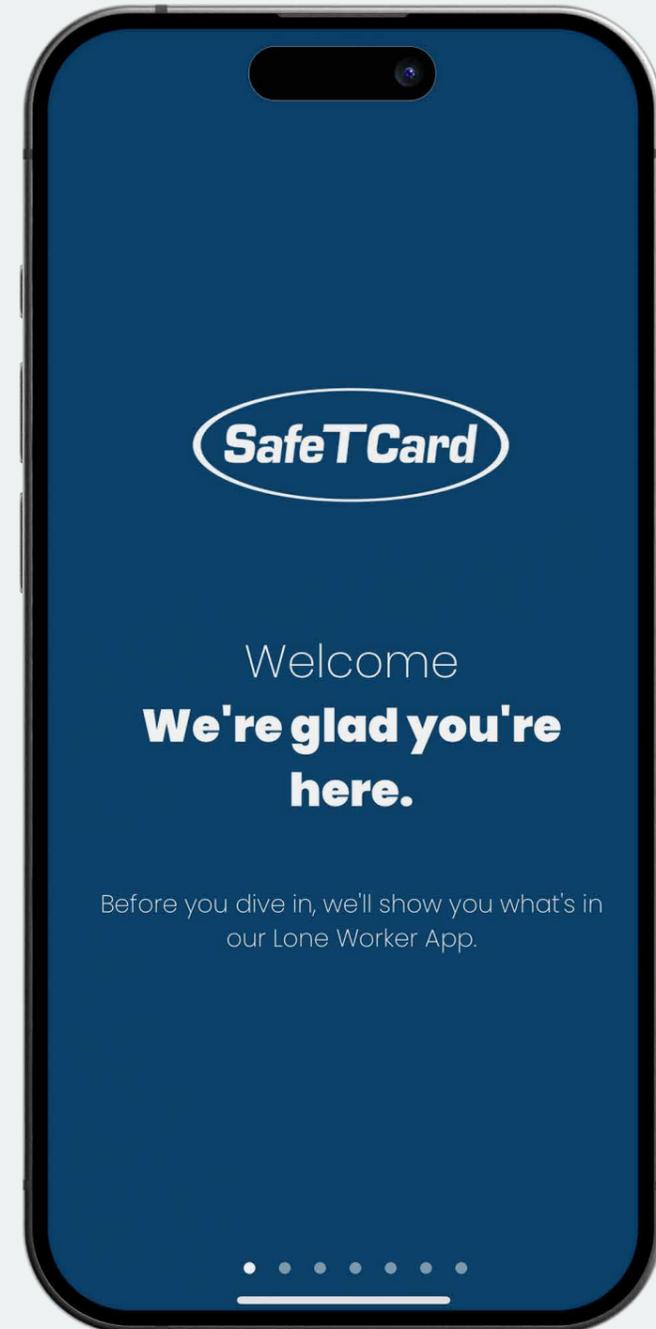


# The SafeTCard App.



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## About the SafeTCard App.

At SafeTCard, we understand the importance of keeping lone workers safe and protected, and we understand the complexities and challenges that lone working presents.

That's why our SafeTCard App is built and made to work around lone workers, to ensure you can do your job safely and without extra hassle.

The app transforms your smartphone into a lone worker safety device, and provides extra protection and reassurance in your day-to-day role.

The SafeTCard app is available for you to access and download from the App Store and Google Play. We have prepared this concise guide to help you navigate the app and understand its features in more detail.

## Location and fitness data.

Locations are collected in the background when you use the app and are used to help us find you in the event of an SOS alarm being raised. This is only visible to authorised members of your organisation and our ARC operators, to send a rapid response in the event of an emergency.

When prompted ensure the app can access your device's location. Press Change to "Allow all the time" to visit this setting in your device's permissions and then choose the "Allow all the time" option in your phone's settings.

Fitness data is used to identify when you are moving. When you stop moving, we stop collecting location data to preserve battery levels. Please tap "Allow" to enable this setting when prompted.

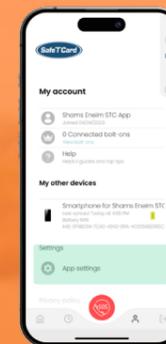


### Top tip.

When you have finished lone working simply press [→] in the navigation to log out. Once you have logged out your device's location will no longer be collected.

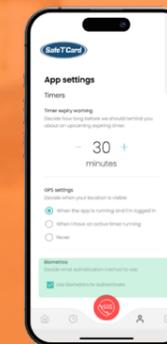
## How to enable biometrics.

Our new app supports logging in with fingerprint ID or face recognition, if available on your device. Please note if these login methods do not recognise you, the app will allow you to log in with your PIN.



### STEP 1

To enable or disable biometrics for logging in go to **Account**, then **App settings**.



### STEP 2

In the biometrics section select the checkbox next to **Enable biometrics to authenticate** to enable your device's biometrics options.



### STEP 3

Please also ensure your device has fingerprint or face recognition login enabled in your phone's settings.

## What's in the SafeTCard App?

We understand that when you're on the go, you need an app that is easy to use and lets you get the job done.

1

Enhanced security with biometrics to log in for quick and convenient access. Lone workers are able to access the app seamlessly and quickly when working or during emergencies.

2

Clear and clean user interface for an intuitive and user-friendly experience with new and improved navigation, workflows, and design.

3

Double-tap the SOS button to immediately engage in two-way audio communication with the ARC. Your phone will vibrate when a call is connected to the ARC, providing you with peace of mind that an operator is actively listening in on the situation.

4

Emergency mode with real-time information and updates, so you know what's going on in the event of an urgent situation or emergency.

5

Easy to use, respond to, and keep track of ongoing lone workers sessions.

6

Accessibility high contrast mode setting for more visibility and contrast within the navigation and wider app. Simply turn this setting on/off through App Settings or the accessibility tab on the login or registration screens.

7

The Bluetooth Switch enables fall detection and lets you quickly raise an alert, by double-tapping the button in quick succession within a second. This feature seamlessly connects you to the ARC and activates two-way audio on your phone through the app, eliminating the need to unlock your phone to raise an alert.

# Easy two-way communication.

## What is two-way communication?

Our two-way communication feature is designed to enable real-time communication between lone workers and operators in our Alarm Receiving Centre. This ensures that lone workers can get the support, assistance, and guidance they need in an emergency.

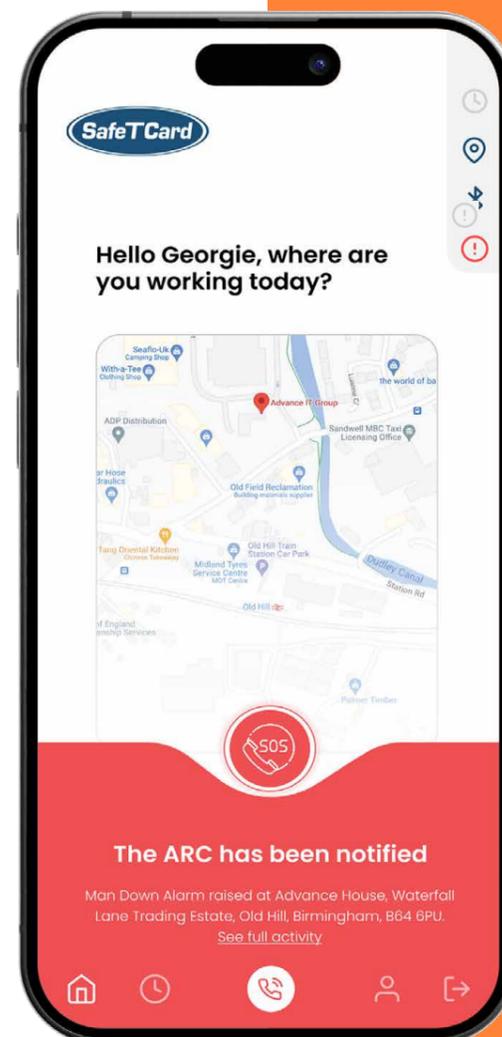
## How it helps.

**Lone workers:**  
**Easily get assistance and guidance in the event of an emergency**

**Alarm Receiving Centre:**  
**Communicate seamlessly with lone workers to get a better understanding of their needs so that they can quickly assess the situation, provide immediate assistance, and make informed decisions faster than ever before.**

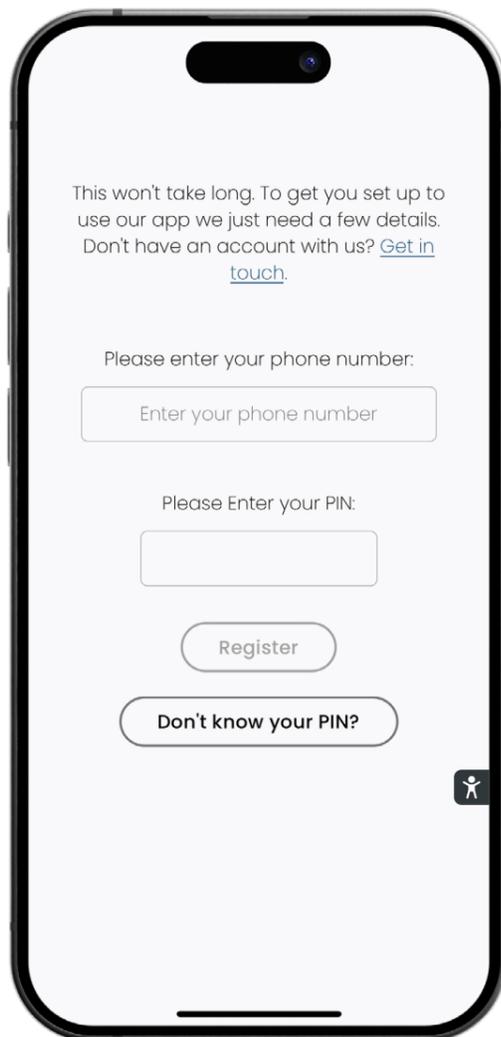
## How does it work?

When you trigger an emergency SOS alert, the SafeTCard App launches the emergency mode sequence. The app will attempt to connect a call directly with an operator so you can update them on your situation or emergency.



# Registration and logging in.

Easy registration and login so you can get started with your day or job.



## How to register.

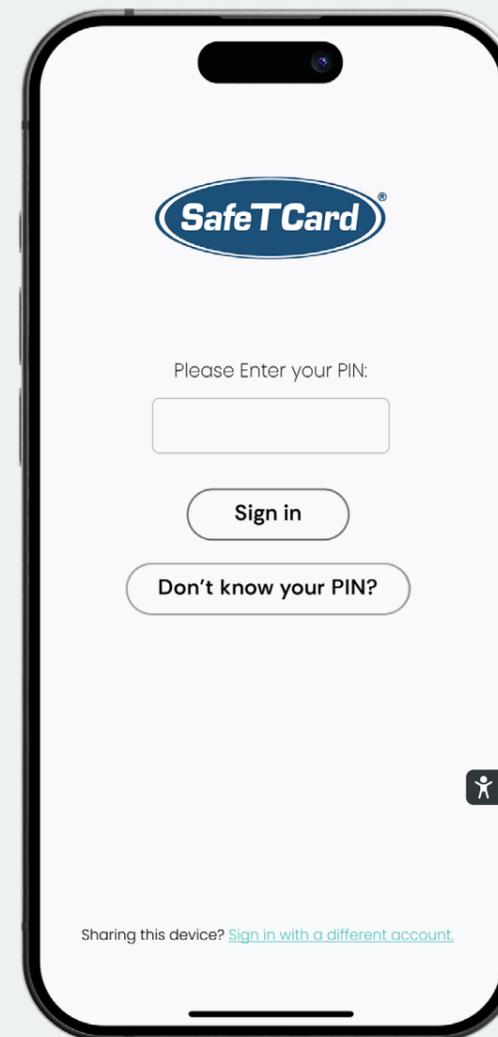
1. Enter your phone number that is already connected to SafeTCard's system.
2. Enter your SafeTCard PIN.
3. Click **Register**.
4. You will then receive a verification code by SMS. Enter the code or copy and paste it into the field, then press **Confirm** to finish

## Can't remember your PIN?

Click the **Don't know your PIN** button and enter your phone number, to have your PIN sent to you by text.

### Top tip.

High contrast mode improves visibility in the app. Use the  tab on the registration or login screen to turn on/off high contrast mode, or visit App settings.



## Login.

After you have registered your device, you can log in to use the app with either your SafeTCard PIN or use biometrics (configured in device settings).

## Setting up biometrics.

You can use fingerprint ID or face recognition to log in (if available on device).

1. To enable or disable biometrics for login go to **Account** by pressing  then **App settings**.
2. In the biometrics section select the checkbox next to **Enable biometrics to authenticate** to enable your device's biometrics options. Please also make sure your device has fingerprint or face recognition login enabled in your phone's settings. To turn off biometrics simply untick the checkbox in **App settings**.

Please note if these login methods do not recognise you, the app will allow you to log in with your PIN.

## The menu and home screen.

An intuitive home screen to keep track of lone working activities such as timers, location, and notifications.

### Active lone worker sessions.

- See how you have left an active lone worker session quickly and easily.

### Health check bar.

- Keep track of all key notifications and settings with the new health check bar. Here you can find important settings for bolt-ons, GPS locations and see if you have any active sessions or warnings.

### The menu.

- Simple and easy-to-navigate menu so you can find everything you need quickly.



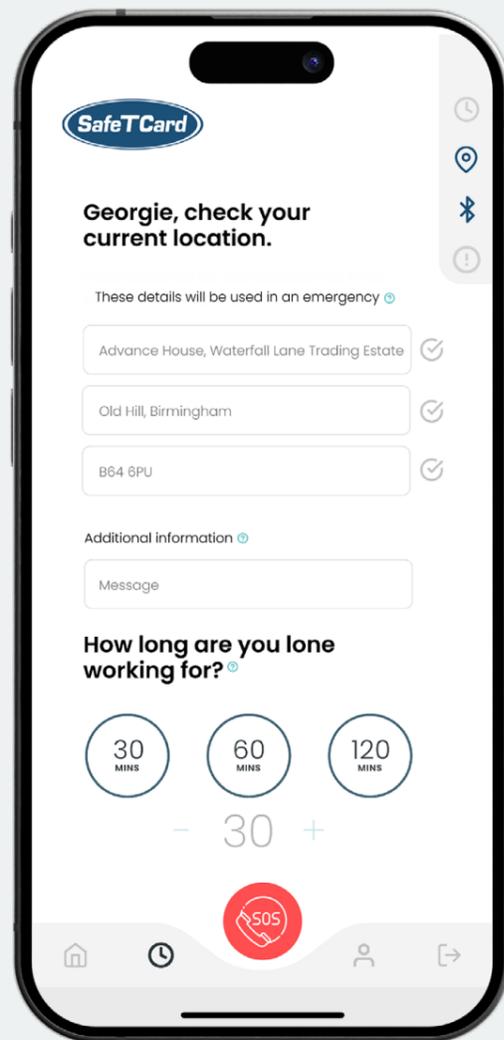
## Notifications in the health check bar.

- Your timer is set and will expire at 12:02 pm.
- There are no active timers.
- Your location is currently visible.
- Your location is currently not visible.
- Bolt-on paired.
- Bolt-on registered but not paired.
- No bolt-ons registered.
- No warnings
- (Warning details)

## What to do in an emergency.

- Press the red SOS button twice to raise an alert. Your app will go into emergency mode.
- If at any time during the alert, you need to speak to an operator from the Alarm Receiving Centre, press the call icon in the centre of the menu. This will then take you to the dialling pad to start a call.
- Want details about your alert? Press **See full activity** in the menu during emergency mode to see who is dealing with your alert and what stage it is on.

## Faster check-in and check-out.



An easier way to set, amend, and cancel lone working session whilst working alone.

### Start a session.

1. Go to the timers screen and check your location. If it is correct make sure the checkboxes at the end of each address field are green. Need to edit your location? Click on the address line to edit your location as needed.
2. Enter any additional information to help locate you in the event of an emergency e.g. area or floor number.
3. There are 3 ways to define how long you will be lone working for depending on what works best for you.
  - a. Use the pre-defined times by pressing the relevant time and pressing **Start session**.
  - b. Press the – and + buttons to choose a time (set in 5-minute increments). Or you can increase/decrease a set pre-defined time. Press **Start session** to start the timer.
  - c. Or you can type your own time by touching the number in between the – and + buttons and inputting your own value. Press **Start session** to start the timer.

### Repeat a session.

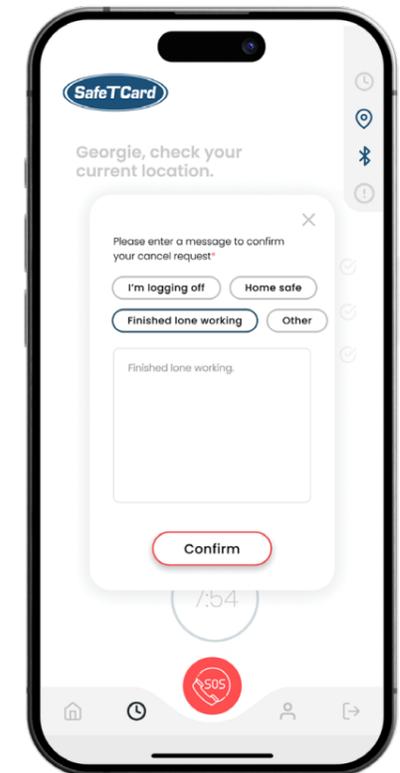
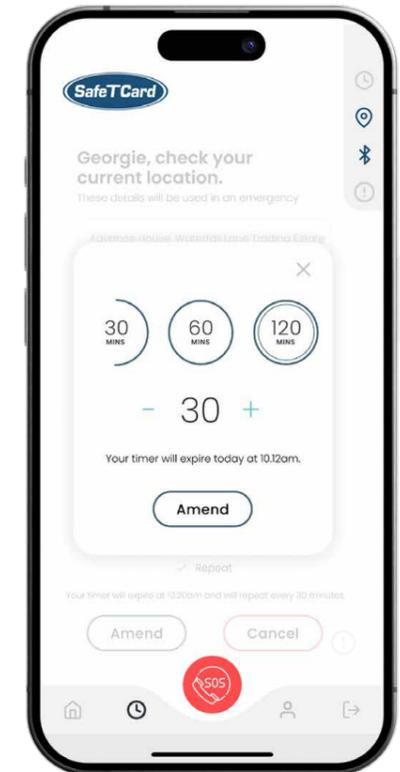
If you need to repeat your session, select the repeat checkbox which will automatically repeat the session for how long it has been set for. For example, if a session has been set for 30 minutes, it will repeat every 30 minutes.

### Amend a session.

1. Session about to run out but still not finished working? Press the **Amend** button.
2. Choose a new duration in minutes that your session should expire in.
3. Press the **Amend** button to confirm.

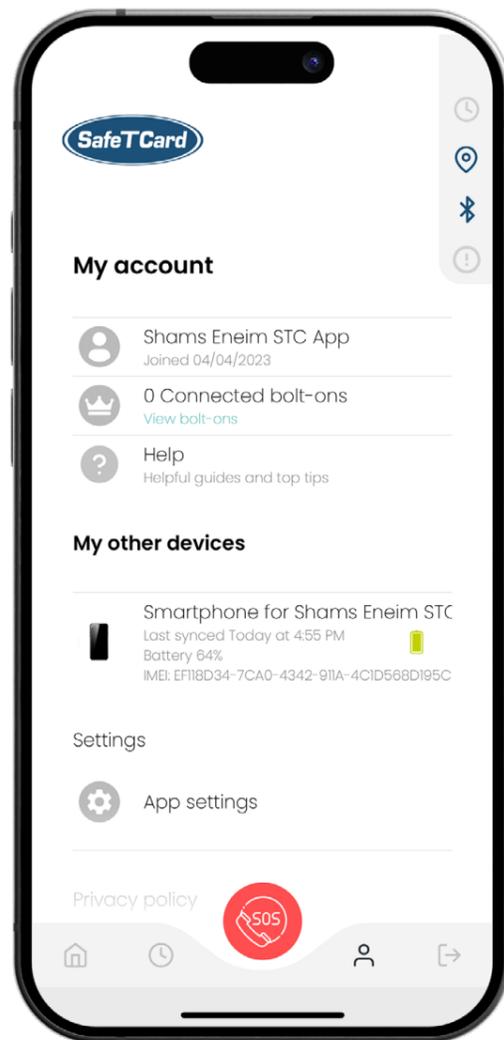
### Cancel a session.

1. Finished lone working or need to cancel? It's easy to cancel lone worker sessions. Start by pressing the **Cancel** button.
2. Select the reason you are cancelling your session. Can't see the option you are looking for? Select **Other** and type your own message.
3. Press **Confirm** to finish.



# Account, settings, and help centre.

All your account information, settings, and help guides in one place.



## Account information.

A basic overview of your profile.

## Bolt-ons.

View, connect and pair bolt-ons for fall detection and to raise alarms without having to unlock your screen. [See page 15 for more information.](#)

## Help guides.

Helpful guides covering a range of topics including connecting bolt-ons, app settings and service numbers.

## My other devices.

A list of devices connected to your SafeTCard account, with key details such as battery, IMEI number, and syn date and time.

## App settings.

Key app settings for lone worker session expiry and GPS location monitoring.

## System information.

An overview of app and system information

### Top tip.

Save our ARC number on your phone so that you can easily recognise when our team calls you in the event of an emergency.

# Raising an alarm with the button.



## How to raise an alert on the Bluetooth Switch.

Alerts can be raised on the Bluetooth button in two ways:

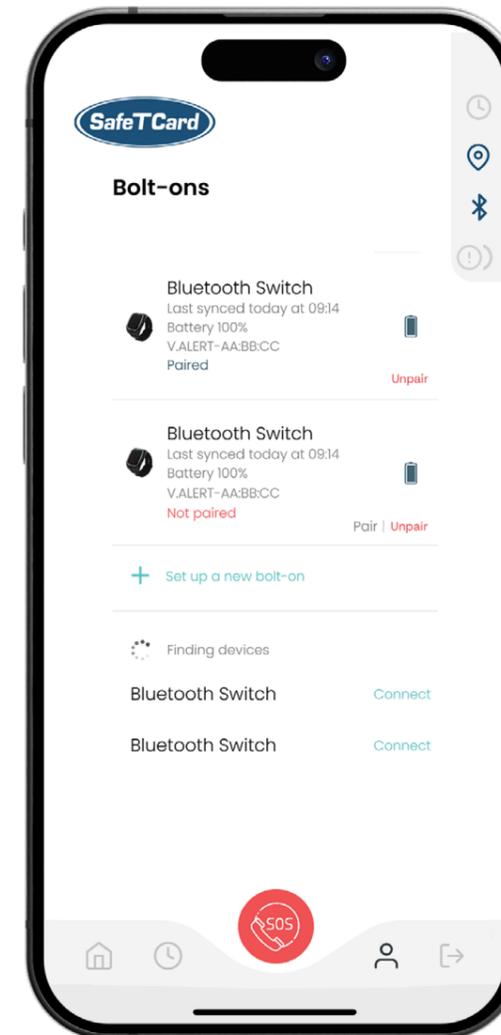
- 1 The device will raise an alert when it detects a fall.
- 2 The button is pressed twice in quick succession within 1 second.

## The Bluetooth Switch for fall detection.

The Bluetooth button provides the app with fall detection and can open a two-way call with the ARC on your phone once an alert has been raised, making it a BS8484:2022 (British standard) compliant lone worker application.

## Connecting and pairing bolt-ons.

Use bolt-ons for fall detection and to raise alarms without having to unlock your screen.



## Connect and pair the Bluetooth Switch.

1. Go to My Account by pressing then go to **View bolt-ons** and press **Set up a new bolt-on**.
2. Place it into discoverable mode by holding down the button for 10 seconds. The device should beep and flash green.
3. Wait for the device to appear and then press **Connect**.
4. Once connected the app should then update automatically to say the device has been paired.

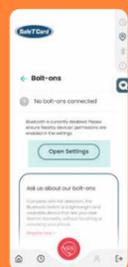
## Unpair the Bluetooth Switch.

1. To unpair a bolt-on press **Unpair**.

## Delete the Bluetooth Switch.

1. To delete a bolt-on press **Delete**. This can only be done once the device has been unpaired.

If your Bluetooth permissions are turned off for the app, you may be prompted to review your settings to ensure the app can connect to other devices.



### STEP 1

Once prompted press **Open Settings** in the app.



### STEP 2

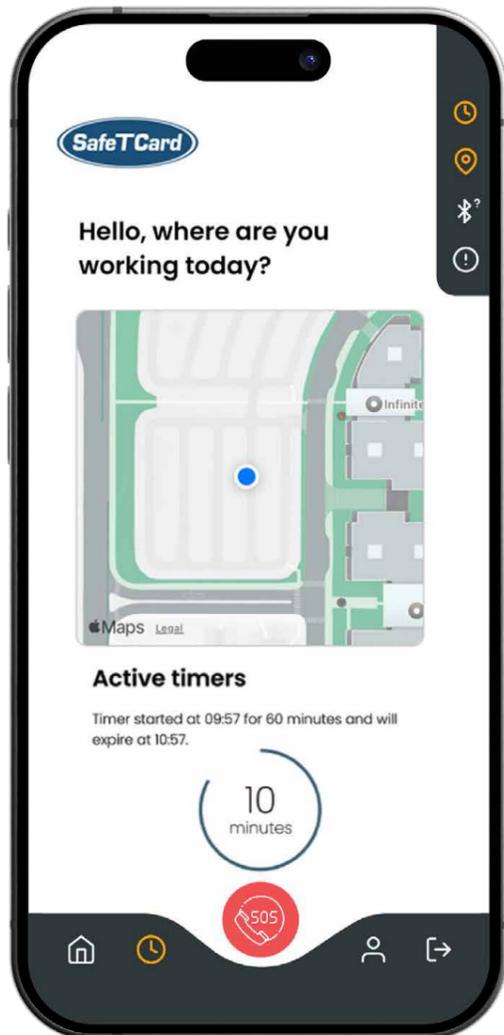
Go to **Permissions**.



### STEP 3

Press **Nearby devices** and ensure this is set to **Allow**.

## High contrast mode for accessibility.



Setting to control high contrast mode for more visibility.

### How to use high contrast mode.

There are two ways to activate high contrast mode.

#### On the registration or login screens.

1. On the registration and login screen press the  accessibility tab on the right of the screen.
2. A message will appear to say high contrast mode has been turned on.

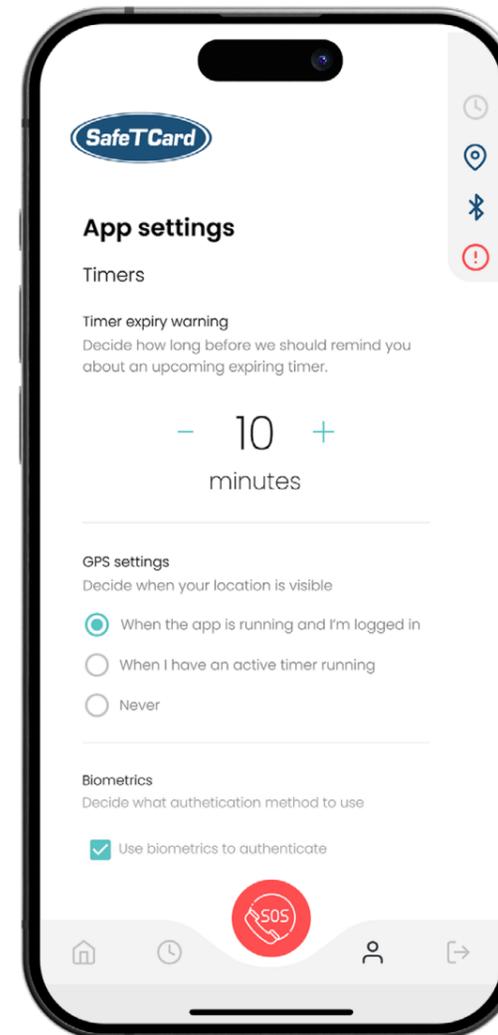
To turn off high contrast mode simply press the tab on the right of the screen again, or visit app settings.

#### In-app settings.

1. Go to the account screen  and then go to **App settings**.
2. Scroll down to the Accessibility mode setting and tap the toggle to turn accessibility mode on.

To turn off high contrast mode simply press the accessibility mode toggle again to deactivate it.

## Other app settings.



### Session expiry warning.

This setting lets you change how long before you will be reminded about an upcoming session that is about to expire.

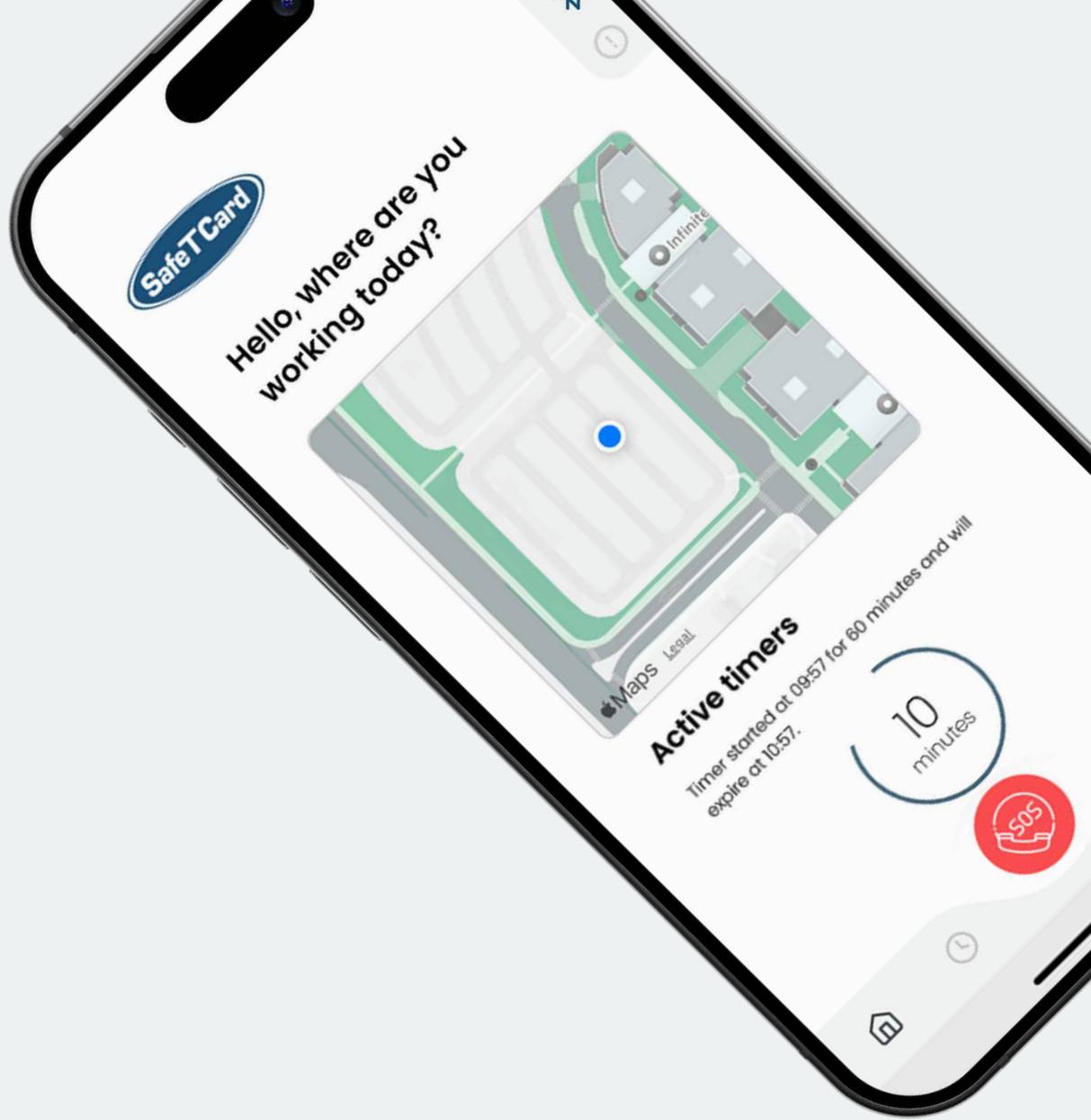
1. Go to the account screen  by pressing and then go to **App settings**.
2. The default value for a session expiry warning is currently 10 minutes. To change this, in the times section press the + and - buttons to choose when the notification should appear.

### GPS settings.

1. Go to the account screen and then go to **App settings**.
2. In the GPS settings section choose from the following options:
  - a. **When the app is running and I'm logged in** (location is visible whenever you are logged in)
  - b. **When I have an active timer running** (location is only visible when you have a timer set).
  - c. **Never** (location is not visible at any time and you are not being monitored).

#### IMPORTANT!

Please ensure your device's location permissions for the SafeTCard App are set to "Always allow" or "Allow all the time", and also allow the app to access your "Physical activity" or "Motion and fitness activity" when prompted. This is to ensure location accuracy so that the app can function properly. Please note that once you log out from the app, your location will no longer be visible.



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