

TO DOWNLOAD YOUR 911

IF YOU HAVE AN APPLE PHONE...

- Go to the **App Store** → In the Search option, type "Your 911" (notice the space between "Your" and "911")
- Once you hit search, the first icon that pops up should be a **PURPLE** icon that says "911") **See below:**



- Click on the **download button** to the **right of the icon**
- **IF YOU FORGOT YOUR ICLOUD PASSWORD, YOU WILL HAVE TO RESET IT**
 - **To reset your password for your iCloud** to download apps from the App Store:
 - Click the **Reset Password Option**
 - Check the **email** that your iCloud account is linked with
 - You should receive an email with a **link to reset your password**
 - **Once you have reset your password**, you can return to the App Store, and **follow the instructions AGAIN from the beginning to download Your 911.**

IF YOU HAVE AN ANDROID...

- Go to **Google Play** → In the Search option, type "Your 911" (notice the space between "Your" and "911")
- Once you hit search, the first icon that pops up should be a **PURPLE** icon that says "911") **See below:**



- Click on the **download button**

ONCE YOU DOWNLOADED YOUR 911...

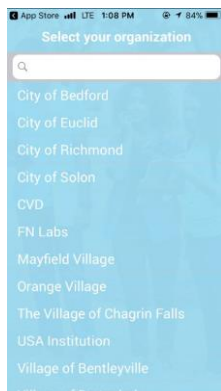
- Click on the **Your 911** icon on your phone
- Once you open **the Your 911** app, **you should see this screen:**



- Swipe to the **left 3 times to get this screen:**

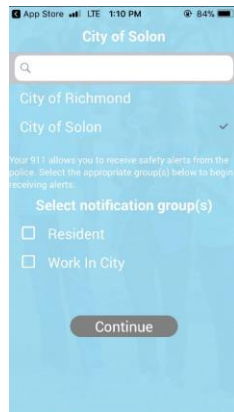


- Hit **"Next"** on the **bottom of the screen**
- A message may pop-up, asking your permission for **Your 911** to access your location
 - **Choose between 3 OPTIONS:** **"Only while using the app"** (MEANING – your location will not be on for other apps on your phone), **"Always Allow,"** (Allows your smartphone to always use your location), OR **"Don't Allow,"** (Does NOT allow your phone to use your locations at all)
 - **RECCOMENDED:** Select **"Only while using the app"** or **"Always allow"** → **if you have an emergency, it can be easier for first responders to locate you to get you help faster.**
- After this, you should see a screen that says, **"Select your organization":**



- Select **your appropriate city/municipality**

- Once you select your city/municipality, you should see a screen that looks like this:



- **NOTE** – This is used for an example – the name of your specific city/municipality will be where you see "City of Solon"
- You will see an **option for notifications groups**
 - Select your appropriate group(s) and hit "**Continue**"
- The **next screen** will ask you where you are currently located, and give you three options – "**Residence, Work, Other**"



- **Select the appropriate option**
- A Screen will pop up asking "**Is this the correct address?**" and it will have the address you're currently located
 - If yes, hit "yes"
 - It will then ask you the name of your business, **IF YOU CHECKED THE WORK OPTION**
 - Type in the name of the business, **IF NECESSARY**

- **IF YOU HIT THE *RESIDENCE OPTION***, a screen will pop up that says **"If you have an apartment number, enter it below"**
 - Enter the necessary information, and hit **"Continue"**
- **IF YOU HIT THE *OTHER OPTION***, a screen will pop up asking you to **"Enter the name of your location"**
 - Enter the necessary information and hit **"continue"**

NOTE – If the location is wrong for any of these options, you will be given a different screen, asking you to enter in the proper location information

- The next screen you will see, will say **"Registration"** –

- **Enter in your information**
 - **"Create a secure pin"** – come up with a **4-digit pin** for your account.
 - You also have the option to add in 3 emergency contacts under the **"Add Friend Watch Contact"**
- Once done with the registration part, hit **"Continue"**
- A screen will pop up for **"Terms of services and end user license agreement"**

- Hit the **box on the bottom "accept terms and conditions"** → then hit **"accept"**

- A screen will pop up and look like this:



NOTE – Your specific city/municipality will be on the top, if it is **NOT** the City of Solon

- These **icons** are the **features** that are available to you through **Your 911**
- **BELOW** is a **brief description of each feature** – For more information about the specific features for your specific municipality/city, please contact – **<INSERT WHO TO CONTACT FOR FEATURE QUESTIONS HERE>**

Commented [HS1]: **INSERT YOUR CUSTOMIZED INFO ←---- HERE!**



If you find yourself in an emergency, **press this button (ABOVE) to send a call PLUS location information to your local dispatcher.**



Using the **iReport** feature, you can easily report city and service needs directly to the department that handles the request. You can also report any crime tips or safety concerns. Attach photos and videos if desired. Reports can be sent anonymously.



Walking to your car alone at night? Jogging at night? The **FriendWatch** feature helps keep you safe any time, any place. Emergency contacts will be notified if your pre-set timer hits 0:00.



The most recent documents and procedures for your city/municipality will all be in one place – under the **Resources** feature.



The **Services** button will lead to additional convenient features.