



Essential Guardian Guide

Everything you need to know about being a HaloGuard Guardian.

Accepting a Guardian Request

After receiving the text invite and downloading the app, create an account, accept all permissions, and log in. Open the Notifications tab to view and accept the invitation.

Receiving Alarms

- 1

Alarm Notification
Guardians receive an alarm sound with a full screen notification: "You've received an urgent SOS message, please respond immediately."
- 2

Respond
Tap Respond on the screen to access the live alarm within the HaloGuard app. The alarm can also be accessed through the Alarms tab.
- 3

Listen & View
Tap to play the live stream audio and scroll down to view the emergency location on the map.
- 4

Call If Necessary
If necessary, call 111 using the emergency call numbers provided.
- 5

Communicate
To communicate with other Guardians, use the Respond Here tab, type a message, and add.
- 6

Check Responses
Open the message icon next to their names to view the responses.
- 7

Respond Again
Guardians can respond multiple times.

Guarding Tab

View a list of those being guarded.

SOS Details

Tap the view icon to see the date, time, recording, and location of activated alarms.

Tracking Details

View tracking movements and location details.

Check In / Out Details

View check-in / check-out information, including location and relevant messages.

More Features

Notifications

This tab stores the last 10 updates, including Guardian invites, alarms, check-ins, chats, and tracking.

Alarms

A quick view of active and closed alarms.

Chat Feature

Accessible from the Guarding page. Use the chat feature (red box, top right) to privately communicate with those being guarded.

Settings

Manage personal details, add a subscription, contact support, FAQs, and review the terms and conditions and privacy policy.

Emergency Calls

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

Helpful Tips

For Android and iPhone users, an activated alarm overrides silent and Do Not Disturb. WiFi or data is required to receive alarms.

Choosing to be both a Guardian and a user unlocks additional app features. See the Essential User Guide to find out more.

Questions? We're here to help. info@haloguard.co.nz | 027 262 6644 | haloguard.co.nz