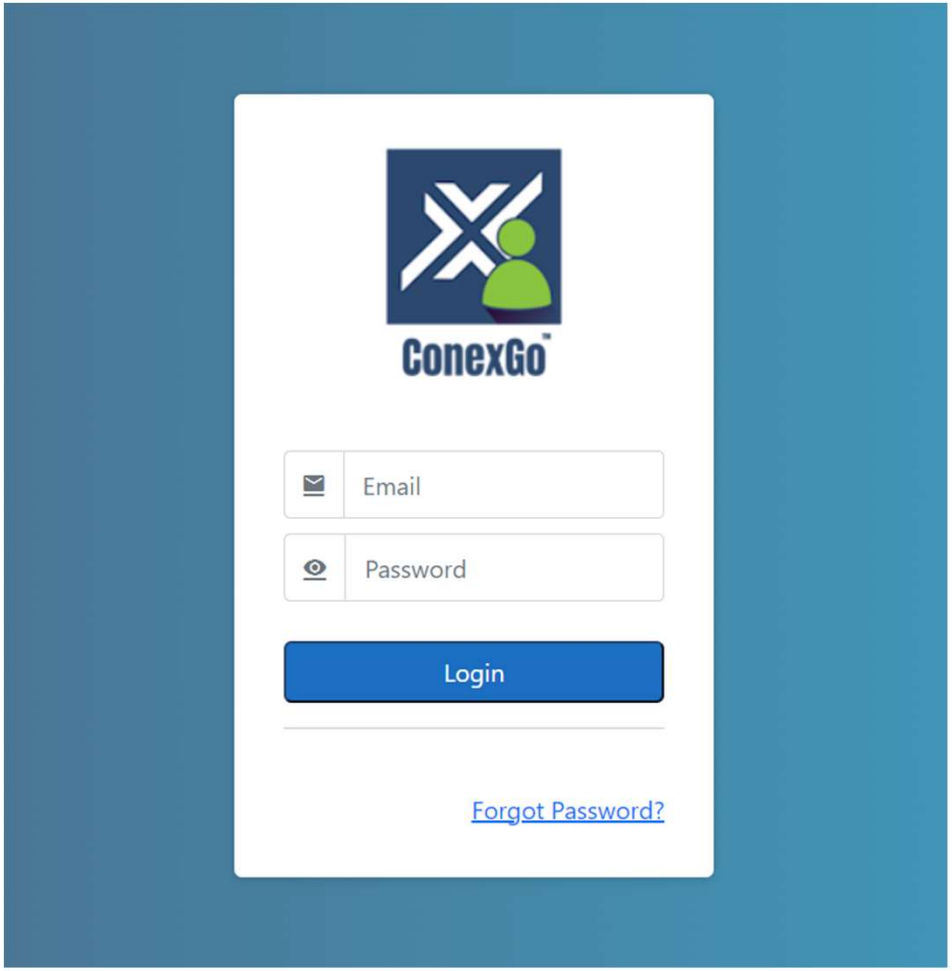
ConexGo™

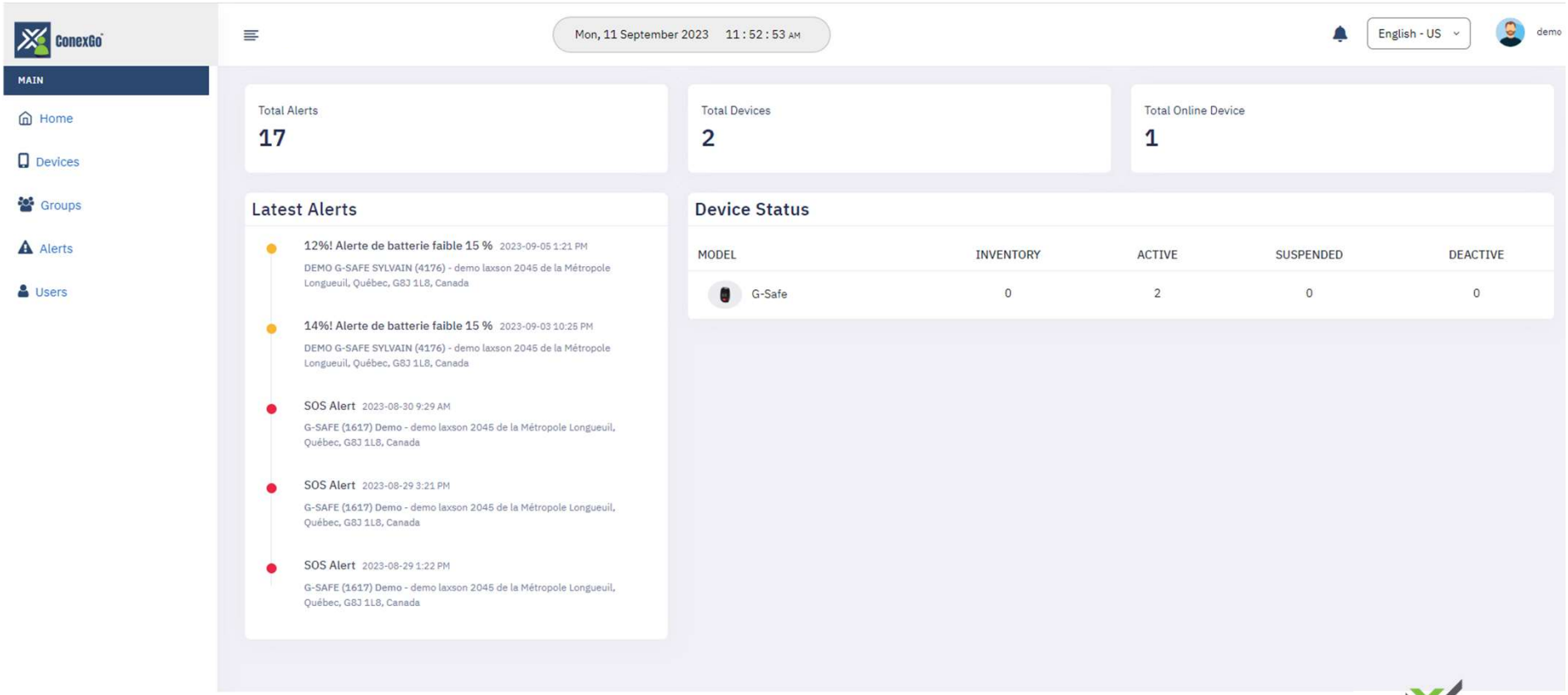
The web portal dedicated to workers solutions

Laxson SOLUTIONS

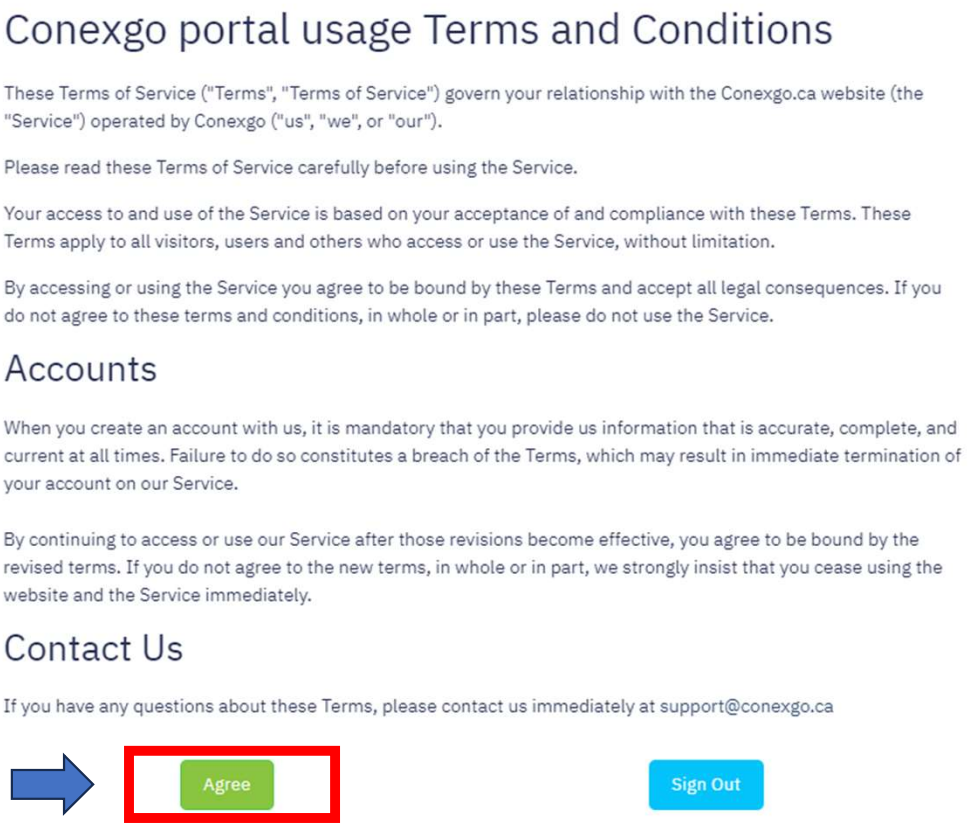
ConexGo Secured Web Access Conexgo.ca



Overview of the ConexGo web portal



Login in the portal for the first time

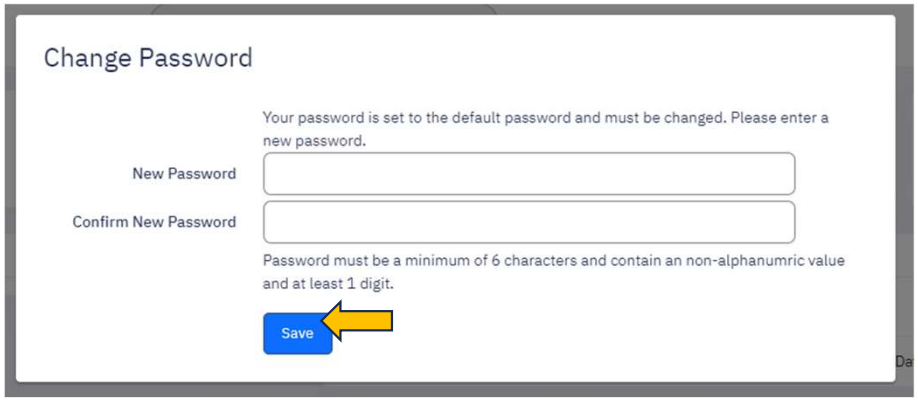


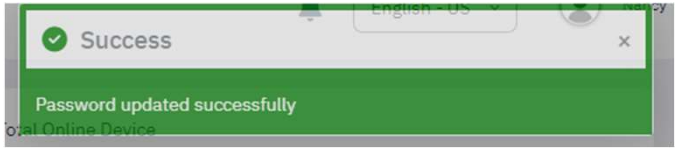
1) When you sign in the first time, you must accept the terms of use of the portal in order to continue

Upon your first access

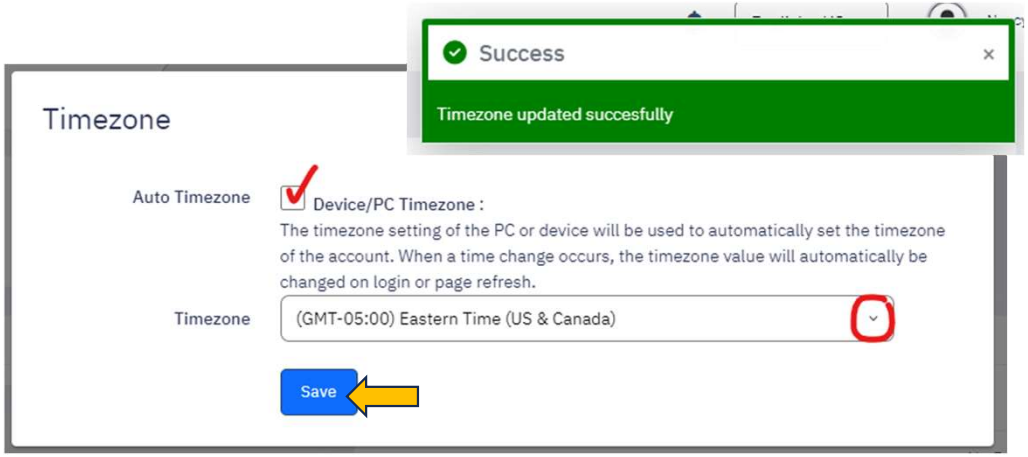
1) You will be invited to change your provided temporary password

The password must be at least 6 characters long and contain a non-alphanumeric value and at least 1 number.



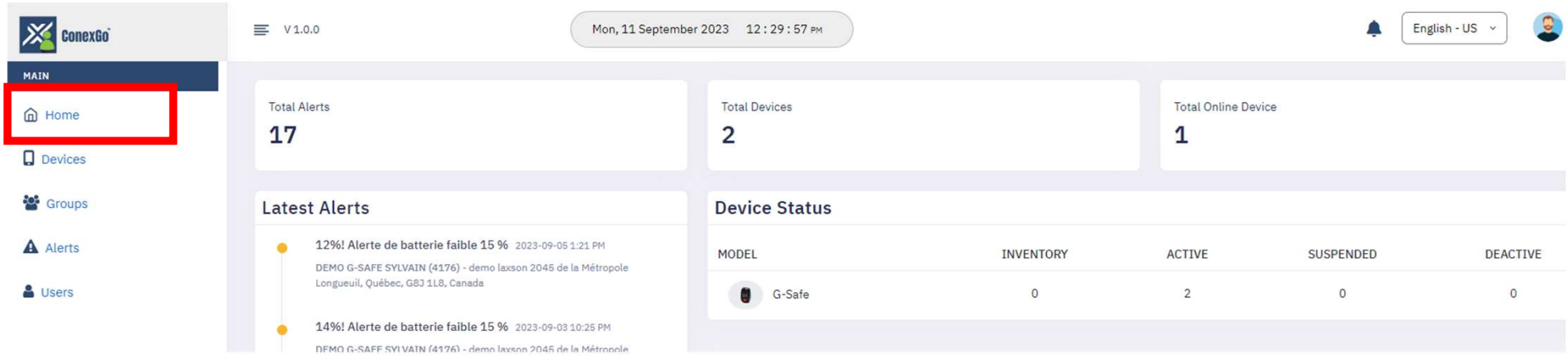


2)Selec your time zone, either click Automatic time zone according to your PC *Recommended or select the time zone of your location. A success message will be displayed



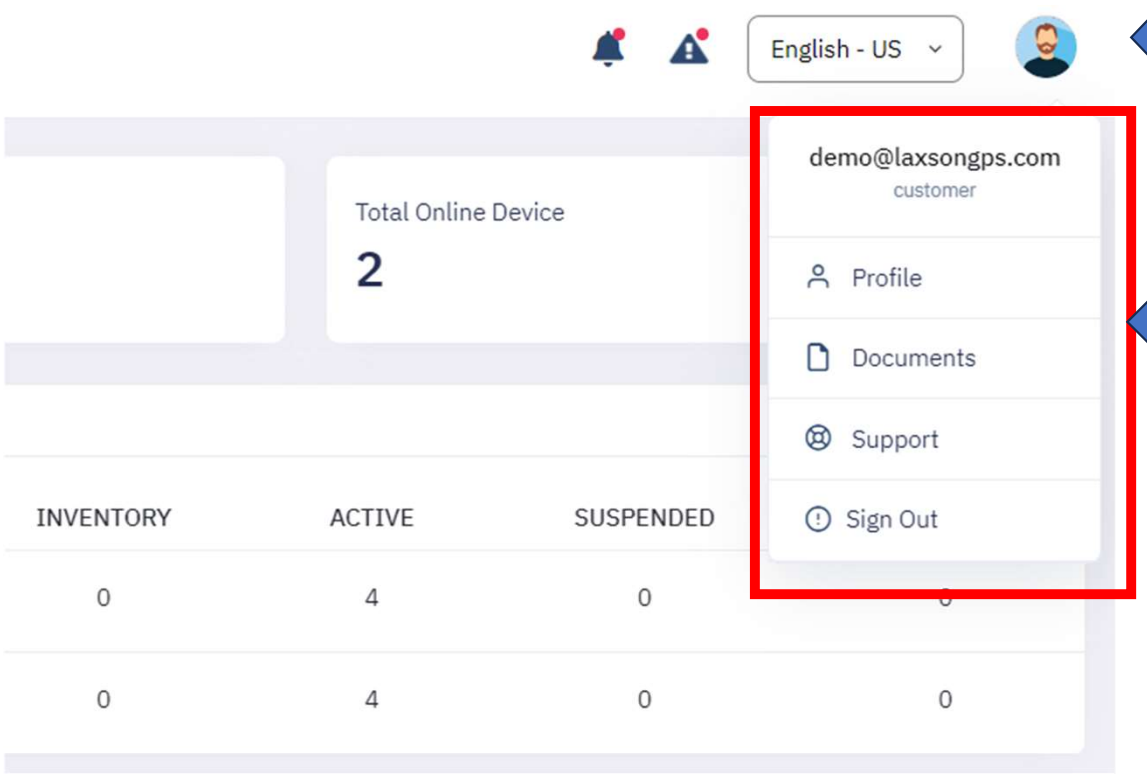
Your Home dashboard

HOME menu is the dashboard section



‘Account’Section

Account section: for editing your user information, accessing documents relevant to your account and support links for guides, tech support, videos, etc

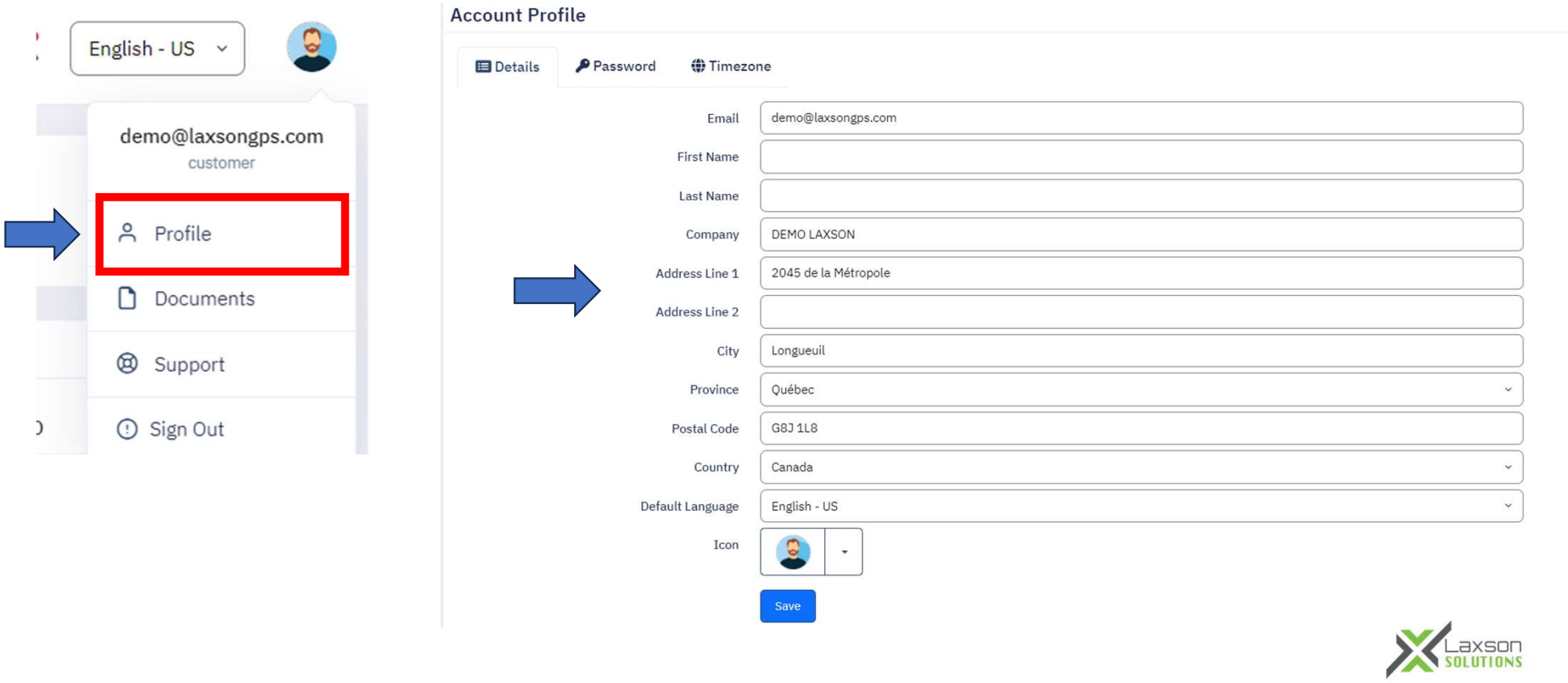


Click your icon to access account menu

- **Profil:** For updating password, language and time
  Documents: Such as copy of agreement or other relevant to your account
- **Support:** A dedicated customer link for support information, such as guides, videos, forms, order area and tech support link
- **Logout:** Logout from the portal

‘Account’Section

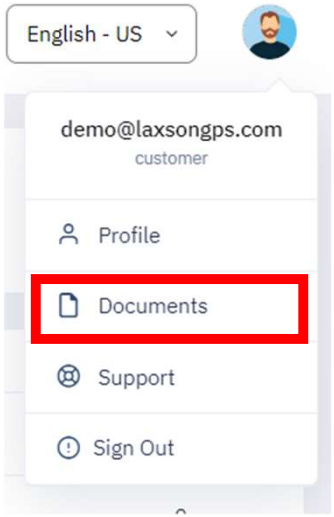
Profil: For updating password, language and time

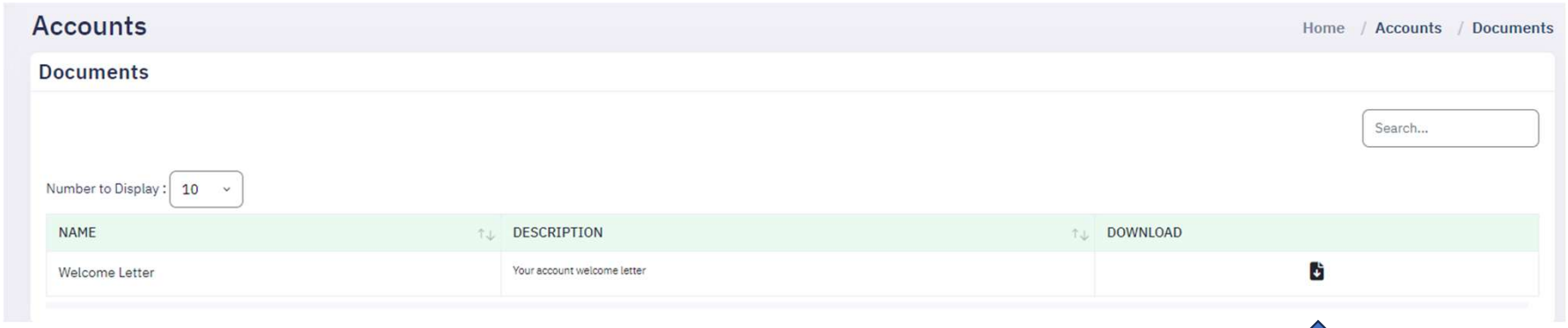


Support Section

DOCUMENTS TAB:

DOCUMENTS: In this section you will find documents that has been uploaded by Laxson that is pertinent to your account, such as agreements, important informations, letters etc.



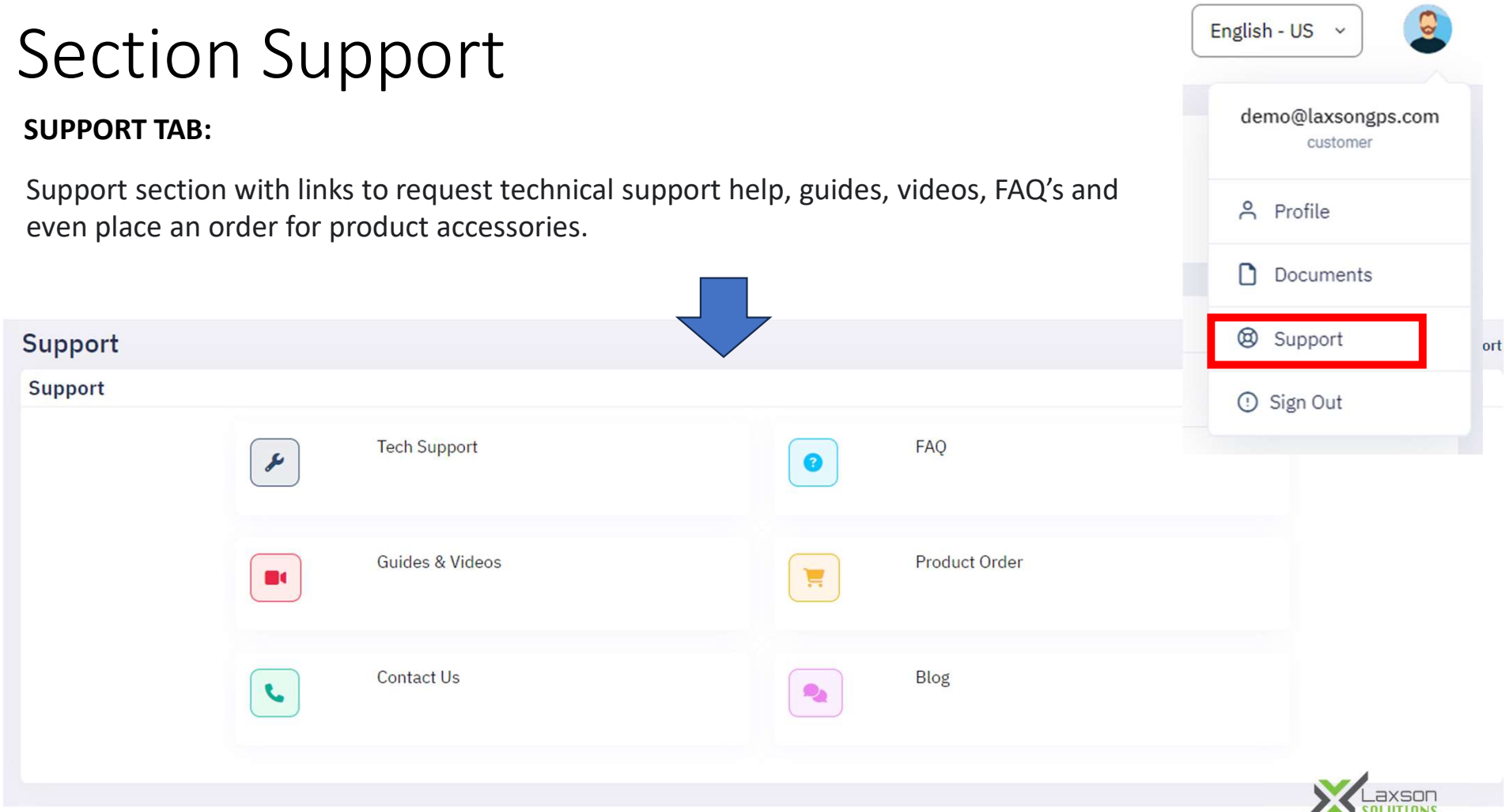


You will be able to view and download the documents from here.

Section Support

SUPPORT TAB:

Support section with links to request technical support help, guides, videos, FAQ's and even place an order for product accessories.

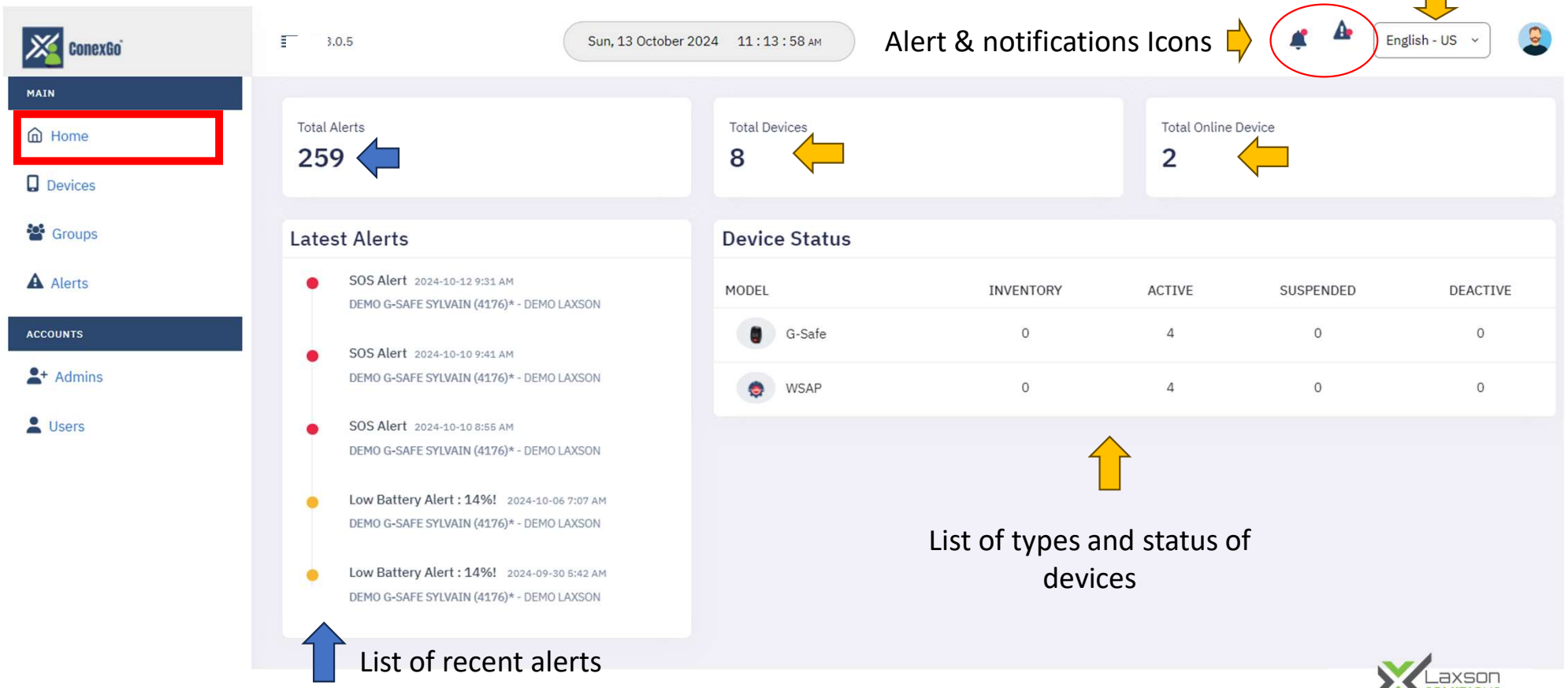


Home Menu

Your easy to view dashboard:

Main Menu

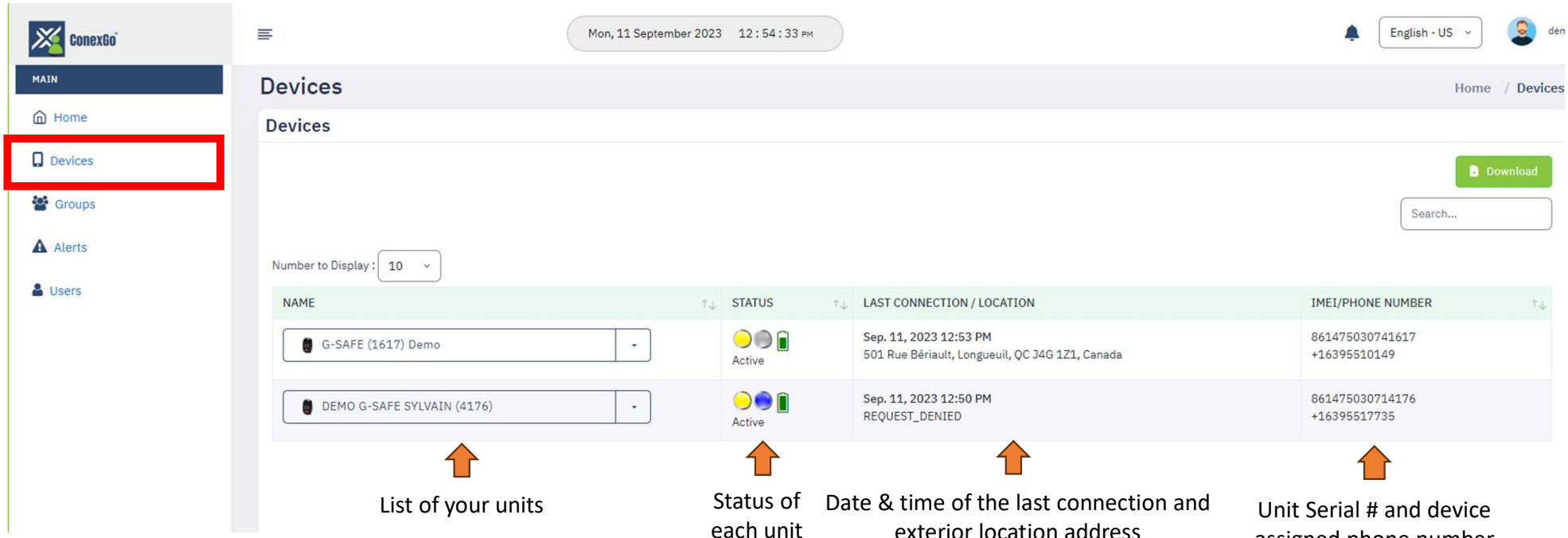
You can also switch your language selection from here.



List of recent alerts

List of types and status of devices

Menu ‘Devices’



List of your units

Status of each unit

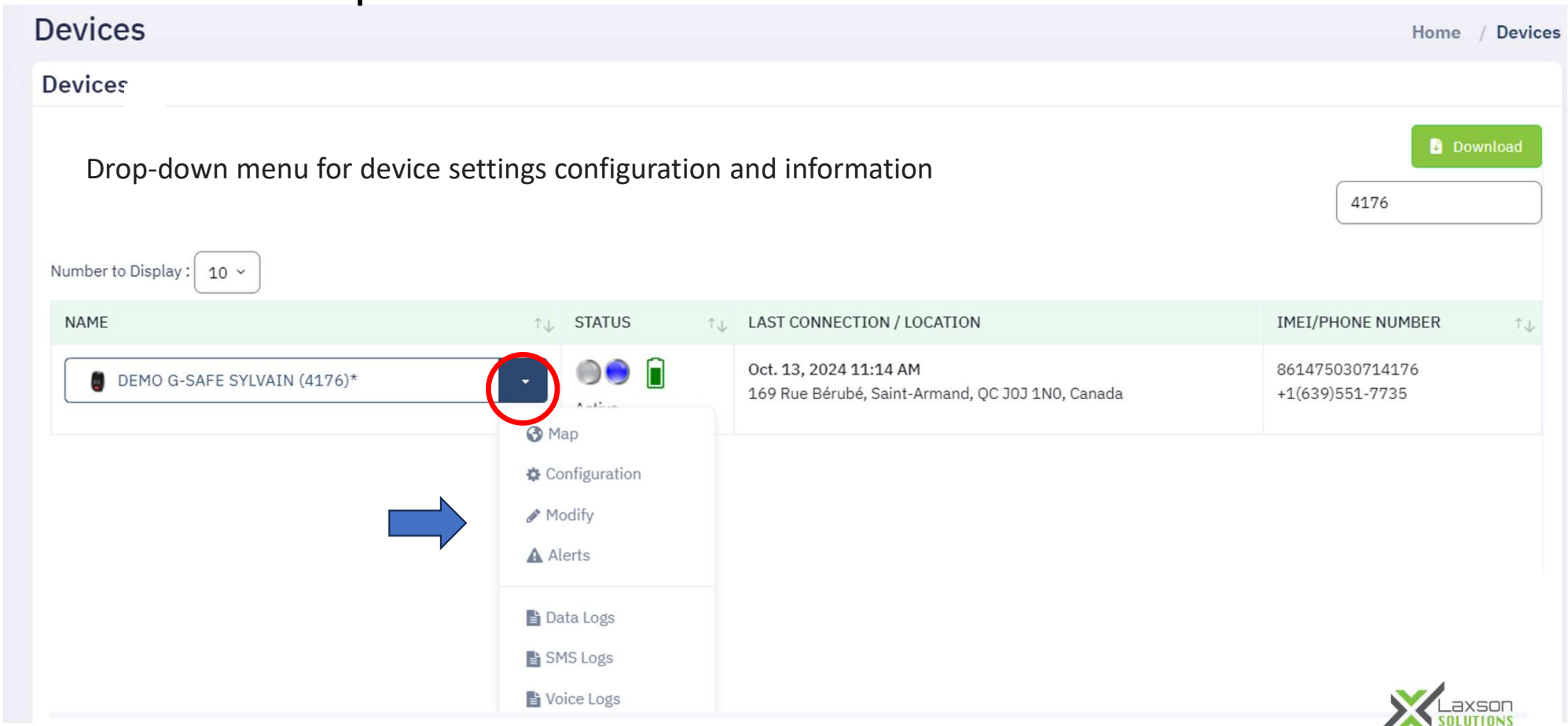
Date & time of the last connection and exterior location address

Unit Serial # and device assigned phone number

Legend of the status:

- Turned on & online
- Turned off or offline
- GPS exterior location detected
- GPS Location not detected, maybe indicate that unit is indoors
- Battery status based on %

Unit dropdown menu



Device Map/configuration

Overview of each of the device's submenus

In Map: This will take you to the map location section

Unit status indication

Choice of type of map displayed

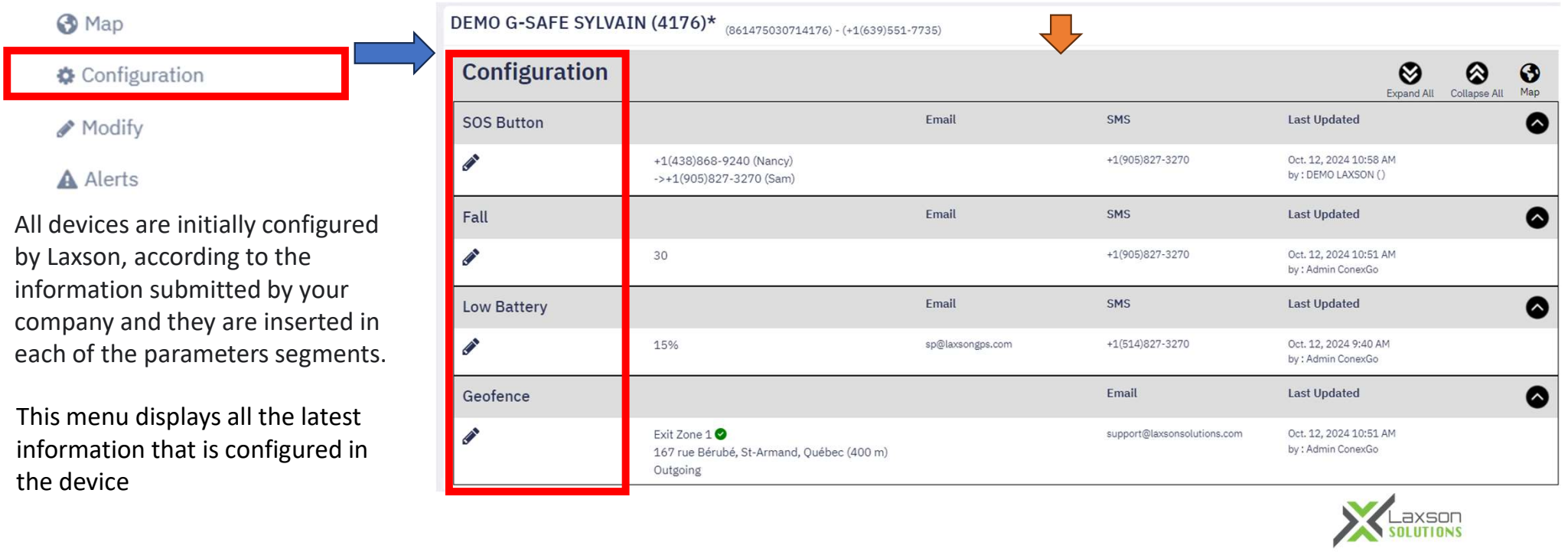
History location report

Device configuration

Overview of each of the device's submenus

In Configuration: this will display device parameters (if function visibility is activated)

Visibility of confied device parameters



All devices are initially configured by Laxson, according to the information submitted by your company and they are inserted in each of the parameters segments.

This menu displays all the latest information that is configured in the device

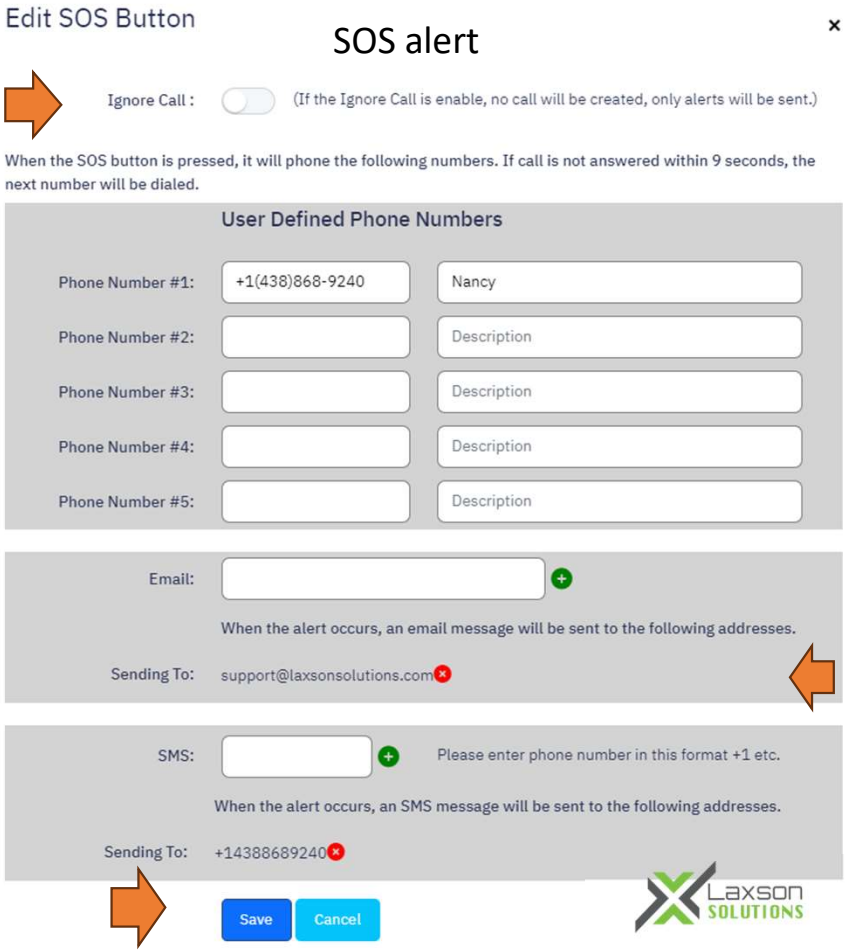
Device repondants configuration menu

- **Disable ignore call (default grey):** will trigger SOS calling feature.
- **Ignore call**: If the setting is set, no SOS call will be triggered, only SOS alert will be sent. To the device a message SOS alert has been triggered will be heard.
- **SOS** – The list of number sequences that the device will dial during an SOS alert
- **Email alerts** – The emails of the people who will receive the alerts
- **SMS Alerts** – The SMS number of the people who will receive the alerts

Click the pen to edit or to add the respondent's email or sms for SOS alerts

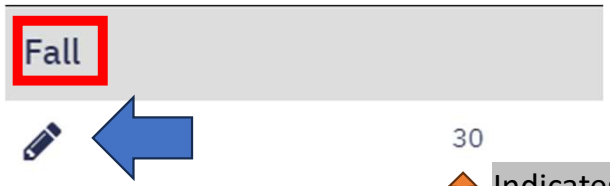
Then click the + to add it. To remove it, click on the red x and click save

It is your responsibility to update the contact list on a regular basis, as these contacts are named as primary emergency contacts and must be available at all time to receive alerts or SOS call from the device.



Device parameters configuration menu

Fall detection settings:



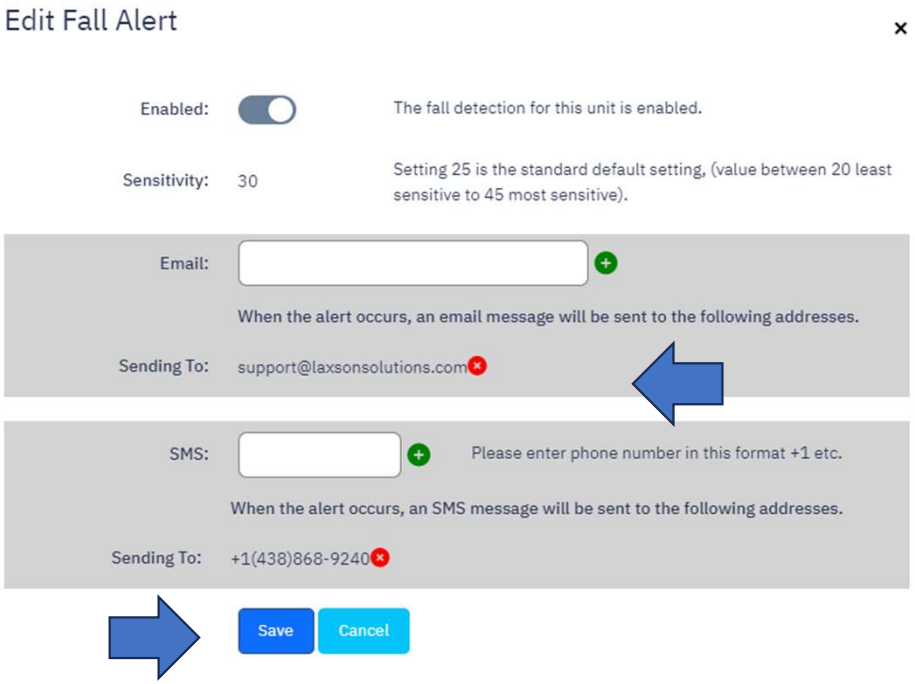
Indicates the current sensitivity of the fall detection

- **Status of the Fall detection** –Indicates whether fall detection is Enabled or Disabled for this unit
- **Sensitivity:** Indicates the sensitivity level the device has been configured to detect a fall.
- **Email alerts** – The emails of the people who will receive the alerts
- **SMS Alerts** – The SMS of the people who will receive the alerts

Click the pen to edit or to add the respondent's email or sms for Fall alerts

Then click the + to add it. To remove it, click on the red x and click save

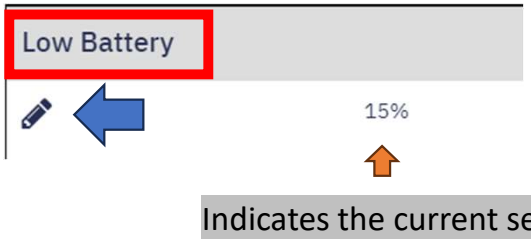
Fall detection



The fall detection settings has be set in your device at the time of delivery. If you need to have the setting of the sensitivity of the device reduced or increase, you must send an email to support so that they can send an over the air command to the device to physically change the sensitivity setting in the unit.

Device contacts configuration menu

Low battery alert setting:

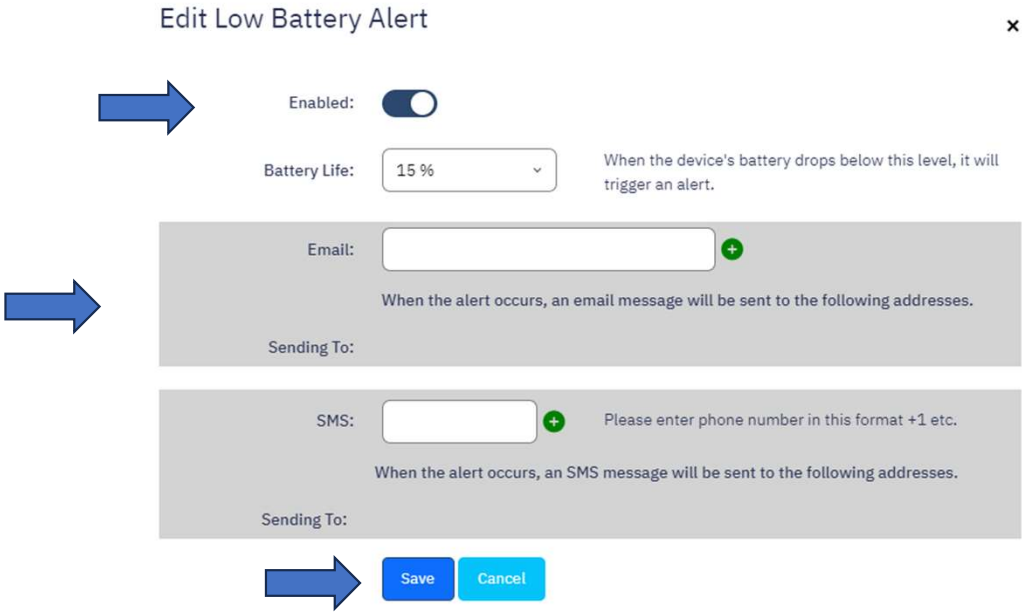


Indicates the current setting

Enable or disable the setting (on-off)

Click the pen to edit or to add the respondent's email for low battery % alerts (We suggest between 15 – 30%)

Then click the + to add it. To remove it, click on the red x and click save

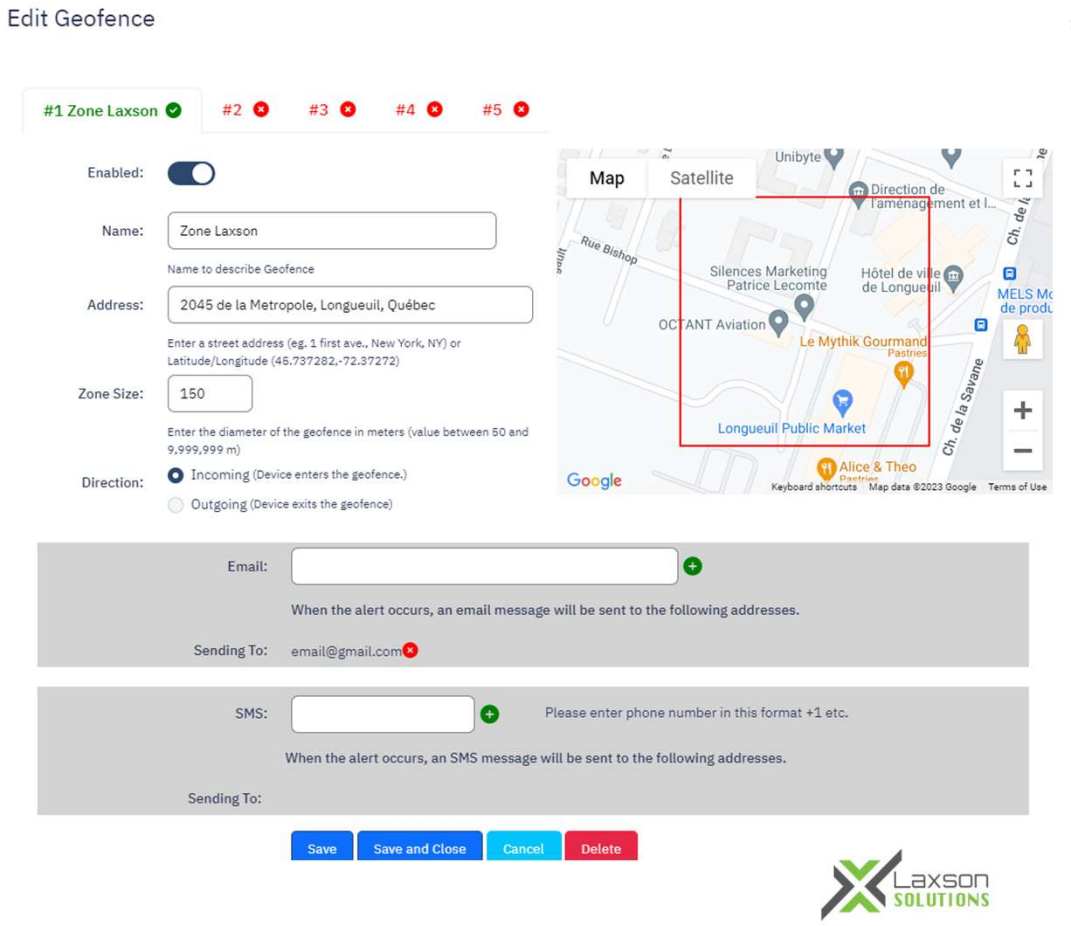


Geofence (In & outbound zone alerts)

In some applications, it is necessary to receive zone entry or exit alerts as part of the worker's job function.

- The 'Geofence' function is the creation of virtual geolocation zones which are created with a civic address and a specific diameter.

To add or modify a geofence click on the pen icon

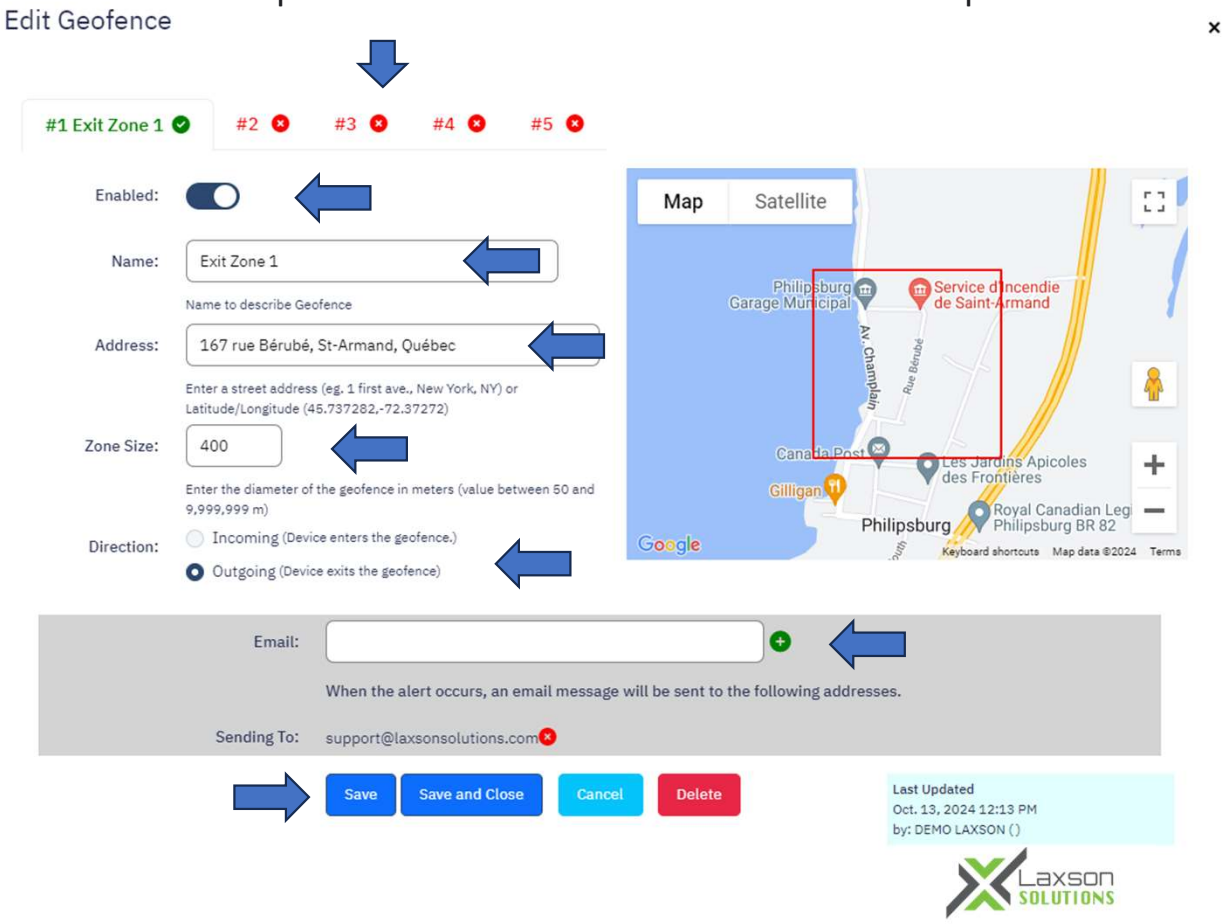


Creation of a zone

Creation of a zone for this device:

1. Activation function
2. Enter the zone name
3. Enter full address
4. Indicate de size of the area, min 150 meters to 9,999,999m
5. Indicate the direction of the alert, either Incoming= enters, Outgoing= exits the area
6. Indicate the email for receiving alerts
7. Save

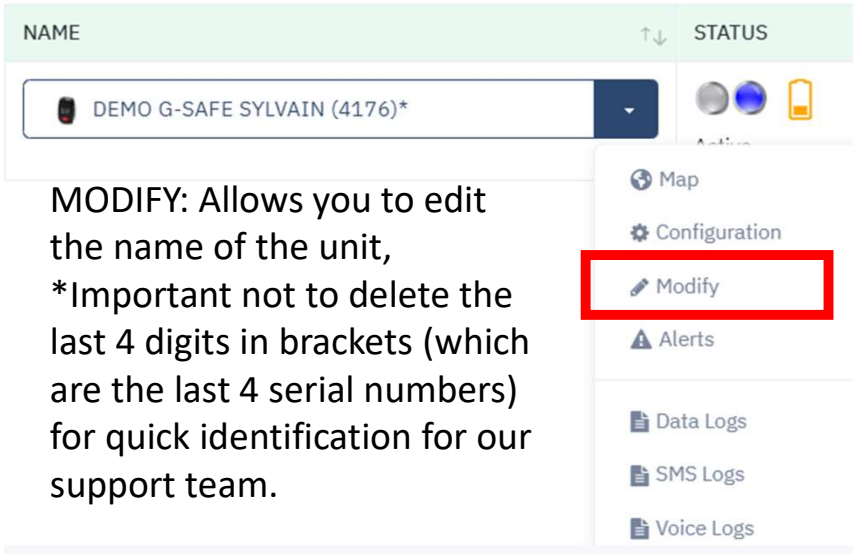
Up to a maximum of 5 zones can be created per unit.



Device settings: Modify the name of a device

Edit device: This allows you to edit the name of the Device and add some notes about the device.

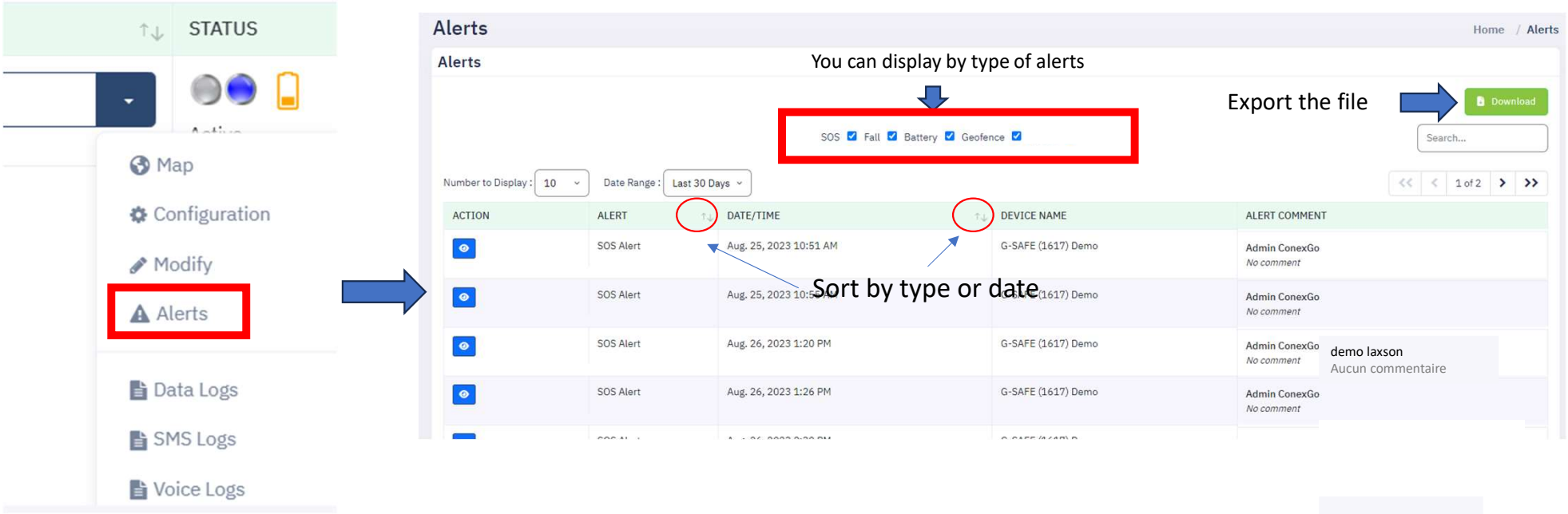
In red, the sections which can be modified by the admin user of the account.



MODIFY: Allows you to edit the name of the unit,
*Important not to delete the last 4 digits in brackets (which are the last 4 serial numbers) for quick identification for our support team.

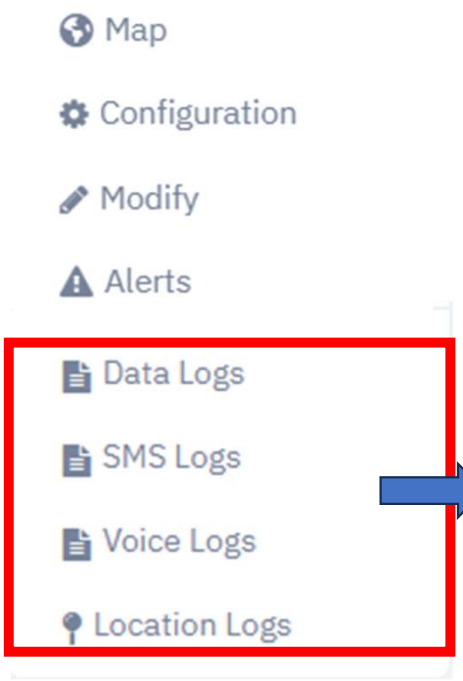
View a specific device Alerts

In the DEVICE MENU, ALERTS: This allows you to see the list of latest alerts for this specific device



Device logs

Data Logs: List of specific logs for the selected device. For the management of the device usage.



Data logs: The raw data list coming in from the device

DATE/TIME	MESSAGE	DIRECTION
Sep. 11, 2023 2:51 PM	#861475030741617,CMD-X#	Incoming
Sep. 11, 2023 2:48 PM	#861475030741617,CMD-X#	Incoming

SMS logs: List of SMS alerts

DATE/TIME	MESSAGE	DIRECTION
Aug. 30, 2023 9:29 AM	SOS Alert	Outgoing
Aug. 29, 2023 3:21 PM	SOS Alert	Outgoing

Voice logs: List of Voice call minutes incoming/outgoing

DATE/TIME	FROM NUMBER	TO NUMBER	CALL DURATION
Aug. 25, 2023 10:55 AM	+16395510149	+1(438)868-9240	10 seconds
Aug. 25, 2023 10:51 AM	+16395510149	+1(438)868-9240	13 seconds

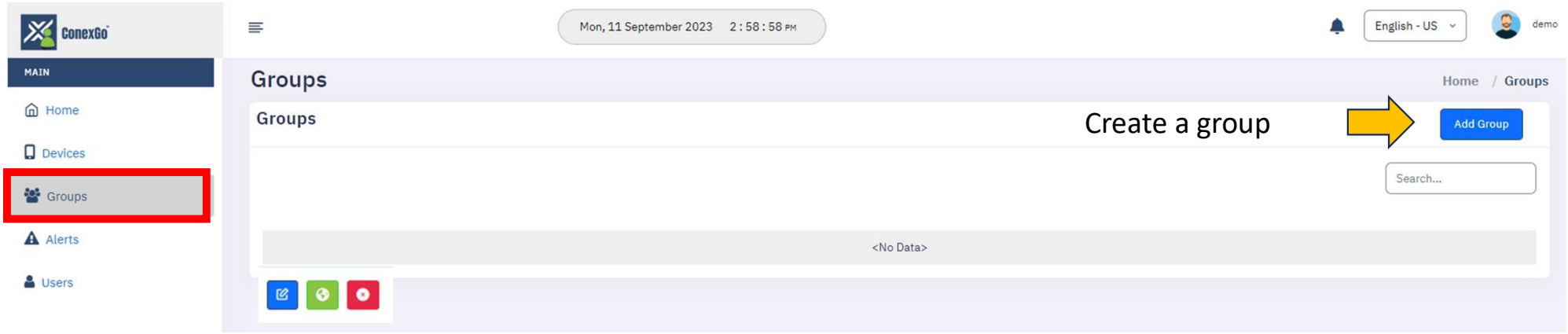
Location history logs: List of location data

DATE/TIME	LOCATION
Sep. 11, 2023 2:11 PM	Sep. 11, 2023 2:11 PM 501 Rue Bériault, Longueuil, QC J4G 1Z1, Canada
Sep. 11, 2023 1:31 PM	Sep. 11, 2023 1:31 PM 501 Rue Bériault, Longueuil, QC J4G 1Z1, Canada

Laxson SOLUTIONS

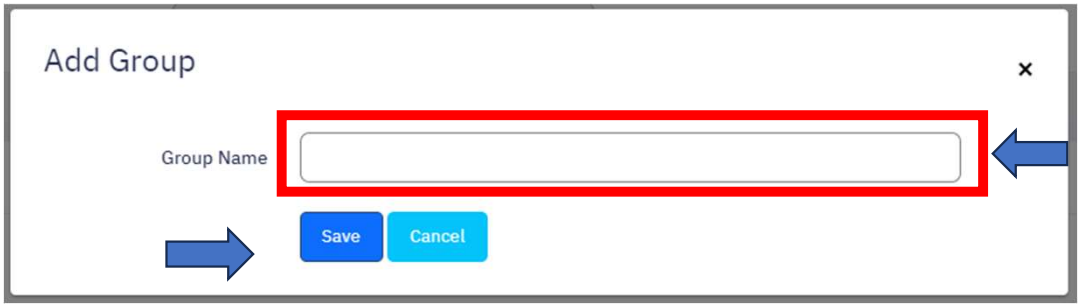
Menu ‘Groups’

Creation of groups to facilitate viewing your device’s status on a single page

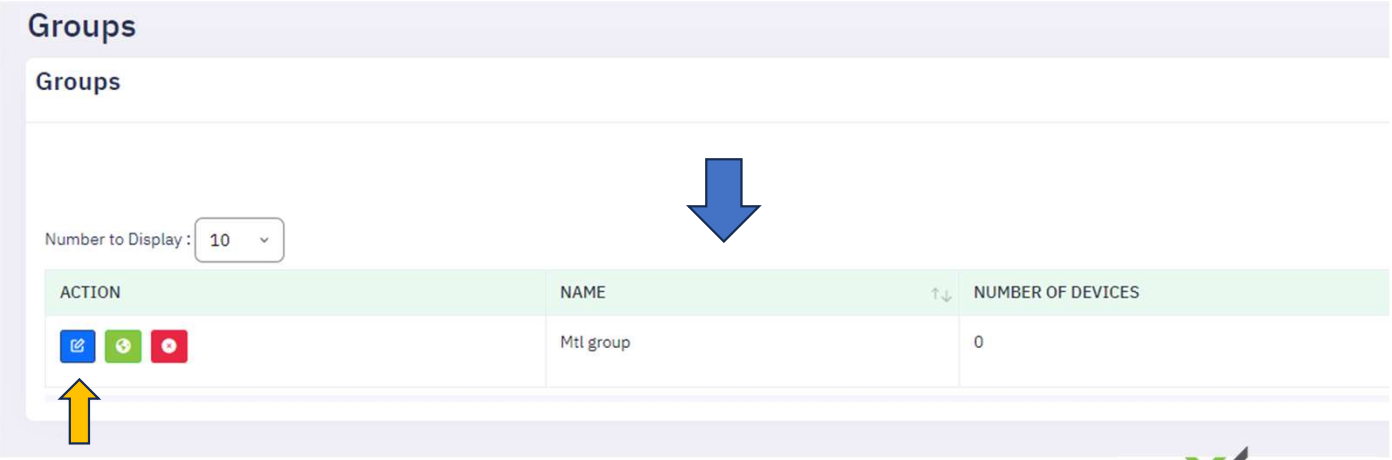


Group creation

1) Input the name of your group
2) Save

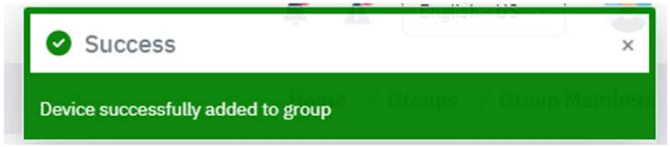


3) Click on the blue button, this will display another window to add the specific unit in your group.

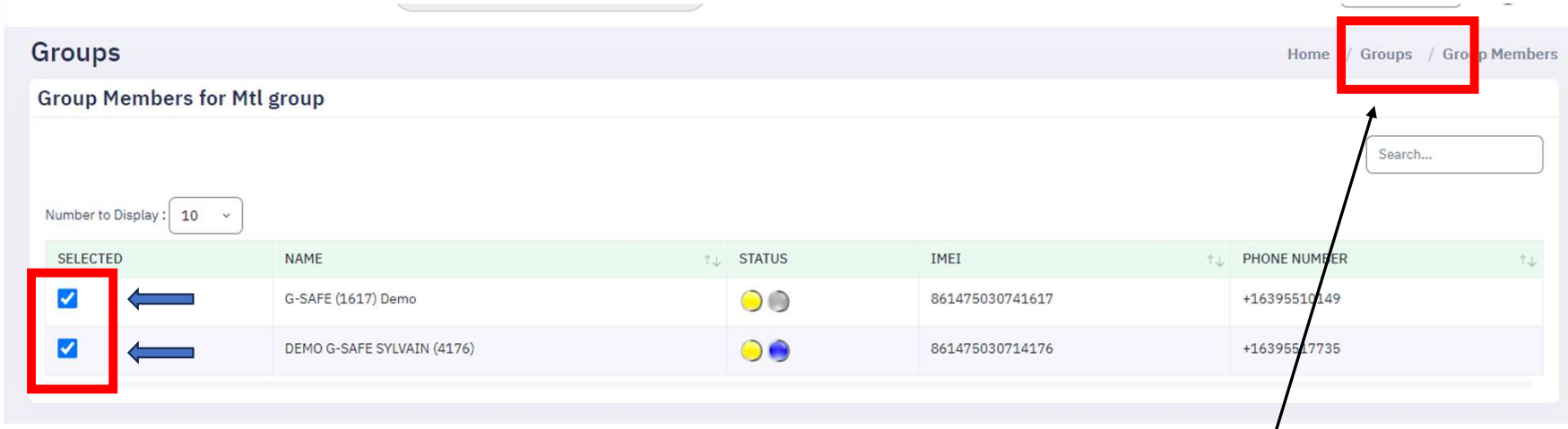


Group creation

Selecting your units for your group:



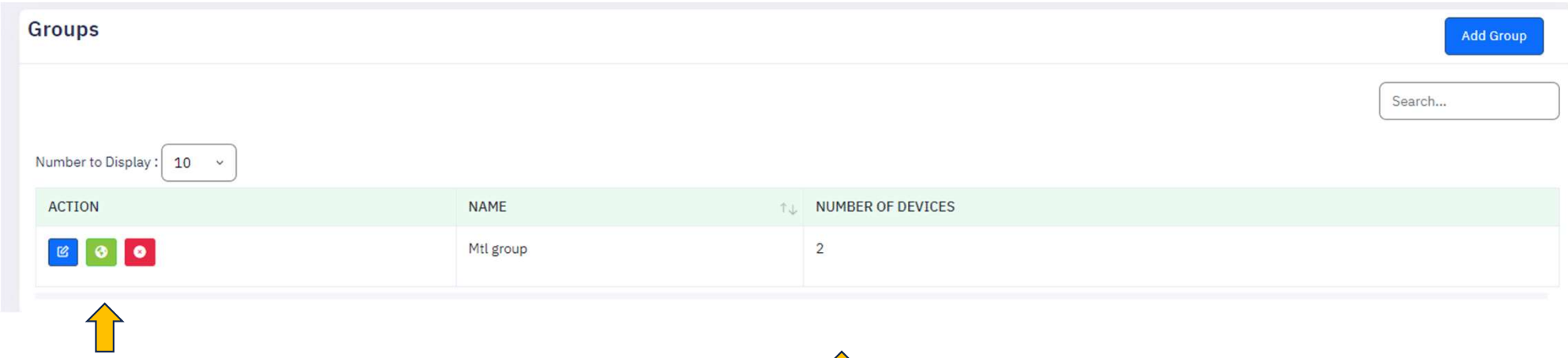
Check the units you wish to have in this group. A confirmation message will be displayed to confirm the selection.



Once finished, you can click on the 'Groups' link to return to the 'Groups' menu.

Group creation

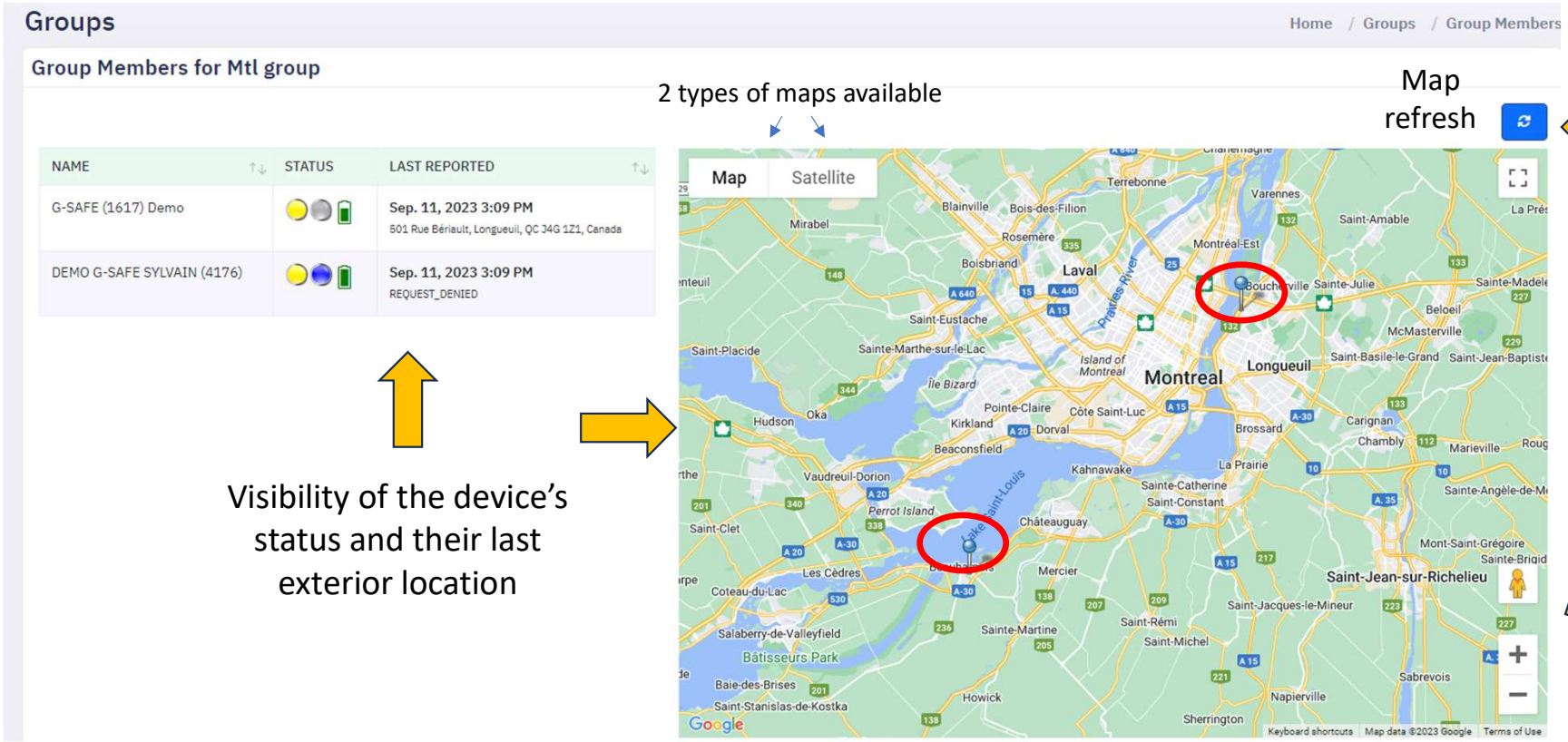
Your group will be created and the number of devices will be listed.



Click on the green button to view your group

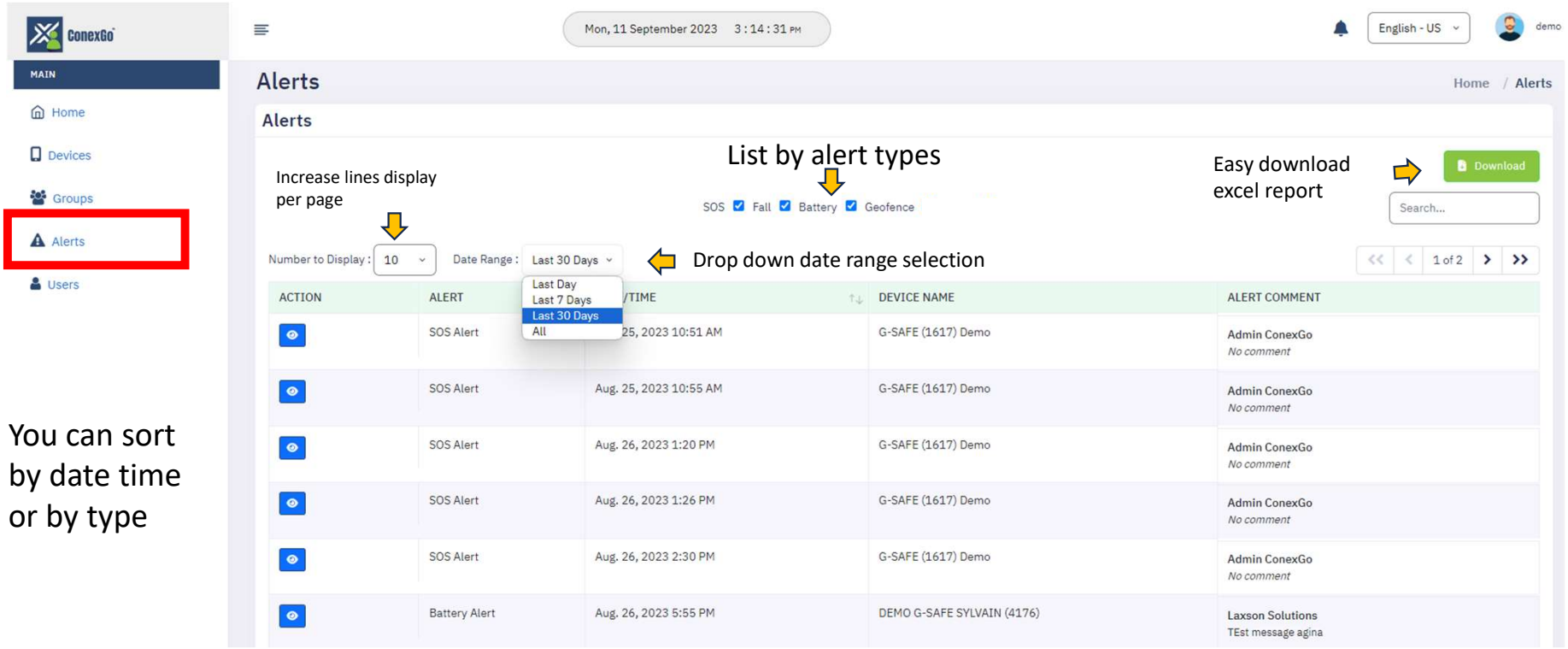
Display of your group

A quick visual display of your units and their status.



Menu ‘Alerts’

List of all account’s alerts

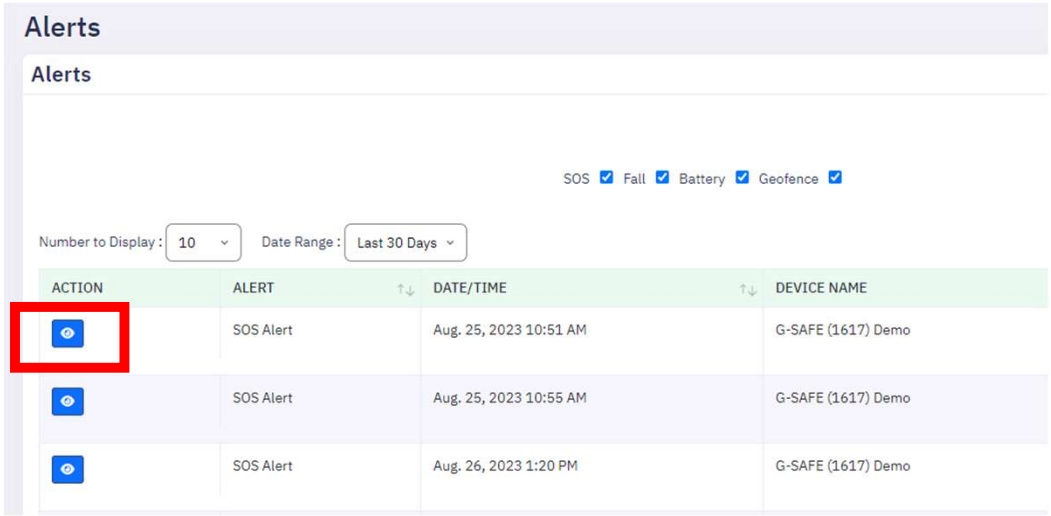


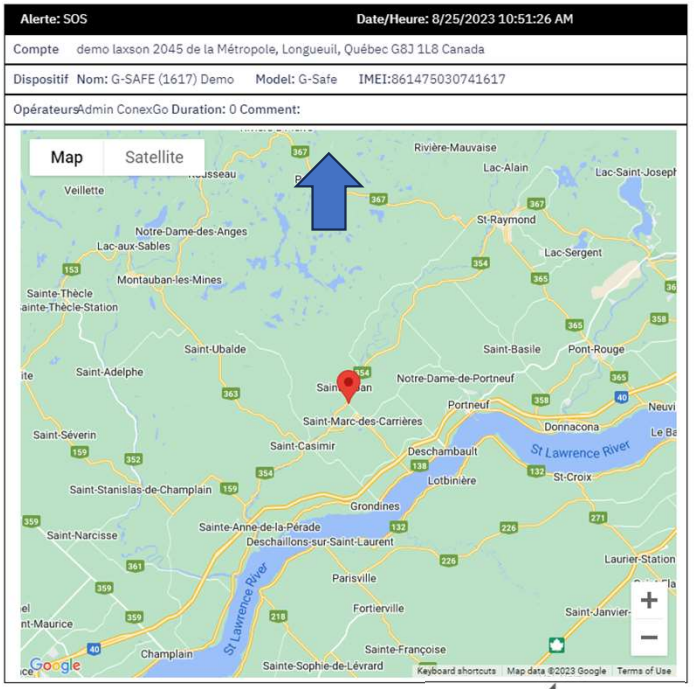
You can sort by date time or by type

Alert visibility

Visibility of a specific alert:

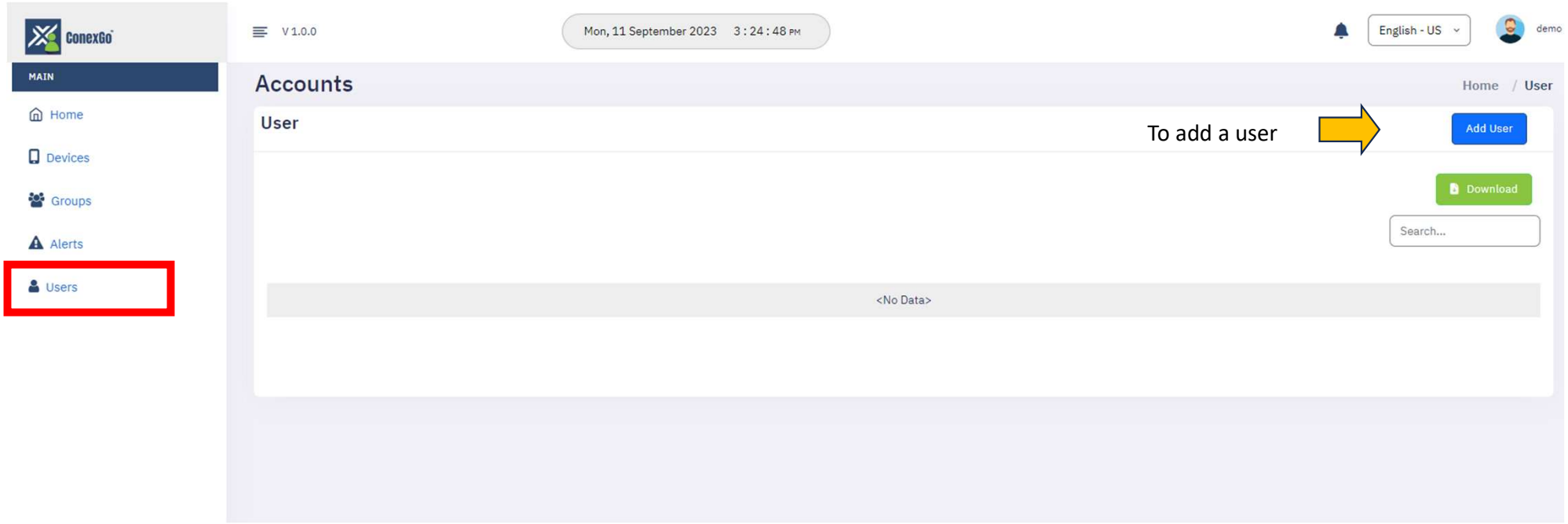
By clicking on the 'blue eye icon' in Action column, this will open a window, detailing the alert and its last external location (if applicable)





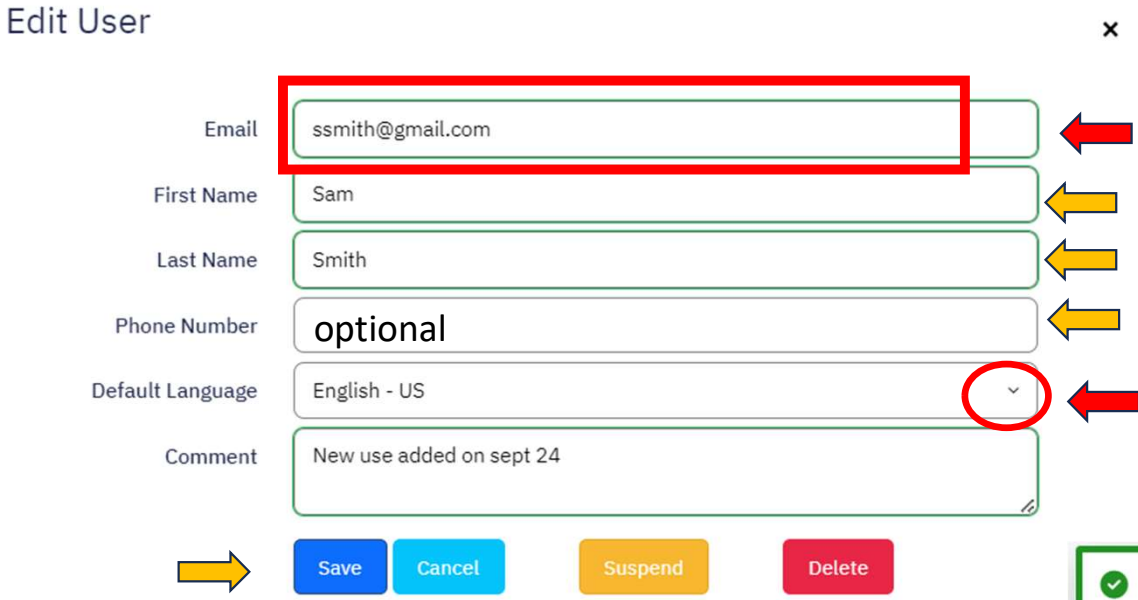
Additional user creation

You can add user(s) for access to the units in your account. Either Admin user and Users (Read-only access with limited rights).



Additional user creation

Add the new user information for login credential. Please note that the email will be used for their user login to the portal.



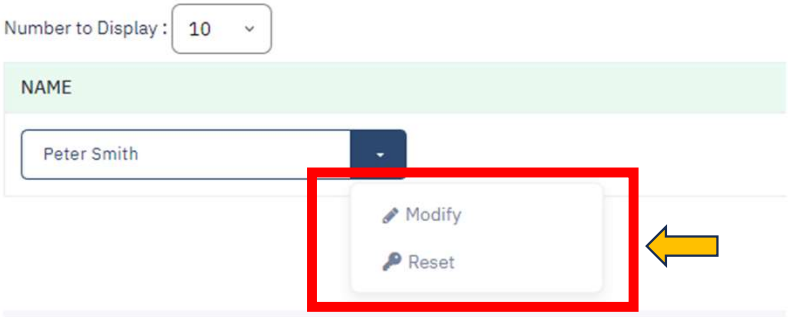
This will be their user login name

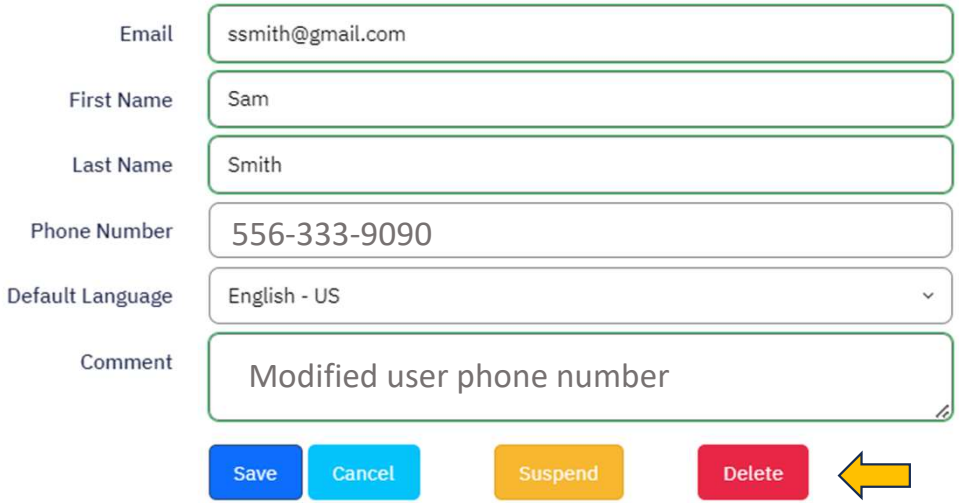
The portal user language selection

Once the new user has been created, it will be listed in the user list. Their default password will be Password123!

Modify users

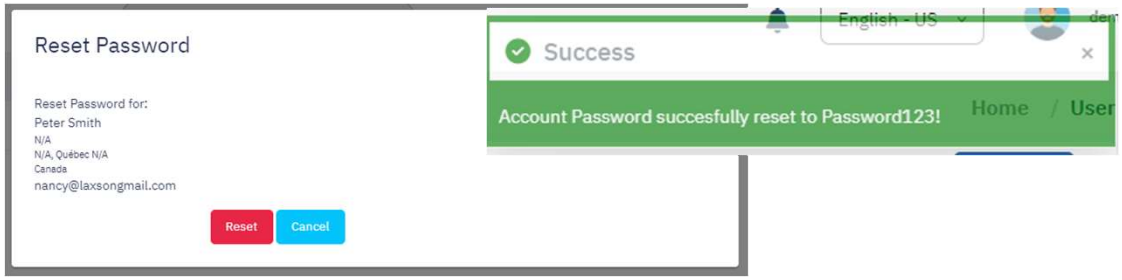
You will be able to modify a user and reset their password at any time.



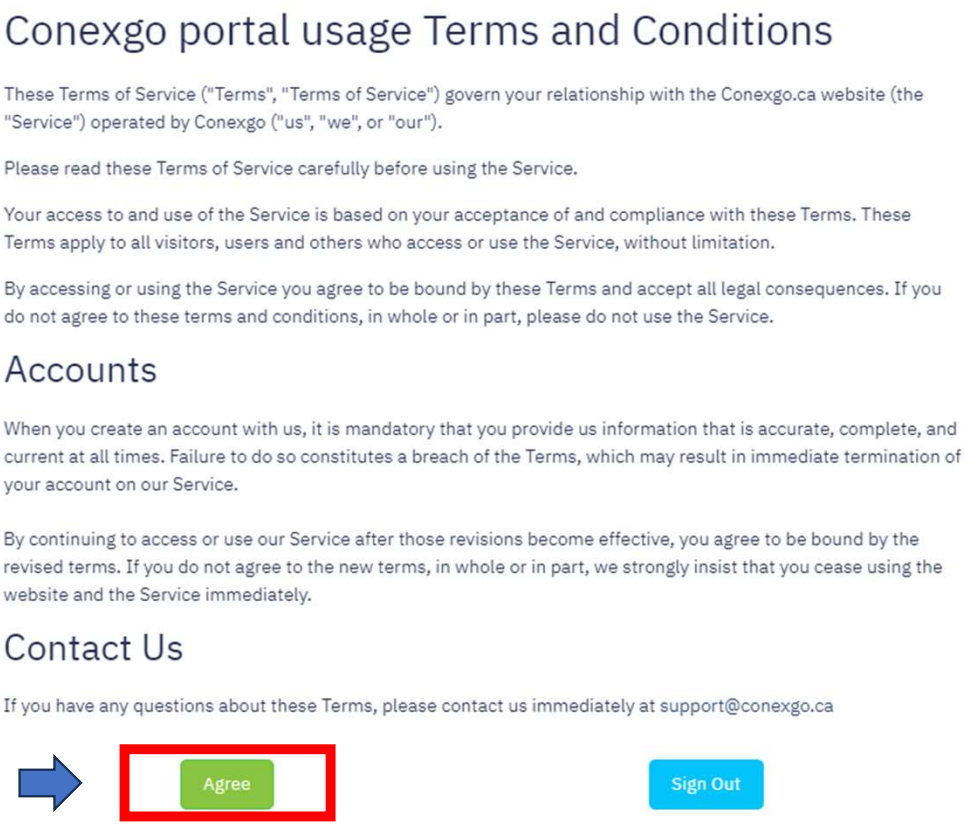


You also suspend or delete the user from here

If you reset an existing user's password, it will reset as Password123!



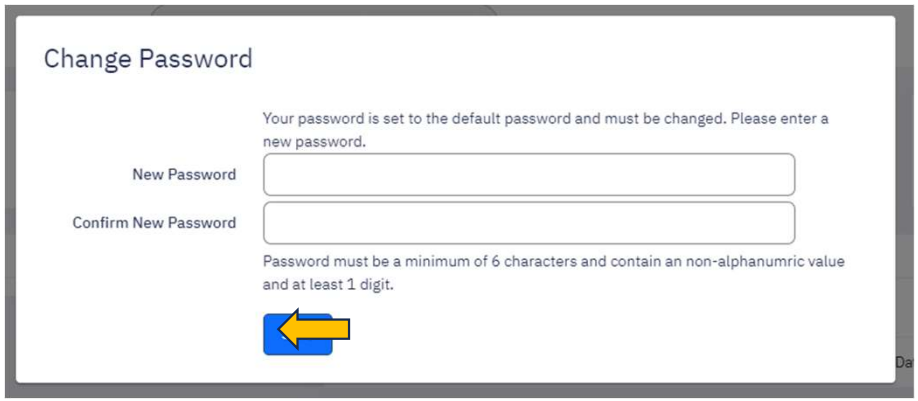
New user access



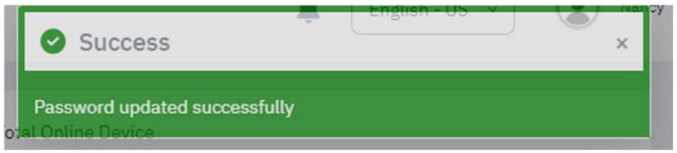
1) When the user first logs in, they must accept the term of use of the portal in order to continue

New user login

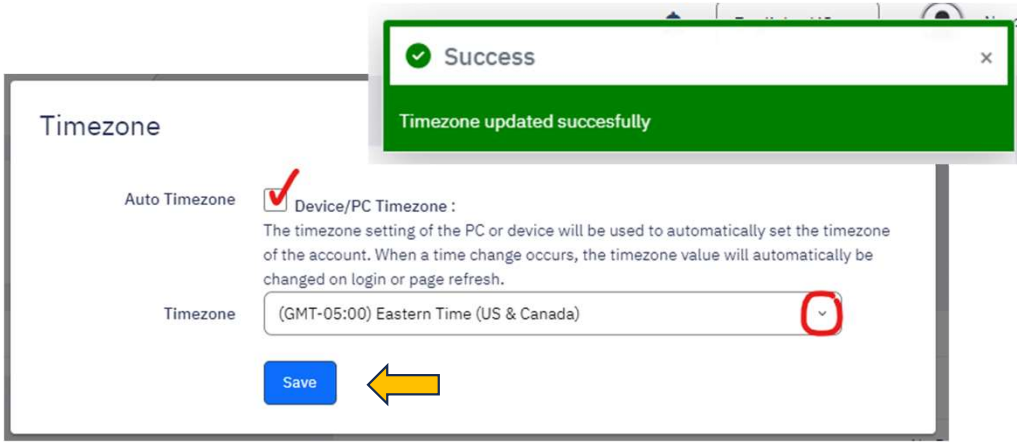
1) New user will be invited to change your password



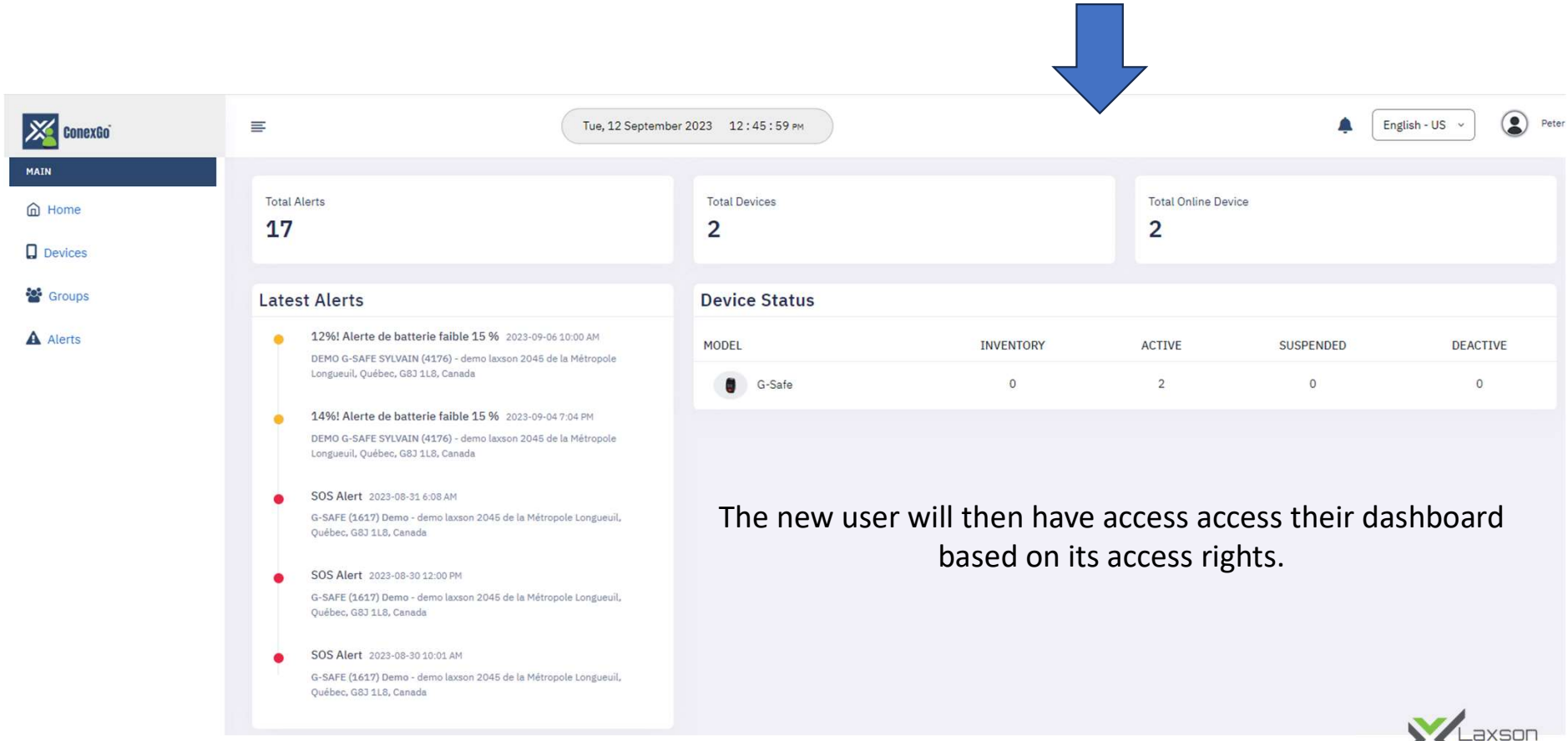
The password must be at least 6 characters long and contain a non-alphanumeric value and at least 1 number.



2) User will need to select their time zone, either click Automatic time zone according to its PC *Recommended or select the time zone of his location. A success message will be displayed once saved.



New user dashboard



The new user will then have access access their dashboard based on its access rights.

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