

USER GUIDE

# PLANSAFE<sup>®</sup>

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## Fire and Evacuation Program

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# What is PlanSafe?



PlanSafe is an online learning management system that is part of Locatrix's products and services, offering one of the largest online fire and safety training tools in the public safety sector.

We provide you with an online platform that offers general and first response evacuation instructions as well as evacuation coordination procedure training - all delivered under the guise of a self-paced, anywhere on any device system.



## Technical Requirements

Below is a table outlining the minimum technical requirements:

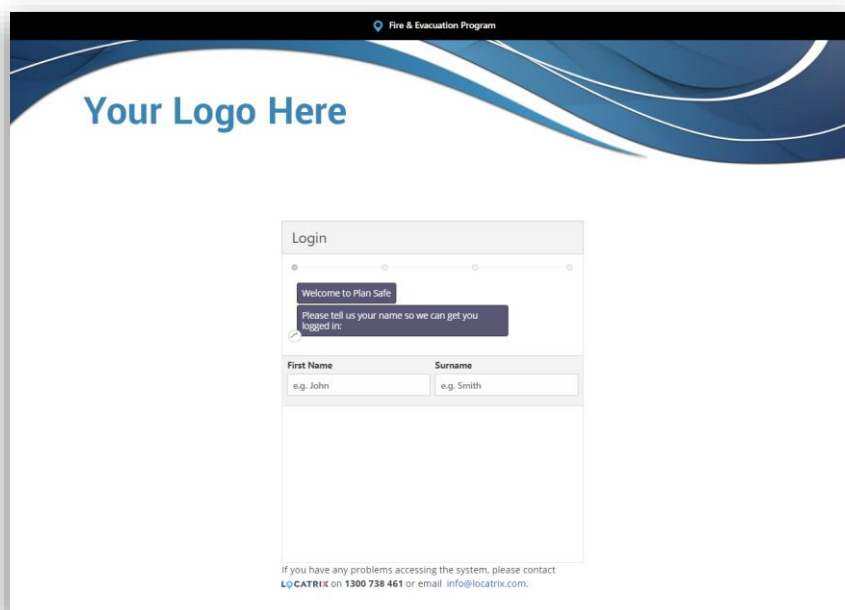
System Requirements	Quick Tips
<p>PlanSafe supports the latest versions of:</p> <ul style="list-style-type: none"><li>• Chrome</li><li>• Firefox</li><li>• Safari</li><li>• Edge</li><li>• Internet Explorer 11</li></ul> 	<p>Ensure that you have:</p> <ul style="list-style-type: none"><li>• Cookies activated;</li><li>• Pop-up windows enabled;</li><li>• A stable Internet connection;</li><li>• Speakers to listen to sound;</li><li>• PDF viewing software</li></ul> 



If you have any problems accessing the system, please contact Locatrix on 1300 738 461 or email [info@locatrix.com](mailto:info@locatrix.com).

## How do I access PlanSafe?

The login page is where you begin your access to the PlanSafe - Fire and Evacuation Program. Below is an example of the landing page you will be presented with upon arrival at your training portal.

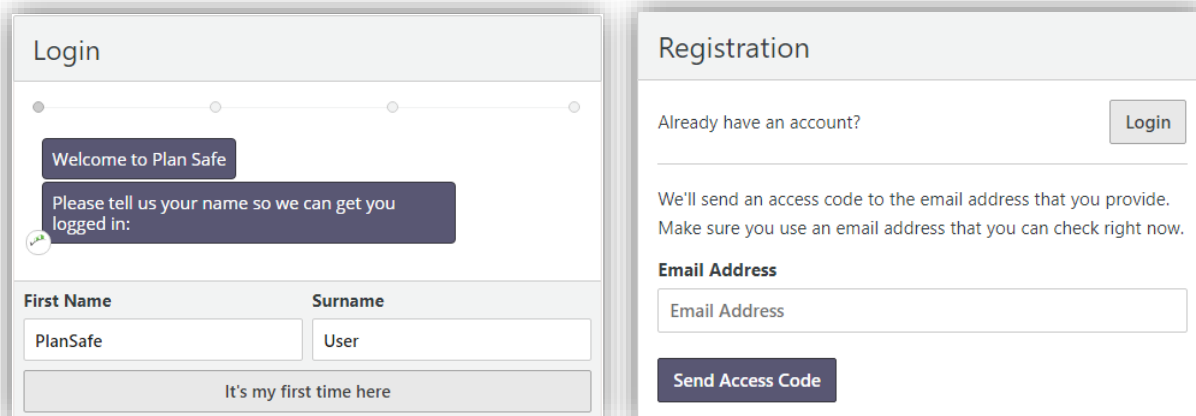


The screenshot shows a web page titled "Fire & Evacuation Program" at the top. Below the title is a large blue wave graphic with the text "Your Logo Here" in white. In the center is a "Login" form. The form has a header "Login" and a message: "Welcome to Plan Safe. Please tell us your name so we can get you logged in:". Below this are two input fields: "First Name" (with the example "e.g. John") and "Surname" (with the example "e.g. Smith"). At the bottom of the form is a link: "If you have any problems accessing the system, please contact LOCATRIX on 1300 738 461 or email info@locatrix.com."

## User Registration

Before registering for PlanSafe refer to your workplace policies and procedures in the first instance as the registration process may vary depending on the IT security procedures that have been adopted.

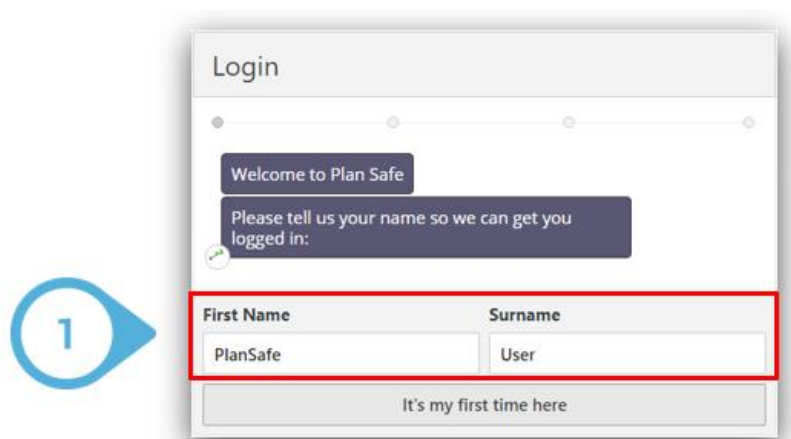
**PLEASE NOTE:** The pictures below may look different depending on your organisations/company's requirements as you may have other integrated IT systems i.e. Learning Management System.



The image shows two side-by-side screenshots of the PlanSafe interface. The left screenshot is the "Login" page, which has a header "Login" and a message: "Welcome to Plan Safe. Please tell us your name so we can get you logged in:". Below this are two input fields: "First Name" (with the example "PlanSafe") and "Surname" (with the example "User"). At the bottom of the form is a link: "It's my first time here". The right screenshot is the "Registration" page, which has a header "Registration" and a message: "Already have an account? Login". Below this is a message: "We'll send an access code to the email address that you provide. Make sure you use an email address that you can check right now." Below this is an input field: "Email Address". At the bottom of the form is a button: "Send Access Code".

# Getting Started

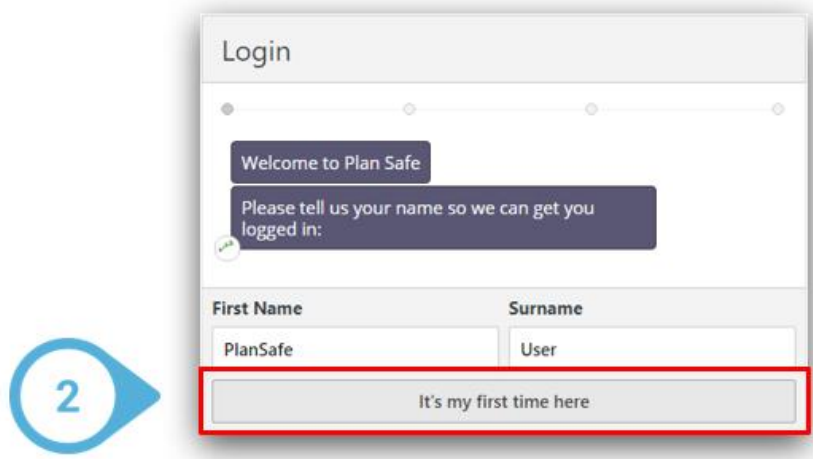
To get started with PlanSafe you will first need an account. The program has 'auto-chat' enabled and will ask for details and prompt responses from you.



The screenshot shows the 'Login' window. At the top, there's a chat bubble saying 'Welcome to Plan Safe' and another saying 'Please tell us your name so we can get you logged in:'. Below the chat, there are two input fields: 'First Name' with the text 'PlanSafe' and 'Surname' with the text 'User'. A red box highlights these two input fields. Below the input fields is a button labeled 'It's my first time here'. A blue callout bubble with the number '1' points to the input fields.

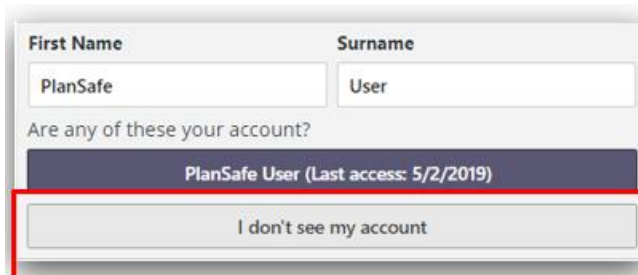
**STEP 1:** Type your '*First Name*' and '*Surname*' into the input boxes provided.

**STEP 2:** Click on the '*It's my first time here*' button.



This screenshot is identical to the previous one, showing the 'Login' window with the 'First Name' and 'Surname' fields highlighted by a red box. A blue callout bubble with the number '2' points to the 'It's my first time here' button.

**Note:** If you have previously registered on the training system or have a name like one which already exists in the system, you will be presented with several options. Either *click* on the button that displays your details to proceed to the login page or *click* on the '*I don't see my account*' button.



The screenshot shows the account selection screen. It has the same 'First Name' and 'Surname' fields as before. Below them, it asks 'Are any of these your account?'. There is a button labeled 'PlanSafe User (Last access: 5/2/2019)' and a button labeled 'I don't see my account'. A red box highlights the 'I don't see my account' button.

**STEP 3:** Type your '*Email Address*' and then click on the '*Confirm Email*' button

**PLEASE NOTE:** The pictures below confirming your account may look different depending on your organisations/company's requirements as you may have other enhanced security questions i.e. asking you for your payroll, year of birth, mobile number or employee number.

**Note:** If you would like to go back to the previous login screen, Click the '*Start Over*' button.

The image shows two screenshots of the PlanSafe login interface. The left screenshot displays a 'Login' screen with a 'Welcome to Plan Safe' message and a 'Please tell us your name so we can get you logged in:' prompt. Below this, there is a 'First we need your email address...' prompt and a 'We'll confirm it by sending you an access code.' message. The 'Email Address' field is highlighted with a red box, and a blue circle with the number 3 points to it. The 'Confirm Email' button is also highlighted. The right screenshot shows a 'Login' screen with a 'We just need a little more information from you:' prompt. Below this, there are fields for 'Employee/payroll number', 'First name', 'Surname', 'PlanSafe', 'User', 'Year of birth (YYYY)', and 'Email address'. The 'Employee/payroll number' and 'First name' fields are highlighted with a red box.

**STEP 4:** Check your email inbox - PlanSafe will confirm your account by sending an *Access Code* to the email address you have provided. Enter the *Access Code* into the input box provided and then click on the '*Confirm Code*' button - alternatively, you can verify your account directly from the *access code email*.

The image shows two screenshots of the PlanSafe email confirmation process. The left screenshot displays an email from Locatrix with the subject 'Access Code' and a 'Verify My Email Address' button highlighted with a red box. The right screenshot shows a 'Login' screen with an 'Access Code' field highlighted with a red box and a blue circle with the number 4. The 'Confirm Code' button is also highlighted.

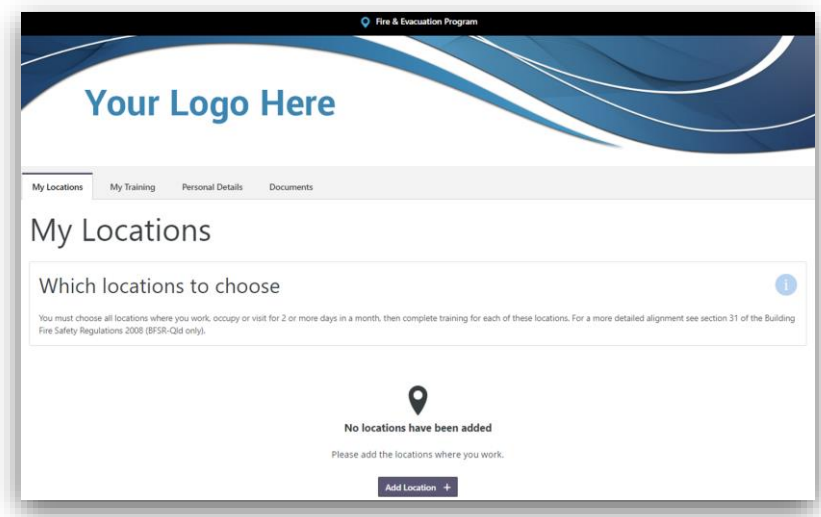
**Note:** If you do not see the confirmation email. Check your Junk or Spam folders. If you did not receive an *access code*, click the '*Resend Code*' button.

**STEP 5:** The final step to confirm your account and complete the registration phase is to type your '*First Name*' and '*Surname*' into the input boxes provided. Click the '*Submit*' button.

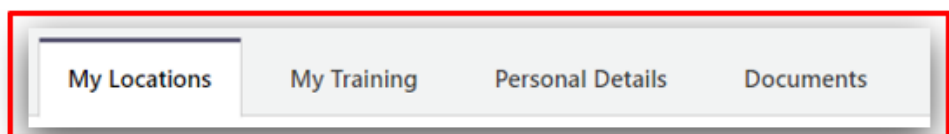
The image shows a screenshot of the PlanSafe login screen. On the left, there is a dark blue box with white text that says 'Congratulations, you have successfully set up your account for PlanSafe.' To the right, the 'Login' screen is shown with a 'We've sent an access code to PlanSafe.user@Locatrix.com. Please check your inbox and enter the code below.' message. Below this, there is a 'We just need a little more information from you:' prompt. The 'First name' and 'Surname' fields are highlighted with a red box, and a blue circle with the number 5 points to the 'Submit' button.

# Navigation Menu

Once logged in to PlanSafe you will need to familiarise yourself with the navigations of the platform.



The home screen is divided into **four (4) tabs**; **My Locations > My Training > Personal Details > Documents**



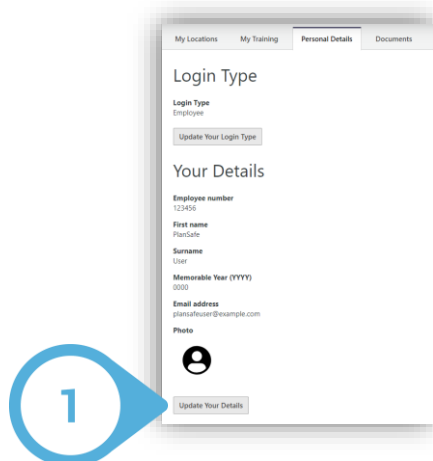
The four (4) tabs contain areas you can navigate between:

- **My Location** takes you directly to your locations.
- **My Training** expands to show you the courses you are enrolled to complete.
- **Personal Details** expands to allow you to view and edit your profile.
- **Documents** shows you all the forms and documents you have access within PlanSafe.

## Changing Your Details

To edit your details, go to the *Personal Details* tab and click *Update Your Details*. From here, you can update your learner details as necessary.

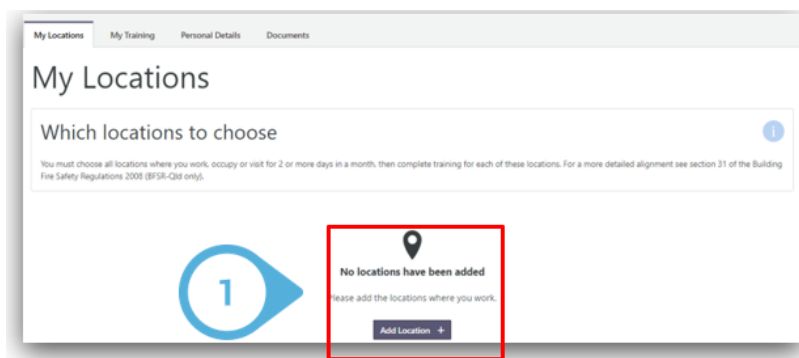
**PLEASE NOTE:** The picture below may look different depending on your organization's requirements.



# My Location

Once logged in, to start your training *select* the **Location** of your building.

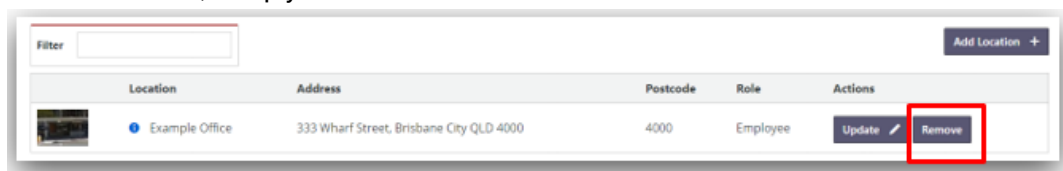
**STEP 1:** In the *My Locations* tab, select location/s. *Select* the '**Add Location +**' button to view a list of all locations.



**STEP 2:** Select '**Add +**' to add your account that current building.



**Note:** To *remove* a location, simply *Click* the **Remove** button.





## Select Your Role

Once you have selected a building, you will be asked to **Select Your Role** within that building.

**STEP 3:** Select **one (1)** of the user types

**Employee** - If you are a person attending a facility on a permanent or temporary basis

**Contractor** - If you are a person who is attending the building as a contractor

**Visitor** - If you are a person visiting the building

**ECO Member** - If you are an occupant and have been appointed an additional role and duty within the Emergency Control Organisation.



**Your role at this location** (click an image to select)

	<b>Employee</b> Employee - If you are a person attending a facility on a permanent or temporary basis, choose this option. Occupant - If you are a person attending a facility on a permanent or temporary basis, choose this option.		<b>ECO Member</b> If you are an Employee and have been appointed a Building Warden (i.e. Chief Warden, Area Warden, etc) within the Emergency Control Organisation, choose this option.
	<b>Visitor</b> If you are a person visiting a facility, choose this option.		<b>Contractor</b> If you are a person attending a facility as a contractor, choose this option.

**Note:** If you are an **ECO (Emergency Control Organisation) Member** an additional drop-down menu will appear. You *must* select what ECO Position you hold as part of the Emergency Control Organisation.

**ECO Position\***

Select Value

- Chief Warden
- Deputy Chief Warden
- Area / Floor Warden
- Warden
- First Aid Officer

\* denotes a required field

**Note:** If your role changes, when logged in navigate to the **My Locations** tab, find the site for which your role has changed and click the **Update** button. From here you can update your role. If your new role has additional training requirements, this will become available in **My Training** after updating your role.

My Locations    My Training    Personal Details    Documents

### My Locations

Which locations to choose

You must choose all locations where you work, occupy or visit for 2 or more days in a month, then complete training for each of these locations. For a more detailed alignment see section 31 of the Building Fire Safety Regulations 2008 (BFSR-Qld only).

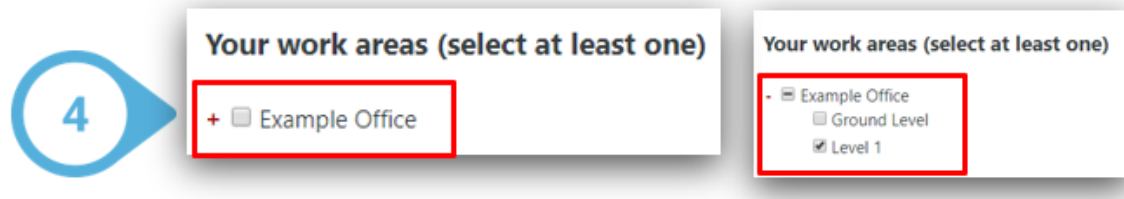
Filter

[Add Location +](#)

Location	Address	Postcode	Role	Actions
Example Site	6 Franklin Road, Camden	4336	Occupant	<a href="#">Update</a> <a href="#">Remove</a>

## Select Your Work Area

**STEP 4:** Once you have selected your role, '**Select Your Work Area**' within that building.



4

Your work areas (select at least one)

+ Example Office

Your work areas (select at least one)

- Example Office

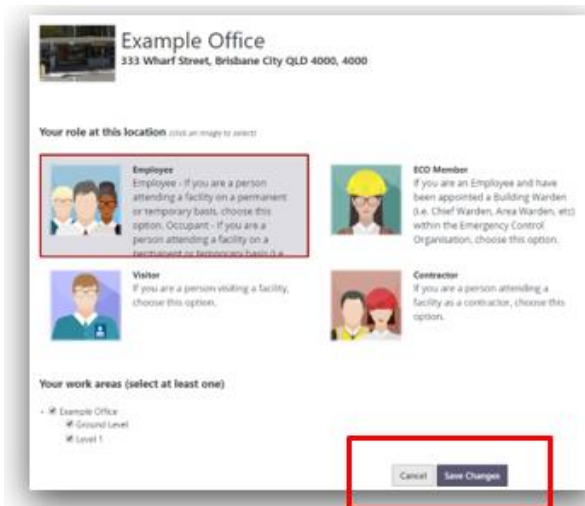
Ground Level

Level 1

**Note:** If you have **multiple levels** within the building you work, **tick ONLY** the level of which you are located.

Click '**Save Changes**' which will take you back to the Home Page.

The role you select determines what level of Fire and Evacuation training you be required to complete.



Example Office  
333 Wharf Street, Brisbane City QLD 4000, 4000

Your role at this location click an image to select

**Employee**  
Employee - If you are a person attending a facility on a permanent or temporary basis, choose this option. Occupant - If you are a person attending a facility on a permanent or temporary basis (i.e. a resident), choose this option.

**BCO Member**  
If you are an Employee and have been appointed a Building Warden (i.e. Chief Warden, Area Warden, etc) within the Emergency Control Organisation, choose this option.

**Visitor**  
If you are a person visiting a facility, choose this option.

**Contractor**  
If you are a person attending a facility as a contractor, choose this option.

Your work areas (select at least one)

- Example Office

Ground Level

Level 1

Cancel Save Changes

# How do I start my training?

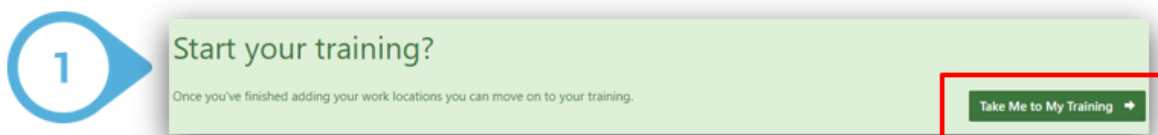
Once you have added your location, you now have access to complete your Fire and Evacuation training.

**PLEASE NOTE:** You may have additional courses depending on your organisations/company's requirements.

PlanSafe provides you with the online self-paced training required:

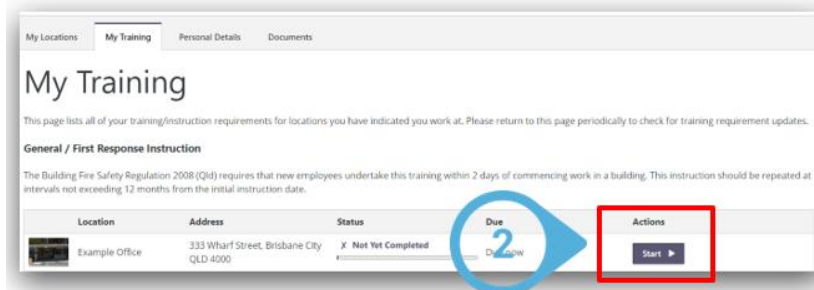
- **General/First Response Instruction** - must be given to occupants within 2 days of a person commencing work in the building and completed every 12 months.
- **Emergency Control Organisation Instruction** - must be given to the person/s responsible for carrying out the evacuation coordination procedure every year and within one month of any changes to the procedures or personnel.

**STEP 1:** At the 'My Locations' page, click on the button 'Take Me to My Training'.



**STEP 2:** To start your training, click on the button under *Actions* - 'Start'

**NOTE:** Please ensure that you complete each course and module assigned to you, reading all of the course content, watch all training videos and locate all fire safety reference points and the procedures for evacuating the building safely in the event of a fire or *hazardous materials* emergency in the interactive floor plan.



**STEP 3:** Select 'Next' to begin.



## Assessments

At the end of each course you will be assessed on your knowledge. This will be based on your individual building requirements pass rating selection. First you will need to confirm that you have viewed and understood the information by selecting each *checkbox*, then click '**Next**' to complete the questions. After you have completed all questions, *click* to submit your answers.

**Assessment**

To successfully complete this assessment you should note the following:

- All 10 questions must be answered correctly.
- Select the corresponding radio button/check boxes next to your answer.
- Click 'Submit' once you have answered all of the questions.

**Upon completion:**

Once you have completed the assessment your results will be available immediately and will be retained as a record of you having undertaken this mandatory training.

**Your Details**

First Name: Plansafe  
Surname: User  
Email: Plansafe.user@locatrix.com

**I confirm that I have viewed and understood:**

- ☐ the location of the fire safety reference points for the building.\*
- ☐ the procedures for evacuating the building.\*
- ☐ the instructions for raising an alarm / using manually operated fire alarms.\*
- ☐ instruction in the use of fire fighting equipment in the building.\*

\* denotes a mandatory field

**Locatrix - Passed!**

**Reference number: #703**

Your answers indicate that your score is: 10 out of 10 correct and You have passed!

Your results have been recorded.

Thank you for your efforts in helping us make our workplace a safer environment.

If you have answered questions **incorrectly**, you can to '**Reattempt**' the assessment or '**Complete Later**'.

**Reattempt Required**

**Reference number: #702**

Your answers indicate that your score is: 9 out of 10 correct and you must reattempt the assessment.

Where you have made an error you may wish to review the content to improve your score.

If you have answered any questions incorrectly, we suggest revisiting the relevant section.

Your results have been recorded.

Thank you for your efforts in helping us make our workplace a safer environment.

**Your answers**

- ☒ All fire extinguishers are safe to use on any type of fire.  
You answered: "False"
- ☒ The ABC acronym is used to help people to remember what to do in a fire situation. Which of the following is correct?  
You answered: "C - Confine fire and smother. Close windows and doors if it is safe to do so."
- ☒ When using a mobile phone to report an emergency, you should call:  
You answered: "999"
- ☒ Fire extinguishers must be turned upside down to help force out the contents.  
You answered: "False"
- ☒ Fire blankets can only be used on small kitchen fires. They should never be used to extinguish a clothing fire.  
You answered: "False"
- ☒ In order the circumstances in which it would be appropriate to fight a fire near to your immediate work area.  
You answered: "If you have a safe line of retreat"
- ☒ Which of the following statements is correct?  
You answered: "When a Manual Call Point has been activated you should ensure that a follow up phone call is made to the fire service"
- ☒ A fire should never hold the door open for more than 10 seconds.  
You answered: "False"

**Reattempt** **Complete Later**

To finish your training, *click* on the button '**Completed**'. You will be redirected back to My Training tab with the status updated to '**Completed just now**'.

Status	Due	Actions
✓ Completed just now	Not due until 21/11/2020	<b>Review</b> <b>Certificate</b>

To Review the training at any time, click '**Review**'. Click on the '**Certificate**' button to review and print your results.

## To Logout

**Plansafe**

- Home
- Logout**

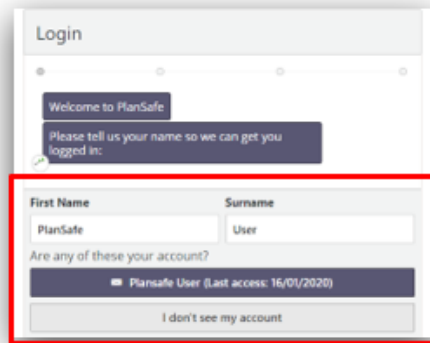
To log out, simply *click* on **your name** in the right-hand corner, *click* on the drop-down arrow and *select* '**Logout**'.

# Frequently Asked Questions - FAQ's

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## What if I have logged in previously?

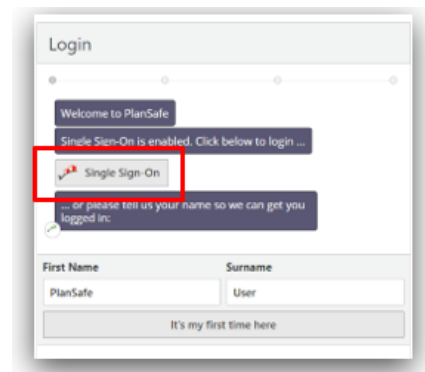
If your account is still active, you should continue to use it. To log back into your account. **Enter your First Name then Surname.** If any of the shown accounts are yours, Click on your account.



The screenshot shows the PlanSafe Login interface. At the top, it says "Welcome to PlanSafe" and "Please tell us your name so we can get you logged in:". Below this, there are two input fields: "First Name" with the value "PlanSafe" and "Surname" with the value "User". Underneath these fields, it asks "Are any of these your account?". A list of accounts is shown, with the first one being "Plansafe User (Last access: 16/01/2020)". A red box highlights the "First Name" and "Surname" fields and the account list.

## What is Single Sign On?

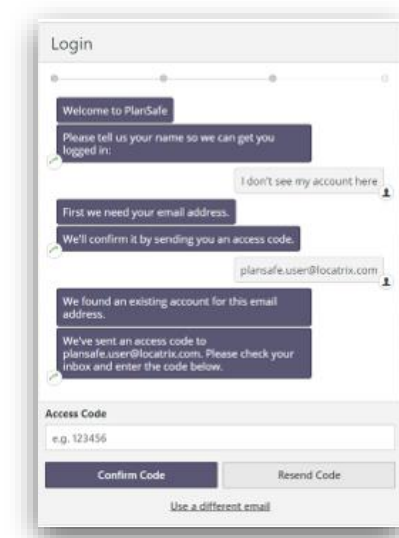
Single Sign-On is an easy way to log into your account with your email address and password. **If Single Sign-On is enabled. Click Single Sign-On, then click Sign-In**



The screenshot shows the PlanSafe Login interface. At the top, it says "Welcome to PlanSafe" and "Single Sign-On is enabled. Click below to login ...". Below this, there is a button labeled "Single Sign-On" with a checkmark icon. A red box highlights the "Single Sign-On" button. Below the button, it says "... or please tell us your name so we can get you logged in:". At the bottom, there are two input fields: "First Name" with the value "PlanSafe" and "Surname" with the value "User". Below these fields, there is a button labeled "It's my first time here".

## Not sure what account you logged in as last?

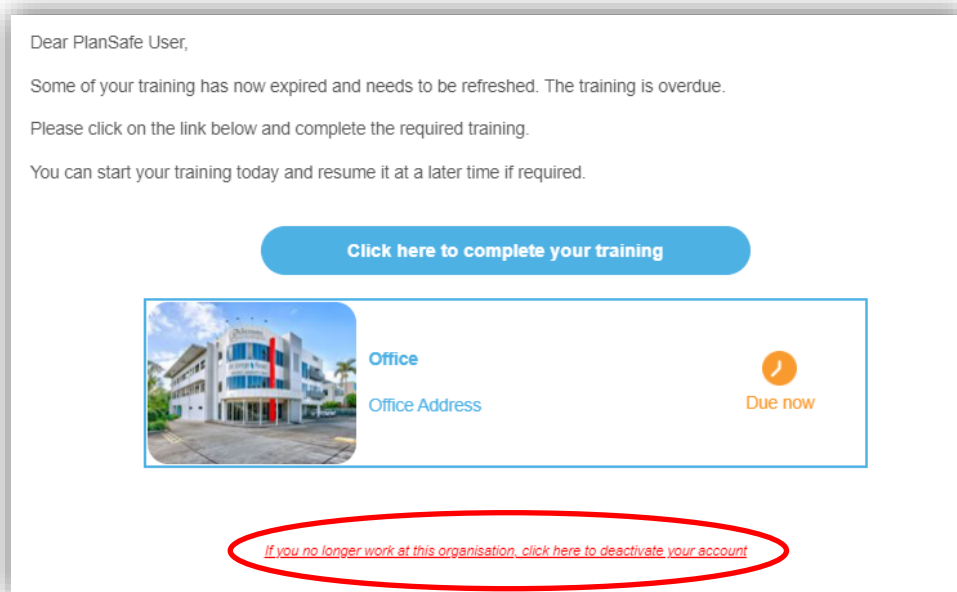
If you have forgotten what account, you logged into last. **Enter your Email Address. Enter the code sent to your Email Address. Click Confirm Code.**



The screenshot shows the PlanSafe Login interface. At the top, it says "Welcome to PlanSafe" and "Please tell us your name so we can get you logged in:". Below this, there is a button labeled "I don't see my account here". Below the button, it says "First we need your email address." and "We'll confirm it by sending you an access code.". Below this, there is a text input field with the value "plansafe.user@locatrix.com". Below the input field, it says "We found an existing account for this email address." and "We've sent an access code to plansafe.user@locatrix.com. Please check your inbox and enter the code below.". At the bottom, there is a text input field labeled "Access Code" with the value "e.g. 123456". Below the input field, there are two buttons: "Confirm Code" and "Resend Code". At the very bottom, there is a link labeled "Use a different email".

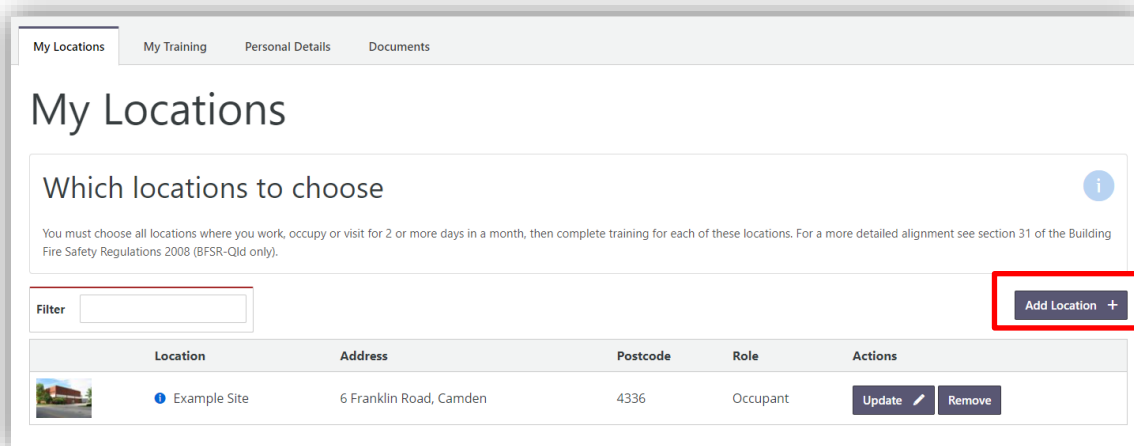
## How do I deactivate my account?

If you continue to receive emails for training after leaving the organization/company you are receiving the reminders for, you can deactivate your account by clicking the link shown below in your reminder email.



## How can I add an additional location?

If you have relocated to another site or work at multiple sites, you can add an additional location by navigating to the **My Locations** tab and selecting the **Add Location +** button at the top right of the list.



Phone: +61 1300 738 461

Email: [info@locatrix.com](mailto:info@locatrix.com)

Address: Level 1  
Unit 12/3908 Pacific  
Highway Loganholme QLD 4129

 **LOCATRIX**  
[www.locatrix.com](http://www.locatrix.com)

