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## FREQUENTLY ASKED QUESTIONS

# About UBeSafe!

**UBeSafe!** is a cloud based incident communication application, enabling enterprises to send mass alert notifications to individuals or groups to keep them informed before, during, and after emergency events.

Employees, in response, can send confirmation regarding their current safety status and business continuity plan over multiple channels. Events and their various questionnaire will be preconfigured in the system.

The application can also be used to send out general announcements on official events like fire drill, sudden holidays etc.

It will be available in both Mobile and Web platforms. Both will render a similar user experience as, in essence, they represent a unified product.

This document addresses the trouble areas that a user may encounter while using the **UBeSafe!** application.

## Frequently Asked Questions

### GETTING STARTED

#### 1. How do I download the UBeSafe! mobile app?

To use the **UBeSafe!** mobile app, you have to first download it from either the Google Playstore or Apple App Store:

1. Open the Google Playstore or Apple App Store and search for **UBeSafe!**.
2. Download and install the **UBeSafe!** mobile app on your device.
3. Open the **UBeSafe!** mobile app.

You are ready to go! 

## 2. How do I sign up with UBeSafe! for the first time?

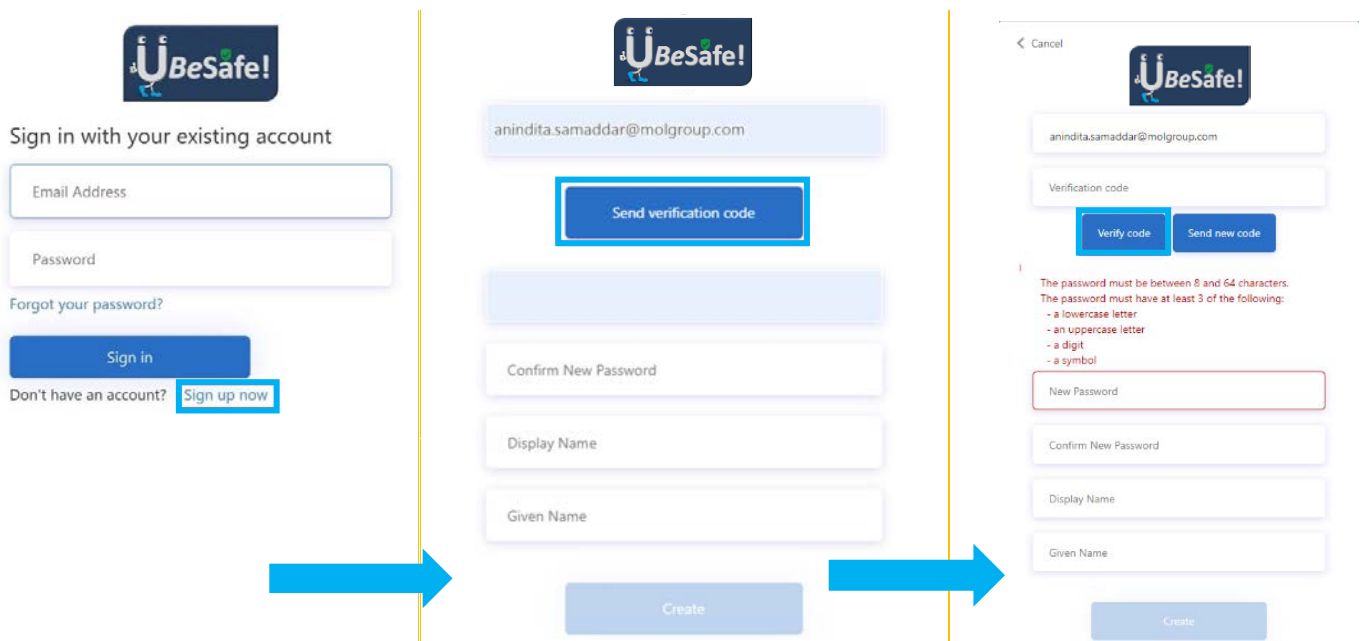
You need to register with **UBeSafe!** before you can log in to the application.

1. Open the **UBeSafe!** Mobile App or the Website. The **Sign in** screen appears.
2. Tap **Sign Up now** link. The **Sign up** screen appears.
3. Type your email address.
4. Tap **Send Verification code**. You will receive a verification code in the email ID you entered. The screen changes to accommodate fields to enter the verification code.
5. Enter that code in the **Verification Code** field.
6. Tap **Verify Code**. The application authenticates and lets you proceed.
7. Type a new password, display name for your profile, and actual name.

*You can add "San" as Suffix to your Display Name if you're a Japanese user.*

8. Tap **Create**. Your profile will be registered with **UBeSafe!**.

Hereafter, you can log in using these credentials to stay connected with **UBeSafe!**.

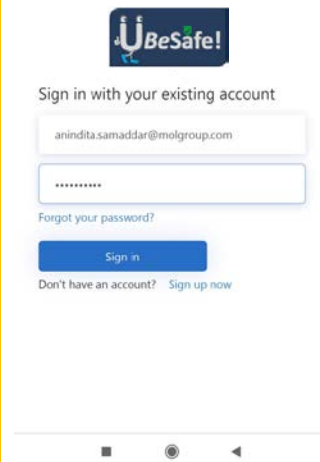


### 3. How do I log in to the application?

You must sign up with **UBeSafe!** before you attempt to log in to the application.

To log in:

1. Type in your email address and password in the respective fields. These credentials should be what you used to sign up with **UBeSafe!**.
2. Tap **Sign in** to complete the process. The **Notifications** screen appears.



### 4. Do I need to log in every time I want to access UBeSafe!?

Logging authentication will vary based on the type of user:

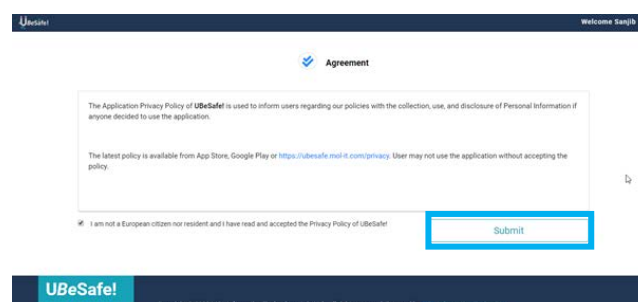
- If you are an **Employee**, once you sign into the mobile app, you will stay signed in until you choose to sign out.
- If you are an **Executive** or **Admin**, after entering your logon credentials, you need to pass through a multi-factor authentication to log in to the application. This means, you will receive a 6-digit passcode in your mobile phone that you must enter to log in. This is true for both Mobile and Web platforms. The Logon credentials will be authenticated using MOL-IT Azure Active Directory (AAD).

**Session Logout for Executive or Admin:** If you keep the Mobile App idle for more than 15 minutes, you need to re-enter OTP if you try to access it again. For Web, you will have to additionally enter your credentials.

*You need to change the password every 90 days. This is applicable for all users across all platforms.*

### 5. What happens after I sign in for the first time?

After successful login for the first time, you have to accept the **UBeSafe!** application Privacy Policy and click the **Submit** button to enter the application.



## 6. What are the compatible browsers/platforms for the application?

- **Recommended Browser for Web:** Google Chrome and Microsoft Edge.
- **Recommended Platform for Mobile App:**
  - **Android:** OS 8 (Oreo) or higher in standard devices
  - **Apple:** iOS running 12.x onwards and device, iPhone 6S onwards (*we do not support devices with lesser display scale factor like iPhone 5/5S*).

## 7. How can I prevent my notifications from going to promotion/junk folder?

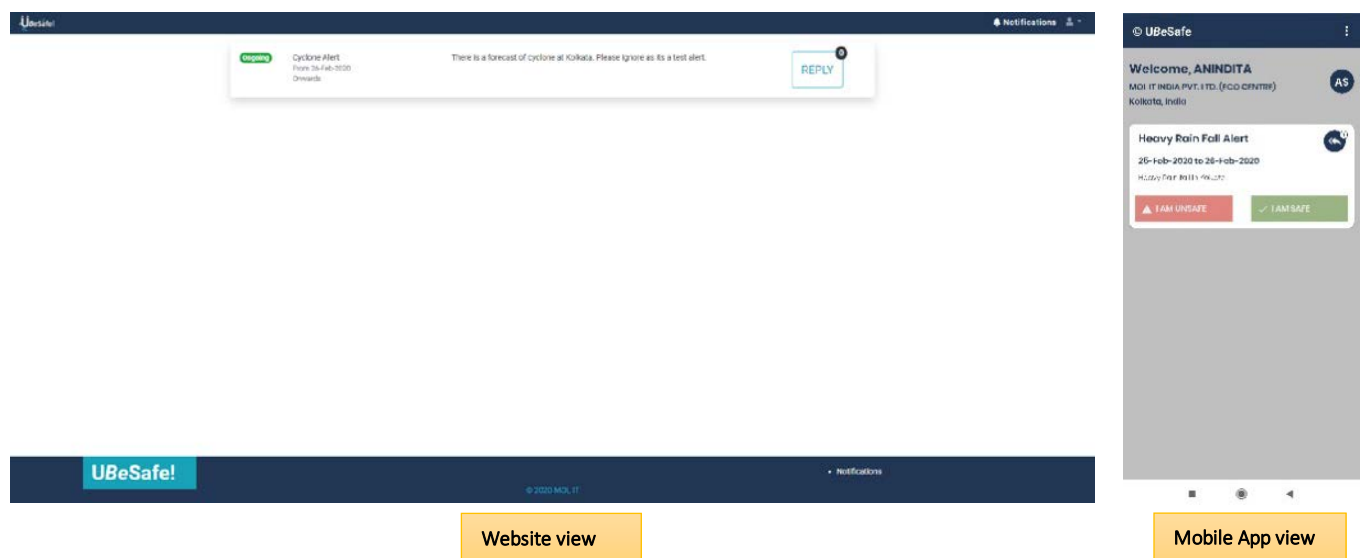
If the UBeSafe notification has landed up in your promotion/junk folder, you can move it to your inbox and save this setup for all the future messages from UBeSafe!

# INCIDENT RESPONSE – BY EMPLOYEE & EXECUTIVE

## 1. How do I view all of my alert notifications?


When you log in to the application, you navigate to the **Notifications** screen by default. This screen displays all the notifications and announcements sent to you.

Here is a screen shot of the **Notifications** screen displaying an Alert:

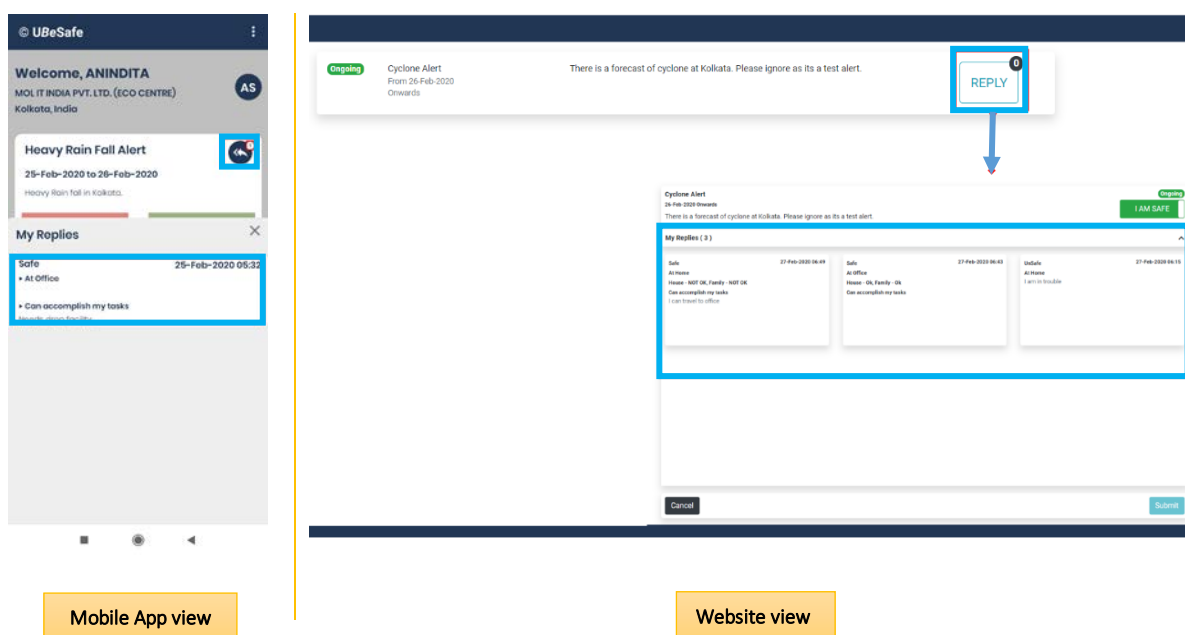


## 2. How do I view my replies against an alert?

To view your replies against an alert:

1. Tap  on your mobile or click **REPLY** on the Website. **My Replies** panel appears.
2. On the **My Replies** panel, view the various messages you have sent in response to the particular alert.

*The number of replies is denoted on the icon(  ) or button (  ) itself.*



### 3. How do I send response to an alert?

To send response of your current status on the **Notifications** screen:

#### When you are using the Mobile App

1. Tap either **I AM SAFE** or **I AM UNSAFE** to confirm your status.

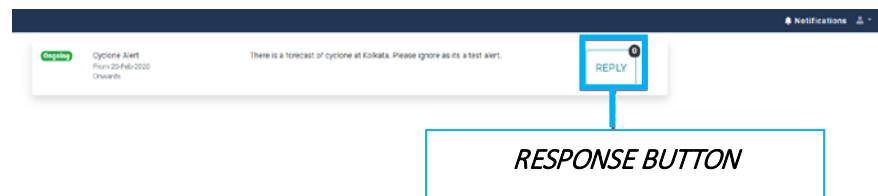
#### When you are using the Website

1. Click **REPLY**.
2. If you are safe, keep the **I AM SAFE** button selected by default, unchanged. Or, to imply that you are currently unsafe, click the **I AM SAFE** button to switch it to **I AM UNSAFE**.
3. Provide additional information based on the type of responses required against the particular event:
  - a. **Where are you:** Tap the option indicating your current location. You can specify other location if it is not included in the given options.

- b. **Home Status:** Tap the option indicating your current home/family situation.
- c. **Business Continuity Plan status:** Tap the option indicating whether you are able to continue work.
4. Type additional remarks against that specific information, if required.
5. Tap **Submit**.

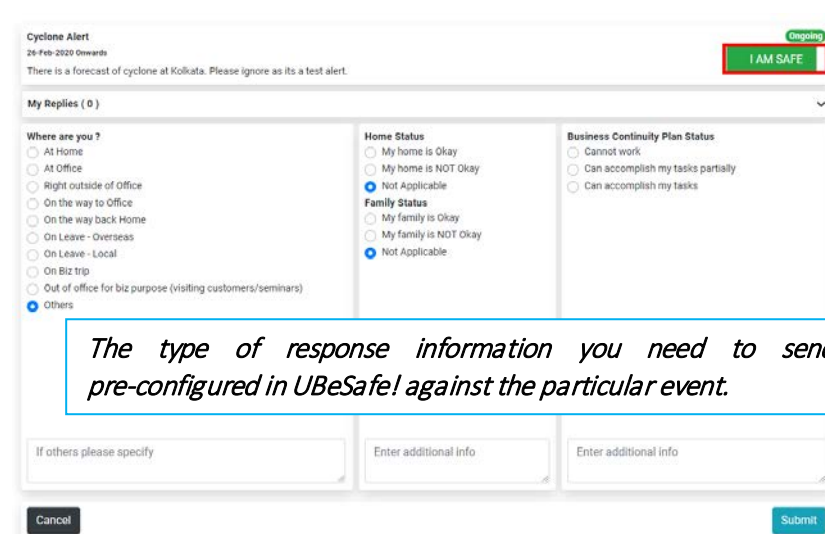
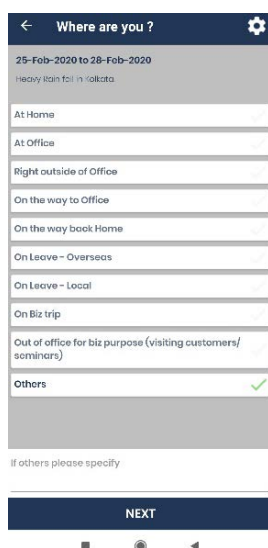


Mobile App view



Website view

*Clicking I AM SAFE button switches it to I AM UNSAFE.*



*The type of response information you need to send are pre-configured in UBeSafe! against the particular event.*

#### 4. Can I send multiple responses to an alert?

Yes, you can send response to an alert multiple times till the event is active/ongoing. The latest response sent via any channel (Mobile App, E-mail or SMS) will be considered the final status of your situation.

The response buttons (**I AM UNSAFE** and **I AM SAFE**) will remain available till the event is active.

*You cannot respond to an inactive or expired notification.*

## 5. What channels can I use to respond to a notification?

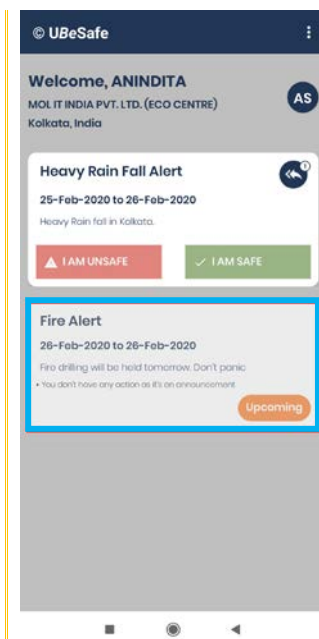
You may receive a disaster notification and send a response using any of the following channels:

- **Web:** You can log in to the UBeSafe! Website and respond to the notifications sent to you. The Home page displays all your notifications.
  - **Email:** On receiving email notifications, you can click the **UBeSafe!** hyperlink included in the email and navigate to the Website to confirm your safety status.
  - **SMS:** On receiving SMS alert at your registered mobile number, you can click the **UBeSafe!** hyperlink included in the message and navigate to the Website to confirm your safety status.
- **Mobile App:** On receiving the app notification, you can respond to it by opening the **UBeSafe!** app and confirming your safety status.

## 6. Do I need to send any response for an announcement?

No, announcements are meant only to intimate you regarding an event. There is no scope to send any response against an announcement.

For example, the adjacent screenshot displays an upcoming Fire Alert which does not require any response from your end.



## 7. Why can't I reply to an alert I received?

The alert you have received might be an **Upcoming** event (to be active on a future date). You can respond to it once the event becomes **Ongoing**.



## 8. I have two mobile numbers. One provided by office and another my personal. In which mobile should I install UBeSafe!?

It is advisable to install the **UBeSafe!** app on your office mobile.

## 9. Somehow I have opted out of UBeSafe! notifications but I would like to continue to receive the notifications again. How to do it?

Just like any other app, you can control if you want to receive notifications from **UBeSafe!** on your phone. If you have accidentally opted out of receiving notification from **UBeSafe!**, you can revive the settings in similar way.

1. Open your phone's Settings app.
2. Tap **Apps > Manage Apps > UBeSafe! > Show Notifications**.

*Settings can vary phone-wise. The information given here is generic.*

## 10. I am no longer associated with my office and have joined another office. Do I still continue to receive alert notifications?

Your profile would be made inactive on your exit from your current office that subscribes to **UBeSafe!**. You will no longer receive any alert notification.

## 11. I am on a business trip. I have received a notification from UBeSafe! app that demands my reply. What should I do?

If you are on a business trip or abroad and you receive a notification that is not applicable to your immediate situation, you may select the **I AM SAFE** response and additionally mention your location (for example: **On Leave, On Biz trip**).

## 12. What additional roles do I have as an Executive?

You will be able to keep a track responses of all other employees during the emergency.

# EVENT CREATION - BY ADMIN

## 1. As an UBeSafe! Administrator what are my major responsibilities?

**UBeSafe!** Administrators are enterprise representatives who are empowered to notify the employees on account of any emergency or incident that needs urgent attention. Here are the responsibilities of an **UBeSafe!** Administrator, in a nutshell:

- Create and manage different events for emergencies or natural disasters - *Using Website*
- Create announcements for general office events - *Using Website.*
- Send out emergency or incident notifications - *Using Website.*
- Keep a track of each employee response and whereabouts - *Using Website and Mobile.*
- Can send a reminder to employees who did not send any response - *Using Website and Mobile.*

## 2. On what disasters/events can notifications be sent?

You can create emergency notifications scheduled to be sent on event of any disaster to a designated group of users. Notifications can be sent for any natural calamity like Earthquake, Fire, Cyclone, Tsunami, Heavy Rainfall, as well as general announcements like Fire Drill, Sudden Holiday etc.

## 3. Using what channels may I send the notifications?

There are three channels using which you can send disaster notifications: E-mail, SMS, Mobile App. You can choose to send SMS as an optional service; SMS send/receive will incur standard charges.

## 4. Can I create notifications for multiple offices?

Yes, you can act Admin for multiple offices having separate physical locations.

## 5. Where do I create alert events?

As the Office Administrator, you can create and view emergency notifications using the **Dashboard**.

Notification Details Add screen (accessed from Dashboard):

The screenshot displays the 'Notification Details Add' screen, which is used to create and manage emergency notifications. The interface includes a header section with filter parameters and a main table of notifications.

**Header Section:**

- Filter parameters:** Includes fields for Status, Notification, Description, From Date, To Date, and buttons for Clear, Apply, and Switch Office.
- Event Status:** A dropdown menu to select the status of the notification.
- Type of Notification:** A dropdown menu to select the type of notification.
- Description of Notification:** A text field for the notification description.
- Validity period of the Notification:** Fields for From Date and To Date.
- Button to filter the events:** Buttons for Clear and Apply.
- Button to switch office if user is associated with multiple offices:** A button labeled Switch Office.

**Notification Table:**

Status	Notification	Questionnaire	Notify via	Replies
Ongoing	<b>Heavy Rain Fall Alert</b> ( From 05-Sep-2020 Onwards ) From weather department there is a forecast of heavy rainfall in certain areas of eastern India. Stay home and stay safe.	<input type="checkbox"/> Whereabouts <input type="checkbox"/> Home Family <input type="checkbox"/> BCP	<input type="checkbox"/> App <input type="checkbox"/> Email <input type="checkbox"/> SMS	Unsafe Not Replied Safe Total 0 1 0 1
Ongoing	<b>Others</b> ( From 03-Sep-2020 Onwards ) Office will be closed due to annual festival of Durga Puja on last week of October.	<b>Announcement</b>	<input type="checkbox"/> App <input type="checkbox"/> Email <input type="checkbox"/> SMS	Total Notified 1
Ongoing	<b>Cyclone Alert</b> ( From 01-Sep-2020 Onwards ) Testing HKG account.	<input type="checkbox"/> Whereabouts <input type="checkbox"/> Home Family	<input type="checkbox"/> App <input type="checkbox"/> Email <input type="checkbox"/> SMS	Unsafe Not Replied Safe Total 0 0 2 2
Ongoing	<b>Tsunami Alert</b> ( From 21-Aug-2020 Onwards )	<input type="checkbox"/> Whereabouts	<input type="checkbox"/> App	Unsafe Not Replied 0 1

**Annotations:**

- Filter parameters:** Points to the filter fields at the top.
- Event Status:** Points to the status dropdown.
- Type of Notification:** Points to the notification type dropdown.
- Description of Notification:** Points to the description text field.
- Validity period of the Notification:** Points to the date range fields.
- Button to filter the events:** Points to the Clear and Apply buttons.
- Button to switch office if user is associated with multiple offices:** Points to the Switch Office button.
- Button to create a notification event:** Points to the plus icon at the bottom of the table.
- All events and their details are displayed at a glance:** Points to the entire notification table.

**Notification Details Form:**

**Enter the Event Name:** A dropdown menu to select the event name.

**Enter the event description:** A text field for the event description.

**Select the date range:** Fields for From Date and To Date (Optional).

**Select the event as an announcement if user response is not required:** A checkbox labeled 'This is an Announcement'.

**Select additional questionnaire for which user response is required:** Checkboxes for 'Whereabouts', 'About home and family', and 'Business Continuity Plan (BCP)'.

**Select the notification mediums:** Checkboxes for 'App', 'Email', and 'SMS (Standard charges apply)'.

**Offices / Employees:** A list of offices and employees to select recipients.

**Filter Office/Employee Names:** A search bar to filter the list.

**Select recipients by a specific office:** A button to select recipients by office.

**Add external employees:** A button to add external employees.

**Create and send the event notification instantly:** A button labeled 'Create & Send Notification'.

## 6. Can I reply on behalf of an employee if he is unable?

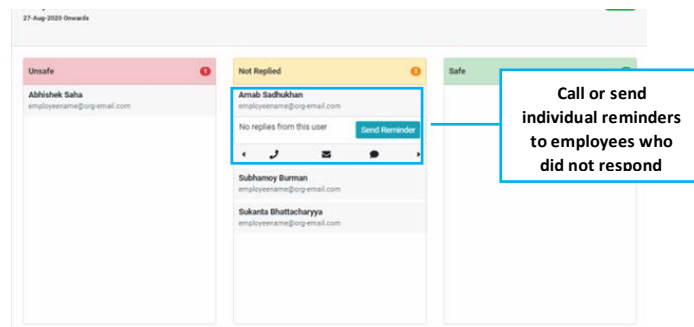
Yes, you can send reply to a notification if the particular employee is unable to connect to UBeSafe! for some reason.

## 7. Can I select specific members to send the notifications?

Yes, you can opt to select and de-select staff members while sending notification and can even include one or more outside office members if they are on business trip and visiting your office.

## 8. How can I view the response statistics of an event?

You can view the response statistics of a particular event from the **Dashboard**. If necessary, you can send individual reminders to employees who did not respond, or contact them through Phone, E-mail, or SMS.



## 9. How much time does it take the user to receive a notification after it is sent from UBeSafe?

After you send the notification, it will take maximum three minutes for the user to receive the email, app and sms.