



Site Roll Out

Tips for getting your site up and running

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Roll out SignOnSite to align with your project running needs:

- How long is the project?
- How many and how long are subbies on site?
- Where is the site located? How is access granted?
- What is the site layout?
- Who will be Championing the implementation on site?

**Customise SignOnSite
Workflows To Your Needs**



The better the team understands how the tech works, the easier it is to get the system up and running.

This will help implementers troubleshoot issues on site and address any concerns with workers on site.

Understand The Tech



Send out a letter letting people know you will be using SignOnSite (see “Welcome to SignOnSite” letter).

Install signage around site including:

- Welcome to Site
- How to Download
- Troubleshooting
- Frequently Asked Questions
- Briefing Reminder
- Passport Information for Workers

Communicate To Workers





Customers have been successful when they have workers download the app as they come onto site, a proven strategy to drive adoption.

This offers the opportunity for users to get assistance when setting up the app and raise any questions or concerns.

Check the 'Troubleshooting' screen after registration to check that the correct permissions have been granted and the phone is set up to support the app. This includes things like checking wifi, location services, data is enabled and app can run in the background.

Get Users To Download The App At Induction



Conduct Attendance Audits

By checking the attendance register on the app during a Toolbox Talk you can see who has and hasn't signed on.

Get users to open the troubleshooting screen to check the phone is set up for the app to operate.

Discuss issues for phones that are low on battery.

Explore alternative sign on options for people with damaged, old or cheap phones, or for people with concerns.



Demonstrating an evacuation is a powerful tool successful customers use to increase buy in on site.

Show them how you can call them directly from the app to reinforce it is all about their safety.



Demonstrate The Benefits

Key Messages



PREPARE TO STOP

The background image shows a construction site at dusk. A white truck with a yellow crane arm is the central focus. A worker in an orange safety vest and hard hat stands near the truck. In the foreground, there are orange and white traffic cones and a sign that reads 'PREPARE TO STOP'. The scene is dimly lit, with some lights visible in the background.



The 'Why'

It is important to drive home the message with users why SignOnSite has been implemented:

Helping people work safer (evac alerts, safety compliance in induction, communicating key information via briefings)

Increases visibility to site managers, safety managers and subcontractor supervisors

Streamlines processes (induction, briefing, attendance, evacuations).

Smarter and efficient way to do things (workers get to get on with their job sooner!)



Successful customers find by giving workers options on how they can sign on, users feel more comfortable with the app.

There a number of ways a worker can “sign on”:

- Using the phone app: Manually and Automatically
- Signing in using a Kiosk
- Reporting to a Site Manager or equivalent (with site level access)

Give Options



Successful customers set the expectation that signing on with SignOnSite is a requirement.

By giving users all alternative ways to sign they are more likely to feel less threatened about the whole prospect.

Remove the old way - keeping paper based systems is a recipe for low adoption and resistance - making your life harder!

Set Expectations

Troubleshooting





In the phone app go to Menu, click Troubleshooting

Green = Good

Red = Could be causing problems

- data is enabled
- WiFi is on
- location services on
- permissions granted
- app can run in background
- notifications permission set up
- version of app is up to date
- lower power mode is not on.

Be sure to turn on any of the device settings that are in **Red**

Check out the support sign [here](#).

Troubleshooting Inside The Phone App



Worker's sometime like to toggle their phone settings on and off which can affect how the phone app operates..

In these instances the app may not perform the way it is expected.

We suggest exploring manual sign on options for users who prefer to operate this way.

Worker Behaviour





Phones have settings that may impact performance (i.e. turning off certain functions) when the battery is low.

For both Android and iPhone, when batteries get low, the phone will automatically adjust settings that can inadvertently impact the app performance.

In these instances discuss with the team how low battery can impact the app and look at manual solutions if this occurs.

Low Battery





Phones that have had a rough life (dropped one too many times), cheaper phones with low quality components, and old phones with older components all may cause issues with the sign on / off process.

If their settings are correct, and the user behaviour is not impacting the performance, this is another area we examine.

In these instances we recommend manual sign on options.

Phones with known location issues can be found [here](#).

Old, Damaged And Cheap Phones

Support





Check out our support page where you can find guides to using features, troubleshooting problems, training videos and frequently asked questions:

<https://support.signosite.com.au/>

Knowledge Centre





Take a screenshot of the 'Troubleshooting' screen in the phone app and email it to support@signonsite.com.au with a description of the problem.

Support Line

How Your Phone Signs You On And Off





SignOnSite works by using your phone's own sensors, a combination of mobile reception towers, nearby WiFi and GPS, to determine when you have entered and exited sites

Once the phone has decided that you are on site (because you have previously registered to that site), it will send a message to the SignOnSite servers saying that you should be signed on. In this instance, we have the location that phone *believes it was at* when it determined that you should be signed on

This is the only time the app gives your location to our servers to say you are on site

Once you leave the site, your phone will recognise that you are no longer on site and send another message to our servers that you are no longer on site. SignOnSite do not have a record of where you are when this occurs

The Tech Behind It All

Common Questions





Some people will perceive that because the app uses Location Services it will be following their every step.

The app has been built in a way that there is no way for us to track an individual device on or off site, and as a result it is designed not to check location constantly throughout the day and therefore not use unnecessary battery.

We take privacy very seriously and have intentionally made it so that there is no way for us to know the location of a user, the only thing the system records is if they are on or off a site.

Privacy



There is very little data usage to run the app (approximately 1MB/day which is less than an email with a photo).

The app actually has very little outside interaction (sending stuff to our server).

When it does send information it is just basic strings of text (User: Lisa Smith, signed on to site: Smiths Construction HQ) and no images which uses very little data.

Data



Battery

The app has been built in a way so it uses only 1-3% of the battery.

If there are battery concerns, it is more probable that it's something else and typically there's a couple of things that could be at play.

It could be that by switching location services on they have inadvertently given access to something else (social media etc) which can be more ruthless on your battery.

They could also have an old phone that has performance issues. Like older cars that perform worse over time if not maintained correctly, phone's (or any technology) can behave similarly with time.

What To Expect





The app has been developed for current technology standards and is most effective when the phone is new and has been set up correctly (data enabled, WiFi and location services turned on).

The SignOnSite app requires: minimum iOS8 and Android 5 compatibility.

For people using older, cheaper or damaged phones, the app may not perform as well as expected due to the age of the phone, the lower quality components and the damage to components that help with location.

If this occurs, we suggest exploring manual sign on options.

Phone Issues



Resistance To Using The Phone Spp

This may be due to tracking, data and battery usage concerns or not having a smartphone that is capable.

- Reassure the app does not have the ability to track workers
- Let them know that it is in everyone's best interest people's battery do not die as we want to connect with people in an emergency
- Advise that the amount of data used is minimal.

Give users options to sign in either with a Kiosk, by reporting to a Site Manager or equivalent (with site level access), or manually signing on through the app



Be sure to name the site in a way that is easily identifiable for users to register to the correct site.

If users have worked on nearby sites, make sure that they are signing on to your site.

If they are signing on to another site, they will need to be removed from that site (workers can do this themselves using the Passport function inside the phone app, click on 'Connections').

Nearby Site Issues

What Not To Expect





It is expected that there may be up to a 5 -10 minute delay signing on. This is due to the way your phone performs a series of checks prior to signing on to site.

When leaving site, it is normal for the app to take 10-15 minutes to sign off. This is to ensure users are off a site in case of an emergency.

Anything outside of this activity should be reported for further investigation.

Send a screenshot of the 'Troubleshooting' screen and what happened and when to support@signonsite.com.au

Unusual Behaviour

Support Channels





Email Us

support@signonsite.com.au



Phone Us

1800 744 666

select option 3 for Support



Via The Web Panel

Click



Support

in the bottom left hand corner

