

Lone Worker

How it works

With Onside Lone Worker, your staff will automatically be called by Onside if they are overdue to check-out of the property they are on. If they don't pick up the call, it then escalates to a call tree configured specifically by you

When checking in, your staff set an estimated departure time

If they're still checked in when the time runs out, they'll be called and team leaders will be notified

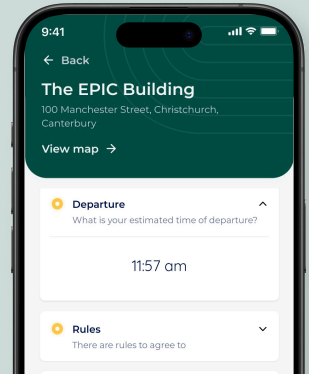
If your overdue staff doesn't pick up the call, 10 minutes later the team leaders will be called in the sequence you've set up. Your call tree will be called up to two times

If your overdue staff pick up the call, they'll be asked to press:

'1' to connect to a team leader

'2' to connect to the property contact

'9' if they're fine. They can then update their time or check-out



TIPS

- Your staff will get reminders to check-out 10 minutes and 2 minutes before their time runs out
- Team leaders will be notified when the overdue staff member has checked out or another team leader has picked up the call
- Onside calls will come from +61 72112 888 or +61 72112 8880 for NZ users +64 4887 9513 for AUS users
- Auto check-out is disabled by default for your staff. Enable this from your teams page