

Using the Freedom Guardian Companion App



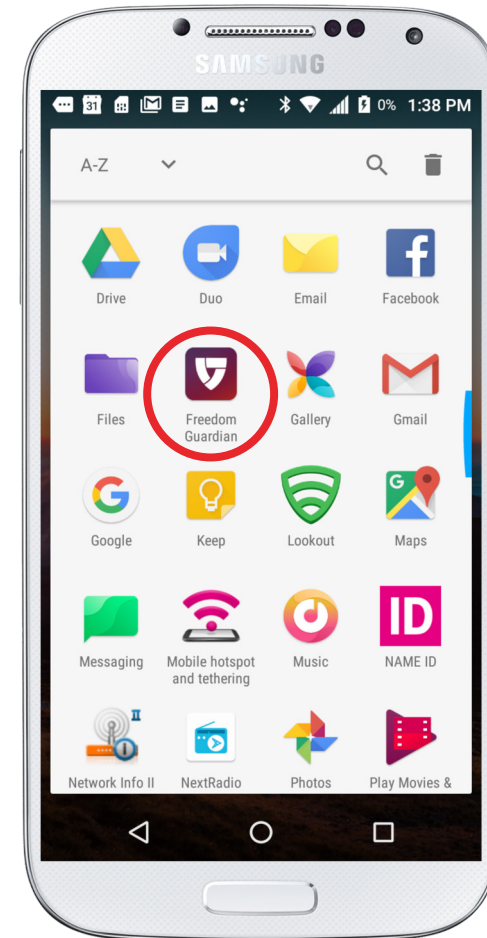
Table of Contents

Downloading Your Companion App	3.-4.
Creating an Account	5.-6.
Log into the Companion App	7.-8.
Watch User Profile	9.-10.
Main Menu	11.-12.
Location	13.-16.
Message Center	17.-20.
Additional Menu Options	21.-22.
Calendar Alerts and Reminders	23.-28.
Alerting Chain	29.-30.
Watch User Settings	31.-32.
Alert History	33.-35.

Downloading Your Companion App

Downloading Your Companion App

To download your companion app, please visit either the **Google Play** store or **iTunes App** store on your phone and search for “Freedom Guardian.”



Creating an Account

Creating an Account

1. Prior to using the companion app, the user must create a login via my.medicalguardian.com. It is recommended that this be done from a computer or tablet.

2. If you are a new portal user please click the **CREATE ACCOUNT** button (screen shows a desktop view).

3. Follow on screen instructions for account creation. The subscriber's Medical Guardian account number, first and last name* and zip code (first five digits only) are required.

***PLEASE NOTE:** Information must match exactly what is on file with Medical Guardian. For example, if we have a first name listed as "Joe" instead of "Joseph", that is how the name must be entered. If you are unsure of the spelling on file, please contact one of our friendly Customer Care Specialists. They are available Monday through Friday from 9am–9pm EST and weekends from 9am–5pm EST by calling **1-800-313-1191**.

For detailed account creation instructions, please refer to the **Account Creation** section of the Using the MyGuardian Customer Care Portal with Freedom Guardian.

The screenshot displays the Medical Guardian website interface. On the left, the 'MEDICAL GUARDIAN' logo is at the top, followed by the heading 'Welcome to MyGuardian' and 'Customer Care Portal'. Below this, a paragraph describes the portal's benefits, and a tagline at the bottom reads 'It's just one way we're working harder to give you everything you need to live a life without limits.' On the right, a 'SIGN IN' sidebar contains input fields for 'Email address' (with placeholder 'Your Email Address') and 'Password' (with placeholder 'Your Password'). A 'Forgot password?' link is positioned below the password field. Three teal buttons are stacked vertically: 'SIGN IN', 'CREATE ACCOUNT', and 'MAKE ONE-TIME PAYMENT'. The 'OR' separator is located between the 'SIGN IN' and 'CREATE ACCOUNT' buttons.

Logging into the Companion App

Logging into the Companion App

After you have successfully created a MyGuardian account (see previous section), open up your Freedom Guardian App. Enter your login information and click **LOGIN**.

***PLEASE NOTE:** If you use the incorrect username or password you will be prompted with an error message to try again. If you forget your username or password you must submit the request to change username or password via the companion portal available at my.medicalguardian.com.



Watch User Profile:

Shows the profile of the
Freedom Guardian user.

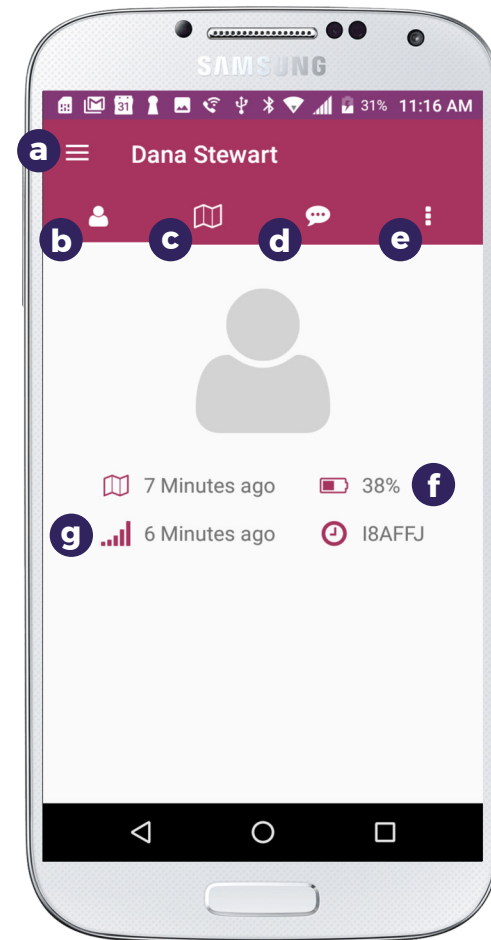
Watch User Profile

Upon logging into the companion app, app users will see the following screen:

***PLEASE NOTE:** If they have multiple Freedom Guardian users, they will see multiple watch users populate.

Tapping on the appropriate watch user will take the app user to this screen.

- a** Main Menu Icon
- b** User Profile
- c** The Freedom Guardian user's location
- d** A **MESSAGING** icon for directly messaging the Freedom Guardian user*
*this feature is not available with all service plans. See additional information in the dedicated section on messaging.
- e** Additional options
- f** Freedom Guardian's battery level
- g** The last time that a signal was picked up from Freedom Guardian



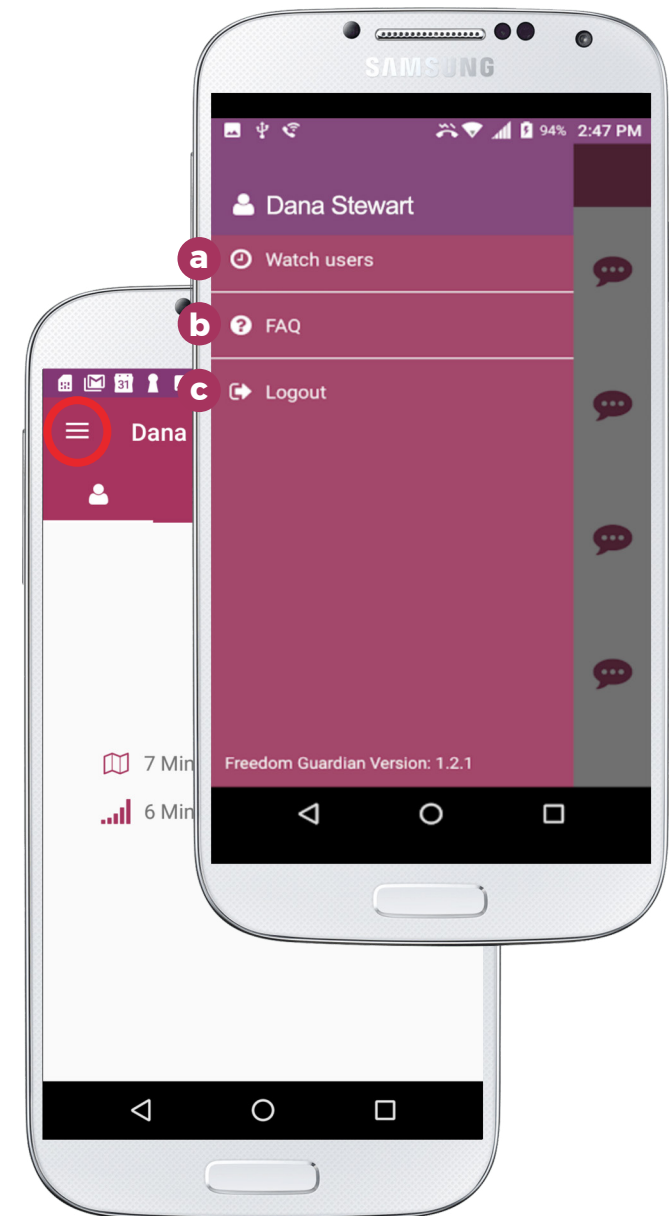
Main Menu

Main Menu

There is a quick menu option that users can access by tapping the menu button on the upper left corner of their screen.

Tapping on the **MENU** icon will cause the following screen to appear.


- a** Tapping will take the caregiver back to the **Watch User** screen.
- b** Tapping will take the caregiver to a page where they can access **FAQ** documents about Freedom Guardian, portal and companion app. Swipe left on your screen to go back to the previous screen.
- c** Tapping will take the caregiver back to the login screen.



Location:

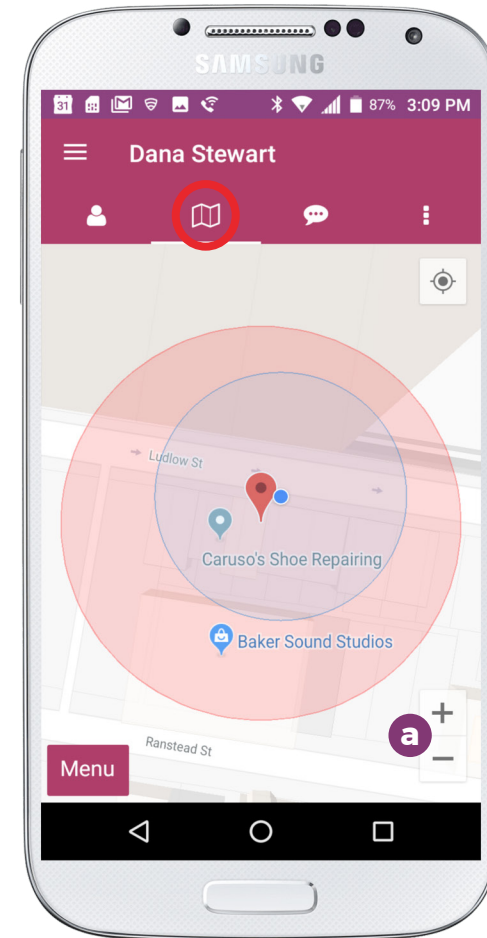
Indicates the most recent location of the associated Freedom Guardian.

Location

Tapping the  icon will bring up the Location screen. The Location screen will show the location of Freedom Guardian **the last time it connected to the cellular network.**

a

+/- buttons: tap buttons to either zoom in or out on the map (you can also pinch to zoom in or out directly on the map itself)



Location

Tapping the **MENU** button prompts the following options:

b

Request Position Update will refresh location of the user's Freedom Guardian as available.

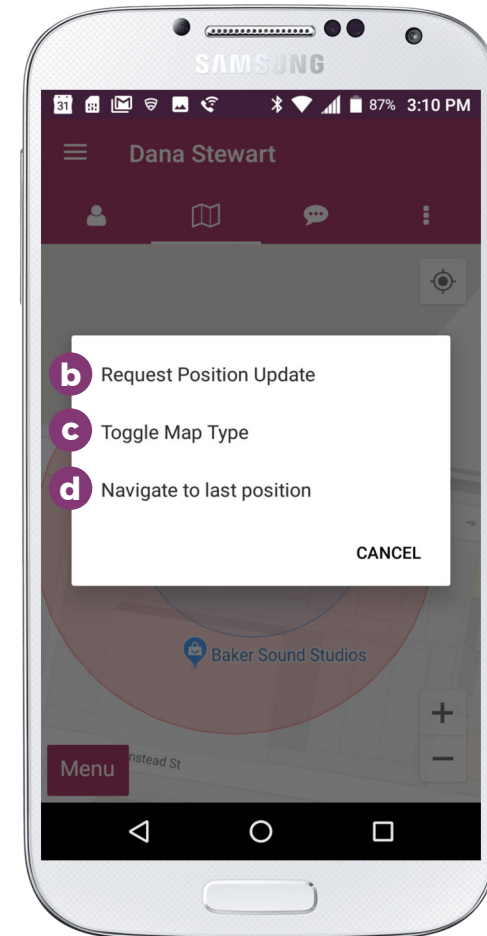
***PLEASE NOTE:** If the location of Freedom Guardian is not available, no update will occur. Try again a few minutes later.

c

Toggle Map Type changes the map view to a satellite view. Satellite view may be helpful in determining landmarks to help pinpoint an accurate location.

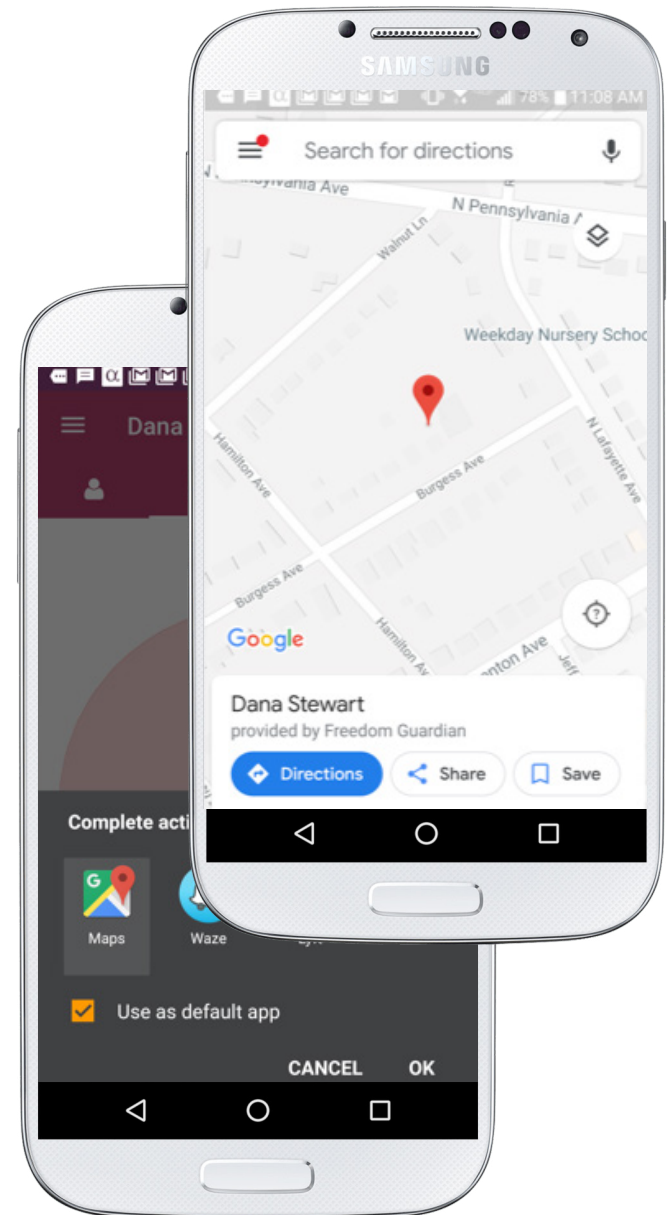
d

Navigate to Last Position will open your preferred map app on your phone and provide directions to the Freedom Guardian user from the app user's current position.



Location

***PLEASE NOTE:** The first time you choose this option, you may see the following screen asking you to choose which app you wish to use to complete the action. If so, choose your preferred app and check off the **“Use as default app”** box to save your choice.




Message Center

*Messaging capabilities are not available at all service levels. Ask one of our Customer Care Specialists about our Freedom Guardian Plus upgrade if you wish to have this feature enabled. They are available Monday through Friday from 9am-9pm EST and weekends from 9am-5pm EST by calling **1-800-313-1191**.

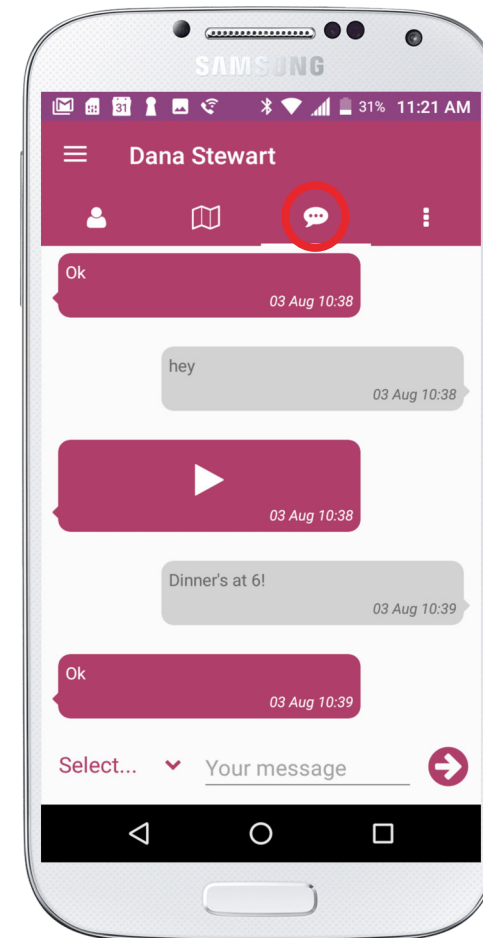
Message Center

1.

Tapping the  icon will bring up the Message Center. Messages can be sent from the companion app to Freedom Guardian in three different ways:

- **“OK” Response:** A simple message that requires the Freedom Guardian user to send an “OK” to confirm receipt of a message via the push of a button.
- **“Yes/No” Response:** A yes or no question that requires a Yes or No response from the Freedom Guardian user via the push of a button.
- **Audio Response:** A written message sent to via the companion app to the Freedom Guardian user. The Freedom Guardian user will be asked to provide a verbal response.

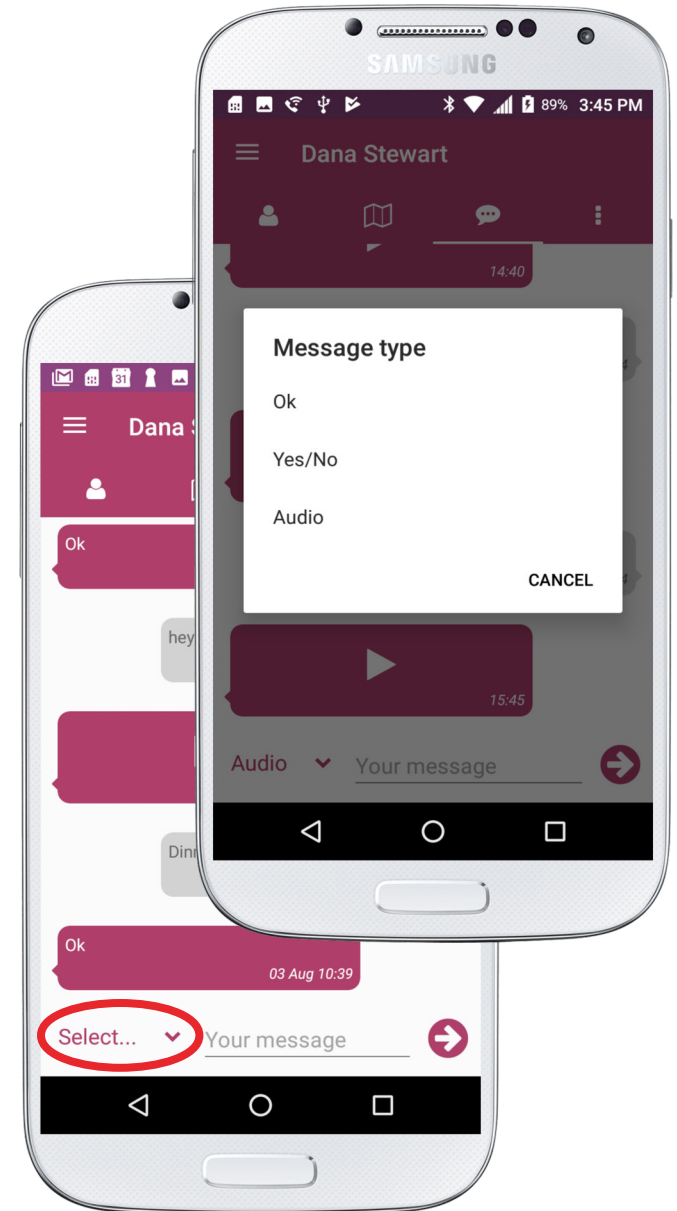
***PLEASE NOTE:** All messages sent to and from Freedom Guardian will be stored in the messaging screen and are available for two weeks from the date of delivery.



Message Center

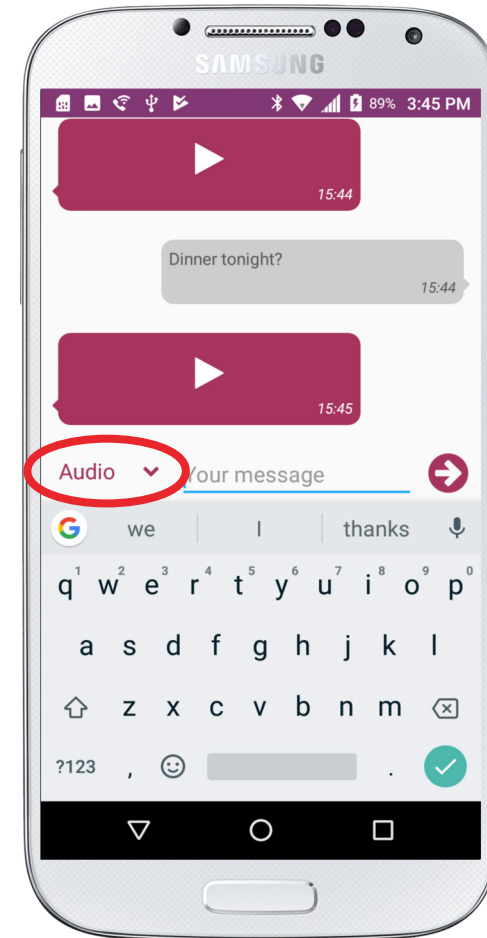
2.

After tapping on **SELECT**, the following screen will pop up and the caregiver can choose what kind of message (OK, Yes/No, Audio) they wish to send:




Message Center

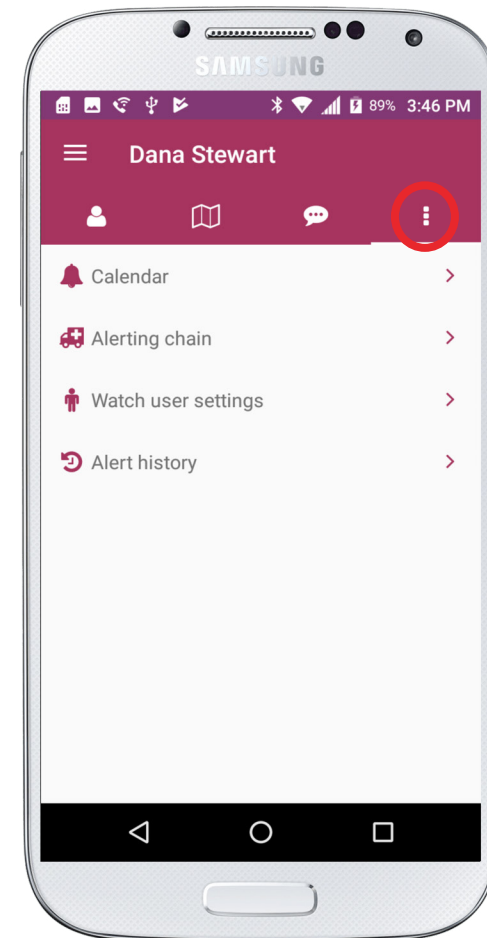
3. The message type that they choose will replace the **SELECT** drop down and the caregiver can send the message to the associated Freedom Guardian. The user should tap on the area that says “your message” to bring up their on screen keyboard.
4. When the return message is sent by the Freedom Guardian user it will come back directly into the message screen. If an audio message is received it will have a play button.



Additional Menu Options

Additional Menu Options

Tapping the  icon will prompt an extended menu drop down with **Calendar**, **Alerting Chain**, **Watch User Setting** and **Alert History** options available.



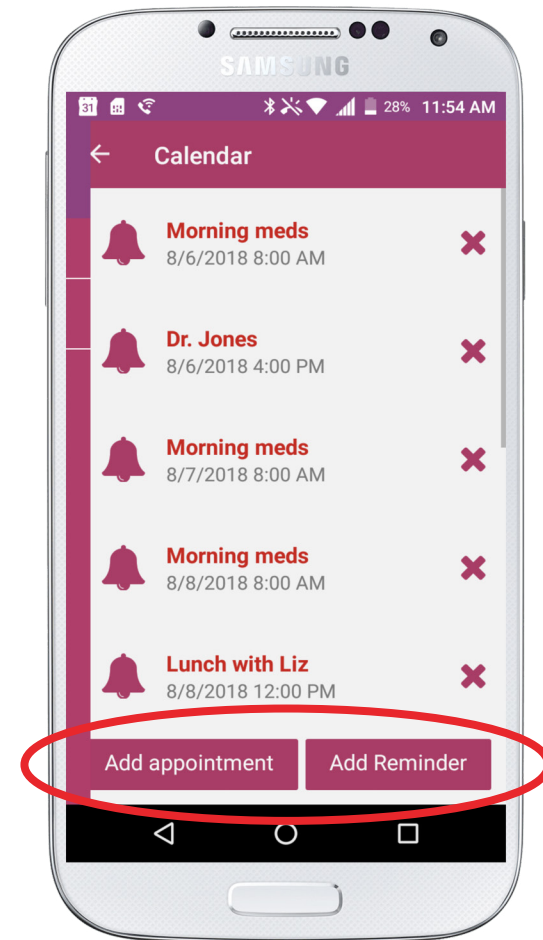
Calendar Alerts and Reminders

*Calendar Alerts and Reminders features are not available at all service levels. Ask one of our Customer Care Specialists about our Freedom Guardian Plus upgrade if you wish to have this feature enabled. They are available Monday through Friday from 9am-9pm EST and weekends from 9am-5pm EST by calling **1-800-313-1191**.

Calendar Alerts and Reminders

App users are able to view all calendar appointments and reminders that are on the user's Freedom Guardian. They can also send the user appointments and reminders directly via the companion app.

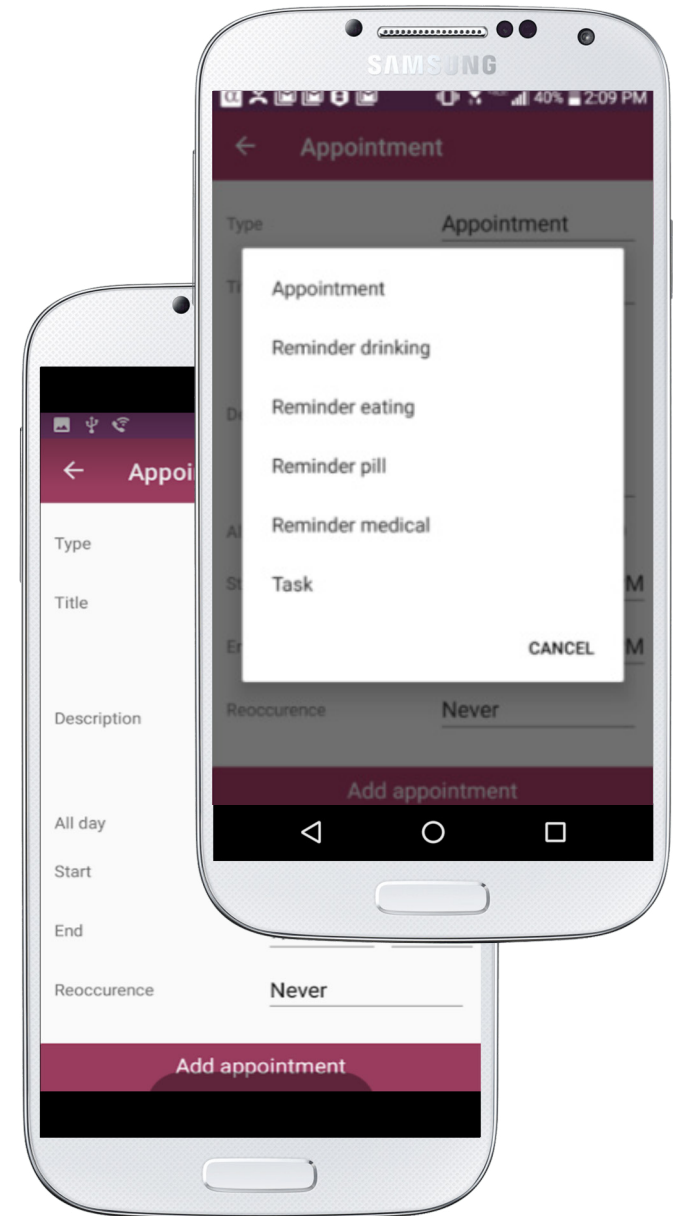
Tapping the **ADD APPOINTMENT** or **ADD REMINDER** buttons allows the companion app user to create an appointment or reminder that will be sent to the user's Freedom Guardian.



Adding Appointments

1.

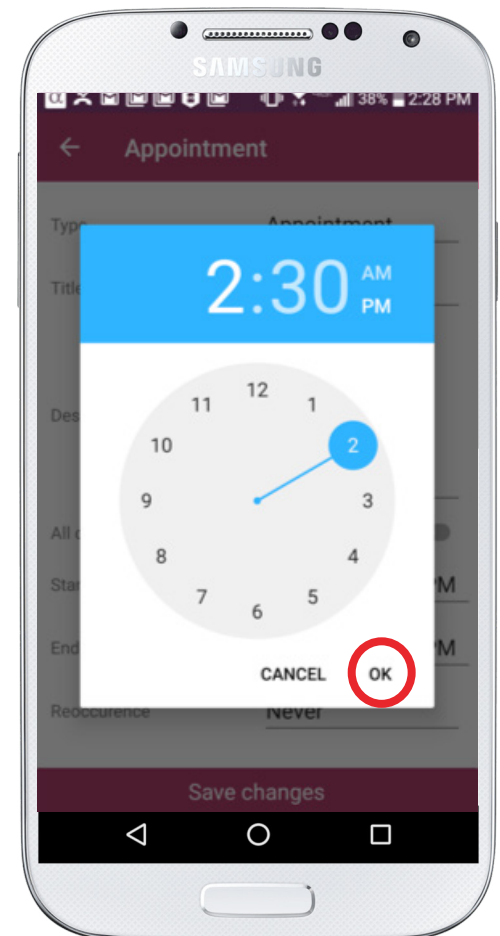
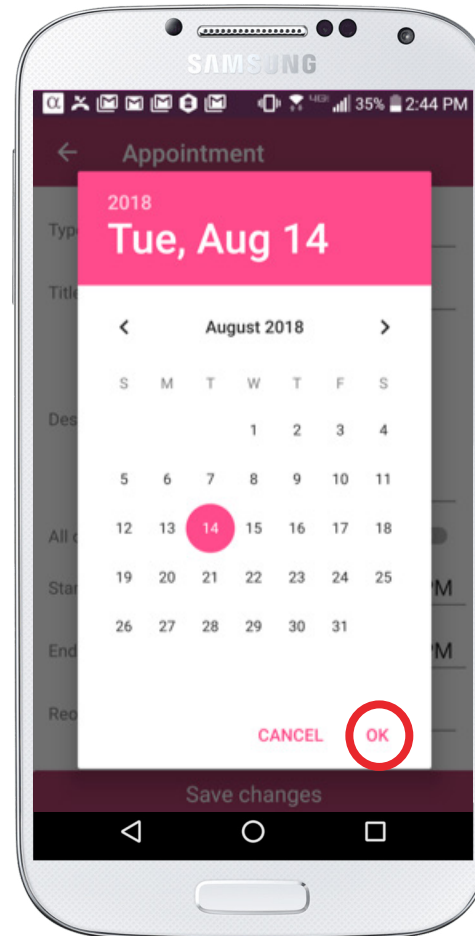
Tapping on the **ADD APPOINTMENT** button will allow the app user to add an appointment for the Freedom Guardian user. First the user can choose an appointment type. The preselected option is appointment, and does not need to be changed, but other types can be used for specific situations as appropriate.



Calendar Alerts and Reminders

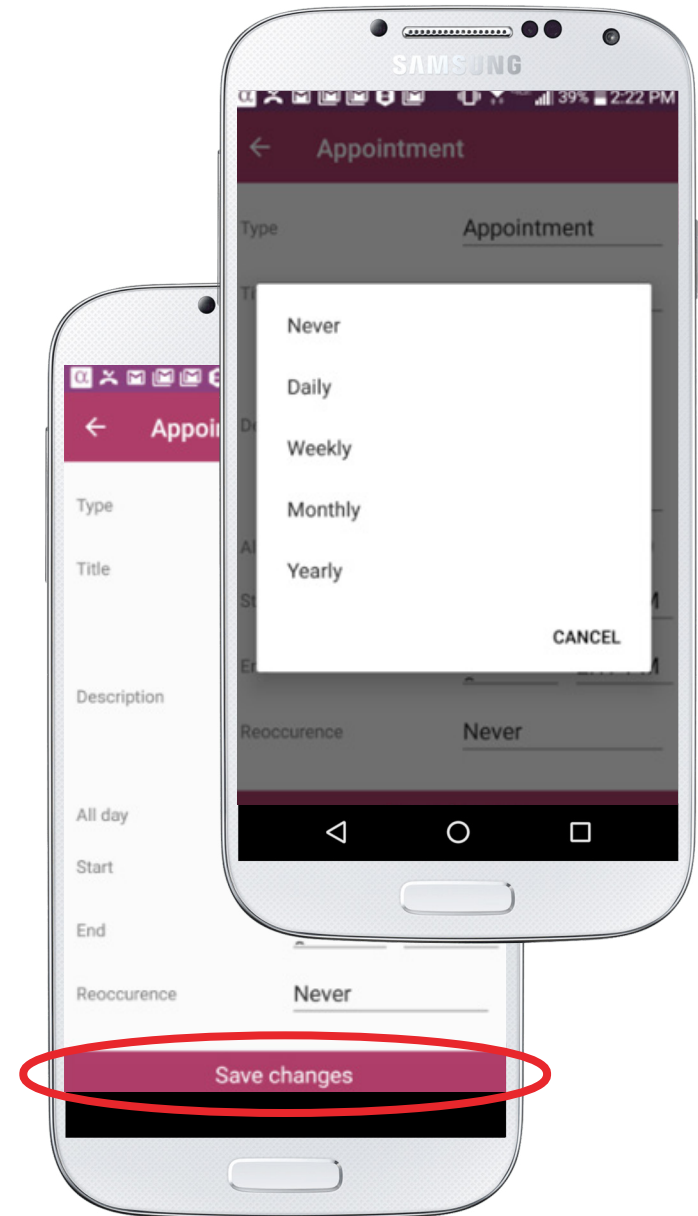
2. Choose a title for the appointment as well as a Start and End time. **These fields are required.** When tapping on the Start and End field date fields, a calendar icon will appear. After choosing the correct date on the calendar, (using left and right arrows to change the month as needed) tap **OK** to save the date.

3. Upon tapping on the time field, a clock icon will appear on the screen. The user can select the appropriate start and end time. Choose hours, then minutes and designate AM or PM before tapping **OK**.



Calendar Alerts and Reminders

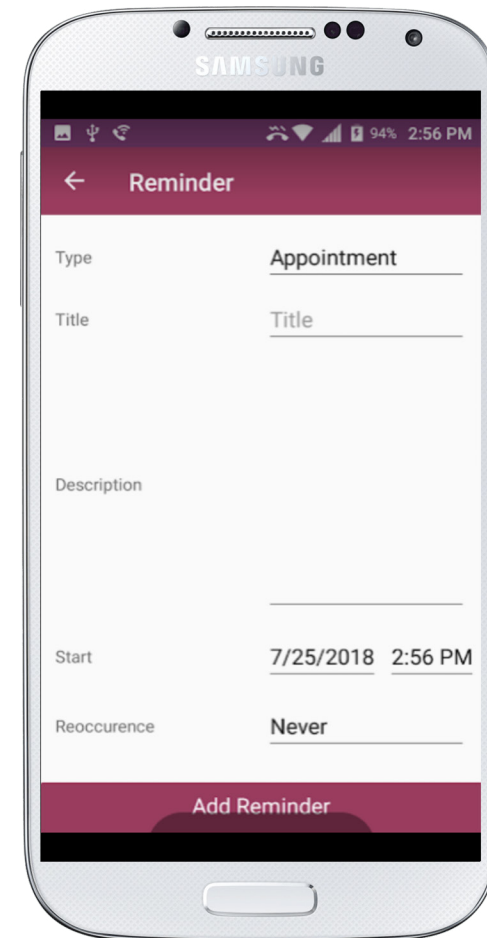
4. If the user chooses, they can provide an additional description in the designated field. The user can set Reoccurrence to Daily, Weekly, Monthly and Yearly options. The default is for the item to never reoccur.
5. Tap **SAVE CHANGES** to add the appointment to the user's calendar.



Adding Reminders

1.

The **ADD REMINDER** button provides the exact same functionality as the **ADD APPOINTMENT** option, except it will not require an end time. **Please refer to the previous section for additional details.**

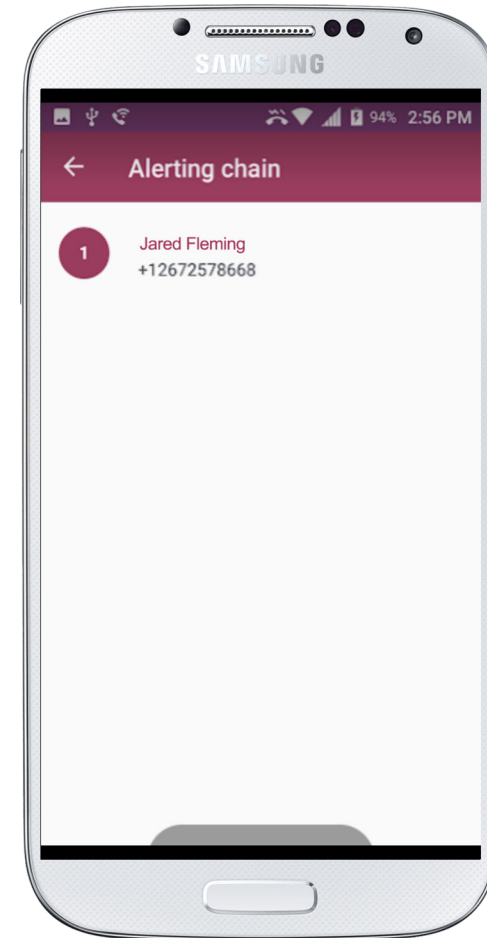


Alerting Chain:

Who will be contacted in
an emergency

Alerting Chain

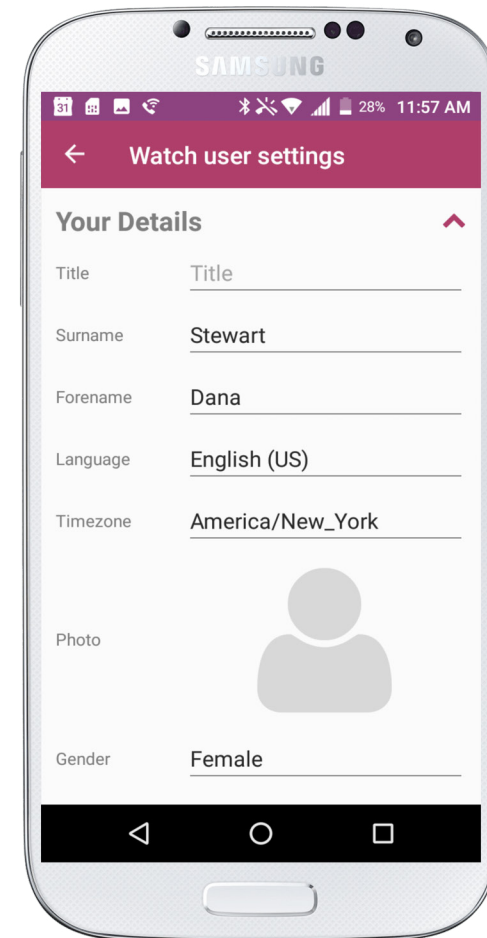
This screen shows the list of Care Circle contacts, comprised of emergency contacts and loved ones, as well as what type of notifications (phone and/or email) they will receive. **This screen is view only. To make edits to this list, please contact one of our friendly Customer Care Specialists.** They are available Monday through Friday from 9am-9pm EST and weekends from 9am-5pm EST by calling **1-800-313-1191**.



Watch User Settings

Watch User Settings

This screen is read only and is available only to view the details of the Freedom Guardian customer.



Alert History:

A history of alert types from
the watch user's Freedom
Guardian

Alert History

1.

App users can see all alerts that are sent from the user's Freedom Guardian. This includes low battery, lost signal and emergency calls.

Alert Type:

a

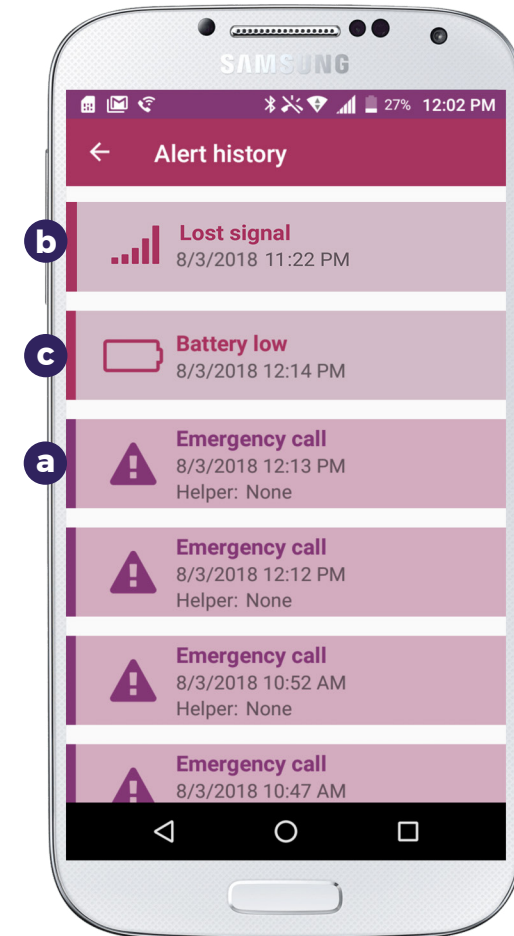
Emergency Call: indicates an emergency alert sent out by Freedom Guardian

b

Lost Signal: indicates a loss in cellular signal

c

Battery Low: indicates a low battery on the user's Freedom Guardian



Alert History

2. Tapping on the individual alert will prompt additional details about the alert.

3. Location information regarding where the alert was initiated is available by tapping the Map icon.

e **Satellite icon:** Switch to a satellite view

f **+/- buttons:** tap buttons to either zoom in or out on the map (you can also pinch to zoom in or out directly on the map itself)

