MAC-911 Emergency Assistance App

User Manual

05- April-13

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A. Introduction

The MAC-911 application is a smartphone application that provides paid members with the ability to rapidly request emergency assistance in South Africa by activating the Emergency/Assistance feature in the App. The customer is requested to register personal details including contact information within the application. This enables the application to automatically send personal and contact details electronically to the MAC-911 call centre when an emergency is activated removing the need to obtain personal details during emergency situations.

Furthermore the MAC-911 App allows a user to add emergency contacts to their profile. These contacts will be SMS'd in the event that the user raises an emergency, informing them that the user is in need of help. Emergency contacts nominated by the MAC-911 user may opt of out this service by replying to the SMS they receive when they are added as a contact.

The MAC-911 application makes use of smartphone technology to accurately locate the user, providing the GPS location along with personal details when an emergency/assistance feature is activated by the user. This enables dispatch efficient dispatch of trained emergency personnel to the assist the user in a medical emergency. GPS must be activated on the smartphone device to enable accurate GPS location information

The MAC-911 application is available on the iPhone, Blackberry 6/7 and Android platforms.

B. Downloading the MAC-911 Mobile App

The App can be downloaded at no charge from the following App stores:
- Apple Store
    - By opening the app store from your iPhone and searching for MAC-911 app.
- Android App Store (Google Play)
    - By opening the Play store from your Android device and searching for MAC-911.
- Blackberry App World
    - By opening Blackberry app world and searching for MAC-911.

## C. Getting Started (Setting Up Your MAC-911App)

Once the App has been downloaded, installed and opened the app, the Home Screen will be presented. The information alert is provided at the top of the landing page for app status or required action from the user, the following message will be displayed on initial download "Activate first in order to use this service".

A user will not be able to request emergency assistance via the App until the service has been activated via in App subscription.

D. Setting Up Your Profile

Your profile will need to be set up prior to activating the MAC-911 service. This can be done by selecting either the **Profile** or the **Activate** Button (iPhone) / **Subscribe** Button (Android/ Blackberry) on the Home Screen. The information presented on the Profile Page Screen below will be required to be entered. Selecting the "Next "button will validate personal details and present the "Option" Screen prompting you to select your subscription.

Profile Page	Subscription Option
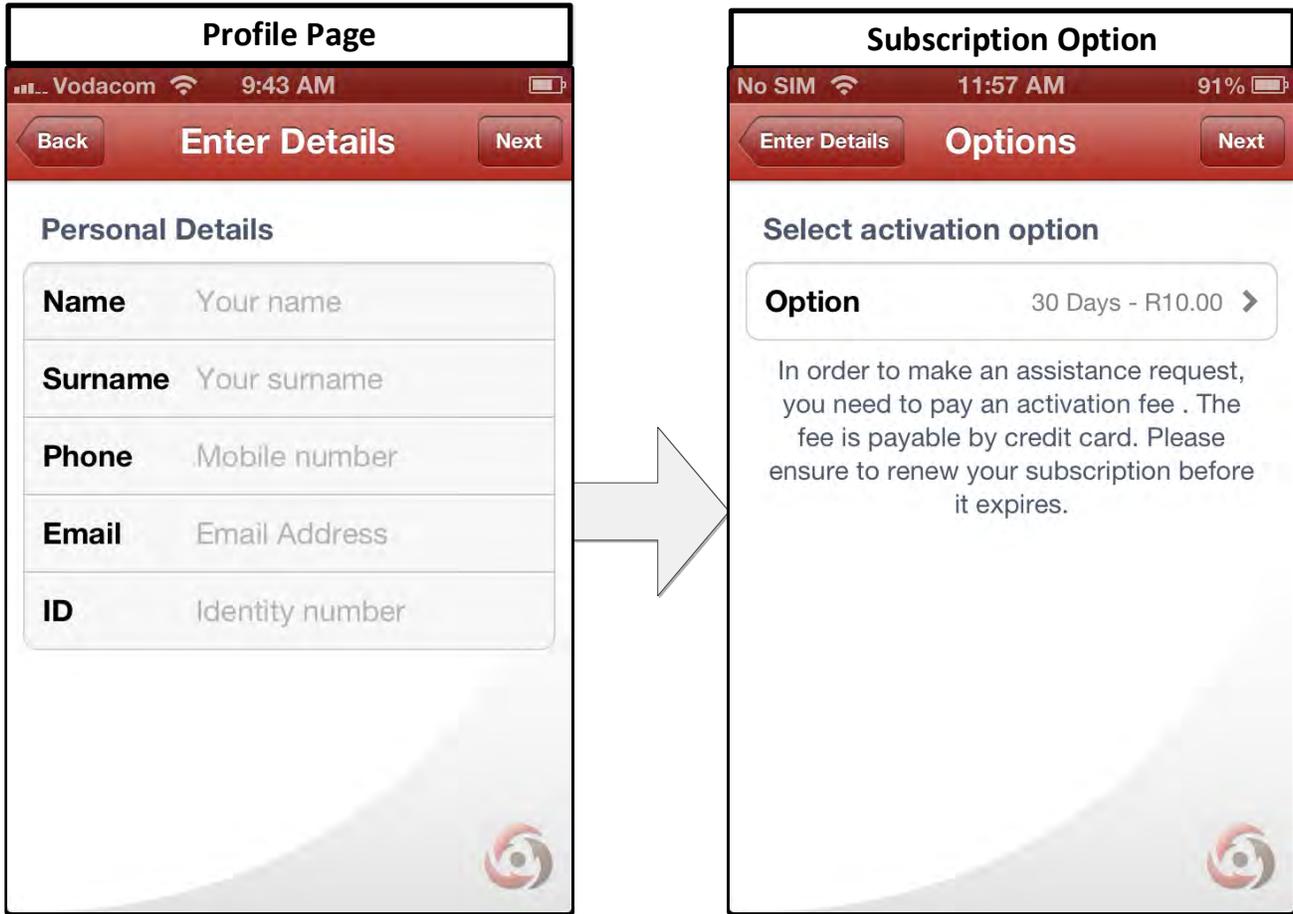
E. Subscribing to the MAC-911 Service

The following subscription options are available in App:

Subscription Period	Price Including VAT	
30 Days	R10.00	
180 Days	R55.00	
360 Days	R100.00	

Activation is made either on set up of the user **Profile** or by selecting the **Activate** Button (iPhone) / **Subscribe** Button (Android/ Blackberry). Subscription requires completion of personal details and contact information.
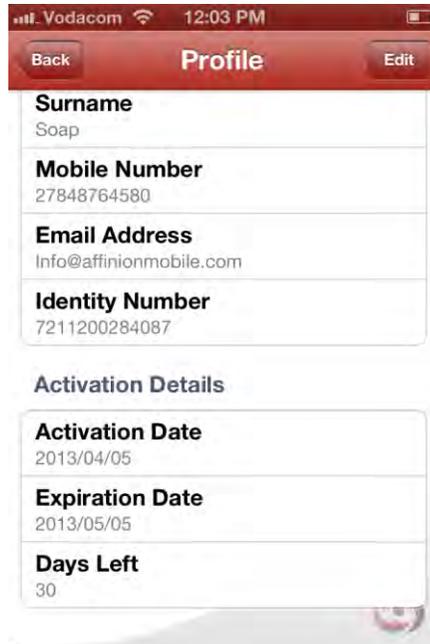
Activation is immediate on successful **in App payment via credit card**. The User will receive a successful registration email on activation.

The MAC-911 Service will be available for the duration of the paid subscription period.

An SMS notification will be sent to the user 10 days prior to expiration as a reminder to re-subscribe. The MAC-911 service will no longer be available after expiration of subscription period. The information alert at the top of the screen will display "Re-activate to continue using this service"

Activation details can be accessed in both the Profile page and the Activate/Subscribe page. Further subscription can be activated in the Activate/Subscribe page at any point, and will be simply extend the service expiry date accordingly.
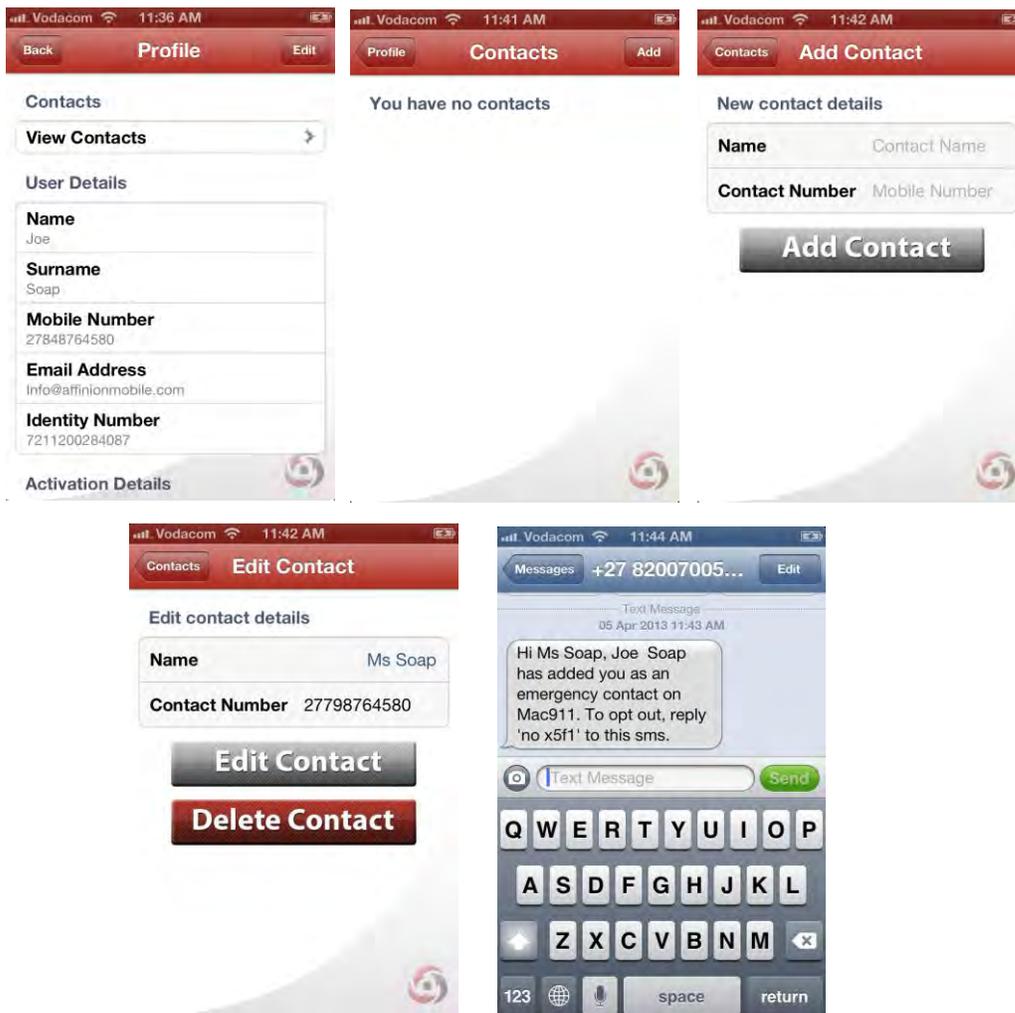
F. Managing Profile Information

User personal& contact Information can be edited in the profile page for all **active** subscriptions.

G. Managing Emergency Contacts

Emergency contacts are set up & managed in the profile page by selecting the **View Contacts** Button. A maximum of 3 contacts can be added to a user profile. The **Profile** page is only available for active subscriptions.

On successful creation of a contact an SMS will be sent to the phone number entered stating: `Hi <Contact Name>, <Your Name> has added you as an emergency contact on Mac911. To opt out, reply` *"NO 691i"* `to this sms.`

The Contact will automatically be set to active. If the contact replies with a no then the contact will be set to declined.

H. Logging In

Once a subscription is active the MAC-911 App will automatically log In when the App is opened. **Login details are linked to the specific device you are using and is valid for that device only.**

Login Message	Home Screen (Logged In)
No SIM 📶 ❄ 1:39 PM 100% 🔋	No SIM 📶 11:54 AM 93% 🔋
MAC-911 Logging you in... Assistance / Profile / Activate	MAC-911 Assistance / Profile / Activate
• The above pop up message will display when you open the app.	• Once the app has logged in the home screen will display as above.

I. Requesting Emergency Assistance

Home Screen (Logged In)	Home Screen (Logged In)

Home Screen (Logged In)

- From the Home Screen select the "Assistance" Button (iPhone) or "Emergency"(Android/ Blackberry) " Button to request emergency assistance.

- Before you can access any of the Assistance functionalities ensure the service is online (green light at the top).

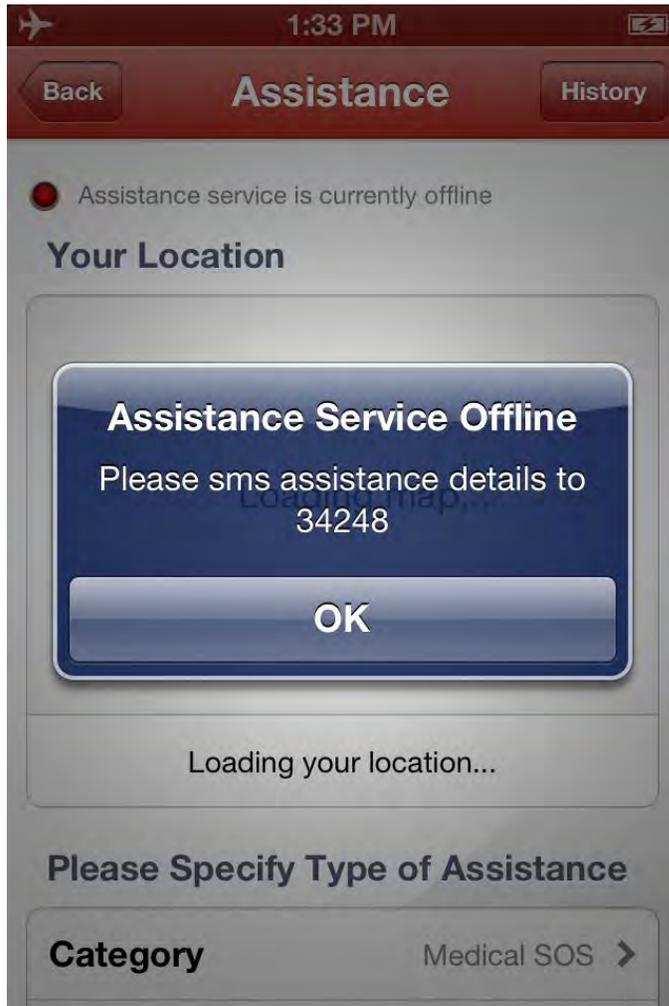Emergency service is currently online

Emergency service is currently online
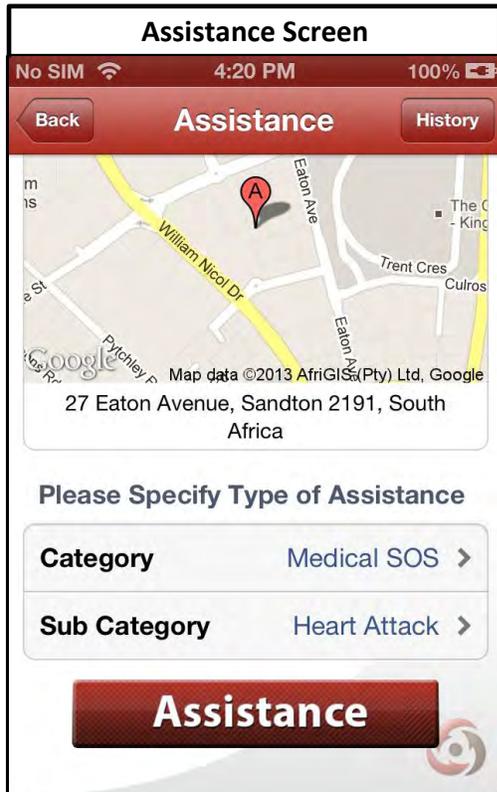
Please note that should the Service be **offline (red light)** you will be requested to sms all details including personal details and location to 34248 for assistance.
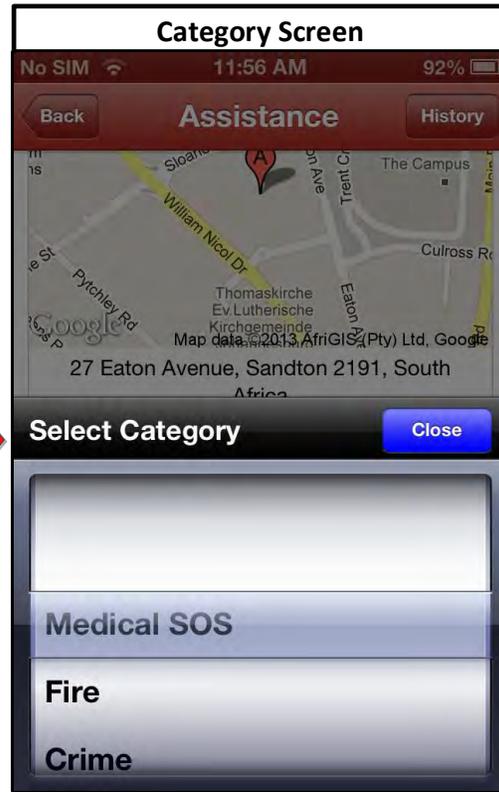
Assistance Screen	Category Screen

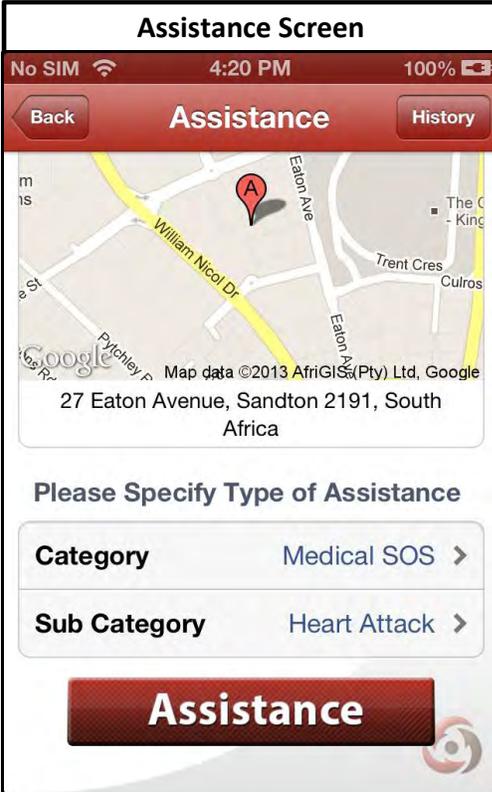

- Once the service is online the map will correctly locate you current position.
- Then select the "Category" button to choose a category.

- Then select the emergency category that you require assistance for.

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Assistance Screen

- The app will then return to the assistance screen.
- Then select the "Sub-Category" button to choose a category.

Sub Category Screen

- Then select on the specific emergency sub category that you require assistance for.
- To continue select the "Assistance" button at the top of the screen

Assistance Categories:
Each category a set of sub categories. These are provided below:
- *Medical SOS*
    - *Heart Attack*
    - *Drowning*
    - *Snake Bite*
    - *Poisoning*
    - *Epilepsy*
    - *Stroke*
    - *Sports Injury (Serious)*
    - *Drug Abuse*
- *Crime*
    - *Hijack*
    - *Armed Robbery*
    - *Bank Robbery*
    - *Shooting*
    - *Assault (Serious)*
    - *Threat*
    - *Drug Peddling*
    - *Gang Activity*
- *Missing Children*
    - *Missing children*
- *Roadside assistance*
    - *Accident (with injuries)*
    - *Accident (no injuries)*
    - *Pedestrian Accident*
- *Test Call*
    - *Test call*

Assistance Screen	Disclaimer Screen

Assistance Screen:

No SIM | 4:20 PM | 100%

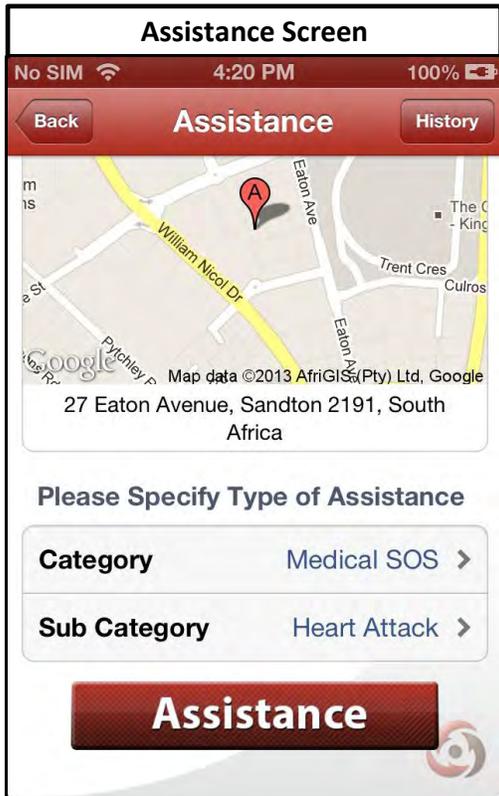Back | Assistance | History

27 Eaton Avenue, Sandton 2191, South Africa

Please Specify Type of Assistance

Category — Medical SOS ›

Sub Category — Heart Attack ›

Assistance

Disclaimer Screen:

No SIM | 2:59 PM | 100%

By accepting this disclaimer, you agree to the following terms: Any persons raising a request via the MAC 911 application, is liable for the cost of the associated service fee. Any service raised within the MAC 911 application will receive a response from the South African Police and State Owned Assistance services. MAC911 shall not be liable for loss, damage, costs or expenses and liabilities which you may suffer or incur as a result of or in connection with non service delivery after a successful submission of request.

Decline

Accept

- The app will then return to the assistance screen.
- Then select the "Assistance" button to request assistance.
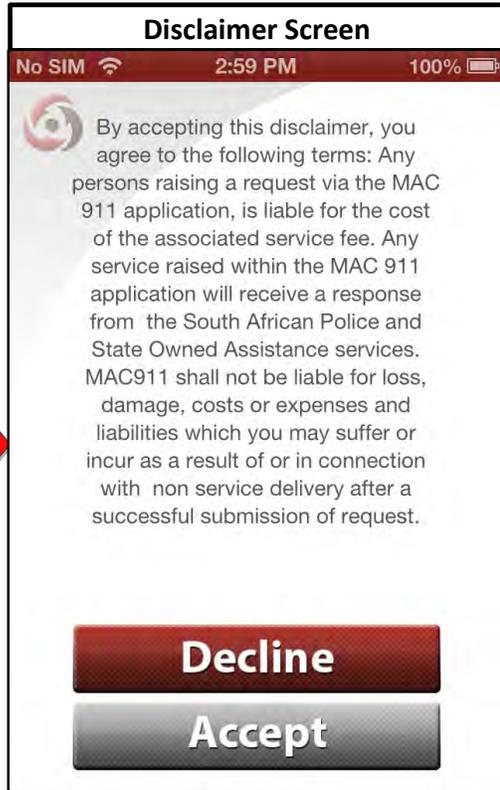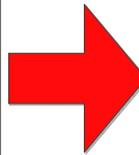
- Read through the disclaimer and the conditions that apply.
- If you agree with the disclaimer select the "Accept" button to continue.
- If you do not accept the T&Cs select the "Decline" button to return to the previous screen.
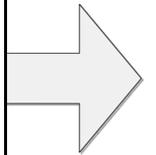
Requesting Assistance Screen	Assistance Result Screen
• The above pop up message will then display.	• The app will then display the above screen with the details of the emergency assistance request. • A call center will then call you for any further information that they may require.

J. Viewing Emergency Assistance History:

Assistance Screen	Fetching History Screen
• To access your history select "History" button at the top right corner of the screen.	• The app will display the above pop up message while it fetches your logged emergency assistance history.

| Sub Category Screen	Sub Category Screen
No SIM 10:29 AM 99%	**No SIM** 10:29 AM 98%
Assistance **History**	History **History**
Assistance History	Selected Assistance History
Test Call 29 January 2013 09:42:10 AM ▶	**Date Raised** 28 January 2013
Test Call 28 January 2013 02:41:56 PM ▶	**Time Raised** 11:47:59 AM
Medical SOS 28 January 2013 11:47:59 AM ▶	**Category** Medical SOS
	Sub Category Heart Attack
	Reference 26402
	Status Assistance Successfuly Raised

- The app will display your assistance history.
- To view the assistance request in greater detail select on the specific request from the list.
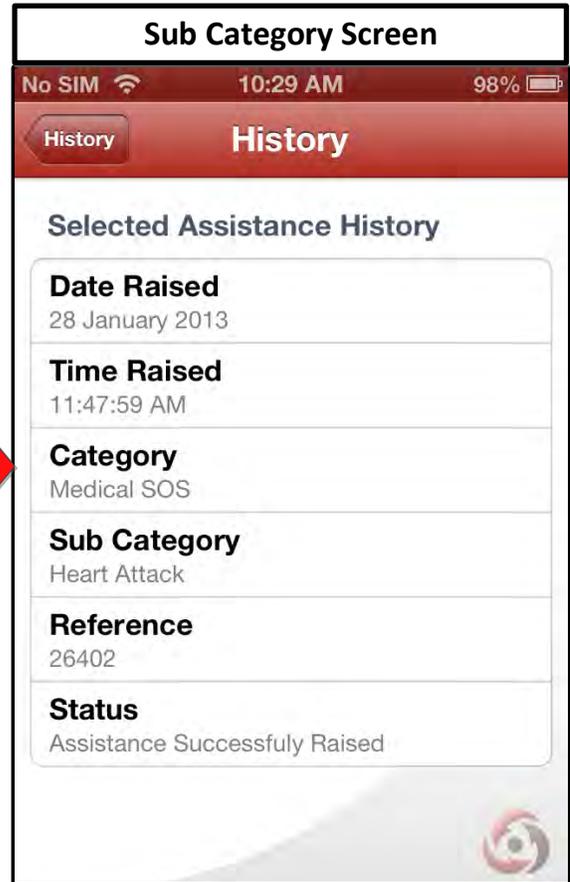
- Once you have selected a specific history item . The details above will be displayed.

K. TERMS AND CONDITIONS

Terms and Conditions can be displayed by selecting the *'i' button on the top left corner of the home screen*
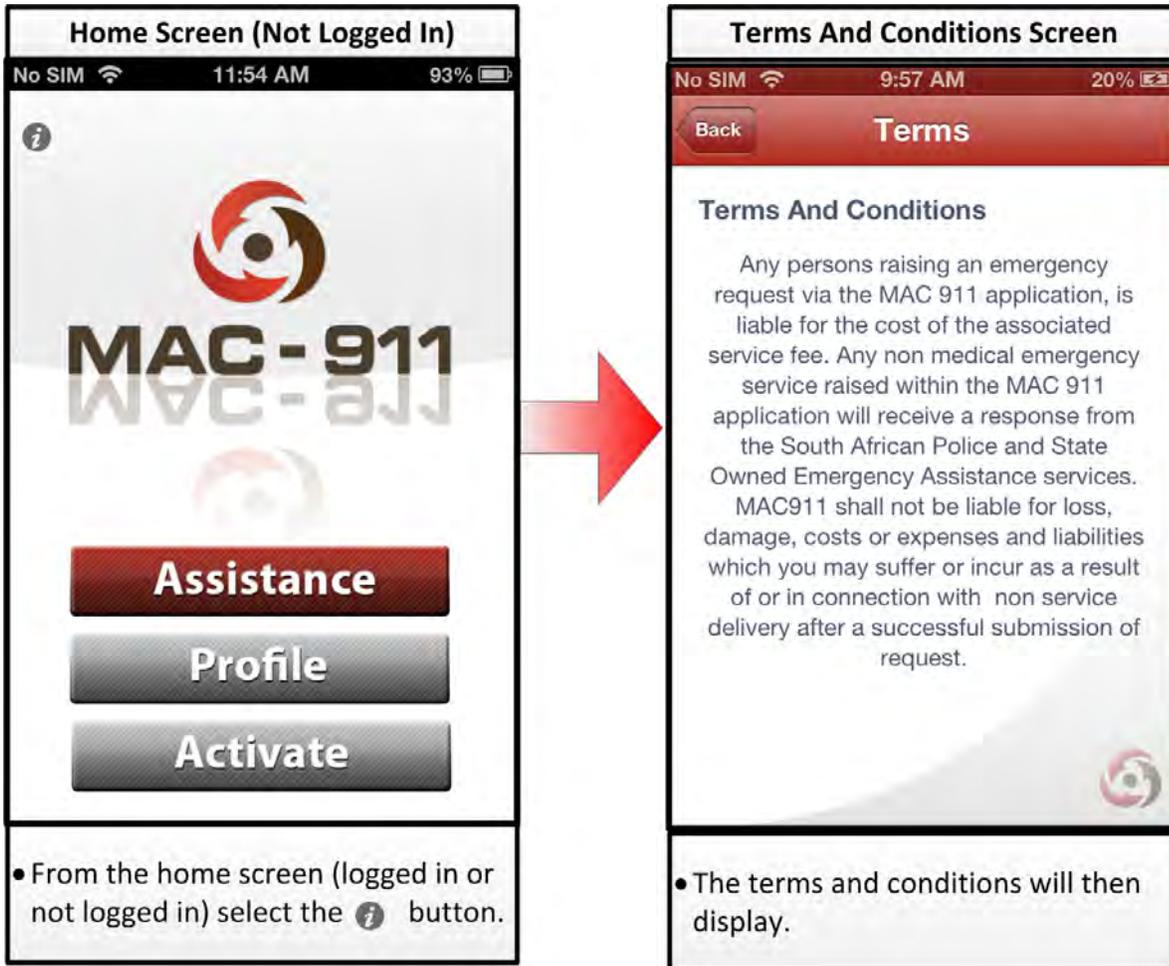
L.   MAC-911 OPERATIONS

What to expect once a call has been logged

The menu was constructed in such a way that the member is able only to submit life threatening medical and crime related calls.

These have been detailed and defined earlier in the manual.

In ideal conditions (service providers' services running and no major problems with the network experienced) the call will be logged between 45 seconds and two minutes. The map does sometimes take a few moments to download.

The three contacts listed by the member as well as the MAC-911 help desk will receive the call simultaneously, in real time.

The contacts will receive in their message: the name of the caller / the incident type / the incident address.

MAC-911 will receive all of the above as well as the contact number of the caller and also the GPS co-ordinates.

The expectation, as far as the personal contacts are concerned, is that they will make contact with their friend and assist as far as possible.

The MAC-911 help desk operator will call the member without delay and assist the member.

When a member submits a TEST status tag, the help desk will not respond; the server will acknowledge receipt of the TEST message and log the information.

As stated under Terms and Conditions: MAC-911 takes responsibility for forwarding information to government and corporate call centres for dispatching of assistance; MAC-911 has no control over the actions of such entities.