

Using the MyGuardian Customer Care Portal with the Freedom Guardian

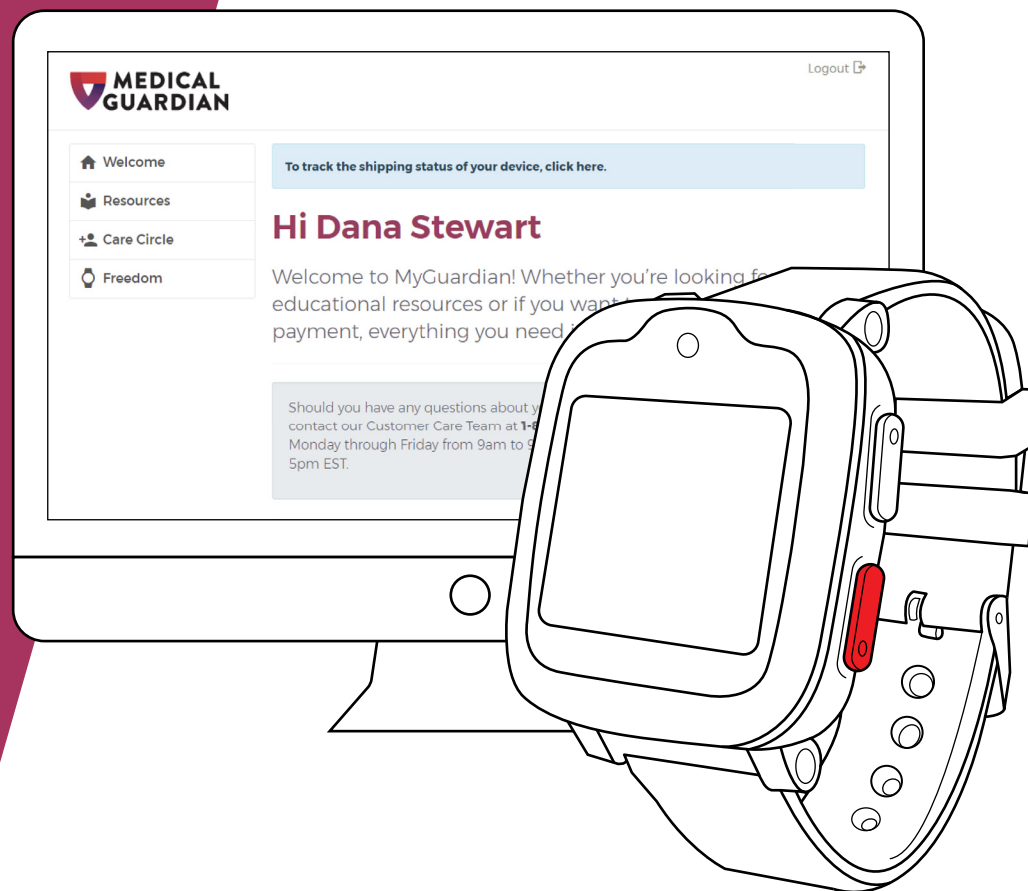


Table of Contents

| | |
|---|---------|
| Creating an Account | 3.-6. |
| Logging into Your Account | 7.-9. |
| Inviting Other Users to the MyGuardian Portal | 10.-12. |
| Accessing Freedom Guardian Specific Features | 13.-16. |
| Wearer Information | 15. |
| Device Location | 16. |
| Alerts | 17.-19. |
| Care Circle Contacts | 20.-21. |
| Message Center | 22.-24. |
| Calendar Alerts and Reminders | 25.-27. |

Creating an Account:

This section walks you through the process of creating a new account for use with the MyGuardian Customer Care Portal.

Creating an Account: Method A

1.

If you received an email to set up an account, click on the link in the email. It will take you to the following screen. Some of the subscriber's account information may already be filled in. All fields are required. This includes the subscriber's **account number, first and last name and zip code.**

***PLEASE NOTE:** Information on this screen 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 should 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**.

2.

Click on the **NEXT** Button. You will now be provided with instructions on setting up and claiming this account using an email address.

Claim Your Account

Please enter the email address associated with your Medical Guardian Account. This will begin the process of claiming your account to gain access to your information and enhanced device details.

Subscribe

Account Number: 123456789

Subscriber First Name: Dana

Subscriber Last Name: Stewart

Subscriber Zip Code: 19103

NEXT

Creating an Account: Method B

1. To create a new account directly from the MyGuardian Customer Care Portal, have the following subscriber information available before attempting to create an account:

- **The subscriber's Medical Guardian account number** (for devices purchased direct from Medical Guardian, this number is on the Service Agreement in the box)
- **The subscriber's first name***
- **The subscriber's last name***
- **The subscriber's zip code** (first five digits only)

***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**.

2. Go to my.medicalguardian.com to access the MyGuardian Customer Care Portal.

3. Click on the **CREATE ACCOUNT** button.

MEDICAL GUARDIAN

Welcome to MyGuardian
Customer Care Portal

With our convenient and secure MyGuardian customer portal, you can view your personal account details, download product manuals and educational e-books, watch product installation videos, and even update your billing information.

It's just one way we're working harder to give you everything you need to live a *life without limits*.

SIGN IN

Email address
Your Email Address

Password
Your Password

[Forgot password?](#)

SIGN IN

CREATE ACCOUNT

MAKE ONE-TIME PAYMENT

Creating an Account: Method B

4. Enter the subscriber's **account number, first name, last name and zip code** and click **NEXT**.
5. Click on the **NEXT** Button. You will now be provided with instructions on setting up and claiming this account using an email address.

Claim Your Account

Please enter the email address associated with your Medical Guardian Account. This will begin the process of claiming your account to gain access to your information and enhanced device details.

Subscribe

Account Number:
Your Account Number

Subscriber First Name:
Your First Name

Subscriber Last Name:
Your Last Name

Subscriber Zip Code:
Your Last Name

NEXT

Logging into your Account:

Once your account is created, you will now have access to the MyGuardian Customer Care Portal. This section will walk you through logging into your account for the first time.

Logging into your Account

1. Enter your email address and password in the designated sections and click **SIGN IN**.
2. If you forgot your password, click the onscreen prompt that says **“Forgot password”** below the password entry box.

MEDICAL GUARDIAN

Welcome to MyGuardian

Customer Care Portal

With our convenient and secure MyGuardian customer portal, you can view your personal account details, download product manuals and educational e-books, watch product installation videos, and even update your billing information.

It's just one way we're working harder to give you everything you need to live a *life without limits*.

SIGN IN

Email address
dana.stewart123@email.com

Password
.....

[Forgot password?](#)

SIGN IN

OR

CREATE ACCOUNT

MAKE ONE-TIME PAYMENT

©2018 Medical Guardian, LLC. All rights reserved.

f t G+

Logging into your Account

3. You will be taken to the following Welcome screen.* From here you can navigate throughout the MyGuardian Customer Care Portal. The navigation bar on the left hand side will take you to the following sections:

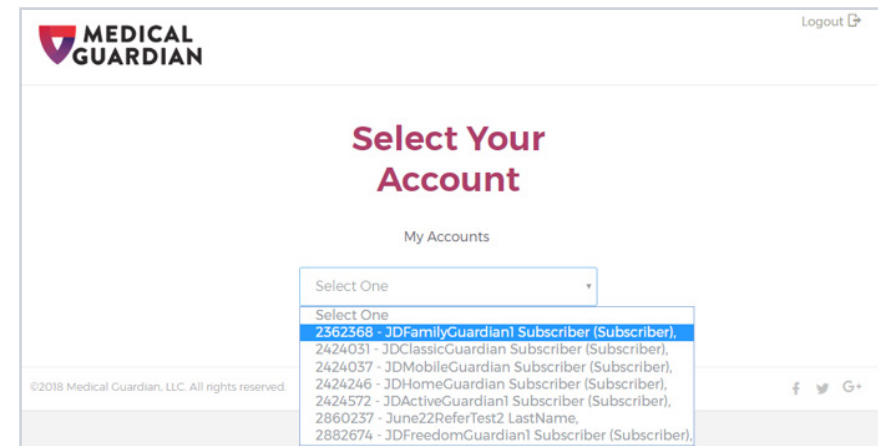
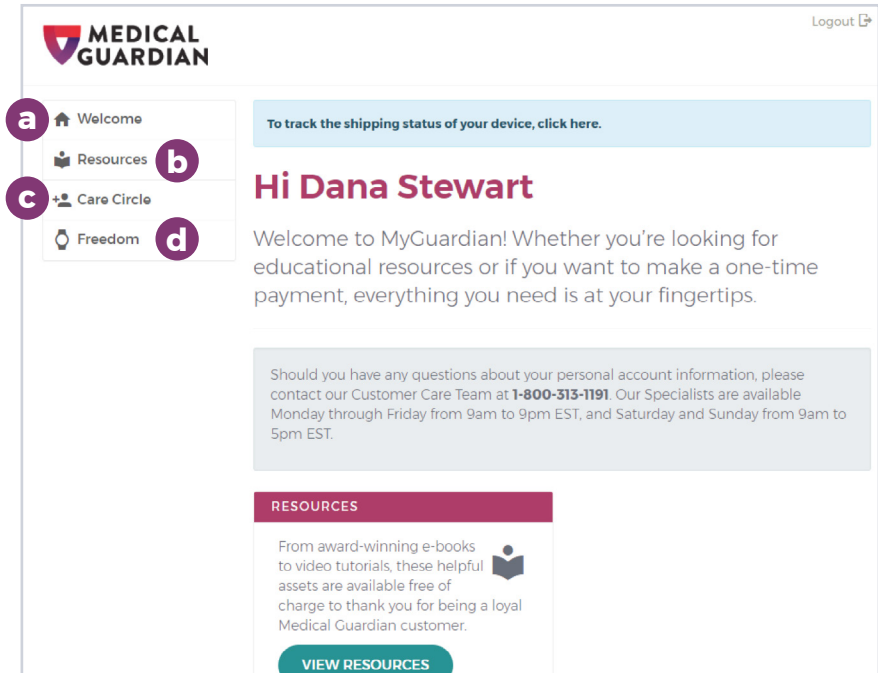
a **Welcome:** Click on this link from any other screen to navigate back to the Welcome screen.

b **Resources:** Click on this link to navigate to additional resources for the user's device.

c **Care Circle:** Click on this link to invite additional users to the device user's Care Circle.

d **Freedom:** Click on this link to navigate to information specific to the device user's Freedom Guardian.

***PLEASE NOTE:** If your email address is associated with multiple Medical Guardian accounts, you will see a screen prior to the Welcome screen asking you to **"Select Your Account."** Choose the appropriate subscriber name to continue.



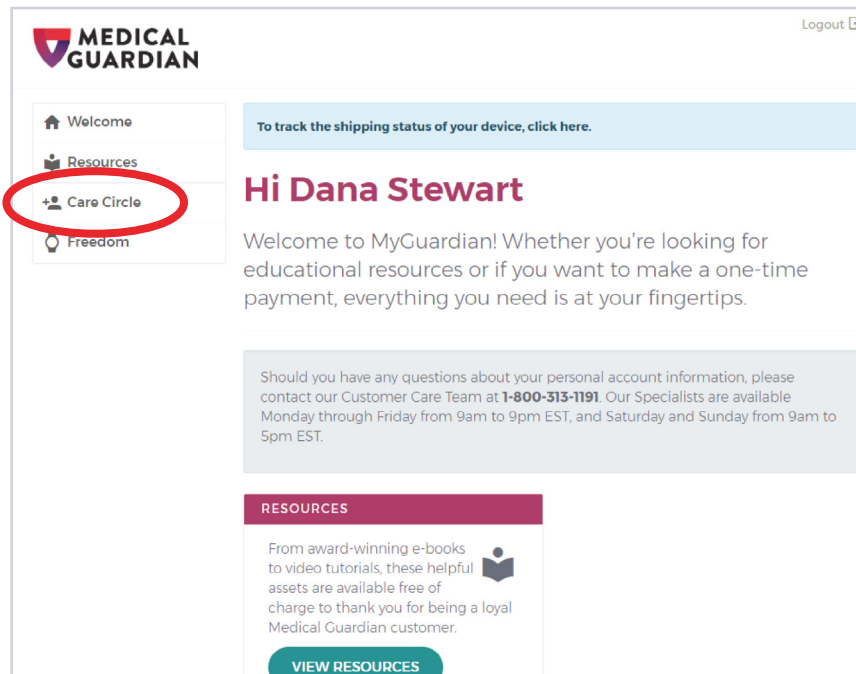
Inviting Other Users to the MyGuardian Customer Care Portal:

Adding additional members to the device user's account will allow for a greater number of individuals to remain informed on the well-being of the Freedom Guardian User

Inviting Other Users to the MyGuardian Customer Care Portal

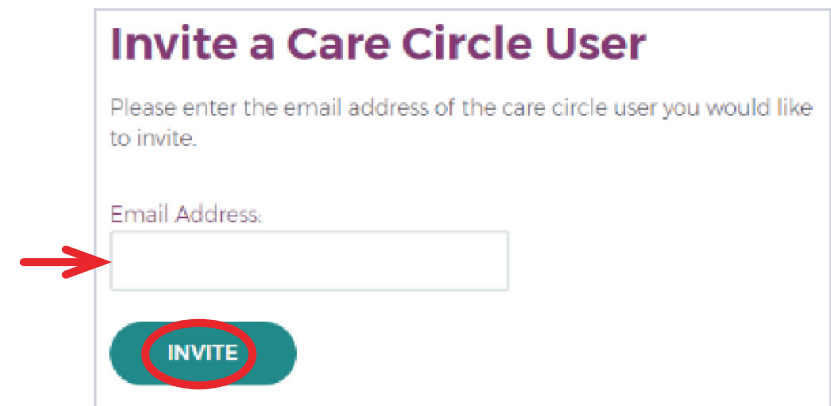
1.

After logging in, your homepage will look like the screen below. Click on the **Care Circle** tab on the left hand side with the person icon.



Inviting Other Users to the MyGuardian Customer Care Portal

2. Enter the email address of the desired individual here and click **INVITE**. The user will receive an email from Medical Guardian asking them to set-up an account for MyGuardian access.



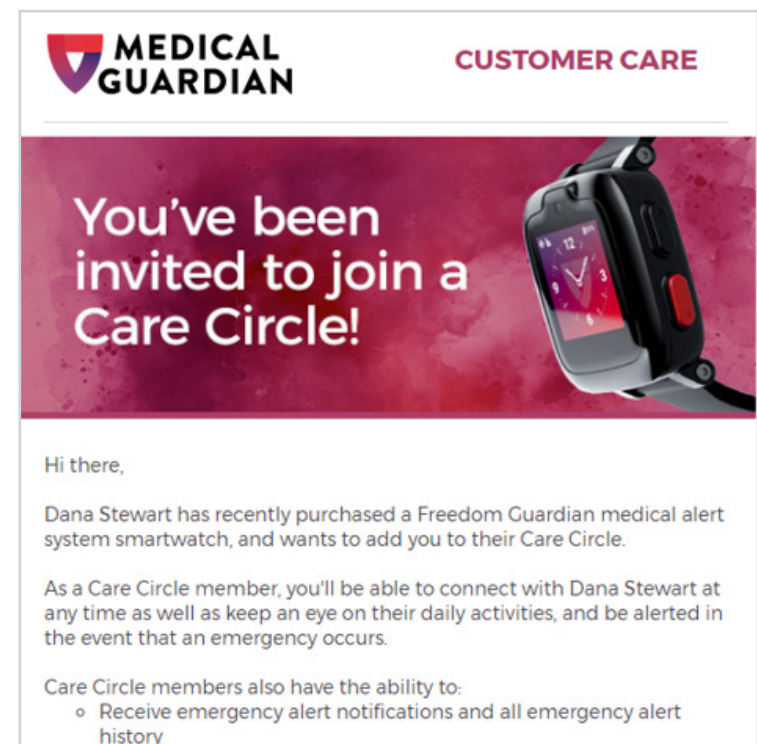
Invite a Care Circle User

Please enter the email address of the care circle user you would like to invite.

Email Address:

INVITE

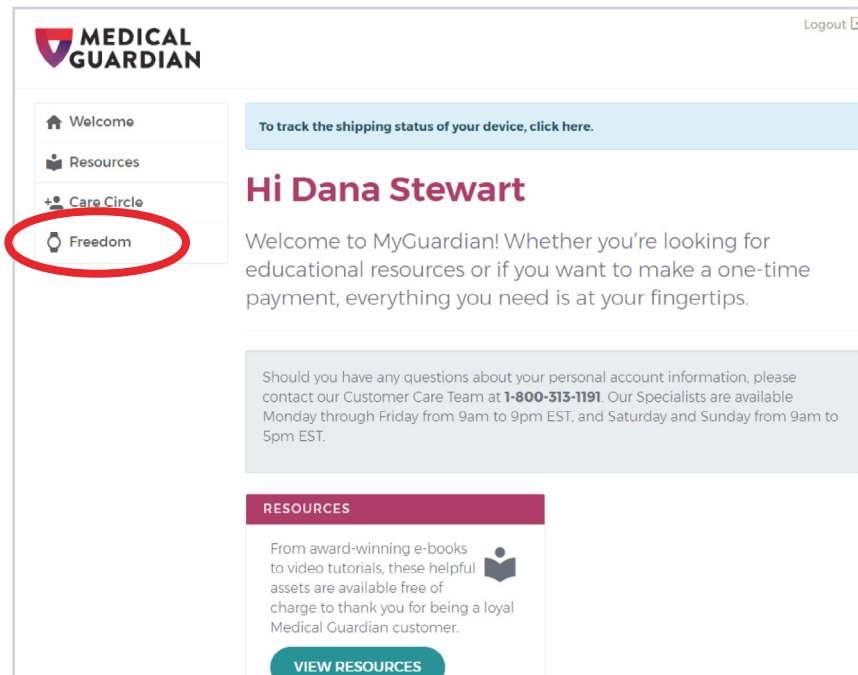
3. The invited user will receive an email such as the email found here:



Accessing Freedom Guardian Specific Features

Accessing Freedom Guardian Specific Features

From the Welcome page, click on the Freedom Guardian watch icon.



Wearer Information

You will see the Wearer Information screen when you first log in.

a

Address: Indicates the home address on file for the device user.

b

Code: A device specific code only needed for device troubleshooting

c

Battery Level Indicator: Indicates the current amount of battery available on associated Freedom Guardian

d

Last Sync: the last time Freedom Guardian reported battery information




Wearer Information

Person

Dana Stewart
a 2024 Market Street, D
Philadelphia, PA
19103

Device

b Code: 2MLYU8
Version:
c Battery Level:  80%
d Last Sync: 5 minutes

Device Location

The Device Location screen will show the location of the Freedom Guardian the last time it connected to the cellular network. Clicking on the **UPDATE LOCATION** button will refresh location of the user's Freedom Guardian as available.

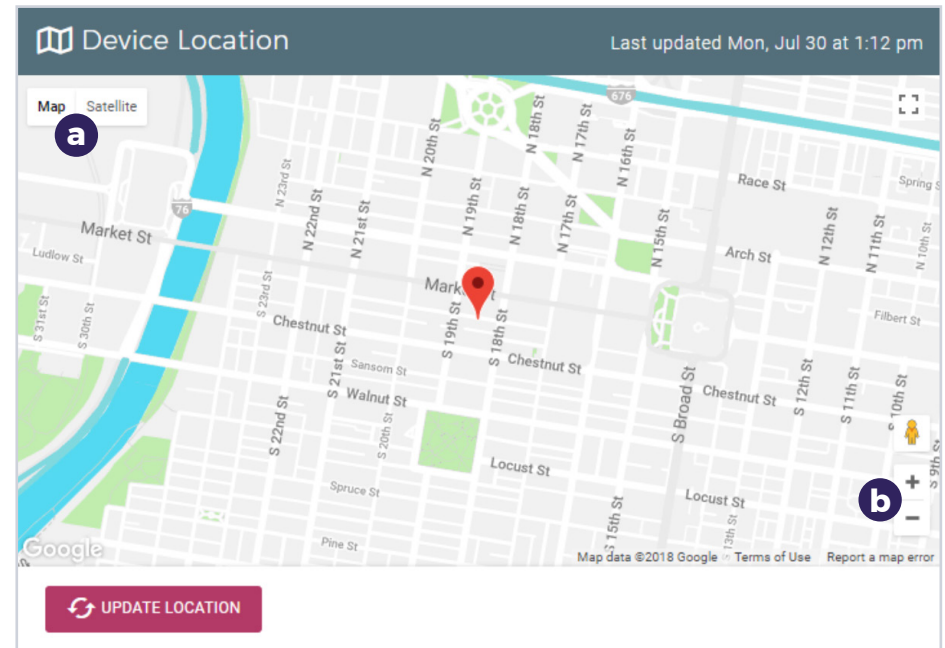
***PLEASE NOTE:** If the location of Freedom Guardian is not available at the time, the Last updated date on the upper right hand side of the box will not update with a new date and time. Try again in a few minutes.

a

Map/Satellite Toggle: switch between a map and satellite view by toggling these buttons. **A satellite view makes it easier to identify local landmarks.**

b

Zoom: the plus and minus buttons allow you to zoom in and out on the map to view additional details.



Alerts

Alerts

The Alerts screen will show all of the alerts that have been sent from the user's Freedom Guardian.

a **Alert Type:** What it Means

b **SOS:** indicates an emergency alert sent out by Freedom Guardian

c **Tech Alert Lost Signal:** indicates a loss in cellular signal

d **Tech Alert Low Battery:** indicates a low battery on the user's Freedom Guardian

| Alerts | | |
|---------------------|---------------------------------|----------------|
| Date / Time | a Type | |
| 08-06-2018 15:07:49 | SOS | DETAILS |
| 08-06-2018 15:07:25 | b SOS | DETAILS |
| 08-06-2018 15:04:52 | SOS | DETAILS |
| 08-06-2018 14:59:09 | c Tech Alert Lost Signal | DETAILS |
| 08-06-2018 14:57:01 | SOS | DETAILS |
| 08-06-2018 14:54:28 | d Tech Alert Low Battery | DETAILS |
| 08-06-2018 14:53:00 | SOS | DETAILS |

Alerts

For SOS calls, the screen will indicate when our Call Center was contacted and the alert accepted.

***PLEASE NOTE:** the “**Tech Alert Lost Signal**” alert type will not provide user location, as this will not be available without an available signal.


Care Circle Contacts

Care Circle Contacts

A Care Circle Contact is an individual designated as a contact for the Freedom Guardian user. These contacts can be notified of **both emergency (SOS) and non-emergency alerts (low battery and lost signal alerts)**.

This screen shows the list of Care Circle contacts, as well as what type of notifications (phone, email and/or SMS) 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**.

 Care Circle Contacts

Your Alert Chain and Emergency Contacts are managed by our Customer Care Specialists to ensure you are always protected. Please contact us to update or change this information.

Alert Chain

| Phone | Email | SMS | Name | Phone | Email |
|-------|-------|-----|----------------|----------------|-------|
| ✓ | ✗ | ✗ | Edward Stewart | 5082459602 | |
| ✓ | ✓ | ✓ | Jennifer Smith | (508) 343-2134 | |

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.**

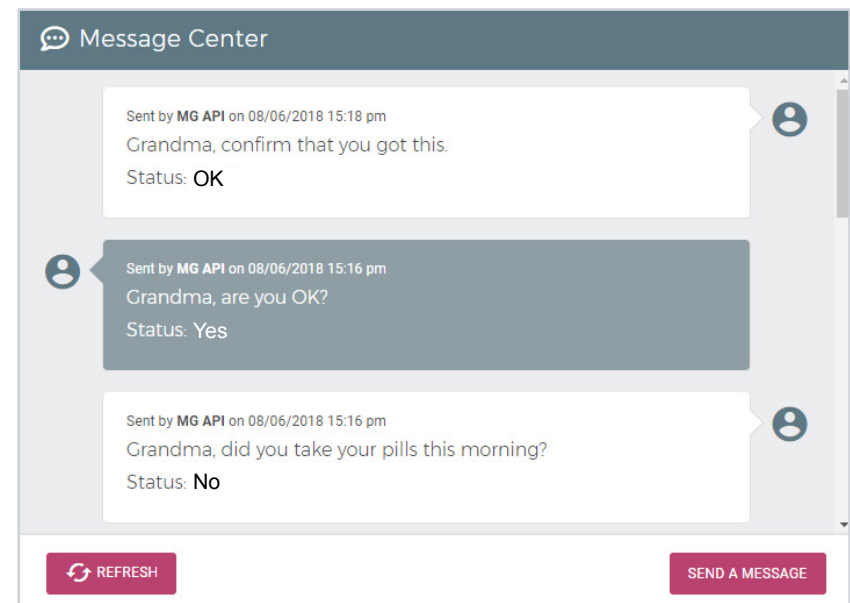
Message Center

Freedom Guardian can receive messages from the user's Care Circle via the Message Center. Messages are able to be sent to the user's 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 portal to the Freedom Guardian user. The Freedom Guardian user will be asked to provide a verbal response.

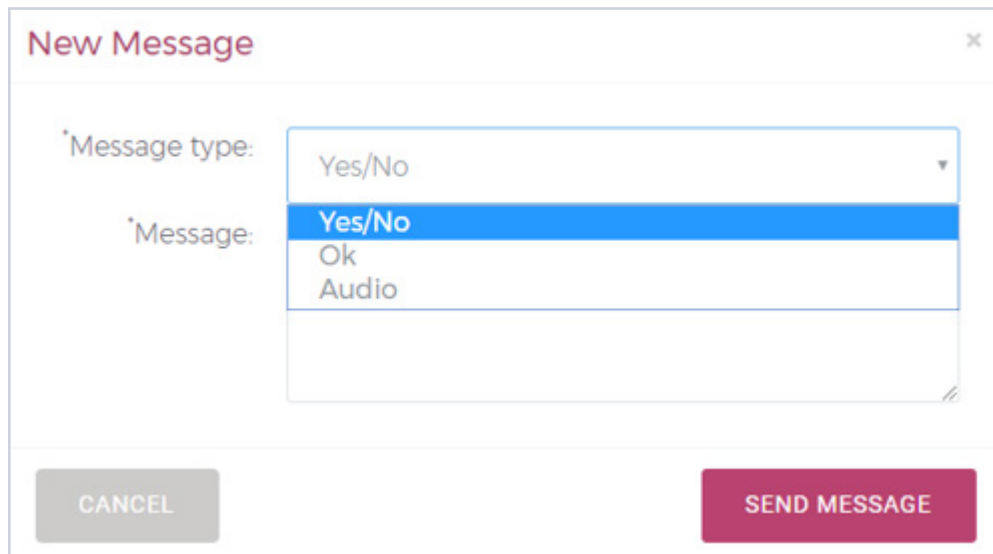
Messages cannot be initiated from Freedom Guardian. It allows for the user to respond to any message received. All messages must originate from the My Guardian Customer Care Portal or the Freedom Guardian Companion App.

***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

If you hit the **SEND A MESSAGE** button, the following screen will pop up. You are able to use the drop down to change the type of message you want to send to Freedom Guardian. From this screen, choose your message type and click **SEND MESSAGE** to send to the associated Freedom Guardian.



A screenshot of a 'New Message' dialog box. The dialog has a title bar with 'New Message' and a close button (X). Inside, there are two labels: '*Message type:' and '*Message:'. The '*Message type:' label is followed by a dropdown menu that is open, showing three options: 'Yes/No' (highlighted in blue), 'Ok', and 'Audio'. The '*Message:' label is followed by a text input field. At the bottom of the dialog, there are two buttons: 'CANCEL' (grey) and 'SEND MESSAGE' (red).

| Message type |
|--------------|
| Yes/No |
| Ok |
| Audio |

CANCEL SEND MESSAGE

Calendar Alerts and Reminders

***Calendar 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

Portal users will have the ability to set-up and schedule their loved one's day-to-day tasks including drinking water, taking medication, or even going for a short walk. Events are displayed on the following screen.

***PLEASE NOTE:** Please take care in adding alerts and reminders to the user's calendar. Items added cannot be deleted.

Clicking on the **VIEW CALENDAR** button will open the calendar and display all of the events that have been added.

Use arrows to move the calendar between different months.



TODAY button: use to show a calendar view of the current month with the current date highlighted.

Current Schedule

August 6, 2018 a today < >

Monday

| | |
|-----------------|-------------------|
| 8:00am | ● Morning meds |
| 2:30pm - 3:30pm | ● Dr. appointment |
| 5:30pm - 6:30pm | ● Dinner with Liz |
| 9:30pm | ● Night meds |

VIEW CALENDAR **CREATE APPOINTMENT** **CREATE REMINDER**

Start Date/Time 08/13/2018 11:00 AM

End Date/Time < Aug 2018 > 10 AM

Reminder

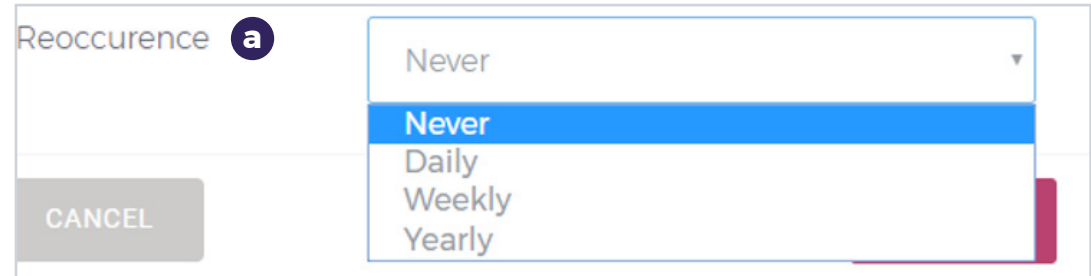
Reoccurrence

CANCEL **SAVE**

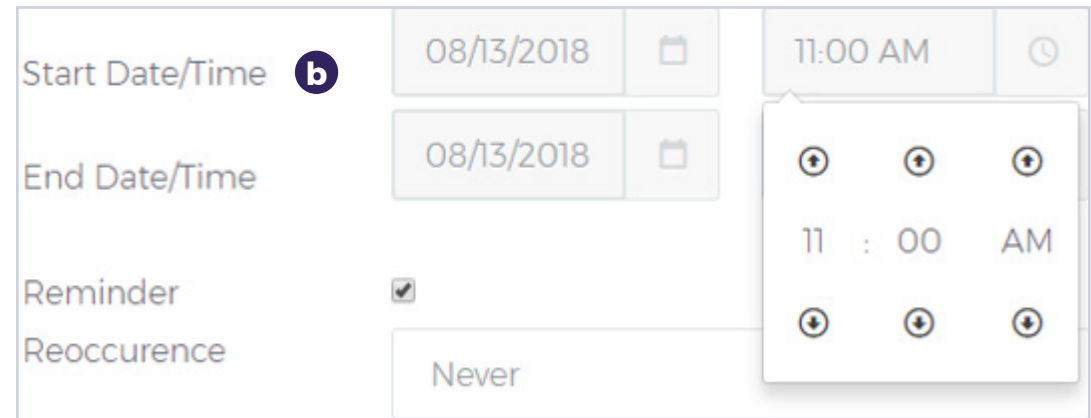
Calendar Alerts and Reminders

Clicking on the **CREATE APPOINTMENT** button will allow the Care Circle member to add an appointment for the Freedom Guardian user and give them the opportunity to make the appointment recurring if required. After choosing a title, start and end time, click **SAVE** to add the appointment to the user's calendar.

The **CREATE REMINDER** button gives Care Circle members the ability to add a daily, weekly, monthly and yearly reminders without an end time. After creating a reminder, click **SAVE** to add the reminder to the user's calendar.



This screenshot shows the 'Reoccurrence' dropdown menu. The menu is open, displaying options: 'Never', 'Daily', 'Weekly', and 'Yearly'. The 'Never' option is currently selected and highlighted in blue. To the left of the dropdown is a 'CANCEL' button.



This screenshot shows the 'Start Date/Time' and 'End Date/Time' fields. Both are set to '08/13/2018'. A time picker is open for the 'End Date/Time' field, showing '11 : 00 AM'. Below these fields are 'Reminder' and 'Reoccurrence' sections. The 'Reminder' checkbox is checked, and the 'Reoccurrence' dropdown is set to 'Never'.

a

Reoccurrence: Set this button to Daily, Weekly or Yearly for items that require regular occurrences

b

Date/Time: Select Start and End Dates using the date picker and clock pop-up. Be sure to select the appropriate AM or PM designation

