General	
What is a Commute Plan?	A Commute Plan can also be called a Journey Plan and is required when a User is leaving one location to arrive at another location and confirms a safe Check-in. The ***COVID Safe Commute Plan*** can be used for: **FIFO Workers** logging airport departure to site arrival dates and time **DIDO Workers** logging main town or suburb departure to site arrival dates and time
What is a COVID Safe Plan?	A digitised form that a User completes before departing to their work site. It includes a brief questionnaire and requires the User to identify primary suburbs or townships they have visited in the past 14 days. If there are risks associated with the User's responses, it will automatically send an alert to their nominated leader for review.
Does JESI track me or my phone?	No, JESI does not track you or your device. JESI uses the locations, time and date that you log into your activity creation. It is not using any GPS tracking services.
What is the Working On-site feature used for?	When a User arrives on-site, they log their daily on-site location and if required, can include a periodic safe Check-in. This enables leaders with next to real time data to identify worker locations without reliance on a people movement white board.
Is JESI an app?	No, JESI is web-based software, that operates using a browser. This means that an Activity can be created wherever a User has internet connectivity.
What happens when there is no connectivity?	Internet connectivity is required to directly access JESI to view, create or edit an Activity. Mobile connectivity is required to reply to Check-in reminder SMSs.
Are there any online training resources for using JESI?	All Users have access to interactive guides and manuals from the JESI [Training Centre]().
Who can see my contact details?	**JESI Administrator User Roles** have complete access to all contacts in the JESI system. JESI **Monitor** and **Manager User Roles only** have access to the data associated to the Teams they are in.

Account Set Up	
How is a User activated?	2 SMS messages are sent to activate and secure a User's profile. 1. A User profile is created by an authorised person in the company that will automatically generate an activation process with the User 2. The User will receive an activation SMS, that requires them to reply with their last name. 3. A second SMS is sent with a security code - this is required the very first time the User logs into JESI
User has not received an SMS or email activation?	Confirm with the person who has created the User profile, that the mobile number and email address are correct.
An error message appears when a User tries to log in	This may be appearing if your phone internet browser setting is are on Private mode. Refer to the phone setting instructions to turn off.

Visibility	
How can Users location data be viewed?	The **User Activity** or **User Map** dashboard identifies individuals and their associated Commute or Journey plans.
Who has access to User's data?	**Monitors** and **Managers** User Roles can view Activities that are generated by Users in their Team. **Administrator User Roles** can view all the Activities that are being generated across the Company JESI Account. For detailed information please see permission matrix.

Check-ins and Escalations	
Can a Check-in be actioned by another team member?	Yes, if they have **Monitor**, **Manager** or **Administrator** permissions – and the User is associated with their Team.
What happens when a user forgets to Check-in?	JESI will automatically send the User a reminder by SMS and email to Check-in. The User needs to Check-in by replying to the SMS, or by logging into JESI. If the User does not Check-in, the Escalation Alert process will commence.
What happens when an Escalation occurs?	An **E**scalation **C**ontact will receive an alert by SMS and email that will include the User's name, mobile number and a URL link to the Activity.
What is the time frame of an Escalation?	This is set according to the organisation's business rules. Escalation time intervals are commonly set at 15, 30, 45 and 60 minute intervals.

How does a Commute or Journey Plan work?	
Users are attached to a Team	Users are automatically assigned to a Default Team; however, a User can be in multiple Teams which means different Escalation Contacts. Teams are created by an organisation and generally are reflective of an organisational structure.
What should be included in the Additional Information field?	When creating an Activity and setting a location, there is an option to input additional information. This can be used for car registration numbers, flight numbers and any other details that would be important in the event of a missed Check-In.
What if a location is unique and not in JESI?	Custom Locations can be set up for individual organisations. Longitude and latitude coordinates are used to identify the specific location. Users who have Administrator permission can add unique locations.
What if travel occurs across different time zones?	JESI is time zone compatible, which means that if a Check-In time is included in the Activity at 4:00pm, it will be 4:00pm in that location's time zone.
What if there is a group travelling together and using the same transport?	There are 2 options: 1. Each individual traveller can create their own Commute or Journey plan. 2. A Journey can be created by a User and include passengers
Can Commute or Journey plans be created for another team member?	Yes, if the User has **Monitor**, **Manager** or **Administrator** permissions – and the User is associated with their Team.