

Service Provider User Guide



2018

Version 1.4

Table of Contents

- Fences User Types2**
- User Definitions and Hierarchy 2
- Phone Requirements 3
- Browser Requirements 3

- Set Up4**
- Downloading the App 4
- Registering Your Account..... 4
- Completing Your Visitor Profile..... 4
- Reset Password..... 5

- Service Provider Functions.....6**
- Activity Overview 6
- Report Bird Sighting 7
- Users..... 8
- Broadcast Message..... 10
- Message Inbox 11
- Account 12
- Support..... 13
- My Profile..... 15

- Service Provider Access16**
- Company Service Provider 16
- Individual Service Provider 16

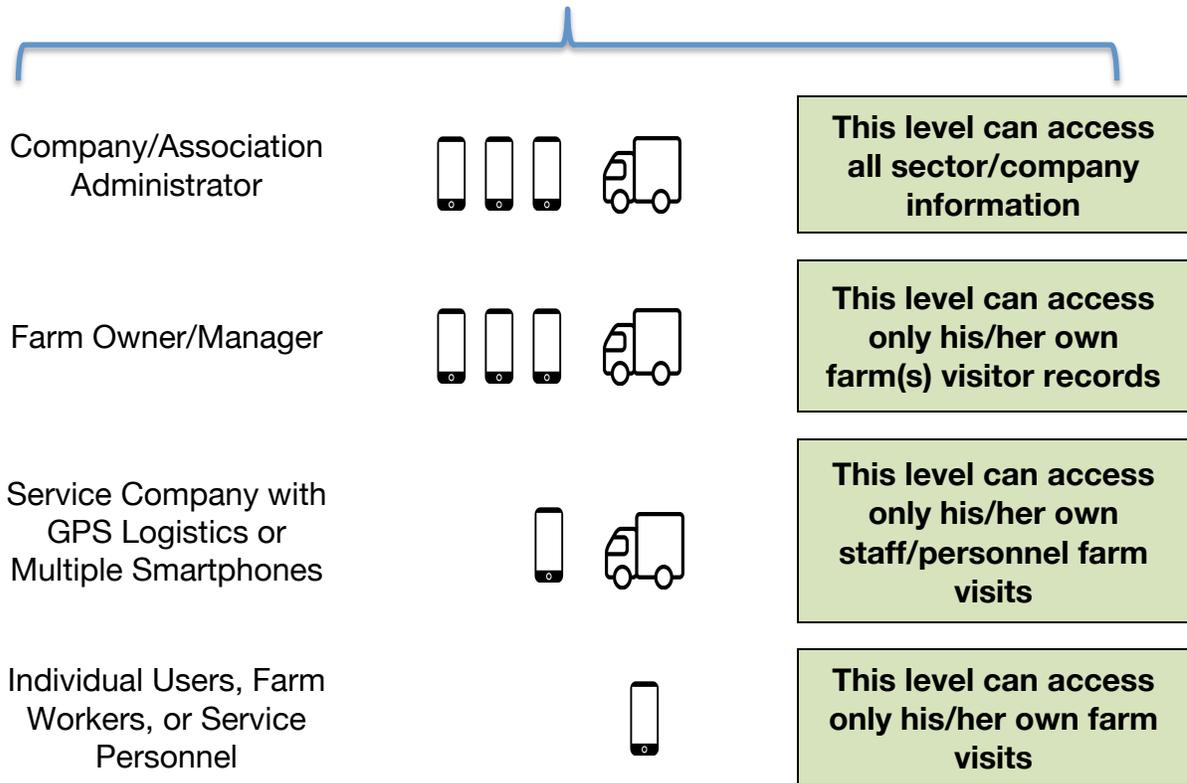
- Definition Index17**

Fences User Types

User Definitions and Hierarchy



Fences



Phone Requirements

Fences 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 Fences recommends that Android phones be no greater than 4 years old and to have cost more than \$500 USD at its release to guarantee the GPS software is efficient)
- BlackBerry BB10 OS (please note, push notifications are not available on the BlackBerry platform)

Browser Requirements

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

Set Up

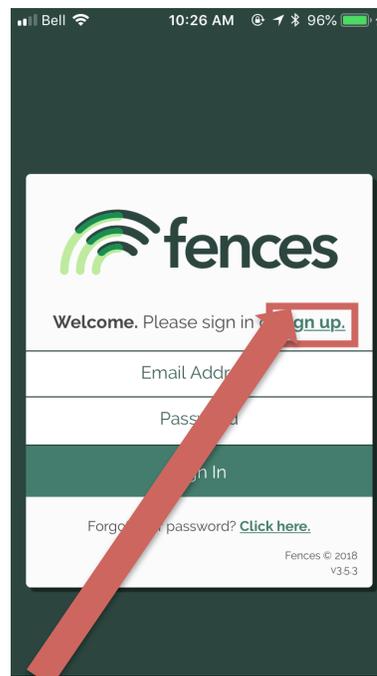
Downloading the App

On iPhones, the app can be found in the App Store, by searching for **Fences**.

On Androids, the app can be found in the Google Play Store, by searching for **Fences**.

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

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** to be let the app conserve your phone's battery).



Registering Your Account

Please provide the following registration details:

Email Address
Password
Confirm Password
Given Name(s)
Family Name
Mobile Number
Next

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V3.5.3

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. 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:

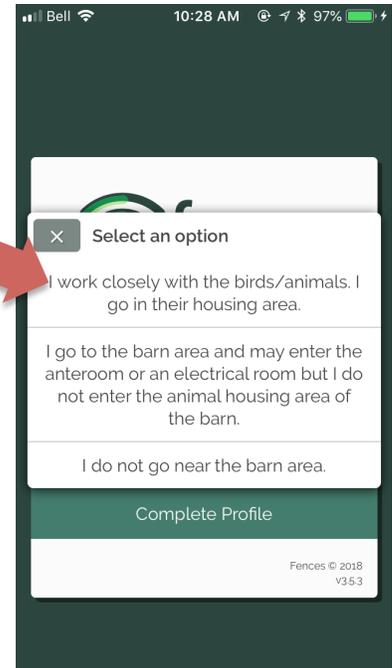
1. I work closely with the birds/animals. I go in the housing area.
2. I go to the barn area and may enter the anteroom or an electrical room but I do not enter the animal housing area of the barn.
3. I do not go near the barn area.

Once everything is filled in, 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 Fences 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@fencesapp.com.



Service Provider Functions

To access the Fences dashboard, go to **fencesapp.com** and click the **Login** button at the top right-hand corner of the page. Or to go directly there, you can enter **web.fencesapp.com/** into your browser address bar. Enter your personal login credentials. This will bring you to the **Activity Overview** page. On the left side of the screen, you will see your menu options.

Activity Overview

All user types have access to their personal **Activity Overview**, which is a report of personal visits to Fences properties.

Select the menu item **Activity Overview**. The visits are grouped by **Last 7 Days**, **Last 30 Days**, and **Last 365 Days** in numbers at the top. Underneath that, the table shows your personal activity. Each of the three columns (**Property**, **Timestamp**, **Duration**) can be sorted alphabetically or numerically simply by clicking on that column's header. You can also search for your visits between specific date ranges by filling in **Start Date** and **End Date**, and clicking the **Search** button. By clicking on a visit, a pop-up will appear with more details on that visit. The data can be exported by clicking **Export CSV**. This will download the data as a CSV file or as a spreadsheet that can be opened in Excel. The map view beside this shows the properties you've visited on a map. You can hover over the layers button in the top right hand corner to toggle between **Satellite + Streets**, **Streets**, and **Monochrome** map types.

The screenshot displays the 'Activity Overview' page for 'Farmers Ltd. - Administrator'. The user profile is Patricia Foley (admin@farmmail.com). The dashboard shows 'Total Recorded Visits' for three periods: Last 7 days (3), Last 30 days (5), and Last 365 days (40). Below this is a 'Property Visit Records' table with search filters for 'Start Date' and 'End Date', and an 'Export CSV' button. The table lists various farms with their visit timestamps and durations. To the right is a map of the region around London, Ontario, with location pins and visit counts (e.g., 3, 2, 4, 2) indicating visit frequency at different locations.

Property	Timestamp	Duration
Brynn Farms Ltd.	Apr 2 7:40 AM - 8:00 AM	20m
Vera Farms Ltd.	Apr 2 6:55 AM - 7:14 AM	19m
Raymond Farms Ltd.	Apr 2 6:21 AM - 6:29 AM	8m
Autumn Farms Ltd.	Mar 31 1:47 PM - 2:18 PM	31m
Sarah Farms Ltd.	Mar 31 6:46 AM - 7:07 AM	22m
Fulton Farms Ltd.	Mar 7 6:21 AM - 6:36 AM	15m
Vance Farms Ltd.	Mar 5 2:59 PM - 3:33 PM	34m
Fiona Farms Ltd.	Mar 5 2:26 PM - 2:48 PM	21m
Preston Farms Ltd.	Mar 4 3:38 PM - 3:53 PM	15m
Preston Farms Ltd.	Mar 4 2:53 PM - 3:12 PM	19m

Report Bird Sighting



Report Bird Sighting is only accessible on the mobile app. Your Association Administrator has the option to overlay wild waterfowl (and wind) movement over disease simulations to increase the prediction of disease movement. 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

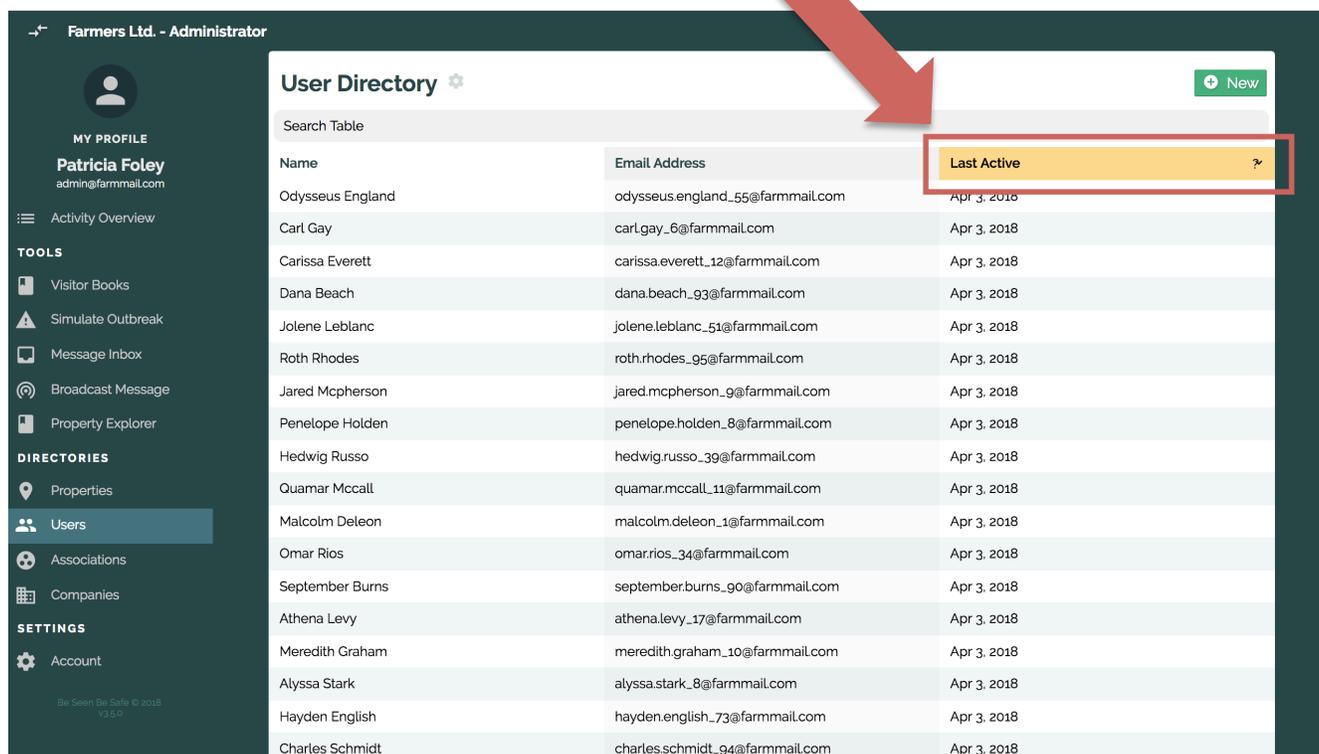
the types of diseases poultry farms are prone to contracting from wild birds, so their observations are not necessary for these purposes. Select the range of birds you observed under the question **How many birds did you see?** The options are **1-5, 5-25, 25-50, 50-100** and **>100**. In the example 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 all of the 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**. Company 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.



Name	Email Address	Last Active
Odysseus England	odysseus.england_55@farmmail.com	Apr 3, 2018
Carl Gay	carl.gay_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

The columns are customizable, just select the gear icon at the top and select the columns you wish to view in the directory. In the **Search Table** bar, you can search by name, email address, and last activity date. Click on a user's name to view their **User Details**.

You can edit a user's name, email address, phone number, 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 ensure this field is filled in correctly as it is extremely important in assessing individual risk profiles. 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.

User Directory ⚙️ **Pascale Randall** 🗑️ Delete

User Details

General ✎ Edit

Given Name(s): Pascale
Family Name: Randall
Email Address: pascale.randall_35@farmmail.com
Mobile Number: 1 (234) 567-8910
Phone Manufacturer (i.e. Apple): Apple
Phone Model Number (i.e. iPhone 5S): iPhone 7

Application Preferences ✎ Edit

Language: English
The language that the dashboard will be presented and of all automated correspondences delivered by the server

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.

Profile ✎ Edit

User Type: Service Provider
Company Name: Farms Inc.
On farm visits, what is your proximity to the livestock?: I do not go near the barn area.

Total Recorded Visits

Last 7 days: 0 | Last 30 days: 18 | Last 365 days: 85

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**.



User Directory ⚙️ **Pascale Randall** 🗑️ Delete

Total Recorded Visits

Last 7 days: 0 | Last 30 days: 18 | Last 365 days: 85

Property Visit Records

Search Activity By Date

Export CSV 🔍 Search

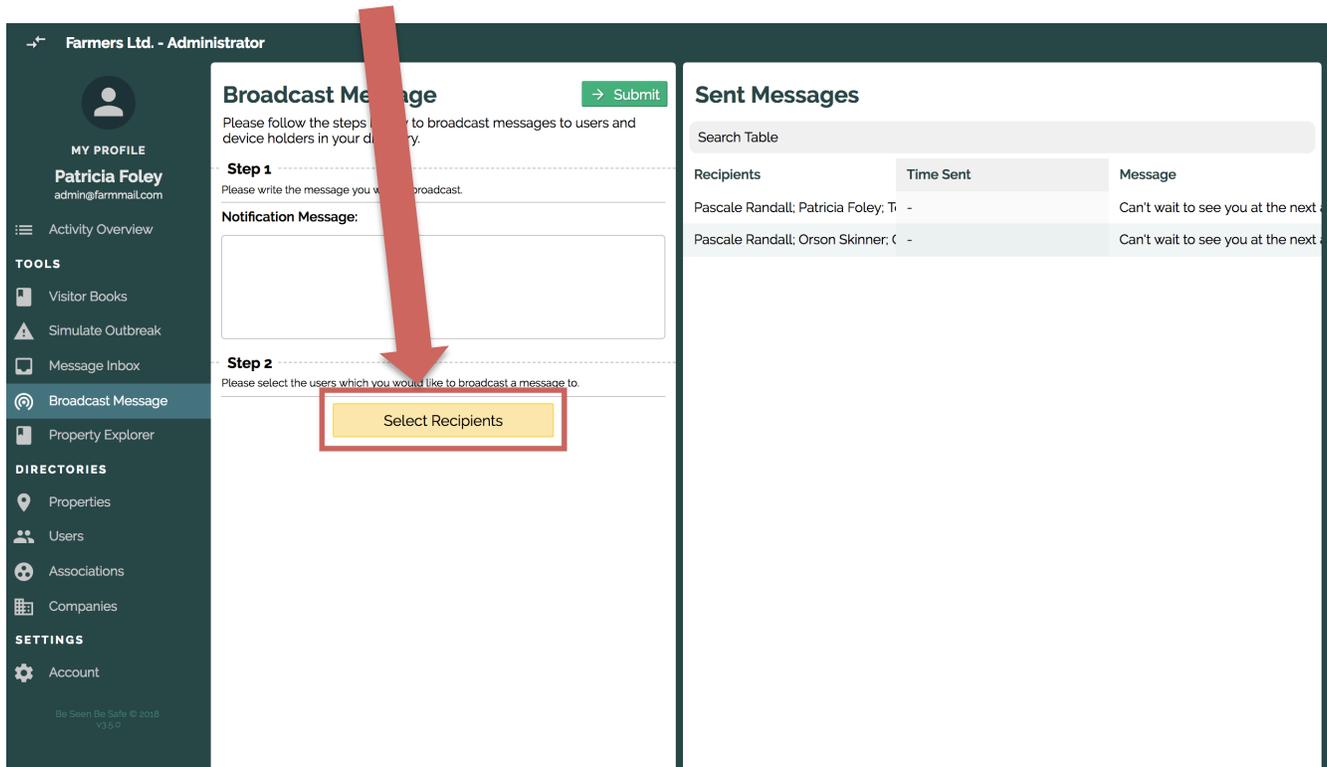
Start Date:
End Date:

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
Vincent Farms Ltd.	Mar 28 6:38 AM - 7:48 AM	1h 10m
Preston Farms Ltd.	Mar 25 12:41 PM - 2:10 PM	1h 29m
Suki Farms Ltd.	Mar 25 7:13 AM - 7:49 AM	36m
Sonya Farms Ltd.	Mar 25 6:12 AM - 6:49 AM	37m
Dennis Farms Ltd.	Mar 24 1:28 PM - 2:21 PM	53m
Adena Farms Ltd.	Mar 24 6:24 AM - 6:51 AM	27m

Broadcast Message

Broadcast Message allows you to send a private, encrypted 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.



Recipients

Cancel Continue

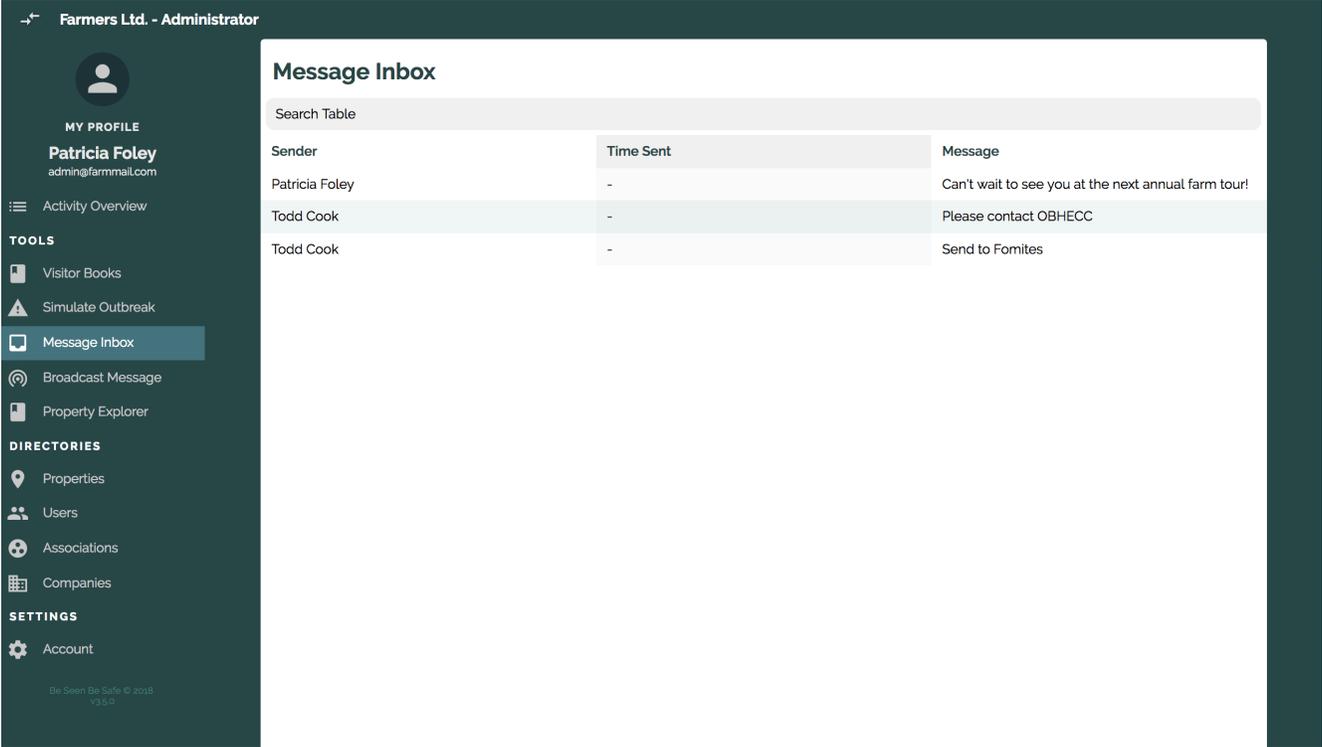
Name	Email Address
Pascale Randall	pascale.randall_35@farmmail.com
Quyn Chandler	quyn.chandler_92@farmmail.com
Patricia Foley	admin@farmmail.com
Orson Skinner	orson.skinner_60@farmmail.com
Todd Cook	super.admin@farmmail.com
Ciaran Rodgers	ciaran.rodgers_53@farmmail.com
Paki Powell	paki.powell_88@farmmail.com
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 shows the 'Message Inbox' interface within the 'Farmers Ltd. - Administrator' dashboard. The left sidebar contains navigation options: 'MY PROFILE' (Patricia Foley, admin@farmmail.com), 'Activity Overview', 'TOOLS' (Visitor Books, Simulate Outbreak, Message Inbox, Broadcast Message, Property Explorer), 'DIRECTORIES' (Properties, Users, Associations, Companies), and 'SETTINGS' (Account). The main content area displays a table of messages.

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 Fences 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.

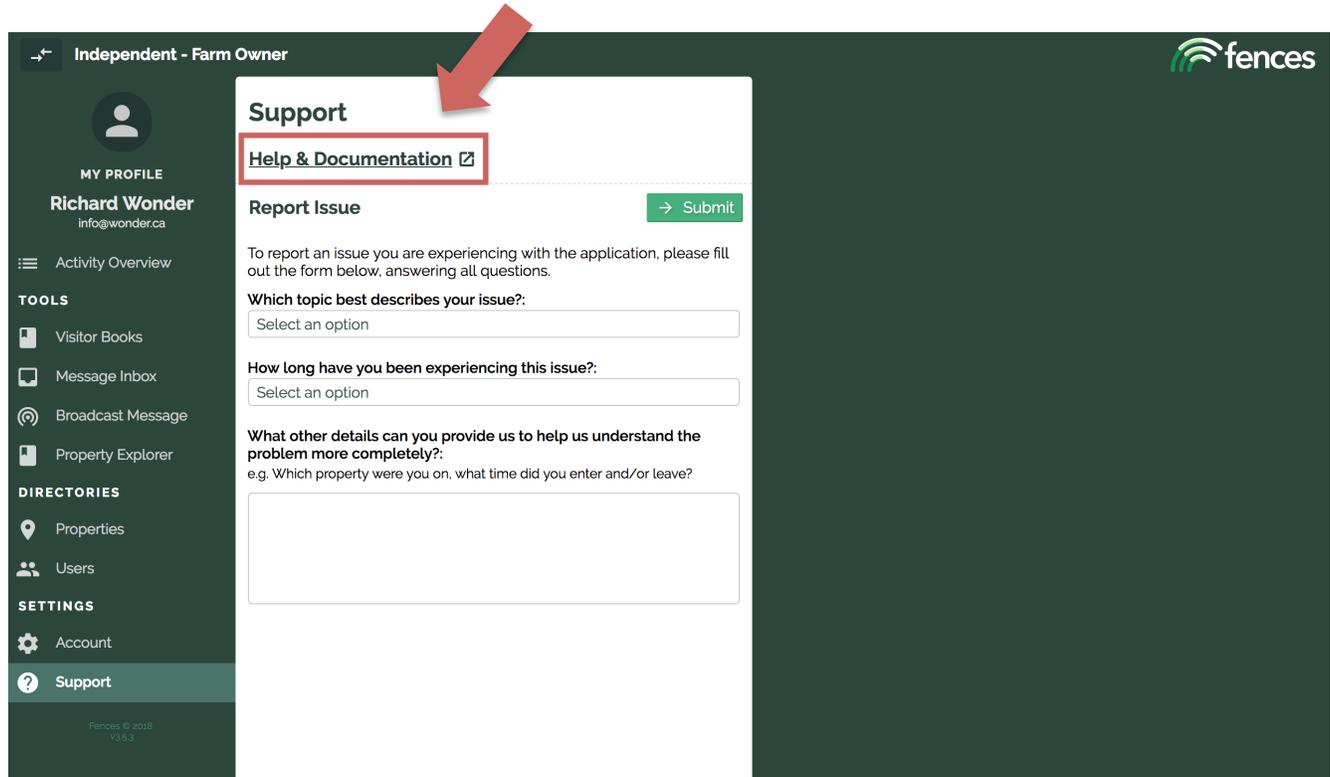
You can also log out by clicking **Sign Out** at the top of the page.

The screenshot displays the 'Account Settings' interface. At the top right, a red arrow points to a 'Sign Out' button. Below this, the 'Application Preferences' section contains a 'Language' dropdown menu currently set to 'English', a 'Save' button, and three notification checkboxes, all of which are checked. The 'Change Password' section features three input fields for 'Current Password', 'New Password', and 'Confirm New Password', followed by a 'Submit' button. The left sidebar identifies the user as Patricia Foley and lists various system navigation options.

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 Fences 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:

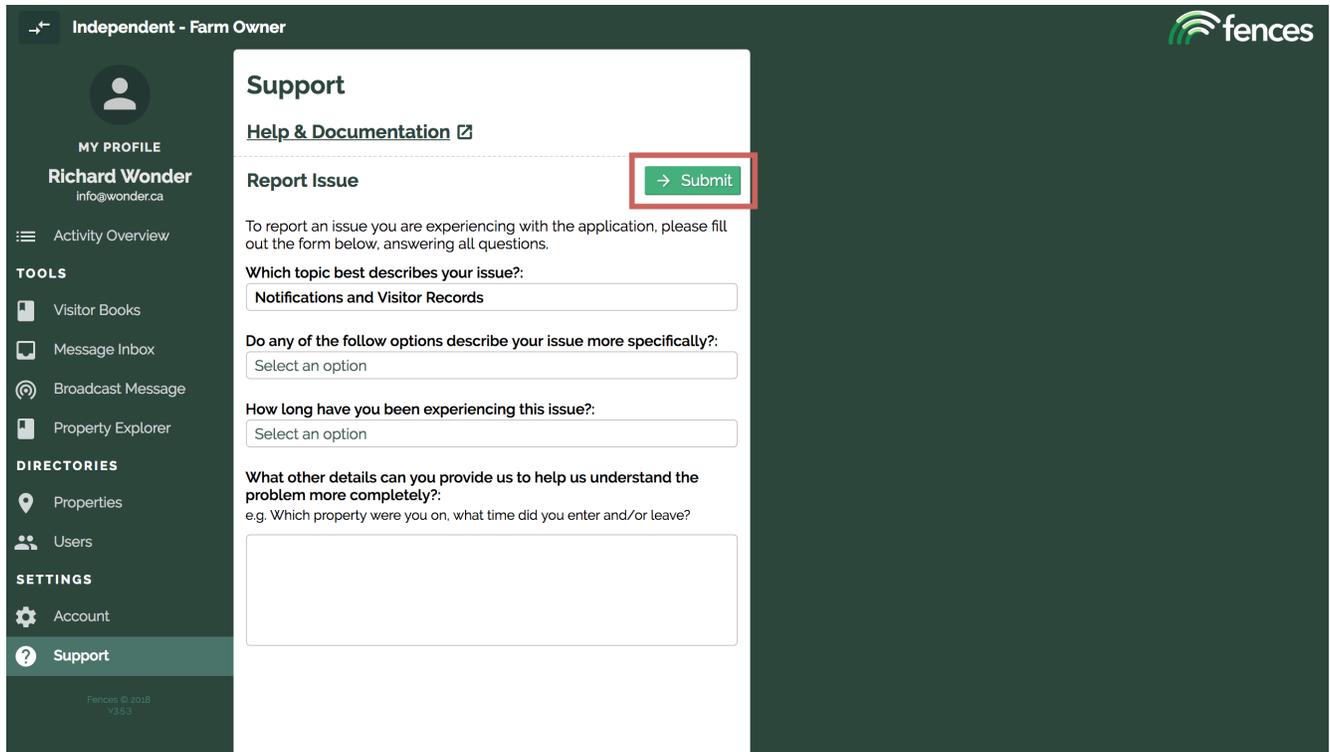
- Notifications and Visitor Records**
- Battery Performance**
- Inaccurate or Missing Property/Personal Information**
- Other**

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.

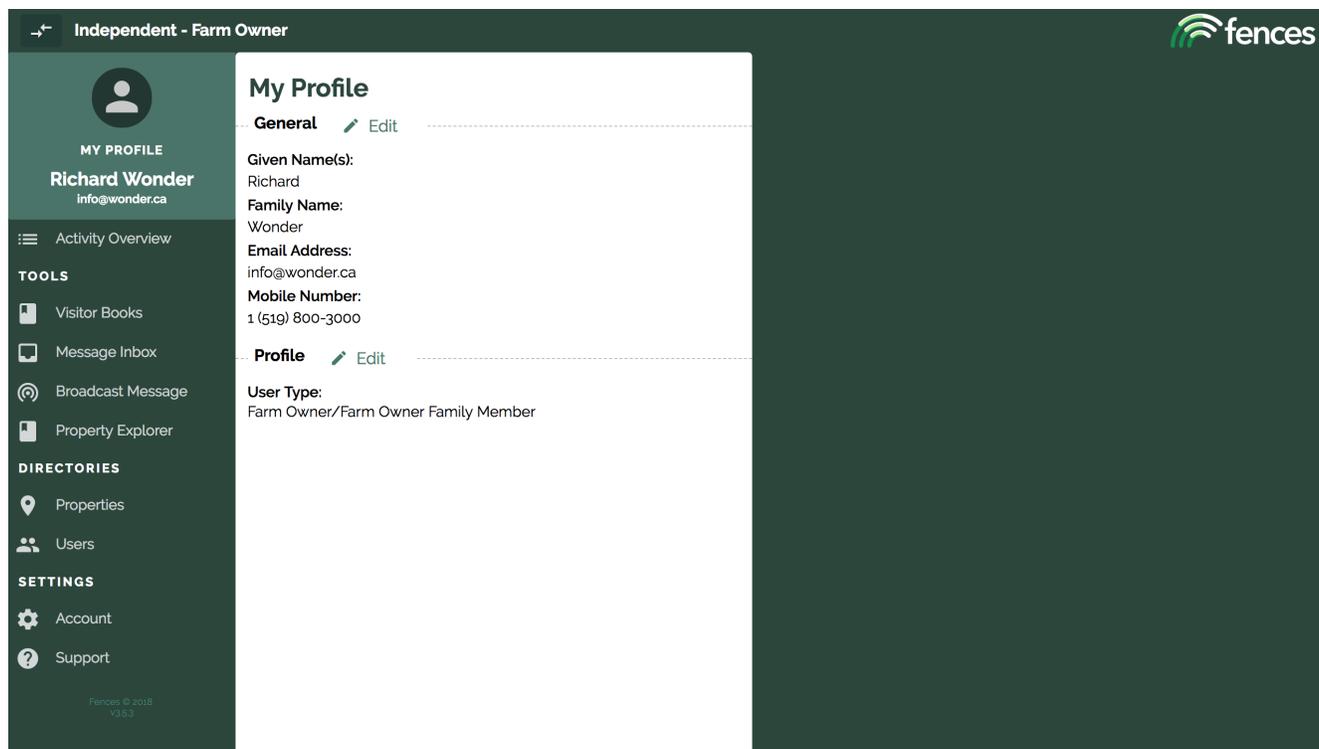
When you've completely filled out the form, click **Submit** and your issue will be sent to a Fences representative who will get back to you promptly.



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, 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.



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 Fences 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 Fences 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@fencesapp.com.