

FAMILY GUIDE

S.A.V.E.S PROJECT · SAFETY · AWARENESS · EDUCATION

# S.A.V.E.S CONNECT

For participants, parents, guardians and caregivers.

**S.A.V.E.S PROJECT**
SAFETY · AWARENESS · EDUCATION

FAMILY GUIDE

# Meet S.A.V.E.S CONNECT

S.A.V.E.S CONNECT lets participants, parents, guardians and caregivers see exactly what first responders see, and keep it current from any phone.

Taking part in the S.A.V.E.S Project is always free for families.

**Scan to Open the App**
app.savesproject.com /guardian.html

**Write It Here**

Participant number _____

Email on file with the S.A.V.E.S Project _____

Keep this guide with your Participant Tool Kit.

## With the App, You Can

**See What Officers See**
The photo, description and safety information on file.

**Keep It Current**
Send updates and a new photo for review.

**Help Them Be Found**
Fill in the Wandering Profile and suggest places for the map.

**Share With School**
Turn sharing with their school or care facility on or off.

**Quick Check-Ins**
Confirm everything is still correct every 4 months.

**Tools for Home**
The Communication Board and safety guides.

**This app does not contact police.** In an emergency, always call 911 first. You can always cancel if help is not needed.


support@savesproject.com · 810-328-3074

## 1 Get the App

S.A.V.E.S CONNECT is part of our free app. It's coming to the App Store and Google Play as **Saves Project**. Until then, scan the QR code on page 1 or go to **app.savesproject.com/guardian.html**, then save it to your home screen so it opens full screen like any other app.

### iPhone or iPad

1. Open the address in **Safari**.
2. Tap **Share** (the square with an arrow).
3. Scroll down and tap **Add to Home Screen**.
4. Tap **Add**.

### Android

1. Open the address in **Chrome**.
2. Tap the menu ( ⋮ ) at the top right.
3. Tap **Add to Home Screen** or **Install App**.
4. Tap **Install**.

When the app asks **Who Are You Signing In As?**, tap **S.A.V.E.S CONNECT**. The **Add to Home Screen** button on that screen walks you through these steps on your own device.

> **The app keeps getting better.** As we add features and make improvements, some screens and button names may look a little different from this guide. If something doesn't match, look for the closest option or send us a message.

## 2 Signing In

There is no password. You sign in with a code sent to your email, plus a code from an authenticator app.

1. Enter the email address the S.A.V.E.S Project has on file for you, then tap **Email Me a Code**.
2. Type the 6-digit code from the email and tap **Sign In**. It can take up to a minute to arrive, so check your junk or spam folder too. The code works for 10 minutes.
3. The first time, set up your authenticator app (below). After that, enter the 6-digit code it shows.

### Set Up Your Authenticator App (One Time)

This adds a second lock, so a PIN alone can't open participant information. Microsoft Authenticator and Google Authenticator are free. If you already use one at work, use that one.

1. On **Set Up Your Authenticator**, tap **Copy Setup Key**.
2. In your authenticator app, add an account and choose **Enter a Setup Key** (or **Enter Key Manually**). Paste the key and name it S.A.V.E.S CONNECT.
3. Type the 6-digit code it shows into S.A.V.E.S CONNECT and tap **Finish Setup**.

Setting up on another screen? Scan the QR code with your authenticator app instead.


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| Situation | What to Do |
|---|---|
| **No code arrived** | Tap **Send a New Code**. Your email may not be on file yet. |
| **Wrong email** | Tap **Use a Different Email**. |
| **Too many wrong codes** | Sign in again with a new emailed code, then use the newest code from your authenticator app. |
| **New or lost phone** | Email **support@savesproject.com** and we'll reset your authenticator. |
| **Faster sign-in** | Menu, then **Face ID & Fingerprint**. |
| **Don't have access yet** | Accounts are created during enrollment, and you receive an invitation email. Call **810-328-3074** or email **support@savesproject.com**. |

## 3 Your Home Screen

- **Your S.A.V.E.S Participants:** each participant linked to your email. Tap one to open their page. A label under each name tells you if something needs your attention.
- **Communication Board:** picture cards for home, such as Help, Wait, Break Time, Bathroom and Quiet Time.
- **Safety Guides:** water safety, online safety, bullying and more.
- **Menu (top right):** Give Feedback, Face ID & Fingerprint, Welcome Tour, Privacy Disclosure and Sign Out.

> **Turn on alerts.** If the app says **Alerts Are Blocked on This Device**, allow notifications for the app in your phone's settings.

## 4 See What Officers See

A participant's page shows exactly what first responders see when they look them up. Tap a section to open it.

| Section | What It Holds |
|---|---|
| **Photo** | A clear, recent photo of their face, so officers can recognize them. |
| **Description** | Height, weight, hair and eye color, and how they communicate. |
| **Address & Phone** | Where they live and how to reach the family. |
| **What Officers Should Know** | What calms them, what upsets them, what to avoid and medical needs. |
| **Emergency Contacts** | The people officers should call. |

## 5 Keeping It Up to Date

1. Tap **Update Information**, change what is different, then tap **Send Update for Review**.

2. Tap **Send a New Photo** for a new picture. The app reminds you every year for children and every 2 years for adults.
3. The S.A.V.E.S Project reviews every change, usually within 24 hours, before officers see it.

### Wandering Profile

If your loved one has wandered or may wander, tap **Fill In the Wandering Profile**. Share how often it happens, where they tend to go and what draws them, then tap **Send for Review**. Officers see it the moment a missing person alert starts.

### Map & Places

Tap **See the Map & Suggest Places**. **On the Map Now** shows what officers see. Tap **Add Suggestion** for water and other dangers, favorite places, safe places and places they were found before, then **Send Suggestions for Review**.

## 6 Check-Ins Every 4 Months

Every 4 months the app asks you to check what officers see. If nothing has changed, tap **Everything Is Still Correct**. If something has changed, tap **Update**. A profile that isn't confirmed in over 6 months is marked overdue, and the S.A.V.E.S Project will follow up.

## 7 School and Care Facility Sharing

| Button | What It Does |
|---|---|
| **Allow Sharing With the School** | Staff at your loved one's school can see their safety information in S.A.V.E.S EDUCATOR. It takes effect right away. |
| **Stop Sharing With the School** | Staff can no longer see their information. It takes effect right away. |
| **Renew Sharing for Another Year** | Keeps school sharing on for the next school year. |
| **Allow or Stop Sharing With the Facility** | The same for an assisted living facility, nursing home or group home. |
| **Send Note for Review** | A note for school or facility staff, such as a change in routine. |

## 8 If Your Loved One Is Missing

> **Call 911 right away.** Never wait to call 911, not even to search first. You can always cancel if help is not needed. Tell the dispatcher the address of the emergency, your name and phone number, then the participant number.

1. Tell them your loved one is in the S.A.V.E.S Project. Officers at partner agencies can pull up their photo, Wandering Profile and map in S.A.V.E.S RESPONDER.
2. While you wait, check nearby water first, then favorite places, while someone stays at home in case they come back.
3. Have ready a recent photo, what they are wearing and where they were last seen.


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## 9 Privacy

- Only trained responders at partner agencies see the full profile. Schools and care facilities see it only when you turn sharing on.
- Someone who finds your loved one and looks up their participant number on the website sees only emergency contacts and your city.
- The S.A.V.E.S Project never sells or shares your information for advertising.
- Read the **Privacy Disclosure** in the menu and the **Data Retention Schedule** on the home screen.

### Getting Started Checklist

- ☐ Save the app to your home screen
- ☐ Set up your authenticator app
- ☐ Send a new photo if needed
- ☐ Suggest places for the map
- ☐ Sign in with your email
- ☐ Check what officers see
- ☐ Fill in the Wandering Profile
- ☐ Choose school sharing

Questions? Email **support@savesproject.com**.

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# Contact the S.A.V.E.S Project

Questions, problems with the app, or a resident, student or participant whose information needs fixing? Email your questions to **support@savesproject.com**.

### Call

**810-328-3074**

Leave a message and we will call you back.

### Email

**support@savesproject.com**

For questions, enrollment, training and app help.

### Mail

**511 Olde Towne #80514**
**Rochester, MI 48307**

For forms, letters and checks.

### Online

**savesproject.com**

Send a message from the Contact page, or use Messages in the app menu.

### In an Emergency, Always Call 911 First

The S.A.V.E.S Project is not an emergency service, and messages are not watched around the clock. Never wait to call 911. You can always cancel if help is not needed.

The S.A.V.E.S Project (Special Needs, Autism, Vulnerable Person, Elderly and Safety) is a Michigan 501(c)(3) nonprofit, EIN 39-3660134. Families never pay to take part.

Thank you for helping keep vulnerable people safe across Michigan.