

What to do when an Alert happens



If you know what is going to happen when an **Alert** happens you can avoid PANIC.

3rings has created a simple **Responsibility Process** to manage an **Alert** and to communicate what is happening to all **Family & Friends**.

This process is very rapid and the 3rings element just takes a few seconds to execute, it involves:

- 1 - Take Responsibility
- 2 - Check loved one
- 3 - Resolve Alert

Taking Responsibility.

When an alert happens all Family & Friends will get an alert message(s) as defined by each individuals chosen notification settings.

One member of the Family & Friends **MUST** take responsibility, as follows:

From App:

- Open App or click the push notification
- Select the Alert which is showing **RED** or select Alert icon if not showing
- Choose **Take Responsibility**
- Optionally add a comment to inform the rest of the family
- Choose **Next**

From PC/MAC web browser

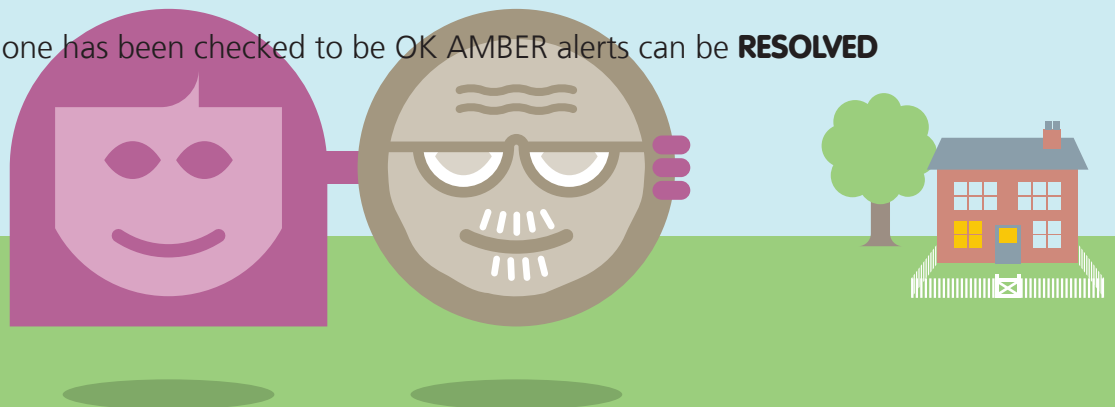
- Login to you account
- Go to **My Household**
- Click on the **Household** icon now showing RED
- Choose **Take Responsibility**
- Optionally add a comment to inform the rest of the family
- Choose **Take Responsibility**

As a result of accepting responsibility all other Family & Friends will get told you have taken responsibility. The Alert status will be set to **AMBER**.

If no one accepts responsibility then all **Family & Friends** will get further Alerts at increasing intervals of 5, 10, 20, 40 and 80 minutes.

It is the **Family & Friends** responsibility to manage and check on any Alerts.

When your loved one has been checked to be OK AMBER alerts can be **RESOLVED**



Resolving an Alert.

The Family & Friend who has accepted responsibility must check that the Loved one is OK and check why the Alert has happened. Once it is known everything is OK you now need to resolve the alert.

From App:

- Open App
- Select the Alert event which is showing **AMBER** or select Alert icon if not showing
- Choose **Resolve**
- Optionally add a comment to inform the rest of the family
- Choose **Next**
- Choose **Done**

From PC/MAC web browser

- Login to your account
- Go to **My Household**
- Click on the **Household** icon now showing **AMBER**
- Choose **Resolve**
- Optionally add a comment to inform the rest of the family
- Choose **Resolve**

As a result of resolving the alert all other **Family & Friends** will get told along with your comment.

While the alert remains unresolved the person who accepted responsibility will get up to 6 reminders at 15 minute intervals. No further events will be monitored until outstanding alerts are resolved.

Once resolved the **Household** status will be set to **GREEN**

