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ONLY

MBNL MYLOCKEN APP v1.1.0 USER GUIDE

Revision 1.1.0

Confidential to MBNL

Commented [NHC1]: This version number is different to the Revision number shown in the Page Footers. Should they be align

Commented [JR2R1]: Yes. Will apply.

Document Information

Project Name	Locken
Doc. Name	MBNL MyLocken App User Guide
Prepared by	Jamie Reid
Date	14/02/2022
File Name	MBNL MyLocken App User Guide
Document Owner	John Watkins

Updates

Revision	Date	Updated By	Changes
0.1	09/06/2020	Dimitrios Tsoras	Created initial version
1.0.4	05/08/2020	Dimitrios Tsoras	Version 1.0.4 (Report Hazard, Climbing)
1.0.6	23/09/2020	Dimitrios Tsoras	Version 1.0.6 (Access Issues, Lone Worker, Key Update)
1.0.6	01/10/2020	Dimitrios Tsoras	Version 1.0.6 Update 1
1.0.6	12/10/2020	Dimitrios Tsoras	Version 1.0.6 Update 2
1.0.6	15/12/2020	Jose Manuel Pacheco	Minor changes / keys maintenance annex
1.0.7	19/04/2022	Jamie Reid (Locken UK)	App Version 1.1.9 Guidance for "STDV", "CPR" and "Conditional Site Survey" links on WIP page. Guidance for Alpha, Out of Bounds and CCTV site information to permit work. Guidance for additional Booking On questions.
1.0.8	14/11/2022	Jamie Reid (Locken UK)	Report Hazard Description pop-up Access Issue Description pop-up OSDS Description pop-up Global Message pop-up Book on confirmation pop-up Book off confirmation pop-up Service Desk Contact Details on Log In page.
1.0.9	14/02/2023	Jamie Reid	Roof top access book on question added.

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		(Locken UK)	Email notification to an app user, if deactivated by an administrator. What3Words (W3W) site information The ability to use What3Words (W3W) reference to navigate to site. Offline Mode Key firmware update added to appendix
1.1.0	08/04/2024	Jamie Reid (ISEO UKI)	"Precise" Location Setting update for SOW11 (Book on, off, emergency, and lone worker features. New screenshots for MBNL branding

Document approvals

Name	Position	Date	Signature
John Watkins	MBNL Security Manager		
Lauren Fairfield	MBNL Project Manager		

Distribution

Name	Position	Purpose
All SWCs and Subcontractors visiting MBNL sites and utilise permits		

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1 Introduction

1.1 Purpose

The purpose of this document is to be handled as a user guide for the Lockenised MBNL sites.

The document contains the following:

- MBNL MyLocken app
- Download and Installation guides
- Guide of how to use the app for the permits
- Guide of how to use the app for the incidents

1.2 Related Documents

1. MBNL MyLocken App Smart Key User Guide (Appendix 1)
2. MBNL MyLocken App Smart Key Firmware Update Guide (Appendix 2)

2 MBNL MyLocken App Operating System compatibility

Commented [NHC3]: Can we refernce the MBNL MyLocken versions that this refers to in this section?

Commented [JR4R3]: Yes, I will reference the software vers within the subtitle

2.1 iOS – Version 1.2.0

The application is always compatible with N-2 of the iOS and Android version.

The iOS versions the application is compatible with as of April 2024

- iOS 13.0 or later

2.2 Android – Version 1.2.3

The Android versions the application is compatible with as of April 2024

- Android 7.0 and up

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3 Download and Installation of the MBNL MyLocken App

3.1 iOS Users use Apple store

- Search at apple store for MBNL MyLocken App

- Tap on **GET** button and wait for download to complete

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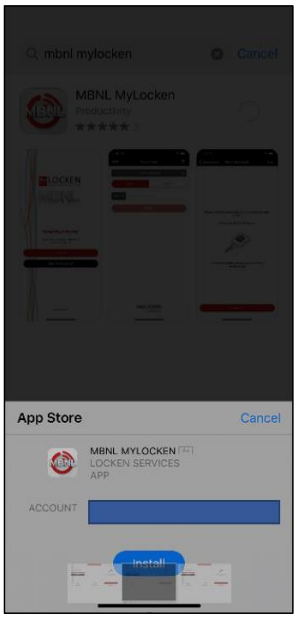

- Tap on "**OPEN"** to open the application

The download is now complete. You now need to register yourself to use the MBNL MyLocken App (see Section 5)

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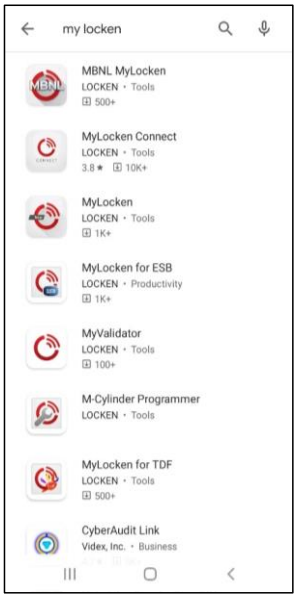
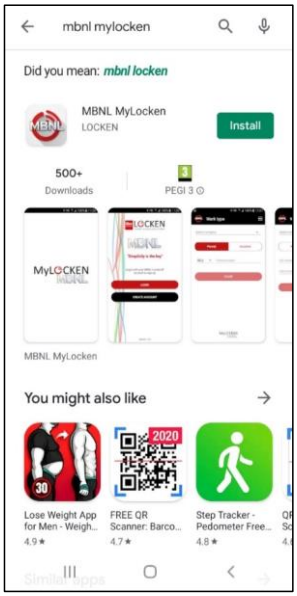
3.2 Android Users use Google store

- Search at Google store for MBNL MYLOCKEN



- Tap on MBNL MyLocken
- Tap on "**Install"** button and wait for download to complete



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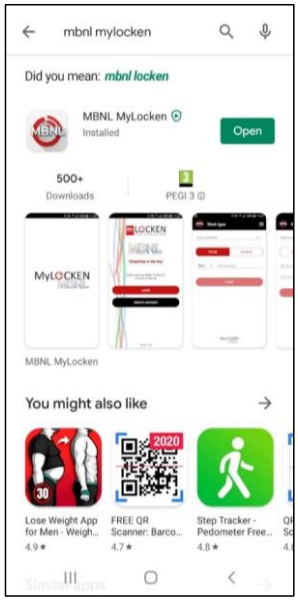
- Tap on "**Open"** to open the application



The download is now complete. You now need to register yourself to use the MBNL MyLocken App (see **Section**

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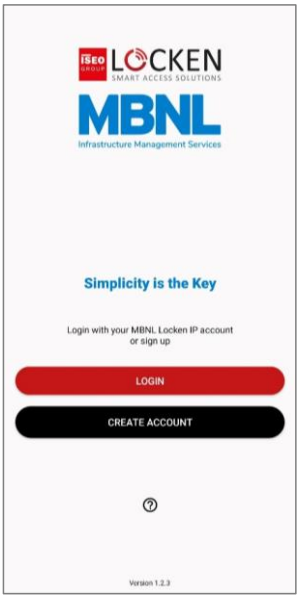
4 Registration

4.1 Registering in the MBNL MyLocken App

The next step is to start your registration so you can use the MBNL MyLocken App you have previously downloaded to your device.

Please remember your administrator must enrol you in the LSA before you can start using the application. Otherwise, your registration will fail.

- In the opening screen tap on "**CREATE ACCOUNT**"



- Enter your email address – **Please note that this email address must be the same as the email address provided by your LSA Administrator via the enrolment registration forms of your organisation and/or the email address your company or Primary contractor administrator has enrolled you in the LSA.**

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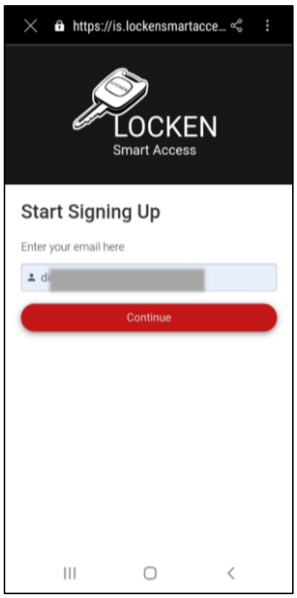

- Tap on **"Continue"**
- Type your First Name
- Type your Last Name
- Create your password (minimum 5 characters, maximum 25 characters)
- Confirm your password

Please make sure you remember your password as this will be required to Login in the MBNL MyLockenApp

- Tap on the tick box to confirm you are not a robot. The app will prompt you to tap on icons to confirm you are not a robot.

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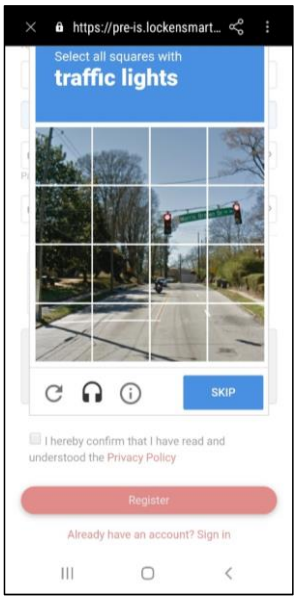

- Tap also to confirm that you have read and understood the Privacy Policy.
- Tap on **"Register"**. A confirmation link will come to your email address from no-reply@locken.es.

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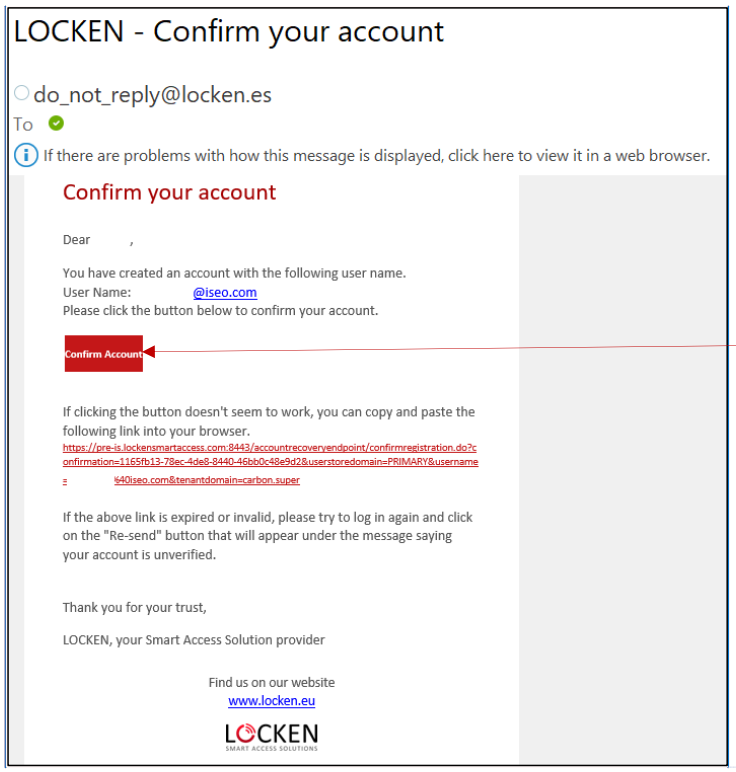

LOCKEN - Confirm your account

do_not_reply@locken.es

To

If there are problems with how this message is displayed, click here to view it in a web browser.

Confirm your account

Dear ,

You have created an account with the following user name.
User Name: @iseo.com
Please click the button below to confirm your account.

Confirm Account

If clicking the button doesn't seem to work, you can copy and paste the following link into your browser.
https://pre-is.lockensmartaccess.com:8443/accountrecoveryendpoint/confirmregistration.do?confirmation=1165fb13-78ec-4de8-8440-46bb0c48e9d2&userstoredomain=PRIMARY&username= %40iseo.com&tenantdomain=carbon.super

If the above link is expired or invalid, please try to log in again and click on the "Re-send" button that will appear under the message saying your account is unverified.

Thank you for your trust,

LOCKEN, your Smart Access Solution provider

Find us on our website
www.locken.eu

LOCKEN
SMART ACCESS SOLUTIONS

Click here to confirm the account

- Click on the **"Confirm Account"** option

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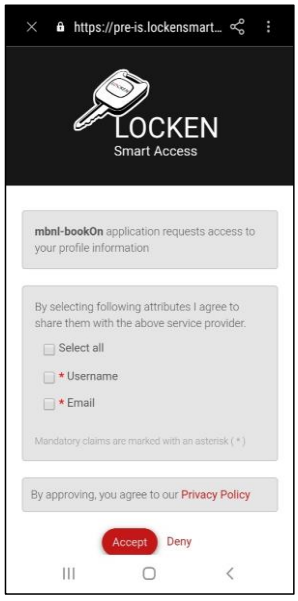
Once you have completed your registration the MBNL Locken app will also prompt the engineer to access the profile information:



- Please tap on Select all then tap on **“Accept”**.

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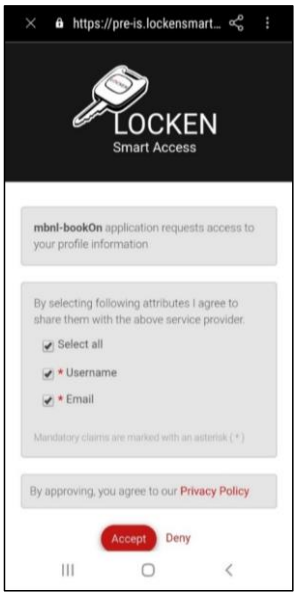

After activating your account, you will receive two emails in the email address provided during the registration confirming your account has been Locked and unlocked.

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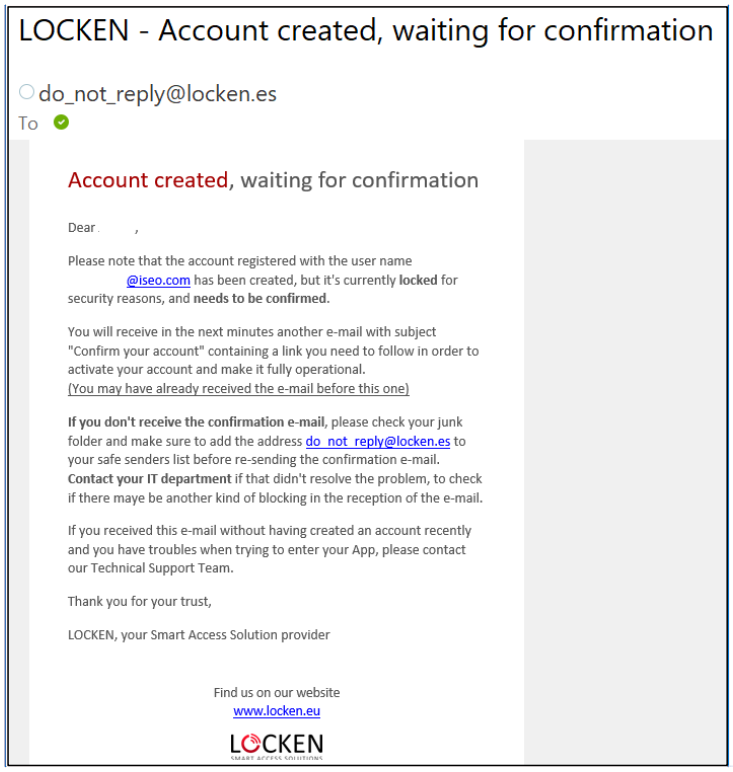

LOCKEN - Account created, waiting for confirmation

do_not_reply@locken.es

To

Account created, waiting for confirmation

Dear ,

Please note that the account registered with the user name @iseo.com has been created, but it's currently **locked** for security reasons, and **needs to be confirmed.**

You will receive in the next minutes another e-mail with subject "Confirm your account" containing a link you need to follow in order to activate your account and make it fully operational.
(You may have already received the e-mail before this one)

If you don't receive the confirmation e-mail, please check your junk folder and make sure to add the address do_not_reply@locken.es to your safe senders list before re-sending the confirmation e-mail.
Contact your IT department if that didn't resolve the problem, to check if there maye be another kind of blocking in the reception of the e-mail.

If you received this e-mail without having created an account recently and you have troubles when trying to enter your App, please contact our Technical Support Team.

Thank you for your trust,

LOCKEN, your Smart Access Solution provider

Find us on our website
www.locken.eu

LOCKEN

Commented [NHC7]: Should email address end @iseo.com?

Commented [JR8R7]: Not at the moment, we are still using @locken.es.

You are now ready to start to start using the App. Please remember your administrator should have enrol you in the LSA before you can start using the application.

After registration, please give approximately 20 minutes before start using the app. This is to allow the system synchronisation. If you keep getting Log in errors, please contact your admin.

4.2 Registering your mobile number in the MBNL MyLocken App

When you first successfully login you will be asked once to register your mobile number.

Please type your mobile number in the below format

++Country Prefix Mobile number

Commented [NHC9]: Is Mobile number with or without lead zero?
We have had issues when people have not entered the number correctly

Commented [JR10R9]: Without "0". Please see the next screenshot notifying the end user of this.

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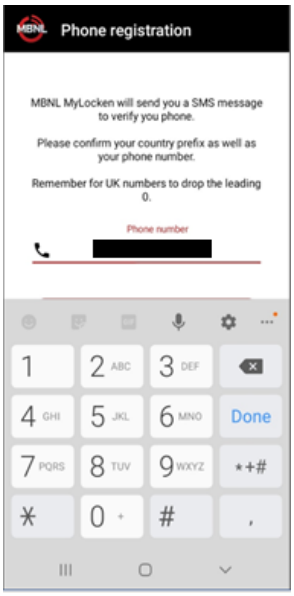
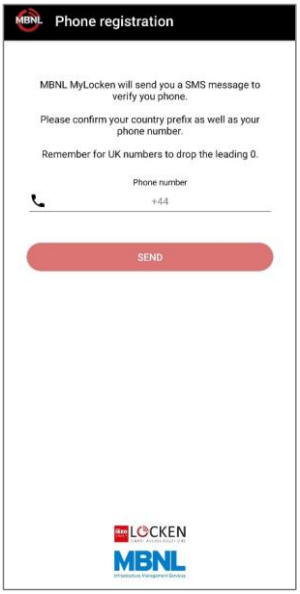
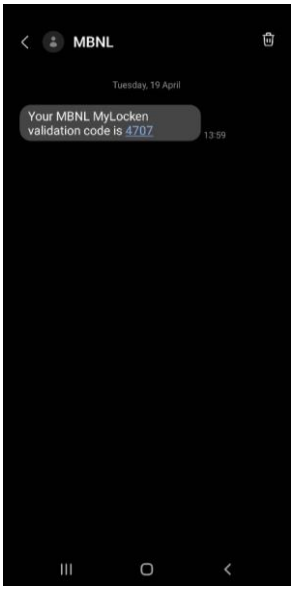


- Once you have submitted your mobile number please tap on **"SEND".**



You will receive an SMS in your mobile number with a 4-digit verification code from Locken



- Either type the verification code you have received with SMS or tap on **"ALLOW"** for your device to add the code automatically to the app screen.

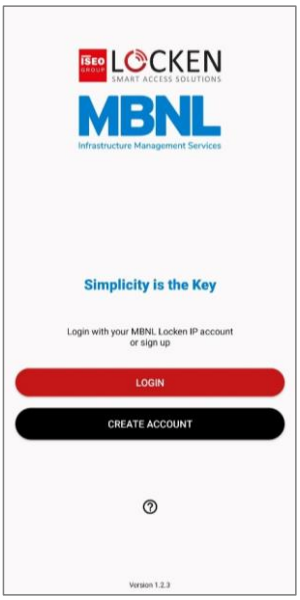
- Tap on **"VERIFY"**. It will bring you on the Log in page where you will be able to Log In to the application if previously registered.

Code verification
Introduce the verification code sent to the phone number indicated
Verification code
VERIFY
LOCKEN
MBNL

5 Login and Key Credentials

5.1 Logging in and Helpdesk Information

- Open the App on your phone and tap on **“LOGIN”**



- Enter your email and password
- Tap on the **“SIGN IN”**

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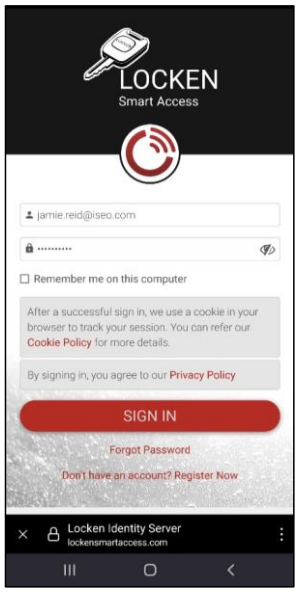
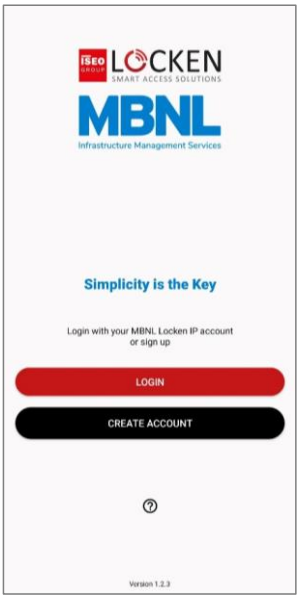


- Or to view the Locken Service Desk Contact Information, click on the "**?**" symbol



- To activate "OFFLINE MODE" please click on "OFFLINE MODE" and follow the instructions which involve calling up MBNL PSOC and following the operator's instructions.
- Once finished, click "**OK**" to close the window

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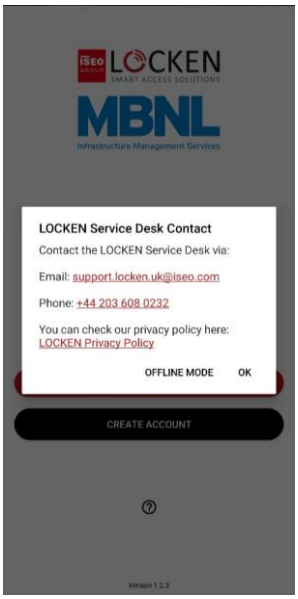

After signing in you will be landed on the Work Type page where will have two options

1. **Permits:** For Site work that has a valid permit available and approved. (see Section 6.2 for more details)
2. **Incidents:** For Ericsson field Ops engineers working on Incidents (see Section 7 for more details).
   Incidents: If you are working on new build sites, please also use the Incident Work Type to proceed with the work. In the INC Number type 999 and use the TMUK cell id.

5.2 Company in Charge:

After successfully log in the application the user is landed to the work type screen.

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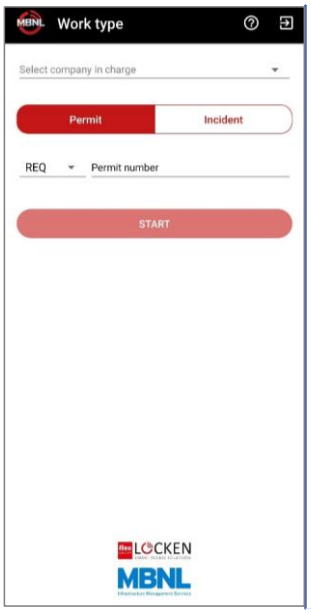


Commented [NHC11]: Why 2 screenshots?

Commented [JR12R11]: Duplicated in error.

For either Permits or Incidents the user will need to select from the dropdown list the company in charge. Rules for selecting companies in charge:

Incidents:

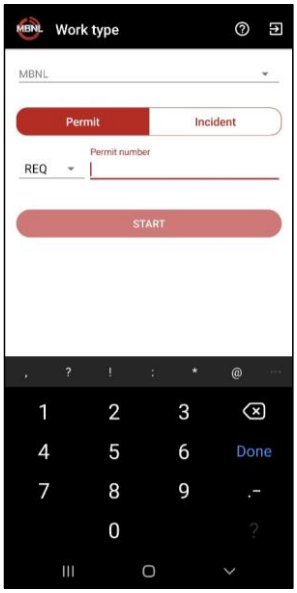
- if Shared Incident then select MBNL as company in charge
- if EE Unilateral incident, then select EE as company in charge
- if H3G Unilateral incident then select H3G as company in charge.

Permits

- If companies (Principal Contractor or Subcontractor) are raising their own permit to visit MBNL sites, then they must select their own company from the dropdown list or MBNL.
- If the companies visiting MBNL sites are not raising their own permit, then they must select the company that are working on behalf of

Work type
Select company in charge
EE
H3G
MBNL
1 Direction
LOCKEN
MBNL

5.3 Permits



To work with a valid permit please enter your REQ or CRQ number. Please note you can start typing the number from the first digit after 0. In the example above the CRQ number is CRQ00000663715 but you can type in 663715.

- Tap on **"START"**
- The Site Details screen will appear. Once you have checked the site details tap on **"CONFIRM SITE".**

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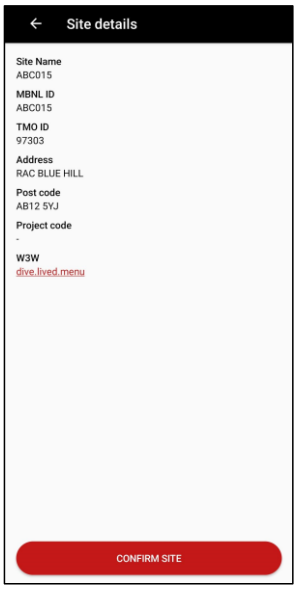
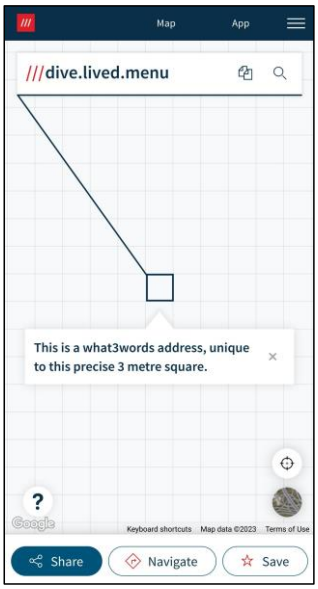
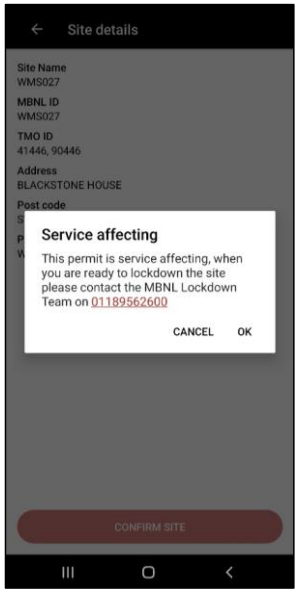




- Click on the “W3W” reference “example.example.example” to open What3Words website site or mobile application to find the site location and click “Navigate” to see the available routes to site.



If your Permit is “Service affecting” you will get the above information message to contact the Lockdown team.

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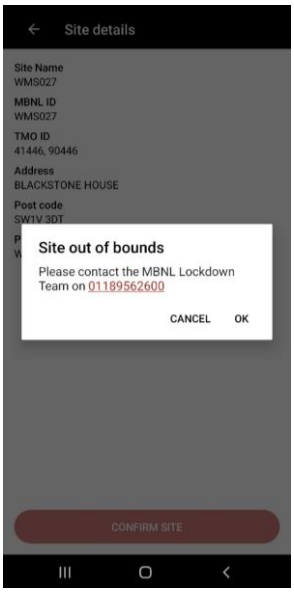
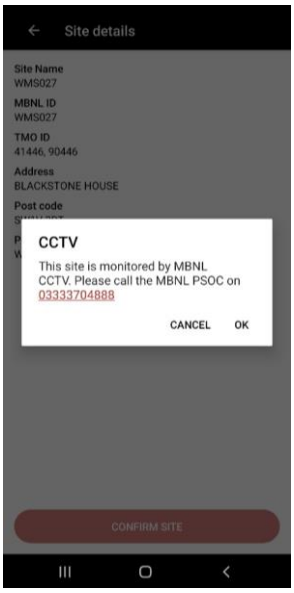


If your Permit is on a site that is out of bounds you will get the above information message to contact Lockdown Team.



If your permit is on a that has CCTV installed, you will get the above information message to contact PSOC

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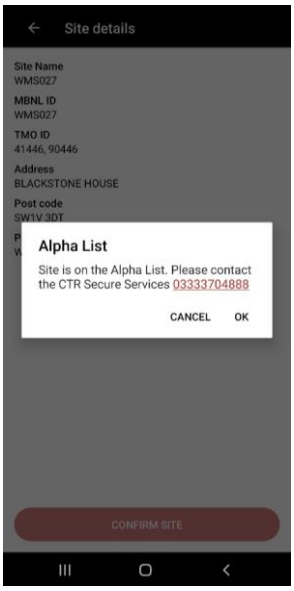

If your Permit is on a site that is on the Alpha list, you will get the information message to contact CTR Secure Services

- Tap on **"OK"** to proceed or Tap **"CANCEL"** if you want to stop from Booking On and return to the Site details screen.

You will then be transferred to the Key Credentials section.

Commented [NHC13]: Will this happen even if CANCEL selected?

Commented [JR14R13]: No, they will return to the "site details" confirmation screen. I have added this information.

5.4 Book On Questions

The Book On questions screen will appear on your phone. The questions will appear sequentially on your screen after submitting the answer to the previous question.

You will get the following questions:

- Do you have a PPE (personal protective equipment)? (Tap on **"yes"** or **"no")**
- Are you using a crane? (Tap on **"yes"** or **"no"**)
- Are you using a MEWP (Mobile elevating work platform)? (Tap on **"yes"** or **"no"**)
- Are you planning on climbing? (Tap on **"yes"** or **"no"**)
- If your answer to the "are you planning to climb" question is **"yes"**, then Tap to what time are you planning to start climbing:

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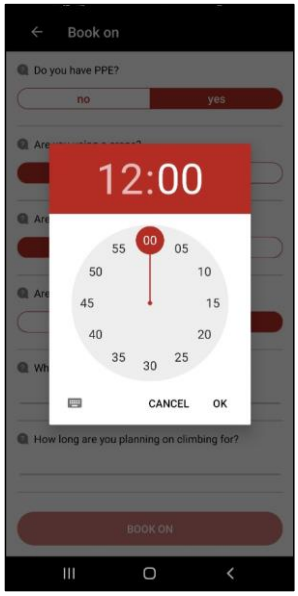
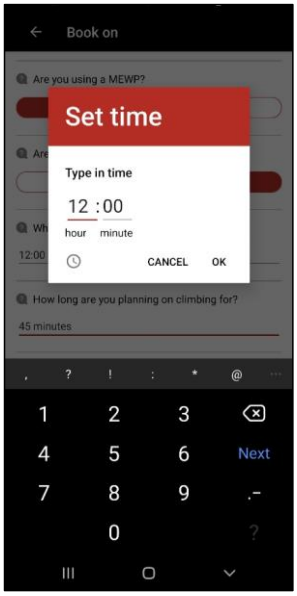
The following screen will pop up:

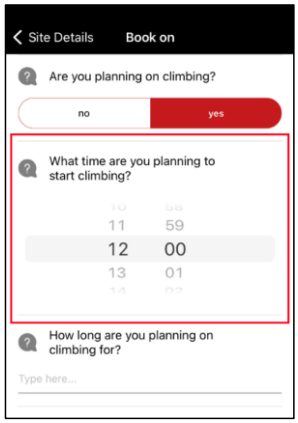
a. Android





- Tap on the keyboard button on the image and the following screen will appear for Android.

b. iOS



- Use the scroller to select the time you plan to start climbing.

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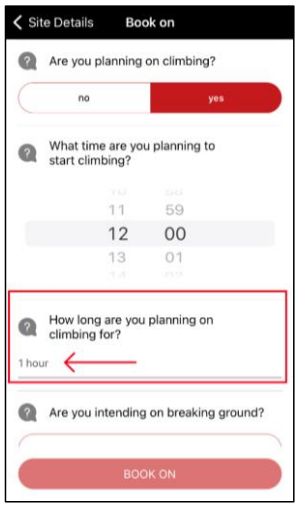
Please note if for example you need to climb at 8 in the evening then you should select 20:00.

- The question of How Long are you planning to climb for? will appear
    - Type in the duration of your climbing.



For example, if you are planning to climb for 45 minutes please type 45 minutes, if you are planning type for 2 hours, please type 2 hours and **hit Enter/Done on the keypad**

- Are you intending to break ground (Tap **"yes"** or **"no"**)
    - If "no" please answer the question "Safety wise, is everything on site OK for you to start"? (Tap "yes" or "no")
    - If **"Yes"**, the following notification regarding "Please note that when any excavation takes places, we now require video evidence of preparatory works being carried out, i.e. Use of CAT Scanner and Genny and any marking up required. This is to be submitted to MBNL/T&T in the event of any incident requiring investigation" (Tap on **"OK")** and please answer the following questions:

- Have you made all the reasonable enquires to establish the presence of underground services by consulting record drawings including utility searches? (Tap **"yes"** or **"no"**)
    - If **"Yes"**, please answer the "Have you contact the relevant DNO utilising Dial before you dig?" question.
    - If **"No"**, the following notification will appear "DO NOT PROCEED please contact the Health & Safety Manager/organisation and confirm next steps as user cannot proceed to answer any more questions".

- Have you contacted the relevant DNO utilising Dial before you dig? (Tap **"yes"** or **"no"**)
    - If **"Yes"**, please answer "Are the record drawings available in site and have you seen them?" question.

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- If **"No"**, the following response will appear" DO NOT PROCEED please contact the Health & Safety Manager/organisation and confirm next steps as user cannot proceed to answer any more questions"

- Are the record drawings available in site and have you seen them? (Tap **"yes"** or **"no"**)
  - If **"Yes"**, please answer "Are you following HSG047 safe digging practices and utilising a calibrating CAT scanner and Genny" question?
  - If **"No"**, the following response will appear "DO NOT PROCEED please contact the Health & Safety Manager/organisation and confirm next steps as user cannot proceed to answer any more questions"

- Are you following HSG047 safe digging practices and utilising a calibrating CAT scanner and Genny? (Tap **"yes"** or **"no"**)
  - If **"Yes"**, please answer "If a trial hole is required are you going to hand excavate down to recommended service depths with insulated hand tools?"
  - If **"No"**, the following response will appear "DO NOT PROCEED please contact the Health & Safety Manager/organisation and confirm next steps as user cannot proceed to answer any more questions"

- If a trial hole is required, are you going to hand excavate down to recommended service depths with insulated hand tools? (Tap **"yes"** or **"no"**)
  - If **"Yes"**, please continue to Book On.
  - If **"No"**, the following response will appear "DO NOT PROCEED please contact the Health & Safety Manager/organisation and confirm next steps as user cannot proceed to answer any more questions"

- Is it a roof top or water tower? (Tap **"Roof top"** or **"Water tower"**)
  - If **"Roof top"**, please continue to Book On.
  - If **"Water tower"**, please continue to Book On.

- Safety wise, is everything on site OK for you to start? (Tap **"yes"** or **"no")**
  - If **"Yes"**, please continue to Book On.
  - If **"No"**, please answer the "Have you escalated this via SDTV/OSDS/T&T?" question.

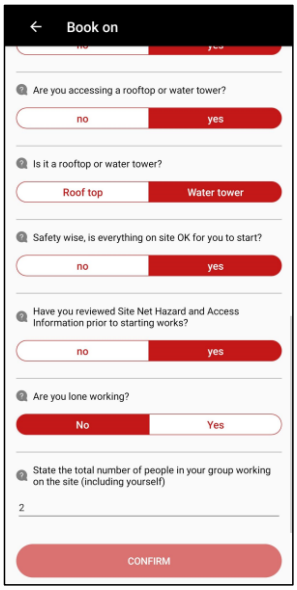
- Have you escalated this via SDTV/OSDS/T&T? (Tap **"yes"** or **"no")**

- Have reviewed Site Net Hazard and Access information prior to starting works? (Tap **"yes"** or **"no")**

- Are you lone working? (Tap **"yes"** or **"no"**)
  - If **"Yes"**, a pop-up with the following message will appear "You have confirmed that you are working alone on site and therefore notifications have been turned on to enable adherence to the MBNL

H&S Policy which required us to perform health checks every 2 hours" please select "OK" to proceed.

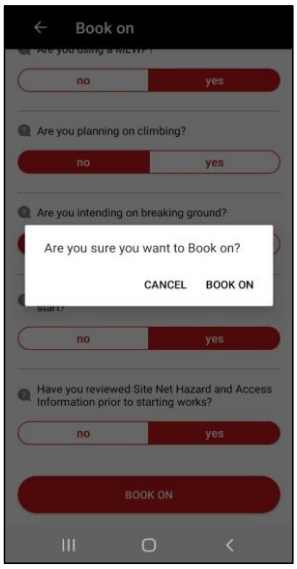
- If **"No"**, please answer the next question that refers to how many other people are on site with you.



- Then Tap to **"BOOK ON"** to continue.
- Please tap on **"OK"** in the pop-up question Are you sure you want to Book On?

You need to reply to all the questions before the application allows you to book on.

Please continue to report issues as per AS IS process.



- You will receive a pop-up confirming the book on has been completed successfully and ready to proceed with Work in Progress

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5.5 Key Credentials

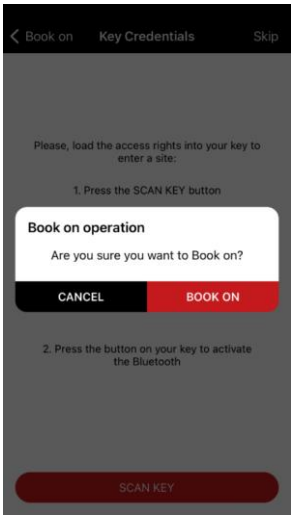
Please follow the instructions on the screen and allow the device to send your location.

- You should always scan your Locken key, independently of if you are on a site with Locken locks installed or not. This will allow the key details to be updated and recorded in the LSA.

- Please also note that if you don't scan your key at this stage then you will also be able to scan and sync your key when you are in the work in progress screen **(Section 5.6)**

For further information of how to scan and authorise your keys please follow the instructions in **APPENDIX 1**.

- After you have successfully completed all book on questions, click "BOOK ON" to book onto site (you will need to have your precise location settings on your device enable to book on).



- You will be greeted by a pop up, confirming:
  a) The site you have booked onto and at what time
  b) Any site information you need to be aware of. Please pay careful attention to this information as it can change.

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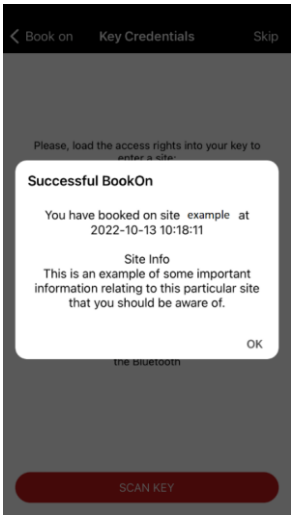
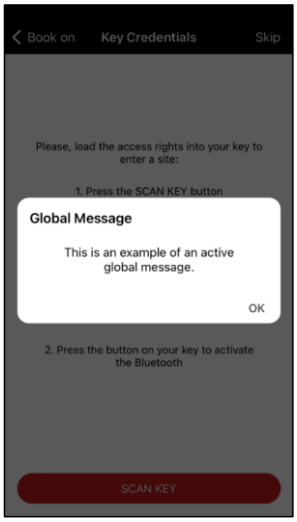
- Click “OK” to proceed.



- You may also be greeted by a global message. This is a message sent to all users of the MBNL app. Please read carefully as this message can change. Once read, click “OK” to acknowledge the message and proceed to the Work in Progress page.



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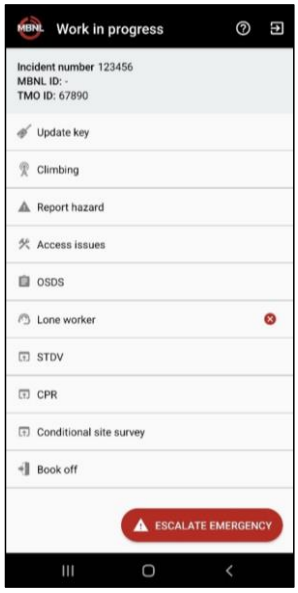
5.6 Work In Progress



In this screen you have the following options:

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5.6.1 Update key

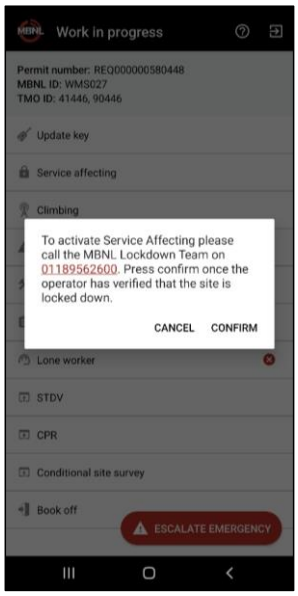
This option allows the engineers to scan their keys in case key not scanned during the book on process. Tap on update key if you want to scan your key. For further information how you can scan your key please refer to the instructions in the Update Key section of the **APPENDIX 1**.

5.6.2 Service Affecting

This option allows the engineers to initiate service affecting work

- Tap on the Service affecting option at the top of the page to activate Service Affecting
- A pop up will come up to confirm if you want to start the service affecting work also prompting the user to contact the Lockdown team.

Important Note: It is mandatory to confirm with the Lockdown team that the site has been locked before you start any work.



- If you are ready, please tap on **"CONFIRM"**

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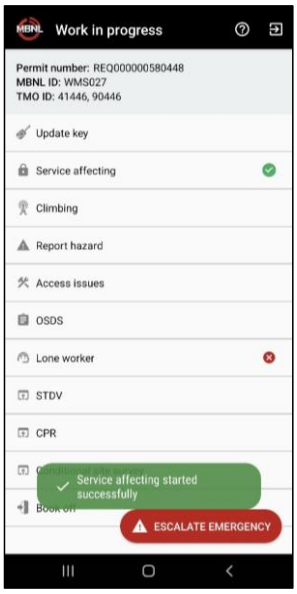

- To deactivate service affecting tap on Service Affecting option
- A pop up will come up to confirm if you want to stop the service affecting work also prompting the user to contact the Lockdown team

Important Note: It is mandatory to confirm with the Lockdown team that the site has been unlocked before you book off.

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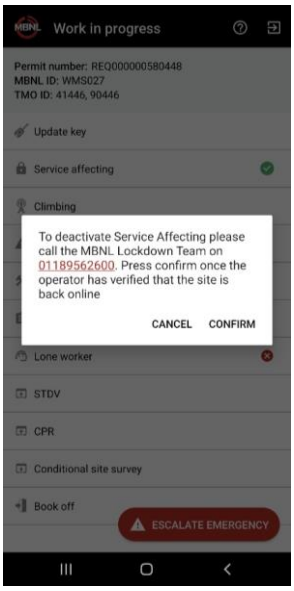
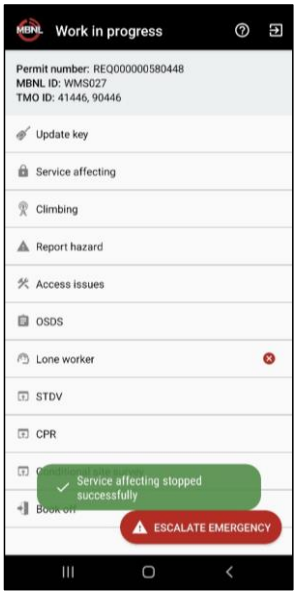


- If you are ready, please tap on **"CONFIRM"**



5.6.3 Report Hazard

This functionality in the app replaces the Report Hazards JotForms.

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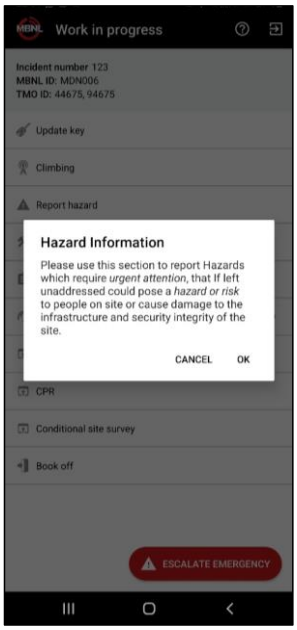

- By tapping on *"Report Hazard"* engineers will be able to report hazards on site. Once selected, a pop-up confirming what MBNL define as a *"Hazard"* will appear. If the hazard you have identified meets this criterial, please select "OK". If not, please select cancel and select the appropriate escalation category within the *"Work in Progress"* (WIP) page.
- Select Hazard Type from the drop- down list by tapping on the Hazard type you want to select.

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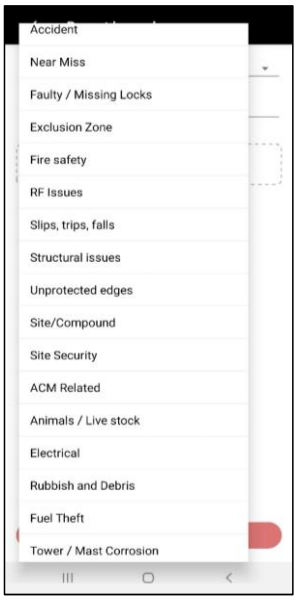
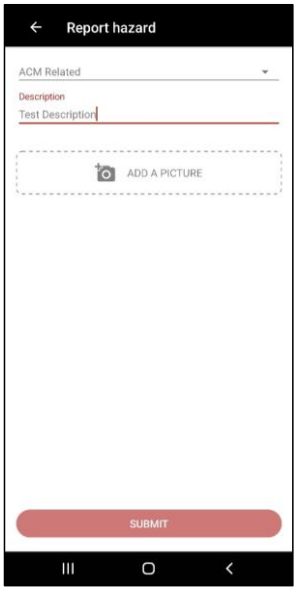


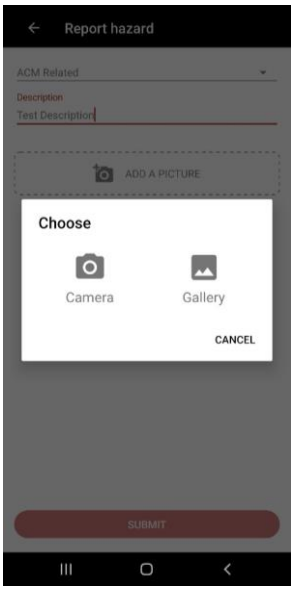
(Report Hazard dropdown categories are subject to change from the following image)

- Tap on Description to provide a description of the Hazard. This is a free text area.

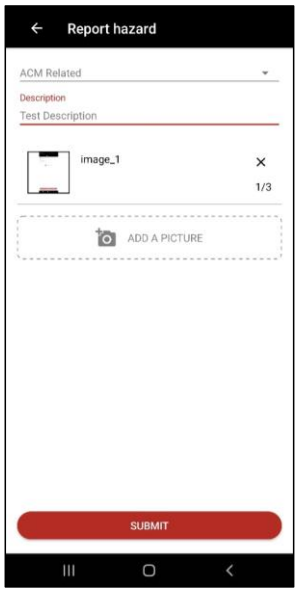


- Tap on **"ADD A PICTURE"**. At this stage the app will prompt the users to allow to access photos and files on the device. Tap on Allow

- A pop-up message will come up asking the user to select Camera or Gallery
  - If you have not got the photo already taken select **“Camera”**
  - If the photo is already taken select **“Gallery”**



- Upload the picture. The MBNL MyLocken app allow the engineers to upload maximum of 3 pictures. You must upload a picture.



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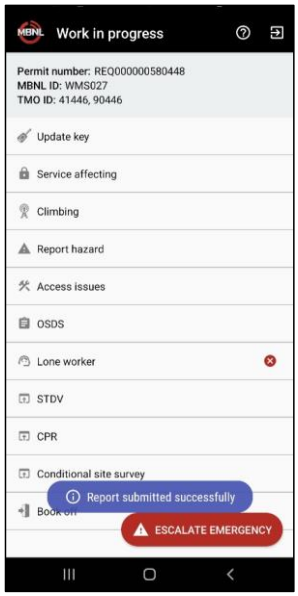
- Tap on **"SUBMIT"**. A message will appear that your report has been submitted successfully. Please note that to Report a Hazard all the fields in the Report Hazard page should be completed (Hazard Type, Description, Photo Upload)



An automatic email notification will go to site.access.security@mbnl.co.uk and mbnl.psoc@ctrservices.co.uk. These teams will take further action.

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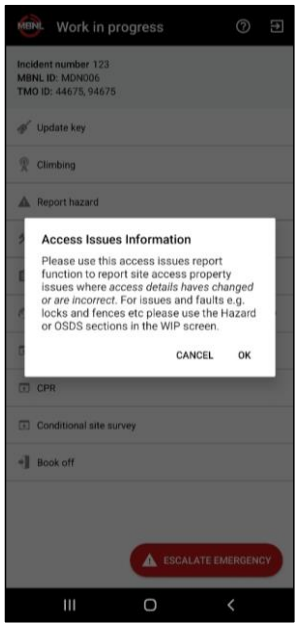
5.6.4 Access Issues

This functionality of the app allows you to report access related issues.



- By tapping on *"Access Issues"* engineers will be able to report access related issues on site. Once selected, a pop-up confirming what MBNL define as an *"Access Issue"* will appear. If the hazard you have identified meets this criterial, please select "OK". If not, please select cancel and select the appropriate escalation category within the *"Work in Progress"* (WIP) page.
- Tap on Description to provide a description of the Access issue. This is a free text area.

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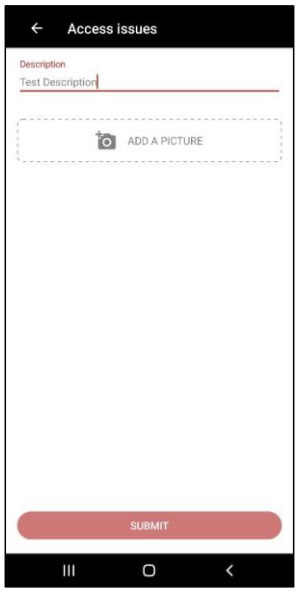
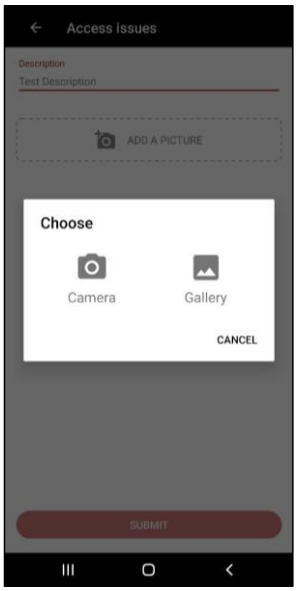


- Tap on **“ADD A PICTURE”**. At this stage the app will prompt the users to allow to access photos and files on the device. Tap on allow. This will be requested by the app only the first time that the user will need to upload a picture.
  - A pop-up message will come up asking the user to select **“Camera”** or **“Gallery”**
  - If you have not got the picture already taken select **“Camera”**
  - If the photo is already taken select **“Gallery”**



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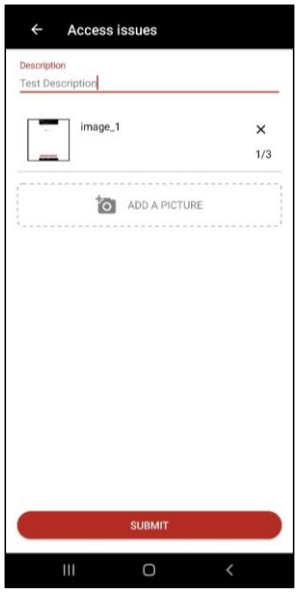
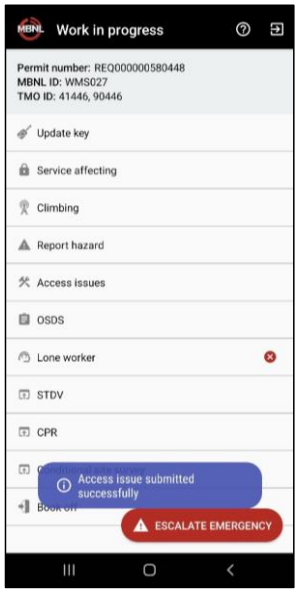
- Upload the picture. The MBNL MyLocken app allow the engineers to upload maximum of 3 pictures



- Tap on **"SUBMIT"**. A message will appear that your report has been submitted successfully. Please note that to report an Access issue all the fields in the Access Issue page should be completed (Description, Picture Upload)



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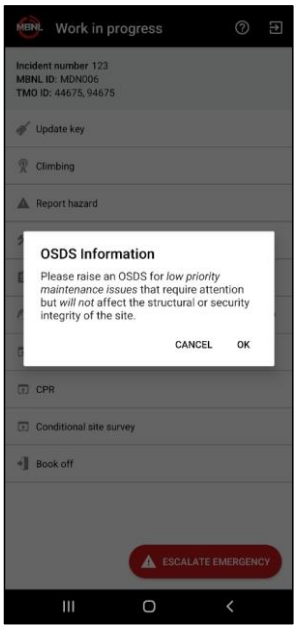
An automatic email notification will go to site.access.security@mbnl.co.uk and mbnl.psoc@ctrservices.co.uk. These teams will take further action.

5.6.5 OSDS

This functionality of the app replaces the initial OSDS form.



- By tapping on *"OSDS"* engineers will be able to report OSDS on site. Once selected, a pop-up confirming what MBNL define as an *"OSDS"* will appear. If the hazard you have identified meets this criterial, please select "OK". If not, please select cancel and select the appropriate escalation category within the *"Work in Progress"* (WIP) page.
- Select OSDS type from the drop-down list

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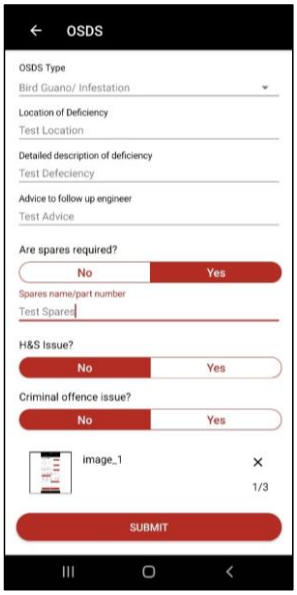
(OSDS dropdown categories are subject to change from the following image)

- Tap on **"Location of Deficiency"**. This is a free text area where engineer needs to provide the post code, address and MBNL Site ID (e.g. RG1 0NE, 5 Oxford road, BAR001)



- Tap on **"Detailed description of deficiency"**. This is a free text area where engineer needs to detail the efficiency

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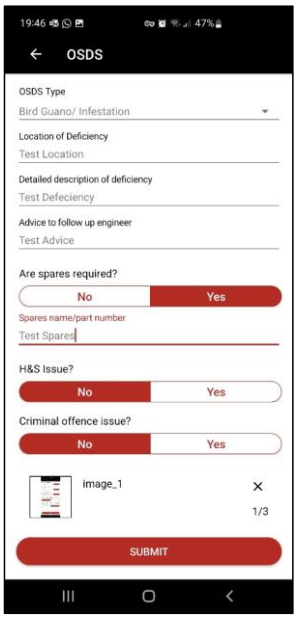
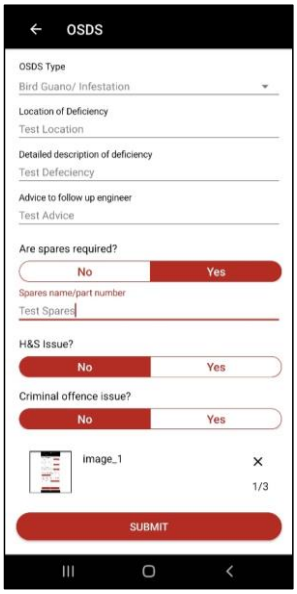
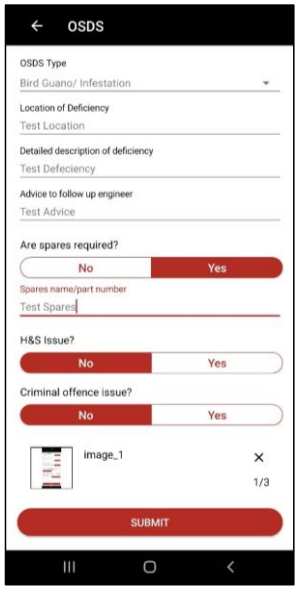


- Tap on **"Advice to follow up engineer"** This is a free text area where engineer can provide details of what the next person will be visiting the site should be aware of.

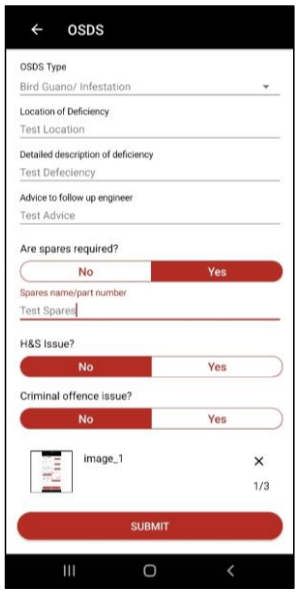


Once the above is completed please continue with answering the following questions:

- Are spares required?
  - Tap on **"No"** or **"Yes"**



- If the selected option is **"yes"**, tap on **"Spare name/part number"**. This is a free text area where the engineer can complete the Spare name and/or part number. Then proceed with answering the next questions



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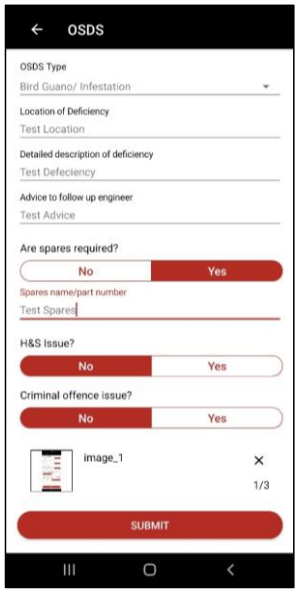
- If selected option is "**No"**, then please proceed with answering the next questions
- H&S Issue?
  - Tap on **"No"** or **"Yes"**



- Criminal Offence?
  - Tap on **"No"** or **"Yes"**

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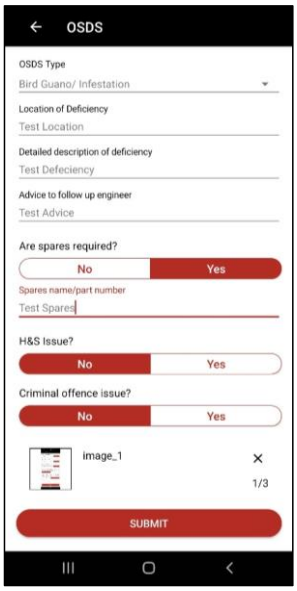

- Tap on "**ADD A PICTURE"**. At this stage the app will prompt the users to allow to access photos and files on the device. Tap on allow
  - A pop-up message will come up asking the user to select **"Camera"** or **"Gallery"**
  - If you have not got the photo already taken select **"Camera"**
  - If the photo is already taken select **"Gallery"**

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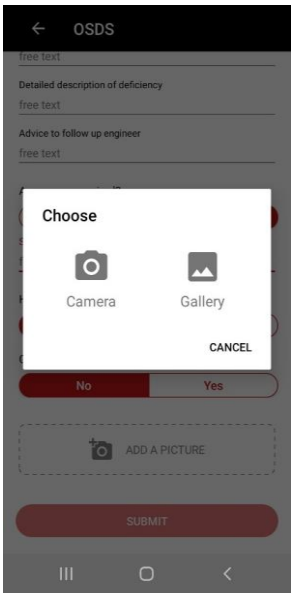
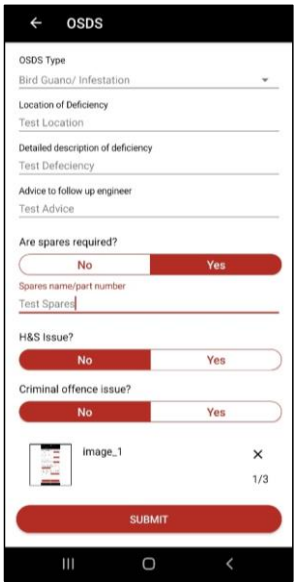


- Upload the picture (up to 3 images can be uploaded)



- Tap on **"SUBMIT"**. A message will appear that your report has been submitted successfully. Please note that in order to report an OSDS issue all the fields in the OSDS page should be completed (OSDS type, Location of Deficiency, Description of Deficiency, Advice on follow up engineer, spare Parts , H&S issues, Criminal Offence ,Picture Upload)

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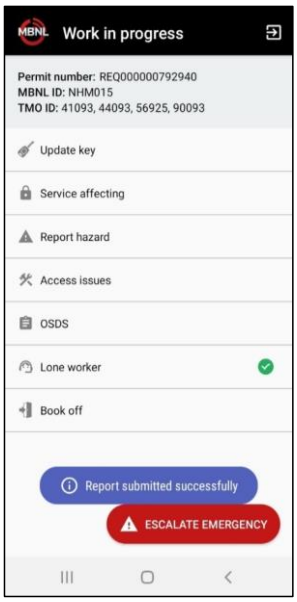

An automatic email notification will go to Lockdown team and the team will take further action

5.6.6 Lone Worker

This functionality of the app is a safety feature that makes sure you are safe on site. After being booked on site for two hours you will receive a notification asking you if you are ok that you must respond to. Failure to respond will result in further notifications being sent every 10 mins until a maximum of 3 are sent resulting in an emergency escalation being triggered.

PLEASE ENSURE THAT ALL NOTIFICATIONS ARE TURNED ON FOR THE MBNL MYLOCKEN APP.

AND THAT YOU HAVE YOUR "PRECISE" LOCATION SETTINGS ON YOUR DEVICE ENABLED.

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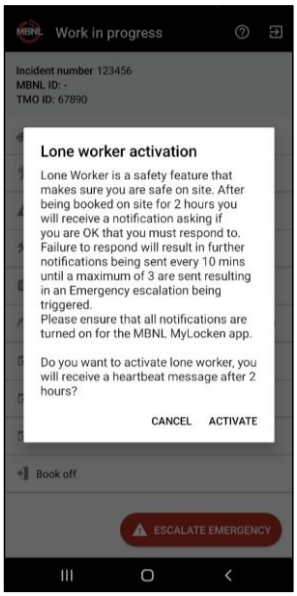
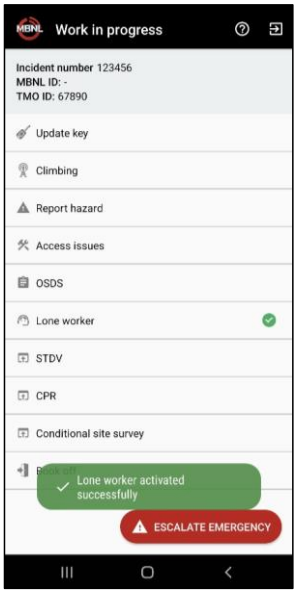


- By tapping on the Lone Worker option, a pop-up message displays the above text.



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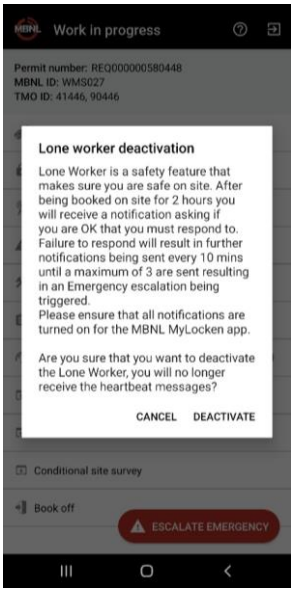
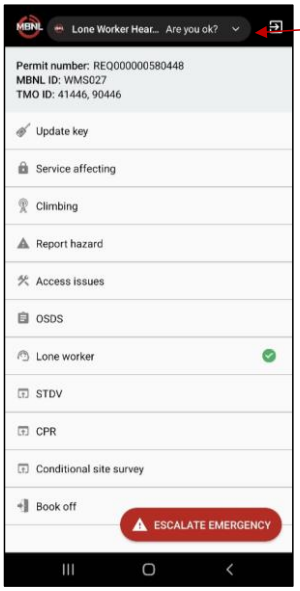
- Click **“ACTIVATE**” to proceed in activating the Lone Worker feature. Once activated the above notification will appear in green.
- Click **“Cancel”** and you will return to the Work in Progress screen.





Lone Worker heartbeat

If you are OK, please tap on **“I’m safe”**.

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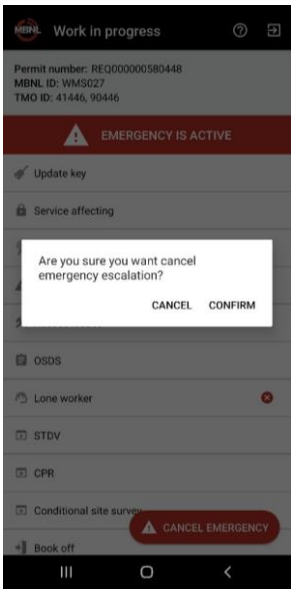
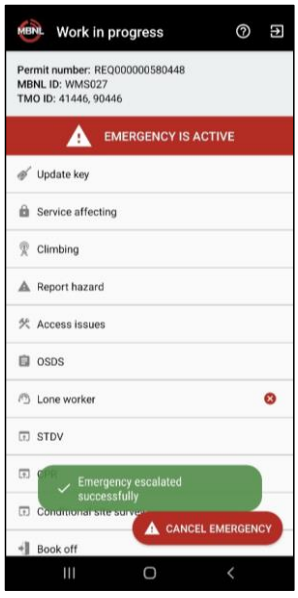
Important Note: The app gives you the option to deactivate the Lone Worker however it is strongly recommended you do not deactivate this feature.

5.6.7 Escalate Emergency

In case of emergency please Tap on the **"ESCALATE EMERGENCY"** Button, and a confirmation pop-up will appear.



- Tap on **"CONFIRM"** to escalate an emergency.
- Tap on **"CANCEL"** to return to Work in Progress page.
- If you tap on the emergency button a notification will be sent to your admins in the LSA.



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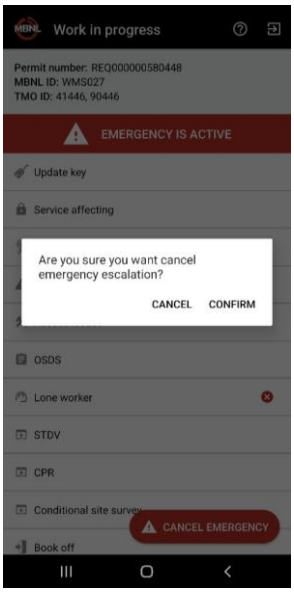
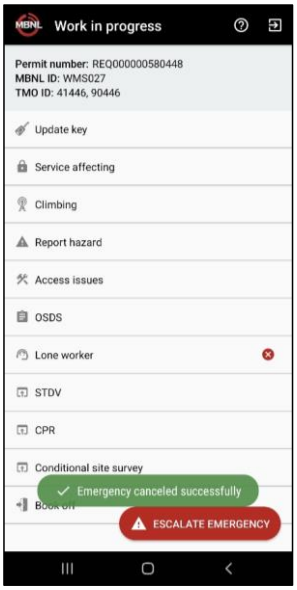
- To cancel the emergency, select the **“CANCEL EMERGENCY”** button.



- You will then be presented with a similar confirmation pop-up.
- Select **“CONFIRM”** to cancel the emergency escalation.



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- Select **"CANCEL"** to return to Work in Progress screen. The emergency escalation will remain active.

Important Note: You continue to use your AS IS processes to report and monitor your engineers on site. This functionality is not intending to replace any mechanisms and processes that your organisations are following.

5.6.8 STDV

By selecting this link, you will be redirected to the FSO Cloud website page for Site Theft, Damage, Vandalism (STDV) & Emergency Site Recovery (ESR) Reporting. Please follow the instructions and complete as appropriate.

5.6.9 CPR

By selecting this link, you will be redirected to the FSO Cloud website page for Confrontational Persons Report. Please follow the instructions and complete as appropriate.

5.6.10 Conditional Site Survey

By selecting this link, you will be redirected to MBNL's Conditional Site Survey (CSS) website. Please follow the instructions and complete as appropriate.

5.7 Book Off

When you are ready to BOOK OFF tap on the Book off option icon under Lone Worker.

Now you will need to answer all the Book Off questions. The questions will appear sequentially in your screen.

Important note: For Multiday permits you will need to book on /book off every time you are accessing or leaving the site. However please remember not to close the permit if you need to visit the site again until the permit expiration date if you are intending to use the same permit to access the same site again.

When a permit is closed, no one else will be able to use that permit.

5.7.1 Book Off Questions

When you are ready to Book off please tap on Book off option at the top of your screen.

You will be asked to answer the following questions:

- Is the Air conditioning on? (Tap on **"No"**, **"N/A"**, **"Yes"**)
- Is the Cabin secure? (Tap on **"No"**, **"N/A"**, **"Yes"**)
- Is the Compound secure? (Tap on **"No"**, **"N/A"**, **"Yes"**)
  - Are there any safety or maintenance issues on the site that we need to know about? (Tap on **"no"** or **"yes"**)
    - If the answer is **"Yes"** you will receive a pop-up message to escalate this via SDTV/OSDS/T&T
- Have you left the site secured and in a tidy condition following your own work? (Tap on **"no"** or **"yes"**)
  - If the answer is **"no"** you will receive a pop-up message to escalate this via SDTV/OSDS/T&T
- Please note depending on the answers on the above options you can be requested to complete the following questions:
  - Have you raised a ticket (Tap on **"no"** or **"yes"**)
  - Please give us a short description of the issue: This is free text. Please type a short description of the issue.

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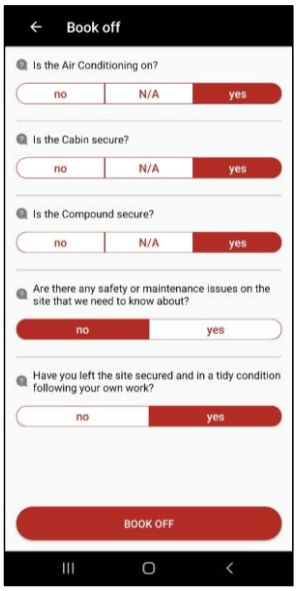
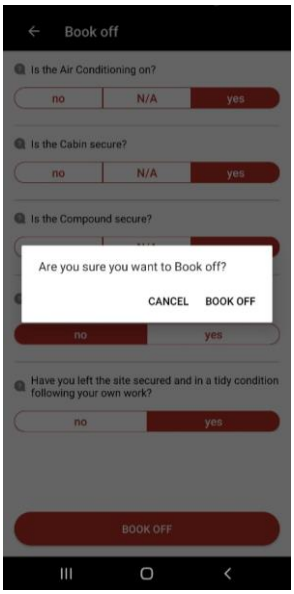


- Tap on **"BOOK OFF"**. Please remember you must answer all the questions before you Book Off.

You will also still need to report any issues with the sites during the book off process (As Is) as per current process.

A pop-up message will appear on your screen requesting you to confirm if you want to book off.



- Tap on **"BOOK OFF"** if you want to Book off.
- Tap on "**CANCEL"** if you still want to return to the booking off questionnaire

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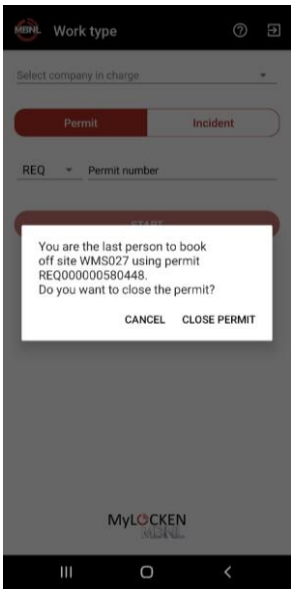
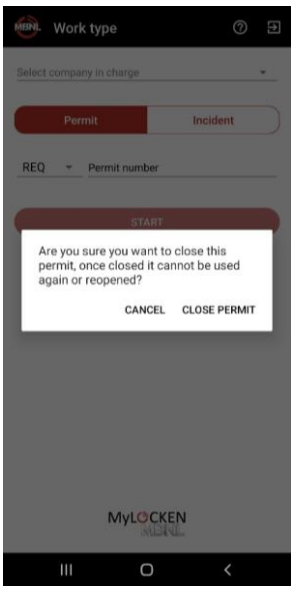
A pop-up message will appear on your screen requesting you to confirm if you want to Close the permit.



- Tap on **"CLOSE PERMIT"** if you want to Close.
- Tap on **"CANCEL"** if you still want to use the permit

Reconfirm you want to close the permit



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Tap on **“CLOSE PERMIT”.**

The process has now been completed and you can leave the site.

6 Incidents

6.1 Log in and Registration

For incidents, please follow the same registration and Login Process as per section 6.1

6.2 Work Type

In the Work Type area please Tap on **“Incident”**
Provide the Incident number that you will be working on e.g. INC1234567
Provide Site Number: This needs to be a valid MBNL Site ID
Press **“START”**

6.3 Site Details

Tap on **“CONFIRM SITE”** once you have confirmed you are referring to correct site.

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6.4 Key Credentials

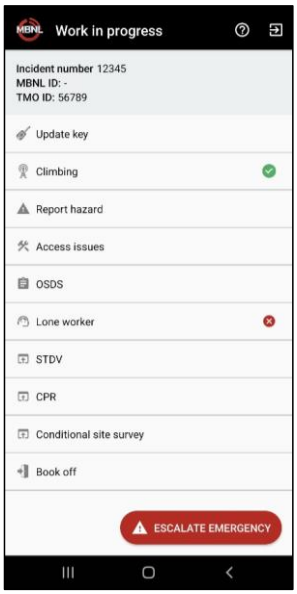
Please follow steps as per **Section 5.4** – please also refer to the instructions in the Update Key section of Appendix 1.

6.5 Book on Questions

Please follow steps as per section 6.4. Remember to answer all the questions to Book On.
Tap on **"Book On"**

6.6 Work In Progress

You are now working on the incident and the following screen will appear.



- Update key: Please refer to **Section 5.6.1** for functionality

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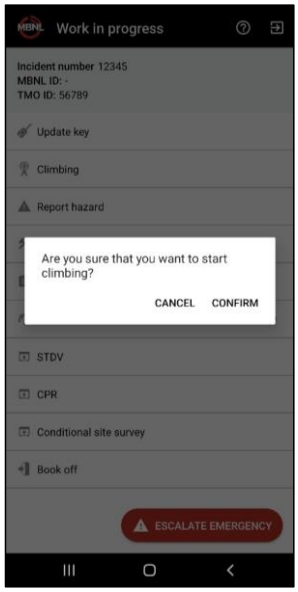
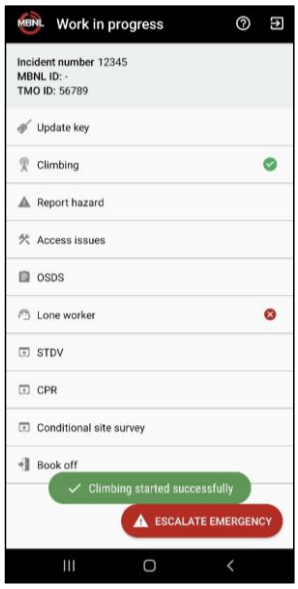
6.7 Climbing

This functionality is only available for FSO Riggers/ Climber's role in the LSA.

- Tap on **"Climbing"**
- A pop-up message will appear requesting you to confirm if you want to start climbing



- Tap on **"CONFIRM"**. A pop-up message will appear confirming that climbing has started successfully



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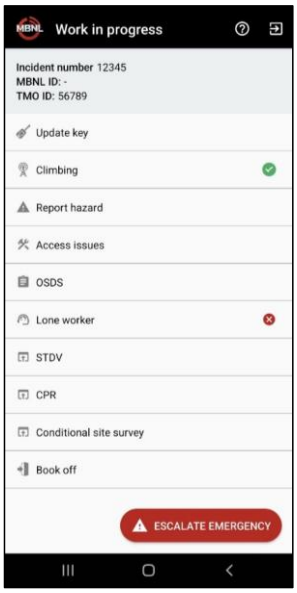
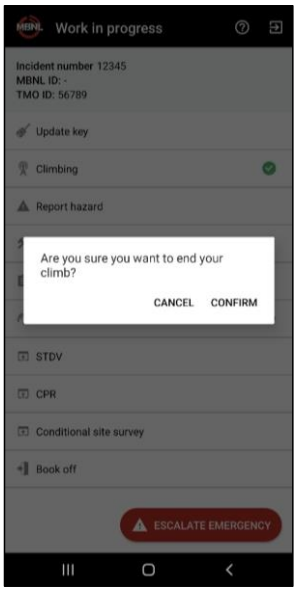


- If you want to end climbing tap on the **"Climbing"** option
- A pop-up message will appear requesting you to confirm if you want to end your climbing



- Tap on **"CONFIRM"**. A pop-up message will appear confirming that "climbing ended successfully".

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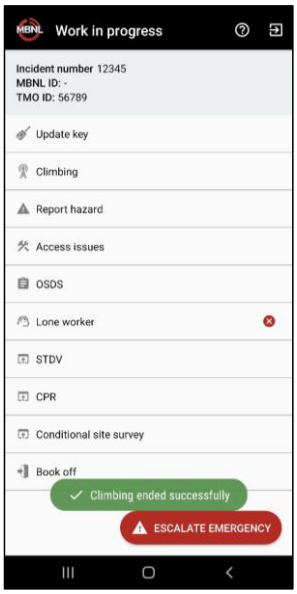
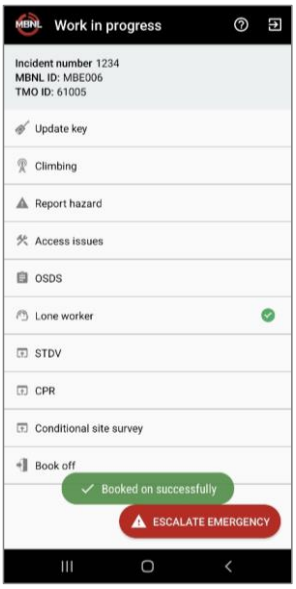


- Report Hazard: Please refer to **Section 5.6.3** for functionality
- Access Issues: Please refer to **Section 5.6.4** for functionality
- OSDS: Please refer to **Section 5.6.5** for functionality
- Lone Worker: Please refer to **Section 5.6.6** for functionality

When you want to book off, please Tap on **"Book off"** to start the Book Off process



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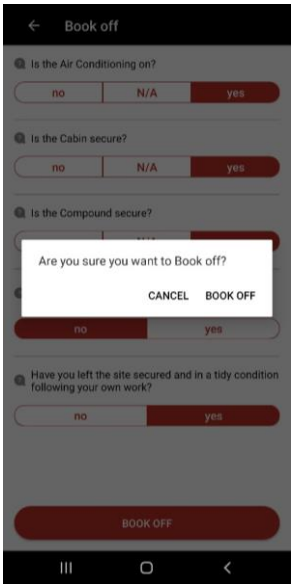
6.8 Book off questions

Please follow steps as per **section 5.7**. You will not be requested to close permits as you will be working under Incidents.

6.9 Book off

When working on incidents, you must Book off every time you leave the site.
Once you have completed the site activity or you are leaving the site for any reason, tap on the Book off option.

A pop-up window will appear to confirm if you want to Book Off
Tap on **"BOOK OFF"**
You have successfully now booked off. You can leave the site



<u>IMPORTANT NOTE:</u> Please do not forget to book off when leaving the sites. Failing to book off could be subject of non-conformity for your organisation. You will need to have your precise location settings on your device enable to book off.

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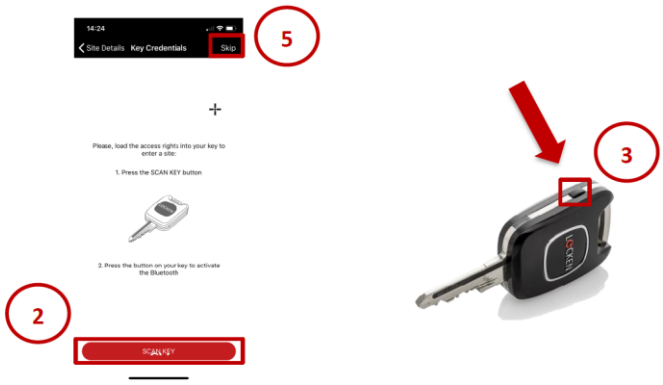
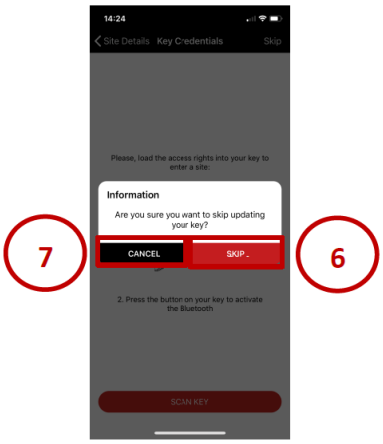
APPENDIX 1

Update a key

1. Follow the next steps when you are prompted to update your key. If you have a key, you should always update it before entering a site
2. To update a key press ‘Scan Key’
3. When prompted press the button on the side of your Locken key
4. If the update is successful you will receive a confirmation message and the app will automatically move to the next screen



5. If you do not have a Locken key press ‘Skip’
6. You will be asked to confirm if you want to skip updating your key. Select ‘Skip’ to continue
7. To cancel skipping select ‘Cancel’



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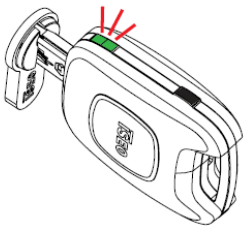
Key Signals

The below diagram explains the LED light signals that the key can emit when being used to open a lock

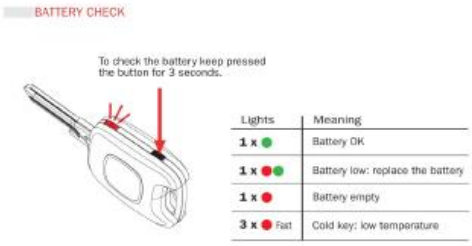


Lights	Meaning
1 x 🟢	Opening allowed
3 x 🔴	Opening denied
2 x 🔴🟢 + 1 x 🟢	Opening but cylinder not programmed
7 x 🔴 Fast	Key in factory mode (not programmed)
🔴↔🟢 10 sec	Establishing communication with ISEO V364 Mobile App (only in the F9000 ON model)
1 x 🔴🟢	Opening but low battery
1 x 🔴	Battery empty (not opening)
3 x 🔴 Fast	The battery does not provide energy because low temperature (not opening)

The key is able to inform the user, by a specific signal (3 fast led flashing), that battery, even if not fully empty, is not able to give enough energy, due to the low temperature effect on the battery chemical reaction. A possible and immediate remedy is to warm the key by the heat of the hands.

Key Battery

- Bluetooth mechatronic key batteries can last up to 5 years (depending on usage)
- Battery type - One CR2450 (Nominal voltage: 3V /Nominal capacity: 540mAh)
- To check the battery status see diagram below:



To change a battery in a key:
1. Remove the back cover of the key – this can be done by using a small screwdriver in the hole below the top banner of the key to prise off the cover.
2. Unscrew the 4 screws to remove the metal plate
3. The battery will then be able to be removed – replace with a new one
4. Replace the metal plate, 4 screws and pop the back cover on
5. Hold down the button on the key for 3 seconds – if the LED on the key flashes green once then the new battery has been installed correctly and key is ready to use

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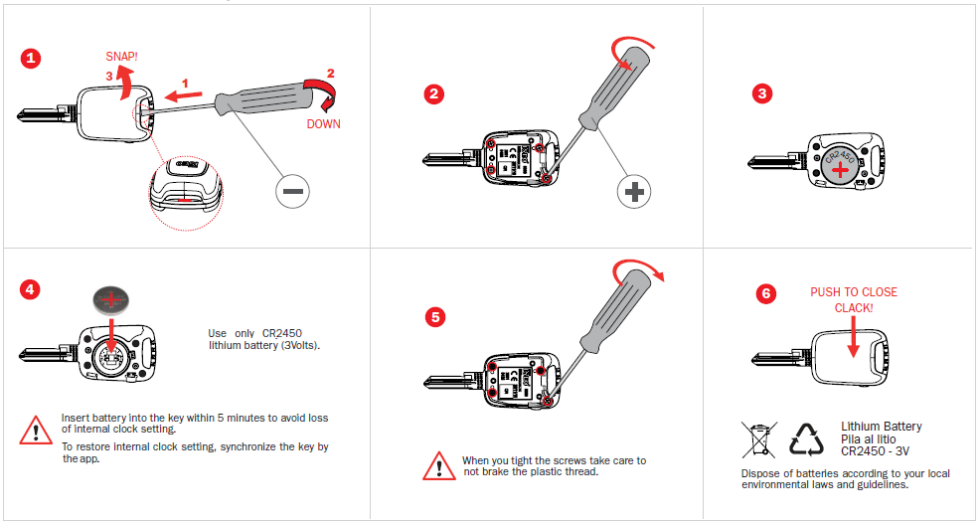
6. Close the back cover again.



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APPENDIX 2

Update the Key's firmware (iOS)

1) Follow the next steps when you are prompted to update your key. If you have a key, you should always update it before entering a site.
2) To update a key press **'SCAN KEY'**
3) When prompted, press the button on the side of your Locken key

4) If your key has out of date firmware, it will return a pop-up message **"LOGICAL ERROR IN THE VALIDATION"**
5) Press '**OK**' to close this window and begin the firmware update of your key. This update can take up to 5 minutes and requires a strong internet connection (i.e. a strong Wi-Fi connection with good up/download speeds) throughout the update.

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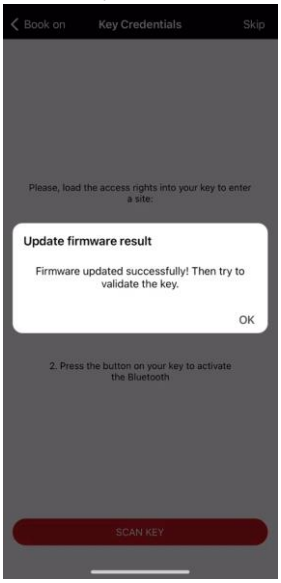
6) Once the firmware update has completed, you will receive a confirmation message. Press '**OK**' and proceed to update your key again (as shown in steps 2 & 3)



7) You may receive **"LOGICAL ERROR IN THE VALIDATION"** on the first attempt as the key is still processing the new firmware. If this happens, update your key again and you will receive confirmation the key has successfully validated

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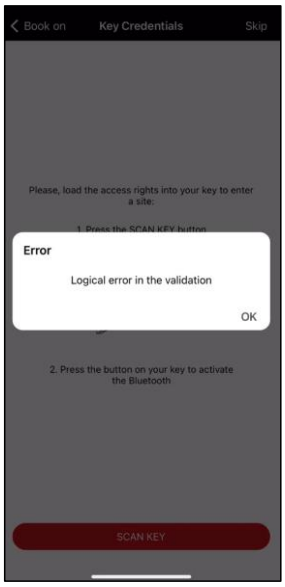

Update the Key's firmware (Android)

1) Follow the next steps when you are prompted to update your key. If you have a key, you should always update it before entering a site
2) To update a key press **'SCAN KEY'**
3) When prompted, press the button on the side of your Locken key

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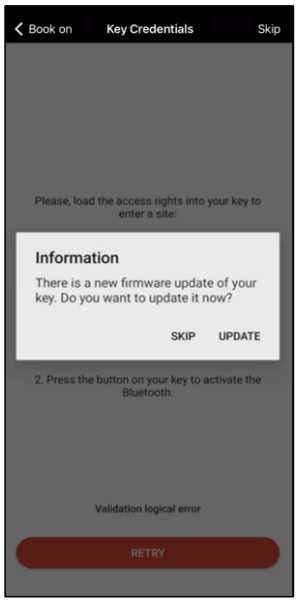
4) If your key has out of date firmware, it will return a pop-up message "**LOGICAL ERROR IN THE VALIDATION"**. Press '**OK**' to close this window



5) A new message will appear prompting you to update the firmware of your key. Click '**UPDATE**' to proceed. This update can take up to 5 minutes and requires a strong internet connection i.e. a strong Wi-Fi/5G connection with good up/download speeds) throughout the update.

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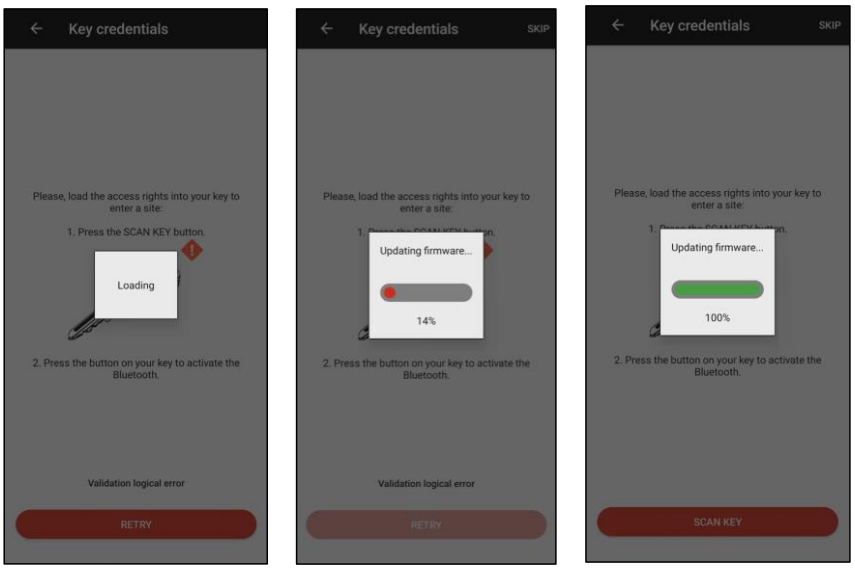

6) Once the firmware update has completed, you will receive a confirmation message. Press '**OK**' and proceed to update your key again (as shown in steps 2 & 3).

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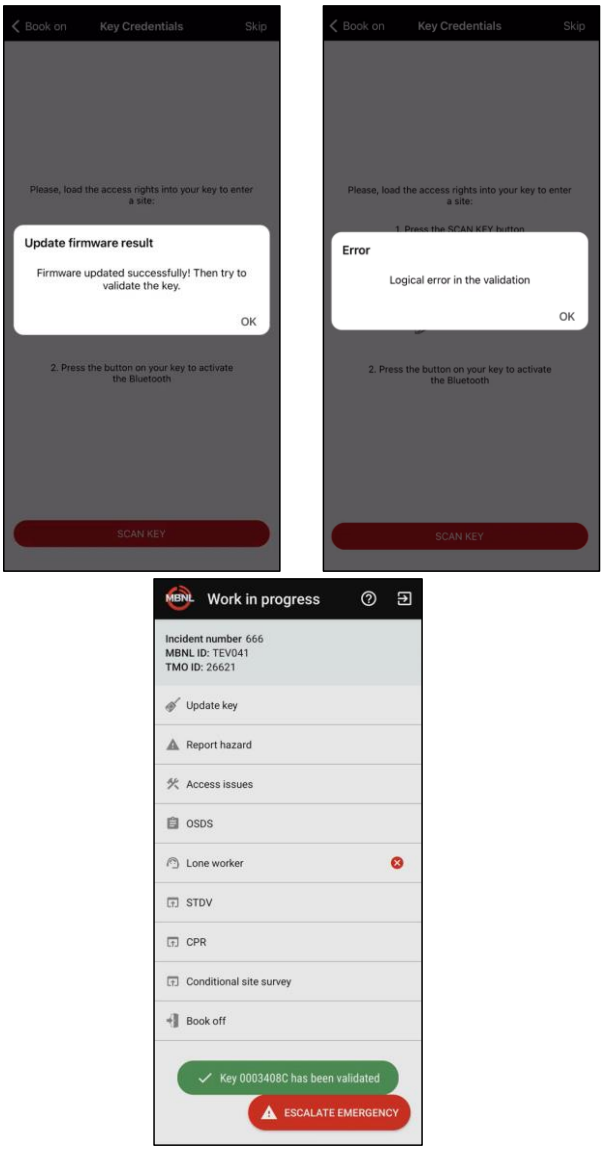

7) You may receive **"LOGICAL ERROR IN THE VALIDATION"** on the first attempt if the key has not finished loading the new firmware. If this happens, update your key again and you will receive confirmation the key has successfully validated

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