

In-App Safety Button



The Safety Button is not a replacement for calling 911 if you are capable of doing so.

Requirements:

Logins are only able to view the Safety Button feature if there are available licenses. Contact Evergreen Security for more information. Additionally, logins must be Master Control, Full Control, or Custom logins with the Manage Safety Button permission enabled.

Precise location must be enabled on your phone -

Android

1. Tap **Settings**.
2. Tap **Apps**.
3. Tap **Alarm.com**.
4. Tap **Permissions**.
5. Tap to enable the *Location* toggle switch.

iOS

1. Tap **Settings**.
2. Tap **Alarm.com**.
3. Tap **Location**.
4. In *Allow location access*, select **Always**.
5. Tap to enable the *Precise Location* toggle switch.

To set up the Safety Button:

1. Log into the Customer App.
2. In *Set up Safety Button*, tap **Getting Started**.
3. Tap **Continue**.
4. Enter your phone number, then tap **Next**.
5. You will receive a 6-digit verification code by text message. Enter that code, then tap **Verify**.
6. Enter your first and last name.
7. If you haven't updated location sharing, do so now (see Precise Location above).
8. Once this is changed, return to the Customer app, then tap **Next**.
9. Practice pressing and holding the **Hold until safe** button and then releasing when instructed.
10. An image of your location will display. Tap **What If I Don't Need Help?**.
11. Enter your 4-digit PIN, then tap **Create**.
12. Tap **Done**.

To use the Safety Button:

1. Log into the Customer App.
2. Tap **Safety Button**.
3. Tap and hold down the button.
4. When *Enter PIN if safe* displays, the PIN may be entered within 10 seconds to cancel the alert.

If the event is not canceled, a trained operator will receive an emergency request with your name, phone number, GPS coordinates, and PIN code. The operator will then send a text message. If there is no response from the text, the operator will attempt to call.

Note: An active event can be canceled by tapping I don't need help. This will prompt the user to verify the cancellation using their PIN code.

If there is no response or the event is still not canceled, an emergency response will be dispatched to the last known GPS location.

Additional features:

Add notes to your safety button account which the operator may share with the 911 dispatch center.

Add emergency contact(s) which the operator may share with the 911 dispatch center.

NOTE: First responders will determine whether to contact a customer's emergency contact based on their standard protocol for responding to an emergency. Alarm.com will not contact the customer's emergency contact when an event is triggered.

See more information under *Support* ➔ *Help Documentation* in the app or web portal. Enter "Safety Button" in the search bar and tap the 🔍 icon.

Visit www.evergreensecurity.net for more information. You will also find helpful how-to's and step-by-step instructions when you select **Support** on the left menu while logged in to the Customer Website. Then choose **Help Documentation** to search for answers to common questions or **Discover** for helpful videos.