Help at Hand
Website guide
How to manage your Vega or SmartLinQ online

Your Help at Hand service is in the right hands. Your profile’s been created online by the organisation that gave it to you. You’re now ready to set it up.

Read this guide to find out how to define who should be contacted when you require help, make changes to your profile or set up safe zones.

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The first time you use the website

1. You should have received two e-mails from the website – one that lets you know that you have an account, and the other one with a link to activate your account. Click the link in the second email to get to the website.

2. It’ll ask you for your e-mail, to set your password and a security question (which will be used when you forget your password or when you contact support).

3. After clicking on Continue you will be taken to the website.

Next time you use Help at Hand you can go to helpathand.o2health.co.uk to sign in.

If you have any questions about this process, please contact the organisation that set you up. (You can find the contact details on the back of the guide that came with your Vega or SmartLinQ.)

Once you’re in the website, you’ll see that we describe what the service does using a number of terms.

These include:

- Contacts – These are people whose details you have added to the Help at Hand website. A contact can be added to your response list and asked to respond for different reasons.
- Responders - These are people that we will get in touch with to come and help you. You can tell us who they should be in the response list.
- Response list - These are the responders that you, or your organisation, add to Help at Hand to provide help if you need it. If an alert is raised, responders in the response list will be contacted in the order they are in the list. Additionally you can set when certain responders are available or what they should be contacted for.
- Safe zones – These are areas on a map that you can set up in the Help at Hand website. If you leave a safe zone, the service can raise an alert to one of your responders if you want it to.
Setting up Help at Hand for the first time

Set up your response list

The contacts in your response list are the people that will be contacted if you need to summon help. You can add in their names and contact details, arrange in which order you want them to be contacted and set their availability.

Here’s how to set up a response list:

1. Click the blue Set up response list button.
2. You will now be asked to add contacts to your response list. These can be anyone that you would like to call, such as friends, carers, or relatives.
3. If you’re done, click Continue. Or additionally, click on Define zones if you want to set up a safe zone alert. A safe zone raises a call to our alarm receiving centre when you cross the edge of it. Go to page 14 to see how to set up safe zones or no go zones.
4. You will see a screen that shows the choices you’ve made. If everything looks okay, click on Finish.
5. On the right of the screen you will now see who is in your response list, how they will be contacted and when they are available.
What is the difference between the contacts and the response list?

The contacts displayed on the left of the screen are all of the people you have added to Help at Hand. An icon next to their name shows if they are in the response list or not.

In the response list at the right of the screen you only see the contacts that will be notified in case you need help.

Making changes once you are set up

Make changes to a profile

The profile is the part of the website that allows you to enter your details and set up Help at Hand in the way you want to.

1. Click Edit information, next to your name. You can find it at the top left of the screen.

2. Click Edit in the section you want to change.
Make changes to contacts

When a contact changes their telephone number you might want to change it on the website so that they can be reached whenever needed.

1. Find the contact you want to change in the contacts list.
2. Click **Edit**.
3. Make any changes you'd like to and click **Save and close**.

Tip: To add more than one phone number for the contact, click the **plus** button by the phone number. You can enter a mobile phone number under ‘mobile’. Work or home numbers can only be entered as landlines.

If one of your contacts is also a contact for someone else, changes you make here are only applied to your profile.

Deleting a contact

1. Find the contact you want to delete.
2. Click **Edit**.
3. Click **Delete contact**.

Tip: If deleting a contact changes your response list, you will receive an alert.
Make changes to the response list

In the response list you can assign responders, change the order that they get contacted, on which telephone number or email address they can be reached and change their availability.

Change the order of the response list

Next to each responder in the response list (at the right of the screen) there is an up and down button. With these buttons you can move a responder up or down the list.

A responder at the top will be contacted first, the one at the bottom only when the others are not available.

We will get in touch with people by phone first, calling through each person.

If we can’t get through to anyone in your response list, we’ll try texting each person (if we have their mobile number).

And if we still can’t get through, we’ll try people that we have e-mail addresses for.

Change details like availability and contact method

You can choose when your responders are available when you set up your response list. If you want to change this:

1. Click on the Edit button next to the contact in your response list.
2. A window will open where you can choose when they are available.
3. Click on the days of the week he or she is available and set the time they are available for these days.
**Advanced response list settings**

Your response list contains all of the different responders that you wish to be alerted. You can make changes to this depending on the different things you want them to be alerted for, and when you would like that to happen.

There are different types of alerts which Help at Hand can respond to.

- **Support button** – this is a button on your Vega or SmartLinQ that can be used to send for help if you need it.
- **Fall-down** – the SmartLinQ has a fall down detector, which raises an alert if you fall whilst carrying it. If you have a Vega you won’t see this option.
- **Location Alert** – it’s possible to set up alerts for when you leave a safe or enter a no-go zone.
- **Battery Alert** – an alert that lets others know if the battery is low on the Vega or SmartLinQ that you’re using.

For each of these you can choose:

- who to get in touch with for different reasons.
- which days and times each person is available to respond.

1. Click on the alert you want to make changes to. It will show which responders get an alert. It will also show the order that these people will get contacted (the first at the top of the list).
2. To remove a responder from an alert, click the **cross**. This only removes them from the response list for this alert and you can add them again later if you want to.
3. To assign a responder to the response list for an alert, click the button that says **Assign a contact** and choose a name.
4. Then choose one of your saved contacts by selecting them from the list that shows up.
5. If the person you want in this list is not shown, you can add them by clicking on **Add a new contact** in the contacts list on the left of the screen.
6. To change the order in which responders will be called, you can use the up and down arrows at the right of the response list.
Add or change a safe zone

If you didn’t set up a safe zone when you first set up your response list, or you’d like to make changes to the zones, you can.

1. Click on Add or Edit in the top corner of the map on the screen.

2. You will be asked to select a zone type - this can be a safe zone or a no go zone. You will also be asked to give the zone a name.

3. You can select when the zone applies. By default it’s set to All the time.

4. Select where you want the zone to be. By default this is the postcode you entered as your home address, but you can change it here if you want to.

5. Drag the pin in the centre of the zone to move the middle of the zone, and the pin on the edge of the zone to change its size.

6. You can make the zone active or inactive - so if you want to set one up without using it immediately you can.

7. Click Save and close to finish, or click Add another zone to add more zones.

When you set up a safe zone, an alert is raised to our alarm receiving centre every time you cross the boundary of a zone. If one zone crosses another an alert will still be raised.

To remove a zone:

1. Click Edit in the top right hand corner of the map.

2. Click on Edit safe zone next to the zone you want to delete.

3. At the bottom of the screen, click on Delete safe zone.
Website help

If you need with the Help at Hand website, contact the organisation that provided you with your Vega or SmartLinQ.

Alternatively, you can find help online at www.o2.co.uk/support

FAQs

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<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>I can’t log-in.</td>
<td>Check to make sure that your internet connection is working properly.</td>
</tr>
<tr>
<td>I’ve forgotten my password, what should I do?</td>
<td>Go to helpathand.o2health.co.uk and click on Forgot password. A new password will be e-mailed to you.</td>
</tr>
<tr>
<td>How do I know that the website and my Vega or SmartLinQ are working?</td>
<td>When you change things on the website, you should hear your Vega or SmartLinQ beeping to indicate that.</td>
</tr>
<tr>
<td>How do I tell you who to contact if I need help?</td>
<td>You can add people to respond in the Response List. See page 10 to see how to do this.</td>
</tr>
<tr>
<td>What does ‘recent activity’ mean?</td>
<td>The recent activity section of the website shows how your Help at Hand service has changed and who has changed it. You can use it to keep track of how things are working.</td>
</tr>
<tr>
<td>What is the difference between contacts and responders?</td>
<td>Contacts are people you’ve added to the Help at Hand website. A responder is someone that we will get in touch with when you raise an alert on your Vega or SmartLinQ.</td>
</tr>
<tr>
<td>What happens if my responders change their details?</td>
<td>It’s very important that a responder’s details are kept up to date. You can do this in the Response list.</td>
</tr>
<tr>
<td>What happens if you can’t reach my responders?</td>
<td>We will try and get hold of your responders in as many ways as possible. If we can’t get hold of anyone and we need to act quickly, we can call the emergency services.</td>
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