

HOW TO USE CHECKMATE IF NOT USING THE SAFE ALONE APP

Activate / Check-In / Deactivate

This Quick Guide provides an orientation to using the CheckMate Working Alone system through a computer, by phone, or by text.

Each option enables end-users to activate, check-in, and deactivate easily with the most suitable and available technology.

COMPUTER



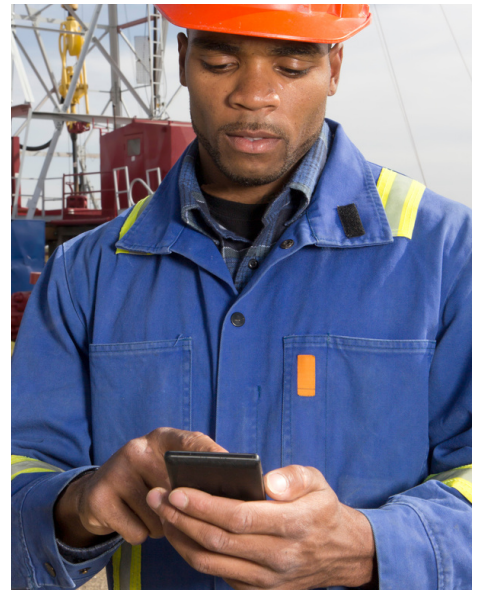
[Page 2](#)

PHONE



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TEXT



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***For administrative support and account information
please contact your Account Administrator***

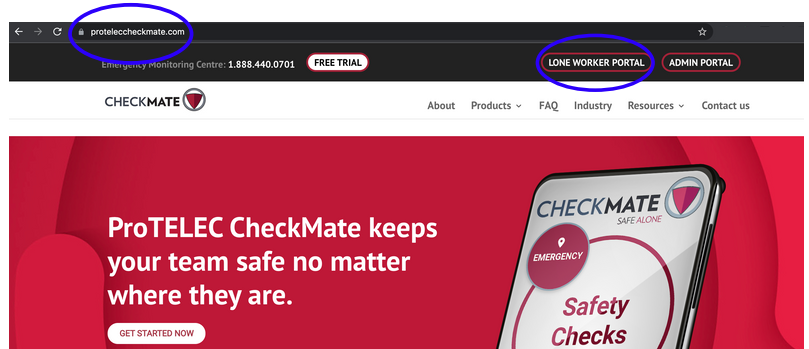
Activate / Check-In / Deactivate

STEP 1:

Navigate to

www.proteccheckmate.com

and click the Lone Worker Portal button



STEP 2: ACTIVATION

- Enter your **phone number** and **4-digit pin**
- Click the **'Login'** button
- On the next screen, click the **'Activate'** button

STEP 3: CHECKING-IN

Once you click the **Check-In Now** button, the clock is reset and your next safety-check will occur at whatever call frequency was been set for you.

For subsequent check-ins, repeat step #1 - Navigate to www.proteccheckmate.com login and use the Check-In Now button.

STEP 4: DEACTIVATION

To turn off your safety-checks, click the **Deactivate** button.

Activate / Check-In / Deactivate

STEP 1: ACTIVATION

- Call **1-866-923-3885**
- When prompted, **enter your 4-digit PIN* followed by the # sign**
- The system will then say “**To activate please press 1**”
- After you press '1' the first time, **confirm activation by pressing 1 again**
- After pressing '1' the second time, CheckMate is **activated** and you have completed your first check-in

STEP 2: CHECKING-IN

- Call **1-866-923-3885**
- When prompted, **enter your 4-digit PIN* followed by the # sign**
- Listen for the **check-in prompt**
- **Wait for all prompts to finish and respond** (you may be prompted for location)
- Once complete, the clock is reset and your next safety-check will occur at whatever call frequency has been set for you.

STEP 3: DEACTIVATION

- Call **1-866-923-3885**
- When prompted, **enter your 4-digit PIN* followed by the # sign**
- The system will then say “**To deactivate please press 1**”
- After pressing '1' the 1st time, **confirm deactivation by pressing 1 again**
- After pressing '1' the 2nd time, CheckMate is **deactivated** and your safety checks will stop

**Note: If your caller ID is blocked or if you are calling from a phone other than the registered phone, you will be asked to enter the 10 digit number of the registered phone*

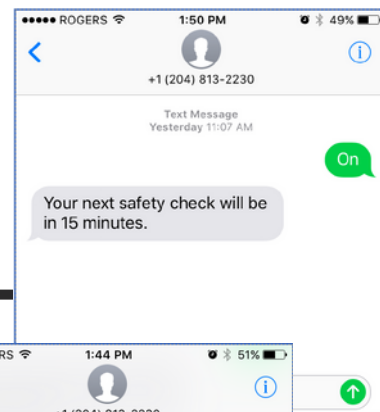
Activate / Check-In / Deactivate

This option is only available after an initial setup process specific to our texting service.

Please contact your account administrator with any questions.

STEP 1: ACTIVATION

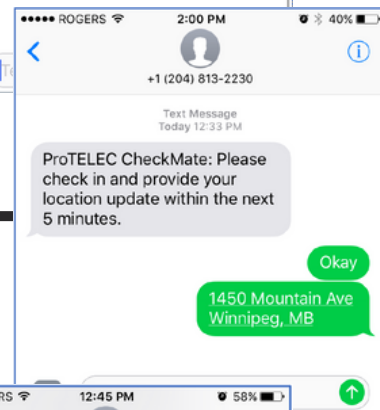
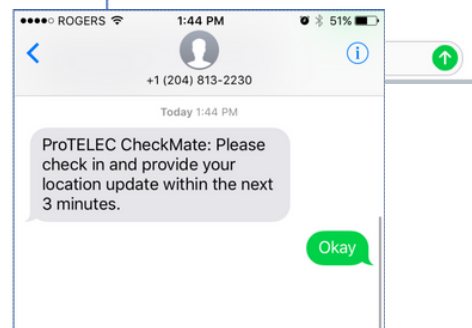
- Text 'ON' to CheckMate - **a phone number to text to will have been assigned, if not received please call 1-888-440-0701 and request an 'activation'**
- CheckMate will confirm by indicating that an initial check-in is complete



STEP 2: CHECKING-IN

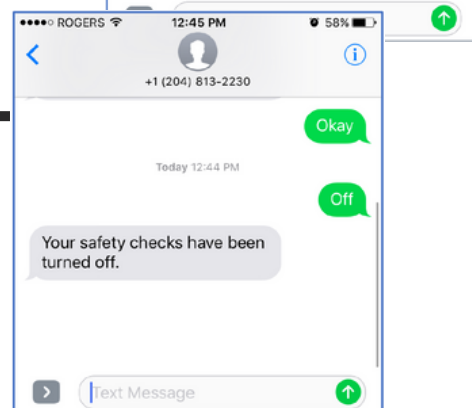
Ongoing safety checks will be received by text. The time limit to respond will be either 2 min, 3 min or 5 mins, per administrator setup. You must reply to the text and **we recommend that employers establish with employees what is considered an acceptable check-in response.**

You can send a **proactive check-in** by texting to CheckMate at any time. The time for the next Safety Check will be reset based on your safety check frequency.



STEP 3: LOCATION RECORDINGS

If the location recording option is active, you will be asked to provide location details and should reply back with a sentence stating your current location.



STEP 4: DEACTIVATION

- If your safety checks are on a **preset schedule** with an end time, the safety checks will automatically stop.
- If your safety checks are not on a preset schedule, texting '**OFF**' to CheckMate will deactivate the safety checks.