

# safeREACH


## Installing the safeREACH App

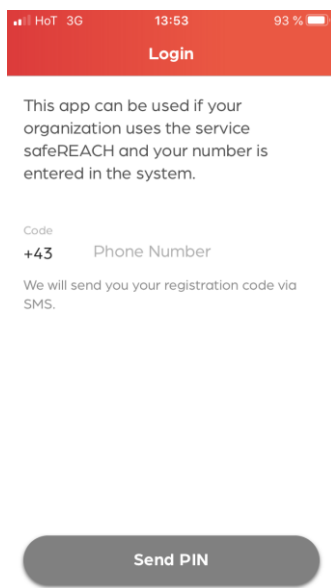
### How to download and install the safeREACH app

The following information applies both to **Android** as well as **Apple** devices. The relevant passages have been marked in colour.

In order to install the safeREACH app on your phone open the respective app store.

On **Android** devices it is called „Play Store“  and on **Apple** devices simply „App Store“ .

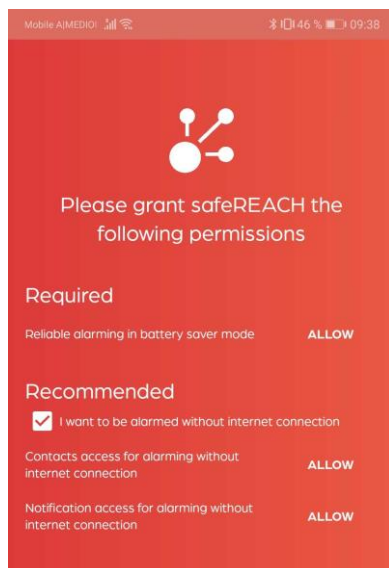
Enter „safeREACH“ in the search field, click on the REACH-App  and confirm to download and install.



Now you can open the app. The first time you open it, you will be prompted to enter your phone number. Enter it in the text field and click on "Send PIN". The pin will then be sent by text message.

**On Android phones the PIN is read in automatically.**  
**With iOS devices the PIN must be entered manually.**  
**(For further settings on iOS devices, please see page 3)**

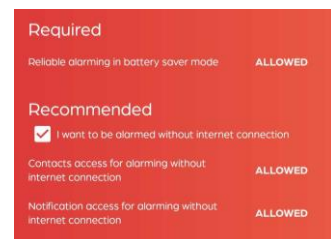
### Permissions for reliable alerting (Android only)



For Android phones, you will now be prompted to grant the following permissions.

Click on **ALLOW** next to each of the three items or activate the corresponding function for the safeREACH app in the menus to which you are redirected.

When you are finished all the items on the list should have the remark **ALLOWED** next to them.



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## System Settings

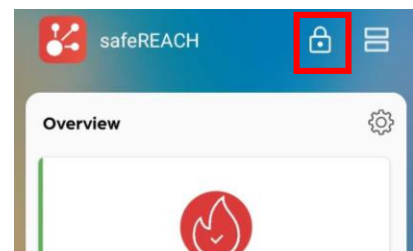
Please make the following setting on your phone.

### Android

Unfortunately, Android devices have a wide range of settings due to the variety of manufacturers. Therefore, only the most important setting is given here. In special cases our service team will be happy to help you.

#### Lock the safeREACH app:

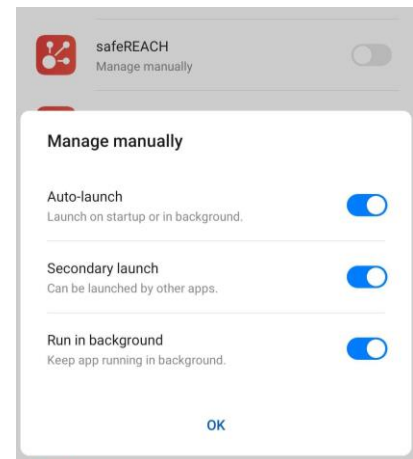
1. Open the **safeREACH** app.
2. Open the task manager (usually accessed by pressing the square “button” in the navigation bar).
3. Lock the app. (The activation of the lock depends on the manufacturer and Android version. It can be activated either by sliding the app down (Huawei) or by clicking on the APP icon at the top (Samsung). A closed lock symbol indicates that the lock has been activated.



#### Additional information for HUAWEI devices:

Open the Settings of your Huawei phone and go to **Battery**.


1. Choose the item „**App Launch**“.
2. Click on **safeREACH**. A new window will open.
3. Turn „**Auto-launch**“, „**Secondary launch**“ and „**Run in background**“ **ON**.

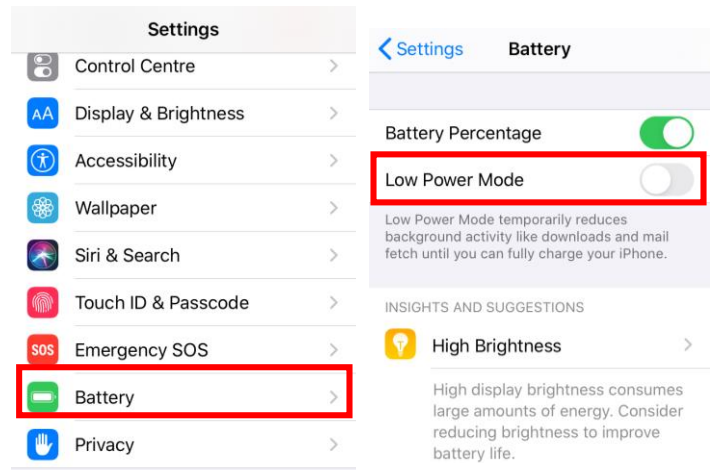


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## iOS

### I. Battery Saving

1. Open the Setting menu  of the phone.
2. Click on **Battery**.
3. Turn **Low Power Mode OFF**.



### II. App Settings

1. Open the Setting menu  of the phone.
2. Scroll down until you find the **safeREACH** app and click on it.
3. Turn **Background App Refresh** and **Mobile Data ON**.
4. **Click on Notifications.**
5. Make the following settings:
  - Allow Notifications **ON**
  - Lock Screen, Notification Centre and Banners **TICKED**
  - Banner Style **Persistent**
  - Sounds **ON**
  - Badges **ON**
  - Show previews **ALWAYS**
  - Notification Grouping **AUTOMATIC**

