Hollie Guard

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User Guide

www.hollieguard.com   @hollie_guard

Welcome to your User Guide

Launched in October 2015, Hollie Guard is taking the mobile world by storm. With more than 20,000 downloads and users since its release.

"It is another tool to safeguard individuals and has already saved a number of lives."
Nick Gazzard - Chair of Hollie Gazzard Trust

Before you download..

◉ Go to www.hollieguard.com and register an account

◉ Download the app on your smart phone with your user name & password

◉ You are now ready to set up your personal alerts

◉ Enter your emergency contact or multiple contacts – please use someone you know who can react to your alert in an emergency

Please do not set Hollie Gazzard Trust as your emergency alert mobile number. We DO NOT monitor alerts.

We take a proactive approach to your safety, and we therefore encourage you to turn on Hollie Guard **BEFORE** you are in a potentially dangerous situation – for example **BEFORE** walking home on a night out.

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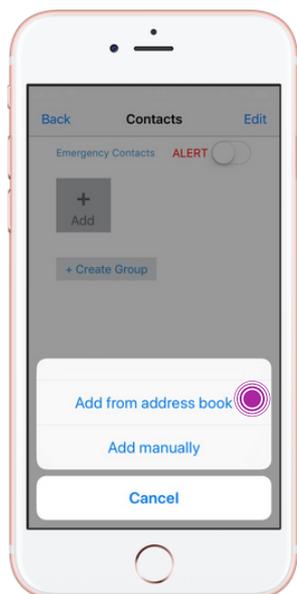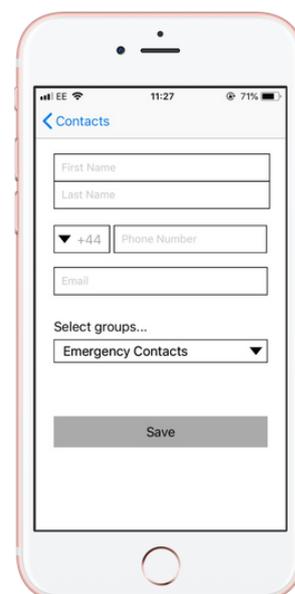
Emergency Contacts

STEP 1:

Setting up your emergency contacts is very important when personalising your Hollie Guard App. Your emergency contacts are the people who will receive your raised alerts. You can add your contacts through the user portal on **www.hollieguard.com** or via the **Hollie Guard app** on your phone.

When using the Hollie Guard App you can sync contacts who are already in your phone address book
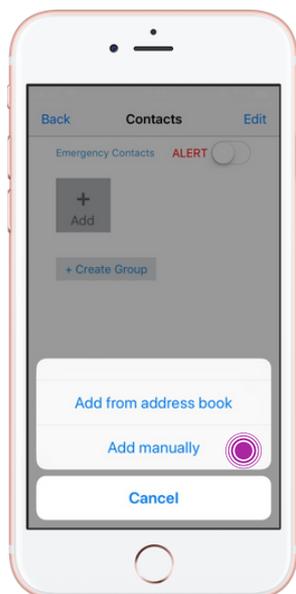
You also have the option to enter your contacts manually. This is the option you will have if adding contacts via the website

When adding contacts manually, complete **all** fields **accurately** to ensure that your contact will receive the alerts

To add an Emergency Contact you will need their; full name, mobile number and email address. Please ensure that you know your emergency contact and confirm with them that they are happy to receive alerts.

Please DO NOT set Hollie Gazzard Trust as your emergency alert mobile number

Groups

When adding to your emergency contacts, you also have the option to add groups of contacts. This is useful for keeping similar contacts together. For example; you can have one group for friends, another for co-workers and family members.

You can choose which group receives alerts at certain times by clicking the slider next to the group name

SETTINGS

STEP 2:

Go to your settings in the app, which are located in the top right. There are two different alert profiles;
Deterrent and **Stealth**
Edit each alert profile to your preference, you can test the alert by pressing "test alarm" at the end of the screen.

Deterrent

This profile makes it obvious to anyone looking at the phone that an alert has been raised. Your phone will emit an ear piecing alarm sound, and the flash on your phone will start to strobe, to attract maximum attention.
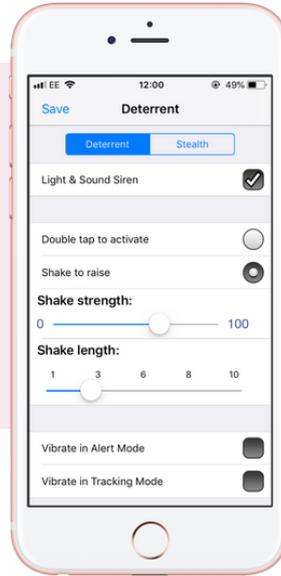

You can turn off the light and sound option.

Activate the alert by double tapping - iPhone users only. This can be adjusted in the stealth profile

You can adjust the level of force needed in order to set off an alert *on both profiles*

Stealth

This profile is completely silent and hidden from view.There are no second shake as everything is done automatically for your protection.
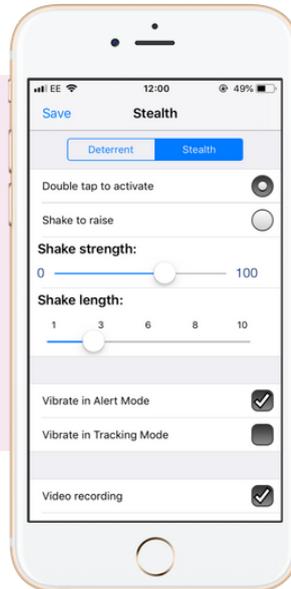
This activates the alert by shaking the phone

We understand that you might not want anyone to know that an alert has been raised

You can adjust; **video recording length**, **number of videos** and **camera options** which can be found at the end of both alert profiles.

Hollie Guard tracks you in real time from the moment the app is activated, even though an alert has not yet been raised. Hollie Guard does this so, that they can backtrack your movements and possibly find CCTV footage on your route for further evidence, if need be.

Restore

You can also restore the original settings by selecting **RESTORE**.

STEP 3:

Once you've selected your preferred profile, there are three features you can choose from depending on your individual needs. These are:

The Journey Feature

The Journey Feature can help you travel safely. Whenever you use this feature, your emergency contacts are informed about where you're going so they can check on you in case you're in trouble.

How to start a Journey:

1. Select a starting point and ending point

2. Click START Journey

3. You can check the progress of your journey by tapping the interactive map

4. Once you've reached your destination the app will ask if you are safe or not. If you select No, you will be given an option to trigger an alert
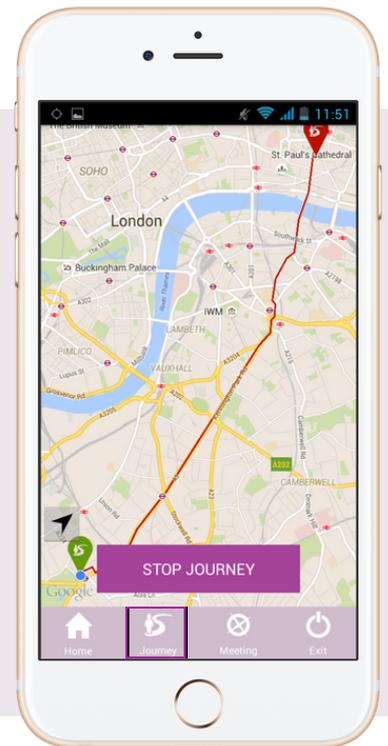
Cancel Journey

To cancel a journey, simply tap Cancel Journey on the bottom of the Journey screen. You will then be prompted to enter your DOB.
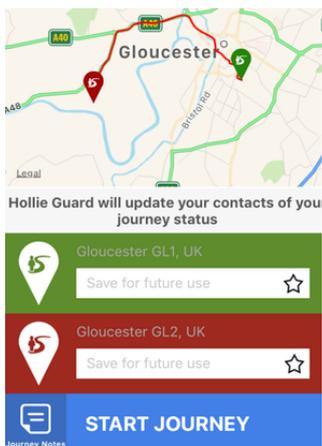
Receiving Journey Alerts

Your emergency contacts (or you, if someone defined you as a contact) will receive a SMS and an email with a link to a website that lets you view the journey details.

Saving Journey Points

If you have places that you frequent, you can tap on the little star to the right on the journey overview screen. You'll be prompted to type a name for the location and it will be saved for future use. To access your saved locations, tap on the search bar and a list will appear on the bottom. .

The Meeting Alarm

The Meeting Alarm feature can help you in situations with a risk factor, for example when meeting an estranged partner, going on a blind date or working alone. This feature works in lock screen mode, ideal as a tool for lone workers and for discretion in a handbag or pocket.

How to set up a Meeting Alarm:

1. Tap the meeting icon

2. Select duration of your meeting

3. Tap submit, and the meeting timer will count down.

The system sends out a pre-warning before the alert is sent out in the form of a vibration or sound, giving you the chance to add more time or cancel the countdown
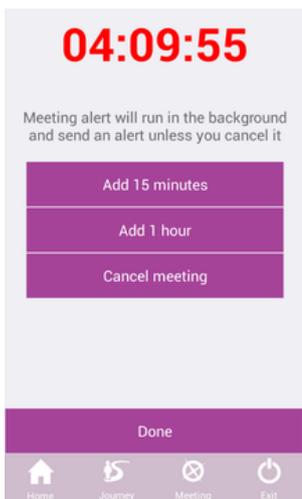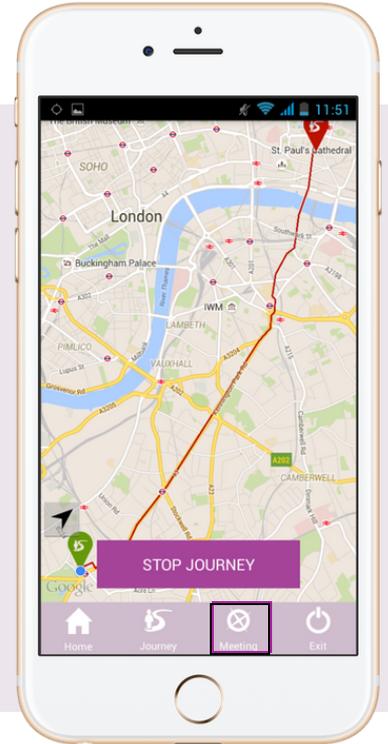
Timer Activation

When meeting details have been completed, tap submit and the meeting timer will begin counting down. Poor reception, power loss or any other comprimization of the phone will not affect an alert being sent when the countdown has completed.

Cancel Meeting

The timer can only be disabled by entering your date of birth (DOB) as a four digit pin. This disables the timer on both the phone and the cloud system. This feature also supports the Duress Pin (9999) which sends out an alert stating you have been forced to cancel, thereby informing everyone of an escalation in risk and threat level.

Pre-warning System

The system sends out a pre-warning before the alert is sent out in form of vibration or sound, giving you the chance to add more time or cancel the countdown.
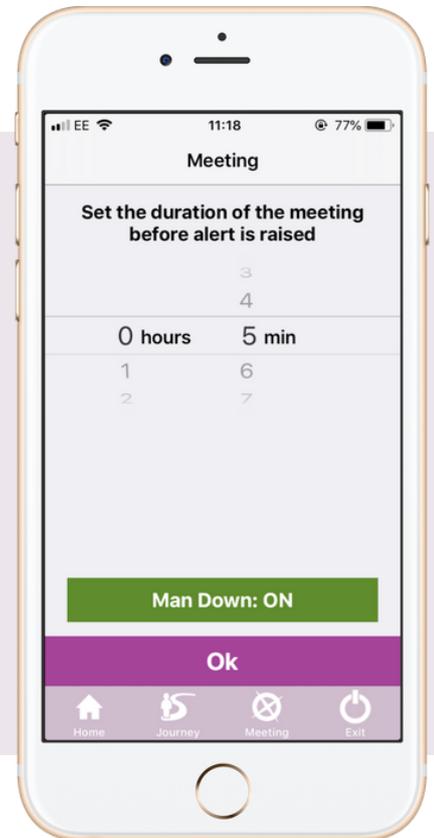
Man Down

When to use it

This feature allows users performing dangerous tasks to activate an immediate alert as soon as the user becomes motionless. An example would be a lone worker performing a dangerous activity resulting in a fall, being trapped or unconscious.

How to use it

Under the meeting tab simply select man down. The phone will then sense for the users motion. A lack of motion will be met with a local alarm followed by an alert.

Canceling Man Down

Man Down can be canceled in the same way you cancel a Meeting Alert: simply select Cancel and type in your DOB (Date of Birth

Configuring the settings for Man Down

In the settings of the app you can define a level of inactivity for man down, as well as other options such as sensitivity, etc. We highly recommend testing out different settings because phones may vary.

Important to note

While Man Down offers robust support for Lone Workers, it should not be your sole precaution when performing dangerous work. Please follow occupational safety regulations and take all necessary precautions to ensure a safe work environment.

STEP 4:

If you feel threatened, you can send out the alert by either shaking the phone or using the slider (if enabled). Hollie Guard assumes when you activate the alert, you are doing this for a reason and Hollie Guard therefore instantly and automatically do several things:
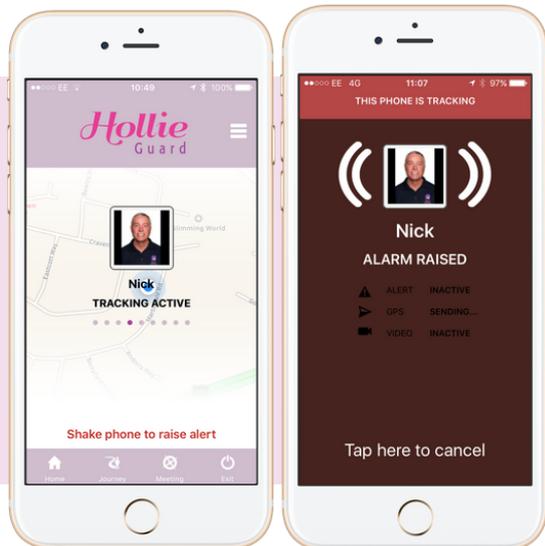
As soon as the alert is activated, your **current location** and the route from the **time of activation** of Hollie Guard is sent to your emergency contacts via SMS and email.

Once this happens your phone **automatically starts to record voice and video**. This is saved on Hollie Guard server, **not** on your phone.

From this moment onwards, your location is tracked and viewed in real-time by your emergency contacts.
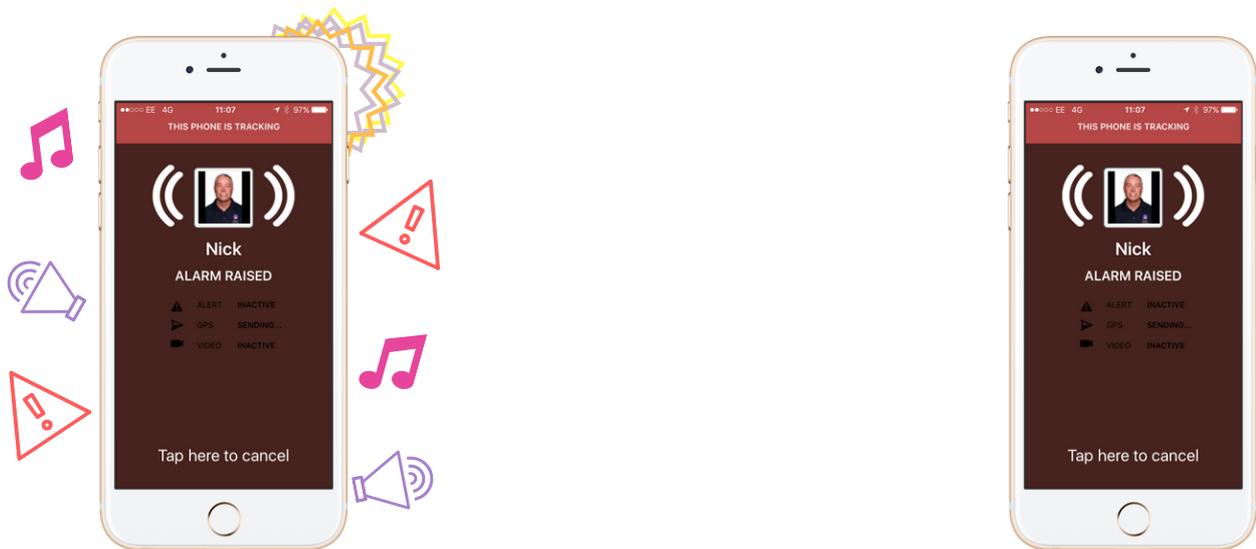
You can use an alarm to try and scare your attacker away. To send an alert to your contacts simply shake the phone again.

Activating the alarm when in **stealth** means that your phone will remain silent when activating an alert. We understand that you might not want anyone to know that an alert has been raised.

You can activate an alert anytime when the app is running, regardless of having any features chosen.

HOLLIE GUARD WEBSITE

User Account

On the Hollie Guard website, you can log in and; manage your account, update your profile and view all your alerts ever made. Once logged in to the website there are several areas available to Hollie Guard subscribers.

My Alerts

Here you can see all alerts ever done and choose to share theses via either Facebook or Twitter. The alerts show exactly where and when you raised the alert alongside the audio and video evidence given at the time.

My Details

Here you can add personal details such as physical attributes and language abilities. This information is displayed on the alert page sent to your emergency contacts.

My Contacts

Here you can manage all your emergency contacts (this can also be done via your phone) and accept requests from people who want to become an emergency contact.
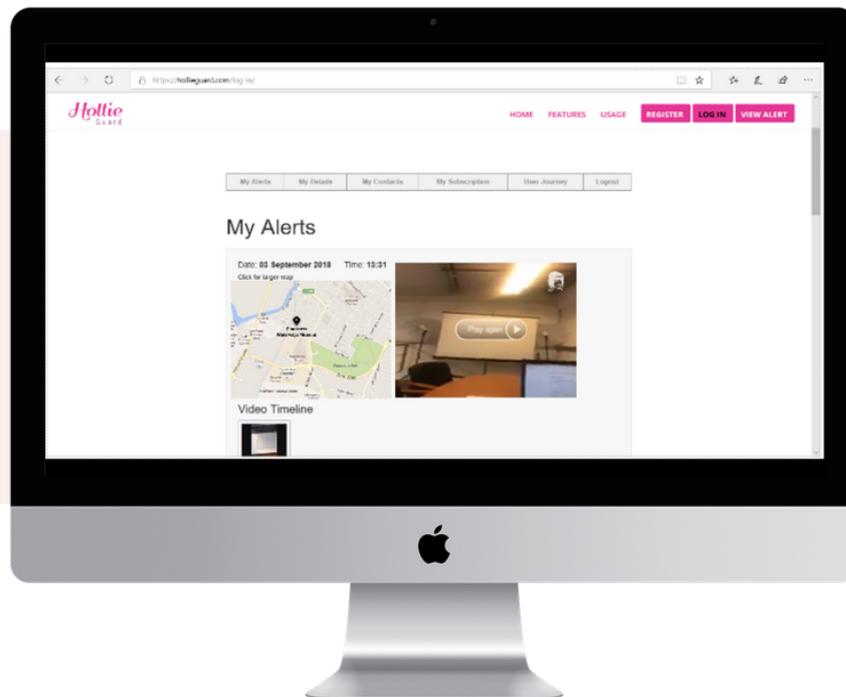
Alert Page

The alert page contains all the data captured from the incident such as tracking data and video both in real-time, as well as other data about you to pass onto others if needed.

Tracking

The alert page has tracking data facility, displaying exactly where you are on a Google map. The tracking data is updated every 45 seconds, so your emergency contacts can follow your movements both before and after the attack in real time.

Alert Status

The status bar lets you know when the location is being tracked or updated. This area will also tell you alert time and date.

Video

The alert page displays video automatically uploaded by your phone, when you raised the alert. This enables your emergency contacts to see what is happening and therefore judge how best to help you, either by calling the police or family members ect..

Frequently Asked Questions (FAQs)

Q What happens if I make a false alert?

A The App is designed to make it difficult to make a false alert. However, if you accidentally trigger an alert, simply tap "Exit" on the App, and verify that you are safe. For more information please read the section on misuse in the Terms & Conditions.

Q How will I know if an alert has been activated?

A You will know when an alert has been activated when you see a red alert screen. If you have chosen the stealth alarm profile setting then you will not see a red screen, as the alert has been silently triggered.

Q What happens if my battery runs out?

A If your phone loses its battery charge, the App will be unable to monitor you. Once you have recharged your mobile device you should log back into the App, so it can update itself. You should also let your emergency contacts know that you are safe. If an alert has been raised while you lose battery charge, the timer on the alert will continue in the cloud until it receives a cancellation from the device. Once power is restored it will update with the last known GPS position.

Q Is my data still stored if I delete the App?

A Yes. Your data is tied to account, not to your hardware/device. If you delete the app you will be able to recover your data simply by logging in with the same credentials, providing your subscription is still active.

Q Will the App work if I'm indoors?

A The App will work both in and outdoors, so long as there is a battery charge and a data connection. The ability to provide a precise GPS coordinate while indoors depends on your network provider and location. If indoors, connecting your phone to WIFI can help provide more detailed information about your location.

Q Can I view the recorded video/audio files?

A Yes, you can view all of your previous alerts by logging into your account and click 'My Alerts'. Your emergency contacts can also view videos/audio files for each alert via the link which is sent to them in the SMS/Email.

Q What happens if I have no signal?

A If you have no signal the App will be unable to track you and send information. As soon as your phone is reconnected the App will automatically update your current location.

If you have any other questions, please contact us via email info@hollieguard.com