

KPU Safe App WorkAlone Feature Step by Step Guide:

Note: Prior to following the steps below, faculty and staff must have been directed by their supervisor to conduct work alone or in isolation as defined by [section 4.20.1](#) in the Occupational Health and Safety Regulation. This must be followed by a [completed risk assessment](#).

Logistics of using the WorkAlone Feature

1) Download the app

The feature is embedded within the KPU Safe App entitled “KPU SAFE.” This app can be downloaded from the Google Play store or Apple App Store.

2) Set up your profile

Once you have the app downloaded, click, “WorkAlone”, tap register to sign up for WorkAlone (or “Log in” if you’ve already registered)

Note: Please try to Password Reset if your login or registration is invalid.

3) Check the settings on your phone

The Worker and Emergency Contact must ensure their cell phone:

- Notifications are turned on, allowed and enabled
- Notification volume is turned up
- Connection to a broadband (3G, 4G, LTE or WiFi network)
- “Do Not Disturb” feature is turned off
- Always kept with them during a working alone session

4) Provide your Emergency Contact with the required information

Your Emergency Contact should:

- Know that you have designated them as your Emergency Contact and agree to it
- Add the following contacts to their phone contact list:
 - [KPU Campus Security](#) (Surrey campus and your local campus)
 - Your name (worker working alone) and phone number
- Adjust their phone settings as indicated in (3)

5) Notify your local Campus Security that you will be starting a working alone session.

Starting a Working Alone Session using the WorkAlone Feature

1) Complete the information required to start a session

Once you have registered, you can tap “start or view your WorkAlone Session,” and follow the appropriate prompts.

The details you enter above will be remembered between sessions, review before starting each session.

2) Confirmation that your session has started

Your Emergency Contact will receive a text indicating you have begun your working alone session. You are encouraged to contact your Emergency Contact to verify that they received this text.

Checking-in using the WorkAlone Check-in Tool

1) How will I know when I need to check in?

You will receive a notification at the set interval chosen. You must check-in within 5 min of your notification. If you don't, see below “What happens if I don't check-in”

Once you click “Check-in,” you are done checking-in until your next scheduled check-in which is according to the frequency chosen when the work alone session started.

Choosing “Emergency” will call Surrey Campus Security.

2) What happens if I don't check-in?

If you miss your check-in within 5 min of your notification the escalation process is initiated. Your Emergency Contact and Surrey Security Office will receive a:

- Text
- Phone Call
 - The phone call will be an automatic recording that will inform the Emergency Contact that the worker did not check in and they should press “1” to immediately contact the worker to make sure everything is alright.
 - NOTE: If this automatic recording goes to voicemail, the Emergency Contact cannot use the “1” feature when listening to the voicemail

3) What happens if my Emergency Contact does not follow the instructions provided?

If the Emergency Contact misses the alert notifying them that the worker has not checked in, the WorkAlone Feature will notify Campus Security. Campus Security will contact the worker and follow up with a site visit if there is no answer.

Cancelling /Finishing a Working Alone Session on the WorkAlone Feature

1) How do I cancel a working alone session midway?

Click “Start or view your WorkAlone Session,” followed by “Cancel WorkAlone.” Your Emergency Contact will receive a text indicating that you have cancelled your working alone session.

2) How do I finish my working alone session?

Your last “check-in” notification based on your initial working alone duration will look the same and you will be asked to check-in.

If you miss your last check-in notification, the escalation process is initiated, and no further check-in notifications are sent by the WorkAlone Feature. You must Check-in to officially end the session and prior to starting a new Working Alone Session.

Frequently Asked Questions about the WorkAlone Feature

Can I use this feature for off-campus situations when working remotely?

No, at this point the feature is set up to be used at KPU Campuses (e.g., Cloverdale, Surrey, Langley, Civic Plaza and Richmond) only.

Can I change how often the app checks up on me during a working alone session?

No, once a frequency is chosen, it cannot be changed during a session. If you would like to change your time you end and restart another session.

What if I have had an injury and I don't check-in?

Your Emergency Contact will try to contact you and if you don't respond, a member of Campus Security will arrive at your location. Based on the situation, Campus Security will act and notify any emergency response required.

Does my Emergency Contact have to be the same for each working alone session?

No, you can go into your profile and change this information. Remember to change it prior to starting a new session.

I wanted to check-in but accidentally clicked "Emergency." Now what?

Clicking "Emergency" contacts your Campus Security. Don't hang up. Stay on the phone and simply explain what happened.

How does my designated Emergency Contact know when I am "working alone"?

The Emergency Contact will be notified via text once the worker begins a working alone session in the app. However, at any point, the Emergency Contact can contact the worker directly (outside the automated features of the app) to speak with them. Your Emergency Contact must be aware of your upcoming session and understand their responsibilities in this role.

What happens if the worker forgets to finish their session?

If a worker forgets to finish their working alone session, this means they forgot their last check-in. This would initiate the escalation process. You must Check-in to officially end the session.

Can Campus Security track a worker's location through the app?

The app does not track a worker's location. Campus security is only aware of the worker's location to the based on the fields a worker fills out when they start their session.

How do we specify a building/room if when the worker is required to move from location to location?

Prior to starting WorkAlone session, the worker should contact local Campus security and provide them with a list of all other areas/buildings where they will be along with a rough estimate of timing (e.g., beginning, middles, or end of session). On the KPU Safe App, the worker should put the first location of where they will be present.