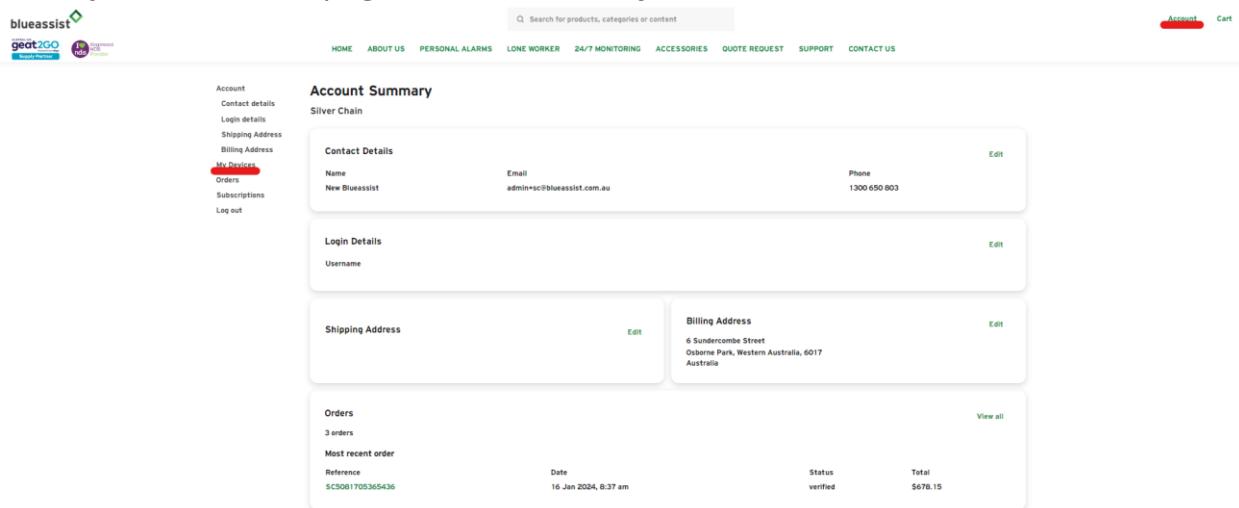


1. DEVICE REGISTRATION

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**



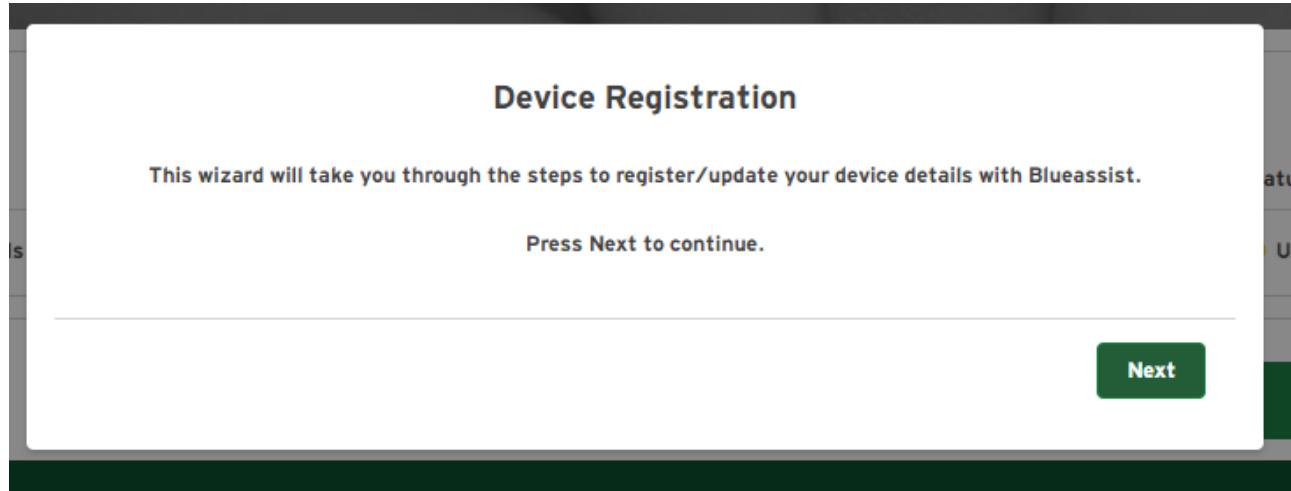
The screenshot shows the 'Account Summary' page for a user named 'Silver Chain'. The 'My Devices' link in the sidebar is highlighted with a red box. The main content area displays 'Contact Details', 'Login Details', 'Shipping Address', and 'Billing Address' sections, each with an 'Edit' link. Below these is an 'Orders' section showing 3 orders, with a 'View all' link. The 'Most recent order' is listed with reference 'SC5081705365436', date '16 Jan 2024, 8:37 am', status 'verified', and total '\$678.15'.

2. On the **My Devices** page, click on the **Register Device** button to start the registration process.



The screenshot shows the 'My Devices' page with a banner 'my devices find all of your devices in one place'. Below the banner is a table titled 'My Devices' with columns: Name, Product, Order Reference, Purchase Order #, Purchase Date, Status, and Action. A single row is shown for 'SEVEN and Falls Pendant' with reference 'SC5081705365436', purchase order 'PO#', date '16 Jan 2024', status 'Unregistered', and an 'Action' column containing a 'Register Device' button.

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

▼ 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.

Alarm response procedure

In the event an alarm is activated and the location is confirmed, yet no voice contact can be established please indicate who you wish to be contacted first.

* Select one from the below

Notify the Ambulance service immediately
 Notify my emergency contacts first

Next

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.

Do you have a Keysafe? Yes No

Next

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.

Device Details					
Name	Site Phone	First Name	Test	Mobile	Last Name
					04123123123
device					
Email					
you@example.com					

[!\[\]\(e8557ab270d5fcb246b3d61c658992cc_img.jpg\) Edit Client Details](#)

Call Order	Name	Phone	Mobile	Email
1	AMBULANCE	000		

[!\[\]\(2dc864593c59e131ad357be056b31670_img.jpg\) Add Emergency Contact](#) [!\[\]\(b30870b01f6912817b74108aeb4113d6_img.jpg\) Edit Selected Contact](#) [!\[\]\(c9c2c26b457775c78f3ae824a83c019e_img.jpg\) Change Ambulance Preference](#)

[Done](#)

Device Details

Name	Site Phone
First Name	
Test	Mobile
Last Name	04123123123
device	
Email	
you@example.com	

[!\[\]\(c638f83b9613146d28e16d6691150831_img.jpg\) Edit Client Details](#)

Emergency Contacts

Call Order	Name	Phone	Mobile	Email
1	AMBULANCE	000		
2	Emergency cont...	045645645		

[!\[\]\(a2576a6bc50ff82e6790907fcb28e502_img.jpg\) Add Emergency Contact](#) [!\[\]\(c9809f0a57312331726862f8d72b52e5_img.jpg\) Edit Selected Contact](#) [!\[\]\(c349253f99e081dc6114fa6020f75fcd_img.jpg\) Change Ambulance Preference](#)

[Done](#)

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.



Please add information of all residents at the property utilising the device

First Name	Last Name	Date of Birth	Ambulance Cover
Test	device	1 Jan 2024	Yes

[+ Add End User](#) [Edit End User](#) [Remove End User](#)

[Done](#)

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.

blueassist [Home](#) [My Devices](#) [Help & Support](#) [Store](#) [Contact Us](#) [Log In](#)

my devices

find all of your devices in one place

Name	Product	Order Reference	Purchase Order #	Purchase Date	Status	Action
1 Test Device	SEVEN and Falls Pendant	SC5081705365436	PO#	16 Jan 2024	Paperwork Completed	Update

[Contact Our Support Team](#)