



The My Own Cop App Explained

You can Sign-up to The My Own Cop App by visiting www.myowncop.com

(A Guide To The Functions)

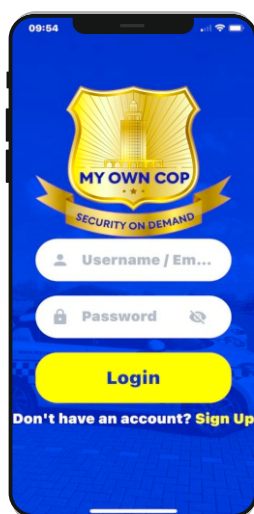
The My Own Cop App utilises the Location Services within your phone to function and inform My Own Cops Central Control of your location in the event of an emergency situation. It is therefore imperative that you have Location Services turned on.

You can download the app from Apple App Store or Android Google Play

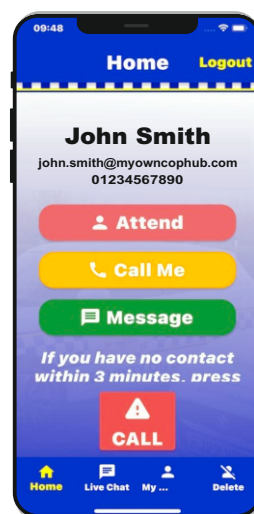


HOW DOES THE APP WORK?...

1 - After downloading the MOC App you can login



2 - After Logging In, here is your Home Screen



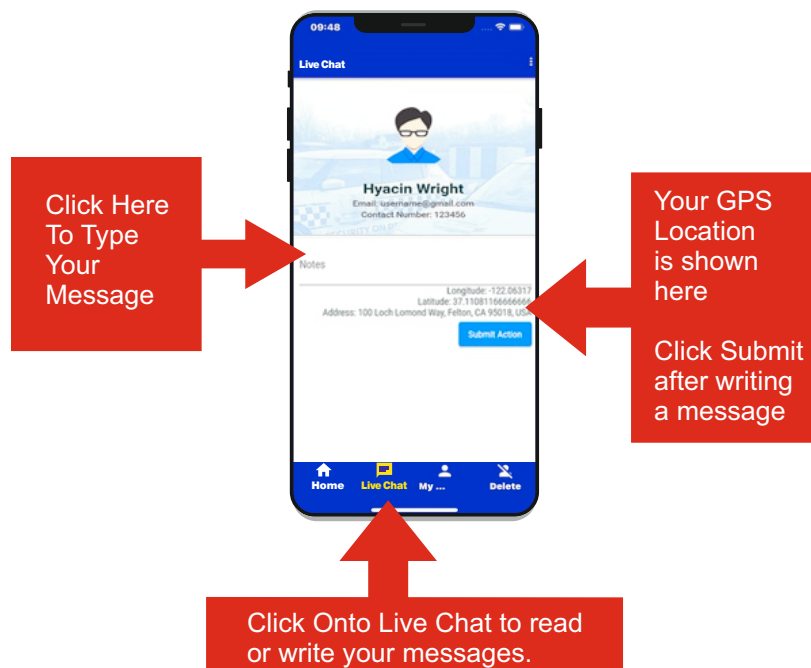
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It is therefore imperative that you have Location Services turned on. See PDF on how to do this.

3 -The HOME screen Explained



4 -The LIVE CHAT screen Explained



The next page explains what each of the functions do in more detail...

HOW THE VARIOUS BUTTONS WORK...

What happens when I press the ATTEND BUTTON?



When this button is activated, an alarm is triggered at Central Control on the Operators Dashboard. The system will identify you and your location on a map on the Operator's screen. This is then acknowledged by the Operator and a Push Notification goes out to your phone to acknowledge your request. The notification does not stay on your phone for more than a few seconds for security reasons.

The Communications Room will call you and:-

- i. Confirm your Identity by asking for your 'ID Word' which you should pass.
- ii. Confirm your Safe Word to confirm you are not under duress and can speak and act freely – if you pass any other word than the one recorded on Sign Up, the Communication Room staff will end the call in a suitable manner and initiate escalation procedures so that help is on its way to you.

The system now starts to track you (Your phone) in real time. At the same time the Task is passed to the nearest Mobile Security Operative, who will immediately acknowledge receipt and make their way to your location. The operator can also go straight into Google Earth and view the location and surroundings. They can inform the Security Operative of any potential issues with the location.

When the Security Operative arrives they will make their way to you and ask for your Safe Word. If this is given incorrectly, it will be assumed that you are in immediate danger and the Operative will escalate the situation in accordance with their professional training and pre-determined protocols.

Their prime concern will be to get you to a place of safety as soon as they can. Follow their instructions.

What happens when I press the CALL ME BUTTON?



When this button is activated, an alarm is triggered at Central Control on the Operators Dashboard. The system will identify your phone and your location on a map on the Operator's screen. This is then acknowledged by the Operator and a Push Notification goes out to your phone to acknowledge your request. The notification does not stay on your phone for more than a few seconds for security reasons. Do not worry if you miss it, things are still happening behind the scenes!

The Communications Room will call you and:-

- i. Confirm your Identity by asking for your 'ID Word' which you should pass.
- ii. Confirm your Safe Word to confirm you are not under duress and can speak and act freely – if you pass any other word than the one recorded on Sign Up, the Communication Room staff will end the call in a suitable manner and initiate escalation procedures so that help is on its way to you.

As long as you give an incorrect SAFE WORD, the incident will be escalated to attend and a Security Operative will come to your aid. You will also be tracked in real-time.

If you just need the call to enable you to leave a situation, you simply answer the correct SAFE WORD. The incident will not be escalated and the Control Operator will help you to leave the situation. They will also monitor your location in real-time. The situation can be escalated at any time by activating the ATTEND BUTTON.

Do not worry, Central Control Operators are trained to spot when things are not quite right and will help guide you along the way.

What happens when I press the MESSAGE BUTTON?



This feature is for requesting future service provision which is at least 24 hours in advance.

When this button is activated, an alarm is triggered at Central Control on the Operators Dashboard. The system will identify your phone and your location on a map on the Operator's screen. This is then acknowledged by the Operator and a Push Notification goes out to your phone to acknowledge your request. The notification does not stay on your phone for more than a few seconds for security reasons.

The Central Control Operator will text you using the system's Chat feature. If you click on the Chat tab at the bottom of the screen within your app, you will see the messages between you and the Control Operator. You can enter text in the area situated just above where you see your GPS Location.

What happens when I press the FAILSAFE CALL BUTTON?



**WE CALL THIS THE FAILSAFE CALL BUTTON.
PRESS THIS IF YOU HAVE NOT HAD ANY RESPONSE WITHIN 3 MINUTES,
AFTER PRESSING THE ATTEND or CALL ME BUTTONS**

If you activate this button, your phone will be asked to confirm that this is the number you want to call. Accept it and it will start to call.

This has to be a 2 stage operation for legal reasons and as a back-up, in case it was accidentally pressed.

It functions by calling Control's Emergency Line. When this button is activated, an alarm is triggered at Central Control on the Operators Dashboard. It calls directly to all Operators on shift and you can speak directly with the first one to pick up the call. The system will identify your phone and your location on a map on the Operator's screen.

The Communications Room will call you and:-

- i. Confirm your Identity by asking for your 'ID Word' which you should pass.
- ii. Confirm your Safe Word to confirm you are not under duress and can speak and act freely – if you pass any other word than the one recorded on Sign Up, the Communication Room staff will end the call in a suitable manner and initiate escalation procedures so that help is on its way to you.

There is a wide range of safety scenarios where the FAILSAFE CALL facility can be used. The Control Operator is trained to establish your needs and situation. Just follow their instructions.

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