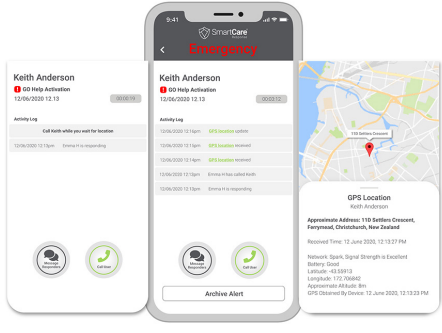
SmartCare® Response

Monitoring GO

App Responders Guide

SmartCare Response App

SmartCare® Response is a Smartphone App for connecting family, friends and carers to the user of GO. When a help button is pressed, emergency alerts are sent to all Responders simultaneously, notifying them via push notifications and text messages. Through the App, users can call the device, view who has responded, what action has been taken, and they can in-App message each other during an event.



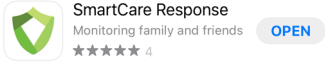
Please read this guide along with the Terms and Conditions and Privacy Policy available on the Chiptech website to ensure you understand the service this App will provide along with the limitations. If you agree to the Terms and Conditions and Privacy Policy then you can set up the App.

It is recommended that all Responders familiarise themselves with the GO user guide, so they have a good knowledge of the mPERS, and its functionality.

Please Note: The use of this App is dependent on a data connection, you will need Wi-Fi and cellular data turned on for this App to function.

Getting Started

1. **Install the SmartCare Response App**
   Search your app store for 'SmartCare Response' or scan the QR code to download.



Apple App Store

Google Play Store

Please Note: Remember to turn on automatic updates for the App to ensure you always have the latest up-to-date App installed. This App is not available on Windows phones.

2. **Create an Account**
   Once the App is installed on your Smartphone, an account will need to be created by following the next three steps:
   - Tap 'Enter your mobile number' box and you will be taken to the 'Sign up or login' screen. Enter your mobile number and once you have read the Privacy Policy, select that you agree. Tap the green arrow.
   - A code will then be sent to your mobile phone via text message to verify your mobile phone details. To complete, enter the 6 digit code received and you will automatically be taken to the next page.
   - Create an account by entering **your** (the Responder) First Name and Last Name and clicking 'Save'.

The SmartCare Response App is designed to be paired at the same time GO is being setup.

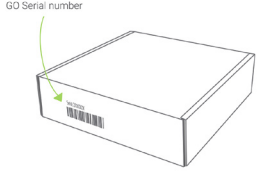
In some cases you may need to add a user to the App before their GO has been setup. If so, the First Responder can start the 'Add a User' steps and will find that the App will stop at the 'Pair Device' screen until the GO user has pressed both buttons.

The App can remain in this state until it receives the test emergency alert from GO.

If the App has been force closed before GO has sent the test emergency alert, then the 'Add a User' steps will need to be started again.

3. Add a User

- Tap 'Add User'.
- Select GO.
- The App will request permission to access the camera on your Smartphone. Choose 'Allow'.
- Scan the barcode on the back of your GO box or select 'Enter Manually' to enter the 8 digit barcode number (this will already be pre-populated with '2 _ _ _ _ _ _ _').



Where is this?

The 8 digit Serial number is located on the GO box sticker.

- Enter the 3 digit verify code.

Where is this?

The 3 digit verify code is located on the GO box sticker.

- Enter the name, address and any shared notes related to the GO user.
- You will be asked to consent to sharing your phone number with other Responders. This is optional, but providing your number to others also responding to this user may assist during an emergency event.
- To complete the set up, get the user to press both buttons on GO to send the test emergency alert.
- Once the alert is received, you will see a 'Set up complete' screen.
- GO will be automatically called and play a voice message to complete the set up.

Adding Other Responders

If another Responder has already added the user, you will be able to add the GO immediately and be taken to the user info screen.

If you want to provide the device details to other Responders, the serial number and verify code can be found in the 'User Settings'

Options on How to Respond in an Emergency

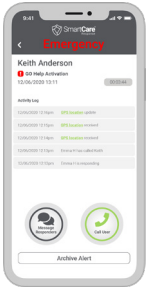
1. When an emergency event occurs, a Responder can choose either to 'Respond' or 'Cannot Respond'

Provides the options outlined below.

Cannot Respond

Displays a notification that they cannot respond to inform other Responders.

2. Response Actions



First, use this button which will open the calling app with the GO phone number. This will allow you to make contact with the user and determine what help is needed. This button can be used anytime during an emergency to contact the GO.

Send predefined or typed messages to keep other Responders up to date during emergency events.
Other Responders can see who has responded, and they can in-App message each other during an emergency alert.

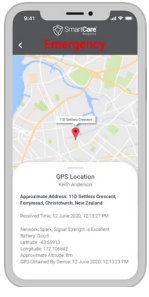
Archive Alert

At the conclusion of the event, the Responder should 'Archive Alert' via the emergency page.

3. GPS Location

GO will send GPS locations that will be displayed in the Activity Log, click each link to view current GPS location.

Every new GPS location received will automatically update the location pin information.



When GPS location is received, a location pin will be displayed on the map. The pin information includes an approximate address and device information.

No GPS location available. Device specific info is shown, such as signal strength and battery level.

Please Note: If for any reason no-one can respond to an alert from GO, then the App will continue to notify of an alert every 30 seconds and then send a SMS message. If there is no response after a few minutes, then it will send an alert to the backup monitoring centre, if set up to do so.

Remove a User

To remove yourself as a Responder, tap the 'Remove Me' button found under the 'Responders' tab for the user that you wish to remove yourself from.

If you are the only Responder to a user, do not remove yourself if this device is still in use.

GO Reports for Responders

As well as monitoring the emergency alerts from a GO, Responders are provided with additional information, via the App, relating to GO functionality. This is so information such as; daily test, low battery, and System Check completed can all be reported and acted on to ensure the safety of the GO user.

Event Priority	App Behaviour	Action Required
Urgent	Multiple push notifications, sound and SMS sent	Requires immediate action from Responders via the App, an emergency has occurred.
High	Single push notification	Requires action from Responders.
Medium	View in App	May require action from Responders.
Low	View in App	Notification to keep Responders up-to-date, no action usually required.
	View in App	Set up complete.

Please Note: The icon colour changes to grey when a newer event occurs or when alert is archived.

Report Received	Action Required
Help alert on GO activated.	GO user has pressed both buttons, please respond immediately via the App.
Fall detected.	A fall has been detected, please respond immediately via the App.
Personal help button test completed by user.	A System Check test has been completed by the user, no action required.
Flight mode on GO enabled.	GO user has enabled flight mode. If left in flight mode and in use, ask user to perform System Check
GO in normal mode, flight mode exited.	User has placed GO on the charger or preformed a System Check to exit flight mode, no action required.
Daily test missing	Contact User and ask to do a System Check, a ‘personal hep button’ report should be received.
Daily test received	Daily test from GO has been received, no action required.
GO has not moved for some time, please check.	GO device has not moved in at least 24 hours, check user is OK and wearing their device.
Battery is low	GO battery is low, if no charging report comes through within 24 hours first, then contact user to place on the charger.
Battery in GO is charging.	User has placed GO on the charger, no action required.

Designed and Manufactured in New Zealand by Chiptech Limited.

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Keep them safe