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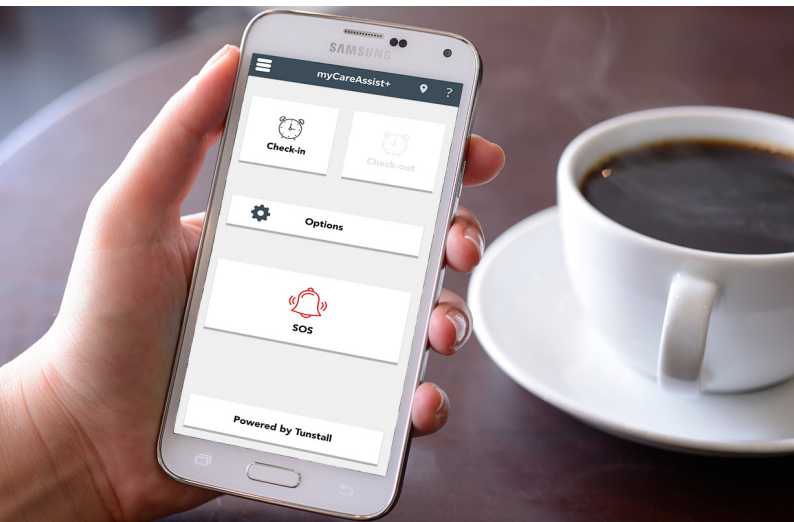**App Store**

myCareAssist+

user guide

Powered by Tunstall

Tunstall

Welcome to the Tunstall monitoring service.

Inside this pack, you will find all of the information you need to get started using myCareAssist+, details on how to use the service, and steps on how to test.

Available 24/7, we are here to help whenever you need; whether you are working alone, in potentially hazardous environments, feel vulnerable, or for any other reason.

To ensure we can provide you with the best assistance at all times, it's important to keep us updated. If any of your details change, be sure to advise us.

Remember, we are always here to help. If you have any questions or comments please do not hesitate to call our Customer Service team or simply press your SOS button or pendant to talk to one of our Care Consultants.

Lyn Davies

Lyn Davies
Managing Director

What is the myCareAssist+ app?

myCareAssist+ is designed to work with an existing smartphone (Android or iOS) to offer safety for people who are working alone, travelling or working in potentially hazardous environments.

With individual lone worker ID access, regular check-up calls, easy duress activation and location tracking, myCareAssist+ aims to quickly identify remote workers or any individual who may be at risk or in need of assistance.

Installation and configuration

1. Download the myCareAssist+ application via the **Google Play Store** for Android devices or the **Apple App Store** for iOS devices.

2. Once launched, enter your unique 6-digit lone worker ID (provided by Tunstall), your mobile number, confirm your centre ID (1 for Australia, 2 for New Zealand), region and language.

3. When prompted, enable notifications and location services.

Note some corporate Wifi networks may block the necessary ports for the app to work. As a result the app works best on the 3G, 4G or 5G networks.

Please note:

You require data roaming to be turned ON while travelling overseas if you want location tracking to be enabled. Please check with your telephone provider on the best roaming plans.

Your myCareAssist profile has been configured to either general or silent monitoring mode, as requested. If you wish to change your preference, please contact your local Tunstall office.

Pairing your pendant (if applicable)

To pair your pendant, enter the myCareAssist+ settings menu in your smartphone and select 'Bluetooth SOS Trigger'. Press and hold the pendant for 10 seconds then select the device name 'AlertNess' from the list in your smartphone. Exit settings and press your pendant to test that it raises an SOS call to the Tunstall Customer Care Centre.

Pendant function

When the pendant is activated:

Android: The device will automatically place a phone call to the Tunstall Customer Care Centre.

iOS: A message will be sent to the Tunstall Customer Care Centre and a Tunstall Care Consultant will call you directly.

If there is no internet connection or the app does not receive an acknowledgement response from the Tunstall servers, we will display a message in the app requesting the user to make a call manually.

Test the app

Please be sure to test your SOS button/pendant once every three months. To test, press the SOS button on the myCareAssist+ app or the pendant and wait for the alarm call to go through to the Customer Care Centre. Once answered by a Care Consultant, let them know that you are testing, and if you checked-in, make sure you check-out of the myCareAssist+ app upon conclusion of the call.

Please note: It is important to have your caller ID enabled for Tunstall to receive your information. Please make sure your call

settings have the Caller ID set to 'Show Number'.

Features

Check-in	Select the check-in button on commencement of an event and record your location details and any other details you wish to provide in the 'Message/Destination' free text field then select from the 'Call Back Time' drop down. You will receive a notification two minutes prior to your selected call-back time to alert you to check-out. If you do not check out, the service will phone you to request your lone worker ID. If you do not answer or check-out, the system will attempt to contact you twice more before an alarm is raised to Tunstall's 24-hour Customer Care Centre.
	Data Setting
	• Will prompt the user to enter a Message/Destination for the Tunstall Care Consultant, then a call-back/check-out time.
	• Message recorded for Tunstall to access, if required.

Check-out	Select the check-out button on conclusion of an event to disable automated call-backs. The check-out button is only enabled when you are checked-in, otherwise it is greyed out.
	Data Setting
	• Will log the user out of myCareAssist+.
Options	When checked-in, select the options button to update your 'Message/Destination' in the free text field if you want to inform Tunstall of any new information.
	Data Setting
	• Will prompt the user to enter an additional Message/Destination for the Tunstall Care Consultants.
	• Updated message recorded for Tunstall to access, if required.

Select the settings button to choose preferred settings and configuration options.

- **Current location:** Displays current latitude and longitude.
- **Lone worker ID:** The unique 6-digit lone worker ID provided to you by Tunstall.
- **Mobile phone number:** The mobile phone number you provided to Tunstall.
- **Call-back time:** The default call-back time for a new user is two hours for data setting and 30 minutes for voice setting. You can type your own specific default call-back time or select a drop down option ranging from 10 minutes to 11 hours.
- **Check-out reminder:** Select to receive a reminder to check-out two minutes prior to your call-back time.
- **Check-out reminder sound:** Select to enable sound on your check-out reminder.
- **Communication method:** Displays the preferred communication methods that you have selected (voice or data). You may change this at any time. Voice should only be used when a data service is not available.

	• **Centre ID:** Displays your organisation's ID number. • **Bluetooth SOS trigger:** Displays paired pendant details. • **Vibrate on SOS countdown:** Select to enable phone vibration during SOS countdown. • **SOS no internet warning sound:** Select to enable sound alert when myCareAssist+ has no internet connection. • **Reset:** Select the reset button to log out.
SOS	Select the SOS button to raise an alert to Tunstall's 24-hour Customer Care Centre. When the SOS button is pressed, a seven second delay allows the user to cancel in the event of accidental activation by clicking the cancel SOS button on the screen.
Powered By Tunstall	Press, hold the 'Powered by Tunstall' button for three seconds and release to access the Tunstall Healthcare website.
?	Press the '?' button for assistance and Tunstall contact details.

Process if you fail to check-out

If you do not check-out, you will receive the following reminder messages:

- **1st check-out reminder message:** "This is your automatic check call, please enter your 6-digit code." When the above message is prompted, please enter your 6-digit lone worker ID.

- **If you fail to enter your pin correctly:** The above reminder message will repeat two more times until you enter your 6-digit lone worker ID.

- **If you enter your pin correctly:** Please follow the prompts and take the appropriate action.

Please note: Check-out reminders are voice calls. When you select any of the below prompts, your app will not update to show what you have done.

If you do not answer the system call or remain checked in, the system will attempt to call you twice before you get a call from our Care Consultant.

If you are unable to check-in/out, please contact Tunstall's 24-hour Customer Care Centre on 1800 603 377 to action this for you.

Voice prompt	Result of action
• "For an emergency, press 1"	• The app will call Tunstall's 24-hour Customer Care Centre.
• "If you are okay press 2"	• "Pin code <number> is OK, your next check call will be in <default check-in time limit> minutes". Then call will hang up.
• "To change your voice message press 3"	• You are prompted to change your voice message.
• "To change your check interval press 4"	• You are prompted to change your check interval (in minutes). For example: 240 would be 4 hours
• "To log off (referring to check-out) press 5"	• "Pin code <number> has logged off, no more check calls will be made, goodbye" • You are now checked out of myCareAssist+ app by the system. • Please note: If you press 5, please press check-out to 'clear' the check-in from your screen.

Troubleshooting

Pendant disconnection: Due to Bluetooth connectivity, if the pendant is removed from within range of the paired myCareAssist+ app it may disconnect. If the pendant emits one long beep and flashes blue for 30 seconds after activation, that indicates pendant signal did not reach the app. If you experience pendant disconnection, close and then re-open the myCareAssist +app and press the pendant to test. If your test call does not connect, please contact your supplier.

Battery replacement: Under normal usage, our pendant has at least one year battery life. For instructions on how to change the pendant battery, please refer to the pendant user guide.

Tunstall