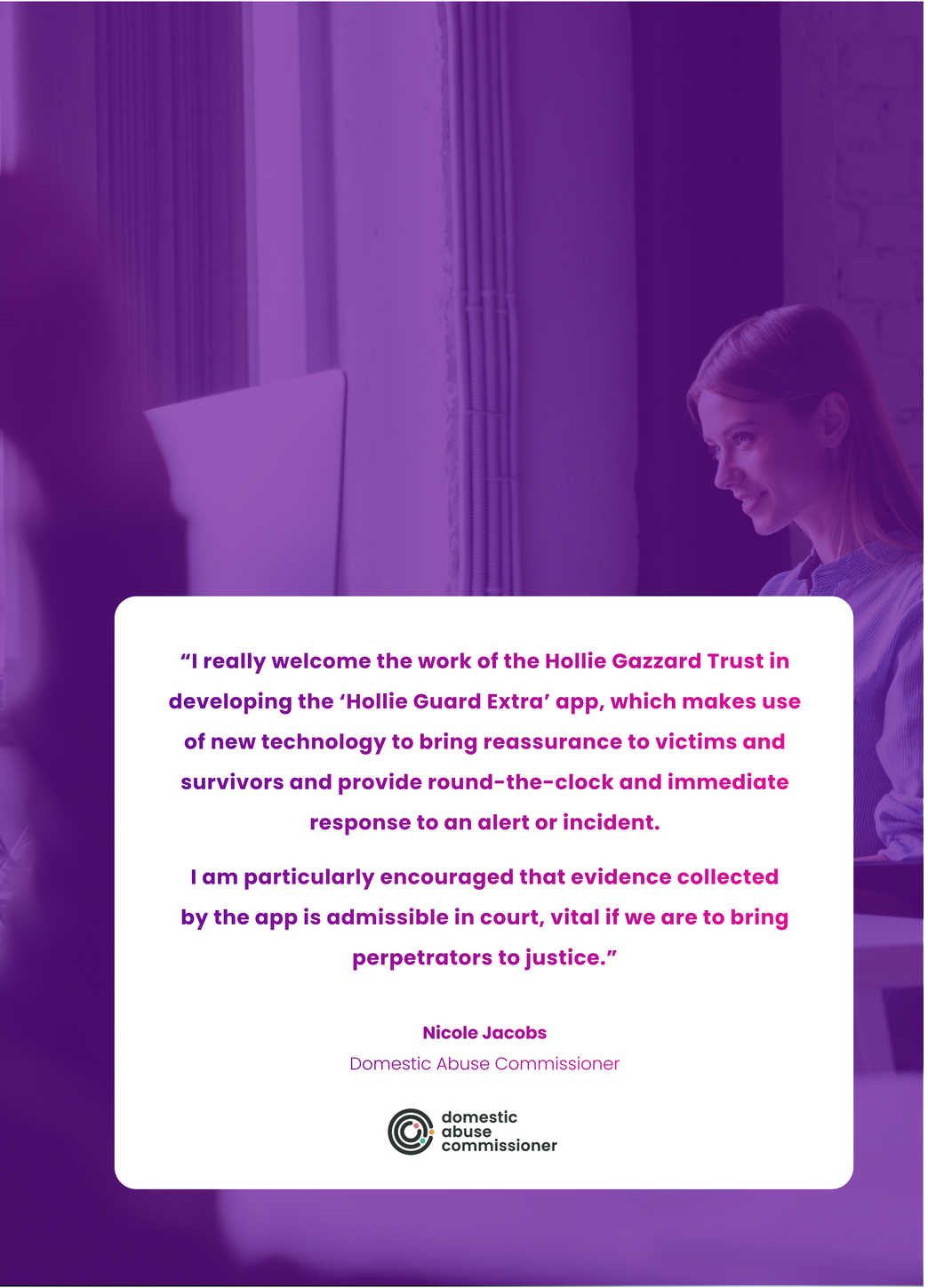
App User Guide

Free

STAFFORDSHIRE POLICE

Violence Reduction Alliance
Stoke-on-Trent and Staffordshire

Hollie Gazzard Trust - Registered Charity No. 1156804



“I really welcome the work of the Hollie Gazzard Trust in developing the ‘Hollie Guard Extra’ app, which makes use of new technology to bring reassurance to victims and survivors and provide round-the-clock and immediate response to an alert or incident.

I am particularly encouraged that evidence collected by the app is admissible in court, vital if we are to bring perpetrators to justice.”

Nicole Jacobs

Domestic Abuse Commissioner

domestic abuse commissioner

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Welcome to your Hollie Guard User Guide

Launched in October 2015, Hollie Guard is taking the mobile world by storm.

The Trust was created following the tragic death of 20-year-old Hollie Gazzard in 2014.

Hollie Gazzard Trust has help reduce domestic abuse through creating and delivering a series of training programmes on domestic abuse and stalking. In 2015 Hollie Gazzard Trust launched Hollie Guard, which transforms your smartphone into an advanced personal safety device.

The App provides users with the ability to raise a discreet alarm activation which captures evidence and vital information when it happens and has additional built in security features.

Hollie Guard, now has been downloaded by over 400,000 + people and recommended by police forces across the country for those experiencing domestic abuse and stalking.

How to acccess Hollie Guard:

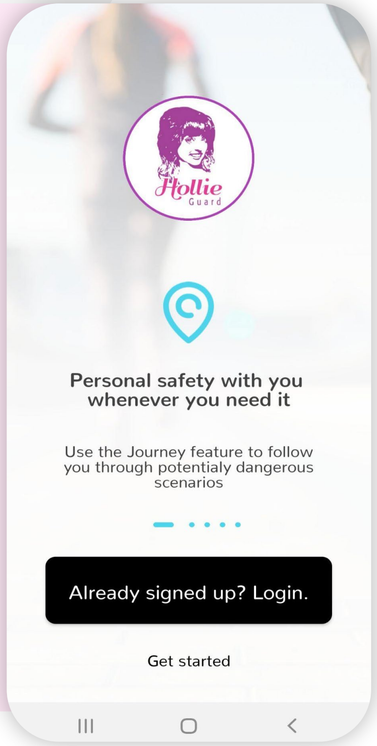
Step 1
Download ‘Hollie Guard’ from your device App store

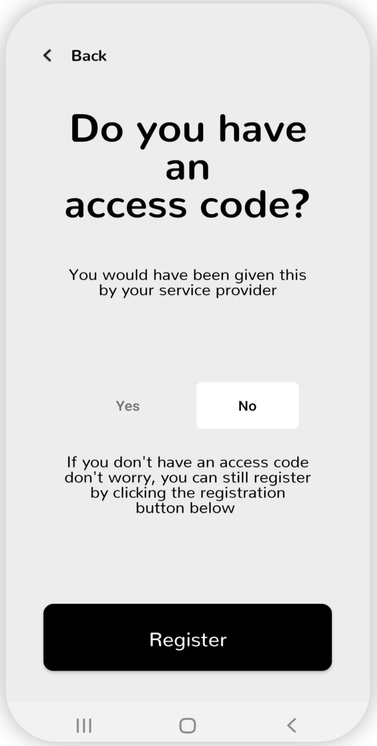
Step 2
Select the ‘Get started’ text

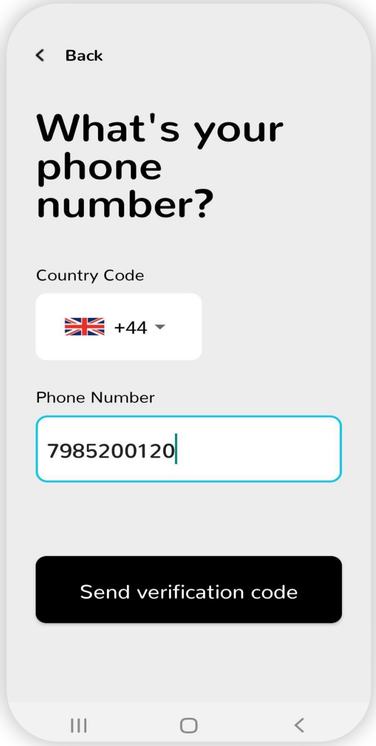
Step 3
Select ‘No’ I do not have an access code then press - register

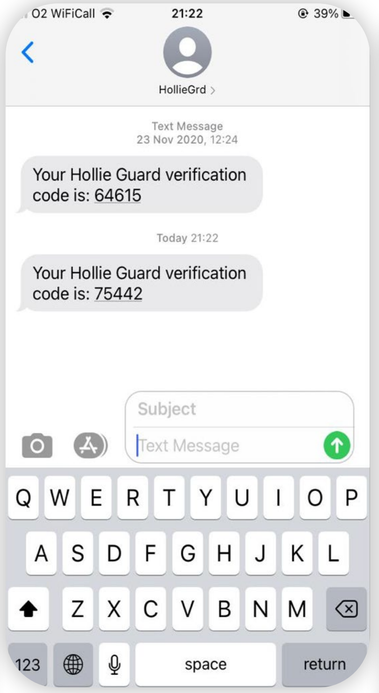
Step 4
Enter your mobile number excluding ‘0’

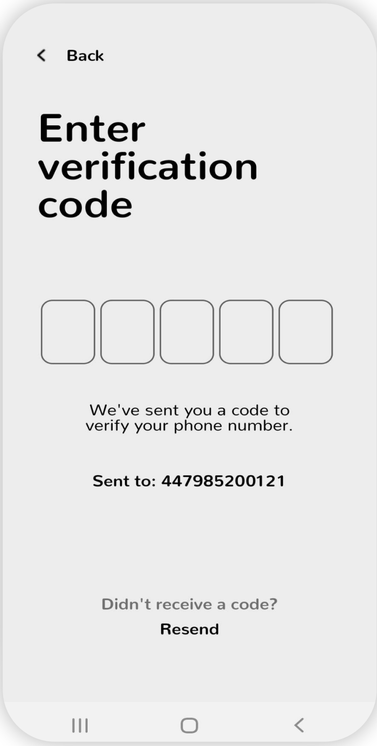
Step 5
You will receive a verification code via SMS to enter







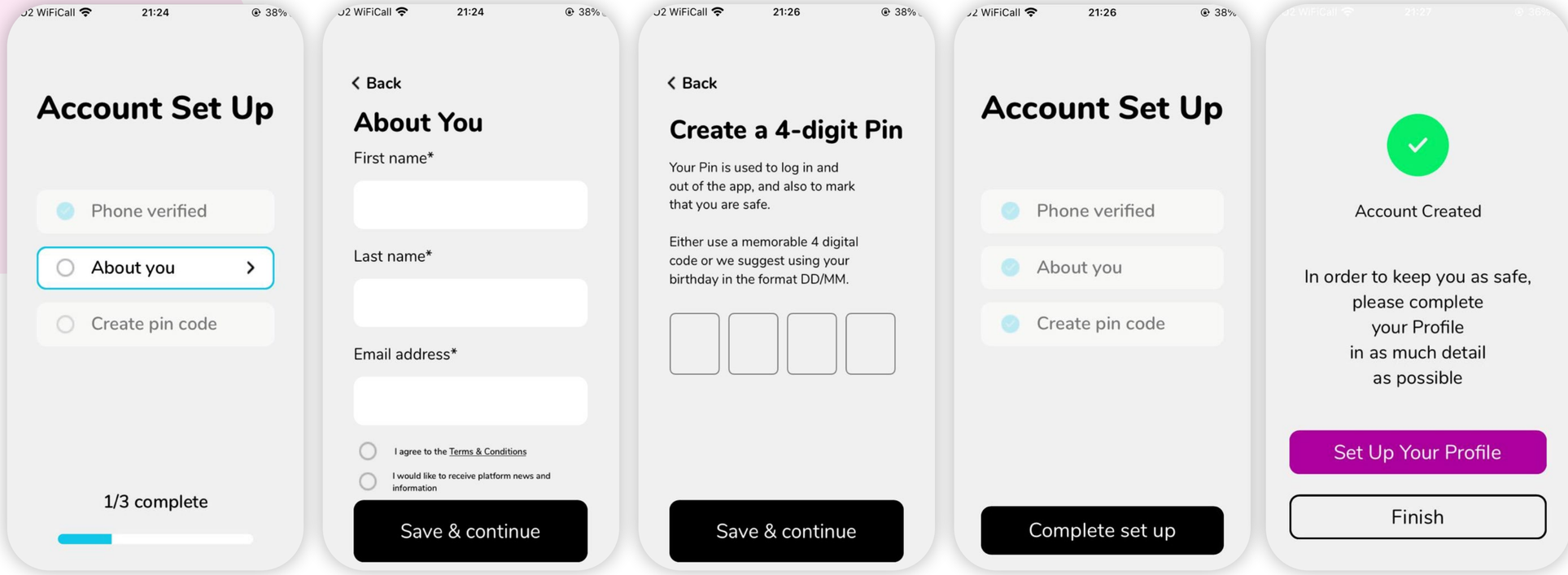




How to register for Hollie Guard:

Follow these steps below for Account set up:

- About you
- Create Pin
- Set up profile

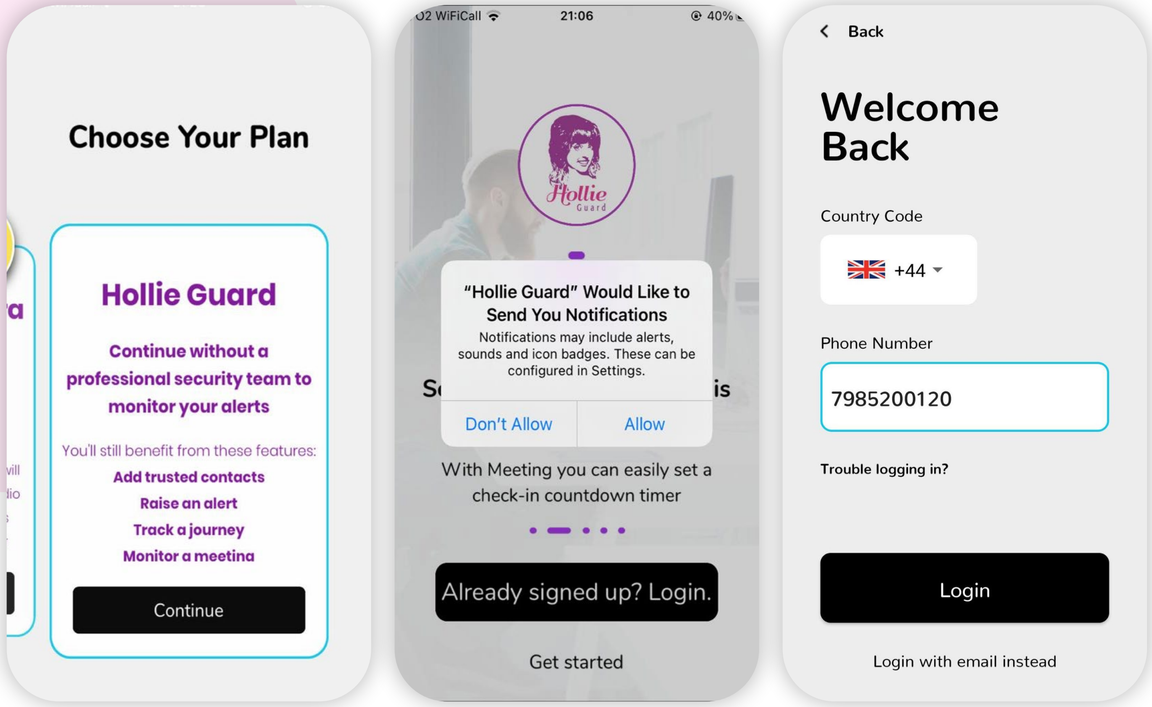


Plan & permissions

Step 1
Select the Hollie Guard Free plan and press ‘Continue’

Step 2
Accept all App permissions for full access

Step 3
Enter your mobile number without the leading 0 &
Pin code for App login



Emergency Contacts

Setting up your emergency contacts is very important when personalising Hollie Guard.

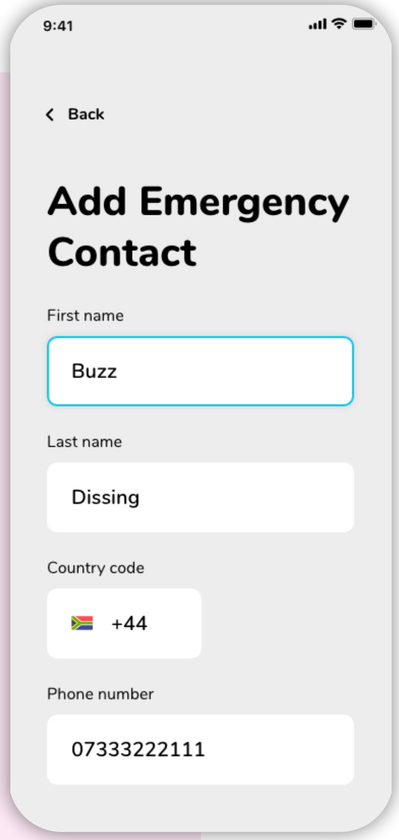
Your emergency contacts are the people who will receive your raised alerts. You can add your contacts through website www.hollieguard.com or via the Hollie Guard app on your phone.

You can add contacts through your **address book** or **manually** (this is the option you will have if adding contacts via the website).

When adding contacts manually, **complete all fields accurately** to ensure that your contact will receive the alerts.

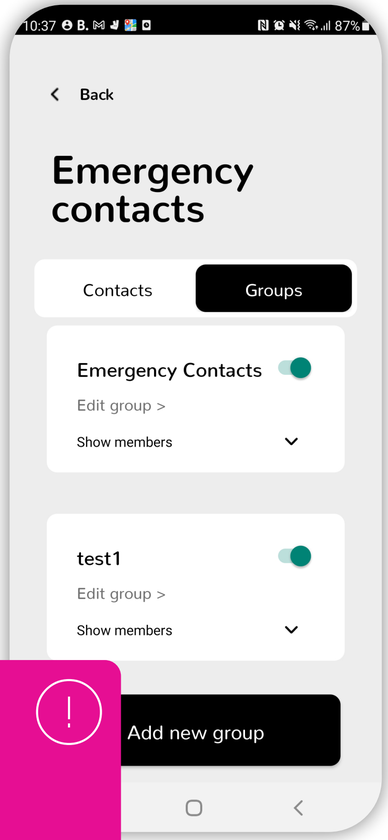
To add an Emergency Contact you will need their; full name, mobile number and email address.

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.



Important

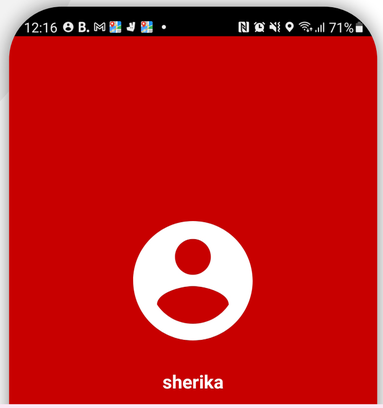
Please do not set Hollie Gazzard Trust as your emergency contact. We DO NOT monitor alerts.

Settings:
App modes

Hollie Guard tracks you in real time from the moment the app is activated, but there are also different alert profiles to change how the app responds. There are two different profiles; **Deterrent** and **Stealth**.

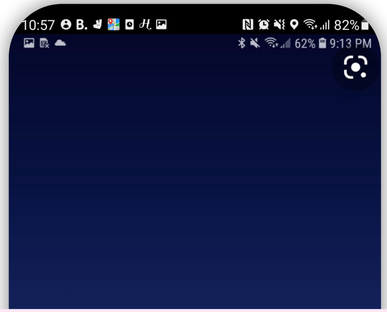
Go to the **settings** in the app, which are located to the bottom right of the screen.

You can edit each alert profile and 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.



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.

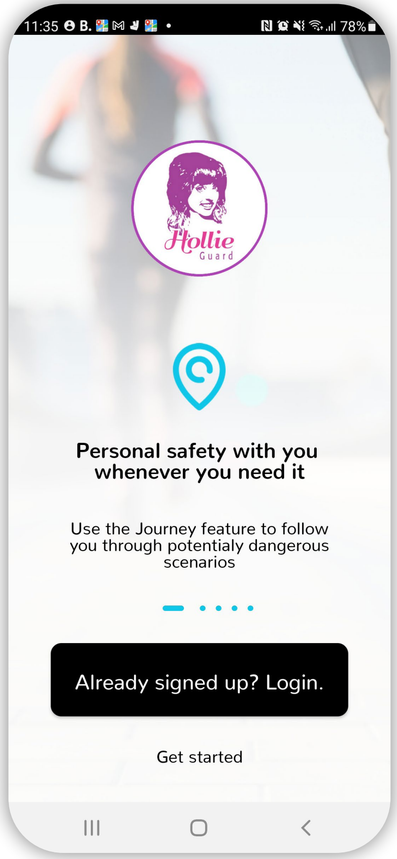
Personalise your profiles

At the end of both alert profiles are also settings to adjust:

- video recording length
- number of videos
- camera options
- level of force needed
- press hold length
- light and sound options

Restore

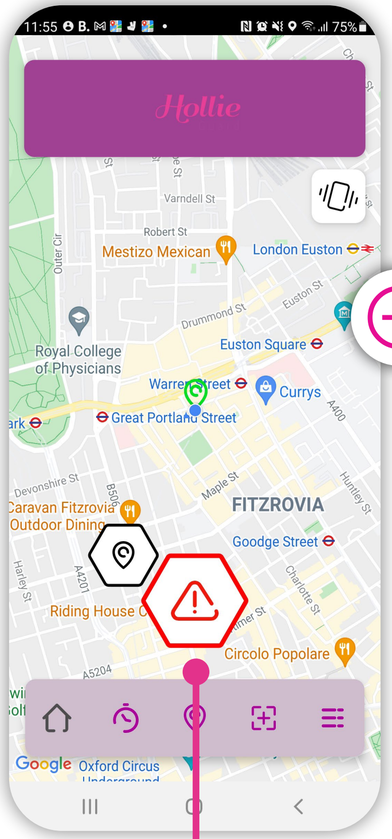
Select this to restore all profiles to their factory settings.

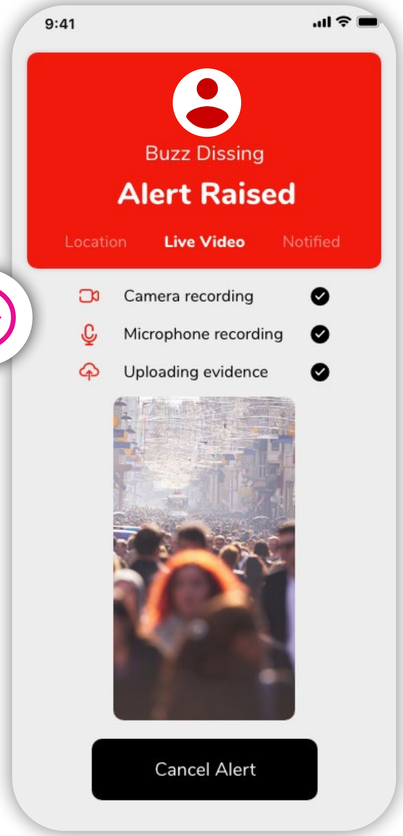


Activating an alert

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

- Your current location and the route from the time of activation is sent to your **emergency contact**s via SMS and email.
- Your phone automatically starts to **record audio 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.



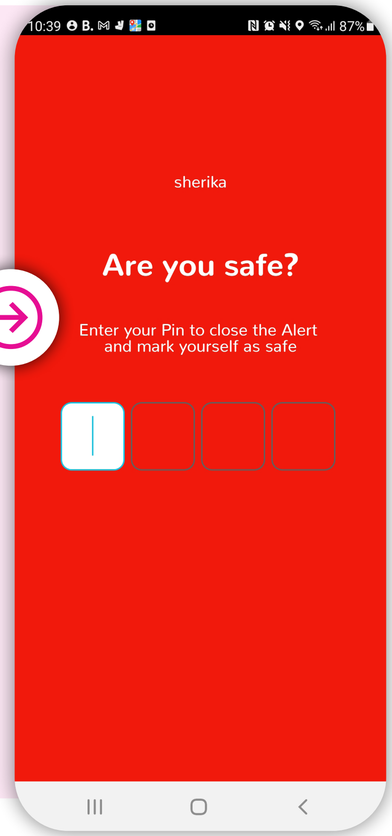


Cancelling an alert

You can tap the screen to cancel. You confirm that you are safe by entering your four digit pin code.

Duress Pin

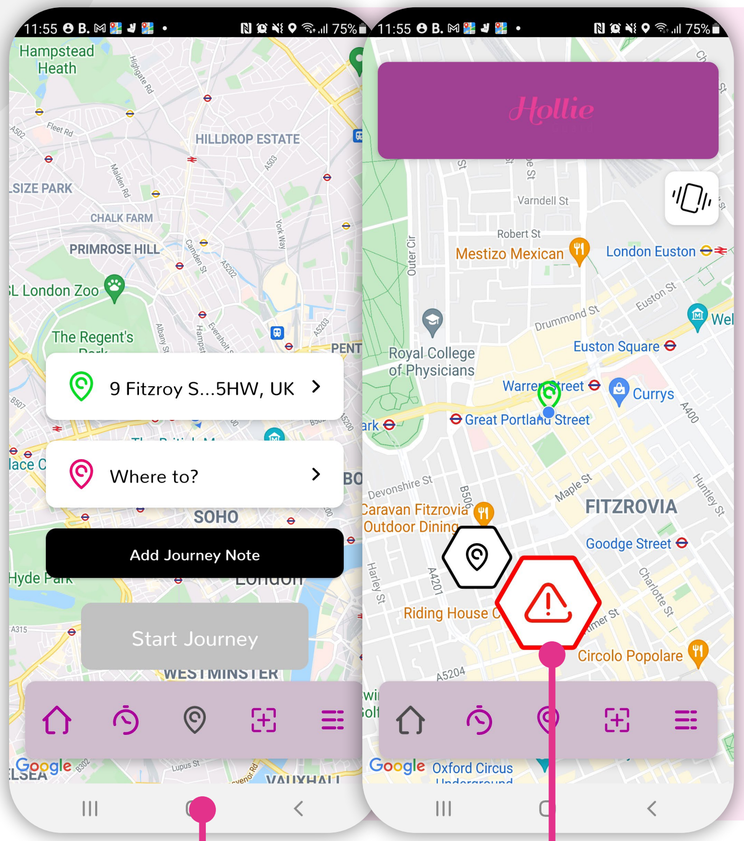
If you have been forced to cancel an alert by an attacker **simply enter 9999** and whilst looking like the app is closed it will let your nominated contact know that you have been forced to cancel the alert.



Features:
Journey

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

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. You can also add an estimated timer which can automatically trigger if you do not reach your destination in the set timeframe.



How to start a Journey:

- Select a starting point and end point
- Click **START** Journey

You can check the progress of your journey by tapping the interactive map

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.**

Saving Journey Points

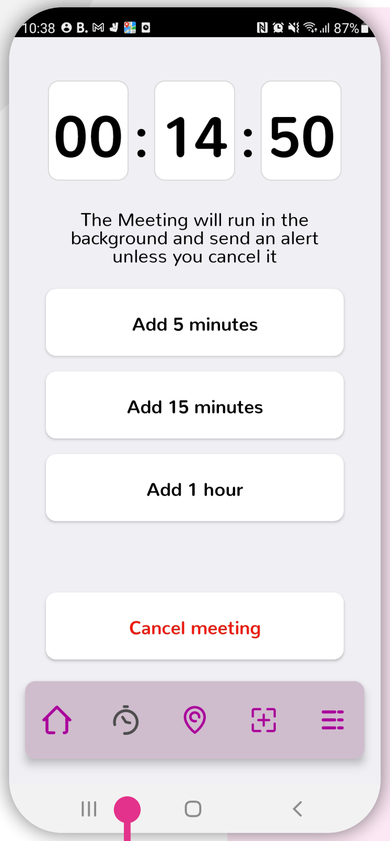
If you have places that you frequently visit, you can tap on the little star to the right on the journey overview screen. You'll be prompted to type a name for the location and it will be saved for future use. To access your saved locations, tap on the search bar and a list will appear on the bottom.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

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

Features:
Meeting

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.

Features:
Man down

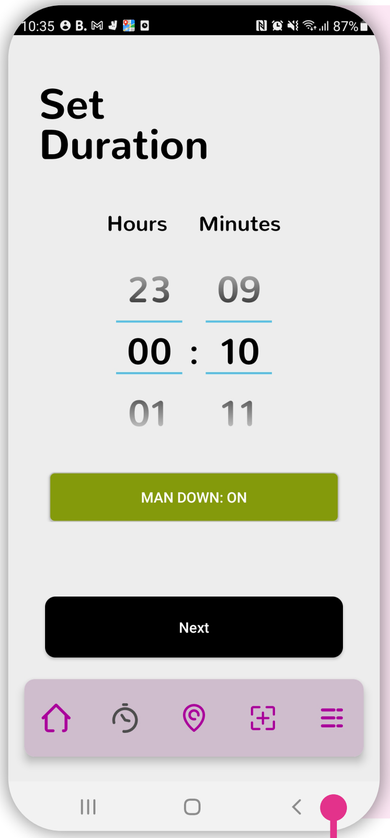
When enabled, the Man-Down feature allows the app to automatically detect if you have had a sudden fall or stopped moving for a period of time. This provides peace of mind in your daily life including when; walking the dog, out for a run alone and working at heights.

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. This is particularly useful when out running, riding a horse or bike, or performing other physical tasks.

Important

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 working environment.



How to use it

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

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.

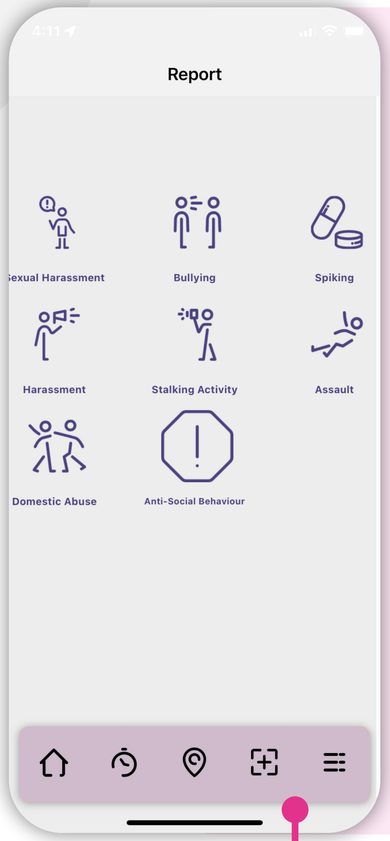
Configuring settings

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.

Features:
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 and not on your device.



How to use the Report Feature:

- To create a report of an incident, click on the **report icon**
- Select a reason for the report. Harassment, Stalking or Domestic Abuse etc.
- Add any notes or comments and a picture if applicable
- Reports will be saved on the Hollie Guard server.

Important

If creating a report, remember to do it as close to the time of the incident as possible for maximum detail.

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.

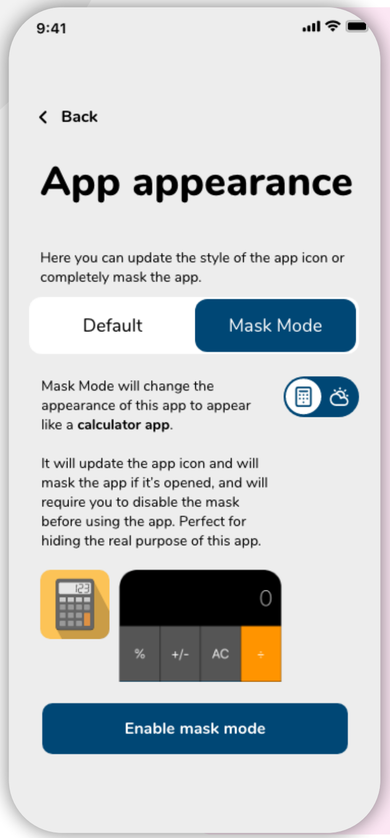
Photo Evidence

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

Features:
Mask Mode

Mask mode allows you to disguise the Hollie Guard app icon on your device home screen, if you wish to use this feature.

You have the option to change the appearance of the Hollie Guard app icon. Which provides extra peace of mind when using the Hollie Guard service.



How it works:

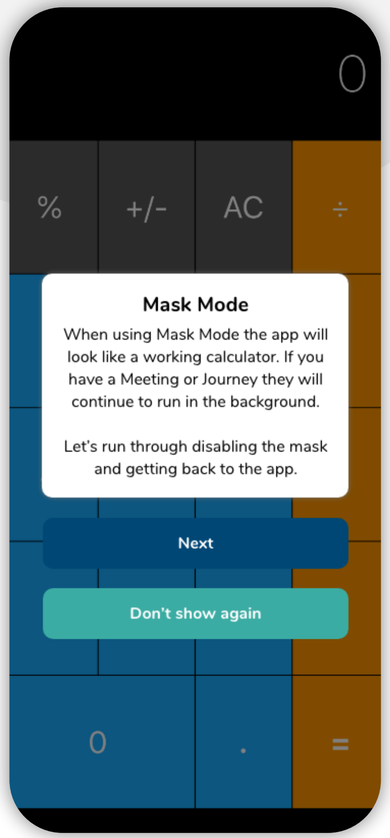
You can choose from the various App icons presented when either signing into the App for the first time. Also, this can be found inside the App home menu section.

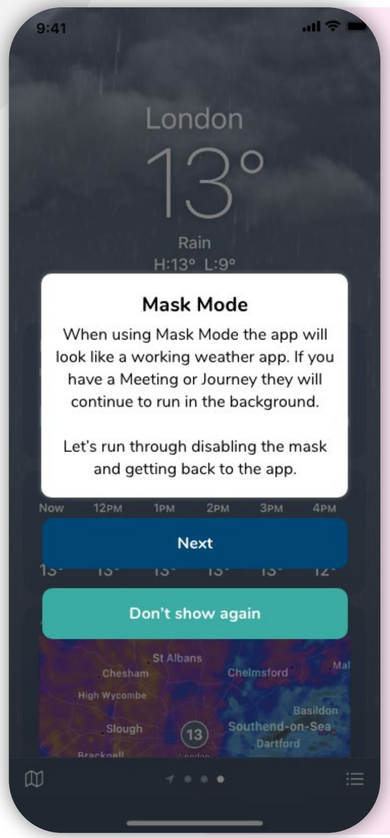
Upon first login to the Hollie Guard, a pop-up notification will appear to try now or skip.

Mask Mode category options - you can choose:

- Default - Change colour of Hollie Guard app icon
- Weather icon
- Calculator icon

Features:
Mask Mode





How to enable:

App home menu>App & Device> App appearance

Default mode:

Simply go to 'App Appearance' inside home menu.
You will have the option to change the Hollie Guard icon colour, once selected the save button.

Mask or Calculator modes:

- Select app appearances inside the app Home Menu
- Enable mask mode
- Can choose either calculator or weather icon
- Save changes button
- Pop-up message will appear to outline 'How it all works'
- Select the next button
- To complete set up - select close button

Important

How to access app in mask mode

***Weather icon** - Hold temperature button down for 3 seconds on icon home screen image*

***Calculator button** - Hold 0 button down for 3 seconds on icon home screen image*

Your 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.

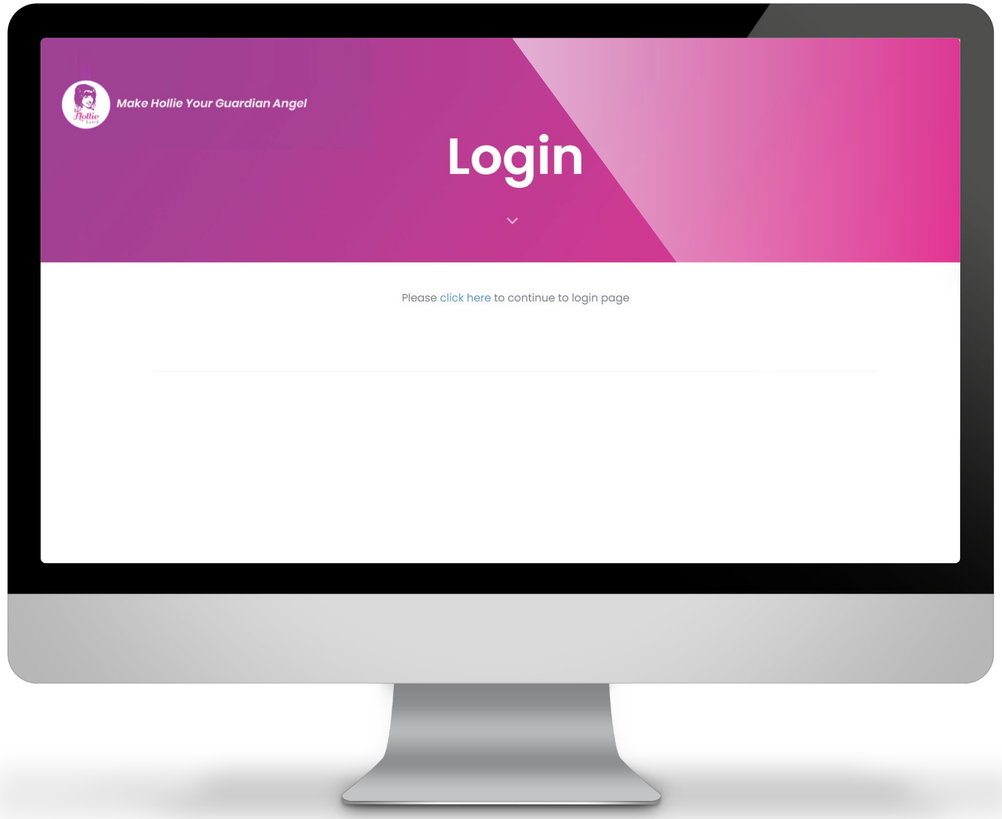
My Details

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.

hollieguard.com/login

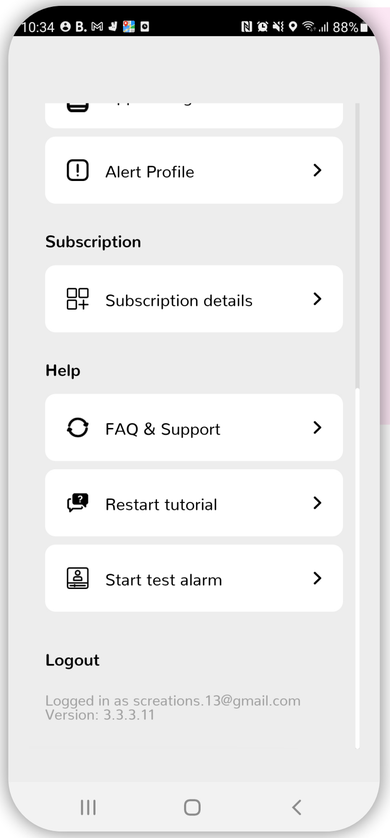


In-app support

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.

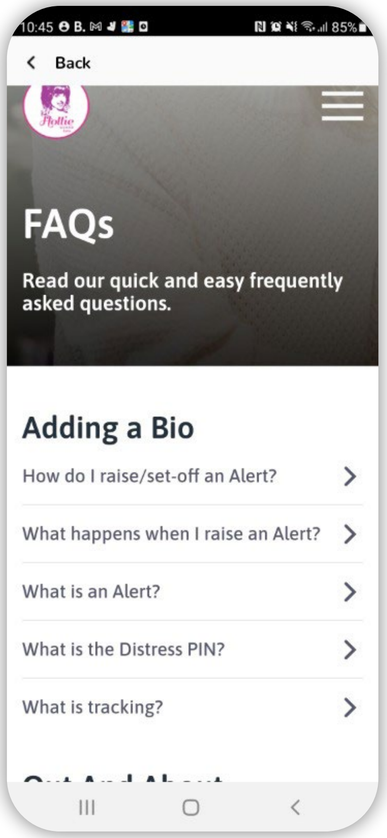
The support page is easy to navigate and includes; video tutorials, answers to **frequently asked questions** and how to use all of the features and functionalities of Hollie Guard.

If you have any other questions, please contact us via email **info@hollieguard.com**



How to access:

- Log into your Hollie Guard account.
- Go to the menu.
- Click on “support”.
- You’ll be redirected to our support page.



Frequently Asked Questions

Most common questions can be answered in our **in app support** or **https://hollieguard.com/support** site, but here are our top five:

How do I trigger an alert?

This depends on the alert activation option you have selected in settings. Which can be one of the following;

Shake to activate

Press the virtual panicbutton

Select volume key upwards (Android only)

What is the duress pin?

If you are forced to cancel an alert, the duress pin provides an additional layer of security. When cancelling the alert, enter the pin 9999. This will identify that you have been forced to cancel the alert.

How is the App different from calling emergency services?

The App allows you to have friends, co-workers and family members involved in your personal safety. An emergency contact can respond to your unique situation, including calling emergency services if appropriate.

How secure is the App?

Your personal privacy and safety is our chief priority, and therefore the App is secure on multiple levels. The App's cloud infrastructure meets DIACAP and ISO standards, and the App is 100% compliant with the Data Protection Act (DPA).

What happens if my battery runs out?

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.

Still need help?

If you have any other questions,
please contact us via email info@hollieguard.com

hollie_guard

hollieguard

Approved charity partners:

THE NELSON TRUST

VS VICTIM SUPPORT

SPLITZ Support Service

Supported by:

domestic abuse commissioner