Bay Alarm Medical

9:41

Bay Alarm Medical

Welcome!

Account Holder

Medical Alert User

Emergency Plan

Billing Details

Contact Us

9:41

Medical Alert User

Josephine's GPS

Pasadena, CA

Status as of 8:48 AM

Update Location

My Account Manager App

User Guide

In this guide

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

Bay Alarm Medical

How to download the Bay Alarm Medical Account Manager app

Follow the directions based on your mobile device.

Bay Alarm Medical Account Manager app logo tile

Mac App Store

https://apps.apple.com/us/app/bay-alarm-medical/id1138252468?ls

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 **My Account Manager**

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.bayalarmandroid.app

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**

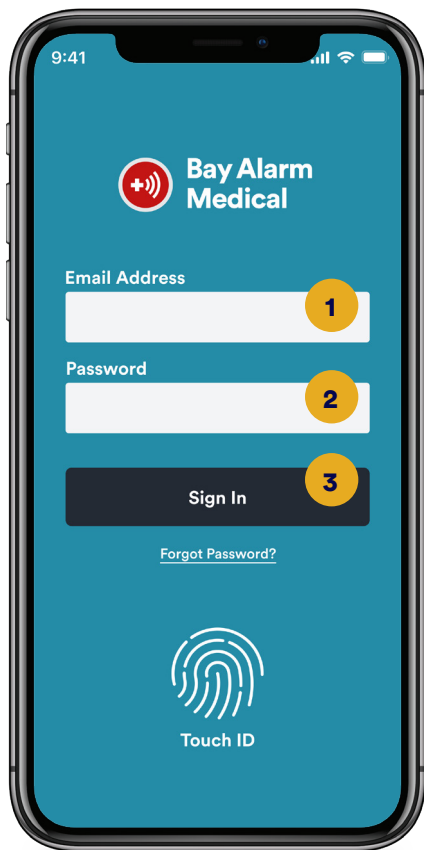   From the top results, open up the **My Account Manager**

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

Bay Alarm Medical

How to sign in

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

1. Enter the registered email

2. Enter the registered password

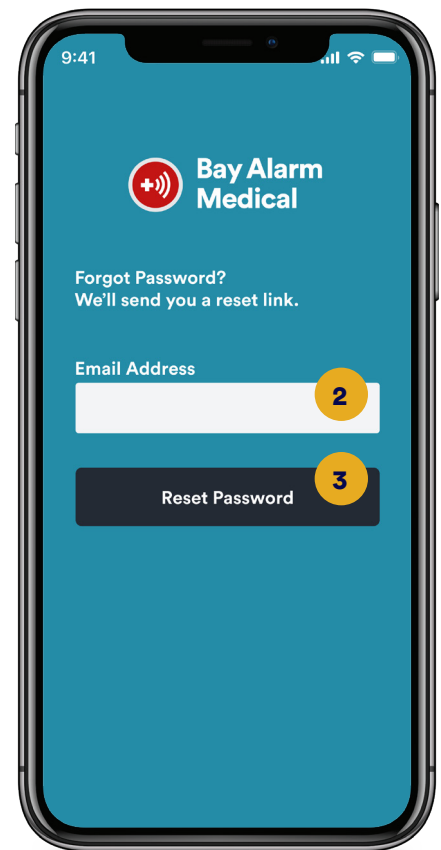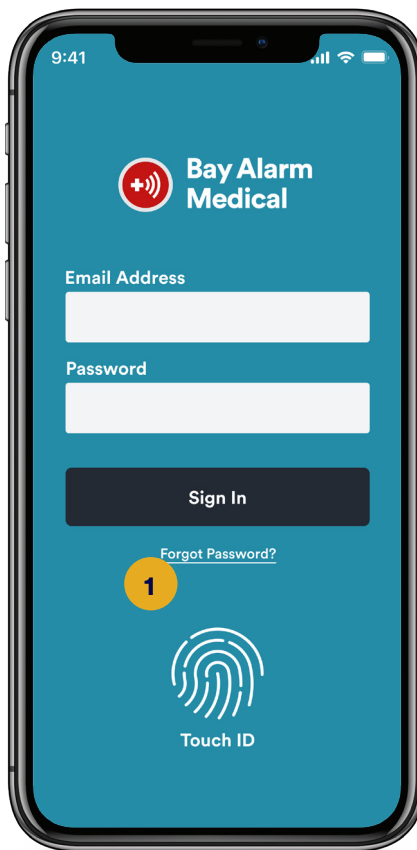3. Tap the [Sign In] button

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 [**Sign In**] button

2. Enter the email address registered to the account

3. Tap the [**Reset Password**] 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

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

How to change the password

Use the **Change Password** screen:

1. Access password details by tapping the **Menu icon** on the Home screen

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

3. Enter your old password

4. Enter your new password (2x)

5. Tap the **[Change Password]** button to complete

Bay Alarm Medical
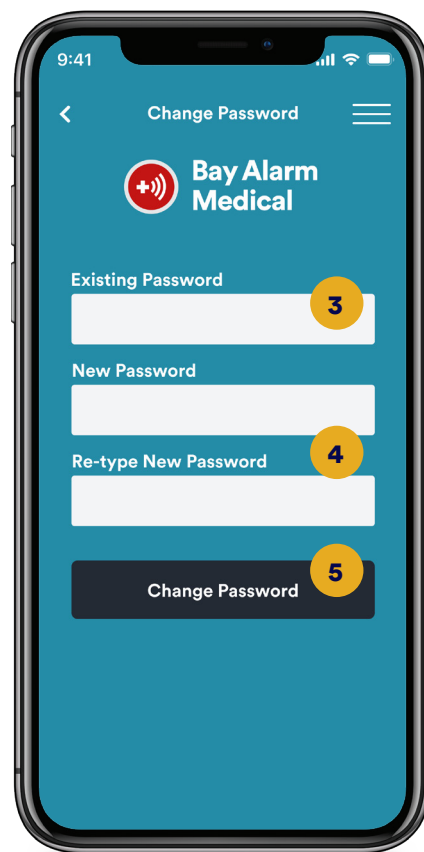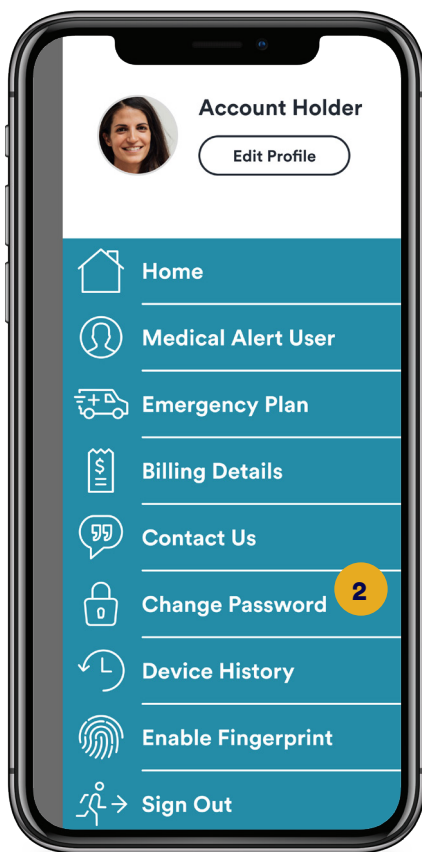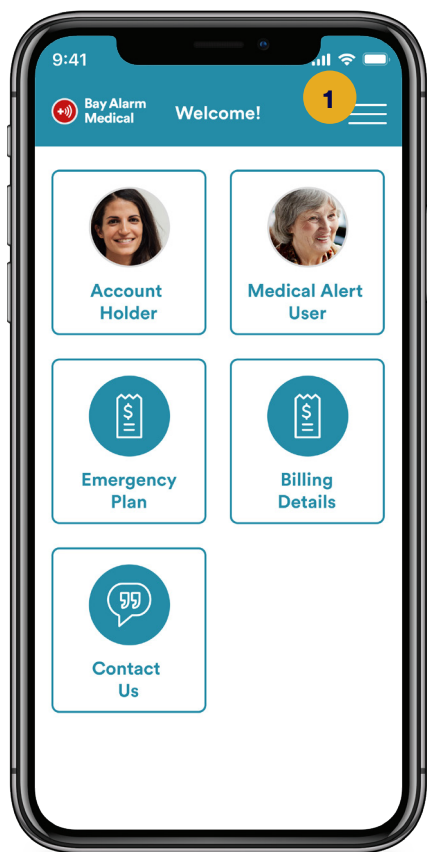
How to sign in with Touch ID

This feature is only available to certain iPhone, Samsung Galaxy, and Pixel phone users. Check your device.
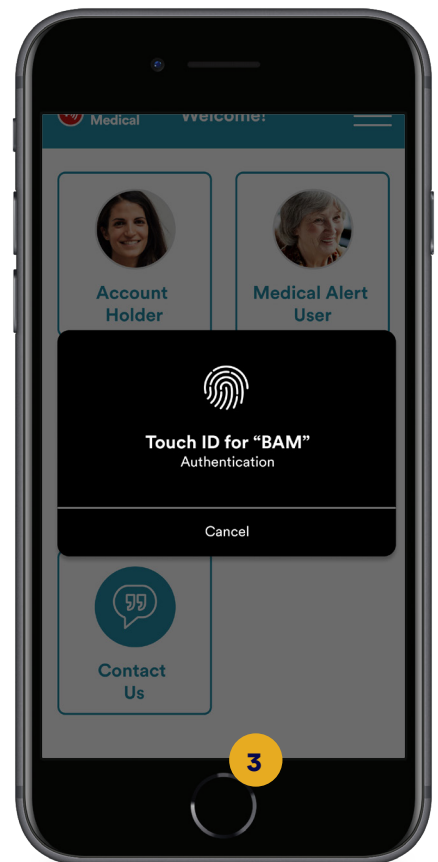
Use the **Enable Fingerprint** screen:

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

2. On the **Menu list,** tap on 'Enable Fingerprint'

3. To complete, touch & hold the circle button to scan fingerprint

Bay Alarm Medical Welcome! 1

Account Holder

Medical Alert User

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Contact Us

Home

Medical Alert User

Emergency Plan

Billing Details

Contact Us

Change Password

Device History

Enable Fingerprint 2

Sign Out

Medical Welcome!

Account Holder

Medical Alert User

Touch ID for "BAM"
Authentication

Cancel

Contact Us

3

Bay Alarm Medical
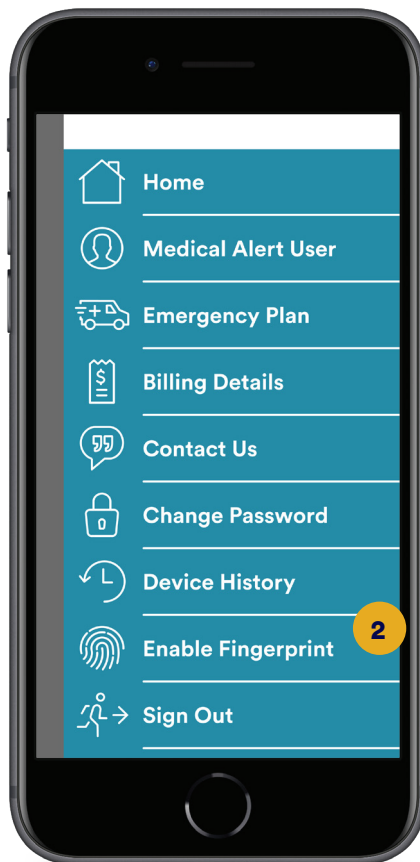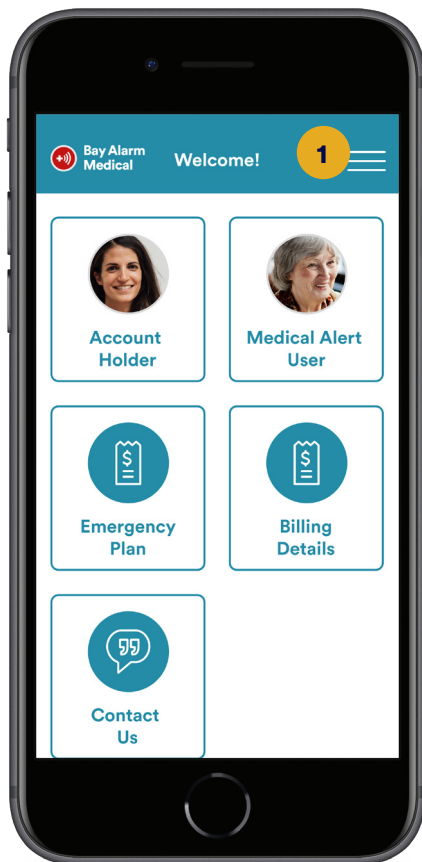
How to update mailing details

Use the **Account Holder** screen:

1. Access Account Holder details by tapping the button on the **Home screen** or by tapping the **Menu icon**
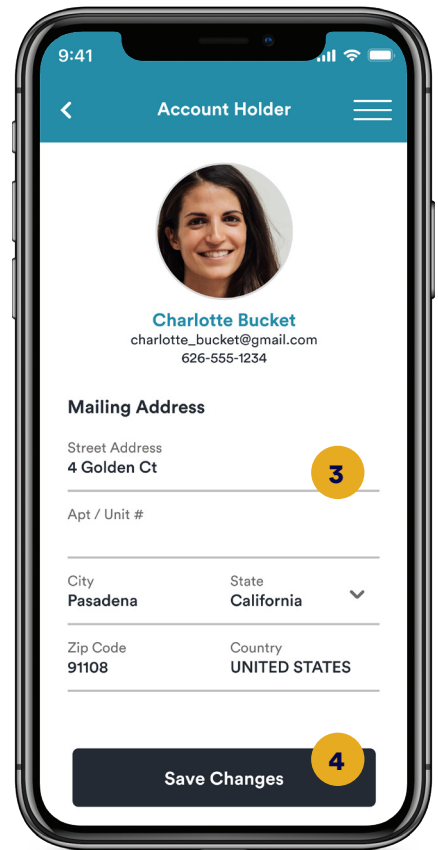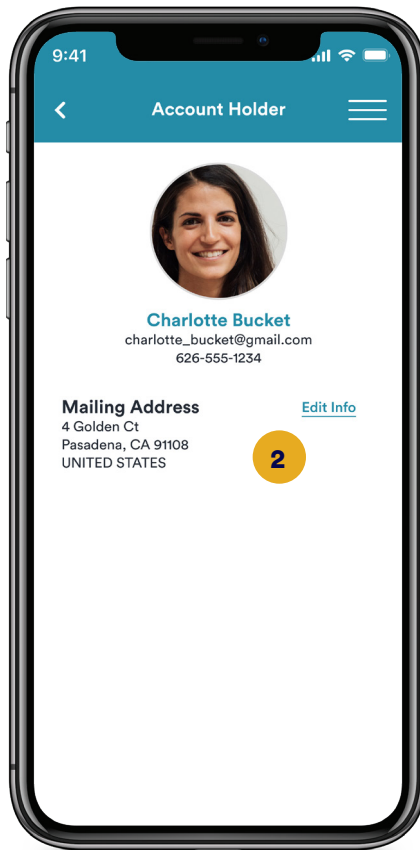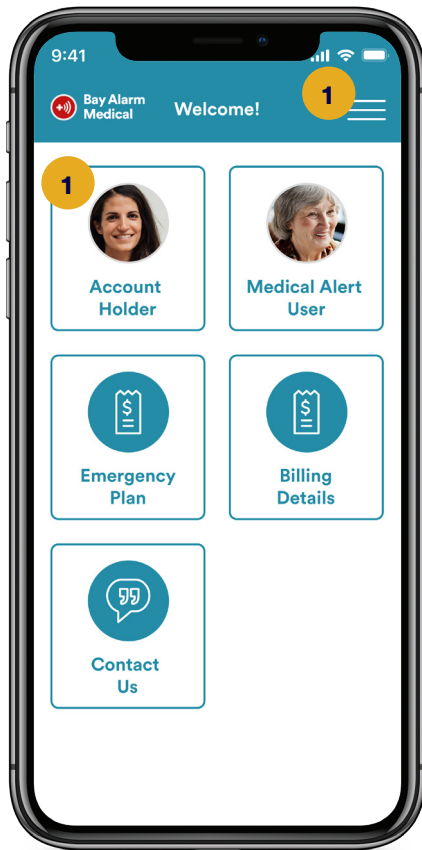
2. On the Account Holder screen, find the mailing address section & tap 'Edit'

3. Update any mailing details

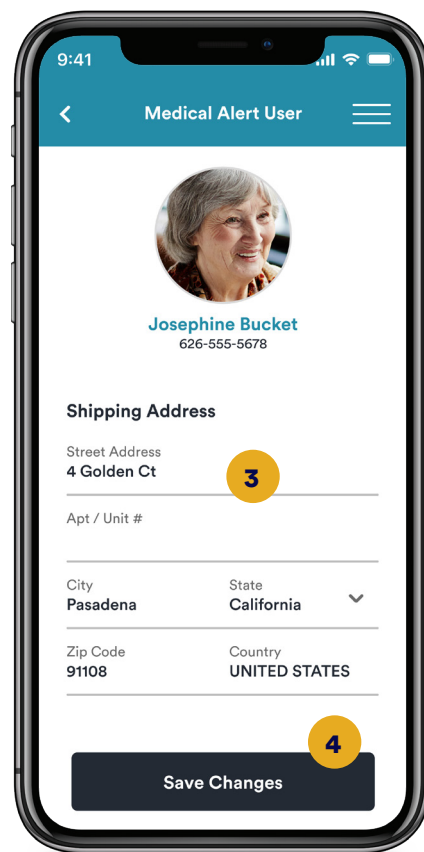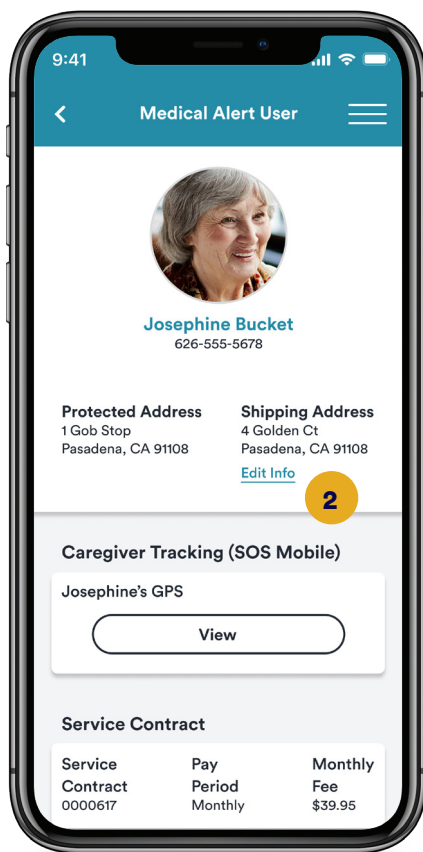4. Tap the [**Save Changes**] button to complete

How to update shipping details

Use the **Medical Alert User** screen:

1. Access Medical Alert User details by tapping the button on the **Home screen** or by tapping the **Menu icon**

2. On the Medical Alert User screen, find the shipping address section & tap 'Edit'

3. Update any shipping details

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

Screen 1 — Home screen:

9:41

Bay Alarm Medical Welcome! (1)

(1)

Account Holder

Medical Alert User

Emergency Plan

Billing Details

Contact Us

Screen 2 — Medical Alert User:

9:41

Medical Alert User

Josephine Bucket
626-555-5678

Protected Address
1 Gob Stop
Pasadena, CA 91108

Shipping Address
4 Golden Ct
Pasadena, CA 91108

Edit Info

(2)

Caregiver Tracking (SOS Mobile)

Josephine's GPS

View

Service Contract

Service Contract	Pay Period	Monthly Fee
0000617	Monthly	$39.95

Screen 3 — Medical Alert User:

9:41

Medical Alert User

Josephine Bucket
626-555-5678

Shipping Address

Street Address
4 Golden Ct (3)

Apt / Unit #

City
Pasadena

State
California

Zip Code
91108

Country
UNITED STATES

(4)

Save Changes

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

![Bay Alarm Medical logo] **Bay Alarm Medical**
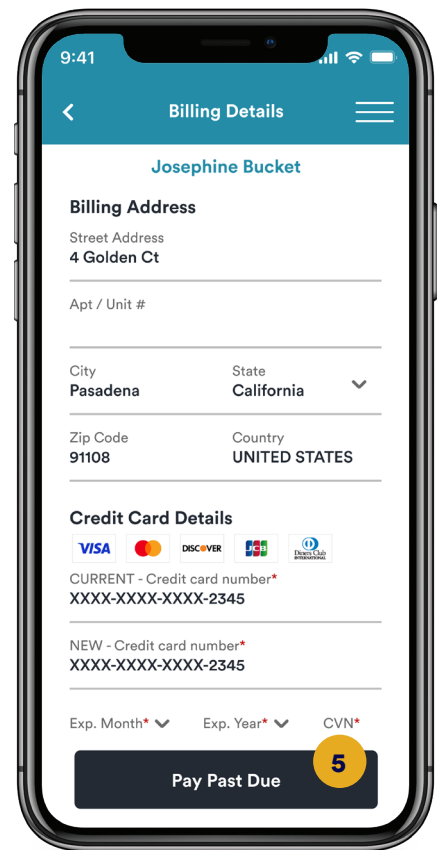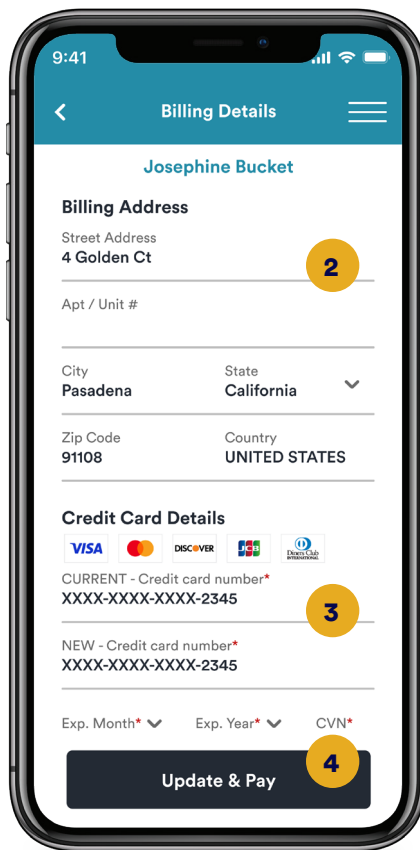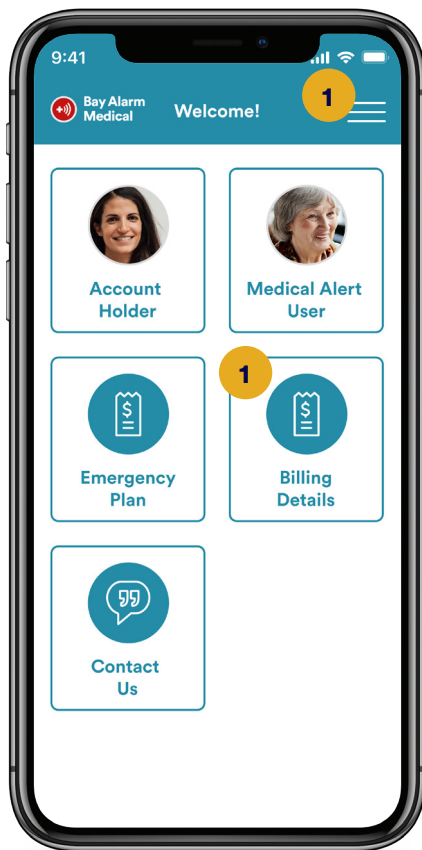
How to update billing & payment details

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

Use the **Billing Details** screen:

1. Access billing details by tapping the button on the **Home screen** or by tapping the **Menu icon**

2. Update any billing details

3. Update any credit card info

4. Tap the **[Update & Pay]** button to complete

5. For any **past due payments,** follow the same instructions & tap the **[Pay Past Due]** button to complete
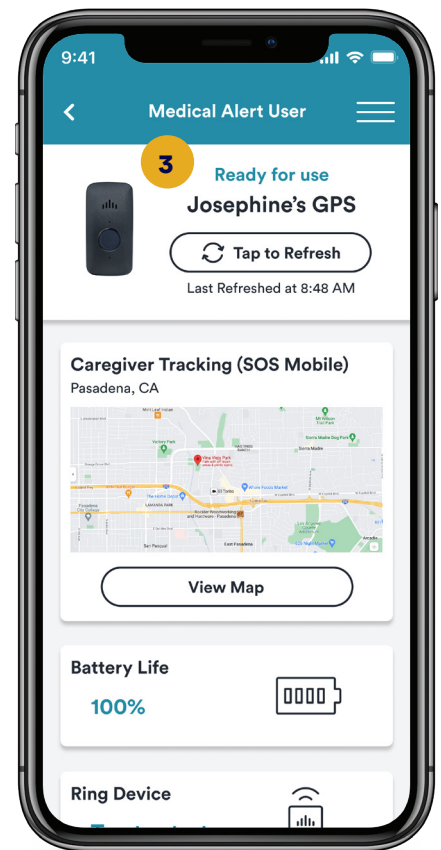

9:41
Bay Alarm Medical   Welcome!   **1**

1

Account Holder

Medical Alert User

Emergency Plan

Billing Details

Contact Us

9:41
Billing Details

Josephine Bucket

Billing Address

Street Address
4 Golden Ct   **2**

Apt / Unit #

City
Pasadena
State
California

Zip Code
91108
Country
UNITED STATES

Credit Card Details

VISA mastercard DISCOVER JCB Diners Club INTERNATIONAL

CURRENT - Credit card number*
XXXX-XXXX-XXXX-2345   **3**

NEW - Credit card number*
XXXX-XXXX-XXXX-2345

Exp. Month* ⌄   Exp. Year* ⌄   CVN*

Update & Pay   **4**

9:41
Billing Details

Josephine Bucket

Billing Address

Street Address
4 Golden Ct

Apt / Unit #

City
Pasadena
State
California

Zip Code
91108
Country
UNITED STATES

Credit Card Details

VISA mastercard DISCOVER JCB Diners Club INTERNATIONAL

CURRENT - Credit card number*
XXXX-XXXX-XXXX-2345

NEW - Credit card number*
XXXX-XXXX-XXXX-2345

Exp. Month* ⌄   Exp. Year* ⌄   CVN*

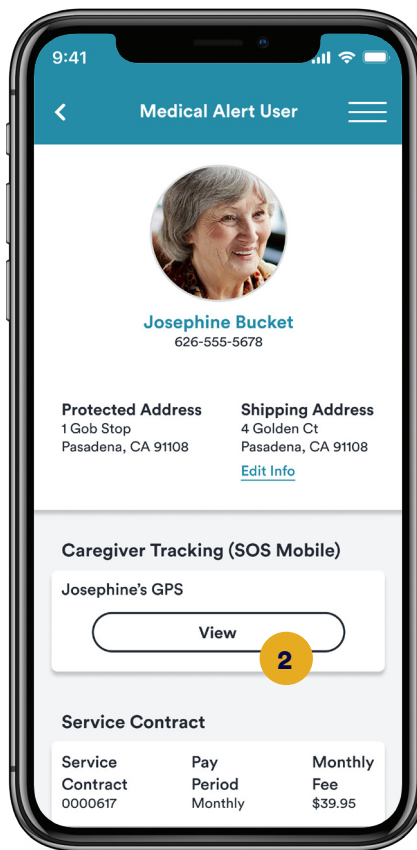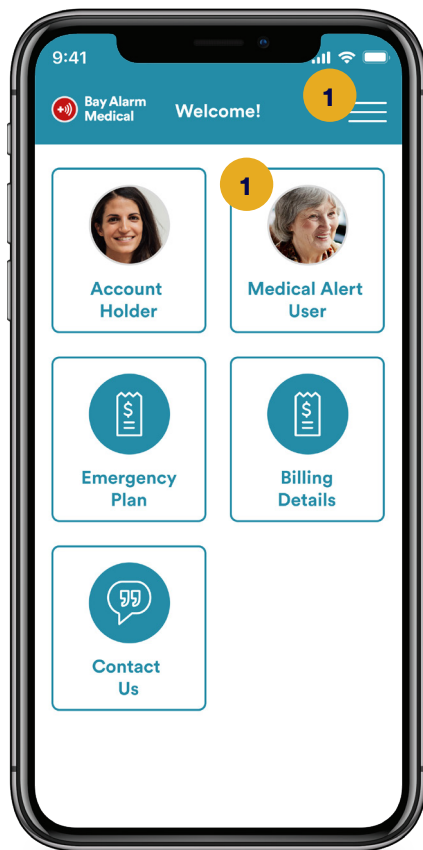Pay Past Due   **5**

Caregiver Tracking & all its features

Use the **Medical Alert User** screen:

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

1. Access Medical Alert User details by tapping the button on the **Home screen** or by tapping the **Menu icon**

2. On the Medical Alert User screen, find the Caregiver Tracking section & tap 'View'

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

9:41

Bay Alarm Medical   Welcome!   1

1

Account Holder

Medical Alert User

Emergency Plan

Billing Details

Contact Us

9:41

Medical Alert User

Josephine Bucket
626-555-5678

Protected Address
1 Gob Stop
Pasadena, CA 91108

Shipping Address
4 Golden Ct
Pasadena, CA 91108

Edit Info

Caregiver Tracking (SOS Mobile)

Josephine's GPS

View   **2**

Service Contract

Service Contract	Pay Period	Monthly Fee
0000617	Monthly	$39.95

9:41

Medical Alert User

3   **Ready for use**
Josephine's GPS

↻ Tap to Refresh

Last Refreshed at 8:48 AM

Caregiver Tracking (SOS Mobile)
Pasadena, CA

View Map

Battery Life
100%

Ring Device

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

5. **Last Known Location** The map allows a caregiver to see an address. Tap "View Map" to expand it

6. **Tap "Update Location"** to get a live GPS marker, an address & the latitude & longitude of the device

7. **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"

8. **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."

Second, press "Tap to ring." The device will sound 3 times, until a new request is sent

9. **Auto Fall Detection (AFD)** AFD is an optional, add-on feature. Please call customer service if you would like to activate it

10. **Step Counter –** Keep track of the Medical Alert user's daily step count, easily
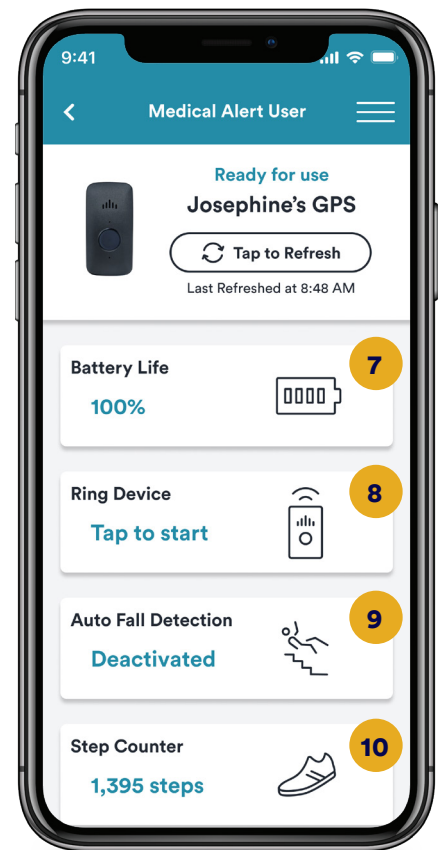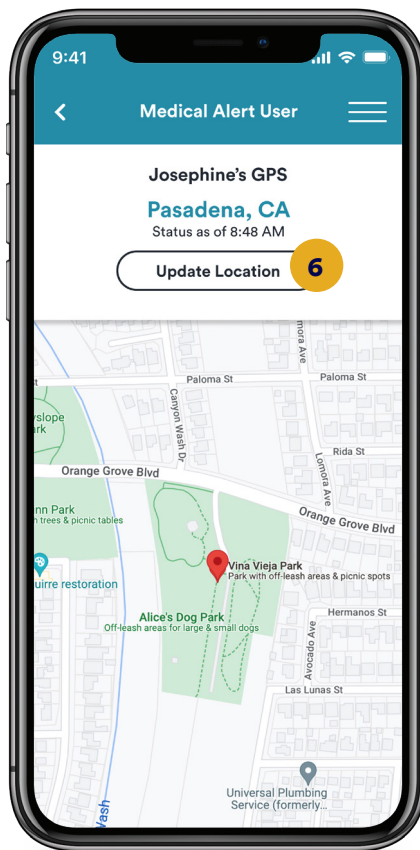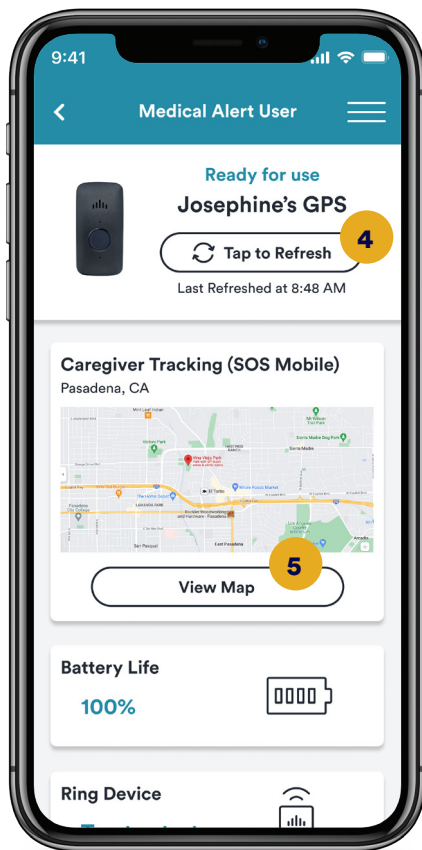
*NOTE:** The Ring Device feature only works with sufficient cell coverage & battery life.

My Account Manager App

User Guide