User Manual

First Voice Manager:

- First Voice & AED Management
- Expiration Date Management
- Training Certification Tracking
- Location & Hazard Tracking
- Medical Direction

First Voice Manager allows you to manage your emergency response program online, ensuring up-to-date maintenance records for your First Voice products and AEDS, and employee training certification renewal dates.

For Assistance with your emergency response program, or answers to your questions on current government regulations, contact a First Voice specialist.

Technical Support Phone Number: (319)377-5125

Table of Contents by Subject

Welcome to newest version (Version 3.0.0) of First Voice Manager (FVM)! The First Voice Manager provides you with the capability of compliance management for your safety and emergency program & assets online. Our Cloud-based electronic maintenance solution helps ensure all components of your emergency response & safety, including your AED, CPR/First Aid or BBP training, first aid supplies or other emergency equipment & safety training programs are current and in compliance with standards and well maintained.

This manual will help in navigating through the content of help items for the use of First Voice Manager. The program is a web-based application [software-as-a-service or SAAS] for keeping your safety, emergency management, first aid and/or AED program information updated and accessible to your company or organization and all pertinent users or staff associated with the program.

Purpose of the User Guide

In this manual we will provide both definitions of various terms used within the application. In addition, we will provide topics relevant to how the application works and how users should accurately and efficiently use the application.

Access the Program

Users who want to access the application must be entered into the program by the First Voice Manager Administrator (Think Safe is the default Administrator).

You should have received an email or other communication that provides details of your username (email address) and password, which you will need to access the application. Upon submitting your login information the initial time, you will be prompted to change your password. Please do so in the provided password change box. Click Submit and remember your password for future login sessions.

There are various user privileges that can be granted to users of the program. Administrators will have the most user rights and View Users will have the least user rights (view only).

Internet Browser Specifications

The application works and performs best in Google Chrome internet browser. Please note that for Internet Explorer you must have a Version 9 or higher version for full functionality and viewing capacity within the application. You can also use other internet browsers such as Mozilla Firefox. If you are running on an older version of Internet Explorer than Version 9, a message will automatically appear upon login that prompts you to change your browser or upgrade and download a newer version of Internet Explorer.

If you cannot download an updated Version or a different internet browser, contact your in-house IT or Tech Support Department for their assistance in updating your computer. Please specify when talking with them the need for Version 9 Internet Explorer or the downloading of any other browser as an alternative.

White Listing the Auto-Emails Coming from FVM Software

It is encouraged for any organization using this application to contact their IT Department and white list (add to the safe sender's list) www.firstvoicemanager.com and www.firstvoice.us to alleviate any auto-generated emails being sent from the application from going into SPAM or JUNK filters. It is important to ensure that any emails generated by the application are being correctly received by your email address and continual monitoring of your SPAM or JUNK filter is highly recommended to prevent any auto-notifications from being missed or overlooked.

Auto Logoff

Users have no limit to the amount of time they are in the application. However, after 1 hour of non-use and inactivity within the application, the user will be automatically logged off the system. The user simply logs in again to access the system after the time out pushes them to the log in screen again.

User Privileges

Users are granted privileges, dictating the information that will be seen by the user when they enter the application. In addition, it will dictate whether the user can edit or only view information within the application. When granting user privileges within your organization the following information on each user must be defined: 1 or several locations (locations that can be accessed and viewed); what locations (if more than 1); and if the user is to be allowed to edit or have view only privileges. Also, your entire organization can be set up by your own Administrator. However, that Administrator needs to be given that privilege and permissions by the overall Administrator, Think Safe. Without Administrator privileges, the client cannot create new users or new locations nor change any user privileges for their organization. In order to be an Administrator certain terms and conditions must be agreed to in advance with Think Safe. Contact Think Safe with any questions regarding Administrator privileges at: 1-888-473-1777 [Monday through Friday 9am to 5pm CST] or email customercare@firstvoice.us.

Organizations and Locations

The program is structured to allow many levels of user privileges to view entire organization

programs down to sole locations, depending on user privileges granted. Organizations can have 1 location or they may have hundreds or thousands of locations. A location is defined as a physical location where AEDs or other Equipment/assets are located that are being maintained by the organization and its staff or servicing subcontractors. For information regarding setting up a new location for your organization see "Admin - Adding New Locations" Topic section of this User Manual.

Login / Forgotten Password / Resetting Password

To login go to the internet browser search bar and type in firstvoicemanager.com and populate the following 2 fields: assigned username (email address) and password. Original passwords will be issued by Think Safe and an email will be auto generated and sent from the First Voice Manager application. To reset the password go to the Profile Tab or Profile Page and click "Edit". You will need to enter your Current Password that was auto generated (refer to your email that was sent and copy the password into this field). Select a new password and verify the password in the "Retype New Password" field. Click "Submit". When your password is changed the Profile Page will appear and the message "Your profile has been successfully updated." will be shown. In addition, the user's email account will receive an auto generated email from the application that informs the user that their user profile has been updated. *IF YOU HAVE FORGOTTEN YOUR PASSWORD, from the login page select Forgot Password? And follow instructions.*

Home Page / Action Items

Upon login the first page seen is the Home Tab / Page. This "Home" Page allows you to select the type of overall summary information you want (to see one location or many locations) to view. As already referenced in this user manual, certain users will only be able to access one location within the organization upon login. When this type of user logs into the application they cannot change the Organization nor the Location that are automatically populated in the appropriate fields.

Action Items

Organization:	Location:	
(demo) ABC Company ⌄	All ⌄	**Submit**

On the Home page the "Action Items" as shown above section can be provided for any user to pay attention to that are non-compliant or upcoming for compliance checks or expiration and replacement or repair. The Action Items are organized by

Clear This	Clear All

color-coding to show the importance of urgency for action

by the user. Red means they are out of compliance, Yellow means they are nearing non-compliance and Green means there is a bit of time before any non-compliance but that attention is needed. The menu shows the item by TYPE (asset/training), Description (Name), Date or Class, and Expiration Date. The Action Items menu is intended to be used by users that want an active screen for taking care of ordering equipment, or scheduling any training or servicing. The user can clear the action items by line item as they are taken care of and addressed, as a working screen. See "Quick Edit to Clear Action Items" for how to update expiration dates and other data.

Easy To Use Interface / How to See More Information or Collapse Views

The program has windows that collapse (click on "x" to close) or expand & open if selected. Arrows - The downward facing red arrows allow access to more information and upward facing arrows allow for summarized viewing of information. (Allows access to more options in a submenu/list).
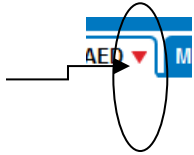
Selection of Organization

Once logged in, select the organization or organizations for which summary data is intended to be viewed. To view ALL organizations select "All" for organization and location fields. To change an Organization and only view select locations, Select the appropriate Organization and Location and click "Change" from Home.

Organization: [All ▼]   Location: [All ▼]   [Change]

NOTE: After selecting the specific organization and locations you want to view and after you click "Change", the screen will default back to the Home screen. However, go to any other tab along the main application menu bar and the information for only that Organization and Location selected will appear.

TIP! After the organization is selected the application will save this as the default selection until it is changed to a different viewing selection of organization/locations. Even if the user logs out and logs back in, this selection is saved. The most recent organization/location selection will be recalled and provided to the user upon the next login.

Selection of a Location

Once logged in and the User has selected the Organization, the User can also select ALL or select a specific AED Location to view. If a user has several locations *but only wants to view summary information on 1 location*, the user should select the location from the picklist and Click "Change". Please note that if a user is assigned only 1 location and 1 AED they will have the selection boxes appear but they will not be allowed to pick or change their location. The only data they can access or view is for the 1 location and 1 AED.

NOTE: After selecting the specific location you want to view and after you click "Change", the screen will default back to the home screen. However, go to any other tab along the main application menu bar and the information for only that Location selected will appear now (vs. information for ALL locations).

TIP! After the organization is selected the application will save this as the default selection until it is changed to a different viewing selection of organization/locations. Even if the user logs out and logs back in, this selection is saved. The most recent organization/location selection will be recalled and provided to the user upon the next login.

Action Items / Home Page

Upon logging into the application, the Action Item section will provide the user any important items to take notice regarding including upcoming expiry items and non-compliance or expiry dates that need immediate attention. The action items are color coded as they come close to upcoming deadlines. Colors used to detail upcoming and past due items are: green, yellow and red. Green items are 60-31 days from expiry; yellow items are 30-1 days from expiry; and items that are expiring today plus and any past due items will be shown in red. The date of expiry is also shown (for those individuals that are color blind). Action items shown for each user will only be specific to user privileges given and appropriate locations assigned to that user.

Quick Edit to Clear Action Items

The application under Home / Action Items (after Submit is pressed for a location and organization) allows for quick editing of any past due or upcoming expiry item under "Action Items" on the home page. Click on the location and action item and click "Edit" to update the expiration date (if you are replacing the item and have a new expiration date). Click "Submit" to save updates. The item will be cleared from the Action Items as long as the replacement date is greater than 60 days from expiry.

Profile Tab

The Profile Tab serves the purpose of providing your current user account information and other important user specific information. Submenu items (pressing red down arrow) are: Message Center, Facility Info, Contacts and Reports Schedule. Also, directly clicking on the word Profile vs. the arrow next to it, will allow the user's profile to be viewed. In "Profile", the user can click "Edit" and change their user password in this Profile Page. If the user updates their profile, an email is sent to notify the user that changes have been made or updates have been made to their profile. Clicking "Submit" saves the change.

The user can also look up the facility address and details "Facility Info" associated with the account, contacts associated with the account "Contacts" and can make any updates needed to the account Profile in these sections of the application (if given administrator rights).

Contacts - Program Coordinators / Site Coordinators / Tech Support

Click on Profile Tab's Submenu Item (click on down arrow next to Profile) "Contacts". Organizations can have an unlimited number of contacts and users so it is nice to keep all contacts in one place. Details on these contacts for the program or for recording the Think Safe account manager or tech support lead would include: name, title, role, department, phone and other contact information, address and email. To add new contacts click "New" under Contacts and enter information and click "Submit" to save.

Facility Info

This page shows the detailed location information about each facility location under your organization. This data can only be changed by Administrators. If you need assistance or any changes to this information, contact: customercare@firstvoice.us or call 1-888-473-1777 [Monday through Friday 9am to 5pm CST].

Message Center

Click on Profile Tab's Submenu Item (click on down arrow next to Profile) "Message Center". This message center is where all emails are stored that are auto-generated by the program or system administrators and users. While copies of these emails are sent to the user's desired email account they also are accessible and stored in the Message Center.

Sending a Message from the Message Center

Click "New Message" and from the picklist choose what user or groups you want to email a message. When finished drafting your email message, click "Send". The email will be automatically sent through the application to those users that match the picklist you have chosen. The feature is particularly helpful to notify large groups of people in your organization of system-wide changes or updates in your program or to provide instant alerts that require immediate attention (such as AED Recalls for certain models of devices). Please note that there is no email drafting time limit for users. However, if a user is inactive in the application after 60 minutes it will automatically log the user off the system and any unsent email will not be sent and will be lost.

Changing or Resetting Your Password
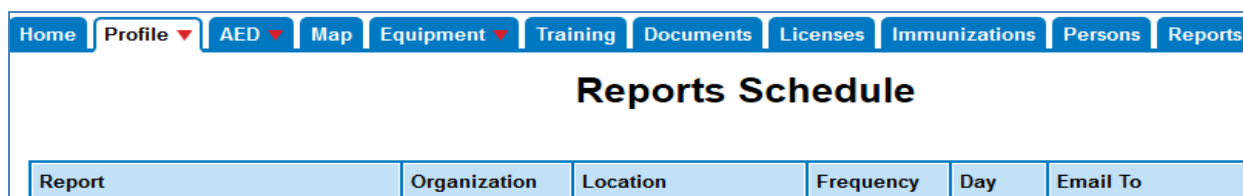
To reset the password go to the Profile Tab or Profile Page and click "Edit". You will need to enter your Current Password that was auto generated (refer to your email that was sent and copy the password into this field).
Select a new password and verify the password in the "Retype New Password" field. Click "Submit". When your password is changed the Profile Page will appear and the message "Your profile has been successfully updated." will be shown.   If the user updates their profile, an email is sent to notify the user that changes have been made or updates have been made to their profile. *IF YOU HAVE FORGOTTEN YOUR PASSWORD, from the login page select Forgot Password? And follow instructions.*

Changing Your User Name

User Names are assigned that match the existing email account address of the user. In the Profile Tab or Profile Page the User can select "Edit". The user will edit the field that contains the email address (user name) to their updated new email address. Once the User Name field is accurate and populated with a valid email address, click "Submit". Users are required to keep an email address in the User Name field. If the field contains an out-of-date or inactive or invalid email address the email auto-notification features of the program will not work. In addition, the user's OLD and NEW email address listed in the profile will receive an auto generated email from the application that informs the user that their user profile has been updated.

Reports Schedule

Home	Profile ▼	AED ▼	Map	Equipment ▼	Training	Documents	Licenses	Immunizations	Persons	Reports

Reports Schedule

Report	Organization	Location	Frequency	Day	Email To

Click on Profile Tab's Submenu Item (click on down arrow next to Profile) "Reports Schedule". This allows any user to set up reports to be sent on a regular basis. There are many reports to select from (see Reports section of User Manual) and Weekly, Monthly, Annual options exist for frequency and Day of the week.

AED Tab

The AED tab contains all information about the AED locations and AED placements that the logged in user is allowed to view or access and edit. Click on "AED" tab and all the AEDs will be listed by location and in a view that allows seeing by Location: AED Model, Serial No, Asset ID, Location, Last Check, Accessories Descriptions, Accessory Type, Lot#, Expiration, and Spares information.

AED Keycodes

Keycodes are issued by the First Voice Manager Administrator, Think Safe. Keycodes allow clients (users) to access their information and use the application for a specific license period. Keycodes can be viewed by approved users by clicking on Admin (If you do not have Admin rights this button will not be visible on your screen) and selecting the "Keycodes" tab. Click on the Organization or Location to view Unused Keycodes and Used Keycodes. Used Keycodes provides a detail of the keycode, AED serial number it is tied to and the expiration date of that keycode. Licenses generally are 1 year, 2 year, 3 year or 5 year licenses. Once a keycode expires, a new one must be purchased. Contact Think Safe at 888-473-1777 [Monday through Friday 9am to 5pm CST] for more information on AED Keycodes.

AED Program Details

The down arrow can be selected to view certain uploaded or entered AED program details. AED Program details include: ERP (Emergency Response Program), Recalls & Servicing, Events, State Laws, and Plans. Please see the appropriate heading provided in the User Manual for more details on these menu items and screens.

AED Location Spares

If an AED location has any extra or spare equipment (pads and batteries) it needs to be entered in the accessory details under "New Accessory". An Accessory will consist of "Pads", "Batteries", or "Paks & Accessories". The Spares window is always available, even if a location does not keep spares on hand. Please note that for some AED makes and models, accessories that need to be tracked (such as an Infant/Child Key) to ensure they are kept with the AED will also be included on the list to select even if they do not have an expiry date. This type of tracking helps to alleviate pilferage and improves consistency in equipment configurations throughout a large organization.

Please note that if the user does not populate the Spares information it will not tie to AED check that is to be performed monthly. The AED check should be used to cross-check the expiration dates of any spares stored with the equipment as well as the AED consumables currently attached to the AED. *ALSO – the Spares when properly entered allow for easily replacing out expired or used accessories with the spares on hand, by simply selecting them from the spares picklist provided, reducing manual data entry.*

Entering in New AEDs

You must have a keycode from Think Safe to enter a new AED. Keycodes are granted when clients pay the licensing fee for use of the application. Generally, the license term is for 1 year up to 5 years. For more information about keycodes refer to the AED Keycodes section of user

manual. To enter in a new AED, Click on the "New AED" button; select the brand name and look at picture to confirm it is the correct AED and click "Next" to save the information. Continue by filling out the appropriate fields and click "Save". The message 'Your AED has been successfully added." will appear above your Organization on the AED page if an AED is successfully added to the program.

Entering in AED information

Once you have input your AED keycode, you will be able to populate the AED information by filling in the blank fields after selecting "New AED". Select your brand and model and "Submit". Fill the data fields with Serial Number, Purchase Date, Install Date, Warranty Date, Accessibility (public or private), GPS Coordinates, AED Placement Image (picture of AED on wall), Location and other details. Enter the pads and battery expiration dates and click "Submit". Please note that the application will allow users to save NEW AED information without any expiration dates on the pads and batteries. The reason for this is to allow large corporations or organizations to upload whatever limited AED information they have access to during the initial data upload. If all expiration dates are NOT readily accessible by the Program Coordinator, it allows for partial uploading of the information initially. In this scenario, the data conversion and upload initially provided allows limited AED information to be populated and upon initial login, users at each location can log into the application and perform an AED check, editing and updating the expiration dates or other accessory information updates as necessary.

Please note that if you do not enter in expiration dates, the information will not auto-populate to the AED check to allow you to more easily verify the AED is in compliance

☐ This AED is currently out of service.

during your AED inspection. Also, if the AED is currently "out of service" waiting for accessories and is not able to be used, check the box for "This AED is currently out of service."

Entering in Accessories (Pads, Batteries, Paks & Accessories)

Under "New AED" you will initially put in Accessories data for Pads, Batteries, and Paks. To edit or change those in the future, Click on the accessory and select "Edit" or "Delete" and click "Submit" after making appropriate changes to the data. If your data is saved a message will appear.

To enter new Accessories, select "New Accessory" and enter in the appropriate Type and Lot# and Expiration for the spare equipment. Click "Submit" to save the data. If your new spares data is saved a message will appear on your AED Page showing "Your spare [pad or battery or pak] has successfully been added." Please note that if you do not enter in expiration dates for the spares, the information will not auto-populate to the AED check to allow you to more easily verify AED compliance during your AED inspection.

Entering in AED Accessories

The application allows for recording key accessories that are required to be stored with an AED, even if it does not have an expiration date. For example, an infant/child key may be a required accessory for the AED equipment configuration for an organization. The user would select the "New" button under the Paks & Accessories area of the AED Tab. Populate the fields and click "Submit" to save the information.

Editing AED information or Documenting the Replacement of expired batteries or pads or paks

For the AED location select the AED to edit information and select "Edit". Edit the information to reflect the updated expiry dates and Lot # and Type for the batteries, pads or paks. Click "Submit". The Home Tab shows any expired or upcoming expiration of equipment. The user can click on the past due item and click "Edit" and update the replacement of the pads, battery, pak or other spares through the Home Page Action Items as well. The AED information page appears once "Edit" is selected and appropriate field changes can be updated and click "Submit" to save the changes. Lastly, you can also update the information on replacement of consumables such as pads and batteries that are expiring on the AED Check Button / Page. Select "AED Check" and select location and AED. Click "Edit" and make updates to the fields and click "Submit" to save changes.

Editing & Attaching AED Spares Information

If spare equipment or consumables expire and needs to be edited due to replacement or other changes, the user should go to the AED tab and select the AED location and relevant AED. Click the accessory under the AED details and Click "Edit". Edit the information to reflect the desired changes (yes or no field should be selected) or updates and click "Submit".

Selecting "Attach AEDs" also will allow for adding spares to the right AEDs from the pool of spares at an organization (for example, an AED has 2 sets of pads where 1 is attached and 1 is a spare). If the spare is stored with an AED it does allow for "Don't Attach" or it allows for picking the Serial no. of the AED that is in that location. Once you select the AED Serial no. to any Spares, select "Submit" and the information saves. A message is provided to state the spares information has been updated. If you select "Don't Attach" it leaves the accessory in the spares pool (first aid closet storage area for example that is not with any AED).

Attach AEDs

Location:4047

Part Number	Accessory Type	Type	Lot Number	Expiration	AED
M5071A	Pad	Adult Cartridge Electrode Pads	Unknown @ 9 ea.	09/01/2013	H309185 ⌄
00185-3	Pad	Adult Defibrillation Electrode Pads	Y121812-03 @ 2 ea.	01/01/2015	H309185 ⌄
11101-000016	Pad	Pediatric Electrode Pads	Unknown	03/01/2013	Don't Attach ⌄
M5072A	Pad	Infant/Child Cartridge Electrode Pads	Y010713-15 @ 9 ea.	07/01/2015	Don't Attach ⌄
M5070A	Battery	LiMn02 Battery	A50537P-5619	09/01/2018	Don't Attach ⌄
M5070A	Battery	LiMn02 Battery	A50537P-5744	09/01/2018	H309185 ⌄
M5070A	Battery	LiMn02 Battery	A51636P-2309	01/01/2019	Don't Attach ⌄
M5070A	Battery	LiMn02 Battery	A51636P-2310	01/01/2019	Don't Attach ⌄
M5070A	Battery	LiMn02 Battery	A53201p-1612	07/01/2019	Don't Attach ⌄
11103-000008	Accessory	Adapter R2 to Quik-Combo	39491192	12/01/2013	Don't Attach ⌄

Submit

Deleting AED information

If the user at a location has an AED that is being taken out of service or no longer is in working condition, it can be removed from the database reporting going forward. Select the "Delete" button and select "Delete" again to re-confirm this action of deleting the AED from the tracking system. Please note that users temporarily taking an AED out of service should not select the "Delete" button as doing so will create extra work and the need to re-enter all information about this AED in the future when placing it back into service. Example: A user that checks the AED at a school building going on summer vacation for 3 months would NOT "Delete"
the AED. Please refer to the "Taking an AED Out of Service" section of this user manual for more information on how to temporarily take an AED out of service. Taking an AED out of service temporarily will alleviate the email notification program from requiring any AED checks during this time period and prevents the Action Items or Reports Section from providing information related to this AED while it is designated as 'out of service' or inactive. If an AED is out for repair, follow the instructions on "Taking the AED Out of Service" in the user manual.

AED Check

Users should perform regular inspections of their AED. Industry standard for AEDs that are infrequently used (less than 1x per year) should be every 30 days or monthly. The application is automatically set up to require a 30 day inspection by the site coordinator in charge of the AED inspection. Click on the "AED Check" button (top menu). Select the AED location and the specific AED to perform the AED Check on. Click "New Check". The AED check form appears and the Serial Number, Date of the AED Check, and Location of the AED will auto populate, from already programmed information in the system. Click Yes or No to answer the AED check questions and fill out the fields as required. Fill out the "Checked By" and "Email" fields and insert any comments. Click "Submit" to save the AED check. NOTE: The AED check will be emailed to the email which is on the form that is completed. A new AED check can also be accessed and started by going to the AED tab, selecting the appropriate   location and AED at that location and clicking on "New AED Check" on the bottom right corner of the screen.

Please note: Any Contact that is entered in First Voice Manager where the box was selected for "send a copy of any AED check" is also emailed if the email if a correct email address for this individual is provided in the Contact Information fields and saved. These users are usually AED Program Administrators by definition.

Lastly, if there are any items that are out of compliance issues or maintenance needs noted during the AED check (as indicated when filling out certain fields during the AED check), the email will have a subject of: "ALERT! Recent AED Check Completed – Attention Needed." The AED check will also state the item of concern causing the alert in the summary of the AED check page header to make the action needed easier to tend to. See example items needing attention for AED (after an AED check is performed where an ALERT! Is generated by the email / auto alerting system of the application).

Example messages

The AED Check shows:

- **A failed AED ready status on the readiness indicator.**
- **The rescue kit is missing.**
- **The AED was outside of the designated area.**
- **The AED was dirty or damaged and needs servicing.**
- **The cabinet alarm was not working.**

AED Check - Editing AED

 Under the AED Check button, select the AED location and AED that is to be edited. Select "Edit". The user may edit the fields for serial number, purchase date, warranty expiration date, location (where the AED is mounted or stored), site coordinator, battery and pads types and expirations and lot #s. Also, the user can check the box for "This AED is currently out of service." if the AED is being repaired or recalled and removed from Live status. Click "Submit" to save any changes or edits that have been made. The message "Your AED has successfully been edited." will appear.

AED Check - Taking AED out of Service or Deleting

☐ This AED is currently out of service.

To place an AED inactive for a short interval, go to the "AED Check" button and select the AED location and AED affected. Click "Edit" and click the check box for "This AED is currently out of service". Click "Submit". If the user is at an AED location where the AED that is being removed due to temporary servicing, manufacturer recall or servicing, or due to the location being inactive (seasonality, etc) the application allows users to temporarily place the AED inactive and out of service. In these situations, users will resume AED checks on the AED at some point in the immediate future. Please note that users temporarily taking an AED out of service should not select the "Delete" button as doing so will create extra work and the need to re-enter all information about this AED in the future when placing it back into service. Example: A user that checks the AED at a school building going on summer vacation for 3 months would NOT "Delete" the AED. Instead, they would follow the instructions earlier provided for taking the AED out of service or making it inactive. Taking an AED out of service temporarily will alleviate the email notification program from requiring any AED checks during this time period and prevents the AED Reports section and Action Items on the Home Page from detailing any past due AED checks or other AED exceptions or non-compliance. Once the AED is ready to go live or a location is back in service, click "Edit" on the AED tab (for the affected AED) or pertinent AED's "AED Check" page and un-check the box for "This AED is currently out of service"; the box should be no longer checked. Click "Submit" to update the AED status and take the AED back into live status.

AED Inspections - Last Check

Under the "AED Check" button a user can view the past 2 AED checks. The "Last Check" Tab includes information from the most recent AED check performed and saved.

AED Inspections - Past Check

Under the "AED Check" button a user can view the past 2 AED checks. The "Past Check" Tab includes information from the 2nd most recent AED check performed and saved.

AED Check - New Inspection or AED Check

Click on the "New Check" and a form will appear that needs to be populated with information from your inspection. The Serial Number, Date and Location will auto populate. Select the correct answers (yes or no) and fill in any fields by selecting provided picklists. Type in your name and email and click "Submit".

AED Check - Email of AED Inspection or AED Check Reports

An email is auto generated and sent to the user(s) that performed the AED Check and anyone who is set up / has selected that they want to receive copies of AED checks from the user setup fields. Please note that the must be correctly populated for this individual to be cc'd on the email. All AED checks do save in the system and can be pulled from the Reports section, which decreases the need to send excessive emails by alternatively setting up Contacts who receive email copies of all AED checks. (Please note: Any Contact that is entered in First Voice Manager where the box was selected for "send a copy of any AED check" is also emailed if the email if a correct email address for this individual is provided in the Contact Information fields and saved. These users are usually AED Program Administrators by definition.) Instead, pulling a Report for "AED Check" provides all AED check history for any AED recorded in the application.
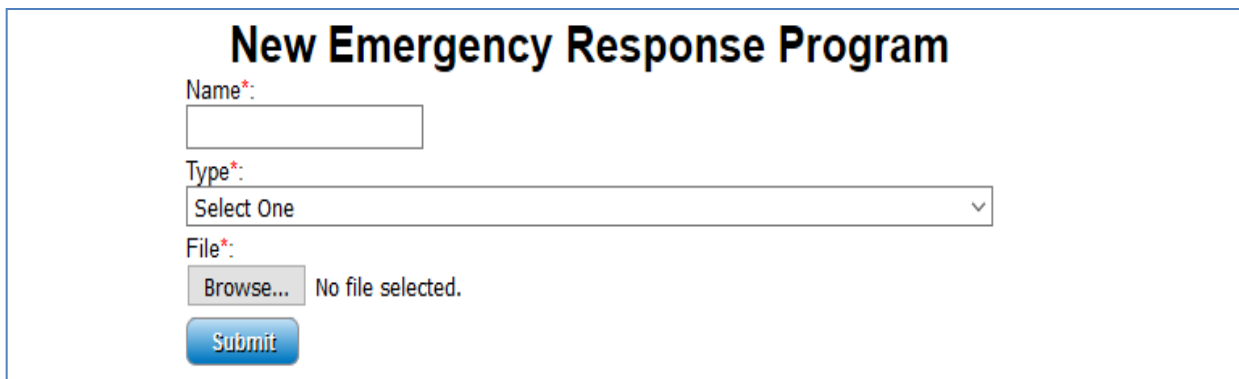
Taking an AED Out of Service or Making an AED Inactive

To place an AED inactive for a short interval, go to the AED Tab or AED Page and select the AED location affected. Click "Edit" and click the check box for "This AED is out of service". Click "Submit". If the user is at an AED location where the AED that is being removed due to temporary servicing, manufacturer recall or servicing, or due to the location being inactive (seasonality, etc) the application allows users to temporarily place the AED inactive and out of service. In these situations, users will resume AED checks on the AED at some point in the immediate future. Please note that users temporarily taking an AED out of service should not select the "Delete" button as doing so will create extra work and the need to re-enter all information about this AED in the future when placing it back into service. Example: A user that checks the AED at a school building going on summer vacation for 3 months would NOT "Delete" the AED. Instead, they would follow
the instructions earlier provided for taking the AED out of service or making it inactive. Taking an AED out of service temporarily will alleviate the email notification program from requiring any AED checks during this time period and prevents the AED Reports section and Action Items on the Home Page from detailing any past due AED checks or other AED exceptions or non-compliance. Once the AED is ready to go live or a location is back in service, click "Edit" on the AED tab (for the affected AED) and un-check the box for "This AED is out of service"; the box should be no longer checked. Click "Submit" to update the AED status.

Adding Details on AED location Emergency Response Plan (ERP)

Under the AED tab (by pressing the Red down Arrow), the selection of the "ERP" menu item allows the user to view information or store/archive additional details about the organization's or location's ERP and overall AED program. The application allows uploading .pdf, .jpg, .png, or .gif documents into the following subcategories of the ERP button. When the information is uploaded it will be referenced in a header that shows the Name/Description of the file and the Date it was uploaded. Select "New" on the right side of the screen and upload any documentation needed for archives. Selecting New will provide the following screen:

Click "Submit" once the appropriate file is selected and ready for upload. The ERP button includes the following categories: AED Prescription, AED Policy (aka AED Guidelines for the location), AED Response Protocols, EMS Notification(copy of what was sent to local EMS Dispatch regarding the AED and AED program at the location), Floor Plans & Site Photos (showing AED locations and visuals of how they are mounted or stored), Site Assessment Documentation (for information and detailed analysis or assessment worksheets on how/why AEDs were placed at locations), Trained AED Responders, Training Drills or Scenarios (templates or completed drills), Technical Exceptions (for any gaps in the program or exceptions noted by medical direction or oversight personnel), and Other Supporting Documents. Any documents that are uploaded will be viewable under the category header by Document Name/Description given and Date uploaded.

Adding Details on Medical Direction or Medical Oversight & Program Management Plans

Under the AED tab, to add details on the type of AED program management plan, license or subscription select "Plan" from AED submenu. Select plan type and fill in details for part no, start date, expiration date, number of AEDs, locations, any servicing check details (length of time between checks), status of the plan and any notes. Click "Submit" to save data. A message will be shown on the screen if data is saved.

AED Recall Servicing History & Documentation

Under the AED tab, for an AED location and AEDs at that location the application allows for storing details and uploading documents related to manufacturer recalls for that AED and facility under the "Recalls & Servicing" button.

To add details and populate fields in the application Recalls tab, click "New", filling in all pertinent information and click "Submit" to save changes. The message "Your recall has been successfully added." will appear. Once information is entered, it can be edited by clicking on "Edit" and click "Submit" to save any changes to the data. Several Recall line items can be created per AED or AED location. It is recommended to keep Descriptions of the Recalls to under 40 characters.

Under "Recalls", information to store regarding recalls and servicing can include: Date of recall, Date of servicing, Type of Recall (what is defective on the AED), Brand & Model affected, Range affected (Serial number or Lot numbers recalled by manufacturer), and Notes that the AED program coordinator or servicing agent wants to store regarding the recall or servicing event.

Please note that there are 2 other category headings under the "Recalls & Servicing" button. "Other" allows for any company or rep that has serviced an AED to upload the document showing this ser- vice has been performed. The document can be a .pdf, .png, .gif, or .jpg file. When the information is uploaded it will be referenced in a header that shows the Name/Description of the file and the Date it was uploaded.

Lastly, the "Events" category headings allows for storing details related to any other servicing event documentation. The document can be a .pdf, .png, .gif or .jpg file. When the information is uploaded it will be referenced in a header that shows the Name/Description of the file and the Date it was uploaded.

Please note that this "Events" is different from the AED Submenu Item called "Events". The reason why it is INSIDE Recalls & Servicing is this is an area for not sensitive data documents to upload after a LIVE AED EVENT **– for example a lessons learned document that the Admin wants all USERS to see –** the document should be uploaded under "Recalls & Servicing" button and under the "Other Events" category heading. Again, this section is for storage of documentation that is NOT SENSITIVE*! **It is a place to additionally archive Events information, if needed for user viewing.***

Storing AED Use / AED Events "Events"

Lastly, the AED Submenu (which appears when the Red Down Arrow is pressed on AED Tab) for "Events" allows for storing details related to any use of AED and any AED event documentation. The document can be a .pdf, .png, .gif or .jpg file. When the information is uploaded it will be referenced in a header that shows the Name/Description of the file and the Date it was uploaded. AED Use data should be gathered and stored after every AED event – the option for storing the Post Incident Form, The ECG, and any Other documentation is allowed. Press "Submit" to save and upload the selected files.

Again, if there are <u>not sensitive</u> data documents to upload after a LIVE AED EVENT **– for example a lessons learned document that the Admin wants all USERS to see –** the document should be uploaded under "Recalls & Servicing" button and under the "Events" category heading. This section is for sections for storage of documentation that is **NOT SENSITIVE!** *It is a place to additionally archive Events information, if needed for user viewing.*

Adding AED Post-Event Review Notes or ECG data file upload

Under the AED tab, for an AED location and AEDs at that location the application allows for storing details and uploading documents related to LIVE AED uses and events for that AED and facility under the "Events" button.

This button allows for the Admin approved personnel to also upload any documentation related to LIVE EVENT use or "ECG" data from the AED used at the location. When the AED event data is downloaded (the ECG data) it can be stored in the application.

IMPORTANT! This button is for storage of SENSITIVE information and the application limits user access on this button to ADMIN USER ONLY. Live events may involve sensitive information. While the ECG data downloaded does not have any patient name or data it should still be stored under this section of the application as a pre- caution.

In addition, the application allows for storing a "Post Incident Form" that may be filled out regarding the event at the facility. Most templates of this form do a limited amount of patient sensitive data and therefore, only Admin users are allowed accessibility to the information and documentation.

Of note, if there are other **<u>sensitive data documents</u>** to upload the "Other" field can be used. When the data is uploaded and stored it will be referenced on the header under the Name/Description of the document and Date it was uploaded.

If there are not sensitive data documents to upload after a LIVE AED EVENT **– for example a lessons learned document that the Admin wants all USERS to see –** the document should be uploaded under "Recalls & Servicing" button and under the "Events" category heading.
When the information is uploaded it will be referenced in a header that shows the Name/Description of the file and the Date it was uploaded.

To add details and populate fields in the application Events tab, click "New", filling in all pertinent information and click "Submit" to save changes. The message "Your event has been successfully added." will appear. Once information is entered, it can be edited by clicking on "Edit" and click "Submit" to save any changes to the data. Both post-event review reports and AED ECG data file uploads can be stored in the application. Several files and different events can be created per AED or AED location. However, please note that the "Events" tab is designed to allow only storage of materials that are sensitive and for Admin privilege access only.

Viewing State Laws for AEDs & AED Owners & Good Samaritans

The application allows certain rights to Administrators that have the privilege to access State Laws in the AED Submenu (press the red down arrow next to AED). Medical direction/oversight, training requirements, AED registration requirements, AED maintenance requirements, AED use requirements, 911 requirements, and AED post event requirements are provided by state. In addition, AED owner laws as well as Good Samaritan law links are provided and AED state law mandates (where AEDs are required) are listed inside this part of the application.

Viewing the AED Map

The application allows certain rights to users that have map view privileges to see the AED locations on a map.
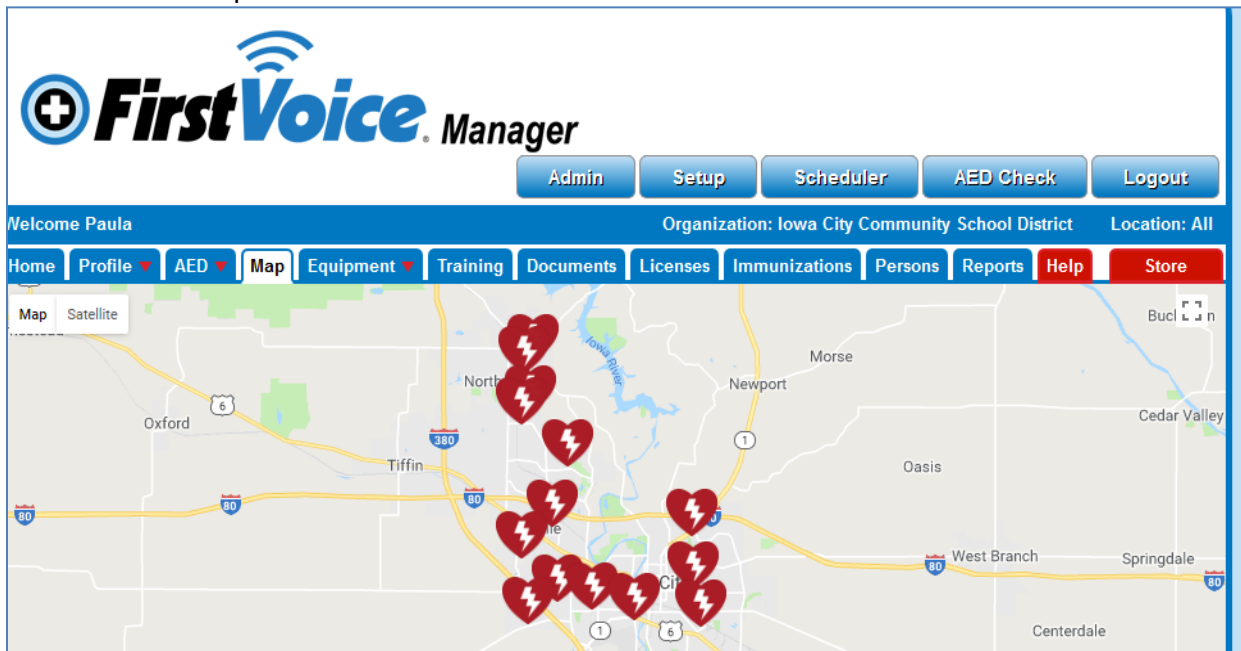
The map ties to mobile applications called "HeartSafe" or "AED Notify" that also provide the access (via your same login to www.firstvoicemanager.com) to your AED mapping information.

| AED NOTIFY for iPhone/iOS | |

https://itunes.apple.com/us/app/aed-notify/id1260849865?mt=8

| AED NOTIFY for Android | |

https://play.google.com/store/apps/details?id=com.thinksafe.android.aednotify&hl=en

| HeartSafe for iPhone/iOS | |

https://itunes.apple.com/us/app/heartsafe/id1270799072?mt=8

| HeartSafe for Android | |

https://play.google.com/store/apps/details?id=com.heartsafefoundation.android.heartsafe&hl=en

The mobile apps do not have the following features of First Voice Manager: showing all AEDs on one map (they show the nearest 10 devices only), they only allow mapping of AEDs and doing AED checks or calling 911. The other functions of this user manual are not allowed in the free online mobile apps by First Voice. Also, that are powered by Think Safe.

Equipment Tab

The Equipment Tab or Equipment Page is where the user can see all details on other equipment at any user assigned locations. This part of the application allows for tracking and servicing and storing data related to equipment owned by an organization.

Please note that the application has been populated with default categories for Safety equipment. Categories include: Confined Space, Electrical Safety, Emergency Preparedness, Eye Wash & Shower Stations, Facility Safety, Fall Protection, Fire Extinguishers, Fire Protection, First Aid, Gas Detection, Lockout Devices, Personal, Protection Equipment, Safety Alarms, Water Safety & Other Equipment. Additional Equipment Categories can be set up in the Admin section of the application by an Organization Admin User. The 'Category' allows for easier viewing of categories of equipment in one place for locations or organizations.

Once an Equipment Category is set up these categories have a 'Subcategory'. The Subcategory allows for tracking specific equipment and performing the inspections and servicing on the equipment. For example, the Category may be First Aid but the Subcategory may be Mobile First Aid Kit, Stationary First Aid Kit, First Aid Cabinet, etc. Another example of a Category would be Eye Wash Station and the Subcategory would be Stationary or Mobile or Bottle.

See the section that refers to 'Admin - Entering "New Category" or "New Subcategory" of Equipment' for more information on how to set up your own Equipment Categories and / or Editing or Creating New Subcategories for inspection and tracking.

Admin - Entering in "New Category" of Equipment

The Admin Button allows access to the "Equipment" Button. Click "Equipment" and select "All" to make the Category that is going to be entered accessible to all users of your organization. Otherwise, select the Organizations or Locations that the new category is applicable to. Click "New Category". Please note that when entering any "Category" there must be a "Subcategory" as well.

Click "Submit" after entering information in the data fields. It is recommended for the admin to select "All" in the Equipment "Setup" if you want all locations or organizations to be able to select this equipment and monitor/track this equipment. The Descriptions for the Category and Subcategory should be kept to under 40 characters.

Please note that the application has been populated with default categories for Safety equipment. Categories include: Confined Space, Electrical Safety, Emergency Preparedness, Eye Wash & Shower Stations, Facility Safety, Fall Protection, Fire Extinguishers, Fire Protection, First Aid, Gas Detection, Lockout Devices, Personal Protection Equipment, Safety Alarms, Water Safety & Other Equipment. For more details on how to set up equipment inspections related to equipment, see "Admin - Setting up
Equipment Details and Servicing Information".

Admin - Entering "New Subcategory" of Equipment under a Category

The Admin Button allows access to the "Equipment" Button. Click "Equipment" and select "All" to make the Category and Subcategory that is going to be entered accessible to all users of your organization. Otherwise, select the Organizations or Locations that the new Subcategory is applicable to. Click "New Subcategory" and "Submit" after entering information in the data fields. Subcategories allow for the Admin to classify products into like groupings and enable the use of standardized equipment checks within a Subcategory. It is recommended for the Admin to select "All" in the Equipment "Setup" if you want all locations or organizations to be able to select this equipment and monitor/track this equipment. The Descriptions for the Category and Subcategory should be kept to under 40 characters.

Please note that the application has been populated with default categories for Safety equipment. Categories include: Confined Space, Electrical Safety, Emergency Preparedness, Eye Wash & Shower Stations, Facility Safety, Fall Protection, Fire Extinguishers, Fire Protection, First Aid, Gas Detection, Lockout Devices, Personal Protection Equipment, Safety Alarms, Water Safety & Other Equipment.

Each of these Categories are already also populated with Subcategory headings that allow for efficient grouping of equipment into the application. For example: First Aid is populated with the Subcategories of Mobile First Aid Kits, Stationary First Aid Kits, Cabinets and Closets. For more details on how to set up equipment inspections related to equipment, see "Admin - Setting up Equipment Details and Servicing Information".

Admin - How to Set up an Equipment Subcategory "Details" and "Alerts" for Equipment Checks or Service Calls and Expiry Tracking

The Admin, once an Equipment Category and Subcategory are entered, can go and select the newly created Subcategory in the Equipment "Setup" section.

The Admin must expand the Subcategory window by selecting the line with the Subcategory listing. A page appears that shows the tab headers of "Alerts", "Details" and "Check Questions". These tabs do need to be viewed by the Admin and will need to be updated and setup for each new product type (Subcategory) that is being tracked or serviced within the application.

In the "Alerts" tab, click "Edit" to setup the default or change the existing alert for check frequency. Enter the frequency as a number of days. For example, if the Admin wants Site Coordinators or servicing agents or facility maintenance staff to check the equipment every month, the frequency would be 30. (30 days = 1 month) Save changes by clicking "Submit".

Enter the default # of days that the program should use for the equipment to track inspection frequency on this type of equipment. Enter the # of days cushion that the Level 1 staff is allowed before an email alert is sent, and do the same for # of days leeway until Level 2 and Level 3 receive notices that the equipment check/ inspection has not been performed. Save changes by clicking "Submit". An example of how the alerts work: If the equipment is to be checked every 30 days and Level 1 is given 5 days before an auto notice is sent, the program will send a notice to Level 1 after 35 days if the equipment inspection is not done. If Level 2 and Level 3, respectively are another 5 days each then on day 40 Level 2 is sent an email notice and on day 45 Level 3 is sent a notice of equipment inspection delinquency.

Please note: Using the example above to clearly define how the email alerts work, Level 1 will continually get the email alert every day from day 35 throughout the delinquency and until the check is completed. Level 2 will get the email alert every day from day 40 until the inspection is completed and Level 3 will get the email alert every day from Day 45 until the inspection is completed.

Click on "Details" to setup the information to be displayed about the equipment. As a default the details tab will generically default to have the following fields populate, BRAND, MODEL, SERIAL NO., LOT NO., MODEL YEAR. Next to each of these fields – if you do not want these fields to be displayed or used, you can select "Delete" and delete out this field requirement. You may also select "Edit" to change the field name if you prefer to gather other information or label the field differently. Lastly, you can add more fields under these default fields by clicking "New". There are 2 fields adjacent to each other. One field (on the left side) allows for text entry of a Description. The field on the right needs to be properly populated to label the type of function the field is performing. The fields can allow for: tracking contents ("expiry"), providing more details ("text"), or allowing for upload of documents (".pdf") or pictures (".img"). Please see "Entering in New Equipment to Track or Monitor at Locations" section for more information on how users set up equipment at an individual location that can be inspected regularly and tracked for inspection and expiration replacement requirements.

To give some examples of how an Admin could further build out the "Details" tab with equipment detail requirements: If the Admin wanted to set up another description field to allow the user to input the Warranty Expiration Date, the Admin would click "New" Enter in 'Warranty Expiration Date' inside the field and then in the open field to the right, select from the pull down pick list "Text". There is no other information to enter. If the Admin wanted to enter in another field to require each site to upload a site photo of the equipment and signage, the Admin would click "New" and type 'Site Photo' in the field on the left and select ".img" from the provided pick list to the right of that field. If the Admin wanted to enter in another field to require each site to upload a report on any equipment use, the Admin would click "New" and type 'Usage Reports' in the field and select ".pdf" from the provided pick list to the right of that field. The Admin would click "Submit" to Save all changes.

Product Fill / Contents to Inspect or Check:
Under "Details" the next category of fields is for entering the product fill or contents or other details you want stored in the Equipment database. Proceed by clicking "New" to enter a list of fill or contents the equipment may have (and any noted contents that expire). Click "New" to get new empty fields to appear that can be populated with Descriptions of the contents. And, from the field to the right of the Description select from the pick list "Expiry" and enter in this field Yes or No. Click "New" to add more contents and be sure each content is paired with a "Expiry" field. Once done adding all contents, Click "Submit" to save the product kit contents.

IMPORTANT NOTE: You can click on "New" several times to create many blank fields to fill in. If there is more than 1 content item for the equipment, be sure to Click "New" and create several boxes for filling in vs. clicking "New" and "Submit" each time and having to take several steps to enter in many contents!

Any user can now go into their location and enter New Equipment that has this default fill list and fill in the fields for the expiration dates of the contents that expire. The Descriptions for the Contents should be kept to under 40 characters.

Admin – Setting up Equipment Inspection for Equipment Subcategory in "Setup" Section

The Admin, once an Equipment Category and Subcategory are entered, can go and select the newly created Subcategory in the Equipment "Setup" section. The Admin must expand the Subcategory window by selecting the line with the Subcategory listing. A page that shows the tabs of "Alerts", "Details" and "Check Questions" appears that needs to be updated and set up for each type (Subcategory) of equipment being tracked by the application. The "Check Questions" tab is where the Admin sets up the inspection or servicing checklist to be used for the Equipment Check.

The Admin selects "Check Questions" and "New" and a blank box appears for the Admin to enter in a Question for the user to answer (generally using YES / NO answer) during the inspection checks. Some examples: Is the equipment in the right location? Is the equipment working? Are the supplies up to date and not expired? Is the equipment in working order and the tamper-proof seal not broken? These yes/no check questions allow for ease and efficiency during inspections. They do not allow for tracking additional product refill needs however.
The Admin is also given the option next to each question to pick if the question is a Yes/No or a Text Only question. An example of Text only questions that might be used during an Equipment Inspection would be, "How many additional burn dressings are needed to replenish your kit?" When this type of question is provided the Admin should be aware that every Equipment Inspection needs to be reviewed more thoroughly (vs. a yes/no format) to evaluate the level of servicing that is needed on the equipment before the next inspection. However, it does allow for any product refills to quickly be identified for product fulfillment and servicing. Once all questions are populated for the proper servicing and equipment check, click "Submit"

Again, the "Check Questions" button for is for situations where the Admin wants to pre-load default questions that have to be answered (using Yes/No answers generally) during the regular equipment inspection. The application allows for picking the type of question – either a Yes/No pick list question or a question that is followed by a blank field which is to be populated by the user doing the inspection / equipment check. The Admin user will select "New" for each new question they would like to enter and type the question in the empty fields that are created. **IMPORTANT NOTE: You can click on "New" several times to create many blank fields to fill in. If there is more than 1 question to be answered during the equipment inspection, be sure to Click "New" several times and create several boxes for filling in vs. clicking "New" and "Submit" each time and having to take several steps to finish this equipment inspection "Setup" item.**

IMPORTANT NOTE: All equipment inspections performed by users in the application will also populate the bottom of the checklist with the 2 following questions. The questions are: 1) Does this equipment need servicing prior to the next scheduled inspection? 2) Is this equipment in compliance with outlined organization requirements? **IMPORTANT NOTE: If the user clicks YES to the 1st question and/or NO to the 2nd question the email that is sent will state, "ALERT! Equipment Check Completed – Attention Needed."**

Entering in New Equipment to Track or Monitor at Locations

The user will select All (if the equipment is at all locations) or the location where equipment is to be serviced and tracked. Select from the Equipment Tab or Page the button for "New Equipment". Select from the drop down menu the Subcategory of equipment from the provided pick list. Click "Next". Enter information in the blank fields that are pre-defined by the Admin for your organization. For example: model, serial no., lot no., model year, product contents & any expiration dates.

These equipment information/data fields are set up using the "Admin - Setting up Equipment Details and Servicing Information" part of the user manual.

Please Note: the information that can be entered does include Serial number and Lot number, if applicable. Also, when inputting "New Equipment" or when selecting to "Edit" existing equipment the user can also upload any documents or pictures that are relevant to the equipment. For example: Product Sheets that show Content/Fill or other details that are product pertinent, Product Pictures, or Storage Cabinets containing the equipment and how it is stored -- can be uploaded. This type of detailed information allows for efficient servicing of the equipment by any onsite personnel or servicing rep. The documents must be in .pdf, .gif, .png or .jpg format to be uploaded. The documents will be visible under the heading "Other Supporting Documentation" of the Equipment details. The document name and date of upload will be shown for easy reference.

Hazards Data / Records & Training

The Equipment Tab has a Submenu (Red Down Arrow next to Equipment) for recording special hazards and items related to training or documentation of the hazard for liability protection / archives. Selecting "Hazards" allows the user to see or upload or document any hazard by location. This page is designed for tracking of any special comments or specialized training and procedures that any given organization location has conducted. The types of hazards can be selected from a pick list. The pick list is populated by your Organization Administrator under "Setup".

Admin - Adding New Hazard Documentation for Locations or AEDs or Equipment

Any type of hazard that an organization has at its facilities or sites can be uploaded into the application. The Admin for the organization must go into "Admin" and under "Setup" select "Hazards". The Admin will select "All" or the specific organizations / locations that need the Hazard type added. Select "New" and enter the Hazard Description and pertinent tracking information you want recorded in the archives by populating the empty fields. Click "Submit" to save the Hazard type into the database. It is recommended for the Admin to select "All" in the Training "Setup" if you want all locations or organizations to be able to select this hazard and monitor/track details related to the Hazard type. The Descriptions for the Type should be kept to under 40 characters.

Editing Hazards Associated with Equipment or Locations

The user can edit the information on file for any hazard in an organization by clicking on "Hazards" and selecting the location where the hazard is noted. The hazard details will display. Select "Edit" and make the edits (a detailed NOTES section is available to edit as well and keep cumulative notes within) and click "Submit" to save changes. The message "Your hazard has been successfully edited." will appear. Deleting Hazards Associated with Equipment or Locations In the Hazards Tab select the location and hazard that you want to delete from the system. Click "Delete". The message "Are you sure you want to delete this hazard?" will appear. Select "Delete" again. The message "Your hazard has been deleted." will appear. Please note that all information on this hazard will be deleted from the application if you delete it. No historical data will be kept in the archives.

First Voice (Think Safe Proprietary Products) Equipment & Documentation

The Equipment Tab has a Submenu (Red Down Arrow next to Equipment) for tracking First Voice equipment. Selecting "First Voice" allows the user to use the custom setups already done for First Voice equipment within the application (no work on setting up inspections, fill list, data fields, etc.). This portion of the application allows Adding New, editing or deleting First Voice equipment, as needed.

Editing Equipment Information

Select the Equipment Tab. The user will clicks on the proper Equipment location, and selects the equipment to update. Select "Edit". Update any fields and click "Submit" to save the edited information.

Performing an Equipment Inspection at a Location

The user will select the location where equipment is being serviced / checked. Select from the Equipment Tab/ Page the button and select the type of equipment being serviced or checked.

Click "New Check". An equipment inspection form will appear in a new window. Enter information in the blank fields that are in the given pick list or pre-defined based upon your organization Admin requirements (checks are set up under "Details" and "Check Questions" in the Subcategory section of the Equipment "Setup").

All equipment inspections performed by users in the application will also populate the bottom of the checklist with the 2 following questions. The questions are: 1) Does this equipment need servicing prior to the next scheduled inspection? 2) Is this equipment in compliance with outlined organization requirements? **IMPORTANT NOTE: If the user clicks YES to the 1st question and/or NO to the 2nd question the email that is sent will state, "ALERT! Equipment Check Completed – Attention Needed."**

Before the equipment check / inspection can be recorded and submitted the user must also enter the Name of the Person(s) completing the check and their emails. Enter in this appropriate information, noting that a 2nd person can be added by clicking on the "+" button. Click "Submit" to record the equipment inspection in the application and to send a copy of the inspection to the email accounts listed on the form.

Equipment Inspections & Record Keeping

Once equipment is added to the application and an equipment checklist is set up under Admin by a user that has Administrator rights, any equipment loaded into the application can be set up on a regular inspection schedule. The application allows for auto-notification of due dates for any equipment servicing that is required or upcoming and allows the user to record an Equipment Check in the application, for future reference and archives. Under the Equipment Tab and proper Equipment location and piece of equipment that is being serviced, click "New Check" and populate the fields provided and answer the provided inspection checklist questions (programmed by the Admin at your location) and click "Submit". The message "Your check was successfully added." will appear. The equipment Check will be stored within the application archives and a report can be pulled of these inspections by clicking on the "Reports" button and checking the box for "Equipment Checks" then clicking "Submit".

The report is also emailed to the user as well as viewable on the computer screen. Please note that the report shows on the computer screen may not be very user-friendly if the inspection checklist has large fields or many inspection items. It is recommended to open and view / format the report sent to your email using .xls or a similar application.

Viewing the Last Equipment Inspections Performed

Within the Equipment Tab or Page the user selects the equipment location and equipment that any "Last Check" or "Past Check" which needs to be viewed. "Last Check" allows the user to see the most recent equipment check performed. "Past Check" allows the user to see the 2nd most recent equipment check performed.

Reports - Pulling a Report of Equipment Inspections

Once any user records a "New Check" for any Equipment at a location and clicks "Submit" the application will store an archive of this equipment check and data recorded. A report can be pulled of these inspections by clicking on the "Reports" button and checking the box for "Equipment Checks" then clicking "Submit".

The report is also emailed to the user as well as viewable on the computer screen.   Please note that the report shows on the computer screen may not be very user-friendly if the inspection checklist has large fields or many inspection items. It is recommended to open and view / format the report sent to your email using .xls or a similar application.

Emails - Getting Emailed A Copy of Equipment Inspections

Once any user records a "New Check" for any Equipment at a location and clicks "Submit" the application will store an archive of this equipment check and data recorded. A report can be pulled of these inspections by clicking on the "Reports" button and checking the box for "Equipment Checks" then clicking "Submit". The report is also emailed to the user as well as viewable on the computer screen. Please note that the report shows on the computer screen may not be very user-friendly if the inspection checklist has large fields or many inspection items. It is recommended to open and view / format the report sent to your email using .xls or a similar application.

Deleting Equipment Information

The user must be in the Equipment Tab and must have selected the appropriate location they desire to delete. If any location has equipment that has gone out of service and needs to be removed from the location listing, select the "Delete" button and select "Delete" again to re-confirm deleting the equipment from the location and tracking system.

Admin - Setting up Equipment Details and Servicing Information

Under the "Admin" panel, select the "Setup" button and then select the "Equipment" button. The application will allow for inspection record keeping and auto-notification capabilities of any expiry or equipment servicing non-compliance.

Once an Admin user has created a Category and tied it to Sub Categories, the user can drill down into the Subcategory and load/enter Equipment specifics to be maintained and monitored.

While still under "Setup" and "Equipment", click on ALL or the specific organization & locations that are relevant and select the Category and Subcategory where Admin wants to set up an inspection and other product details for servicing the equipment. It is recommended to select ALL if the user has many clients they are servicing as it will set up the same information for each client.

Under the Subcategory, a menu bar will appear with 3 tabs, "Alerts", "Details" and "Check Questions".

"Alerts" the application can track & store includes: How often the equipment should be checked (check frequency in days), and # of days after the check is due before Level 1, Level 2, and Level 3 hierarchy users are notified of past due inspection status. Click on the "Edit" button to change any of these values for notification and servicing.

Details to track in the application under the Equipment section can also include **"Details"** if the equipment Subcategory is a kit or package with many components. When the Admin is in the Equipment "Setup" under the Subcategory, click "New" to add any contents that need to be monitored, tracked or serviced. For each new item input, the "Expiry" pick list of Yes or No needs to be filled out. Select "Yes" if it expires or No if it does not need to be monitored for expiry. **IMPORTANT NOTE: You can click on "New" several times to create many blank fields to fill in. If there is more than 1 content item for the equipment, be sure to Click "New" and create several boxes for filling in vs. clicking "New" and "Submit" each time and having to take several steps to enter in many contents!**

In addition, when the equipment is set up in the Equipment "Setup" panel, there is a **"Check Questions"** button for situations where the user wants to pre-load default questions that have to be answered (using Yes/ No answers generally and) during the regular equipment inspection. The application allows for picking the type of question – either a Yes/No pick list question or a question that is followed by a blank field which is to be populated by the user doing the inspection / equipment check. The Admin user will select "New" for each new question they would like to enter and type the question in the empty fields that are created.

IMPORTANT NOTE: You can click on "New" several times to create many blank fields to fill in. If there is more than 1 question to be answered during the equipment inspection, be sure to Click "New" several times and create several boxes for filling in vs. clicking "New" and "Submit" each time and having to take several steps to finish this equipment inspection "Setup" item.

All equipment inspections performed by users in the application will also populate the bottom of the checklist with the 2 following questions. The questions are: 1) Does this equipment need servicing prior to the next scheduled inspection? 2) Is this equipment in compliance with outlined organization requirements? **IMPORTANT NOTE: If the user clicks YES to the 1st question and/or NO to the 2nd question the email that is sent will state, "ALERT! Equipment Check Completed – Attention Needed."**
Once all contents, expiry, and inspection check questions are loaded for a New Equipment Subcategory entry, click "Submit" to save information. The Equipment Database has been set up for that type of equipment.

Now any user can go into the Equipment Tab, select the proper location where the equipment is located and enter "New Equipment" to track and monitor -- the user simply chooses the Category and Subcategory from the pick list provided and clicks "Next" to continue. It is recommended for the Admin to select "All" in the Equipment "Setup" if you want all locations or organizations to be able to select this equipment and monitor/ track this equipment. After clicking "Next" the fields that are required to be populated must be filled in to move forward and "Submit". The user may have to go to each individual location and enter the LOCATION SPECIFIC details of the equipment (varying expiration dates, etc). Click on "Submit" once all information is up to date and ready to be saved.

Once the New Equipment is entered, under the Equipment Tab, go to the specific location and click on the Equipment heading. The option to perform a "New Check" will be provided. Also, the user can edit or delete any information as necessary.

Admin - Using the Equipment Tab to Log Events or Drills / Training Exercises, etc.

The equipment Tab or Equipment Page can be used to create "Category" headings of different events at a facility that need to be monitored and tracked and recorded in the archives. An example of events that can be recorded under "Category" would be Drills and for "Subcategory" types of drills would include fire drill, mass disaster drill, CERT drill, HAZMAT drill, tornado drill, terrorist lock down drill, emergency response drill, etc. It is recommended that the Admin select "All" in the Equipment "Setup" if you want all locations or organizations to be able to select these events and track/monitor these events. The Descriptions for the Category and Subcategory should be kept to under 40 characters.

Admin - Using the Equipment Tab to Track Compliance Reports, etc.

The Equipment Tab or Equipment Page can be used to create "Category" headings of various compliance reports for locations/facilities that have deadlines which need to be monitored and tracked and recorded in the archives. An example of reports that can be recorded under "Category" would be OSHA Reports and "Subcategory" would be the names of the reports that are due. In the "Setup" the Admin would set up the "New Category" as OSHA Reports and "New Subcategory" as "XXX Report". The Admin would fill in the fields for "Check Frequency", # of days until a Level 1 Alert is sent, Level 2 Alert is sent and Level 3 Alert is sent. Click "Submit" to save the new Category and Subcategory of Report that can now be monitored using the application. It is recommended for the Admin to select "All" in the Equipment "Setup" if you want all locations or organizations to be able to select these reports and track/monitor these reports. The Descriptions for the Category and Subcategory should be kept to under 40 characters.

Training Tab

The training tab shows all location training information by types of courses, classes held or by student. The Training allows sorting of Training data by Persons (alphabetical), Class Name, Class Number, Status (Completed, Needs Skills, Uncompleted, etc), Completion Date and Expiration Date.

Admin -Adding Types of Training Courses

Any type of training that an organization performs can be uploaded into the application. The Admin for the organization must go into "Admin" and under "Setup" select "Training". The Admin will select "All" or the specific organizations / locations that need the training type (course) added. Select "New" and enter the training course information by populating the empty fields and click "Submit" to save the training course type into the database. It is recommended for the Admin to select "All" in the Training "Setup" if you
want all locations or organizations to be able to select this training course type and monitor training expirations and classes. The Descriptions for the Type should be kept to under 40 characters.

Viewing Students Trained

Views of both current and past trained are available. Definitions of "Current Trained" and "Past Trained" follow in this user manual.

Current Vs. Past Students

Current Trained students will be any currently employed personnel that training certifications need to be tracked for. Past Trained (inactive) students will be any formerly employed personnel or current employees that have expired training certifications which do not need to be re-certified, as determined by the company administrator or Admin. To move a "Current Trained" student to "Past Trained" see "Making a Student Inactive (Past Trained)" section of the user manual. To make them "Past Trained" click on the name of the student and "Edit" and uncheck the "This Person currently shows up on reports" box. Otherwise, leave them checked if they are "Current Trained".

First*: Aaron   Last*: Overland
☑ This person currently shows up on reports

Editing Student Information

The user can edit the information on file for any student in an organization by clicking on "Training" and selecting the location where that student information is stored. The student list will be present on the screen. Select the student to edit. Select "Edit" and make the edits and click "Submit" to save changes. The message "The student has been successfully edited." will appear.

Deleting Students From System

In the Training Tab select the location and student that you want to delete from the system. Click "Delete". The message "Are you sure you want to delete this student?" will appear. Select "Delete" again. The message "Your student has been deleted." will appear. Please note that all information on this student will be deleted from the application if you delete the student. See the "Making a Student Inactive (Past Trained)" section of the user manual before proceeding to delete the student. It is recommended to take a student inactive vs. delete the student so that you can continue to archive old data on the employee, even if their training does not currently need to be tracked or updated.

Making a Student Inactive (Past Trained)

Please note that the company administrator is the only person that can move the student from Current to Past. The system will not move any employee with expired training to "Past Trained" unless the company administrator moves them off reports. To make them "Past Trained" click on the name of the student and "Edit" and simply uncheck the "This Person currently shows up on reports" box. Otherwise, leave them checked if they are "Current Trained". Click "Submit". The message "This student has been successfully edited." will appear and the edits will be saved.

Entering a New Student

Click on the Training Tab, select the appropriate location where the training occurred in the organization, and select "New Student". Fill out the fields as pertinent and in click "Submit" to Save the student information. "You have successfully added a new student." will appear on your screen. Otherwise, you can add new students by going to the Training Tab and selecting "New Class" and uploading a class roster. Go to "Uploading Class Roster" in the user manual for more information.

Viewing Classes Held (Ascending / Descending)

The system is designed to also show any class held that is input into the system. Classes can be entered by selecting "New Class" and entering in students individually or by uploading a class roster. Click on the Training Tab, select the location to view training classes that have been held at this location and click on "Classes" to view the list of classes (Class Number is the field name) held at the location. To sort the Class Number, click on the arrows next to the "Class Number" field on the Training screen.

Adding a New Class

Click on Training Tab or from the Training Page select the location you want to enter or upload a new class (training that has occurred). Click on "New Class". Select the Class Type from the pick list. Populate the fields with Instructor, Class Date, Expiration, Certifying Agency, Contractor (if any was used and it was not an internal training instructor), and Upload Roster File (if any). For any upload option, the template to use for the upload must be the one provided by the application or the upload will not be allowed. For a copy of the template click on "If you wish to upload students please follow this template." next to the upload feature. Otherwise, if you do not want to upload a class by roster, Select the Students (if they are on the pick list) or Add New Students (as necessary) filling out the additional fields provided for each New Student. Click "Submit" to save the class and students that were in attendance. When you have added a new class the message "You have successfully added a new class." will appear.

Uploading Class Roster / Printing Cards

For any upload option, the template to use for the upload must be the one provided by the application or the upload will not be allowed. For a copy of the class upload template click on "If you wish to upload students please follow this template." next to the upload feature. Be sure to mark down where the file is stored once you have the worksheet populated with correct class data to upload. Click on the Training Tab, select the appropriate location where the training occurred in the organization, and select "New Class". Fill out the fields as pertinent and in click on the "Browse" button to find and select the file name for the training class work-sheet to upload. Click "Submit" to Save the class and student information of those attending the class. NOTE: You do not need to populate the Current Student or New Student Fields on

the New Class page if you are uploading the class. (That data is provided by the uploaded worksheet.) "You have successfully added a new class." will appear on your screen. Ask Think Safe about the Print Card features, 888-473-1777.

Deleting Hazards Associated with Equipment or Locations

In the Hazards Tab select the location and hazard that you want to delete from the system. Click "Delete". The message "Are you sure you want to delete this hazard?" will appear. Select "Delete" again. The message "Your hazard has been deleted." will appear. Please note that all information on this hazard will be deleted from the application if you delete it. No historical data will be kept in the archives.

Documents Tab

The Documents tab (upgrade fees apply) shows information related to documents that have deadlines or reminders and expirations. Select "New" to upload any new Document to track and monitor within the application.   You can name the document, setup the Type of document ("Setup") from a picklist, Select Completed or Incomplete as the Status, enter the Date, Next Review Date, Supervisor in Charge, Upload the Document and tag people affected by the document for future notification. Select "Submit" to save data. Once Documents are uploaded and saved, they can be Edited or Deleted.

Licenses Tab

The Licenses tab (upgrade fees apply) shows information related to professional licenses (held by persons) that have deadlines or reminders and expirations. Select "New" to upload any License to track and monitor within the application. You can name the license ("Setup") from a picklist, Select Active or Inactive as the Status, enter the Agency Issuing, License #, Issue Date, Last Renewal Date, Next Expiration Date, Record CEUs/CMEs (continuing education credits needed) needed for renewal, Upload the License, and Input Notes. Select "Submit" to save data. Once Licenses are uploaded and saved, they can be Edited or Deleted.

New License

License Name*:
[Select One ▼]

Status*:
[Select One ▼]

Agency:
[   ]

License Number*:
[   ]

Orginal Date Issued*:
[   ]

Last Renewal Date*:
[   ]

Next Expiration*:
[   ]

Company Units Needed:
[   ]

Upload:
[Browse...] No file selected.

Notes:

Immunizations Tab

The Immunizations tab (upgrade fees apply) shows information related to immunizations needed by persons (occupational related primarily such as Hep B immunizations) that have deadlines or reminders and expirations. Select "New" to upload any Immunization to track and monitor within the application. You can name the Immunization ("Setup") from a picklist, Select the Status (Completed, Declined, Offered, Negative, Other) enter the Date of Immunization, Any Expiration Date, Supervisor Name, and Persons Affected within the application as well as any Notes. Select "Submit" to save data. Once Immunizations are uploaded and saved, they can be Edited or Deleted. Immunizations that have a Series of Shots (Hep B) do have reminders that can be sent and formatted and tracked right through the application.

New Immunization

Add Immunization*:
[Select One ▾]

Status*:
[Select One ▾]

Date*:
[   ]

Expiration:(if applicable)
[   ]

Supervisor:
[⊞]

Persons:
☐ Aaron Overland
☐ Alexander JerRon Frost
☐ Amber Eilderts
☐ Andrew H. Preston
☐ Andy J. Krieger

Persons Tab

The Persons Tab allows any upload of Training Students or Employees by Employee ID, email and phone to be pre loaded for use in Training and other monitoring using the application.

[Move] [New]

No HIPAA compliant or secure information on persons is stored in the application for data security reasons. You can select "Move" to move Persons from one location to another within an organization.

Reports

Select the type of report you want generated from the picklist of reports. Click "Submit". The screen will show (once you click "Submit") that copies of the reports selected are being downloaded and state that your report will be downloaded momentarily.

The report provided in your computer downloads (from performing above function) is formatted in a comma separated values file (.csv) and can be opened using Microsoft Excel or a similar program. Data is allowed to be exported at any time for: AEDs, AED checks, AEDs Never Checked, AEDs Need Checked, AEDs Need Serviced, AEDs Never Serviced, Contacts, Current Training, Documents, Equipment, Expired Equipment or Accessories or Training, Expiring Equipment or Accessories or Training, ERP info, Facility info, Plan Types & data, First Voice Reports, Hazards, Immunizations, Keycodes, Licenses, Scheduler, Equipment Tracing Reports and more.

Alerts & Auto-Generated Email Reminders

The application is set up to automatically notify any contact that is entered in alerts (the email address of the CONTACT must be entered in the correct alerting field) of any expired item on every Monday with a report. In addition, any upcoming expiration notice is sent in an auto-notification email reminder 60 days in advance of expiration as well as 30 days in advance of expiration. Also, the application is also set up to allow notifying key contacts/users that need any AED Checks and copies of those checks when they are done. (Please note: Any Contact that is entered in First Voice Manager where the box was selected for "send a copy of any AED check" is also emailed if the email if a correct email address for this individual is provided in the Contact Information fields and saved. These users are usually AED Program Administrators by definition.)

Admin Button

The Admin Button allows you to access the Admin Panel and set up key Category and Subcategory tracking information for the organization and locations. It also allows viewing of all users that are set up for organizations, organization detailed profiles, details on keycodes used and unused, and programming of alerts (auto notifications) for each organization.

Admin Panel Access

Administrators can view information on and (if so desired) make changes to users, enter standardized/global company or location-wide "Setup" information, organization details, keycodes, and alerts.

Admin - Managing Users

This page shows all users and relevant setup information for those users. (User details, locations they can view or access, and privileges granted that user).

Admin - Editing and Deleting Users

The Admin can select "Edit User" or "Delete User" once they have selected a user of the application under their organization. Make changes and select "Submit" to save changes. When deleting a user, the "Delete" button will have to be selected again to re-confirm the deletion of the user. The message will appear confirming the edit or delete has been successfully completed.

Admin - Adding a New User

The Admin can select "New User" under the Admin panel. General information (name, email, company name) and Contact Information (phone, address) must be populated before clicking "Next". Select the "Rights" to what locations or organizations the user can view/edit by checking the appropriate boxes next to those locations/organizations. Select the "Privileges" to allow the user to edit/view within each Page or Tab of the application (AED tab, Equipment Tab, Training Tab, etc). Select the types of activities allowed in the Tabs (create New, Edit, Delete, etc). Click "Submit" to save the user rights and privileges profile that was created. The user is automatically emailed a username (their email) and password to log into the application.

Admin - "Setup"

Select "Setup" to allow setting up "Hazards", "Training", "Immunizations", "Documents", "Licenses", "Equipment" or "First Voice" custom data fields and pick lists. The company administrator makes all new additions to types to expand the pick list options or edit and delete pick list options for these fields.

Adding a New Hazard or Training Type

If a user is granted Admin privileges, when they click the "Admin" button the Admin Page appears. On this page, the user will see certain tabs that can be accessed. Click on "Setup". Using the "Setup" page, the user can view or Edit or Delete or Add Hazard Types, Training Types or Equipment Types. These types all populate to the pick lists that appear in the Equipment and AED Tabs. To add pick list items to each of these click on the appropriate button ("Hazards" or "Training" or "Equipment" and click "New". Populate the empty field with up to 100 characters of information. Click "Submit". Any changes or updates made to the setup will result in the message "The Setup has been successfully updated".

Editing or Deleting a Hazard or Training Type

The Admin can go into "Admin" and select "Hazards" or "Training" and then select the location or ALL where they want to find and select the type of hazard or training to edit or delete. The Admin clicks "Edit" or "Delete" to perform the appropriate desired action. Click "Submit" to change any edits. Click "Delete" to reconfirm the deletion of a training or hazard type from the application. Deletion will remove the Type from any pick lists going forward.

Editing or Deleting an Equipment Category or Subcategory

The Admin can go into "Admin" and select "Equipment" and then select the location or ALL where they want to find and select the type of equipment Category or Subcategory to edit or delete. The Admin clicks "Edit" or "Delete" to perform the appropriate desired action. Click "Submit" to change any edits. Click "Delete" to re-confirm the deletion of a Category or Subcategory type from the application. Deletion will remove the Category or Subcategory from any pick lists going forward.

Please note that the application has been populated with default categories for Safety equipment. Categories include: Confined Space, Electrical Safety, Emergency Preparedness, Eye Wash & Shower Stations, Facility Safety, Fall Protection, Fire Extinguishers, Fire Protection, First Aid, Gas Detection, Lockout Devices, Personal Protection Equipment, Safety Alarms, Water Safety & Other Equipment.

For more details on how to set up equipment inspections related to equipment, see "Admin - Setting up Equipment Details and Servicing Information".

Admin - Organizations

This page allows Admin users to create new organizations and locations. Populate the correct Organization name, Status (internal or external), Location Name, Address, Phone, Fax and Website URL information and click "Submit".

Admin - Internal vs. External Status

When an Admin creates a new organization in the application, they need to assign internal or external status. These status rights are necessary for the use of the program by distributors or dealers or training centers. Internal is for a (training or distributor) organization that is using the program to input an organization (end customer) they have sold goods to or provided training services for and where this trainer or distributor is tracking the expiration of goods/services to that organization but the end customer does not have access to the application themselves. External is for when the (training or distributor) organization that is using the program to track end customer information also sells a keycode or license to the end customer so they can access the application and use it as well for tracking/maintenance. "External" users are organizations that have purchased a keycode or license to access the program.

Admin - Adding a New Organization

The user must have Super Admin rights to set up new organizations. When in Admin, select "Organizations" and "New Organization". Populate the correct Organization name, Status (internal or external), Location Name, Address, Phone, Fax and Website URL information and click "Submit".

Admin - Adding New Locations

This refers to a physical building and facility that houses any AED or equipment. For example, if you purchase a new building or construct a new facility that will house an AED, you would need to add this location to the organization. A user has to be given appropriate privileges by the Administrator to add new locations. If you are not able to click "New Location" contact Technical Support or your Organization Administrator. To add a new location click "New Location" and populate the provided fields with information on the location. Click "Submit". Once you have added a new location the message, "Your location has been successfully added." will be shown on the screen.

Admin - Editing or Deleting a Location

The user must have Super Admin rights to edit or delete organizations. When in Admin, select "Organizations" and pick the organization to make changes to. Click "Delete Organization" or "Edit Organization". Make changes and click "Submit". If deleting the organization, select "Delete". The user will need to click "Delete" again to re-confirm. Deleting an Organization or Location will delete all archived data in the application for this location and any equipment, training or other information related to the location.

Admin – Keycodes

In order to use the application as an "External" customer, the organization must purchase license keycodes that are 1 year up to 5 years license lifespan. Once a keycode expires a new keycode is required to access your AED information and records for your company/organization. In the Admin section of the application the detail of all "Unused Keycodes" and "Used Keycodes" for each location are detailed. An Admin may also enter a "New Keycode" in this section to allow the user to enter another AED for tracking and monitoring at an organization.

Viewing Unused Keycodes

See "Admin - Keycodes" section of the user manual.

Viewing Used Keycodes

See "Admin - Keycodes" section of the user manual

Entering New Keycodes

See "Admin - Keycodes" section of the user manual.

Admin – Alerts Auto Notification & Alerts "Setup"

Under the Admin panel, there is a page for "Alerts". This Alerts page will allow viewing of an organization and location for Level 1, 2, and 3 auto-notifications of AED checks or expirations. The "Alerts" page also allows an Admin to make changes to the Level 1, Level 2 and Level 3 email addresses on file by selecting "Edit", making any updates and clicking "Submit" to save the changes. Please note these fields are to be populated with email addresses. The Admin could also select "Delete" and select the checkbox next to the Level 1, 2, or 3 email which is desired to be deleted from notifications. Click "Submit" to save changes.

Alerts - Auto Notification Levels & Definitions

The application is set up to send auto-notifications of any potential upcoming or existing non-compliance. Level 1, Level 2, and Level 3 hierarchy notifications are sent by the program to encourage compliance and accountability. All levels receive 60 day and 30 day upcoming expiry notification reports and past due expiry reports when auto-generated by the application. However, the Level 1 email user will be the 1st emailed for past due AED checks. On the 31st day after the last AED check, an email will auto-generate to the Level 1 email to remind them to check their location AED. Level 1 will continue to receive reminder emails in all following days as well (until the AED check is performed and recorded), reminding them to perform an AED Check and record it in the application. Level 2 will receive and email on the 34th day after the last AED check, notifying this person that the AED check is delinquent. Level 2 will continue to receive the email until the AED check is performed and recorded. On the 35th day after the last AED check level 3 will receive an email notification of the past due AED check. All users will continue to receive email notifications until the AED check is performed and recorded in the application.

Please note that the AED, Equipment and Training tabs will all have information populated that upon upcoming expiry will provide the notifications described above. In addition, any AED check and equipment check will have pre-determined auto-notification levels as established in the "Setup" by the Admin.

Admin - Adding a New User Auto Notification or Alert

Multiple Users can be set up to receive the same auto-notification. In the "Alerts" page, select the organization and location and click "New". Add the email address to the Level 1, 2 or 3 field of the additional email address/person which is to receive emails going forward. Click "Submit" to save changes.

Admin - Editing or Deleting User Email Notifications or Alerts

When Admin users are viewing an organization location, the screen will show users that are set up to receive Level 1 notice of expirations and equipment or AED checks. Click on "New" to add a new email or "Edit" or "Delete" to make appropriate changes to emails already on record for the location auto-notification email feature.

White Listing the Auto-Emails Coming from FV Manager Software

It is encouraged for any organization using this application to contact their IT Department and white list (add to the safe sender's list) www.firstvoicemanager.com and www.firstvoice.us to alleviate auto-generated emails being sent from the application from going into SPAM or JUNK filters. It is important to ensure that any emails generated by the application are being correctly received by your email address and continual monitoring of your SPAM or JUNK filter is highly recommended to prevent any auto-notifications from being missed or overlooked.

Help Tab

Select the Help section for extra help or forms for your AED program that are frequently used such as: Blank AED check, Blank Servicing Check, Student Training Upload Template, Event Form Template, recall history data (by brand/model for quick look up to see if any recall servicing is needed). In addition, quick view videos may be provided in Help for assisting with key quick technical support assistance on "how to" topics. Contact Think Safe directly for technical support at 888-473-1777. This page also should contain this User Manual and allows any user to search (Control + F) in detail various topics relevant to users of the application and/or key terminology used in the application. In addition, Technical Support can be reached at 1-888-473-1777 [Monday through Friday 9am to 5pm CST] or email customercare@firstvoice.us for additional help and questions.

Technical Support

Technical Support can be reached at 1-888-473-1777 [Monday through Friday 9am to 5pm CST] or email customercare@firstvoice.us for additional help and questions.