

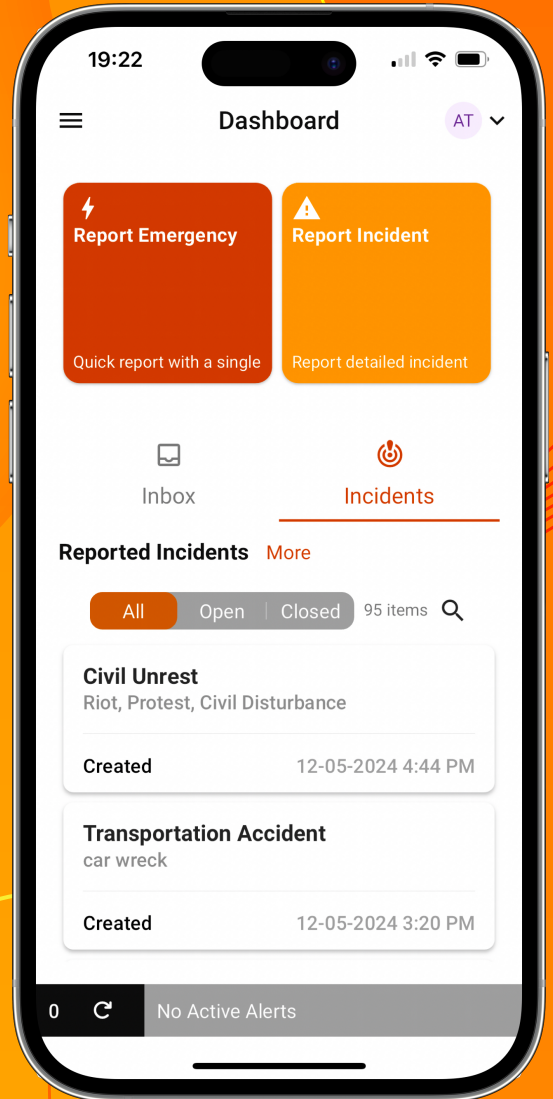
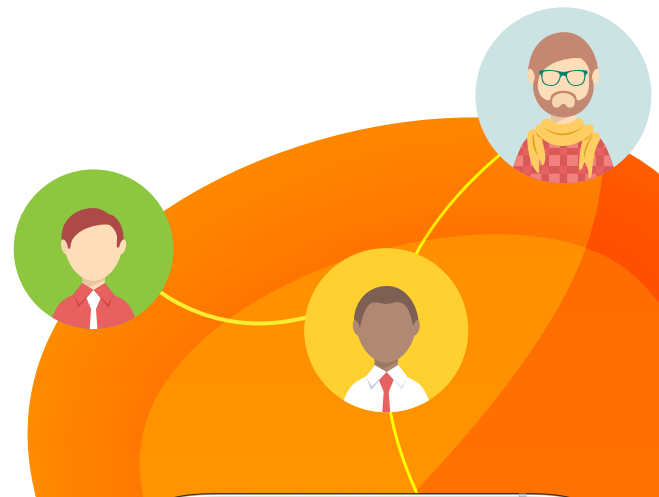
# AlertAware<sup>®</sup> Mobile App

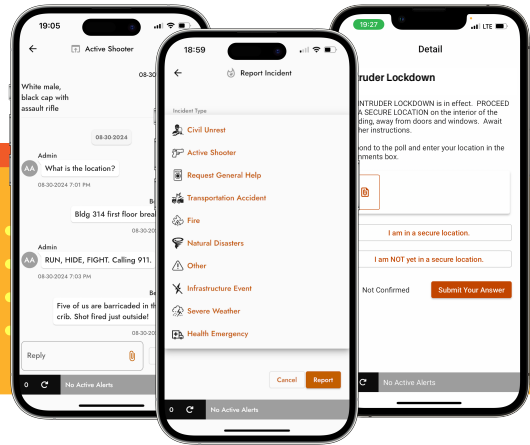
The AlertAware Mobile App allows users to receive push notifications on their Android or iOS tablets or smartphones.

**AlertAware Emergency and Incident Reporting puts a mobile panic button in your pocket for immediate access to emergency personnel during an incident.**

These geo-tagged incident reports are sent over the Alertus Server right to emergency personnel so you're never far from help.

**Download today**





# Mobile App User FAQs

## Do I have to have Location Services enabled on my phone to use the AlertAware Mobile App?

Although recommended to ensure your organization knows your location when initiating an Emergency or Incident Report, it is not necessary to enable Location Services to receive emergency alerts or initiate Emergency/Incident Reports.

## When registering to receive mobile alerts on my AlertAware Mobile App, do I have to enter a mobile, work, or phone number?

Although recommended, you do not have to enter a phone number when registering to receive push notifications. However, if your organization uses the Emergency/Incident Report feature, having a phone number associated with the report can help ensure responders know how to reach you in case person-to-person voice communication is needed.

## Will I be able to receive emergency notifications if my phone is silenced/locked?

Yes, if you have enabled Critical Alerts for the AlertAware Mobile App on your smart phone, any emergency alert your organization initiates that is identified as a Critical Alert will override your silenced device to help ensure you are aware of threats to your safety.

## When I report an incident, where does my incident report go and who is monitoring this feature to help in the case of an emergency?

Incident and Emergency Reports are transmitted directly to your organization's AlertAware administrative team. Administrators are immediately notified of an emergency or incident via both email and SMS text. Emergency and Incident Reports can activate localized or organization-wide emergency alerts to ensure all who are potentially in harm's way are aware of threats to their safety and recommended response actions.

## Does the AlertAware Mobile App have a two-way chat feature?

Yes. Any time an Emergency or Incident Report is initiated, the organization or the reporting individual can initiate a two-way chat between the AlertAware administration team and the reporting individual.

## What is the Safety Contact button on my app?

The Safety Contact button on the AlertAware Mobile App is used to automatically initiate a voice call between the AlertAware Mobile App user and a safety response contact.

## When I receive an alert on the AlertAware Mobile App, there are various polling options from which to choose; can I change my poll response after it has been submitted?

Absolutely! We recognize that circumstances often change as an incident matures; therefore, you have the ability to change the poll response you submitted during the initial alert acknowledgement to reflect your current circumstances.

## Can I determine whether the AlertAware Mobile App has access to my camera and/or image library?

Yes, AlertAware Mobile App users can set camera/library permissions at the device level for the AlertAware Mobile App.