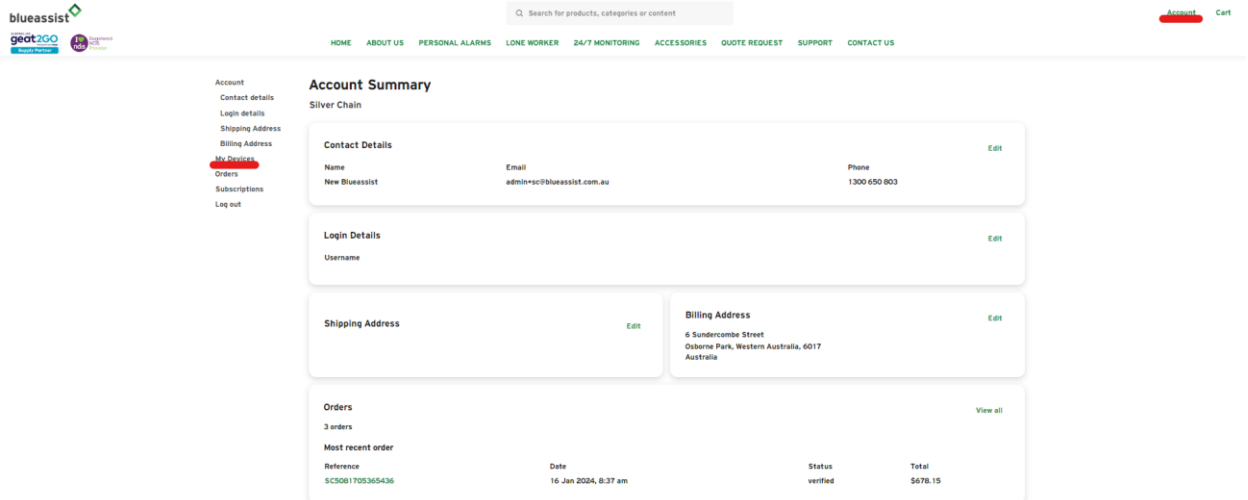## 1. DEVICE REGISTRATION

To register a device to your client (the end-user), follow the steps below:

1. Go to your **Accounts** page, then click on **My Devices**
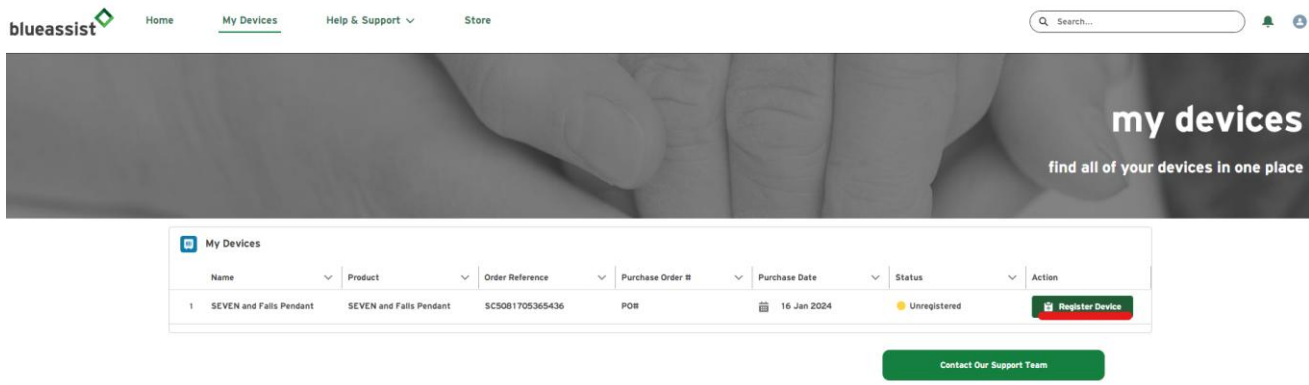
2. On the **My Devices** page, click on the **Register Device** button to start the registration process.
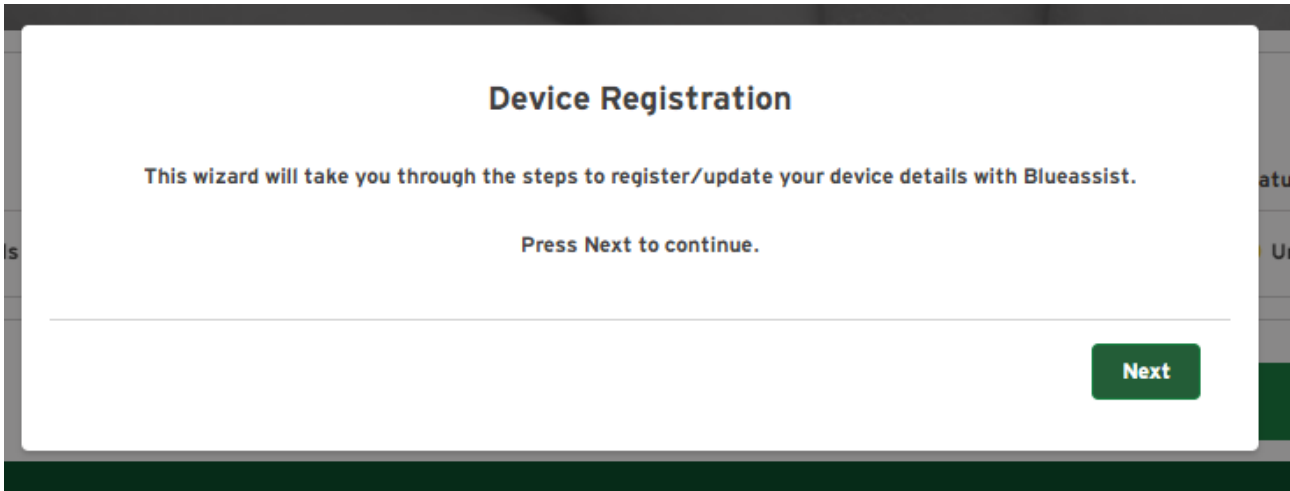
3. This will open the **Device Registration Wizard**, which will guide you through the online **Client Emergency Form**.

1.1. Naming your device

Each new device requires a unique name. We recommend using your client's name to make it easily identifiable in your **My Devices List**. After naming the device, you will need to:

1. Enter your client's contact details.
2. Add emergency contacts.
3. Provide any relevant medical information that may assist emergency services in case of an emergency.

Proceed by clicking the **Next** button to move through the form.

NOTE: You cannot go back once you have passed a page in the wizard. However, after all information has been entered, you will have an opportunity to review and make changes before finalizing.

⌄ Device Details

Please provide a name for this device which will be displayed on *your devices* page. This is generally the main user of the device.

* Device Name

Test Device

⌄ Personal Information

First Name

Test

Mobile

04123123123

* Last Name

device

Email

you@example.com

⌄ Address

Address Line 1

123 fake st

Address Line 2

State

🗺 WA ⊗

City

🗺 ALKIMOS ⊗

Post Code

3265

![blueassist logo]

⌄ Medical Information

* Date of Birth

| 1 Jan 2024 | 🗓 |

This information will be supplied to other agencies in the event of a medical or personal emergency only

Do you have a medical history of?

- ✔ High Blood Pressure
- ☐ Arthritis
- ☐ Diabetes
- ☐ Heart Disease (Heart Attack, Angina, etc)
- ✔ Stroke
- ☐ Asthma

Other Medical History ⓘ

[   ]

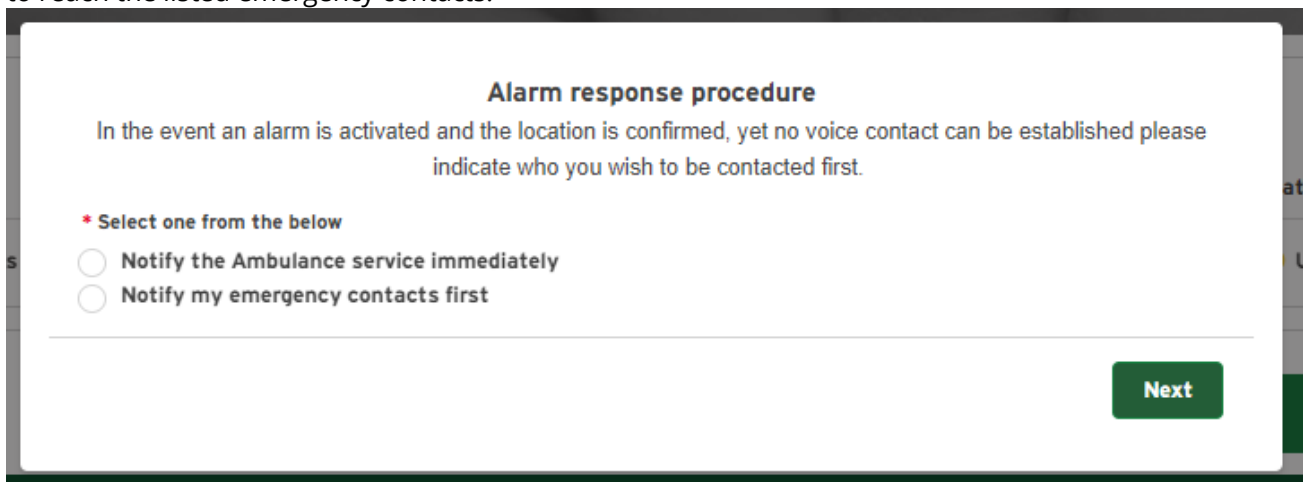**Allergy Information** ⓘ

[   ]

* Do you have Ambulance Cover?

| Yes | ▲▼ |

Next

1.2. Alarm response procedure

Select the alarm response procedure from the available options. We recommend choosing **Notify Ambulance First**. In the event of an alarm, the system will contact emergency services first and then attempt to reach the listed emergency contacts.
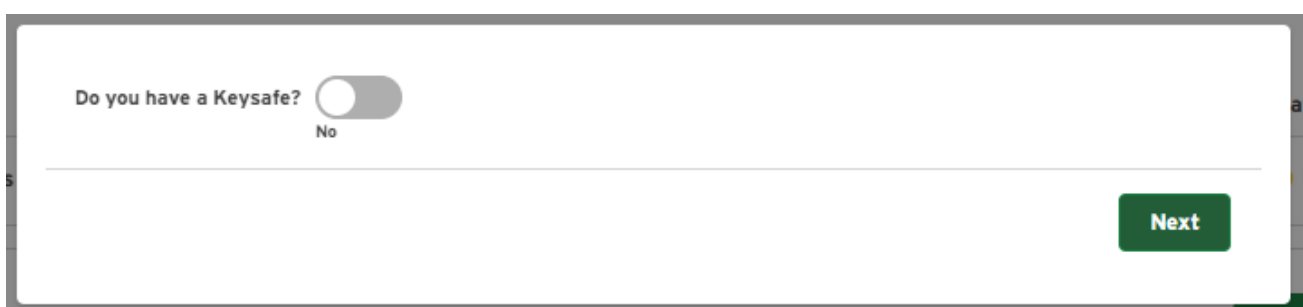

1.3. Registering a key safe

If the client has a key safe or will have one installed, follow these steps:

1. Change the radio button to **Yes** for key safe registration.
2. Provide the key safe code and its location when prompted.

Updated 2016-07-01

Do you have a Keysafe? ✓ ◯
Yes

Please supply the Keysafe Code below:

* Keysafe Code

* Keysafe Location ⓘ

Next

1.4. Adding emergency contacts

You can add up to four emergency contacts for each device. We recommend listing the contacts in the order you want them to be called. These can be updated later in your **My Devices List**.

NOTE: The Ambulance will always be listed as the first contact, which is a requirement of the system. The alarm response procedure you selected earlier determines the order of contact.

Once you have added all emergency contacts, click **Done**. A prompt will ask if you want to add another end user or edit the existing one. If there are no additional users or changes needed:

1. Click **Done** again to finalize the registration.

NOTE: Only click the **+Add End User** button if more than one resident occupies the household. This ensures all relevant information for each resident is available to emergency services. Registering multiple end users does not affect the monitoring cost.

Congratulations you have now successfully registered the device. Your My Devices List will now show that paperwork has been completed for that device. It is now over to our team to factory test and finalise your order. You will receive an automated email when the device has been sent/booked for install.

Updated 2016-07-01