


This manual provides EVA Emergency users an overview on the mobile and web applications. If you prefer to download this document as PDF you can do it [here](#).

The puzzle jigsaw symbols (  ) on the left of the page mark important facts and recommendations about the application.

## **Initial Setup**

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We have written a two-page set up guide if you want to get going quickly: [Quick Guide](#)


For EVA Emergency to be functional, your mobile number has to be registered in the Back End web application (associated to one or more Sites).


If you want to try our EVA Emergency mobile app, please register your company at <https://admin.evaemergency.com/register> to create Sites and register Users. It's free for 30 days and it only takes five minutes to set up!

## **Mobile Application Installation**

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Locate EVA Emergency in the Google Play Store (Android smartphones) or the Apple App Store (iOS smartphones) and read the Terms and Conditions and the Privacy Policy. If you accept these click 'I accept' and proceed to download and install the application.

 **EVA Emergency requires certain permissions to work properly, including Location Services, access to phone, SMS and storage. Please ensure you enable these permissions during installation and keep them enabled afterwards.**

 **EVA Emergency relies on your phone letting the app run in the background to receive alarms. If during the tests you notice you don't receive the notifications, make sure the app is protected from battery saving (Settings → Power saving → High Performance and Protect App) and notifications are enabled (Settings → Notifications → EVA → all allowed). The access path to these options may be different for your phone.**

## **Mobile Application Log in**

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 **To use the application, a Site Administrator needs to give you access to a Site on the Back End web application.**

Open the mobile application by tapping on the EVA icon in your smartphone.

Select the country you are in and type in your mobile number, this will trigger a text message to be sent to you with a six-digit verification code. Enter the code, agree to the Terms of Use and click 'Log in'.



If the Site Administrator hasn't registered your details in the Back End application, the sign in process will fail. Contact your Site Administrator and confirm your details have been entered correctly into the system.



**We recommend that you don't close (i.e. force-quit or swipe-up) the application, especially in Apple iPhones (iOS). Also you need to remain signed in and have Location Services and Mobile Data enabled and fully functional in your smartphone for the app to work properly.**

## Mobile Application General Use

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Once you have signed in, you gain access to the list of Sites where you are a user.

Tap on a Site to access its emergency map. The Site boundary should be larger than the actual workplace site. This is due to inaccuracies inherent to GPS and other location services, to ensure alarm notifications reach all personnel onsite.

On the bottom right corner you can tap the Contacts button and place voice calls to emergency personnel.

When an alarm is triggered, your smartphone will sound a distinctive tone. You should then tap or swipe the notification and unlock the screen to open the app, read the incident description and reply with 'OK' or 'Not OK'. Once you do so, the application will show you the site map with the alarm details. You can change your status to 'Not OK' or 'OK' using the toggle at the bottom of the screen. The alarm tone overrides low volume or silent settings in your device.

If the Wardens have required you to proceed to a designated assembly point (as per the map) you should declare yourself assembled once you get there by ticking the assembled checkbox.

## If you are a Warden

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If the Site Administrator has given you Warden permissions, on top of the general functionality described before, you can raise and manage Site alarms.

To raise the alarm, go to the Site screen and tap on the 'Set Alarm' button.

Describe briefly the alarm and what people have to do (e.g. 'Fire drill in production line 3, proceed to assembly area.'). Select one or more icons in the top bar and place them in the map where relevant. All users will receive this information in their smartphones. Click the 'Emergency' checkbox if you want a backup SMS to be sent to users which do not respond to the notification (e.g. neighbouring business owners without EVA installed) and confirm the alarm.









You can edit the alarm details as it develops, e.g. you may want to relocate the location of the hazards, designate no-go zones or set new assembly points. You can

also change the alarm description and the instructions. To do this click on the 'Edit' button during an alarm.


During the alarm you can monitor the location of all active users and the progress of the assembly process if relevant.


The following table describes the meaning of the possible user appearances:

**Table 1: Meaning of user's appearance**

Shape		Meaning	
	Circle	User without any declared disability	
	Square	User with declared disability	
Colour	Symbol	Flashing	Meaning
	Red !	ON	User in distress
	Yellow ?	ON	User's location lost
	Yellow ?	OFF	Alarm not acknowledged in smartphone
	White none	OFF	Site Administrator or Warden
	Blue none	OFF	Standard User who has assembled
	Green none	OFF	Standard User who has not assembled

If you want to call a particular User –displayed as circles or squares in the map- you can tap it and place the voice call normally.

 Please note that there may be more occupants on the site apart from the ones appearing on the screen, such as people not registered in the application, without the correct application permissions, with low or depleted battery etc.


 When you want the alarm to finish, tap the 'Clear Alarm' button. It is important that you remember to clear the alarm when it is finished, otherwise the application will keep working in the background using data, battery and resources.

## **Creating a Company in the Back End Web Application**

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To first register a Company you need you open <https://admin.evaemergency.com/register> and fill in the registration form.

When you register a Company you become Company Administrator. You can designate other Company Administrators, create Sites and designate Site Administrators.


 **It is recommended to allocate a minimum of two Company Administrators and two Site Administrators (per Site), to provide a robust setting to deal with forgotten passwords, going on leave etc.**

## **Back End Web Application Log In**

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When you are designated Site Administrator or Company Administrator you receive an email with the instructions to set your password. Your username will be your email address.


Read the Terms and Conditions (the set of terms and conditions that apply to Company and Site Administrators is different to that of General Users and Warden) and the Privacy Policy. If you accept these click 'I accept' and proceed to download and install the application.


 **If you are a Company Administrator or a Site Administrator, both sets of Terms and Conditions apply to you.**

## **If you are a Company Administrator**

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Company Administrators are in charge of creating sites and managing payment details (credit card).

 **You can nominate yourself as Warden or Standard User if you want to have mobile application functionality too.**

 **You need to ensure that payment details are valid and current to ensure the application remains functional at the Site(s) associated to your Company.**


## **If you are a Site Administrator**

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If you are a Site Administrator, you have access to both the mobile application and the Back End web application.

Site Administrators can nominate other Site Administrators.

You have the same functionality as a Warden in the mobile application, but additionally you can edit the Site characteristics (boundary, location of medical / firefighting equipment, location of assembly areas) as well as set the emergency contacts for the Site and manage all Site users from the Back End web application.

 **Your role is critical in that you are responsible for keeping the Site details and -more importantly- the register of users up to date. You can also audit the status of the mobile app in the registered users.**

## Summary

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The following table summarizes the features and duties of each type of user.

**Table 2: Summary**

User	Main Features	Main Duties
General User	<ul style="list-style-type: none"> <li>• Ability to contact Site emergency personnel</li> <li>• Ability to receive alarm notifications and instructions on how to proceed</li> </ul>	<ul style="list-style-type: none"> <li>• Report any incidents which can cause a Site emergency</li> <li>• Comply with directions from Wardens in case of emergency</li> <li>• Declare yourself assembled (if applicable)</li> </ul>
Warden	Same as General User plus: <ul style="list-style-type: none"> <li>• Ability to raise, edit and clear Site alarms</li> <li>• Ability to see user's location and status during alarms</li> </ul>	Same as General User plus: <ul style="list-style-type: none"> <li>• Manage alarms</li> </ul>
Site Administrator <sup>(1)</sup>	Same as Warden plus: <ul style="list-style-type: none"> <li>• Ability to define and edit the Site (incl. boundaries, location of medical / firefighting equipment and nomination of emergency contacts)</li> </ul>	<ul style="list-style-type: none"> <li>• Keep Site details updated in Back End application</li> <li>• Keep users register updated in Back End application</li> <li>• Periodically audit users to assess the app working condition</li> </ul>
Company Administrator <sup>(1)</sup>	<ul style="list-style-type: none"> <li>• Ability to set up payment details for a Company</li> <li>• Ability to create Sites</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that payment details are valid and current</li> </ul>

<sup>(1)</sup> The same person can hold both the Company Administrator and Site Administrator roles.

The following diagram provides an overview of a typical Company structure within the application.

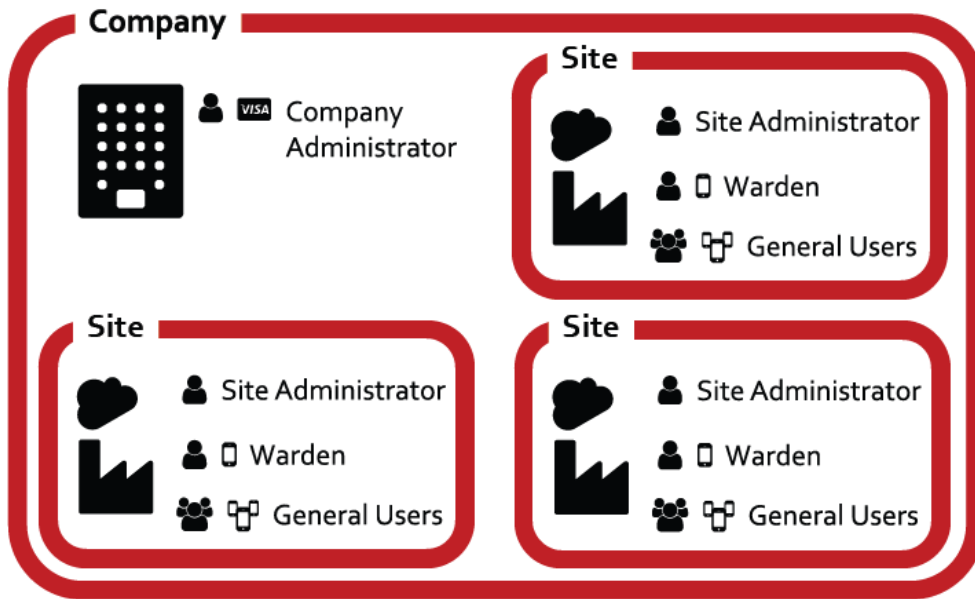


Diagram 1: Typical Company structure

### Troubleshooting

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Do you have any problems with the app? Check our [Troubleshooting Guide](#) for assistance.