

Kio Staff Safe

Staff Administration Guide

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Staff management

Staff management involves creating and managing the staff that are wearing Kontakt.io Smart Badges and Staff Groups. Those wearing a badge are required to be added to Staff Safe and assigned to their badge (tag). Staff also includes responders assigned to a Staff Group within the Include Responder setting in Alert Rules. Once added and assigned to a badge, staff can activate an alert from their badge.



You can also add and manage staff from Company Settings. Kontakt.io recommends use of Company Settings during the first-time setup of Kio Staff Safe and for those that have multiple Kio solution-based apps. In Company Settings, Staff Roles are Entity Types and Staff are Entities - which are located in the Entity Management menu. The only setting that cannot be managed from Company Settings are Staff Groups.

The following staff management instructions are performed from the Kio Staff Safe app.

Things to know

- Only those assigned to the Administrator role within Kio Staff Safe can view and manage staff.
- Staff are required to be assigned to a Staff Role.

A Staff Role is a method to categorize staff by their roles within your organization. Staff Safe provides metrics by roles, and roles can also be assigned to Alert Rules. Staff Roles are Entity Types within Company Settings.

For example, in a healthcare setting roles may include Nurse, Physician, Medical Assistant, to Security. And in a workplace environment, roles could represent departments, teams, or a job type or classification.

- Staff can optionally be assigned to Staff Groups.

Staff Groups provide an additional method to segment staff. Unique to groups, staff can be assigned to one or multiple groups,

Staff Groups are required for the "response time" metric. When configuring an Alert Rule, a specific Staff Group is assigned to the Incident Responder setting. The response time is measured by the system tracking which responder - a staff member wearing a smart badge and assigned to the group - first enters the room location where an alert was activated.

- Kontakt.io Smart Badges worn by a staff are identified as a Tags in the Kio apps.

Tags are Kontakt.io's IoT BLE devices that are either worn by people (Smart Badge, Nano Tag) or attached to things (Asset Tag).



- There are a few Staff Management capabilities that can only be completed from Company Settings, which includes:

Editing the Staff Role assigned to Staff (Entity)

Editing a Staff Role's icon or color (Entity Type)

Editing the values set in a Staff Role's Status Group & Value (Entity Type)

Deleting Staff Roles (Entity Types)

Add a Staff Role

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.

1. From your **Kontakt.io Launchpad**, select **Staff Safe Emerg. Call**.
2. From the **Settings** menu, select **Staff Roles**.
3. From the upper-right corner, select **Create Staff Roles**.

4. Configure the following settings:

Name: enter a unique name to identify the role.

Profile Type and Assigned Applications are automatically set to the Kio Staff Safe values.

5. Select **Next** and update the **Status Descriptor Status values** for the role. Optional, and may or may not apply to your Kio Staff Safe deployment.

The Status Descriptor is for use in Room Type rules. These rules provide the capability to automate the status of assets or people (entities) by their real-time room location.

6. Select **Next** > you can now create **Attributes** for the role > select **Add Attribute**. This is an optional setting.

Attributes set in a Staff Role are a form of metadata (information) that's provided for the staff assigned to the role. For example, this could include their job title, department, or contact information. Attributes can be set to required or optional.

Staff assigned to this role will inherit these Attributes and their values are provided when staff are added.

7. Select **Create**. Staff can now be assigned to this new role.



The Staff Role's icon and color, which are displayed in maps, is managed from the Staff Role (Entity Type) in Company Settings.

Add Staff Groups

Staff Groups provide a method to group staff or segment staff. Staff can be assigned to one or multiple groups.



Staff Groups are required for the "response time" metric. When configuring an Alert Rule, a specific Staff Group is assigned to the Incident Responder setting. The response time is measured by the system tracking which responder - a staff member wearing a smart badge and assigned to the group - first enters the room location where an alert was activated.

1. From your **Kontakt.io Launchpad**, select **Staff Safe Emerg. Call**.
2. From the **Settings** menu, select **Staff Groups**.
3. You can create a group or add multiple groups at the same time.

To create a group, select **Create Group** > enter its **Name** and select a color > select **Save**.

To add multiple groups (bulk add), there must be one group created. To add multiple groups, select **Export CVS** > add the groups to the CSV file (do not delete or change the header row) > select **Import CVS** to add the groups.

Staff can now be assigned to the Staff Group from their profile.

Add staff

1. From your **Kontakt.io Launchpad**, select **Staff Safe Emerg. Call**.
2. From the **Settings** menu, select **Staff**.
3. From the upper-right corner, select **Create Staff**. A new staff profile is created.
4. Configure the following settings.

Staff Role: from the drop-down list, select their role.

Staff ID: must be unique value; duplicates are not allowed. This could be an the staff's ID within another system.

Staff Name: should identify the person; duplicates are allowed. Serves as an alias of their Staff ID or a secondary unique identifier.

Assigned Tag: select the Kontakt.io Smart Badge being given to the staff. The badge's unique ID and MAC address is printed on the badge. A badge can also be assigned at a later date.

Attributes: when the assigned Staff Role has required attributes, you will need to provide these values now.

5. When done, select **SAVE**.

If you need to assign a Staff Group, return to the Staff view and select the Staff's ID or Name. From their profile, you can then assign one to multiple groups.

Add multiple staff at one time (bulk add)

When you need to add a handful to hundreds of new Staff, you can leverage the export and import features. You'll first export a CSV file, add the staff to the file, and then import the file.





Before you begin, be sure there is one staff for each Staff Role being added.

During this bulk add process, you will export a CSV file to serve as a template. Staff Roles may have different attributes, included in the export CSV file, and you want to ensure to have all settings when bulk adding staff.

For example, if you have multiple Staff Roles, such as a Nurse, Security, and Provider, you'll need one staff for each role before you begin.

1. From your **Kontakt.io Launchpad**, select **Staff Safe Emerg. Call**.
2. From the **Settings** menu, select **Staff**.
3. From the **Staff Type** column, select its **filter icon** > enter the name of the **Staff Role** of the staff being added.
4. With the user(s) displayed for the Staff Role, select **Export CSV**.
5. From the Exported CSV file, add each user as a row and their column settings.
Do not delete or change the first row column names.
If there are settings that are not known, a user profile can be update once they are added to Kio Staff Safe.
6. Once the file includes all users and saved, select **Import CVS**.
7. From the **Staff** menu, verify the new users have been added.



Staff badge management

Staff badge management involves assigning staff to their Kontakt.io Smart Badge and replacing a badge if it becomes lost or damaged. When staff activate a duress alert from their badge, their assigned badge is how Kio Staff Safe knows their real-time location and provides responders with this critical information to locate staff when it matters the most.

Things to know

- Assigned role: You must be assigned to the Staff Safe Administrator role to manage badges assigned to staff.
- Power on badge: [9] By factory default, badges arrive powered OFF from Kontakt.io and are required to be powered ON prior to distributing badges to staff. If your organization has ordered badges to arrive powered ON, when distributing a badge be sure to verify its powered ON.
- When assigning staff to their badge, be sure to verify they are associated to an Alert Rule.
- Badges can also be assigned from the Kio Entity Manager mobile app.

Assign badge to staff

Before a Kontakt.io badge is distributed to a staff member, they must be assigned to the badge. Each badge has a Unique ID and MAC address, which is printed on the badge's holder, non-button side.

You can assign staff to their badge from the Kio Staff Safe web app (instructions below), Kio Entity Manager mobile app, or from the staff's entity in Company Settings.

With the badge in hand, complete the following steps from **Kio Staff Safe**.

1. From your **Kontakt.io Launchpad**, select **Staff Safe Emerg. Call**.
2. From the **Settings** menu, select **Staff**.
3. From the list, locate the staff.
4. Select their **Staff ID or Name**. Their profile is displayed.
5. From the upper-right corner, select **Edit**.
6. From the **Assigned Tag** section, search for the badge's 12-character MAC address or Unique ID > select the badge.
7. Verify that the badge's MAC address or Unique ID is correct.
8. Select **Save**.



- To verify the badge assignment and the staff is associated to an alert rule, it's recommended to activate a test alert from the badge. Once the alert is activated, you can resolve the alert and set its Resolution Code to Test and log a note indicating testing badge assignment and operation. If an alert was not activated from a button press (three times in quick succession), verify the staff is associated to an Alert Rule and the button press that triggers an alert (blue, red, or either button).

If the staff member is new to Kio Staff Safe, be sure to share the article Guide to activate a staff duress alert. This article also includes a Quick Start Guide and explainer video.

Replace a staff's badge

When a Kontakt.io Smart Badge is lost, damaged, or being returned to Kontakt.io for warranty, a new badge is required to be assigned the staff member. The staff's assigned badge (tag) delivers their real-time location when they activate an alert, which is why a proper replacement and badge assignment is critical. If a damaged badge is to be disposed of, be sure to follow your organization's electronic device disposal policy.



Write down the 12-character MAC address of both badges - printed on the holder, non-button side of the badge. If the badge being replaced is lost, you can get its MAC address during Step 1.

Step 1: Assign the new badge to staff

- From your **Kontakt.io Launchpad**, select **Staff Safe Emerg. Call**.
- From the **Settings** menu, select **Staff**.
- From the list, locate the staff member that requires their badge to be replaced.
- Select their **Staff ID or Name**. Their profile is displayed.
- From the upper-right corner, select **Edit**.
- From the **Assigned Tag** section, select the **tag** > select **Clear Filters** > search for the new badge's 12-character MAC address and select the new badge.
- Select **Save**.



To verify the badge assignment and the staff is associated to an alert rule, it's recommended to activate a test alert from the badge. Once the alert is activated, you can resolve the alert and set its Resolution Code to Test and log a note indicating a replacement badge test was performed. If an alert was not activated from a button press (three times in quick succession), verify the staff is associated to an Alert Rule and the button press that triggers an alert (blue, red, or either button).

Step 2: Update the Deployment Status of each badge

The Deployment Status of a badge represents its current lifecycle, indicating whether it is:



- Deployed: in use (assigned)
- To be Deployed: available inventory (can be assigned)
- End of life: no longer in use or disposed of

The Deployment Status is also used by Kio Cloud Device Health to monitor badges (tags), with only badges in the Deployed status are actively monitored.

1. From your Kontakt.io **Launchpad**, select **Device Management 2.0**.
2. From the **Inventory** menu, select **Tags**.
3. Update new badge status:

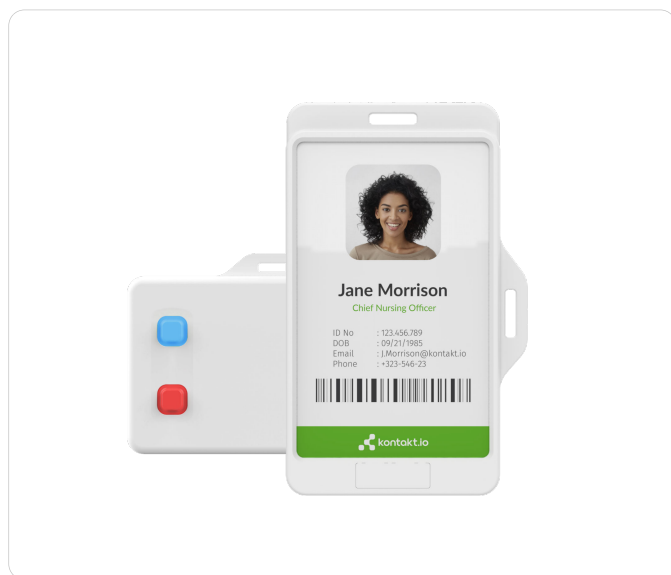
From the **Search Devices** field, enter **MAC address** of the **new badge** assigned > select is **ID** > from the **General** tab, set its **Deployment Status** to **Deployed** > select **Save**.

4. Update the badge replaced:

From the **Search Devices** field, enter the badge's **MAC address** > select is **ID** > from the **General** tab, set its **Deployment Status** to **End of life** > select **Save**.

Power on or off a Smart Badge

By default, Smart Badges are shipped from Kontakt.io with their power OFF and must be powered ON before use. However, you can request to have badges shipped powered ON when placing an order.



Topics include:

- Power on a Smart Badge [10]
- Power off a Smart Badge [10]



- Verify a Smart Badge is powered on [10]

Power on a Smart Badge

If a badge's LED does not blink after pressing and quickly releasing either the blue or red button, follow these steps to turn it on:

1. **Press and hold** either the blue or red **button for 5 seconds**.
2. When you see the button LED blink, it's your confirmation the badge is ON.

Power off a Smart Badge

To power off a badge, follow these steps:

1. **Press and hold** either the **blue or red button for 5 seconds**.
2. Once the **LED stops blinking**, it indicates that the badge has been **turned OFF**.

When OFF, the LED does not blink when pressing and quickly releasing a button.

Verify a Smart Badge is powered on

To verify a badge is ON, press and quickly release the BLUE or RED button and verify you see its LED blink for a few seconds.



Continuously pressing either button may result in activating a button press event. If you do not see an LED blink after a button press, do not press a button for 5 seconds to allow the device to clear the previous button event.

Smart Badge insert reference card

Prior to distributing badges to staff, this handy reference card can be printed and inserted into the badge.


[Download PDF for the Smart Badge model](#)



kontakt.io Smart Badge + Activate Duress Alert
response to your real-time location


How to signal for help

Press either **button**
3 times in quick
succession



Wear on site at all times
Buttons facing your body
Not covered by other items
Not in your pocket

Watch the video




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If your organization has Alert Rules configured to activate staff duress alerts from only the blue or red button or if the badges are configured to activate an alert with one press, please submit a support request. Our team can provide custom PDF inserts.

Additional resources

The following provide learning resources for staff wearing Kontakt.io Smart Badges.



- Kio Staff Safe Quick Start Guide

Provides instructions for activating a duress alert by **pressing any button three times in quick succession**, along with guidelines for **wearing a badge**.

The buttons that activate an alert, either the blue, red, or any button, and the number of presses may vary by your organization's deployment.

- Kio Staff Safe explainer video. Get a 2 minute overview of how it all works.

This video highlights a Portal Light infrastructure along with Smart Badges. Your deployment may vary to include third-party BLE to Wi-Fi gateways such as Cisco Access Points, and Kontakt.io Beam Minis or Portal Beams.

Scan the QR Code

