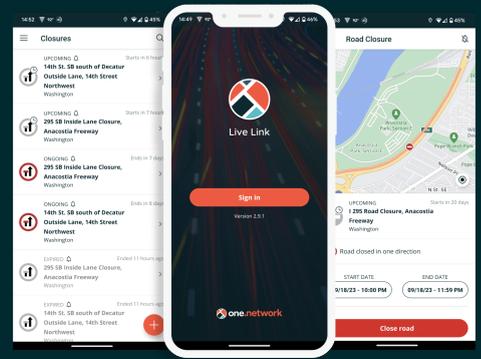# Live Link Mobile App

Live Link Mobile App

The Live Link mobile app allows you to manage lane and road closures from the job site in real-time. This will communicate critical safety information to data consumers (trucking software, connected vehicles, consumer navigation services, etc.) in real-time increasing the safety of the travelling public and road crews.

Information shared via the Live Link app is treated differently by data consumers and is highly trusted. Therefore, **it is critical that the data is entered and maintained accurately and in real-time**. Lanes and roads should be closed as the first traffic channelizing device goes down, and reopened as the last traffic channelizing device comes up.

Live Link will help save lives but to maintain this level of trust, accuracy and timeliness are key. Misusing Live Link, even unintentionally, will result in your closures being ignored by drivers, and may result in some or all of your road agency's closure information being overridden or removed by data consumers.
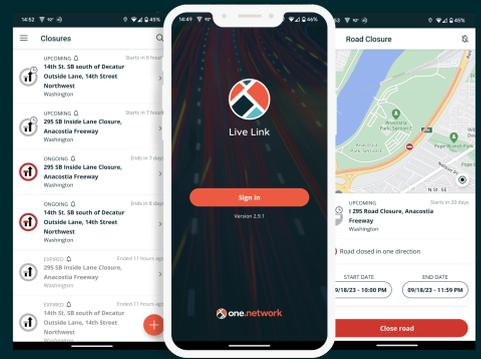
Sign into the Live Link App

1. After downloading the Live Link App from the appropriate source (Apple App Store for iOS or Google Play Store for Android). Open the app & sign in using your username and password.
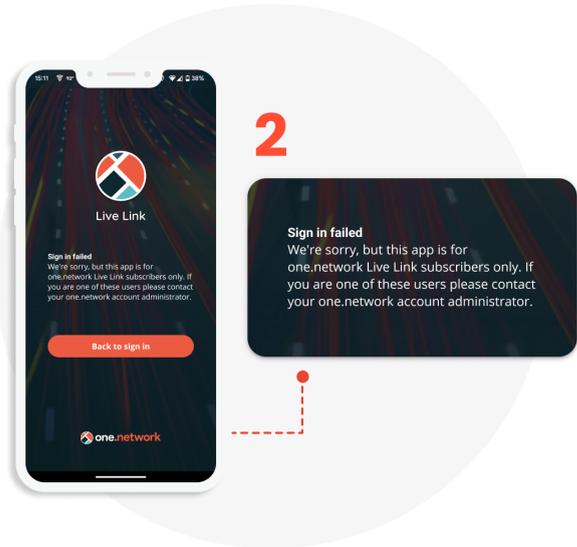
   Note: Your username may be your email address.
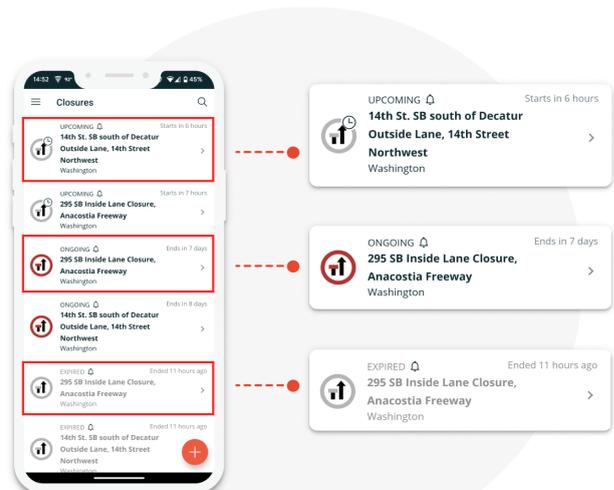
Quick Guide
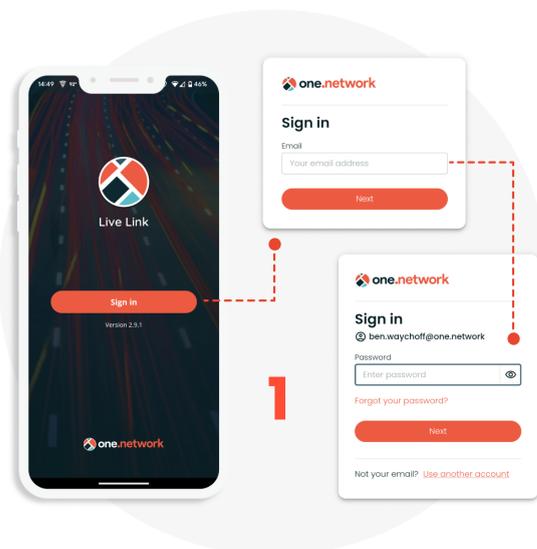
Live Link Mobile App

2. If you receive an error stating the app is for Live Link subscribers only, please speak with your Community Administrator.
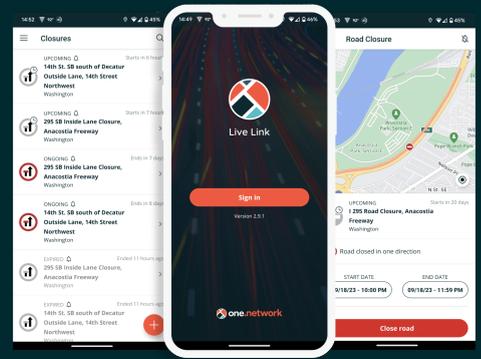
Live Link App Dashboard

On the dashboard you will see a list of all lane and road closures that are upcoming, ongoing, and expired. There are also buttons to access the app menu, search for closures, and create a new closure.

3. An **'Upcoming'** closure is a closure that is scheduled to start (up to 1 month in the future).

4. An **'Ongoing'** closure is a lane or road closure that is closed now, or is scheduled to be closed now but requires manual confirmation.

5. An **'Expired'** closure is a closure that has been reopened, or reached its scheduled end date and time.

For more information get in contact: us.one.network | help@one.network | LinkedIn | Twitter | YouTube

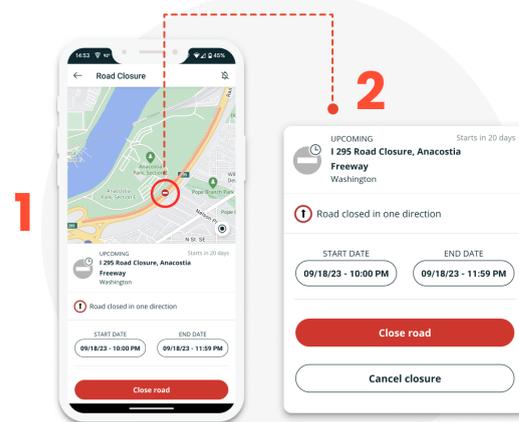# Live Link Mobile App

Activating a Planned Closure

If your closure has been entered into one.network in advance using Plan Share or Traffic Management, all you need to do is activate the closure when the first channelizing device goes down.

To activate a lane/road closure, you will need to be within 200 yards of any part of the closure you are activating (unless geofencing restrictions have been switched off in the settings by the community admin).

1. Tap the closure you wish to activate.

   Tip: You can filter, sort, and search the list of closures. Please see the **Search & Menu Panel** section for more information.

2. Verify the closure location, start date & time, end date & time, and any other closure information.
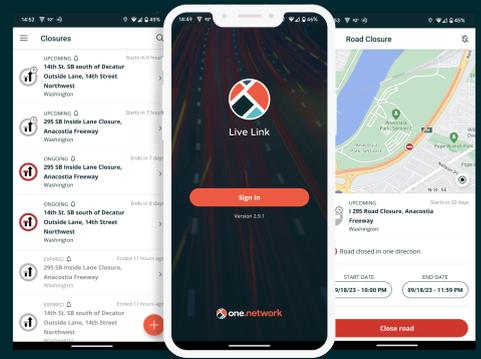

3. If necessary, modify the planned start date & time and the planned end date & time of the closure
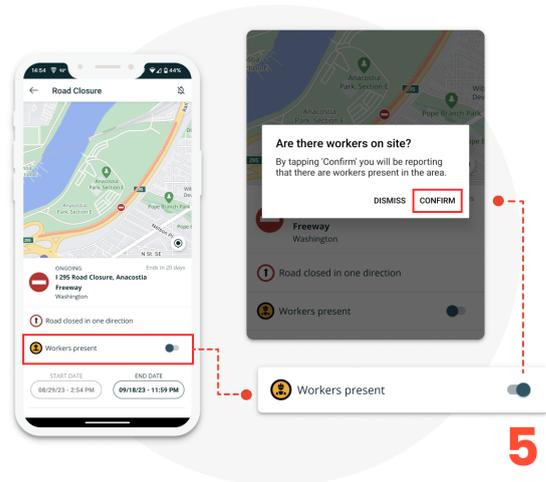
4. Tap **Close Lane/Road**. A message will appear asking you to confirm that you want to close the lane/road. Tap **Confirm**
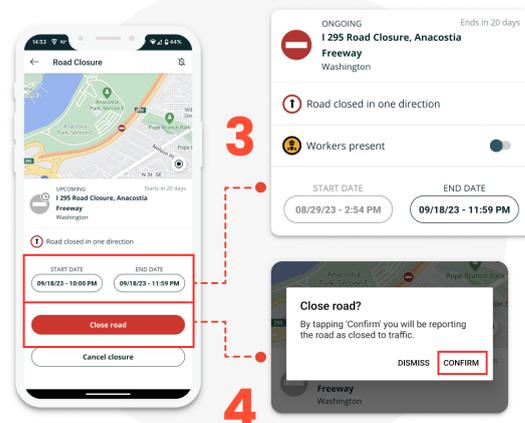
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Live Link Mobile App

5.   If workers are present on the site, toggle the **Workers present** toggle **On**. A message will appear asking you to confirm that workers are present on site. Tap **Confirm**.

The closure and the presence of workers have now been sent to all of one.network's data partners and is being used by their applications. **Do not forget to update the end date and time and worker presence as needed, and to reopen the closure when the last channelizing device comes up!** Please see the **Managing a Closure** and **Reopening a lane/road** sections below for more information.

## Cancelling a Planned Closure

Sometimes it is necessary to cancel a planned closure once you're already on site, without ever activating the closure. When that is necessary, you can cancel it from the Live Link mobile app.

To cancel a lane/road closure, you will need to be within 200 yards of any part of the closure you are cancelling (unless geofencing restrictions have been switched off in the settings by the community admin).
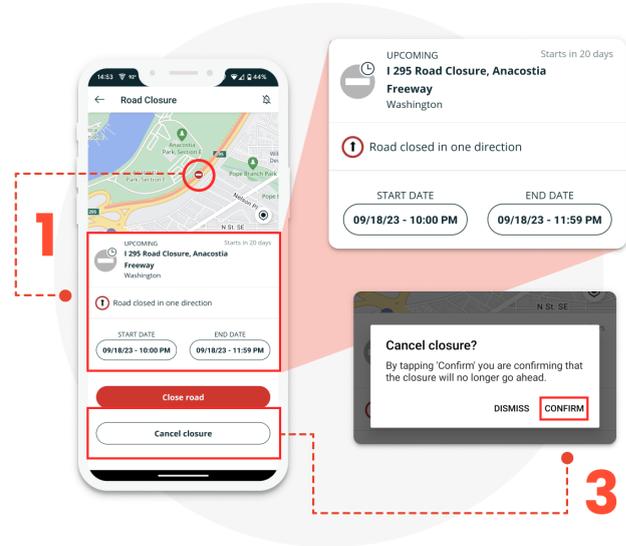
Live Link Mobile App
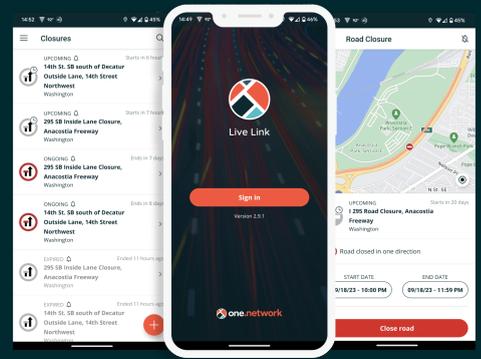
1. Tap the closure you wish to cancel.

   Tip: You can filter, sort, and search the list of closures. Please see the Menu Panel & Search section below for more information.

2. Verify the closure location, start date & time, end date & time, and any other closure information.

3. Tap **Cancel closure**. A message will appear asking you to confirm that you want to cancel the closure. Tap **Confirm**.

   Note: Closures cannot be uncancelled or reinstated. If you cancel a closure by mistake, or later need to close the lane/road, you will need to create a new lane/road closure.
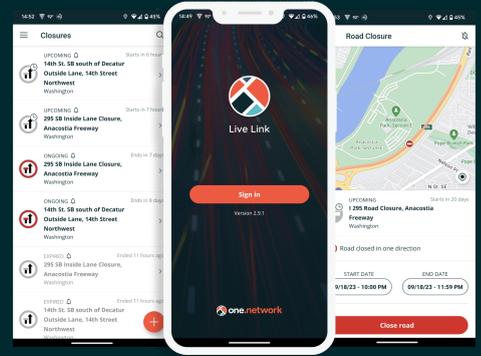

Creating a new Lane/Road Closure

If your closure has **not** been entered into one.network in advance using Plan Share or Traffic Management, then you will need to create the closure using the Live Link mobile app.

To create a lane/road closure, you will need to be within 200 yards of the lane/road you want to close (unless geofencing restrictions have been switched off in the settings by the community admin).
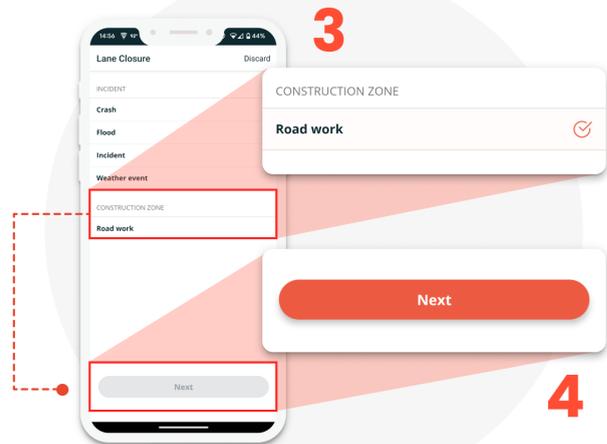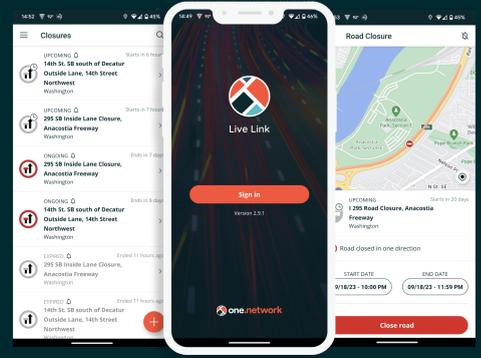
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1. Tap the **+** sign in the bottom right hand corner.

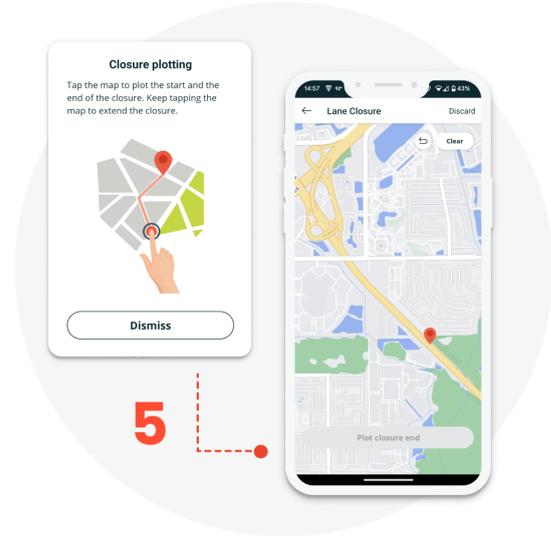2. Select **'create lane closure'** or **'create road closure'**

3. For road work, select the **'Road work'** option under **'Construction zone'**. Otherwise, select the appropriate Incident type.

4. Tap **'Next'**
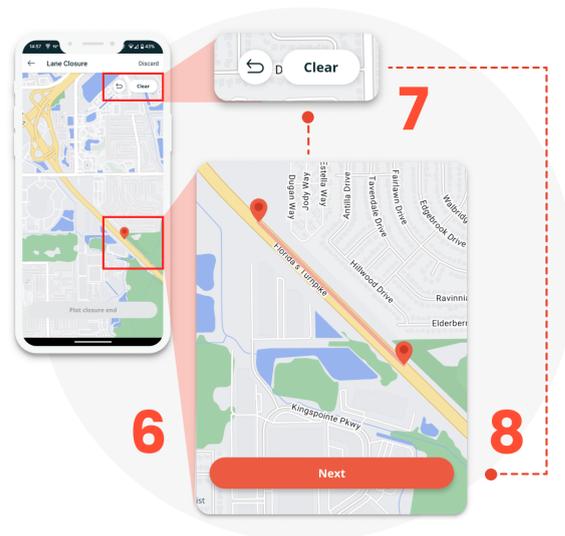
Live Link Mobile App

5. You will be reminded on how to plot a closure in Live Link. Once you have read the reminder, tap **Dismiss**.
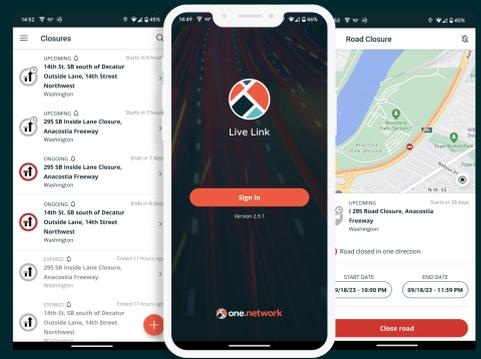

6. Tap the map to plot the start point of the closure and tap again where you want to plot the end point.

7. You can tap the undo arrow to clear the last point you plotted, or tap Clear if you want to redraw the entire closure.

    Tip: Zoom in the map by pinching to ensure you are setting the correct start and end points.
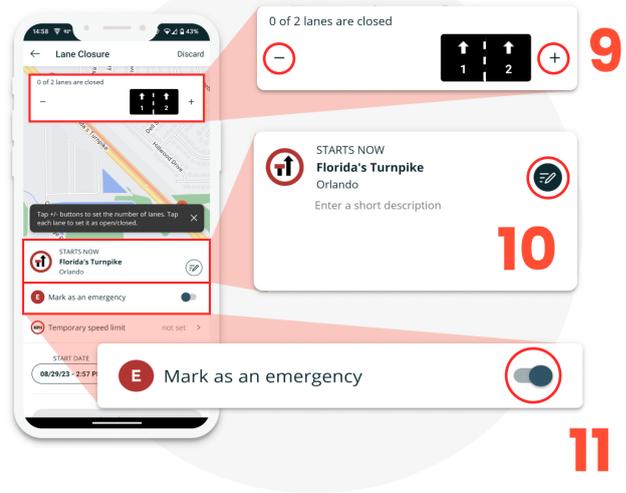
8. Tap **'Next'**.

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9. If you are creating a lane closure, select the lanes that are being closed (click the + or − sign to add/ remove lanes).

10. Enter a description by clicking on the pen/paper sign.

11. Only select 'Mark as an emergency' if truly an emergency. Please follow the road agency's instructions on what qualifies as an emergency closure.

12. If you are creating a lane closure,

   ○ Tap 'Temporary speed limit' if you need to set a temporary speed limit.

   ○ Select the speed limit

   ○ Tap the back arrow.
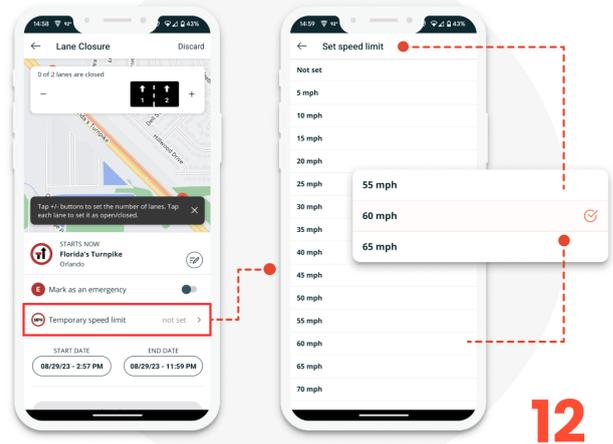
Live Link Mobile App
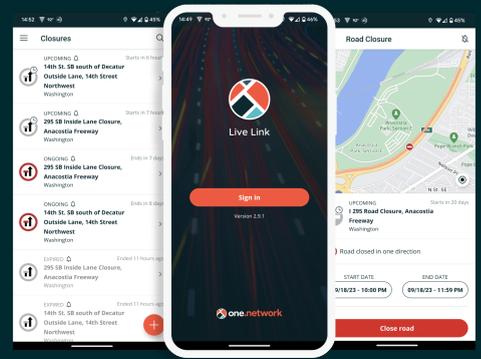
13. If you are creating a road closure on a non-divided roadway, toggle 'Close road in both directions' to **On** if you are closing the road in both directions. If you are only closing the road in one direction, keep this toggled **Off**.
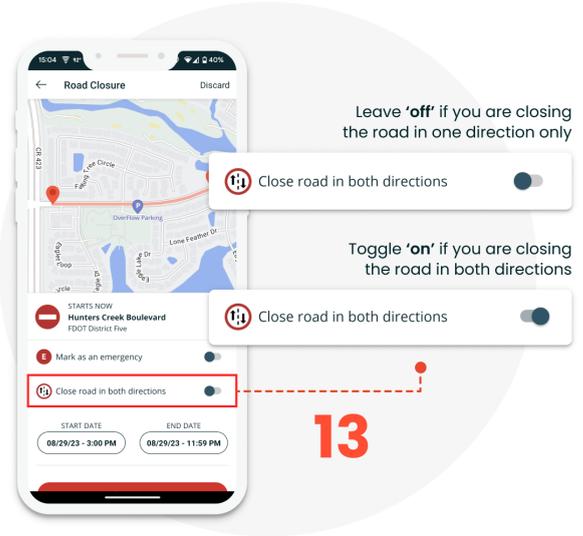

14. If the closure is not an emergency, enter the start date and time. If the closure is an emergency, you will not be able to change the start date or time.

    Note: Future start dates and times cannot be entered in the Live Link mobile app. Future closures can be entered using Plan Share or Traffic Management.

15. Enter the end date and time. Tap '**Close lane/road.**'

16. A message will appear asking you to confirm that you want to close the lane/road. Tap **Confirm**.
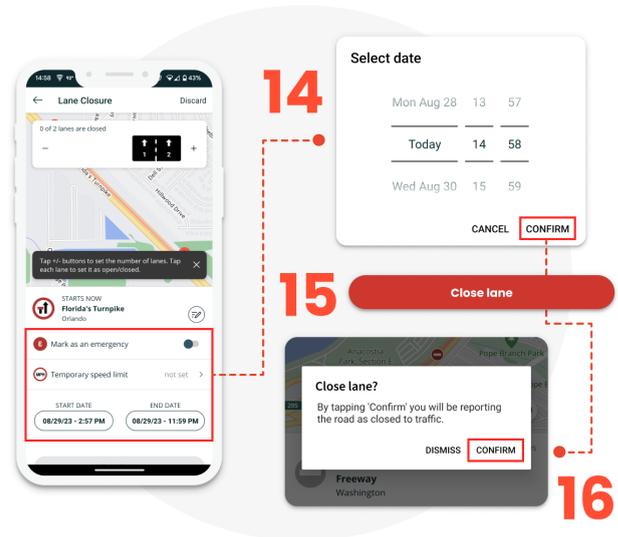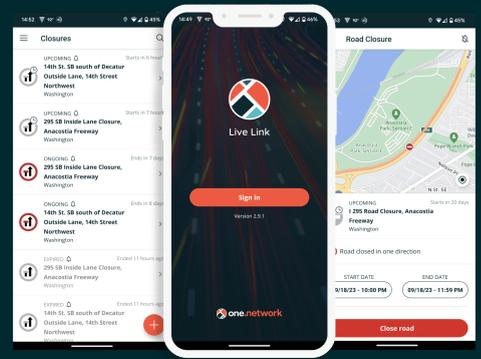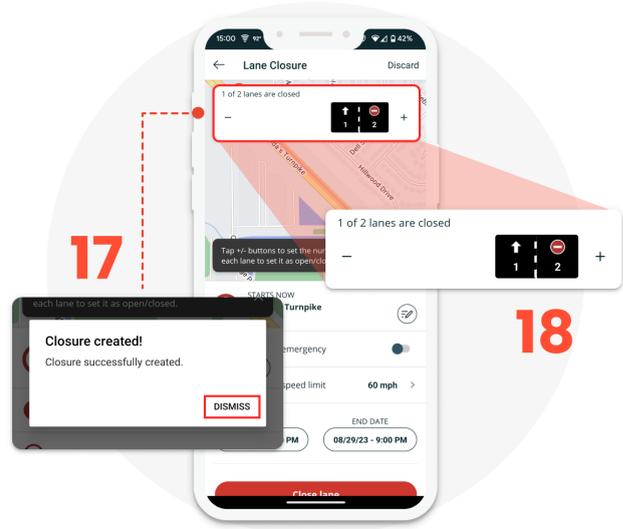
17. A confirmation message will appear on the screen letting you know your lane/road closure was successfully created and is now in effect. Tap **Dismiss**.

18. The lane/road closure will now appear in the list of closures on the home page dashboard.

    Note: Workers present is automatically toggled on when creating a closure in the Live Link mobile app.


The closure and the presence of workers have now been sent to all of one.network's data partners and is being used by their applications. **Do not forget to update the end date and time and worker presence as needed, and to reopen the closure when the last channelizing device comes up!** Please see the **Managing a Closure and Reopening a lane/road** sections below for more information.

Search & Menu Panel

Your organization may be responsible for a large number of closures, which means a long list of closures in the Live Link app dashboard. To help you find your closures quickly, the Live Link mobile app has options to Search, Filter, and Sort the list of closures on the Live Link app dashboard.
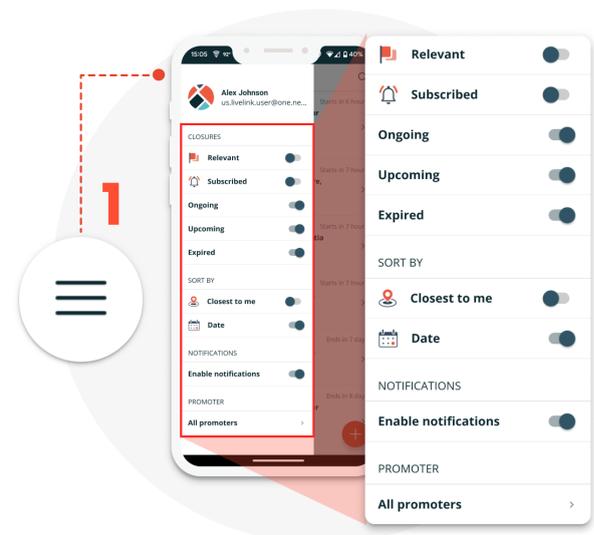
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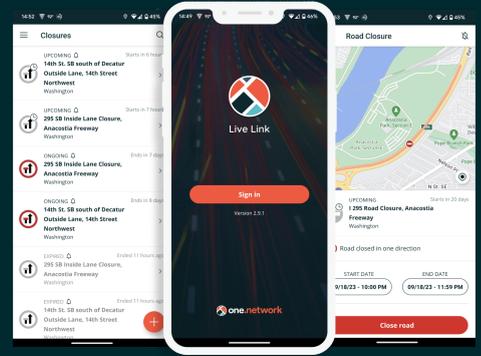
Search

1. On the Live Link app dashboard, tap the magnifying glass in the upper right corner to search.

2. As you type, the list of closures will be filtered to the relevant search results.
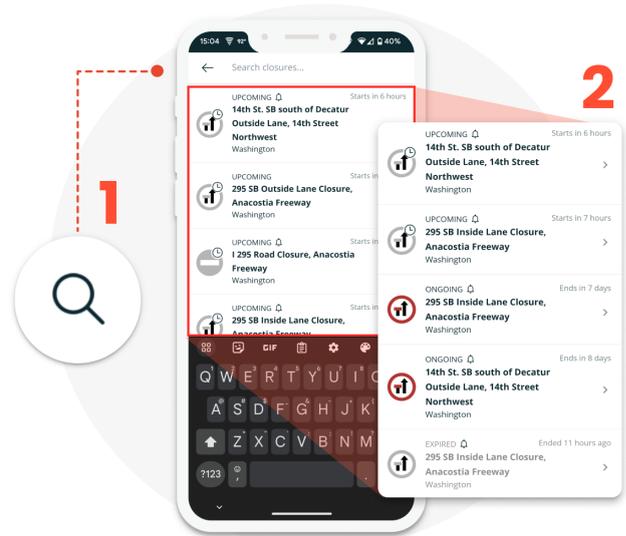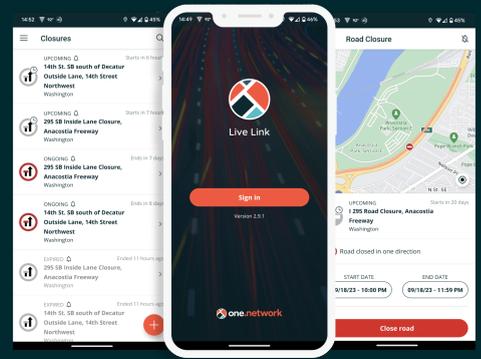

Filters

1. On the Live Link app dashboard, tap the 3 lines in the upper left corner to bring up the Menu Panel.

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2. The following filters can be toggled on or off as desired:

A. **Relevant**: Displays closures that are up to 7 miles away and either need to be closed or opened within the next 2 hours.

B. **Subscribed**: Displays closures that you have subscribed to receive notifications for.

C. **Ongoing**: Displays closures that are closed now, or are scheduled to be closed now but require manual confirmation.

D. **Upcoming**: Displays closures that are scheduled to start (up to 1 month in the future).

E. **Expired**: Displays closures that have been reopened, or have reached their scheduled end date and time.

F. **Promoter**: Displays the closures from the selected organization.
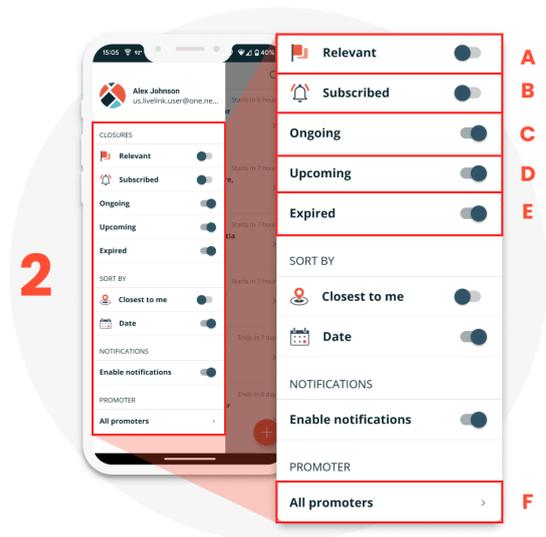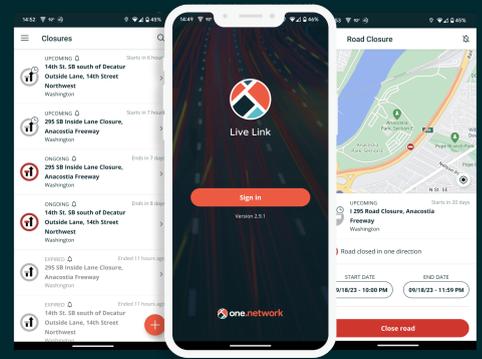
Sorting

1. On the Live Link app dashboard, tap the 3 lines in the upper left corner to bring up the Menu Panel.

2. The closure list can be sorted the following ways. Only one sorting option can be used at a time.

   - **Closest to me:** Sorts the closure list based on distance to your location, with the closest closures to you at the top of the list

   - **Date:** Sorts the closure list based on when a road/lane needs to be closed or opened, with the closures scheduled to close/open at the top of the list

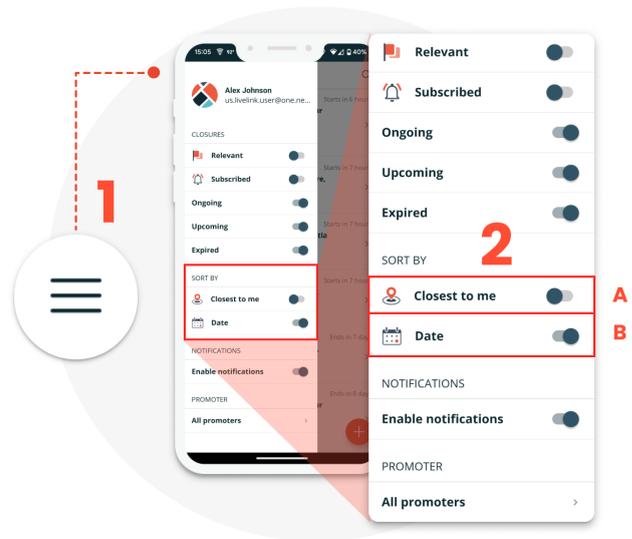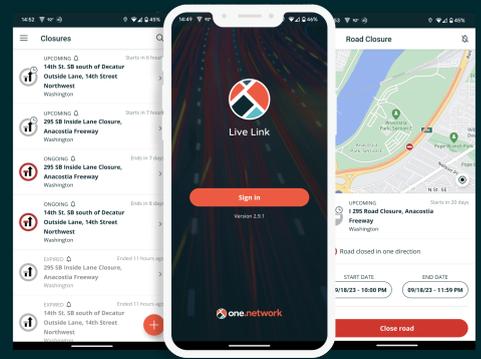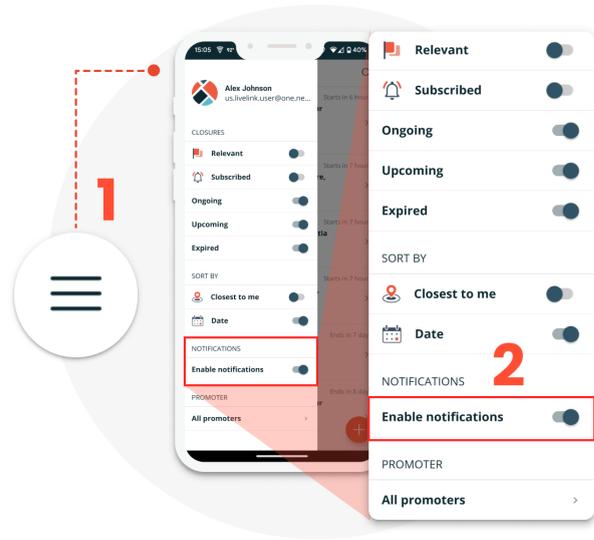## Notifications

1. On the Live Link app dashboard, tap the 3 lines in the upper left corner to bring up the Menu Panel.

2. In the Menu Panel, there is also an option for enabling notifications. The Live Link mobile app will provide you the following notifications for all closures you have subscribed to:

   - The closure is scheduled to start in 30 minutes

   - The closure has been started

   - The closure is scheduled to end in 30 minutes
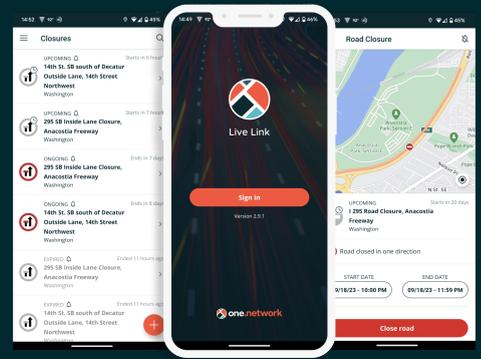
   - The closures has ended

For more information on how to subscribe to notifications for a closure, please see the **Managing a Closure** section.

It is strongly recommended that you keep notifications enabled. These notifications are designed to help you manage your closures in a timely manner, which maintains the trustworthiness of the closure information you are providing to data consumers.

Managing a Closure

By tapping a closure in the list of closures on the Live Link dashboard, you can subscribe to notifications for that closure, and update information about that closure to match the onsite reality. It is important to ensure the information about a closure is kept up to date so data consumers have the latest information.


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1. Tap the bell icon in the upper right corner to either subscribe or unsubscribe to notifications for the closure.

   Note: You will automatically be subscribed to any closures you activate and any closures you create. It is strongly recommended that you subscribe to, or remain subscribed to, any closures you are working on.

2. For an active closure, you can toggle Workers present on or off. If workers are present on the site, this should be switched on. If workers are not present on the site, this should be switched off.

3. Tap the end date & time to update the end date & time. It is important to update this if the closure will be extended past the scheduled end date and time.
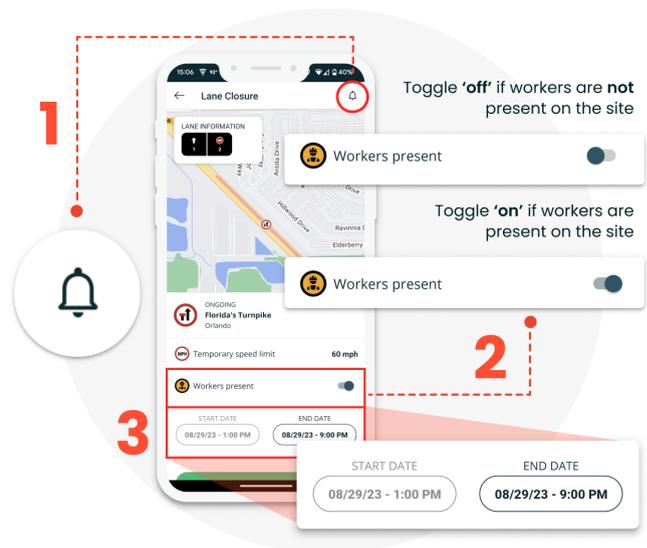
## Reopening a Lane/Road

Just like letting people know that a lane or road is closed, letting them know that the lane or reopened is important to maintaining the trust of the data you are providing.

To reopen a lane/road, you will need to be within 200 yards of any part of the closure you are reopening (unless geofencing restrictions have been switched off in the settings by the community admin).

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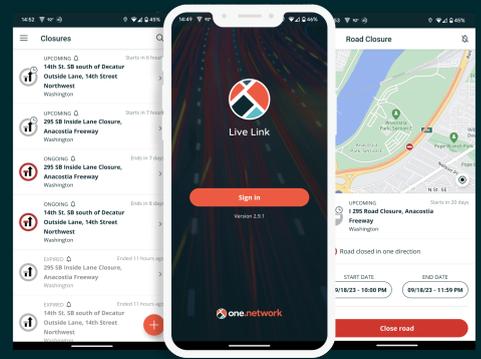
1. Tap the closure you wish to reopen.

   Note: Tip: You can filter, sort, and search the list of closures. Please see the **Search & Menu Panel** section for more information.
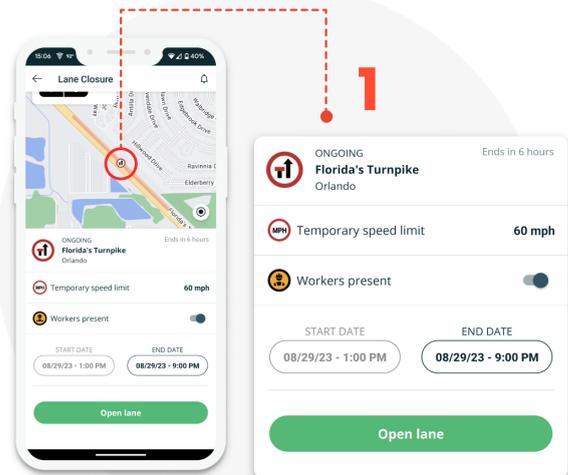
2. Verify the closure location, start date & time, end date & time, and any other closure information

3. Tap **Open Lane/Road**. A message will appear asking you to confirm that you want to open the lane/road. Tap **Confirm**.
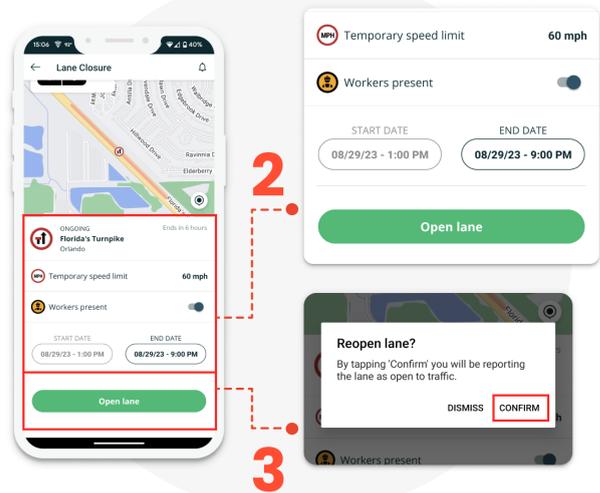
The reopening of the closure has now been sent to all of one.network's data partners and is being used by their applications.

Note: Reopened closures cannot be reclosed. If you reopen a closure by mistake, or later need to close the lane/road again, you will need to create a new lane/road closure.

For more information get in contact: us.one.network | help@one.network | LinkedIn | Twitter | YouTube

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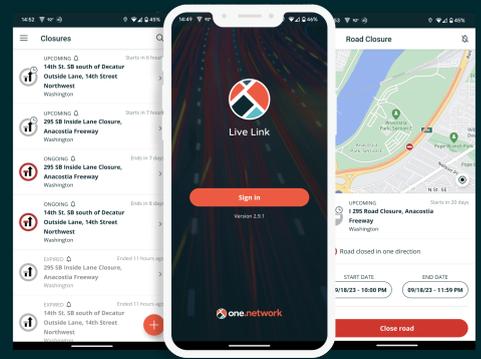
Troubleshooting Device Issues

The Live Link mobile app is designed for and tested on a variety of smartphones and tablets. However, should you run into any issues, please go through the following steps, as these will solve most issues that users of the Live Link mobile app encounter. If you are using a device issued to you by your employer, please go through these steps with your IT team. If you are unsure of how to complete any of the following steps, please refer to your device manufacturer's documentation for specific instructions.

Steps	Instruction
1	Ensure the Live Link app is up to date.
2	Ensure the device operating system (OS) is up to date.
3	Ensure the device's cellular service, Wi-Fi, and Bluetooth services are turned on
4	Ensure Location Services is turned on, including any high-accuracy settings (such as Wi-Fi scanning or Bluetooth scanning)
5	Ensure Live Link has permission to use the device's precise location.
6	Ensure any battery saving modes are turned off
7	Make sure your device has a clear view of the sky in multiple directions. Radio signals (such as those from GPS satellites) can be easily blocked by buildings, trees, overpasses, vehicle roofs, etc.