

The IT Guide

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What is AlertMeter?

AlertMeter® is a simple, game-format test based on validated science that detects cognitive alertness in workers.

It can identify whether workers are cognitively alert and aware or when their normal brain activity may be impaired due to underlying symptoms such as fatigue, emotional distraction, drug and alcohol impairment, or illness.

Why do companies use it?

Companies use AlertMeter® to keep their employees safe; to keep their business functional and productive; and to instill a positive safety culture in their workplaces.

AlertMeter® has been shown to reduce risk of accident and injury by ensuring that employees are in a safe state-of-mind for work.

How does it work?

1. Each individual worker must have access to a touchscreen tablet, smart phone, or other device to use AlertMeter.
2. New workers must establish a baseline by taking the test 10 times. The test can be taken up to 3 times per day.
3. Once the baseline is established, workers can take the AlertMeter® test at various times throughout the day such as before their shifts, at lunch-time, or before performing any critical tasks.
4. If a worker's alertness level is outside normal range, they will be asked to take the test again. A second ONR score will notify a designated supervisor.

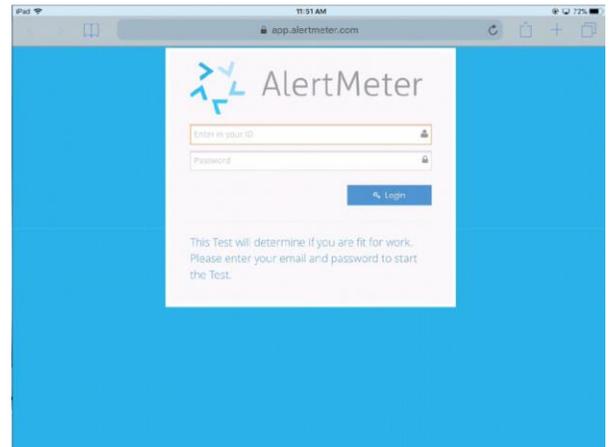
Onboarding Overview

The AlertMeter® test is available as an app for Apple iOS or Android OS smartphones, via web browser on a touchscreen tablet, or a desktop or laptop computer.

Users must choose to access AlertMeter® via only the app, a tablet, or a computer and must not switch between the different ways of taking the test.

Tablet Setup

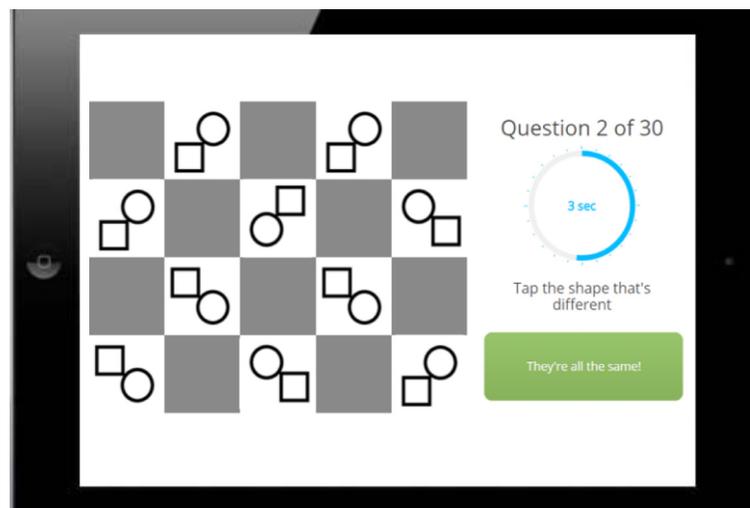
The tablet version will employ a web browser to run the AlertMeter® test. For optimal performance, tablets must run one of the following operating systems: Apple iOS 9+, Android 6.0+ , Windows 8 or above .



The company's authentication method should be considered in selecting a tablet.

AlertMeter® provides a single user login for the keypad on the tablet. If another authentication process is used, then integration to the tablet from an appropriate reader should be configured. Keep in mind that for attaching a reader, recent models of the Apple iPad offer only a single Lightning port, and older models have a 30-pin Dock Connector port.

If employees will share tablets to do the AlertMeter® test, they can be set up for use quickly and easily. Once connected to the Internet, the AlertMeter® test can be found by opening the web browser (e.g., Safari) and navigating to: <https://app.alertmeter.com/Test/CompanyID>



Tablets can be operated in kiosk or “guided access” mode, locking the tablet for AlertMeter® use only. Keep the tablets conspicuously in a common area where employees congregate or pass through before entering the work area. Use each tablet’s power cable to keep it charged.

NOTE: Tablets must be oriented in landscape (horizontal) position to use AlertMeter®.

Wall Mount

A wall mount is recommended for tablets to provide the necessary protection based on your physical work environment.

Kiosk Mode

Both iOS and Android operating systems can be configured to lock the tablet to a single app or browser. See AlertMeter® iPad Setup for Dedicated Use: "Kiosk Mode."

Smartphone Setup

The AlertMeter® app requires mobile smartphones running Apple iOS 8 or newer or Android 4.0.3 or newer.

Upon downloading from the app store, the user will login with their provided Company ID, User ID, and password.

Employees using the iPhone or Android app versions of AlertMeter® should download the AlertMeter® app from their respective app stores. They will login to the AlertMeter® system with your company's company ID, their user IDs, and their passwords. Unless they log out, they will not need to log in again when launching the app to take the test. Employees should keep a record of their login information in case they inadvertently log out.



Desktop or Laptop Computers Setup

A web browser such as Chrome, Firefox, or Safari on a regular desktop or laptop computer can be used to take the AlertMeter® test. Users taking the test on desktops or laptops should use **only** desktops or laptops and not also use touchscreen tablets or the smartphone app version. Users will log in with their provided company IDs, user IDs, and passwords.

Remember! AlertMeter® users cannot switch between different hardware and must consistently use the same hardware, whether a tablet, a computer and mouse, or the smartphone app.

This is due to their differences in input method, screen size, and the overall user interface. These factors influence individuals' response times and general interaction with the test elements, and therefore must always be the same so AlertMeter® can accurately measure individuals' performance on their version of the test.

Connectivity

Using AlertMeter® requires an Internet connection.

If your AlertMeter® system includes touchscreen tablets for employees to share, the tablets must be connected to the Internet either through Wi-Fi or a cellular data connection using an installed SIM card.

Smartphone app users can also use a Wi-Fi or cellular data connection.

If no wireless connectivity is available, tablets must have installed SIM cards to use a cellular data connection. Apple iPads are not compatible with Ethernet cables. You can use another tablet such as a Windows Surface, or a laptop or desktop computer instead.

Internet connections must be reliable and without network interruption. If most websites load easily on your network, no additional or special connectivity is required. To ensure that your network connection speeds are adequate for AlertMeter®, refer to “Bandwidth Testing Instructions”.

Bandwidth Testing Instructions

AlertMeter® needs a reliable connection to the Internet with a download speed of **at least 0.5 Mbps** (512 Kbps). Most connections can exceed this speed, even cellular data connections.

But to ensure your network connection meets the required minimums, you can perform two easy bandwidth tests, and then provide the results to support@predictivesafety.com for analysis and help.

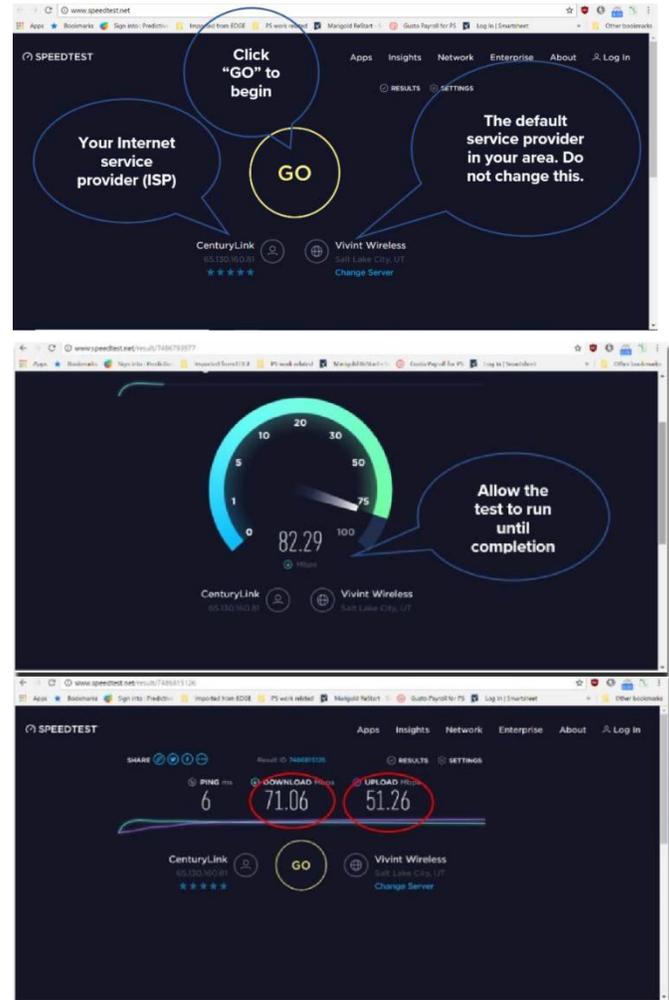
To determine your connection speeds for use with AlertMeter®, follow these steps:

1. In a Web browser such as Chrome, Firefox, or Safari, go to www.speedtest.net.

Tip: Performing the speed test at times when employees will be using AlertMeter® may help account for any network traffic affecting connection speeds at those times of day.

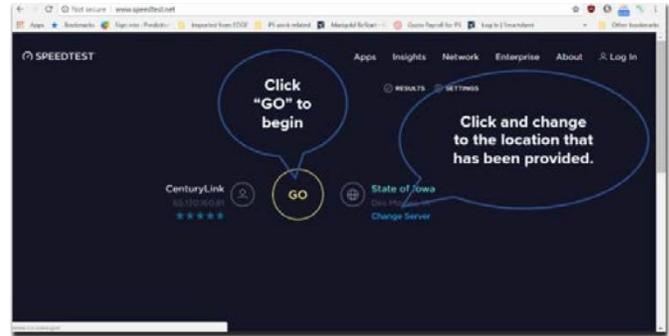
2. Begin the first test by clicking “GO.” The test lasts about 40 seconds and will measure the download speed, then the upload speed, of your connection to your local server.

3. Once the test is complete, record the download and upload speeds.



4. Click “Change Server.”

5. Search for “**State of Iowa: Des Moines, IA,**” and select it. You will now perform the speed test a second time with this server. Click “GO” to begin. This test will measure the speed of your connection to a certain AlertMeter® server located in Iowa.



5. Once this second test is complete, record the download and upload speeds.



If any of the download or upload speeds that you record are provided in Kbps instead of Mbps, your connection may be too slow. Generally, download and upload speeds above 1 Mbps should be adequate to use AlertMeter®.

AlertMeter® users outside the U.S. should perform this test protocol at least twice to confirm typical speed results.

If you have questions or concerns about the speed tests or your connection speeds, forward the download and upload speeds from both tests to support@predictivesafety.com for assistance.

Troubleshooting Guide

My device displays the message “Can’t Connect to Server.”

Check your network connection because you may be connected to the wrong network, wi-fi is turned off, or other similar issues. If you continue to experience problems verifying your network connection, contact your organization’s IT personnel.

The system is generating and recording multiple notifications for each below-baseline score.

The AlertMeter® system will generate one notification per supervisor, per notification method, and also include the designated “catch all notifications” person, if applicable, and record all of these individual notifications.

For example, 6 total notifications would be seen for one below-baseline test if:

- The employee has two supervisors
- Someone is designated as the “catch all notifications” recipient in the Customization tab
- Each of these three people are configured to receive both text message notifications *and* e-mail notifications.
- 3 people with 2 notifications each makes 6 total notifications.

I cannot locate the AlertMeter® app to download to use on my iPad.

The AlertMeter® mobile app is currently only for Apple iPhones and Android-based smartphones, and it is available from those respective app stores. iPad users typically use the browser-based version of AlertMeter

The green “Start Test” button does not appear after logging in.

1. Make sure JavaScript is enabled on your device.
2. If JavaScript is enabled but the green button still does not appear, contact your organization’s IT personnel. Your organization may have a firewall blocking access to online JavaScript applications.

When using a tablet, the testing screen looks jumbled and/or shapes are not properly aligned.

1. Make sure your device is in landscape mode (horizontal) when using AlertMeter®.
2. Make sure your browser (e.g. Safari) is NOT in private mode. AlertMeter® cannot work in private mode.
3. If applicable, make sure your device screen is set for 1280x800 resolution.

The green “Start Test” button takes a long time to appear on the screen after logging in.

1. Make sure no other applications are running.
2. Check your network connection and Internet speeds.
3. If using a 3G or 4G data connection, check your signal strength.

My supervisors are not receiving notifications when their employees miss tests.

1. Make sure the appropriate Notification setting is correctly configured in the Customization tab.
2. If it is correctly configured, make sure the supervisors’ text message numbers and e-mail addresses are correct in their Employee details by clicking on their names in the Employees tab.

The supervisors and I are receiving notifications at strange times.

1. Make sure the correct time zone is selected in the Shift Management tab.
2. I or a supervisor received a notification that an employee did not take the test, but the employee says that he or she did take it. There is no record
3. of the test in the system.
4. It is likely that the employee began taking a test but did not finish it, likely due to three wrong answers in a row.
5. The system counts only completed tests.

I am receiving double notifications.

1. You are likely configured to be both a supervisor and as a “Catch All Notifications” setting recipient. This setting is in the Customization tab, and removing your e-mail address from the Email Address field here will stop duplicating your notifications.

I reset my password but now I cannot log in to AlertMeter®.

1. At the AlertMeter® Admin login screen (<https://app.alertmeter.com/admin/YourCompanyID>), click Forgot your password?
2. Then enter your User Name and click the Reset Password button. You will receive an e-mail with instructions on how to change your password.
3. If you still cannot login after following the instructions in the e-mail, your organization’s AlertMeter® administrator can change your password in your Employee Detail screen.

International Language Support

If your workforce includes employees who communicate more comfortably in languages other than English, you can turn on AlertMeter’s support for international languages in the Admin Control Panel.

1. Log in to your company’s Admin Control Panel at <https://app.alertmeter.com/admin/CompanyID>
2. Navigate to the Customization tab.
3. Under Supported Languages, click the Add Language button.
4. Under General, click on the drop-down menu and click to select the language you would like displayed in the AlertMeter® user interface.
5. Click Save Changes at the bottom of the screen. Now AlertMeter's display language can be changed by clicking on the preferred language at the bottom of the test login screen at <https://app.alertmeter.com/test/CompanyID>.