FAQs

What happens if my phone runs out of credit?

If you're a Carer
You will still receive alerts from the client's phone as normally SMS messages are still delivered even if the recipient has run out of credit
You will still be able to administer the account so long as you have a WiFi connnection

If you're the Client
Your phone won't be able to send SOS or Assurance Alarm SMS messages. However, if you have an internet connection (WiFi) your SOS or Assurance Alarm messages will be sent to the server which will be detected by our system; in this case your carer group will be notified by email.

If my phone is switched off, how does my client/loved one get help?

If there are other carers registered, any SOS or Assurance Alarm messages will be sent to them (in the prescribed order)
If you are the only carer, or if all the carers' phones are off, an email will be sent to all the carers. There may be a 30 min delay in this occurring.

How do I put the app on my client/loved one's phone?

On the client phone, go to https://live.tag.care/download/index.html

For further advice see the installation help file at

https://www.tag.care/help.html

How do I add more carers to my account?

Use the Account Administration portal at https://tag.care/tc/
and select 'Edit Carers' from the main menu

Alternatively, from the App select menu/Account Admin. This will open a browser on your phone ready for you to log in.

What happens if my client/loved one fails to react to an Assurance Alarm?

If the client does not respond with the prescribed time, an SMS alert will be sent to each Carer in turn.

What happens if the client is on the phone when the Assurance Alarm goes off?

The assurance alarm will be delayed by 3 minutes and re-tried. This will be repeated until the phone becomes free, then the alarm will sound.

What happens if the client's phone is off when the Assurance Alarm is meant to go off?

The alarm will be raised within 30 minutes of the phone being turned on again.

What sort of phone does my client need to have for the app to work?

The app is currently available for Android (Lollipop v5 – API 21) upwards

My client's medication name is not on the drop-down list. How do I add it?

When you add a new medication, as you start typing the name of the medication, a list of possible matches appears. If there isn't a match for the medication simply type it in yourself and then press 'Confirm Name'

Will the app still work if I'm away from my WiFi connection?

Yes the app will still give you Medication Reminders and sound Assurance Alarms. You can also still press the 'Help' button. Assurance Alarms and Help Alerts will both send SMS alerts.

However the Server will not be able to monitor these messages, so it won't be able to detect in an alert has not been responded to. But it will detect that connectivity to the Phone has dropped, and will therefore email your Carers to alert them to the fact that full monitoring is not possible.

The app will continue to log your positional information and will synchronise that with the server once connectivity is resumed.

Can I edit my account and my client's information on my phone and my computer?

Yes, you can access the Account Administration portal at https://tag.care/tc/ using any up-to-date internet Browser.

## How do I adjust the dosage information on my client's phone?

You adjust dosage, along with all other client information, using the Account Administration portal online. You are not able to do this directly from the app itself. This is intentional as we want the app to be as simple to use as possible.

My client has poor eyesight. Will this work on an android tablet or Chromebook?

Not at present.

My phone keeps beeping every 30 minutes – is this necessary?

Tag Care uses a foreground service to ensure that your alarms and meds reminders go off at the right time. You can tell that the service is running by looking for the notification icon in the notification bar at the top of the phone;
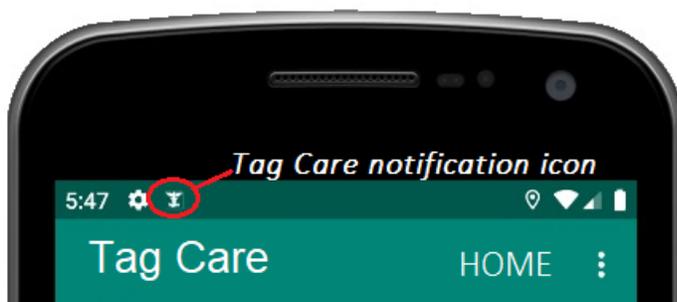
The service is re-started every thirty minutes when the 'heart-beat' message is sent to the server. On some phones this re-start may cause the notification to beep on some phones. You

should be able to turn the volume of notifications down, but this will apply to all notifications from all apps.

Although you could turn off notifications just for the Tag Care app, this might result in Assurance Alarms and Medication Reminders not working.

NB the beep at the start of the service does not occur on all phones.

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