



## Using CHECKMATE in Areas where there is Intermittent or No Cellular Coverage

There are several ways to continue to be safety monitored by CHECKMATE when your cell phone has no or intermittent cell service. In most cases, these areas of no or spotty cell service are known and therefore you can plan your check-ins around them by:

1. **Do a proactive check-in prior to entering the no service area.** If you will still be in the no cell service area when your next CHECKMATE Safety Check is due to occur, do proactive check-in via a land line (see point 2) or via computer (see point 3) leaving specific details of your route and destination. If unable to do either, as a last resort, change your Safety Check Frequency before you enter the no cell service area so that the next Safety Check will occur after you leave the no cell service area.
2. **Do proactive check-ins via a land phone line.** If you have access to a land line, you can do a proactive check-in through that land line by calling **1-866-923-3885**. CheckMate will answer and ask you for your 10-digit phone number (*registered with CHECKMATE*) and your 4-digit pin number. Once provided you will then have the options to:
  - i. **Activate/deactivate** your Safety Checks - Depending on your Checklist's current status, you will be able to activate or deactivate your schedule.
  - ii. **Check-In** - If you press 2 you will have checked in with CheckMate and will then be able to leave location details via a Voice Recording, if you have been set up for this option by your manager.
  - iii. **Change frequency of Safety Checks** - You will be able to change how often CheckMate calls you.
  - iv. **Delay next Safety Check** - You can also delay when the next Safety Check will occur.
3. **Do proactive check-ins via a computer.** If you have access to a computer and the internet then you can check-in by going to <https://www.protelec.ca/mobile/>



Phone Number with Area Code

PIN

Login

866-923-3885 (Manage My Safety Checks)

888-440-0701 (ProTELEC Customer Service)



Enter in your 10-digit cell phone number and your 4-digit pin number and you will then be able to check-in:

Deactivate

**Location Details**

Check-in Now

**Contact Frequency**

Update Frequency

**Delay Safety Checks**

**Reason**

Delay Safety Checks

Logout