



BUFFALO BOARD OF EDUCATION
AUDIT DEPARTMENT
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Field Force Manager Alerts

The supervisor of our Field Workers will now be notified via e-mail if an alert is triggered for the following occurrences:

What Alerts are configured in Field Force Manager?

- A. GPS Event - Entering or Exiting the City of Buffalo Geofence
- B. Monitor Device – GPS/Location Services has been turned OFF during work hours
- C. Monitor Worker – Device has not communicated to the Server in more than an hour

What is the protocol the Field Workers/Supervisors must take after the occurrence?

- A. Supervisor will log into Field Force Manager to see where the travel occurred outside of the City Limits and for the duration of time. Supervisor will then check with Field Worker where they were that day to make sure travel was work related. Information should be documented in case of future questions from Audit Department or Management.
- B. Field worker must turn ON the Phone's GPS/Location through the Field Force Manager App. This must be kept on during working hours.
- C. Field worker must manually press the Sync button in the Field Force Manager App. This may be required to do a few times a day.

Notes:

Alerts are scheduled to run during standard work hours of 8am – 4pm

Having issues with the Phone's GPS System or Field force manager app? Call the support line at 1-877-477-4899 and choose Government Support when prompted.

Any questions about the above protocol? Contact Rachel Keller/Audit Department 816-4694