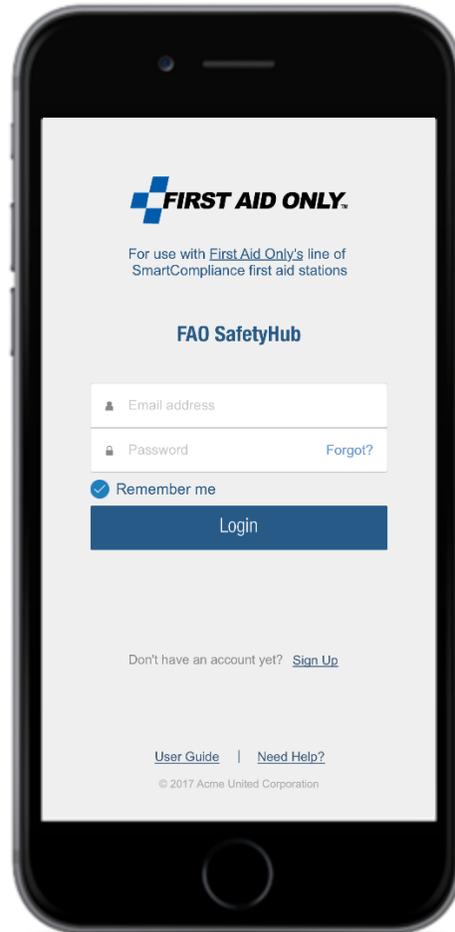


# FAO SafetyHub Requisition App

User Documentation – as of December 2017



When submitting a requisition for refills items through the app please use the e-mail **firstaid@aeds.com**. The order will then be sent directly to our customer care team and will be processed in timely manner.

# Contents

FAO SafetyHub Requisition App.....	1
Introduction.....	3
Supported devices.....	3
Downloading the app.....	3
Creating an account .....	3
App Overview.....	4
Adding a Safety Item.....	7
Looking up a safety item.....	7
From the home page.....	7
From the search page .....	8
Creating a refill requisition.....	8
Adding products using the 'List of Cabinets' Page (recommended) .....	8
Adding products using the barcode scanner.....	8
Adding products using the 'Search' function .....	8
Adding products using the 'Check Physical Inventory' function .....	9
Creating a new requisition using a previous requisition as a starting point.....	9
Completing/sending a requisition .....	9
Working in offline mode .....	10
Switching back to online mode .....	10
App tips and features.....	11
Editing or deleting a safety item.....	11
Working with draft requisitions .....	11
Finding the recommended stock levels for your cabinet.....	11
Enhanced cabinet details.....	11
Returning to your barcode scan list without scanning.....	11
First aid guide .....	11
Logging out of the app .....	11
Tech support – bugs, suggestions, and comments .....	11

# Introduction

FAO SafetyHub makes requisitioning the right first aid supplies quick and easy, so you can be sure you always have a properly stocked cabinet without the overstocking that leads to waste.

Once the cabinets at your site have been entered into the system, you can simply use the built-in scanner on your mobile device to scan the items that need restocking. Manual entry options are also available for those without access to a mobile device or scanner. The app can be programmed by an administrator to send the stocking requests directly to your first aid supplier or to your company's purchasing department for approval.

The app also provides the tools for you to track fire extinguishers and automated external defibrillators (AEDs) and set reminders for checking on them.

## Supported devices

FAO SafetyHub currently supports iOS and Android tablets, phones, and PCs.

## Downloading the app

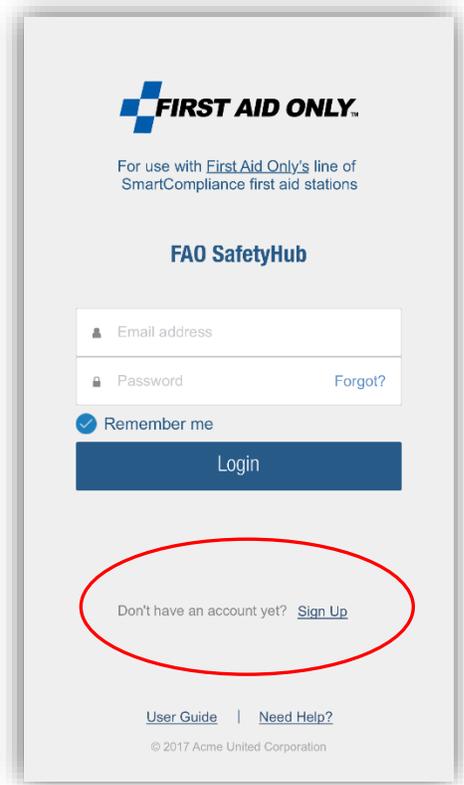
Go to [FAO SafetyHub](#) or search for it on the Apple App Store and download to your device.

## Creating an account

You may have already been signed up by an administrator and given account credentials. If so, simply enter them.

If not, you'll need to create one the first time you use the app:

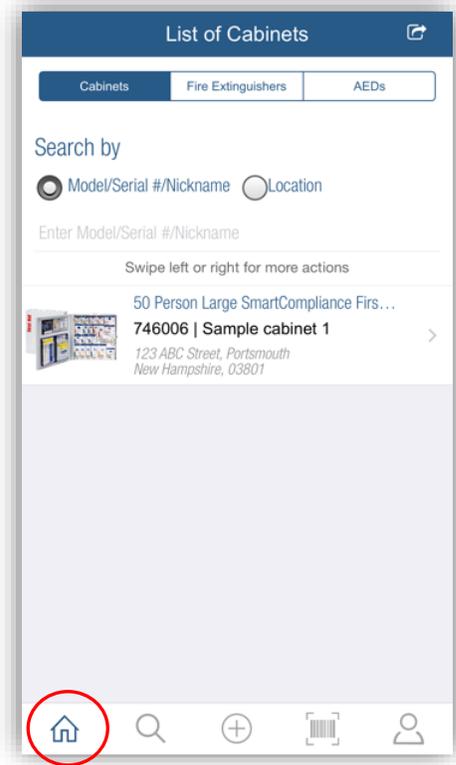
1. Click the 'Sign up' link at the bottom of the screen.
2. Fill in the registration form. Note that you will need the model number and serial number of at least one cabinet, fire extinguisher, or AED to register. Simply select 'Cabinet,' 'Fire Extinguisher,' or 'AED' from the top navigation menu before beginning your registration. Refer to the 'Adding a safety item' section, following, for more details on how to add an item.
3. Choose a password of at least six characters. There are no special character requirements for the password.
4. At the end of the form, you will be asked to accept the Terms and Conditions and Privacy Policy. Leave the button in the 'on' position if you agree.
5. NOTE: Your Company may have provided you an additional 'Company Group Code.' Please enter the code if you have it. It can be added later by your administrator if you do not have access to the code.



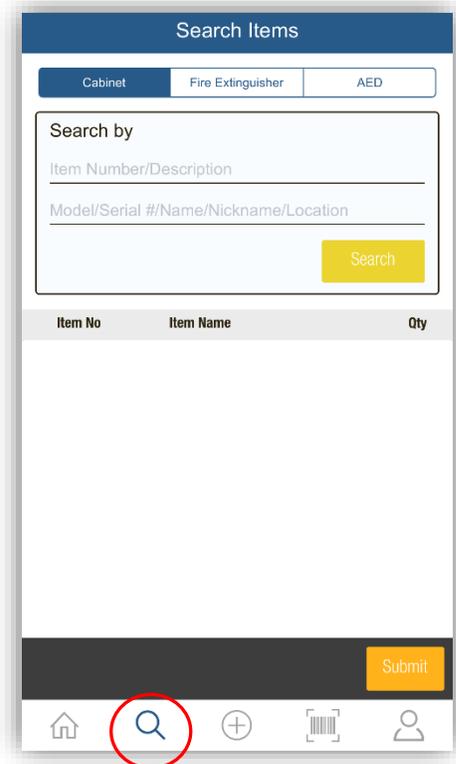
# App Overview



**Home/List of Safety Items:** Lists all registered cabinets, fire extinguishers, and AEDs and allows you to search for and select a specific item. Swipe left to edit or delete a safety item. Click the Report/Export symbol at the top right to have a report emailed to you of all selected assets, in a comma-delimited file.



**Search Items:** Use this screen to perform a manual entry search for requisition items by item number/description or by cabinet Model/Serial#/Name, and to search for fire extinguishers and AEDs by Model/Serial#/Name.





**Add Cabinet/Fire Extinguisher/AED:** Enter the details of a new asset, and set reminders for checking on it.

Add Cabinet

Cabinet Fire Extinguisher AED

Sample

User1

123@abc.com

Sample company

1

123 ABC Street

Address 2

Portsmouth

New Hampshire

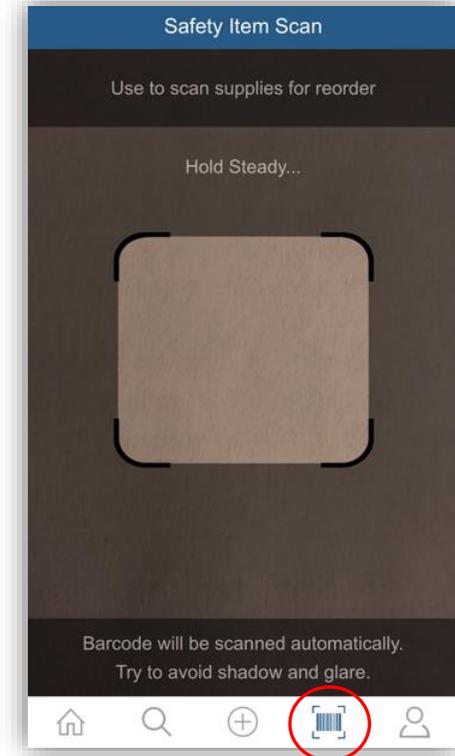
03801

555-555-5555 | Extension

Cabinet model no. \*

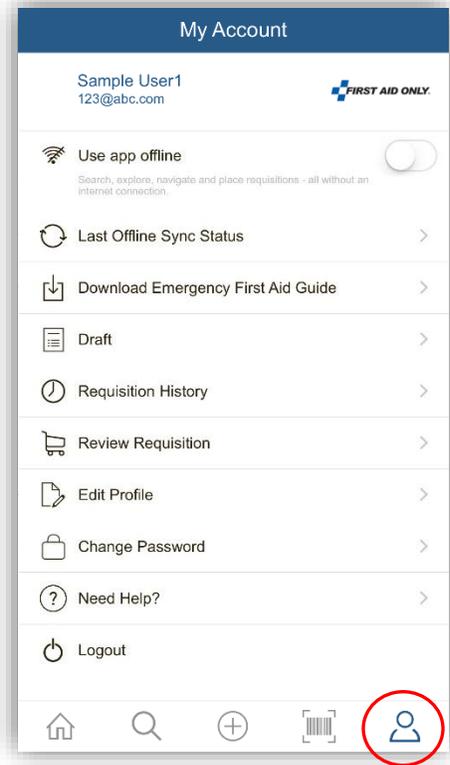


**Barcode Scan:** Scan in barcodes for safety cabinet supplies.





**My Account:** Access your account details including draft requisitions, requisition history, account profile, etc. Enable/disable offline mode. You may also log out of the app from this screen.



## Logging in

Once you have created an account and logged into it, you may use Touch ID to access your account, if you have enabled Touch ID on your device. When opening the app, you will be prompted to authenticate your identity using Touch ID. If you do not wish to use Touch ID, click "Cancel" and you may log in using your email address and password. Note that if you manually log out of your account from the "My Account" screen, Touch ID will not be an option when reopening the program.

## Adding a Safety Item

1. Go to the 'Add Cabinet/Fire Extinguisher/AED' screen. By default, you will be on the 'Add Cabinet' screen. Use the navigation buttons at the top of the app to select 'Fire Extinguisher' or 'AED.'
2. The registration form is pre-populated with the information from your profile; ensure that it is correct. Note that if you make changes to this form it will apply to this item only. To make universal changes to your profile, go to the 'My Account' → 'Edit Profile' screen.
3. Enter the identifying information:
  - a. Cabinets: Enter the applicable model and serial numbers. For plastic cabinets, these are typically located on the edge of the front right door of the cabinet. For metal cabinets, they are typically located on the outer side. If you can't find your model/serial number, please contact your sales rep for assistance.
  - b. Fire extinguishers/AEDs: No model or serial numbers are required; the system will auto-populate the field with 'FIRE-1' or 'AED-1.' You may change this identifying number if you wish.
4. You will have the option to set various reminders to check on your assets. Select the reminder you want to activate, slide the button to the 'on' position (the background will turn from white to blue) and enter any number of days you wish. If you do not set a reminder when you add the asset, you can add one later by editing a listed asset. Reminders include:
  - a. Cabinets: check cabinet, do physical inventory of cabinet
  - b. Fire extinguishers: check fire extinguisher, expiration/service due date
  - c. AEDs: check AED, expiration/service due date
5. Click 'Register.' The asset will now be listed on the home page.

## Looking up a safety item

Once a safety item is entered in the system, you can navigate to it by the following methods:

### From the home page

1. Go to the home screen, select Cabinet, Fire Extinguisher, or AED from the top navigation buttons
2. Scroll through the list to select the asset
3. Use the 'Search by' function to search for the asset by model/serial#/nickname, or location

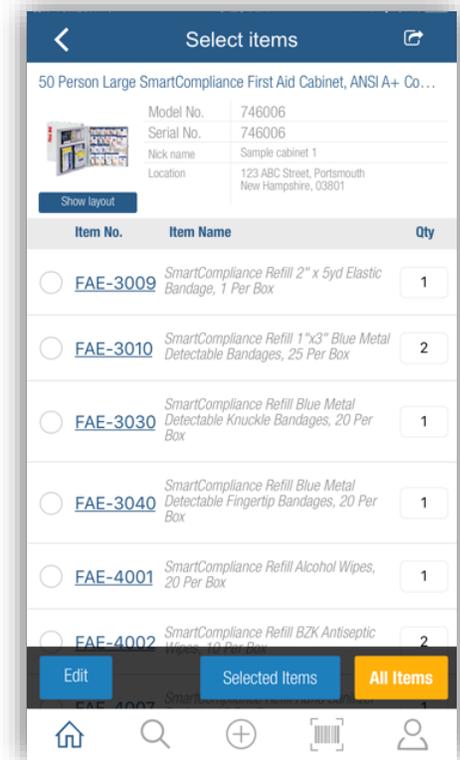
## From the search page

1. Go to the search page, select Cabinet, Fire Extinguisher, or AED from the top navigation buttons
2. Using the 'Search by' function, enter the item number/description or asset type

## Creating a refill requisition

### Adding products using the 'List of Cabinets' Page (recommended)

1. Navigate to the 'List of Cabinets' (Home) page and select the cabinet; the app will take you to the 'Select Cabinet items' screen.
2. This screen will pop up with all orderable items for the cabinet, with the default quantity for the cabinet.
  - a. Click 'All Items' to select all items and quantities and go to the 'Review Requisition' screen.
  - b. To requisition only certain items, check the button next to the item, enter the desired quantity, and click 'Selected Items' to go to the 'Review Requisition' screen.



### Adding products using the barcode scanner

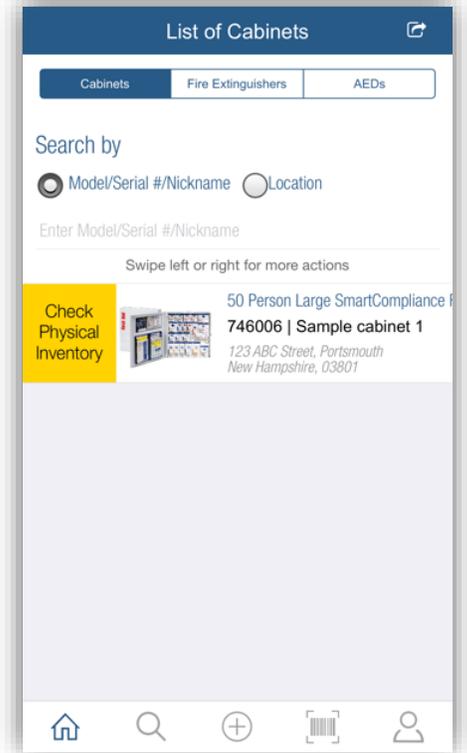
1. Go to the 'Barcode Scan' page. You can either:
  - a. Scan the front of the product box
  - b. Scan the SmartTab® ezRefill System card.
  - c. Note that if both the product box and the SmartTab are missing, you can determine the missing product by referring to the cabinet schematic; go to the 'List of Cabinets' page and click the 'Show layout' button, directly beneath the cabinet image.
2. Update the quantity within the app.
3. Click 'Scan more items' to continue scanning more items.
4. If you make an error, swipe left to delete an item.
5. When you are finished scanning, click 'Continue' to go to the 'Review Requisition' screen.

### Adding products using the 'Search' function

1. Go to the 'Search' screen, under 'Cabinets'; you can use any of the following searches:
  - a. Enter an item number/description to search for specific items.
  - b. Enter a cabinet model, serial number, name, nickname, or location to return a list of items appropriate for that specific cabinet.
2. To add items to your requisition, check the button next to the item, enter the desired quantity, and click 'Submit' to go to the 'Review Requisition' screen.

## Adding products using the 'Check Physical Inventory' function

1. Navigate to the 'List of Cabinets' (Home) screen. 'Cabinet' will be selected by default.
2. Swipe right on the cabinet you wish to work with, and click the 'Check Physical Inventory' button that appears.
3. The app will take you to the 'Physical Inventory Status' page, which items that should be stocked in the cabinet, the proper quantity of each, and a 'Current Status' field.
4. Go down the list, changing the current status to match the actual contents of the cabinet. This will automatically create a requisition for enough items to bring the cabinet back to recommended stock levels.
5. To save your inventory for later, without placing a requisition, click 'Save.' Note that if you do not click 'Save' before leaving this screen YOUR CHANGES WILL NOT BE SAVED.
6. To requisition the required items, click 'Save & Place Requisition' to go to the 'Review Requisition' screen.
7. NOTE: This feature is only available to enterprise users of the app.



## Creating a new requisition using a previous requisition as a starting point

Use this method if you want to place a requisition that is the same or very similar to a past requisition.

1. Go to 'My Account' → 'Requisition History.'
2. Select the past requisition you want to work with.
3. Press 'Requisition,' which will take you to the 'Review Requisition' screen, where you can edit the requisition before ordering.

## Completing/sending a requisition

1. If you're not already on the 'Review Requisition' screen, access it from the 'My Account' page.
2. From the 'Review Requisition' screen you can edit your requisition.
  - a. Add an item by clicking the 'Add More' button at the bottom of the screen.
  - b. Move an item from your list to a draft requisition by swiping left on the line item and selecting 'Move to Draft.' Convert the entire requisition to a draft by clicking the 'Move to Draft' button at the bottom left of the screen.
  - c. Remove an item from the requisition by clicking the 'Edit' icon at the top right of the screen, and then either changing the quantity to 0 or swiping left to select 'Delete.' Delete the entire requisition by clicking the trash icon at the top right of the screen.

3. When your requisition is complete, click 'Submit Requisition.'
4. Confirm the requisition email address and add a PO# or shipping instructions, if applicable.  
Please use the e-mail **firstaid@aeds.com** for requisitions to be sent directly to our customer care team to be processed in a timely manner.
5. Click 'Place requisition.'

## Working in offline mode

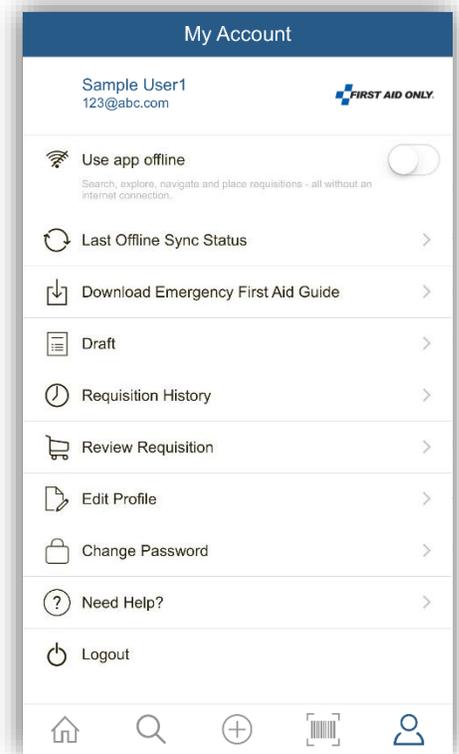
Offline mode allows you to work with cabinets and create requisitions when internet access is not available. While working offline, you can do the following:

- Search safety items
- Search/scan items
- Place requisitions
- Update your account profile
- Edit and update safety items
- Perform a physical inventory check

Note that you cannot add cabinets, fire extinguishers, or AEDs to your account while offline.

**NOTE:** Before going offline, you will need to sync your data to your device in online mode, which requires a connection.

1. Make sure you are online and logged in to the app.
2. Go to the 'My Account' tab.
3. Toggle the button for 'Use app offline' to the right. You will receive a message stating: 'Syncing data...please wait.'  
When the sync is complete, you will receive a message confirming that you are using the app offline.
4. While in offline mode, the app will display 'working offline' under the page name on every screen.



## Switching back to online mode

The app will remain in offline mode until you manually switch back to online mode.

1. From the 'My Account' screen, toggle the button for 'Use app offline' to the left.
2. If you made any changes while in offline mode, you will be asked if you would like to process those changes.
3. If you select 'Yes,' the offline changes will be displayed on a page with the option to 'Sync All,' 'Sync Selected,' or 'Discard All.' If you select 'No' your offline activity will be discarded.
4. An email will be automatically sent to the logged in user with the details of the offline sync status.
5. To check on the status of an offline sync, click the 'Last Offline Sync Status' option on the 'My Account' page.

# App tips and features

## Editing or deleting a safety item

If you need to edit or delete a safety item after it is registered, go to the 'Home' screen and swipe left on the item for edit and delete options.

NOTE: If the asset has been assigned by your administrator you will not be able to delete it.

## Working with draft requisitions

If you have created a draft requisition, you can find it using the 'Draft' option on the account screen.

## Finding the recommended stock levels for your cabinet

To access the recommended stock levels for your cabinet, go to the home screen and swipe right on the cabinet you wish to work with. Click the 'Check Physical Inventory' button. The app will take you to the 'Physical Inventory Status' page, which lists the proper quantity of all items that should be stocked in the cabinet.

## Enhanced cabinet details

From the 'Select Cabinet items' page, you can access a schematic of the cabinet by clicking the 'Show layout' button, directly beneath the cabinet image. This can help you identify items that need to be restocked if any of the product boxes are missing. Note that some cabinet models may not currently have this feature.

## Returning to your barcode scan list without scanning

From the 'Barcode Scan,' you will automatically be returned to the barcode scan list once the next item scans. To return to the Barcode Scan list of items without scanning a barcode, click the menu icon in the top right corner of the 'Barcode Scan' screen.

## First aid guide

For your convenience, there is a First Aid guide accessible via the 'My Account' screen.

## Logging out of the app

The Logout option is on the 'My Account' screen.

# Tech support – bugs, suggestions, and comments

For tech support or to report any bugs, suggestions, or comments, please email [appsupport@firstaidonly.com](mailto:appsupport@firstaidonly.com).