

**Join the Mobile Enterprise today**

**Team on the Run USER GUIDE**

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Welcome and thank you for choosing Team on the Run!

The purpose of this guide is to lead you step-by-step through the process of setting up your account, and getting yourself up and running.

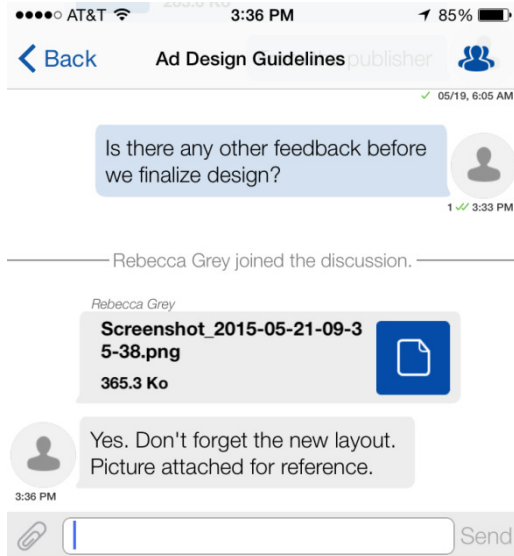


## What Team on the Run can do for you

Team on the Run is a comprehensive, enterprise grade mobile communications solution:

- Access your all-in-one business mobile communication tool
- Instantly connect with your teams remotely
- Communicate with team members important to you via Group Conversation
- Clear international calling with Voice Over IP (VOIP) calling feature
- Reliable push-to-talk Walkie-Talkie service
- Separate personal versus work contact lists and exchanges
- Cutting edge mobile and web communications security
- Geolocation options for remote management, tracking, or dispatching

## Instant Messaging and File Sharing



The primary service offered by the Team on the Run solution is an intuitive and easy to use, enterprise-grade instant messaging service.

This allows you to securely communicate with colleagues, as well as share files or other information over WiFi or a data connection. This service is included with all Team on the Run accounts.

Team on the Run also provides the following services at additional cost:

- VOIP Calling Service
- Walkie Talkie / Push-to-talk service

### Mobile Corporate Directory

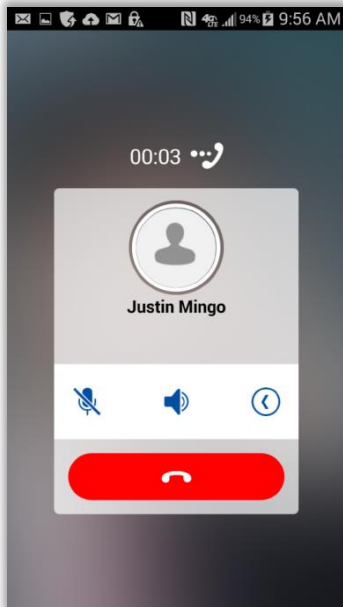
Team on the Run pushes all of your organization's contacts to your Smartphone and stores updated contact info including - e-mail, phone number, department title, etc. – without mixing with your personal contact list on your phone.

Having Team on the Run on your Smartphone means you can finally replace spreadsheets or other outdated corporate contact books in your organization and stop wondering if information is updated before you reach out to a colleague.

Team on the Run brings you the contact information you need, when you need it:

- Separate personal and work contacts in your phone → stay organized and avoid confusion.
- Information is updated by System Admin and updated to your Smartphone in real-time.
- Call, text, e-mail your contact securely and instantly from within the app

## VoIP Calling Service



Team on the Run now offers a high quality, state of the art VOIP Calls. This feature lets you keep in touch with your team at anytime, anywhere in the world, using Wi-Fi or a data connection instead of incurring in roaming or international call charges.

This feature is perfect for remote or virtual offices, teams with members in different global offices, or anyone with a busy travel schedule.

If VOIP calling is enabled; then all you need is for your contacts to have Team on the Run installed on their smartphone for convenient global calling.

Reach out to your company Admin to see if Team on the Run VOIP calling is enabled for your business.

## Walkie-Talkie Service

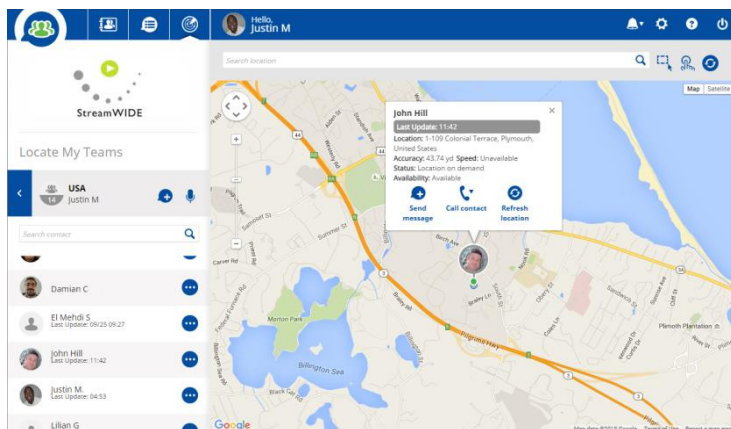


Team on the Run Walkie-Talkie is a push-to-talk service available to enterprises of all sizes to enhance business communications in real time. This solution is highly regarded by clients with needs in maintenance, security, IT, or any other industry that requires instantaneous voice chat with the flexibility of instant messaging.

Team on the Run Walkie-Talkie is equipped with military-grade security.

Reach out to your company Admin to see if Walkie-Talkie from Team on the Run is enabled for your business.

## Geolocation Service



Team on the Run now offers Geolocation services to help you monitor remote team members, or manage vehicle fleets and other assets on the move. Geolocation allows the tracking of users via their smartphone, or other select device.

Contact your company Admin to get set up with Team on the Run Geolocation.

## Other Features

Team on the Run is proud to be the most advanced work tool in terms of innovation and frequency of new feature releases. Check our website press section for Press Releases of new Features and check our Blog for great tips and use cases about how to make the best use of these features and boost the efficiency of your team and your organization!

TOTR Feature Press Releases: <https://teamontherun.com/en-US/press-releases/>

TOTR Blog: <https://teamontherun.wordpress.com/>

## How Your Team on the Run Solution is organized

TOTR is designed to help local teams operate efficiently, even within the hierarchy of large organizations. To that end, the solution is built to enable managers to work with their teams intimately. This is done through the Admin system:

- **System Admin** – this is the master admin for your organization. S/he is the person who is in charge of customizing TOTR services and options, and creating or eliminating both Users and Groups.
- **Sub-Admin** – this person is generally a team leader or department manager. They have the same rights as the System Admin for a specific department, and are designated by System Admins.
- **User** – this is any other team member who has been registered as a TOTR user at your organization.

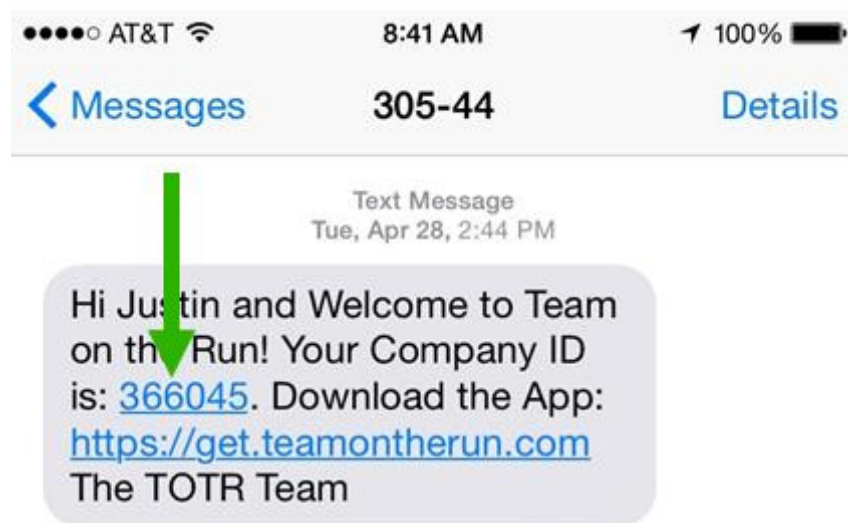
**Note: If you have any issues or suggestions about access or the Team on the Run solution, please get in touch with your admins.**

## Getting Started with Team on the Run

The first step towards using the Team on the Run solution for business communications is downloading the app on your iPhone or Android smartphone. (If you are a WebChat only user see the next section)

By now you should have received an invitation from Team on the Run inviting you to download the app from the app store.

Please follow the secure link, and download the free Team on the Run app!



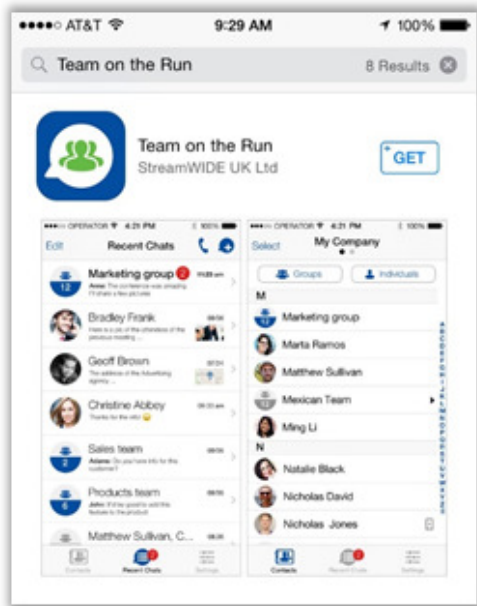
**Make note of your TOTR Company ID!  
You will need this to login.**

Note: If you have not received an invitation to TOTR, then please check with a TOTR Admin at your organization to make sure that they have your correct mobile number and email.

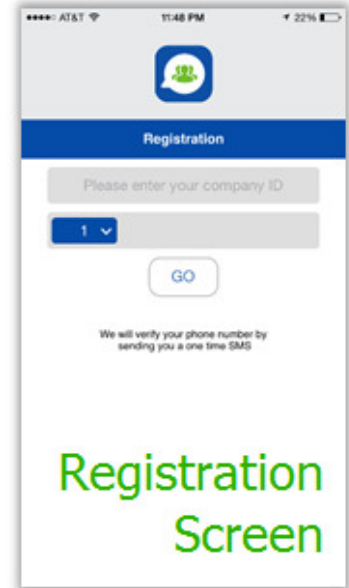
**Once you have noted your Company ID number and have followed the secure link to find Team on the Run on the App Store:**

- Download the free app
- Open your new Team on the Run App
- Use the Phone Number and Company ID provided to securely log into Team On The Run





## Apple App Store



You'll notice that the app will take a moment to automatically sync your Team on the Run account. From this point forward: Team on the Run will automatically keep your account synced in real-time between WebChat (if enabled), and your app!

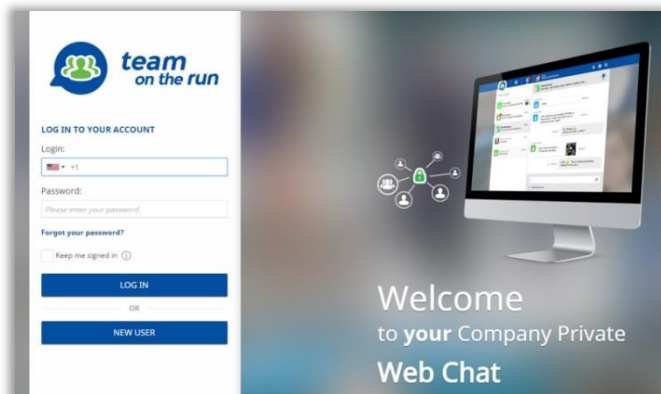
## Setting Up Team on the Run WebChat

If instead you are using Team on the Run WebChat, then please use the following instructions:

**Make note of the phone number your System Admin used for your account**

**Check your mobile and/or email address for the Activation Code (If you have not yet received one, then please check with a company Admin)**

- Visit the Team on the Run WebChat website at <https://webchat.teamontherun.com>
- Follow the instructions to set yourself up as a "New User", using the phone number and Activation Code (feel free to pin or bookmark this page on your browser, if you use a secure work terminal to access WebChat)

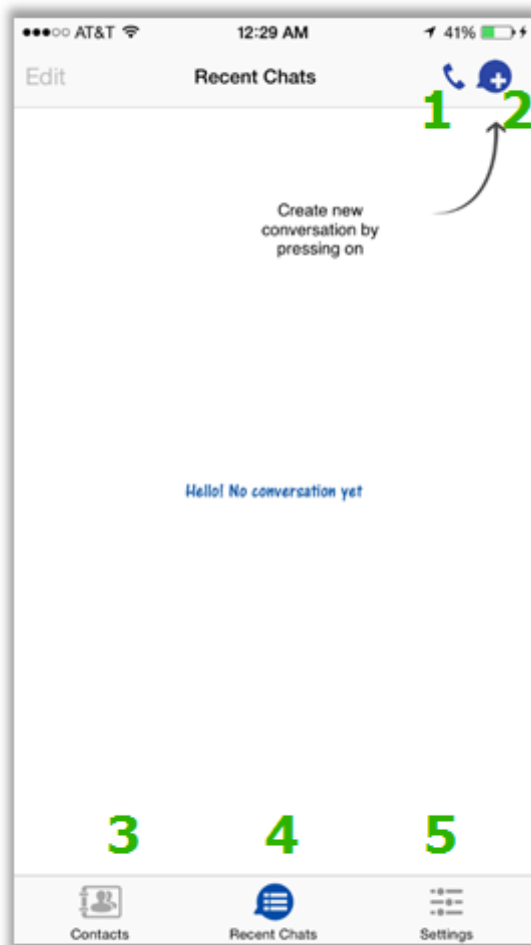


Note: If you already use the TOTR app, then you may use the same phone number for your WebChat login.

## Navigating the Team on the Run App

Congratulations on setting up your Team on the Run solution!

This section will give you a guided tour of the Team on the Run app, and show you how to get started.



### 1. Voice Services Menu

Access VOIP Calling, Walkie-Talkie, and traditional calling services.

Note: all parties must have the app installed in order to use VOIP or Walkie-Talkie services (if enabled.)

### 2. Messaging Menu

Create new messages and group chats directly.

### 3. Contacts Tab

Review your individual contacts, as well as groups and departments.

### 4. Recent Chats Tab

A recap of your recent conversations.

#### 5. Settings Tab

Options for alerts, account settings, and help.

## Your Team on the Run Interface

There are tabs in the app that offer you different options on how to use the solution. Note that Tabs will appear on the top of the screen on Android devices, and bottom of the screen on iPhones.

### The Contacts Tab

A list of all your available Contacts or Groups in Team on the Run

You can filter these by Group versus individual Contacts, or by search

Use the “Select” button at the top to add multiple recipients (you can mix Groups and individuals) to a new Group Conversation

**Note: Only System Admins or Sub-Admins can add/edit/delete contacts to Team on the Run.**

### The Recent Chats Tab

See a listing of all current conversations that you are involved in

Use the “Phone” icon to bring up VoIP, mobile calling, or Walkie-Talkie options (if available)

Create new conversations with the “Talk Bubble”

The “Edit” option allows you to select and delete old conversations

If you use Team on the Run on both a mobile device and WebChat, your conversations will automatically sync in real time so that when you visit your Recent Chat Tab, it will always contain the most updated information exchange.

### The Channels Tab

Included automatically for those who use the Team on the Run Walkie-Talkie service

Allows secure push-to-talk conversations with multiple participants on the same “channel”.

These “open channel” conversations cannot be eavesdropped upon by people other than the conversation participants.

### The Settings Tab

#### *My Account*

- Review your account credentials

### **Availability**

- Option to set availability status (only shown if Geolocation service is enabled)

### **Options**

- Set preference for Walkie-Talkie connections (only shown if Walkie-Talkie is enabled)
- Option to turn Geolocation service On or Off (only shown is Geolocation is enabled)

### **Network**

- Option to automatically retrieve attachments to smartphone
- Option to enable to download attachments only when connected on Wi-Fi
- Enable Team on the Run users to send you messages via SMS when in poor network conditions

### **Storage**

- Dashboard info: brief reporting on your usage of Team on the Run enterprise messaging
- Reset statistics: resets your dashboard reporting
- Storage size: total volume of TOTR cloud storage space for attachments. Ask your admin for further details on usage limits.
- Option to automatically save attachments to your smartphone (images and video only)
- Option to automatically delete messages

### **Notifications and Alerts**

- Privacy and alert settings for incoming messages

### **About Team on the Run**

- Help desk

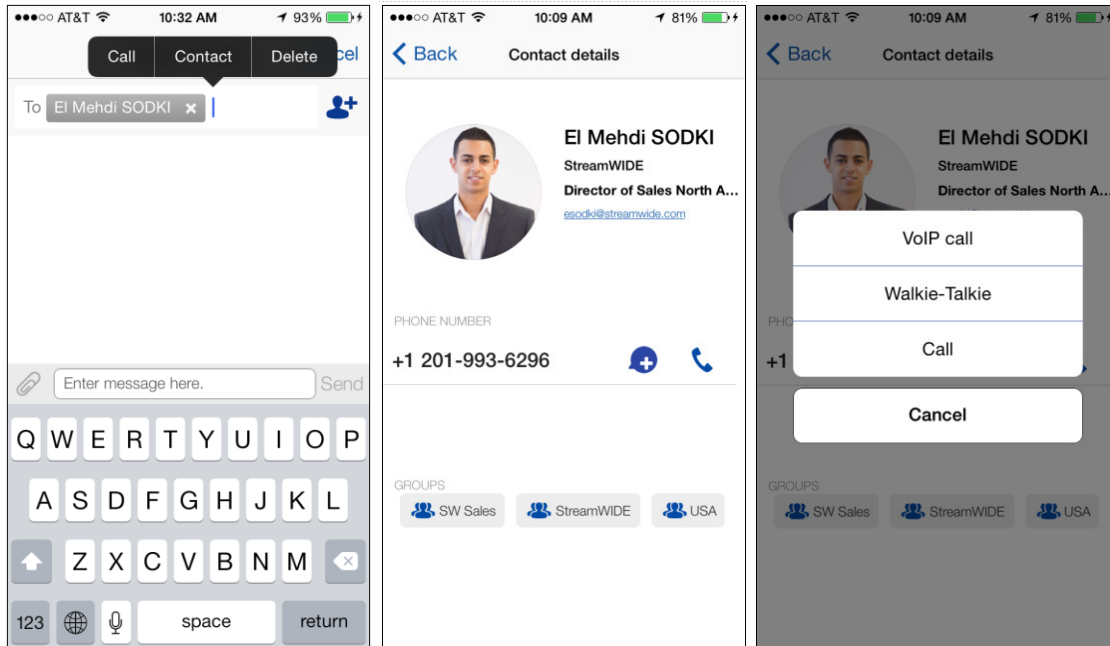
## **Looking up team member contact information**

Team on the Run contains updated information for all of your team members including:

- Full name
- Phone number
- E-mail
- Department/Position
- Groups/Departments this person belongs to
- Profile Picture

You can locate this information and place secure calls or send secure messages to these contacts directly through the app in the Contacts Tab:

- 1) Contacts tab > Individuals > Search contact by inserting contact name, group or department
- 2) Select desired contact from filtered search list, this will open a conversation box with this contact in the recipient line on top of the screen
- 3) Click the contact's name to pull up option and select "Contact" to display this person's contact information.

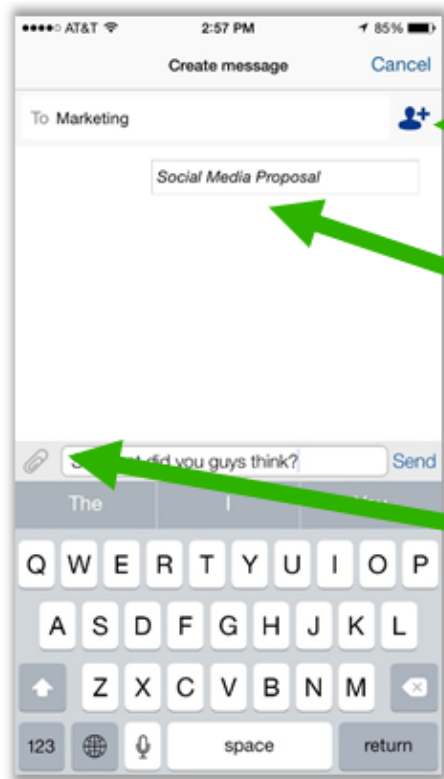


Note: It is the Systems Admin's responsibility to keep information accurate. Please contact your Admin if you wish to update your information.

### Instant Messaging through Team on the Run

You can create a new conversation directly from the Recent Chats tab by pressing the talk bubble icon (blue icon with the plus sign.) Alternatively, you can select conversation recipients from the Contacts Tab.

Once you have selected your recipient(s), you will be offered a chance to name the conversation with a subject line. Think of this in the same way as the subject line for an email – a way to help people organize their business communications.



Add Recipients (you can add multiple individuals and/or groups to the same message!)

Subject Line (Mandatory)

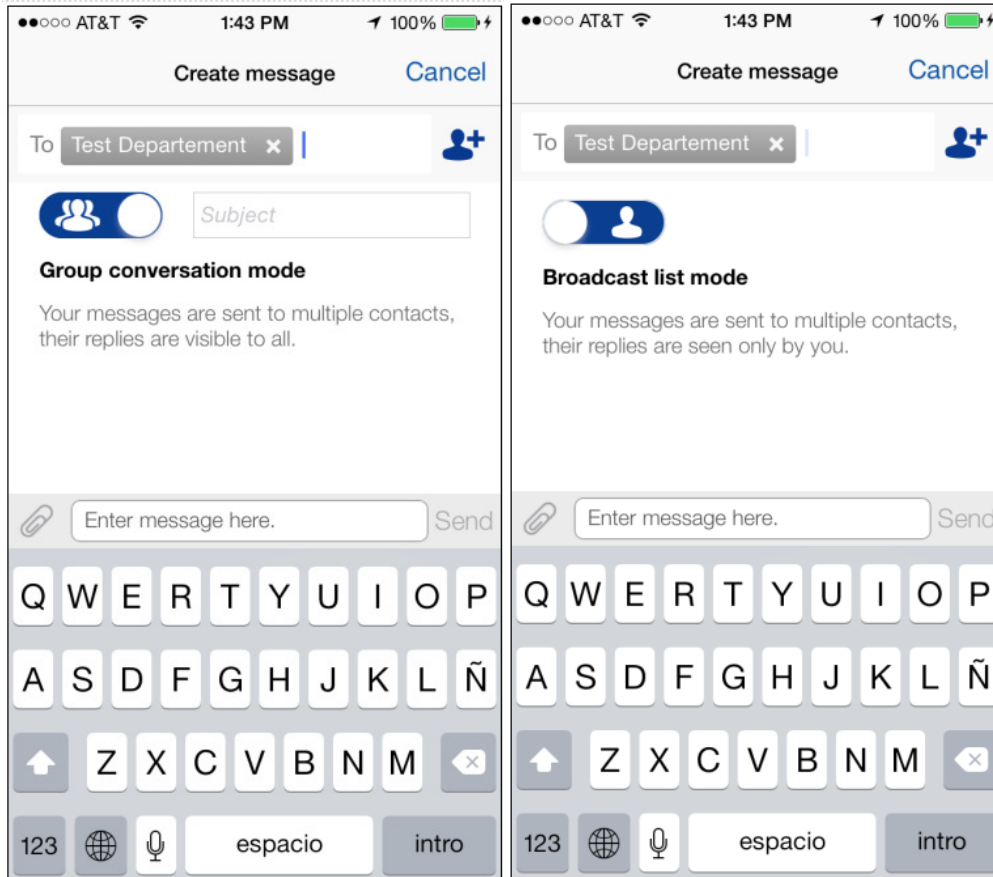
Attachments Menu

## Broadcast Messages

If it is more convenient to send a one way message or notification to a team or group of people, you can send a Broadcast message instead of a group message. The process is the same:

- Recent Chats Tab > Plus icon top right corner
- Create message screen > Plus icon top right corner → Select recipients
- By default you are in Group Conversation mode but if you swipe the blue button next to the Subject Box, you can switch to Broadcast mode

Note: In broadcast Mode the message recipients will not be able to reply in the same thread. This is useful when you send a notification to a large group of people and you want to avoid spamming all recipients with people's replies.



## Attachments and Other Content

Unlike many other business communication solutions, Team on the Run allows you to share a variety of content securely. Team on the Run also gives you the flexibility to use third-party cloud storage solutions including DropBox, Google Drive, and ECM Alfresco.



1. Pictures – Take directly from phone hard drive, or snap a new picture via camera.
2. Music – Send sound files or recordings directly from the phone hard drive.
3. Video – Send video via camera or smart phone hard drive.
4. Location – Share your current location, or an address of your choice instantly.
5. Calendar – Options for sharing calendar events.
6. Contact – Share contacts in the TOTR solution (it won't share your private phone contacts!)
7. ZIP – To be added later
8. Attachments – send files instantly!



## Organization and Management with Team on the Run

The Team on the Run solution allows people to group individual contacts together into what we refer to as “Groups”.

Groups are pre-fabricated “units” containing one or more individual users. These Groups may be organized along your organization’s departmental structure, or they may be set up as functional task-based groups defined by an Admin.

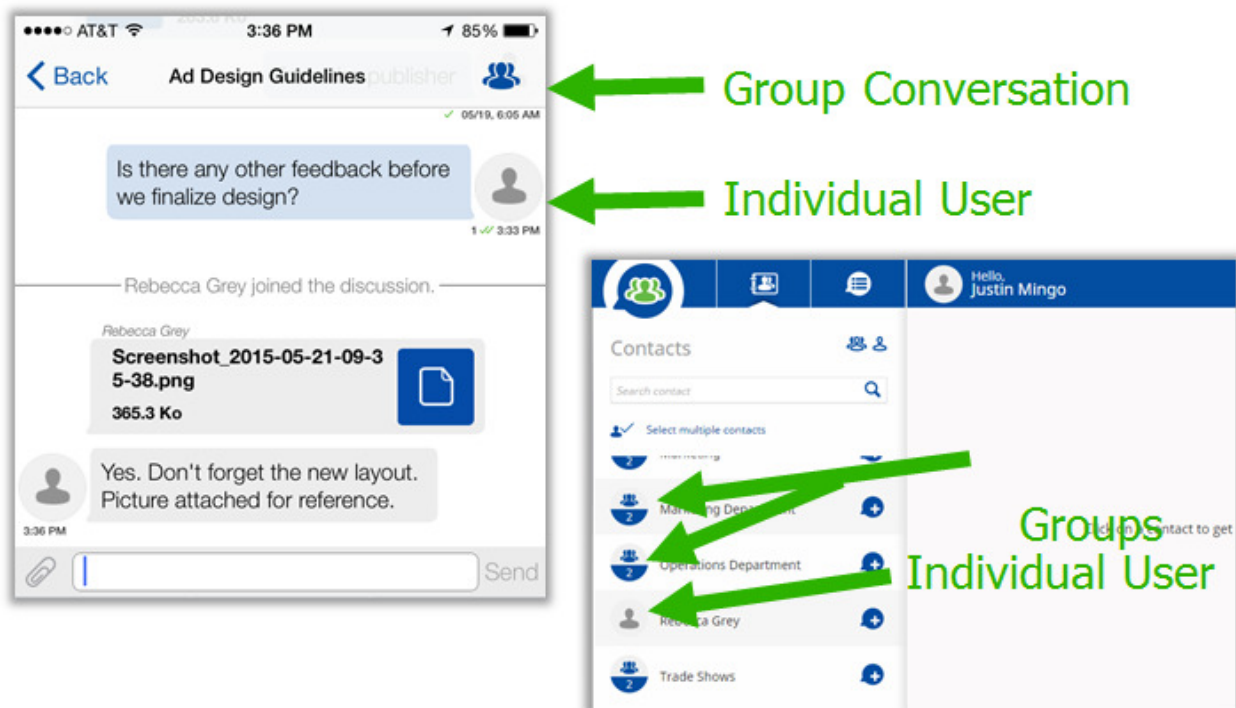
**Note:** When you send a message to a Group: all individual members of that group will receive your message. You can see the membership list of any group in your contacts list.

Please note that only a company admin (System Admin or Sub-Admin) can create new groups. Your Admins also have responsibility for adding, deleting, or changing members of an existing group.

If you require administrative access or have questions about Groups, then please confer with your Team on the Run Admin.

### Icon Identification

Icons with multiple heads indicate Groups (or Group Conversations), while individual profiles or “profile pictures” indicate individual Users.

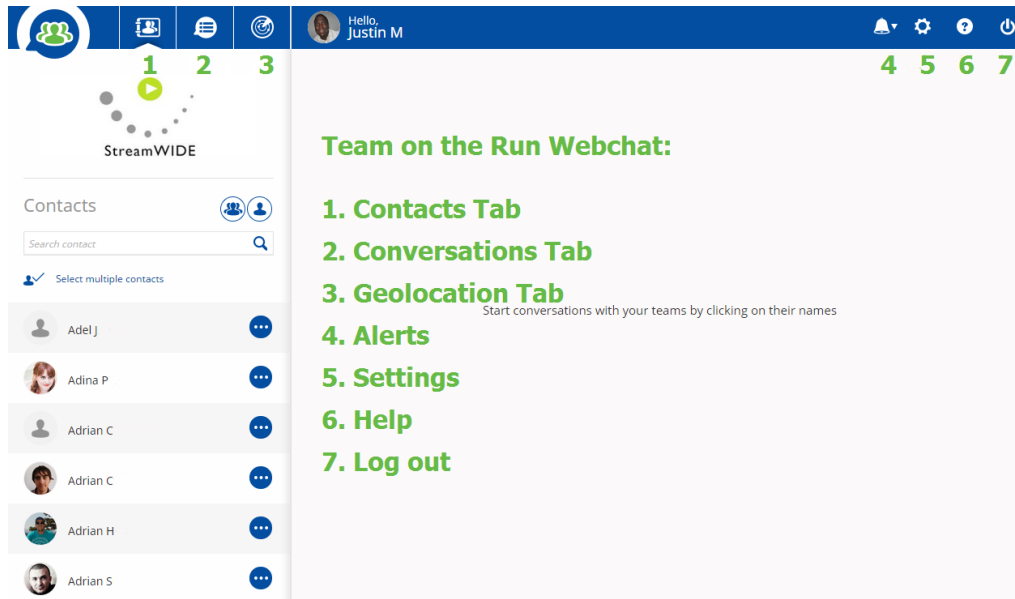


## Team on the Run WebChat

Team on the Run WebChat offers all the convenience of the mobile app platform on a web browser interface for users who prefer to work from laptop or desktop. Team on the Run has the best real time sync across devices on the market, making it easy to switch from mobile to computer and back again.

WebChat is available on most web browsers with the exception of the iPad Safari tablet browser.

If you own a Mac desktop you can access WebChat via [www.teamontherun.com](http://www.teamontherun.com) on Chrome, Firefox, etc.



WebChat offers a way to access Team on the Run messaging without requiring a company mobile. The solution will automatically sync between WebChat and a TOTR mobile app.

WebChat also conveniently disables mobile app notifications (not call notifications) automatically while logged in. This prevents the user from receiving multiple notifications for the same message or event.

**Note:** At your trusted work computer in home or office, consider saving login credentials and pinning WebChat to your browser (right click>pin tab). This way TOTR WebChat will be open and ready to use every time you open a browser window and save you time.

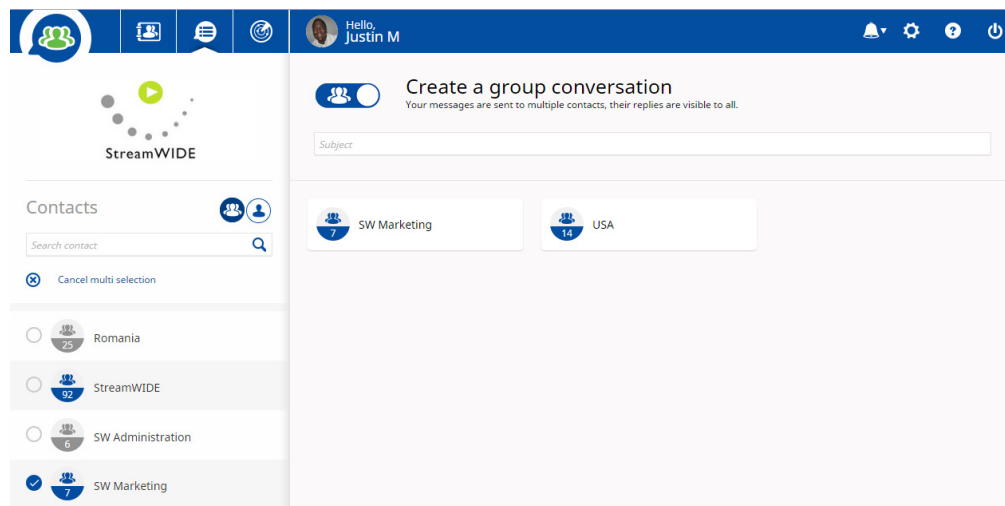
**Note:** Please do not use the web browser “Save Password” feature on unsecured computers.



## The WebChat login link from the TOTR homepage

### Create a Conversation on WebChat

You can create a new conversation directly from the Recent Chats tab by pressing the talk bubble icon (blue icon with the plus sign.) Alternatively, you can select conversation recipients from the Contacts Tab.



Once you have selected your recipient(s), you will be offered a chance to name the conversation with a subject line. Think of this in the same way as the subject line for an email – a way to help people organize their business communications.

### Create a Broadcast Message

Also in the recent chats tab, swipe the talk bubble as if to create a group conversation.

Next, swipe the blue multi-user icon next to the label “ Create Group Conversation” to enable Broadcast Messaging.

In Broadcast Mode the messaged recipients will not be able to reply in the same thread. This is useful when you send a notification to a large group of people and you want to avoid spamming all recipients with people’s replies.

## Team on the Run WebChat Interface

There are seven main tabs in the WebChat portal to be aware of:

### The Contacts Tab

A list of all your available Contacts and Groups in Team on the Run (See page 13 for an explanation of “Groups”)

You can filter these by Group versus individual Contacts, by alphabetical order, or by search

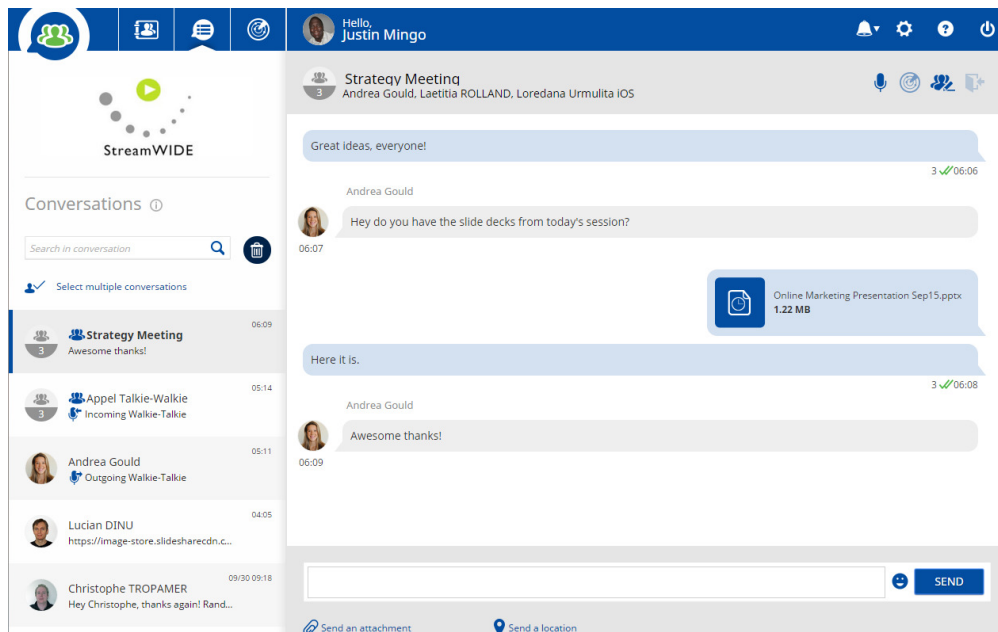
Use the “Select” button at the top to add multiple recipients (you can mix Groups and individuals!) to a new Group Conversation

### The Conversations Tab

See a listing of all current conversations that you are involved in

Create new conversations with the “Talk Bubble”

The “Edit” option allows you to select and delete old conversations



### Geolocation

- See below for further details

### Alerts

- Messages and alerts from Team on the Run

### Settings

- A list of your credentials and Company ID

- Option to change your password for WebChat
- Choose a language for display, and notification sound

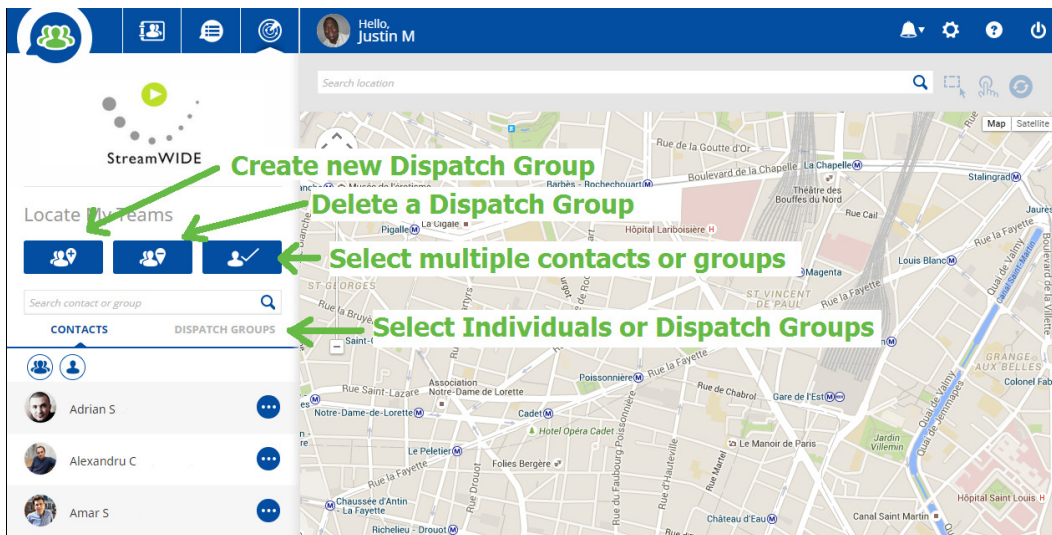
## Help

- Option for helpdesk

## Logout

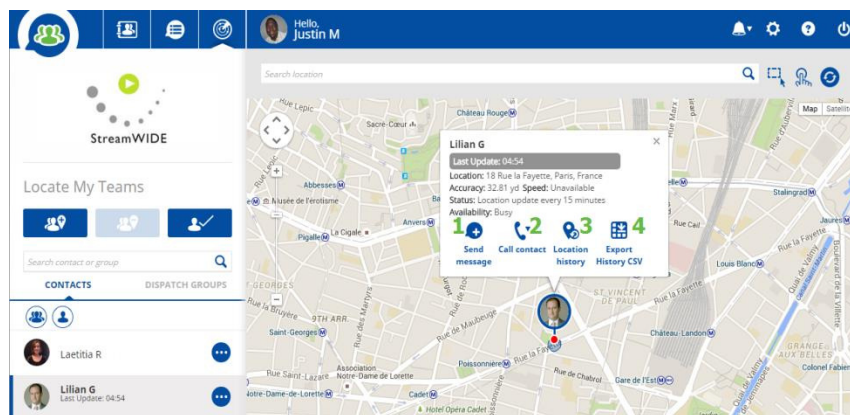
- Securely exit the solution

## Team on the Run Geolocation



The Geolocation Tab allows you to monitor Contacts or Dispatch Groups from your WebChat interface. Note that “Groups” (i.e.- designated grouping of contacts) are referred to as “Dispatch Groups” for the purposes of Geolocation. From this tab you can create or delete Dispatch Groups, or view a Dispatch Group by selecting it.

## Viewing Contact Geolocation Info



**1. Message the Contact Directly**

**2. Call the Contact via VoIP or Walkie-Talkie**

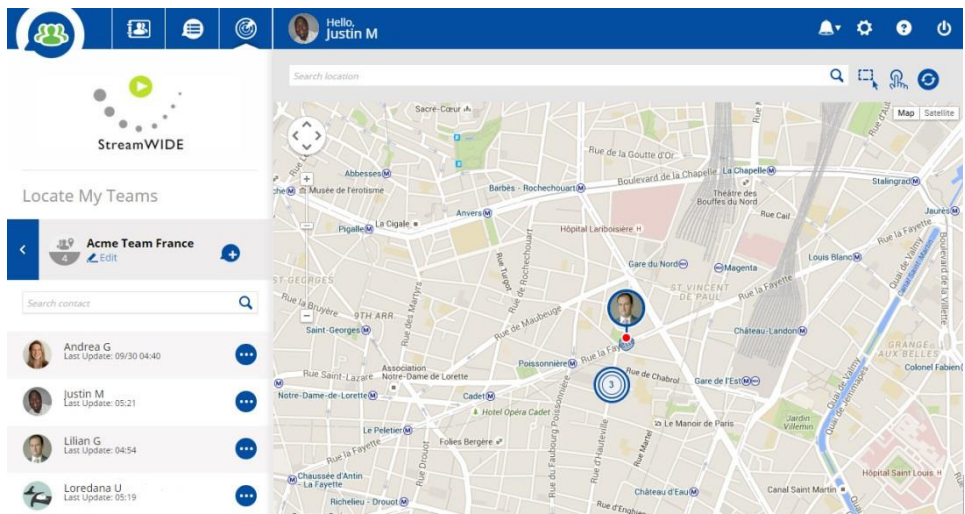
**3. View Location History for the Contact**

**4. Export location history to a spreadsheet**

Selecting a Contact from the left-hand list will display details of that Contact's location, superimposed on a map of that area. This information includes address, speed (if applicable), availability, status (dictated by device signal settings), and most recent position update.

Selecting a Dispatch Group from the left-hand setting will show all members of that group, using their most recent, last-known positions. You can also select a Contact directly from there to display the information described above for individual Contacts.

The Location History option allows you to view the movements of a Contact over a period of time that you specify. This data can also be exported to a spreadsheet. The accuracy of location is measured by the strength of cell signals and/or WiFi signals being received by the Contact's device or smartphone.

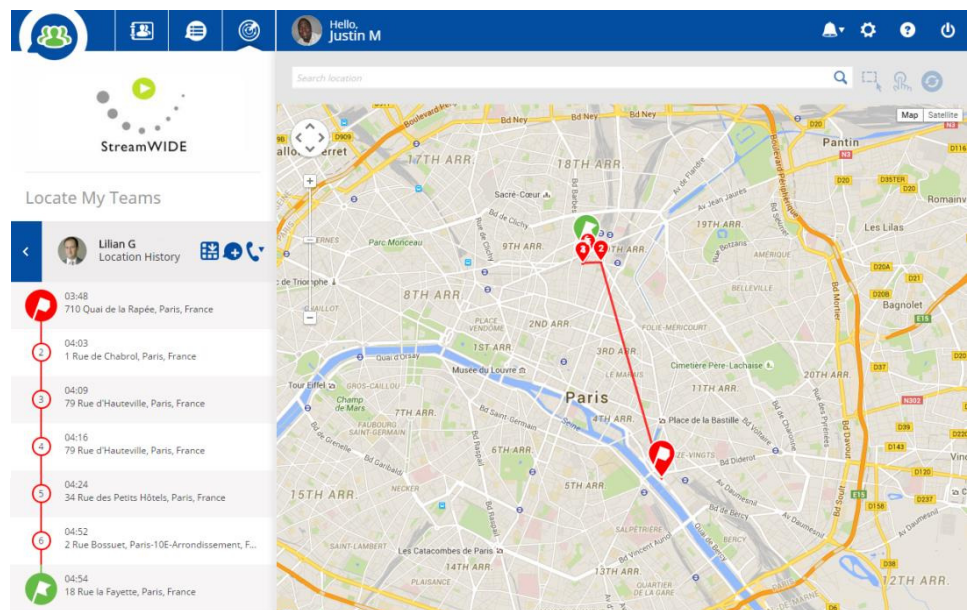


### Using Geolocation to view a Dispatch Group

Contacts grouped closely together may be marked by the number of nearby Contacts. Zoom in to get a more detailed view of an area.

### Viewing the Location History of a Contact

Location waypoints or checkpoints are displayed in order, using the timeline designated.



## Troubleshooting and Best Practices

### Getting the Most out of Team on the Run

- Encourage your team members to download the app and start using Team on the Run immediately! This will help you get comfortable with the solution – and get any questions about the service out of the way quickly.
- If using WebChat: save the URL to your “Favorites” for convenient reference.
- If using WebChat on your private work computer: consider using the browser option to save your login information, and pinning TOTR to your browser.
- Make sure to log out of Team on the Run WebChat when using a public or shared terminal!
- Note that Team in the Run cannot access your personal phone data – and vice versa. Consider asking any external partners to sign up their own company for Team on the Run.
- WebChat can be accessed from the TOTR homepage, or directly via [webchat.teamontherun.com](http://webchat.teamontherun.com)

### Troubleshooting

If you have any issues with Team on the Run, contact your company admin, or check out the “Help” section via WebChat or the App. You can also reach our support team at

[Support@teamontherun.com](mailto:Support@teamontherun.com)

Follow us on LinkedIn, Twitter, Facebook, or our Blog to stay on top of improvements and new insights to the Team on the Run solution!

[www.TeamOnTheRun.com](http://www.TeamOnTheRun.com)



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