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Cancelling an Emergency on a Device from the Devices tab [GPv3]

Lu Parente - 2016-03-16 - in How-To






The GeoPro web app provides Administrators and Monitors with the ability to **Cancel Emergency** on behalf of a device. When an emergency has been manually cancelled by an Administrator or Monitor, the GeoPro web app will notify the defined **Escalation Contacts** based on the configured **Event Notifications**. If you've selected to use **GEOS**, they will be notified in addition to the defined escalation contacts. If you've selected to use **Internal Monitoring** (GEOS Backup), GEOS will follow up with the escalation contacts to ensure they are aware of the emergency and taking appropriate action.

1. To **Cancel Emergency** on a device, navigate to the **Devices** tab and select the desired device.

Home Devices List View Filter Help Options Log Out

Devices


Search [] [A-Z]

-  **Lu's LW Android**
LP User1
Lone Worker for Android
-  **Lu's LW iPhone**
LP User1
Lone Worker for iPhone
-  **Morris' iPhone**
Morris Shawn [GP Mobile App]
Lone Worker for iPhone
-  **Lu's Extreme**
LP LP
Iridium Extreme
-  **TS IR SE**
Lu Parente [USER]
inReach SE


2. The device page for the selected device will be displayed, select **Cancel Emergency** from the list.

Home Devices List View Filter Help Options Log Out

< Devices **TS IR SE**



TS IR SE
LP User1
inReach SE
Emergency



LP User1
GeoPro Demo Customer
lpuser@roadpost.com
+14162536990
29 September, 2015 3:01:27 PM

Inbox

Device Log

Send Text Message

Request Location

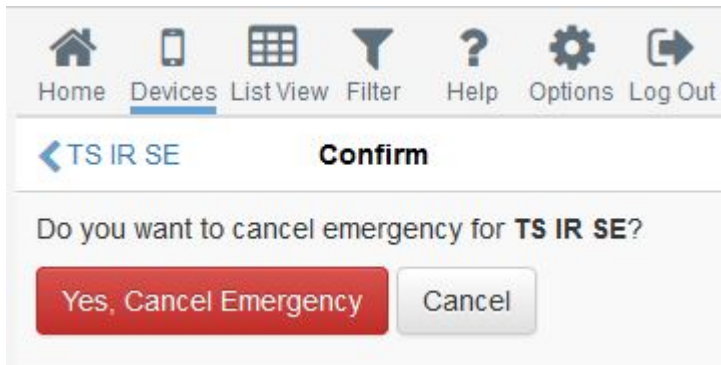
Request Check-In

Manual Check-In

Cancel Emergency

Configure

3. You will be presented with a confirmation screen prompting if you would like to proceed, select **Yes**, **Cancel Emergency** to cancel the emergency on behalf of the device user.



4. Once confirmed, the device will go into the cancelled emergency state, the escalations contacts (as well as GEOS if selected) will be notified, and the headcrumb on the map will appear green in colour.

