

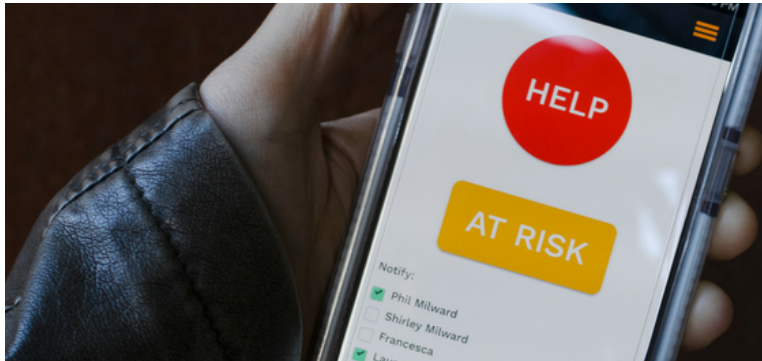


USER GUIDE

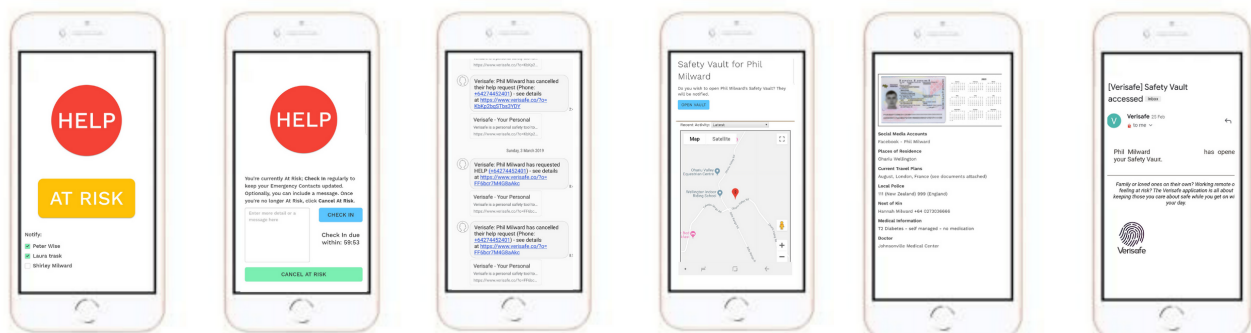
2019



Verisafe Features



- **AT RISK:** Users press if they think they could be at risk, setting themselves up to 'check in' at intervals. If they do not check in or cancel their At Risk status emergency contact/s (and/or monitoring service) are alerted via phone call, text and email with safety vault details and latest GPS data.
 - **HELP:** Users press if they are in trouble, which instantly alerts designated emergency contacts (and/or monitoring service) by phone call, text message and email, delivering safety vault details and GPS data.
 - **SAFETY CHECKS:** Admin can schedule regular safety check message/s. These will remind users to either set their at risk status or confirm that they are safe. If users do not respond, administrators will be notified.
 - **SAFETY VAULT:** Users can choose to add content to their own secure 'vault' containing emergency directives, health conditions, medications photographs, ID and next of kin details etc (all fields are optional). This information is sent with location data in emergency situations where the help button is pressed or an 'at risk' status is escalated.
 - **ACUTE EMERGENCY CHECK:** Team leaders can request locations in emergencies.
- *Whenever user information or maps are viewed the user is notified for privacy reason





Details..

The Verisafe Difference

AT RISK, MEANS AT RISK.

Verisafe considers a user to be at risk no matter what happens to their phone after the "At Risk" status is set. When a user has set their at risk status, this is communicated to a secure server. This means that alerts are sent even if a phone is damaged, stolen or runs out of battery.

SAFETY VAULT

Users can add additional personal information to assist in an emergency situation. This additional information can include photographs, ID, Insurance details, health conditions, medications, next of kin, regular commute or destinations, places of residence etc. This information is received with location details by emergency contacts (and/or monitoring services) when the HELP button is pressed or At Risk is escalated. Whenever this page is accessed account holders are notified.

PRIVACY AND SECURITY

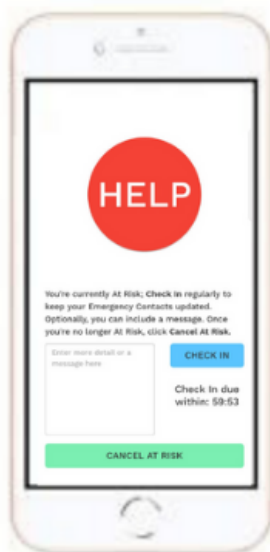
We take privacy very seriously.

Sharing of a person's whereabouts and personal details is potentially dangerous in the wrong hands. With Verisafe, all personal information and location data is private. Information is only ever released to authorized contacts upon activation of the help button or when the at risk status is escalated. GPS data is only recorded when either the At Risk status is activated or the Help button is pressed. Whenever the Safety Vault is viewed or changed, the account holder is immediately notified. All our data is encrypted and backed up daily on secure servers based in Melbourne.



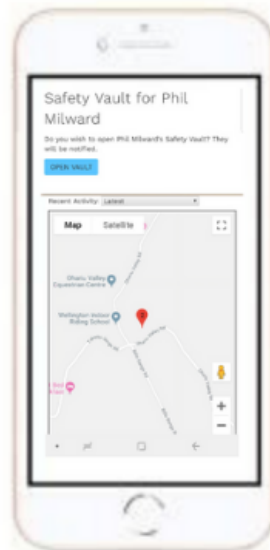
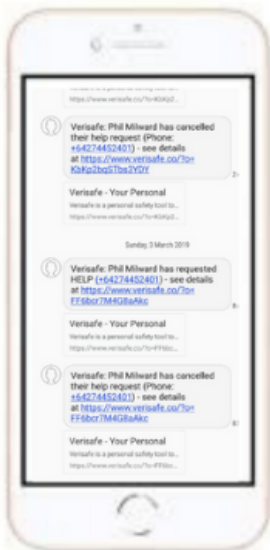
Using the Verisafe buttons

Press **HELP** if you need help now..
Press **at risk** whenever you are out and about alone..



While "**AT RISK**" update your timer or add notes as your situation changes

If you press **HELP** or..
Your **AT RISK** timer runs out;
An alert is delivered via sms, phone call and email to those who can help..



Your GPS details can then be viewed..

Additional information (added by you) is also available alongside your GPS details to assist in a timely emergency response.



WHENEVER your data is viewed, and **WHENEVER** you edit your vault - you are notified via email alert.



How do I add to my safety vault?

PERSONAL

BUSINESS

Register

About

Blog

Logged In

CONTACT LIST

ADD CONTACT

SAFETY CHECK LOGS

MY SETTINGS

COUPONS

MY TXTS

BLOG

USERS

MY BUTTONS

TXT LOGS

CALL LOGS

SUBSCRIPTIONS

VOUCHERS

My Settings

USER INFORMATION

BACKUPS FOR ALERTS

SAFETY VAULT

Add any information that might be useful in an emergency to your Safety Vault.

Edit Vault

Whenever YOU or ANYONE accesses your Vault page, you will be sent a notification email.

NEW CONTACT SETTINGS

These will be the default relationships sought when you are adding a new Contact

Add as your Dependant

Add as your Emergency Contact

Let them use you as their Emergency Contact

Add as a Safety Check Recipient

Let them send you Safety Checks

SAFETY CHECK SETTINGS

These will be the default time and day(s) selected when you are adding a new Safety Check

Time

700pm

MonTueWedThuFriSatSun

Default delay before sending Alert

30minutes

Vault

You can choose to add a range of additional information that may be of use to your Emergency Contacts in worst case scenario situations, at home or away. Provide any applicable information in the fields below, and update as needed.

Upload Photos

Add images and relevant information that you wish to be viewed in situations where you need help..

Choose File

No file chosen

Delete

Delete

Delete

Delete

Delete

Delete

Social Media Accounts

Call dad 0274452401

Call police

Places of Employment

Places of Employment

Places of Residence

Ohariu

Current Travel Plans

Wellington

Australia

Local Police

Local Police Phone Number (with country code)

Next of Kin

Gig

Medical Information

Medical Information

Doctor

Doctor's Name and Contact Details

Whenever YOU or ANYONE accesses your Vault page, you will be sent a notification email.

Save Changes



FAQs

1) I can't log in - what's happening?

Normally this is a simple fix.

Please check that you are logging in with the correct email address (verisafe is case sensitive).

If you still cannot login, please take a screen shot of what you are seeing and email it to: info@verisafe.co

2) I've been kicked off the system and I can't remember my password. What do I do?

You should not be getting kicked off the system.

Please let us know with the time/ date and we will look into it.

Please check for app updates, delete unused files from your device and make sure you have allowed both WiFi AND mobile data usage. All these things *can* effect any applications downloaded onto your device.

You can request a password reset which will be delivered to your inbox by pressing the little (?) button - to the right of the password field.

3) How do I add info onto my safety vault?

Click on the three lines (menu bar) on the right hand side of the Verisafe app.

Click "Visit Website" then "My Settings" scroll down until you see the blue button "Edit Vault".

Here you can add pictures and other information.

When you have finished making changes scroll down and press "Save Changes". You will be sent an email alert saying that you have made changes to the vault.

4) How do I update my phone number?

Click on the three lines (menu bar) on the right hand side of the Verisafe app.

Click "Visit Website" then "My Settings" and then "User Information" scroll down and press "Save Changes".

You will be sent a confirmation sms message. You will need to follow the link in the sms message to confirm the change.

5) How do I enable GPS?

You will find GPS setting in your phone "Settings" menu.

You can toggle on or off any of the location services your phone offers.

On most phones, that includes your carrier's and Google's location services, plus standalone GPS services. Search online for instructions for your specific type of phone

6) What if I am out of cell phone coverage to activate 'at risk' or the "help" buttons?

The HELP button will not be active. You will know roughly where the 'dead zones' are within your area. Remember to press 'at risk' BEFORE going into no coverage areas.

After pressing 'at risk' you can 'check in' before going into a low coverage area, we recommend you type the locations you will be visiting into the 'message field'. Set 'at risk' for the time in which you expect to be back. If you do not make it back, Verisafe will send alerts on your behalf.

We also recommend that you keep your 'safety vault' updated with your normal travel routines, licence plate data etc.



FAQs

7) What happens if my phone dies or breaks?

If you have pressed at risk at the beginning of your work day, (which we recommend that you do), and then your phone breaks - Verisafe will send alert to your emergency contact/s once the at risk timer runs out, regardless of your device. (The Verisafe server knows you are potentially unsafe and will act on your behalf). If your phone breaks and you are safe, you can login to Verisafe on a computer to cancel your 'at risk' timer.

8) How can I test my Verisafe buttons so I am confident that they work?

Yes you can test your "at risk" and "help" button, but first we suggest and informing your emergency contact/s that you will be testing the Verisafe buttons in the next few minutes so they know in advance of your test.

9) What will emergency contact/s do if I activate the "at risk" button?

If you do not check-in or cancel your at-risk status, emergency contact/s are alerted via a phone call and automated email with details of your latest GPS data (captured automatically while at risk is active). Emergency contact/s will ring you to clarify if your activation was correct and request details of your situation and provide immediate advice and/or seek guidance from either your Team leader, Area Manager or After Hours Advisor.

Someone within your team may attempt to come to your last known location, or emergency services may be called to assist in a search.

10) What will Emergency Contact/s do if you activate the "help" buttons?

Emergency contact/s are alerted via a phone call, sms and automated email with details of your latest GPS data and any additional information you have added in to your safety vault.

Emergency contact/s will ring you within a few minutes to clarify if your activation was correct and request details of your situation and provide immediate advice and/or seek guidance from either your Team leader, Area Manager or After Hours Advisor.

Someone within your team may attempt to come to your last known location, or emergency services may be called to assist in a search.

11) What will happen if I forget to cancel my 'at risk' timer?

If you forget to 'check in' or cancel your 'at risk' status at the end of your day, you will get a text message reminder, then an automated phone call. If you still fail to check in or cancel, then alert will be sent out to your emergency contacts.

They will then respond as above.

12) I'm trying to add more contacts and see that I am being asked to pay?

If your account is being provided by your workplace, you will not be able to add additional contacts unless you choose to upgrade your account.

If you need help, don't hesitate.

Please reach out to the friendly Verisafe crew:

info@verisafe.co

NZ: +64 (4) 889 3904

Aus: +61 (3) 9028 7484

US: +1 (609) 957-5010