SIMON

Android Onboarding Guide

Step 1 - Download the Simon app!

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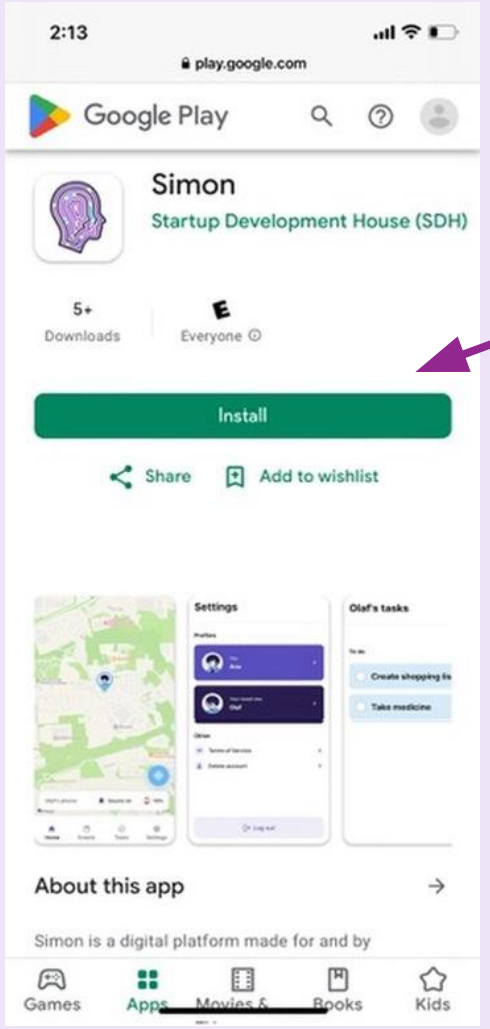
Welcome and thank you for your interest in the Simon app!

This guide is for onboarding individuals who use Android devices (Google Pixel, Samsung, etc.) if you use an iPhone, please see our alternative guide. **We recommend that caregivers download the app, then pair it with their loved one's phone, rather than the other way around.**

The app is currently in Beta, so onboarding has a few extra steps. We appreciate your patience. If ready - please **click the link below** and you should be directed to a screen that looks like this →

https://play.google.com/store/apps/details?id=com.simoncare



Click the install icon to download.

Welcome to the app! Please choose your profile (easiest if the care partner sets up their phone first)

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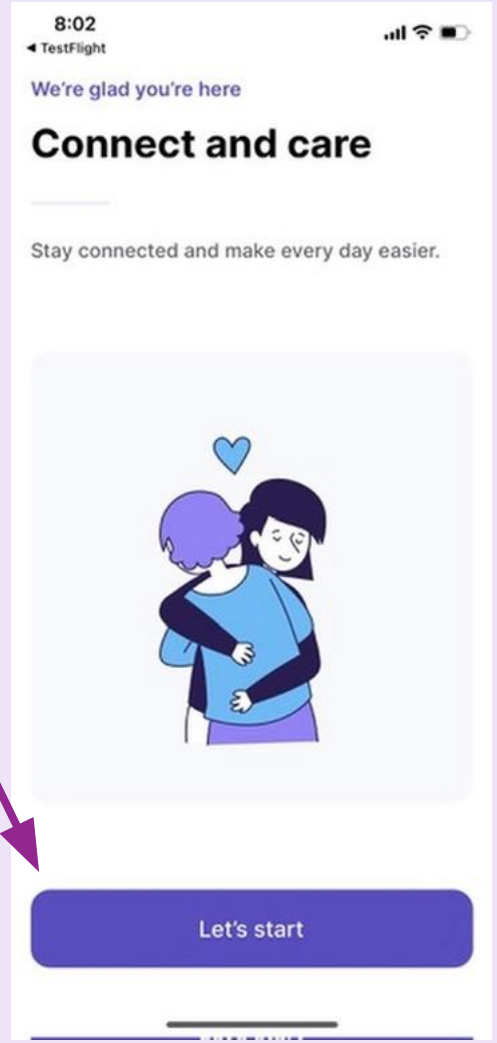
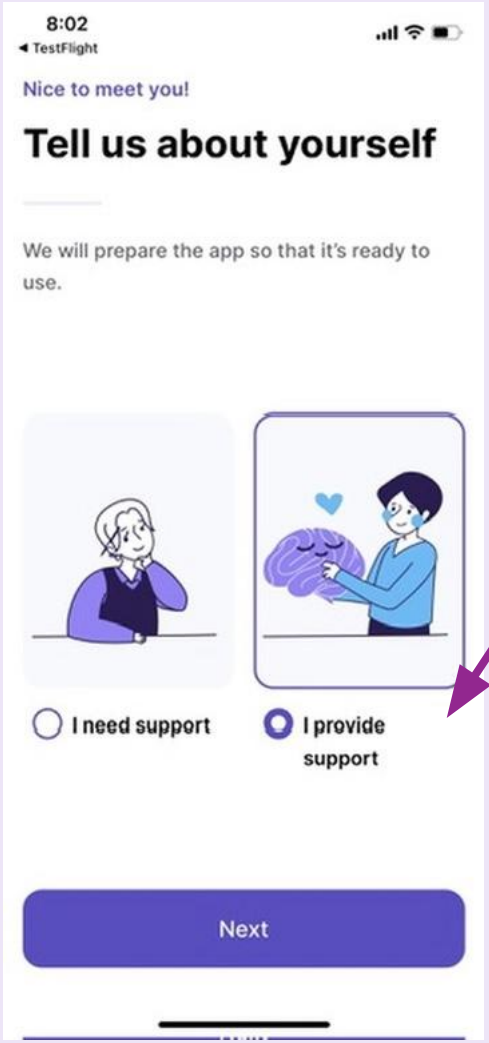
Welcome to the app! Let's start!





Care partners "provide support"

Choose The Care Partner Option And Create An Account

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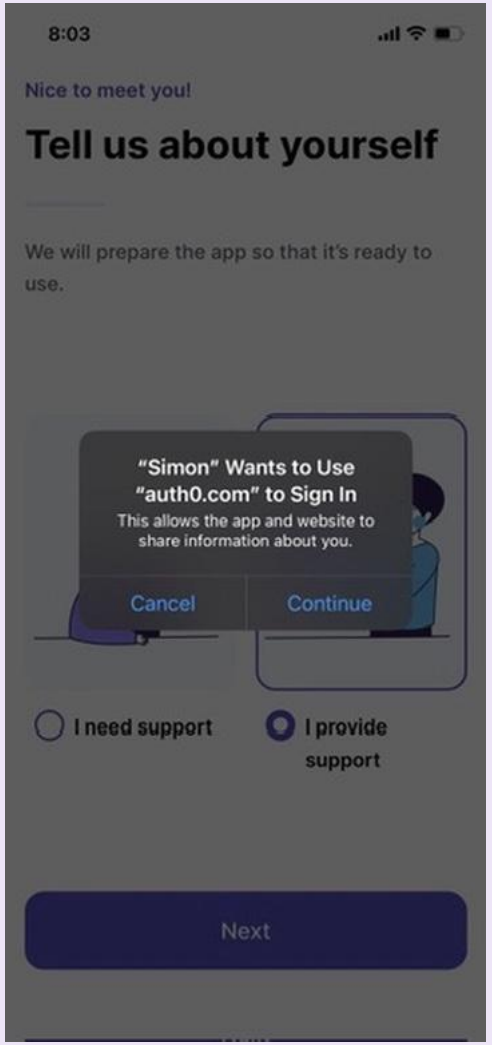
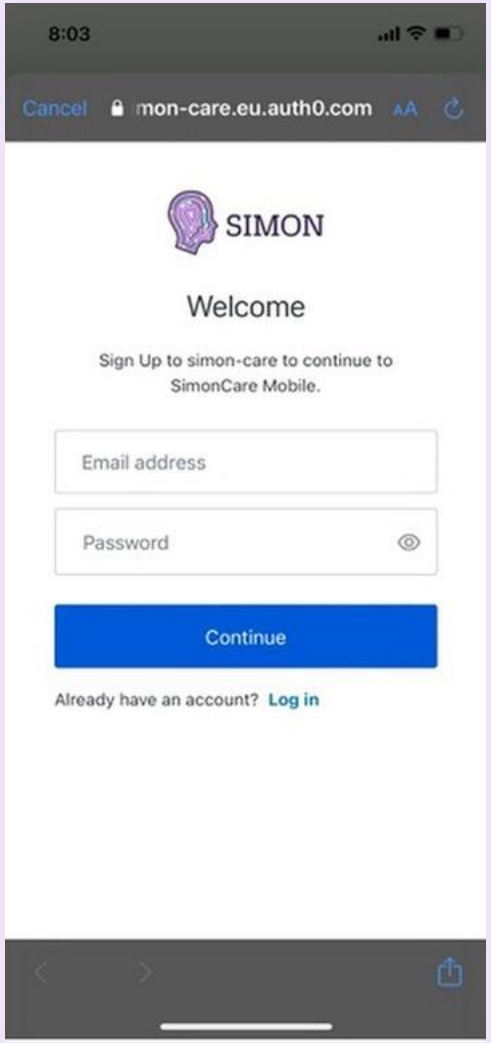
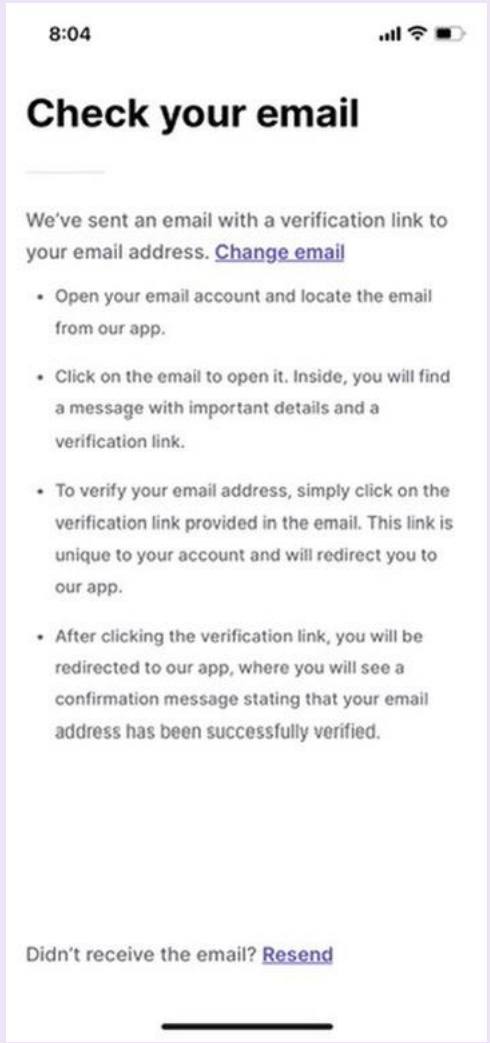


You'll be directed to an external account creation site. Auth0 manages your login credentials securely.

Please provide your email address and create a password.





To verify your new account, you need to open the email on your phone and click "Verify"

It is way easier to open the email on your phone, rather than on a computer.

Check The Email On Your Phone For Authorization

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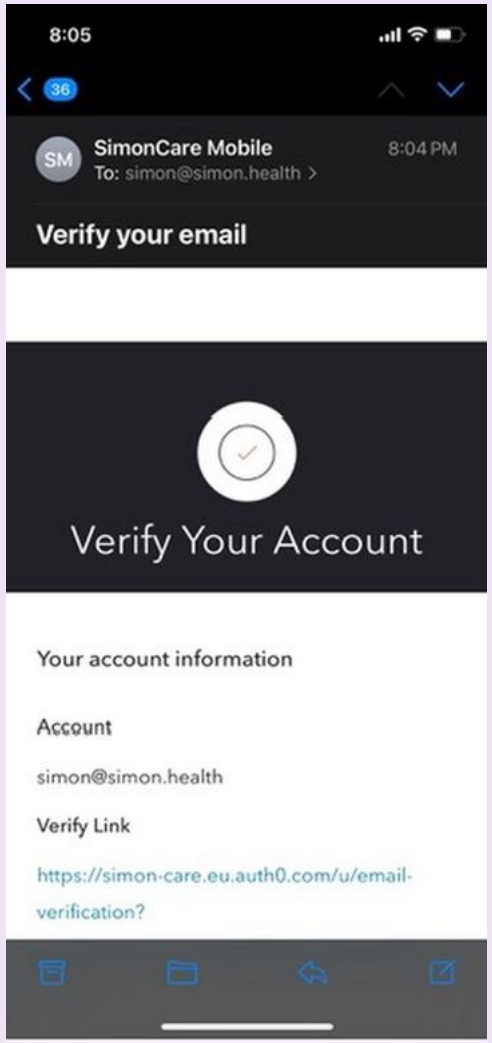

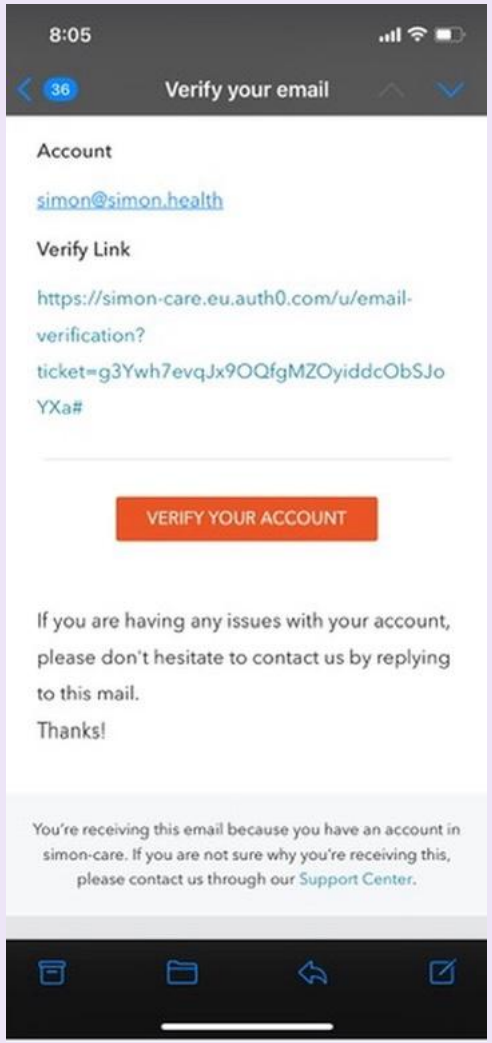

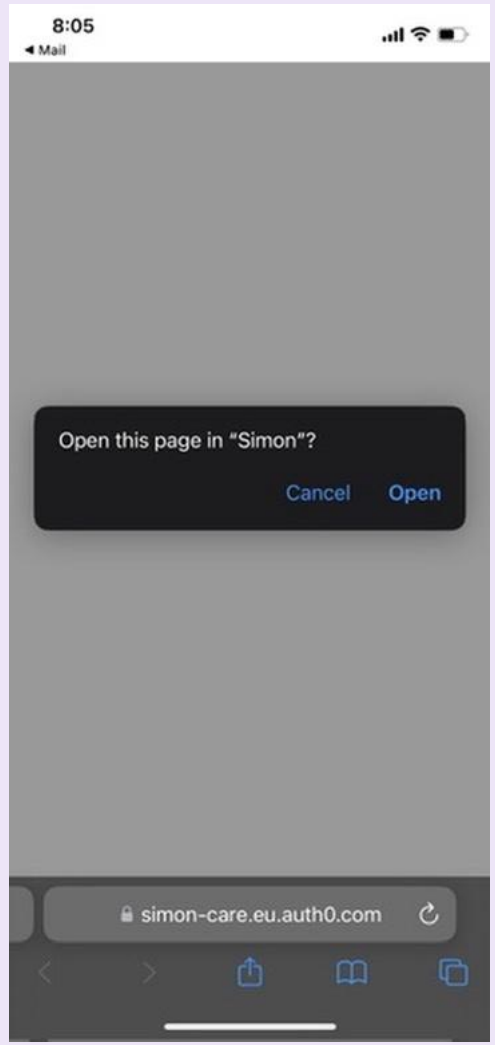

Once Verified, You'll Redirect To The App

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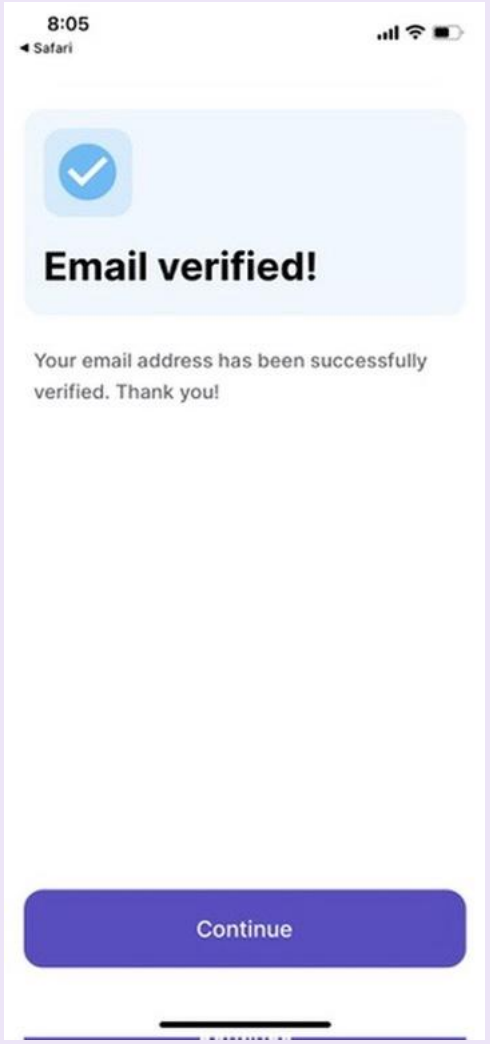
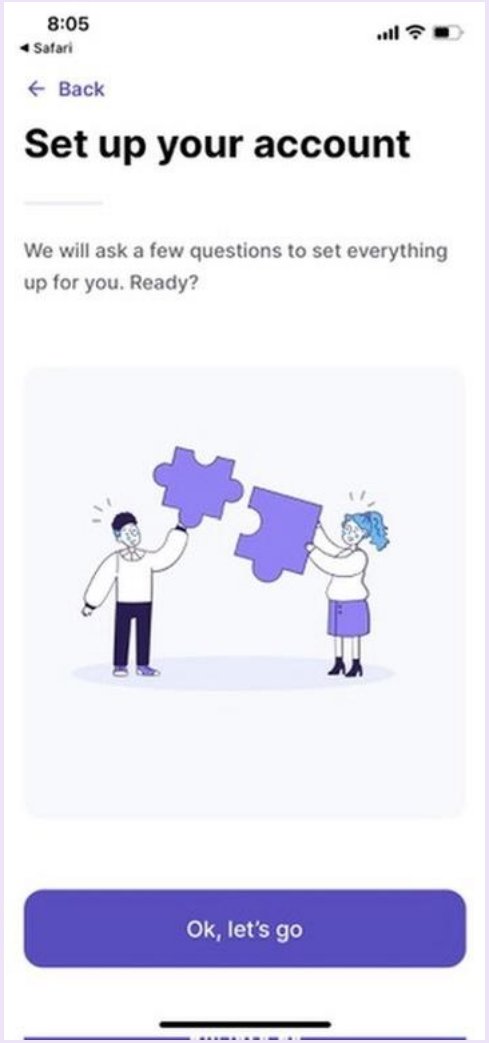
The hard part of joining the app is now complete! We just need a few more details and authorizations to make the app work properly.





Please Enter Your Personal Details

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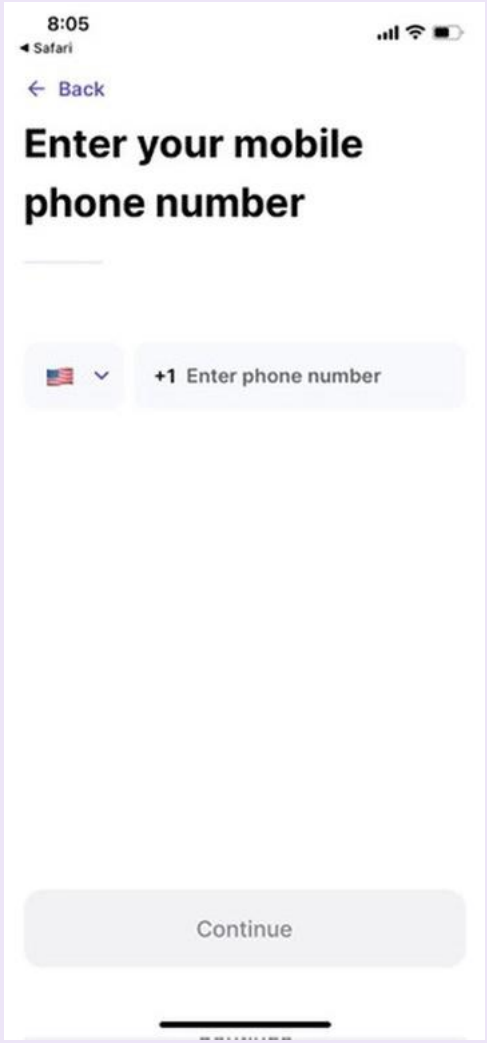
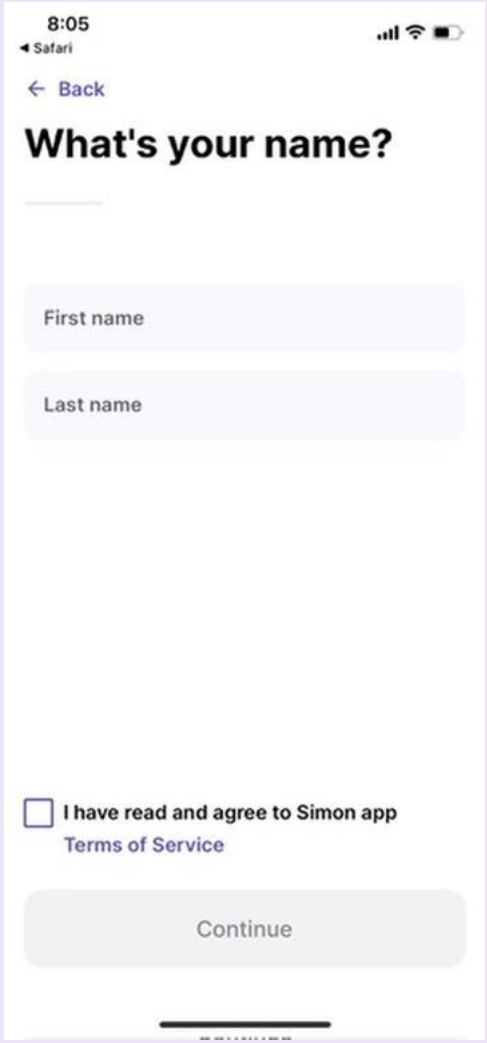
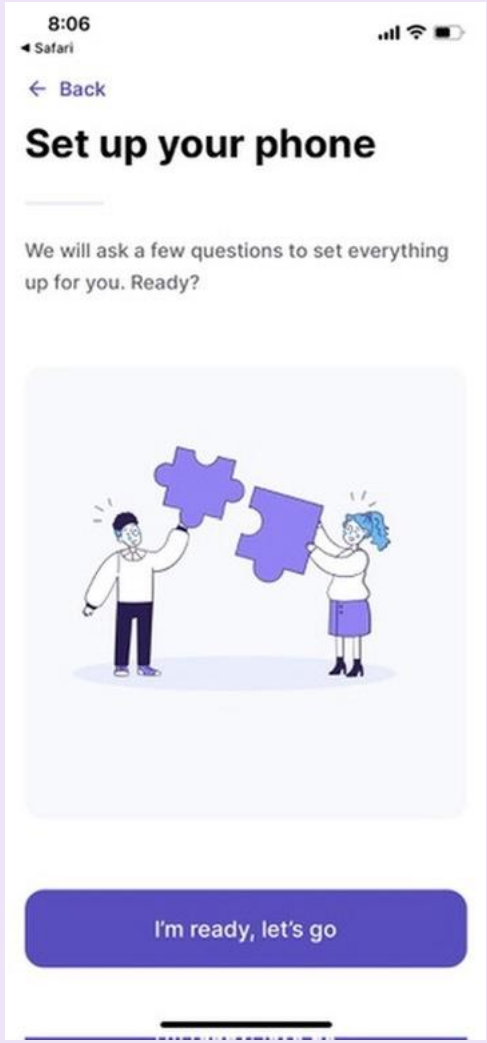
We need personal details (name and phone number) to make the app function and to make sure your loved one knows it's you!







Allow The App To Send You Notifications

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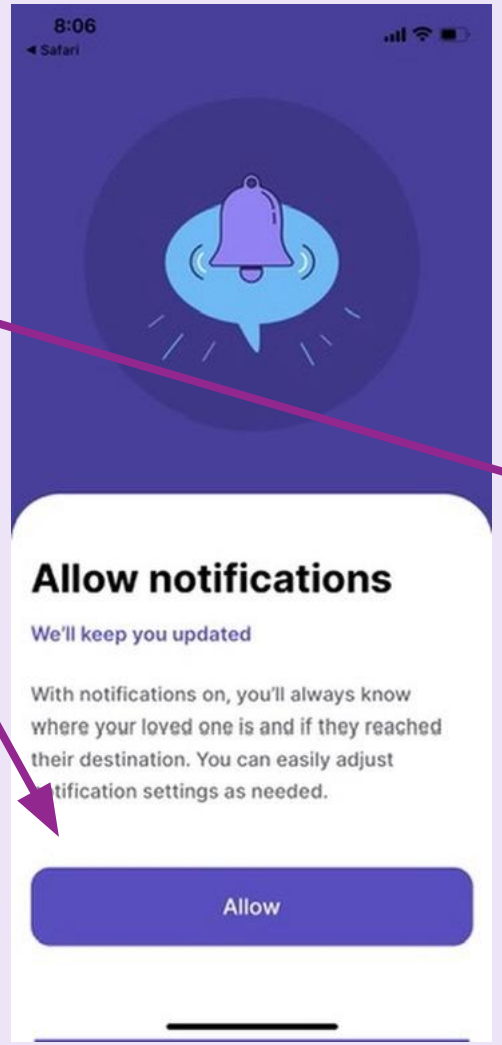
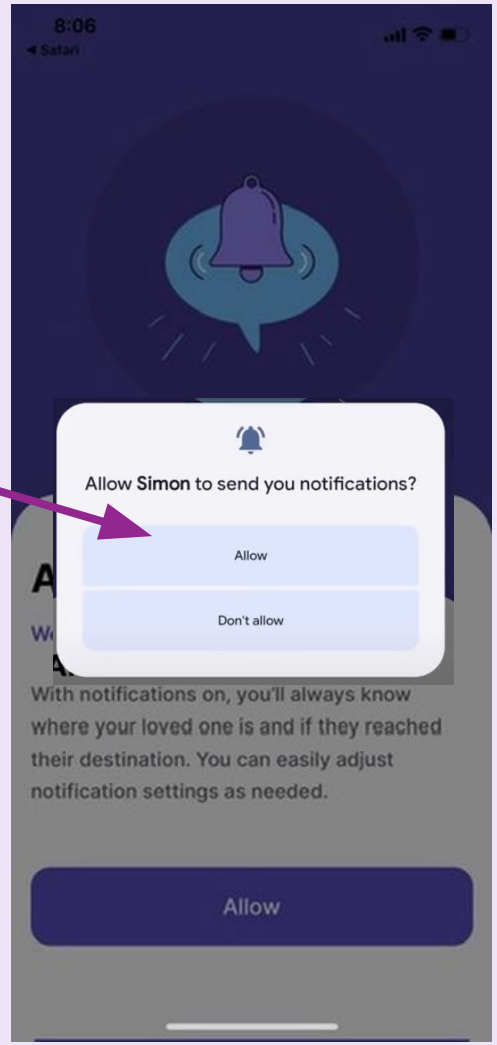
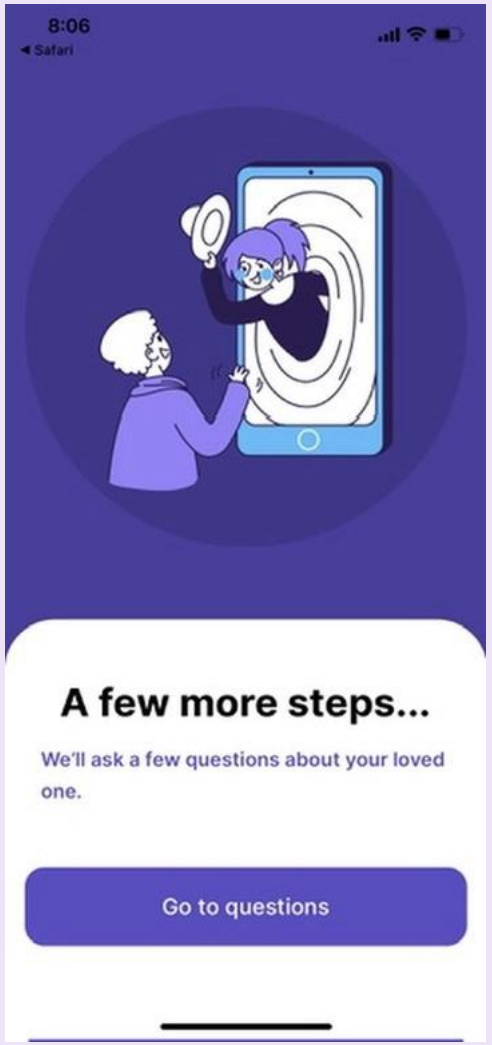
Allowing notifications allows the app to communicate with you







Input Your Loved One’s Details

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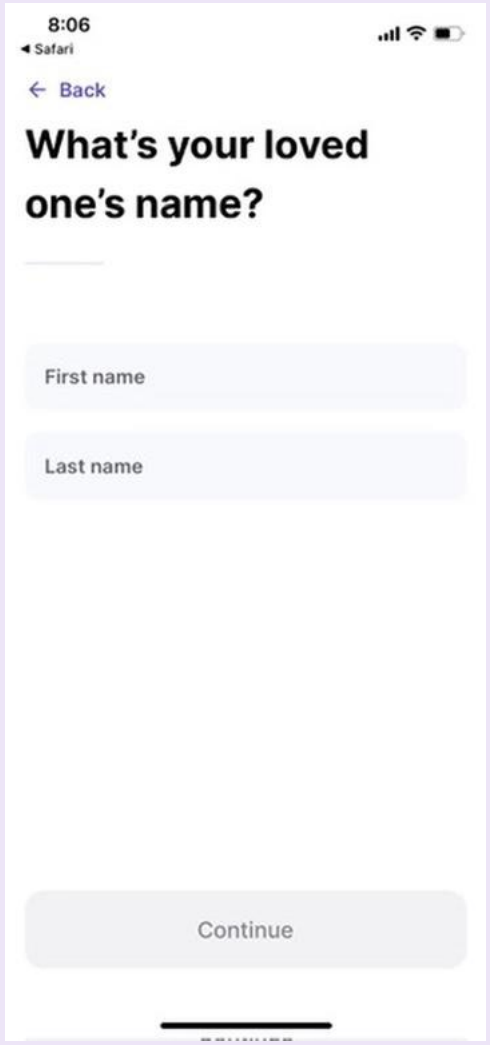
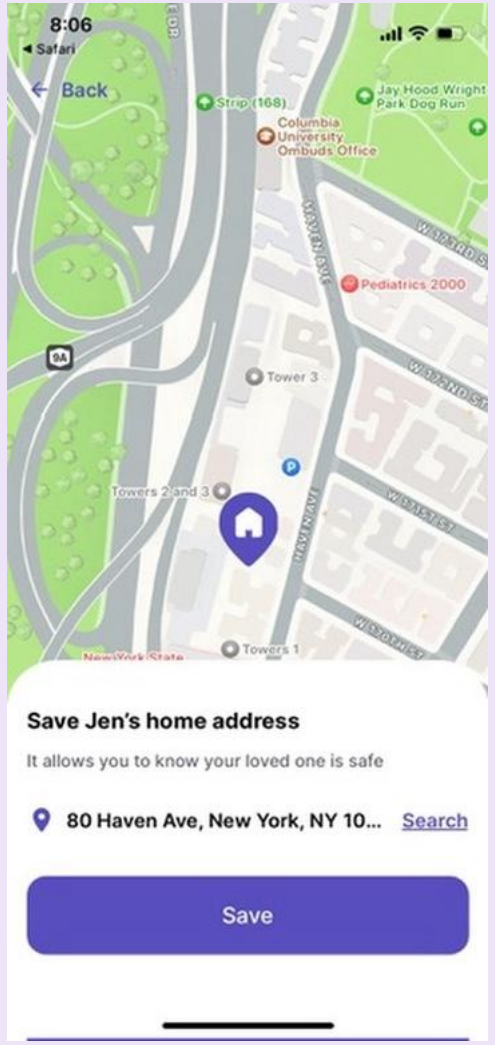


Please provide your loved one’s name and phone number

Phone number will allow the app to send an invite link to your loved one’s phone and will link your phones together

Lookup your loved one’s address – this will be set as their home location



Finally, Let's Pair Your Phone With Your Loved One's

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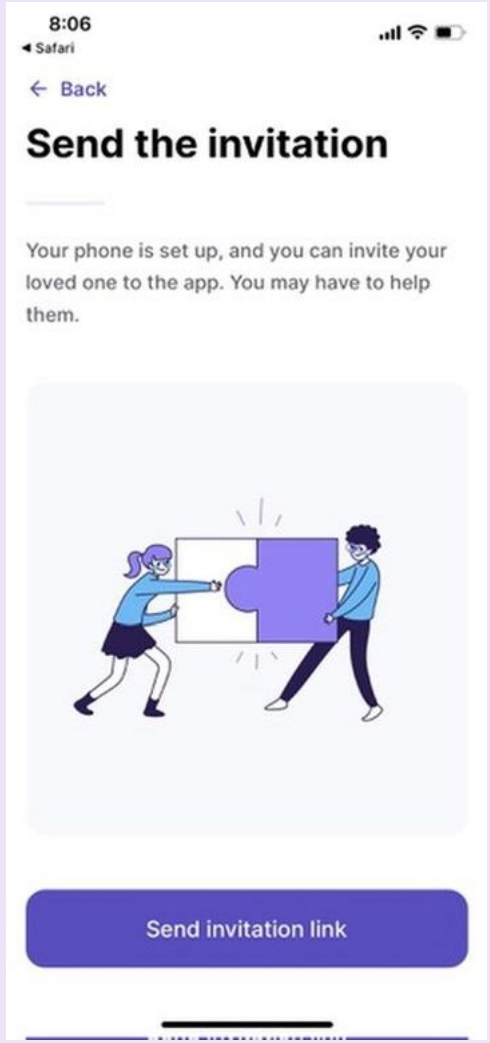
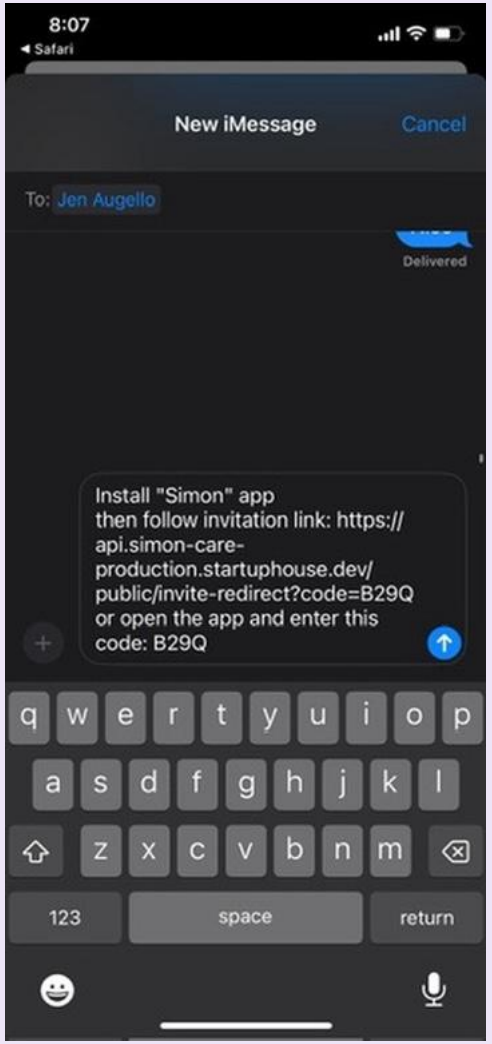
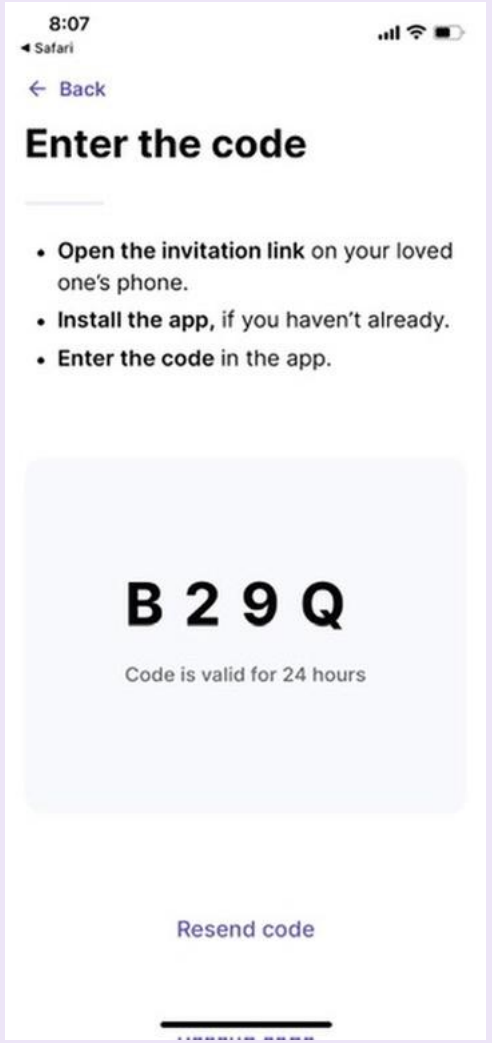
The app will generate a link, which we'll text to your loved one's phone to download the app.

Once received, the pairing code will join your phones!







Click The Link Shared Via Text In **Your Loved One's Phone**

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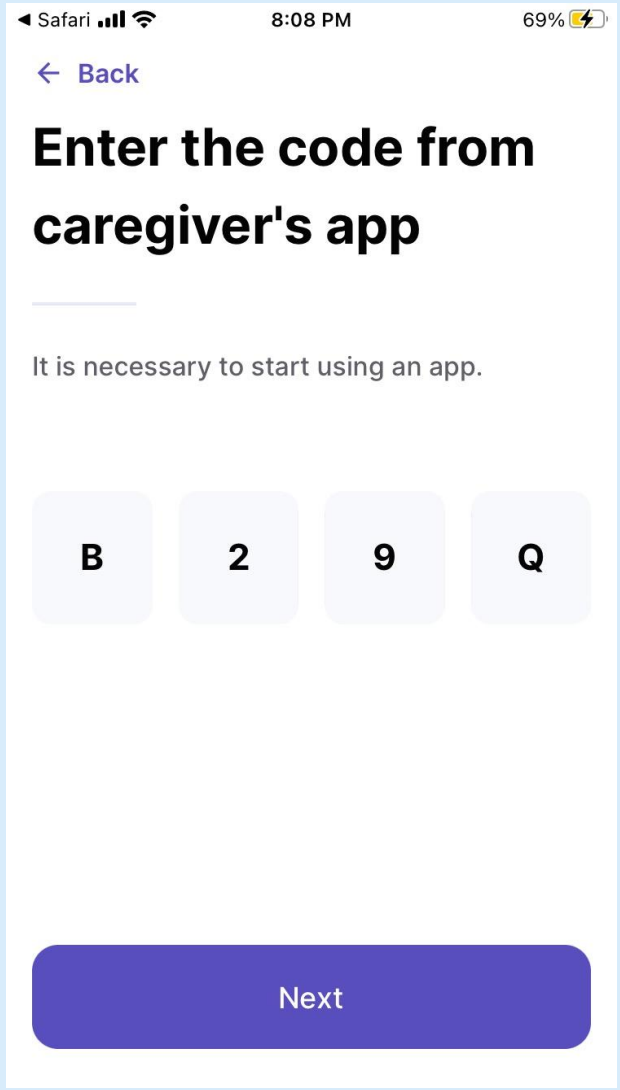
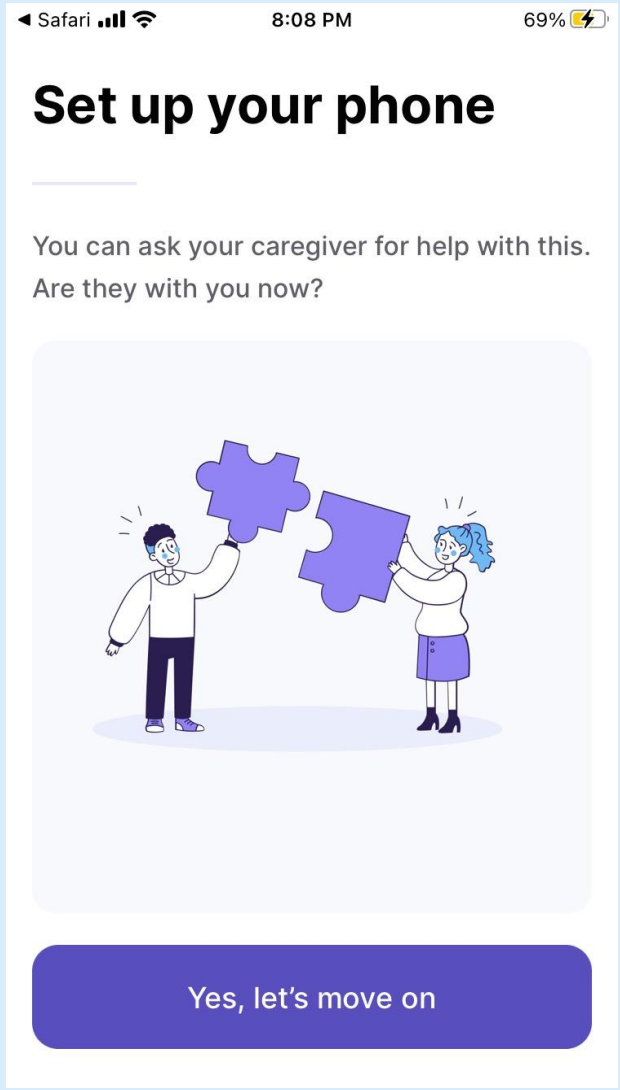
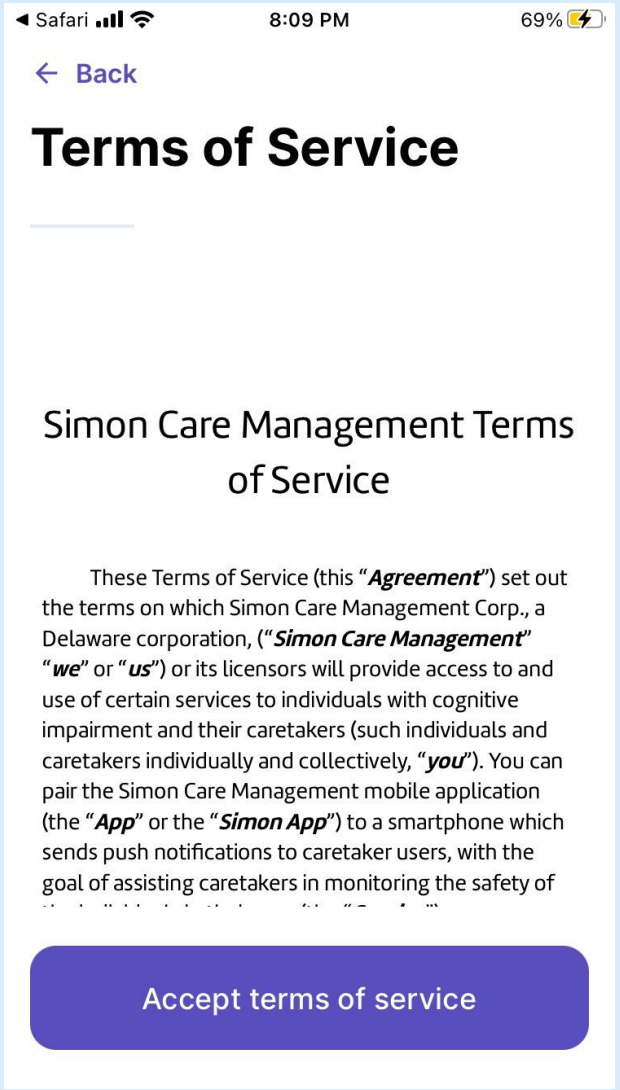
Click the link in the text, download the app, and use the code provided to pair your phones.

Accept terms of service to use the app!







Allow Location Sharing And Notifications On Your **Loved One's Phone**

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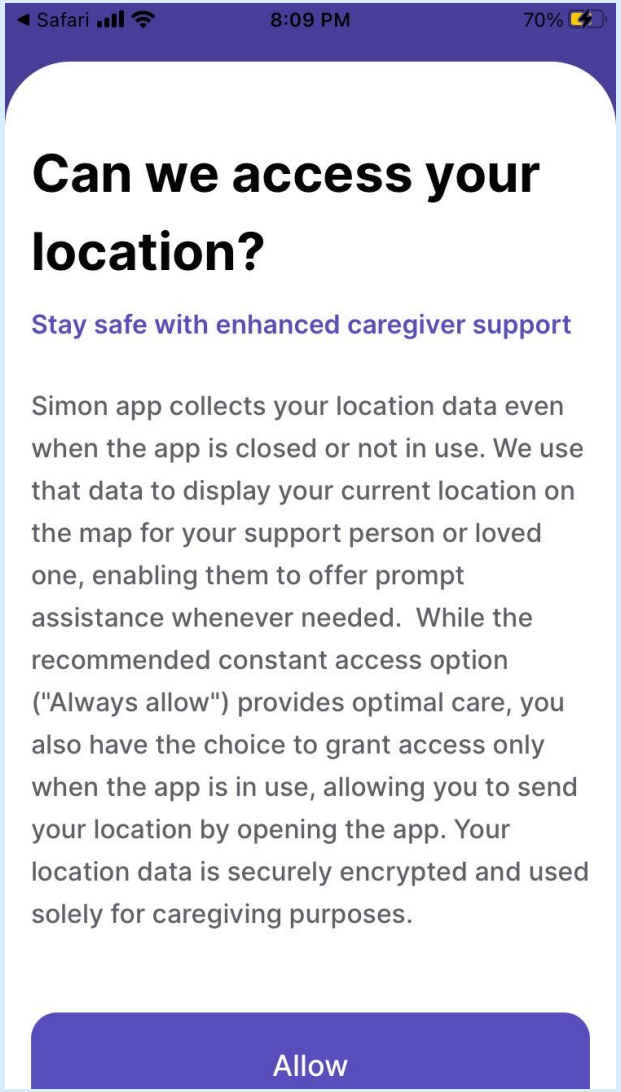
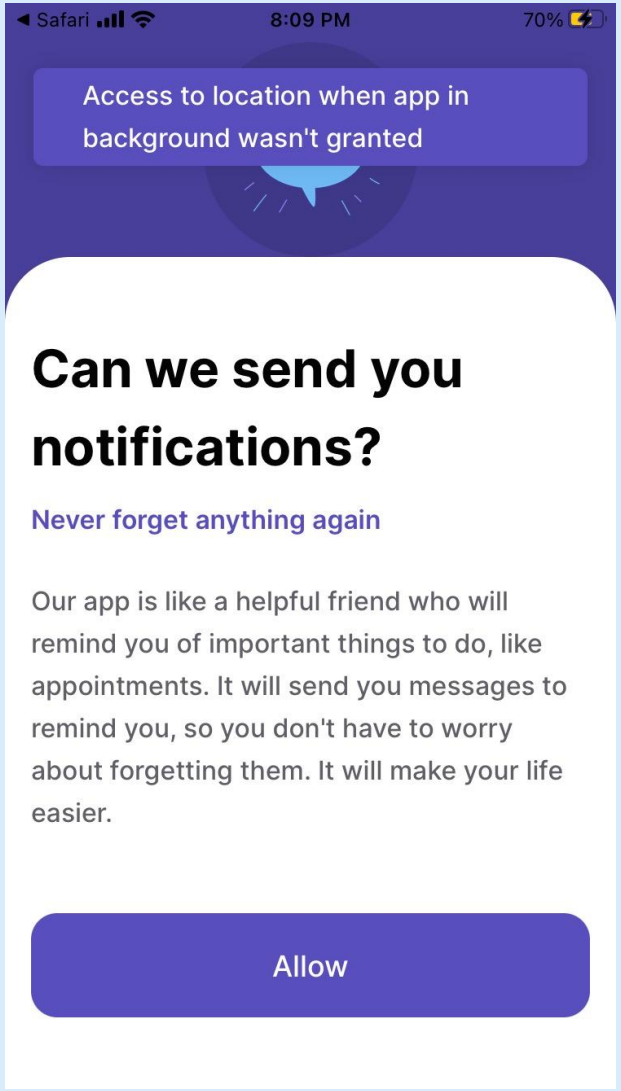
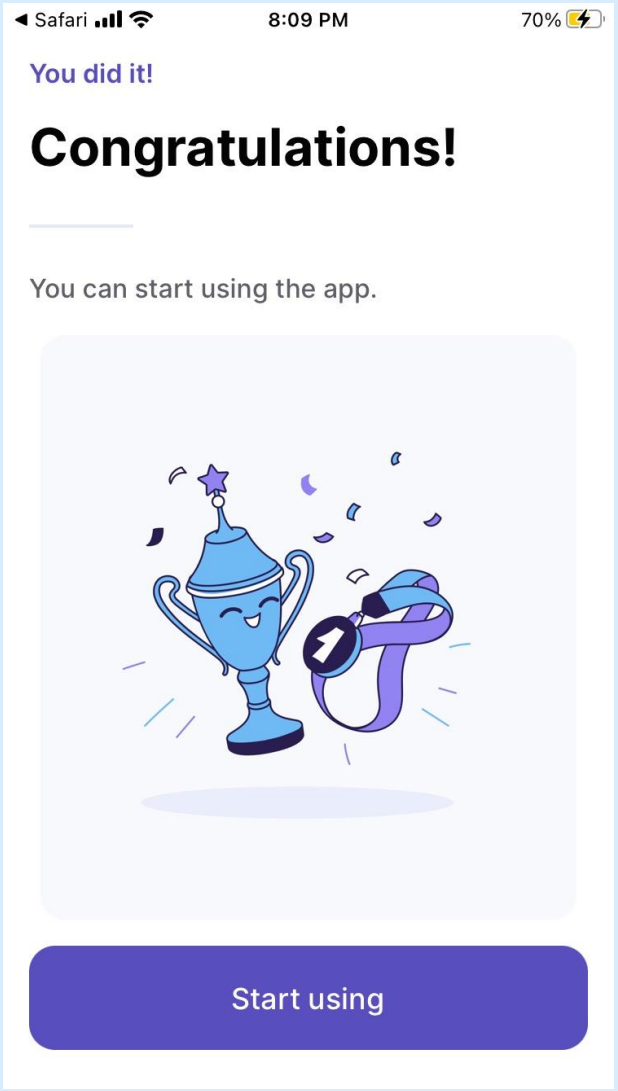
Notifications and location will allow the app to fully function for care partners.







Return To Your Phone And Confirm It's Working

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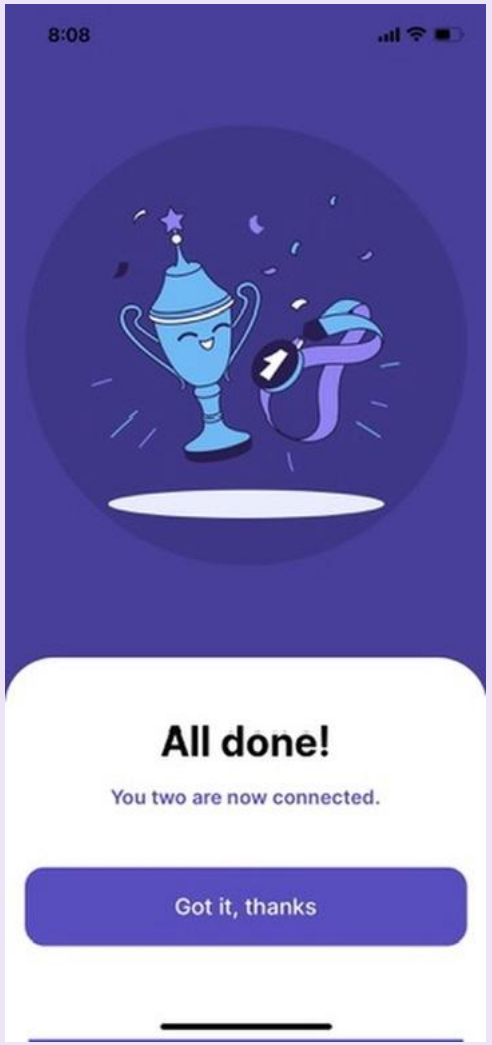
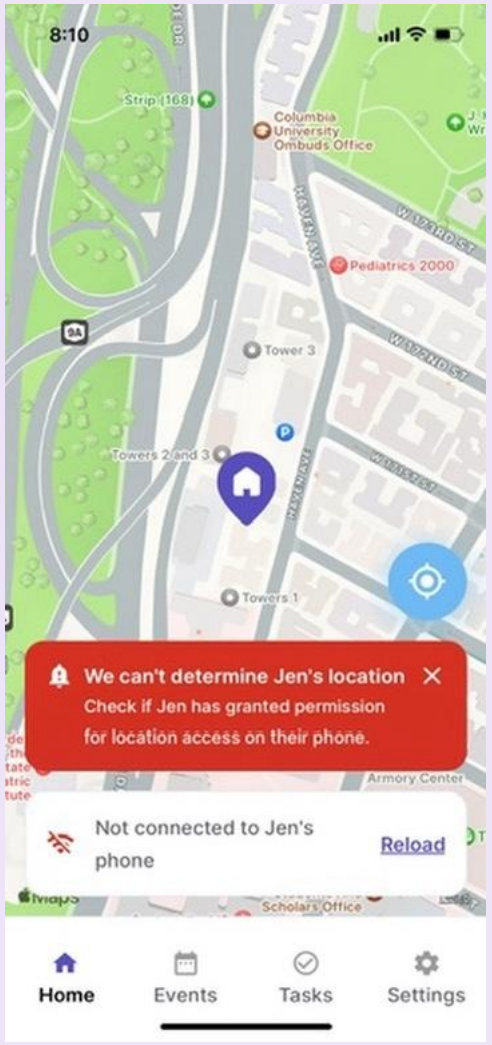
If there's a red banner on the home screen map, location sharing on your loved one's phone isn't properly set up.

There's a quick fix for that – which should show the correct home screen without the red banner!





Confirm Location Sharing Is Allowed

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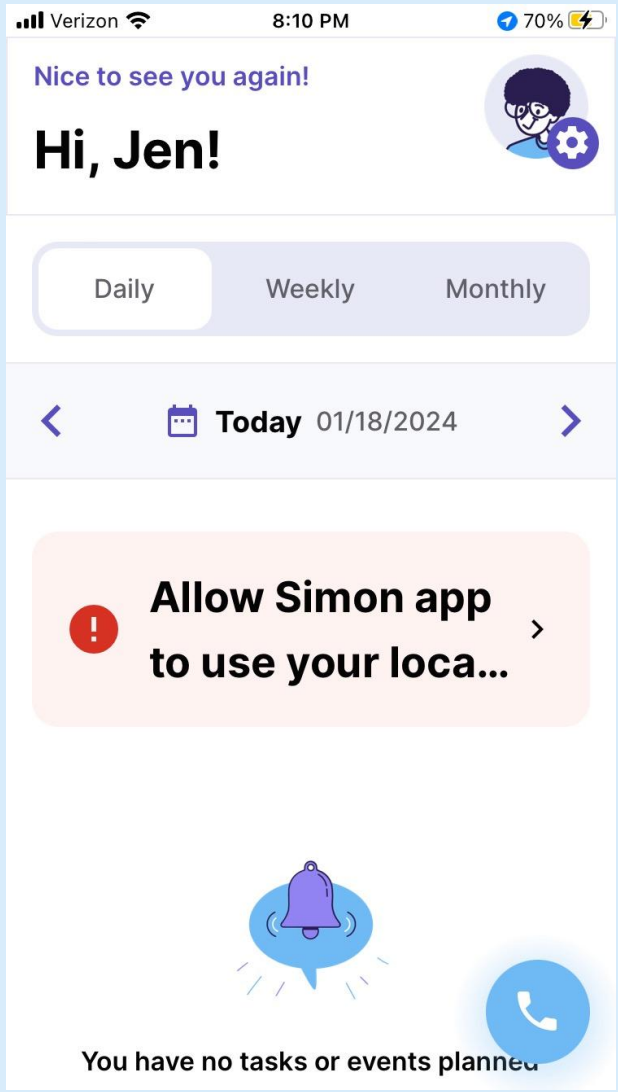
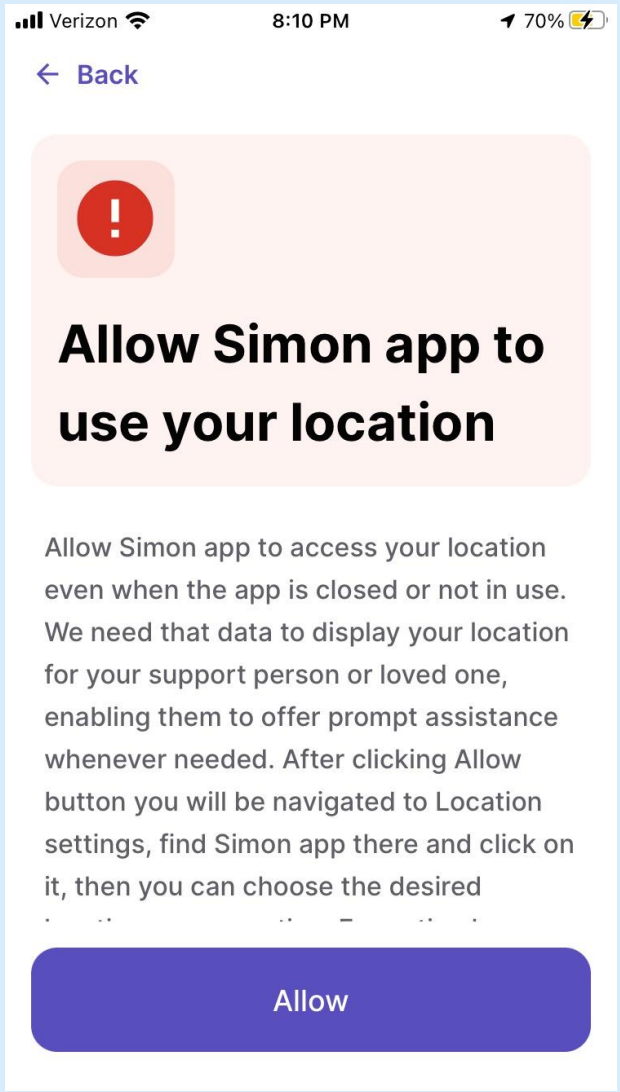
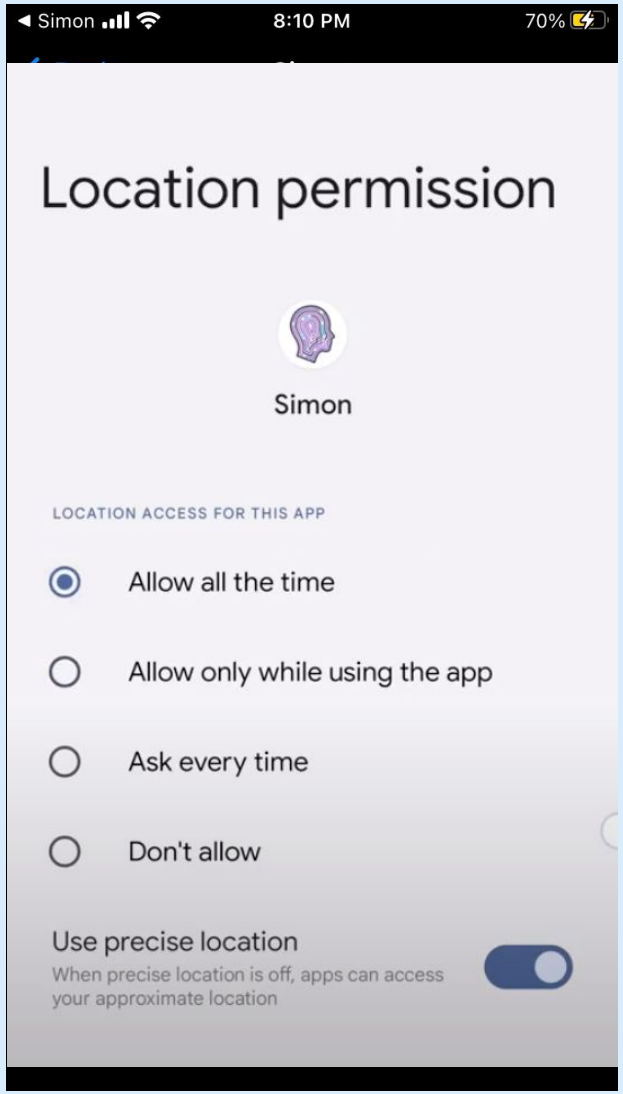
Your loved one will need to allow location sharing for the app to function properly. If the red notification icon is on their home screen, location isn't properly set up. Please click the icon, and select allow. In phone settings, set location sharing to "Always"







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