

Global Traveler



User Guide

Blue Sky Network 

Email: support@blueskynetwork.com

Website: www.blueskynetwork.com

Blue Sky Network, LLC
16559 N 92nd St, Suite 101,
Scottsdale, AZ 85260

Global Traveler App

User Guide

Version 1.3

Part Number: 300800

PAGE INTENTIONALLY LEFT BLANK

NOTICE

This guide is published and copyrighted by Blue Sky Network (BSN). All information and specifications in this document are subject to change without notice. Nothing in this document is intended to create additional or separate warranties or guarantees.



Blue Sky Network, 5353 Mission Center Rd. Suite 222, San Diego, CA 92108

Phone: +1 858-551-3894 | Fax: +1 858-225-0794

Email: support@blueskynetwork.com | Website: www.blueskynetwork.com

© 2021 Blue Sky Network, All Rights Reserved

TABLE OF CONTENTS

| | |
|--|----|
| NOTICE | 4 |
| INTRODUCTION | 7 |
| About Global Traveler | 7 |
| About SkyRouter | 7 |
| GETTING STARTED | 8 |
| Step 1 – Setting Up Your Organization | 8 |
| Step 2 – Creating the Traveler | 9 |
| Step 3 – Installing the App | 10 |
| Step 4 – Activating the Traveler | 11 |
| Enabling Location Services | 13 |
| MANAGING TRAVELERS | 14 |
| Travelers | 14 |
| SUSPENDING AND RESUMING TRAVELER ASSETS | 14 |
| REVOKING OR SUSPENDING ACTIVATION CODES | 14 |
| RE-ASSIGNING TRAVELERS | 15 |
| CONFIGURING AN APP PIN | 15 |
| Areas | 15 |
| Contacts | 16 |
| ARCHIVING A CONTACT | 16 |
| Organizations | 17 |
| Messaging | 18 |
| SENDING A MESSAGE | 18 |
| VIEWING ACKNOWLEDGEMENTS | 18 |
| USING APPLICATION FEATURES | 19 |
| Home Screen | 19 |
| Messages | 20 |

Areas21

Contacts22

Check-In23

Emergency.....24

Tracking.....25

 ENABLING TRACKING25

 DISABLING TRACKING25

 TRACKING SETTINGS.....26

 TRACKING BEHAVIOR27

 TRACKING PERMISSIONS27

Offline Mode27

REVISION HISTORY28

FREQUENTLY ASKED QUESTIONS29

APPENDIX A – TROUBLESHOOTING30

TECHNICAL SUPPORT31

INTRODUCTION

This guide details the process of installing and using the SkyRouter Global Traveler application on your mobile device. Please feel free to contact BSN support if you have any questions or concerns!

About Global Traveler

The SkyRouter Global Traveler application is perfect for use in a large and often globally dispersed workforce. It is a situational and operational awareness tool enabling operations teams and centers to quickly communicate and disseminate location-specific information. Field employees and contractors are also able to securely relay their location, enhancing safety in case of an emergency.

This application is available on both iOS and Android app stores. A SkyRouter account is required for the app user's organization, but not for the app user themselves.

It supports the following core features:

- **Contacts** – Create and maintain a geographically locked contact list.
- **Areas** – Define geographic areas that contain operation-specific information.
- **Check-In** – Allows app user to provide an authenticated check-in to the operations team.
- **Messages** – Enables operations to quickly notify multiple users and request acknowledgement.
- **Emergency** – Allows user to activate emergency mode and call geographic-specific emergency contacts.
- **Tracking** – Monitor the app user's location for safety and security-related awareness.
- **Organization** – Group app users and brand their experience.

About SkyRouter

The SkyRouter portal integrates Blue Sky Network's data solutions in a user-friendly way and enables:

- Advanced asset tracking on a global, layered map which includes satellite imagery and standard street maps.
- Event notification for emergency, speeding, moving, not-moving, geofence violations, and more.
- Play back past trips and view detailed reports.
- 2-way email messaging to and from assets in the field.
- Update and request the current state of configuration on assets in the field.
- Manage an asset fleet, including assigning units to other groups and creating user accounts.
- Set alerts and visual characteristics.



GETTING STARTED

Complete the following steps to begin using the SkyRouter Global Traveler app:

- 1) Set up or modify the default organization.
- 2) Create the app user (traveler) in SkyRouter.
- 3) Install the SkyRouter Global Traveler app on the traveler's device.
- 4) Send an activation code to the traveler, who will input it into their app.
- 5) Have the traveler configure their local settings.

Step 1 – Setting Up Your Organization

Organizations allow you to create and assign a unique name and logo that will be visible to the traveler in the app. This can be helpful when you need to establish different working units or monitor multiple contractors at the same time. You can set up multiple organizations via your SkyRouter account.

A traveler can be assigned to only one organization at a time, and they can be changed at any time. The default organization name is the same as their SkyRouter organization; this can be renamed at any time.

To add a new organization, upload a logo or icon then navigate to *Manage > Global Traveler > Organizations* screen and click on the default organization.

Add/Edit Organization

 To assign areas or contacts to this organization do so through the edit on those items themselves.

Branding

 These settings help brand the application to your organization

Organization Name

Organization Icon



 Remove Icon

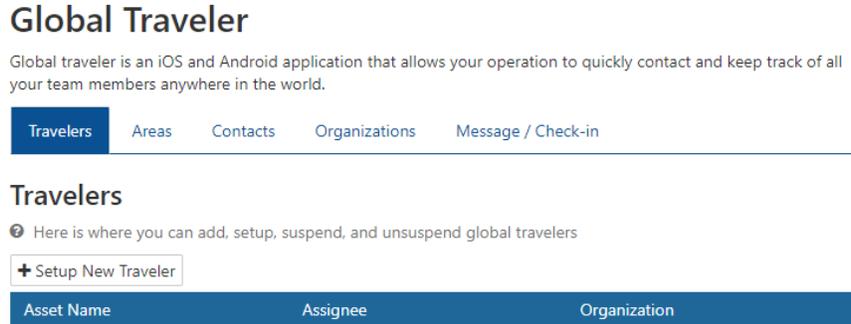
No file chosen

Step 2 – Creating the Traveler

A traveler refers to the app user. To create a traveler, log in to your administrator SkyRouter account and navigate to *Manage > Global Traveler > Travelers*.

If you do not see this menu item, you are either not an administrator or your super administrator has not given you permission. Please contact your account admin if you are an administrator but still do not see the menu item.

On the Travelers screen, select the ‘Setup New Traveler’ button.



NOTE: Travelers are required to be linked to either an Assigned User or Personnel and they can only be associated with one traveler at a time. For information on creating SkyRouter Users or Personnel, please see the SkyRouter User Guide.

Follow the on-screen instructions to add the new traveler.

Add new Traveler

- 🔗 Creating a new traveler involves a few steps
 1. Create a new SkyRouter asset and assigning a personnel or user to it.
 2. Generating an activation code and having the user enter it into the *Global Traveler* app.
- 🔗 Once the asset is created, it can be managed through standard device management.
- 🔗 Traveler assignments to assets can be edited after setting up the traveler to allow for using shared devices.

SkyRouter Device Details

Asset Name

🔗 This name will appear on throughout SkyRouter

Assigned User or Personnel

🔗 Any tracking data will be associated with the assigned user or personnel.
 ⓘ This assignment can be changed at any time after creation of the traveler.

Assigned Organization

⚠️ **WARNING:** Once you create an traveler, it cannot be removed, only deactivated.

Step 3 – Installing the App

Search the name 'SkyRouter Global Traveler' in Google Play or the Mac App Store. Alternatively, the URL addresses below link directly to the app on the store page.

Apple:

<https://apps.apple.com/us/app/skyrouter-global-traveler/id1544899599>



SkyRouter Global Traveler 4+

Workforce Awareness

Blue Sky Network

Designed for iPad

Free

Android:

https://play.google.com/store/apps/details?id=com.blueskynetwork.globaltraveler&hl=en_US&gl=US



Global Traveler

Blue Sky Network, LLC Business

Everyone

You don't have any devices.

Add to Wishlist

Install

Step 4 – Activating the Traveler

An activation code is required to link the app to the traveler in SkyRouter. To create a new one, select the traveler's name under *Manage > Global Traveler > Travelers*, then click 'Create or Edit Activation Code.'

NOTE: Internet connectivity is required to complete the activation process.

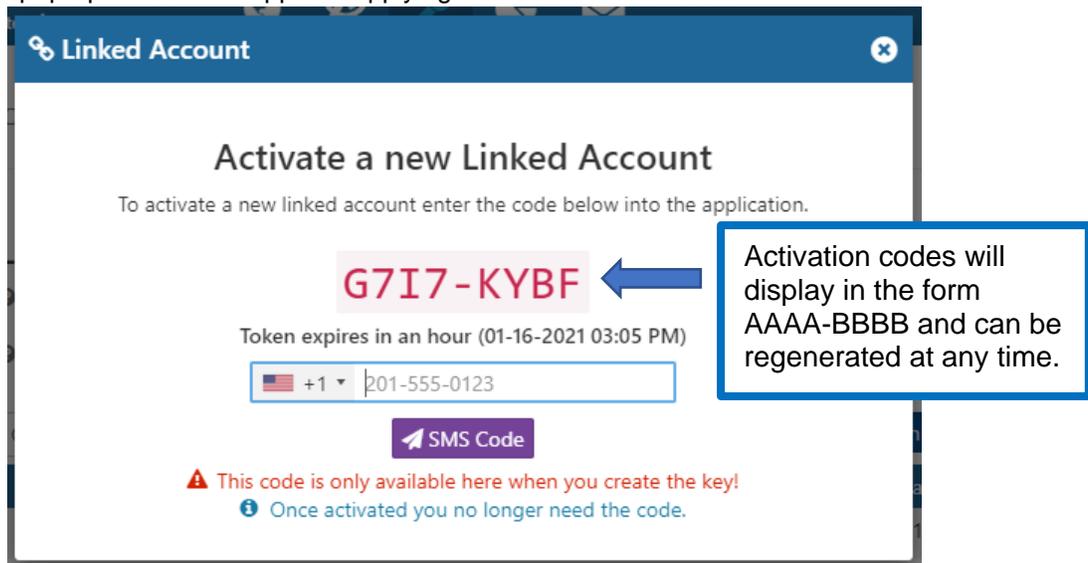
The screen you are directed to will differ depending on if you are activating a SkyRouter User or a Personnel. Navigate to the Security screen if activating a User, or the Linked Applications screen for a Personnel. Below are images for the process of activating a Personnel.

Linked Applications

- Linked applications allow users and personnel to access SkyRouter services without entering a username or password and once authenticated never have to authenticate again.
- Once linked, applications submit data as the person who linked the account. This means that forms and messages appear to come from a person instead of an asset.

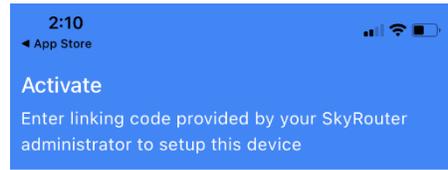
| Application | Activated By | Created Date |
|-----------------|--|---------------------|
| Global Traveler | 01-16-2021 02:11 PM Other iOS-Device CFNetwork (68.105.77.27) | 01-16-2021 02:05 PM |
| Global Traveler | 12-24-2020 09:59 AM Other iOS-Device CFNetwork (172.58.29.33) | 12-24-2020 09:58 AM |
| Global Traveler | 12-22-2020 10:37 PM Other iOS-Device CFNetwork (72.197.128.210) | 12-22-2020 10:37 PM |

Under Linked Applications, select 'Global Traveler' from the dropdown menu and click 'Link New Application.' A pop-up window will appear supplying the new activation code.



If the traveler you are editing has a phone number associated with their account, it will populate in the window. If the code needs to be sent to a different number, you can enter a new one here.

Click 'SMS Code.' The traveler will then receive and enter the code into the app, indicate they agree to the Terms of Use, and click 'Activate.'



Enter an SkyRouter Activation Code

ABCD-EFGH

I Understand & Agree to the Terms & Conditions

[ACTIVATE](#)

An activation code may be obtained via the device setup or management page for Global Traveler application in SkyRouter

If you do not have a SkyRouter account, have your organization SkyRouter administrator setup a new device for you.

You must activate in order to use the features of this application

Don't have SkyRouter or know what it is? [Learn more](#)



Enter an SkyRouter Activation Code

G717-KYBF

I Understand & Agree to the Terms & Conditions

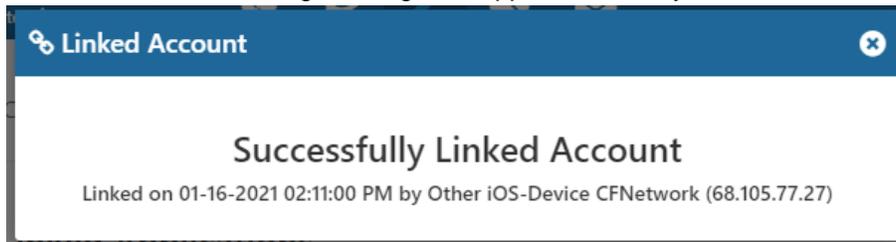
[ACTIVATE](#)

An activation code may be obtained via the device setup or management page for Global Traveler application in SkyRouter

If you do not have a SkyRouter account, have your organization SkyRouter administrator



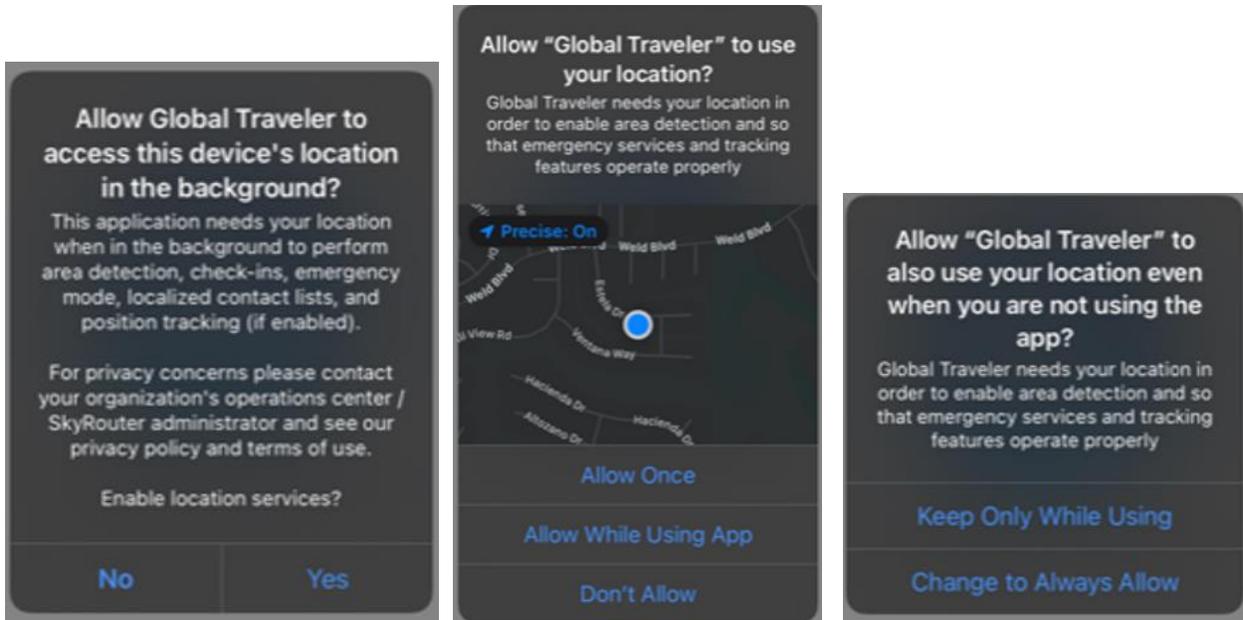
Upon successful activation, the following message will appear in the SkyRouter window:



Enabling Location Services

Once the app is activated, a prompt to enable location services will appear. While location services does not need to be enabled in the background for basic app usage, it is required when using position tracking. Therefore, we strongly encourage the traveler to enable location services.

Below are messages that the traveler may see. Please note that these may not appear immediately. The operating system will prompt the traveler when it feels they should reaffirm their choice to allow background location tracking. This setting can also be changed directly in iOS under system settings.



The app is now activated and ready for use. If the traveler so chooses, they can enable tracking from the main screen and configure the tracking settings on the Settings screen.

The traveler will appear similar to any of your other assets in SkyRouter and will report its location upon activating features such as tracking, check-in, emergency, and area detection.

MANAGING TRAVELERS

Travelers can be managed by your SkyRouter administrator account at *Manage > Global Traveler*.

Travelers

On the Traveler's screen, you can activate and deactivate travelers, assign traveler assets to different users or personnel, and create new activation codes.

SUSPENDING AND RESUMING TRAVELER ASSETS

Clicking the 'suspend' button next to the traveler prevents them from using the app and stops billing associated with that asset. Travelers can be un-suspended at any time.

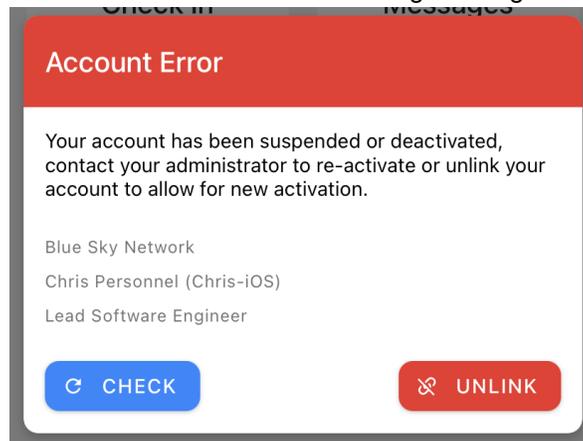
REVOKING OR SUSPENDING ACTIVATION CODES

An individual traveler can also have their activation code revoked or suspended. This does not have any billing implications and is intended to be used to force users to re-activate with a new code or suspend the app from operating remotely due to safety concerns.

To suspend or revoke an activation code, navigate to the same location where you generated the code and locate the orange and red buttons for suspending and revoking.



A revoked, deleted, or suspended traveler will see the following message in the app:



Upon traveler un-suspension, they can click 'CHECK' to validate their credentials again.

RE-ASSIGNING TRAVELERS

It is possible to change the assigned user or personnel for a traveler. This is to facilitate situations such as company-issued phones or tablets that are assigned to people, or situations where designated asset callsigns are transitioned as teams rotate in and out.

When re-assigning a traveler, the app must be reactivated with a new code.

CONFIGURING AN APP PIN

App pins are optional codes that can be set for travelers in their profile. When a traveler has a Pin, check-ins must be authenticated using that code.

App pins consist of number code from 0 to 999999 and are set on the same page as the activation code.

App Pin

- ? Require the user to enter a code in order to unlock linked application features tied to this account.
- ? To not require a pin, just leave blank
- ! Changes to pin on applications that do not regularly have internet will require internet to update the pin set.

5568

Areas

Areas allow you to define contextual information for geographic regions as well as create a geographically locked contact list.

Navigate to *Manage > Global Traveler > Areas* to create, edit, or archive areas.

Areas

? Areas define zones that the global traveler will have quick access to through the application

+ Create New Area
▼

| Name Contacts | Org Actions |
|---|--|
| Baja ✎ | Blue Sky Network Archive |
| San Diego ✎ | Blue Sky Network Archive |
| Scottsdale Office ✎ | Blue Sky Network Restore |

Archived areas are not visible to app users and do not appear in the management interface without enabling them in the filter.

Areas cannot be deleted; instead, they are archived to allow for historical record preservation and audit log accuracy. The Area section contains a text area that supports Markdown syntax. For more information, please see <https://www.markdownguide.org/basic-syntax/>.

Contacts

Contacts can be managed on the *Manage > Global Traveler > Contacts* screen. A contact primarily consists of a name, phone number, associated organization, and emergency contact status.

Add / Edit Contact

Name

Phone

Emergency Contact
Contacts designated as an emergency contact will be presented to the user as an option for quick dialling when they activate emergency mode.

Assigned to Org

Assigned to Areas

Assigning to areas means the contact will only be visible in the contacts list when the user is inside that area.
If no area is assigned, the contact will always show on the contacts list.

When a contact is associated with an organization, everyone in that org will be able to see the contacts in their contact list.

Emergency contacts will be displayed as such to a traveler and will be presented upon activation of the emergency feature for easy dialing. Multiple emergency contacts can be defined.

Contacts can be restricted to one or more areas, and they will not appear in the contact list if the traveler is outside of those specified areas. If they are an emergency contact and the traveler is outside the contact's restricted areas, the contact will not appear when a traveler activates the emergency feature. By using area restriction, it is possible to create localized contact lists for different areas of concern.

ARCHIVING A CONTACT

An archived contact will not appear in a traveler's contact list. Contacts cannot be deleted, but archiving them achieves the same effect. You can view archived contacts by pressing the filter button  in the upper right-hand side of the screen.

Contacts

- Here you can define a list of contacts that every global traveler will have access to.
- If you want to define contacts for specific areas, use the area information to store those.



| Contacts | |
|--|--|
| San Diego Office (+18585513894)  | <input type="button" value="Archive"/> <input type="button" value="Emergency Contact"/> |
| Blue Sky Network - Global Contact | |
| Scottsdale Office (+14804431424)  | <input type="button" value="Archive"/> |
| Blue Sky Network - Global Contact | |

Organizations

Contacts, areas, and travelers are all required to be assigned to an organization. Organizations allow you to group travelers into different brandable working units. All travelers of the same organization are able to see all areas and contacts assigned to that org, as long as the contact is not listed as area restricted.

Add/Edit Organization

 To assign areas or contacts to this organization do so through the edit on those items themselves.

Branding

 These settings help brand the application to your organization

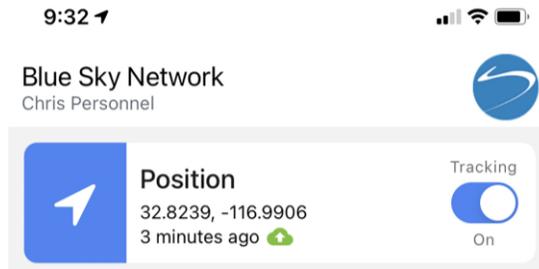
Organization Name

Organization Icon



 No file chosen

Organization information appears next to the traveler's name on the top bar of the app.



Messaging

Messages can be sent to travelers in real time if they have internet connectivity and push notifications enabled. If push notifications are not enabled, they can still receive messages, but it will require the traveler to manually refresh the screen to view the updates.

SENDING A MESSAGE

To message the traveler, navigate to *Operations > Global Traveler > Send New Message*. From this screen, there are several options to select the traveler you wish to communicate with.

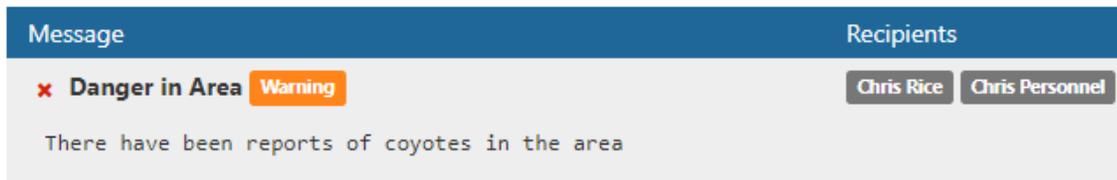
- 1) Use your mouse to manually draw a polygon around the traveler(s).
- 2) Click an existing area to select all travelers within it.
- 3) Use the drop-down menu to select all travelers in the org.
- 4) Use the drop-down menu that is populated with the selections above to manually choose or remove any travelers from your final list.

NOTE: When using methods 1 and 2, the last known traveler(s) location is used to determine who the message is transmitted to.

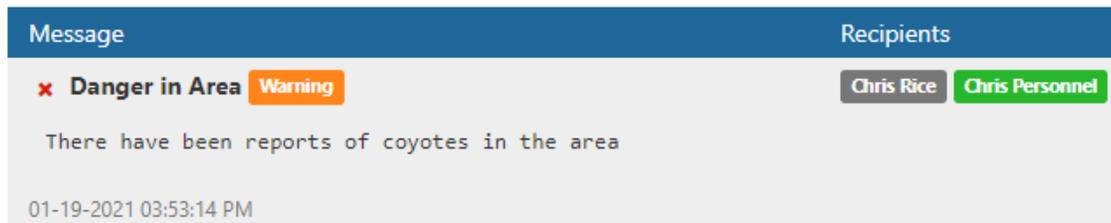
There are several types of messages that can be transmitted. All message types behave the same way but may be displayed to the user differently (e.g., icons, notices, etc.).

VIEWING ACKNOWLEDGEMENTS

The recipients will receive a push notification and will be given the option to acknowledge the message after viewing it.



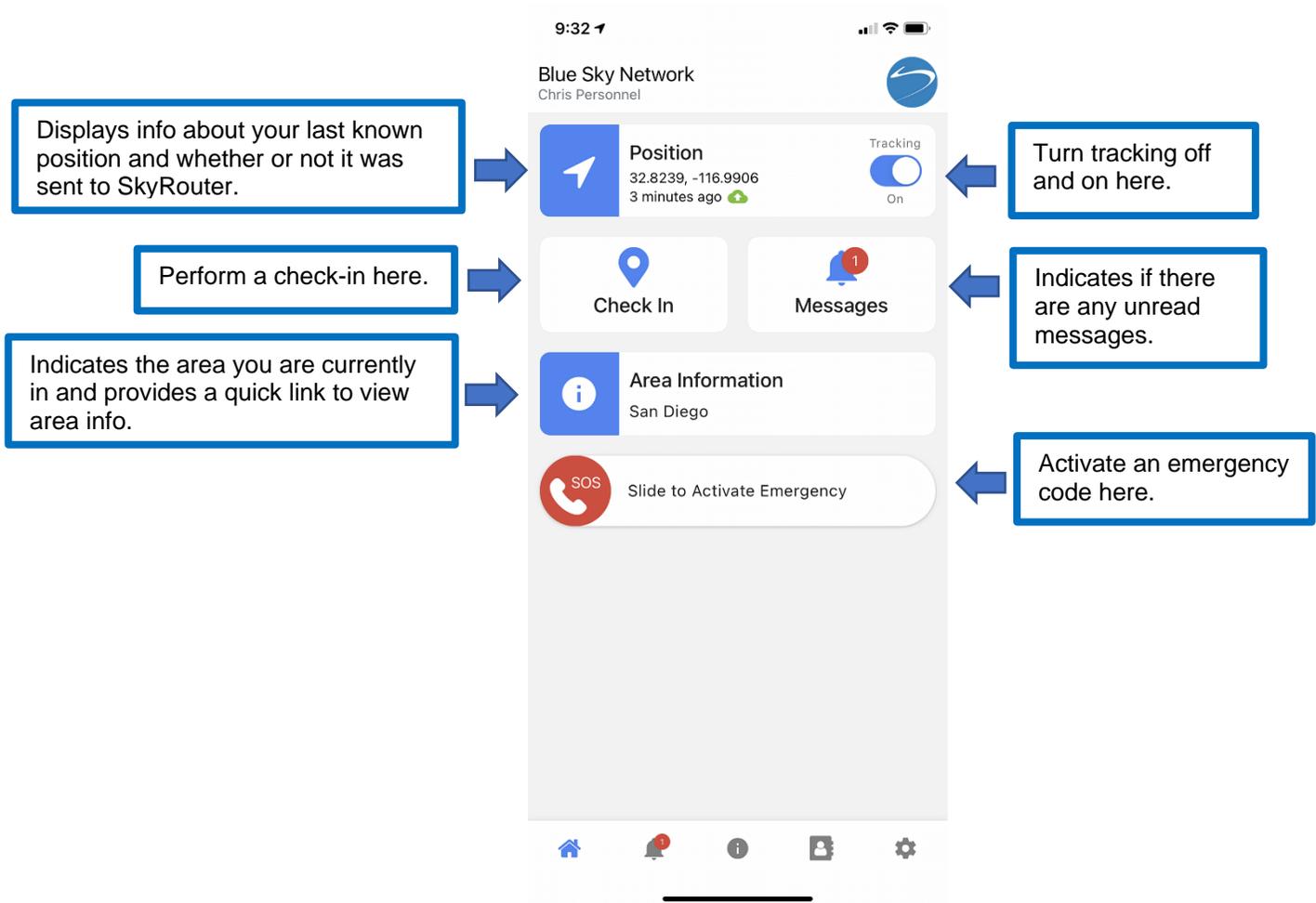
Once the traveler has acknowledged the message, their name will turn green under Recipients.



USING APPLICATION FEATURES

Home Screen

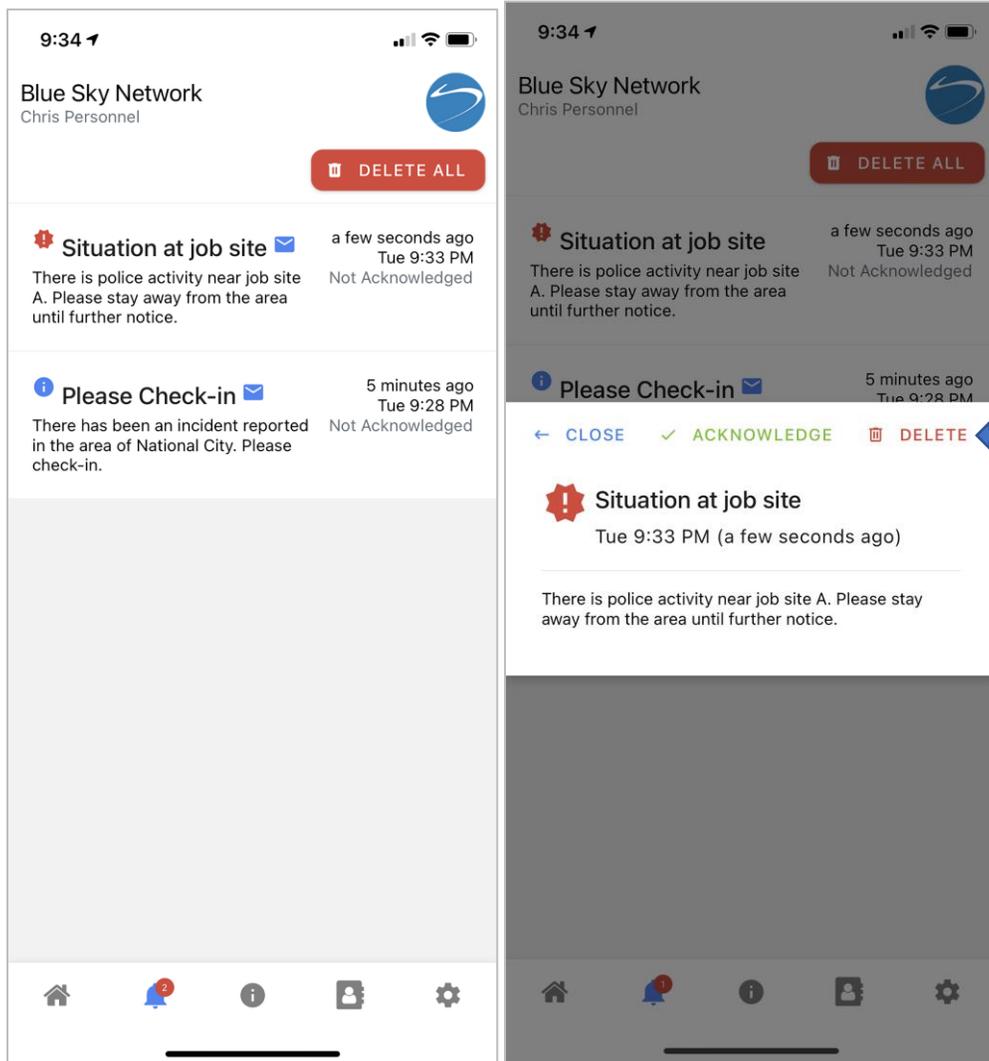
The home screen contains almost every feature in the app. The following sections detail the app's features and the configurations that the traveler (referred to as "you") can make.



Messages

Messages allow the operations team to remotely convey important information to you. Using this feature requires an active internet connection (cellular or otherwise) to receive the latest messages.

When a new message comes in, you will be alerted via push notification, the message icon on the home screen, and the bell icon in the bottom menu bar.

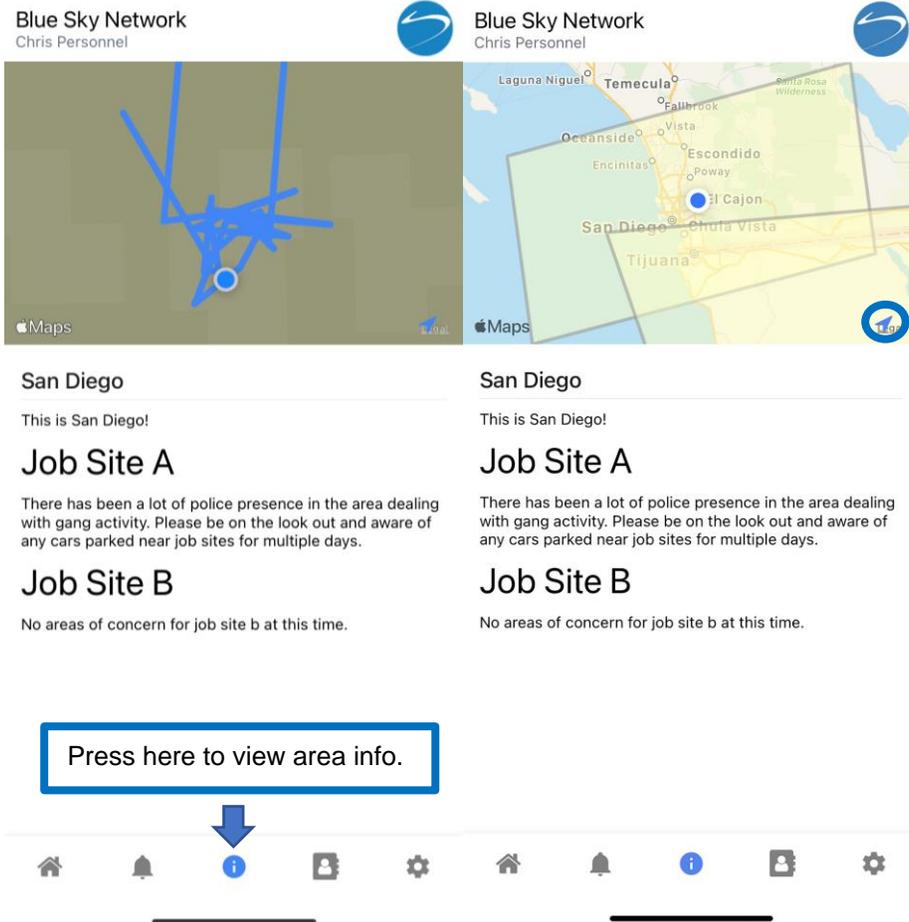


Click on a message to acknowledge receipt, view its full contents, and delete it. Acknowledging a message will send a notification back to SkyRouter to indicate it has been received and read. **NOTE:** You can acknowledge a message one time only.

Areas

The Area feature allows operations teams and SkyRouter administrators to distribute geographic-specific information that can quickly and securely be transmitted, stored, and viewed by assets in the field.

Areas can have contacts assigned to them and are assigned to organizations for easier sub-grouping into different operational teams.



When using the feature for the first time, it will attempt to find and center the map on your current location. Once the map is loaded, you can freely scroll around to see other areas in your organization. Clicking on another area will show you its information below the map.

Contacts

Contacts are a list of area or non-area-specific phone numbers that represent entities such as operations centers, site managers, local consulates, or emergency centers. Contact lists are managed by the SkyRouter administrators and can be grouped into different organizations, restricted to specific areas, or marked as emergency contacts. See the [Contacts](#) section for more information.

To see a contact list, click the  icon in the bottom menu bar.

Blue Sky Network
Chris Personnel 

S

San Diego Office  +18585513894
 **Emergency Contact**

Scottsdale Office  +14804431424
 **Area Specific**

NOTE: Location services must be enabled for area-specific contacts to appear.

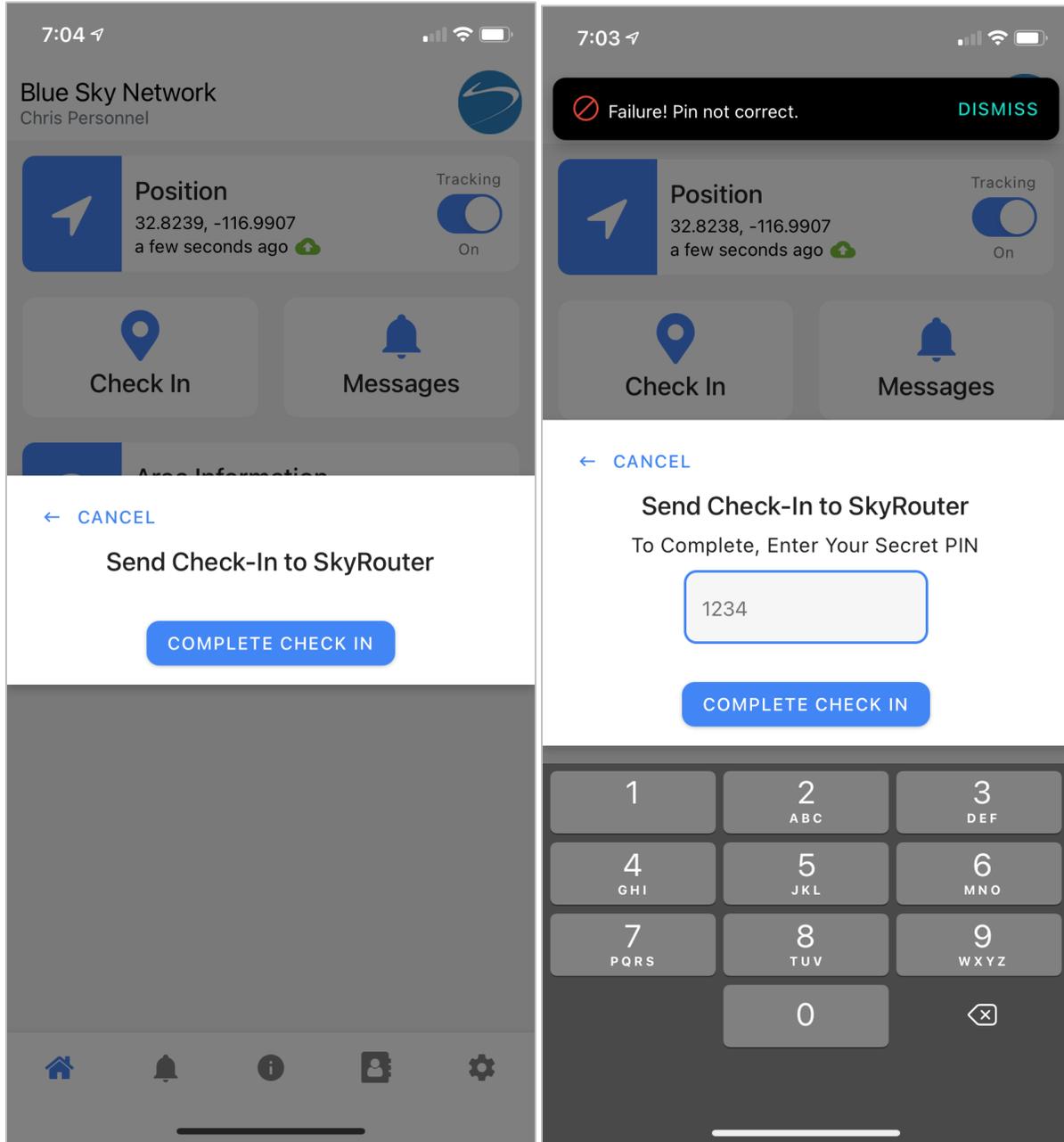
Contacts that are specific to the area you are currently in will show the text “Area Specific” underneath the name. These will be hidden from view when you leave the area and re-appear once you re-enter the area. It may take up to 1 minute for the contact list to refresh after re-entering the area.

Emergency contacts will be denoted as such and will be presented to you upon activating emergency mode. A contact may be both area specific and an emergency contact. There is no limit to the number of contacts that can have either attribute.

Check-In

Check-in allows you to securely authenticate yourself and provide your location to the SkyRouter operations team. Once this feature is activated from the home screen, your position will be sent to SkyRouter with the event code of "Check-In."

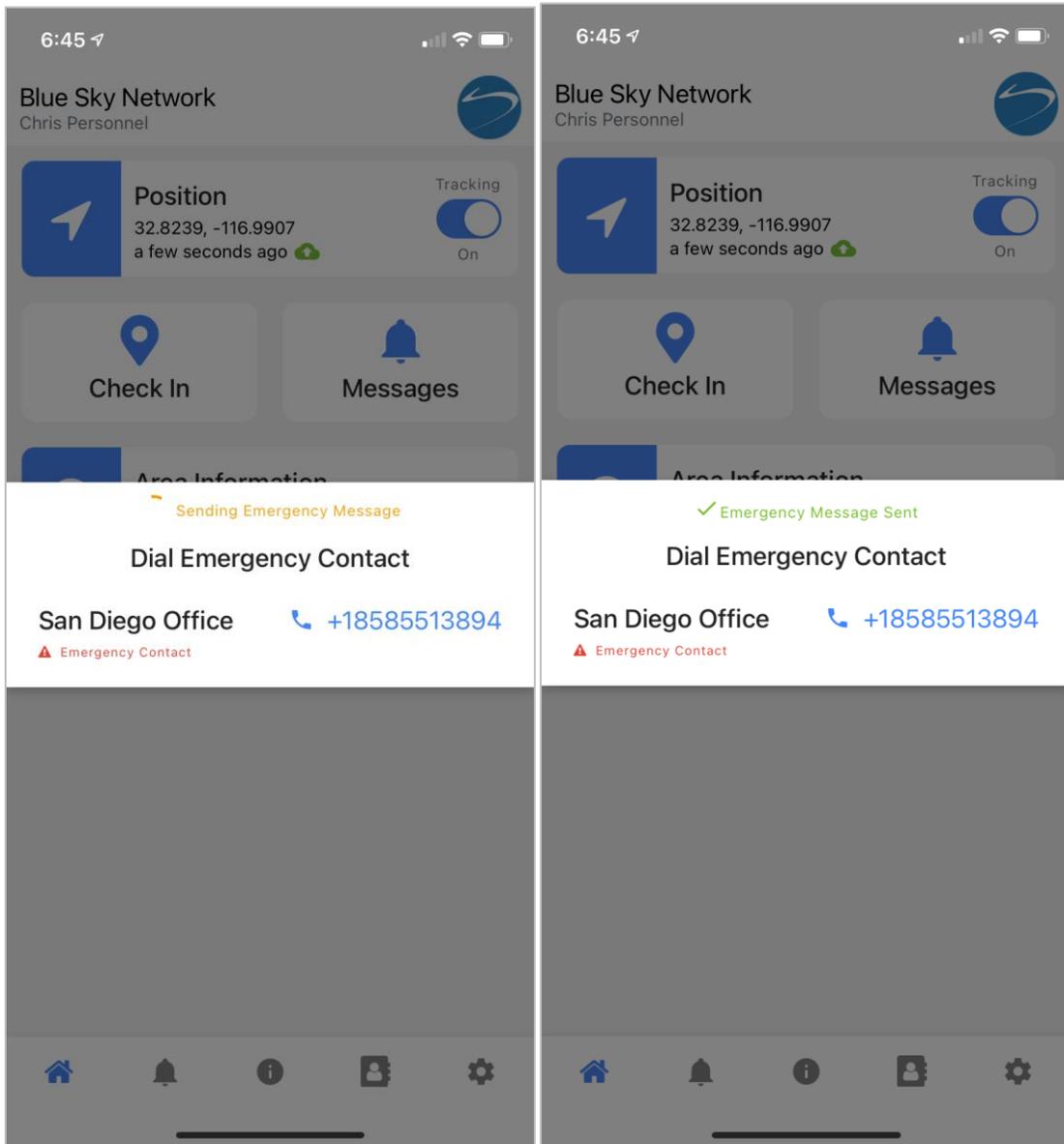
Check-ins have the option to be security pin protected (see Configuring a Pin for more information). The pictures below are an example of a check-in without a pin (left) and with a pin code (right).



Emergency

Move the SOS slider from left to right to activate emergency mode. Once enabled, a pop-up window will appear with a list of area-specific or global emergency contacts. Tap on the contact to quickly dial them.

If location services are enabled, an emergency position is sent to SkyRouter. Only a single position is generated when the window first opens.



Tracking

This optional feature allows you to securely send your location to SkyRouter to help the operations team maintain asset safety and security. Once enabled, no user interaction is required. Tracking continues to run in the background even when the app is not open.

NOTE: This feature cannot be mandated or controlled from the SkyRouter administrator interface due to privacy concerns and app limitations set forth by both Android (Google) and iOS (Apple).

NOTE: Please be aware that while all care has been taken to ensure limited impact, this feature may cause your battery to quickly drain. If you notice this happening, ensure that you are using power efficient settings (see [Tracking Settings](#) for more information).

ENABLING TRACKING

Slide the Tracking toggle button on the home screen to enable. A disclaimer will appear informing the user of the app privacy policy, what it is used for, and why. This is mandated by Google & Apple and cannot be bypassed.

Click “Enable Tracking” for full capabilities. If this is your first time enabling tracking, you may be prompted to enable activity (motion) tracking. This is highly encouraged as it will greatly reduce battery usage while performing background tracking.

Once tracking is fully enabled, a position will be generated and sent to SkyRouter with the event code “Tracking Resumed Manual.”

Enable Tracking?

Are you sure you want to enable tracking?
Enabling tracking will periodically send your location to SkyRouter so your organization can help ensure your safety and security.



Please be aware that tracking is performed as a best effort and it may be stopped at any time by your device if it is trying to conserve battery. If you reboot your device you will have to open the application up again to resume tracking. This application is not designed to replace a dedicated personal tracking device.

Be sure to read this warning in its entirety.

For privacy concerns please contact your organization's operations center / SkyRouter administrator and see our [privacy policy and terms of use](#).

⊘ CANCEL

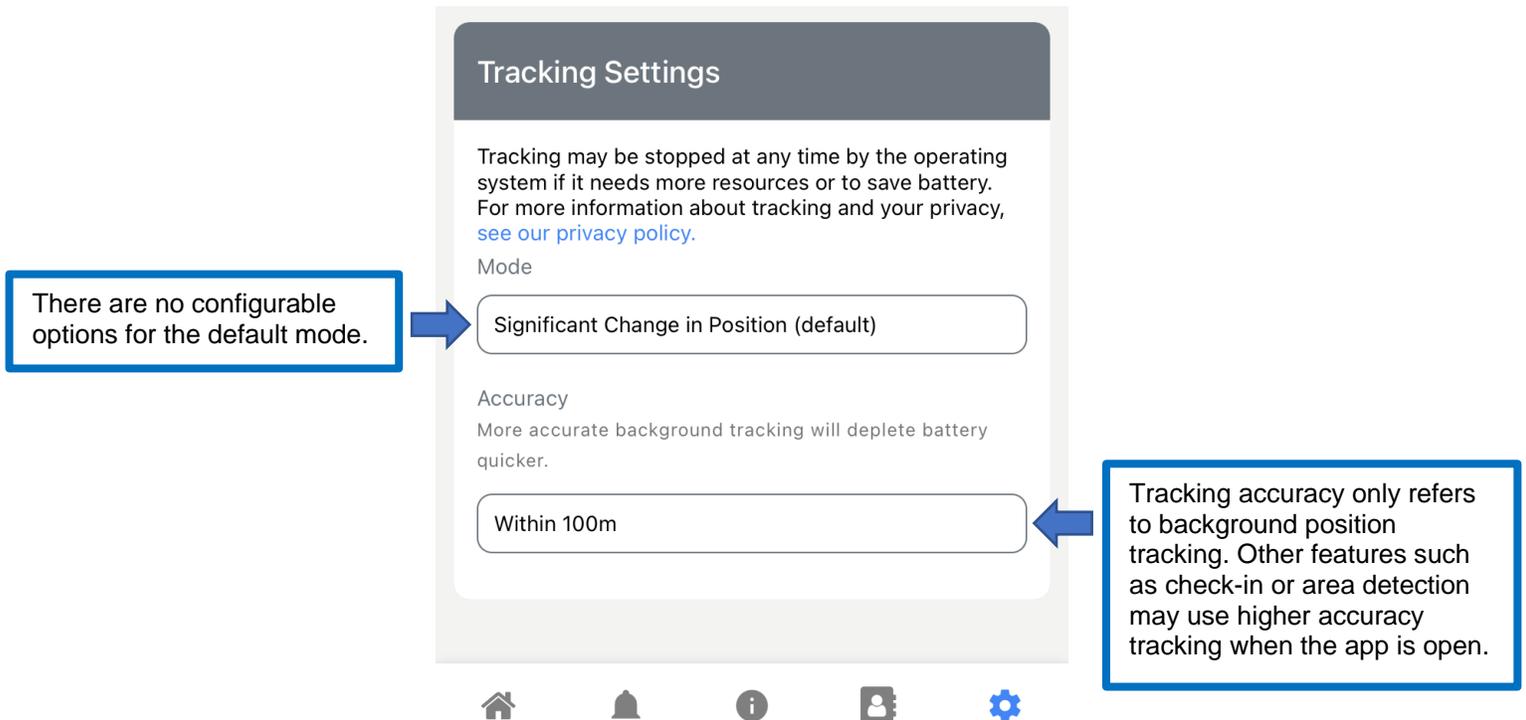
✓ ENABLE TRACKING

DISABLING TRACKING

Disable this feature from the home screen by clicking the “Tracking On” radio button, which will stop all automatic tracking activities in the app. Once fully disabled, an event will be sent to SkyRouter with the code “Tracking Suspended.”

TRACKING SETTINGS

Several settings that are used to control the behavior of position tracking can be accessed on the settings screen. **NOTE:** These settings may impact the device's battery life.



Tracking Mode

Choose your tracking method under the Mode section. The following settings are available for you to use depending on if you have an iOS or Android device.

- 1) “Significant Change in Position” – This default method employs the most battery-efficient algorithms because the device’s operating system will determine if your position has changed enough to warrant notifying the app. It may not send a report for days if you have not moved very far, though tracking will pick up to an even pace once you are moving.
- 2) “Distance Based” – This method uses a distance interval to perform tracking. The available options are 5, 10, 30, 50, and 100km.
- 3) “Time Interval Based” – This method is only available on Android and uses a timer to send a report at a specified interval. The available options are 15 minutes, 30 minutes, or 1, 2, 4, or 12 hours. This is the least battery-efficient tracking mode.

Tracking Accuracy

This is the distance accuracy of the position report. A higher accuracy requirement may use dramatically more power in order to obtain a valid position fix. Because portable devices often use assisted GPS, it is not always necessary to physically turn on the GPS module to gain a sufficient fix.

The available options are 3km (lowest), 1km (default), 100m, and 10m (highest). It is highly suggested that you leave this setting at its default option, and only change it if you are not satisfied with the battery usage or position fix quality.

TRACKING BEHAVIOR

When tracking is enabled, the app will do its best to perform using the requested mode settings. If the device is rebooted or enters low power mode, it may stop to preserve battery. The app is designed to start tracking again once power is restored and the battery is recharged, though it might not do so in a timely manner. It is therefore recommended to open the app to reactivate tracking.

TRACKING PERMISSIONS

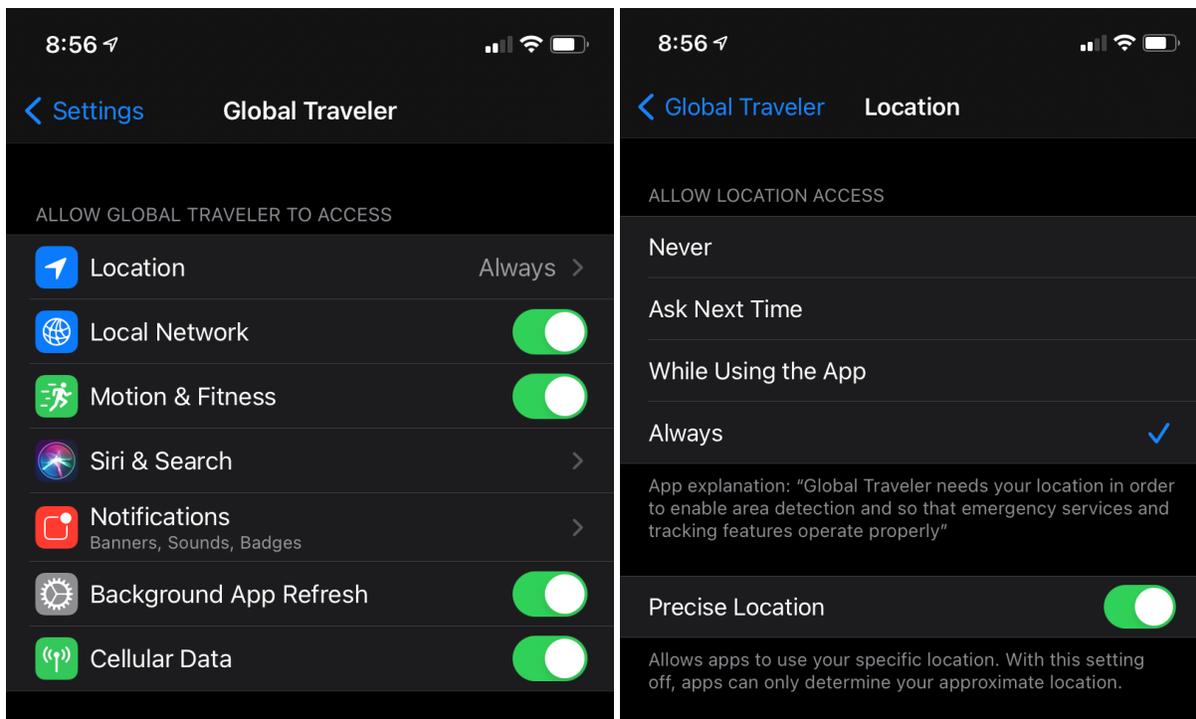
Due to the nature of background location tracking and related privacy concerns, certain permissions must be enabled for proper performance. The app will do its best to notify and prompt you to enable the correct settings; failure to set it up properly can lead to problems with app behavior when backgrounded.

Android Permissions

Android requires that you grant access to “Location.” This can be changed anytime by pressing and holding the app and navigating to *App Info > Permissions*.

iOS Permissions

The following permissions are required for background tracking to operate properly on iOS. These settings can be changed at any time by navigating to *Settings > Global Traveler > Location*.



Offline Mode

If the app detects that you are not connected to the internet, or if it cannot reach SkyRouter for some reason, a banner will display to indicate that you are in offline mode. You can still interact with the app like normal; the app will queue any changes and sync with the server when it comes online. This includes position reports and message acknowledgements.

FREQUENTLY ASKED QUESTIONS

We have compiled a list of FAQs and answers here. If you are still unable to resolve your issue, please contact Blue Sky Network Technical Support and we'll be happy to help!

1. I am not receiving messages sent from SkyRouter.
 - Please ensure that you have enabled push notifications permission for the app in the device's system settings.
2. I keep getting a "position cannot be determined" warning.
 - Ensure that you have the appropriate permissions enabled for the app in the device's system settings.
3. I am receiving an "Account Error" warning.
 - Your account has been suspended or deactivated by your SkyRouter administrator. Please contact them to determine the cause and remedy.
4. There is a banner that says I do not have internet and it won't go away.
 - The app will check that you have internet connection and that it can reach SkyRouter. If it cannot do both, the banner will appear to let you know that you are in offline mode.

APPENDIX A – TROUBLESHOOTING

If you confirmed that permissions are properly set up and continue to have problems, try “unlinking” your account from the settings page and re-activating. If you still have issues, delete and re-install the app.

TECHNICAL SUPPORT

Blue Sky Network is committed to providing the highest level of service and support. If you have any questions or concerns, please feel free to contact us by email or phone; contact information is available at the bottom of this page. For self-help, please visit <https://blueskynetwork.com/support>.

Thank you for choosing Blue Sky Network!



Blue Sky Network, 16559 N 92nd St, Suite 101, Scottsdale, AZ 85260

Phone: +1 858-551-3894

Email: support@blueskynetwork.com | Website: www.blueskynetwork.com