

COMPASSPRO[®]

WebApp USER GUIDE

Current as of 4-1-25



*INSTANT INSIGHT WHEN
EVERY SECOND COUNTS*

Table of Contents

Introduction	3
Primary Functions	3
Specifications	4
WebApp	4
Privacy	4
Getting Started.....	4
Log In	4
Available Features.....	5
Using the WebApp.....	6
User Profile	6
Emergency Map	7
Emergency Chat Dialog	8
User Management.....	9
Compass Pro Configurations	11
Organization Management	12
Emergency History.....	13
Help and Support.....	13
Safety Disclosures	14
Ordering Information	14
End User License Agreement	14

Introduction

The Safeguard Equipment WebApp complements and enhances the Safeguard IOS and Android Mobile Apps. The Webapp features several types of user accounts to provide different levels of access to data, insights, and controls.

For Base and Dispatch users, the WebApp provides a portal to access and view your personal account data, adjust account settings, and visualize, respond to, and interact with emergency events generated by your organizational group in real time.

For Administrative users, the WebApp provides additional organizational control, user management, subscription seat management, device configurations, and data insights.

Primary Functions

- Account settings
 - Access personal data records
- Real-time emergency events
 - Interactive map view
 - Emergency event audible and visual notifications
 - Emergency event chat
- Organizational management
 - Organizational group structure
 - Subscription seat allocation
 - User management
 - Remote User's Device configuration control
 - Event logs



Emergency Map

Specifications

WebApp

Supported Browsers	Safari, Chrome, Opera, Firefox, Edge
Supported Languages	English, Danish, Finnish, French, German, Greek, Norwegian, Portuguese, Spanish, Swedish

Privacy

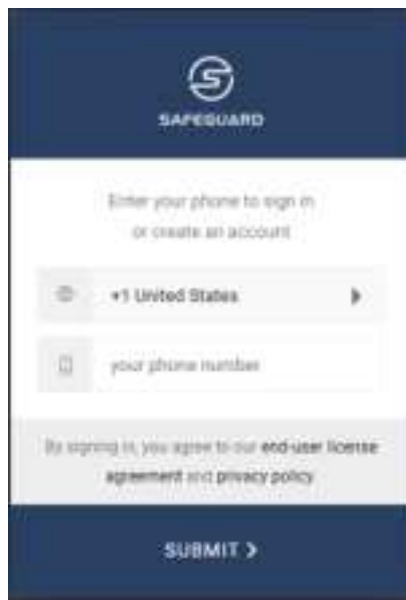
For privacy information regarding the Safeguard Mobile App & Safeguard WebApp, please see our Privacy Policy. <https://www.safeguardequipment.com/privacy-policy-apps/>

Getting Started

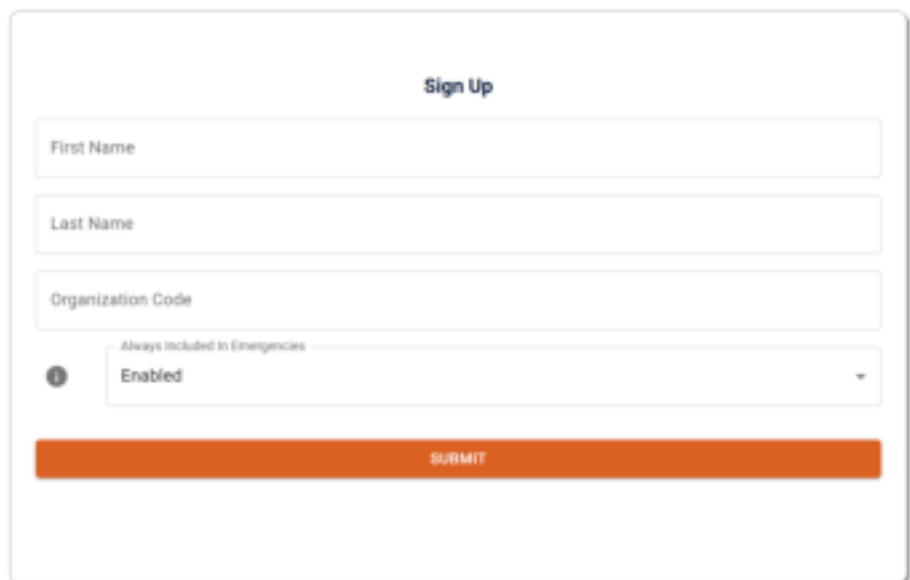
Log In

Navigate to <https://www.safeguardwebapp.com/>

Follow the on-screen prompts to sign in. Accounts used for Safeguard Mobile Apps are the same accounts used for Safeguard's Webapp. When prompted, use the Organization Code provided by Safeguard Equipment Inc. This code uniquely identifies your organization and the members that are in it. If an organizational pin has been set by your administrator, you will also be required to input the pin during sign up.


 The image shows a mobile app interface for signing in. At the top is the Safeguard logo. Below it, a text prompt says "Enter your phone to sign in or create an account". There is a dropdown menu for the country code, currently showing "+1 United States". Below that is a text input field for the phone number. At the bottom, there is a "SUBMIT" button with a right-pointing arrow. A small disclaimer at the bottom of the form states "By signing in, you agree to our end-user license agreement and privacy policy".

Sign In Authentication Page


 The image shows a web application interface for signing up. The title "Sign Up" is at the top. There are four input fields: "First Name", "Last Name", "Organization Code", and a dropdown menu for "Always Included in Emergencies" which is currently set to "Enabled". At the bottom is a large orange "SUBMIT" button.

Sign Up Page

Available Features

Most WebApp features are only available with a service subscription.

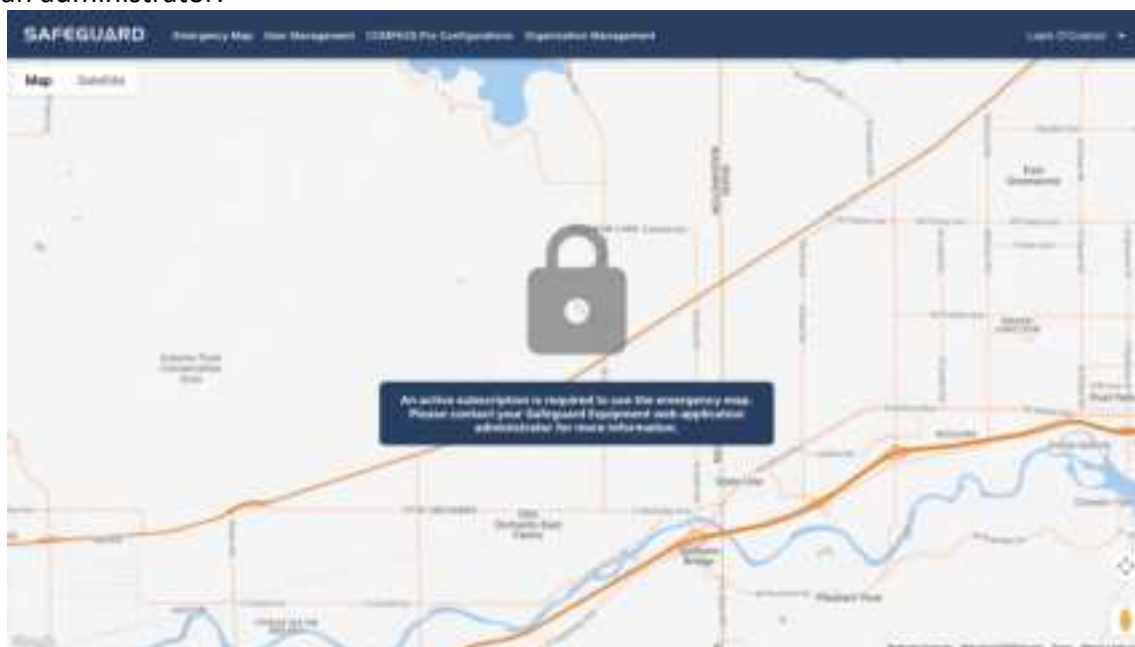
The matrix below describes the features you receive with and without a service subscription for different user types.

Description	No Subscription (Base)	Subscription (Base/Dispatch)	Subscription (Admin)
Access to account data	✓	✓	✓
Access to delete account	✓	✓	✓
Emergency map + chat features	✗	✓	✓
User management features	✗	✗	✓
Organization management features	✗	✗	✓
Compass Pro device configuration features	✗	✗	✓

Safeguard Equipment Inc. will assign an administrator level user for your organization as directed (there can be more than one if desired). Once an administrator level user is established, this person has full control over the structure of the organization, user roles, configurations, and management of the organization.

Dispatch users are included in all group emergencies by default, this can be turned off in account settings if desired.

A user with no active subscription will be displayed the following page until a subscription is assigned to them by an administrator:



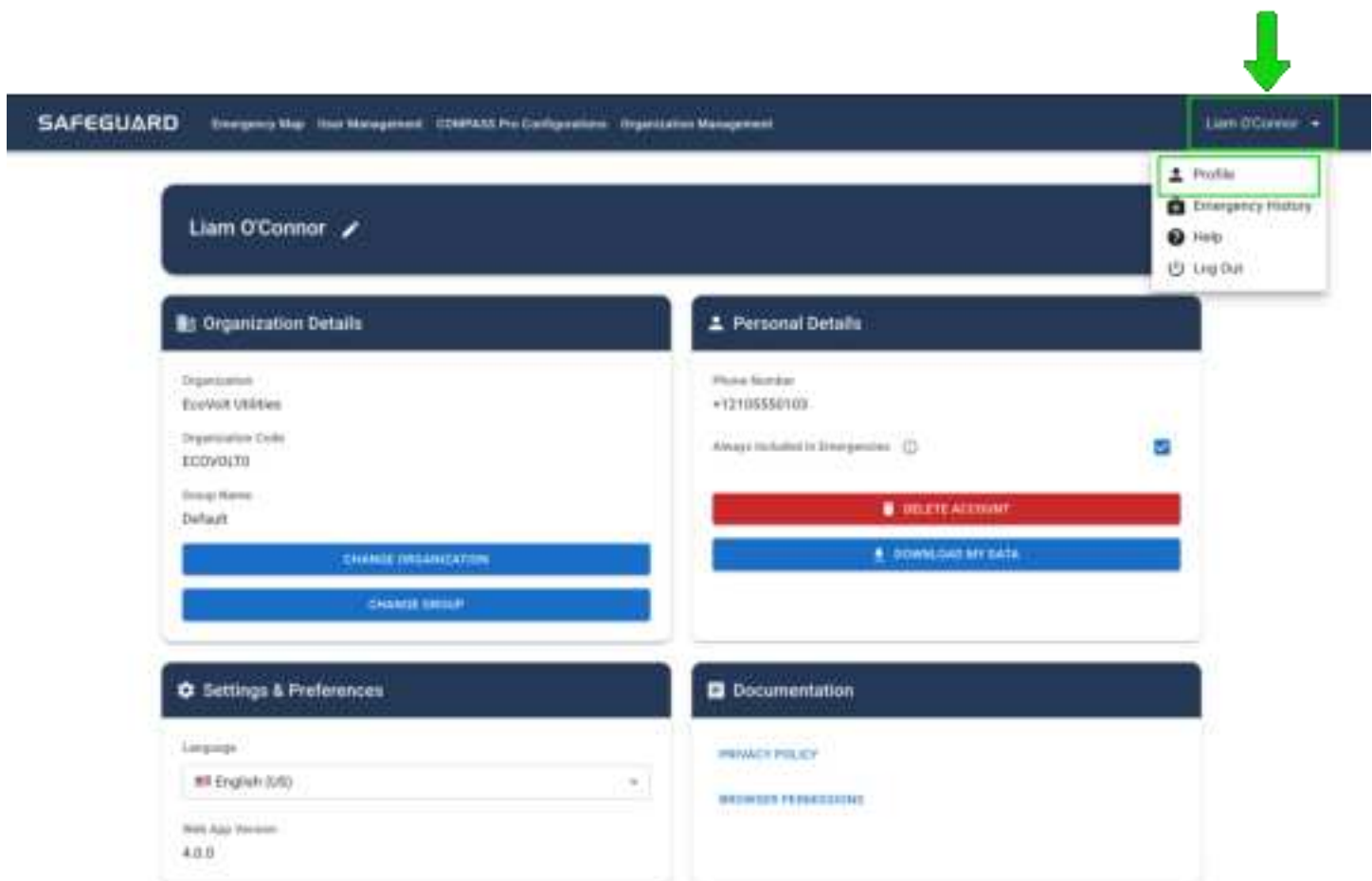
No subscription assigned to user

Using the WebApp

User Profile

On your user profile page, you can update your personal details and preferences, such as your name and language. You can also view information about your organization and group. Additionally, you have the option to download a PDF copy of your user data or delete your account along with all associated data.

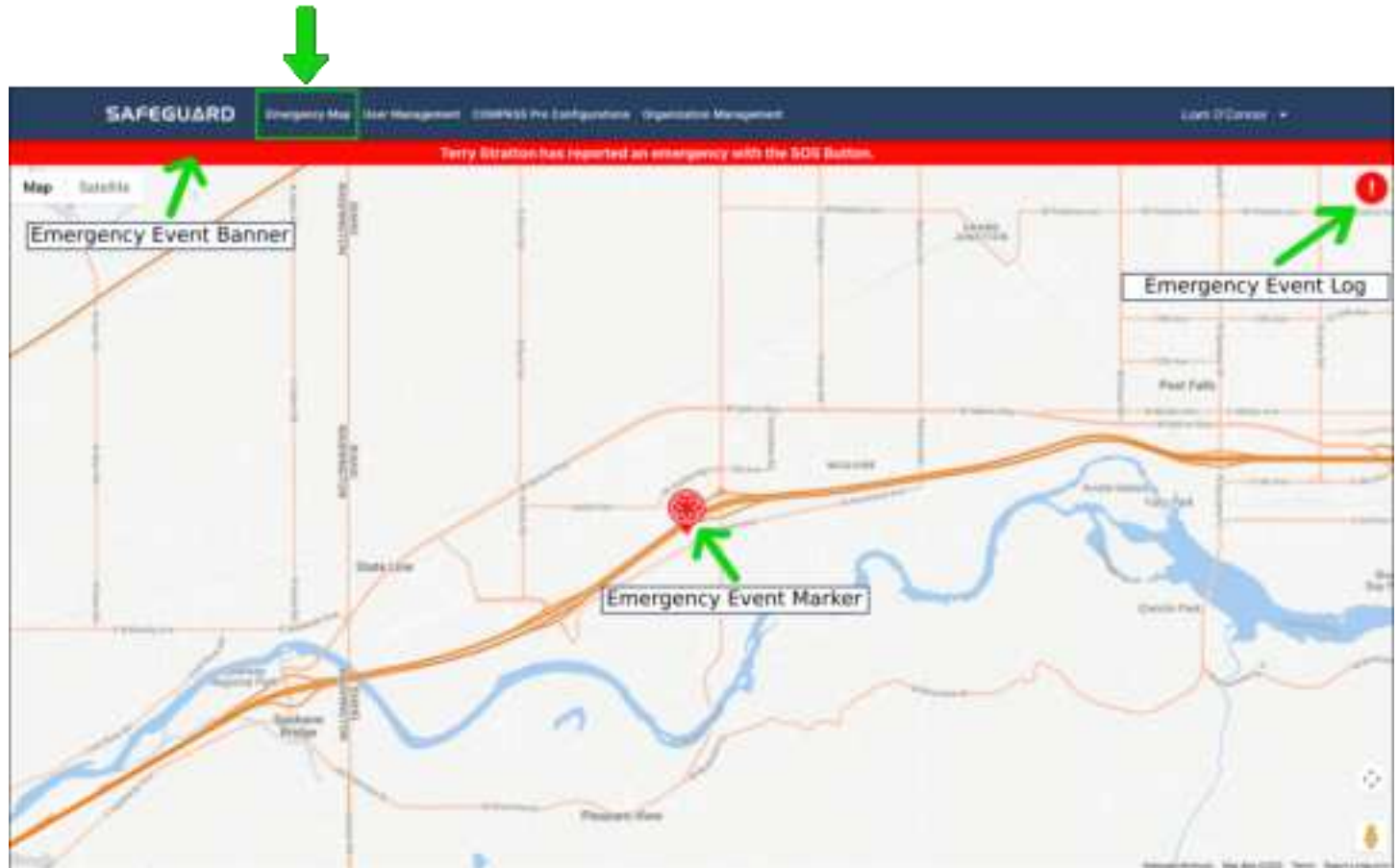
For emergency settings, you can choose whether to be included in all emergencies within your group—this is enabled by default for dispatch users. If needed, you can also switch organizations using a new organization code or change your organizational group.



User Profile Page

Emergency Map

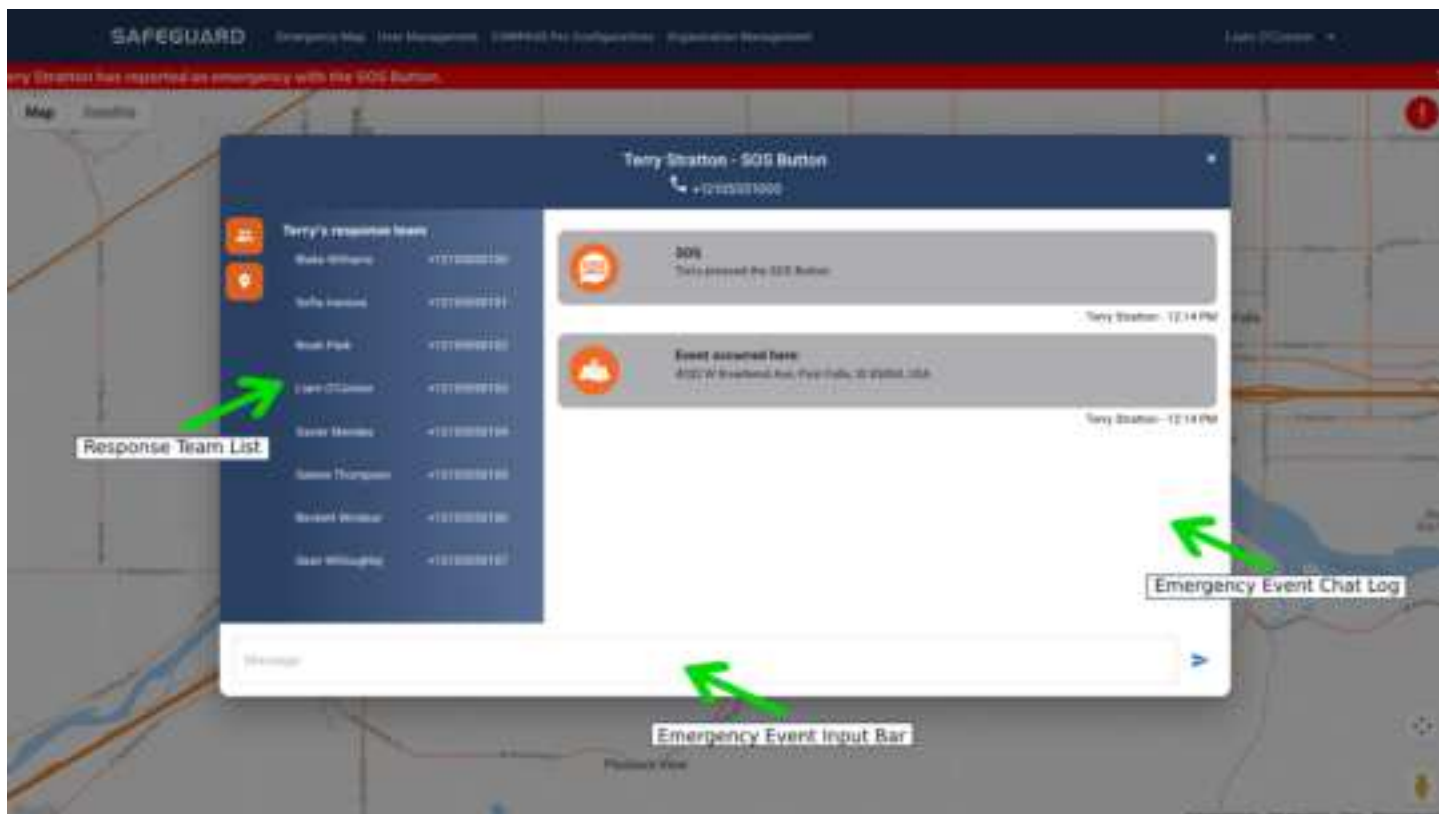
When an emergency event occurs, WebApp users are directed to the emergency map and shown the location of the event via a RED marker. They will also hear an audible alarm. Clicking on the Emergency Event Marker opens the corresponding emergency chat. The historical Emergency Event Log can be viewed by clicking the “!” symbol.



Map View

Emergency Chat Dialog

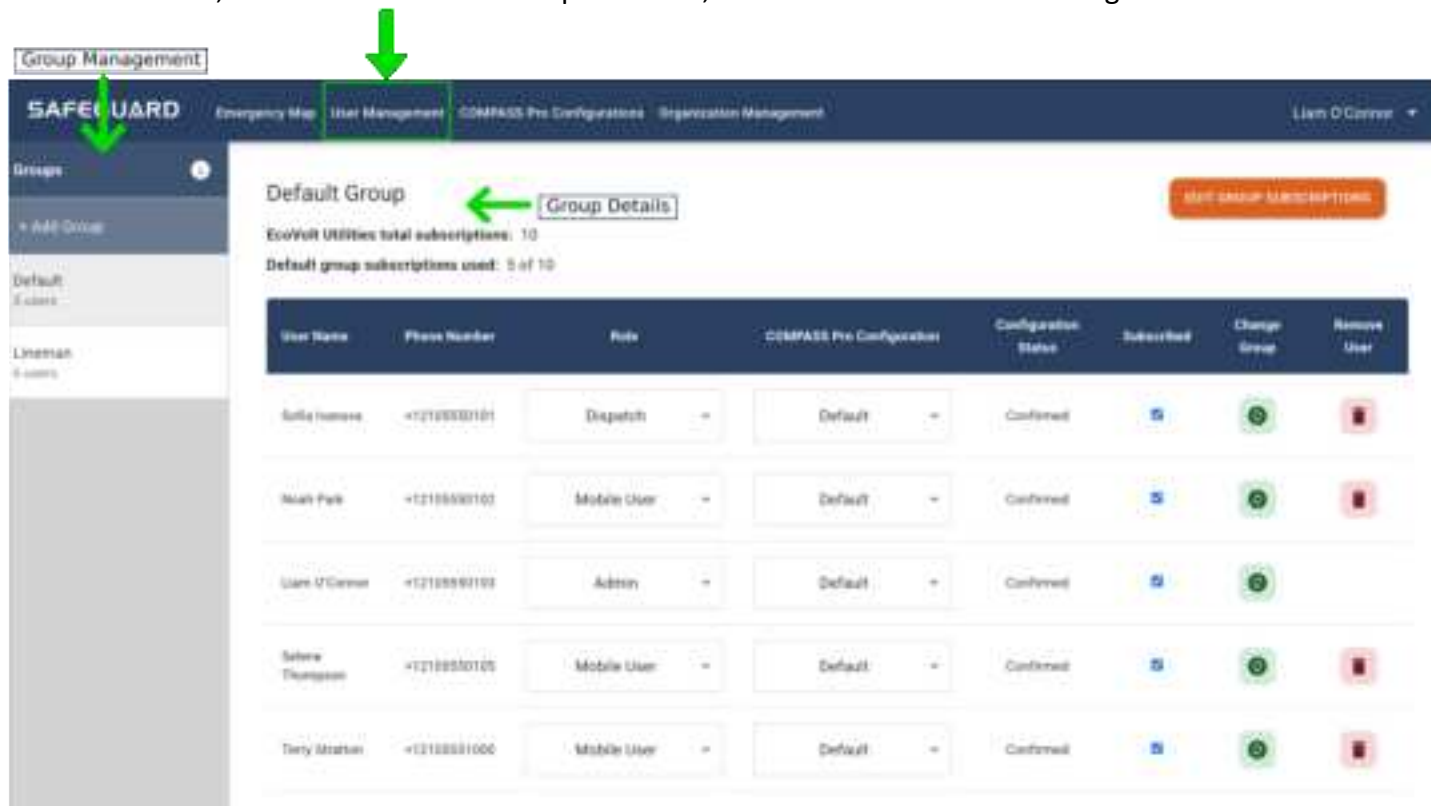
With the emergency chat open, web app users can see the designated response team members and the corresponding event details, enabling a fast and coordinated response. Once an emergency event is created, only the person who created the emergency event can mark it as resolved. Emergency events automatically close after 24 hours if they are not resolved by the creator.



Emergency Chat Dialog

User Management

The User Management page enables administrators to create and organize users into custom groups, manage roles, and assign device configurations to their organization's users. Administrators can also track whether users have accepted the latest Compass Pro configuration through the confirmed/unconfirmed status column, as well as allocate subscription seats, and remove users from the organization as needed.



User Management Page

Groups

Create custom groups to divide and manage users. Users only receive emergency alerts for the group they are in. To delegate subscription seats to each group click the “Edit Group Subscriptions” button to move subscriptions between groups.

Role

Available user roles are “Mobile User”, “Dispatch”, or “Admin”. See the “Available Features” table for details on what features each of these user roles can access.

Compass Pro Configuration

Users can be set to any “Compass Pro Configuration” that has been previously created. See the section “Create a Compass Pro Configuration” below for details.

Configuration Status

“Unconfirmed” will be displayed when a new or updated configuration is applied to a user. Once the user has acknowledged and accepted the configuration this display will change to “Confirmed”.

Subscribed

This displays the subscription seat allocation status for the user. If checked, the user has a subscription seat and can use subscription service features.

Remove User

Remove an existing user from the organization.

Edit Group Subscriptions

The Edit Group Subscriptions dialog enables control and allocation of subscription seats to specific user groups. The total number of subscription seats that can be allocated to all user groups combined is equal to the number of seats available to the organization.

The screenshot displays the SAFEGUARD web application interface. At the top, the navigation bar includes 'Emergency Map', 'User Management', 'COMPASS Pro Configurations', and 'Organization Management'. The user 'Liam O'Connor' is logged in. A green arrow points to the 'EDIT GROUP SUBSCRIPTIONS' button in the top right corner. The main content area shows the 'Default Group' with 'EcoVolt Utilities total subscriptions: 10' and 'Default group subscriptions used: 5 of 10'. A modal dialog titled 'Edit Group Subscription Counts' is open, showing input fields for 'Default group subscription count' (10) and 'Lineman group subscription count' (0), with a 'SAVE' button. The background table lists users with columns for 'User Name', 'Subscribed', 'Change Group', and 'Remove User'.

User Name	Subscribed	Change Group	Remove User
Sofia Ivanova	<input checked="" type="checkbox"/>		
Noah Park	<input checked="" type="checkbox"/>		
Liam O'Connor	<input checked="" type="checkbox"/>		
Selene Thompson	<input checked="" type="checkbox"/>		
Terry Stratton	<input checked="" type="checkbox"/>		

Edit Group Subscriptions

Compass Pro Configurations

Compass Pro Configurations can be created, edited, and applied to users as desired. A Compass Pro Configuration dictates or restricts the available settings a user can select for their Compass Pro device. For more information about any of the Compass Pro settings below, please see the [Compass Pro User Guide](#)



Configuration	Voltage Range	Voltage Sensitivity	Current Sensitivity	Impact Alerts	Fall Detection	Arc Flash	Edit	Delete
Default	Unlocked	Unlocked	Unlocked	Unlocked	Unlocked	Unlocked		
Test	Low	5	5	Unlocked	Unlocked	Unlocked		
Unseen	Medium	Smart Adaptive	Smart Adaptive	Enabled	Enabled	Enabled		

Compass Pro Configurations

Configuration

Name of the configuration: can be anything you choose.

Note: “Default” is the base configuration applied to users when they first sign up - it is fully editable but cannot be deleted.

Voltage Range

Selection options: Unlocked, Low, Medium, or High.

Unlocked allows the user to select their own setting. The other options restrict the user’s Compass Pro to the specified setting.

Voltage Sensitivity/Current Sensitivity

Selection options: Unlocked, values 1 – 11, Smart Adaptive, Disabled

Unlocked allows the user to select their own setting. The other options restrict the user’s Compass Pro to the specified setting.

Impact Alerts/Fall Detection/Arc Flash

Selection options: Unlocked, Enabled, or Disabled.

Unlocked allows the user to select their own setting. The other options restrict the user’s Compass Pro to the specified setting.

Organization Management

The organization management page shows details about the organization, such as address, contact information, organization code, organization pin, and subscription seat count. The organization pin is a feature the organization administrator can enable for enhanced security, resulting in only those with the pin being able to join the organization.



SAFEGUARD | Emergency Map | User Management | COMMS Pre-Configurations | **Organization Management** | Liam O'Connor

EcoVolt Utilities ✎

Organization Details

<p>Address: 1234 Voltage Avenue Power City, TX 75201</p> <p>Primary Contact: Joe Hoyt</p> <p>Phone Number: +1 210 555 1234</p>	<p>Organization Code: ECOVOLT9</p> <p>Organization Pin: Disabled</p> <p>Subscription Count: 10</p>
---	---

Organization Management

SAFEGUARD | Emergency Map | User Management | COMMS Pre-Configurations | Organization Management | Liam O'Connor

EcoVolt Utilities ✎

Organization Details

Edit EcoVolt Utilities

Organization Name:
EcoVolt Utilities

Address:
1234 Voltage Avenue Power City, TX 75201

Phone Number:
+1 210 555 1234

Primary Contact:
Joe Hoyt

Organization Pin:
Disabled

Save

Edit Organization Details

Emergency History

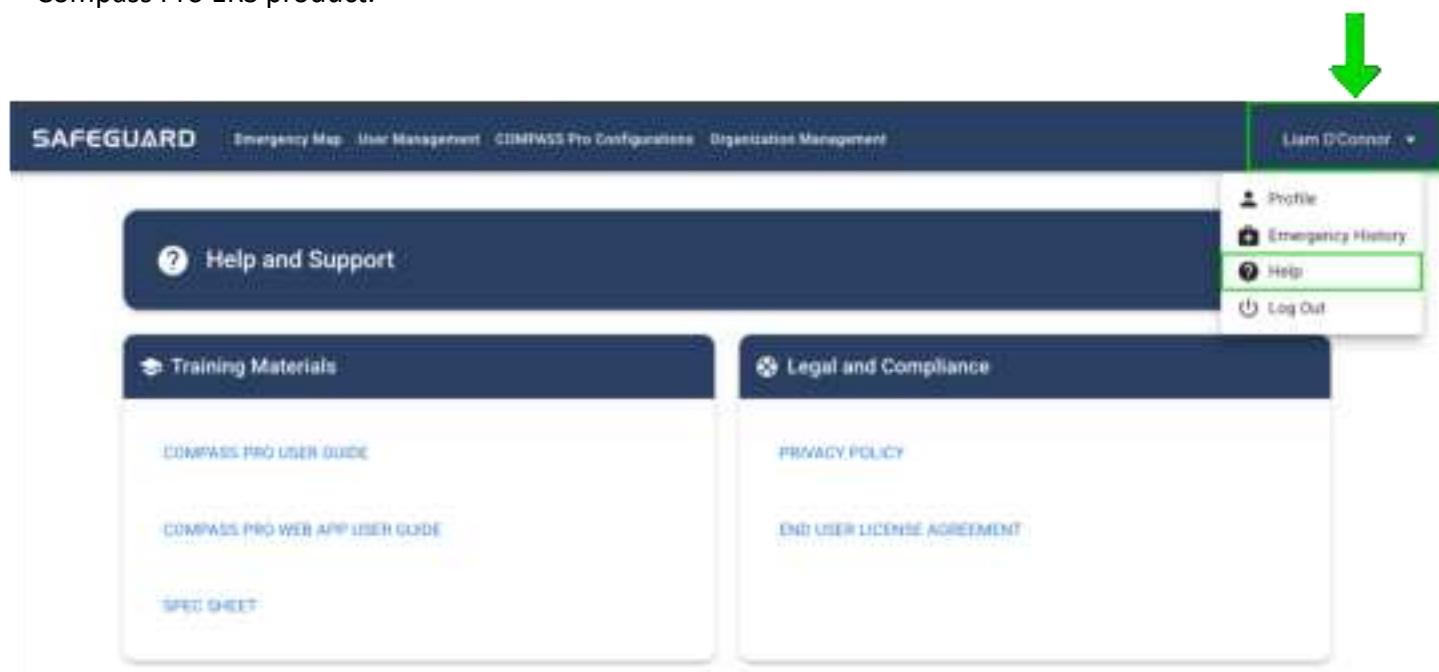
The emergency history page shows a log of previous emergency events including the date of the event, the incident type, the initiator of the emergency event, and whether or not the event has been marked as resolved. Clicking on a row of an existing emergency event in the table will open a window displaying an archived chat log with the response team included in the selected emergency and any message sent during the event. A PDF copy of the event may be downloaded by selecting the download icon in the corresponding row.



Emergency History

Help and Support

The help and support page provides additional documentation including this guide for assistance with the Compass Pro ERS product.



Help and Support

Safety Disclosures

- Never use the WebApp while operating a motor vehicle
- The locations on the map are only as accurate as the capability of devices used in the field. Performance can vary
- All device configuration changes made by an admin through the WebApp are not implemented until the user acknowledges the configuration on their Mobile App

Ordering Information

Part#	Description
SERVICE	Subscription Service

For software subscription sales, please contact us at sales@safeguardequipment.com

End User License Agreement

Please see the Safeguard Equipment End User License Agreement for terms and conditions.
<https://www.safeguardequipment.com/end-user-license-agreement/>