



## Whos **On.** Location



Visitor Management



Contractor Management



Employee Presence Management



Evacuation Management



Real-Time Visibility of Who's On-site



24/7 Technical Support



Online Induction



Pre - Registration



1300 301 748



[sales@idwarehouse.com.au](mailto:sales@idwarehouse.com.au)



[idwarehouse.com.au](http://idwarehouse.com.au)

## Questions

## Answers

### Software to Download, Security and Trust

Is there any software to download?	<b>No.</b> WhosOnLocation is a fully hosted and managed service.
What web browsers does it work on?	IE 7 and higher, Firefox, Chrome, Safari.
Is the application secure?	It's managed by the WhosOnLocation.com Systems Architecture team and we are EV SSL Certified by COMODO for 2048Gbit Encryption to secure data information transfer.
What application security framework standards does it adhere to?	OWASP - The Open Web Application Security Project.
What security measures do you perform?	We perform regular tests in-house and once a year employ third party penetration testers.

### Data Type, Storage, Location, Ownership and Access

What type of data is stored and collected?	<table border="1"> <thead> <tr> <th colspan="2">Personal Information</th> <th>Movements</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> <li>✓Name</li> <li>✓Company</li> <li>✓Position</li> </ul> </td> <td> <ul style="list-style-type: none"> <li>✓Phone</li> <li>✓Mobile</li> <li>✓Email</li> </ul> </td> <td> <ul style="list-style-type: none"> <li>✓Date and time of sign in and out</li> <li>✓Location name signed into</li> <li>✓Whom visited and for how long</li> <li>✓How they were signed in or out and by whom</li> </ul> </td> </tr> </tbody> </table>	Personal Information		Movements	<ul style="list-style-type: none"> <li>✓Name</li> <li>✓Company</li> <li>✓Position</li> </ul>	<ul style="list-style-type: none"> <li>✓Phone</li> <li>✓Mobile</li> <li>✓Email</li> </ul>	<ul style="list-style-type: none"> <li>✓Date and time of sign in and out</li> <li>✓Location name signed into</li> <li>✓Whom visited and for how long</li> <li>✓How they were signed in or out and by whom</li> </ul>
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**There is also provision in the customisation tools to collect other data if required**							
Where is the data stored?	On our servers where they're located in secure server facilities within Australia.						
Who has data ownership?	All customers data is owned by the customer.						
Who can access the data?	Only customer users can access data. However if a customer grants access, our support team can access your account to facilitate changes. All users are authenticated via username and password.						
How long is data kept?	For the duration of the licence. At the termination of the license we remove customer data after 30 days and confirm this with the customer. We do not retain any personally identifiable data about employees or visitors.						
Can we export data?	<b>Yes</b> , all data can be exported via CSV or PDF.						
How are access rights controlled?	Administrators control and grant employees access rights to the customer account. Users can be granted specific user role access to the account. There are 9 user roles that can determine what a user can and cannot do. All users are require to login via an email address and a password.						
Is there visitor arrival notification?	WhosOnLocation sends Visitor Arrival Notifications via email and SMS to your employees to advise them when a visitor has checked in at reception. The email is sent from: msg@whosonlocation.com						

### Maintaining Employee Database

How do we populate and maintain the Employee List inside the application?	<p>Employees can be added:</p> <ul style="list-style-type: none"> <li>✓Manually by an administrator</li> <li>✓Via CSV file import</li> <li>✓Via data sharing with Active Directory</li> </ul>
Can we setup a VPN connection?	<b>Yes</b> , to understand how speak to our technical support staff of 1800 644 834.

### Helpdesk and Support

How do you support WhosOnLocation?	<p>We operate 2 tiers of support:</p> <p><b>Tier 1:</b> Self Help via the in app Helpdesk. Includes How To Video's, Tutorials and the 'Submit a Support Ticket' function via the Helpdesk. This includes phone support and direct account assistance via the 'Grant Support Access' tools in our Helpdesk.</p> <p><b>Tier 2:</b> On site training and support.</p> <p>We provide a business hours call centre. Due to the nature of the application being web based 99% of support is resolved online.</p>
Is training provided?	<b>Yes</b> , initial user training is delivered either free online using Go To Meeting or onsite by negotiation.

