# How to use yodelME

There are three types of users in yodelME with different abilities and views:

1. Yodellers
2. Monitor
3. Administrators

## Yodellers

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Yodellers are mobile workers requiring safety monitoring and coordination. The basic functions you are able to perform are as follows:

- Message your monitor via direct message or team via the team channel
- View map and location of your team members
- Check in, out and declare emergency

First, download and install the mobile app from your app store.  If your Administrator has already created an account for you use the provided username and password to sign in.  If your Administrator provided you with a team code, then press the *Need an account? Sign up here* link and signup using that code.

### How to check in, out and change deadline

When you press the *Check In* button it sends your location coordinates and time of check in, and starts the timer until your next check in is required. You can easily change your deadline by pressing *Set Deadline* in the center of the Status screen. A reminder is always sent 10 minutes prior to check in deadline. If you do not check in by your check in deadline, your Monitor is notified.

### Declaring an emergency

When you press the *Emergency* button it sends your location coordinates and time of declaration to your Monitor. You are prompted with a confirmation window where you can add a note about the emergency. It will not call 911 - your Monitor is to do that. After the declaration of an emergency, only the Monitor can clear your emergency status.

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1

## Chat with monitor and team

yodelME has a simple chat function call Yodels. They are like VHF Radio channels. The following channels are available:

- A broadcast team channel everyone is on
- A Monitor channel for direct messages with each Monitor.
- A Support channel monitored by yodelME during standard business hours.

You do not receive incoming yodels when you are checked out.  However, the yodels are available in the yodel channel once you do check-in.

## Map

Viewing the map displays the locations of nearby Yodellers. Location pin icons mean different things:

- Blue is the most recent (last known) location of checked in Yodellers.
- Grey is the last known location of checked-out Yodellerst.
- Yellow is the last known location of a Yodeller overdue for check in.
- Red is the last known location of a Yodeller in an emergency status.

Pressing the *More* button helps to search for and locate people.

If you plan to use yodelME over a yodelME configured satellite terminal, you will need to download the map of the area you are going to be following these steps:

1. Open the Maps screen and zoom out and center over the area you require maps for.
2. Press the *More* button top right.
3. Press the *Offline Maps* button then *Download Offline Map.*

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2

# Monitor

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You will want to log in using a browser on your computer or tablet device and not the mobile app to ensure yodelME monitoring keeps running (mobile devices like to shut off apps to save battery preventing yodelME's continuous monitoring function from receiving updated team member information). Monitors are assigned to a team and able to monitor that team's Yodellers only. The basic functions they can perform are as follows:
- View status of all Yodellers
- Change status of any Yodeller
- View map of all Yodellers
- Respond to emergency
- Download reports
- Change alert settings

## Status Dashboard

In the Dashboard screen you will be able to view the current status of all of your team's Yodellers. Two views are available by clicking on the icons top right: Card view and Table view.

Clicking on a Yodellers' name opens a slide-out panel on the right side of the screen. Using this panel you can:
- Force a *Check In* or *Check Out* of that Yodeller in the event they are unable to through the app (e.g. battery dies, called in check in/out on radio or phone, etc…).
- *Alert Yodeller To Check In* that sends a standard yodel to them asking them to check in.
- *Acknowledge Check In* that sends a standard yodel to them confirming their message/check in.
- *Locate Yodeller* that opens the map and centers it on them.
- *Yodel Yodeller* that opens a direct channel with them so you can send/receive yodels directly from the dashboard.

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3

Pressing the *More* button helps to search for and locate people.

## Emergency

Only the Monitor can end an emergency declared by a Yodeller. When a Yodeller declares an emergency an alarm sounds and the dashboard shows which Yodeller is in emergency column. To remove that Yodeller from being in emergency, press the X button on their card in Dashboard window.

## Reports

You can view and download the team's log book of all check in time and locations of every Yodeller in the Reports window. Simply select the From and To dates, then press *Generate Checkin Report* and a report will be generated. Pressing the *Download Report* button will download a csv file to be viewed in Microsoft Excel or other application.

## Settings

Opening the Settings screen displays some options for how you would like to be alerted of team activity.

## External Monitors

If you use an external monitoring service like a 24/7 call center, yodelME can add them to your team so they can monitor them. External monitors have all the capabilities of internal monitors.

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4

# Administrator

Every account has an administrator. Administrators have the same abilities as Monitors with the additional basic functions:
- Create, edit, or delete a Team
- Create a Yodeller or Monitor for a Team
- Edit, move or remove/delete a Yodeller or Monitor

## Create a Team

In the Teams screen you can create a new team by pressing *Create Team*. Teams could be departments or crews that require or may require in the future separate Monitors and channels. When a team is created, yodelME staff are notified to adjust billing. Pressing the *View/Edit* button beside a Team will open its member list.

## Edit a Team

When viewing the member list, pressing the *Edit* button below the team name allows you to change the team name and change the team's data retention policy.

You can change the number of days your team's check in data (person, status, time, location) is kept on the yodelME servers. You can also choose from simply clearing the location data and leave the time and status information, or you can have the entire record deleted.

## Delete a Team

When you delete a team all the Yodellers and Monitors you created are deleted. All Yodellers who joined your team using your team code and external monitors (if you have any) are simply removed from your team but still have access to yodelME's public service or other teams they may be a part of.

## Create a Member

When viewing the member list, press the *Create New Member* button to add a new member and fill out the details accordingly. Checking the "Team Monitor" box makes that member a Monitor of the Team instead of a Yodeller.

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5

## Edit a Member

When viewing the member list, pressing the *Edit* button beside a member will open their details and you can edit accordingly. You can only edit members you've created.

## Move a Member

When viewing the member list, pressing the *Move* button beside a member will open a window to enter their new team code. Doing so will move them to a new team.

## Remove/Delete a Member

When viewing the member list, pressing the *Remove/Delete* button beside a member will either remove them from the team (if you didn't create them) or delete them completely (if you did).

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6