Lone Worker - User & Set-up Guide

Improving staff personal security and safety in an easy and affordable way, without disruption to your business.

Takes less than 4 minutes of intuitive self-training (a common-sense approach) to help them without burdening them or changing the way they work.

Four Flexible easy set-up options

Takes less than a few minutes per user, by adding their phone number and emergency contacts

1) Central management - *easiest for end users.*
One of your staff members or users (administrator) creates an account (https://app.mysosfamily.com/register), then adds 'new users', they will need the users phone numbers and has the option to add different emergency contacts for each user.

Once done, simply SMS this smart-app link (https://onelink.to/msosfy) to each user to download the App. and they are good to go.

2) Regional management – *larger workforce managed via multiple dept's/locations.*
The alternative to 1 admin login adding all users, is each location/depart. adds their cluster of staff. creating their own account using their email address, adding users and their emergency contacts (same links above).

3) Self-Individual management – *managed by the end user*
Zero central admin, allow each employee to download the app and use their own email address and their own emergency contacts, if they all use the same email address you have access to, then an admin can login too.

The main difference between the above methods is access to the account via the email address and looking at alert logs or changing details like user names or emergency contacts.

4) We can set it up for you – *simplest method for 8 or more users*
Send us a spreadsheet with the users details (phone number, first & surname) and the details of their emergency contacts (phone number, first & surname and email address) we will set them up and either you or we can SMS them with the smart-app link and any custom message you want us to include.

Flexible Payment Options/Upgrade users

A) You login to your account and upgrade and pay for each user using a credit/debit card.
B) Make a single payment, either monthly or annually via credit card, PayPal, Standing-order or via Direct-Debit and we will set this and upgrade all users, email us at info@mysosfamily.com
C) Staff to use in-app-purchases and they can then claim it as expenses.

Download and link the App to users phone number .

Search for 'My SOS Family' in Apple or Google App Store or send this link to their phone to download the app: https://onelink.to/msosfy

A few Features & use cases of My SOS Family® Service:

✓ **Our Emergency Alerts Get noticed:**

It's illegal and dangerous to read a text whilst driving, with so many texts in a busy day, it's easy to ignore them until later, that's why our Alert system **calls** SOS Contacts so they are immediately aware that the user of the app needs help.

Tip: Duplicate emergency contacts and add other phone numbers like landlines 2nd phones etc.

✓ **Minimum disruption and helped by the right person:**

Imagine a police-radio despatch controller, they broadcast to all police on-duty that a response is required at a specific location, the nearest police on duty will respond saying they will attend, in response the controller confirms this by broadcasting an update to everyone so they can stand-down.

That's exactly how My SOS Family system works, we simultaneously and instantly alert all emergency contacts, responsibility is assigned to the first person who responds, we then instantly inform everyone the name of the person who is responding (the whole process can happen within 90 seconds)

This is an efficient process and means others can stand-down and continue working without everyone duplicating duties and being disrupted.

It's really easy to do this, and no one is required to remember anything, because the **Alerts** contain simple instructions and vital information like their exact GPS location (Google Maps link) and how to **take responsibility:**
They can simply; Reply to the Text, Click on a link, or follow instructions spoken in the Call.

Remember, everyone else is instantly sent an SMS informing them of the person who is helping. Therefore co-workers feel comfortable about standing down, **saving time and reducing stress for all.**

What happens if things change and they now cannot help:

We understand circumstances can change, for example the person who has taken responsibility may now be unable to hep because they're stuck in traffic.

That's why we also send the person responding a message with a link, telling them if they are unable to help, they simply click on a link or reply to the text with a code.
When they do this, we tell everyone that the person is unable to help and start the process of alerting everyone again, asking for someone to take responsibility again.

✓ **SOS Timer gets help when you need it most:**

There are times it's impossible to get out your phone and press the SOS button, for example it may escalate the situation with an aggressive customer, someone may have taken the phone from you, the phone may have been smashed or you are in an area where there is no signal e.g. in the basement.

For times like this, the SOS Timer is perfect, Just like an egg timer, you simply set it before you start something that you're concerned may lead to an issue where you need help.
Some real-life examples; a nurse visiting a patients home, a realtor meeting a client in a property, a business lunch in a hotel, getting into a Cab, walking through an empty car-park, a security guard on a walk-round, a cleaner working in an area with no phone signal, and you can imagine the myriad of other situations.

You add a custom message of what you're doing, add any photo or video (cab driver, customers car), the timer can be as set as long as 23 hours or a short as 5 minutes, just give yourself some margin of safety to cover genuine delays.
In case you forget you've set it, we send a reminder 3 minutes before the end, and we also ask when your setting it if you would like to set another custom reminder.

If something happens, which means you either are unable to cancel the SOS Timer or are unable to send an SOS alert, when the timer reaches zero, it acts exactly as if you've pressed the SOS button providing you GPS location and custom message, photo/video in alerts.

Because your SOS Timer synchronises on the My SOS Family Secure Server, **Alerts** are **sent even if** your **phone is destroyed** because we keep counting down and hold all those details when you first started the timer.

✓ **Save time calling Emergency services:**

Turn this on and whilst we are alerting your emergency contacts your phone will also **call emergency services** like 911/999/000/112.

✓ **Send Alerts Fast:**

it takes only **2 seconds** to send an alert, even **at the lock screen:**

- **- iPhone : Swipe right & press the Widget -**
- **- Android: Press the Power Button**
            Swipe down and use the shortcut widget.

✓ **Use your voice from across the room:**

Talk to Siri or OK Google from across the room, even if your phone is locked and you can't reach it, rest assured your emergency contacts can be easily alerted, at the lock screen say ;
"Hey Siri Send a Message using My SOS Family App"

✓ **Check-In to say you're OK or just in case:**

Here is an easy way to log important information, ***"just-in-case"*** you can't be located.

Create a Log/Audit trail of where you are, where you were, what you are doing and where you are going in an easy way.

Press the "Check-in" button, adding any message/photo/video is optional.

We will email (and send an in-app notification) to any of the emergency contact where they have the email field populated and have ticked the "Send email check-in notifications" box.

The custom message is optional, but we will automatically include your GPS location (Google Map link).

TIP: Because all emergency contacts have the field ticked, you can untick the field for all emergency contacts and add a new emergency contact with only an email address and all check-in updates will be emailed there, this will then hold all the logs tobe easily accessed if needed later.

Check-in use cases include:

➢ Asking staff to check-in when they end with one client and start their journey to the next client/destination, or during multiple stops, like a roadside diner.

➢ When staff use a taxi, they can easily take a photo of the driver & Check-in.

➢ When remote working staff end their shit, and will be traveling home, or when they return home safely they can check-in.

➢ When staff arrive at their destination.

➢ Security Guards can use tat check-in points on their security walk-rounds, either as evidence for a client they have been at a designated time/location or for their own safety.

✓ **Download and test the app during the non-obligation free-trail**

iPhones: https://itunes.apple.com/us/app/my-sos-family/id1057086897?mt=8&ign-mpt=uo%3D4

Android: https://play.google.com/store/apps/details?id=com.mysosfamily&hl=en

Any questions check out the [FAQ page](#) email us: [info@mysosfamily.com](#)

Our phone/WhatsApp number is on our website: https://www.mysosfamily.com/