### **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.

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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)

Send PIN

#### 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.

Required	
	ALLOWED
Recommended	
Contacts access for alarming without internet	ALLOWED
Notification access for alarming without internet connection	ALLOWED

## safeREACH

#### 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**.

SafeREACH Manage manually	
Manage manually	
Auto-launch	
Launch on startup or in background,	
Secondary launch	
Can be launched by other apps.	
Run in background	
Keep app running in background.	
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# safeREACH

#### **I. Battery Saving**

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

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#### **II. App Settings**

- 1. Open the Setting menu i 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



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