On-the-Go AppSuite Documentation

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Section 1: Deployment Administrator Guide

Welcome! This guide explains how to use the online Setup Tool to create your customized On-the-Go AppSuite and deploy them using GitHub Pages.

Goal: To generate and host your own private versions of the Worker App and Monitoring Dashboard.

Estimated Time:

- Reading: 10 minutes
- Set-up: 20-30 minutes (on a good day 😊)

Part 1: Use the Online Setup Tool

To access the On-the-Go AppSuite Setup Tool website, visit:

$$Your Hosted `setup.html` URL$$

1. You should see the "On-the-Go AppSuite - Setup Tool".
2. Follow the steps presented in the tool (Slightly expanded below):

Step 1: Welcome

- Read the introduction. (Note... If you are reading this file, then you already have the Full Documentation and there is no need to download it again from this step.)
- Click **"Start Setup"**.

Step 2: Sheet Setup

- **Create Sheet:** Do you already have a Google account?
    - *We* strongly recommend creating a new, dedicated Google Account for this system (e.g., mycompany.safety@gmail.com). This ensures that if you leave the organization, the app and *data remain with the company, not tied to your personal account*.
- Once you are signed into your chosen Google Account, click the **sheets.new** link to open a blank Google Sheet. Give it a name (e.g., "My Team OTG Data").
- **Set Up Visits Sheet:** The first tab (default "Sheet1") will be your Visits log. **Rename this tab to Visits**.
- In this **Visits** sheet, click **once** on cell **A1**.
- Click the **"Copy Headers"** button in the setup tool.
- **Paste Headers: Paste** the copied text. The **21 headers** (Date, Worker Name, ..., Battery Level) should fill row 1 automatically from A1 to U1.
- **Protect the Header Row:** Optionally, you may like to protect the headers from accidental deletion. (Click on the row label **1** to highlight the row, then right-click and select View more row options – at the bottom, then select Protect Range. Enter a description, click on **Set Permissions** and select to have it warn you.)
- **Create Checklists Sheet:** Click the **+** icon at the bottom of the sheet to add a new tab. **Rename this new tab to Checklists** (must be exact).
- **Set Up Checklists Headers:** In this new Checklists sheet:
    - Cell **A1**: Type Company Name.

    - Cell **B1**: Type Question 1.
    - Cell **C1**: Type Question 2, and so on.
- **Add Your Checklists:**
    - **For the Standard Form:** In cell **A2**, type the company name **(Standard)**. In B2, C2, etc., type your default questions. The app will use this form for any location that *does not* have "Use custom form" checked.
    - **For a Custom Form:** In cell **A3**, type the company's exact name (e.g., Smith & Co.). In B3, C3, etc., type their custom questions.
    - **Syntax for Questions:**
        - **Checkbox:** Client goals reviewed
        - **Section Header:** "# Section 1: Safety" (starts with # and a space)
        - **Note Box:** "% Strengths Noted" (starts with % and a space)
- Click **"Next Step"** in the setup tool.

Step 3: Deploy Script

- **Open Script Editor:** In your Google Sheet, click **Extensions** > **Apps Script**. Delete any existing code in **Code.gs**.
- **Create Secret Key:** In the setup tool, type a **strong, private password** into the "Create a Secret Key" box. **Remember this key!** Write it down somewhere safe as it will be needed by the Monitoring Apps.
- **Copy Script:** Click the **"Copy Script"** button in the setup tool.
- **Paste Script:** In the Apps Script editor, paste the copied code. Click the **Save icon**.
- **Deploy (First Time):**
    1. Click **Deploy** > **New deployment**.
    2. Click the **Gear icon** (Select type) and choose **Web app**.
    3. For "Execute as", select **Me**.
    4. For "Who has access", select **Anyone**.
    5. Click **Deploy**.
- **Authorize:** Allow the script access to your Google Account (click "Authorize access", choose your account, click "Advanced", "Go to... (unsafe)", and "Allow").

- **Copy URL:** After deployment, **copy the Web app URL**.
    - *CRITICAL:* Copy the **Web app URL** (it ends in */exec), not the "Deployment ID"*.
- **Set Trigger:** In Apps Script, click "Triggers" (alarm clock icon), click **Add Trigger**, set it to run **checkOverdueWorkers** on a **Time-driven** trigger, **Minutes timer**, **Every 5 minutes**. Click **Save**.
- **IMPORTANT - How to Update Your Script Later:**
    - If you ever paste new code (e.g., an updated apps_script_template.txt), you **must** re-publish it.
    - 1. Click **Deploy** > **Manage deployments**.
    - Click the **pencil icon (Edit)** next to your active deployment.
    - From the "Version" dropdown, select **"New version"**.
    - Click **Deploy**.
- Click **"Next Step"** in the setup tool.

Step 4: Configure Apps

- **Web App URL:** Paste the **Web app URL** you copied.
- **Secret Key:** Verify this matches the key you created.
- **Configure:** Set the First Alert Time, Check-in options, and optional Logo URL.
    1. **First Overdue Alert** is the number of minutes that a worker is allowed to be overdue before an alert is triggered. (Default is 15 minutes).
    2. **Enable “Are You OK?” Check-ins:** (Default is disabled) If you tick this, the user will receive regular check-in requests. (You can set the frequency).
    3. **Company** Logo **URL (Optional):** If you provide a link to a company logo, that image will be used as the Favicon for the Apps, rather than the default logo.

4. **Gemini API Key (Optional):** As described in the setup tool, you can add a Gemini API key here to enable AI-powered spelling/grammar correction on the monthly reports.

- **Test:** Click **"Test Connection & Proceed"**. If successful, you'll move to the last step.
- Click **"Next Step"** in the setup tool.

Step 5: Download

- Click the **"Generate & Download App Package (.zip)"** button.
- Save the **OTG_AppSuite_Package.zip** file to your computer.

Step 6: Finish

- Click the link to download the **Full Documentation PDF** for your records.

Part 2: Host Your Generated Apps using GitHub Pages

Now you'll upload the apps from the .zip file to your own GitHub repository to make them live.

2.1 Prepare Your Files

- **Unzip:** Find the **OTG_AppSuite_Package.zip** file you downloaded and unzip it.
- **Locate Folders:** Inside, find the **WorkerApp** folder and the **MonitorApp** folder. These contain your customized apps.

2.2 Create a GitHub Account (If you don't have one)

- Go to https://github.com/.
- Click **"Sign up"** and create a free account. Verify your email.

2.3 Create a New Repository

- Log in to GitHub. Click **"+"** > **"New repository"**.
- **Repository name:** Choose a name, e.g., **my-otg-apps**.
- Select **"Public"**.
- Click **"Create repository"**.

2.4 Upload App Folders

- On your new repository page, click **"Add file"** > **"Upload files"**.
- **Important:** Drag both the **WorkerApp** folder AND the **MonitorApp** folder from your unzipped package onto the GitHub upload area.

    - Wait for GitHub to process both folders and all files within them.
- Scroll down and click **"Commit changes"**.

2.5 Enable GitHub Pages

- Go to your repository's **"Settings"** tab.
- Click **"Pages"** in the left sidebar.
- Under "Build and deployment", set "Source" to **"Deploy from a branch"**.
- Under "Branch", select **main**, folder **/root**, and click **"Save"**.
- **Wait:** GitHub will provide a public URL (e.g., https://your-username.github.io/my-otg-apps/). It might take a minute or two to become active.

2.6 Get Your App URLs

Your apps are now live! Your final URLs are:

- **Worker App URL:** [Your GitHub Pages URL] + /WorkerApp/
    - e.g., https://your-username.github.io/my-otg-apps/WorkerApp/
- **Monitor App URL:** [Your GitHub Pages URL] + /MonitorApp/
    - e.g., https://your-username.github.io/my-otg-apps/MonitorApp/

Save these two URLs.

Part 3: Distribute to Your Team

For Your Safety Monitor:

- Send them the **Monitoring App URL**. (Note: Better still is to create an installer and send that. See Part 4 - Below)
- **IMPORTANT:** On their first visit, they will be prompted to enter the **Web app URL** (from Part 1, Step 3) and the **Secret Key** (from Part 1, Step 3). They usually only need to do this once, as it will be saved in their browser.

For Your Workers:

- Send them the **Worker App URL**.
- **Instruct them to:**
    1. Open the link on their smartphone.
    2. Use their browser's menu to **“Add to Home Screen”** or **"Install app"**.

3. After installation, close the browser and open the app from their home screen.
4. Go to **Settings** (gear icon).
5. Fill in **all fields** (Name, Phone, Contacts, PINs). The URL will be pre-filled.
6. Go to the **Main Screen** and add their visit locations, making sure to assign the correct **Company Name** and check the **"Use custom form"** box if needed.
7. Tap **"Save Settings"**.

Setup Complete! Your system is operational.

Part 4: (Recommended) Create an Installer for the Monitoring App

This is an optional, advanced step. It turns the Monitoring Dashboard URL into a standalone desktop application.

Why do this?

- It puts a dedicated "OTG Monitor" icon on the monitor's desktop.
- It runs in its own window, so it won't get lost in browser tabs.
- It feels more like a permanent, professional application.
- You can set it to start up any time a user logs in to the computer, so it will always be on.

We will use a free, trusted tool called Nativefier.

1. Install the Necessary Tools (Node.js)

1. **Go to the Node.js Website:** https://nodejs.org/
2. **Download the Installer:** Click the button for **"LTS"** (Long Term Support).
3. **Run the Installer:** Find the downloaded file and double-click it. Accept all default settings ("Next," "Agree," "Install") until it is finished.

2. Open Your Command Line Tool

- **On Windows:** Press the **Windows Key**, type cmd, and click on **"Command Prompt"**.
- **On macOS:** Click the **Spotlight icon** (magnifying glass), type Terminal, and click on **"Terminal.app"**.

3. Install Nativefier

- In the command-line window, type (or paste) the following and press **Enter**: npm install -g nativefier
- Wait for it to finish (this may take a minute). You only need to do this once, ever.

4. Build Your Desktop App

1. **Go to Your Desktop:** In your command-line window, type the following and press **Enter**: cd Desktop
2. **Run the Nativefier Command:**
    - Get your **Monitoring App URL** from Part 2.6 (e.g., https://your-username.github.io/my-otg-apps/MonitorApp/).
    - Carefully type (or paste) the following command, **replacing the placeholder URL** with your actual Monitor App URL. Use quotes.

nativefier --name "OTG Monitor" --internal-urls ".*" "https://your-username.github.io/my-otg-apps/MonitorApp/"

    - Press **Enter**. Nativefier will build your app (this will take a few minutes).
3. **Find Your App:**
    - Look on your computer's **Desktop**.
    - You will find a new folder (e.g., OTG Monitor-win32-x64).
    - Inside this folder is your new application (OTG Monitor.exe or OTG Monitor.app).

5. Share the App with Your Monitor

You must send the **entire folder** Nativefier created.

1. **Right-click** on the folder (e.g., OTG Monitor-win32-x64).
2. Select **"Send** to" > **"Compressed (zipped) folder"** (on Windows) or **"Compress..."** (on Mac).
3. Send this new .zip file to your monitor.
4. **Instructions for Monitor:** Tell them to unzip the file, open the folder, and run the OTG Monitor application inside.

6. (Optional) Make the Monitor App Start Automatically

- **On Windows:**
    1. Move the OTG Monitor-win32-x64 folder somewhere permanent (like C:\Program Files).

2. Inside that folder, **right-click** OTG Monitor.exe and select **"Create shortcut"**.
3. Press **Windows Key + R**, type shell:startup, and press **Enter**.
4. Drag your new **shortcut** into the "Startup" folder.

- **On macOS:**
    1. Open **System Settings** > **"General"** > **"Login Items"**.
    2. Click the **plus icon (+)** below the "Open at Login" list.
    3. Navigate to and select the OTG Monitor.app file.

Section 2: How it Works

How the On-the-Go AppSuite Works

This system is a simple and cost-effective solution built using web technologies. It's made of two apps and a smart Google Sheet that ties them together.

1. **The Worker App (PWA):** This is the app for your worker's smartphone. When they're about to start a visit, they open the app, pick a location, and set a safety timer (e.g., 45 minutes). This action sends their details and location to the backend. When they depart, they fill out a visit report (with checklists and notes) which is also saved to the backend, even if they are offline. The app also handles in-app safety features like the Panic Button, Check-ins, and Duress PIN.
2. **The Google Apps Script Backend (The Brain):** This is a Google Sheet with a script attached. When the Worker App sends an update, this script catches the safety and report data and writes it as a new row in the spreadsheet. This script also runs on an automatic 5-minute trigger. If it checks the sheet and finds a worker is overdue or has missed a check-in, *it* automatically sends the alert emails to your emergency contacts.
3. **The Monitoring Dashboard:** If you would like real-time monitoring, the dashboard is for you. Every 15 seconds, it securely fetches all the current data from the Google Sheet and displays it in a clean, prioritized list. This allows the monitor to see who is on-site, who is in an alert state, and where they are, all in real-time. It also serves as the database for generating your monthly client visit reports.

Section 3: On-the-Go Worker App User Guide

1. Introduction

Welcome! This guide explains how to install, set up, and use the On-the-Go AppSuite.

The purpose of this app is to provide an extra layer of safety when you are working alone and to help you file your visit reports. You use it to log your visits and set a safety timer. If your timer runs out or you signal for help, the system automatically notifies your monitor. When you safely depart, the app presents you with a visit report to complete.

Please read this guide carefully, especially the section on the app's limitations.

2. Installation (Adding the App to Your Phone)

This app is a Progressive Web App (PWA). You must install it from the web link your administrator provided. For the app to work reliably, you **must "Add to Home Screen"**.

On iPhone (Safari)

1. Open the app link in your **Safari** browser.
2. Tap the **Share** icon (a square with an arrow pointing up).
3. Scroll down the menu and tap on **"Add** to Home **Screen"**.
4. Confirm the name and tap **"Add"**.
5. The app icon will now be on your phone's home screen. **Please open the app from this icon** from now on.

On Android (Chrome)

1. Open the app link in your **Chrome** browser.
2. Tap the **three-dot menu** icon (usually in the top-right corner).
3. Tap on **"Install app"** (or **"Add** to Home **Screen"**).
4. Confirm the installation.
5. The app icon will now be on your phone's home screen. **Please open the app from this icon** from now on.

3. First-Time Setup (Crucial)

Before you can use the app for the first time, you **must** complete your settings.

1. Open the app from the new icon on your home screen.
2. Tap the **Settings icon** (the gear symbol in the top-right corner).
3. Fill in **ALL** the fields:
    - **Your Name:** Your full name.
    - **Your Phone Number:** Please use the full international format, including your country code (e.g., +64 21 123 4567).

- **Emergency Contact (Name, Phone, Email):** The *first person* to be contacted in an alert.
- **Escalation Contact (Name, Phone, Email):** The *second person* to be contacted if you are overdue for a long time.
- **Google Sheet Web App URL:** This should already be pre-filled for you. If it is empty, please contact your administrator immediately.

4. **Set Your PINs:** You must set two different 4-digit numbers.
   - **Normal 4-Digit PIN:** This is your "all clear" PIN. You will use this to confirm you are safe or to extend your time.
   - **Duress 4-Digit PIN:** This is your **silent alarm**. You *only* use this PIN if you are being forced by someone to cancel an alert or extend your time. (See Section 6 for details).
5. Tap **"Save Settings"**. The app is now ready to use.

4. Managing Your Locations & Report Forms

When you add or edit a location, you are also setting up what kind of report form you will get when you leave.

- **To Add a Location:**
  1. On the main screen, tap the **"Add New Location"** button.
  2. Enter a **Location Name** (e.g., "Smith Residence", "Office Carpark").
  3. Enter the **Location Address**. (You can use the "Use Current Location" button).
  4. **Company Name:** Enter the company name for this location (e.g., "Smith & Co."). This is used for reporting.
  5. **Use custom report form:**
     - **Leave this UNCHECKED** to use the standard, default checklist for this location.
     - **CHECK this box** *only* if your administrator has told you this company has a special, custom form.
  6. Tap **"Save"**.
- **To Edit a Location:** Tap the small **pencil icon** next to any location in the list.
- **"Travelling" Location:** This is a default location. It uses the standard report form. Select this when you are driving or moving between sites.

5. Using the App for a Visit

This is the main day-to-day workflow.

5.1. Starting Your Visit

1. **Select Location:** On the main screen, tap the location you are visiting.
2. **Set Duration:** Use the slider to set how long you expect to be.
3. **Start Timer:** Press and **HOLD** the green **"Start"** button for **1.5 seconds**.
4. The screen will change to the **Locked Screen**, and your safety timer will begin.

5.2. The Locked Screen

While your timer is active, you will see the Locked Screen. It shows:

- Your location.
- A large **countdown timer**.
- Your anticipated departure time.

From here, you have three main options: **Extend**, **Depart & File Report**, and **SOS**.

5.3. Departing Safely & Filing Your Report

When you are finished and are leaving the site safely:

1. Press and **HOLD** the red **"DEPART & FILE REPORT"** button for **1.5 seconds**.
2. The **"Visit Report"** modal will appear.
3. **Fill out the form:**
    - **Checklists:** Tick the boxes that apply.
    - **Section Headers:** Some forms may have bold headers (e.g., "Section 1: Safety") to organize the checklist.
    - **Note Fields:** The form will have one or more text boxes (e.g., "Brief Record of Visit" or other custom note fields like "Strengths Noted"). Fill in all relevant notes.
4. Click **"Submit Report & Depart"**.
5. The app will send your report and a DEPARTED status to the backend, then return you to the main screen.

Offline? No Problem. If you have no internet connection when you click "Submit Report", the app will save your report securely on your phone. It will show a "Syncing

pending reports..." banner on the main screen and will automatically upload the report the next time you open the app with a good connection.

6. Safety & Alert Features

6.1. Panic Button (SOS)

In a real emergency (e.g., injury, threat, accident), **TRIPLE-TAP** the red "SOS" button on the Locked Screen. This sends an immediate EMERGENCY - PANIC BUTTON alert and your GPS location to the monitor.

6.2. Extending Your Time

If you are running late:

1. Press and **HOLD** the **"Extend 10 Mins"** button for **1 second**.
2. A keypad will appear. Enter your **Normal 4-Digit PIN**.
3. The timer will add 10 minutes.

6.3. Overdue Alerts

If your timer runs out, the system automatically begins its alert process. Your timer will turn red and count up. The backend will begin sending automated emails to your contacts.

6.4. "Are You OK?" Check-ins (If Enabled)

- **What happens:** At a set interval (e.g., every 30 minutes), a box will pop up asking **"Are you OK?"**.
- **Escalating Alert:** The app will beep and vibrate, getting louder and more frequent over 2 minutes.
- **Your Action:** You have **2 minutes** to tap the green **"I** am **OK"** button.
- **Confirmation:** When you tap "I am OK," you will feel a **short triple-vibration** to confirm your tap was registered.
- **Missed Check-in:** If you fail to tap the button in 2 minutes, the app sends a MISSED_CHECKIN alert.

6.5. Cancelling an Alert

If your timer is overdue, the "ALERT ACTIVE" screen will appear. To cancel the alert:

1. Press and **HOLD** the green **"I AM SAFE"** button for **1 second**.
2. Enter your **Normal 4-Digit PIN**.

3. This sends a SAFE - MANUALLY CLEARED status and opens the **Visit Report** modal for you to complete.

6.6. THE DURESS PIN (Your Silent Alarm)

Use this PIN if you are being forced by **a hostile person to silence an alarm or extend your time.**

If you are prompted for your PIN (either for "I AM SAFE" or "Extend 10 Mins") and you are in danger:

1. Enter your **DURESS 4-Digit PIN** instead of your Normal PIN.
2. **What** the **app will do:** The app will *look like it worked*. The timer will extend or the visit will end.
3. **What it *really* does:** The app silently sends a high-priority DURESS_CODE_ACTIVATED alert to your monitor.

7. CRITICAL APP LIMITATIONS (Must Read)

This is a web-based app and has limitations you **must** understand.

7.1. GPS and Background Freezing

For GPS tracking to work reliably, the app **MUST be open and active on your screen.**

- If you **lock your phone** or **switch to another app**, the operating system (especially iOS) will **FREEZE** the app to save battery.
- **When frozen, the app CANNOT:**
    - Send its 15-minute "Travelling" GPS updates.
    - Run its internal check-in timer.
- **What this means:** If you are "Travelling" and lock your phone, your monitor will *not* receive updated GPS locations.

7.2. Alerts and "Waking Up"

- **Server-Side Alerts:** Even if your app is frozen, the **backend server** (Google Sheet) knows when your visit is supposed to end. If you become overdue, the server **will still send automated email alerts** to your contacts.
- **"Waking Up" the App:** If an alert is triggered *while the app is frozen*, the app **WILL** try to send its latest GPS location *as soon as it becomes active again*.

7.3. Network Connection

The app requires an internet connection (Mobile Data or Wi-Fi) to send all **safety alerts** (PANIC, DURESS, OVERDUE, etc.).

- **Offline Reporting is OK:** As explained in Section 5.3, your visit reports *can* be saved offline and will sync later.
- **Safety Alerts are NOT Offline:** An alert cannot be sent if you have no network connection.

Section 4: On-the-Go Monitor App User Guide

1. Introduction

Welcome to the On-the-Go Monitoring Dashboard. Your role as a safety monitor is the most critical part of this system.

This guide explains how to log in, understand the dashboard, respond to alerts, and use the built-in tools to ensure the safety of your workers.

2. First-Time Login (Crucial)

The first time you open the **Monitoring App URL** provided by your administrator, you will see a setup screen. You only need to do this once.

1. **Paste the Google Sheet Web App URL:** Your administrator will give you a long URL that starts with https://script.google.com/.... Paste this into the first field.
2. **Enter the Secret Key:** Your administrator will give you the private password for the system. Type it exactly into the second field.
3. Click **"Start Monitoring"**.

The app will test the connection. If successful, it will save these details in your browser's local storage and take you to the main dashboard. You will not have to log in again unless you clear your browser data or use the "Reset" button.

3. Understanding the Dashboard

3.1. The Header

- **Logo & Title:** Your organization's logo and the "On-the-Go Monitor" title.
- **Desktop Notifications:** A bell icon and status ("Enabled", "Disabled", "Blocked").
- **Connection Status:** A colored dot showing your connection to the backend (Green = OK, Yellow = Syncing, Red = Error).
- **Last Updated:** Shows the time of the last successful data refresh (it checks every 15 seconds).

- **Reset Button (Gear Icon):** Click this **only** if you need to re-enter a new URL or Secret Key. It will clear your saved settings and return you to the login screen.

3.2. Session Event Log

Located just below the header, this is a collapsible log that shows a timestamped history of events *during your current viewing session*. It logs new workers, status changes, and any actions you take.

3.3. The Worker List

This is the main area, showing a "card" for every worker who is **currently active**. Cards are sorted by alert priority (alarms at the top).

4. Understanding a Worker Card

Each card gives you detailed information about a worker's status.

- **Worker Name:** The name of the worker.
- **Battery Level (%):** Shows the worker's phone battery percentage. The color gives you immediate context:
    - **Green** (e.g., **75%):** Battery is healthy.
    - **Yellow (e.g., 25%):** Battery is low.
    - **Red** & **Pulsing (e.g., 10%):** Battery is critically low.
- **Location Name:** The name of the location the worker selected (e.g., "Smith Residence", "Travelling").
- **Status & Due Time:** Shows the current Alarm Status and their Anticipated Departure Time.

Card Links & Buttons

- **View Location (Alerts Only):** This link appears when a worker is in an alert state. Clicking it opens Google Maps to their last known location.
- **GPS Age:** Shows you how "fresh" the last GPS coordinate is (e.g., "GPS: 5m ago", "GPS: Never").
    - **STALE GPS WARNING (Yellow Text):** If a worker's location is "Travelling" and their GPS has not updated in over 30 minutes, this text will turn yellow as a warning.
- **Call Worker Button:** A blue "Call" button. Clicking this will try to call the worker's phone.

- **Manually Resolve Alert (Alerts Only):** This green button allows you to clear an alert.

5. Alert Statuses & Responses

The card's color and status text are your most important indicators.

- **GRAY - ON SITE:**
    - The worker is safe, and their timer is active. No action is needed.
- **AMBER BORDER (Still says ON SITE):**
    - **Pre-Alert / Overdue.** This worker's timer has run out, but the system's automated email alerts have not started yet.
    - **Action:** This is a good time to proactively try calling the worker.
- **ORANGE/YELLOW - ALERT SENT / MISSED_CHECKIN / EMAIL_1_SENT...**
    - **Active Alert.** The worker is officially overdue or has missed a check-in. The system is sending automated email alerts.
    - **Action:** Follow your organization's safety procedures. Call the worker immediately.
- **RED (FLASHING) - EMERGENCY - PANIC BUTTON:**
    - **Critical Alert!** The worker has triple-tapped the **SOS** button.
    - **Action:** This is your highest priority. Treat it as a real emergency. Call the worker and/or emergency services immediately.
- **PURPLE (FLASHING) - DURESS_CODE_ACTIVATED:**
    - **Critical Alert!** The worker has entered their **Duress PIN**. They may be under threat.
    - **Action:** Treat this as a real emergency. **Do NOT** call the worker, as this could put them in more danger. Follow your organization's duress procedure (e.g., notify emergency services or security immediately).

5.1. The Alarm Overlay (Loud Alarm)

When a **new** critical alert (PANIC, DURESS, MISSED_CHECKIN, or ALERT SENT) first appears, a **loud, repeating alarm sound** will play, and a **flashing overlay** will appear.

To silence the alarm, you **must** click the **"Acknowledge Alert"** button. This silences the sound but does *not* clear the alert.

5.2. Desktop Notifications (If Enabled)

If you have enabled desktop notifications, you will also see a notification pop up from your browser, even if it is minimized.

5.3. Update Chime (Soft Sound)

You will hear a **soft, brief chime** sound when a worker's status changes to a *non-critical* alert (e.g., from EMAIL_1_SENT to EMAIL_2_SENT).

6. Your Actions as a Monitor

6.1. Manually Resolving an Alert

When you have made contact with a worker and confirmed they are safe:

1. On the worker's alert card, click the green **"Manually Resolve Alert"** button.
2. A confirmation box will appear. You **must** type the worker's name exactly to confirm.
3. Click **"Confirm Resolve"**. The worker's card will disappear.

6.2. Enabling Desktop Notifications

For alerts to be effective, we highly recommend enabling desktop notifications.

1. In the header, if you see a "Disabled" status, click the **Bell Icon**.
2. Your browser will pop up a box asking for permission. Click **"Allow"**.
3. The status will change to "Enabled", and you will receive a test notification.

6.3. Database Size Warning

If the Google Sheet gets too large (over 2,500 entries), a yellow banner will appear. Please notify your System Administrator, as they will need to archive or clear old records from the sheet to maintain performance.

6.4. IMPORTANT: Browser vs. Desktop App (Reliability)

This Monitoring Dashboard is a website. If you **accidentally close the browser tab**, all monitoring will stop.

To prevent this, it is **highly recommended** that you use the optional **Desktop Installer version** of this app (if provided by your administrator).

- **Benefits:** It runs as a standalone app, so you can't accidentally close it. It can be set to launch automatically when your computer starts, ensuring the monitor is always running.
- **How to get it:** Ask your administrator for the "OTG Monitor" installer file.

Section 5: Spreadsheet Administrator Guide

This guide is for the person managing the Google Sheet database. This role involves setting up report templates, running monthly reports, and basic data maintenance.

Part 1: Managing Report Checklists (The Checklists Tab)

The Checklists tab in your Google Sheet controls every report form used by the Worker App.

1.1 The Standard Checklist (Required)

The app requires a default "fallback" checklist for all workers.

- **Action:** In the Checklists sheet, in cell **A2**, type the company name (Standard).
- In cells B2, C2, D2, etc., type in the questions for your standard, default report.
- The Worker App automatically syncs and caches this form when it's online.

1.2 Custom Checklists (Optional)

To create a unique form for a specific company:

1. Add a new row in the Checklists sheet.
2. In **Column A**, type the company's name (e.g., Smith & Co.). This **must exactly match** the Company Name the worker enters in their app's Location settings.
3. In **Column B**, C, D, etc., type the custom questions for that company.

1.3 Form Syntax (How to write questions)

You can use three formats in the question cells (B, C, D...):

- **Checkbox:** Just type the question.
    - Client goals reviewed
- **Section Header:** Type # followed by a space. This creates a bold title.
    - # Section 1: Safety
- **Text Note Box:** Type % followed by a space. This creates a multi-line text box.
    - % Strengths Noted This Visit

(Note: The script is flexible and will also accept #Header or %NoteBox without a space, but using a space is recommended for readability).

Part 2: Running Monthly Reports

The backend script includes two powerful functions for generating reports. To use them, you must first create two new tabs in your Google Sheet:

1. Create a tab named Reports.
2. Create a tab named Master Report.

2.1 Running the "Master Report" (All Companies)

This is the most powerful report. It will:

1. Read the month from cell B1 of the Master Report tab.
2. Find all visit data for that month.
3. **(Optional)** If you've added a Gemini API Key, send all notes to be corrected for spelling/grammar (New Zealand English).
4. Create a **new, separate tab** for *each company* found (e.g., Report - Smith & Co.).
5. Format a full report on that tab with totals, checklist data (in order, with 0s), and a detailed table of notes.

How to Use:

1. Go to the Master Report tab in your sheet.
2. In cell **B1**, type the month you want to report on in YYYY-MM format (e.g., 2025-10).
3. **Create a Button (One-time setup):**
    - Go to **Insert > Drawing**.
    - Create a button shape (e.g., a rounded rectangle) and type "Generate Master Report" on it.
    - Click **"Save and Close"**.
    - Drag the drawing to a good spot (like next to cell B1).
    - Click the button once to select it, then click the **three-dot menu** in its corner.
    - Select **"Assign script"**.
    - In the box, type the function name *exactly*: generateMasterMonthlyReport
    - Click **OK**.
4. **Click the button** you just created. The script will run (it may take a minute) and then show "Master Report Generated!". You will see new tabs for each company at the bottom of your sheet.

2.2 (Optional) Enabling AI Note Correction

To enable the AI spelling/grammar check:

1. Go to **Extensions > Apps Script**.
2. At the top of the Code.gs file, find the line: var GEMINI_API_KEY = "YOUR_GEMINI_API_KEY_HERE";
3. **Get an API Key:**
    - Go to **Google AI Studio** and create an API key.
    - In the **Google Cloud Console** for that project, ensure you have **Enabled the "Generative Language API"** and **Linked a Billing Account**. (This is required by Google even for the free tier).
4. **Paste the key** into the script, replacing "YOUR_GEMINI_API_KEY_HERE".
5. **Re-deploy your script:** Click **Deploy > Manage deployments**, click the **pencil icon (Edit)**, select **"New version"** from the dropdown, and click **Deploy**.

If the AI check fails for any reason, a red warning will be printed on the report, and the original, uncorrected notes will be used.

Part 3: Database Maintenance (Trimming the Visits Sheet)

Your Visits sheet will grow over time. To keep the sheet fast and responsive, you should periodically archive old data.

Warning: This action is permanent. Always make a backup first (File > Make a copy).

1. Go to the **Visits** sheet.
2. Click the filter icon on **Column A (Date)** and sort it A→Z (oldest to newest).
3. Select the rows you want to archive. For example, click on the row number for "2" and drag down to select all rows from last year. **CRITICAL: Do NOT delete Row 1 (the headers).**
4. **Right-click** on the highlighted row numbers.
5. Select **Delete rows [2 - XX]**.

This will safely remove old data without harming the script or your headers.

Section 6: Troubleshooting Guide (For Admins)

Here are solutions to the most common problems.

- **Problem:** The "Start Setup" button on the setup tool website doesn't work.
    - **Cause:** The tool can't load its template files.

- **Solution:** Make sure you are running setup.html from the **live GitHub Pages URL** (e.g., https://...github.io/...), not by double-clicking the file from your computer (e.g., file:///...).

- **Problem:** My Worker App won't install / The "Travelling" location is missing / The app crashes on load.
  - **Cause:** A JavaScript error on load, usually because the (Standard) checklist is missing.
  - **Solution:**
    1. Go to your Checklists sheet.
    2. Make sure you have created a row with the Company Name **(Standard)** and added at least one question to it.
    3. On the worker's phone, go to **Settings > Troubleshooting** and click **"Clear Cached Forms & Data"**.
    4. Restart the app.
- **Problem:** My Custom Form shows "#Header" or "%Note" with a checkbox.
  - **Cause:** Syntax error in the Checklists sheet OR your backend script is outdated.
  - **Solution:**
    1. First, check your Checklists sheet. Make sure you add a **space** after the # or % (e.g., "# Section 1", "% Notes").
    2. If that is correct, the problem is your backend script is old. Re-copy the script from Step 3 of the Setup Tool, paste it into Code.gs, and **re-deploy** it (using Manage deployments > Edit > New version > Deploy).
    3. After fixing, clear the cache on the Worker App (see above).
- **Problem:** The Monitor App shows "Cannot Connect" or a 404 error.
  - **Cause:** The Google Sheet URL or Secret Key is wrong.
  - **Solution:**
    1. Re-copy the **Web app URL** (not the Deployment ID) from Manage deployments in your Apps Script.
    2. Go to the Monitor App, click the **Reset/Gear icon** in the header.
    3. Re-paste the correct URL and re-type your Secret Key.

- **Problem:** My generateMasterMonthlyReport script fails or reports are blank.
    - **Cause:** Mismatch in names or date format.
    - **Solution 1:** Make sure the month in the Master Report tab (cell B1) is in YYYY-MM format (e.g., 2025-10).
    - **Solution 2:** Make sure the Company Name in the Visits sheet (entered by workers) *exactly* matches the Company Name in your Checklists sheet (it is case-sensitive).
- **Problem:** My AI Note Correction isn't working (notes are uncorrected).
    - **Cause:** The API Key, Billing, or API is not set up correctly.
    - **Solution:**
        1. Go to **Extensions > Apps Script** and open your **Code.gs** file.
        2. Make sure you have pasted your **Gemini API Key** correctly into the GEMINI_API_KEY variable at the top.
        3. **In Google AI Studio**, find your API key and click the link to its **"Google Cloud project