

Essential Guardian Guide

Accepting a Guardian Request:

After downloading the app, please go to the notifications tab to view and accept the invitation. Please note the pop-up request does not accept the invite, this must be done through the notifications tab.

1. Receiving Alarms

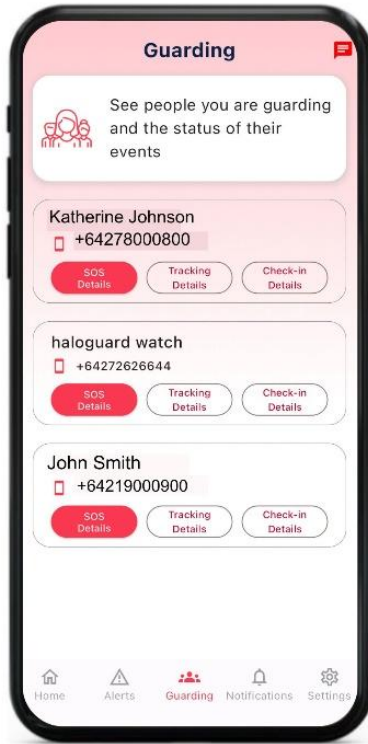
When a HaloGuard user activates their alarm, guardians will receive an alarm sound with a pop-up notification which says, "You've received an urgent SOS message, please respond immediately".

Tap "View" on the notification to access the live alarm within the HaloGuard App and see who activated their alarm. You can also access the alarm through the "Alerts" Tab.

Actions to take:

- Listen to the live stream audio and view the emergency location on the map.
- Guardians can call 111 using the emergency call numbers provided.
- To respond to the alarm and other guardians tap Active Event > Respond > type your message > Add.
- To check responses from other guardians, periodically use the refresh button at the top right of the screen and open the message icon next to their name.
- Guardians can respond multiple times





2. Guarding

Here you can view a list of those you are guarding.

- **SOS Details:** Tap the view icon to see date, time, recording and location of activated alarms.
- **Tracking:** View tracking movements and location details.
- **Check Ins:** View check-ins including location and relevant details.

3. Notifications

This tab stores all updates including guardian invites, alarms, check-ins, chats, and tracking.

4. Alerts

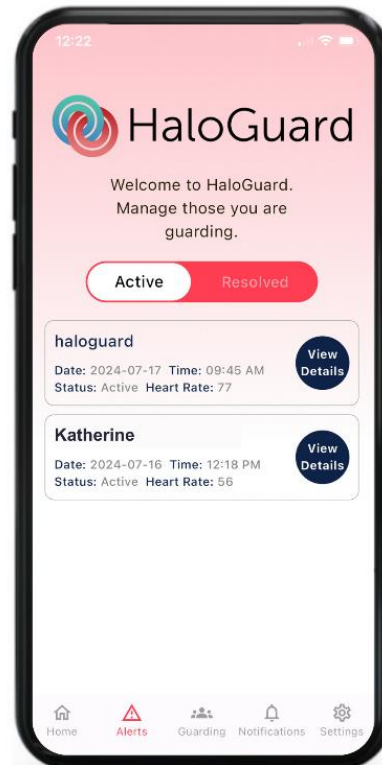
A quick view of active and resolved alarms.

5. Chat Feature

Accessible from Guarding page. Use the chat feature (like texting/WhatsApp) to communicate with those you guard.

6. Settings

Manage personal details, contact support, review terms and conditions and privacy policy.



7. Emergency Calls

Emergency calls (police, medical, fire) connect directly to your country's emergency services.

Helpful Tips

- For Android users an activated alarm will override silent and do not disturb.
- For iPhone users sound and volume are required to be on.
- Wi-Fi/Data is required to receive alarms.

When you choose to be both a guardian and a user you will have additional app features available. Check out our Essential User Guide to find out more.