

# Getting started with geofences

A guide to EVA Check-in's geofencing feature for automatic check-ins and check-outs.

Using geofences is a great way to improve staff check-in compliance and make their day a little easier. Staff who opt in are checked in automatically as they arrive at work – one less thing to remember!

## Setting up geofences

To enable and set up your geofences, go to Site information > Geofences. Geofences are a paid add-on for EVA Check-In and are charged per site.

Select **+Create geofence**

Start typing to search for your site's address and select the correct address. The map will centre on that address. Follow the popup hints.



← Select polygon or circle

**Polygon (shown):** place cursor at a corner & then place further points around your intended geofence. Click on the starting point to close the polygon.

**Circle:** place cursor at the centre of the geofence. Click and drag to create your circle. Release when circle is required size.

Geofenced region must be 100m radius (circle) or 10,000 sq.m (polygon). If the region is red it's too small, if green it's ok. Click edit if you need to make changes.

# Setting up and rolling out geofences

When you're happy with your geofence, assign it to a site or zone, and click save.

The geofence is now active and anyone checking in on their mobile app with our EVA Check-In app will be asked if they wish to be automatically checked in and out in future.

Once you've set up your geofences, you'll need to let your team know how to use them.

To check in automatically, staff will need to download the free EVA Check-in app for iOS or Android:

<http://evacheck.in/apple>

<http://evacheck.in/android>

They will also need to enable some location features on the app when prompted.

To make rollout easier, we've drafted an email template you can customise and use to introduce automatic check-in at your workplace, and answer frequently asked questions.

We've also included some troubleshooting notes after the email.

## Email copy for introducing geofencing (auto check-in) to your team

- Copy the content of the next 2 pages & paste into your email body
- Replace <your location> with the location of your geofence – eg your office / site / premises
- You may also wish to change the screen shots (optional)

**Subject:** Do you sometimes forget to check-in (or out)? We've got a fix for that

**Preheader:** Automatically check-in (and out) at <your location> with new location features.

## Email body (1/2) – copy/paste into your email

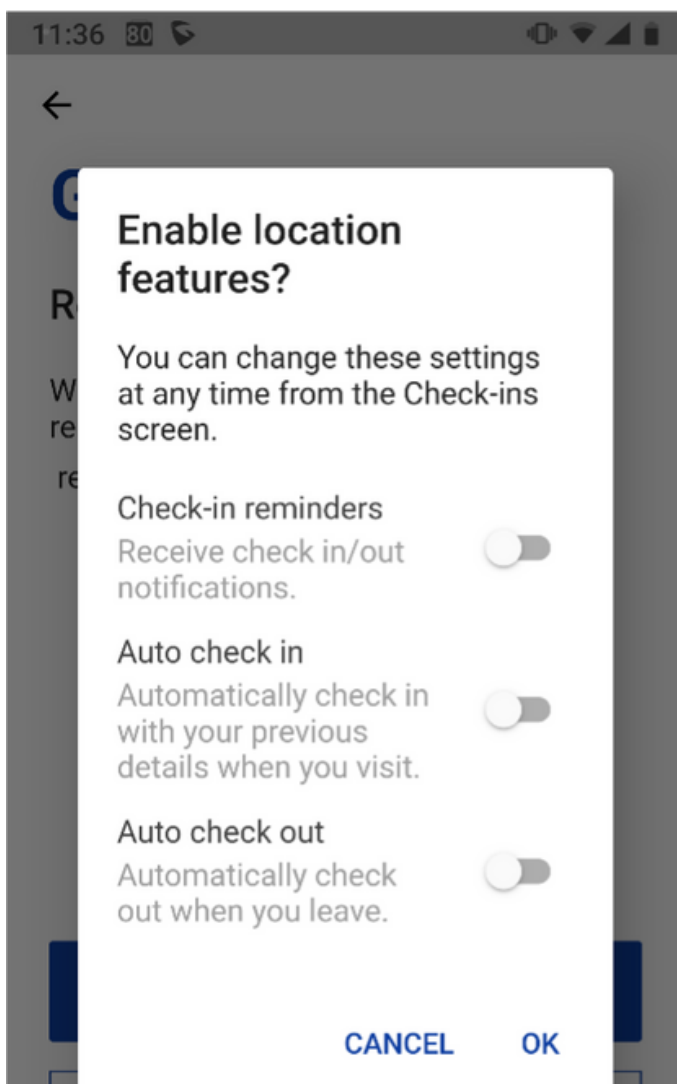
Our visitor management and staff check-in system EVA Check-in now includes location features that allow you to check in and out automatically.

Simply enable location features when prompted on the EVA Check-in mobile app [download for [iOS](#) or [Android](#)], and you won't need to think about checking in to <your location> again.

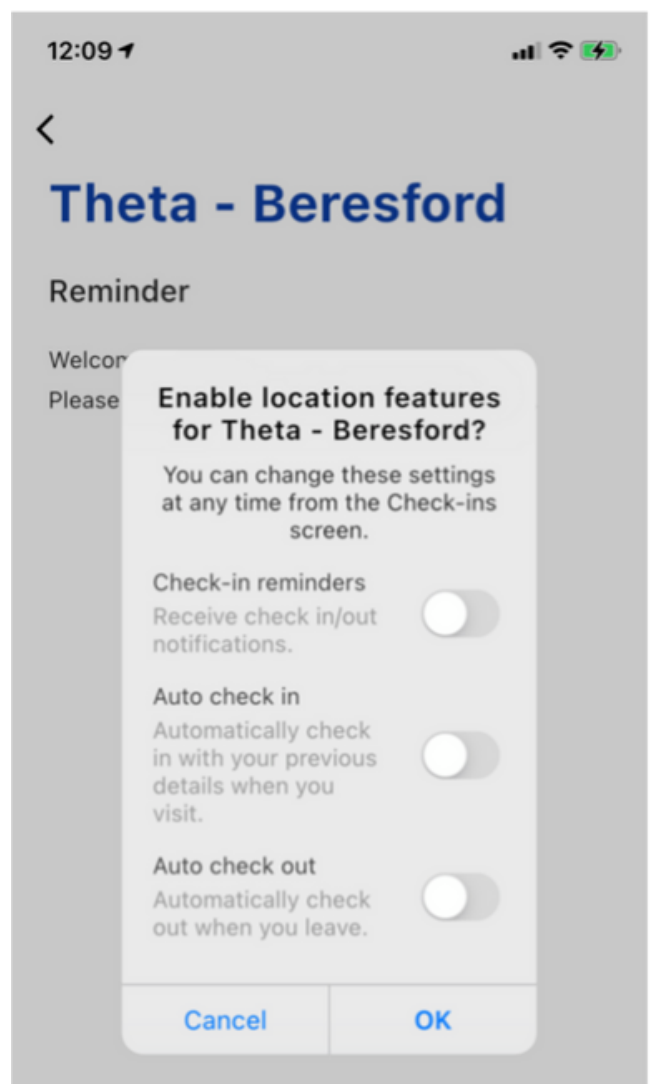
That sounds like magic. How does it work?

Auto check-in is based on a geofence – a virtual boundary drawn around our location.

If you use the latest EVA Check-in mobile app, the next time you check in at <your location> you'll get the option to enable location features. It'll look something like this, plus some follow up steps.



Android



iOS

Enabling the location features is slightly different across different operating systems.

## Email body (2/2) – copy/paste into your email



Once you have enabled location features, you'll see messages like this when you arrive at <your location> each day.

### What permissions does the app require?

The EVA Check-in app needs access to your location in the background so that it can detect when you arrive and leave. It also uses "Motion/Fitness" information to save battery life by only checking for location updates when you are on the move. The EVA Check-in app needs internet access to work (wifi or cellular). It does not require bluetooth.

### Does EVA Check-in record my location?

No. EVA Check-in doesn't store your location or use it for anything other than to decide if a check-in or out event should be triggered. For more details, see the [EVA Check-in privacy policy](#).

Your location will be used by the EVA app in the background. This permission is required for the app features to work and Apple and Android will remind you from time-to-time that the app is doing this. EVA Check-in does not store this information and it is not visible to administrators or users of the EVA product.

### Is it compulsory?

No, you don't have to use this auto check-in/out feature, you can still check in by scanning the QR code displayed at each office or using the kiosk.

It is, however, compulsory to check in – it helps us manage our health and safety obligations. Auto check-in just makes it easier. It's one less thing to remember.

### How accurate is it?

You might be used to seeing an accurate dot on a map in Google Maps. EVA relies on background location data which is both less accurate and less battery hungry. This means geofences around <your location> are generous (100m radius) and you may get check-in/out notifications several minutes after you arrive/depart.

### Got some feedback or questions?

Email <support email address> to share your feedback or ask questions.

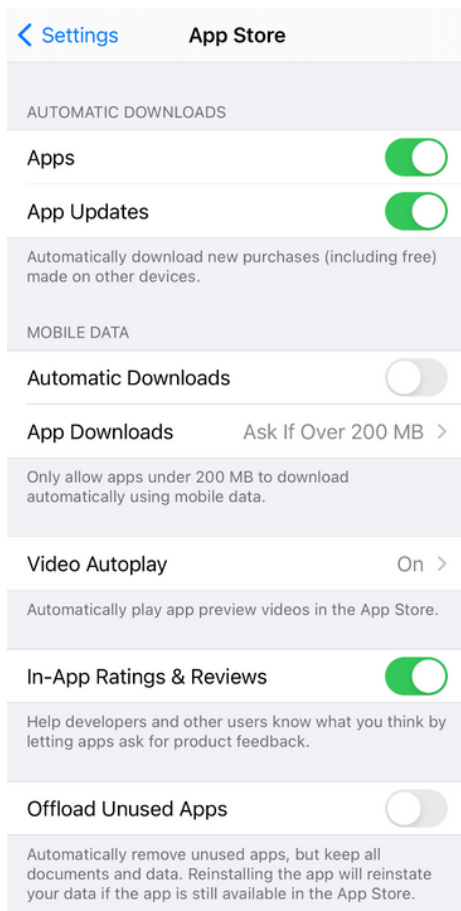
Thanks in advance to those of you who give auto check-in a go – we hope you find it useful!

<sign off>

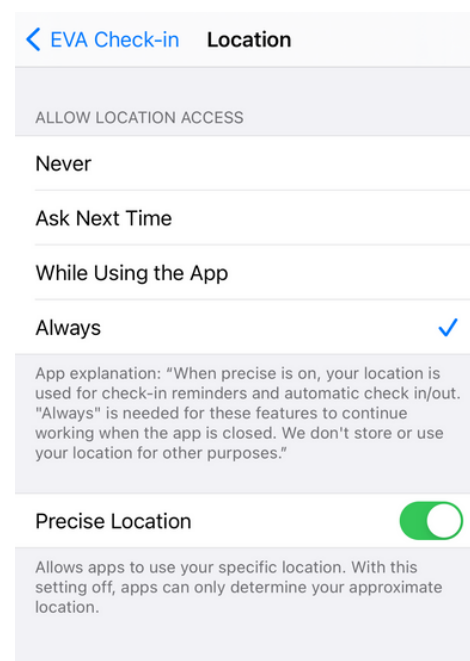
# Troubleshooting information

## Not working? Try these steps:

1. Have you checked in via QR code at least once at the site you are visiting? You need to do this at each site before the auto-check-in will work.
2. Check all location permissions are on. 'Always on' permission is required for the app to work.
3. Haven't used the app for a while (Android)? Has the app been blocked from running in the background? On Android phones, especially Samsung, this can happen if you haven't used the app recently – the various Android OS have a habit of turning things off in order to save battery life. If you find this has happened to your phone, check the recommendations on this site for your phone brand – <https://dontkillmyapp.com/> (In case you are wondering, no, EVA doesn't use a lot of battery.)
4. Haven't used the app for a while (iOS)? It may have been offloaded. Offload Unused Apps is a native iOS feature used to save space. You can disable this by going to Settings > App Store and toggle off "Offload Unused Apps".



5. On iOS and the app is there, but automatic check-in still isn't working? Go to Settings > EVA Check-in > Location. Select "Always" and "Precise Location" on.



# Extra for experts

## How is a geofence detected?

Our app uses location information from GPS, Wi-Fi, and cellular data to determine if you have entered or exited a virtual perimeter. This all happens on-device using native features of iOS and Android.

We use a minimum radius of 100m, recommended by Google and Apple.

This doesn't mean you will always get checked in when you're 100m away - when active location tracking is on (user is inside a circle that surrounds a polygon), the phone gets a location update approximately every 50m travelled.

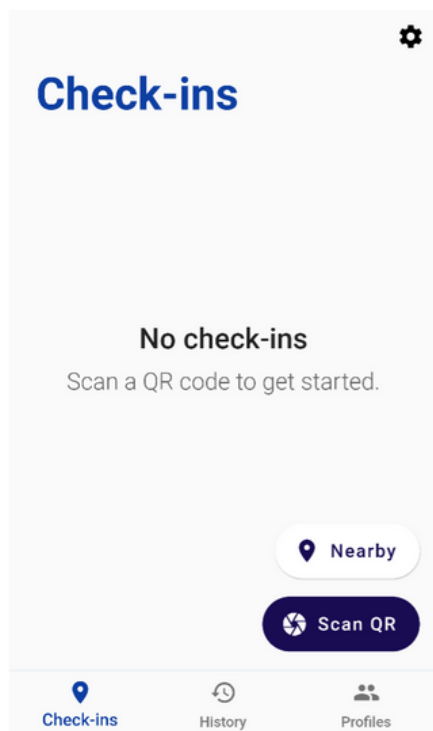
There is 100m padding around geofences. If a user is within 100m of the edge of a polygon geofence, we will check them in.

## Geofences for zones

We can only support auto check in and out of different sites and zones if the geofences do not overlap and are a reasonable distance apart. A geofence for each floor of a building will not work.

You can still use geofences for multiple zones within a site.

- Create a geofence around the whole site.
- When the visitor enters the site they are checked into the last zone they were at.
- They can still use QR code scans, kiosk, EVA Pass to check in to other zones on site.
- When they move outside the site geofence they will be checked out of the last zone they were in.



### MOBILE APP FEATURES

#### Check-in settings

Click the settings wheel to see the sites you have enabled for automatic check-in.

Select a site and change the check-in, check-out or promoting options.



#### Nearby

The sites with geofences in your area. Click on a site to check-in.