SAFEGUARD CLIENT GUIDE

The Safety App

Getting started, sending a mobile panic to our control room, cancelling it, and seeing your properties and alarms.

= where to tap

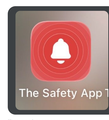
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1 STEP ONE

Download the app

The app is called **The Safety App**. You can find it on the Apple App Store or the Google Play Store.

Tap the button for your phone to go straight to it.



The app icon on your phone.

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2 STEP TWO

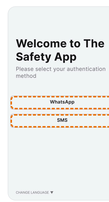
Choose WhatsApp or SMS, and enter your number

When you open the app, you are asked to verify your login. Choose **WhatsApp** or **SMS**.

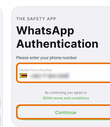
Enter your mobile number and tap **Continue**.

IMPORTANT

The number must be that of a **registered keyholder** on a client account with Safeguard. Any other number will not work.



Choose WhatsApp or SMS.



Enter your number, then Continue. Number blurred.

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3 STEP THREE

Enter your one-time PIN

A 6-digit code (OTP) is sent to you by WhatsApp or SMS. It can sometimes take a little while to arrive.

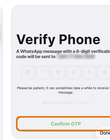
Enter the code and tap **Confirm OTP**.

CODE NOT WORKING?

Call our office line and ask to speak to our **Faults department**. They can generate an OTP for you over the phone.



The code arrives. Enter it in the boxes. Code and number blurred.



Then Confirm OTP.

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4 STEP FOUR

Register your details

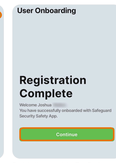
Once you are logged in, a registration page appears. Fill in your **key details** and your **medical information**.

This helps our responders identify and assist you in an emergency.

When registration is complete, tap **Continue**.



Fill in your details, then Next. Personal details blurred.



Registration complete. Tap Continue.

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5 STEP FIVE

Your app: four tabs

After registration you see the app itself. Along the bottom are four tabs.



The four tabs along the bottom.

Mobile Panic
Send a panic signal to our control room. See Steps 6 and 7.

Properties
The properties linked to your registered cell phone number. See Step 8.

Alarms
Emergency signals our control room has received for your properties. See Step 9.

Profile
Manage your personal details. See Step 10.

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6 STEP SIX

Send a mobile panic

On the **Mobile Panic** tab, press the big round **SOS** button.

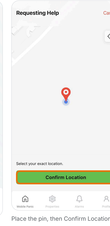
Confirm your location with the pin, then tap **Confirm Location**.

WHAT HAPPENS NEXT

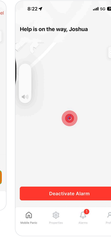
Your alarm goes through to our **control room** and to the **nearest responder** by auto dispatch.



Press SOS.



Place the pin, then Confirm Location.



Help is on the way.

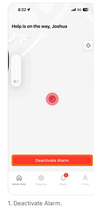
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7 STEP SEVEN

Cancel a panic

If you need to cancel, tap **Deactivate Alarm**.

Select **your password**, then the **reason** for cancelling, and confirm with **Deactivate**.



1. Deactivate Alarm.



2. Your password. Blurred.



3. The reason.



4. Deactivate.

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8 STEP EIGHT

Properties

Under the **Properties** tab, you see the properties linked to your registered cell phone number.



Your properties. Addresses blurred.

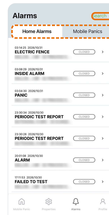
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9 STEP NINE

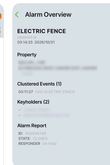
Alarms

Under the **Alarms** tab, you see the emergency signals our control room has received for your properties: home alarms and mobile panics.

Tap **Search** to filter by **property**, **type** and **date range**. Tap an alarm to see its details.



Search to filter. Names and addresses blurred.



Tap an alarm for its details.

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10 STEP TEN

Profile

The **Profile** tab is where you manage your personal details.

KEEP IT UP TO DATE

Your details help our responders identify and assist you in an emergency.

THE SAFETY APP Download → Verify → Register → SOS when you need us