ERGSS FAMILY CARE · SETUP HELP

Set up Family Care in 10 minutes

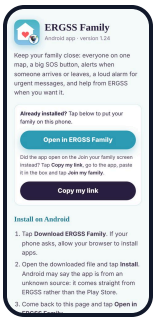
Two people take part: the family member who signs up, and the parent whose phone it goes on. Pick the one that is you. Every step has a picture of what you will see.

FOR THE PARENT

B. My family sent me an invite

Have your phone in your hand. If you get stuck, call the number at the bottom. We are happy to help.

1 Install the ERGSS Family app



ANDROID

Open **Play Store**, search **ERGSS Family**, tap **Install**.

IPHONE

Open the **App Store**, search **ERGSS Family**, tap **Get**.

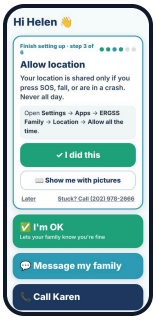
2 Open your invite



Find the text message or email from your family that says **"added you to … on ERGSS Family"**. Tap the link in it. The app opens and you are in your family.

No invite? Ask your family to tap **Resend invite**, or have them show you the QR code on their phone and point your camera at it.

3 Allow location and notifications



The app asks two questions. Say yes to both. Your location is shared **only during an SOS, a fall or a crash**, never all day.

ANDROID

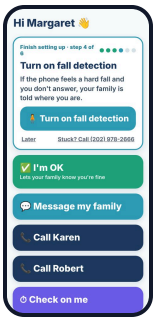
Tap **Allow all the time** for location (it may open Settings: pick **Allow all the time**, then go back). Tap **Allow** for notifications and physical activity.

IPHONE

Tap **Allow While Using App**, then later **Change to Always Allow**. Tap **Allow** for notifications and Motion & Fitness.

4 Turn on fall detection

The app shows a short list of setup steps. Tap the big **Turn on fall detection** button. If the phone senses a hard fall and you don't answer, your family is told where you are.



5 Put your medical ID on the lock screen

Tap **Get my lock-screen picture**. It has a code paramedics can scan to see your allergies and medicines, even when the phone is locked.

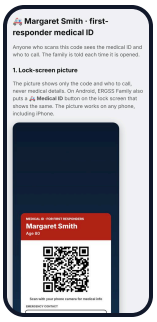
ANDROID

Tap **Save picture**. Open **Settings** → **Wallpaper** → pick the picture → **Lock screen**.

IPHONE

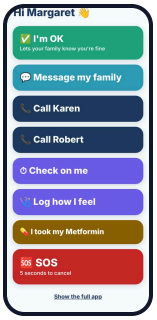
Tap **Save picture**. Open **Photos**, tap the picture, tap **Share** → **Use as Wallpaper** → **Lock Screen**.

Then tap **I've done this**. Your family can also print the same code on a wallet card and a fridge sticker.



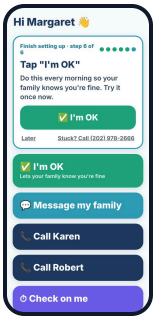
6 Try the SOS button

Tap the red **SOS** button, then tap **Cancel** within 5 seconds. Now you know where it is. In a real emergency, call 911 first if you can, then tap SOS.



7 Tap "I'm OK"

Every morning, tap the big green **I'm OK** button so your family knows you're fine. Do it once now to finish setup. If you forget, the phone reminds you, and your family is told only if you still haven't answered.



Stuck? Call or email us

A real person at ERGSS will walk you through it. Have your phone with you.

(202) 978-2666

info@ergss.com

ERGSS Family Care is a safety and notification service. It does not provide medical advice, diagnosis or treatment, and it is not a substitute for calling 911.