



MOBILE APP USER GUIDE

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INTRODUCTION

WELCOME TO SECURE 911

We would like to take this opportunity to welcome you as a Secure 911 client. We are thrilled to place our rapid response and monitoring app at your fingertips, providing you with a real sense of security.

THE SECURE 911 APP

SECURE 911 is an easy-to-use, interactive smart app designed to tackle security concerns and help those you love in high risk situations. Accident, medical emergency, or home invasion, with our PANIC SOS feature, you will be instantly connected to a 24/7 monitoring and dispatch centre who will make sure help is on the way.

With the same app, you can use the free MONITOR feature to locate your loved ones wherever they are. You can also use the OVERWATCH and CHATS features to set up online community groups for increased security awareness.

DOWNLOAD APP

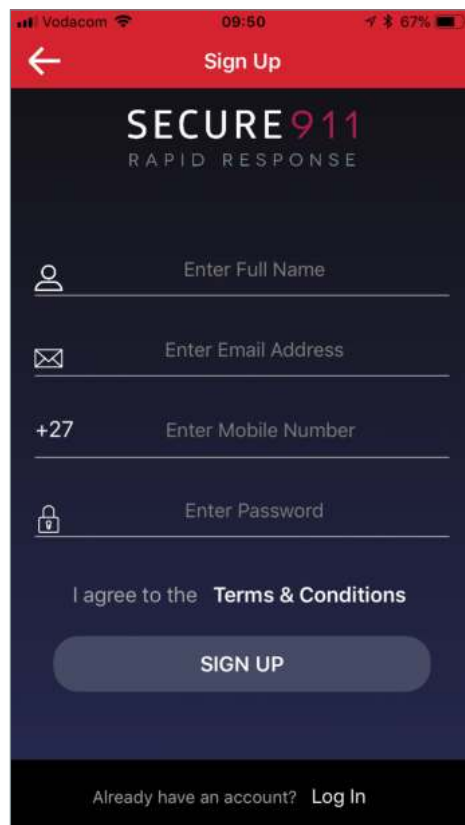
1. DOWNLOAD THE APP

Download the app from Google Play or the App store.



2. SIGN UP

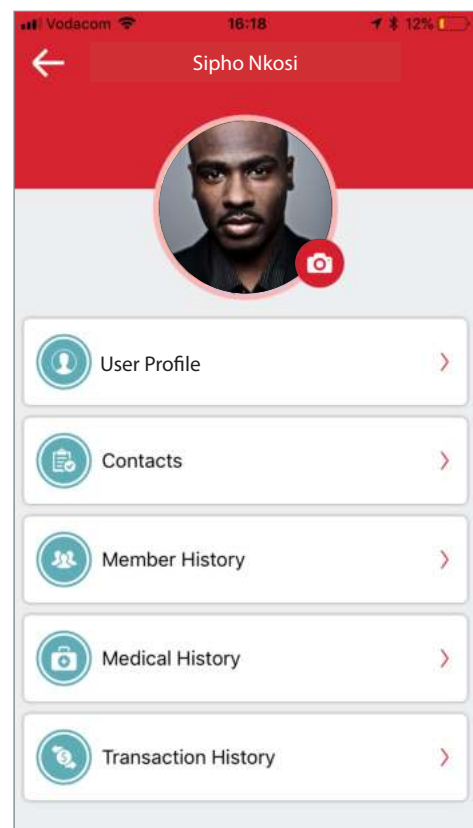
Sign up and create your member profile.

The screenshot shows the 'Sign Up' screen of the SECURE 911 app. At the top, there's a red header with a back arrow and the text 'Sign Up'. Below this, the app's logo 'SECURE 911' and 'RAPID RESPONSE' are displayed. The form contains four input fields: 'Enter Full Name' (with a person icon), 'Enter Email Address' (with an envelope icon), 'Enter Mobile Number' (with a '+27' prefix), and 'Enter Password' (with a lock icon). Below these fields is a checkbox labeled 'I agree to the Terms & Conditions'. A large, rounded 'SIGN UP' button is positioned below the checkbox. At the very bottom, there's a link that says 'Already have an account? Log In'.

USER PROFILE

UPDATING YOUR PROFILE

- Add your personal details.
- Invite contacts to use the app via your personal contact list.
- View your member history.
- Include your medical history details.
- View your transaction history.
- Upgrade your subscription.



THE HOME SCREEN

GET TO KNOW THE HOME SCREEN

Once you've downloaded and signed into the SECURE 911 app, you will find yourself on the HOME screen. You can access all of the Rapid Response features here.

NAVIGATION ICONS

HOME

This button takes you back to the HOME screen, where the RAPID RESPONSE features can be accessed.

OVERWATCH™

Connect with your community groups for updates within your circle.

MONITOR™

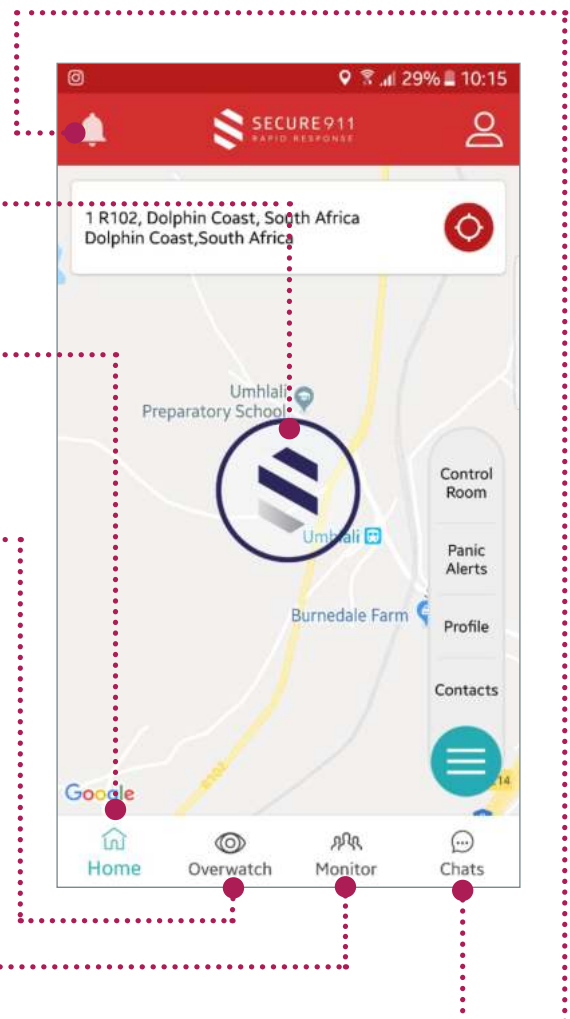
Keep an eye on your loved ones wherever they are.

CHATS

Chat one-on-one with other Secure 911 users in your contact list.

STAY INFORMED

Here you'll see Control Room notifications such as traffic or app updates.



PANIC SOS

RAPID RESPONSE FEATURES

If you are a paid subscriber, you will have instant access to the following RAPID RESPONSE features:

MEDICAL ASSIST

24 hour medical advice hotline and support centre. This is an advisory service only.

HOME PROTECT

24 hour crisis management service to support you in the case of a home invasion.

ARMED RESPONSE

In the event of a roadside event, a response vehicle will be dispatched to ensure your safety.

PANIC SOS

With just one touch of your mobile screen, you will be connected to our 24/7 Control Room where, depending on your emergency, the trained operator will respond with the appropriate service.

EMERGENCY EVACUATION

Complete medical emergency transportation, supported by rapid response medical personnel and state-of-the-art equipment.



OVERWATCH™

USING OVERWATCH™

Use the free OVERWATCH™ feature to connect with your community groups.

With this feature, you can also send automated alerts to your groups. These will alert your community group(s) to any concerning activity in your home / neighbourhood.

HOME ROBBERY

FENCE ALARM

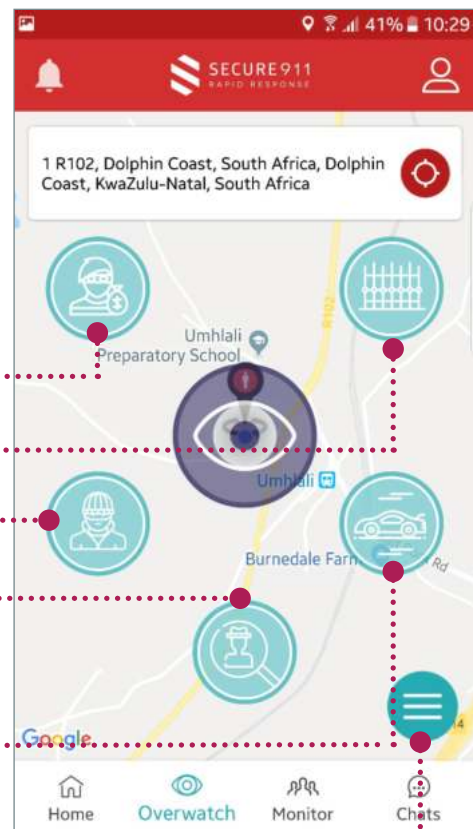
TRESPASSER

SUSPICIOUS PERSON / ACTIVITY

HIJACKING

COMMUNITY CHAT

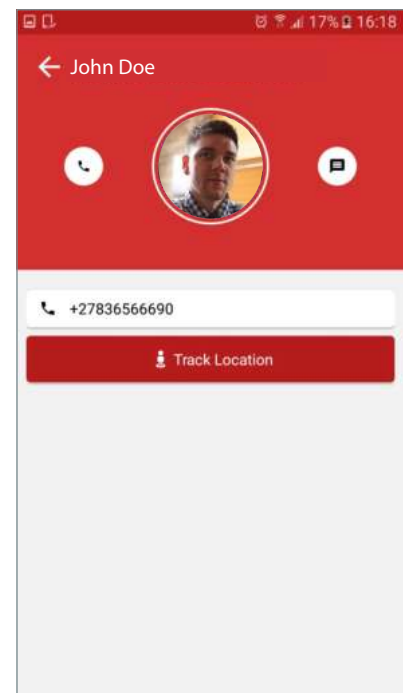
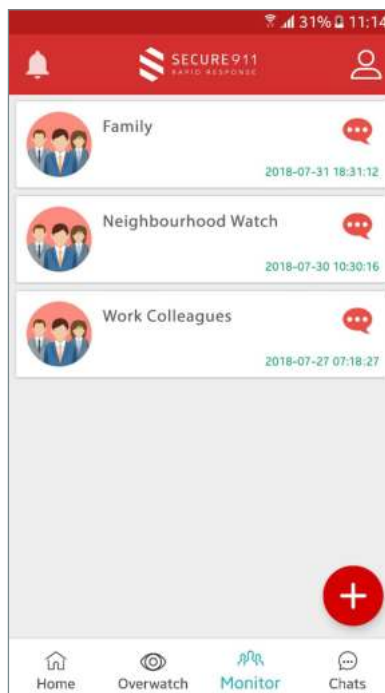
A press on this quick access button will give you access to your community chat groups.



MONITOR™

USING MONITOR™

Use the MONITOR™ feature to keep an eye on your loved ones wherever they are by creating personal groups and messaging each other all in real time.

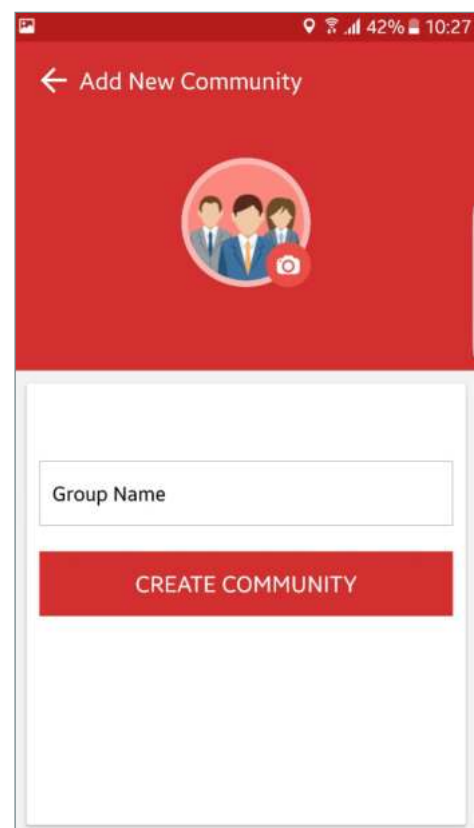


CONNECT TO YOUR COMMUNITIES

SET UP COMMUNITY GROUPS

To use the free MONITOR™ and OVERWATCH™ features effectively, you'll need to set up your community channels and establish community chat groups with your contacts.

You can do this by selecting the OVERWATCH™ screen in the app and then pressing the quick access button at the bottom right of the screen. Here you will find the option to ADD NEW COMMUNITY. Select contacts from your personal contact list and invite them to connect with you. You can set up multiple groups for easy connection to your circles such as your neighbourhood watch group, or friends and family.



COMMUNITY
WATCH



FAMILY



FRIENDS



WORK
COLLEAGUES

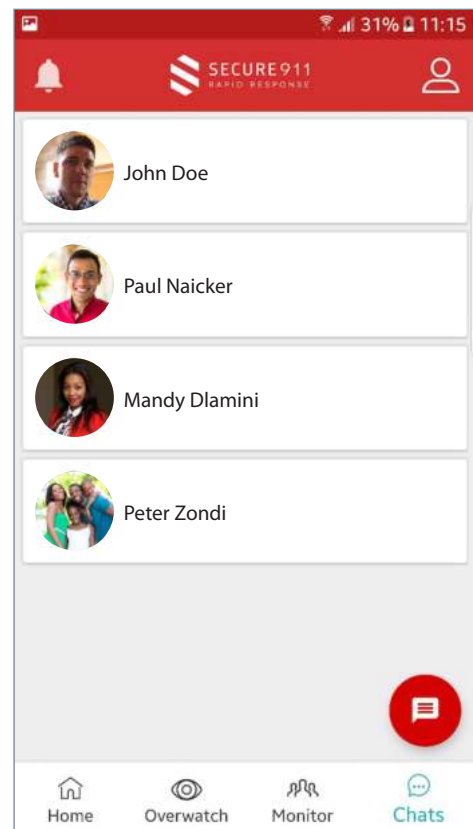


CHILDREN

CHATS

KEEP IN TOUCH

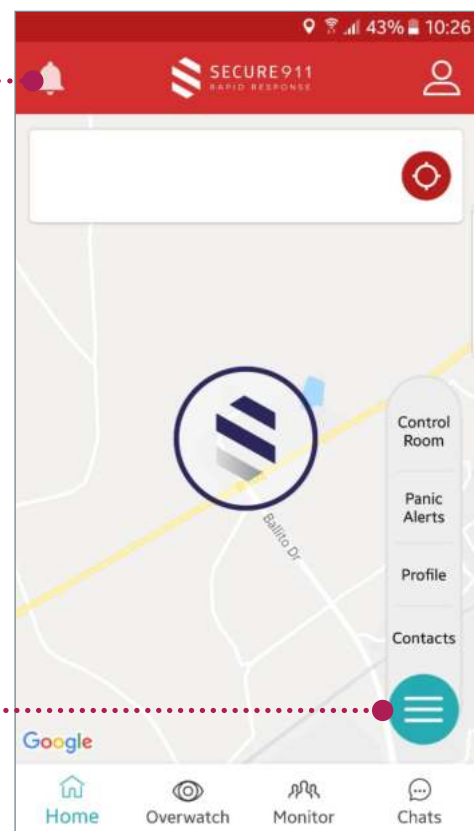
Whether you want to chat to a family member on the road or your neighbour across the way, our one-on-one chats feature allows you to quickly and easily touch base with any of your contacts who use the Secure 911 app.



THE CONTROL ROOM

USING THE QUICK ACCESS PANEL

To the right of the HOME screen, you will find a quick access panel button, allowing you to contact our Control Room, view your Panic Alert history, access your profile, and browse your contacts.



STAY INFORMED

Here you'll see Control Room notifications such as traffic or app updates.

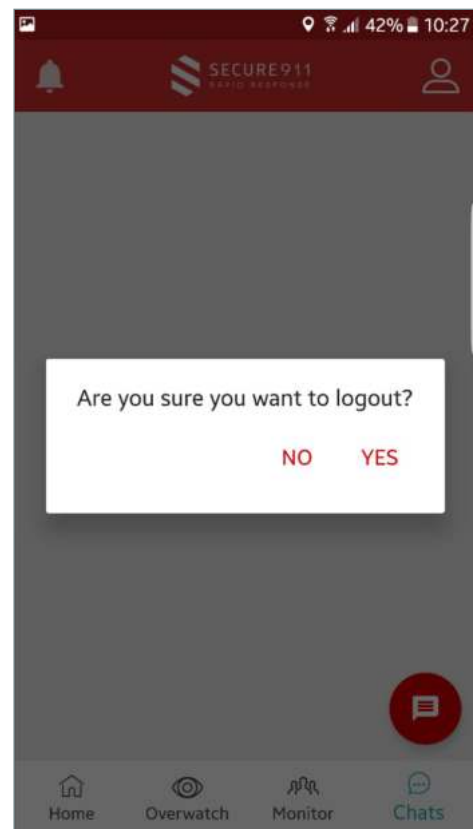
LOGGING OUT

LOG OUT

You can choose to log out of the app at any time, by closing it on your phone.

OUR ADVICE?

Keep it open and active for easy access.



HAVE QUESTIONS?

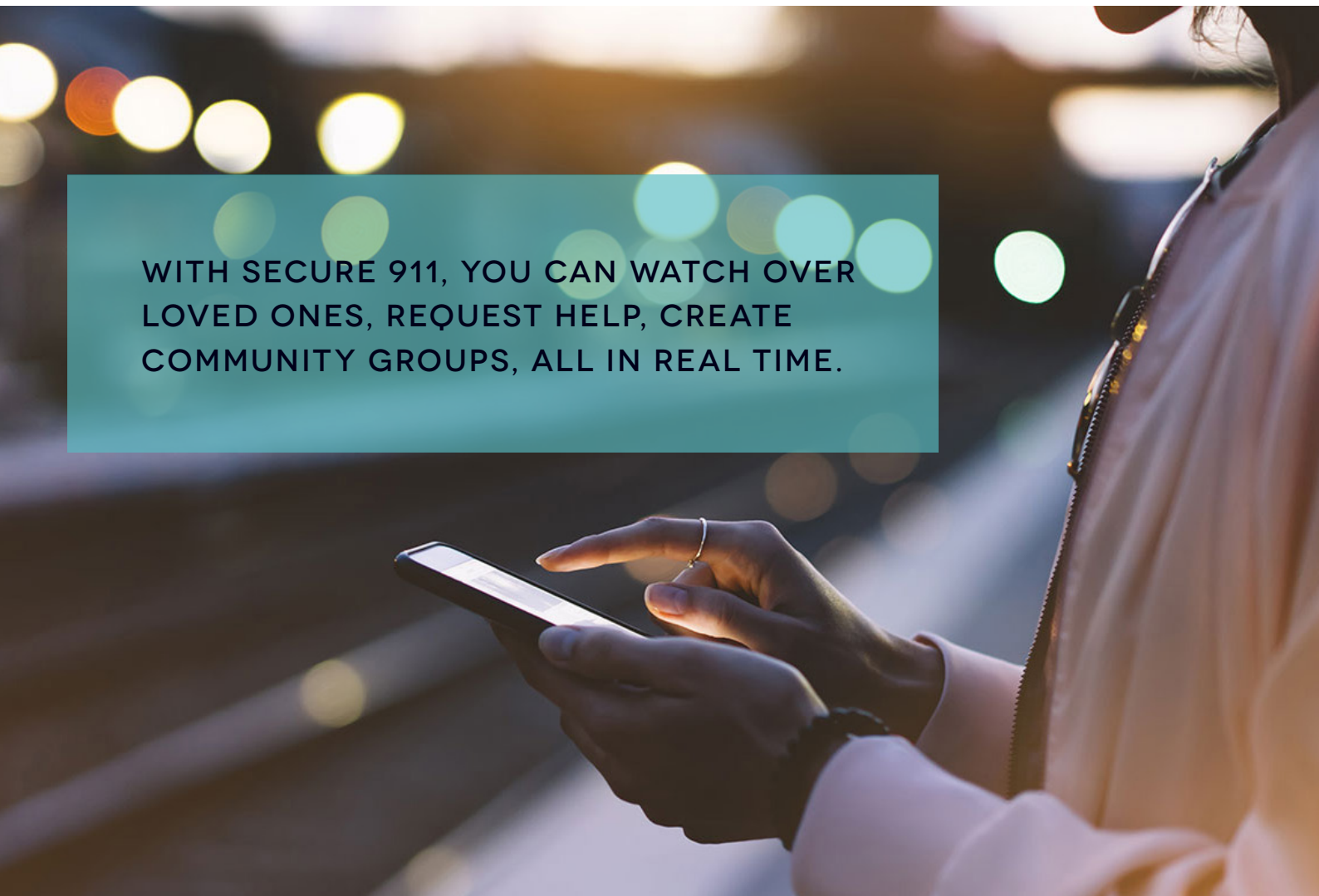
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WITH SECURE 911, YOU CAN WATCH OVER
LOVED ONES, REQUEST HELP, CREATE
COMMUNITY GROUPS, ALL IN REAL TIME.