



Documentation

F24 Crisis Management Tool
in FACT24 ultimate PLUS
F24 TrustCase Business Messenger App

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F24 Crisis Management Tool in FACT24 ultimate PLUS

FACT24 ultimate PLUS

The F24 Crisis Management Tool is a real-time information tool. The clearly structured tool provides support, particularly in situations where rapid action, decision-making and smooth execution of specific processes are of paramount importance.

You can use the tool to perform actions such as activating the alarms you have saved in FACT24 and tracking alarm progress in real time. In addition, the tool provides a simultaneous overview of multiple key areas and their progress, and allows you to intervene where necessary.

The tool's components – known as “widgets” – are displayed on your dashboard in individual windows. They include your saved alarms in FACT24, the Online Monitor, your contacts, and your rooms for direct person-to-person communication.

F24 Crisis Management Tool: Functions

The F24 Crisis Management Tool allows you to:

- activate and monitor stored alarm scenarios
- communicate using end-to-end encryption. This also applies to TrustCase, F24's business messenger app
- work together virtually and share files, documents and text messages
- create and assign tasks, including custom response options and file attachments (enhanced Task Management functionality will be added in future, draw up task lists and activate them in a crisis. A detailed status overview of all tasks enables progress to be documented)
- integrate external information sources (social media channels, European weather warnings etc.)
- view a multimedia log including all room-based messages, tasks and

documents

- configure and save custom dashboards with an array of alerting and crisis management widgets
- activate location-based alarms

F24 Crisis Management Tool in 11 languages

The F24 Crisis Management Tool is available in 11 languages. To change the language, click the globe icon on the right and select your preferred language.

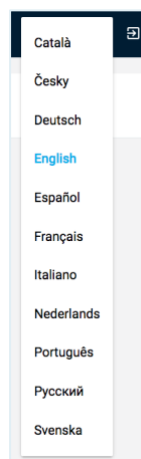


Fig. 01: Language selection box

Accessing the F24 Crisis Management Tool

Use this Web address to access the F24 Crisis Management Tool:

<https://cmd.fact24.com/#/login>

In case the main domain should not be available, you can access the following **backup domain**:

<https://cmd2.fact24.com>

Note: If you are a Crisis Manager, you can use the tool to convene your crisis management team quickly and easily. Open your notification message in FACT24 and simply enter the Web address of the F24 Crisis Management Tool. The notified crisis management team members can then use the Web address to log directly into the tool.

To log in, use the **Web login** or enter your **email address** in the F24 Crisis Management Tool. The login option you choose depends on how you plan to use the F24 Crisis Management Tool.

Web login is recommended if you plan to use the TrustCase secure messaging app. This method automatically displays your content from the TrustCase app in the F24 Crisis Management Tool.

Email address login is recommended if you only plan to use the tool on your PC (and not in the TrustCase app).

Web Login tab

You can only use the **Web login** if the TrustCase app is already installed on your smartphone. The app is available for iOS and Android and can be downloaded free of charge from the corresponding app stores.

After installation, open the TrustCase app. From the menu in the left sidebar, select **FACT24 -> Web Login Crisis Mgmt.Tool**. A QR code window now opens. Scan the code using TrustCase.

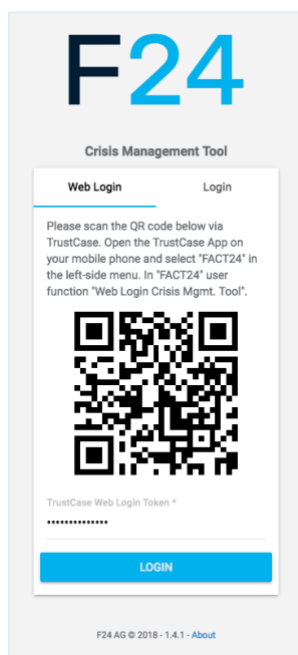


Fig. 02: Web login

Your 6-digit Web login code is displayed. Enter this Web login code in the box directly under the QR code and tap **LOGIN**. The start page of the F24 Crisis Management Tool opens.

Login tab

Choose this login method if you are using FACT24 on your computer and do not require smartphone interaction.

Click **CREATE NEW PROFILE**. Enter your email address, then enter a password in the boxes provided.

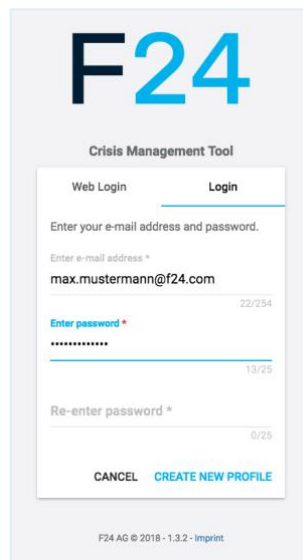


Fig. 03: Create new profile

If you have already created a profile for your email address, enter this email address and your password in the boxes provided, then click **LOGIN**.

The start page of the F24 Crisis Management Tool now opens.

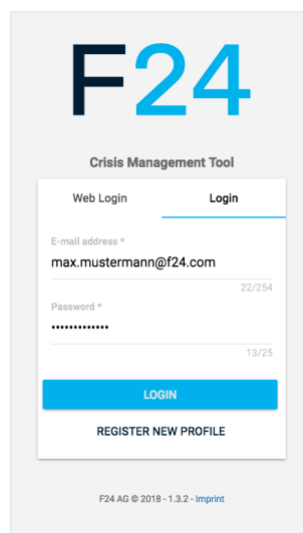


Fig. 04: Login using email address

Profile settings

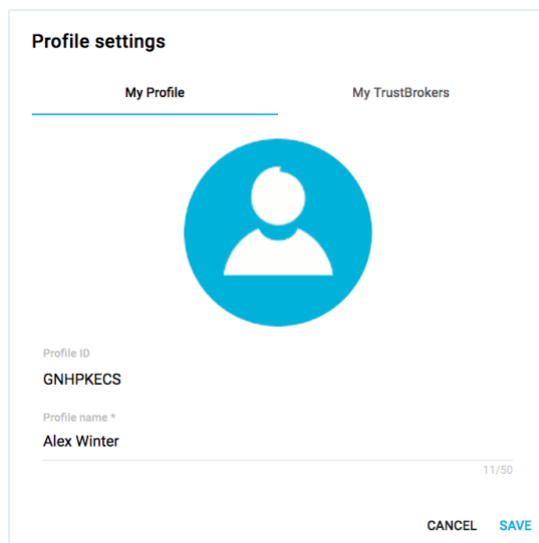


Fig. 05: Profile settings

Enter a name for your profile in the **Profile name** box. Your **Profile ID** is generated automatically and displayed. Now upload your profile and click **SAVE** to save your settings.

Save your displayed TrustBrokers by clicking the **SAVE** button next to **My TrustBrokers**.

Creating a new dashboard

The names of your existing dashboards are shown on the left of the **Dashboards** menu.

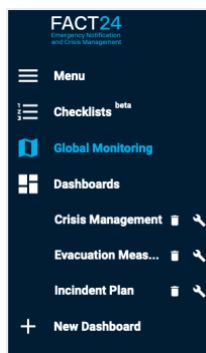


Fig. 06: Dashboards

To create a new dashboard, click **New Dashboard**.

The following window opens:

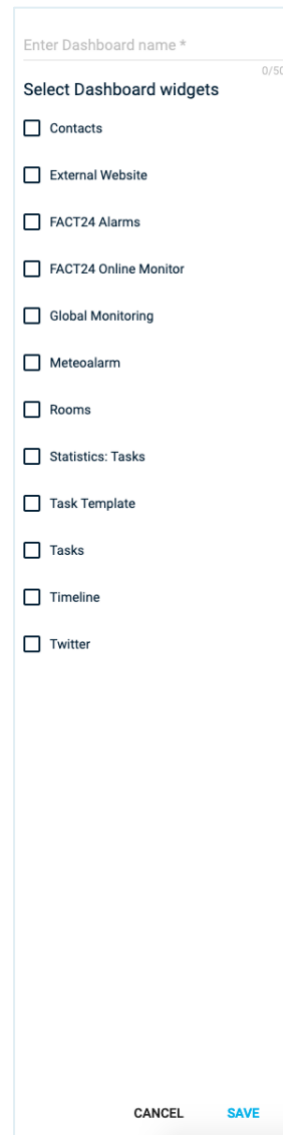


Fig. 07: Create new dashboard

Enter a name for your new dashboard in the **Dashboard name** box.

Then add your preferred widgets to your new dashboard by clicking them in the list.

Widgets are individual elements or functions of the app. They are displayed in separate windows on the dashboard.

The following widgets are available:

Tasks
Task templates
Timeline
External websites
FACT24 Alarms
FACT24 Online Monitor
Global Monitoring
Contacts
Metealarm
Rooms
Statistics: Tasks
Twitter

Now click **SAVE** to save your settings.

Displaying widgets on your dashboard

Your new dashboard displays all your chosen widgets at a glance in separate windows. Click and hold the mouse to drag any window from the upper window to the desired position. The positions of the other windows are automatically adjusted. Each window can be enlarged or reduced horizontally and vertically by clicking the small tick mark at bottom right.

Linking your dashboard to your FACT24 account

When you first register for the F24 Crisis Management Tool, the following three widgets appear when you create your new dashboard:

Tasks
Contacts
Rooms

You need to link your dashboard with your F24 account to display more widgets. When you do this, data you have already saved on FACT24 are displayed in your dashboard. The visibility of the data depends on your roles as a FACT24 user. For example, if your role includes authorisation to activate alarms (Roles 7 to 10; see Roles in FACT24), the alarms you have saved in FACT24 are displayed on the dashboard and can be activated from there.

To link the dashboard to your FACT24 account, click the **cogwheel icon** at top right, then **FACT24 Account**.

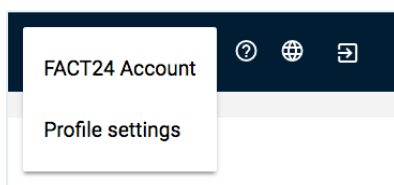


Fig. 08: Linking to FACT24

A new window opens. Enter your **user name** and **password** in the boxes provided, then click **SAVE** to create the link with FACT24.

Fig. 09: FACT24 user data

Widgets: Individual widgets in detail

FACT24 Alarms

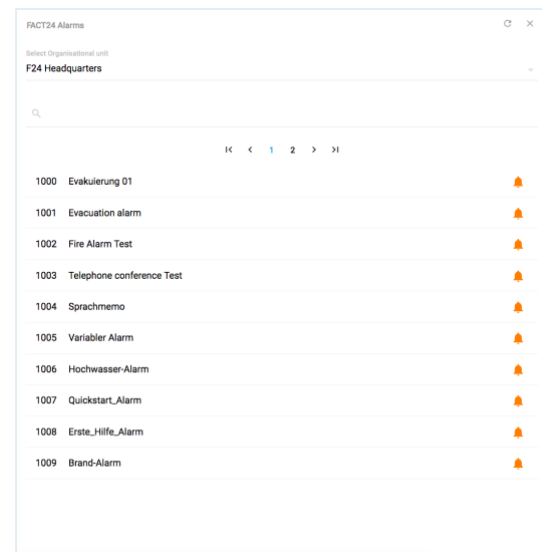


Fig. 10: FACT24 alarms

This widget enables you to view and activate all the alarms you have saved in FACT24. Click **Select organisational unit** to open a pull-down menu of organisational units, and select the unit you require.

All alarms assigned to your selected unit are shown. To activate an alarm, click the **alarm bell icon** on the right of the alarm.

Use the Search function (magnifying glass icon at top left) to search for a specific alarm, entering the alarm number or name. You can use the arrow buttons **< >** to browse the list of alarms.

FACT24 Online Monitor

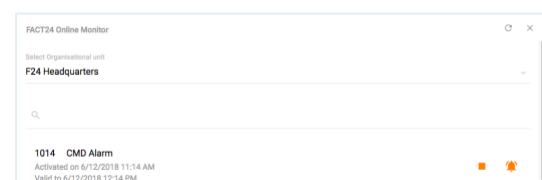


Fig. 11: FACT24 Online Monitor

When an alarm is activated in FACT24, use the **FACT24 Online Monitor** widget to track the alarm in real time and view all the relevant actions, status reports and results. To display the activated alarm, your dashboard must be linked with your FACT24 account (see Linking your dashboard to your FACT24 account).



To display the desired alarm, open the **Select organisational unit** box and select the unit to which the alarm is assigned. The following information is displayed: alarm **number**, alarm **name**, **time** activated, and **remaining time** of activation. You can stop an activated alarm at any time by clicking the **stop icon** . Click the **alarm bell icon**  to open a detailed overview of the activated alarm.



Fig. 12: Details of the activated alarm

When you use the **FACT24 Alarms** widget to activate an alarm, you can make changes to the following categories before activation: **Message**, **Groups** and **Persons**



Fig. 13: Alarm activation

To activate the alarm, click the **Activate alarm** button.

Contacts

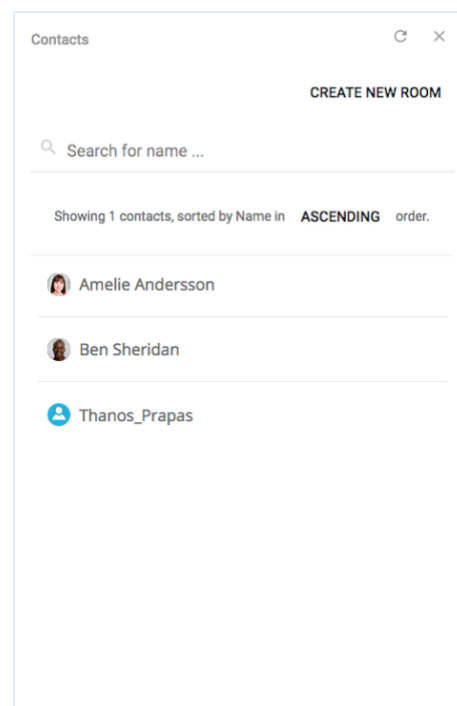


Fig. 14: Saved contacts

The **Contacts** widget enables you to view the names of all the persons saved in your TrustCase app under Contacts and who belong to a TrustCircle. Use the Search box (magnifying glass icon) to search for specific contacts. Enter the name of the contact. As you enter the letters, the auto suggest function filters results with increasing accuracy.

Depending on your Web browser, it may be necessary to refresh the page view to display newly added contacts in the list. To refresh, click the circular arrow icon in the top bar or the F5 button on your keyboard.

You also have the option of creating a new room (see Creating a new room and adding contacts) by clicking the **CREATE NEW ROOM** button.

Rooms

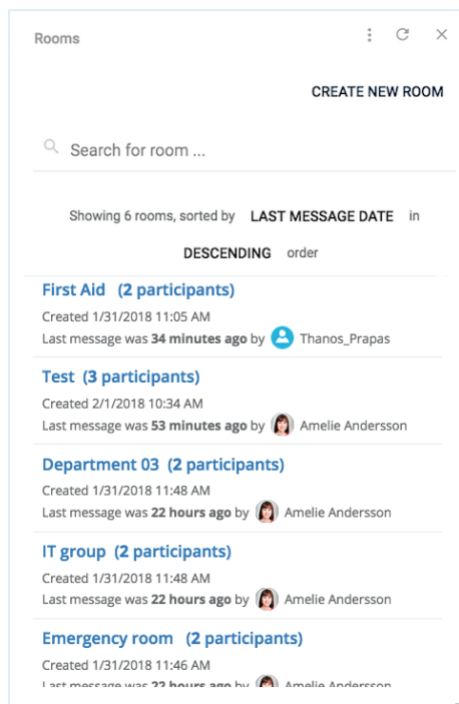


Fig. 15: List of rooms already created

Communication with your contacts is end-to-end encrypted and takes place in protected rooms which you create and name yourself. This widget displays all the rooms you have already created, as well as rooms you have created in the TrustCase app. However, these rooms are only displayed after Web login to the F24 Crisis Management Tool is completed (see “Web login” tab). Use the Search box (magnifying glass icon) to search for specific rooms.

Click a room name to open the room and continue communication there.

Depending on your Web browser, it may sometimes be necessary to refresh the page view.

Creating a new room and adding contacts

To create a new room, open the **Rooms** widget and click **CREATE NEW ROOM**. Then enter a name for the new room in the **Room name** box and add your desired participants (TrustCase app contacts) by clicking the corresponding checkboxes. Alternatively, you can use the Search function to find participants. Enter the name of the contact. As you enter the letters, the auto suggest function filters results with increasing accuracy.

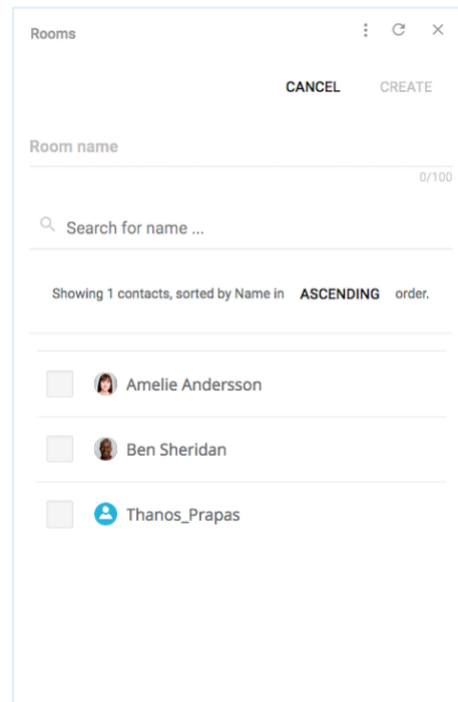


Fig. 16: Create new room

Now click **CREATE** to save your data. The newly created room opens.

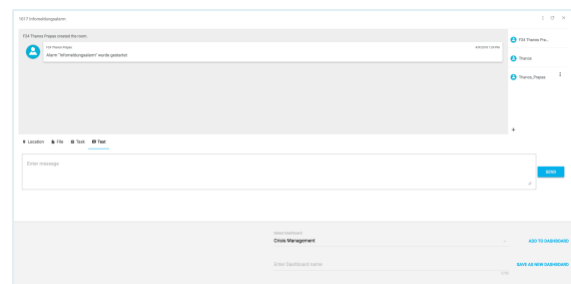


Fig. 17: Newly created room

The names of the participants assigned to this room are shown at top right.

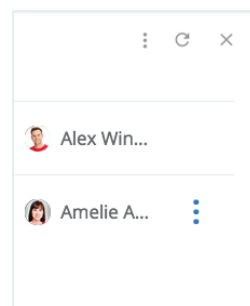


Fig. 18: Participants in the room

You can use the **three dots icon** next to the participants' names to send a task to a participant (see Create new task) or remove a participant from the room.

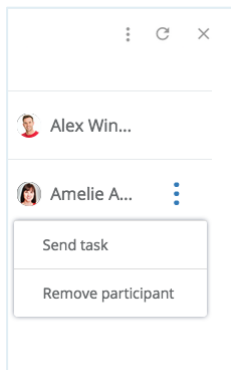


Fig. 19: Send task / Remove participant

You can also invite other participants to join a specific room at any time. To do this, click the **three dots icon** at the top right of the bar, then **Invite participants**.

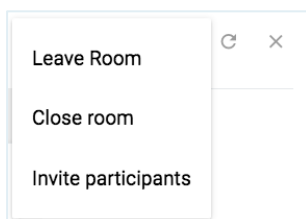


Fig. 20: Invite participants to join a room (01)

A new window opens. Now select the participants you wish to invite to the room, then click **INVITE**.

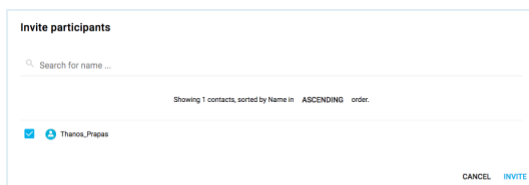


Fig. 21: Invite participants to join a room (02)

Actions in a room

In the lower area of an opened room, you have the option of performing the following actions:

- Share **location**
- Upload **file**
- Send **task**
- Send **text** (message)

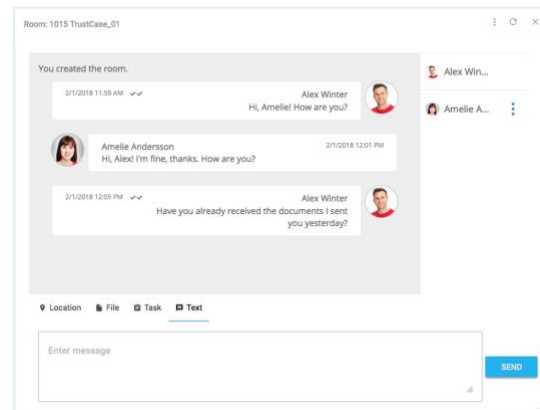


Fig. 22: Actions in a room

You can also use drag and drop to move a file or message to a room from a different window or send it.

Adding a room to a dashboard or saving separately

You can add a newly created room to an existing dashboard or save it in a new dashboard. To do this, use the buttons at bottom right:

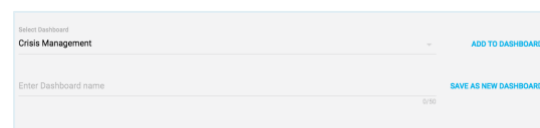


Fig. 23: Adding a room to a dashboard or saving separately

To add a room, select the desired dashboard from the top row above the input box on the left, then click **ADD TO DASHBOARD**.

To save separately, enter a name for the new dashboard in the input box on the left of the bottom row, then click **SAVE AS NEW DASHBOARD**.

Tasks

This widget displays a list of all existing tasks, categorised as **Open**, **Done** and **Overdue**. The bar displays a summary of tasks expressed as percentages.

Use the Search box (magnifying glass icon) to search for specific tasks. The search supports alphanumeric entries. As you enter the letters/numbers, the auto suggest function filters results with increasing accuracy.

Use the **CREATE NEW TASK** button to create a new task (see Create new task).

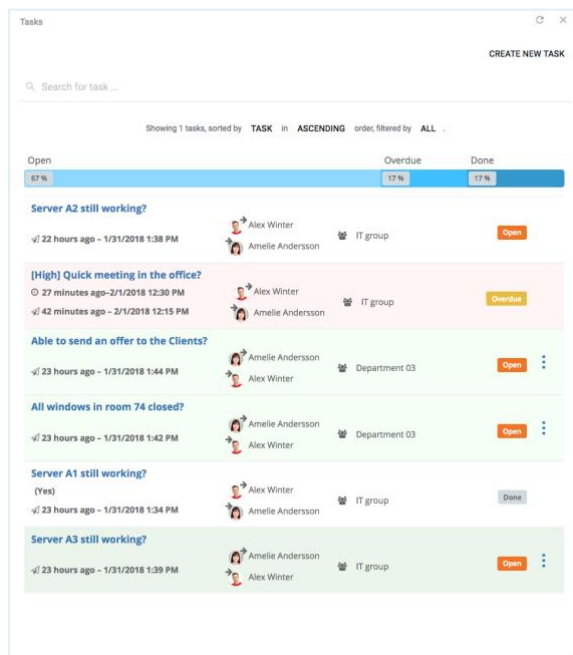


Fig. 24: Task categories

Creating a new task

Please note that you must create and save your contacts and rooms before you create a new task. In the **Tasks** window, use the **CREATE NEW TASK** button to create a new task.

The following window opens:

Fig. 25: Create new task

Enter a name for your new task in the **Subject** line. In the following lines, click the arrows to open a pull-down menu for each line, set the **Assignee** and **Priority** for the task, and select the **Room** to which the assignee is assigned.

Set the **Due date** of a task in the appropriate fields.

Fig. 26: Due date

Click the field on the right to select **Minute**, **Hour** or **Day**. Enter the desired number of minutes, hours or days until the task is due in the field on the left.

You can deactivate the task due date function if your task has no time limit. To do so, click the black circle next to **Due date** to close the Due date field.

If required, you can add an attachment (e.g. an image, file etc.) to the task by clicking **Attachments**.

Under **Response options**, you can send the assignee a default Yes or No, or add a further customised response. Enter your new response option in the box and click the + button on the right. To delete a response option, click the X to the right of the option you wish to delete.

Then click **SEND** to send the task directly to the assignee.

Task templates

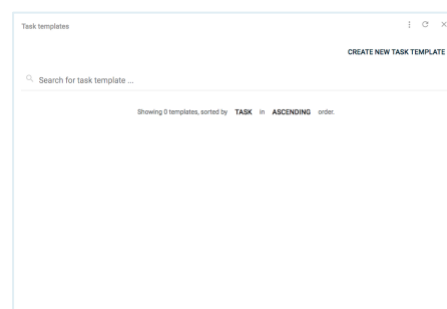
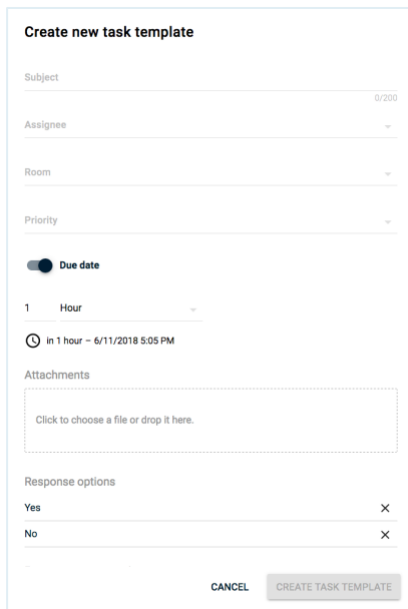


Fig. 27: Task templates

This widget allows you to create tasks for sending later. They are shown as saved task templates in the list.

Use the **CREATE NEW TASK TEMPLATE** button, to create a new task template.

The following window opens:



Create new task template

Subject 9/200

Assignee v

Room v

Priority v

☒ Due date

1 Hour v

🕒 in 1 hour - 6/11/2018 5:05 PM

Attachments

Click to choose a file or drop it here.

Response options

Yes x

No x

CANCEL CREATE TASK TEMPLATE

Fig. 28: Create new task template

Create a new task template using the same procedure as creating a new task (see Creating a new task).

Statistics: Tasks

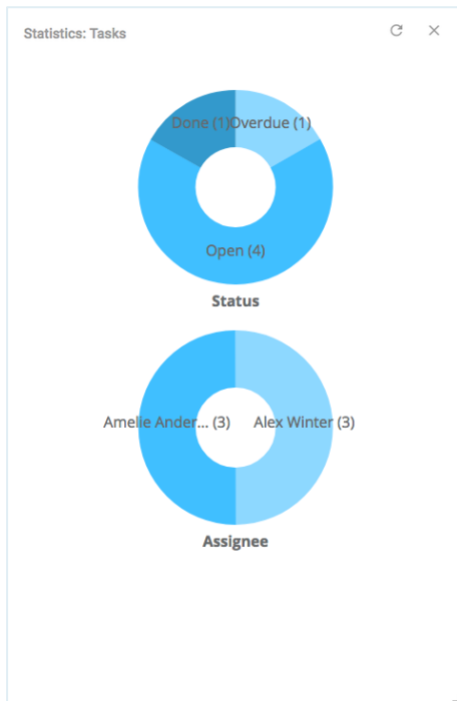


Fig. 29: Task statistics

Task statistics are shown in the form of two diagrams:

The **Status** diagram shows information on the processing status of the tasks you have sent and classifies them as **Done**, **Open** and

Overdue (followed by the number of tasks in each category in brackets).

The differently coloured arcs have different lengths corresponding to the number of tasks in each category.

The assignees of the various tasks are shown in the **Assignee** diagram. The differently coloured arcs have different lengths corresponding to the total number of tasks received by each assignee; the precise number is shown in brackets.

Timeline

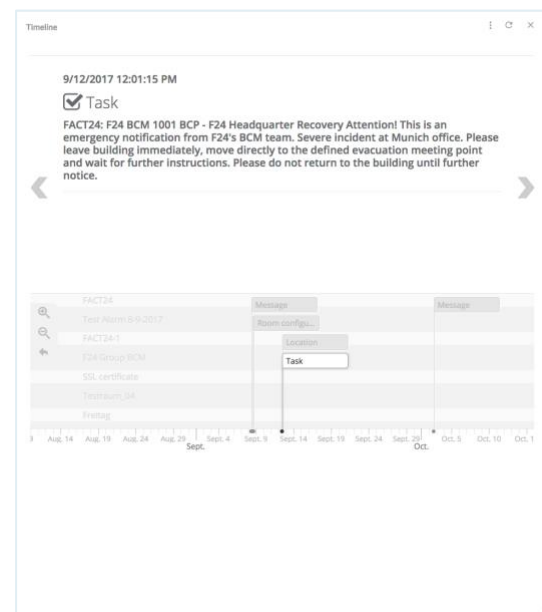


Fig. 30: Timeline

The Timeline documents the progress of all ongoing events and processes.

The start of an event is shown by a dot flagging the corresponding date (month and day) on the Timeline at the bottom of the screen.

The name or description of the event is shown in the clickable field flagging the date. Click this field to see detailed information about the event. Use the arrows **<** **>** on the right and left side of the screen to scroll forward and back through the events.

Alternatively, scroll by clicking anywhere in the Event area, holding the mouse button and moving left or right. This will help you find the desired result faster.

Click the **three dot** icon at the top right of the window to download and print out the Timeline in PDF format.



Fig. 31: Download the Timeline

Meteoalarm

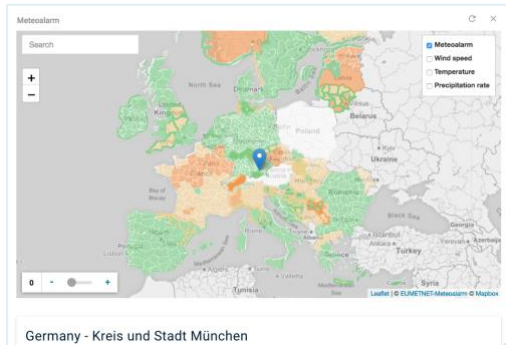


Fig. 32: Meteoalarm for Europe

Poor or hazardous weather conditions are classic reasons for activating an alarm. You can use the meteorological data in the map to keep current European weather conditions in view. You can activate an alarm to warn of impending bad weather or a natural disaster, or to give the all-clear if weather conditions improve.

Use the **Search** box at top left to search for a specific location on the map. The search result is marked with a blue pin. Use the **+** and **–** buttons directly under the Search box to zoom in and out of the map. You can also add the following weather details to the map view: **Wind speed, Temperature, Precipitation rate**

To add weather details, click the map symbol at top right and then click the checkboxes for the weather details you wish to view. The weather map display changes accordingly.

Click the small tick symbol at bottom right to open a window showing weather information for your chosen location. Click the link shown to obtain detailed weather information.

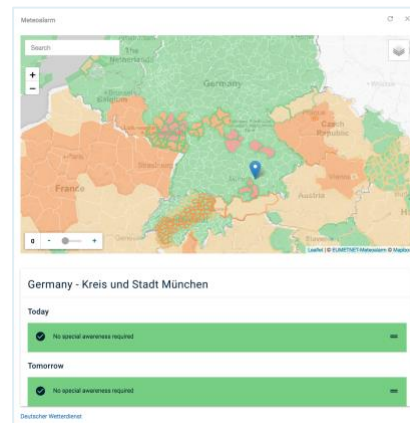


Fig. 33: Meteoalarm for a specific location

You can display weather trends for wind speed, temperature and precipitation on the map at 3-hourly intervals.

To change the weather trend intervals in the white bar at bottom left, click the **+** button (information for the following three hours) or **–** button (information for the previous three hours).



Fig. 34: Change map view

External websites

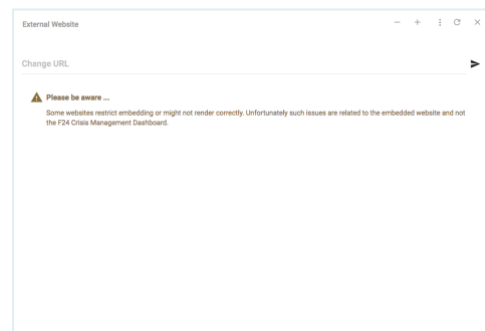


Fig. 35: External websites

This function adds any external websites which you regard as useful sources of information in connection with your alarms, and displays them.

Display of external websites depends on your browser. If you have difficulties displaying a website, try using a different browser.

Twitter



Fig. 36: Twitter

Social media often provide up-to-the-minute information on the progress of specific events, and may even be ahead of official news media.

Monitoring relevant tweets is recommended if your ongoing alarms are based on events of this kind (e.g. natural disaster, terrorist attacks, bomb threats etc.). This will keep you up to date with developments and enable you to take appropriate action where necessary by sending interim status reports, all-clear reports etc.

Global Monitoring

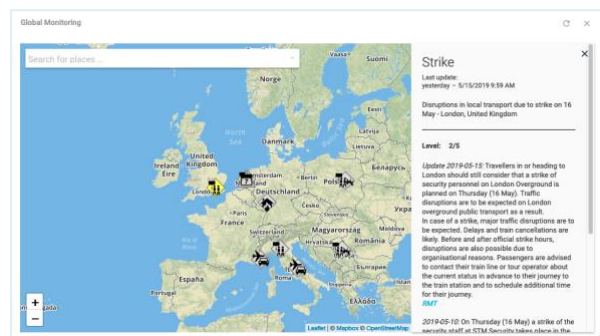


Fig. 37: Global Monitoring provides information on critical events

The **Global Monitoring** widget can be used under the following conditions:

- The **A3M Global Monitoring** module has been booked and activated for your F24 Crisis Management Tool.
- Your administrator has granted you authorisation to use **A3M Global Monitoring** (Role 15 in FACT24).

The **Global Monitoring** widget is the compact version of the **A3M Global Monitoring** module. It offers a few standard functions. The widget provides a rapid overview of current critical events such as threats, attacks, strikes, critical weather conditions and other dangerous situations.

The world map shows various icons, each of which represents one event. To see details of a specific event, click the appropriate icon. A text box displaying information opens on the right. Use the sidebar on the far right of the text box to scroll down longer texts. Close the text box by clicking the x at top right.

Click and hold the left mouse button (drag and drop) to move the map around in the desired direction. Double-click to zoom into the map, or use the plus and minus signs at the bottom left of the widget to zoom in and out.

The integrated search function enables you to search for a specific place on the map.

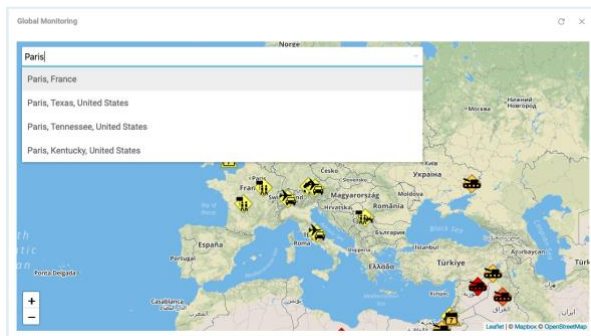


Fig. 38: Global Monitoring – search function

Enter the name of the desired place in the box at top left. The search results auto-complete to display options as you type. Click to select the correct place from the dropdown list of auto-completed suggestions and skip automatically to the desired location.

The section on **A3M Global Monitoring** contains more details about the module.

Checklists

The **Checklists** feature enables you to create lists of tasks for a specific case. You can compile a list of the required measures and actions as to-dos and work through them systematically. A specific timeframe can be assigned for the completion of each to-do task.

Opening the “Checklists” menu item

The **Checklists** feature is currently available as a beta version. Further functions will be added to the program successively and can be used in later program versions. The **Checklists** user interface is currently only available in English.

To open the menu item, click **Checklists** in the menu area on the left.

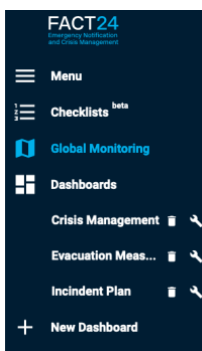


Fig. 39: Menu item “Checklists”

Categorising checklists

Checklists can be classified into three categories, shown at the top left of the page.

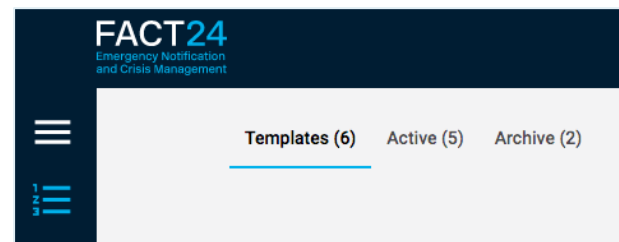


Fig. 40: Categorising checklists

Templates:

First create your new checklist as a **template**.

Active:

When you activate a template in a case (incident or crisis), it is automatically saved as an active checklist under **Active**.

Archive:

You can file completed checklists in the **Archive**.

The number of checklists for each area is shown in brackets after each category name.

Creating a new checklist (template)

Before you create a checklist, decide which Organisational Unit the checklist is for.

To do this, click the first entry field at the top of the page (see blue arrow).

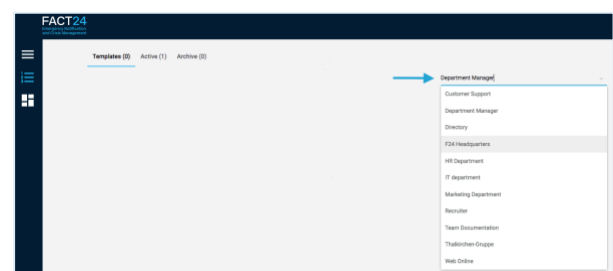


Fig. 41: Selecting the Organisational Unit

A pull-down menu opens, showing the Organisational Units already saved in FACT24 and for which you have authorisation to create checklists.

Now select the desired organisational unit.

To create a checklist, click the plus sign in the blue circle at the bottom right of the page.

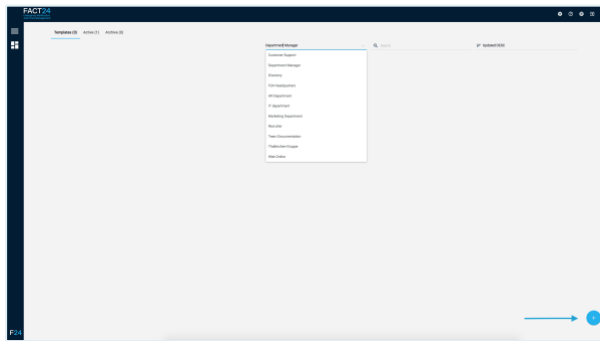


Fig. 42: Creating a checklist – the plus sign

The following window opens:

Fig. 43: Giving your checklist a title

Enter a title for your new checklist under **Title**, then click **CREATE** to save the list. The newly created checklist opens:

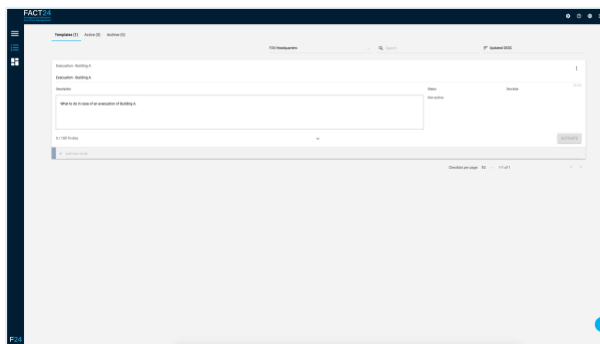


Fig. 44: Newly created checklist

You can enter a description of the new checklist or further information under **Description**.

Your entry is automatically saved when you leave the edit field.

Fig. 45: Adding a description to your checklist

Use the search function at the top right of the page to search for the title of an existing checklist.

Fig. 46: Search function

Enter the title of the checklist in the entry field. If the title comprises several words, you can enter any part of the title; for example, when searching for a checklist entitled “Office Protection” you can search for “Office” or “Protection”. The search results auto-complete to display options as you type.

For more information see section Sort and search functions.

Creating a to-do in a checklist

You can create various to-dos in a checklist. A to-do is a task to be finished within a predefined timeframe. Up to 100 to-dos can be created per checklist. To create a to-do, proceed as follows:

Click the field **+ Add new to-do**.

Fig. 47: Creating a to-do

Enter a name for your new to-do, then save the to-do by clicking the plus sign or the Enter key on your keyboard. Click the small arrow directly underneath the list to open and close the to-do list at any time.

To-dos are listed in their order of creation, with the most recent shown last.

Fig. 48: List of existing to-dos

You can change the order of existing to-dos at any time.

To do so, click the two-bar icon next to the to-do that you wish to move, and drag and drop the to-do to its new position.

To delete an existing to-do, click the dustbin icon on the left of the to-do title.

Use **Select time** to define the **due date** of a to-do. To do so, click **Select time** and then click the field on the right to select **Minute**, **Hour** or **Day**. Enter the desired number of minutes, hours or days until the task is due in the field on the left.

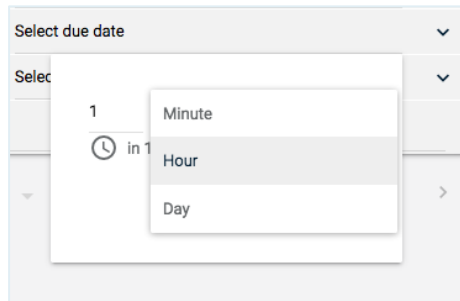


Fig. 49: Defining the due date for a to-do

Click **SUBMIT** to save the due date of the to-do.

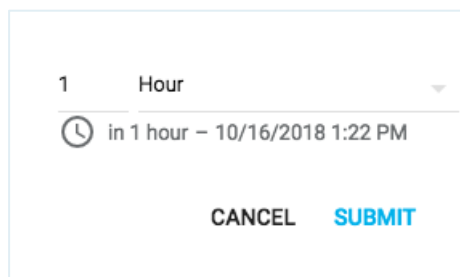


Fig. 50: Saving the due date

If required, you can add a description or further information to your to-do. First open the to-do by clicking the small down arrow on the far right next to **Select time**.

Then enter the description in the designated field.

Your entry is automatically saved when you leave the edit field.

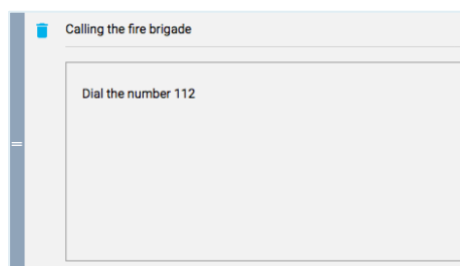


Fig. 51: Description or information about the to-do

Assigning an existing checklist to a case and activating the checklist

Once you have created to-dos for your checklist, you can activate the checklist.

The system prompts you to assign the checklist to a case; a case is a concrete incident or crisis that you can define independently.

Example: You have created a checklist for evacuating Building A. You assign it to the general case of "Evacuation". You can assign a second checklist for evacuating Building B to the same general case of "Evacuation".

To activate your completed checklist, click **ACTIVATE**.

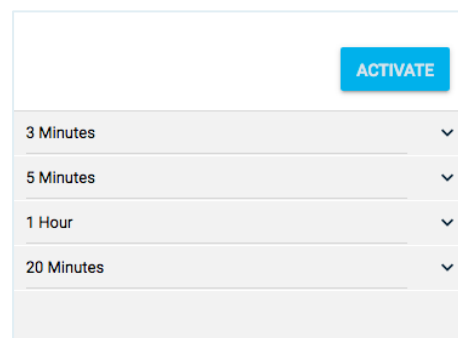


Fig. 52: Activating your completed checklist

A new window opens:

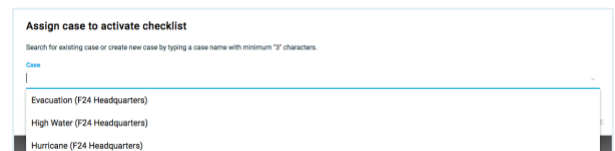


Fig. 53: Naming your case

In **Case**, enter a name for the case to which you wish to assign the checklist.

Existing cases are automatically displayed as suggestions in a pull-down menu. If you want to assign the new checklist to an existing case, click on the case to apply it

and then click **ACTIVATE** to activate your list.

Alternatively, you can activate the checklist by clicking the three-dot icon at top right, then clicking **Activate**.

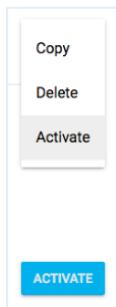


Fig. 54: Activating, copying or deleting your completed checklist

Click **Copy** to copy the checklist and its contents and use it as a template for creating a new checklist.

To delete the checklist, click **Delete**.

Displaying an active checklist

Once you have activated a checklist, you automatically skip to the **Active** area where the checklist is saved and displayed.

Here you can view all active checklists within a specific case.

To do this, go to **Active** and click the first entry field.

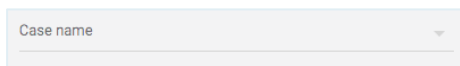


Fig. 55: Naming your case

A pull-down menu opens displaying a list of all existing cases.

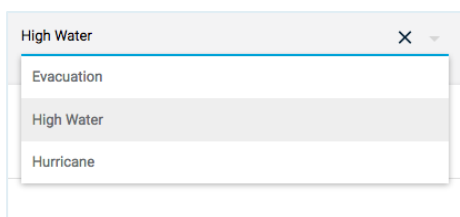


Fig. 56: Selecting an existing case

Select the desired case to view all active checklists assigned to it.

Alternatively, enter the name of the desired case in the entry field. The search results auto-complete to display options as you type.

You can also view existing active checklists from all cases in a single page.

To do this, click the cross on the right of the first entry field.

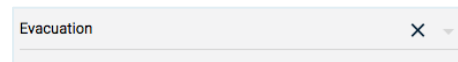


Fig. 57: Viewing checklists from all cases

Sort and search functions

The system displays the checklists in descending order of their update, starting with the most recently updated.

You can change the sort sequence in which the checklists are displayed at any time.

To do this, click the entry field on the far right of the page.

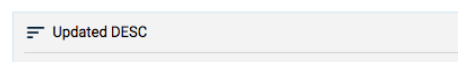


Fig. 58: Search function

A pull-down menu opens:

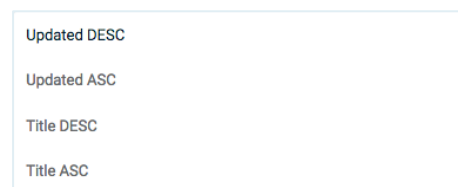


Fig. 59: Sort criteria

Select from the following sort criteria:

Updated DESC:

Display checklists in descending order of their update, starting with the last updated.

Updated ASC:

Display checklists in ascending order of their update, starting with the first updated.

Title DESC:

Display checklists by title in alphabetical order (descending).

Title ASC:

Display checklists by title in alphabetical order (ascending).

Use the search function (magnifying glass) to search for a specific checklist.

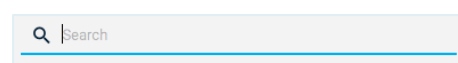


Fig. 60: Search function

Enter the name of the checklist in the entry field.

If the title comprises several words you can enter any part of the title; for example, when

searching for a checklist entitled “Office Protection” you can search for “Office” or “Protection”. The search results auto-complete to display options as you type.

You can define the number of checklists displayed per page. To do this, click at the arrow at the bottom right of the page next to Checklists per page, then select the desired number of checklists to be displayed from the pull-up menu. You can display 10, 25, 50 or 100 checklists per page.

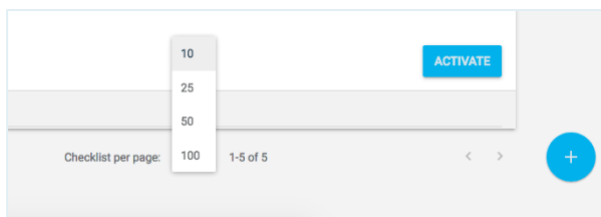


Fig. 61: Selecting the number of checklists to be displayed per page

Use the arrows on the far right of the page to scroll forward and back.

Working through an active checklist

To work through an active checklist, click the **Active** area at top left of the page. Now select the checklist you want to work through (see Displaying active checklist).

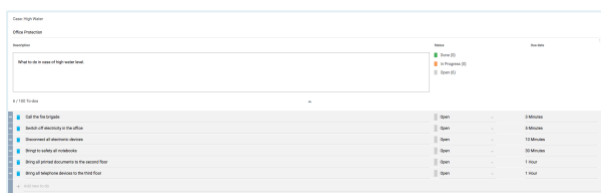


Fig. 62: Active checklist

Open the to-do list by clicking the small down arrow under the checklist description in the middle of the page.

Unfinished to-dos are flagged as **Open** on the right of the title. As soon as you have finished a to-do, you can flag it as **Done**.

To do so, click the designated field and select **Done** from the pull-down menu. If the to-do has not yet been finished, you can set its status as **In Progress**.

The **Status** column on the right of the to-do title displays the number of to-dos that have been finished (**Done**) and the number still open (**Open**) or still unfinished (**In Progress**).

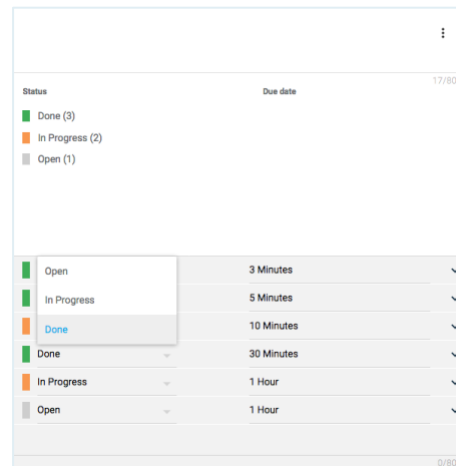


Fig. 63: Status of a to-do

If required, you can change the due date of to-dos after creating them (see Creating a to-do within a checklist).

You can edit an active checklist in exactly the same way as a template (see Creating a new checklist (template)).

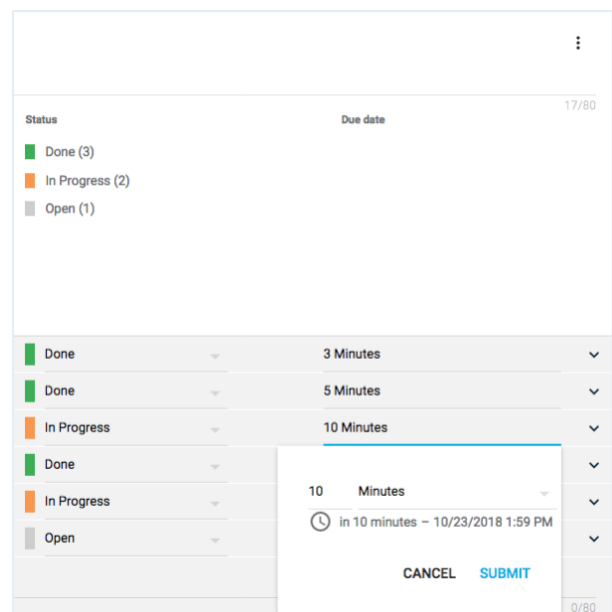


Fig. 64: Subsequently editing the due date of a to-do

Archiving a checklist

You can archive a checklist at any time. To do so, click the three-dot icon at top right of the checklist, then click **Archive**.

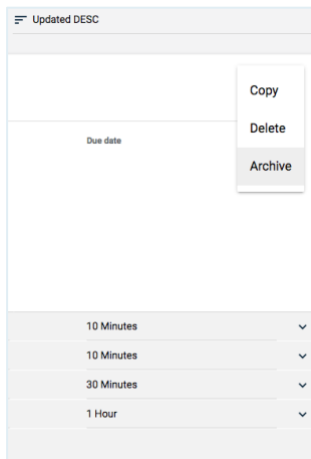


Fig. 65: Archiving a checklist

The system will prompt you to confirm you want to archive the checklist. Click **ARCHIVE** to finally archive the checklist, which can then no longer be edited.

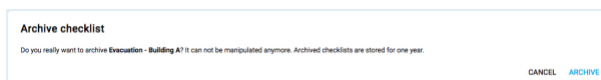


Fig. 66: Confirming archiving of a checklist

Archived checklists are saved for one year and then automatically deleted.

To sort or search for archived checklists, use the functions described in the Sort and search function section.

A3M Global Monitoring

A3M Global Monitoring is a web-based travel risk, information and management system that provides round-the-clock overviews of current threats around the world.

The central feature of the function is the world map, which displays georeferenced information (warnings, threats, critical weather conditions etc.) in the form of icons at the corresponding locations.

Use the filter function to the left of the map to customise the display of events and information to suit your personal needs and requirements.

A window to the right of the map displays the latest news about events worldwide.

All information in **A3M Global Monitoring** is automatically updated at regular intervals, keeping you permanently up to date with developments.

Note: The new module can be added for an additional monthly surcharge.

For details of **A3M Global Monitoring**, go to

<https://www.fact24.com/en/areas-of-application/travel-safety/>

Opening the “A3M Global Monitoring” menu item

A3M Global Monitoring is optimised on an ongoing basis. Further functions will be added to the program successively and can be used in later program versions.

The tool is currently available in two languages, German and English. You can pre-select the language in which you wish to activate the tool.

To open the tool, click **Global Monitoring** in the menu on the left.

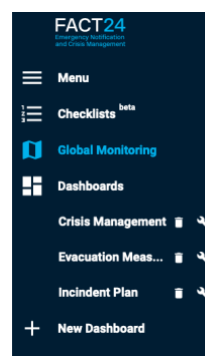


Fig. 67: “A3M Global Monitoring” menu item

Integrated online help for A3M Global Monitoring

A3M Global Monitoring includes a detailed online help entry containing information on the functions and use of the tool.

To open the online help, at the top right of the page click Help, then **Global Monitoring Help**.

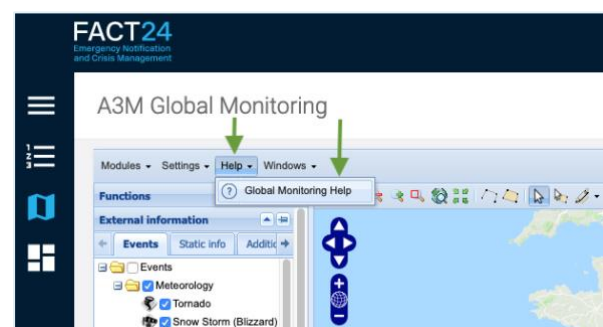


Fig. 68: Integrated online help for A3M Global Monitoring

The online help entry opens in a separate tab.


It is displayed in German or English, in line with the language version of **A3M Global Monitoring** activated for your use.

Basic knowledge to get you started in the world of A3M Global Monitoring

All you need to start working with **A3M Global Monitoring** is some basic knowledge. The following sections describe this basic knowledge as an easy way to get you started in the world of **A3M Global Monitoring**.

A3M Global Monitoring also contains more advanced functions to support you in your daily use of the tool. For more detailed information on all relevant topics related to the use and functions of A3M Global Monitoring, see the integrated online help entry (see Integrated online help for A3M Global Monitoring).

A3M Global Monitoring – Multifunctional tool

The world map is the main element of **A3M Global Monitoring**. The **multifunctional tool**  is the most important tool for using this map.

The multifunctional tool is located above the world map on the left of the toolbar, together with further tools (icons) which you can use to customise your map view.



Fig. 69: Toolbar

The multifunctional tool is activated as default (highlighted button).

You can use the activated multifunctional tool to perform the following standard functions:

Navigate around the world map

Click and hold the left mouse button (drag and drop) to move the map in the desired direction. Double-click to zoom into the map.

Display information about events on the world map

Each icon shown on the world map represents an event. To view more detailed information about an event, click the corresponding icon (see Open detailed information about a specific location).

Open detailed information about a specific location

Each icon shown on the world map represents an event. The shape and colour of an icon corresponds to the type of event (see filter function “Event level / Relevance level”). Click an icon to display relevant information about the corresponding event. Information primarily involves warnings, threats, safety and weather reports, etc.

Example: You are interested in the current travel safety situation in Tunisia and want relevant information.

The world map currently shows two event icons for Tunisia.



Fig. 70: Zoomed world map view - Tunisia

Click the desired icon to display detailed information.



Fig. 71: Opened pop-up window with event information

A pop-up window opens displaying the required information. The relevant country is highlighted on the map, with the highlight colours representing the various danger zones.

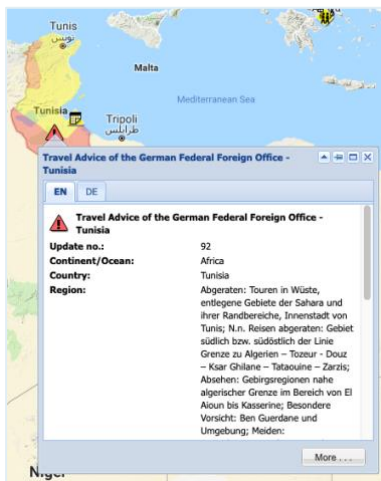


Fig. 72: Information in German and English

Use the **EN** and **DE** tabs at the top right of the pop-up window to choose English or German as the display language for the information.

Click **More** to show further relevant information.

Search for a specific location on the world map

You can use the search function on the right of the toolbar to search for a specific location.



Fig. 73: Input fields with search and map options

The tool offers the following search functions:

General search function

This search field enables you to search by country or city name. Enter the name of the desired country or city in the field to the left of the Search icon (magnifying glass symbol).



Fig. 74: Search by country or city name

When you enter your search term, a dropdown list of search hits opens. Click to select the desired location and display it on the map.

“Map section” search function

This search field enables you to search by country or region name. Enter the name of the desired country or region in the search field.

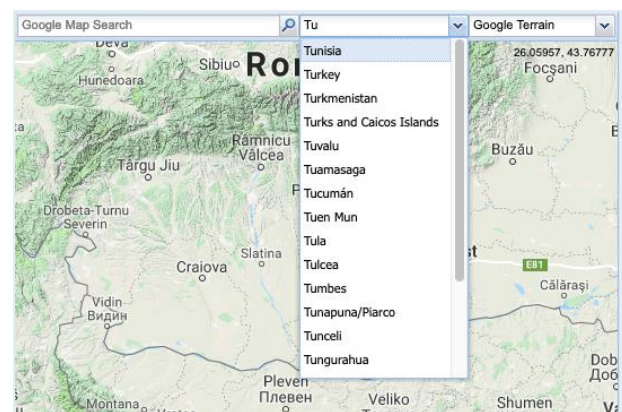


Fig. 75: Search by country or region name

The search results auto-complete to display options as you type. Click to select the correct place from the dropdown list of options and display the selected location on the map.

Alternatively, click the arrow on the right of the entry field to open a list of entries. Use the mouse to scroll down the list and click to select the desired entry.

Select map type

You can change the map view at any time.

To do so, click the arrow on the right of the field showing the last selected map type (on the far right above the map). A dropdown list of map types appears. Click to select the desired

map type. The map view changes automatically.



Fig. 76: List of map types

The following map type options are available:

Google Terrain (default)
Google Roadmap
Google Hybrid
Google Satellite
OpenStreetMap
World Map

Filters and settings

You can customise the event information display configuration using the filters and tickers on the left and right of the map. You can also activate or deactivate the display of additional event information.

For details of how to configure the individual filters and tickers, see the online help entry for **A3M Global Monitoring** (section: Integrated online help for A3M Global Monitoring)

Configuring the map

You can use the filters on the left of the world map to select the type of information you wish to display on the map.

The following filter options are available:

External information
Events filter
Internal information

You can activate and deactivate various information categories, display events within a specific time range, display additional information, display internal data on the map (if saved as georeferenced data), etc.

The following sections explain the available filters in more detail.

“External information” filter

This filter can be used to display various information provided by **A3M Global Monitoring** on the map, such as information about weather conditions, environment, political and security situation, airports, Foreign Office travel and safety advice, etc.

This information is classified in various categories.

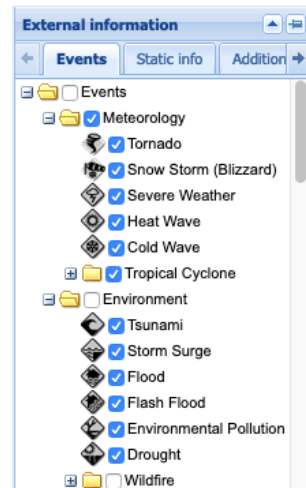


Fig. 77: “External information” filter

The categories can be found under the tabs:

Events
Static info
Additional info

Each category has its own icon. Check the box to the left of a category name to select that category and display its information on the map.

Events filter

The “Events” filter allows you to define specific criteria for displaying event information on the world map.

The filter has three criteria:

“Event / relevance level” filter area
“Time filter mode” filter area
“Time range” filter area

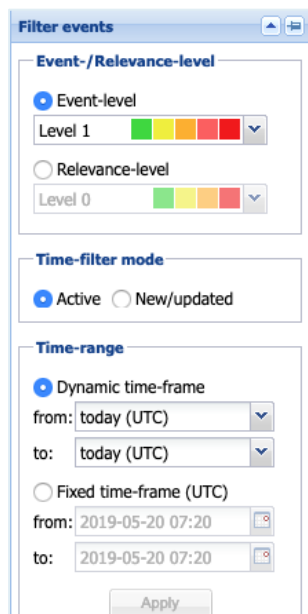


Fig. 78: Events filter

Filter area “Event / relevance level”

Events are displayed on the world map as icons in different colours.

You can display events (icons) on the map by criticality or relevance level. These criteria are subdivided into various levels.

In the “Event / relevance level” filter area, first select **Event level** or **Relevance level**. Now select the level of criticality or relevance. Depending on your selections, events (icons) are displayed in various colours on the map.

Event level

Click the round selection button next to the **Event level** heading to display events on the map by their level of criticality.

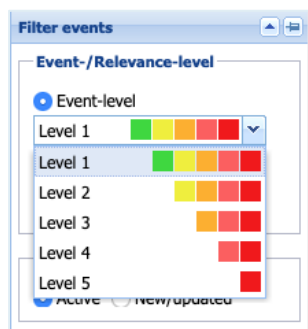


Fig. 79: “Event level” filter area

Then click the downward arrow at the right of the level bar. A pull-down menu opens showing the various levels. Each level is

shown as a colour scale in which each colour stands for a different level of criticality.

Click to select the desired event level (criticality level).

Key to colours:

- **Green:** Note / information or all-clear. Safety relevance of event: none
- **Yellow:** Safety relevance of event: low / Little or no effect on infrastructure
- **Orange:** Event is safety relevant / Infrastructure is affected
- **Red:** Safety relevance of event: high / Infrastructure is significantly affected
- **Dark red:** Highest level of safety relevance / Infrastructure largely at a standstill

Relevance level

Click the round selection button next to the **Relevance level** heading to display events on the map by their level of relevance.

Note: The relevance of an event is based on the event level and your internal data (guests, employees, infrastructure, target areas). Relevance can only be calculated if your target areas, hotels or bookings have been saved in the system.

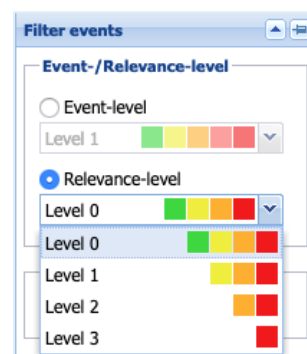


Fig. 80: “Relevance” filter area

Then click the downward arrow at the right of the level bar. A pull-down menu opens showing the various levels. Each level is shown as a colour scale in which each colour stands for a different level of relevance.

Click to select the desired relevance level.

Key to colours:

- **Green:** Relevance: none / not affected

- **Yellow**: Relevance: low / indirectly affected
- **Orange**: Relevance: medium / somewhat affected
- **Red**: Relevance: high / directly affected

“Time filter mode” filter area

This filter enables you to display events on the map by the following criteria:

Active

Click the round selection button next to the **Active** heading to display events on the map which are active within the specified time range. Define the time range in the “Time range” filter (see “Time range” filter).

New/updated

Click the round selection button next to the **New/updated** heading to display only new events or events that have been updated in A3M within the time range you have defined in the “Time range” filter.

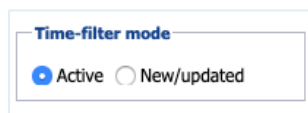


Fig. 81: “Time filter mode” filter area

Events displayed in line with the two criteria described above may be short-term or long-term events.

Events such as an earthquake or accident are treated by the system as “short-term events” and usually appear on the map for a period of hours or days.

However, German Foreign Office (AA) travel advice or industrial action are treated as “long-term events” that may be active for weeks or even months.

“Time range” filter area

Use the “Time range” filter area to specify the time range for the events you wish to view. The events are then displayed on the map. To ensure the latest information is displayed, the map information automatically updates every minute.

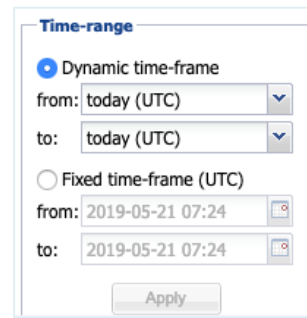


Fig. 82: “Time range” filter area

The following two options for selecting a time range are available:

Dynamic time frame

This function is particularly useful if you wish to research events taking place over a long period.

Click the round selection button next to the **Dynamic time-frame** heading. Click the arrow on the right to open a pull-down menu in which you can select the start (“from”) and end (“to”) of the desired time frame.

The map automatically updates to display the desired events.

Fixed time-frame

This function is particularly useful if you wish to research events in the past or view events from a specific date.

Click the round selection button next to the **Fixed time-frame** heading. Click the calendar symbol on the right to open a pull-down menu in which you can select the start (“from”) and end (“to”) of the desired time frame. You can select a specific time for a date.

Then click the **Apply** button at the bottom to display events for the defined time frame on the map.

“Internal information” filter

Use this filter to activate pre-defined parameters for events displayed on the map. These parameters include e.g. addresses, GPS positions, personal travel destinations, hotel addresses and personal bookings.

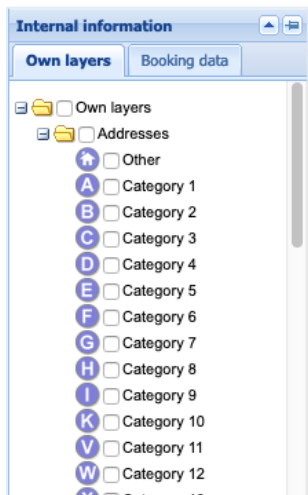


Fig. 83: "Internal information" filter

Tickers

The tickers on the right of the map provide a brief overview of current global events. Entries are displayed in chronological order in the windows by default and updated every minute.

Event ticker

This ticker displays the latest events in chart form.

Events are listed in the order of updating, starting with the most recent update. The **Update** column shows the exact time of updating for an event.

The chart also displays the following information for each event:

Event level (EL)
Relevance level (RL)
Event category
Country

The **Link** column contains a link for each individual event.

To find out more details about a specific event, click the "show" link for that event.

An information window opens at the corresponding location on the map.

Update "a..."	EL	RL	Event category	Country	Link
15m	5	0	Travel Advice AA	Egypt	show
01h 13m	2	0	Non-categorized	France	show
01h 20m	3	0	Demonstration / ...	Chad	show
01h 38m	2	0	Strike	United Kingdom	show
01h 52m	2	0	Severe Weather	Taiwan	show
02h 19m	2	0	Transport Incident	Germany	show
02h 33m	2	0	Severe Weather	Germany	show
03h 22m	3	0	Terrorism	Somalia	show
03h 39m	5	0	Travel Advice AA	Chad	show
03h 41m	3	0	Earthquake	Argentina	show

Fig. 84: Events ticker

"Travel Advice AA" ticker

This ticker shows the latest travel advice from the German Foreign Office (AA), which may include travel and safety advice, partial travel alerts and travel alerts.

Events are listed in the order of updating, starting with the most recent update. The **Update** column shows the exact time of updating for an event.

The chart also displays the following information for each event:

Status
Country

The **Link** column contains a link for each individual event.

To find out more details about a specific event, click the "show" link for that event.

The corresponding website opens in a separate tab.

Update...	Status	Country [acc. source]	Link
02h 23m	Reise- und Sic...	Italien	Show curr...
02h 38m	Reise- und Sic...	Tschechische Republik	Show curr...
02h 38m	Reise- und Sic...	Malediven	Show curr...
03h 08m	Reise- und Sic...	Ägypten	Show curr...
05h 53m	Reise- und Sic...	Tschad	Show curr...
08h 08m	Reise- und Sic...	Burkina Faso	Show curr...
08h 53m	Reise- und Sic...	Indonesien	Show curr...
10h 08m	Reise- und Sic...	Israel	Show curr...
10h 08m	Reise- und Sic...	Palästinensische Gebiete	Show curr...
1 day 0...	Reise- und Sic...	Ägypten	Show curr...

Fig. 85: "Travel Advice AA" ticker

To view travel advice for a specific country, click the plus sign on the far left of the corresponding line.

An information window showing the desired advice opens in the ticker.

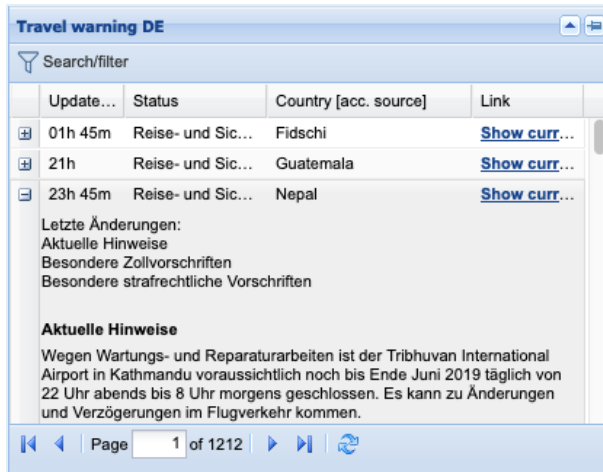


Fig. 86: Travel advice for a specific event

Use the sidebar on the far right of the text box to scroll down longer texts.

Click (the minus sign) to close the window again.

TrustCase – F24's business messenger app



F24 TrustCase is a business messenger app that focuses on secure corporate communication. All messages from sender to recipient are end-to-end encrypted. The interim components, such as networks and servers, cannot read the message contents. The architecture was designed to prevent generation of unnecessary metadata.

In addition to direct communication, the app enables tasks to be created and sent rapidly.

Communication in TrustCase is available to all persons saved in FACT24. The FACT24 TrustBroker function enables a FACT24 user with administrator authorisation to set up a TrustCircle of persons saved in FACT24 as trusted contacts and share the contacts (see Using TrustBroker to share contacts with persons' smartphones (TrustCase app)).

The TrustCase app can also be used independently of FACT24. In this case, the

TrustCase user adds contacts to the contact list manually (see Adding contacts in TrustCase (without TrustBroker)).

Informing persons saved in FACT24 about the TrustCase app

For communication in TrustCase, the persons involved must already have installed the TrustCase app on their smartphones. As a FACT24 user with administrator rights, you can inform persons saved in FACT24 about the option of using the TrustCase app for communication. By selecting "Email" as the device, you can send detailed information and instructions on installing and using the TrustCase app to the person in question. To do this, create and activate an alarm in FACT24. The alarm should contain the following elements:

- A suitable message
- The persons required
- "Email" as the selected device

Your message could be like this:

"Your company has chosen to use FACT24 Notification, Alerting and Crisis Management System. In this context, you will be sent notifications and alerts in formats including push messages. The push messages are sent in TrustCase, the secure business messenger app. In addition, where applicable, alarms use the "rooms" in the TrustCase app to provide an encrypted crisis communication function with colleagues involved in the alarm.

Link to App Store (iOS):

<https://itunes.apple.com/gb/app/trustcase-secure-business/id1031867928?mt=8>

Link to Google Play (Android):

<https://play.google.com/store/apps/details?id=com.trustcase&hl=en>

To access the above functions, first download the app and register your profile, including your full name and mobile phone number.

The app sends you a task prompting you to accept TrustBroker. This allows you to add the trusted contacts already saved in FACT24 to the contact list in your app.

By accepting TrustBroker, you automatically add all colleagues saved in FACT24 to your TrustCase app.

Alternatively, the FACT24 administrator sends you a contact data management email.

Click the link in the email to open your contact data form. The contact data form contains a QR code. Scan the code using the TrustCase app to automatically copy all colleagues saved in FACT24 to the contact list in your TrustCase app. These contacts are then visible under their names in the corresponding crisis communication rooms.



*To scan the QR code, open the TrustCase App on your smartphone and tap "Contacts", then the + key. Use the command "Scan QR code" to automatically open the camera and scan the code. This copies the names of your colleagues that may be participants in encrypted rooms.

FACT24 TrustBroker function

The FACT24 TrustBroker function enables you to share persons saved in FACT24 with other colleagues as trusted contacts. This procedure enables you to add many trusted contacts to your own contact list (see Sharing contacts with persons' smartphones using TrustBroker (TrustCase app)).

To be a TrustBroker in FACT24, you need appropriate authorisation (Role 10, Principal Whole Enterprise, see Roles in FACT24). For assignment of these roles, follow the FACT24 path: **SETUP -> User -> Assign roles**.

Only one FACT24 TrustBroker can be created for each FACT24 account.

TrustBroker in action

Creating persons in FACT24

To manage contacts in TrustBroker, first create the persons in FACT24. You have two options to do this:

Create persons using Configuration upload

For large numbers of personal contacts, the recommended method is to import the data to FACT24 in the form of an Excel file which you have created in advance.

To do this, go to the **ADMINISTRATION** area and click **Configuration download**. Mark the **Persons** option and click **Download configuration of the enterprise**.

FACT24 then creates an Excel file with predefined columns (e.g. Organisational Unit, Number, Name 1, Name 2, Language, Group, Device, etc.) After creating the Excel file you can save it on your computer and/or open it in a suitable program. Then enter the details in the corresponding columns. Please note that the following columns are mandatory and must be completed:

Organisational unit
Number
Name 1
Language
Active
Access rights to rooms

The columns **Prioritize working hours** and **Prioritize non-working hours** depend on the device used. As soon as you enter a device in the designated column, you must complete the associated columns for **Prioritize working hours** and **Prioritize non-working hours**.

To transfer the data to FACT24, simply import the completed Excel file.

To do this, go to the **ADMINISTRATION** area and click **Configuration upload**, then **New upload**.

Under **1 Select action**, select **Add persons**, and under **Global import**, confirm importing for the whole organisation by clicking **YES**. Define the language for the content of the Excel file in the corresponding field.

Under **2 Upload file**, upload the Excel file and then click **3 Start import** to import the file.

When data import is completed, all persons are displayed under **ADMINISTRATION -> Persons**.

Creating persons using the menu item "Persons"

You can create persons individually by using the **Persons** menu item in the **ADMINISTRATION** area. If available and desired, a profile photo for the person created can be uploaded using the corresponding box in **Basic Settings**. The photo is displayed once the contact data has been confirmed by the person in question (TrustCase user) in the list of contacts in the TrustCase app.

Otherwise the person receiving the contact data management has the option of uploading a photo to the contact data form. This photo is likewise displayed in the list of contacts in the TrustCase app.

Main settings for creating persons as TrustCase app users

When creating persons, please note the following:

a. For communication using TrustCase, the following two devices must be assigned to the participating persons:

- **F24 push notification**
(with mobile phone number, see Duplicating an existing device)
- **Email** (with email address)

b. To assign rights to rooms, go to **ADMINISTRATION -> Persons -> Further settings**. This enables person-to-person communication.

c. Define the data manager in **ADMINISTRATION -> Persons -> Further Settings -> Contact data management by**. The data manager is responsible for managing personal data. Here the default setting can be retained, i.e. the data manager does not act for other persons but only manages his/her own data (see next line, **Contact data management by**, default setting “Person him/herself”). This is the only way for persons to receive the contact data form with their own data from the TrustBroker, including the TrustBroker’s QR code, by using contact data management. The QR code must be scanned to activate acceptance of the TrustBroker (see Managing own contact data and scanning the TrustBroker’s QR code)

Field name	Value
Telephone standby management	No
Automatic logout	Never
SMS/E-mail notification during telephone standby management	No
Planned periods of absence	00
Data manager for other persons	No
Contact data management by	Person him/herself
Location	unknown
Access rights to rooms	No access rights

Fig. 87: Default data manager settings

d. Under **ADMINISTRATION -> Contact data management**, use **New contact data management** to prepare your contact data management as a TrustBroker. In the **Data fields** field, ensure the QR code is set to Visible (**Yes** in the Visible column, default setting). The TrustBroker’s QR code appears in the contact data form to be verified for the person in question, who can accept the code by scanning it.

Field name	A	Visible
Data	Yes	Yes
Name 1	Yes	Yes
Name 2	Yes	Yes
Location	Yes	Yes
Room	Yes	Yes
TrustBroker QR Code	Yes	Yes
TrustCase profile image	Yes	Yes
TrustCase Registration	Yes	Yes

Fig. 88: TrustBroker QR code visible

Duplicating an existing device

If you have assigned the devices **Telephone** or **SMS** to saved persons, you can automatically assign the device **F24 Push Notification** to them. To do so, duplicate the device **Telephone** or **SMS**. This method also adopts relations to persons, i.e. the **F24 Push Notification** device is automatically assigned to the same persons to whom the original device was assigned.

To do this, go to **ENTERPRISE -> Devices** and select the device you wish to duplicate. Click the **Settings** icon, then **Duplicate**.

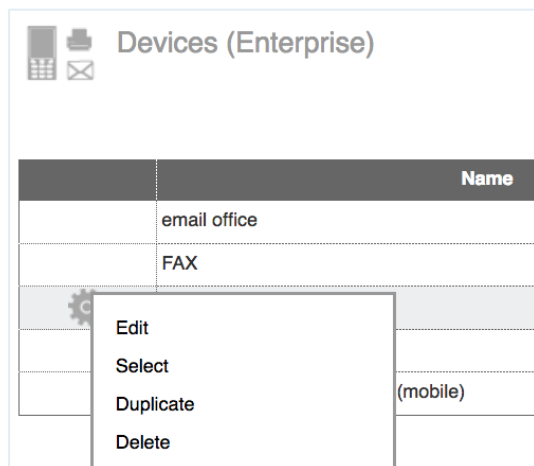


Fig. 89: Duplicating a device

Note: This function is only shown for the **Telephone** and **SMS** device types, which are the only devices that can be duplicated for an **F24 Push Notification** device.

The **Duplicate** window first displays a warning that duplicating the selected device can only be cancelled manually! In other words, every incorrectly duplicated device must be manually deleted from individual datasets!

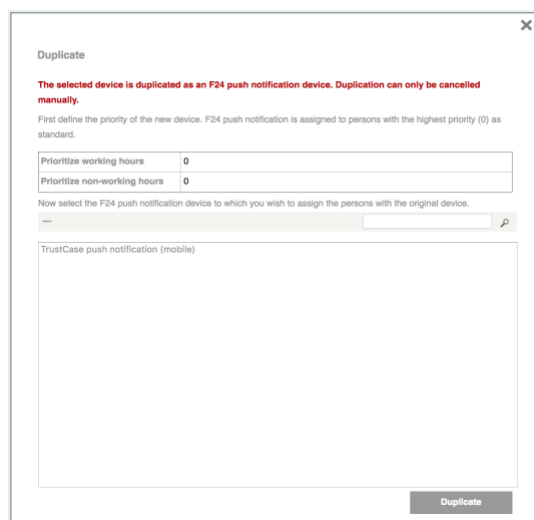


Fig. 90: "Duplicate" dialogue window

First set the priority for working hours / non-working hours under which the new **F24 push notification** device will be added to the existing list of assigned devices. From the devices previously created for F24 push notification reassignment, select the device to be reassigned to the relevant persons. F24 push notification will naturally only be assigned to persons to whom the original device was also assigned.

Now click **Duplicate** to start the process. When duplication is complete, the new device **F24 Push Notification** will have been assigned to the relevant persons. Their call

number is adopted from the settings for the original device and their priority settings are saved automatically.

Now run a data export.

Roles in FACT24

You can assign different roles and their accompanying rights to FACT24 users in line with their authorisation levels. You can assign various rights to FACT24 account users in line with their responsibilities. These rights are classified in 14 different roles. Multiple roles can be assigned to one user. We recommend drawing up a roles and rights plan for your company (who is allowed to do what?) before starting to create users. This will enable you to assign roles more clearly.

Aspects of roles

Roles refer to two aspects of FACT24. One defines the areas within which the user holds access rights (ADMINISTRATION, OPERATING, SETUP, ENTERPRISE). The second aspect defines the concrete functions which a user can exercise within a specific area (e.g. read only, edit, execute).

Role 10 (Principal) assigns a user the full extent of rights within the corresponding scope (e.g. "own organisational unit", "own organisational unit and sub-units", "whole enterprise").

Role	Area	Right	Description
01. Setup (Enterprise)	✓	✓	Operating system setup area
02. Setup (Setup)	✓	✓	Setup rights in setup area
03. Setup (Admin)	✓	✓	Setup rights in admin area
04. Administration (read only)	✓	✓	Read rights in administration area (including Contact Data Management)
05. Administration (edit)	✓	✓	Read rights in administration area
06. Administration (full)	✓	✓	Full rights in administration area (including Contact Data Management)
07. Operating (read only)	✓	✓	Read rights in operating area (including Case Management, Case Manager and Case Manager)
08. Operating (edit)	✓	✓	Read rights in operating area (including Case Management, Case Manager and Case Manager)
09. Operating (full)	✓	✓	Full rights in operating area (including Case Management, Case Manager and Case Manager)
10. Principal (read only)	✓	✓	Read rights in all areas
11. Principal (edit)	✓	✓	Read rights in all areas
12. Principal (full)	✓	✓	Full rights in all areas
13. Contact Admin (read only)	✓	✓	Read rights in contact area (including Contact Data Management and Contact Data Management)
14. Contact Admin (full)	✓	✓	Full rights in contact area (including Contact Data Management and Contact Data Management)

Fig. 91: Roles in FACT24

Overview of individual roles

FACT24 currently has the following 14 roles (classified here into SETUP, ADMINISTRATION, OPERATING and ENTERPRISE):

SETUP:

01. Setup (read only)

02. Setup (edit): read and edit

11. Setup (edit w/o User management):
read and edit; no reading, updating or deletion
of users)

ADMINISTRATION:

03. Contact Admin (edit):
create and edit persons, including contact data
management; no viewing or editing of personal
telephone and fax numbers or email addresses

04. Administration (read only)

05. Administration (edit) (read and edit; without
data import or configuration upload)

12. Administration (edit, execute w/o Contact
Admin): all configurations except modification
of personal data (no configuration upload, no
contact data management)

14. Contact Admin (edit including private
device): create and edit persons, including
contact data management function, viewing
and editing of personal telephone and fax
numbers and email addresses.

06. Administration (edit, execute): all rights

OPERATING:

07. Operating (Alarm execute): alarm
execution only

08. Operating (Alarm execute, management):
execute alarms, use Online Monitor,
Conference Manager and Case Manager

09. Operating (Alarm execute, management,
analysis): start and manage alarms, analyse
reports and statistics, use Online Monitor,
Conference Manager, Case Manager and
Alarm Log

ADMINISTRATION, OPERATING, SETUP, ENTERPRISE:

10. Principal (all rights)

13. Auditor (read all objects): read only

The TrustCircle function

As a TrustBroker, you can determine which
persons saved in FACT24 should appear in the
contact list of the requisite TrustCase user as
trusted contacts. This is done by adding the
desired persons to the TrustCircle.

To add contacts to the TrustCircle, go to the
ENTERPRISE area and click on the
TrustCircle menu item. Under **TrustBroker
details**, first assign a name to the **TrustBroker**
and upload a logo if applicable.

Then click the **TrustCircle** tab and assemble
the desired persons under **Assign**.

Persons are only included in the list when the
following conditions are fulfilled:

- The person is registered in the
TrustCase app
- **F24 push notification** is assigned as
a device
- Access rights in rooms – either
“Administrator access” or “Normal
read/edit access”
(**ADMINISTRATION -> Person ->
Further settings -> Access right in
rooms: Normal read/edit access or
Administrator access**)

The different colours of the boxes in the
TrustCircle Status column show the persons'
status in the TrustCircle.

		TrustCircle status
Winter	Private	GREEN
Andersson	Private	BLUE
Sheridan	Public	BLUE
Winford	Private	BLUE

Fig. 92: TrustCircle status

Key to colours:

GREEN: The person has already been
synchronised in the TrustCase app.

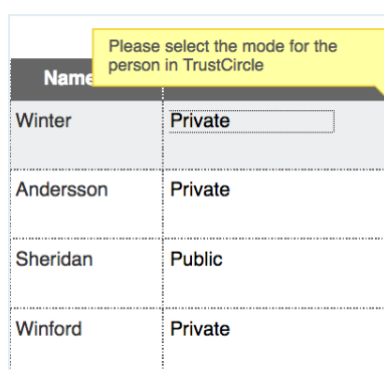
ORANGE: The person's contact details have
changed; synchronise the TrustCase app.

BLUE: The person has been added to the TrustCircle in FACT24; synchronise the TrustCase app.

RED: The person has been deleted from the TrustCircle in FACT24; synchronise the TrustCase app.

Use the **TrustCircle mode** column to update the mode for individual persons. All contacts added to a TrustCircle initially have **Public** mode as the default.

This means the person is shown in the contact list of the TrustCase app and the Contacts widget in the F24 Crisis Management Tool.



Name	Private
Winter	Private
Andersson	Private
Sheridan	Public
Winford	Private

Fig. 93: TrustCircle mode

Of course, you can change the mode for each person to **Private** at any time. If you do this, that contact can only be viewed by all other TrustCircle members in a joint room.

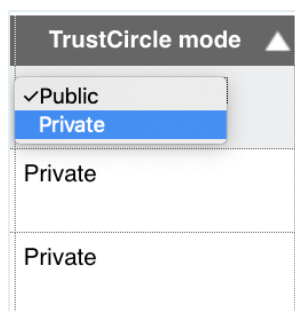


Fig. 94: Changing the TrustCircle mode

To change the mode, select the column **TrustCircle mode**, click the Mode field for the desired person and select **Private**. Finally, click **Start TrustCircle Synchronisation** to save the change.

The **TrustCircle System Accounts** tab automatically displays all Organisational Units in your FACT24 account.

When you create a new Organisational Unit, the new unit immediately appears in your **TrustCircle System Accounts**. The TrustCircle status of this new Organisational

Unit is shown as blue until the TrustCircle app is synchronised. As soon as you click **Start TrustCircle synchronisation**, the status colour changes to green, denoting “active”.

Acceptance of TrustBroker by a person (using the TrustCase app) and sharing contacts to persons' smartphones using TrustBroker

As a FACT24 TrustBroker, you can add new contacts to the contact lists of TrustCase users.

This is particularly useful for TrustCase users who have refused permission for the TrustCase app to access the contacts in their smartphone contact list. As a result, contacts for registered TrustCase users are not synchronised with the contacts in the user's own contact list, and matching contacts are not shown in the TrustCase app.

To transfer your TrustBroker contacts to other persons' smartphones (TrustCase app), the persons must first be assigned to a TrustCircle.

To do this, follow the FACT24 path:
ENTERPRISE -> TrustCircle -> Assign.

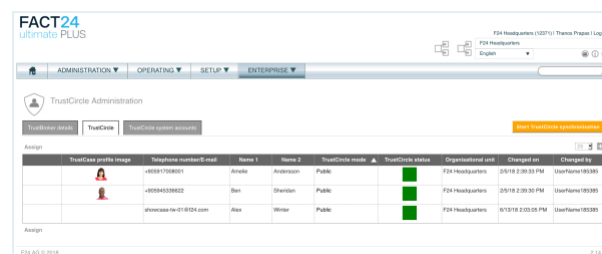


Fig. 95: Creating a TrustCircle in FACT24

Select the desired contacts, then tap **Start TrustCircle Synchronisation**. The contacts are now assigned to the TrustCircle. The persons receive a task in TrustCase prompting them to accept the TrustBroker.

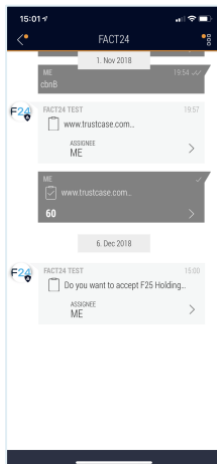


Fig. 96: Prompt to accept the TrustBroker

To accept the TrustBroker, tap **Accept**.

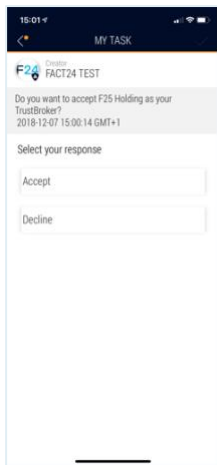


Fig. 97: Accepting the TrustBroker

When the person taps Accept, all contacts from the TrustCircle are automatically transferred to the person's app. The TrustBroker is shown in **FACT24 -> My TrustBrokers**. All contacts received from the TrustBroker are shown with the TrustBroker icon.

We recommend running the contact data management function for the TrustCircle members at regular intervals

(ADMINISTRATION -> Contact data management).

Members update their personal contacts individually by running the contact data management function. They can also upload a profile picture which is displayed in the TrustCase app.

In **ADMINISTRATION**, tap the menu item **Contact data management**.

In **New contact data management** at bottom left, follow steps 1-5 (**Configuration -> Persons -> Edit email -> Data fields -> Send**).

The selected persons receive an email containing a link to their own contact data for verification. They receive the link because as data managers, they are responsible for managing their own data. This default setting can be found at **ADMINISTRATION -> Persons -> Further Settings -> Contact data management by**. Here the default setting can be retained, i.e. the data manager does not act for other persons but only manages his/her own data (see next line, **Contact data management by**, default setting "Person him/herself").

This is the only way for persons to receive the contact data form with their own data from the TrustBroker, including the TrustBroker's QR code, by using the contact data management function. Individuals verify their own data and make any corrections or additions necessary. TrustBrokers can continue to use this method (**ADMINISTRATION -> Contact data management**) to transfer contacts to the smartphones (TrustCase app) of individual persons.

A QR code is included in their individual contact data form. To accept the TrustBroker and receive all the TrustBroker's contacts, you must scan the TrustBroker's contacts (see Managing own contact data and scanning the TrustBroker's QR code).

This shares the contacts assembled by the TrustBroker in the TrustCircle to the person's smartphone.

As soon as the person has scanned the TrustBroker's QR code, the person's profile data (profile name and picture) are frozen and can no longer be changed in the TrustCase app. These personal details can only be changed if the TrustBroker is deleted on the person's smartphone.

The TrustBroker must run the contact data management function again to inform the administrator or FACT24 of the change and enable the TrustBroker to be reaccepted.

As a TrustBroker, you can track the status of contact data management in **ENTERPRISE -> TrustCircle** by clicking the tab of the same name in the "Changed on" column.

The date and time show when the person in question has verified and confirmed his/her contact data.

Changed on
1/30/18 11:31:38 AM
1/31/18 2:00:32 PM
1/31/18 1:02:04 PM
1/31/18 2:00:32 PM

Fig. 98: "Changed on" column

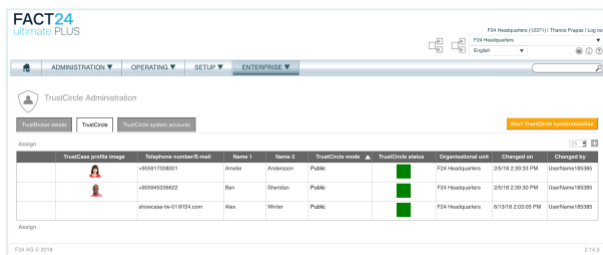
As a TrustBroker, you need to send a person a link to their own contact data form as follows:
Under **ADMINISTRATION -> Contact data management**, use **New contact data management** to prepare your contact data management as a TrustBroker. In the **Data fields** field, ensure the QR code is set to Visible (**YES** in the Visible column, default setting). The TrustBroker's QR code appears in the contact data form for the person in question which requires verification; the person can accept the code by scanning it.

Acceptance of TrustBroker by a person (without TrustCase app) and sharing contacts to the "Contacts" widget using TrustBroker

If you use the F24 Crisis Management Tool without the TrustCase app, persons can accept the TrustBroker in the dashboard of the F24 Crisis Management Tool.

As a TrustBroker, you must first add the desired persons to a TrustCircle.

To do so, in FACT24 follow the path:
ENTERPRISE -> TrustCircle -> Assign.



Avatar	TrustCircle profile image	Telephone number/E-mail	Name 1	Name 2	TrustCircle role	TrustCircle status	Organizational unit	Changed on	Changed by
	-45581750801	Andrei	Andreas	Public			F24 Headquarters	29/18 2:00:32 PM	User/Name/193385
	-45584538822	Ben	Benjamin	Public			F24 Headquarters	29/18 2:00:32 PM	User/Name/193385
	johnson@f24-01824.com	Alex	Walter	Public			F24 Headquarters	27/18 2:03:05 PM	User/Name/193385

Fig. 99: Creating a TrustCircle in FACT24

Then click **Start TrustCircle Synchronisation**.

A room named "FACT24" is automatically created in the dashboards of the persons added to the TrustCircle.

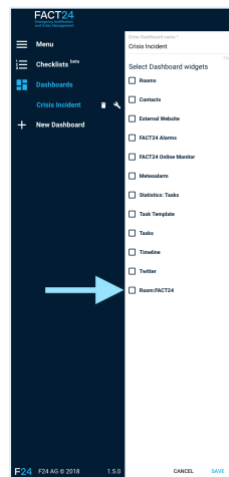


Fig. 100: "FACT24" room in the F24 Crisis Management Tool

Select the room displayed, then click **SAVE**.

The "FACT24" room opens.
The system displays a prompt to accept the TrustBroker.

This prompt is automatically displayed in the language already assigned to the person in FACT24 (**ADMINISTRATION -> Persons -> Basic configuration -> Language**).

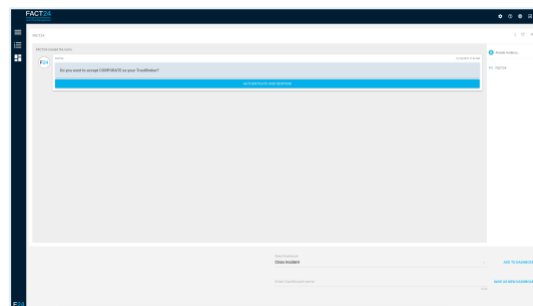


Fig. 101: System prompt to accept the TrustBroker

Click **AUTHENTICATE AND RESPOND**.

A new window opens in which you can accept the TrustBroker.

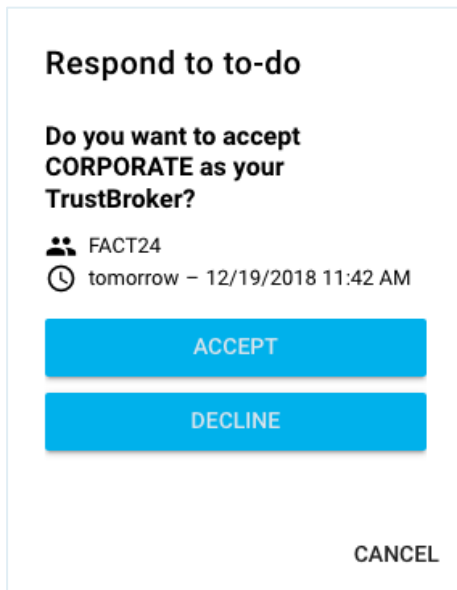


Fig. 102: Accepting the TrustBroker

Click **ACCEPT**.

Your acceptance of the TrustBroker is automatically confirmed in the FACT24 room.

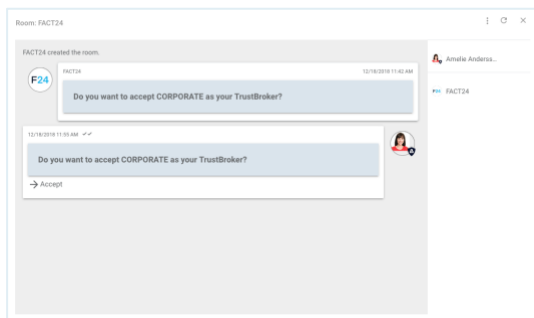


Fig. 103: Confirmation of TrustBroker acceptance

All TrustCircle members are simultaneously displayed in the "Contacts" widget.

If you have already added the "Rooms" widget to your dashboard, the widget displays the "FACT24" room.

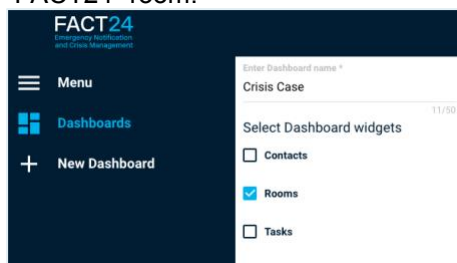


Fig. 104: "Rooms" widget in the F24 Crisis Management Tool.

In the "Rooms" widget, tap the room with the name **FACT24**.

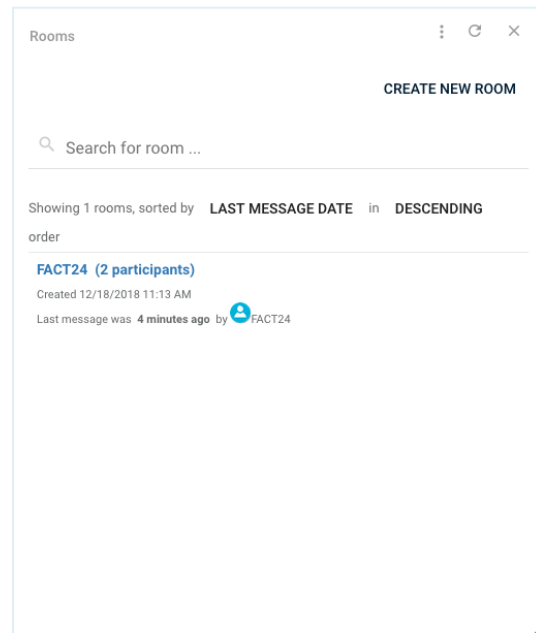


Fig. 106: "FACT24" room in the "Rooms" widget

Then continue as described above.

Basic information for TrustCase users

Menu item "FACT24" in TrustCase

To view FACT24-relevant menu options in TrustCase,

open the TrustCase app und tap the **three bar icon** at top left, then tap the new **FACT24** menu item.

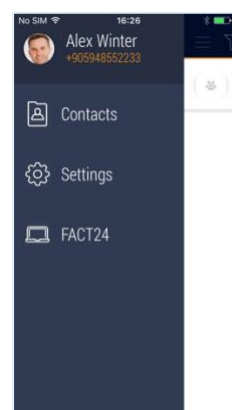


Fig. 106: Menu item „FACT24“

The following new FACT24 menu options open:

Location sharing for alarms
My TrustBrokers
Web Login Crisis Management Tool

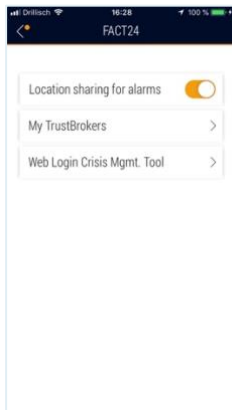


Fig. 107: FACT24 menu options

Important: If you would like to receive location-based FACT24 alarms in future, you must activate **Location sharing for alarms** by toggling the switch to **active** (orange). This will enable the system to contact and warn you if an unexpected incident occurs. For more information, see Section 2, Push notification in TrustCase for location-based FACT24 alarms.

MyTrustbrokers displays the **TrustBrokers** you have already accepted and via whom you have received contacts to save in your TrustCase app. If you no longer belong to a TrustCircle in FACT24 or if anything has changed with respect to a TrustBroker, the TrustBroker is shown as “inactive”.

The menu item **Web Login Crisis Management Tool** enables you to access the F24 Crisis Management Tool by logging in via the Web. This process also displays the contents of your TrustCase app in the Crisis Management Tool. To log in via the Web, tap the menu item **Web Login Crisis Management Tool**. A camera opens to allow you to scan the QR code which is displayed when you select Web login (<https://cmd.fact24.com/#/login>). Your 6-digit Web login code is displayed. Enter this code in your Web login, directly under **TrustCase Web Login Token**, then tap **LOGIN** to log in directly to the F24 Crisis Management Tool.

Push notification in TrustCase for location-based FACT24 alarms

The following conditions must be fulfilled to ensure you can continue to receive location-based FACT24 alarms with push notification in TrustCase:

1. Install the latest TrustCase version (iOS 1.3.6 / Android 1.3.2) on your smartphone

or update your TrustCase app to the latest version (unless you receive automatic app updates).

2. Then open the TrustCase app. Tap the **three-bar icon** at top left,

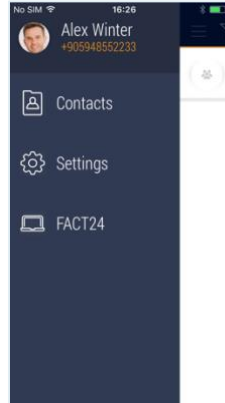


Fig. 108: Menu options in TrustCase

then tap the new **FACT24** menu item.

3. Activate **Location sharing for alarms** by toggling the switch to **active** (orange).

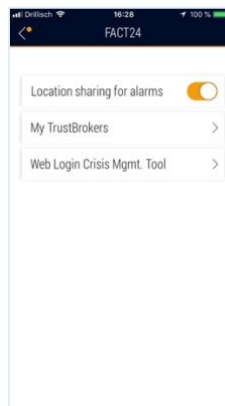


Fig. 109: Location sharing for alarms

4. In addition, check the **Settings** of your smartphone to ensure that in the **TrustCase** app, access under **Location** is set to **Always**.

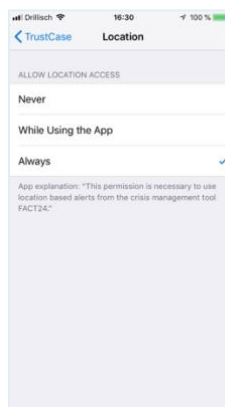


Fig. 110: Location set to "Always"

This will enable the system to contact and warn you if an unexpected incident occurs. You need to perform this procedure to ensure your last location is saved in encrypted form. This last location is overwritten by your current location at irregular intervals. **This eliminates any possibility of tracking!**

The only case where your last saved location is decrypted and assigned to you is when a location-based alarm is activated.

If you deactivate the function **Location sharing for alarms** in the app, this last (encrypted) location is immediately deleted.

Managing own contact data and scanning the TrustBroker's QR code

To manage your own contact data, you will receive a mail from the TrustBroker containing a link to the contact data form. This is only possible if you are entered in **ADMINISTRATION -> Persons -> Further settings -> Contact data management by** as having authorisation to verify your own contact data (default setting "Person him/herself"). Click the link in the email to open your contact data form.

Fig. 111: Own contact data form

Here you can check your data, correct any mistakes and confirm. You also have the chance to upload a profile picture, which is

then shown with your name in the contact lists of the other verified persons.

The contact data form also contains a QR code. Scan this code using your smartphone to automatically share the TrustBroker's trusted contacts to the contact list of your TrustCase app (see Scanning QR code).

Note: Scan the QR code before clicking the box "I have checked the data" at the bottom of the page.

Click **Confirm** to confirm your changes.

Fig. 112: Confirm button

You will find your TrustBrokers in the TrustCase app next to the "FACT24" menu. To open this menu, tap the three-bar icon at top left, then tap **FACT24**.

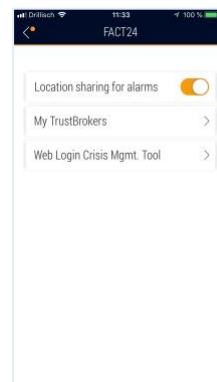


Fig. 113: "My TrustBrokers"

Then tap **My TrustBrokers** to view your TrustBroker contacts.

Adding contacts to TrustCase (without a TrustBroker)

The contacts list of your TrustCase app automatically displays persons from your smartphone contact list who have also installed the TrustCase app. However, these persons are not displayed if they have refused TrustCase access to their contact list.

In this case you can receive contacts on your smartphone from the FACT24 TrustBroker (see Using TrustBroker (TrustCase app) to share contacts with persons), or add contacts to TrustCase yourself.

To add contacts to TrustCase without a TrustBroker, a mutual identity check must be run, i.e. person X scans the personal QR code of person Y and vice versa.

To add a new contact to your list, you must scan the QR code of your contact person in TrustCase using your smartphone, to display the contact person as “trusted” in your contact list.

Your contact person must perform the same procedure, i.e. must scan your QR code with his/her smartphone.

The QR code is your “passport” within the TrustCase app. It contains your user ID and public key. When your QR code is scanned, the system verifies whether the key assigned to your contact matches the key stored on the server. This process prevents external tampering.

The mutual QR code scan acts as identity verification, and thus complies with the (highest) TrustLevel of “Trusted”.

Generating a QR code

Click the **three bar** icon at top left.

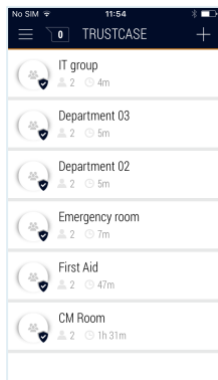


Fig. 114: TrustCase Start page

Then click the field showing your **personal data**.

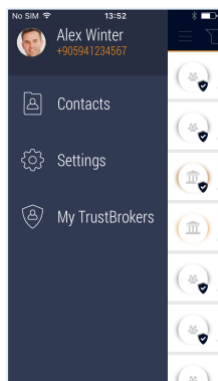


Fig. 115: Personal data

Your profile details are displayed.

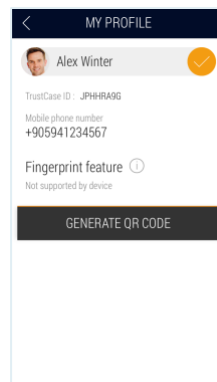


Fig. 116: Your profile

Then click **GENERATE QR CODE** (iOS phones only).

If you have fingerprint ID on your smartphone, the system asks for your fingerprint. Identify yourself by placing your finger on your smartphone control button.

You can still generate a QR code if you have not activated fingerprint ID on your smartphone.

You will be prompted to verify your name and profile picture as correct because the TrustCase profile will be shared with other users by scanning the QR code.

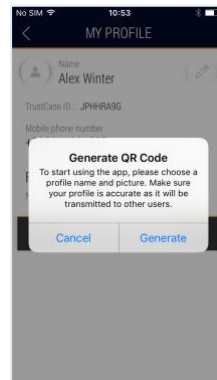


Fig. 117: Generate QR Code

Then click **Generate**. Your QR code will be generated automatically.
(For Android devices, the QR code is displayed directly on the Profile page.)



Fig. 118: QR code

Your contact person uses his/her smartphone to scan the QR code (see below for instructions).

Scanning a QR code

To scan a QR code, open the app start page and click the **three bar** icon at top right, then the **plus button**.

Contacts -> + (top right) -> Scan QR Code

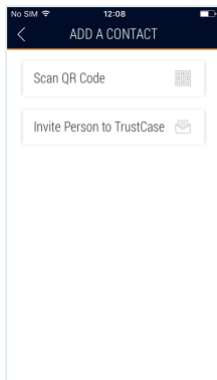


Fig. 119: Scan QR Code

Click the **Scan QR Code** button to open the camera automatically.

The code can now be scanned by one of your contact persons. The person then scans his/her own QR code.

If verification of the contact person is successful, the person's profile picture is shown with an appropriate icon in the list of TrustCase contacts (shield with tick mark, see TrustLevels of contacts)

Communication in secure rooms (speech bubble icon) is now guaranteed and can be started.

Tap the telephone icon to call the person you have just scanned and added.

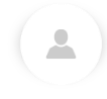
TrustLevels of contacts

TrustCase focuses on security. Contacts are classified in various TrustLevels.



"Trusted" – verified contact

The QR code of these contacts has been scanned (shield and tick mark).



"Matched" – contact matches an existing entry.

This TrustCase user is listed in your smartphone contact list (no symbol).



"Unknown" – contact is unknown (question mark)

A TrustCase user has invited this contact to join a room of which you are a member (photo or standard image and name are shown greyed out. The question-mark shows that this person is not known to you).

The TrustLevel symbols enable trusted contacts to be identified rapidly in the TrustCase contact list. The TrustLevel is also explained in the details of each contact. Tap the "i" next to the TrustLevel to open a pop-up information window about that TrustLevel. Tap the explanation to close the pop-up.

The TrustBroker feature offers a further method of identifying contacts.



If a FACT24 TrustBroker uses the TrustCircle to share trusted contacts/persons with another trusted TrustCase user, these contacts show the TrustBroker icon in the recipient's contact list.

Rooms and tasks in the TrustCase app

In the TrustCase app, communication with others takes place in rooms, which must be

created in advance. When a room is created, you can invite persons from your contact list and communicate with them there. You can also create tasks and send them to the persons. Below are instructions for creating a room and a task and sending them.

Creating a new room

To communicate with your contact persons, you need to create a **room**.

In the Start page of the TrustCase app, tap the **plus button** at top right. In **NEW ROOM**, enter a name for the room in the top input field. Then select the desired persons from your contact list by tapping the grey circle at the right of each contact data line. The contact is marked with a black dot.

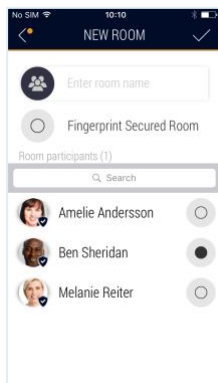


Fig. 120: Create new room

Confirm by tapping the tick icon at top right.

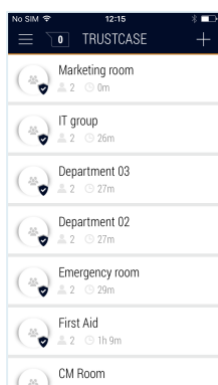


Fig. 121: List of rooms

The newly created room is shown at the top of the list of rooms and opens automatically.

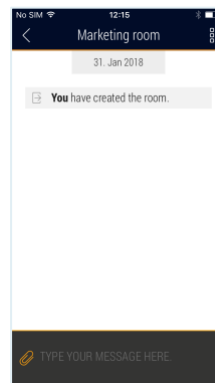


Fig. 122: Newly created room

You can start communicating immediately; enter your message in the bottom field and tap **SEND**.

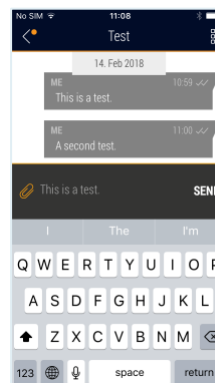


Fig. 123: Sending a message

The message you have sent is shown with a grey background.



Fig. 124: Send message

Two ticks are shown on the right next to the time; the first confirms the message has been sent, the second that it has been delivered to the recipient's device.

Swipe left on the message to show the recipient, date and time of delivery.

The paperclip icon offers further functions: you can take and send a new photo (camera icon), upload and send a photo from your gallery (photo icon), record and send a voice message (microphone symbol), create and send a task (notebook symbol) and share your location (location symbol).

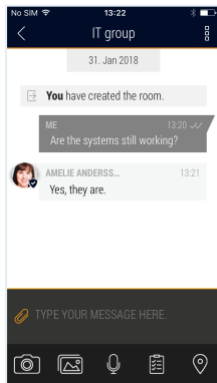


Fig. 125: Actions in a room

Note: If you are a Crisis Manager, you can also use the F24 Crisis Management Tool to convene your crisis management team rapidly. Simply share the Web address of the F24 Crisis Management Tool with your contacts who are communicating in an open room. The address is:

<https://cmd.fact24.com/#/login>

Your contacts can use the link to log into the F24 Crisis Management Tool directly.

Creating and sending a task in a room

You can send a task to a participant in an open room. To create a new task, proceed as follows:

Tap the **three dots symbol / room menu** at top right:

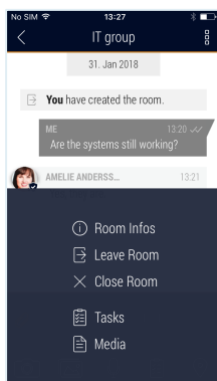


Fig. 126: Create new task

Select the menu item **Tasks** at the bottom of the display.

A list of already created tasks opens. Tap the **plus button** at top right to create a new task.

The **NEW TASK** window opens.

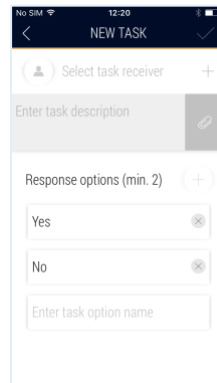


Fig. 127: New task

Tap the **plus button** at top right to select the task receiver.














In the field directly below, enter a task description. You can add a photo by tapping the **paperclip icon**.

Default response options are **Yes** and **No**. However, you can delete these and add your own response options. To do this, tap the **plus button** on the right of the Response options line. Or leave the default responses as **Yes** and **No**, and enter a further response option in the **Enter task option name** box.




















To send the task, tap the **tick symbol** at top right.

Symbols and icons

Symbols and icons in the F24 Crisis Management Tool

	Dashboard full view
	Settings (link to FACT24 profile settings)
	Select language
	Log out
	Edit
	List of functions (see Tool tip)
	Refresh
	Close
	Alarm details
	Stop alarm
	Search
	Open menu
	Scroll forward
	Scroll back

Symbols and icons in TrustCase

	Menu
	Contacts
	Settings
	My TrustBroker
	Number of new messages
	Create / Add
	Confirm new room
	Room menu
	Room details
	Leave room
	Close room
	Tasks
	Media
	Attachment
	Camera
	Gallery
	Microphone
	Location
	Scan QR code