MSite®

by Human Recognition Systems Limited (HRS)

MSite Workforce App:
Customer FAQs

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Confidential

Workforce App FAQs – Worker Enrolment

Question	Answer
What smartphones can be used?	The MSite Workforce app supports smartphones running iOS 9.0 and Android 6.0, or later. Biometric authentication is widely adopted, having featured on almost all smartphones in production since 2013. Tablets are not currently supported. *Note: as at July 2020, there is a known issue with the Samsung A10 phone and use of the biometric on 3rd party Apps (including the Workforce App) which is shortly due to be resolved by Samsung*
What happens if a Worker does not have biometrics set up on their phone?	We have created two knowledge base articles to support MSite Administrators with setting up biometrics on workers iPhone or Android phones for those who currently only use PIN for authentication: https://humanrecognitionsystems.zendesk.com/hc/en-us/articles/360010514118-iOS-How-to-enrol-biometrics-on-an-iPhone https://humanrecognitionsystems.zendesk.com/hc/en-us/articles/360010234637-Android-How-to-enrol-biometrics-on-Android-phones The biometric authentication is only required for the App and not accessing the phone itself, which can be configured in the settings.

Workforce App FAQs – Worker Enrolment

Question	Answer
The camera on my phone does not work to scan the QR code at enrolment of the device, what can I do?	The Instance ID & authorisation code of each worker can be input manually into the App. This is displayed next to the QR code unique to each worker. For further details, see the User Guide
A worker does not have biometrics on their phone and instead uses a code or PIN. Will this work?	No, in order to use the contactless function in the App it will require biometric verification.
What if the worker does not have a valid phone or the App does not work?	Based on the agreed exception process for the Site, the Worker should be provided with an alternative access method (e.g. fingerprint, PIN, Supervisor App).
What do I do if a worker forgets his phone for a day?	The agreed exception process should be adopted on a temporary basis (see above).

Workforce App FAQs – Using the App

Question	Answer
What is the read range of the App? How close does the App need to be?	We aim for a read range of around 0-30cm, but this will vary by phone. The guidance stickers should indicate the optimum place the phone. The phone must be kept close to the Touch Reader to work.
A worker is struggling to use the App to get a successful access to site. What should I check?	There are several reasons that the App may not grant access to a Worker so the following should be checked: PHONE SETTINGS: check both the Bluetooth and Location Services are on. Either of these settings off can cause the App handshake to fail. PHONE PROXIMITY: check the Worker remains in close proximity to the MSite Touch reader when in use. INDUCTED: check the worker is inducted at your site on their Worker page in MSite. If this is not ticked, access will not be granted. ACCESS RESTRICTIONS: check whether there are any access restrictions against that worker and remove these as appropriate based on site policy.

Workforce App FAQs – About the App

Question	Answer
Does the App use GPS to track worker movements?	No. We only use the Bluetooth capability on the phone to allow for contactless entry and for the social distancing functionality, which captures close proximity events between App users. This does not however track or record where the close proximity event has occurred.
Why does the App require the need for Location Services?	The App listens for a Bluetooth signal from the MSite Touch fingerprint reader to create a secure handshake. If a worker denies access they will be unable to access site using the App. They can select the option 'Only while using the App' not the full permission. The same functionality is used for Social Distancing but will only work between phones using the Workforce App.
Does the Social Distancing work only on site?	The Social Distancing is turned on and off based on user accessing site (and using the contactless access feature) so the functionality will not work outside of site.
Who can access information on the contact history of workers as part of the Social Distancing functionality?	Only MSite administrators with restricted access can access these reports.

Workforce App FAQs – About the App

Question	Answer
What data is being stored on a phone?	The worker Bio ID (unique identifier on MSite) is stored. No personal information is stored in the App.
Does the MSite Workforce App collect data from any other Apps on my phone?	No. The App is completely standalone on the Phone.
Where can a worker access the Privacy Policy?	This can be accessed via the Settings on the App under Privacy Policy
What workers require an additional wearable beacon for Social Distancing?	Any worker with an iPhone will require an additional wearable to enable the Social Distancing functionality to work. These need to be carefully managed by site to prevent loss.
Can the wearable beacon be used instead of a mobile phone?	No. The wearable device is used in conjunction with the mobile phone (and Workforce App). It is not used for any other purpose.

Workforce App FAQs – About the App

Question	Answer
How much data does the app use?	The App's total data usage in 1 month is expected to be equivalent to around 5 minutes on Facebook or 5 seconds of streaming video*.
Can a worker enroll the App without a data signal?	No – the worker must be on a standard 3G / 4G data network or wifi network during enrolment as part of the initial MSite / App enrolment process, which includes an initial download of the principal contractor's logo as the App is linked to the profile.

* Assumes an 8 hour working day over an average month of 21 working days. Compared to standard definition video