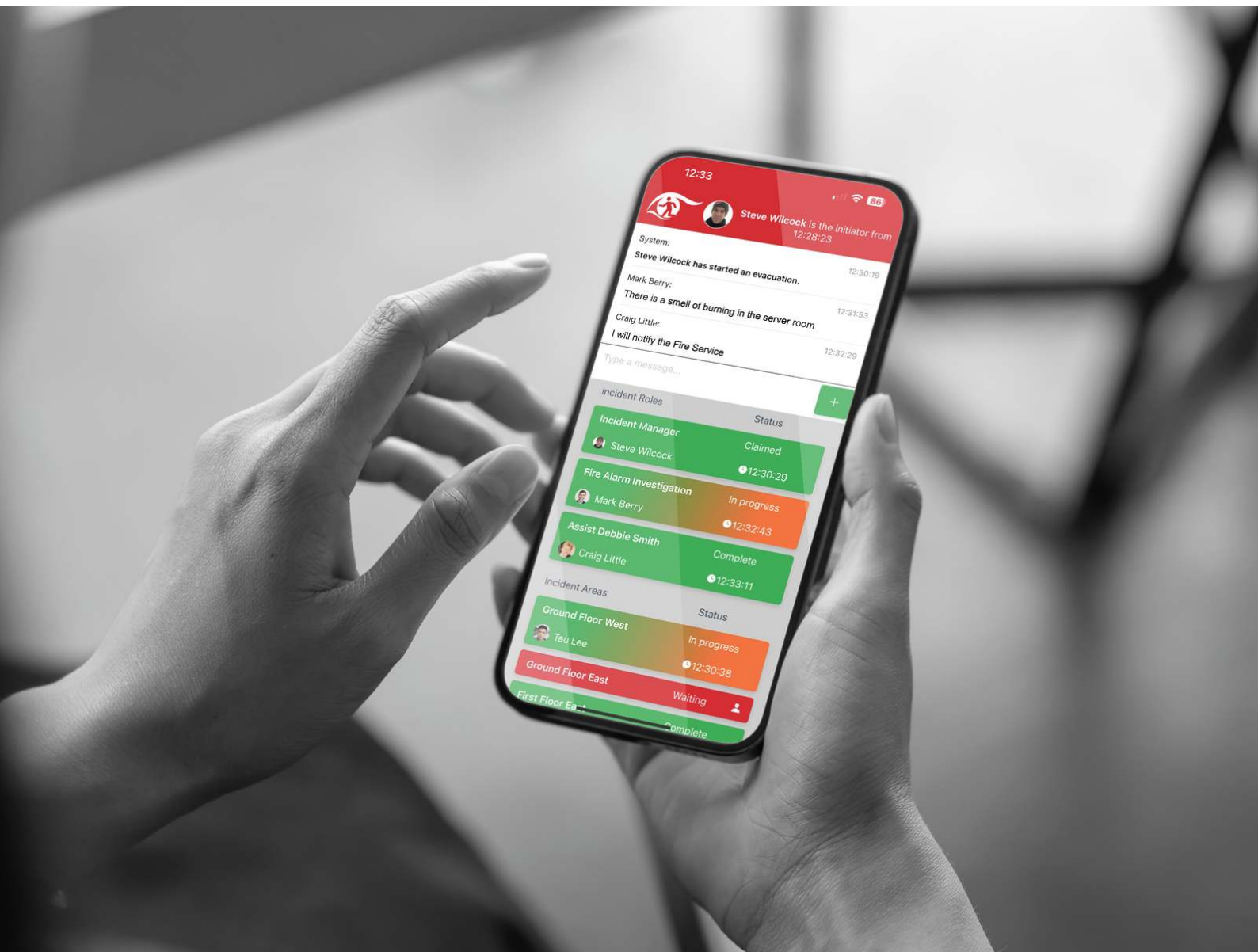




Marshal Eye

Full Administrator Guide



For more information contact
info@marshal-eye.com
www.marshal-eye.com

The future of fire response in buildings
Created by North West Fire Training Ltd

Marshal Eye

The future of fire response in buildings

Communication

The instant communications feed allows Fire Marshals/Wardens to respond much more effectively during an event. They will be able to confirm if an alarm is real or not, in real time. Enabling them to be more confident in their role when confirmation is received through live messaging.

Opt in

Fire Marshals can digitally claim tasks at the point of an emergency event. This 'opt in' model eliminates the challenge of trying to plan who will be on site each day particularly where hybrid working may have been adopted. Fire Marshals will always be presented with the right information specific to any task or role, irrespective of where they might be within the site.

Reporting

A full PDF Performance Report will be automatically produced after each incident, detailing every message sent, each task claimed/completed and by who. It will generate a summary report on how long it took for all tasks to be claimed and how long it took for area sweeps to be completed.

Other Critical Events

Other incident types can be created within the dashboard to allow staff to be alerted to first aid incidents, instigate a lockdown or any critical event, supported with instant communications.

Marshal Eye Set Up Guide

This step-by-step guide will allow you to fully setup Marshal Eye. You can tailor it correctly for your organisation and it will ensure you are maximising the capability of the App.

Contents

4	Part 1 Administration User guide
5 - 8	Account set up, Dashboard intro & payment plan
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27	Your Claimable Tasks
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29	Live Event Screen
30	Completing a task
31	Incident Manager screen
32	Notifications and Incident History
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Part 1 - Administrator Set Up



Please note device system requirements:

Devices

Apple - iOS version 15+

Android - version 10+

Space required - 50 mb to install

Access to data

The devices will run off your signal and transfer to WIFI like any other App would, if your device is using or likely to transfer to your organisation's WIFI, you may need to speak to your I.T. support to allow access to the domain <http://sockets.thinkeq.co.uk/> on port 6001 on your firewall. You may also need to white list this domain <https://api.marshal-eye.com>.

Data usage

Marshal Eye overall uses no data when inactive, it is anticipated that it will use less than 5 MB (approximately) for incidents when using chat, but it depends on the total chat messages being sent and received from the API as well as screen updates.

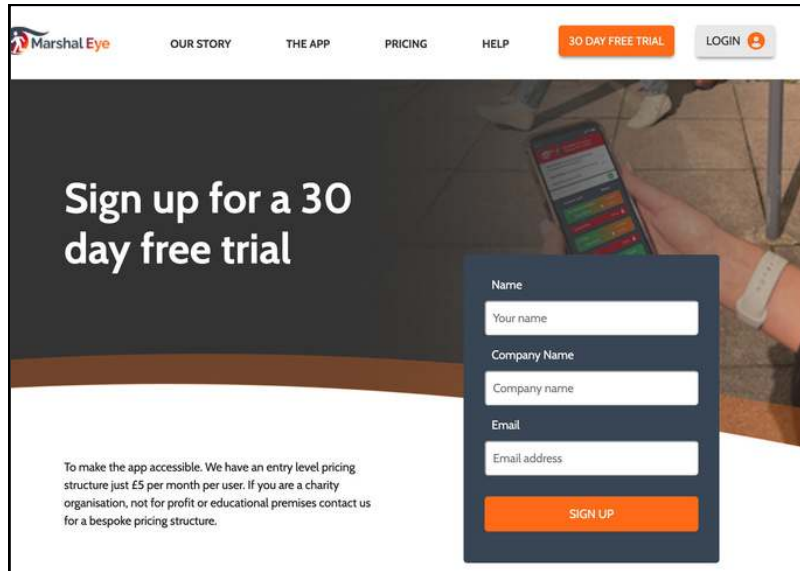

The app uses very little data for push notifications, however it would use more data if files/links are opened to access uploaded supporting files. If there are large files you will use data to open them so it does depend on your file size, these will be sweep plans etc.

The app will use incremental data if a profile image is uploaded and also when the 'Report an Issue' feature has been used with a picture attachment. The attachment size depends on the size and quality of the file. The app uses just a few Kilobytes when retrieving data from API requests to update the screen.

Marshal Eye Set Up Guide

Marshal Eye is set up by the Health & Safety Manager on a desktop browser. Any incidents will be solely run on mobile phones and tablets, there is no requirement to log into the desktop dashboard during an incident.

 **Sign up at www.marshal-eye.com** 



Marshal Eye OUR STORY THE APP PRICING HELP 30 DAY FREE TRIAL LOGIN

Sign up for a 30 day free trial

Name
Your name

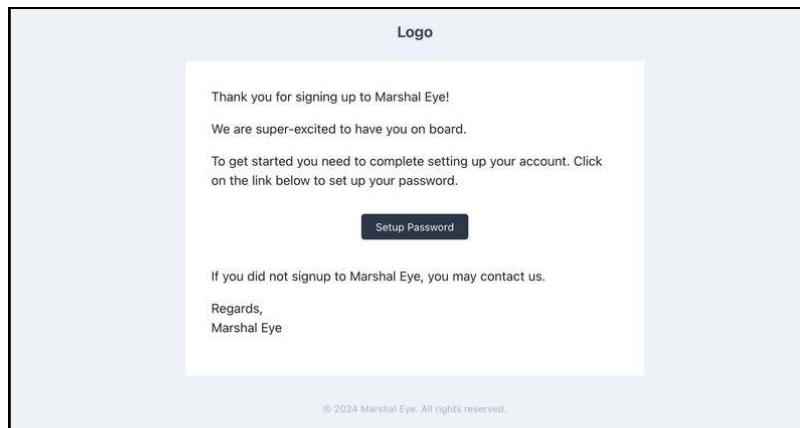
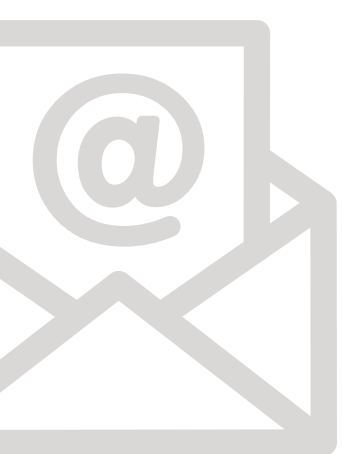
Company Name
Company name

Email
Email address

SIGN UP

To make the app accessible. We have an entry level pricing structure just £5 per month per user. If you are a charity organisation, not for profit or educational premises contact us for a bespoke pricing structure.

You will receive an email (if you don't see this check your spam/junk file)



Logo

Thank you for signing up to Marshal Eye!

We are super-excited to have you on board.

To get started you need to complete setting up your account. Click on the link below to set up your password.

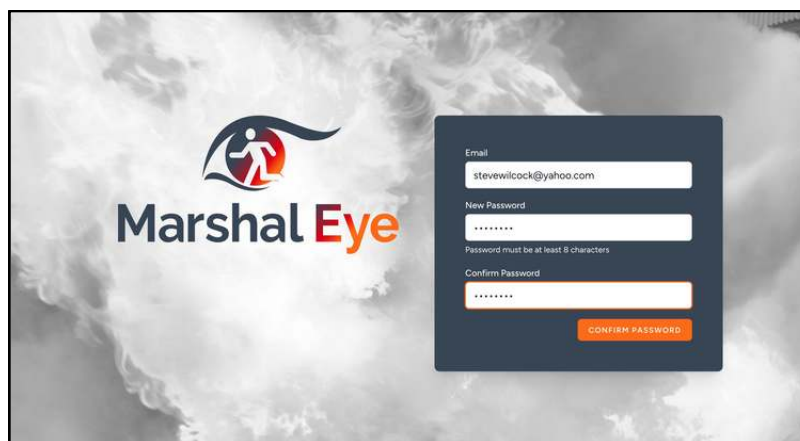

Setup Password

If you did not signup to Marshal Eye, you may contact us.

Regards,
Marshal Eye

© 2024 Marshal Eye. All rights reserved.

Click the link to set up your password



Marshal Eye

Email
steve.wilcock@yahoo.com

New Password
.....

Password must be at least 8 characters

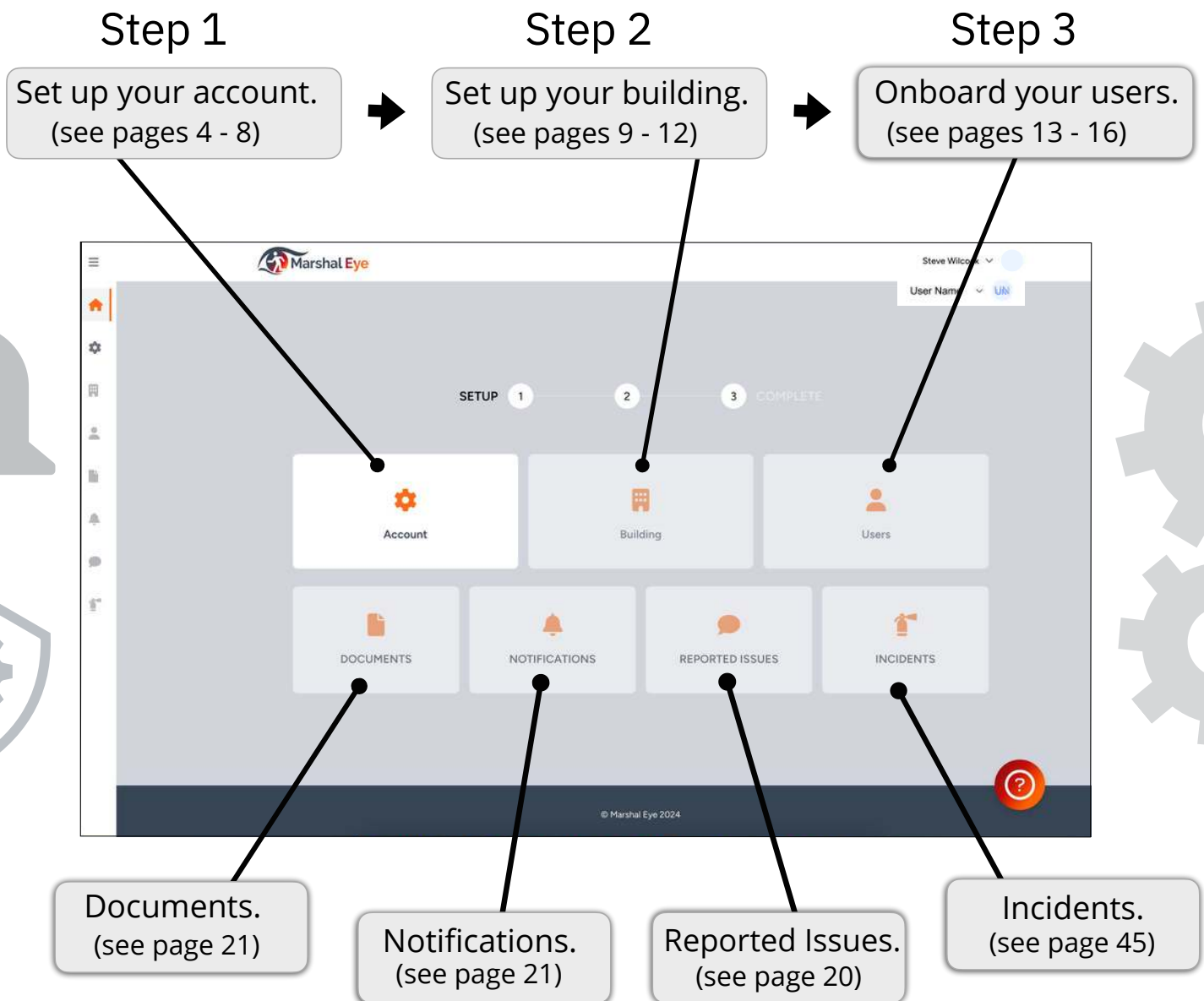
Confirm Password
.....

CONFIRM PASSWORD

Dashboard Familiarisation

Welcome to your set up screen

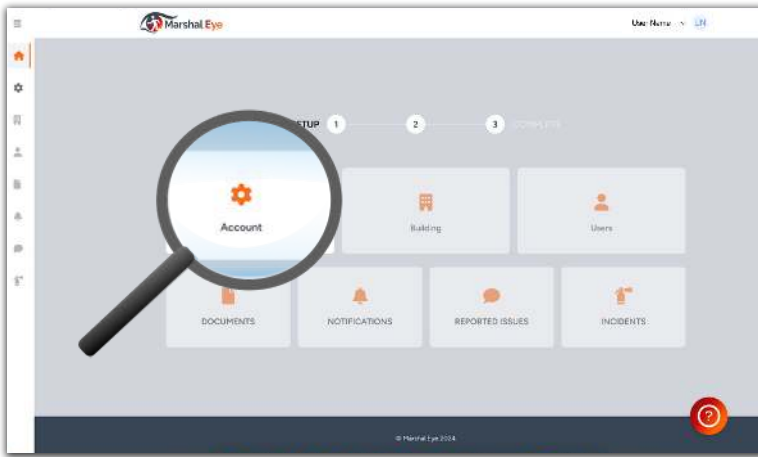
When logging in for the first time you will be presented with 7 tiles, however, only the account tile will be accessible and other tiles will be greyed out. This is so when initially setting up, it is done in an sequential way.



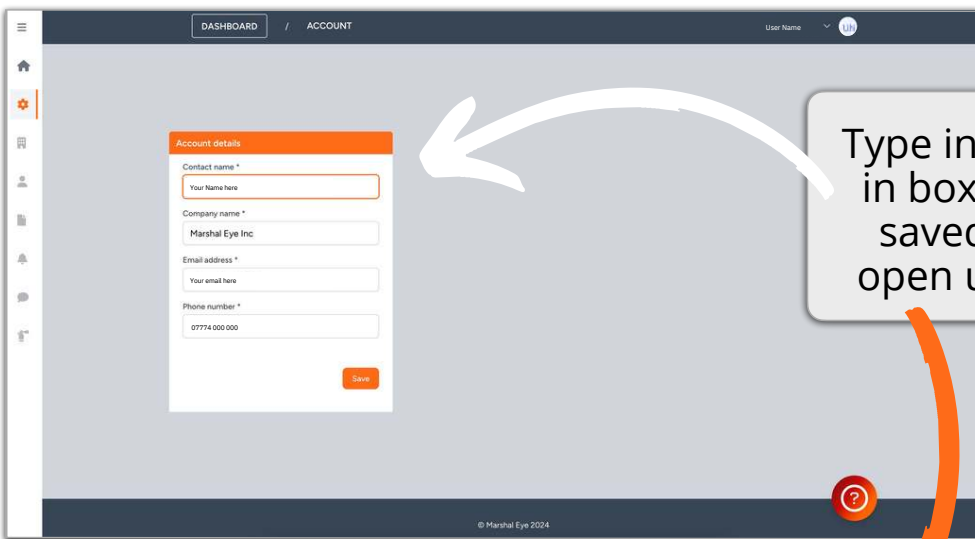
Once you have completed the initial 3 steps you will have full access to all 7 tiles. We strongly recommend you go to the 'Incidents' tile, there is a button within this page where you can add your different incident types.

You will have two loaded by default for fire alarm and fire drill. You might wish to add First Aider required, or Security Alert. In schools you may add 'Intruder on site', 'Lock down' or any critical event that requires an immediate response with communication across the team. You can find out how to do this on Pages 18 and 19.

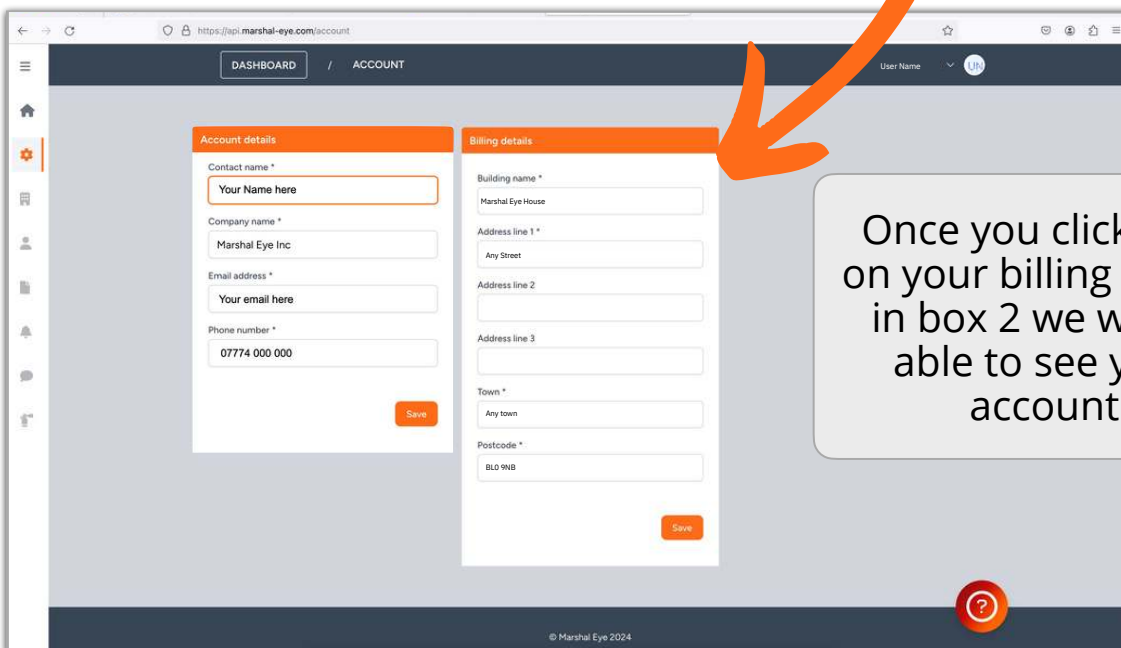
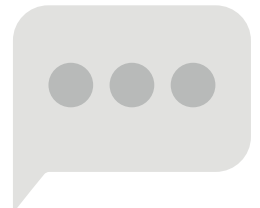
Setting Up Your Account



Click the 'Account Tile' to set up your organisation's account



Type in all fields in box 1, once saved, it will open up box 2



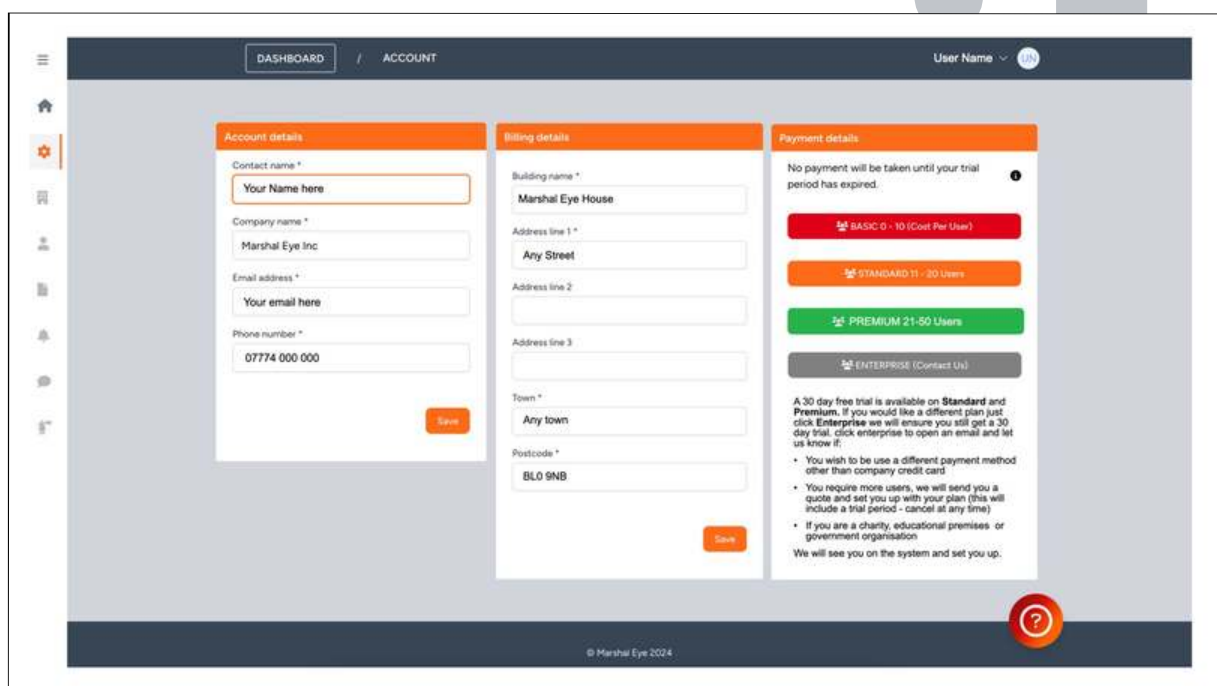
Once you click save on your billing details in box 2 we will be able to see your account



Choosing Your Plan & Payment Options

There are three pre-set plans available, Pricing is detailed on the website, however there are discounts available for Education, Government, and Charities

- Basic - pay per user
- 11-20 users Standard
- 21-50 users Premium



The screenshot displays a web interface for account management. It features three main sections: Account details, Billing details, and Payment details. The Account details section includes fields for Contact name, Company name, Email address, and Phone number. The Billing details section includes fields for Building name, Address line 1, Address line 2, Address line 3, Town, and Postcode. The Payment details section shows a message indicating that no payment will be taken until the trial period has expired. Below this message are four buttons representing different plans: BASIC 0 - 10 (Cost Per User), STANDARD 11 - 20 Users, PREMIUM 21-50 Users, and ENTERPRISE (Contact Us). A note below the buttons states that a 30-day free trial is available on Standard and Premium plans, and that Enterprise users will receive a 30-day trial. A footer at the bottom of the interface reads '© Marshal Eye 2024'.

Enterprise

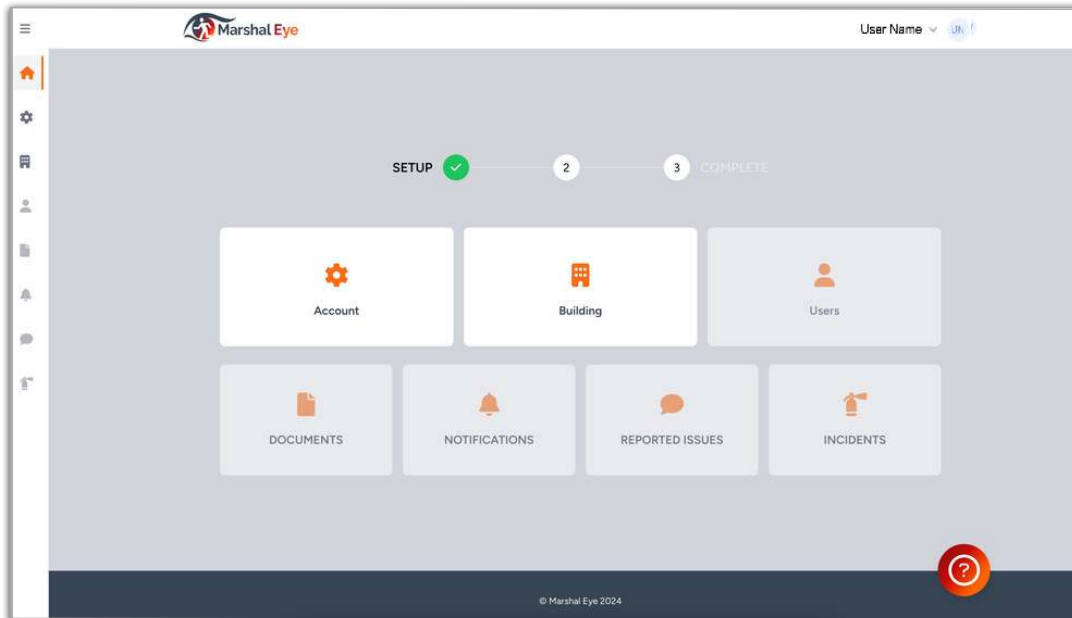
Setting up a bespoke plan for your organisation:

You will already be set up on the system at this point, if you click 'Enterprise' this will open an email, just let us know how many company users you have and Marshal Eye support will send you a quote. If you are happy to proceed we can then set you up for full access with your chosen invoicing method.

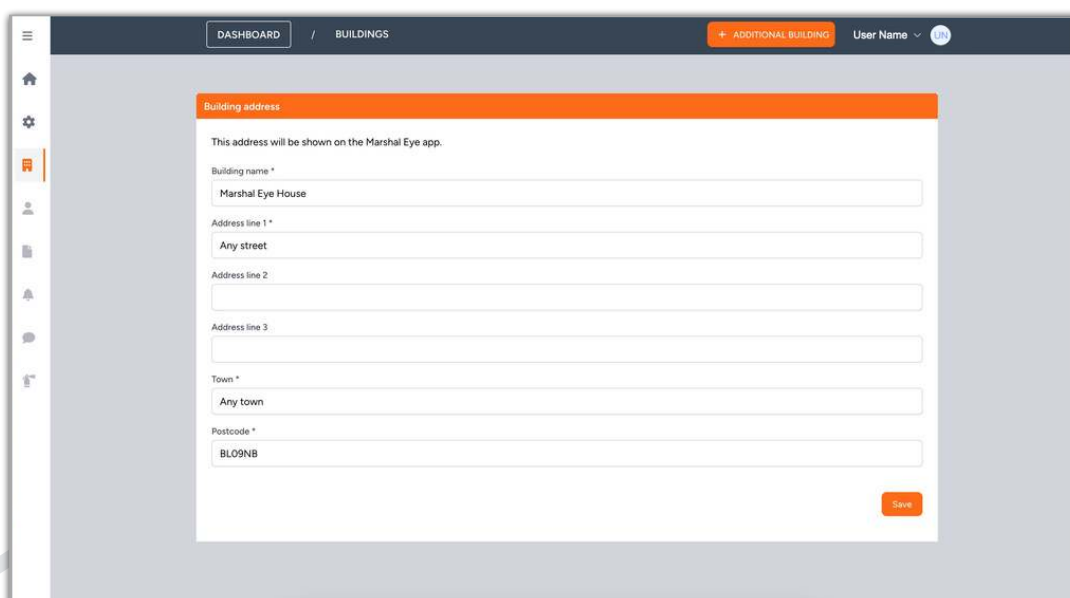
There are multiple ways of setting up your subscription. You can email Marshal Eye to discuss options, you will be able to access a 30 day trial period to see how Marshal Eye can benefit your organisation.

Setting Up Your Building Address

Click on 'next step' which will take you to the dashboard.
The building tile is now accessible.



The first time you click the building screen, it will invite you to check the address is correct for the building that you wish the app to be used in. By default, it will show your billing address (which might be different) but you can change it here.

A screenshot of the 'Building address' form in the Marshal Eye app. The form is titled 'Building address' and has a subtitle 'This address will be shown on the Marshal Eye app.' It contains several input fields: 'Building name *' with 'Marshal Eye House', 'Address line 1 *' with 'Any street', 'Address line 2', 'Address line 3', 'Town *' with 'Any town', and 'Postcode *' with 'BL99NB'. A 'Save' button is at the bottom right. The background shows a stylized cityscape.

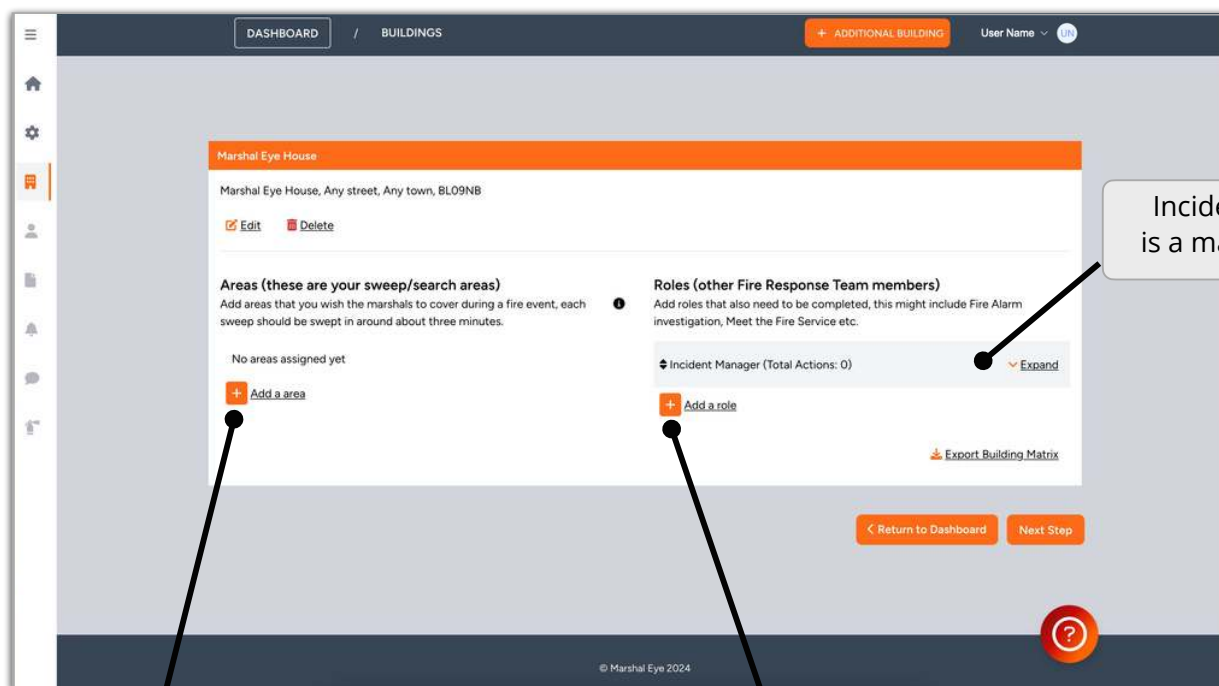
Setting Up Your Claimable Tasks - Sweep Areas

Once you have saved the address, you can set up the buildings 'Area Sweeps' on the left and 'Roles' can be added on the right. These collectively will be your claimable tasks during an emergency event.

Remember when setting up sweep areas, you need to break your building into manageable areas, you should aim to complete a walking route for each area within 2-3 minutes.

You should make sure all areas are covered and nothing is missed to ensure the building is completely clear. This would include break-out areas, toilets/washrooms, maintenance spaces etc.

We recommend you collate all the details on an A4 page and save this as a PDF, you can also save as an image. You can then upload this into the dashboard. These will be viewable by the claimant for that Task.



Add Area Sweeps here

Add Roles here

Click 'Add area' to add your first Sweep Area.



Setting Up Your Claimable Tasks - Sweep Areas Cont.

Marshal Eye House

Marshal Eye House, Any street, Any town, BL09NB

Edit Delete

Areas (these are your sweep/search areas)
Add areas that you wish the marshals to cover during a fire event, each sweep should be swept in around about three minutes.

No areas assigned yet

Area title

Area description...

Available before evacuation

Upload File PDF or Jpeg only, 10Mb max file size.

Save Dismiss

Click Save

Give the Area a name that people will understand, avoid using 'Zone 1', 'Zone 2' keep things very simple e.g: 'Ground Floor', 'First Floor', 'Mezzanine floor', 'Cafeteria', 'Science block' etc. You can add as many areas as you like.

Add a simple description e.g. 'Sweep area as per attached plan', you can also add additional sub tasks see the next page.

Ground Floor West

Sweep Green Area

Close all doors while sweeping
Direct occupants to closest safe exit
and on to the assembly point at:

North Car Park

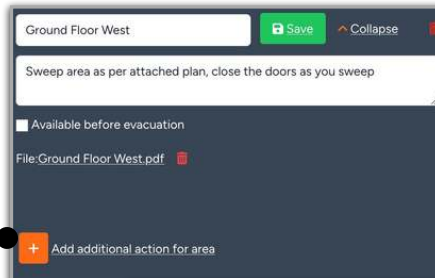


Add a PDF or Image, this will be viewable for the person claiming this task, here we see an example of a sweep plan, and instructions on where to report.

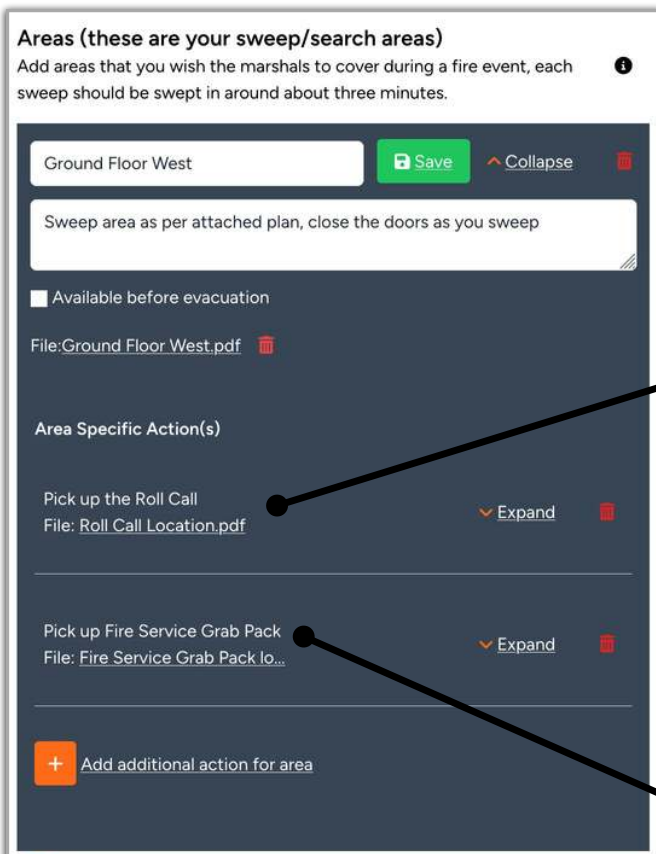
Adding Sub Tasks

You may wish staff to carry out additional duties within an area sweep, this as an example you may wish someone to switch some machinery off, you can include instructions on how to do this. Anything you add will be presented to the claimant during an evacuation to ensure nothing is forgotten.

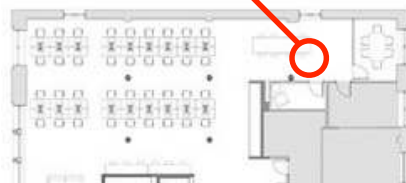
Once you have saved your first sweep area, you can add sub tasks by clicking 'add additional action for area'.



Two sub tasks have been added to this sweep area



Roll Call location



Blue Folder Behind Contractors sign in desk



Once outside take to Incident Manager

Pick up Fire Service information pack



Located in the main reception in the left hand cupboard

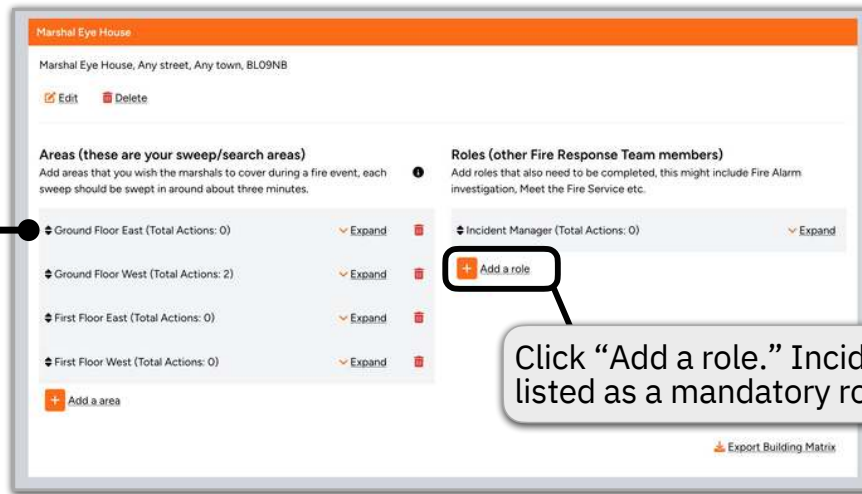


Fire Pack

Here we see two PDFs attached to two sub tasks that have been uploaded, these can be toggled as completed by the claimant during a live event, they will be time-stamped on the incident log.

Setting Up Your Claimable Tasks - Roles

Now you have your sweep areas, you can add your roles.



Tip: You can reorder your areas by dragging the arrows up and down. This is the order they will be presented on the App.

Click "Add a role." Incident Manager is listed as a mandatory role.

Roles are set up in exactly the same way as sweep areas, you can add as many sub tasks to each one and information where required.

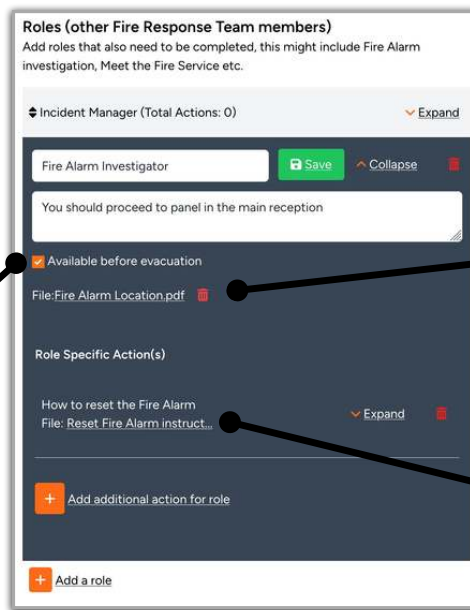
Here we see an example of a created role to investigate the fire alarm with two PDFs added.

Some Roles may need to be available before evacuation

When an incident is initiated, you may wish some roles to be immediately claimable before you decide to commit to an evacuation, such as 'Fire Alarm Investigation'.

Check this box to allow this role to appear in red when the incident starts.

Unchecked roles will remain grey and only turn red when evacuation is confirmed.



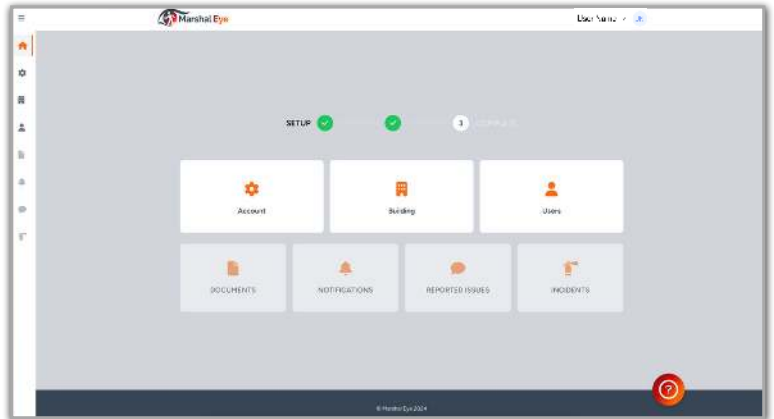
This is an 'in App' view, showing the task 'Fire Alarm Investigator' is available immediately, other tasks are still grey.

Incident Roles	Status
Incident Manager	Standby
Fire Alarm Investigator	Available
Assist Debbie Smith	Standby

Other roles might include: 'Assist a wheelchair user', meet the Fire Service, open a certain access gate. Whatever role you need to achieve can be added.

Adding Your Users

From the Buildings screen, click 'Next Step' which will allow you to start setting up your users.



Here we see the users 'overview screen'. You will see all the roles and areas listed on the top bar. You can choose which tasks you want to appear on each users app simply by checking the box against their name.

A screenshot of the 'Users' overview screen in the Marshal Eye application. The screen shows a table of users with columns for Name, Status, and various task areas. Callout boxes provide instructions: 'Filter bar' points to the search and filter options; 'Mass upload users with a CSV file, see Page 13.' points to the '+ Import Users' button; 'Check individual boxes for tasks you wish the user to view and claim during a fire event alternatively click 'all' or 'reset'.' points to the checkboxes in the user row; 'Add individual users here, you can edit each user by clicking the edit button on the far right of each users line.' points to the '+ Add User' button and the edit icon in the user row.

Filter bar

Mass upload users with a CSV file, see Page 13.

Check individual boxes for tasks you wish the user to view and claim during a fire event alternatively click 'all' or 'reset'.

Add individual users here, you can edit each user by clicking the edit button on the far right of each users line.



Adding Multiple Users with a CSV File

You can quickly upload users by choosing a CSV file. You will only need two columns: 'name' and 'email address'. Once uploaded, the user will automatically be invited to create a password which they can use to log into the App.

Download Example File

To ensure a smooth import process, please download and review the example file below. This file contains the required structure for uploading user data into the database.

Make sure your file matches this format:
Email: The user's email address (e.g., user@example.com)
Full Name: The user's full name (e.g., John Doe)

Each user should be on a separate line, and the file should be saved in CSV format. Once your file is ready, you can upload it using the import function on 'Import File' section.

Click on the Download CSV button to view an example CSV file

Download CSV

Upload Progress

Email	Status	Notes
No user imports detected yet		

Import File

Upload CSV (10Mb max file size)

Select File

Download an example CSV file here

Choose your file using this button

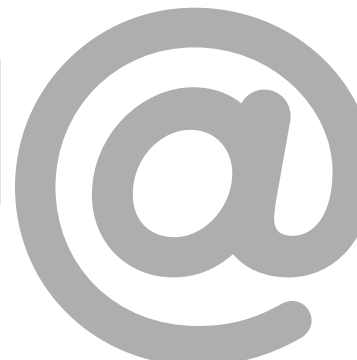
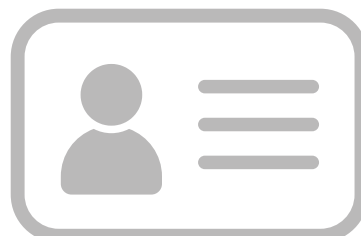
© Marshal Eye 2024



The email invite is system generated and may be filtered into the Spam/Junk files, please advise your users to check these files.

	A	B
1	Name	Email
2	John Doe	user1@example.com
3	Jane Doe	user2@example.com
4		
5		
6		
7		
8		
9		

You can use an Excel spreadsheet to enter your users, the I.T. department should be able to provide this once you have the correct info. Click File > Save As. Pick the place where you want to save the workbook. In the 'Save As' dialog box, navigate to the location you want. Click the arrow in the 'Save As' type box and pick CSV file.



Individual User Screen

In each user screen, there are two mandatory fields 'Name' and 'Email.' However, you can add extra information about the user, such as the last time formal training was received & when the next training is due etc.



Tip: This is a 'breadcrumb' trail, it appears on every screen and shows you where you are in the Dashboard. You can click to quickly access previous screens.

Full Name *	Email *	Last training received	Next training
<input type="text" value="Name"/>	<input type="text" value="Email"/>	<input type="text" value="dd / mm / yyyy"/>	<input type="text" value="dd / mm / yyyy"/>
Mobile	Profile Image	Selected Building	Annual leave
<input type="text" value="Mobile"/>	<input type="button" value="Upload File"/> 10Mb max file size.	<input type="text" value="Marshal Eye House"/>	Is on annual leave? Yes <input type="radio"/> No <input checked="" type="radio"/>
Roles for Marshal Eye House			
<input type="checkbox"/> Incident Manager <input type="checkbox"/> Fire Alarm Investigator <input type="checkbox"/> Assist Debbie Smith			
Areas for Marshal Eye House			
<input type="checkbox"/> Ground Floor East <input type="checkbox"/> Ground Floor West <input type="checkbox"/> First Floor East <input type="checkbox"/> First Floor West			
Reports			
Does this person need to receive the incident report by email after every incident?		Yes <input type="radio"/> No <input checked="" type="radio"/>	
Does this person need to receive reported fire safety issues email?		Yes <input type="radio"/> No <input checked="" type="radio"/>	

Each time an incident is closed, a full report will be stored in the admin dashboard. You can also check this box to have a report emailed to this user too.

If you want this user to receive an email about fire safety issues reported through the App, please check here.



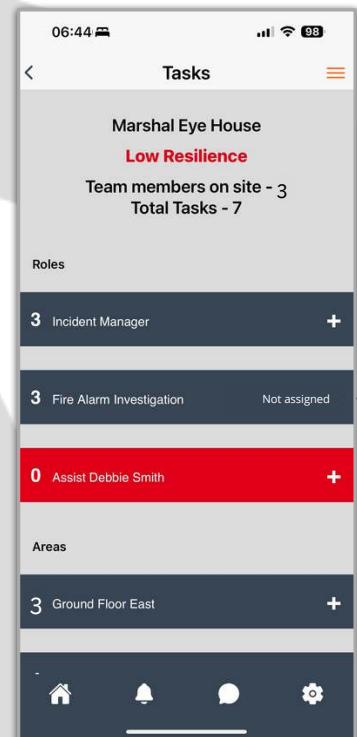
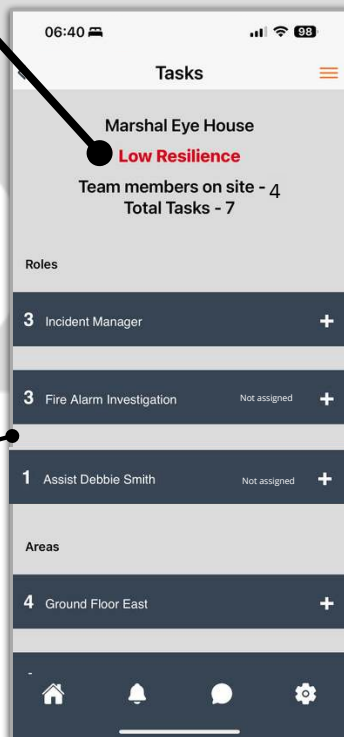
Assigning Tasks & Resilience

In the overview screen, you can choose which roles you wish staff to complete by checking the boxes.

User	Status	Building	Fire Alarm Investigation	First Floor East	First Floor West	Ground Floor East	Ground Floor West	Incident Manager
(7) Craig L.	Open Site		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(7) Mark B.	Open Site		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(7) Sid S.	Open Site		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(7) Steve W.	Open Site		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(7) Tau L.	Open Site		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A 'Low Resilience' warning will appear if there are less people available than tasks to complete.

Users can view all the tasks they are assigned to in the app. If they are not assigned, it will still appear, however the plus arrow will not show so they cannot access attached files for that role.



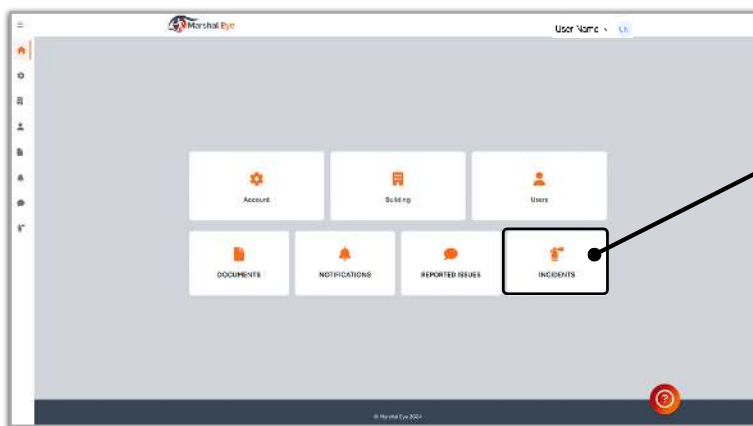
As staff toggle on or off site, the numbers of people available for each task will change in real time.
If any task has no one available, it will highlight in red.

Add New Incident Types

Marshal Eye is designed for response during fire events, however, you can add different incident types such as, First Aider Required or Intruder Alert in a school etc.

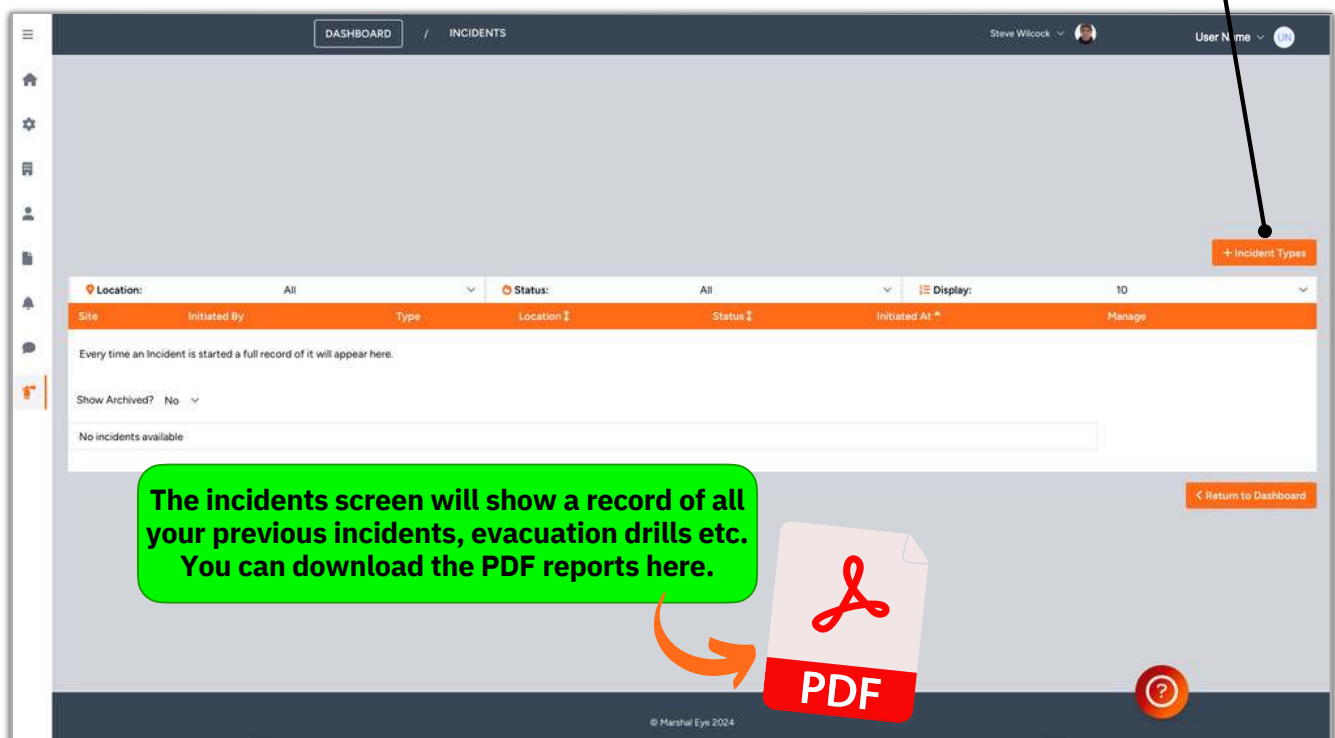
There is an option to allow an alert sound to be added to each incident type. It is not as important for fire alarms, as the alarm itself will prompt the user to open the app. However, if someone required assistance and you needed to quickly source a first aider, you could use the app to create an alert across your site.

This would work well in school buildings for a security lock down, if there was an intruder on the site, sometimes called as an 'Invac', it creates the alert and then allows conversations through the live chat.



From the home screen click the 'incidents' button

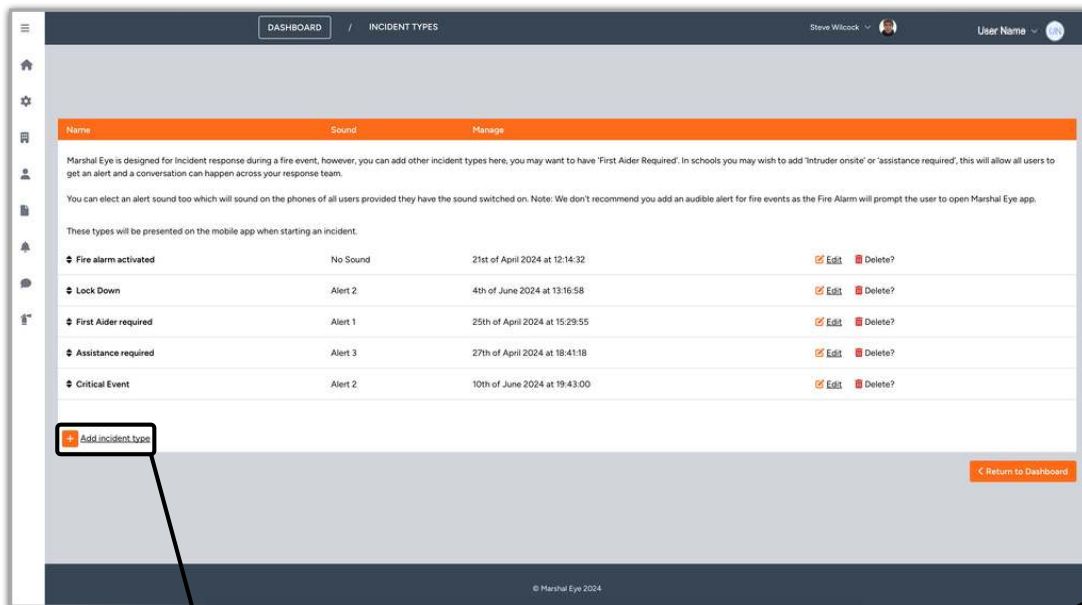
Click here to add 'Incident Types.' You will see two created for you for 'Fire' and 'Drill.'



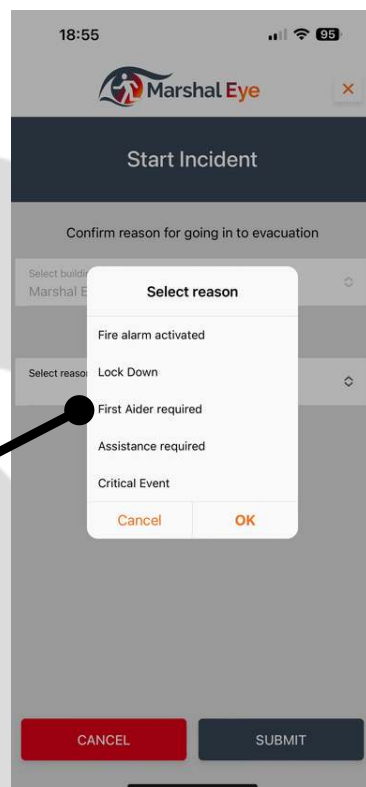
The incidents screen will show a record of all your previous incidents, evacuation drills etc. You can download the PDF reports here.

Add New Incident Types cont.

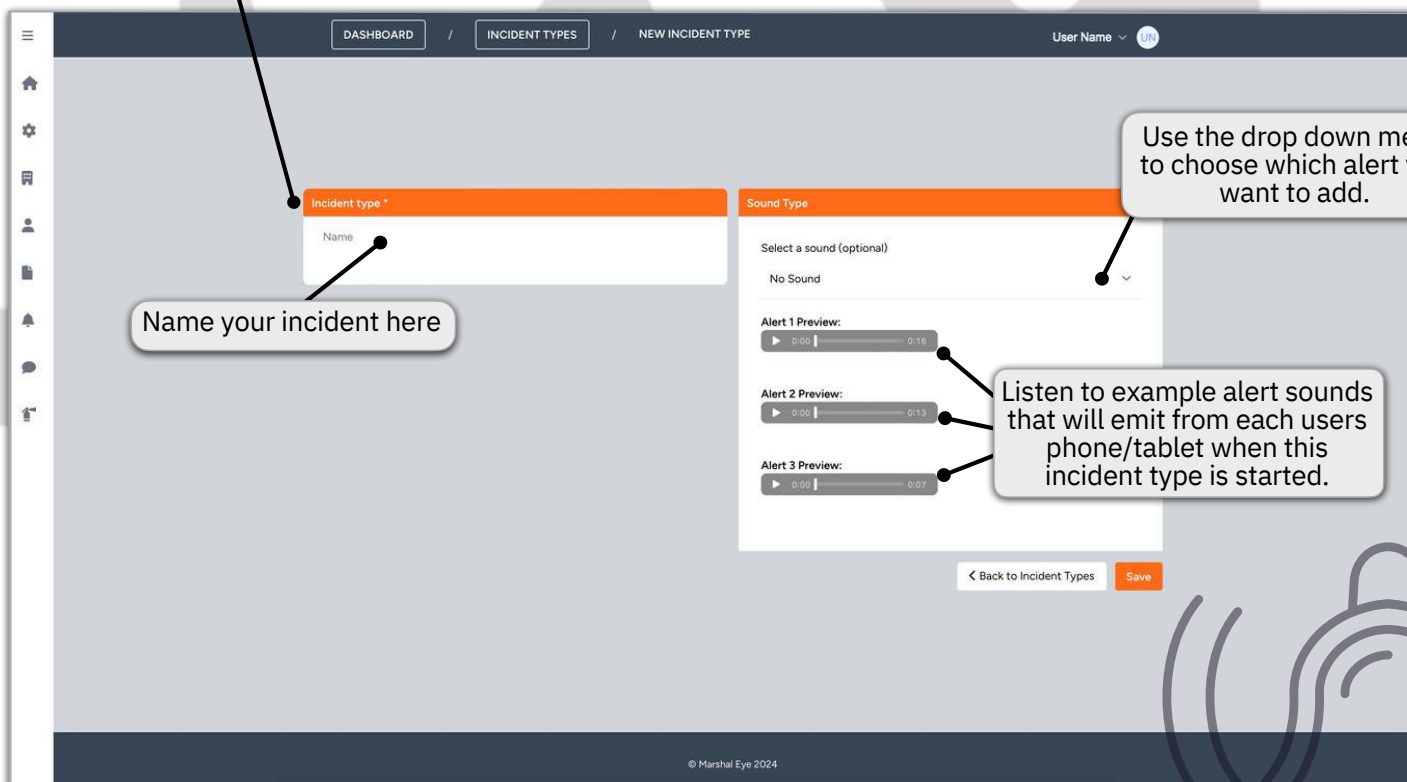
You can create as many different incident types as you like here. You can also add sound alerts. You could even create one called 'critical alert' as a 'cover all' for any critical event that requires alerts and communication across the staff.



App view when starting an incident.



When 'start incident' button is pressed the user will be presented with the list of incident types.



Use the drop down menu to choose which alert you want to add.

Name your incident here

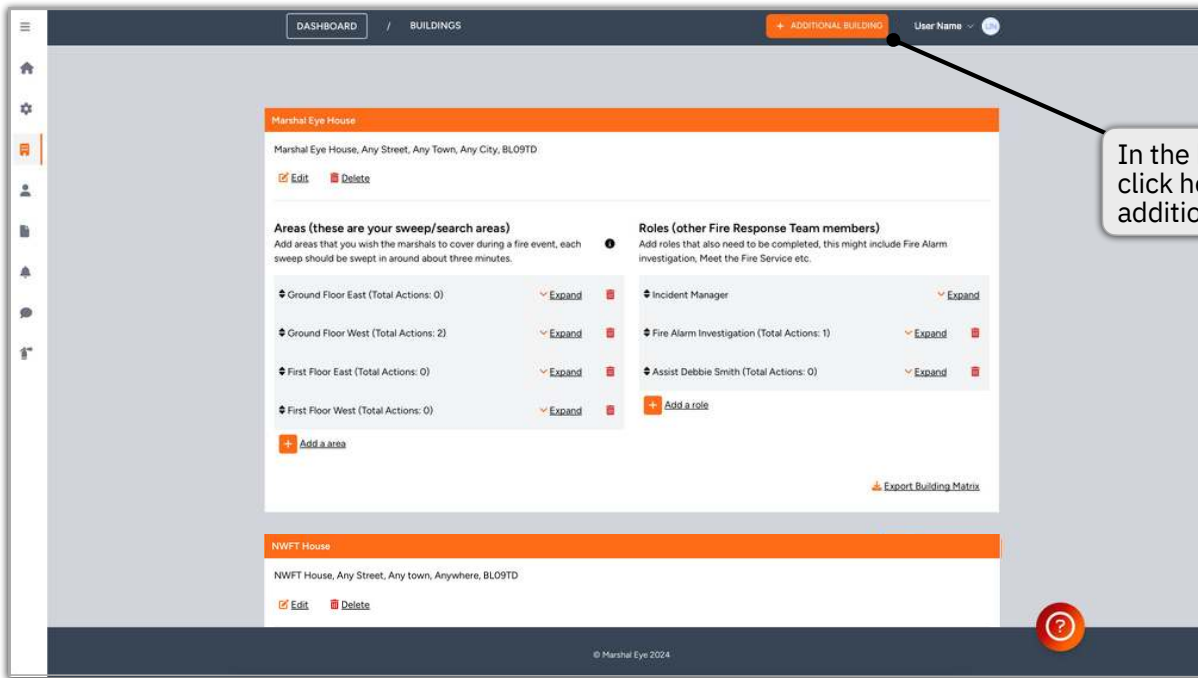
Listen to example alert sounds that will emit from each users phone/tablet when this incident type is started.



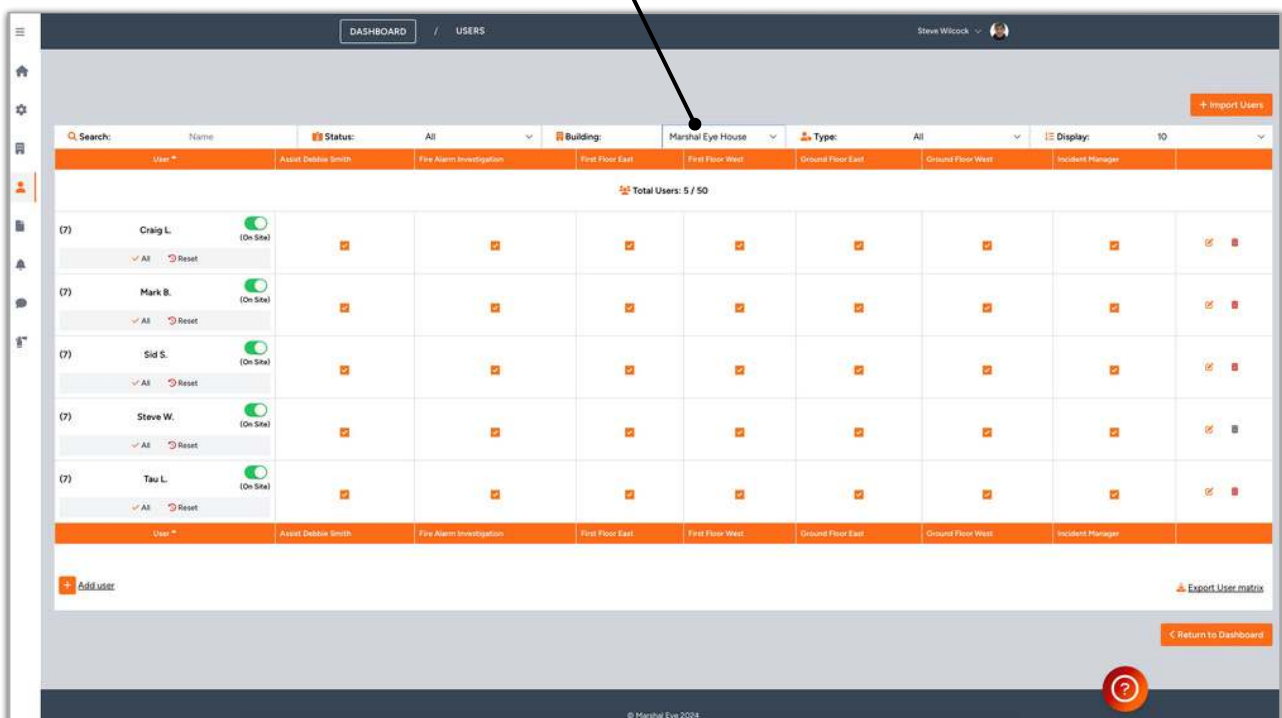
Add Additional Building

If you are a multi-building site, you can add additional buildings. Please note staff can only be assigned tasks in one building (if an evacuation involves all sub buildings within the site, then you would set the app up as one group).

Your new building will be displayed below the original building you can add Areas and Roles in exactly the same way. Incidents would run independently of each other in each building.

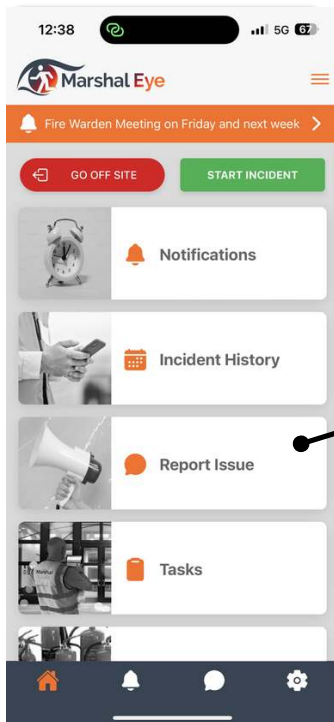


In the users screen, you can use the drop down menu to look at your other buildings. For multi-building sites, you can add people to different buildings remembering that users can only be assigned duties in one of the buildings.



Report an Issue Function

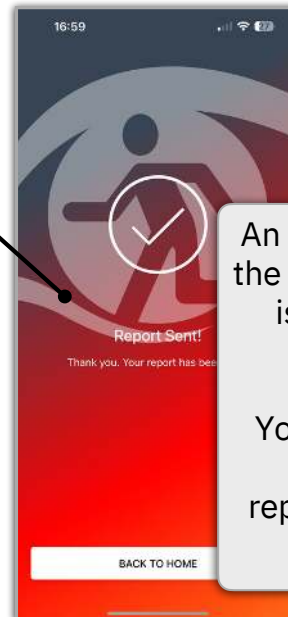
All app users have the option to report any health and safety concerns by a simple click of a button, this will create really good evidence of diligence around the site.



Type out the identified issue, for example, a defective fire door or combustible materials in a staircase enclosure.

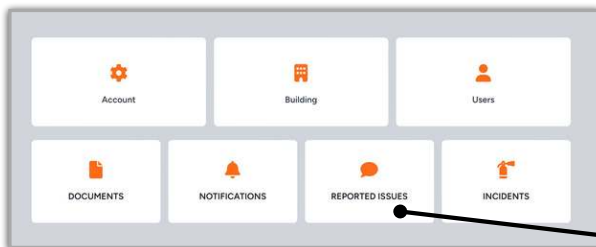
A picture can be taken or uploaded from the users library.

Click 'send message'

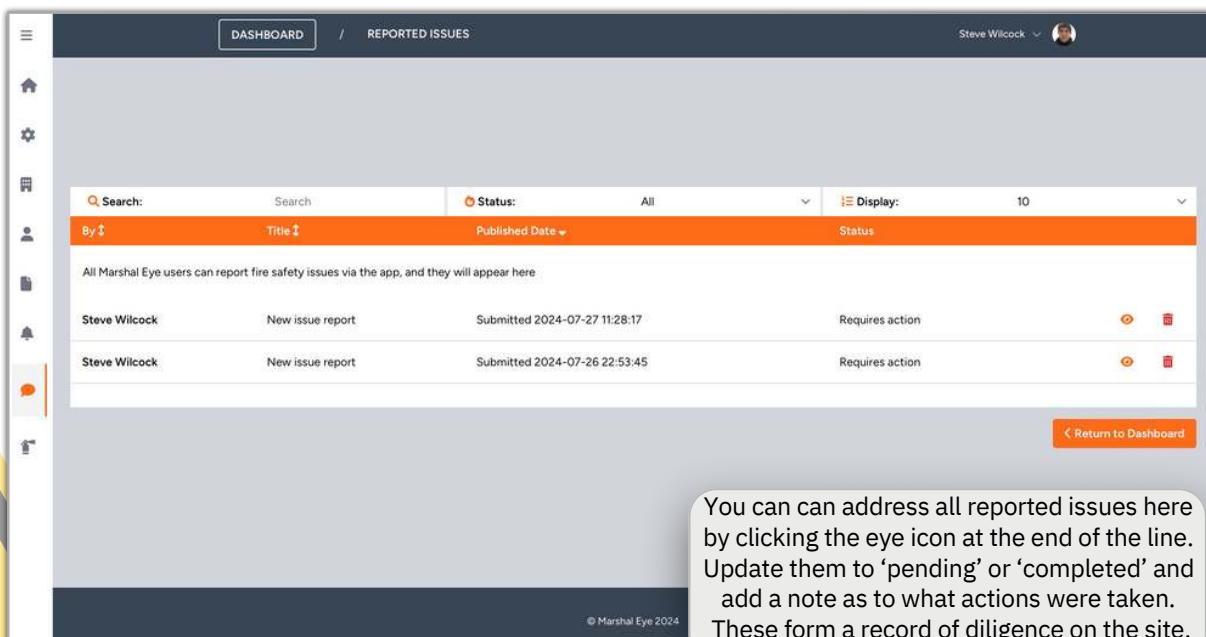


An email will be sent to the person reporting the issue for their own record.

You can elect to have any user receive reported issues within the user profile.



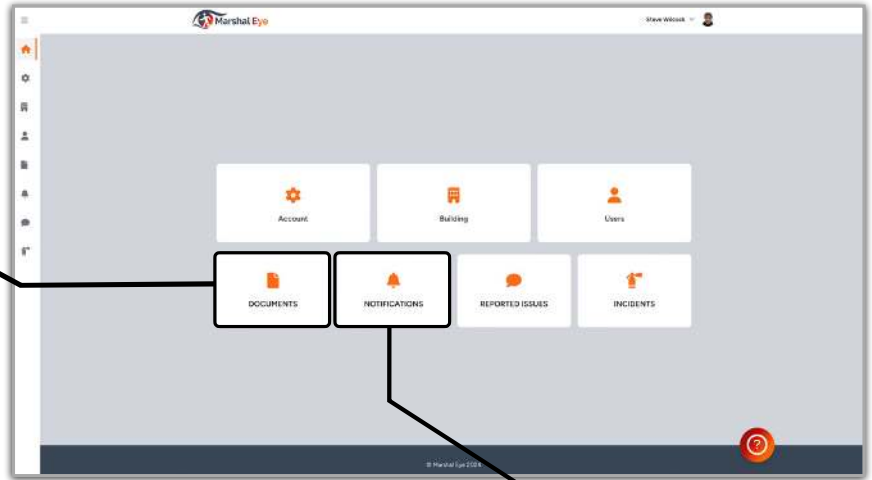
Reported issues are accessed in the dashboard.



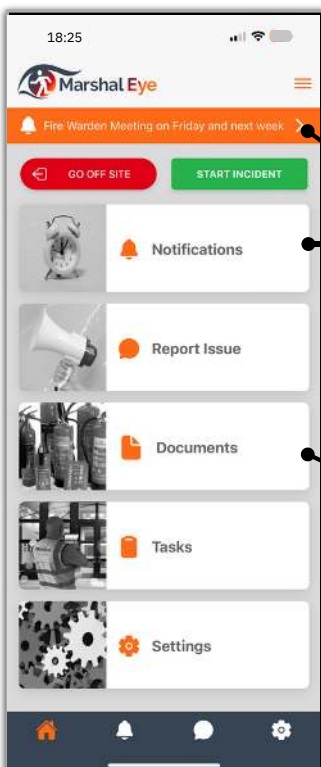
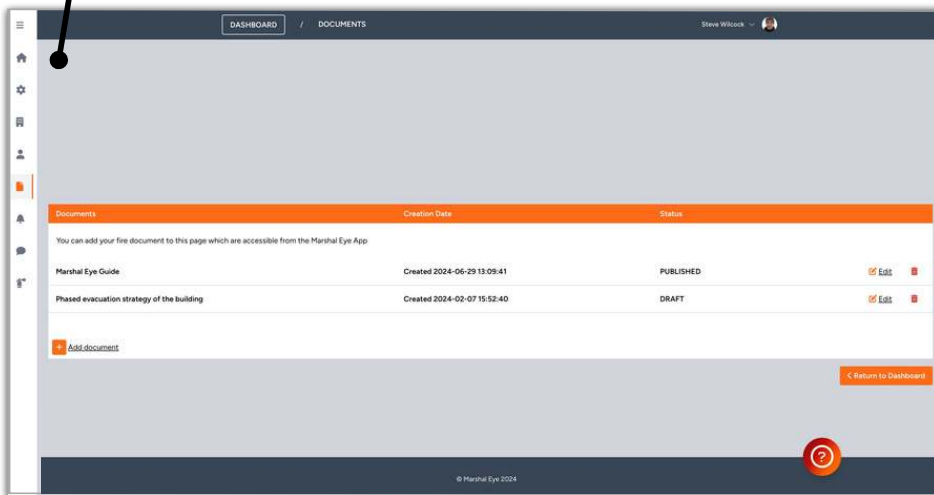
You can address all reported issues here by clicking the eye icon at the end of the line. Update them to 'pending' or 'completed' and add a note as to what actions were taken. These form a record of diligence on the site.

Fire Safety Documents & Notifications

Fire Safety documents and media files can be loaded into the dashboard for your staff to access. You should click the tile 'Documents.'

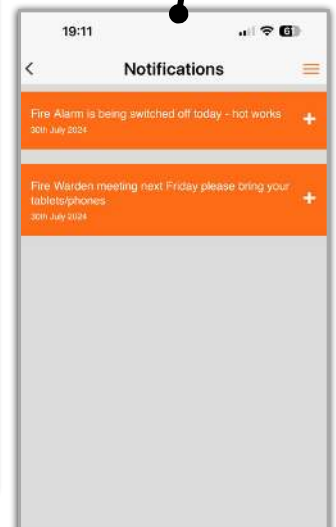


Notifications are a simple means of communicating with your team about anything you think they should know about.



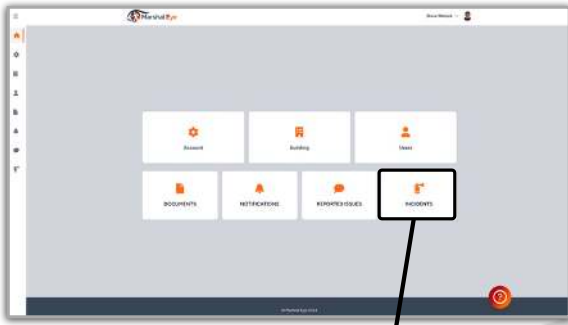
The latest notification is always displayed in the top orange bar, you can click the main bar to access the body text.

You have options to publish PDF documents or media files, they will be located here.

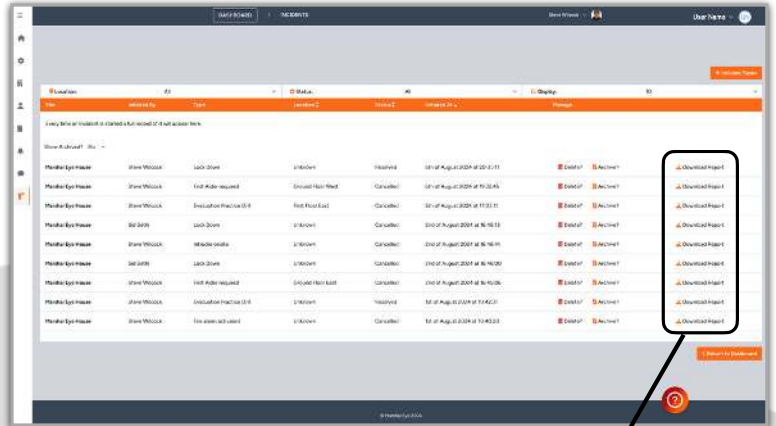


Notifications Screen
Click the + to view the full notification.

Accessing Your Incident Reports



If you click here you will be able to access your previous incidents.



Previous incidents will have already been emailed out to your chosen users. You can access them and print them here, you can use the performance report as evidence of compliance for evacuation drills.

Incident Report

Site: **NWFT House**
 Date: **Fri 19 Apr 2024**
 Initial incident type: **Fire Alarm activation**
 Incident Manager: **Vicky White**

Initiated by: **Vicky White**
 Time: **11:28:34**
 Reported location: **Unknown**

Performance

From initiation to confirm evacuation is required **00:01:31**

Time for all Tasks to be claimed **00:02:17**

From decision to evacuate to complete all Area Sweeps **00:03:17**

Outcome

Incident concluded time **Fri 19 Apr 2024 - 11:35:45**

Incident Closed or Cancelled by Vicky White

Report Summary:
 Water has got into a detector head in the basement, everyone can return to previous duties, I'm going to close the incident

Total duration of Marshal Eye live event: **0:07:11**

Your top sheet is a summary performance report

Your further sheets have the granular data in them. This will allow you to see exactly who did what and when. You will be able to evaluate your incidents, debrief your team and assess performance.

Incident Report

Incident report summary of site NWFT House on 12th of March 2024 at 20:31:04

Initiated by Ste Wilcock and was located on Unknown

Type: Fire Alarm activation

Sent by	Sent at
System	Ste Wilcock has started an incident. Reason Fire Alarm activation. Location Unknown
Ste Wilcock	Hi guys, anyone know whats happening
Keth Hadley	theres a definite smell near the server room
Ste Wilcock	I'll start an Evac off
System	Ste Wilcock has started an evacuation.
System	Ste Wilcock has claimed the task: Ground Floor East
System	Ste Wilcock has completed the action: Pick up Fire Service info pack
System	Ste Wilcock has completed the action: Pick up Roll Call
System	Ste Wilcock has completed the task: Ground Floor East
System	Keth Hadley has claimed the role: Investigate the fire Alarm
System	Vicky White has claimed the task: Ground Floor West
System	Ste Wilcock has claimed the role: Provide assistance to Debbie Smith
System	Ste Wilcock has rejected the role: Provide assistance to Debbie Smith - I am going to assume incident manager role
System	Ste Wilcock has claimed the role: Incident Manager
System	Keth Hadley has completed the task: Investigate the fire Alarm
System	Vicky White has completed the task: Ground Floor West
System	Vicky White has claimed the task: First Floor West



Marshal Eye

Tips Page



During an incident, users will only be presented with tasks they have been assigned. They will not see any other roles or sweep areas.



If you have a low resilience warning, you can quickly check boxes against other users to ensure that tasks are presented to more users, to ensure nothing is forgotten.



Consider a 'walk through' fire drill to test your response without disrupting the organisation. You can set up an incident type on the 'create incident' page, call it 'Fire Drill' and add a sound to notify users when you are starting. This will mean you can test your Fire response with a walkthrough drill without the Fire Alarm being activated. This is an excellent way of testing procedures.

Remember you should still carry out a full evacuation drill once a year.



When the Incident Manager role is claimed, the screen background will change to grey as a reminder that red tasks cannot be claimed from here as it is an overview of the entire incident and the progress being made.

If you have a person that has mobility issues, you can create a role to provide assistance, upload the persons PEEP and where they can be located. The person claiming the role can monitor the live messaging.



Create a new building for an event, you could call it 'School Trip' and create incident types such as 'Missing Child' or 'First Aider' required. You can add specific users who are going on the trip.

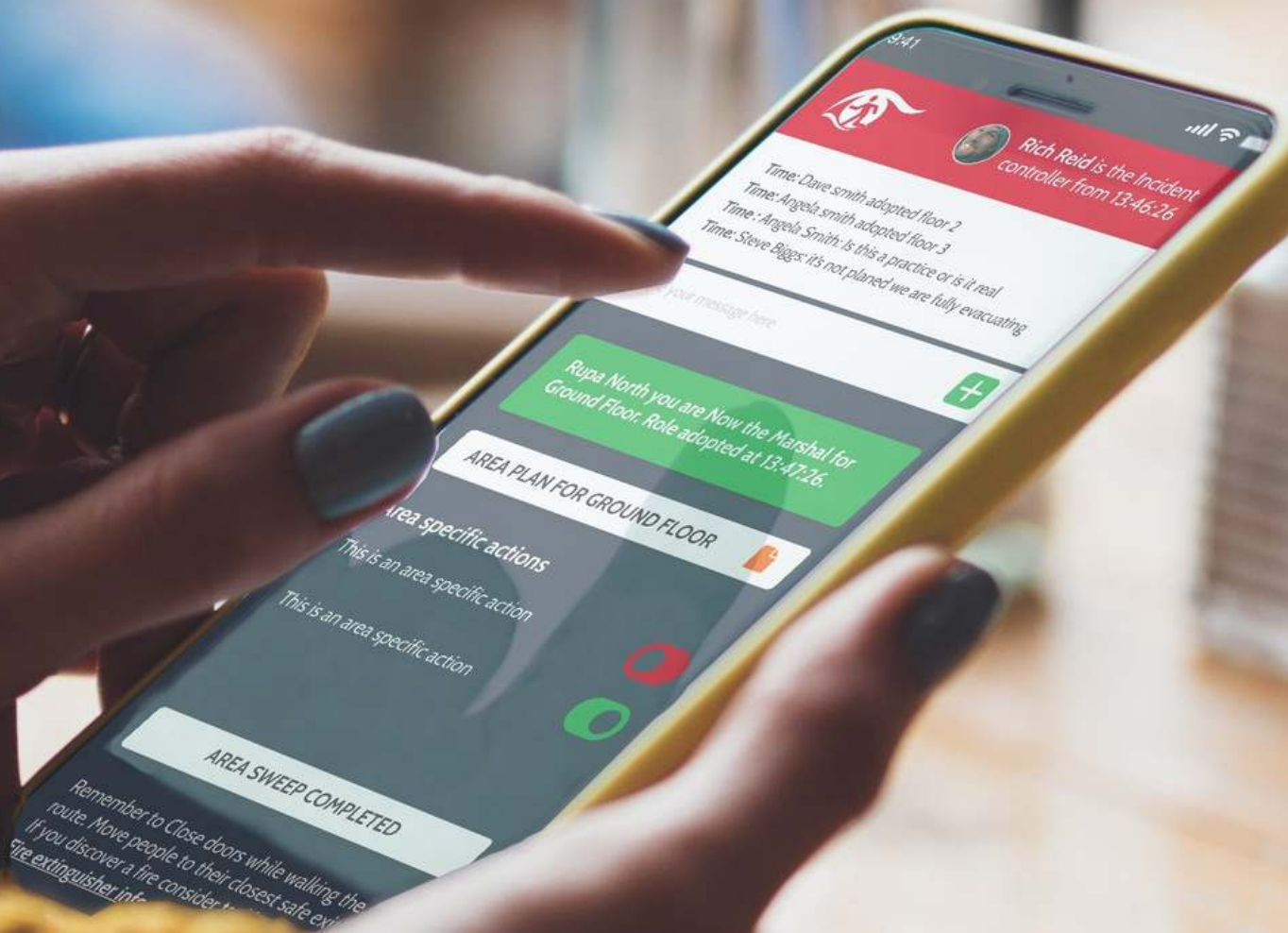
You can quickly find information in your PDF report.



Use the Incident report as a certificate of proof you have carried out your fire drills



Part 2 - App User Guide

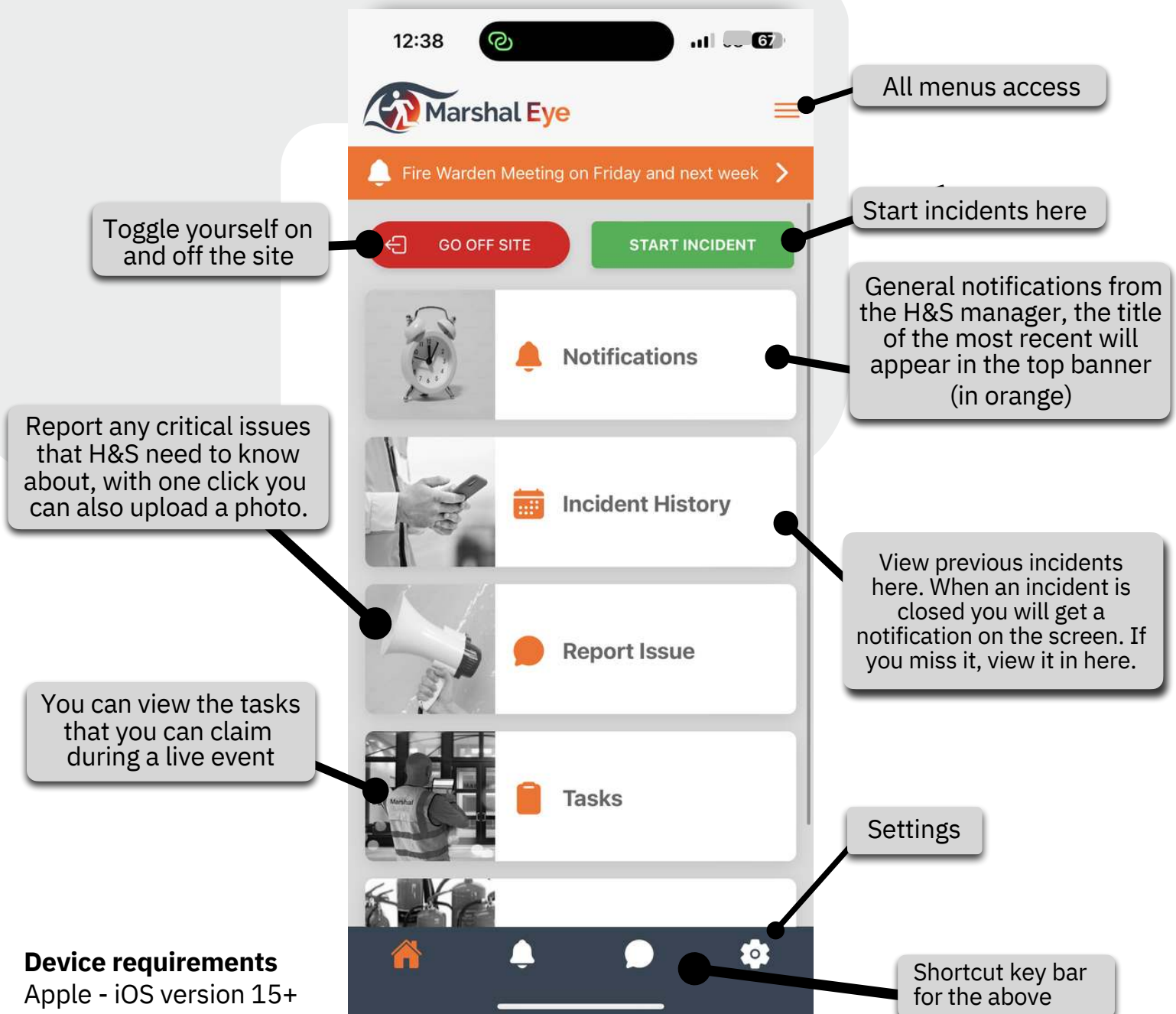


Home Screen

Welcome to Marshal Eye, the modern way of managing incidents in your workplace. We have designed Marshal Eye to be really simple and intuitive so it will always be easy to use when you open the App.

As a user, your administrator should have already created the different tasks and incident types specific to your building. You will be assigned certain tasks that can be claimed during an emergency event.

Anatomy of the Home screen



Device requirements

Apple - iOS version 15+

Android - version 10+

Space required 50 mb to install

Tasks Screen

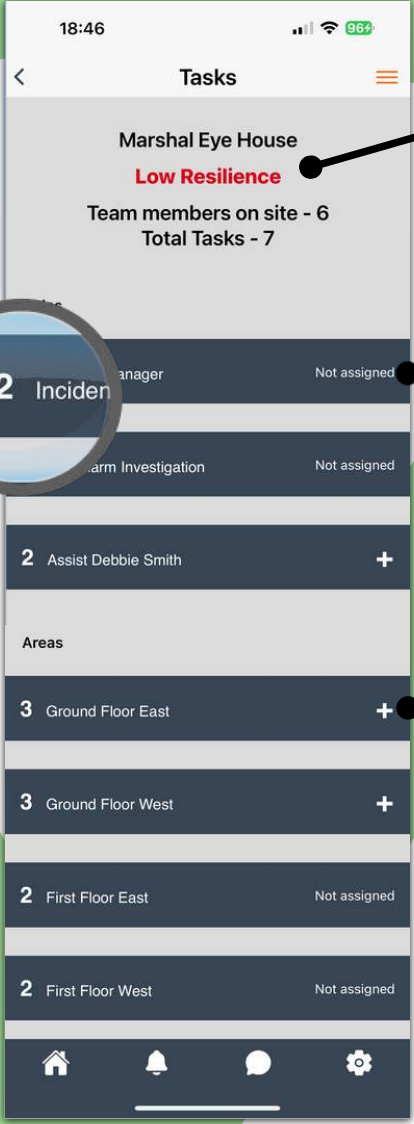
The Tasks Screen is a daily screen that shows all the Roles and Area sweeps that have been created for the building. This is also a window on your resilience if an incident was to happen, you will only be presented with tasks assigned to you during a live event.



By clicking tasks, you can view all the roles that you have been assigned to.

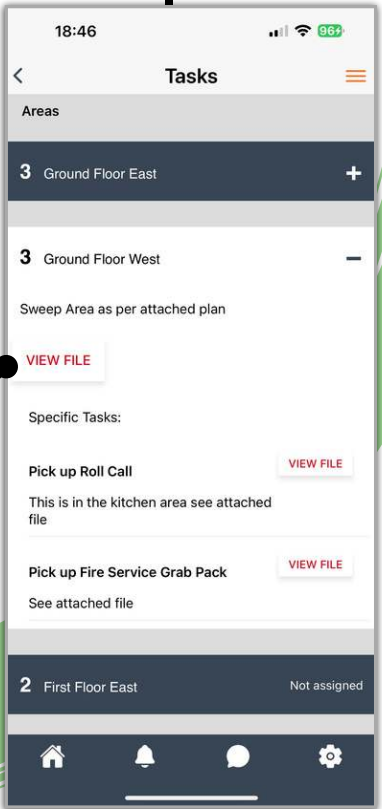
If there are more tasks than people to complete them you will get a red low resilience warning.

These tasks will not appear for you to claim during a live event.



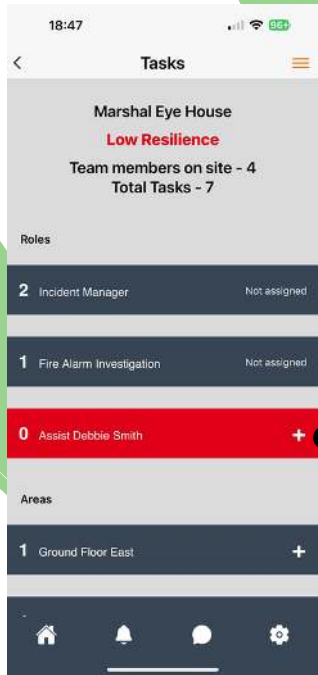
The number on the left indicates how many people are currently in the building that can claim this particular task. If an incident was to start

If you are assigned a task, you will be able to claim this during a live event, you can click the plus arrow to open up the information you will be presented with.



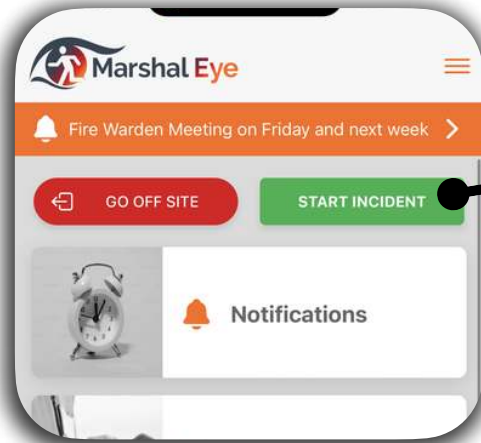
This allows you to familiarise yourself with what you would be required to do, if you selected this Task

If there is no one available for a task it will highlight in red



Start an Incident

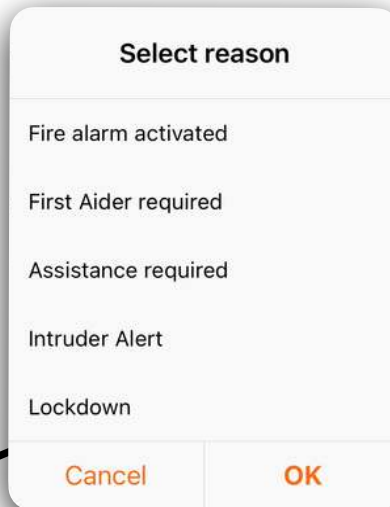
Marshal Eye is designed for fire response. However, it can be used to alert staff to other critical events. This might include first aider required, to instigate a lock down in a school, intruder alert, or any critical event. Your health and safety manager can create as many incident types specific to your environment these will appear in the 'select reason' list when starting an incident.



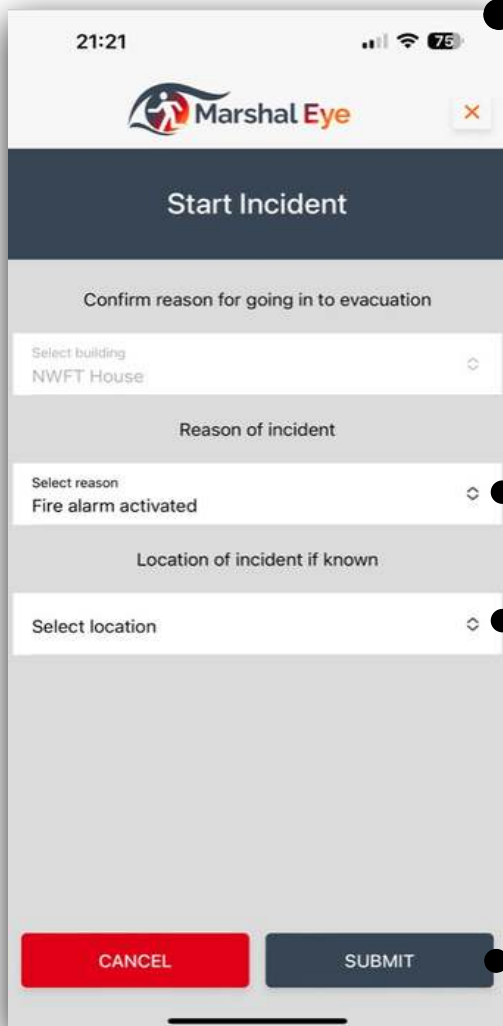
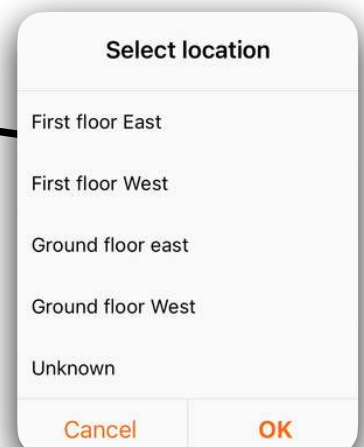
Any user can click 'Start Incident' from the home screen.

This will then open the start incident screen.

Select the reason.



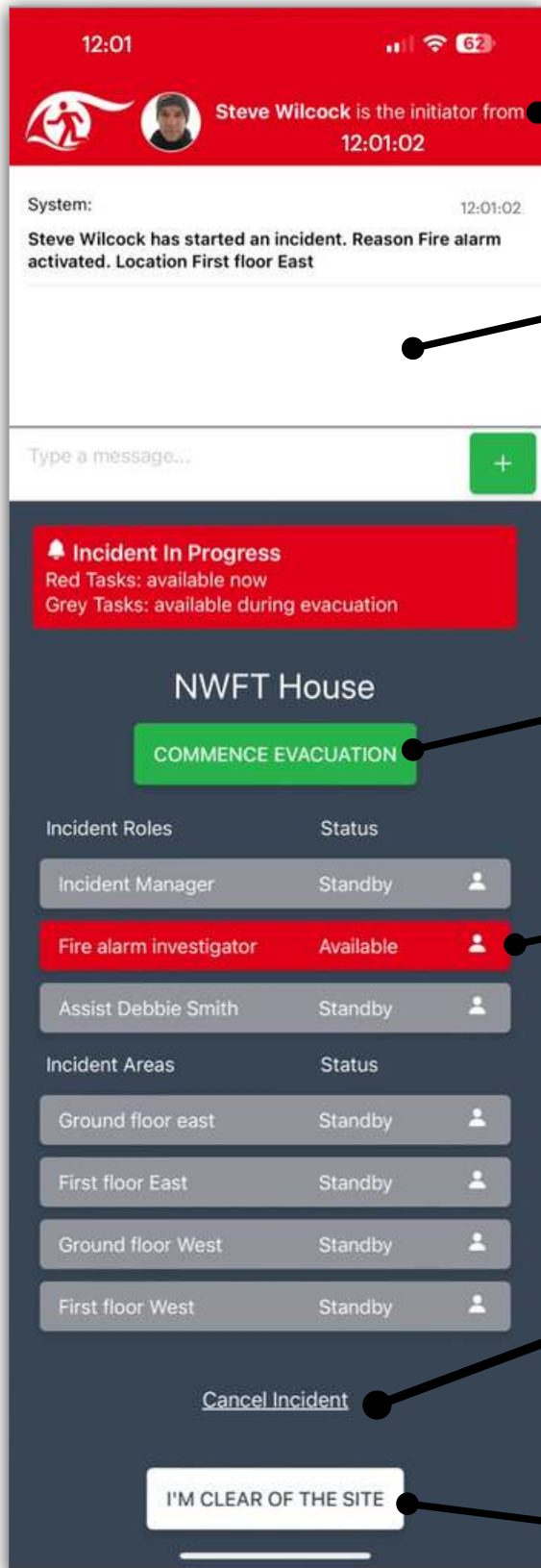
Select the location of incident.



Click submit, and every user will be in the live event screen.

Live Event Screen

If you open Marshal Eye and an event has already started, you will be immediately in 'live screen.'



Whoever initiates the incident will appear here

Use live chat to establish what is happening in the building with your whole team. If it is a First Aider required you can use Marshal Eye to source a piece of equipment. This could be a defibrillator or you may just need immediate assistance. For fire events, you can instigate an evacuation or stand everyone down if the issue is identified.

Commence evacuation will make all tasks turn red, making them all claimable.

At this stage, tasks remain grey. The administrator can set any task to be claimable immediately (prior to commencing an evacuation) such as fire alarm investigation by checking a box in the admin screen.

An incident can be cancelled by anyone if it is decided not to progress with an evacuation. The person cancelling the incident will be recorded in the PDF incident report.

You can declare yourself clear of the site which will time stamp on the log.

Completing a task

You will now have access to all relevant information to complete this task. It might be instructions on where to sweep, it could be a Personal Emergency Evacuation Plan for a wheelchair user, where to take them etc. Admin can add any information they wish from operation of the fire panel, to the location of key to open access gates for the fire service.

12:02 62

Steve Wilcock is the initiator from 12:01:02

Craig Little: 12:02:34
There's strong burning smell on the ground floor

Tau Lee: 12:02:43
We need to evacuate

System: 12:02:51
Steve Wilcock has started an evacuation.

Type a message... +

Tau Lee you have claimed the task Ground Floor West Sweep Area as per attached plan

[VIEW FILE](#)

Specific Task Actions

Pick up Roll Call
This is in the kitchen area see attached file

[VIEW FILE](#)

Pick up Fire Service Grab Pack
See attached file

[VIEW FILE](#)

COMPLETE TASK

[REJECT INCIDENT TASK](#)

Remember to close doors while walking the route. Move people to their closest safe exit. If you discover a fire consider tackling. [Fire extinguisher info](#)

The green box confirms you have digitally claimed this task. Your admin may have added additional notes, here it details you should sweep as per attached plan.

All attached files for sub tasks are viewable by clicking the button

Roll Call location

Blue Folder Behind Contractors sign in desk

Once outside take to Incident Manager

Done api.marshall-eye.com

Ground Floor West

Sweep Green Area
Close all doors while sweeping
Direct occupants to closest safe exit and on to the assembly point at:
North Car Park

Sub tasks may also have been added. When you complete them you can toggle the button which will time stamp on the performance report.

Once you have completed your task, hit complete and you will be placed back into the selection screen. This will enable you to pick up another task if resilience is low.

If you are unable to complete the task, you can reject it, you will be required to type the reason why. This will appear on the log. The task will go to back to red for someone else to claim. You may reject it to handover to someone.

Pick up Fire Service information pack

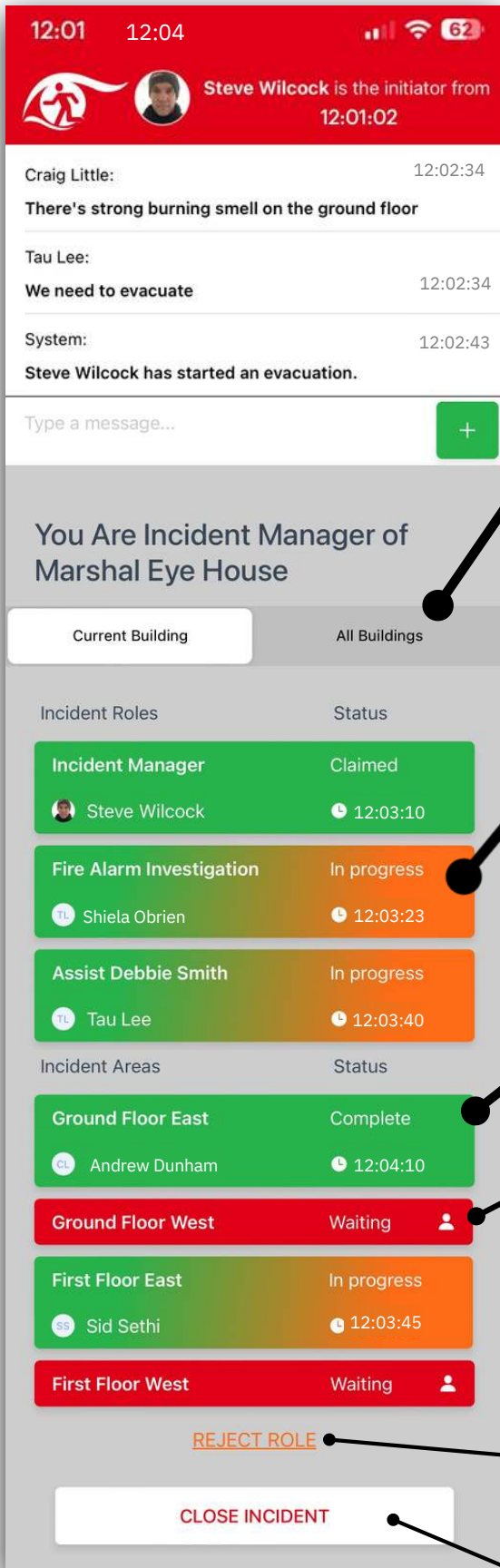
Located in the main reception in the left hand cupboard

Fire Pack

You can access extinguisher information here

Incident Manager Screen

The Incident Manager screen will give an overview of the entire incident. Note: The grey background acts as a reminder to the incident manager they are not in a selection screen, they cannot claim red tasks from here.



If your admin has set up additional buildings, the incident manager can click to see if there are any incidents in progress, this would only be a top line info and is useful for multi occupied buildings.



Tasks in progress



Tasks completed

Tasks unclaimed

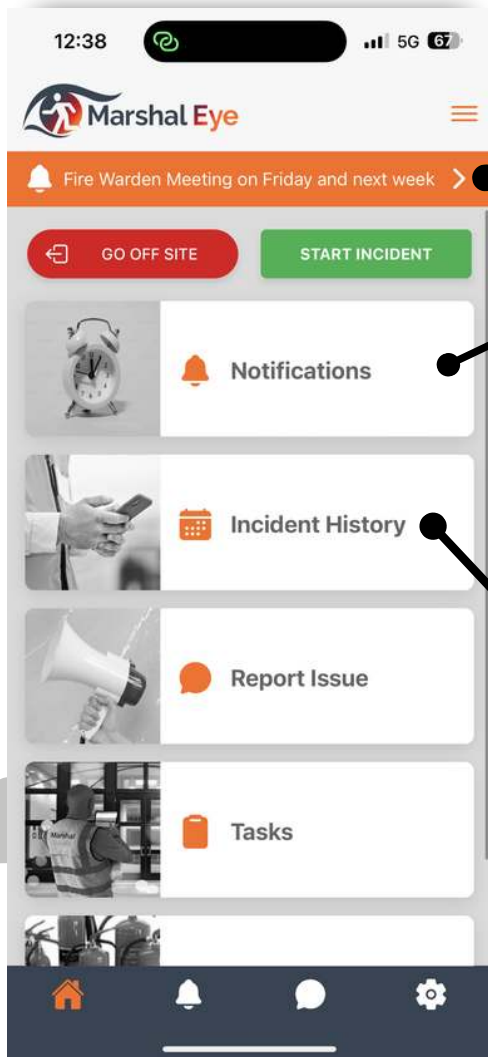


The incident manager role, like any other tasks, can be rejected. This will put the role available for another claimant. This would be for handing over if you wanted a more senior person to take charge or if you were going off duty mid way through an ongoing incident.

You can close an incident here, this will notify every other user with a pop up window.

Notifications and Incident History

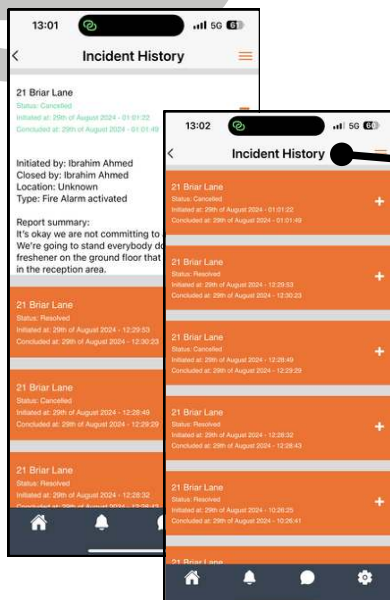
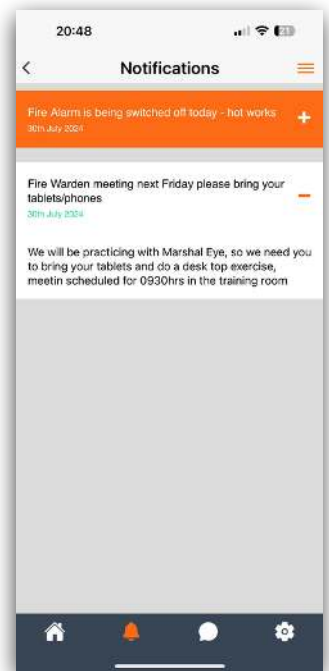
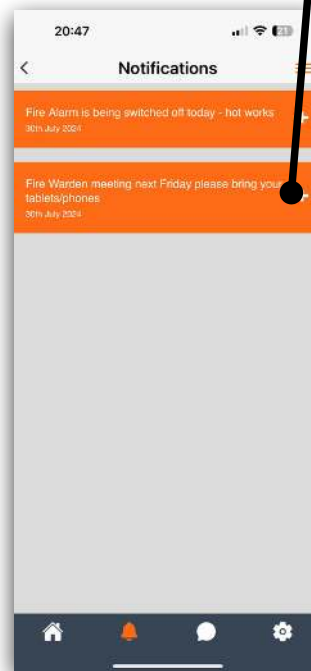
The administrator can send notifications to all users from the dashboard this could be information about an upcoming fire drill, or anything that the response team would need to be notified about.



The latest notification will be displayed here

Click here to open notifications screen

You can expand any notification to read the content by click the plus arrow

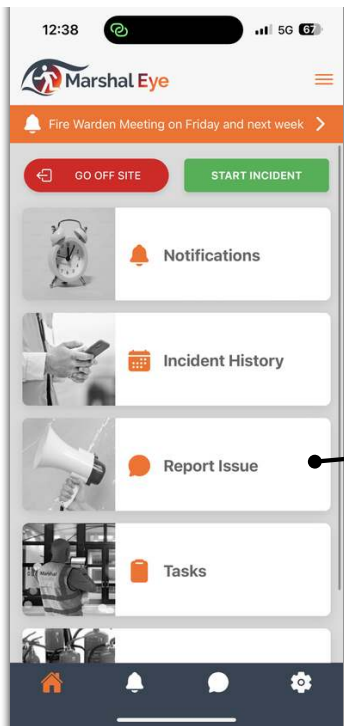


Any App user can access previous incidents here and the reason the incident was closed. Admin can archive them in the dashboard to remove them from the app.

Report an Issue

All employees have a responsibility to ensure the workplace is safe. The 'Report an Issue' function allows users to quickly create a record of any matter they are concerned about. This could be anything that is causing concern from unauthorised storage in an escape route, a fire door that is repeatedly wedged open, evidence of smoking taking place in an unauthorised area or even a faulty fire alarm panel etc.

When you report an issue it will be recorded in the admin dashboard, it will form a record that the matter has been raised. The organisation can then act on it, this will create a record which will evidence a diligent approach in maintaining a safe environment.

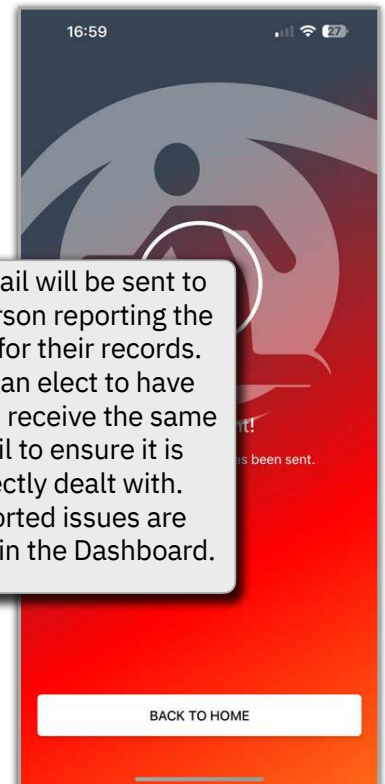


Type out the identified issue eg: a defective fire door, or combustible materials in a staircase enclosure

A picture can be taken or uploaded from the users library

Click 'send message'

An email will be sent to the person reporting the issue for their records. You can elect to have anyone receive the same email to ensure it is correctly dealt with. Reported issues are stored in the Dashboard.



Once the 'Send Message' button has been pressed, the person reporting the issue will receive an email. Anyone nominated by Admin to receive reported issues will also get the email.

This will now form a time and date stamped record of the the matter. Admin can update the record to 'pending' or 'complete' and add notes in the admin dashboard

Troubleshooting

Users experience a problem logging in - you may have exceeded the number of users, you should update the plan, or the plan has expired. Speak to your admin to check

Users that have been invited but not received the email- They should check their junk/spam file.

If the email is lost- A fresh invite can be sent from the 'Users Screen' in the admin dashboard, your admin should go into the profile of the user and click "Send password reset email".

In the the unlikely event the App freezes or crashes- The User can shut down the app completely and re open it. The reboot will remedy the problem.

If the App is slow to update- This might be an issue with your mobile signal strength/Wifi.

Areas or Roles not displaying on the phone/tablet for a user during a live event - Your admin may not have assigned you any tasks, only the tasks you have been assigned will appear during a live event.

You can't log in to the desktop - Only one person can access the dashboard on the web browser (for security reasons), you may have allocated someone else to have access while you were off work or leave, they will have to reappoint you.

Please email info@marshal-eye.com if there are any issues so we can provide you with support.

System Requirements

Devices Apple - iOS version 15+
Android - Version 10+
Space required 50 mb to install

Access to data The devices will run off your signal and seamlessly transfer to WIFI, if your device is using or likely to transfer to WIFI you may need to speak to your I.T. support to allow access to the domain sockets.thinkeq.co.uk on port 6001 on your firewall, you may also need to white list this domain.

<https://api.marshal-eye.com>

Date usage Marshal Eye overall uses no data when inactive, it is anticipated it will use less than 5 MB (approximately) for incidents when using chat but it depends on the total chat messages being sent and received from the API as well as screen updates. The app uses very little data for push notifications, however it would use more data if files/links are opened for uploaded supporting files. If there are large files you will use more data to open them so it does depend on your file size, these will be sweep plans etc. The app will use incremental data if a profile image is uploaded and also when the 'Report an Issue' feature has been used with a picture attachment. The attachment size depends on the size and quality of the file. The app uses just a few Kilobytes when retrieving data from API requests to update screen.



Marshal Eye



info@marshal-eye.com

0161 738 1424