

Service Provider User Guide



BE SEEN • BE SAFE

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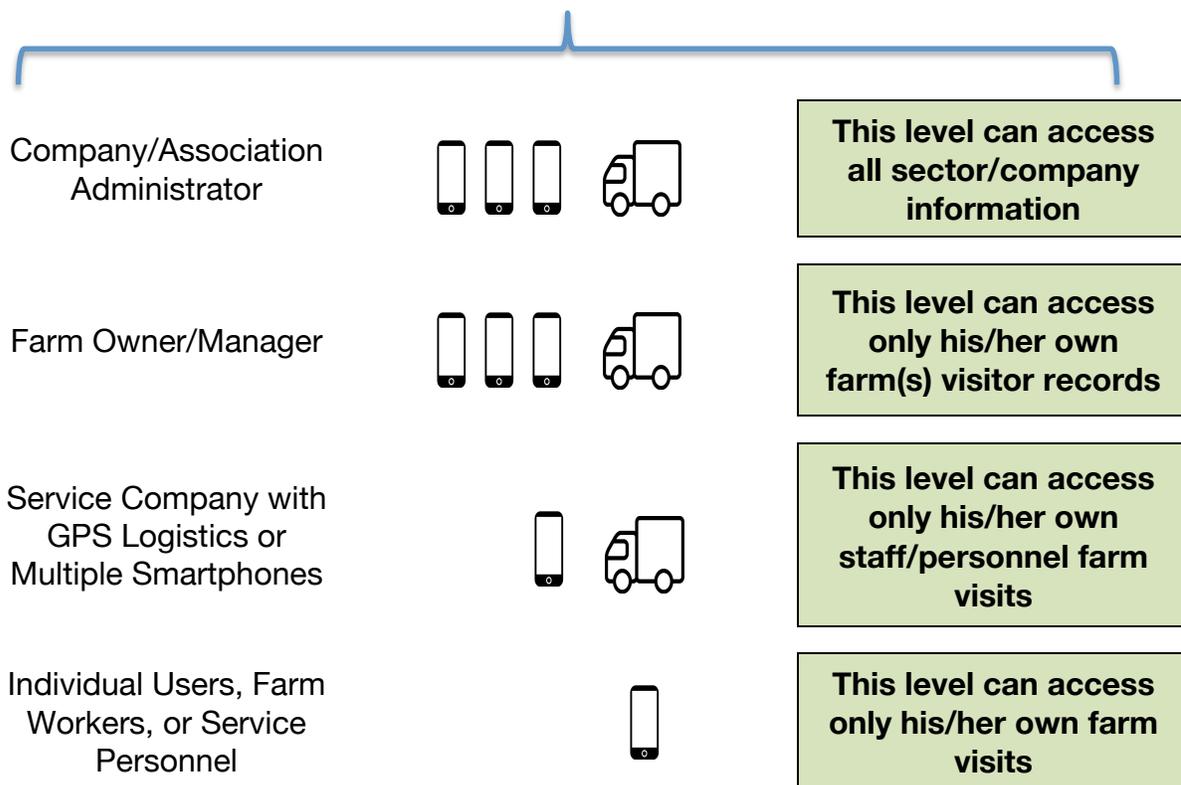
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Be Seen Be Safe User Types

User Definitions and Hierarchy



Be Seen Be Safe



Phone Requirements

Be Seen Be Safe supports the following minimum hardware and operating systems (OS):

- Apple iPhone 4S with iOS 9.3.4 (however, we recommend iPhone 5S with iOS 10 or greater)
- Android with OS Lollipop (5.0) (to ensure optimum performance Be Seen Be Safe recommends that Android phones be no greater than 4 years old and to have cost more than \$500 USD at its release)
- BlackBerry BB10 OS (please note, push notifications are not available on the BlackBerry platform)

Browser Requirements

Be Seen Be Safe supports all browser types except Internet Explorer. Internet Explorer's replacement, Microsoft Edge, is the best solution for this.

Set Up

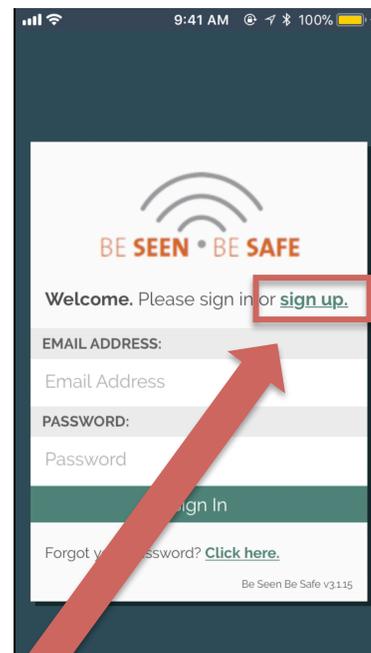
Downloading the App

On iPhones, the app can be found in the App Store, by searching for **Be Seen Be Safe Ltd.**

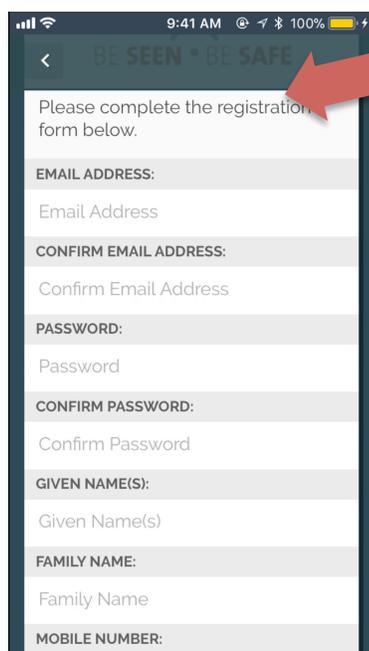
On Androids, the app can be found in the Google Play Store, by searching for **beseenbesafe** (with no spaces).

On BlackBerrys, the app can be found in BlackBerry World, by searching for **Be Seen Be Safe.**

The app is completely free on all platforms. Once it is downloaded, tap the app to open it and it will bring you to the main login page. It will ask you to 'allow' three options: location (to determine when you cross geofences, this should be set as **Always Allow**), notifications (select **Allow** to be notified when crossing fences), and motion and fitness activity (to determine when your phone is moving or sitting still, select **Allow** so the app is be able to conserve your phone's battery).



Registering Your Account



To register your account, click **sign up** on the login page. You will be directed to the registration form. Fill out the form using the email address you want linked to your account. Create a password that you will remember. Type in your first name in **Given Name** and last name in **Family Name**. Fill in the **Mobile Number** of the phone you'll be using the app on. Fill in your **Phone Manufacturer**, for example, Apple. Then fill in your **Phone Model**, for example, iPhone 7. Once this is all completed, select **Next**.

Completing Your Visitor Profile

The system will now ask you to fill in your **User Type**. There are three types: **Farm Worker**, **Farm Owner** and **Service Provider**.

Important - If you select Service Provider, you will receive the following question, which needs to be completed for your registration process. Please ensure this field is filled in correctly as it is extremely important in assessing individual risk profiles.

On farm visits, what is your proximity to the livestock?

You have a choice of three answers as follows:

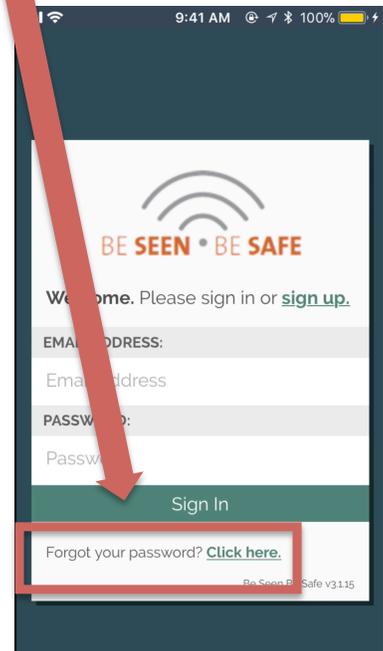
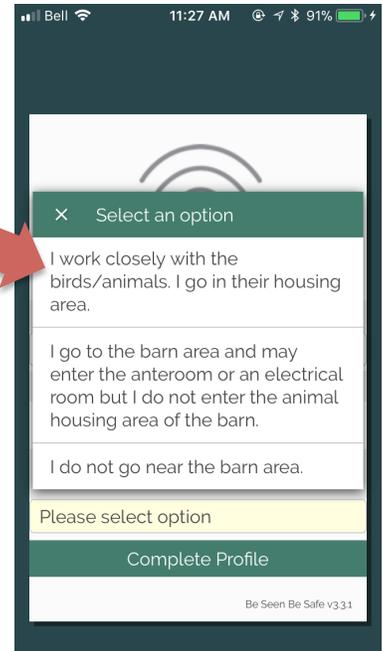
1. **I work closely with the birds/animals. I go in the housing area.**
2. **I go to the barn area and may enter the anteroom or an electrical room but I do not enter the animal housing area of the barn.**
3. **I do not go near the barn area.**

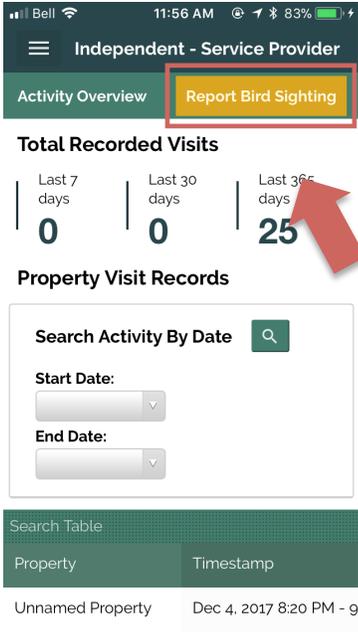
Once everything is filled in, you can select **Complete Profile**. A pop up success message will appear and after a few seconds, the login screen will appear again. Use your password and the email address you provided to login to your account for the first time.

Reset Your Password

If you forget your password, on the login page, select **Forgot your password? Click here.** This will open up a field where you can enter your email address. Once you've entered your email, click **Submit**. A success message will appear stating an email has been sent. You will receive an email to the email address you indicated. It will have a button stating **Reset Your Password**, click on that. This will open a link to the Be Seen Be Safe dashboard with a new password field. Type in your new password, confirm it once more, and hit **Submit**. A success message will appear stating that your password has been reset. You can now login to the system using your new password.

Important - If you do not receive the email, please check that you have entered your email correctly. If you still have not received an email, please contact info@beseenbesafe.ca.



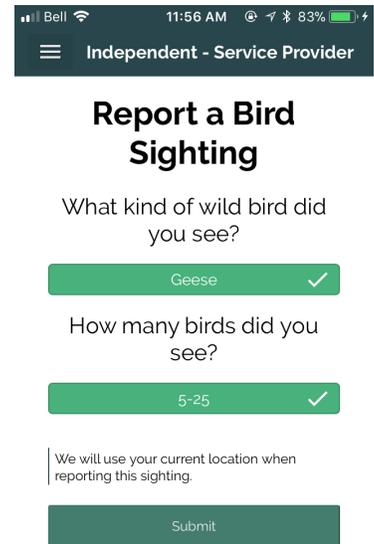


Report Bird Sighting

Report Bird Sighting is only accessible on the mobile app. Association Administrators have the option to overlay wild waterfowl (and wind) movement over disease simulations to increase the prediction of disease movement (see **Simulate Outbreak**). All users are able to add to this waterfowl database by submitting waterfowl sightings as they occur. The mobile app will use your phone's location to determine where the waterfowl was sighted. To report a bird sighting, click on **Report Bird Sighting** on the **Activity Overview** or main page of the mobile app.

Select the type of birds you observed under the question **What kind of wild bird did you see?** The options are **Ducks, Geese, and Other Waterfowl.**

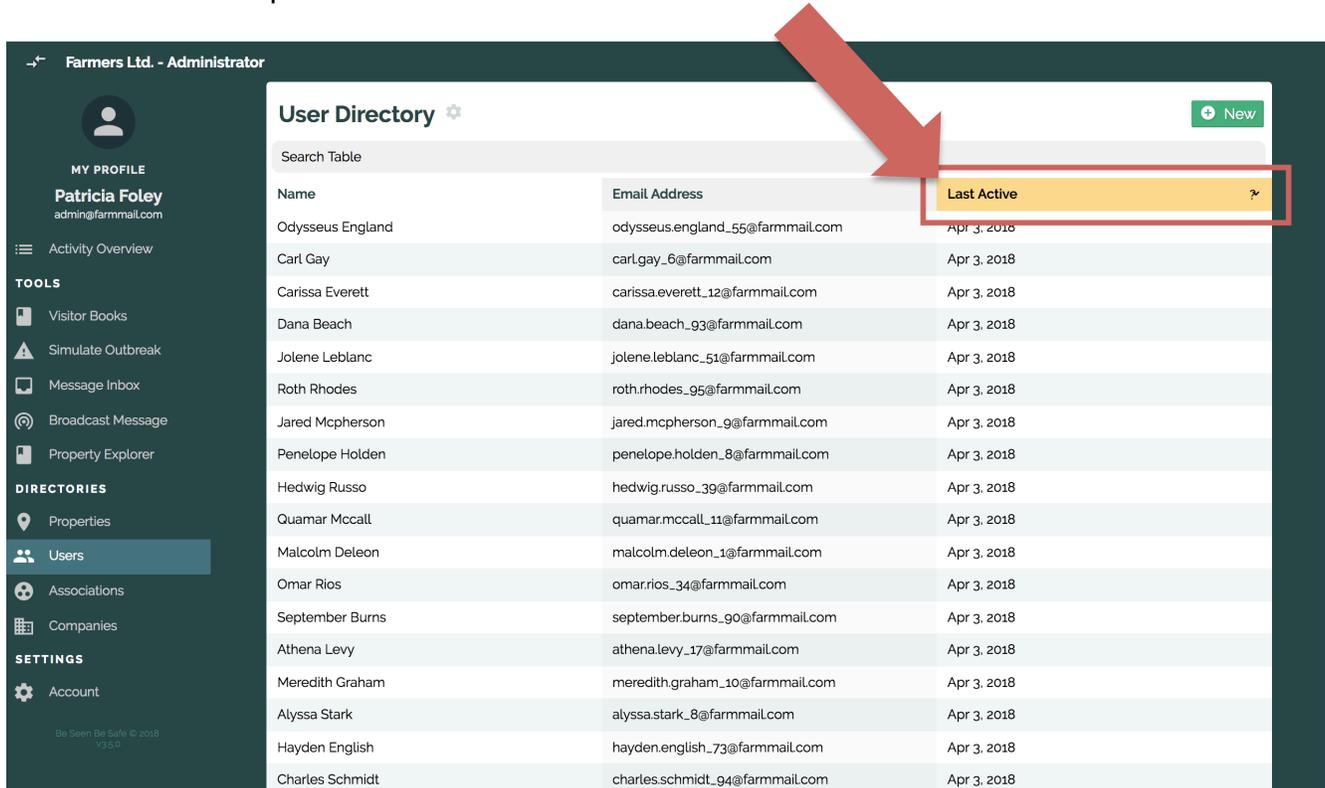
Non-water birds are not susceptible to the types of diseases poultry farms are prone to contracting from wild birds, so observations of their movements are not necessary for our purposes. Select the range of birds you observed under the question **How many birds did you see?** The options are **1-5, 5-25, 25-50, 50-100** and **>100**. In the example to the right, Geese and 5-25 have been selected. Once you have filled both options in, select **Submit**.



Users

Users is a list of users including yourself and any staff you may have. This is only available for Company Service Providers, not Individual Service Providers.

Under Directories, click on **Users**. Service Providers can sort, search, or edit any of their registered users. Each of the three columns (**Name**, **Email Address**, **Last Active**) can be sorted alphabetically or numerically simply by clicking on that column's header. The Last Active column shows the most recent activity date recorded for each property, it has been sorted as an example below.



The screenshot shows the 'User Directory' page in the Farmers Ltd. Administrator interface. The page has a dark sidebar on the left with navigation options like 'MY PROFILE', 'TOOLS', 'DIRECTORIES', and 'SETTINGS'. The main content area displays a table with three columns: 'Name', 'Email Address', and 'Last Active'. The 'Last Active' column is highlighted in yellow and has a small gear icon next to it, indicating it is customizable. A red arrow points to this gear icon. The table lists various users with their names, email addresses, and last active dates, all of which are 'Apr 3, 2018'.

Name	Email Address	Last Active
Odysseus England	odysseus.england_55@farmmail.com	Apr 3, 2018
Carl Gay	carlgay_6@farmmail.com	Apr 3, 2018
Carissa Everett	carissa.everett_12@farmmail.com	Apr 3, 2018
Dana Beach	dana.beach_93@farmmail.com	Apr 3, 2018
Jolene Leblanc	jolene.leblanc_51@farmmail.com	Apr 3, 2018
Roth Rhodes	roth.rhodes_95@farmmail.com	Apr 3, 2018
Jared Mcpherson	jared.mcpherson_9@farmmail.com	Apr 3, 2018
Penelope Holden	penelope.holden_8@farmmail.com	Apr 3, 2018
Hedwig Russo	hedwig.russo_39@farmmail.com	Apr 3, 2018
Quamar McCall	quamar.mccall_11@farmmail.com	Apr 3, 2018
Malcolm Deleon	malcolm.deleon_1@farmmail.com	Apr 3, 2018
Omar Rios	omar.rios_34@farmmail.com	Apr 3, 2018
September Burns	september.burns_90@farmmail.com	Apr 3, 2018
Athena Levy	athena.levy_17@farmmail.com	Apr 3, 2018
Meredith Graham	meredith.graham_10@farmmail.com	Apr 3, 2018
Alyssa Stark	alyssa.stark_8@farmmail.com	Apr 3, 2018
Hayden English	hayden.english_73@farmmail.com	Apr 3, 2018
Charles Schmidt	charles.schmidt_94@farmmail.com	Apr 3, 2018

Columns are customizable. Just click on the gear icon at the top of the page.



The screenshot shows the 'Select Columns to Display' dialog box. At the top, there is a 'Search Table' bar. Below it, there are two buttons: 'Cancel' and 'Continue'. A list of columns is shown, with 'Last Active' checked. The columns listed are: Column Name, Operating Name(s), Commodities, Associations, Owner(s), and Last Active.

This will generate a pop-up with selectable column options. Select the columns you wish to see and click **Continue**.

In the **Search Table** bar on the **User** page, you can search by name, email address, and last activity date. Click on a property to view its **User Details**.

You can edit a user's name, email address, phone number, phone manufacturer, phone type, language, and notification settings. You can also edit **User Type** (Farm Worker, Farm Owner, or Service Provider), the company they work for, and their proximity to the livestock.

Important - If you select Service Provider, you will be required to fill out the livestock proximity question. Please see the registration process at the beginning of this document for further information.

In the **User Details**, simply click **Edit** beside each heading in order to change it.

The screenshot shows the 'Be Seen Be Safe - Administrator' interface. On the left is a sidebar with navigation options: MY PROFILE (Todd Cook), TOOLS (Visitor Books, Simulate Outbreak, Message Inbox, Broadcast Message, Property Explorer), DIRECTORIES (Properties, Users, Associations, Companies), and SETTINGS (Account). The main content area is titled 'User Directory' and shows a list of users. The 'User Details' for 'Pascale Randall' are displayed, including sections for General (Name, Given Names, Family Name, Email Address, Mobile Number, Phone Manufacturer, Phone Model Number), Application Preferences (Language, notification checkboxes), Profile (User Type, Company Name, proximity question), and Total Recorded Visits.

The user's **Total Recorded Visits** is listed by **Last 7 Days**, **Last 30 Days**, and **Last 365 Days** and is also viewable and searchable by date range. This data can be exported for future analysis by clicking **Export CSV**.

This screenshot shows the 'Total Recorded Visits' section for 'Pascale Randall'. It displays three metrics: Last 7 days (0), Last 30 days (18), and Last 365 days (85). Below this is the 'Property Visit Records' section, which includes a search filter and an 'Export CSV' button. A red arrow points to the 'Export CSV' button, and a vertical red arrow on the right side of the page is labeled 'Scroll'. Below the search filter is a table of visit records.

Property	Timestamp	Duration
George Farms Ltd.	Mar 30 11:57 AM - 12:02 PM	6m
Paki Farms Ltd.	Mar 30 10:49 AM - 11:42 AM	53m

Broadcast Message

Broadcast Message allows you to send a message to any registered users within your network at any time. Either just yourself, or if you have staff, to your staff as well.

Under Tools, select **Broadcast Message**. Type the message in the **Notification Message** box. Click **Select Recipients**. A pop-up box will appear.

Broadcast Message [Submit]

Please follow the steps below to broadcast messages to users and device holders in your factory.

Step 1
Please write the message you wish to broadcast.

Notification Message:

Step 2
Please select the users which you would like to broadcast a message to.

Select Recipients

Sent Messages

Search Table

Recipients	Time Sent	Message
Pascale Randall; Patricia Foley; Tr		Can't wait to see you at the next
Pascale Randall; Orson Skinner; C		Can't wait to see you at the next

Recipients

[Cancel] [Continue]

Search Table

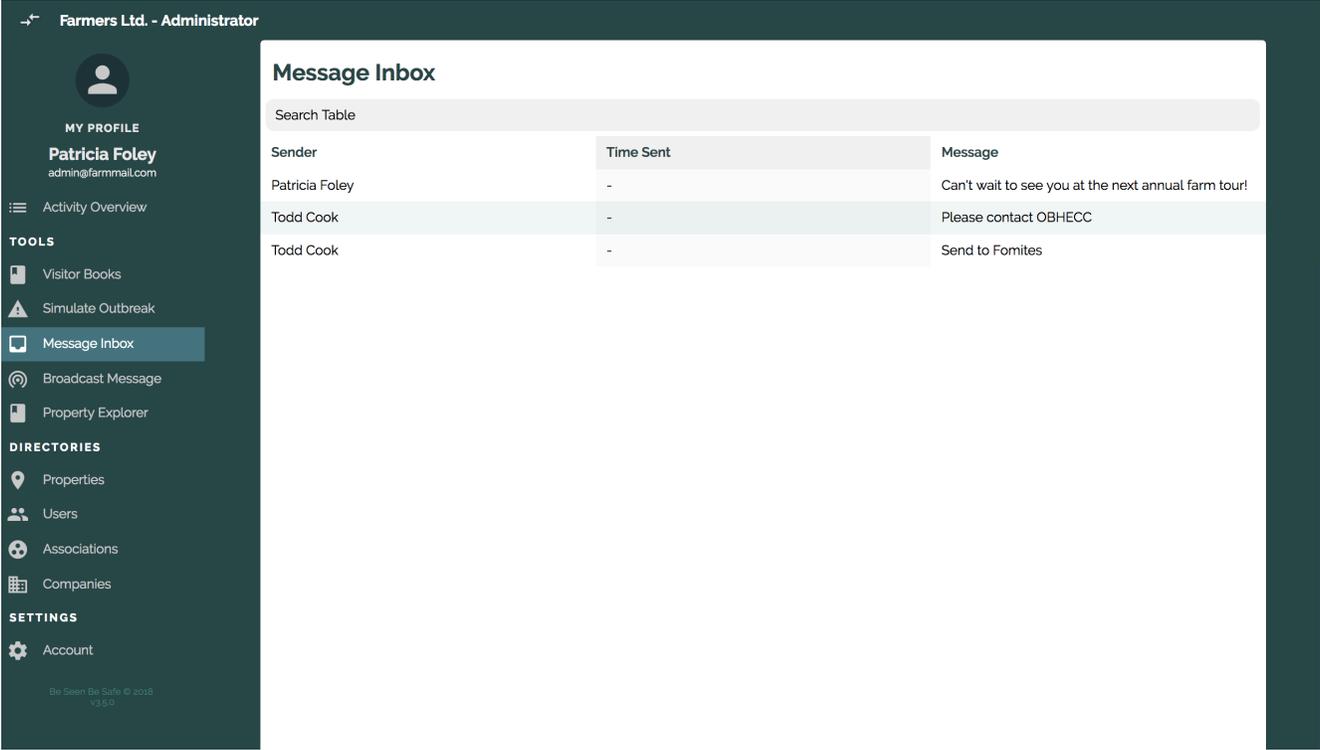
Name	Email Address
Pascale Randall	pascale.randall_35@farmmail.com
Quyn Chandler	quyn.chandler_92@farmmail.com
Patricia Foley	admin@farmmail.com
Orson Skinner	orson.skinner_60@farmmail.com
Todd Cook	super.admin@farmmail.com
Ciaran Rodgers	ciaran.rodgers_53@farmmail.com
Paki Powell	paki.powell_88@farmmail.com
Audrey Rodriguez	audrey.rodriguez_77@farmmail.com
Odysseus Byrd	farm.owner@farmmail.com
Charles Schmidt	charles.schmidt_94@farmmail.com
Penelope Holden	penelope.holden_8@farmmail.com
Daniel Garza	daniel.garza_73@farmmail.com
Uma Gates	uma.gates_35@farmmail.com
Jared Mcpherson	jared.mcpherson_9@farmmail.com
Kimberly Anthonv	kimberly.anthonv_24@farmmail.com

Each of the two columns (**Name** and **Email Address**) can be sorted alphabetically simply by clicking on that column's header. You can also search for specific names or emails in the **Search Table** field. The recipients that show up on the list are users who have previously logged in on their mobile device, so you can be sure that they will receive the message. Once you have selected all users, click **Continue**. Once you have typed your message and selected your recipients, click **Submit** on the Broadcast Message screen. The message will send immediately to all parties. Sent messages will appear in the **Sent Messages** area.

Message Inbox

If you receive a message, you can view any received messages in your **Message Inbox**.

Under Tools, select **Message Inbox**. You can then click on any message to review it.



The screenshot displays the 'Message Inbox' interface. On the left is a dark sidebar with the following sections:

- MY PROFILE**: Patricia Foley, admin@farmmail.com
- Activity Overview**
- TOOLS**: Visitor Books, Simulate Outbreak, **Message Inbox** (highlighted), Broadcast Message, Property Explorer
- DIRECTORIES**: Properties, Users, Associations, Companies
- SETTINGS**: Account

The main content area is titled 'Message Inbox' and contains a search bar and a table with the following data:

Sender	Time Sent	Message
Patricia Foley	-	Can't wait to see you at the next annual farm tour!
Todd Cook	-	Please contact OBHECC
Todd Cook	-	Send to Fomites

Account

There are a number of options that can be changed in your **Account** settings at any time. You can select preferred language, notification types, and change your password.

Under Settings, click **Account**.

To change your language, select the **Language** drop-down and choose either English, Spanish, or French in the menu. Click **Save** to save any changes.

There are three types of notifications you can receive. A user can be notified of personal movements on properties they own, can be notified of visitor movements on properties they own, and can be notified of their personal movements on any properties in the entire Be Seen Be Safe system. To receive each type of notification, make sure the checkmark appears beside that option. Uncheck the checkmark, by clicking on it, to cancel that type of notification. Click **Save** to save any changes.

To change your password, enter your current password, enter your new password, confirm the new password by typing it in again in the **Confirm New Password** field, then click **Submit** to save your new password.

You can also log out by clicking **Sign Out** at the top of the page.

The screenshot displays the 'Account Settings' interface. At the top left, the user is identified as 'Farmers Ltd. - Administrator' and 'Patricia Foley' (admin@farmmail.com). The 'Account Settings' section is highlighted in the left sidebar. The main content area includes:

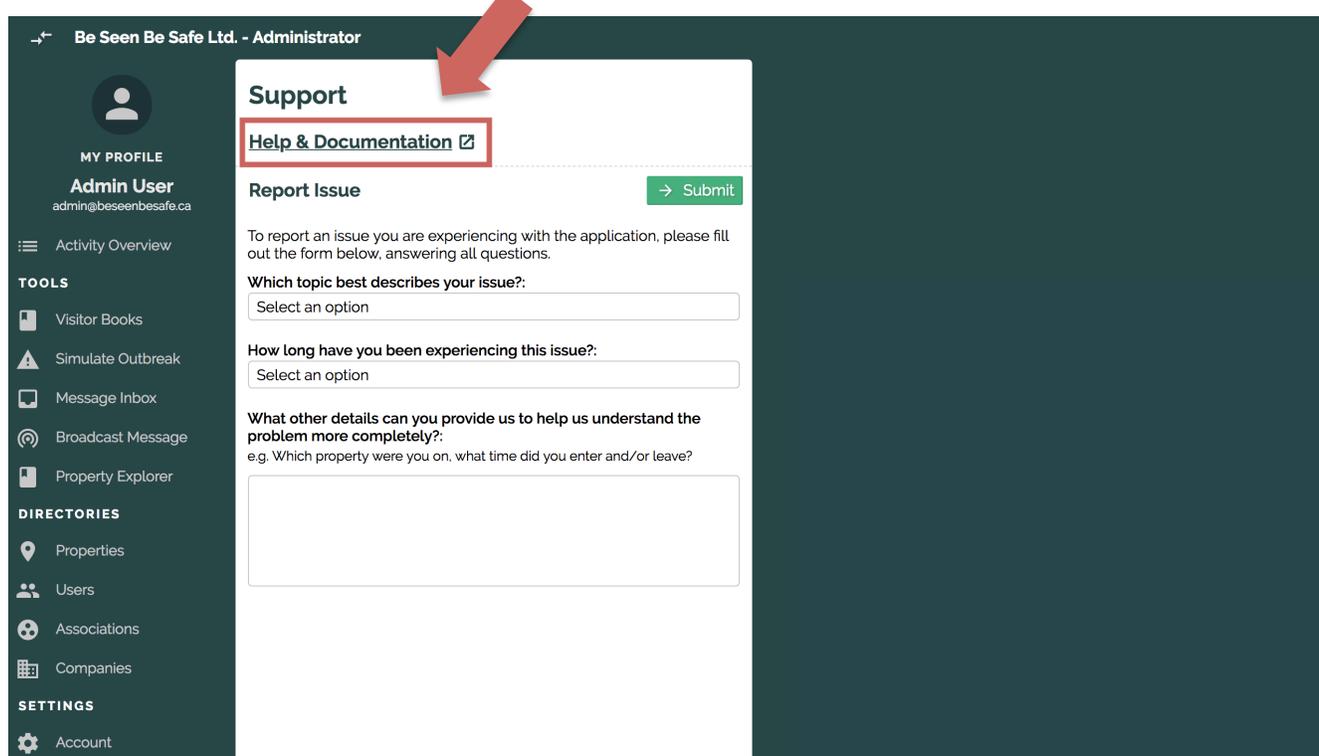
- Application Preferences:** A 'Save' button and a 'Language' dropdown menu set to 'English'. A note states: 'The language that the dashboard will be presented and of all automated correspondences delivered by the server'.
- Notification Settings:** Three options, all checked:
 - Notify of personal movements on properties owned by you:** 'Be notified of activity you make on properties owned by yourself.'
 - Notify of visitor movements:** 'Be notified of movements by visitors on properties owned by yourself.'
 - Notify of any personal movements:** 'Be notified of all personal movements on any properties in the system.'
- Change Password:** A 'Submit' button and three input fields for 'Current Password', 'New Password', and 'Confirm New Password'.

A red arrow points to the 'Sign Out' button located at the top right of the settings area.

Support

Support provides you quick access to the **Help** section of our website as well as a support form to submit any issues you may be having.

Under Settings, click **Support**. The link under Support, **Help & Documentation**, sends you to the Help section of the Be Seen Be Safe website, with access to downloadable User Guides for each user type, YouTube how-to videos, FAQs, and much more.



The **Report Issue** section allows you to report any issues you may be having with the app or dashboard. The first question: **Which topic best describes your issue?** has four possible options:

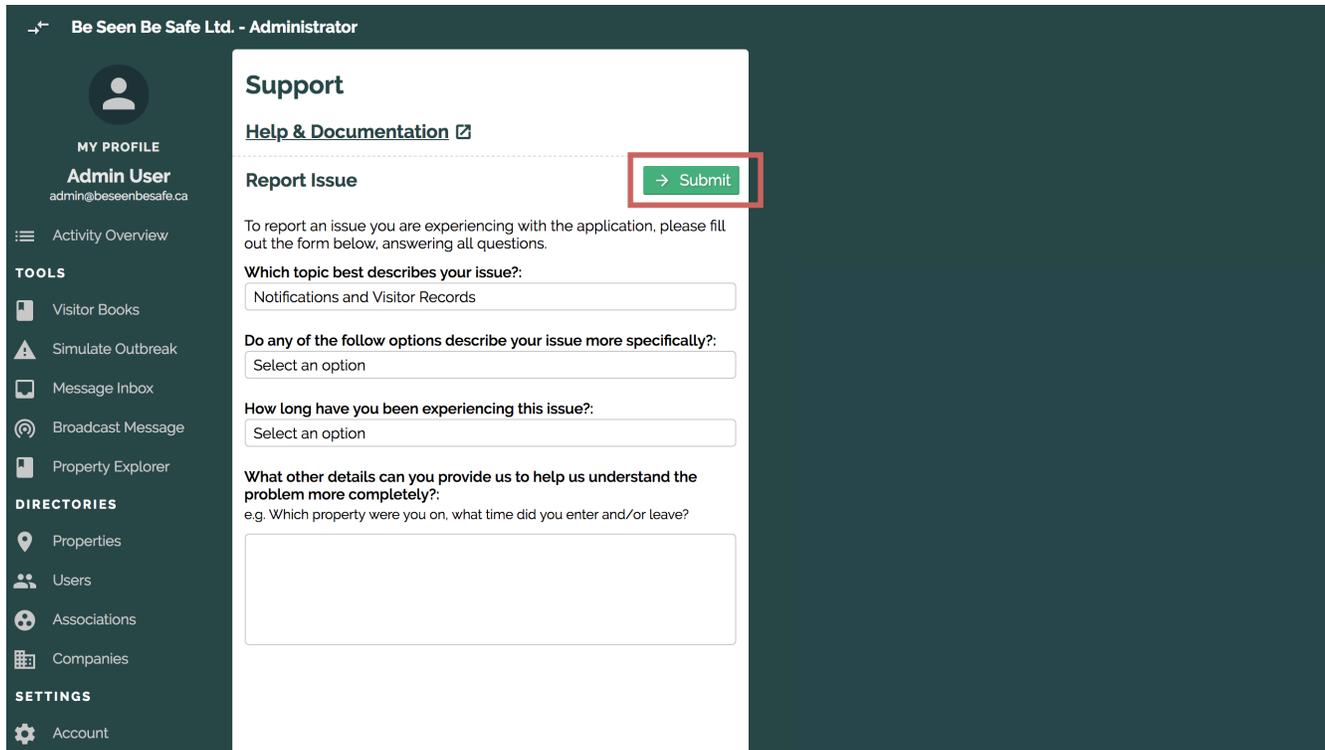
- Notifications and Visitor Records
- Battery Performance
- Inaccurate or Missing Property/Personal Information
- Other

From there, a new question will pop-up: **Do any of the following options describe your issue specifically?** which has multiple answers depending on your specific issue.

The third question: **How long have you been experiencing this issue?** with five possible timeframe options.

Finally, the last question is **What other details can you provide us to help us understand the problem more completely?** and you have an optional text box to fill in.

When you've completely filled out the form, click **Submit** and your issue will be sent to a Be Seen Be Safe representative who will get back to you promptly.



My Profile

Your personal information and **User Type** can be changed in your **Profile** settings at any time. You can change your name, email, mobile number, phone manufacturer, phone model, user type, company name, and your proximity to the livestock.

On the menu, click the top area, labelled **My Profile** with your name and email. Click **Edit** beside the section you would like to edit. Make any changes, then click **Save** at the top when finished.

The screenshot displays the 'My Profile' settings page for Patricia Foley, an administrator at Farmers Ltd. The page is organized into several sections:

- MY PROFILE:** Patricia Foley, admin@farmmail.com
- TOOLS:** Visitor Books, Simulate Outbreak, Message Inbox, Broadcast Message, Property Explorer
- DIRECTORIES:** Properties, Users, Associations, Companies
- SETTINGS:** Account

The main profile content is divided into two sections:

- General:** Includes fields for Given Name(s) (Patricia), Family Name (Foley), Email Address (admin@farmmail.com), Mobile Number (1 (222) 333-4444), Phone Manufacturer (Apple), and Phone Model Number (iPhone X). An 'Edit' button is highlighted with a red box.
- Profile:** Includes fields for User Type (Service Provider), Company Name (ABC Livestock Association), and a question: 'On farm visits, what is your proximity to the livestock?' with the answer 'I do not go near the barn area.' An 'Edit' button is also present.

Service Provider Access

Company Service Provider

Company Service Providers can see themselves or any staff that are registered to their company in the **User Directory**.

If a Company Service Provider goes onto a Be Seen Be Safe property, they will be notified of their entries and exits, and they will be able to see that property's name in their **Activity Overview** but they will not be able to look at that property's information, geofence, or any other visitors to that property, besides themselves and their staff.

Company Service Providers can export the data of their personal or staff's activity.

On the menu bar, Company Service Providers can see **Activity Overview**, **Broadcast Message**, **Message Inbox**, **Users**, **Account**, **Support**, and **My Profile**.

Individual Service Provider

Individual Service Providers can only see themselves in the **User Directory**.

If a Service Provider goes onto a Be Seen Be Safe property, they will be notified of their entries and exits, and they will be able to see that property's name in their **Activity Overview** but they will not be able to look at that property's information, geofence, or any other visitors to that property, besides themselves.

Service Providers can export the data of their personal **Activity Overview**.

On the menu bar, Service Providers can see **Activity Overview**, **Message Inbox**, **Account**, **Support**, and **My Profile**.

Definition Index

Association: A company or farmer cooperative that has control over multiple properties

Association Administrator: A manager or director of an association who has access to all sector/company information

CSV File: A simple file format used to store tabular data, such as a spreadsheet or database that can be imported to and exported from programs that store data in tables, such as Microsoft Excel or OpenOffice Calc

Fomites: Objects or materials that are likely to carry infection, such as clothes, footwear, and vehicles

Incubation Period: The period between exposure to an infection and the appearance of the first symptoms

Index Property: A farm on which a suspected or diagnostically confirmed infection has occurred

Operating System: The software that supports a computer or phone's basic functions, such as scheduling tasks, executing applications, and controlling peripherals

Property Owner: The owner or manager of a farm who can access only their own farm(s) visitor records

Service Provider: A person who provides services to a farm property, such as a veterinarian or feed truck driver who has access to only their own personal or staff's farm visits

XLS File: A file extension for a spreadsheet file format for use with Microsoft Excel

If you require any further assistance, please contact info@beseenbesafe.ca.