



xmatters

AN EVERBRIDGE COMPANY

WIRES USER

INSTRUCTION GUIDE



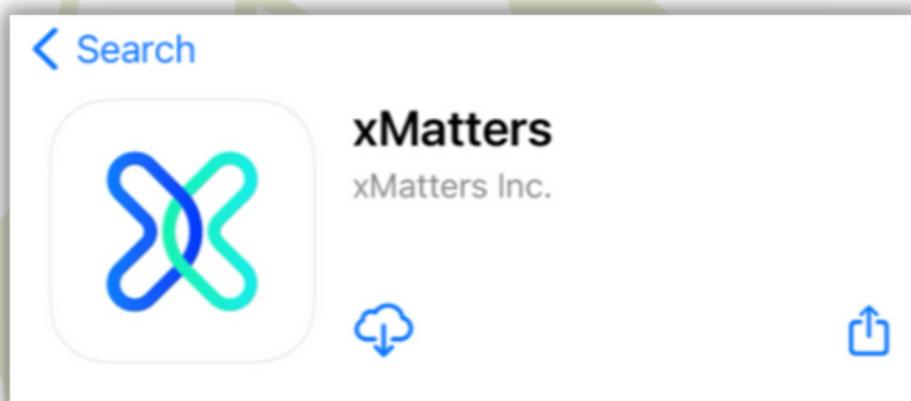
wires.org.au

BACKGROUND

xMatters is WIRES rescue communication system. The objective of using xMatters is to enable the rescue call team to send rescue requests out as fast as possible, simultaneously, to all available rescuers and carers that are trained and qualified for a specific species or rescue scenario, who might be able to attend that rescue. xMatters allows all of these available volunteers to see which rescues are outstanding and those that have already been attended to. This system allows us to attend rescues faster, while finding the most readily available and suitable volunteer to attend, ultimately reducing the suffering of sick, injured and orphaned native animals. Quicker rescue response times improve rehabilitation and release outcomes for animals and inspire members of public to continually report and help wildlife in need.

xMATTERS APP – SETTING UP THE APP

xMatters is a free to download app that can be installed via the Apple or Google Play store for smartphones and tablets. Search for the app by typing “xMatters” in the search bar when in the Apple or Google Play store, and click on the cloud to install.



You can also access the app via the following links:

Apple

- <https://itunes.apple.com/au/app/xmatters/id409162401?mt=8>

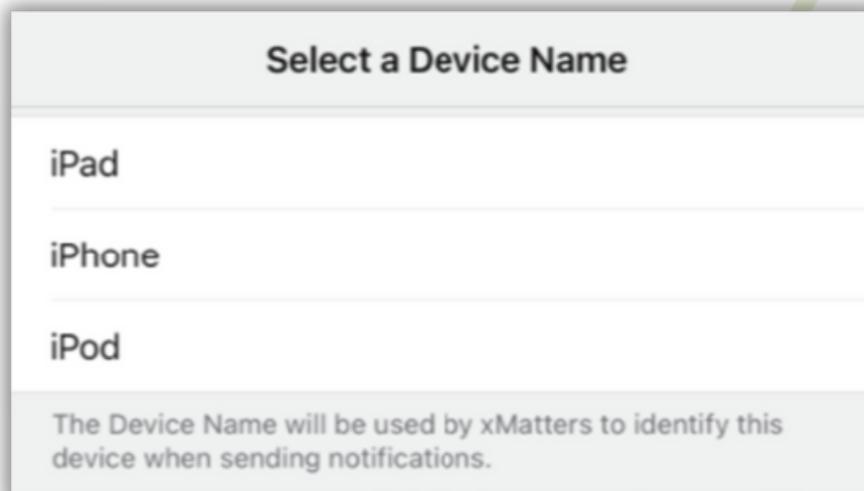
Google Play

- <https://play.google.com/store/apps/details?id=com.xmatters.xmobile&hl=en>

Once you have the app installed on your device, open it from your home screen and proceed to login using the following instructions:

- Host name: **wires.xmatters.com** (just enter `wires`, the rest is entered for you)
- Click Continue
- Enter Username: **as notified**
- Enter Password: **as notified**

You will then be asked to name your device:



Make sure you select 'Enable notifications' and 'Enable Critical Alerts' (as this is how the rescues will be sent to you).

Once you have logged in successfully you can go to your Inbox in the bottom left-hand corner, which will be populated with rescue notifications once they start to be sent through. Please note there are two options in your inbox 'Active' and 'All'. We suggest keeping your inbox toggled to 'Active' so that only active rescue notifications display. Should you need to look back on any notifications or confirmation messages you can then find these in the 'All' inbox.

Rescue notifications will be sent to all volunteers who are listed as being available to rescue that particular species at that time.

INBOX/CLICKING ATTEND

The initial rescue notification will show the basic details for that rescue (e.g., suburb, species and some essential information).

If you are available to attend a rescue notification, you can scroll to the bottom of the alert and click on the 'Respond' button (as shown below).



Respond

Once you have selected 'Respond' and option to select 'Attend' will appear - select 'Attend'. You will receive a secondary confirmation notification in your inbox to say you have been assigned that rescue. If you press 'Attend' and received the confirmation notification you are then responsible for that rescue.

If you selected 'Attend' but did not receive a confirmation message, or if you get a message along the lines of 'response not accepted event has been closed', this means that someone else has been assigned the rescue. Please always check in the 'All' inbox if you selected 'Attend', as these confirmation messages time-out and move over to this inbox after 10-minutes. Note: within the 'All' inbox, the active rescues that haven't been accepted are in bold and the rescues that have already been accepted are in a lighter font.

The confirmation notification will provide you with additional essential information about the rescue (E.g., the exact address of the animal, on site instructions and the member of the public's phone number so you can follow up with them).

Note: you should only accept a rescue if you can attend that rescue promptly. Never accept a rescue until you are ready to attend at that time, as accepting ahead of time takes the rescue off for all other volunteers and may leave the animal without assistance for an extended period of time.

AVAILABILITY

We recommend keeping your availability on 24/7 (as you can always just ignore the notifications if you are busy). However, if you would like to edit your regular availability, please email WIRES at members@wires.org.au and we can do this for you.

If you need to schedule a one-off absence (E.g., if you are going on holidays or away for a weekend), you can do so by clicking the 'My Schedule' tab at the bottom of the screen within the app. Then select the stopwatch icon in the top right-hand corner of the screen. In the next window select 'Add Temporary Absence'. In the next screen select the time and date range for your absence and select 'Save'.

Note: all other details in the 'My Schedule' window can be ignored as your 'on call' is managed by head office. It is normal for this to say 'Not On Call' as this is not in relation to receiving notifications.

MY INCIDENTS/REPORTS

At the bottom of the screen, you will notice other functions such as 'Incidents' and 'Reports'. Please ignore these, as they are functions that are not relevant to you.

MY DEVICES

If you would like to receive rescue notifications via email as well as through the App, please email members@wires.org.au and the WIRES team will add this for you.

SETTINGS

There are 2 things you might need to do in Notification Settings. You can navigate to these settings by clicking the three dots in the bottom right hand corner of the app, selecting 'Settings' and 'Settings' again on the following screen. Here you will see 'Notification Settings'.

- If you would like to turn your notifications off for a short and unknown period of time, rather than using the 'Temporary absence' feature, you can turn notifications off via your general phone settings, navigating to the app and disabling notifications. Don't forget to turn it back on again when you are ready to receive notifications again. If, however, you would like to be taken off the system for an extended period of time, please don't use this function rather let members@wires.org.au know and we can mark you inactive and reinstate you at a later stage.

- You might like to change the sound your notifications make: click on Notification Settings and then Custom Sounds within each of the priority levels.

You do not need to use the On-Call Reminders function.

xMATTERS WEBSITE

You can also log into xMatters through the website: <https://wires.xmatters.com> and click on the 'Alerts' button in the top right corner to see your Inbox.



Welcome to the Service Reliability Platform

Username

Password

[Forgot password?](#)

[Log In](#)

By clicking Log In, you agree to our [Terms of Service](#) and [Privacy Notice](#).

If you have any questions regarding xMatters or need any troubleshooting help please email members@wires.org.au.

xMATTERS APP UPDATES

xMatters supports each mobile app version for two years after its release. After this period, that version of the app won't receive support, possibly affecting notifications and connections to xMatters. To maintain a smooth experience (and ensure you have the most up-to-date security enhancements), please regularly update your app to the latest version as it becomes available.

Ready to upgrade?

To get the most up-to-date version of the app, simply search for 'xMatters' in the Google Play Store or App Store and tap on the 'Update' button. If you're uncertain about the latest version or need guidance on checking which version is installed on your device, please refer to the instructions on ['How to update the xMatters mobile apps from the App Store or Play Store.'](#)

Please note that if you have an older device or operating system, you may no longer see updates for xMatters in your app store. While older versions of the app may continue to work on your device, it's highly recommended that you update your device to ensure you have the latest security updates from Apple or Google and continued support for the xMatters app.

For your convenience, below is a list of the Android OS and iOS operating systems supported by the latest versions of the xMatters app.

Android:

- 12 or later
- 11
- 10
- 9 (Pie)
- 8 (Oreo)

iOS

- 15 or later
- 14
- WatchOS 4.0 or later

Should your device no longer be compatible with any version of the xMatters app, there are alternative ways that WIRES can communicate rescues to you e.g. via email notifications or by users logging in to the web interface via wires.xmatters.com.