



Westfield Safety Helper SM

Guide to Common Topics

Version 1.0



1. Registration:

Download the app from the app stores and install as you would any other app. We've included the links below. There are a few points to note.

- We use a two-factor authentication for security. After you click 'register' and enter an email address and password you will be sent an email to verify.
- Please be sure to check your trash/junk folders if you don't receive the verify email.
- You will need your Westfield Policy Number; this starts with a 3 letter prefix and is preceded by 7 characters. This can be found on your invitation, your insurance policy, your auto insurance card or certificates of insurance. If you can't locate it, email or call us or your insurance agent.

iTunes – Apple Phone:

<https://itunes.apple.com/us/app/westfield-safety-helper/id1408711426?mt=8>

Google Play- Android Phone:

<https://play.google.com/store/apps/details?id=com.westfieldinsurance.safetyhelper>

2. Wi-Fi or Cellular Network (4G):

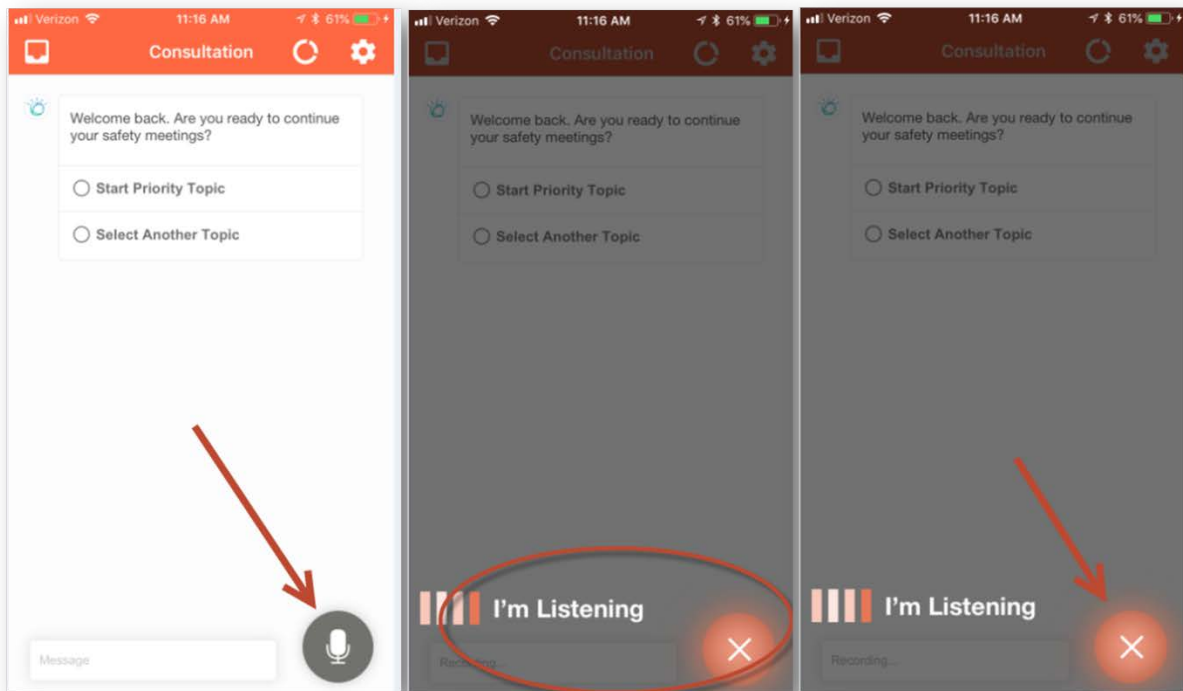
If possible, we recommend using Wi-Fi when running the app to optimize performance of videos and activities. If Wi-Fi is not available, the app will may experience a slight delay in downloading some content.

3. Talk to Max Safety- your personal Safety Helper

It's easy and fun to have a conversation with Max. After Max speaks and asks you a question, simply press on the microphone icon once, speak when you see 'I'm listening', Press the X when finished. See images below.

If Max doesn't understand your responses or you just don't want to speak, press in the 'Message' box and type your answer as you would a text message.

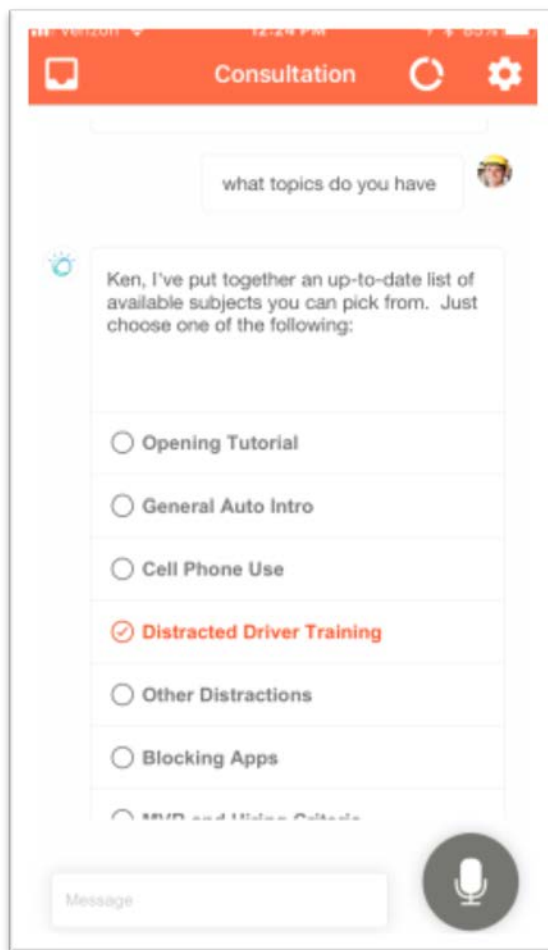




4. Having Meetings with Your Safety Helper

The Westfield Safety HelperSM has prioritized a series of meetings, just for you. Each meeting is 5-10 minutes in length and covers a variety of safety topics. You don't have to prepare, just participate.

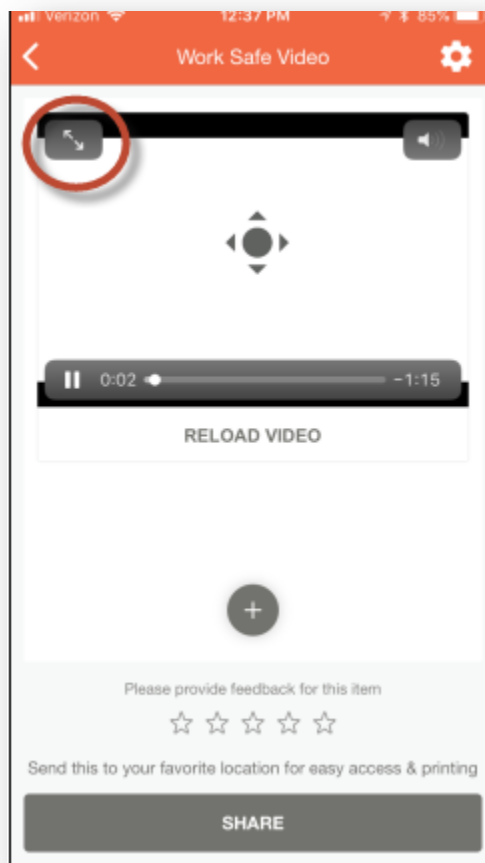
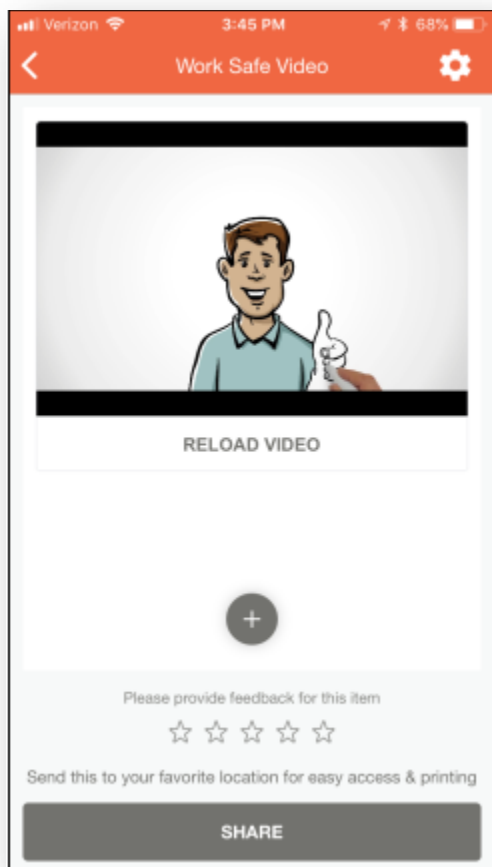
- Start Priority Topic - If you follow this path, Max will recommend the next meeting topic for you based on our review of your operations
- Select Another Topic- Allows you to pick your own meeting topic, not sure what is available? Just ask 'what topics do you have?' And a list of meetings will pop up. You can select and launch your desired meeting from there. See image below.
- If you select a meeting that you don't want, just say 'no' when asked to begin that meeting. You will be prompted to select another topic.



5. User Experience

The content in the meetings and toolbox can be full screened, pinched, zoom or landscaped to optimize the experience.

- Videos show in the browser in a thumbnail, portrait view. To enlarge click the full screen icon in the corner, rotate the device to landscape mode to see the video at its largest. Images below.
- Activities work best in landscape mode as it's easier to click, drag and move objects in a larger format. Images below.
- Images, PDF's and other documents can be expanded and pinched to magnify.





6. Navigation

- **Activities**

- X Click the X button in the upper right of an activity to exit when completed

→ Some activities refer to a 'next' button to advance; this may be an arrow on the lower right of the screen

- **Images/Documents/Infographics**

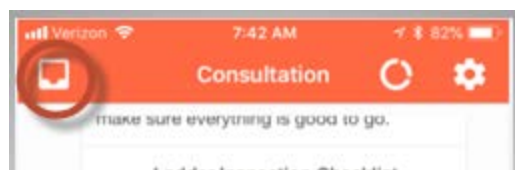
- + Click this button to expand/magnify the image (iOS)

- < Click this button to go back to the meeting (upper left)

7. Other Functions/Screens

- **The Toolbox Screen**

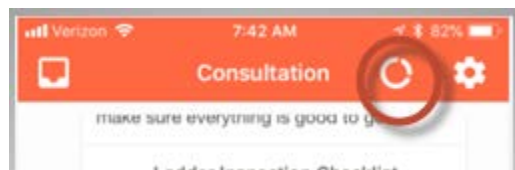
All of the content presented in the meetings can be found directly in the tool box. It is organized by category, meeting or content type. You can view and share the content.



- **The Progress Tracker**

You can see your progress in completing meetings and also assign meetings to others. In order to 'assign a meeting', first you need to enter them in your distribution list under the settings screen (Do this by clicking the gear icon on far right of the menu bar and click + button to add them by email address).

When you click on 'My Employees' you can then assign them meetings



- **Settings**

You can manage your profile (change your name, add a picture) and create your distribution list. If you add someone to your distribution, they will automatically receive an email inviting them to download the app.



8. Troubleshooting

- The meeting stopped and won't continue?
Sign out (settings screen) or swipe the app to close out and log in again. If that doesn't help, contact us.
- How do I turn off the voice of Max?
There is a toggle button in the settings screen.
- The microphone doesn't work. Be sure to check process above; click on mic, speak when you see 'I'm Listening' and click on the X. If that doesn't work, check your app settings to make sure you enabled the app to use your phones microphone.
- How do I print a document?
Set up a mobile printer via Bluetooth or email the document to your email address via 'share' and print from your computer.
- Can I start a meeting in the middle or fast forward?
You can't, meetings can only go from the beginning to end. You can forward through a video or X out of an activity if you previously experienced that content.

9. Contact Us

Email us: safetyhelper@westfieldgrp.com

Call us: 800-243-0210 option #6