Dr. Security

User's guide
MOBILE APPLICATION

Dr. Security Mobile Application User Guide

1. ACCESS TO THE MOBILE APPLICATION

Dr. Security's 24/7 emergency system is composed of a **mobile application** for iOS and Android smartphones, which allows the user to always carry the emergency alarm-sending mechanism by activating an SOS button from the app, or by programming other activation methods for the automatic sending of the SOS.

The app is connected to emergency response software that allows the handeling of SOS alerts, offering 24/7 remote assistance. when the distress request is sent from the app, it's immediately received by the response software, allowing direct and immediate contact with the user.

1.1. Welcome e-mail: What it is and what it is for.

In order to use the Dr. Security emergency system, the first step is to receive a welcome email with the access information to the service. You can find it in your email inbox if you have not received it, please contact your provider or contact us.
In the welcome email you will find the following information:

The details of your contract, include the **start date, end date, contract number, and country where the service will be available.**

Contract #1245

Collective name

Start date: **07/03/2024**

End date: **07/03/2025**

Available country: **Puerto Rico**

We will provide you with unique and non-transferable data to access the application, which includes:

- **Email:** Corresponds to the email associated with your contract.
- **Password:** You will be prompted for the first login to the application. You can change it later.
- **Verification PIN:** This will be needed if you forget your password in the future.

Email: **email@email.com**

Password: **abcde123**

Verification PIN: **1234**

You will need the PIN number to be able to modify your password if you do not remember it.

1.2. Application login

If you have not yet downloaded the application you can do so by scanning the following QR codes depending on your operating system:

Link Apple Store   Link Google store

Once you have downloaded the app on your smartphone, you are ready to start using the Dr.Security services.

If you are logging in for the first time, you will need to accept a series of required permissions and complete questions for the operation of the emergency service. To log in you must complete your access credentials:

The default language of the app

You must enter the email address you received in the welcome email and with which you were registered (See 1.1).

If this is the first time you are accessing the app, you must include the temporary password you received in the welcome email. If it's not the first time and you have changed the password, you must enter your current password.

In case you do not remember your password, you can press this button which will guide you through the recovery process.

Before clicking the login button you must accept the terms of use and privacy policy.

1.3. First steps: Changing the temporary password (first login)

If this is your **first login to the app**, you will be prompted to change your provisional password on a mandatory basis.

Generate password
Please generate a new password.

New password 👁

Repeat password 👁

The password must contain at least 5 characters including one uppercase letter, one lowercase letter, and one special character.

SAVE PASSWORD

Insert a new password with a minimum of 5 digits including at least one uppercase letter, one lowercase letter and a number. Once this is done repeat the password and press the save button to continue with the process.

1.4. First steps: Add security question and answer (first login)

The information associated with the **security question and answer** are used to intervene discreetly in dangerous emergencies, such as when a victim is under threat. For example, if someone calls for help, but is unable to speak freely, a security question is asked. If the answer is not correct, the emergency is verified by the user's device and help is dispatched.

Spanish ▾

Before proceeding, complete your security information.

Prevention is the key in emergency situations, add a security question and help us provide you with more efficient and effective assistance.

Learn more
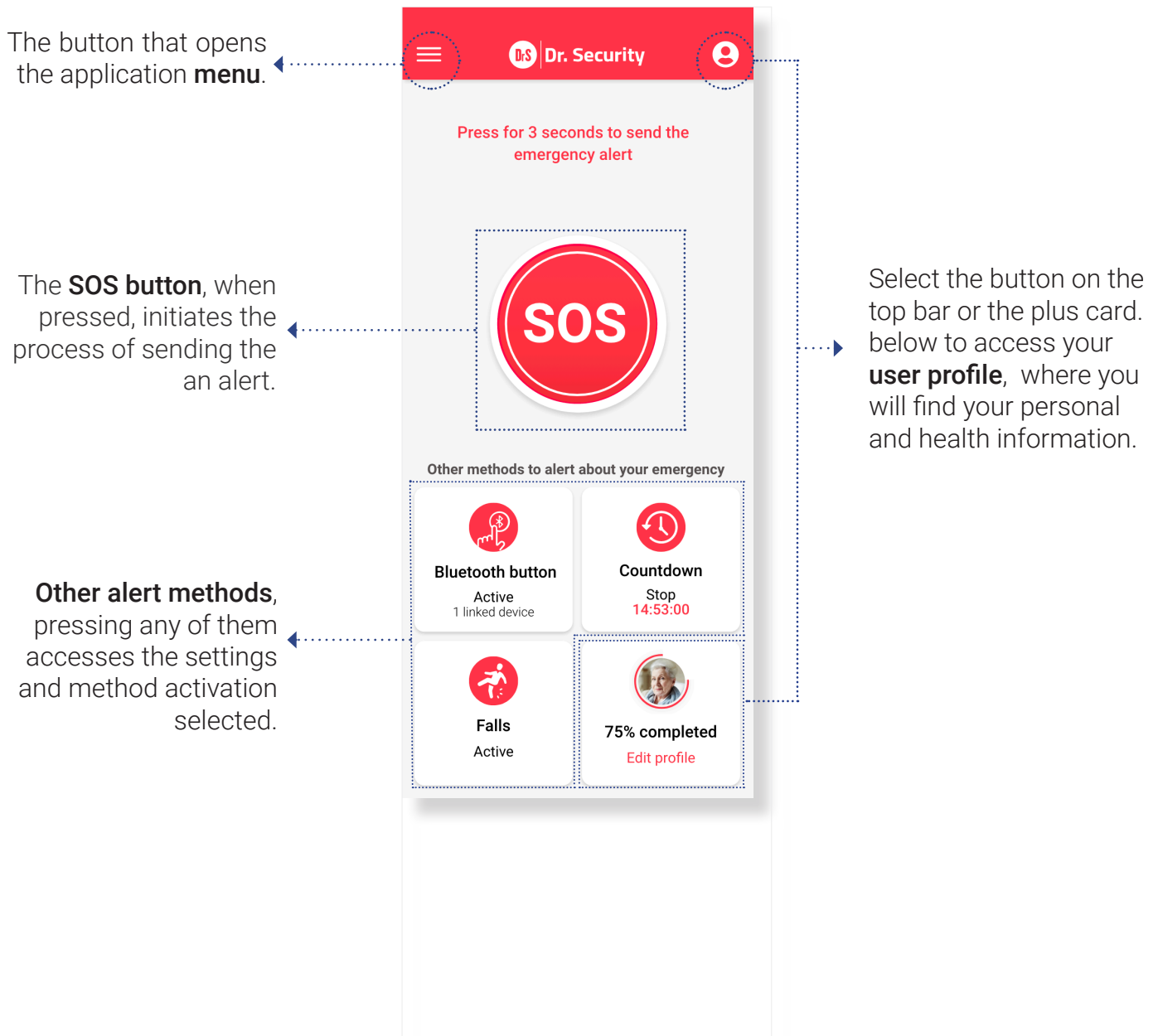
Name of my first pet →

Security Response

SAVE

Since this is your first login you will be prompted to add a security question and answer, you will need to select an option from the alternatives in the list and answer the security question.

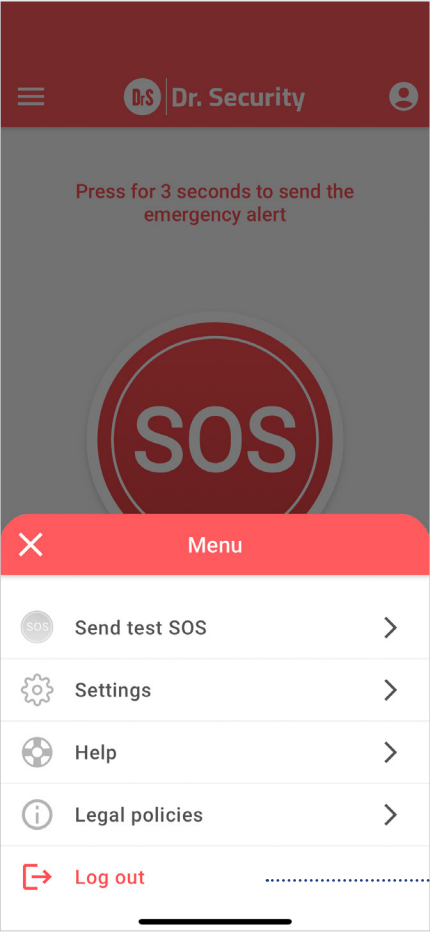Once completed, press the save button and start using Dr. Security!

2. USER

2.1. Home screen

Once you enter your credentias, you will be lead to the home screen the main operative center of the app. This page is compiled of the followring elemnts:

The button that opens the application **menu**.

The **SOS button**, when pressed, initiates the process of sending the an alert.

Other alert methods, pressing any of them accesses the settings and method activation selected.

Select the button on the top bar or the plus card. below to access your **user profile**, where you will find your personal and health information.

2.2. General menu

Pressing the menu button will display the general menu of the application from where the following sections can be accessed.

SOS TEST: Allows sending the SOS alert in a simulated way, it replicates the same process as sending a real SOS alert, but with the premise that it is a test.

Settings: allows you to change the language of the application between the options: Spanish, English, and Catalan
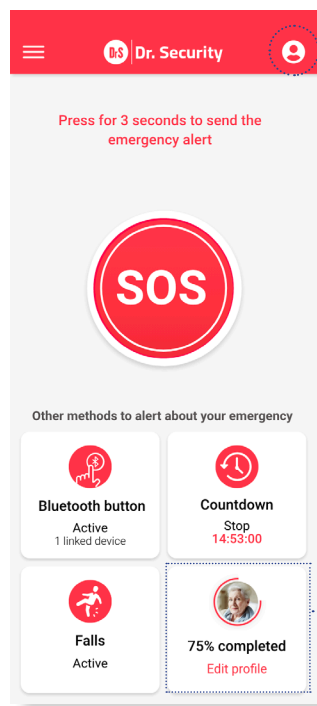
Help: Answers Dr. Security's frequently asked questions and allows you to send a message with questions or comments. requests with respect to the application.

Legal Policies: Displays Dr. Security's legal policies.

Logout: Logs out the active user from the application.

2.3. Access my profile data

From the main screen, you have two options to access your user profile:

Pressing either button will take you to your **profile data**.

The card shows your picture or the initials of your user name, the percentage of what you have completed on your profile, and the button for you to access to edit your profile.

2.4. Add or edit my profile picture

To carry out this process, you need to go to your profile and follow the steps below:
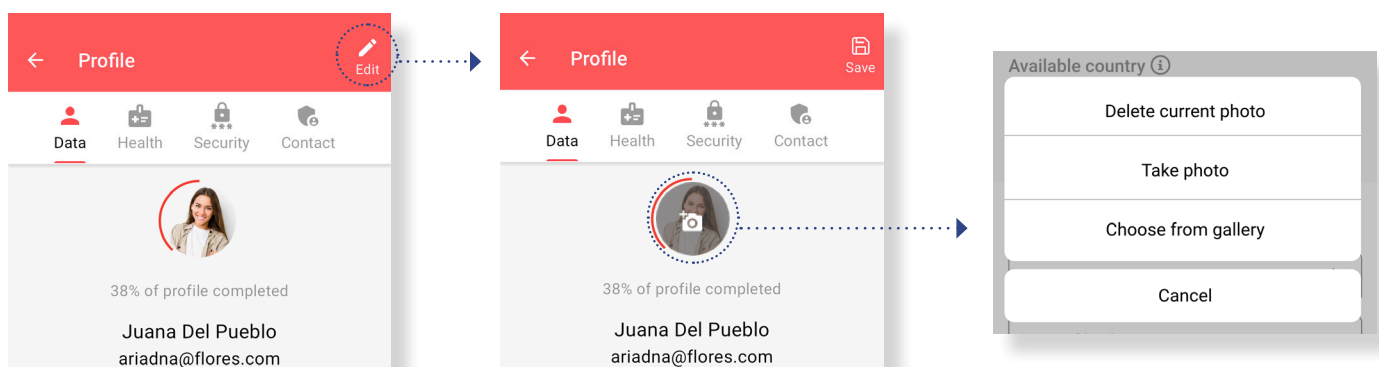
Within the profile, press the **Edit** button

Once you have activated the editing mode, a **camera icon** will appear inside the circle of your photo or initials and **you will have to press it**.

Select one of the options:
- **Take photo:** Opens the device's camera so you can take a picture.
- **Choose from the gallery:** Access the device's gallery so that you can select a photo.
- **Delete current photo:** Deletes the profile picture.
Then, press the **save icon** to confirm the changes.

2.5. Details about the service

The service data is generated once a contract is created in Dr. Security. The data is generated automatically and is not editable from the profile, it includes:
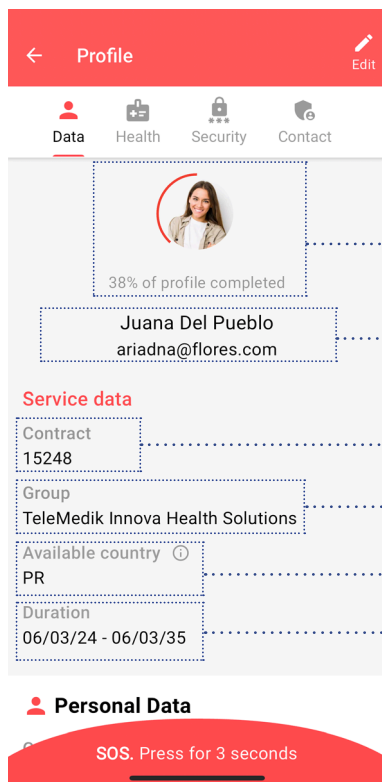
The **status circle** indicates the percentage of your profile that you have completed. It represents the information available to be able to effectively assist in an emergency. The more information, the more effective the response service will be because they will know your situation in more detail.

Displays the **name and email associated** with the account (matching the one attached to the welcome email).

Profile

Edit

Data   Health   Security   Contact

38% of profile completed

Juana Del Pueblo
ariadna@flores.com

Service data

Contract
15248

Group
TeleMedik Innova Health Solutions

Available country ⓘ
PR

Duration
06/03/24 - 06/03/35

👤 **Personal Data**

SOS. Press for 3 seconds

A unique number is automatically generated when you create your account.

Displays the **name of the group you belong to**, most likely matching your service provider.

Available country: Indicates the geographic range where the emergency service is active and can be used. If you are out of range (for example, because you are traveling to another country), the service will stop working until you return to the indicated country. For more information, click on the **" i " icon**.

Indicates the **start and end date of the contract**

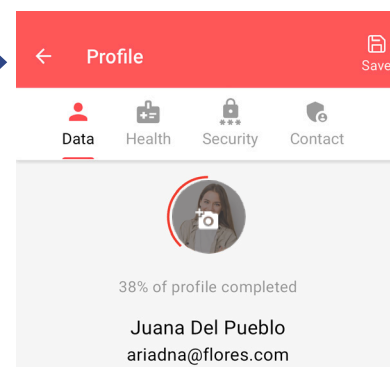## 2.6. Add or edit my personal and contact information

To improve the effectiveness of emergency management, it is important to have a complete profile that includes as much information as possible. To edit your profile, please follow the steps below:
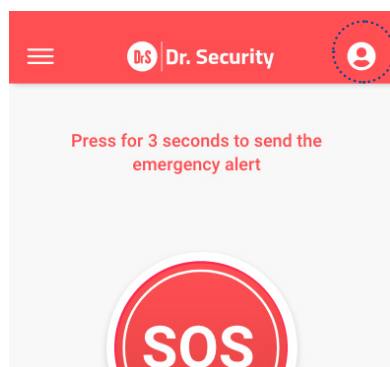
Go to your profile from the main screen, by clicking on the profile icon
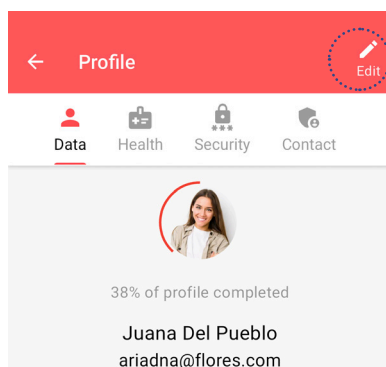
Once inside the profile, press the **Edit** button

You will notice that you entered edit mode because the **fields are enabled for editing**.

The data must be completed on a mandatory basis to ensure that the response center can respond to an emergency. They are as follows:

You can select from one of the alternatives to enter your **gender**.

Enter your **date of birth.**

Tell us your **country of residence.**

The **telephone number** is one of the most important pieces of information, as it is the number where we will contact you if you request any assistance in case of emergency.

The **usual address** is the one where you usually reside, you can enter it manually or use the auto-fill button.

2.7. Add or edit my physical and health information.

We request your physical and health information to ensure a better quality of emergency reports in case a critical situation arises. Some of the information you may be able to provide is:

To go to the health section, click on the health icon in the secondary menu.

Within the **Constitution** section, you can choose your preferred units of measurement between kg/cm or lb/ft, as well as select from the different complexion options available.

Within the **physical description**, you can indicate the color of your skin, hair and eye color

In the **Pathological History** section, select one or more of the available options.

Adding an **allergy** is easy: just start typing inside the text field. The text field has a predictive function, so when you start typing, a list of all allergies matching the entered text will be displayed. You can select an option from the list or, if you can't find the specific allergy, add the one you typed.

Each allergy will be added as a separate label. To remove an allergy, simply click on the **"X"** on the right side of the corresponding label.

In the important information text field, you can add additional information about your current health status. For example, if you are receiving any specific medical treatment, taking any specific medication, or if you are a pregnant woman, among other relevant details. To specify each piece of information, simply select the corresponding field and enter the information using your device's keyboard.

Within the **Insurer or Medical Plan** field, you have the option to add the information of the company to which you belong.

3. SECURITY

3.1. Change my password

To change your password you must go to the **Profile icon**, then select the **Security option** in the submenu. Once on this screen, you must press the **Edit button** to access the password change.
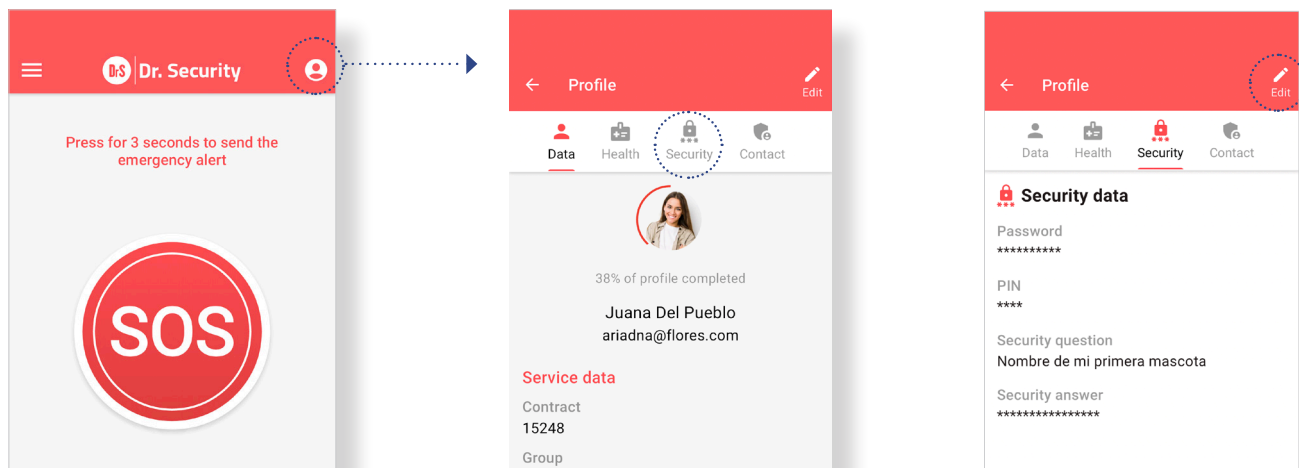

Once inside the editing mode, you must enter:

Current password, which corresponds to the password you have used to log in until now.

In the **New password** text field, you must enter the password that you will start using from now on. Remember that it requires a minimum of 5 characters. It must contain a uppercase letter, lowercase letter, and a special character.

In the **Repeat Password** text field enter the same data as in the previous new password text field.
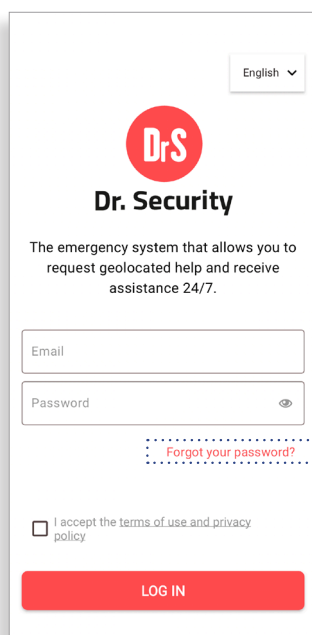
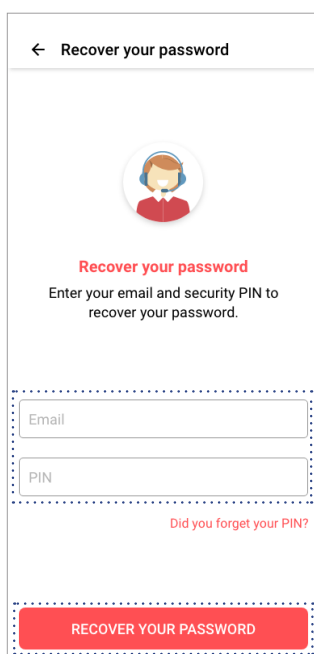Then select the **Save button** at the top right of the screen.
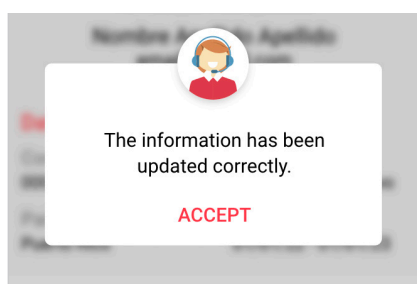
Once you **save the changes**, a notice will be displayed confirming that the password has been successfully saved. From now on, the next time you access the application, you will have to do so using the password you have just created.

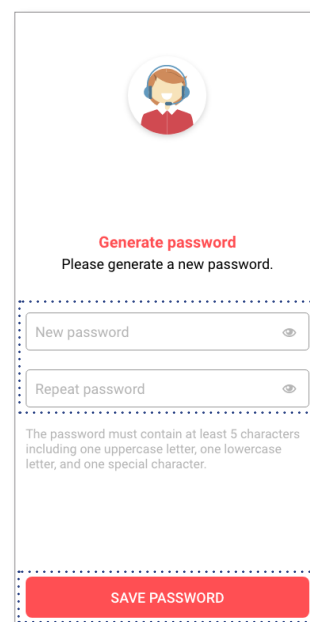## 3.2. I forgot my password: How to recover it.

If for some reason you forgot your password, follow the procedure below:

On the login screen, select the option that says **Forgot your password?**

You will be redirected to the **recovery page**, where you will need to enter your **email address and the PIN** provided in the welcome email.

If your email and PIN match, you will be able **generate a new password**. When finished, click on the Save Password button and return to the login process.

3.3. Change security PIN

To modify your security PIN you must go to the **Profile icon**, then select the **Security option** in the submenu. Once on this screen, you must press the **Edit button** to access the PIN change.
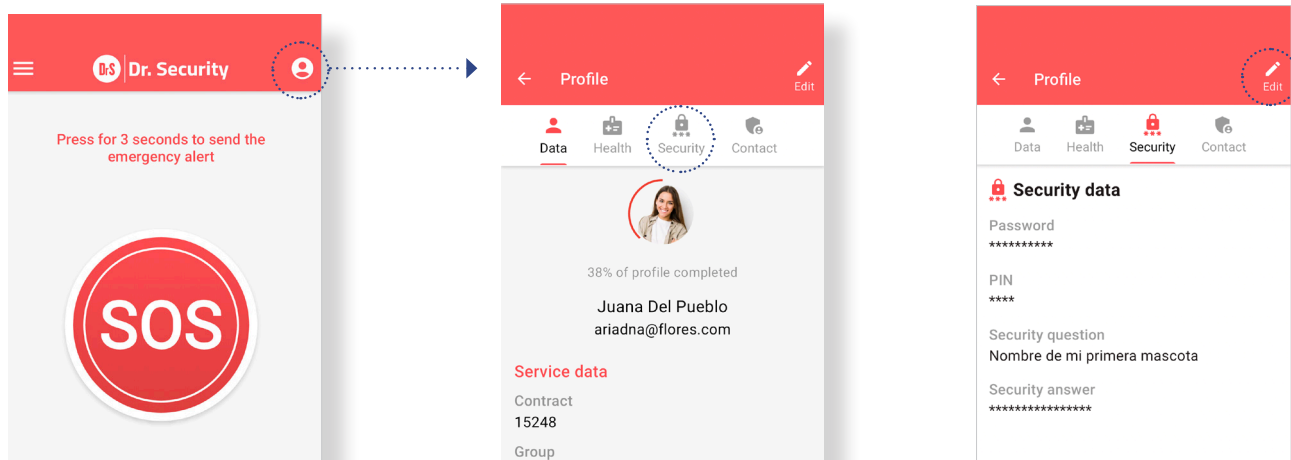
Once you are in edit mode, you must log in:

Current PIN, if you did not change it previously, you must use the one provided in the welcome email. If you have changed the PIN, enter the number you previously chose.
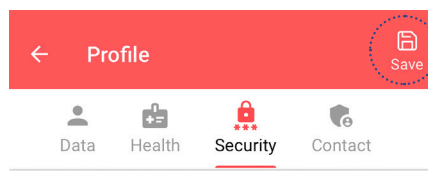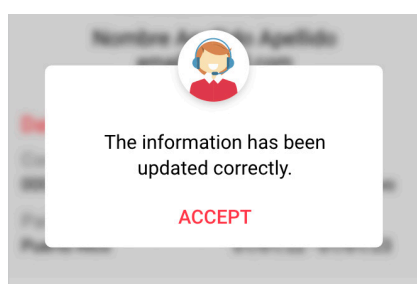
In the **New PIN** text field, enter the PIN that you will start using from now on. Remember to enter 4 digits.

In the **Repeat new PIN** field, enter the same data as in the previous text field.

Then select the **Save button** at the top right of the screen.

Once you **save your changes**, a prompt will be displayed confirming that your PIN has been saved successfully. From now on, the next time you access the app you must do so using the new PIN you just created.

3.4. I forgot my security PIN: How to retrieve it

If for some reason you forgot your PIN, follow the procedure below:

On the main screen, select the f**orgot your PIN?** option

Once inside this screen, you must press the **Forgot your PIN?** button.

Once inside the PIN recovery screen, you must **enter the email** with which you were registered in Dr. Security. Next, press the **Recover PIN** button.

Once you have opened the email with your security PIN, return to the **Dr. Security** application and press the Recover Password button.

If the email is correct, you will be taken to the information screen where you will be informed that your PIN has been emailed. Go to your inbox or, in some cases, your spam folder, and look for the email from **Dr. Security.**

3.5. Change my security question and answer

If you wish to modify your security question and answer it's as simple as going to the **Profile icon**, then select the **Security option** in the submenu. Once on this screen, you will have to press the **Edit** button to make the change.
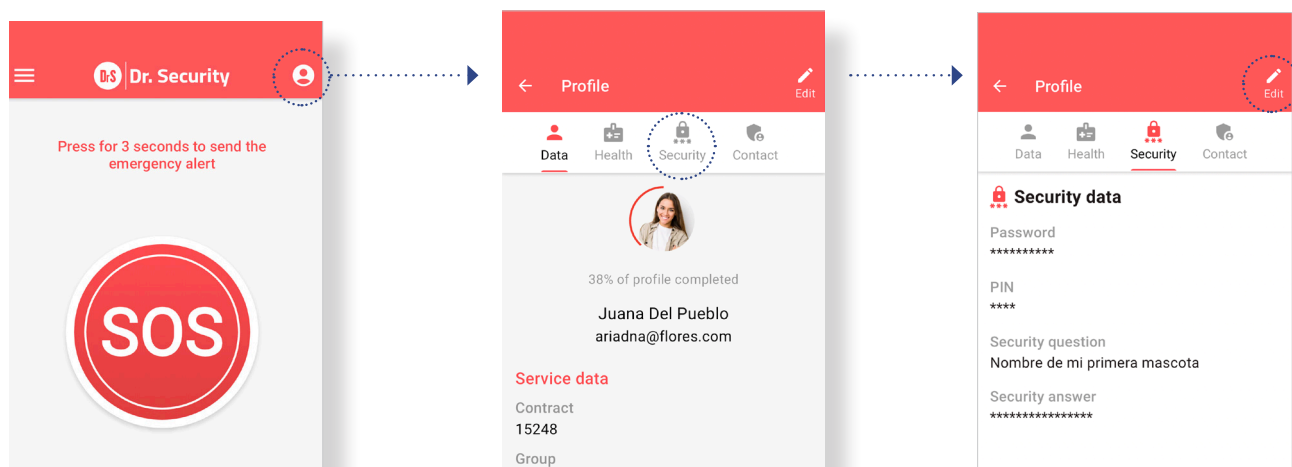

Once you are in edit mode, you must perform the following steps following actions:

If you want more information about what it is and what this information is used for, click on the "i" icon.

Press on the **security question icon** and select one of the options available. This question will be used to validate your state and situation in case of an emergency.

Within the **Security Response** field, enter the response that is familiar to you and that you will not forget. If you answer correctly, the suspicion will be ruled out. However, if you answer incorrectly, the protocol will be activated that will allow you to act quickly and with total discretion, in order not to endanger your physical integrity.
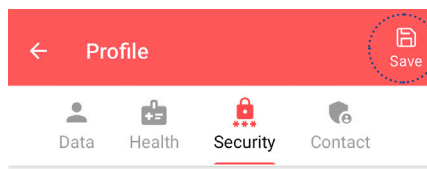
Then select the **Save** button at the top right of the screen.
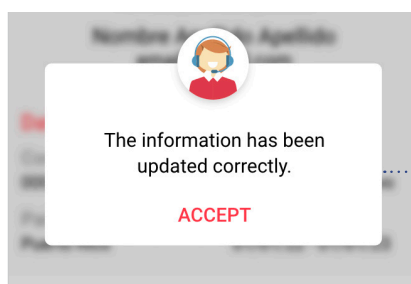
Once you **save the changes**, a prompt will be displayed confirming that the security question has been successfully saved.

3.6. Add, edit, or delete my trusted contact.

The trusted contact is the person you authorize assistance to contact in the event of an emergency. This information is optional and you can add, edit, or delete the contact by following these steps:

In case you have not authorized any contact, a message will be displayed indicating such. To **authorize** you must click on the **Edit** button.
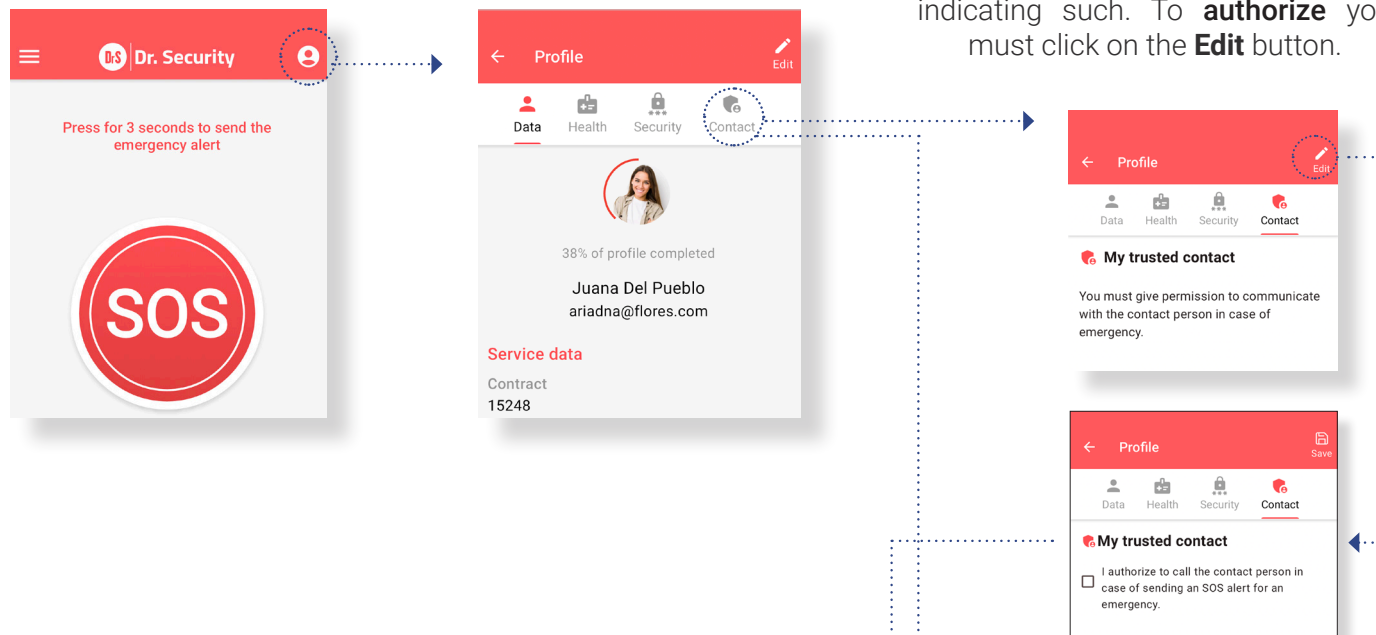
Once on the editing screen, you must fill out the indicated text fields. They are all mandatory except the email address section.

Within the edit mode, you must **select the checkbox** to authorize the call to your contact. The text fields you need to fill to update the infromation will be automatica enabled.

Full name of your trusted contact.

Select one of the options in the Link field.

Select the language in which prefer to be contacted.

Enter the means to contact your contact, email is not mandatory information.

If you previously authorized contact, you will see their data displayed. Press the **Edit** button to add or delete the information.

Then select the **Save** button at the top right of the screen.

4. EMERGENCY SYSTEM (SOS)

The Dr. Security emergency system allows the user to send the alarm signal to the CRA (Alarm Receiving Center) for any type of criminal, civil, or health emergency. The app has **FOUR SOS activation methods**: SOS button, Bluetooth button, countdown clock and fall detection. The SOS Button is always active and available on the screen. All other methods must be configured for use.

4.1. How to send an emergency alert

The SOS button (also known as a panic button) is a virtual button that allows you to send the SOS alert to the ARC after pressing it for 3 seconds.

It's accessed immediately after clicking the **Login** button on the main screen of the app, it may also be **visible at the bottom** of some screens:
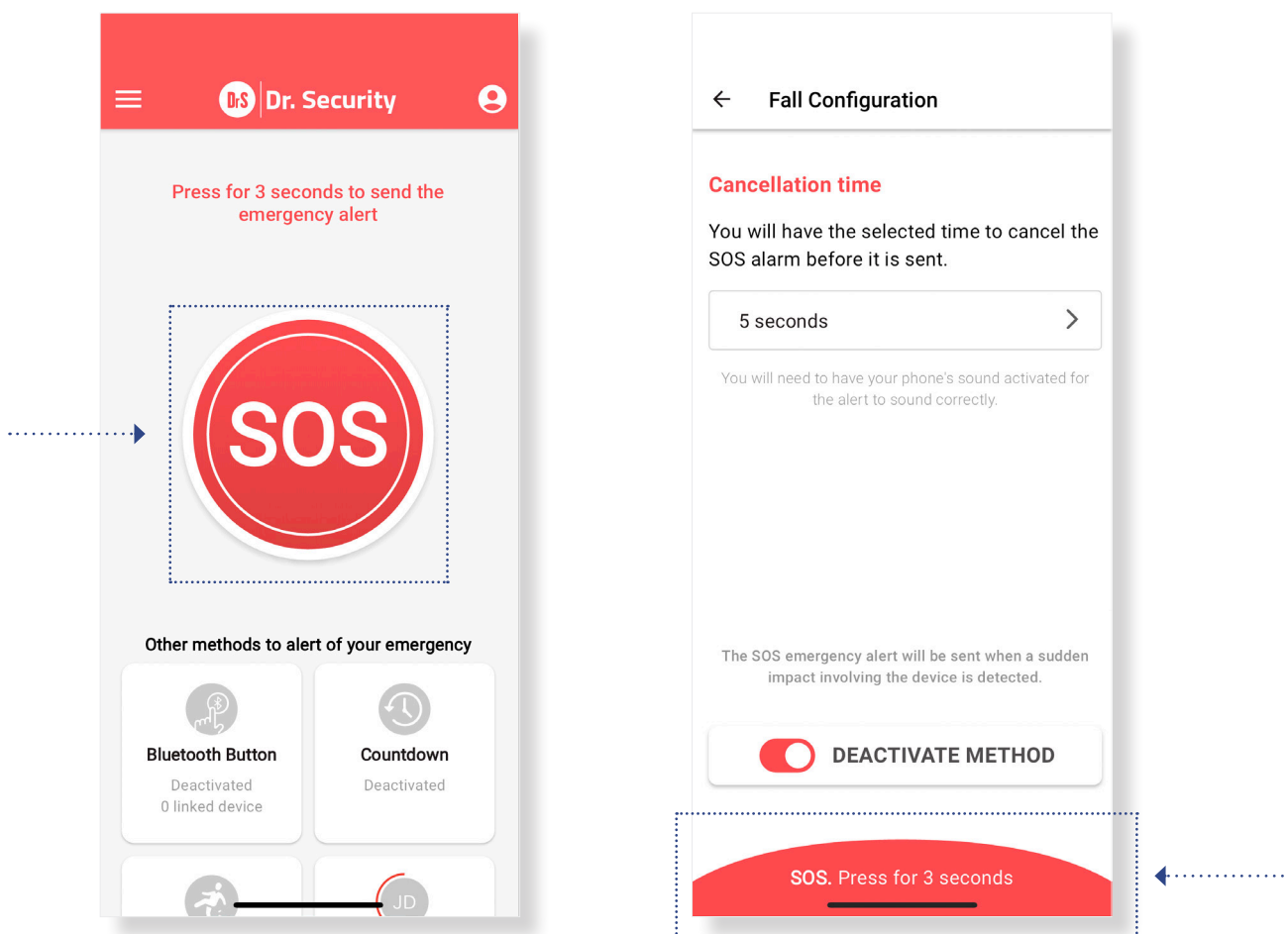
To proceed with sending the alert, press and **hold the SOS button for 3 seconds**. When doing so, a countdown counter will be started and the process will be represented graphically:
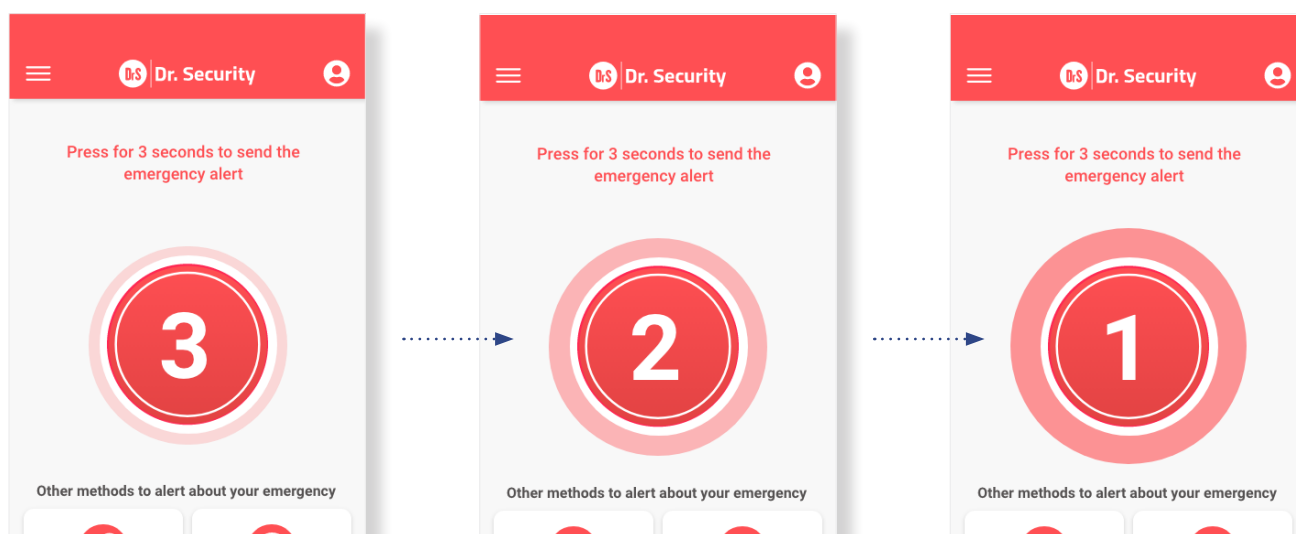
Once the 3 seconds have elapsed, the process of sending the alert will start. It will guide you step by step through the states by which the alert passes. These are:
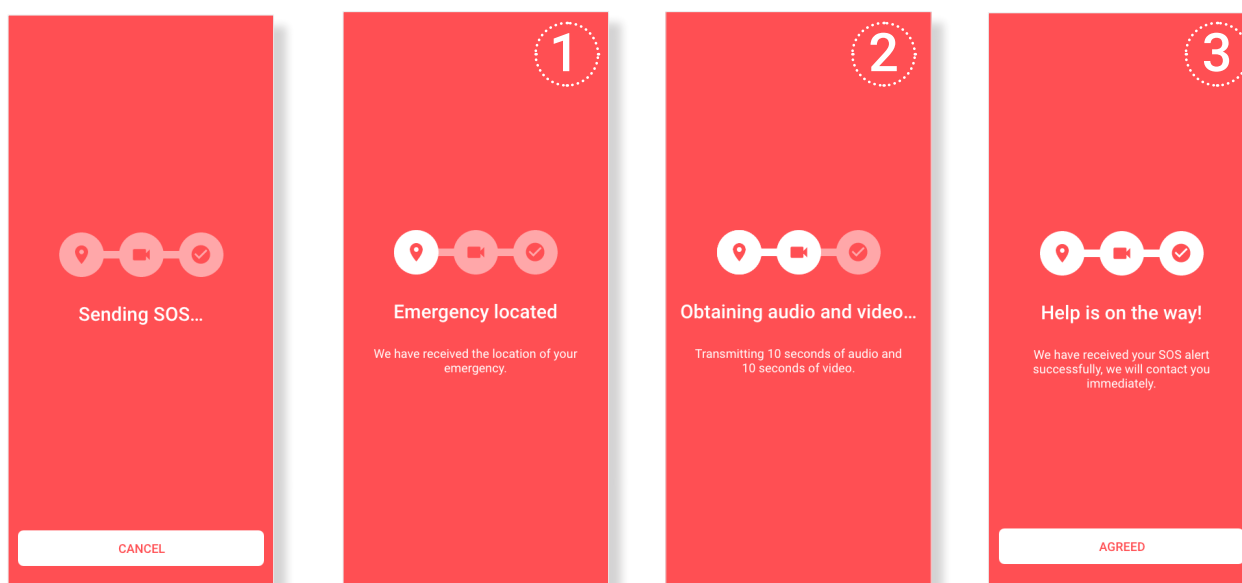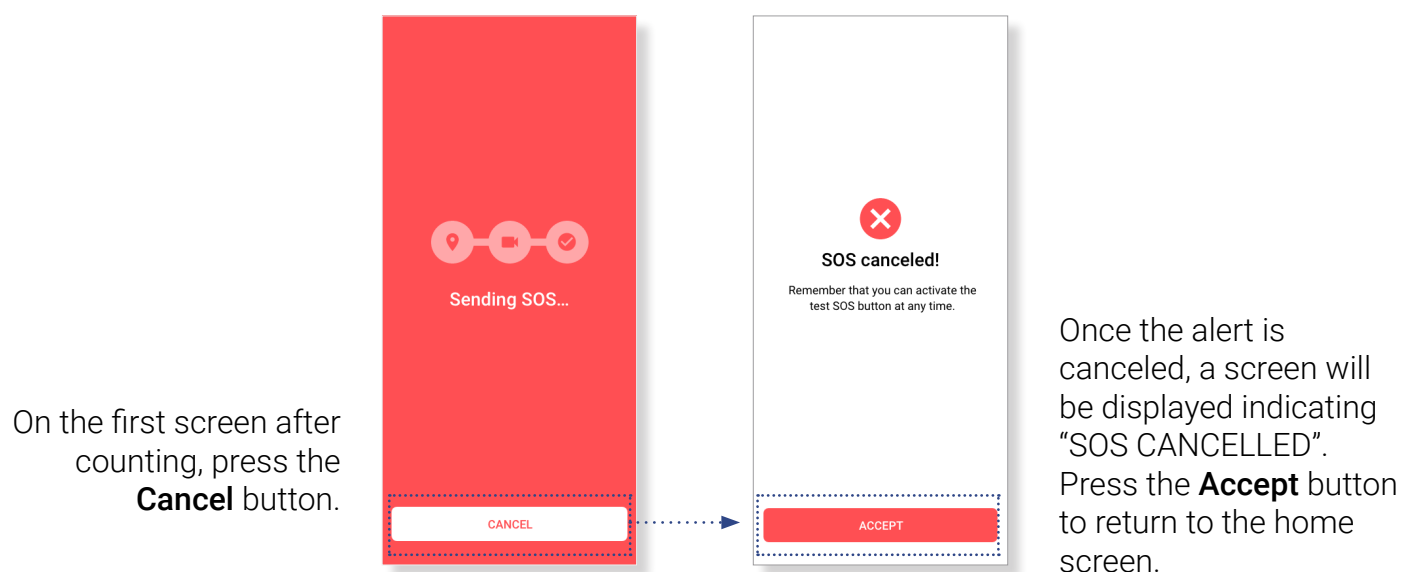

1. Location Tracking: Real-time location tracking will be initiated for inclusion in the alert. This will allow emergency services to know your precise location.

2. Audio and Video Recording: 10 seconds of ambient audio and 10 seconds of video will automatically be recorded from your device's rear camera. This additional information will help emergency services better understand the situation.

3. Assistance Call: Real Emergency Call: An emergency operator will make a real call to your device to verify the situation and coordinate the necessary assistance.

4.2. Stop sending an SOS alert triggered by an error

If you started the SOS process in error and want to cancel it, you must do the following:
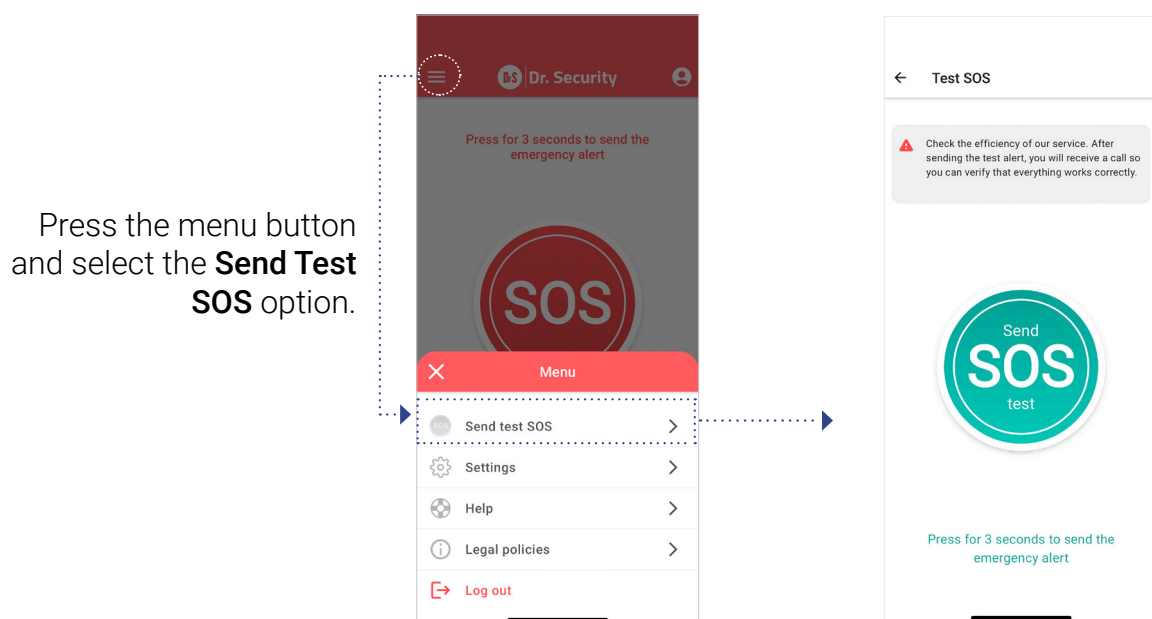
On the first screen after counting, press the **Cancel** button.

Sending SOS...

CANCEL

SOS canceled!

Remember that you can activate the test SOS button at any time.

ACCEPT

Once the alert is canceled, a screen will be displayed indicating "SOS CANCELLED". Press the **Accept** button to return to the home screen.

4.3. How to send a test SOS

This procedure allows you to **familiarize yourself with the operation of the SOS button** by simulating a real alert in a test environment. During this simulation you will follow the same steps as in a real emergency, including receiving a call from our support center, always keeping in mind that this is a test. This exercise will help you understand **how to use the SOS button and how to respond appropriately in case of real need**.

If you wish to test the operation of the SOS, you must perform the following procedure:

Press the menu button and select the **Send Test SOS** option.

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Press for 3 seconds to send the emergency alert

SOS

Menu

Send test SOS

Settings

Help

Legal policies

Log out

← Test SOS

Check the efficiency of our service. After sending the test alert, you will receive a call so you can verify that everything works correctly.

Send **SOS** test

Press for 3 seconds to send the emergency alert

Dr. Security

Once you are at the SOS button test screen, press and hold the SOS button for three seconds. You will notice that a countdown appears on the screen, indicating that the sending process is about to begin.
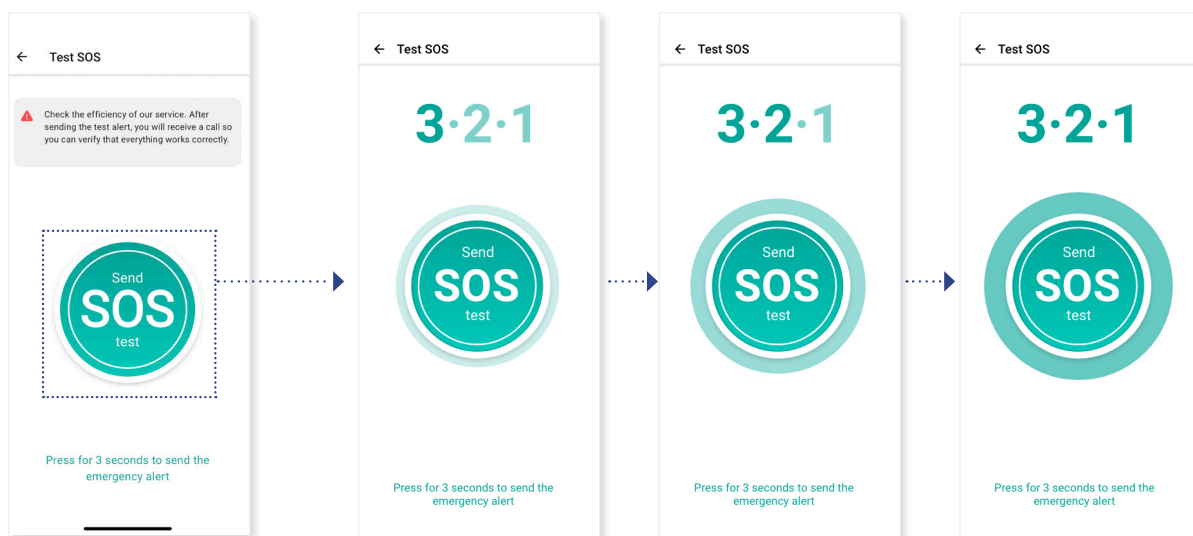
After three seconds of pressing and holding the SOS button on the test screen, the sending process will start immediately. It is important to remember that this process is identical to that of a real alert. During this process, the following actions will be performed:
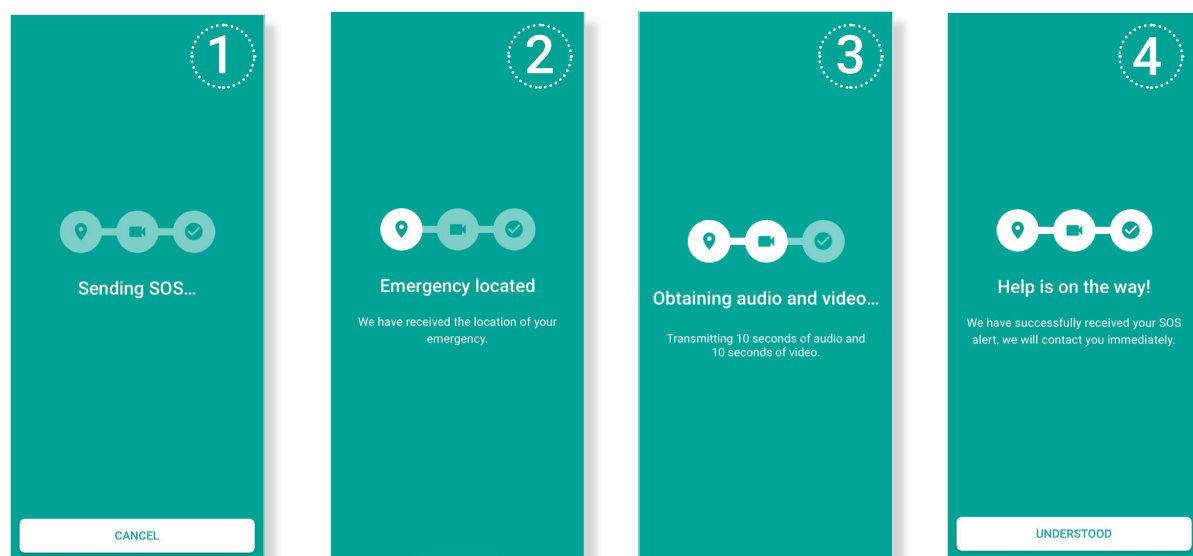
1. SOS Sending: If you want to cancel sending at this time, you can do so by pressing the cancel button on the screen.

2. Location Tracking: This will start real-time location tracking for inclusion in the alert.

3. Audio and Video Recording: It will automatically record 10 seconds of ambient audio and 10 seconds of video from your device's rear camera. This additional information will help emergency services better understand the situation.

4. Test call: An assistant will make a test call to your device to verify the situation. It is important to respond to this call and confirm that this is a test.

This process will allow you to experience the speed and operation of the system in the event of a real emergency. It will help you become familiar with the steps and response expected during a real alert.

4.4. Emergency Chat: What is it for and how to use it?

Emergency chat facilitates two-way communication with the help center in situations where you cannot talk or during emergency monitoring. It is important to note that the support call will be made independently; the chat complements and follows the emergency. Chat communication will be available only while the emergency is ongoing; Once the alert ends, access to the chat will disappear.

The purpose of the chat is to keep you informed and connected to our agents for the duration of your emergency, giving you peace of mind that help is on the way and that you can communicate at any time through our chat.

Once the alert has been sent and you press the **Understood** button, you will be redirected to the main screen where a special alert will be displayed for the duration of the active emergency. In this special alert, **you will be able to see the status of the emergency process, and the date the alert was made** and you will have access to the emergency chat.
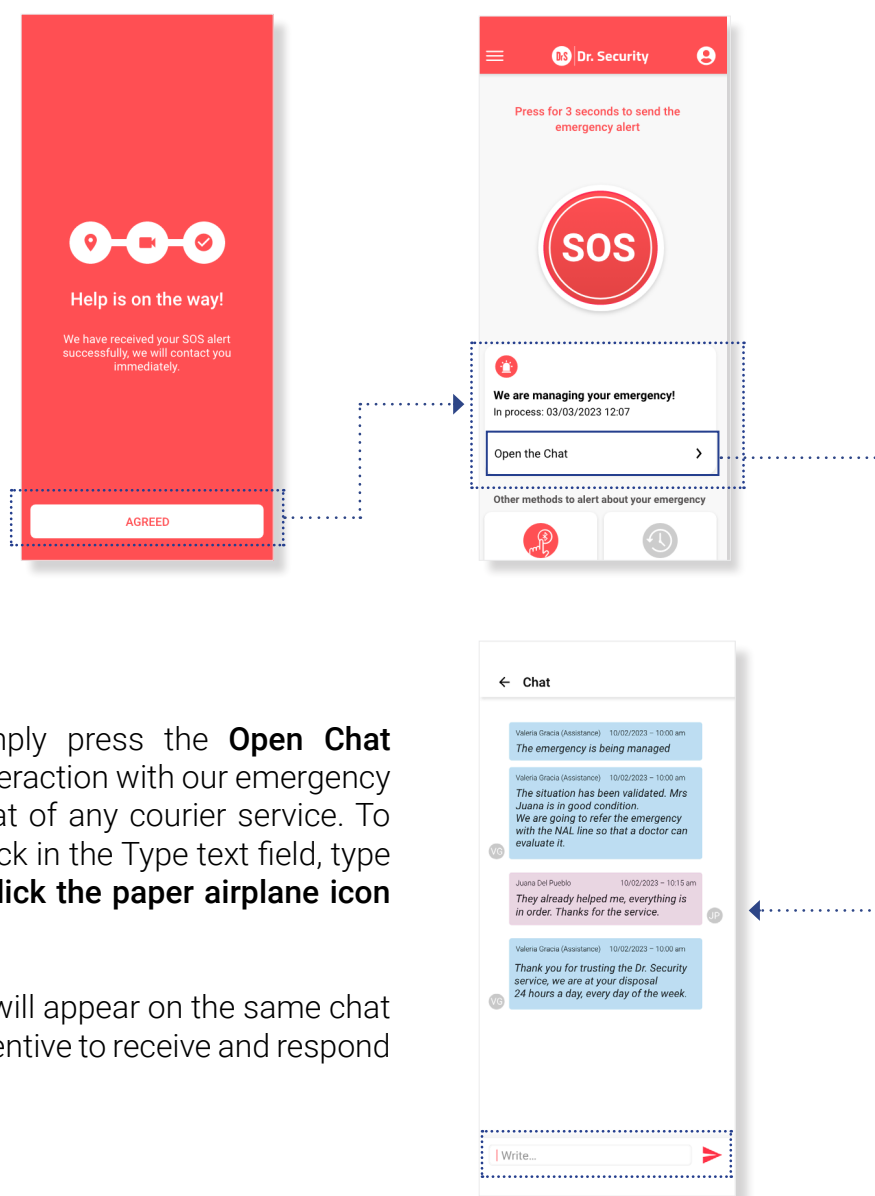
To access the chat, simply press the **Open Chat** button. Once inside, the interaction with our emergency assistants is similar to that of any courier service. To send messages, simply click in the Type text field, type your message, and then **click the paper airplane icon** to send it.

The operator's responses will appear on the same chat screen, so you must be attentive to receive and respond to communications.
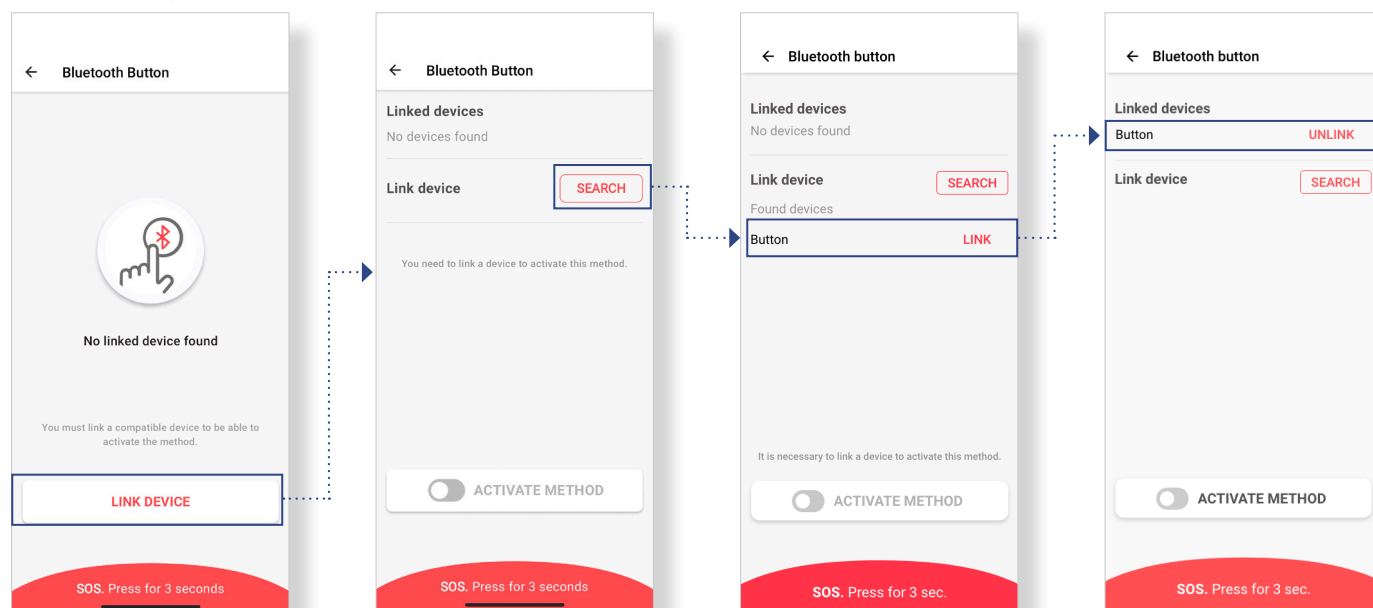
4.5. Pair a Bluetooth SOS button

A wireless SOS button is a button external to the application that links to the application via Bluetooth connection. After pressing it, it sends the SOS alert signal to our assistance center automatically, without the need for interaction with the cell phone.
Please note that this button is purchased in addition to the application. Contact your service provider for more details.
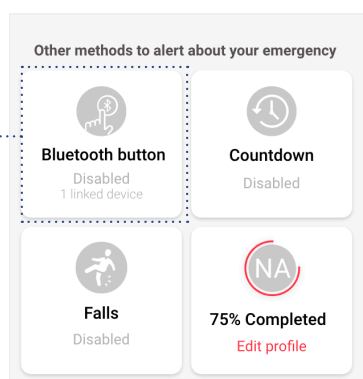
To access the configuration of a wireless SOS button, you must select the access button **Bluetooth button** from the home screen.

Once you are on the method screen, press the "Link device" button to initiate the device search and follow these steps:

1.**Press the Search button** under "Pair Device." Searching for nearby bluetooth SOS buttons this will start automatically.
2. Once you find the name of your wireless button, click the Pair button to start pairing the devices.
3. Once the connection is made, you will see that within the **Linked Devices** section you will now find your button. If you want to unlink it later, simply press the **Unlink** button.

4.6. Enable/disable the Bluetooth SOS button method

When you have paired a device you will be given the option to **Activate the Bluetooth Button method**. If you do not have a paired button you will not be able to activate the method. To enable or disable the method, you have to follow the steps below:

To activate the emergency method via the Bluetooth Button, first make sure you have a paired button. Once you have paired a device, you will see that the option to activate the method will be available and highlighted, indicating that the button is enabled. Then press the button.
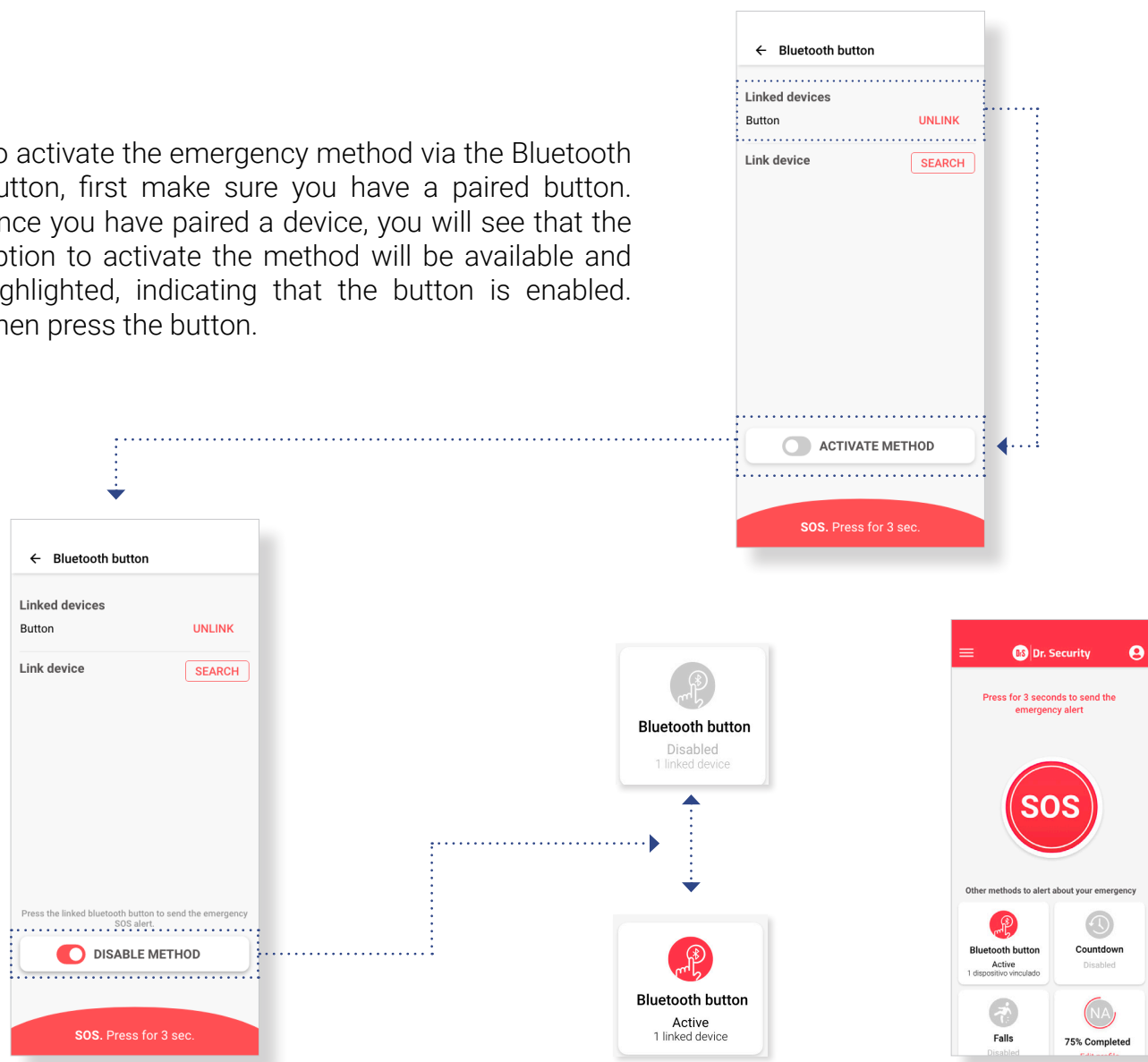
When you activate the method, the main screen will show a card indicating that the method is activated. This card will be highlighted with a color change to the icon, Active text, and an indicator of the devices you have linked.

If you press the bluetooth button, it will automatically issue the emergency alert. The SOS will be received at the CRA (Alarm Receiving Center) and you will receive a call for assistance immediately.

4.7. Activating the SOS countdown alert

This method allows you to set a countdown clock (it counts down the programmed time until it reaches 00:00:00) to activate the SOS alert automatically. If you do not stop it before the end of the time, it activates the alert and starts the process of sending the SOS. To activate this method, follow these steps:
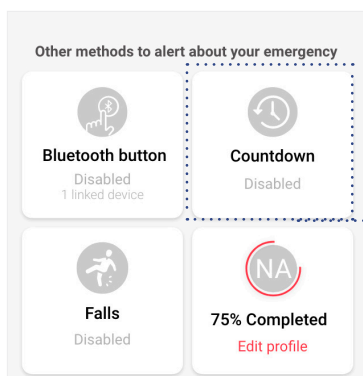
To access the countdown settings, you must select the **Countdown** access button on the home screen.
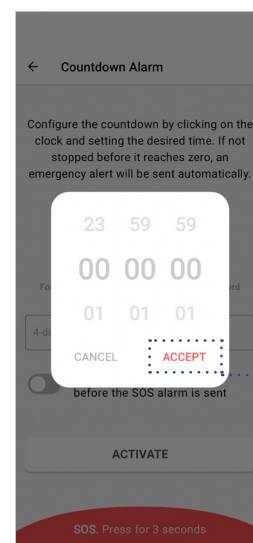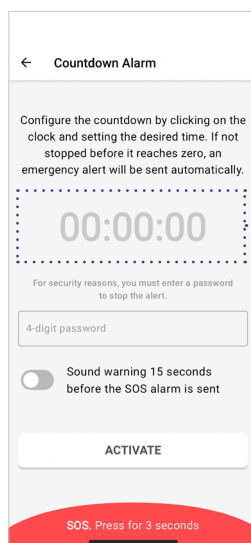
Set the method by pressing the clock and select the desired time, once you have to press the **Activate** button.

Once the timer is set, you will be prompted to enter a 4-digit password. This password will allow you to cancel sending the alert if you wish. It is important to choose a password that you can easily remember, as it will not be possible to retrieve it later.

You can enable or disable the option for an **audible warning** to be sounded 15 seconds before the alert is automatically sent. This feature gives you a warning before the alert is triggered, allowing you to cancel it if necessary.

Once the alert is set, press the **Activate** button to start the countdown.
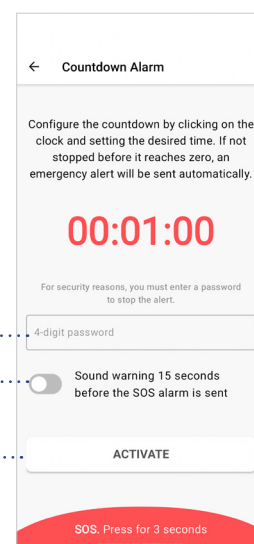
When you activate the method, a card indicating that the method is activated will be displayed on the main screen. This card will be highlighted with a color change in the icon, the text Stop, and a timer of the time remaining for the alert to be sent.

4.8. Stop the SOS countdown alert

If you wish to cancel the sending of the alert you previously configured, simply follow these steps:

On the main screen, you will locate the card associated with the Countdown method. When active, it displays the time remaining before the alert is sent. To stop the alert, simply press the card to access the method.
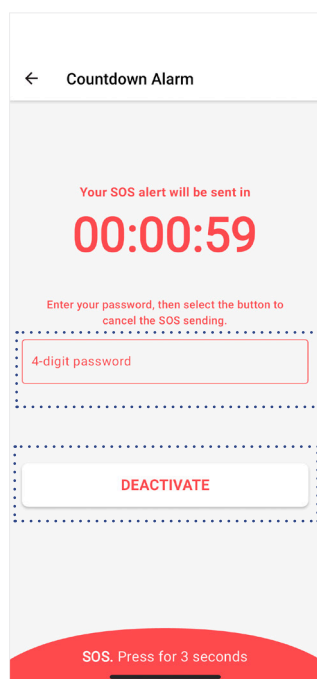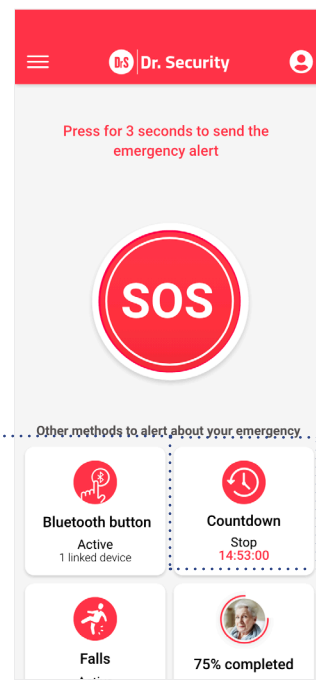
Within the method, you will see a countdown timer and a text field to enter the password you selected earlier.

To stop the counter, simply **enter your password** and **click the Stop button**.
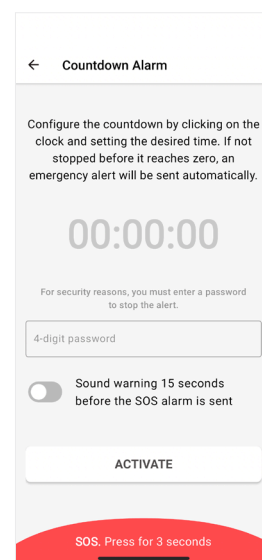
If the password is correct you will stop the counter and you will be redirected to the main method configuration screen.

If you want to cancel the alert, you can do so before the countdown ends. Once completed, the emergency alert will be sent automatically and cannot be canceled. The SOS will be received by the CRA (Alarm Receiving Center), and you will receive a call for assistance immediately.
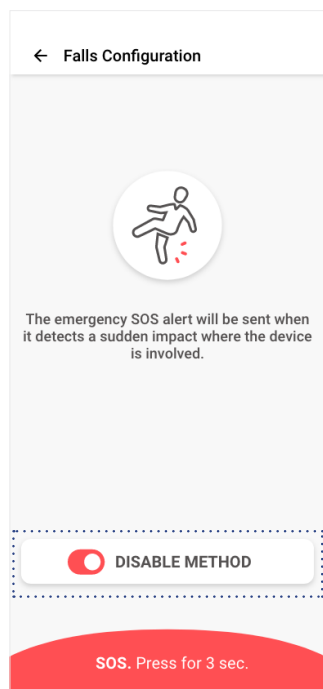
4.9. Activate/deactivate fall detection method

The **Drop Detection** method sends an emergency alert when it detects a medium-high impact or fall involving your device. If you wish to configure this method you must:
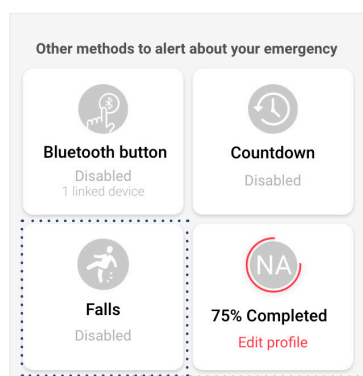
Access the fall method settings by pressing the method card on the home screen.
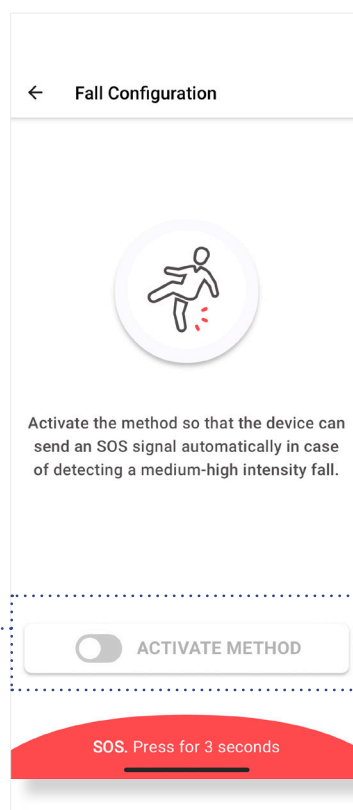
Press the Activate method button to activate the method.

If you want to deactivate the method you can do so by pressing the **Deactivate method** button.

If the device detects a medium-high intensity impact or fall, it will automatically issue an emergency alert. The SOS will be received at the CRA (Alarm Receiving Center) and you will receive a call for assistance immediately.

4.10. SOS service inactive

The SOS service may be unavailable due to various circumstances, preventing an alert from being sent. When this happens, you will see the SOS button in gray and it will not allow an emergency alert to be sent. Additionally, activation methods will also be disabled. You will be able to configure them again once the service is active. If the button is inactive, check the following possible causes:
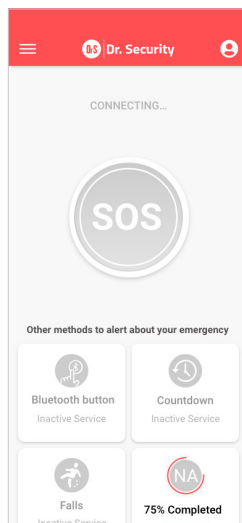
SOS inactive due to data check:
Every time you open the app, it could be that for a second or two you see the button, it will appear inactive accompanied by the message: Connecting. This is because the system is checking that the data is correct. The button should then turn red, showing the active SOS service. However, if it finds an error, it will show it on the screen.
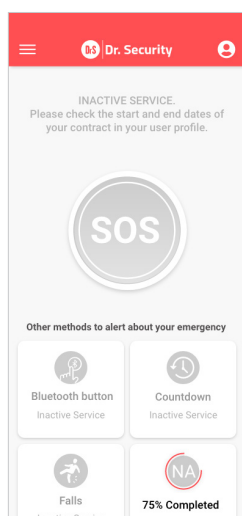
SOS inactive by expired contract:
The duration of the contract has ended. You must contact your service agent to resume service.
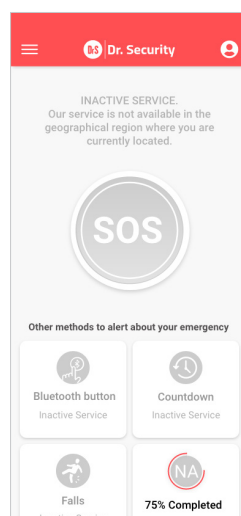
Service inactive because you are outside the geographic region:
Your contract is established in a specific geographic region: One or more countries. If you leave that region, the service will be inactive until you return to the area(s) included in your contract.
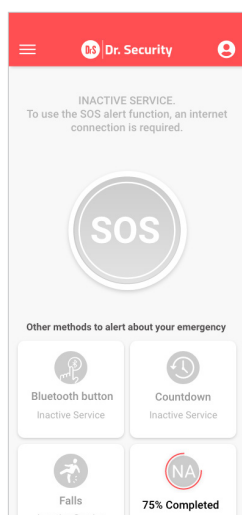
SOS inactive because the device is without an Internet connection:
You will see the inactive SOS button in case you do not have access to the Internet, which is necessary for provide you with the service. The service will be active again when your device has an Internet connection.
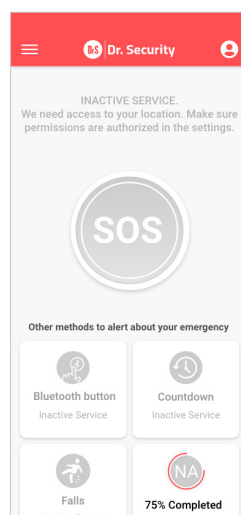
SOS inactive because device location is disabled:
To provide you with the service, we need access to your location. That is why, to have the service available again, you must grant permissions to the app (in your device settings) and have the GPS location activated.
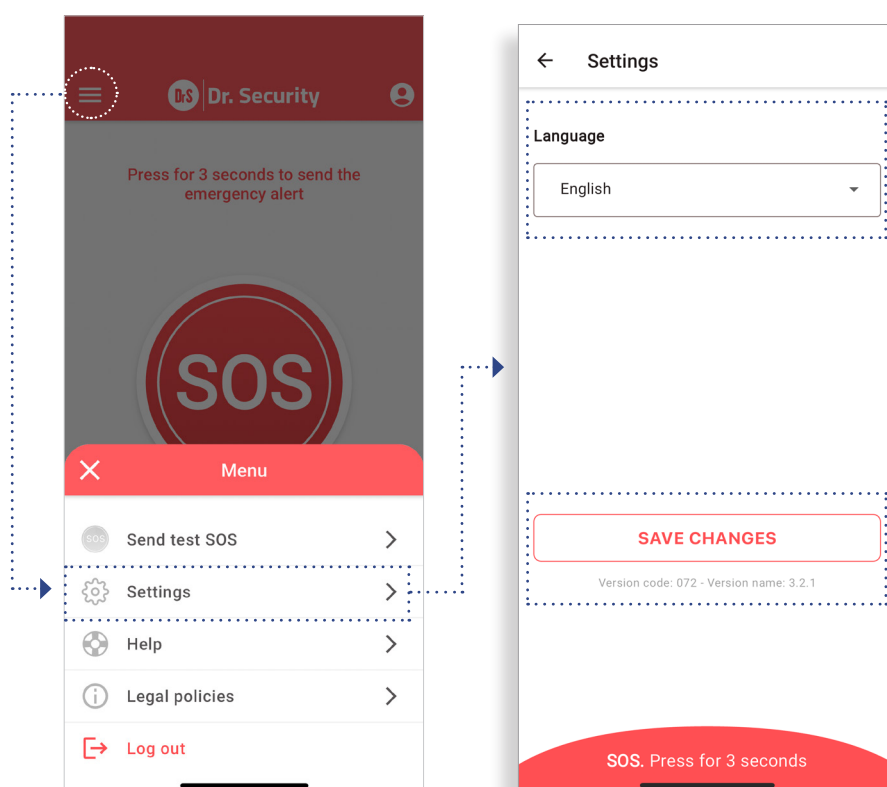
5. SETTINGS

5.1. Change the application language

The Dr. Security application is available in three different languages: Spanish, English and, Catalan. You can change the language as follows:
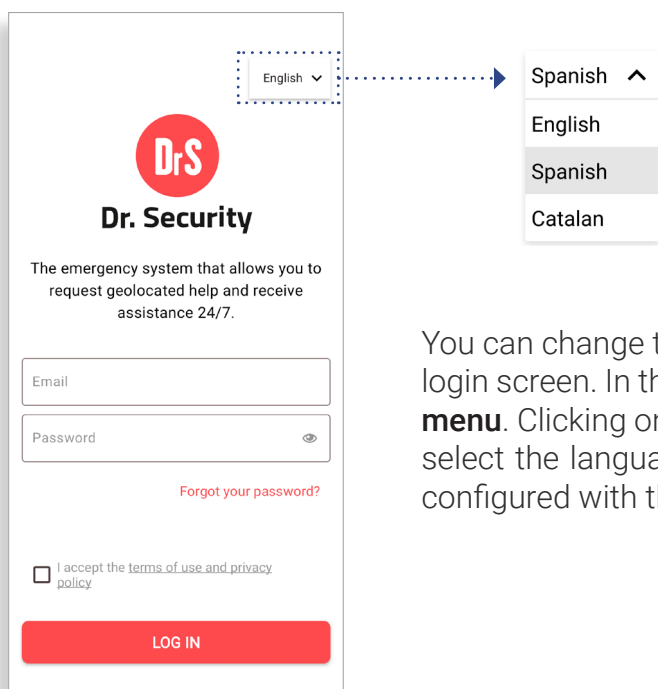
You can change the language in two ways. The first is from the login screen. In the upper right corner, you will see a **drop-down menu**. Clicking on it will display a list of language options. Then select the language of your choice and the application will be configured with the selected language.


The second option is to change the language once you are inside the application. To do this, press the **menu button** on the main screen, which will open the general menu. Then select the **Settings option**.

Within the settings, find the language **drop-down menu** and choose the language you prefer. Then press **Save** changes to apply the selected language settings.
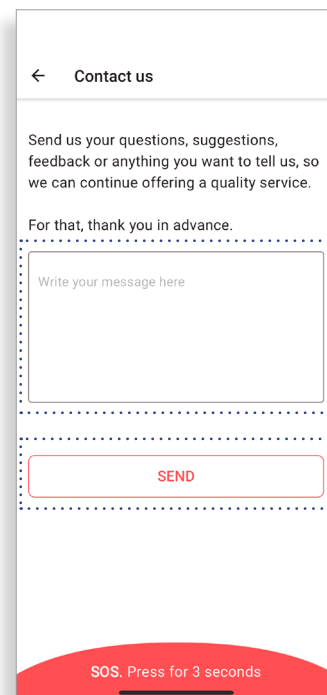
5.2. Contact Dr. Security

If you wish to contact us with any suggestion or issues related to our service, simply send us a message from our contact point within the application. It is very simple:
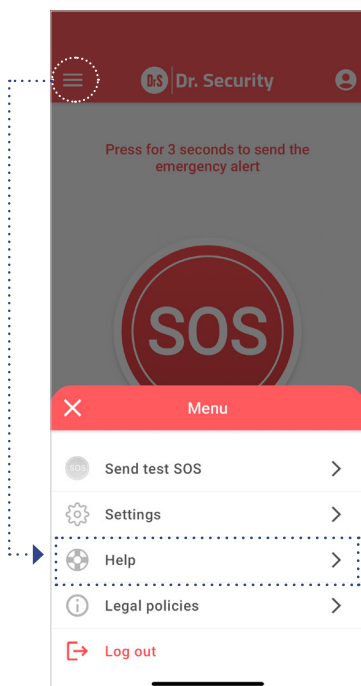
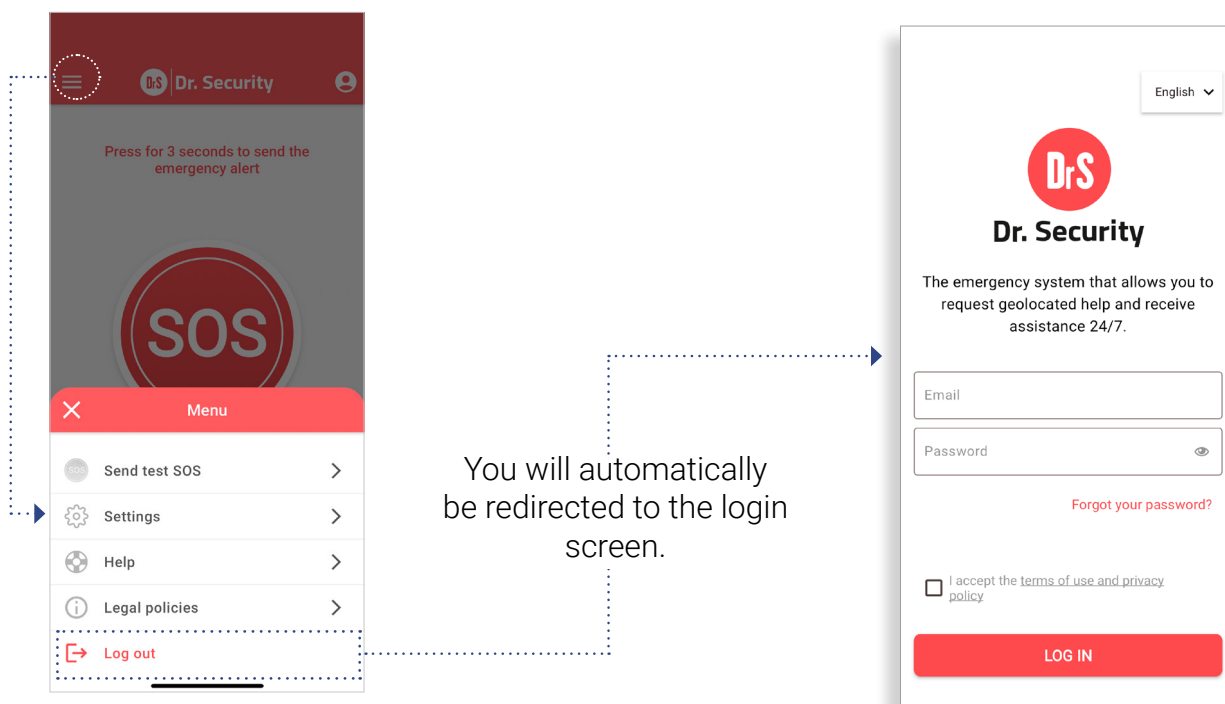Press the **menu** button and select the **Help** option.
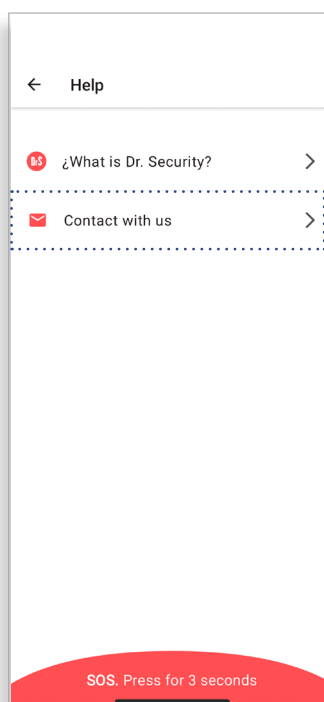
Select the option of **Contact with us**

Write the message you want to send us and then press **Send.**

5.3. Log out of the application

If you wish to log out of the application, you must:

You will automatically be redirected to the login screen.

Press the **menu** button and select **Logout**

Dr. Security

teleMedik
Assistance Technologies

Central Office
Calle Felipe de Plana 5, Carr. 20,
3 Cll Felipe De Plana km 2, Guaynabo,
00965

Office in Spain
Calle Lorena 47-49, local 6
08042 Barcelona

Dr. Security Helpdesk:
+1 (787) 937 8446
drs.support@telemedik.com

www.telemedikassistance.com