



# *Hollie Guard*

## *User Guide*

 [info@hollieguard.com](mailto:info@hollieguard.com)

 [hollie\\_guard](https://twitter.com/hollie_guard)

 [hollieguard](https://www.instagram.com/hollieguard)

 Works with  
**iPhone**

Available on the Android  
**App Store**

We take a proactive approach to your safety, and we therefore encourage you to turn on Hollie Guard **BEFORE** you are in a potentially dangerous situation – for example **BEFORE** walking home on a night out.



# Welcome to your User Guide

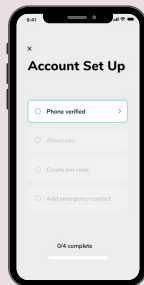
Launched in October 2015, Hollie Guard is taking the mobile world by storm. With more than 200,000 downloads and users since its release.

*"It is another tool to safeguard individuals and has already saved a number of lives."*

*Nick Gazzard - Founder of Hollie Gazzard Trust*

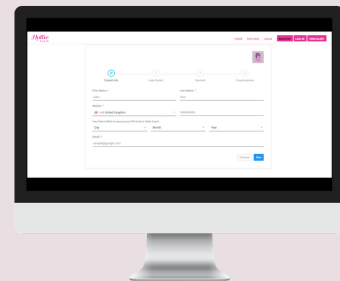
## How to register for Hollie Guard:

### The App



- Go to your app store and download Hollie Guard
- Click on "get started" and complete your personal details
- Use your email address and password OR phone number and pin to login
- You are now ready to log in and personalise your settings

### Our Website



- Go to [www.hollieguard.com](http://www.hollieguard.com) and register for an account
- Go to your app store and download Hollie Guard
- Use your email address and password OR phone number and pin to login
- You are now ready to log in and personalise your settings

**When entering your mobile phone number, please ensure you're not including the 0 at the beginning!**

**Make your 4 digit pin-code memorable!**

The Pin you create upon registration is personal to you and acts as your password. It's important this 4 digit number is memorable as you will need it to log in and mark yourself as safe.

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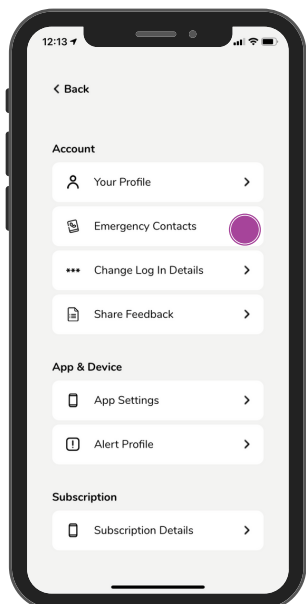
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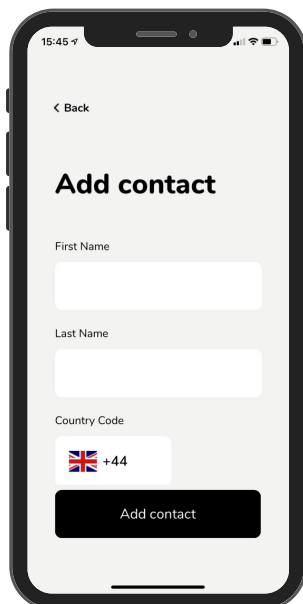
# Emergency Contacts

## STEP 1:

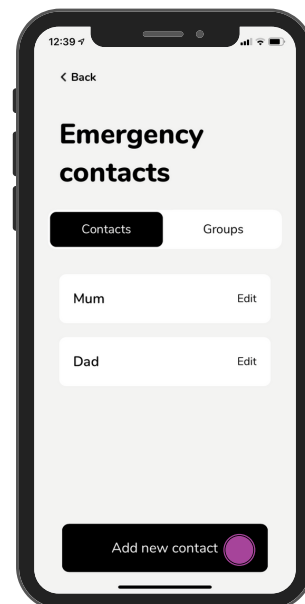
Setting up your emergency contacts is very important when personalising Hollie Guard. Your emergency contacts are the people who will receive your raised alerts. You can add your contacts through website [www.hollieguard.com](http://www.hollieguard.com) or via the **Hollie Guard app** on your phone.



To add your emergency contacts, go to the **menu** within the app and click onto **emergency contacts**.



Enter your contacts first and last name, along with their mobile phone number.

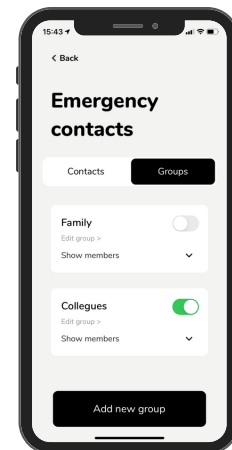


You can add more contacts by selecting **add new contact**.

To add an Emergency Contact you will need their; full name and mobile number. Please ensure that you know your emergency contact and confirm with them that they are happy to receive alerts.

When adding to your emergency contacts, you also have the option to add groups of contacts. This is useful for keeping similar contacts together. For example; you can have one group for friends, another for co-workers and family members.

You can choose which group receives alerts at certain times by clicking the slider next to the group name



Please do not set Hollie Gazzard Trust as your emergency contact. We **DO NOT** monitor alerts. See page 10 for our monitored verison.

# SETTINGS

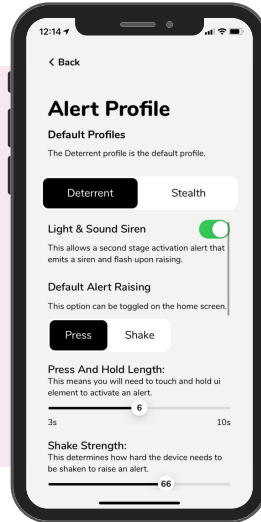
## STEP 2:

Go to the Alert Profile settings in the app, which is located in the menu at the bottom right of the screen. There are two different alert profiles; **Deterrent** and **Stealth**.

You can edit each alert profile to your preference, you can test the alert by pressing **“test alarm”** at the end of the screen.

### Deterrent

Deterrent makes it clear to anyone in your surrounding area that an alert has been raised and to reduce the risk of an attack. The phone will display an obvious red alert screen capturing your GPS location, as well as audio/video footage.



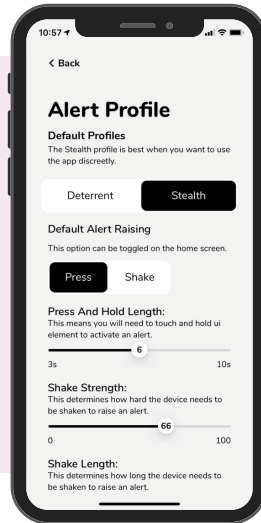
← You can turn off the light and sound option.

← Activate an alert by pressing and holding. Adjust press and hold length here.

You can adjust the level of force needed in order to set off an alert on both profiles

### Stealth

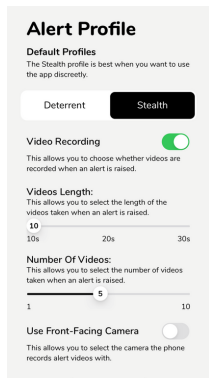
Stealth Mode allows you to raise an alert silently while displaying a default home screen that would look inconspicuous to the attacker, thereby giving the impression that no alarm has been triggered. This feature is useful in certain situations in which raising an alert could increase the risk of harm.



← This activates the alert by shaking the phone

We understand that you might not want anyone to know that an alert has been raised

### Video Recording

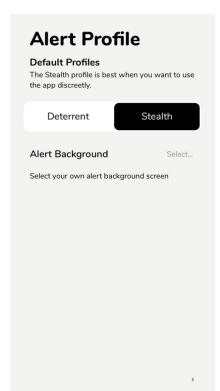


You can adjust; **video recording length**, **number of videos** and **camera options** which can be found at the end of both alert profiles.

Hollie Guard tracks you in real time from the moment the app is activated, even though an alert has not yet been raised. Hollie Guard does this so, that they can backtrack your movements and possibly find CCTV footage on your route for further evidence, if need be.

### Alert Background Screen

On the Stealth alert profile, you have the option to upload an image of your own home screen to avoid detection that an alert has been raised. This can be found at the bottom of the alert profile page.



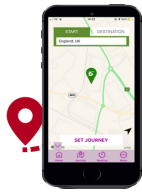
### Restore

You can also restore the original settings by selecting **RESTORE**.



## STEP 3:

Once you've selected your preferred profile, there are four features you can choose from depending on your individual needs. These are:

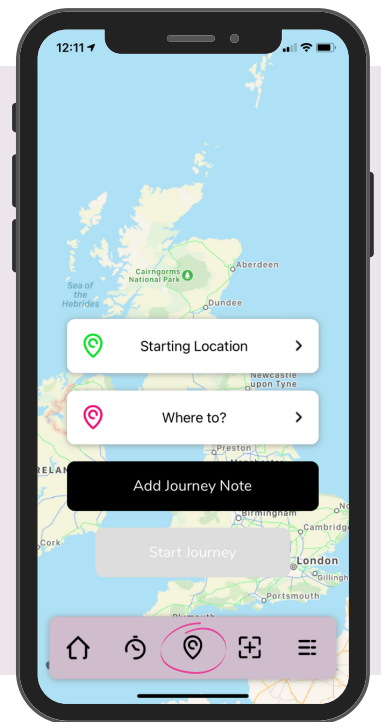


### The Journey Feature

The Journey Feature can help you travel safely. Whenever you use this feature, your emergency contacts are informed about where you're going so they can check on you in case you're in trouble.

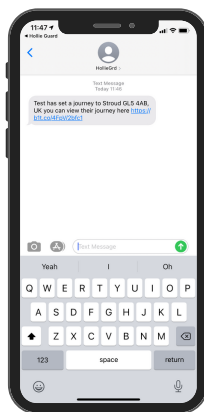
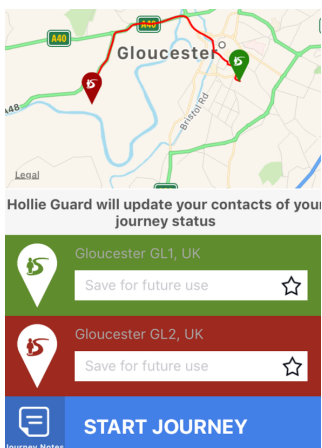
#### How to start a Journey:

1. Select a starting point and ending point
2. Click START Journey
3. You can check the progress of your journey by tapping the interactive map
4. Once you've reached your destination the app will ask if you are safe or not. If you select No, you will be given an option to trigger an alert



#### Cancel Journey

To cancel a journey, simply tap Cancel Journey on the bottom of the Journey screen. You will then be prompted to enter your four digit pin.

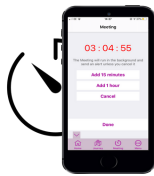


#### Receiving Journey Alerts

Your emergency contacts (or you, if someone defined you as a contact) will receive a SMS and an email with a link to a website that lets you view the journey details in real time.

#### Saving Journey Points

If you have places that you frequently visit, you can tap on the little star to the right on the journey overview screen. You'll be prompted to type a name for the location and it will be saved for future use. To access your saved locations, tap on the search bar and a list will appear on the bottom. .



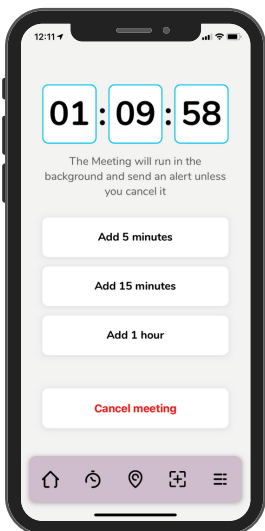
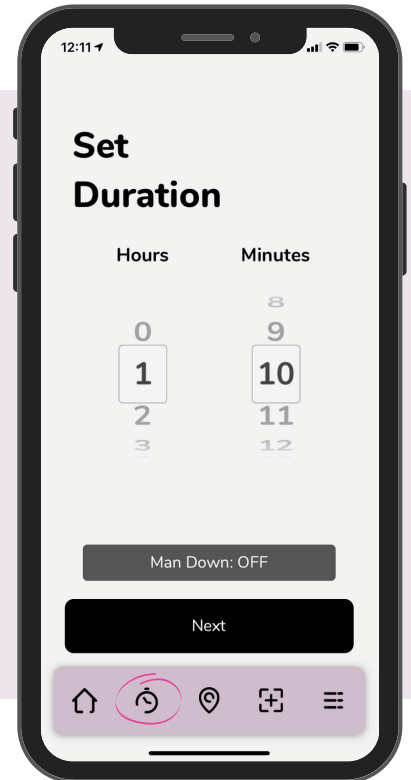
## The Meeting Alarm

The Meeting Alarm feature can help you in situations with a risk factor, for example when meeting an estranged partner, going on a blind date or working alone. This feature works in lock screen mode, ideal as a tool for lone workers and for discretion in a handbag or pocket.

### How to set up a Meeting Alarm:

1. Tap the meeting icon
2. Select duration of your meeting
3. Tap submit, and the meeting timer will count down.

The system sends out a pre-warning before the alert is sent out in the form of a vibration or sound, giving you the chance to add more time or cancel the countdown



### Timer Activation

When meeting details have been completed, tap submit and the meeting timer will begin counting down. Poor reception, power loss or any other comprimization of the phone will not affect an alert being sent when the countdown has completed.

### Cancel Meeting

The timer can only be disabled by entering your four digit pin. This disables the timer on both the phone and the cloud system. This feature also supports the Duress Pin (9999) which sends out an alert stating you have been forced to cancel, thereby informing everyone of an escalation in risk and threat level.

### Pre-warning System

The system sends out a pre-warning before the alert is sent out in form of vibration or sound, giving you the chance to add more time or cancel the countdown.

# CHOOSING THE RIGHT FEATURE



## Man Down

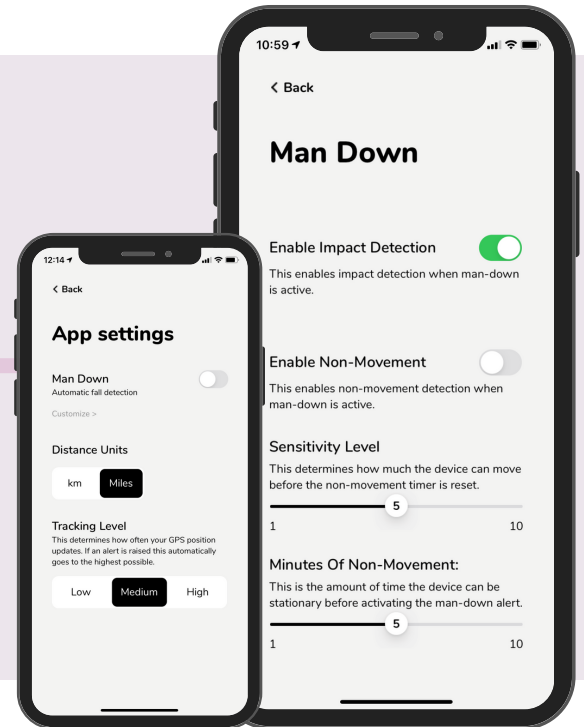
When enabled, the Man-Down feature allows the app to automatically detect if you have had a sudden fall or stopped moving for a period of time. This provides peace of mind in your daily life including when; walking the dog, out for a run alone and working at heights.

### When to use it

This feature allows users performing dangerous tasks to activate an immediate alert as soon as the user becomes motionless. An example would be a lone worker performing a dangerous activity resulting in a fall, being trapped or unconscious.

### How to use it

To activate Man Down, you'll need to click on the menu option which can be found in the bottom right of your screen. Go into app settings and click the slider to enable Man Down. Man Down can work solely or it can be used alongside another feature, e.g. the meeting feature.



10:51 100%

Enter Passcode Cancel

Enter your date of birth to cancel

DD/MM

1	2	3
4	5	6
7	8	9
	0	<<

### Cancelling Man Down

Man Down can be cancelled in the same way you cancel a Meeting Alert: simply select Cancel and type in your 4 digit pin code.

### Configuring the settings for Man Down

In the settings of the app you can define a level of inactivity for man down, as well as other options such as sensitivity, etc. We highly recommend testing out different settings because phones may vary.



#### Important to note

While Man Down offers robust support for Lone Workers, it should not be your sole precaution when performing dangerous work. Please follow occupational safety regulations and take all necessary precautions to ensure a safe work environment.





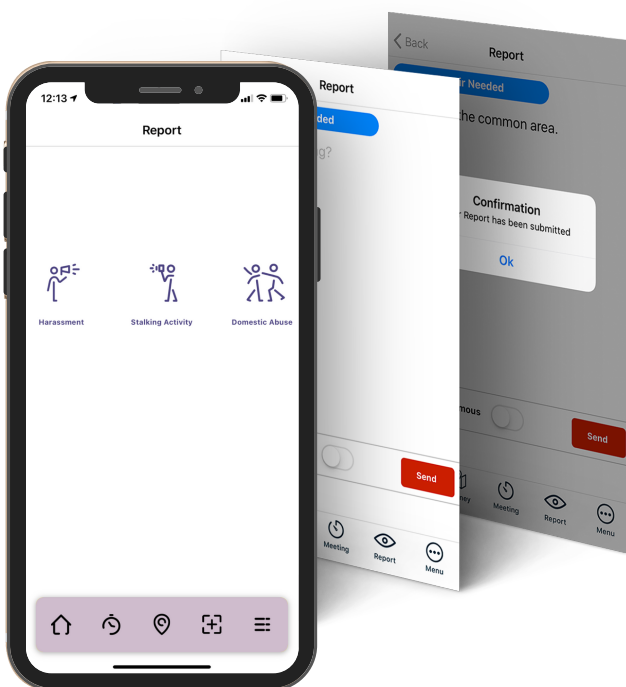
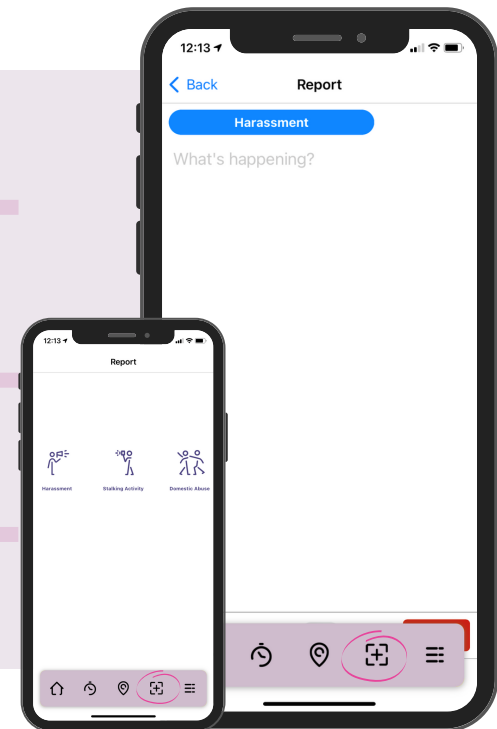
## Reports

The report feature allows users to quickly and easily record an incident with supporting photo evidence that is automatically categorised, time stamped and geo tagged.

This feature can be used to create a log of events which can be used as evidence if required. All reports will get saved to the Hollie Guard server.

### How to use the Report Feature:

1. To report an incident, click on the report icon
2. Select a reason for the report. Harassment, Stalking or Domestic Abuse
3. Add any notes or comments and a picture if applicable
4. Reports will be saved on the Hollie Guard server.



### Your Report Activity

Your reports will be saved on the Hollie Guard server. They will not be held on your mobile device. We are able to provide you with a log of your saved activity in the event that this is required for a legal reason. please email your request to [info@hollieguard.com](mailto:info@hollieguard.com).

### Photo Evidence

Incident and user reports often lack detail to successfully identify and rectify issues. With the added benefit of users adding a picture when lodging a report, the data received is relevant and adds more context to written word.

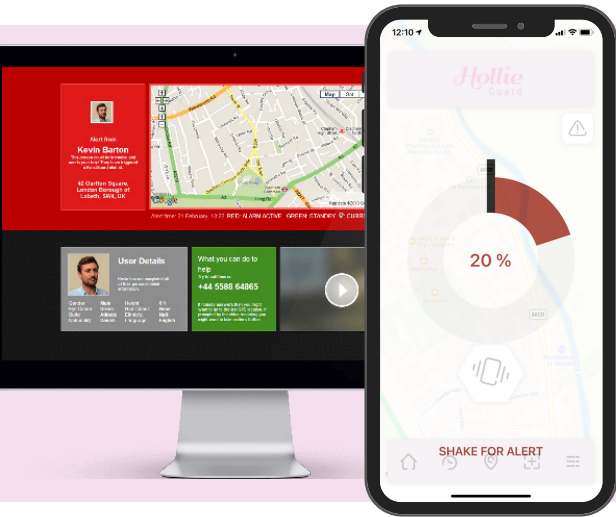


If reporting an incident, remember to do it **as close** to the time of the incident as possible for maximum detail.

# ACTIVATING THE ALERT

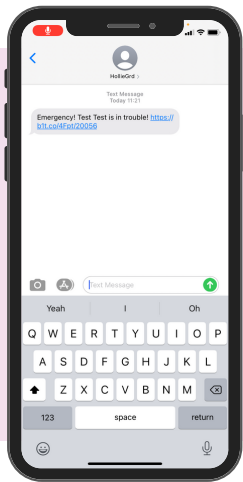
## STEP 4:

If you feel threatened, you can send out the alert by either **shaking** the phone or **pressing the icon tile button**. Hollie Guard assumes when you activate the alert, you are doing this for a reason and will therefore instantly and automatically do several things:



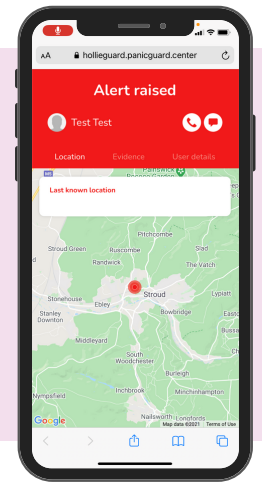
- As soon as the alert is activated, your **current location** and the route from the **time of activation** of Hollie Guard is sent to your emergency contacts via SMS.
- Once this happens your phone **automatically starts to record voice and video**. This is saved on Hollie Guard server, **not** on your phone.
- From this moment onwards, your location is tracked and viewed in real-time by your emergency contacts.

Once an alert is raised, the nominated emergency contact will receive:



*A text to notify that the user could be in danger*

*A link to see the user's location and video/audio evidence*

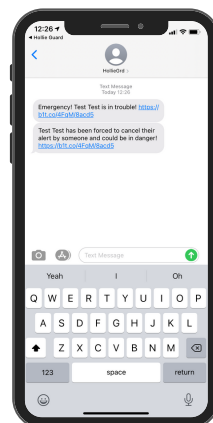
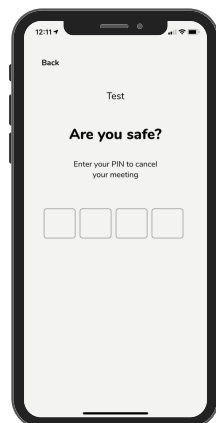


You can activate an alert anytime when the app is running, regardless of having any features chosen.

### labelling="Section-Header">Cancelling an alert

You can tap the screen to cancel.

You confirm that you are safe by entering your four digit pin code.



### labelling="Section-Header">Duress Pin

If you have been forced to cancel an alert by an attacker simply enter 9999 and whilst looking like the app is closed it will let your nominated contact know that you have been forced to cancel the alert.



## User Account

On the Hollie Guard website, you can log in and; manage your account, update your profile and view all your alerts ever made. Once logged in to the website there are several areas available to Hollie Guard subscribers.

### My Alerts

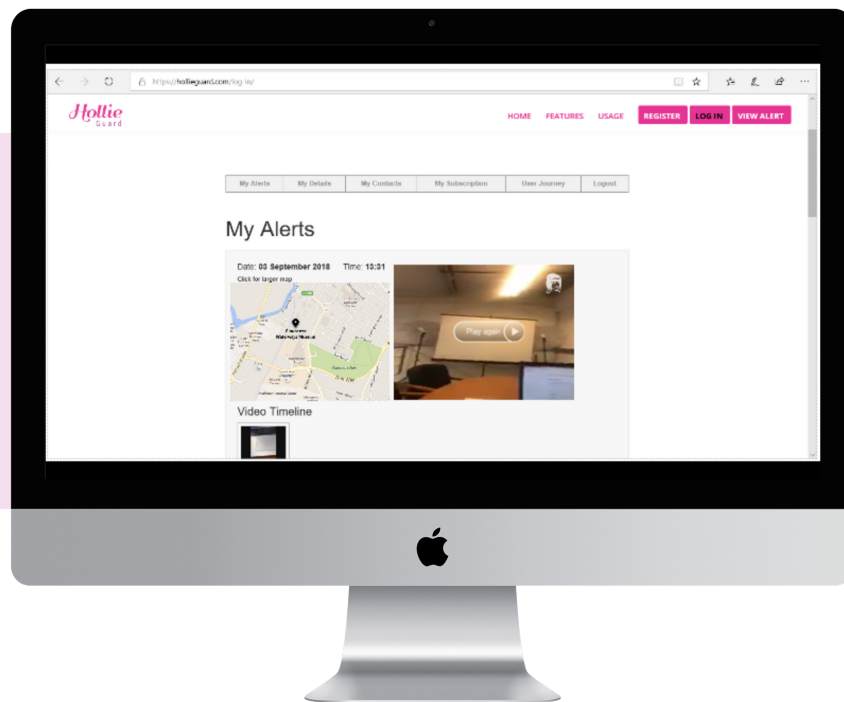
Here you can see all alerts ever done and choose to share these via either Facebook or Twitter. The alerts show exactly where and when you raised the alert alongside the audio and video evidence given at the time.

### My Details

Here you can add personal details such as physical attributes and language abilities. This information is displayed on the alert page sent to your emergency contacts.

### My Contacts

Here you can manage all your emergency contacts (this can also be done via your phone) and accept requests from people who want to become an emergency contact.



## Alert Page

The alert page contains all the data captured from the incident such as tracking data and video both in real-time, as well as other data about you to pass onto others if needed.

### Tracking

The alert page has tracking data facility, displaying exactly where you are on a Google map. The tracking data is updated every 45 seconds, so your emergency contacts can follow your movements both before and after the attack in real time.

### Alert Status

The status bar lets you know when the location is being tracked or updated. This area will also tell you alert time and date.

### Video

The alert page displays video automatically uploaded by your phone, when you raised the alert. This enables your emergency contacts to see what is happening and therefore judge how best to help you, either by calling the police or family members ect..



# HOLLIE GUARD V2 FEATURES



## In-App Registration

Users can now register via the Hollie Guard app, as well as our website. New users will also be encouraged to upload a profile picture when registering. This is useful for 24/7 video verification.



## Logout/Cancel Pin

Users now have the option to change their four digit logout/cancel pin. If the user doesn't want the logout/ cancel alerts pin to be their Date of Birth, they can now personalise it.



## Duress Pin

This can now also be configured to a number rather than "9999".



## In-App Support

This is now a support page that is accessible via the menu in Hollie Guard.

*(More info on support, please see page 12)*



## Raising Alerts

Users can now press icon or shake device to raise an alert. Press to raise alert is the default setting.

*(More info on raising alerts, please see page 7)*



## Man Down

Users can enable man-down so that it now works in tracking rather than solely alongside the timer.

*(More info on man-down, please see page 5)*



## Option to upgrade

Users now have the option to upgrade to Hollie Guard Extra. Hollie Guard Extra offers an enhanced level of protection. Users on this plan will have their alerts sent to a specialised 24 hour monitoring centre who will respond accordingly. This is available for a small monthly fee.

*(More info on Hollie Guard Extra, please see page 10)*



Hollie Guard Extra/Business provides an **enhanced level of monitoring**.

Upgrading your account for a small fee will send your alerts to a specialised **24/7 monitored service** who will respond accordingly.



With Hollie Guard Extra / Business



Your emergency contacts will get a notification that you're in danger but if they are unable to respond, our Professional Response team will attempt to contact you to check if you're OK, and if not, they will alert the emergency services.

Without Hollie Guard Extra / Business



Your emergency contacts get a text message to notify them you're in danger, and it's up to them to decide what the best resolution is.

## Emergency response - Protocol

- Once an alert is raised, the response operator will review the user's location and alert information.
- The response operator will then send a confirmation SMS message to the user and their emergency contacts.
- Within 60 seconds of the alert being raised, the response monitor will ring the user (whilst reviewing the video and audio evidence).
  - If the evidence suggests the user is **NOT** in danger, the response operator will call the user to verify the situation.
  - If the user does **NOT** answer, the response operator will call their emergency contact.
  - If their emergency contact does not answer, the emergency services will be called, if evidence suggests the user **IS** in danger.
  - If the user provides a duress pin, the police will be called.
- The response operator will call the police or an ambulance if needed.
- Alert will be closed after verifying with user or Emergency Services.

## How to upgrade:

If you're new to Hollie Guard:

- Download the Hollie Guard app from the Google Play or Apple App store.
- Register your details from within the app.
- Click the "upgrade" button in the main menu.
- Choose your subscription and enter your payment details.

If you're an existing Hollie Guard user:

- Update your Hollie Guard app from within the Google Play or Apple App store.
- Log in to Hollie Guard.
- Click the "upgrade" button in the main menu.
- Choose your subscription and enter your payment details.



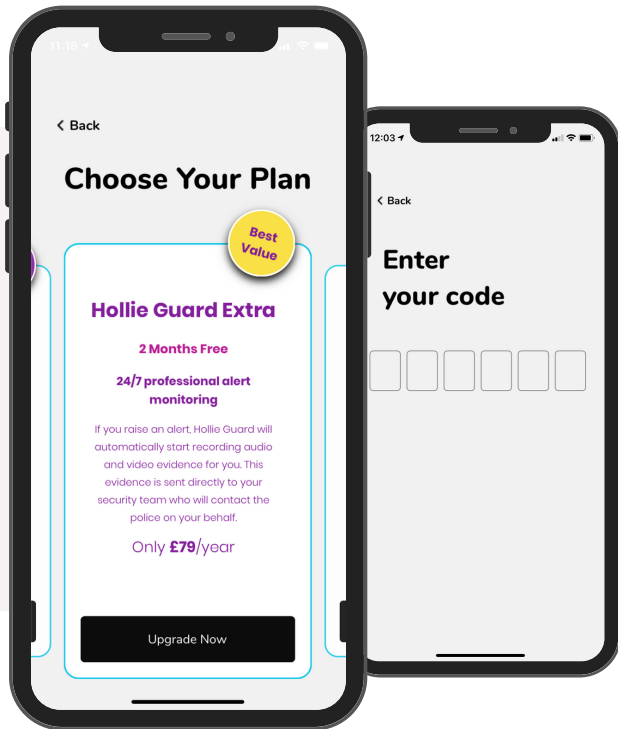
As a police accredited 'Secured by Design' service our team of professionals will be able to assess your situation quickly.

Make Hollie your Guardian Angel



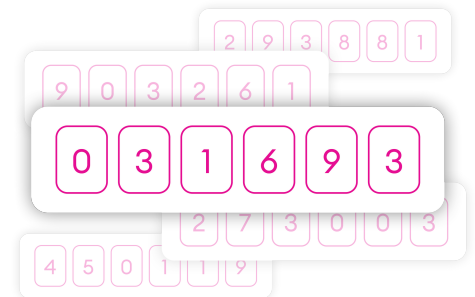
## Pre-Paid Codes

If you have a pre-paid code for Hollie Guard Extra/Business, you can redeem this either upon registration or after via the menu option.



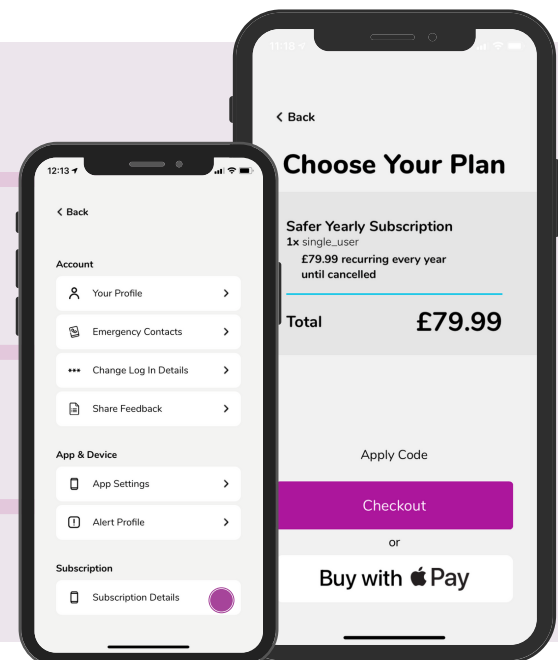
### How to redeem - New users:

1. Register for your Hollie Guard account.
2. Once you've reached the "select plan" page, choose your subscription length.
3. Click apply code and enter your 6 digit code.



### How to redeem - Existing users:

1. Sign into your Hollie Guard account.
2. Go to the menu option and click on manage subscription > subscription details.
3. Select your subscription length.
4. Click apply code and enter your 6 digit code.

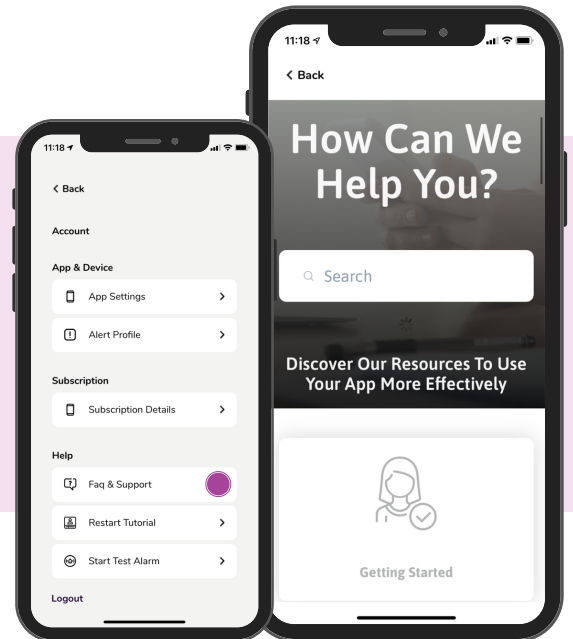


# ? In-App Support (FAQs)

Once signed into your Hollie Guard account, you can access our in-app support page. This is useful for users who need extra help setting up and using Hollie Guard.

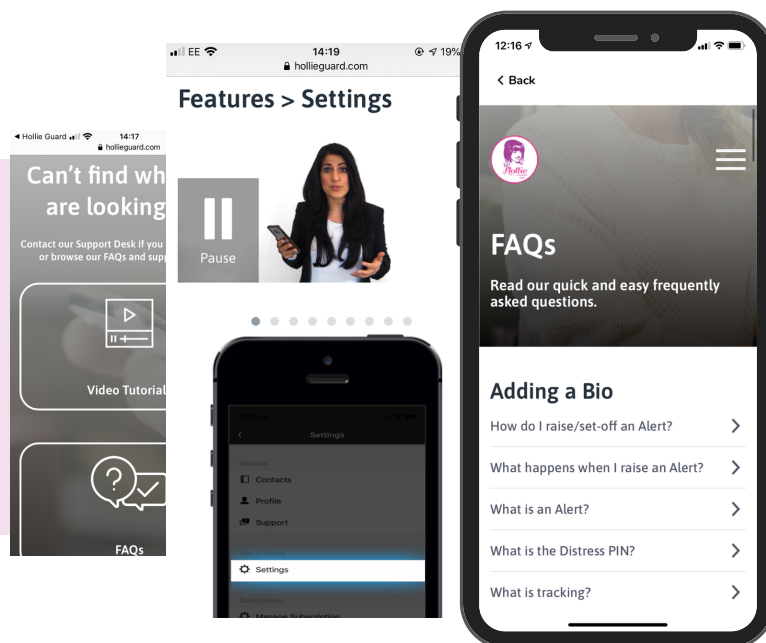
## How to access:

- 🌀 Register and log into your Hollie Guard account.
- 🌀 Go to the menu.
- 🌀 Click on "support".
- 🌀 You'll be redirected to our support page.



The support page is easy to navigate and includes; video tutorials, answers to frequently asked questions and how to use all of the features and functionalities of Hollie Guard.

You can also access the support page via our website <https://hollieguard.com/support/>



Make Hollie your  
Guardian Angel

If you have any other questions, please contact us via email [info@hollieguard.com](mailto:info@hollieguard.com)

## Frequently Asked Questions (FAQs)

**Q What happens if I make a false alert?**

**A** The App is designed to make it difficult to make a false alert. However, if you accidentally trigger an alert, simply tap "Exit" on the App, and verify that you are safe. For more information please read the section on misuse in the Terms & Conditions.

**Q How will I know if an alert has been activated?**

**A** You will know when an alert has been activated when you see a red alert screen. If you have chosen the stealth alarm profile setting then you will not see a red screen, as the alert has been silently triggered.

**Q What happens if my battery runs out?**

**A** If your phone loses its battery charge, the App will be unable to monitor you. Once you have recharged your mobile device you should log back into the App, so it can update itself. You should also let your emergency contacts know that you are safe. If an alert has been raised while you lose battery charge, the timer on the alert will continue in the cloud until it receives a cancellation from the device. Once power is restored it will update with the last known GPS position.

**Q Is my data still stored if I delete the App?**

**A** Yes. Your data is tied to account, not to your hardware/device. If you delete the app you will be able to recover your data simply by logging in with the same credentials, providing your subscription is still active.

**Q Will the App work if I'm indoors?**

**A** The App will work both in and outdoors, so long as there is a battery charge and a data connection. The ability to provide a precise GPS coordinate while indoors depends on your network provider and location. If indoors, connecting your phone to WIFI can help provide more detailed information about your location.

**Q Can I view the recorded video/audio files?**

**A** Yes, you can view all of your previous alerts by logging into your account and click 'My Alerts'. Your emergency contacts can also view videos/audio files for each alert via the link which is sent to them in the SMS/Email.

**Q What happens if I have no signal?**

**A** If you have no signal the App will be unable to track you and send information. As soon as your phone is reconnected the App will automatically update your current location.