



ARTERY TUTORIAL

Welfare and safety

SOS, running late, check-ins, home safe and location

For: controllers, and volunteers who want to know how they are looked after

Artery v4.00 · October 2026

The screenshots use a made-up group, Wychwood Blood Bikes. Every name, hospital and phone number in them is fictional.

arterybb.uk

What this tutorial covers

Our volunteers often work alone, at night, on motorbikes. Artery watches over them without nagging them while they ride. This tutorial covers every safety feature, from both sides: what the volunteer sees and does, and what Control sees and should do.

Feature	In one line
Not accepted	A job nobody has accepted is chased: the rider is reminded, then Control is alerted.
Running late	Artery knows roughly when a rider should arrive, and alerts Control if they are late.
Arrived — all OK	The rider says they have reached the pickup safely.
I'm OK	The rider's check-in, asked for only when Control needs it.
SOS	An emergency alarm to every controller, with the rider's position.
I'm home safe	The end of a run: the rider is back home.
Something wrong?	A problem with the items, recorded at signing.
UNFIT vehicle	A vehicle that isn't safe is taken out of service at once.
Location	Where riders are, shared with Control only, as your group has agreed.

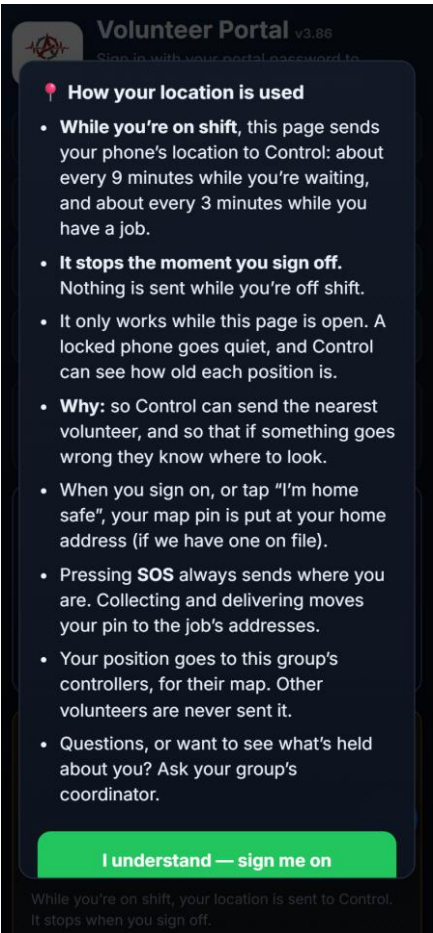
Artery keeps watch even with every console closed

All the timers below run on Artery's server, every minute. Alerts still go out if nobody is signed in to a console, and every alert and decision is written to the change log.

1. Location: what is shared, and when

Each group chooses how much position reporting it wants. The volunteer is told exactly how theirs works, in plain words, **before they sign on for the first time**, and can read it again any time from

📍 **How your location is used** on their shift card. Each time a volunteer is shown it, that is recorded in the change log.



The notice a volunteer sees before their first sign-on.

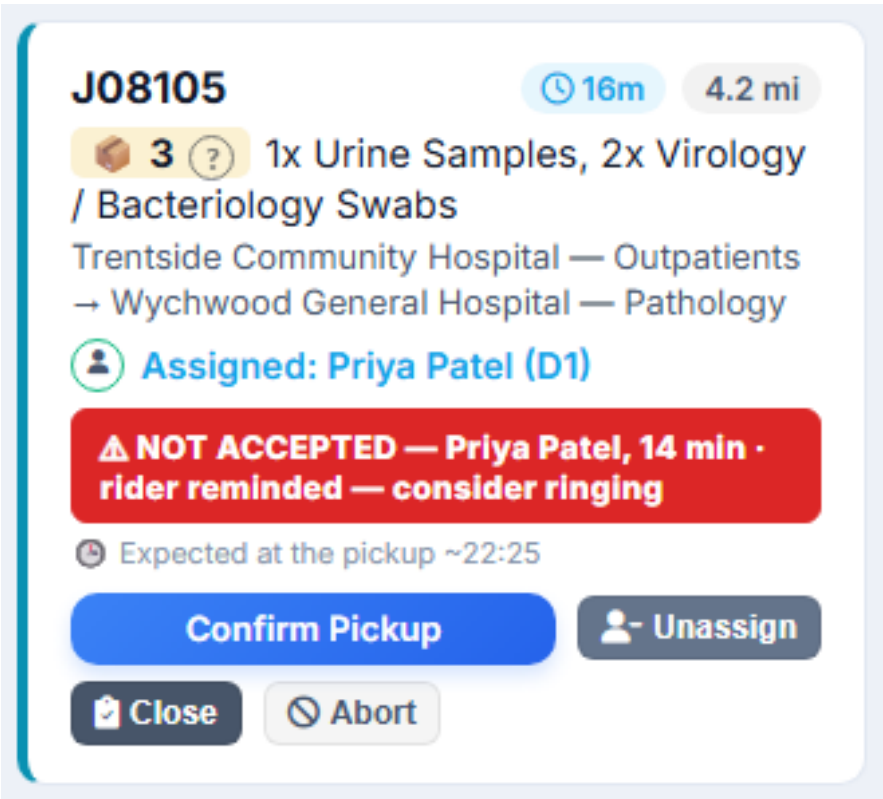
Group setting	What happens
While on shift (the default)	The portal sends the phone's position about every 9 minutes while waiting, every 3 minutes during a job. It stops the moment they sign off.
Only during a job	Every 3 minutes while they have a job on the go; nothing while they are waiting or off shift.
Off	No routine position reporting at all.

- Whatever the setting, pressing **SOS** always sends where the rider is.
- Positions go to Control only. **Other volunteers are never sent them.**
- It only works while the portal is open: a locked phone goes quiet. Control sees how old each position is ("position age"), so a quiet card means "not heard from", never "not moved".

2. A job nobody accepts

When a job is assigned, the card shows ⌚ **AWAITING ACCEPTANCE** until the rider taps Confirm.

- **After 10 minutes:** the rider's phone is reminded, the duty controller is alerted (everyone, if nobody is on duty), and the card turns red: ⚠ **NOT ACCEPTED — rider reminded.**
- **After 20 minutes:** every controller is alerted, plus the backup email for an urgent job.



A job not accepted after 13 minutes.

What to do: ring the rider, or give the job to someone else. A job queued behind a rider's current run is not chased until they are free.

3. Running late

Riders are **not** asked to check in every half hour: a phone going off at someone on a motorbike is a distraction, not a safety check. Instead, the moment a job starts for a rider, Artery works out roughly when they should get there (the road time from where they are, plus a few minutes to get going). The card shows ⌚ **Expected at pickup ~14:20**. Nothing happens unless they are late.

Late by	What happens
10 minutes	The duty controller is alerted (everyone, if nobody is on duty) and the card turns amber.
20 minutes	Every controller is alerted and the alarm fills the screen.
30 minutes	Every controller is alerted and emailed, the card turns red, and only now is the rider asked to tap I'm OK .

J08103P

URGENT

by
23:03

13m

12.4
mi

3 ?

3x Human Donor Breast Milk (Pasteurised)

Sherwood Royal Infirmary — Neonatal Unit → Donor Milk Bank

📞

Caller: Nurse Kelly, Neonatal Unit [Ext 4412](#) · Pickup: Nurse Kelly [0115 496 0412](#)

👤

Assigned: Tom Walker (R2)

✓

Tom Walker ACCEPTED · 22:04:13

🕒

13 MIN LATE reaching the pickup (expected 22:01) — your call: ring Tom Walker, give more time, or reassign

📞

Ring

+15 min

Ask them to check in

?

●

ACCEPTED

○

COLLECTING

○

DELIVERED

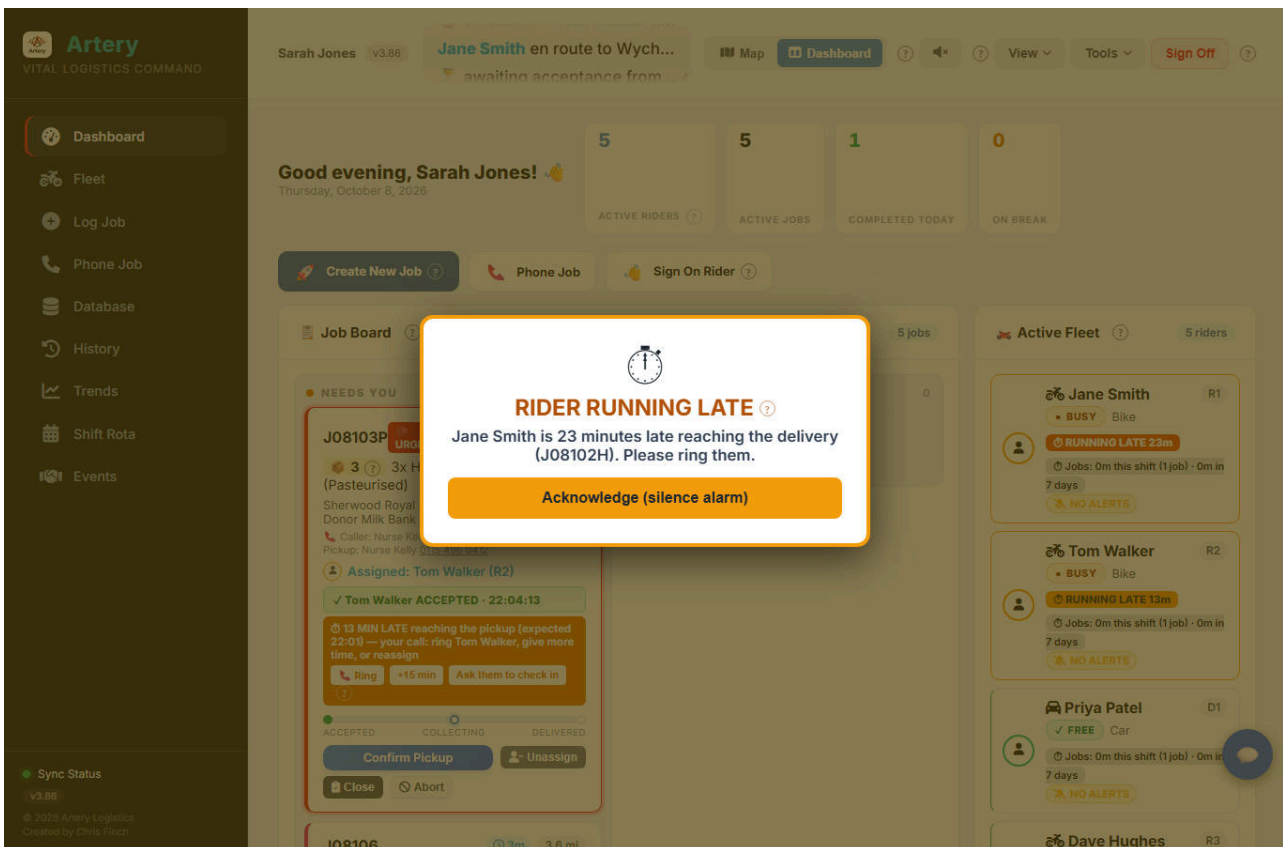
Confirm Pickup

👤 - Unassign

📄 Close

🚫 Abort

A rider 15 minutes late to the pickup, with Ring, +15 min and Ask them to check in.



The full-screen alarm at 20 minutes.

What to do

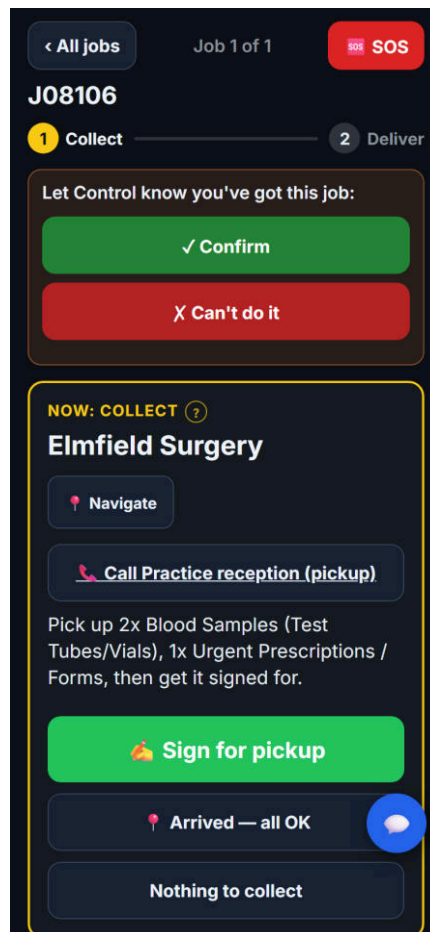
- **Ring** them. This is nearly always the answer.
- **+15 min** if you know why they are late (traffic, waiting at the hospital). It sets a new expected time and the count starts again.
- **Ask them to check in** sends one notification asking them to tap I'm OK when it is safe to stop.
- Or reassign the job.

Acknowledge only silences your screen

Acknowledge (silence alarm) quiets it on this console only. It does not tell the rider or any other console, and the next level still comes if they are still late. If you cannot reach them, treat it as you would an SOS.

Arrived — all OK

When the rider reaches the pickup they tap **Arrived — all OK**. Waiting for samples is not being late, so they get **30 minutes to collect**. If it still isn't collected after that, the same alerts follow, so a rider who arrives and then goes quiet is still looked for.



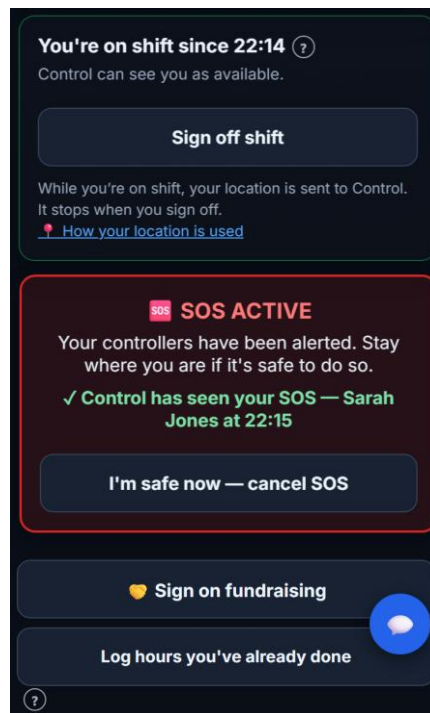
The rider's job: Arrived — all OK sits under Sign for pickup.

4. SOS

The volunteer

The red  **SOS** button is on the portal's home screen and at the top of every job. Press it if you are in danger or need help urgently. If you can, ring Control or 999 as well.

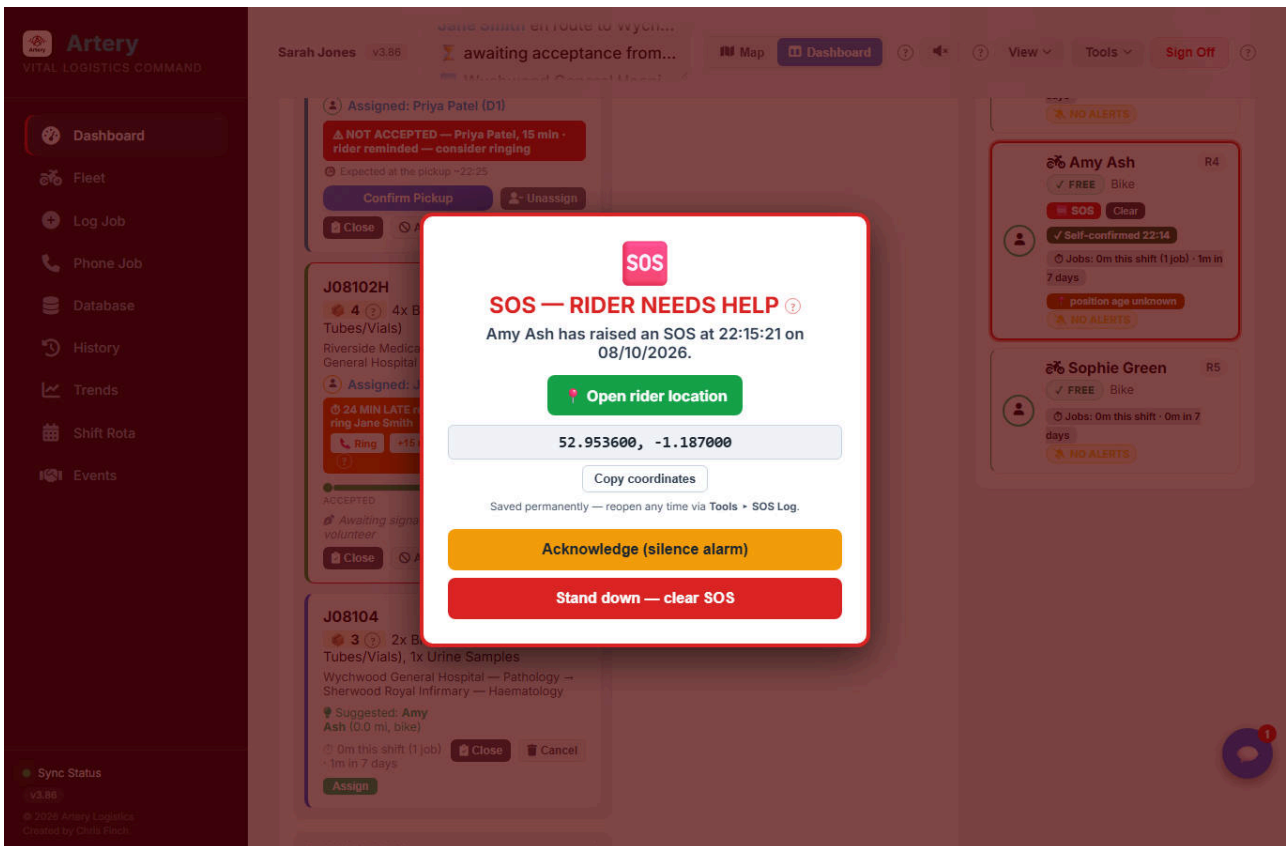
- Every controller is alerted at once, with your position.
- No signal? The SOS is saved on the phone and sends itself the moment there is signal.
- You see **SOS ACTIVE**, then **✓ Control has seen your SOS** with the controller's name once someone has acknowledged it.
- When you are safe, press **I'm safe now — cancel SOS**. You can't sign off shift while an SOS is active.



The volunteer's phone: SOS active, and Control has seen it.

Control

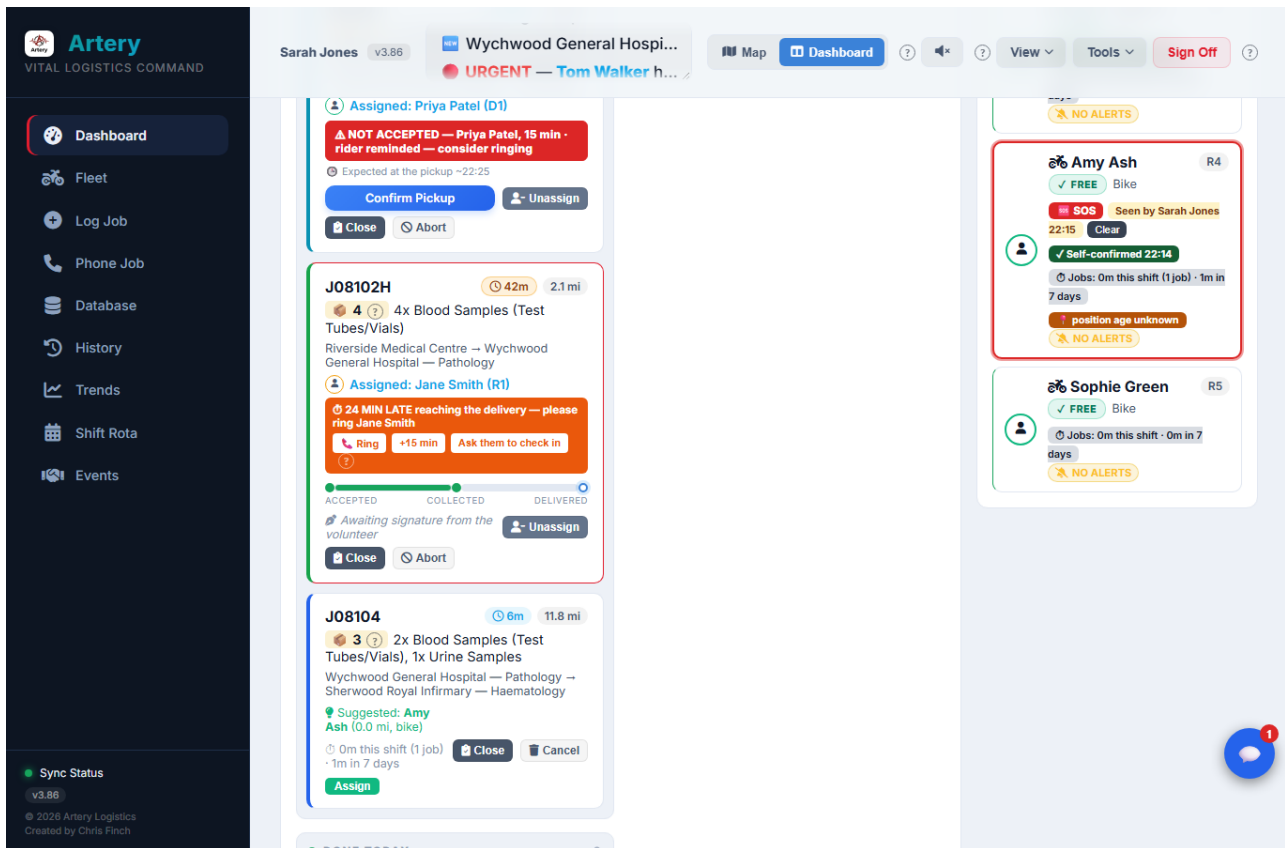
Every console shows a full-screen alarm: who, when, and their position, with **Open rider location** and **Copy coordinates**.



An SOS on the console.

1. Press **Acknowledge (silence alarm)**. This records that **you** have it. The rider's phone says Control has seen it, and other consoles show **Seen by** your name. It does **not** end the SOS.
2. **Ring the rider**. If you can't reach them, use their location and call 999 if needed.

3. Only once they are safe, press **Stand down — clear SOS**.



Acknowledged: the rider's card shows SOS, Seen by Sarah Jones.

An SOS is never forgotten

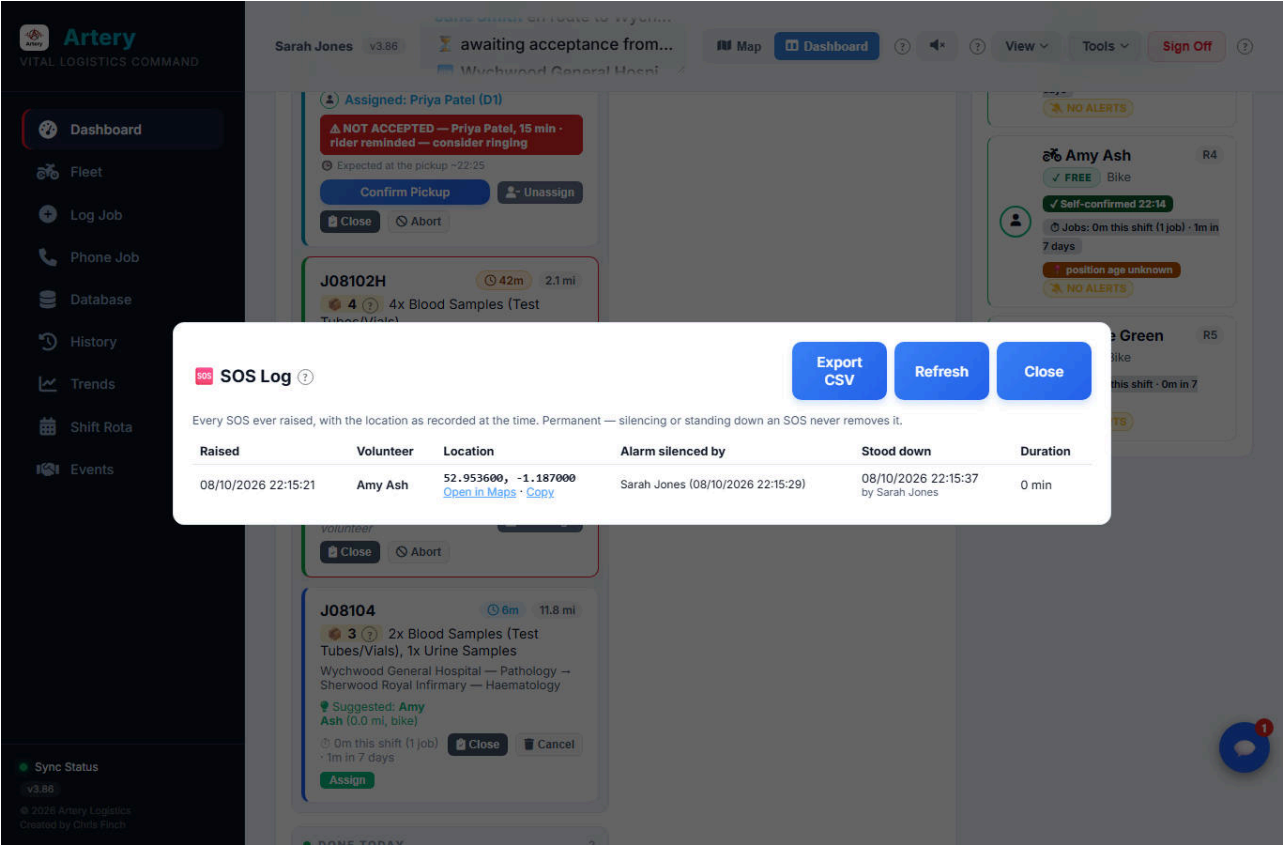
If nobody acknowledges it within **4 minutes**, every controller is alerted again.

If it is still active **10 minutes** after it was acknowledged, every controller is alerted again.

A controller can stand down anyone's SOS; a rider can only ever cancel their own.

The SOS log

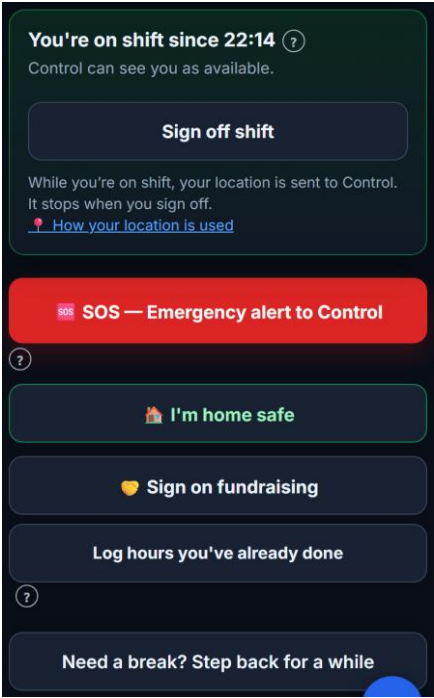
Tools → **SOS log** is the permanent record of every alert: who raised it and when, who acknowledged it, and who stood it down. Nothing is ever removed from it, including false alarms, because it is safety evidence. It exports to CSV.



The SOS log.

5. Home safe

Control's duty of care isn't done until the rider is back home. When a volunteer is on shift but not out on a job, their portal shows **I'm home safe**. Tapping it puts a **HOME SAFE** badge with the time on their card in the fleet. It clears when they go out on another job or sign off.

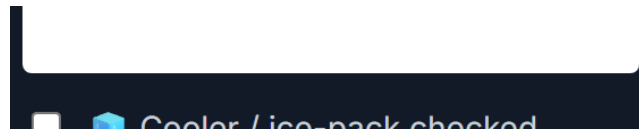


On shift with no job: I'm home safe sits under the SOS button.

6. Problems and unsafe vehicles

Something wrong? (at signing)

At collection, a hand-over or delivery, the rider can open **⚠ Something wrong?**: the wrong number of items, damaged or leaking, a temperature or cooler problem, labels or paperwork wrong, or something else, with a note. The duty controller is alerted at once, the job shows **⚠ Problem reported**, and the problem is written into the job's notes, timeline and history. Decide what happens next: ring the rider, or the contact at that end.



Something wrong? on the rider's signing screen.

UNFIT vehicle

In the pre-ride vehicle check, a rider who finds a vehicle unsafe ticks **⊖ UNFIT for use**. It is taken out of service straight away, controllers are alerted, and nobody can be given it until a controller returns it to service.

7. When things go wrong

- **No signal:** signatures, job answers and SOS are saved on the phone and send themselves later. Ring Control if it matters now.
- **Artery itself is down:** follow your printed **If Artery is down** card (Tools → If Artery is down). Keep riders safe by phone while Artery's alerts aren't running.

If you see...	Do this
⚠ NOT ACCEPTED	Ring the rider, or give the job to someone else.
🕒 Running late (amber)	Ring them; +15 min if you know why; or reassign.
Running late alarm (20 min)	Ring them now.
Running late red (30 min)	Find out why and that they are OK. Treat as an SOS if you can't reach them.
🆘 SOS	Acknowledge, ring them, get help if needed, stand down only when they are safe.
⚠ Problem reported	Ring the rider or the contact at that end; decide what happens to the item.
⊖ Vehicle UNFIT	Arrange another vehicle; return it to service only once fixed.