



What has changed if my password not working, Induction Code is not loading or I had this set-up months ago?

The new SiteSoft GeoTrack app was only adopted by the company you are working for recently and the old SiteSoft App has now been discontinued. Therefore, we no longer have induction codes. Go to [App Store](#) or [Google Play](#), download the SiteSoft GeoTrack App and sign in using the login credentials that have been emailed to you. If you cannot find these, your username is your email address and you can reset the password by clicking "Forgot Password?" on the web portal or mobile app and you will automatically receive an email with a new password.

Am I being tracked?

You can only be tracked on company sites where a geofence has been set-up. Therefore, it will not show if you are at home or anywhere else - only on sites you have been assigned too. Our GeoTrack app simply delivers induction materials/hazards and registers when you arrive/leave a company site.

How much data/battery is this using?

If you are using an iPhone, ensure health & fitness is turned on to help save your iPhone battery. Our GeoTrack app only uses 50MB (a very small amount) of data over a month of full use everyday.

I'm onsite but not getting notifications?

Check the following first:

- Are you using the correct SiteSoft GeoTrack app?

- Is your data on?
- Are you logged into the GeoTrack app?
- Are your notifications enabled?
- Are your location services enabled?
- Do you have poor reception in your area?
- Have you only just gotten there?

Our GeoTrack app will only register a person being onsite if your phone GPS shows you've been within the geofence area for more than 5 mins; it may take up to 10mins.

If you have checked all of the above and are still having problems, contact the SiteSoft Tech Team on Freephone +64 800 748 763 or email support@sitesoft.com.

Do I need to scan or sign anything on-site?

No, ensure you have the GeoTrack app logged in (doesn't have to be opened), ensure all location services/notifications are enabled and data is on. Simply arrive on-site and when you have crossed the site boundary, you will receive a push notification with induction materials, risks, hazards etc. You will need to click "Acknowledge and close" and add a brief reason for your visit.

Am I being charged?

No, you have a free subscription because the company that hired you as a contractor required a more robust Health & Safety solution. You get free access to the GeoTrack app and it is mandatory to use if you are going to be on a company site.

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KEY FEATURES



Multiple Platform Options

- Utilize SiteSoft GeoTrack from your computer, smartphone or tablet.
- Contractor's onsite need only to enable location services and have logged into the App once to receive site information automatically.



Automated Induction Management

- We ensure that all employees going onsite are presented with information that reduces health and safety risks.
- Induction material and hazards are automatically sent to a contractor's mobile upon crossing a site's GeoFence, requiring real time acknowledgement giving them the means to stay safe and avoid hazards.



Protect Your Staff

- SiteSoft provides a level of mechanisms to protect your workforce, provide them with site specific information, generate entrance reports, and know exactly who is on site at all times.



Stay Compliant

- Comply with the Health and Safety at Work Act 2015 (HSWA), mitigate liability, and remain compliant with current standards.



Hazard/Incident Transparency

- Keep a log of site specific incidents, hazards and their controls or how they can be avoided or mitigated.



QR Codes

- As an optional feature QR codes can be utilized within a site linked to specific information and can be scanned from within the SiteSoft GeoTrack App to add more precision to the location of contractors.



Access Management

- Provides reporting of people on site.



GeoTracking

- SiteSoft enables registration of all regular site visitors, staff and contractors by using "Geo-fence" technology to automatically track, time and date-stamp access on and off workplaces.



Document Management

- Make documents required mandatory for upload, ID Photo, certifications, insurance;
- The system ensures that all documents loaded into the system remains current e.g. send out notifications when the documents are about to expire.



Powerful Reporting

- The system generates detailed reports for any site, log contractor entries/exits, time onsite, reason for visit and more.
- See who is on a site at any one time, access their information, documentation and contact details.



Emergency Plans & Protocol

- Emergency plans are made accessible for those on site through the SiteSoft GeoTrack App. Contractor or staff movements are visible for attendance certification or tracking in the event of a site evacuation.



Saves Time

- Manual sign-ins/sign outs are no longer required saving money by reducing wasted contractor time and associated chargeable costs.



Tablet Kiosk App

- A tablet app that can be used for sites where contractors are not allowed to install apps on their mobile phones, to have contractors sign in at the site.

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