



TrackaPhone:

How to Edit Your Employee Protection User Details

3rd September 2015



1. Introduction:

As a registered user of the TrackaPhone Employee Protection Service, there is certain information that we need to hold in order to ensure we can easily identify you in an alert situation and also know who to contact in an emergency.

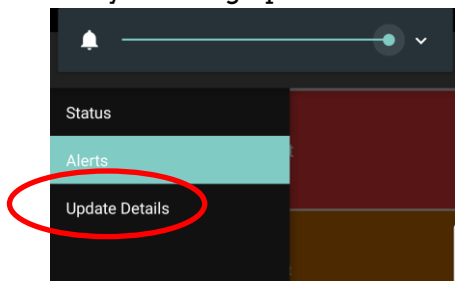
In order to ensure the details are accurate, up to date and also held securely we have created an on line portal that allows you to edit your details directly on to our system.

The following document is a guide to this portal and how to use it.

2. Accessing the Portal

The portal can be accessed in a number of ways:

- by clicking <https://trackaphone.co.uk/callback/meditor>.
- Or by going to the www.TrackaPhone.com home page and selecting 'Update User Details' under the My TrackaPhone Tab. This can be done from your phone or via a PC if you prefer.
- Or by selecting Update User details from the Alert client software on your phone



These will take you to the login page where you will require 3 pieces of information:

Update My Details

Mobile No.:

Account:

Code:

Mobile no: This is the mobile number of your registered device

Account No: This can be supplied by your administrator

Code: This is the 3 letter code that you use to consent to the service.

If you do not know your code then complete the mobile number and account fields then click on 'Text My Code', which will send the code to your mobile phone as a text and the confirmation message, 'Your code reminder has been sent' will appear as below



Update My Details

Your code reminder has been sent!

Mobile No.:

Account:

Code:

Once you have filled the correct details then select 'Login' to access your current stored details.

3. Updating Your Details

Once you have accessed the details page simply update each field with the correct information.

Some information is **Optional** whereas other fields are **Mandatory** and need to be completed in order for you to submit your form so **please ensure you have all the mandatory information prior to starting the process**, an example of the kind of information required is below, but your fields may vary as this is customer specific.

Some information is **Locked** for editing and this will be added by your administrator, you will not be able to type in these boxes. If these details are incorrect please email support@trackaphone.com with the correct details.

Update My Details

First Name:

Last Name:

Personal/Other contact Number:

Office Name:

Sex:

DOB (DD/MM/YYYY):

Complexion:

Main Office Tel:

Staff Number:

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Once completed then click '**Update**' at the bottom of the page and you will get the confirmation '**Your details have been updated successfully**' if the details have been successfully submitted as below

Update My Details

Your details have been updated successfully!

* - Mandatory Fields

First Name:

Last Name:

Personal/Other contact Number:

Office Name: *



4. Required Information Example

The actual fields may vary as these are customer dependent.

Field Name	Field Type	Example	Your Details
User First Name	Locked	Joe	
User Surname	Locked	Bloggs	
Secondary (or Personal) Mobile	Optional	07*****	
Position	Mandatory	Manager	
Email	Optional	David.leadbitter@trackaphone.com	
Region Name	Locked	South East	
Area Name	Locked	Plant Health	
Password-Staff Number	Mandatory	U123456	
Sex	Mandatory	Male	
Direct Line manager name	Mandatory	Phil	
Direct Line manager surname	Mandatory	Derry	
Direct Line manager Tel 1	Mandatory	07xxxxxxxx with no gaps	
Direct Line Manager Tel 2	Optional	01xxxxxxxx with no gaps	
On Call Duty Rota Number	Ignore	Ignore this field if it is present	
Countersigning Manager Name	Mandatory	Alan	
Countersigning Manager Surname	Mandatory	Davidson	
Countersigning Manager Mobile	Mandatory	07xxxxxxxx with no gaps	
Countersigning Manager Landline	Optional	01xxxxxxxx with no gaps	
DOB (DD/MM/YYYY)	Optional	21/12/1921	
Medical Notes	Optional	Diabetic and heart condition	
Home Postcode	Optional	NE289NZ	
Vehicle Registration	Optional	NK14 OYL	
Build	Optional	Medium	
Eye Colour	Optional	Blue	
Hair Colour	Optional	Brown/Grey	
Height (cm)	Optional	182	
Weight	Optional	12 stone 3lb	
Blood Group	Optional	A+, A-, B+, B-, AB+, AB-, O+, O-,	

Please complete the survey as soon as possible after receiving this form.