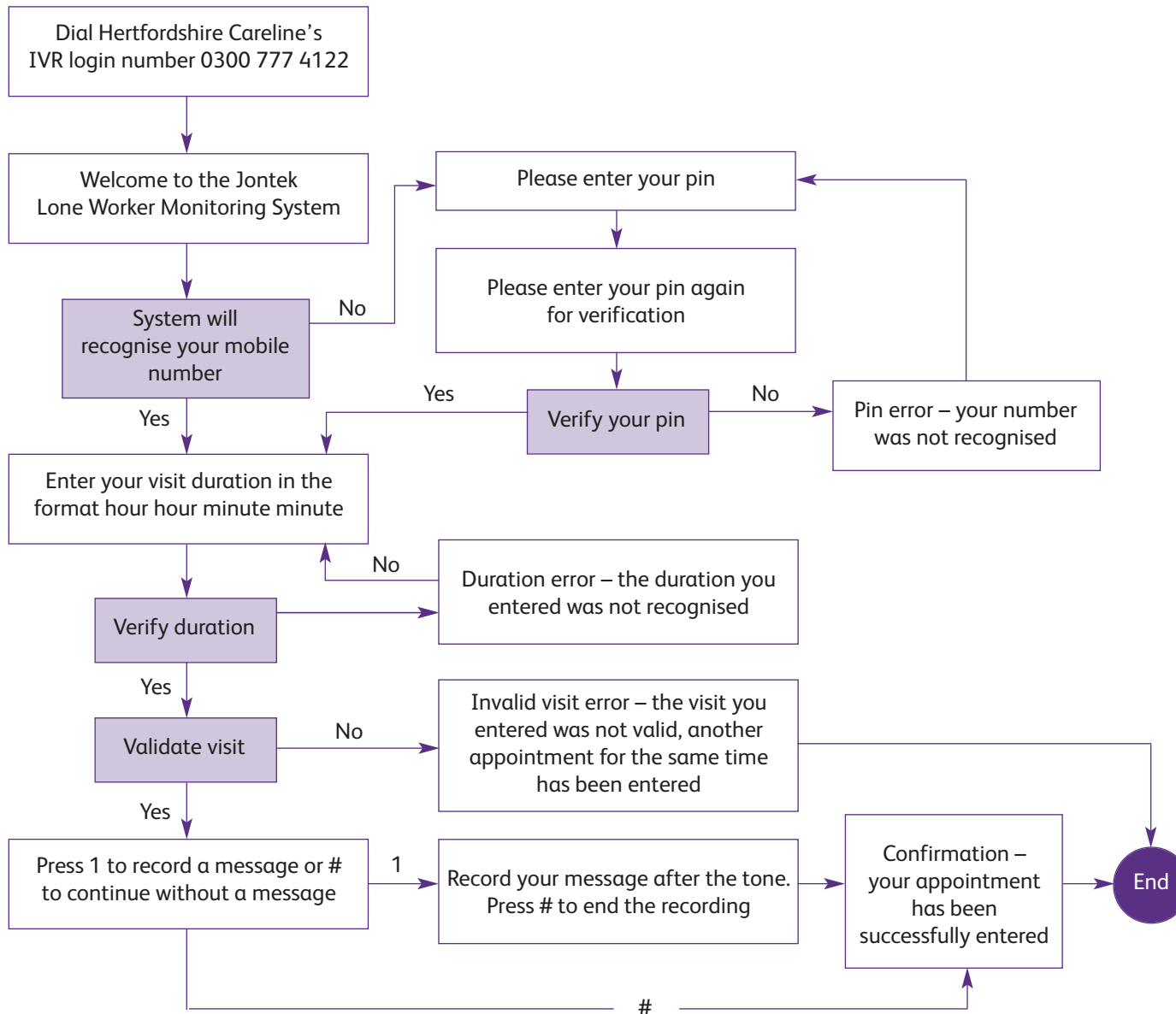# Step by step instructions for creating a visit remotely via an IVR call

You can enter visit information remotely by dialling a line at the Control Centre reserved for lone worker IVR calls. You will be taken through a series of prompts from the voice menu, as outlined in the flowchart. The details you verbally enter will automatically populate your record on our Answer-link system.

Dial Hertfordshire Careline's IVR login number 0300 777 4122

↓

Welcome to the Jontek Lone Worker Monitoring System

↓

System will recognise your mobile number

— No → Please enter your pin

↓

Please enter your pin again for verification

↓

Verify your pin

— Yes → (to Enter your visit duration)

— No → Pin error – your number was not recognised → (back to Please enter your pin)

System will recognise your mobile number — Yes →

Enter your visit duration in the format hour hour minute minute

↓

Verify duration

— No → Duration error – the duration you entered was not recognised → (back to Enter your visit duration)

Verify duration — Yes →

Validate visit

— No → Invalid visit error – the visit you entered was not valid, another appointment for the same time has been entered → End

Validate visit — Yes →

Press 1 to record a message or # to continue without a message

— 1 → Record your message after the tone. Press # to end the recording → Confirmation – your appointment has been successfully entered → End

— # → Confirmation – your appointment has been successfully entered

Herts Careline
Because independence is important

Lone Person Alarm Service

0300 999 2 999   www.care-line.co.uk

Lone Person Alarm

Hertfordshire Careline's professional back up protection service gives reassurance to many lone workers and vulnerable people.
This includes people working in public and healthcare services, those working night shifts, and employees in the security and hospitality industries, amongst many others.

Our lone person safety service works via your personal mobile phone. SOS speed dial is available in case of an emergency and this links through to Hertfordshire Careline's 24 hour emergency response Control Centre.

How does it work?

To enable us to monitor your safety, before you set off, you should enter information about your location and expected duration times into Hertfordshire Careline's Answer-link system, remotely via your mobile phone. This feature is enabled by our Interactive Voice Response (IVR) call.

Speed dial

To use the system you must have your own mobile phone, and your number must be registered into our Answer-link system.
You must add 2 contact numbers in your mobile phone. Please make the IVR login line number #1 on your speed dial:

1. **IVR login line: 0300 777 4122**
2. **IVR logout line: 0300 777 4123**

How do I log in and log out?

You '**log in**' when you arrive at your destination by calling Hertfordshire Careline's Control Centre IVR number **0300 777 4122** which is reserved for logging in.

See the instructions overleaf on how to enter information via the IVR call.

Similarly, you '**log out**' when you leave your location by calling **0300 777 4123**.
The system does not answer the call, but recognises your mobile phone number and automatically logs you out.

When does the alarm trigger?

If you're late logging out of a planned journey, the system will raise a lone worker alarm signal. We will then deal with it accordingly.

Tolerances can be set on the start time and duration to allow a degree of flexibility e.g. if you're running five minutes early or late, the alarm will not trigger. Please inform us of any specific tolerances or a default setting will be applied.

Careline is a not-for-profit service of NORTH HERTFORDSHIRE DISTRICT COUNCIL NHDC