

**RED ALERT**



Cleaning & Security



————— **A STEP-BY-STEP GUIDE** —————  
FOR DOWNLOADING & REGISTRATION OF THE  
**RedAlert KZN**  
**EMERGENCY MOBILE APP**

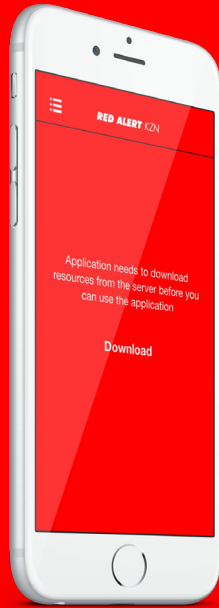
*This App was designed  
with life in KwaZulu Natal in mind.*

## DOWNLOAD

# STEP 01

Download the **RedAlert KZN Mobile Application** from Google Play or Apple I-Stores.

The Application will need to download resources from the server before you can use the application.



Existing Red Alert clients



**NON RED ALERT CLIENTS can also register on the RedAlert KZN App!**  
[www.redalert.co.za/emergency-app-register-kwazulu-natal/](http://www.redalert.co.za/emergency-app-register-kwazulu-natal/)



## LOGIN

# STEP 02

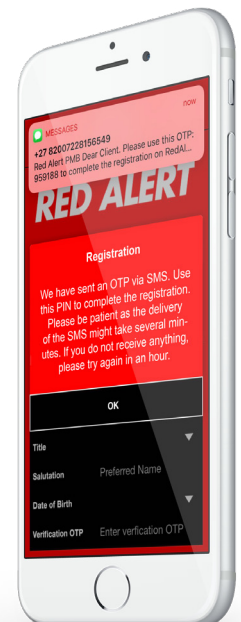
- Open the **RedAlert Mobile App** on your Smart Phone
- Select the **Login** button
- Select **Register**
- Select **Country Code** i.e. +27 South Africa & enter your Mobile Number
- Select **Next**

## REGISTRATION

# STEP 03

The following confirmation message will pop up:

**“Registration – We have sent an OTP via SMS. Use this PIN to complete the registration. Please be patient as the delivery of the SMS might take several minutes. If you do not receive anything, please try again in an hour”**

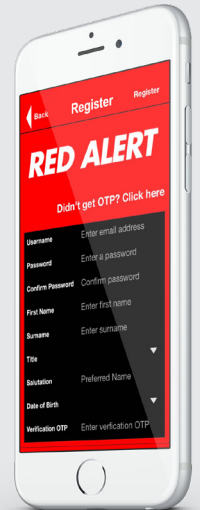


## PERSONAL INFORMATION

# STEP 04

Complete the following fields:

Allow **RedAlert KZN** to access your location while you are using the App



<b>Username</b>	Your email address
<b>Password</b>	A secure password – minimum of six (6) characters
<b>Confirm Password</b>	Enter the identical password to confirm
<b>Date of birth</b>	Enter your date of birth
<b>Verification OTP</b>	Enter the OTP Pin sent to your mobile phone via SMS
<b>Select</b>	Register

- NB: Mobile App's use GPS, Wi-Fi & Mobile Networks to send Push Notifications and to estimate your Location. Mobile Data and Location Sharing must be turned ON for App functionality.

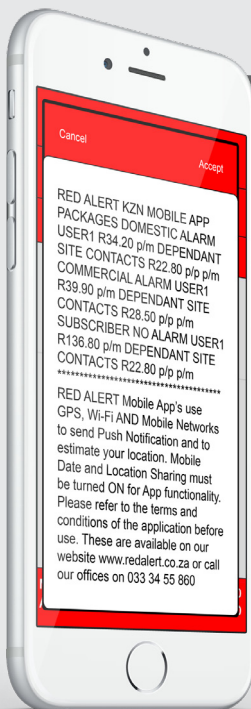
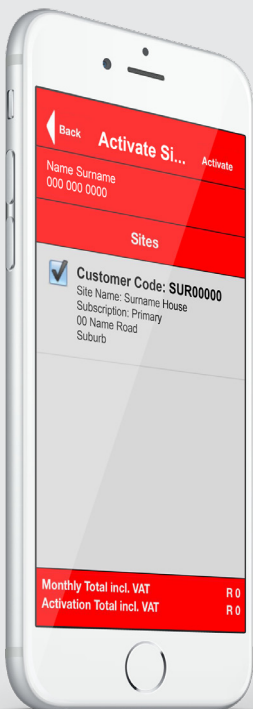
## REGISTERED

# STEP 05

The following confirmation message will pop up:

**"Registration was successful"**

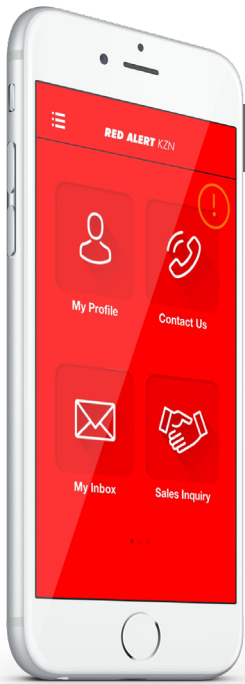
- Your personal details from Red Alert Security's database will be displayed



## ACTIVATE SITE

# STEP 06

- **Select** the Site which you want to activate (If you have more than one site hosted by Red Alert, multiple options will be displayed)
- **Select** the relevant Site by ticking the available checkbox/es
- **Enter** a Site name e.g. 'My Home' or 'My Office' etc and click Next
- **Select** the type of user i.e. Primary (main user) or Contact (dependents/employees)
- **Accept** Red Alert KZN's Fees and Terms & Conditions of use
- A Declined selection will not allow the site to be activated
- **Select** Activate



## ACTIVATION

# STEP 07

The following confirmation message will pop up:

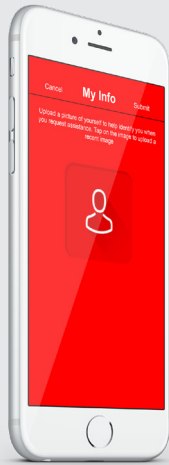
**“Activate – Your request is being processed. You will receive a call from your service provider to verify your site activation”**

- The Application will thereafter proceed to **log you in**. You will only have limited functionality until the formal **activation process** has been completed by Red Alert
- A Red Alert representative will **contact you** during office hours to finalise registration
- **Logout** of the App and Log back in using your Password

## SETUP

# STEP 08

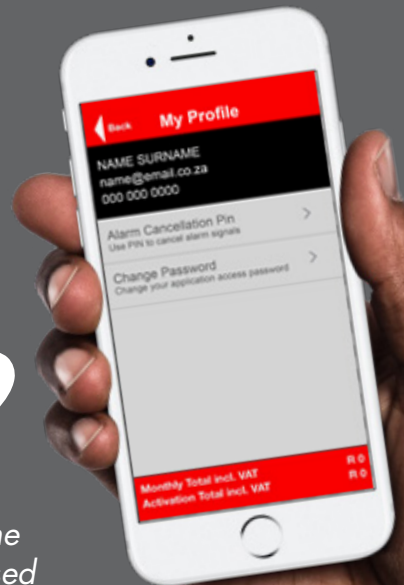
**Open the App** - go to Settings - My Information - Upload a picture of yourself to help emergency services identify you when you request assistance - **Submit**



## PASSWORD & PIN

# STEP 09

The “password” that you created is used to access the App, whilst your “Pin” is used to cancel false alarm signals. These can be changed from within My Profile



Congratulations you have successfully installed and registered the **RedAlert KZN Emergency Mobile App**.

**TAKING ACTION TO EARN TRUST**

[www.redalert.co.za](http://www.redalert.co.za)  
033 34 55 860



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