



# IOS APPLICATION USER GUIDE



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# WELCOME

Thank you for choosing the Peoplesafe service for iOS. This user guide provides instructions on the use of the software functions. Please read these instructions carefully and note that any changes made to the Peoplesafe application may change the functions of the software.

## OUR CONTACT DETAILS

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## DISCLAIMER

It is important that you follow the instructions in this user guide carefully. Peoplesafe cannot be held liable for the non-performance of the Peoplesafe for Smartphone application or the Alarm Receiving Centre (ARC) and any ensuing consequences, if you do not follow proper usage.

Deliberate false alarms or hoax activations are in breach of the Terms & Conditions and can result in termination of the service.

# INSTALLATION

The following instructions guide you through the installation process. In order to complete the software installation, please refer to the welcome email that was sent to you (or your organisation's administrator), to download the app.

## SET-UP

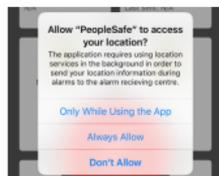
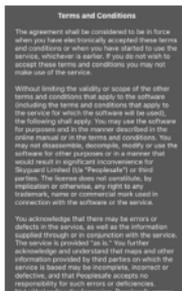
Upon opening the application once installed, you will be presented with the 'Terms and Conditions' screen. Click the 'Agree' button to confirm your acceptance and to proceed. If you do not agree to the Terms & Conditions, the application will not function correctly and will close down.

You will also be presented with other permissions to accept once the application is verified. Please accept all permissions or else the application will not function correctly.

After logging in to the app for the first time, please activate the necessary permissions by going to your phone settings, selecting Peoplesafe from the list of apps and then selecting Location. Ensure this is set to 'Always' so that the GPS can be updated within the Peoplesafe app.

## VERIFICATION

To complete the installation, a verification process is required to activate the application. To complete the verification process, enter your unique user ID and mobile phone number when prompted, and select 'Request Code'. The phone number field may already contain the handset's number; in which case, you do not need to enter it manually. This is dependent on the handset and network service provider.



In order to find your individual user ID and user Token, please contact your account administrator. If you do not have an account administrator, please log on to the Peoplesafe Portal and create a user profile <https://portal.peoplesafe.co.uk> Upon completion, a unique user ID and user Token will be provided.

Once the user ID, user Token and phone number have been entered and you have clicked to request code, the application will require you to enter a verification code. You will receive this verification code via SMS text message, sent from Peoplesafe, to the phone number that was entered with the user ID. If the wrong phone number was entered at the previous stage, the verification code will not be sent to the correct handset.

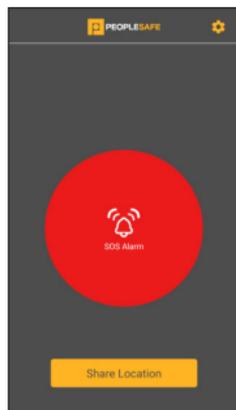
If a verification code is not received within 10 minutes, press the 'back' button to return to the user ID, user Token and phone number screen, where you can request another verification code.

Please ensure the phone number is in the correct format and is the correct number for the handset, when entered.

Once you have received the SMS text message containing the verification code, enter it into the application's relevant field and press 'Done'. Please allow up to 30 minutes for software verification to take place.

After the verification process is complete, you will have access to the application and all of its services, such as setting activity timers and leaving activity information.

Installation is now complete.



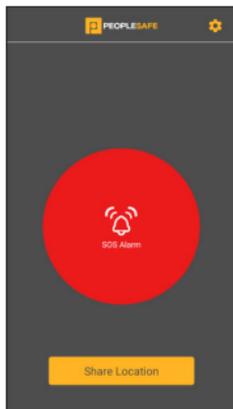
## SOS ALARM

One of the ways a user can raise an alarm in the event of an emergency is by pressing and holding the 'SOS' alarm button on the main screen of the application. The button must be held for at least 3 seconds to raise an alarm.

If an alarm is raised successfully, the phone will vibrate and automatically initiate a phone call to our Alarm Receiving Centre. The application will also acquire an up-to-date GPS location - or most recently stored location, and send the information to Peoplesafe so the user can be located.

## SHARE LOCATION

Pressing the share location button will allow the Peoplesafe App to share your location with your contact via SMS or a messenger App to let them know where you are. Peoplesafe will also be shared your location in order to help them know your location should you raise an alarm.



# GENERAL SETTINGS

Certain features in the application can be turned on and off via the settings menu. This makes the application customisable to each individual user and their activity.

## SHARE LOCATION

This lets you alter how you share your location, either by SMS to a contact in your phone or via an alternate messenger App.

## SUPPORT

Information about the application's features can be found here, to help the user utilise the application fully.

## EXIT

Pressing the Exit button or swiping it closed will allow you to close the App.



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