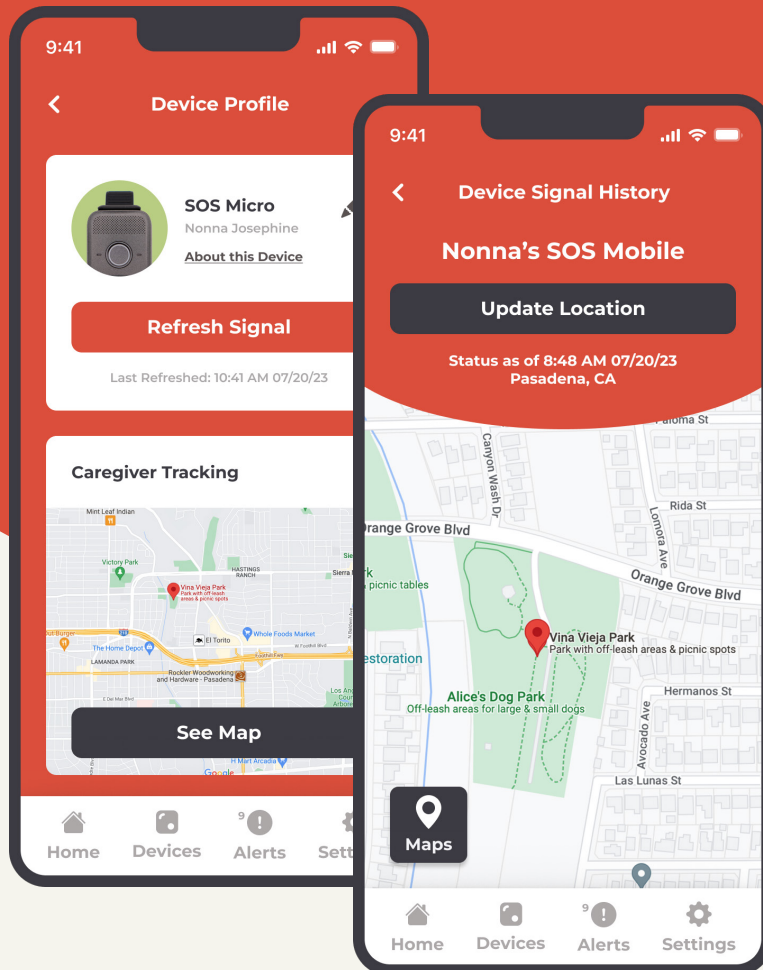




Bay Alarm Medical

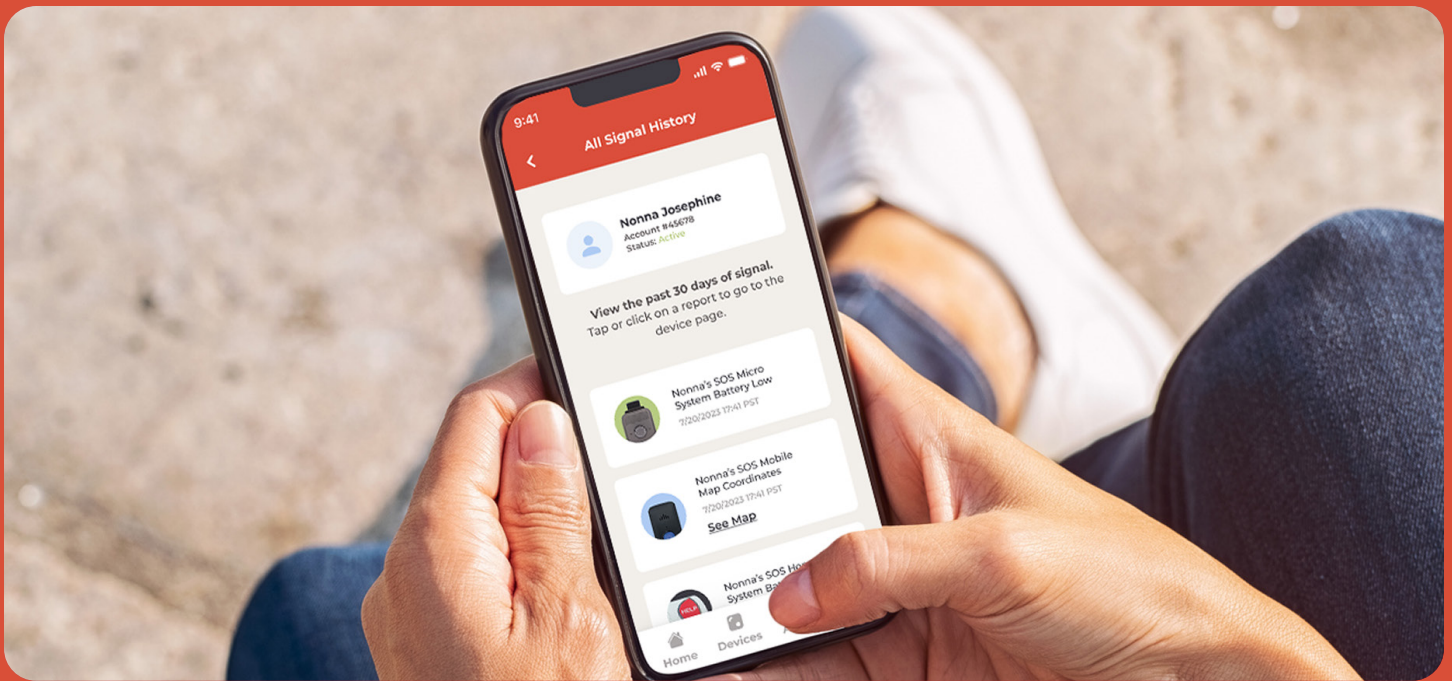


BAM

Mobile App

Medical Alert System

USER GUIDE



In this Guide

1. How to download the app
2. How to sign in & How to reset the password
3. How to change the password
4. How to sign in with Touch ID
5. How to update mailing details
6. How to update shipping details
7. How to update billing & payment details
8. Caregiver Tracking (for SOS Mobile device)

Contact

Emergency dispatchers may call.
Save this number for caller ID
recognition:

1-844-996-0208

Customer Service & Tech Support
1-877-522-9633

Instructional Videos
www.BayAlarmMedical.com/videos

For help setting up, call us: **1-877-522-9633**



How to download the Bay Alarm Medical Account Manager app

Follow the directions based on your mobile device.

Mac App Store

<https://apps.apple.com/us/app/bay-alarm-medical/id1138252468>

1. The link above will open up a new tab

in your default internet browser

or, you can go to the **App Store** via your preferred internet browser. Click the magnifying glass icon & in the search bar, enter: **Bay Alarm Medical**

From the top results, open up the **Bay Alarm Medical App**

2. Next, click the **[View in Mac App Store]** button
3. Click the **[Get]** button. The app will now download onto your mobile device



Android App Store

https://play.google.com/store/apps/details?id=com.bavalarmandroid.app&hl=en_US

1. The link above will open up a new tab

in your default internet browser or, you can go to **Google Play** via your preferred internet browser. Click the magnifying glass icon & in the search bar, enter:

Bay Alarm Medical

From the top results, open up the **Bay Alarm Medical App**

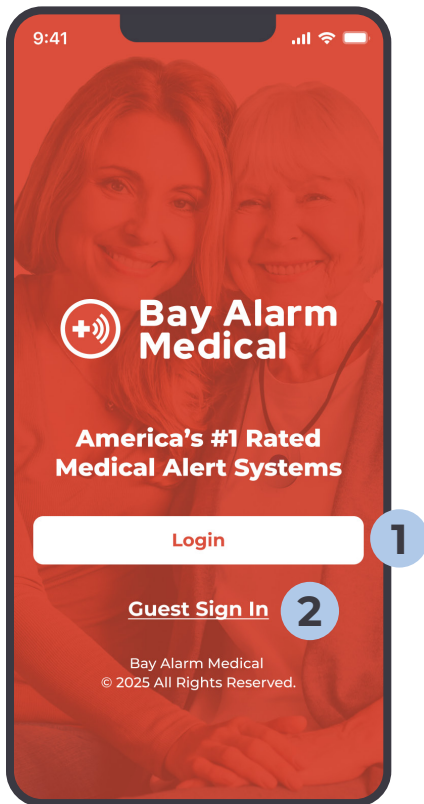
2. Click the **[Install]** button. The app will now download onto your mobile device



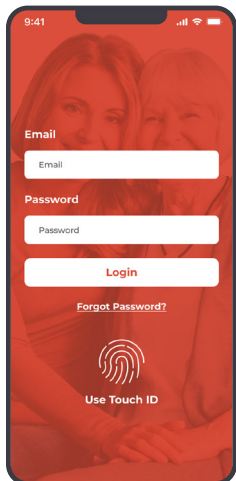
How to Sign In

Use the same sign-in credentials as the Online Account Portal.

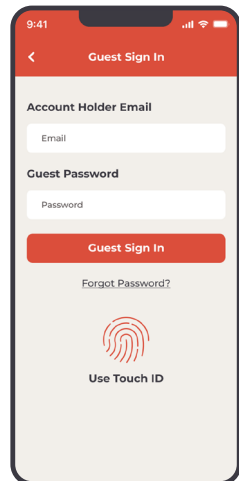
1. [Tap] **Login** in as an Account Holder
2. [Tap] **Guest Sign In** to get access as a Guest User



Account Holder Login



Guest User Login

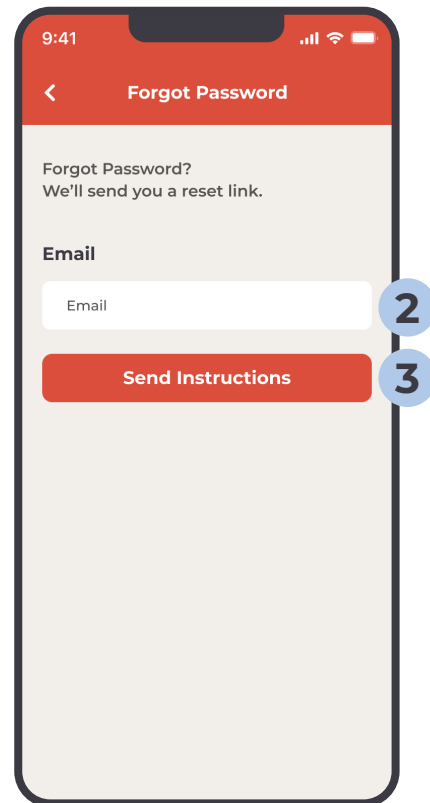
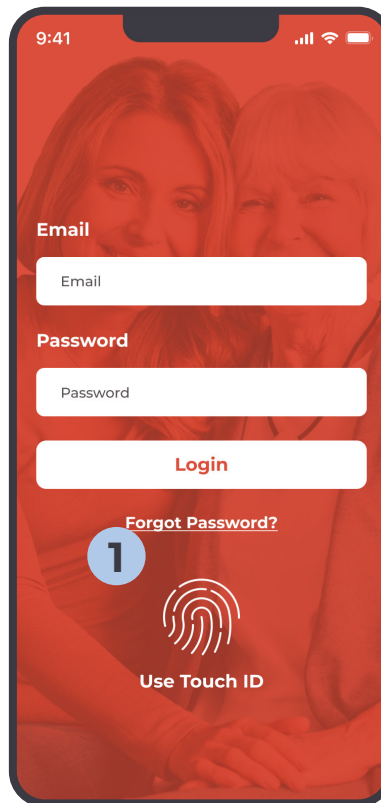


How to Reset the Password

If you have **never signed** in to the Online Account Portal, or have forgotten the password:

1. Tap '**Forgot Password ?**' below the [Login] button
2. Enter the email address registered to the account
3. Tap the [**Send Instructions**] button to complete

An email will be sent out with a **reset link**. Please follow those instructions



NOTE: Please allow 30 minutes to receive the email with the reset link. Also, just in case, check the spam / junk folder

How to Change the Password

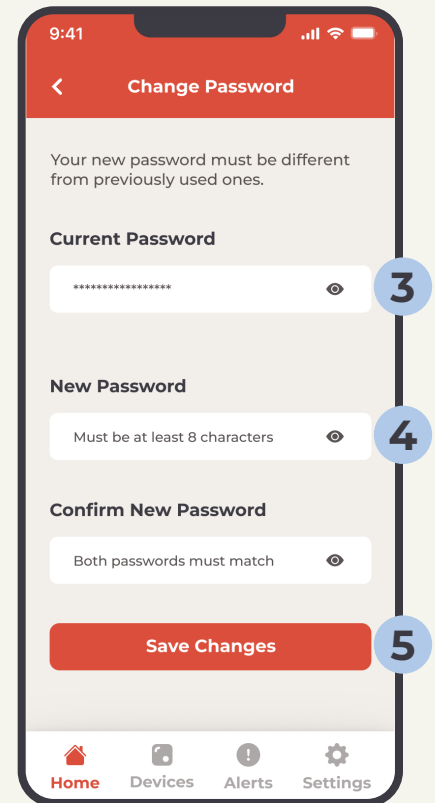
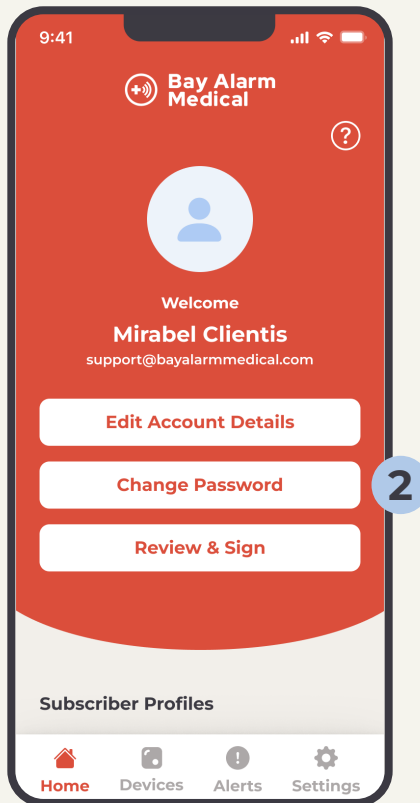
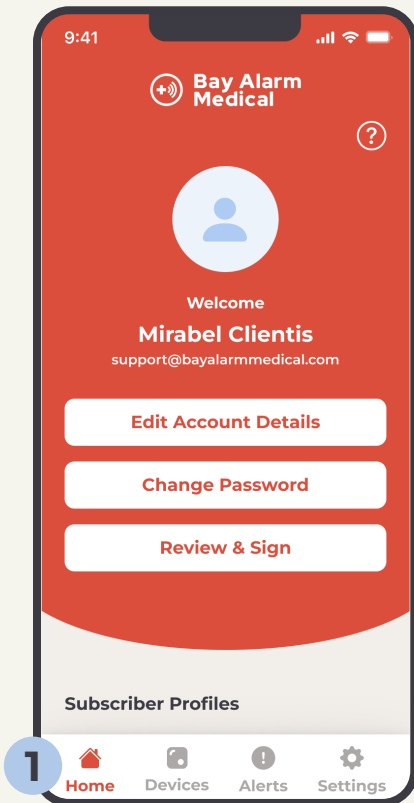
Use the **Change Password** screen:

1. Access password details by tapping the [**Home Icon**] to get to the Main Menu Screen

2. On the **Menu list**, tap on [**Change Password**]

4. Enter your new password (2x)

5. Tap the [**Save Changes**] button to complete

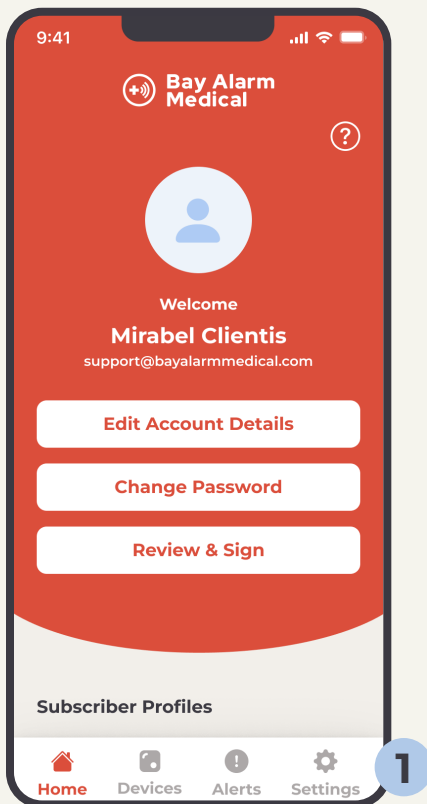


How to Sign In with Touch ID

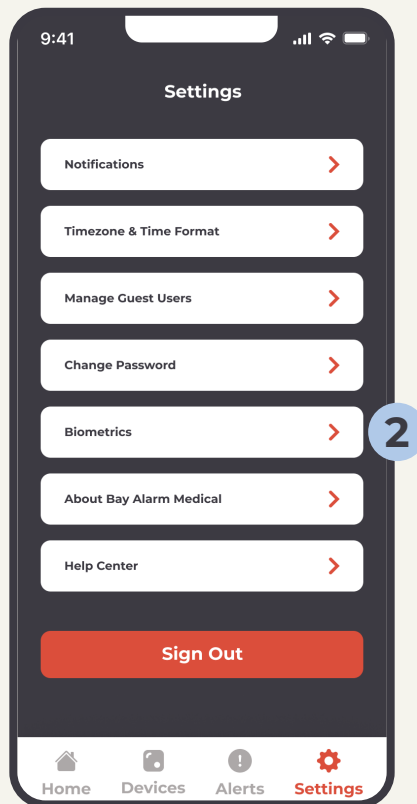
This feature is only available to certain iPhone, Samsung Galaxy, and Pixel phone users. Check your device.

Use the **Enable Fingerprint** screen:

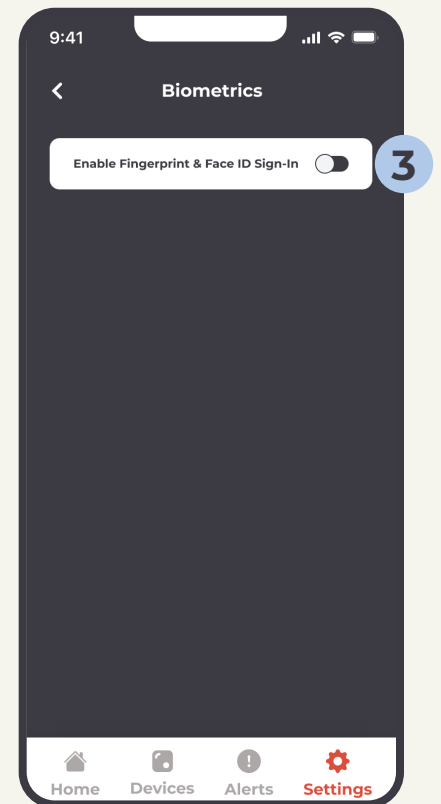
1. Access fingerprint scanning details by tapping the **[Menu icon]** on the Home screen



2. In Settings locate and tap on **[Biometrics]**



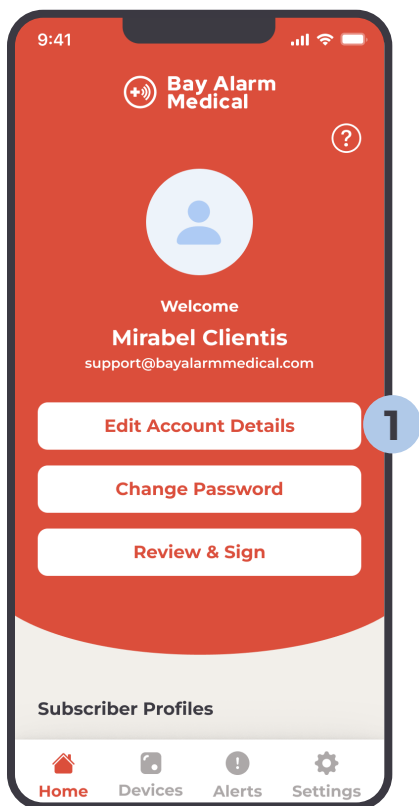
3. To complete, toggle the **[Enable Fingerprints & Face ID Sign-In]**



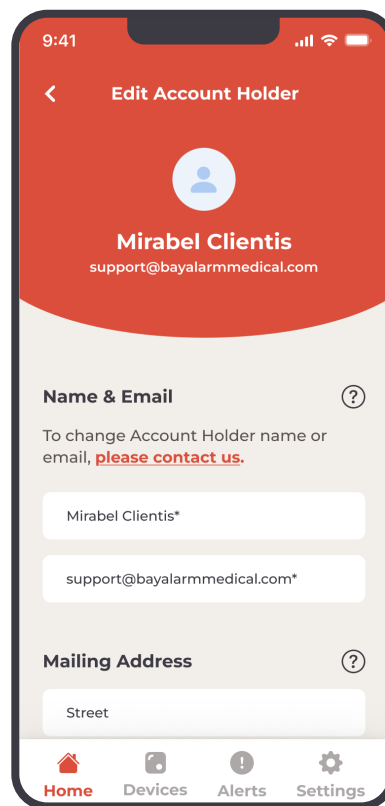
How to Update Mailing Details

Use the **Account Holder** screen:

1. Access Account Holder details by tapping [**Edit Account Details**] on the Home Screen



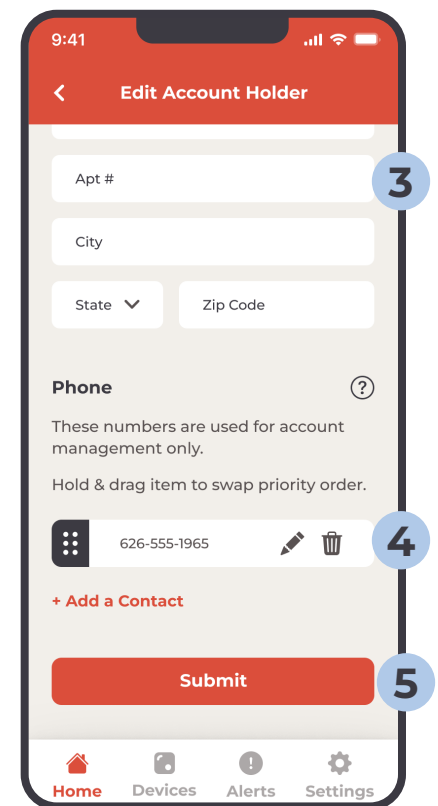
2. Once on the [**Edit Account Holder**] screen you can view or edit all of your personal details



3. Update any mailing details

4. Edit Account holder Phone Numbers

5. Tap the [**Submit**] button to complete



How to Update Shipping Details

Use the **Subscriber Profile** screen:

1. Access a Subscriber Profile by reaching the Home Screen and then scrolling down to **Subscriber Profiles**.

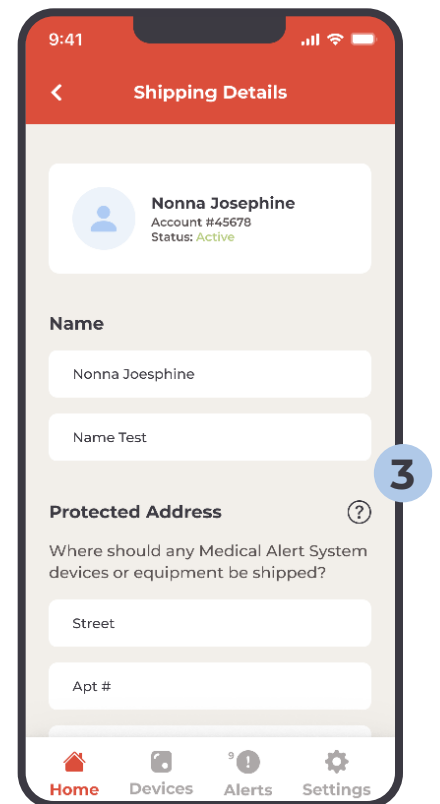
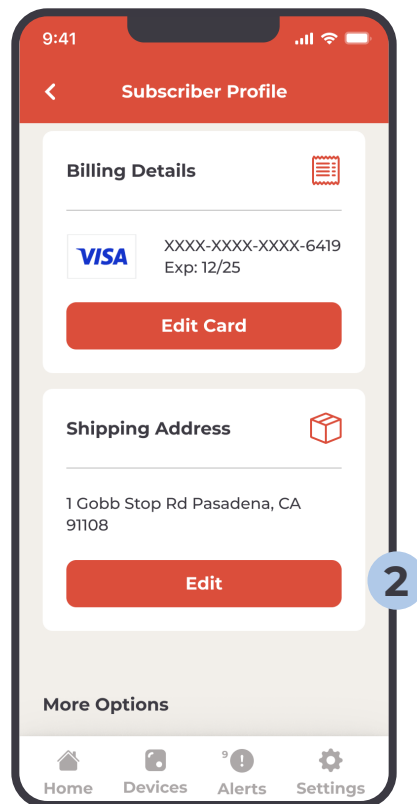
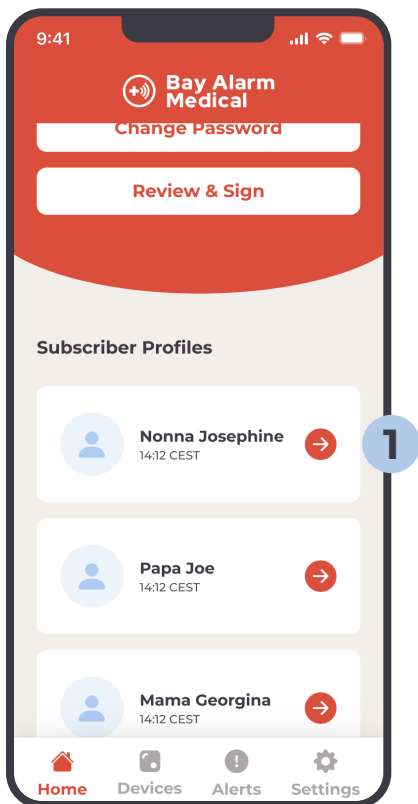
Tap on any of the Subscriber Profiles to access their personal information

2. On the Subscriber's Profile, scroll down the screen until you see Shipping Address.

Tap [**Add Shipping Address**] or [**Edit**]

3. Update any Shipping details

4. Tap the [**Submit**] button to complete at the bottom of the screen



How to Update Billing & Payment Details

Use the **Billing Details** screen:

NOTE: Payments may take up to 24 hours to update.

1. Access **Billing Details** by accessing the Subscriber Profile and scrolling down to Billing Details.

Tap [**Add/Edit Card**]

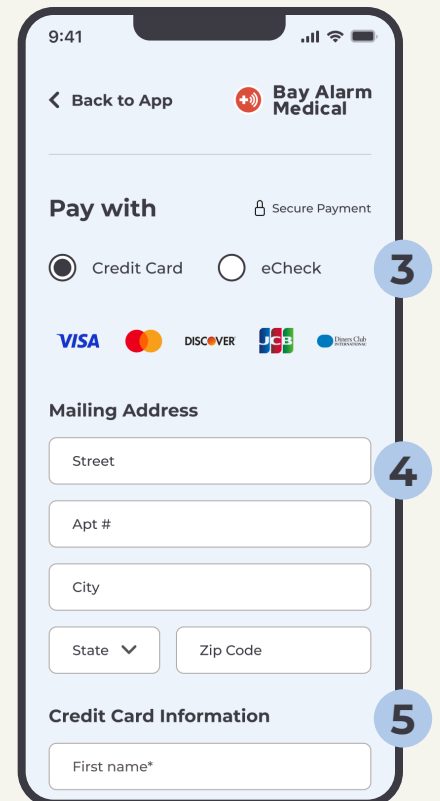
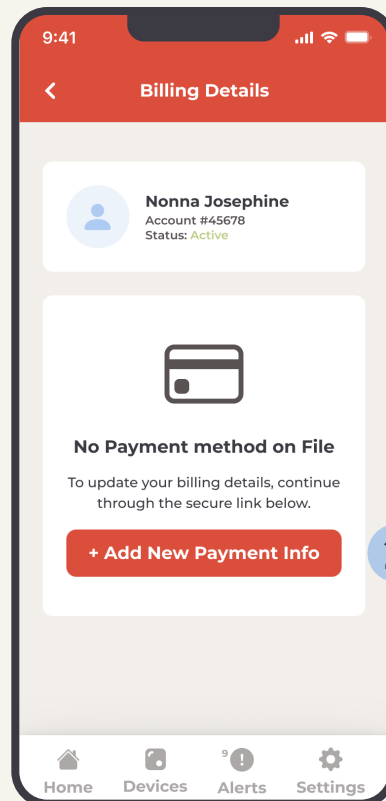
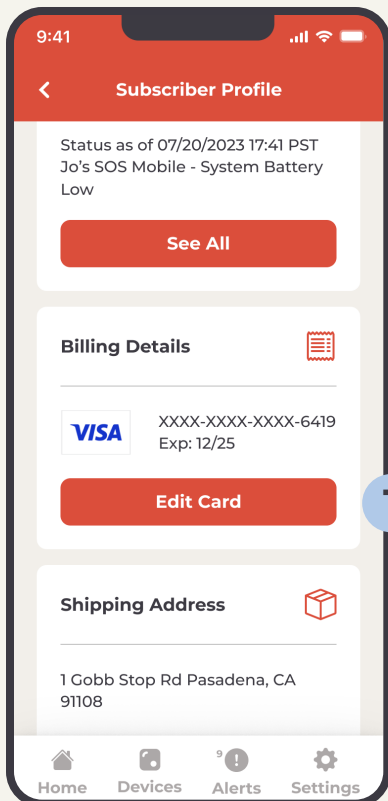
2. Once on the Billing Details screen you see the option to [**+ Add New Payment Info**] or [**Edit**] current payment info

3. Once tapping you will open a new screen to our **Billing Detail Webpage**.

Select the option to pay with Credit Card or eCheck.

4. Edit Mailing Address Information

5. Edit Credit Card or eCheck information



Caregiver Tracking & All its Features

This feature is only available to Bay Alarm Medical customers with the SOS Mobile device or the All-In-One device.

Use the **Device Profile** screen:

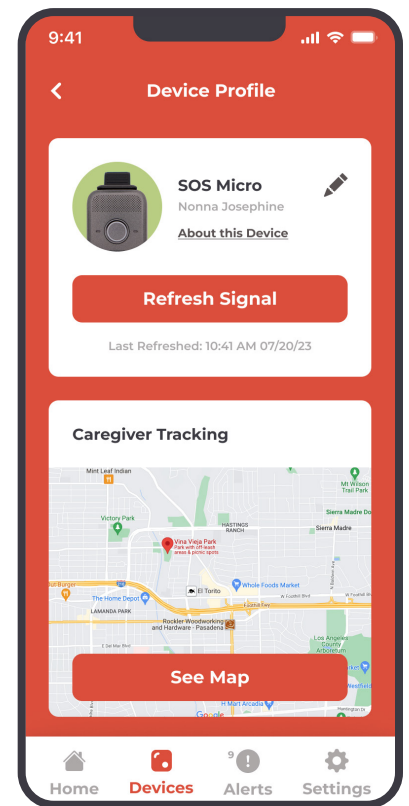
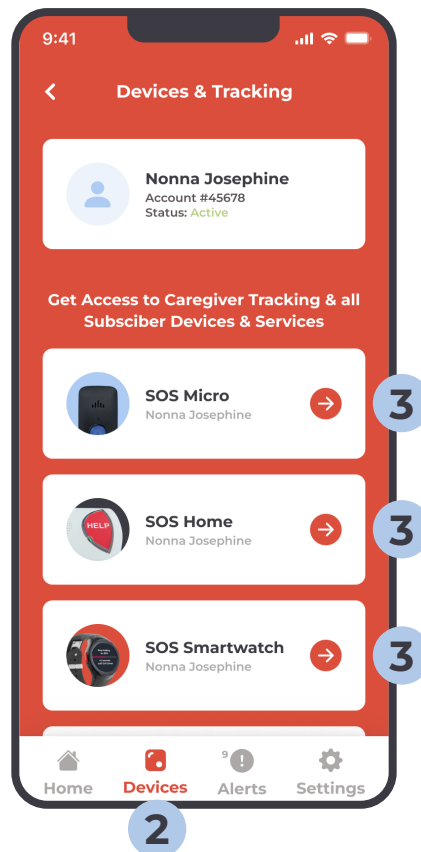
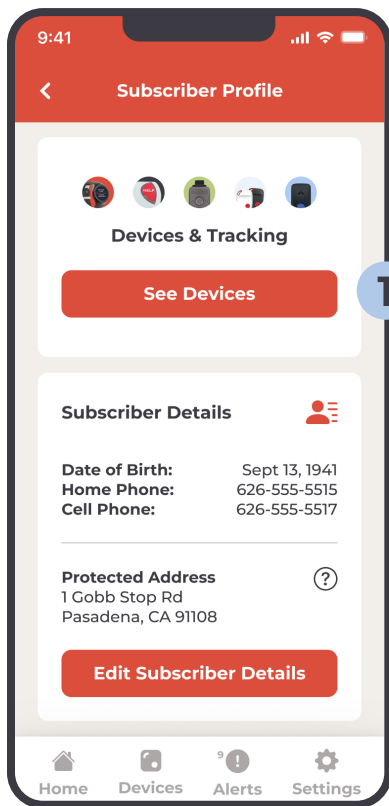
1. Go to Subscriber Profile and scroll down to **Devices & Tracking**.

Tap [**See Devices**]

2. You can also reach **Devices & Tracking** by tapping the the [**Devices Icon**]

3. Tap any of the available Devices to go to their respective **Device Profile**

4. You should now be able to view the Medical Alert user's Caregiver Tracking screen



Continue to Next Page >

5. Tap to Refresh – Ping into the GPS device to get a real-time status update

6. Last Known Location

The map allows a caregiver to see an address. Tap “View Map” to expand it

7. Tap “See Map” to view **Caregiver Tracking** & to view **Device Signal History**

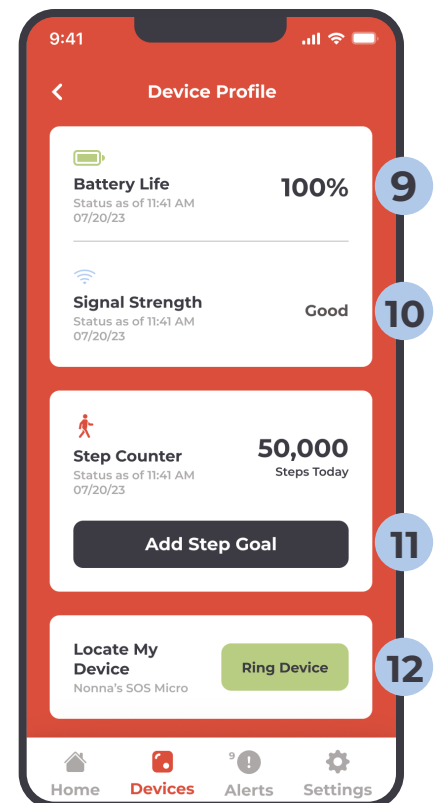
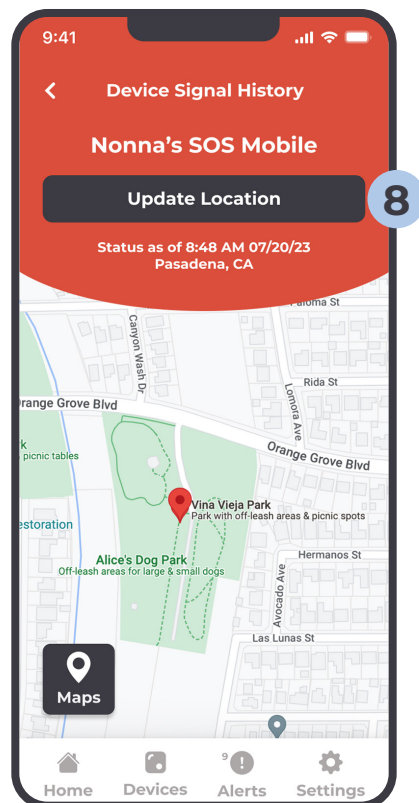
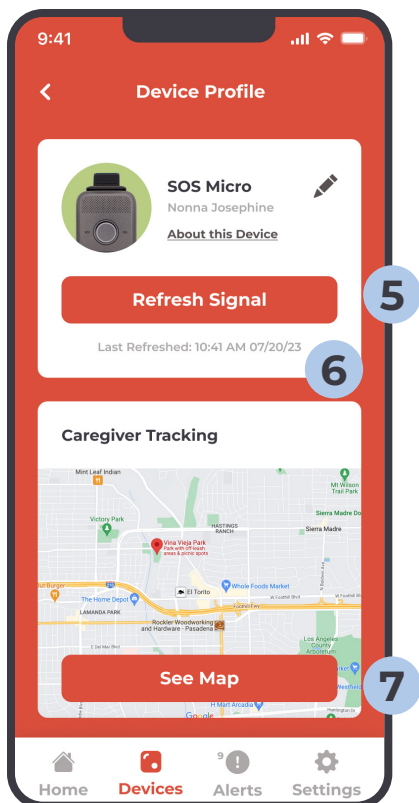
8. Tap “Update Location” to get a live GPS marker, an address & the latitude & longitude of the device

9. Battery Life – When the GPS device is fully charged, the connection status will display “Ready for Use!” If the charge is not adequate, it will display “Unable to connect. Check Device”

10. Signal Strength – is the strength of your device’s wireless signal. Signal Strength can range from None, Unknown, Weak, Medium & Good.

11. Step Counter – Keep track of the Medical Alert user’s daily step count, easily

12. Ring Device* – If the GPS device gets misplaced, you can send a signal to it, which will trigger a loud noise. First, press “Tap to start.”





**Bay Alarm
Medical**

My Account Manager App

User Guide

www.BayAlarmMedical.com

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