HAZARD HUB

User Manual

MAY 1, 2025

FIRST NOTIFICATION
Bromley Kent

Hazard Hub Help Manual

A Complete Guide for Admins and Users

Table of Contents

1. Introduction

Hazard Hub is a comprehensive, dual-sided health and safety reporting platform designed for both users and administrators.

Users can easily submit maintenance or safety concerns, track the progress of their reports, and manage upcoming appointments. On the administrative side, the platform enables admins to efficiently receive and review incoming reports, assign tasks, monitor job progress, and communicate directly with users to ensure timely resolution and accountability.

2. Admin Onboarding

Fill out your organization and contact details upon first launch:

- Full Name
- Department
- Company Name
- Address
- Town
- Postcode
- Region
- Phone Number

3. Generating the QR Code

Securely Link Users to Your Organization with a Unique QR Code

After completing the admin onboarding process, generating a QR code is a critical step in connecting users to your organization within Hazard Hub. This unique code ensures that every report submitted by users is correctly routed to your admin dashboard, enabling seamless communication and job management.

Why It Matters:

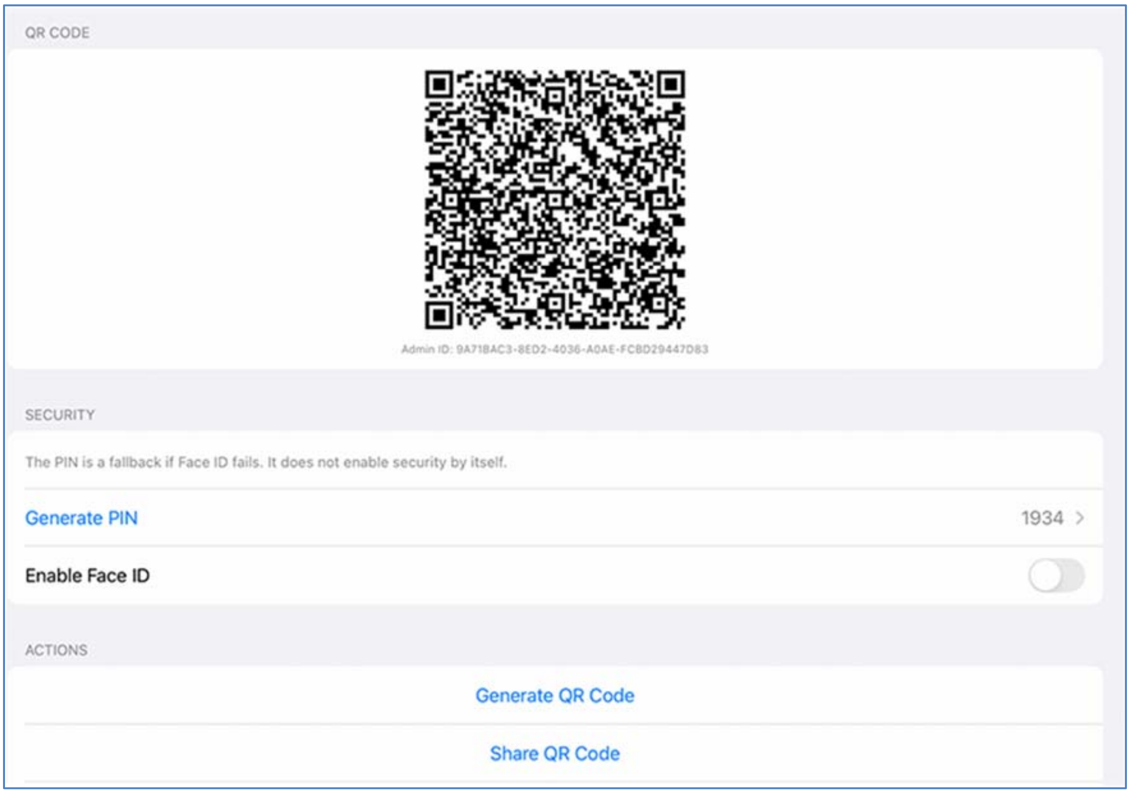
The QR code acts as a secure digital handshake between your organization and the users. Without it, users cannot submit reports, view updates, or book appointments under your management.

How to Generate and Share the QR Code:

1. Open the app and go to **Settings → QR Code & Onboarding**
2. Tap **Generate QR Code** to create your organization-specific link

3. **Share or display** the QR code so users can scan it during their onboarding process

Once scanned, users are instantly connected to your organization and can begin reporting issues directly to your team.



4. Admin Dashboard Overview

The Admin Dashboard: Your Command Centre for Managing All Incoming Requests

The **Admin Dashboard** is the central hub of Hazard Hub, designed to give administrators a clear, organized, and powerful interface for managing every aspect of their organization's health and safety reporting process. From new job reports to scheduled appointments and data exports, this dashboard is where everything comes together.

Each section plays a critical role in maintaining operational efficiency and ensuring issues are addressed promptly:

📨 Inbox – Monitor and Review New Job Reports

This is where all incoming user reports appear. Whether it's a safety concern or a maintenance issue, each new job is clearly listed with relevant details such as location, job type, description, attached photos, and submission time. Admins can review, triage, and assign tasks from here — making it the first stop for addressing user-submitted problems.

📅 Calendar – View and Manage Appointments

The Calendar gives a visual overview of scheduled appointments linked to specific jobs. Admins can view upcoming bookings by date, avoid scheduling conflicts, and ensure team availability. It also allows admins to create new appointments by linking them to active jobs, helping ensure timely on-site inspections or resolutions.

📊 Reports – Export Job and Performance Data

This section allows you to generate detailed reports for internal use, audits, or compliance purposes. Export job data in **PDF or CSV** formats with selectable fields, time ranges, and filters. Weekly summaries, job activity logs, and appointment overviews can be created in just a few taps, helping your organization stay accountable and data-informed.

⚙️ Settings – Manage Profile, Subscription, and Organization Setup

Here you can customize your admin profile, manage your subscription (including upgrade and restore options), and most importantly, access the **QR Code & Onboarding** tools. Generating and sharing your organization's unique QR code is vital — it's what connects user reports directly to your admin system. Without it, users cannot link to your dashboard, making this a critical part of setup.

Why It Matters:
The Admin Dashboard isn't just a control panel — it's the operational heart of your response system. Whether you're resolving safety risks, assigning tasks, or analysing performance, this dashboard ensures that everything is visible, connected, and under control.

⚠️ Critical Notice: Do Not Regenerate Your QR Code After Distribution

Once you've generated and shared your organization's **unique QR code**, it becomes the permanent link between your admin dashboard and all users who scan it. This QR code is what allows users to submit reports, receive updates, and stay connected to your organization.

🚫 What Happens If You Regenerate the QR Code?

- Any **users who previously scanned your old QR code will be disconnected**
- They will **no longer be able to submit new reports**
- They will **stop receiving updates** on existing reports and appointments
- All future requests from those users will **fail to reach your system**

✅ Best Practice:

- Generate the QR code **once** after onboarding
- Distribute it to your team or community via email, print, or display
- **Do not regenerate** unless you are intentionally resetting your entire system and planning to re-onboard all users from scratch

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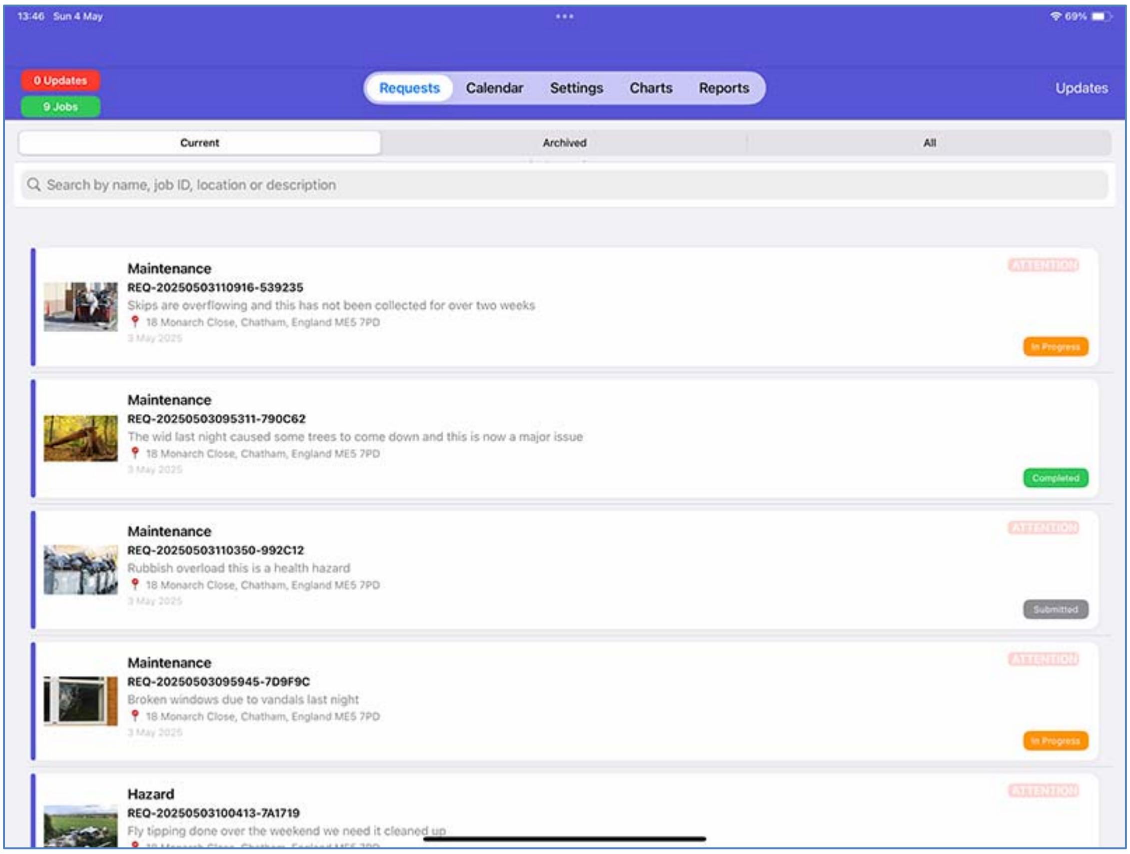
Why This Matters:
The QR code is your organization's unique identity in Hazard Hub. Once users are linked, everything — from job reports to appointment updates — flows through that connection. Changing it breaks the link and severs all communication from users who have already onboarded.

📌 **To keep your system running smoothly, never regenerate your QR code after distribution.**



5. Viewing and Managing Job Reports

Detailed Job View: Everything You Need to Manage a Report, All in One Place

When you tap on a job from the **Inbox** in the Admin Dashboard, you're taken to the **Detailed Request Screen** — a comprehensive view of the report that equips you with all the information needed to assess, act on, and track the job efficiently.

This screen serves as the command centre for each individual request and includes the following key components:

🛠 Job Type & Description

At the top, you'll see the type of issue (e.g., maintenance, safety concern) along with a detailed description provided by the user. This gives immediate context to the nature and urgency of the report, helping you prioritize accordingly.

📷 Submitted Photos

All photos submitted by the user are clearly displayed, offering visual context to support the job description. Tap any image to view it in full-screen mode, zoom in for detail, or reference it when assigning or scheduling follow-ups.

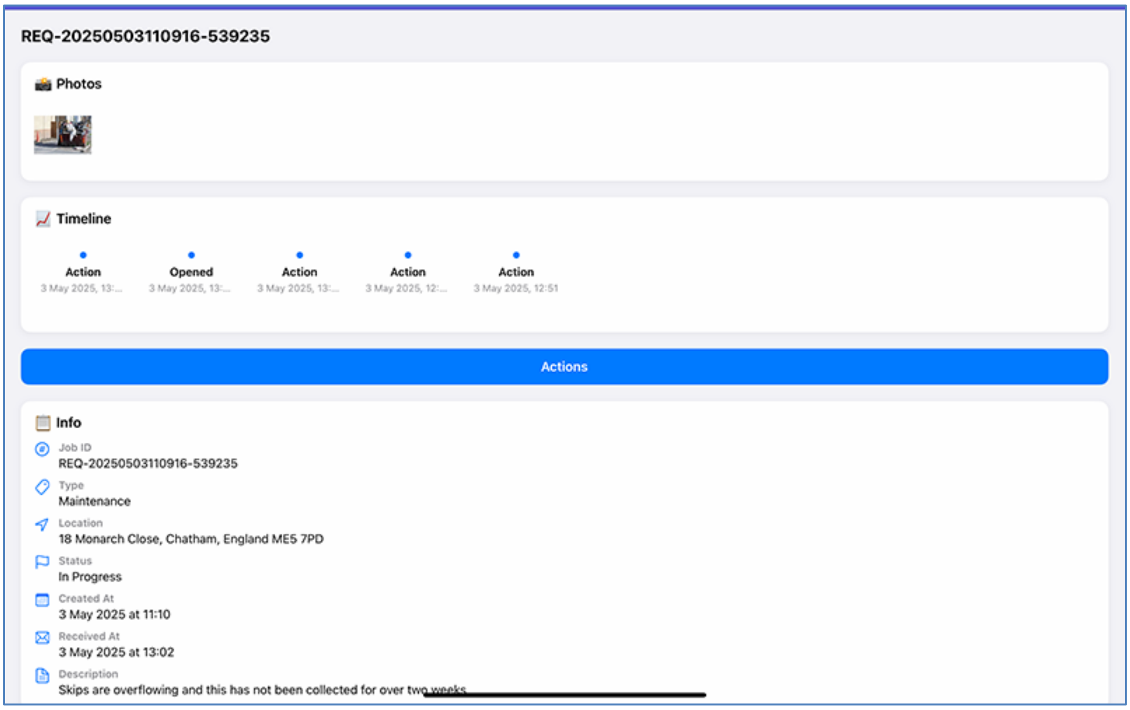
👤 User Information

This section shows the contact information of the user who submitted the report — including their name, email, and location (if provided). This allows for easy follow-up, clarifications, or appointment coordination.

🔄 Status & Update History

Track the current **status** of the job (e.g., New, In Progress, Resolved) and review a timestamped **history of all updates**. Admins can add internal notes, change status, or log appointments, ensuring full visibility into what actions have been taken and when.

Why It Matters:
This detailed screen brings clarity and control to each report. It eliminates guesswork, enhances communication, and supports fast, informed decisions — making it an essential tool for effective issue management.



6. Sending Updates to Users

Keep Users Informed with Clear, Time-Stamped Updates and Admin Notes

Transparency is key to building trust and ensuring accountability. In the **Detailed Request Screen**, all admin actions — including status changes and notes — are tracked with precise timestamps and shared directly with the reporting user. This allows users to stay informed on the progress of their report without needing to follow up.

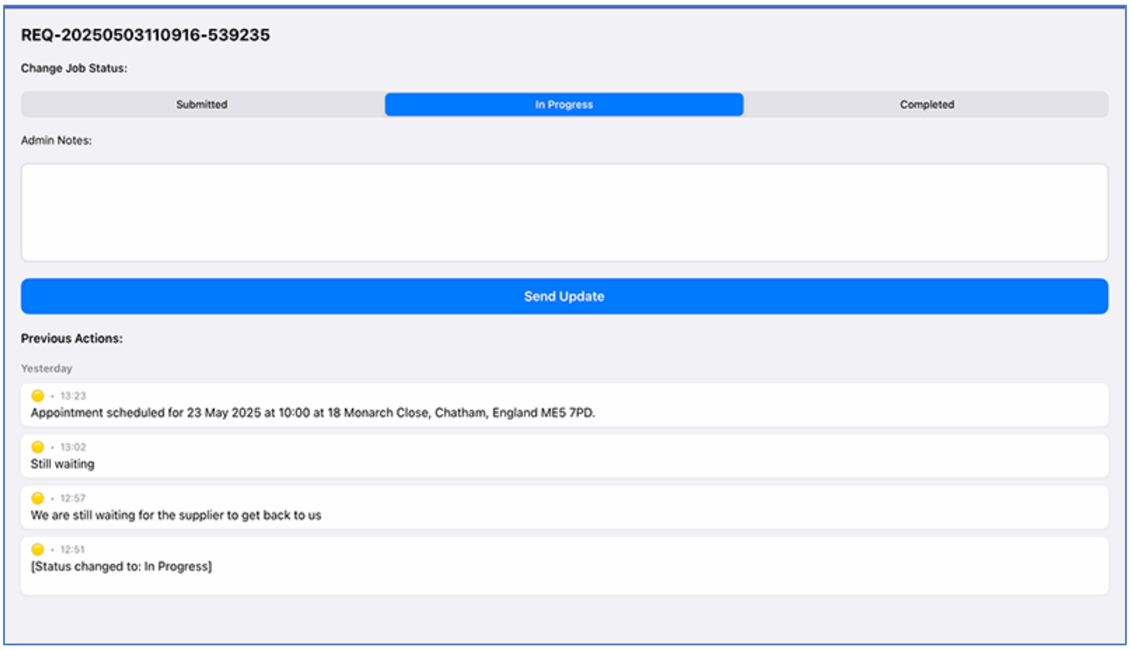
📫 Use the "Send Update" Button to Communicate Clearly and Efficiently:

- 📝 **Post Messages to the User**
  Write clear updates or explanations about progress, delays, or outcomes. These messages are instantly visible to the user, helping manage expectations and build trust.

- 📌 **Update Job Status**
  Mark the report as **In Progress**, **Awaiting Appointment**, **Completed**, or any other relevant status. Each change is recorded in the history and reflected in the user's view.

- 📚 **Log All Changes**
  Every action — whether it's a message, status update, or admin note — is automatically time-stamped and added to the job's history log. This creates a full, auditable trail of the job's lifecycle, accessible to both admins and the reporting user.

Why It Matters:
The update system promotes open communication and ensures users are never left in the dark. By keeping all interactions organized and visible, Hazard Hub makes it easy to demonstrate responsiveness, reduce misunderstandings, and maintain professional service standards.



7. Scheduling Appointments

Streamlined Appointment Scheduling Through the Calendar

The **Appointments** section, accessible via the **Calendar** tab, allows administrators to easily schedule and manage on-site visits, inspections, or follow-up actions related to reported jobs. This feature helps coordinate workloads, avoid scheduling conflicts, and ensure timely resolution of safety or maintenance issues.

📅 How to Create a New Appointment

1. **Select a Date**
   Navigate through the calendar to choose the day you'd like to schedule an appointment. You'll see an at-a-glance view of existing bookings to help avoid overlaps.

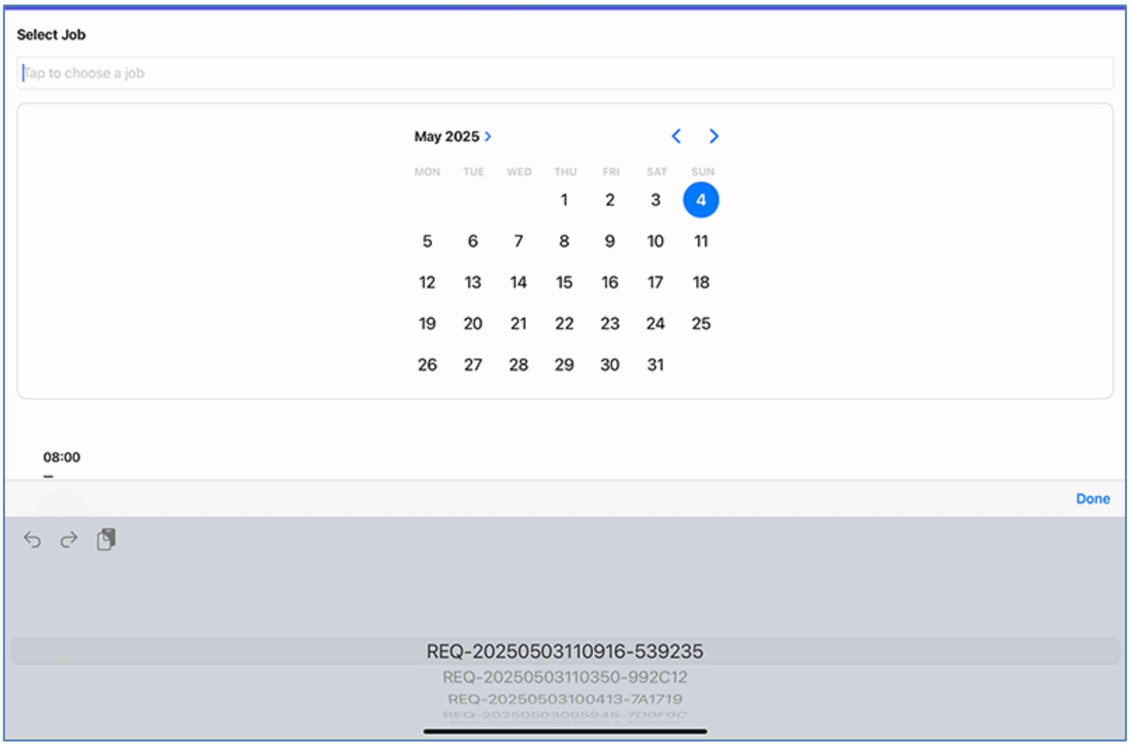
2. **Tap an Available Time Slot**
   The schedule is broken down into clear 30-minute blocks. Simply tap on an open time slot that fits your availability and field team's capacity.

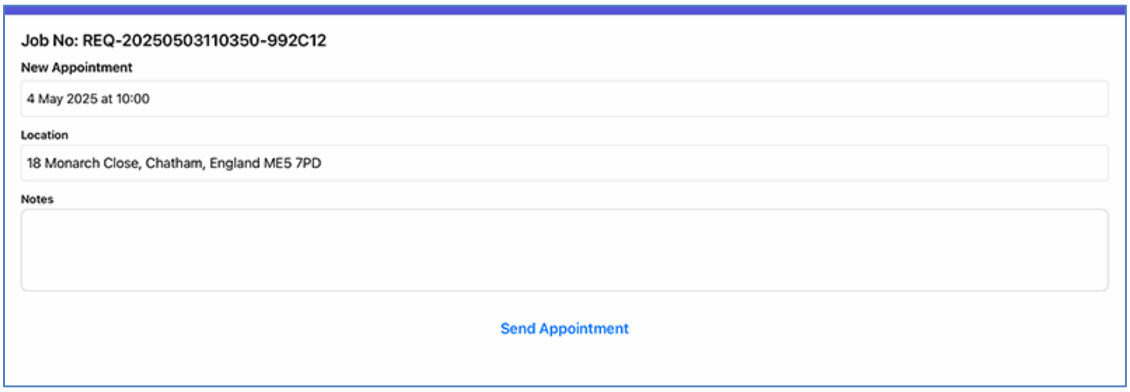
3. **Assign the Appointment to a Job**
   You'll be prompted to select a job from your active list. Once selected, the appointment will be linked to that job and displayed in both the **Calendar** and the **Detailed Job View**.

🔄 What Happens Next?

- The appointment becomes visible to other admins for coordination.
- It appears on the linked job's timeline for full context.
- The user is automatically notified of the scheduled appointment, including the date, time, and purpose.

Why It Matters:
Proper scheduling is vital for managing field operations efficiently. The Calendar ensures that appointments are not only organized but directly tied to actionable reports — improving visibility, accountability, and communication between your team and the users you serve.





8. Running Reports and Exports

Powerful, Customizable Reports for Effective Oversight and Risk Management

The Reports section in Hazard Hub gives subscribed admins access to a suite of powerful tools for tracking, analyzing, and presenting job activity across the organization. These reports are essential for internal oversight, compliance documentation, and identifying recurring issues or trends in health and safety performance.

Whether you're preparing for a management meeting, conducting an internal review, or planning future resources, the reporting tools in Hazard Hub provide the insights you need to make informed decisions.

📁 Export Job Data as a CSV

Generate raw data exports in CSV format, ideal for importing into spreadsheets, project trackers, or analytics tools. You can include specific job attributes (such as type, status, location, or timestamps) and tailor the structure to match your organization's workflow.

📄 Generate Weekly Summary PDFs

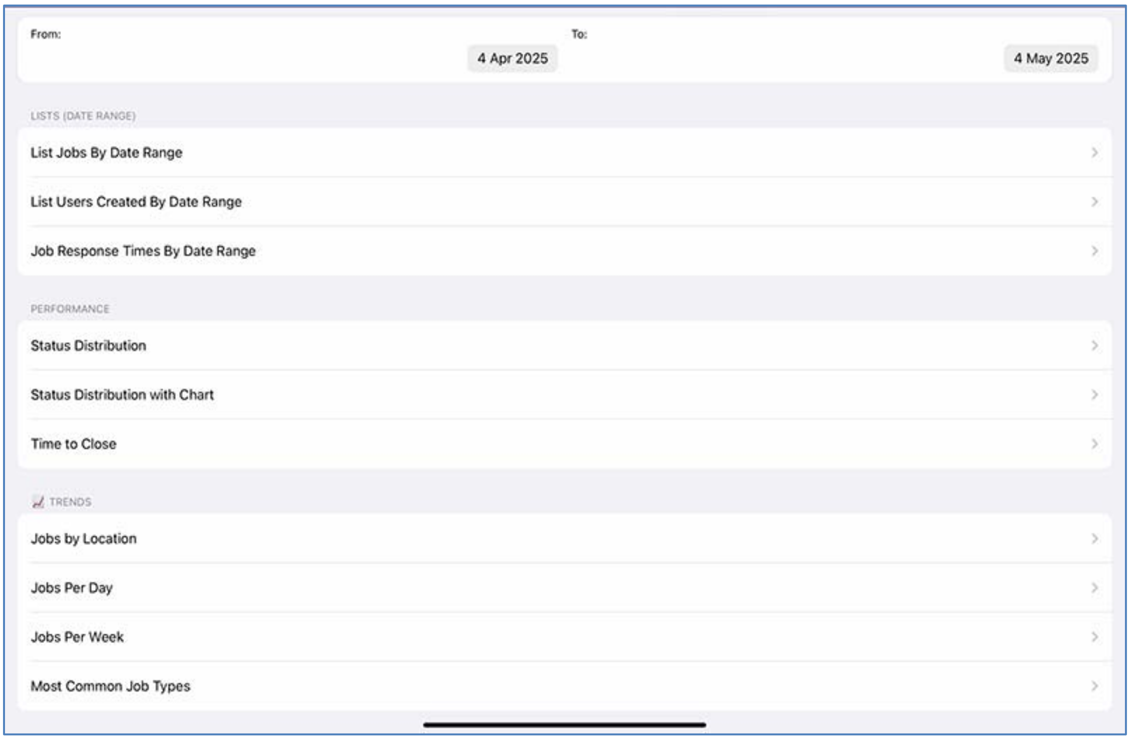
Create clean, professional Weekly Summary Reports in PDF format that summarize all reported jobs and activity within a selected time frame. These reports are perfect for sharing with leadership teams, auditors, or safety officers and help demonstrate accountability and response times.

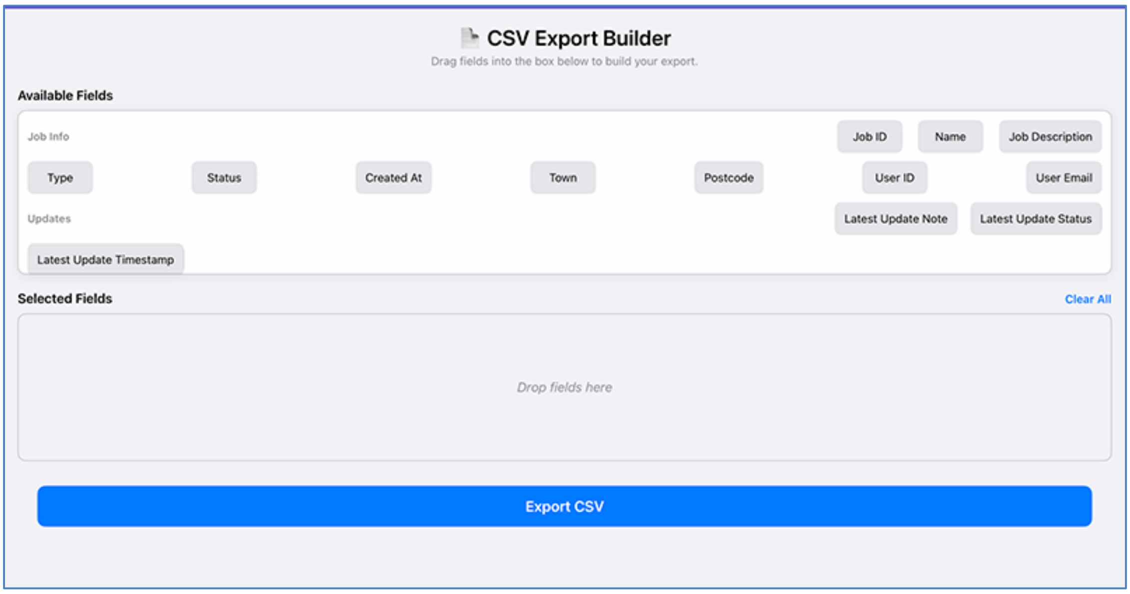
🎯 Customize by Field or Date Range

Hazard Hub lets you filter and tailor reports to suit your needs. Export only what's relevant by selecting a specific date range, job types, statuses, or custom field sets. This allows for targeted reviews — whether you're analyzing resolved cases, tracking unresolved reports, or assessing performance in a particular department or location.

Why These Reports Matter:

Robust reporting is not just a convenience — it's a critical part of proactive hazard management and organizational accountability. With the ability to track trends, highlight recurring issues, and document response efforts, reports empower your team to stay compliant, optimize resources, and prevent future incidents.





9. Admin Settings

Admin Settings: Manage Your Profile, Subscription, and Organization Access

The **Settings** section in the admin area of Hazard Hub provides all the tools you need to manage your personal admin profile, subscription access, and organizational setup. It's the central location for keeping your details up to date, managing access for new users, and ensuring your account is in sync with your organization's needs.

⚠️ Critical Notice: Do Not Regenerate Your QR Code After Distribution

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📌 **To keep your system running smoothly, never regenerate your QR code after distribution.**

👤 Update Admin Profile

Keep your personal and organizational information current, including your name, department, company name, address, region, and contact number. Accurate details ensure that reports, messages, and exported data remain professional and clearly attributed.

💼 View Subscription Status

Easily check the status of your Hazard Hub subscription. See whether you're currently on a free or Pro plan, and access upgrade options to unlock full feature access including advanced reports and unlimited job handling.

🛠️ Restore Purchases

If you've switched devices or reinstalled the app, use this option to **restore previous in-app purchases** and regain access to your Pro subscription and features without any additional cost.

⚖️ Access Legal & Privacy Information

Stay informed with quick access to Hazard Hub's **Terms & Conditions** and **Privacy Policy**. These documents outline your rights, responsibilities, and how data is managed within the platform — critical for compliance and transparency.

Why It Matters:
The Settings screen isn't just for preferences — it's where you maintain the backbone of your operational identity within Hazard Hub. From keeping your QR code safe to ensuring your subscription is up to date, everything here supports a smooth and secure workflow.

10. User Onboarding (via QR Code)

Securely Connect to Your Organization with a QR Code Scan

To ensure every report is correctly routed to the right administrator, **users must scan a unique QR code provided by their admin**. This QR code acts as a secure link that connects your device to your organization's system within Hazard Hub.

⚠️ **This is the only way to associate your reports, updates, and appointments with the correct administrator.** Without scanning this QR code, you won't be able to submit reports or receive progress updates.

🔄 How to Complete User Setup and Link to an Admin

1. **Launch the Hazard Hub app**
   Open the app and begin the onboarding process.

2. **Complete your profile**
   You'll be asked to enter a few essential details:
   - **Full Name**
   - **Email Address**
   - **Home or Work Address**
   - **Town/City**
   - **Postcode**

This information is used to help admins identify and respond to your reports more efficiently.

3. **Tap "Scan QR" to Connect**
   After entering your details, tap the **Scan QR** button to activate the in-app QR code scanner. Use it to scan the QR code shared by your admin.

The QR code may be:

- Displayed on the admin's device screen
- Printed out or posted in a shared space
- Sent to you via email or messaging app

✅ **Once Scanned:**

- You'll be securely linked to your admin's dashboard
- All future reports you submit will go directly to your organization's system
- You'll be able to receive real-time updates, appointment details, and responses to your reports

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Why It Matters:
The QR code ensures that your reports are seen and acted on by the right people. It's a secure, frictionless way to connect without needing manual entry or account linking — and it's a required step to begin using Hazard Hub effectively.

11. User Dashboard Overview

Your Hazard Hub Dashboard: Everything You Need, All in One Place

Once you've completed onboarding and scanned your organization's QR code, you'll be taken to your **user dashboard** — the central hub for submitting reports, tracking progress, viewing appointments, and receiving important updates from your admin team.

Each section is designed to help you stay informed and in control of your health and safety concerns:

📝 **New Report – Submit a Safety or Maintenance Issue**

Use this button to report a problem or hazard in your environment. Whether it's a maintenance issue, broken equipment, or a health and safety concern, simply fill out the form, add a description, and upload any relevant photos. Your report is sent directly to the assigned admin team for review.

📋 **My Jobs – Track Your Submitted Reports**

View a full list of all your active and past job reports. Each entry shows the current status (e.g., New, In Progress, Completed) and can be tapped to see detailed information, including your original submission, any admin notes, and a full update history.

📅 **Appointments – View Scheduled Visits**

See any upcoming appointments linked to your reports. These might include safety inspections, repairs, or follow-ups scheduled by your admin team. Each appointment includes the date, time, and related job so you can stay prepared.

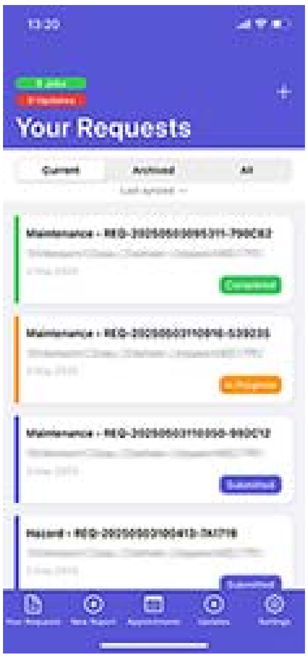
🔔 Updates – Read Replies and Progress Notes from Admins

Stay informed with clear, time-stamped updates from your organization. Admins can post status changes, messages, and clarifications — all of which appear here in one place. This keeps you in the loop without needing to chase for updates.

⚙️ Settings – Manage Your Profile and Preferences

Edit your personal information (name, email, address, etc.), update your location if needed, and manage app settings. Keeping your details accurate ensures smooth communication and response from your admin team.

Why It Matters:
The user dashboard gives you full visibility and control over your reports. It's your go-to place for submitting issues, tracking their progress, and staying connected with those responsible for resolving them — all in a simple, mobile-friendly interface.



12. Submitting a New Report

Submitting a New Report: The More Information You Provide, the Faster It Gets Resolved

When reporting a health or safety issue through Hazard Hub, providing **clear and detailed information** is essential. The more context you give, the easier it is for your admin team to assess the situation, take the right action, and resolve the issue quickly and accurately — often without needing to request follow-up details.

You can submit a report directly from the dashboard by tapping **New Report**.

🛠 What to Include in Your Report:

- 📌 **Report Type**
  Choose the category that best describes your issue (e.g., **Hazard**, **Maintenance Fault**, **General Concern**). This helps the admin team prioritize and route your report correctly.

- 📍 **Location**
  Is automatically collected via GPS

- 📝 **Description**
  Clearly explain what the issue is, how severe it appears, and any relevant details that might help the team understand or reproduce the problem.

- 📷 **Photos (Optional, Unlimited)**
  Attach any number of photos to visually support your report. You can even mark up the images using built-in tools to highlight specific areas or objects of concern.

- 🧰 **Use Helper Tools**
  Take advantage of optional tools like the **Checklist Helper** to ensure your report is complete, or the **Location Helper** to automatically tag your report with your current GPS location for improved accuracy.

✅ Tap Submit When You're Done

Once all the information is filled in, tap **Submit** to instantly send your report to your assigned admin team. You'll be able to track its progress in real-time from the **My Jobs** section.

Why It Matters:
Reports with full details — including location, descriptions, and photos — are **processed faster and more efficiently**. They reduce the need for follow-up questions, help admins assess urgency, and ensure the right action is taken the first time.

13. Viewing Job Progress

All Reports Are Logged, Saved, and Always Accessible

Every report you submit in Hazard Hub is securely **logged and stored** within the system, ensuring that nothing gets lost or overlooked. Whether it's a recent safety concern or an older maintenance issue, you can always refer back to your reports through the **My Jobs** section on your dashboard.

This transparency allows you to monitor progress, view outcomes, and maintain a full history of all your submissions.

🔍 **From My Jobs, Tap Any Entry to View:**

- 🆔 **Job ID and Type**
  Each report has a unique ID and category (e.g., Hazard, Fault, General Issue), making it easy to reference or follow up with your admin team.

- 📝 **Description and Status**
  See the original description you submitted, along with the **current status** of the job

(e.g., New, In Progress, Resolved). Status updates are live and reflect real-time changes made by admins.

- 📌 **Admin Notes and Responses**
  View detailed notes or replies from your admin team. These may include clarification requests, progress updates, or final resolutions — all time-stamped for clarity.

- 📅 **Appointment Details (if booked)**
  If an inspection or maintenance visit has been scheduled for your report, the appointment time, date, and any relevant notes will be shown here.

Why It Matters:
Having a full, searchable log of your reports ensures accountability and builds trust. Whether you're following up on a critical issue or simply checking when a repair was handled, everything is documented, traceable, and right at your fingertips.

14. Updates and Messages

Stay Informed with Real-Time Updates from Your Admin Team

The **Updates** section in Hazard Hub is your centralized inbox for all unread communications related to your submitted reports. It keeps you informed about every change, response, or development — ensuring you're never left in the dark about the status of your jobs.

Instead of checking each report individually, the Updates tab provides a **convenient, at-a-glance view** of everything new across all your active jobs.

🔔 **In the Updates Section, You'll See:**

- 📪 **Messages from Admins**
  These could include replies to your report, clarifications, instructions, or final outcomes. All messages are time-stamped and written by the admin team handling your issue.
- 🔄 **Job Status Changes**
  You'll be notified whenever your job's status changes — such as when it moves from "New" to "In Progress" or "Completed." These updates help you track progress without guessing or following up.
- 📁 **Updates Grouped by Job**
  All updates are grouped according to the job they relate to. This makes it easy to understand which issue the message or change is about, especially if you've submitted multiple reports.
- 👆 **Tap to View Details or Respond**
  Tapping an update takes you to the full job conversation, where you can view the complete message history, read admin notes, and — if enabled — send a reply or follow-up message.

Why It Matters:
The Updates section ensures **fast, transparent communication** between users and administrators. By organizing and highlighting new activity in one place, it saves time, prevents miscommunication, and keeps you actively involved in the resolution process.

15. Appointments

Appointments: Know Exactly When Help is On the Way

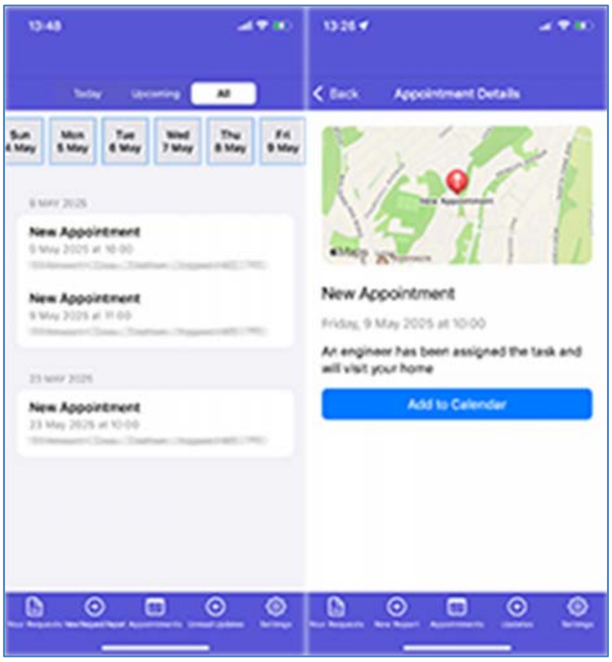
The **Appointments** tab in Hazard Hub gives you a clear view of any upcoming visits scheduled by your admin team to resolve reported issues. Whether it's a technician, tradesperson, or safety professional, this screen ensures you're always informed about who's coming, when they'll arrive, and which report it relates to.

This level of visibility helps you stay prepared and reassured that your concern is being actively handled.

📅 **In the Appointments Tab, You Can:**

- 👀 **View All Upcoming Bookings**
  Instantly see a list of confirmed appointments scheduled to address your submitted reports. Each entry is clearly displayed by date and time so you can plan accordingly.
- 📎 **See Which Job the Appointment Is Linked To**
  Every appointment is tied to a specific issue you reported. You'll see which job the visit is for, helping you understand the purpose of the appointment at a glance.
- ⏰ **Check the Time and Date of the Visit**
  Know exactly **when** a professional is scheduled to arrive, whether it's a repair team, maintenance worker, or safety inspector. This reduces uncertainty and ensures you're not caught off guard.
- 👆 **Tap to Open Full Job Details**
  Need a refresher on the issue being addressed? Just tap the appointment entry to jump straight to the full job report, including your original submission, photos, admin notes, and update history.

Why It Matters:
The Appointments screen provides peace of mind by showing that action is being taken. It helps you stay organized, be available during scheduled visits, and track how your reports are being followed up — all in one reliable, easy-to-access place.



16. User Settings

User Settings: Keep Your Information Secure, Updated, and Personalized

The **Settings** section in Hazard Hub allows you to manage your personal information, security preferences, and subscription access. Keeping this information up to date is essential — it ensures that your reports are clearly identified, your updates reach the right admin team, and your experience with the app remains secure and seamless.

⚙️ In the User Settings, You Can:

- 📝 **Edit Your Profile Information**
  Update your **name**, **email address**, **home or work address**, **town**, and **postcode** at any time. This information is linked to your submitted reports and helps administrators identify and respond to your concerns accurately. Keeping it current ensures timely communication and appointment scheduling.

- 🔐 **Enable Face ID and PIN Protection**
  Enhance your privacy by activating biometric security (Face ID) and setting up a secure 4-digit PIN. This helps protect your reports and personal data, especially if you share your device or use it in public environments.

- 💼 **Restore Pro Purchases**
  If you've previously upgraded to Hazard Hub Pro but changed devices or reinstalled

the app, this option lets you **restore your subscription** with a single tap — no extra charges or steps required.

- 📄 **Access Legal Documents**
  View the app's **Terms & Conditions** and **Privacy Policy** at any time to understand your rights, how your data is handled, and the responsibilities of all parties involved.

Why Keeping This Section Updated Matters:
Accurate user details are critical for smooth communication, report tracking, and receiving timely support from your admin team. It also ensures that security features work properly and that your reports are correctly linked to you as an individual.

17. Help and Support

We're here to support you every step of the way.

Whether you're a user reporting an issue or an administrator managing incoming jobs, **Hazard Hub** is backed by a dedicated support experience designed to keep everything running smoothly. If you ever need assistance, guidance, or troubleshooting help, trusted support is always within reach.

🔗 **Visit our official support centre at:** https://first-notification.com

Our support team is part of the same expert network behind **First Notification**, trusted by organizations and professionals across industries for responsive, secure, and human-centred assistance.

Your success is our priority — and help is just a click away.