Kio Staff Safe

Quick Start Guide

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Quick start guide

If you're new to Kio Staff Safe or just need a refresher, this is a great place to start. Whether you're responding to alerts, responsible for the app administration, or want to get insights into alert metrics, you'll get a quick overview about the features most important to your role.

Sign in to Kio Cloud

Kio Cloud is a cloud-based platform accessible through a web browser. Your organization's Kio Cloud administrator will provide you with the specific URL for signing in. Your access and permissions to the Kio Cloud suite of apps is determined by your assigned app roles, which is managed by those assigned to the Users app Administrator role.

To sign in, use one of supported web browsers listed below. We recommend the browser is at the most current version.

- Google Chrome™ (recommended)

- Mozilla Firefox®

- Apple® Safari®

Sign in with your email and password

This method is required when your organization has not set up Single sign-on (SSO) with Kio Cloud.

> First-time sign-in: You should have received an activation email from Kontakt.io to set up your user profile. If you didn't, check your spam/junk folder or contact your Kio Cloud administrator.

1. From a **web browser**, go your organizaton's **Kio Cloud URL** > enter your **email address** and **password** > select **Sign In**.

2. Enter your **email address** and **password** > select **Sign In**.

    Your **Kontakt.io Launchpad** displays the apps for which you have an assigned role. If an app doesn't appear, it means you haven't been assigned a role in that app.

Sign in with your Single sign-on (SSO) credentials

If your organization has set up Single sign-on (SSO) with Kio Cloud, you'll use your organization's identity provider to sign in.

1. From a **web browser**, go to your organization's **Kio Cloud URL**.

2. Select the available **SSO method** and enter your credentials.

    Your **Kontakt.io Launchpad** displays the apps for which you have an assigned role. If an app doesn't appear, it means you haven't been assigned a role in that app.

Navigating Kio Staff Safe

Once signed in to Kio Cloud. from your **Kontakt.io Launchpad** select **Staff Safe Emerg. Call**.

It's important to be familiar with the app menus and their features. The menus available to you are determined by your assigned role within the Kio Staff Safe app.
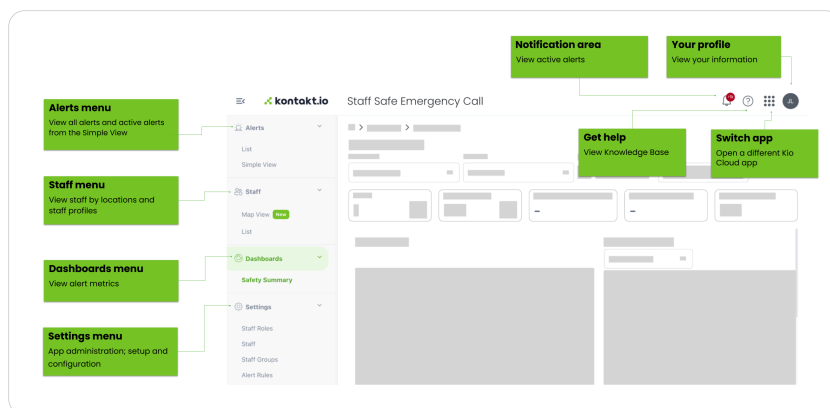
Alerts menu

The Alerts menu, including the List and Simple View, is where the staff duress alerts are located and provides the current status [7] and details of each alert. The Simple View is designed for use by responders - providing them only active staff alerts with enhanced visuals. The List view provides all alerts, along with access to the details of each alert.

Simple View

The Simple View is the most important view for those responsible for responding to alerts. This view provides all active alerts, those in a new or acknowledged status, along with a map pinpointing the real-time location of staff with an active alert.

Alerts are sorted in descending order, the most recent first.
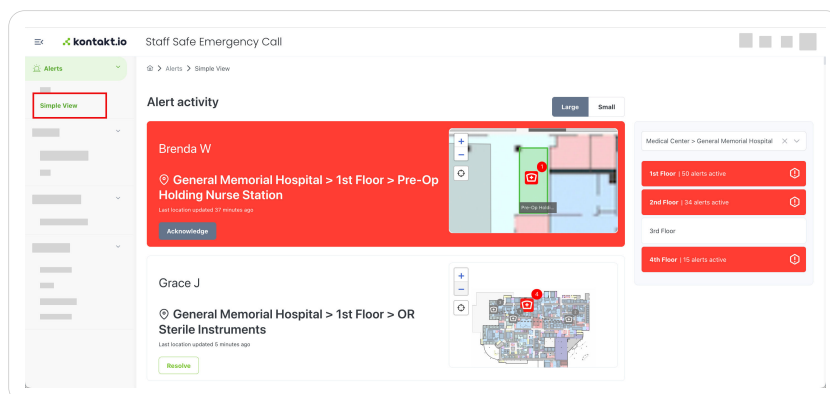
Key features:

- **Location specific alerts.** Filter active alerts to a specific Building location within a Campus. The selected location also includes a floor-level count of alerts in RED that have not been acknowledged or resolved - providing a key visual indicator of the alerts that need immediate attention.

- **Visual colored alert status indicators.** Alerts that have not been acknowledged have a RED colored background and those that have been acknowledged have a WHITE colored background.

- **Map view with staff location details.** The map includes unique icons to identify the real-time location,

- **Last location detail:** Provides when the staff's last location was received. A warning icon is displayed when the last location received has exceeded the lost tag threshold time period.

  [icon] > Identifies the staff's most recent real-time location.

  [icon] > Identifies a room location change, including a numbered sequence and visual movement path.

- **Acknowledge and Resolve alerts.** Alert responders can change an alert's status and log all activity from this single view.

List view

The List view includes all staff alerts categorized by their current status - New, Acknowledged, Resolved - to provide an instant overview of the current state of all alerting incidents. You can select an alert to view its profile and historical activity timeline.

From this view, you can view the details of each alert by selecting the alert.
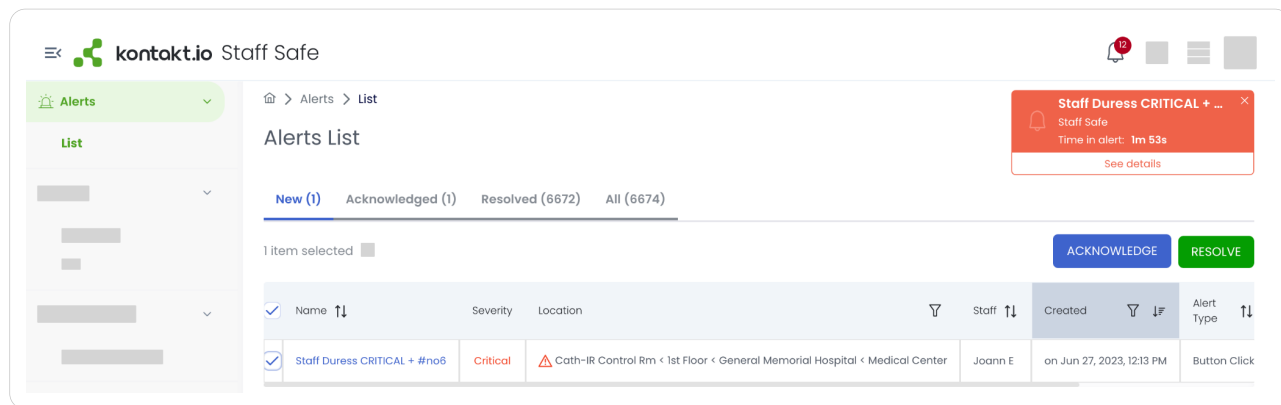
An alert profile includes:

- **Alert Details:** Includes all alert information along with key metrics.

  The Responded By and Response Time are only generated at the time the first responder, those assigned to the Incident Responder Group within the Alert Rule that triggered the alert, enters the room location where the alert was activated.

- **Activity Timeline:** Includes each activity and a timestamp for all actions taken when an alert is active.

  Activity includes when the alert was activated, acknowledged, and resolved, the user notes entered during a status change, and staff room-level location changes. In addition, if the Alert Rule that triggered the alert is configured with a Webhook, each webhook event and its details are logged within the Activity Timeline.

- **Alert Report.** Download a PDF report that provides the alert's details and activity.

About the alert statuses

An alert is comprised of a series of statuses it undergoes from activation to resolution — New, Acknowledged, and Resolved — providing an instant overview the current state of an alert and enabling data-driven metrics. This structured approach ensures a standard, predictable alert progression workflow, starting from the moment an alert is activated to its resolution.

Status	Description
New	Alert has not acknowledged a Staff Safe user (responder).
Acknowledged	A Staff Safe user (responder) set the alert to Acknowledge to indicate that action is being taken. If the Alert Rule that triggered the alert has an assigned Staff Group within its Include Responder setting, when the first responder (wearing a Smart Badge and assigned to this group) enters the room location where the alert was activated, the alert is automatically set to Acknowledge.
Resolved	A Staff Safe user (responder) set the alert to Resolve to indicate the alerting incident has ended. When to to resolve, the user is required to set a Resolution code and can optionally add notes to log additional details about the incident.

Dashboards menu

The Dashboard menu provides alert analytics delivering actionable insights, helping organizations monitor alert trends, response times, and alert resolutions. You can interact with the dashboard metrics by clicking on bars, locations, or segments in the charts to get detailed insights or filter the data further.

Filters

Safety Summary	Alert Rules	Location	Date Range	
	All existing rules	General Memorial Hospital	Last 30 days	Mar 21 2024 - Apr 19 2024

Customize metrics by selecting filters for:

- **Resolution Code:** View metrics be specific codes or all codes.

- **Alert Rules**: Filter metrics by specific alert rules.

- **Location:** View metrics by campus, building, or floor.

- **Date range:** Analyze metrics over preset time frames or a custom date range.

Overall metrics

Alerts	Avg. Alerts/Day	Avg Time to Acknowledge	Avg Time to Respond	Avg Alert Duration
221 ⬇	7.4 ⬇	56m ⬆	-	3h 40m ⬆

- **Alerts:** Total number of alerts, showing trends in alert frequency.

- **Average alerts per day:** Daily average of activated alerts.

- **Average time to acknowledge:** Time from alert activation to acknowledgment, measure response speed.

- **Average time to respond:** Time from alert activation to responder arrival at the location, provided responders are wearing badges and assigned to incident responder groups.

- **Average alert duration:** The average duration of alerts from activation to resolution, helping to understand the typical lifespan of alerts and identify trends that may require attention.

Additional metrics

- **Alerts by role:** Segments alerts by staff roles, identifying which roles activate the most alerts.

- **Alerts by location:** Groups alerts by room, floor or building, helping identifying high-risk areas.

- **Alerts by day/weak and time:** Track alerts by the day of the week and time of day to spot peak incident times.

- **Response time:** Segments alerts based on response times, which options to group by hour, floor, or building.

Staff menu

The Staff menu includes both a Map and List view that provides visibility into the location and profiles of all staff. The profiles of staff includes their settings, last known location, and their location history.

Map view

The Map view provides staff locations by floors within a building and an interactive floor plan map that includes staff room-level locations and active alerts.

Key features include:

- **Location navigation:** Quickly navigate by campus and each building and floor.

- **Staff:** View staff room-level locations within a floor, along with filtering capabilities by staff role.

- **Rooms:** View staff located within specific rooms.

- **Alerts:** View active alerts by floor.

List view

The List view organizes staff a list format that provides a quick glimpse into staff details. From this view, you can view each staff's unique profile that includes their setting details, assigned Smart Badge (Tag), and their last received real-time location and location history,

This list is **searchable** and provides **column filtering** - making it easy to find specific staff. You can also set the columns displayed to view what's most important to you.

To view a **staff's profile,** select their **Staff ID**, **Name** or the **edit icon** located in the Actions column.

Settings menu

The Settings Menu contains all administrative capabilities. Only users assigned the Kio Staff Safe Administrator role have access to the Settings Menu and its sub-menus.

Staff Roles

Staff Roles are a categorization of staff that commonly mirrors the types or roles or positions within your organization. All staff are required to be assigned to a Staff Role. Staff Roles are included in alert metrics and can also be assigned to Alert Rules.

You can also manage Staff Roles from Company Settings, where they are identified as Entity Types.

Staff

Staff are the people that are assigned to and wearing Kontakt.io Smart Badges.

You can also manage staff from Company Settings, where they are identified as Entities.

Staff Groups

Staff Groups offer a way to segment staff beyond their Staff Roles. Staff can assigned to to multiple groups, but can only be assigned to one Staff Role. You can also use groups in Alert Rules to specify which staff the alerts apply to, and assign groups to the Include Responder setting for automated alert acknowledgments and response time metrics.

Staff Groups are created and managed exclusively from the Kio Staff Safe app.

Alert Rules

Alert Rules define the monitored conditions that trigger staff duress alerts and the notifications sent when staff activate an alert from their Kontakt.io Smart Badge. Each Alert Rule's configuration includes the monitored locations, the button event that triggers an alert (blue, red, or any button), the staff the rule applies to, and who receives alert notifications and the notification methods. The notification methods include email, SMS text, or through a Webhook that delivers alerts to a third-party system. Webhooks are configured in Company Settings and assigned to Alert Rules.

Alerts Rules are created and managed exclusively from the Kio Staff Safe app.