

General

App Usage

Getting Started

What type of phone do I need in order to use the app?

The React Mobile safety app works with:

iOS: Compatible with iPhone, iPad, and iPod touch.

Android: Works with Android phones running Android 4.0 and up and with LE Bluetooth 4.0 support.

How do I download the app?

To download the app search for “React Mobile” on the App Store or Google Play Store and download the app. You can also visit ReactMobile.com to find a link to the app on either the App Store or Google Play Store.

How do I log in?

You will be prompted to sign up or sign into our app upon running React Mobile for the first time. You can sign in using an email and password or you can sign in using Facebook.

Can I log out?

You can log out but we don't recommend doing this unless you remember your sign in password.

How do I use the home screen interface?

The home screen interface has one main control with three different modes in the shape of a triangle. In the top left is the green “I'm Fine” mode, in the top right is the yellow “Follow Me” mode, and at the bottom is the red “Help Me” mode. To change modes slide your finger from the current mode to the mode that you would like to change to.

When you launch the app you will start in “I'm Fine” mode. From here you can go to either “Follow Me” mode or activate “Help Me” mode. From “Follow Me” mode you can return to “I'm Safe” mode or activate “Help Me” mode. From “Help Me” mode you have to return to “I'm Safe” mode before you are able to activate “Follow Me” mode.

From the home screen you can also click the button at the bottom of the screen to pair your Sidekick device and you can click on the menu in the upper right corner to access Saved Follow Me's, contacts, and settings.

Do I need a WiFi or cellular connection in order to use the app?

Yes*. All Follow Me requests, Follow Me updates, and Help Me alerts are sent out using your phone's connection to WiFi or to a cellular network. This means that to use the app you need a connection to either Wi-Fi or a cellular network. If you launch the app with no data connection you will just see a black screen. If this black screen continues once you have a data connection kill the app and re-launch it. If you have already launched the app and then lose your data connection the app may freeze up when you take an action that requires a data connection. If this happens kill the app and re-launch it when you have a data connection.

*If the React Mobile app does not work because of no data connection please still dial 911 (or whatever the local authority's phone number is) if there is an emergency. Often phones can make an emergency call even with no data or cellular connection.

Follow Me Mode

How do I activate a Follow Me request?

To activate a Follow Me request first slide the control to the yellow "Follow Me" circle. This will bring up the "Follow Me Request Screen". From this screen you can invite contacts to follow you, add a duration, add a destination, add a message, and choose to post to a social network. Once you have filled out the Follow Me request press "Send request" to send out the request to your invited contacts and selected social networks.

How do I invite contacts to Follow Me?

From the "Follow Me Request Screen" click the "+" button underneath "Invite person to follow you" to bring up the "React Buddies Screen." From here you can select an emergency contact to invite to follow you. Once you have added an emergency contact to your Follow Me request you can invite more contacts by repeating the same steps.

How do I set a duration for a Follow Me request?

From the "Follow Me Request Screen" click "Please Select Duration" under "Add details." Scroll the hours and minutes to select how long you would like your Follow Me to last for. Setting a duration is required in order to send a Follow Me request.

What happens if the duration on my Follow Me request runs out?

If the duration runs out while you are still in Follow Me mode you will receive an email that says "Your follow me has expired. If you are safe, please notify your followers." Your contacts that you invited to follow you will also receive a message "I may not have arrived at my destination. Please check on me"

How do I set a destination for a Follow Me request?

From the "Follow Me Request Screen" click "Please Select Destination" under "Add details." From here you can either search for a destination in the "Search" text box, or find your location on the map. To select your location on the map click and hold on your destination

until a pin drops to mark your destination. Once you have selected a destination click “Done.”

How do I add a message to a Follow Me request?

From the “Follow Me Request Screen” click in the text box under “Add message” and type your message. You can also click the message icon under “Add message” to select a saved Follow Me message.

How do I add a new saved Follow Me message?

From the “Follow Me Request Screen” click the message icon under “Add message.” To add a new saved message click the “Edit” button in the upper right corner, then click the “+” button in the upper right corner, then click in the text box and type your message, then click the “Add” button in the upper right corner. When you are done editing your saved messages click the “Done” button in the upper left corner.

How do I change a previously saved Follow Me message?

From the “Follow Me Request Screen” click the message icon under “Add message.” To change a previously saved message click the “Edit” button in the upper right corner, then click on the message you would like to change, then click in the text box and edit the message, then click the “Save” button in the upper right corner. When you are done editing your saved messages click the “Done” button in the upper left corner.

How do I delete a saved Follow Me message?

From the “Follow Me Request Screen” click the message icon under “Add message.” To delete a saved message click the “Edit” button in the upper right corner, then click the red delete icon and then click “Delete.” When you are done editing your saved messages click the “Done” button in the upper left corner.

When I start a Follow Me request what messages go out and to whom?

When you start a Follow Me request an initial message will go out to all of your invited contacts for the request and enabled social networks. By default this initial message will have a link to follow your location and say “Hi, this is *Your Name* will you follow me to keep me safe?” You can customize this message in your Follow Me request.

If the duration of your Follow Me request runs out while you are still in Follow Me mode your invited contacts and enabled social networks will receive a message that notifies them that they should check in with you.

When you return the control to “I’m Safe” another message will go out to your invited contacts for the request and enabled social networks that tells them “I’m safe! Thanks for protecting me.”

How do I know if my Follow Me request has been accepted?

Once you have sent out a Follow Me request you will see a list of your invited contacts underneath the main control. Initially for each contact it will there will be a status label that reads “Pending.” Once the contact has accepted your Follow Me request the status will change to read “Following.” If the contact clicks on “Ignore” when they receive the Follow Me request the status label next to their name will change to “Not Following.”

What happens when I click the message or phone icon next to the name of one of my contacts that is following me?

When you click on the message icon a new email to this contact will be opened. When you click on the phone icon you will be prompted to call the selected emergency contact.

How do I save a Follow Me request?

When you move the control back to “I’m Fine” after being in “Follow Me” mode you will be given the option to save your Follow Me request. Saving a Follow Me request will allow you to quickly send out a similar request in the future. Saved info will include Contact(s), duration, destination, and personalized message. If you would like to save your Follow Me request enter a name for the request in the text box and click “Save.” If you don’t want to save the request click “Cancel.”

How do I reuse a saved Follow Me request?

To reuse a saved Follow Me request click on the menu icon and then click on the Follow Me request that you would like to reuse under “Saved Follow Me’s.” Edit any info you would like to change for your current Follow Me and then click “Send request” to send the Follow Me request.

Can I delete a saved Follow Me request?

Not currently – but stay tuned for updates.

Help Me Mode

How do I activate Help Me mode?

To activate a Help Me mode slide the control to the red “Help Me” circle. You can also activate Help Me mode with the React Mobile Sidekick. When Help Me mode is activated a Help Me message will be sent out to the emergency contacts and social networks that you have enabled in “Help me settings.” When you activate Help Me mode the local authorities will automatically be called after a 10 second delay if “Call emergency services” is enabled in the “Help me settings.” During the 10 second delay you can cancel the call to emergency services.

What happens when I activate an SOS alert?

By default when you activate a Help Me SOS alert a message with a link to your location and that says “Help! This is *Your Name* and I need help now!” will be sent to all of your emergency contacts immediately. A 10 second countdown will also start and if this countdown reaches 0 before you have cancelled it the local authorities (911) will be called. In the “Help Me Settings” you can change what your Help Me message says, enable or disable local authority dialing, choose whether or not your SOS alert is sent to all react buddies, and choose if your alert is sent to your social networks.

Who is my SOS alert sent to?

By default your SOS alert is sent to all of your React Buddies, and the local authorities are called after a 10 second delay. In the Help Me Settings you can turn emergency services dialing on or off. You can also turn alerts to all React Buddies and to social networks on or off.

Can I choose whom my SOS message is sent to?

You can choose which groups of people your SOS alert is sent to in Help Me Settings. These groups include emergency services, all React Buddies, and social networks. You cannot choose individual React Buddies for your SOS alerts to be sent to.

How do I change the default Help Me message?

Click on the menu icon and then click on “Help Me” under “Settings” to bring up the “Help me settings.” You can click in the text box under “Post canned message” and type a new Help Me message. You can also click the message icon next to the text box to change the Help Me message to a saved message or to add a new saved message. Once you have made a change make sure to click “Save” at the bottom of the screen to save any changes.

How do I send my SOS to my Social Network?

Click on the menu icon and then click on “Help Me” under “Settings” to bring up the “Help me settings.” Near the bottom of the screen are controls for Facebook and Twitter. You can toggle these controls on or off to decide if your Help Me message should be sent to these

social networks. Once you have made a change make sure to click “Save” at the bottom of the screen to save any changes.

What happens if I activate an SOS alert while I am on a phone call?

The SOS alert will still be activated. Depending on the device you are using the SOS alert may take a few seconds to activate and in some cases the alerts will be sent after you complete your call.

My Info

What is my password used for?

For signing back in if you sign out of the app

How do I change my password?

You can change your password in the Menu>My Info section of the app.

How do I add or change the picture for my profile?

Click on the menu icon and then click on “My Info” under “Settings.” To add or change your picture click on the picture box. You can then choose to either add a picture from your phone’s Photo Gallery or take a new picture with your phone’s camera.

How do I change my name?

You can change your name in the Menu>My Info section of the app.

How do I change my email address?

You can change your email in the Menu>My Info section of the app.

Contacts & Social

How do I add someone as React Buddy?

Click on the menu icon and then click on “My Contacts” under “Settings.” To add a React Buddy click the “Add Contact” button, choose a contact from your contacts list that you would like to add, toggle on or off phone numbers and emails that you would like to contact them at, and then click “Add contact.” Contacts must be in your phone’s contacts list before you can add them as a React Buddy. Once you have added someone as a React Buddy they will receive and text and/or email letting them know that you have added them as a trusted emergency contact.

How do I delete someone as React Buddy?

To delete a React Buddy click on the menu icon, then click on “My Contacts” under “Settings,” then click on the person you would like to delete, then click on “Delete contact.”

Sidekick

How do I power the Sidekick on/off?

To power the Sidekick on hold down the small power button on the side of the Sidekick for 2 seconds. When the Sidekick turns on you will see a blinking green light on the Sidekick. This light will turn solid when the sidekick is paired.

To power the Sidekick off hold down the small power button on the side of the Sidekick for 2 seconds. The light on the Sidekick will blink red and then turn off when the Sidekick turns off.

How do I pair the Sidekick with my phone?

To pair the Sidekick with your phone turn on the Sidekick device. The light on the Sidekick will begin blinking green. On the Home Screen of the app click “Setup Sidekick Device” and then click “Pair Sidekick Device.” The Sidekick and your phone should then pair. Once the device is paired the Sidekick light will turn solid green and the app will display “Sidekick Paired!” The Sidekick and your phone will stay paired for as long as you don’t kill the app even if you turn the Sidekick on and off. If you do kill the app the Sidekick will need to be paired again when you re-launch the app.

What happens when I click the Sidekick Button?

The button click alerts everyone in your network (text, email, Facebook and Twitter) except dialing 911. This is to avoid false alerts and the thinking is that if someone is able to get to their phone then they are able to talk to a dispatcher which is why the app automatically dials the local authorities. With that said, the Sidekick supports [Text-to-911](https://www.fcc.gov/text-to-911) where supported: <https://www.fcc.gov/text-to-911>.

Can I cancel my SOS alert with the Sidekick?

No, if you would like to cancel your SOS alert or return to “I’m Safe” mode you must do so through the app.

What do the green, yellow, and red lights on the Sidekick mean?

Blinking Green: Sidekick is not paired.

Solid Green: Sidekick is paired and app is in “I’m Fine” mode.

Solid Yellow: Sidekick is paired and app is in “Follow Me” mode.

Solid Red: Sidekick is paired and app is in “Help Me” mode.

Why did the light on the Sidekick turn off while I was walking home?

The light on the Sidekick is programmed to turn off after 3 minutes of being in the same setting in order to conserve battery. When the light turns off the Sidekick is still paired with your phone and can still be used to activate “Help Me” mode. The Sidekick will turn off after being on for four continuous hours if the power button is not used.

What are the Specs of the Sidekick?

Pairs with smartphone via LE Bluetooth 4.0

1.5 inches by 0.5 inches

0 to 100 foot range

1+ year battery life

Water resistant

What kind of phones work with the React Sidekick?

The React Sidekick is compatible with:

iOS: iOS 6 or higher. Compatible with iPhone, iPad, and iPod touch.

Android: Must support LE Bluetooth 4.0

How far away from my phone can I be in order to use the Sidekick?

The Sidekick’s Bluetooth connection with your phone will work up to 100 feet away from your phone. This distance depends on the environment that you are in and how many physical barriers are between the Sidekick and your phone.

How do I enable Bluetooth on my phone?

iOS: Swipe up from the bottom of the screen and click the Bluetooth icon at the top middle of the Control Center. You can also go to your iOS device's "Settings," select "Bluetooth," and then toggle the Bluetooth control to the "on" position.

Android: Navigate to your device's "Settings" find the Bluetooth setting and toggle it to the "on" position. On most Android devices you can also swipe down from the top of the screen to quickly access Bluetooth settings.