

Hassantuk

Mobile App User Guide



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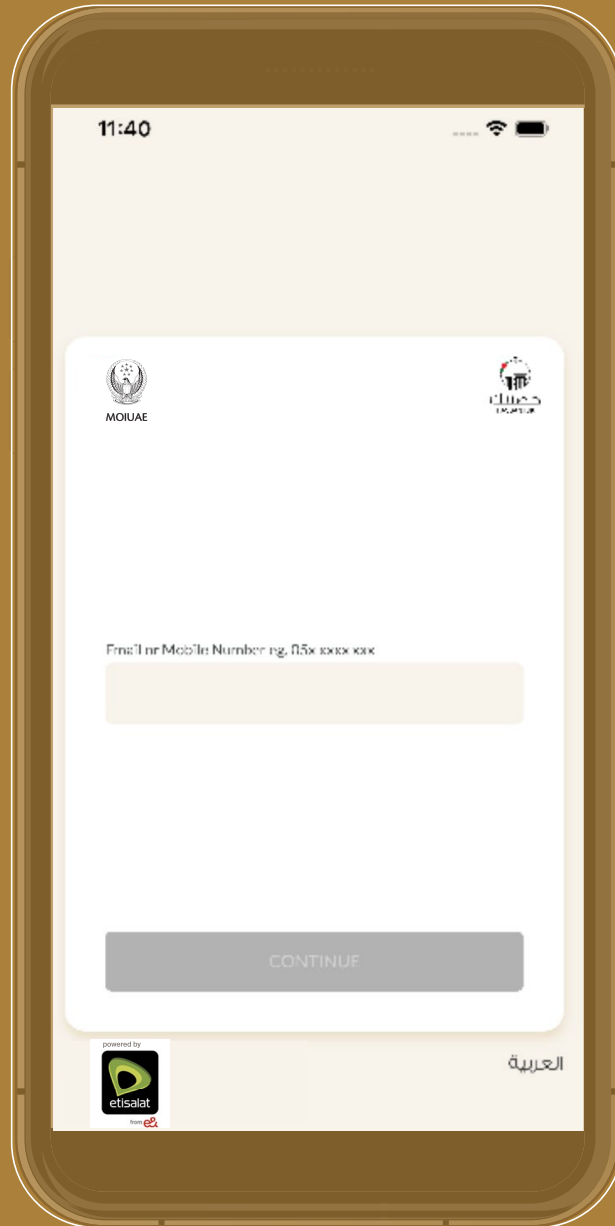


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Access Management:

How to **log in a registered user** in Hassantuk



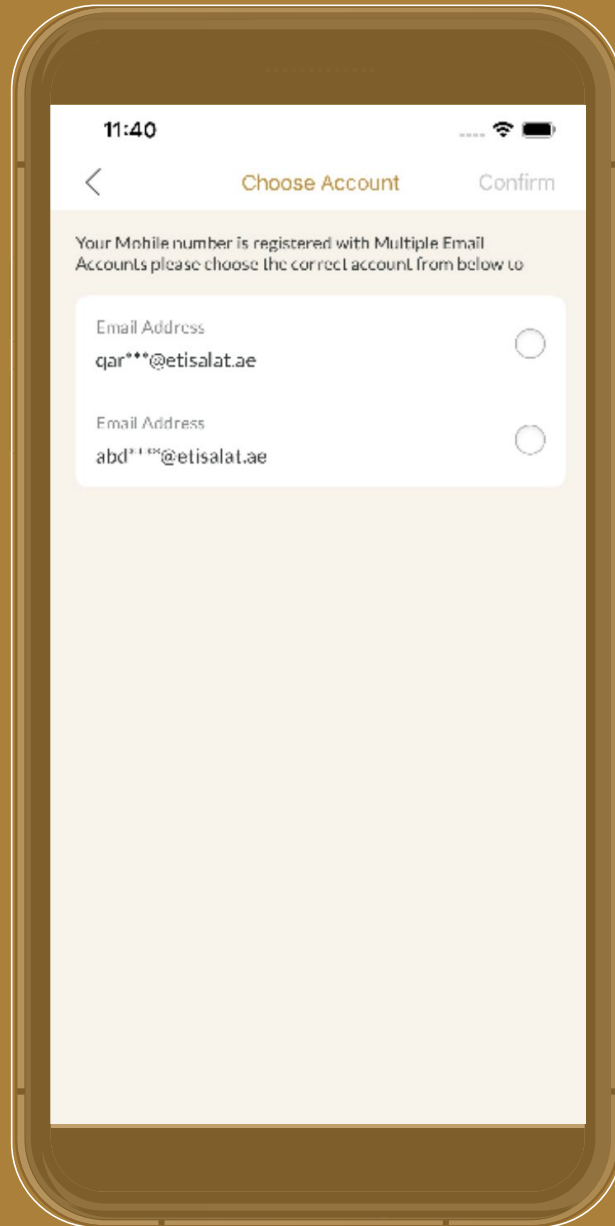
1

Enter your email address or mobile number in the following field.

Click Continue.

Access Management:

How to **log in a registered user** in Hassantuk



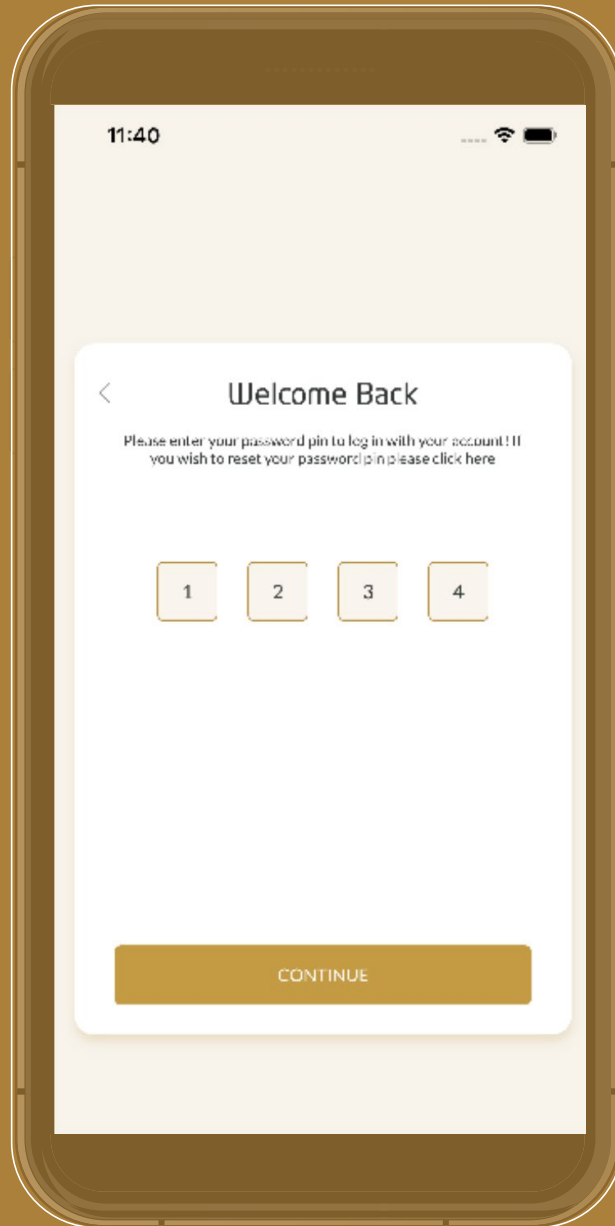
2 If the entered mobile number is associated with multiple email addresses or vice versa, one of the listed options should be selected to proceed.

3 If a mobile number is associated with a single email address, then it will skip the above screen and directly move to the next available screen.

4 If the password PIN is already created for this account, then enter the -4digit PIN in the following screen.

Access Management:

How to **log in a registered user** in Hassantuk

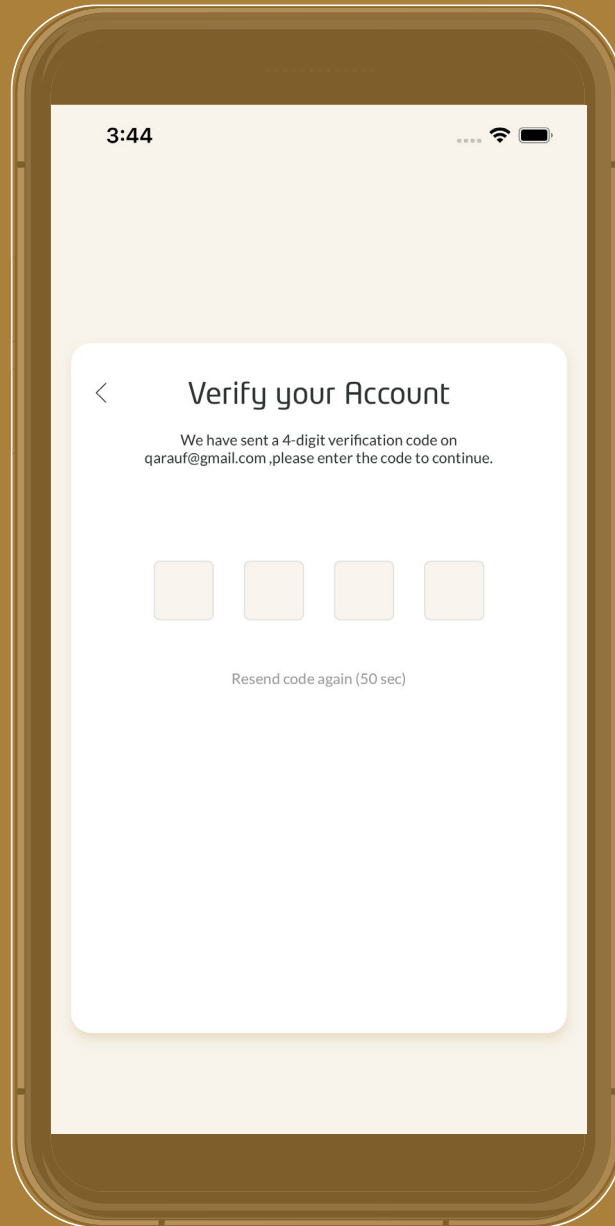


5

If the password pin is not created for this account, then follow the steps listed in How to create a PIN.

Access Management:

How to **create a PIN**

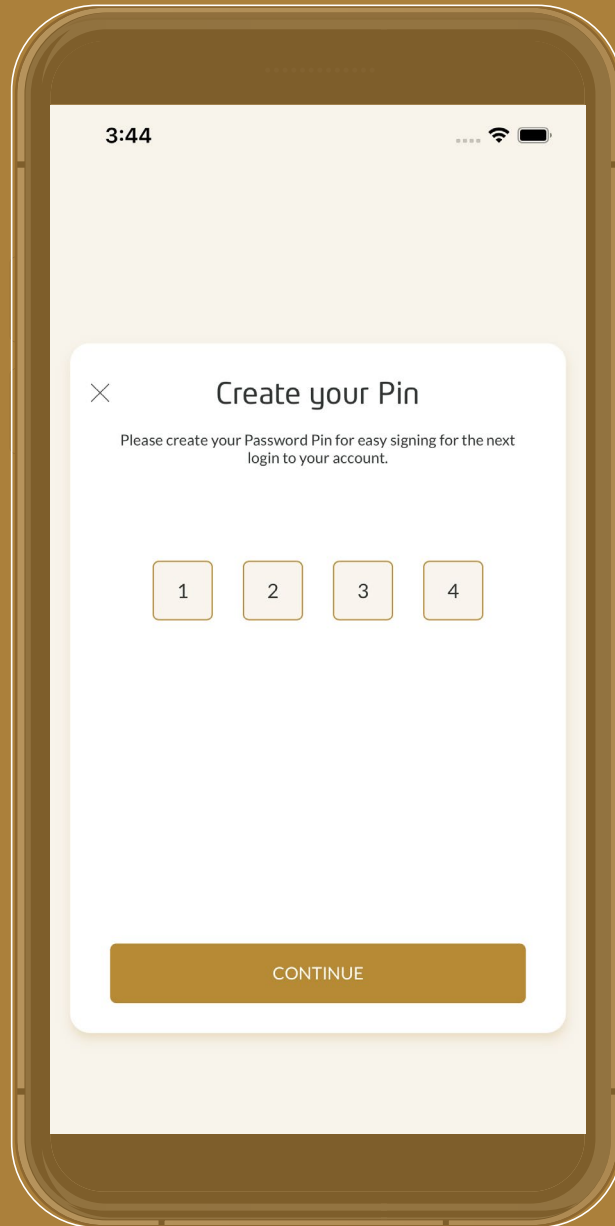


1

You will get an authentication code to verify your account on your mobile number or email.

Access Management:

How to **create a PIN**



2

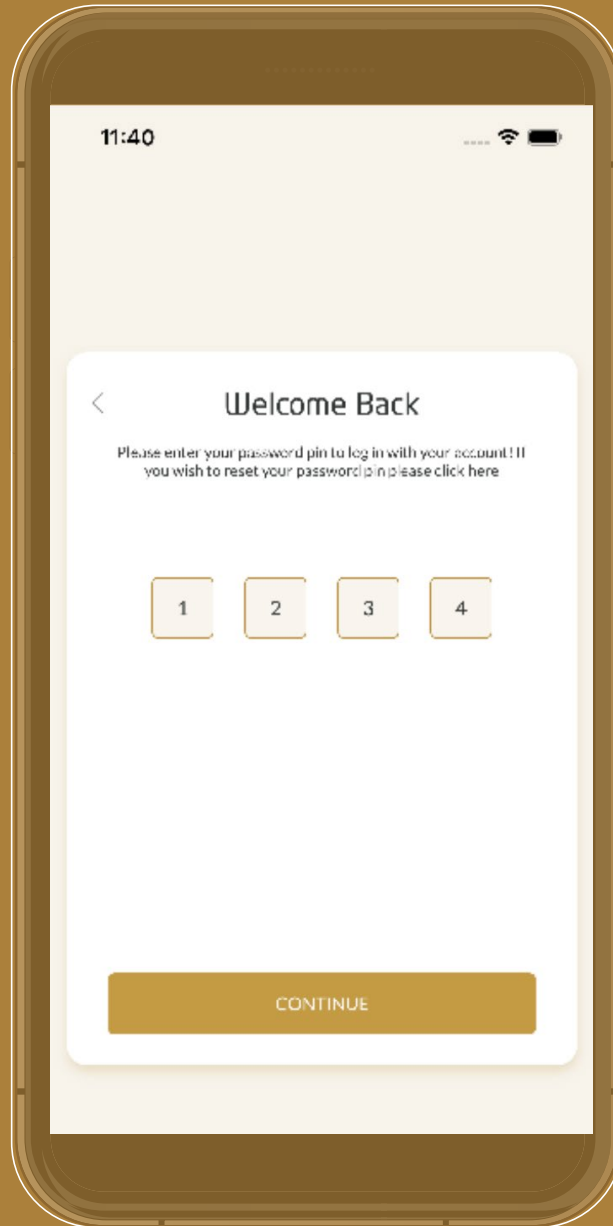
After successful verification, you can create your password PIN by entering a -4digit number.

3

Re-enter your -4digit password pin and click **Continue** to create the PIN successfully.

Access Management:

How to **reset your password PIN**



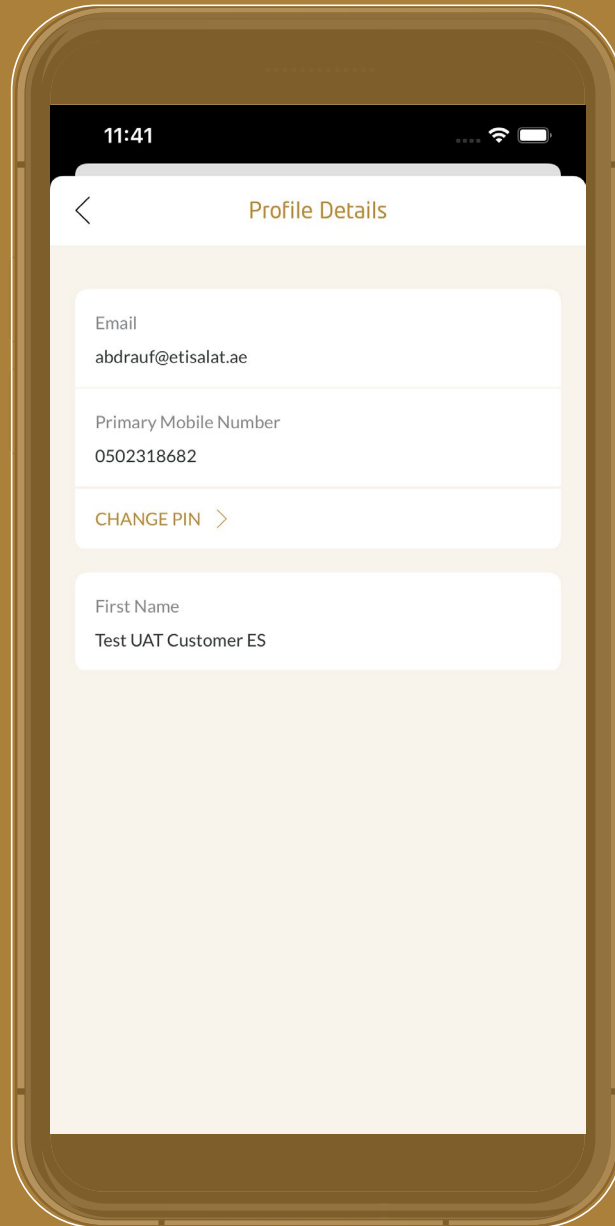
1 If you forgot your account's password PIN, enter your email/mobile number on the login page, then continue to the PIN entry page.

2 Choose **Click Here** to proceed with your reset password PIN flow.

3 Then go ahead by following the steps on **How to create PIN**.

Access Management:

How to **change your PIN**



1

Log in to your account.

2

Go to the **Profile** tab.

3

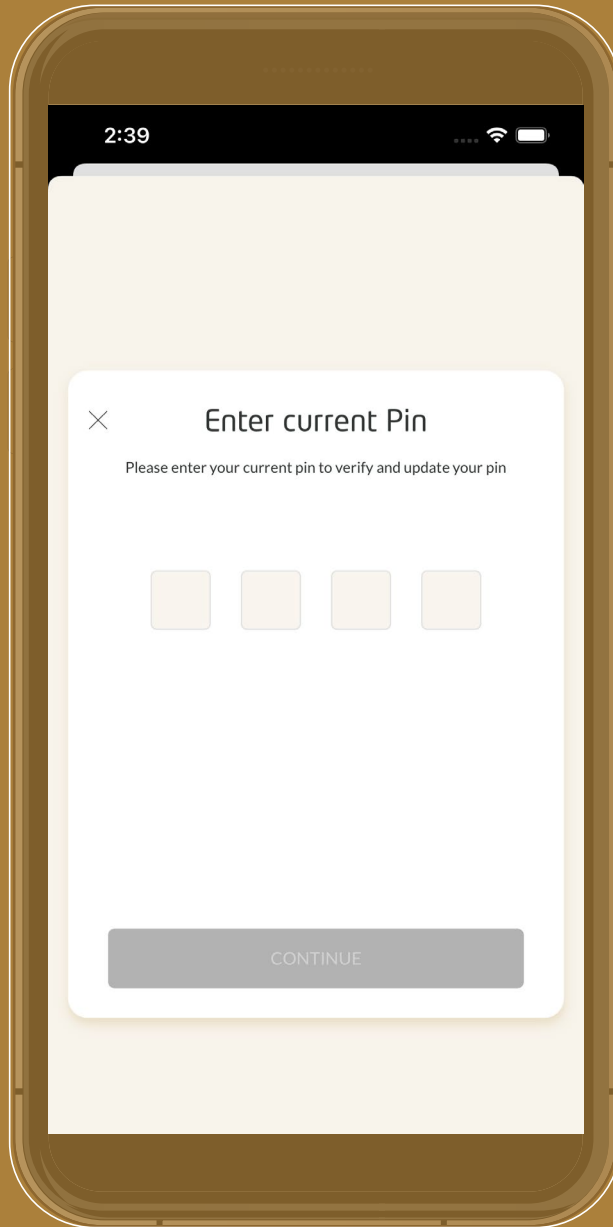
Click on the profile icon and view profile details.

4

Click on the **Change PIN**.

Access Management:

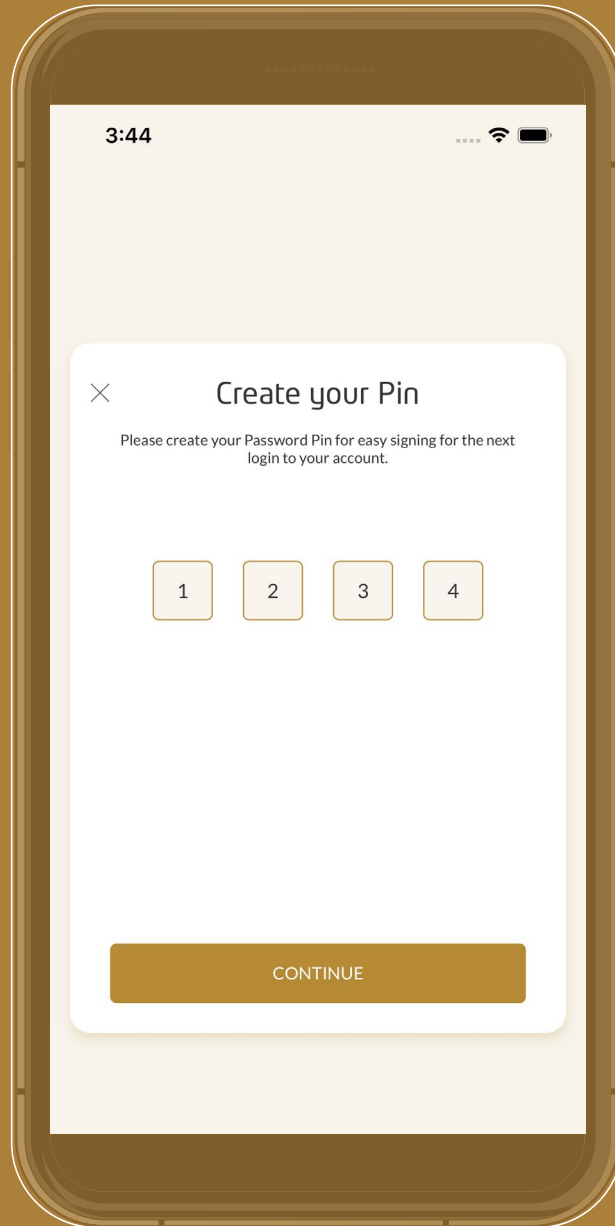
How to **change your PIN**



5 | Enter your current **PIN**.

Access Management:

How to **change your PIN**

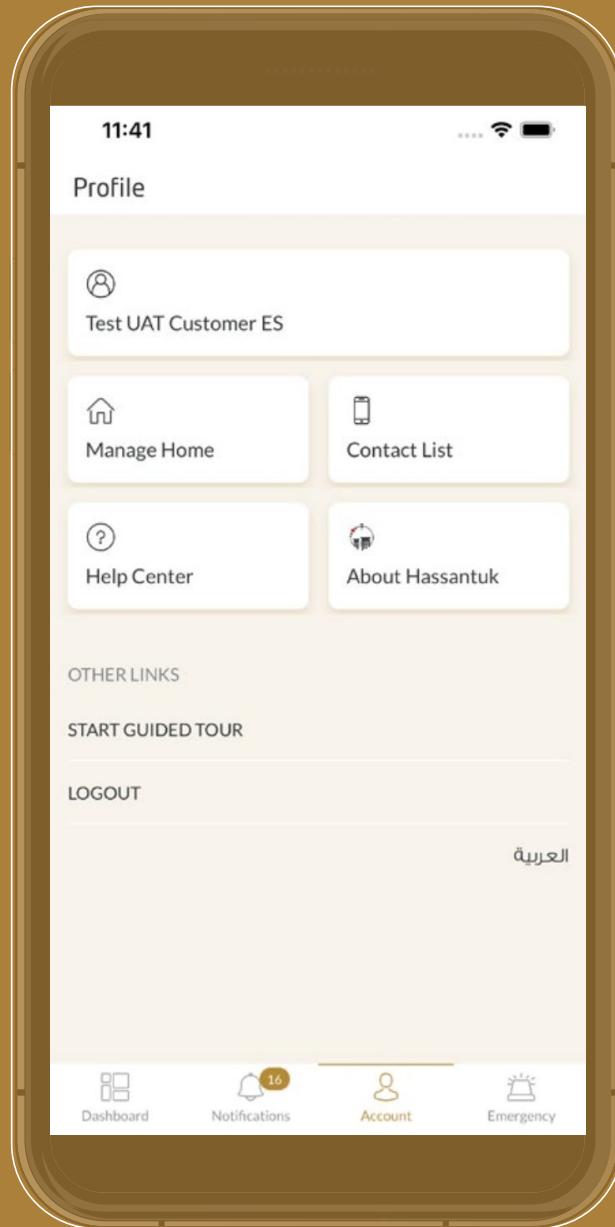


6

Now, create your new PIN and verify the PIN; click **Continue** to change the PIN successfully.

Access Management:

How to **log out**



1

Go to the **Profile** tab.

2

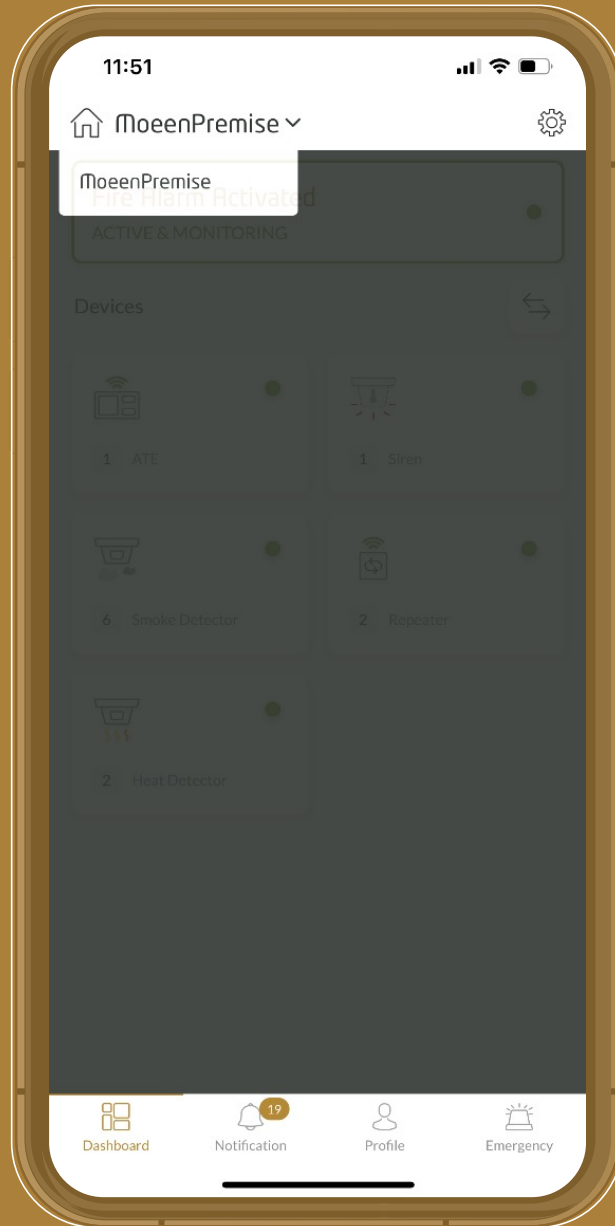
Click on the **Logout** button.

3

A pop-up will appear for confirmation. Click **Confirm**.
You will log out successfully.

Dashboard

How to **select/change your Premise**



1

Click on the **Dashboard** tab in the navigation bar.

2

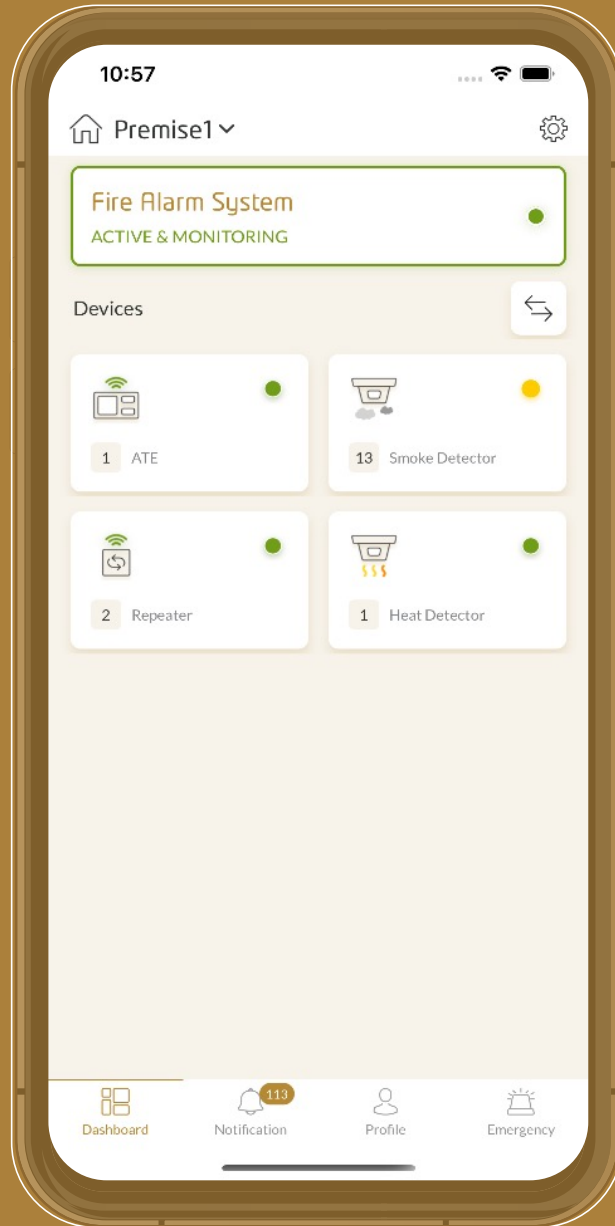
Click on the **Home** icon to show a list of premises. Then select the required Premise.

3

You can view all dashboard items (Alert, Devices, Settings) with respect to Premise.

Dashboard

How to check **device status and activity**



1

Select the device type. Devices are shown by device type, e.g., (ATE, Heat Detector, Smoke Detector)

2

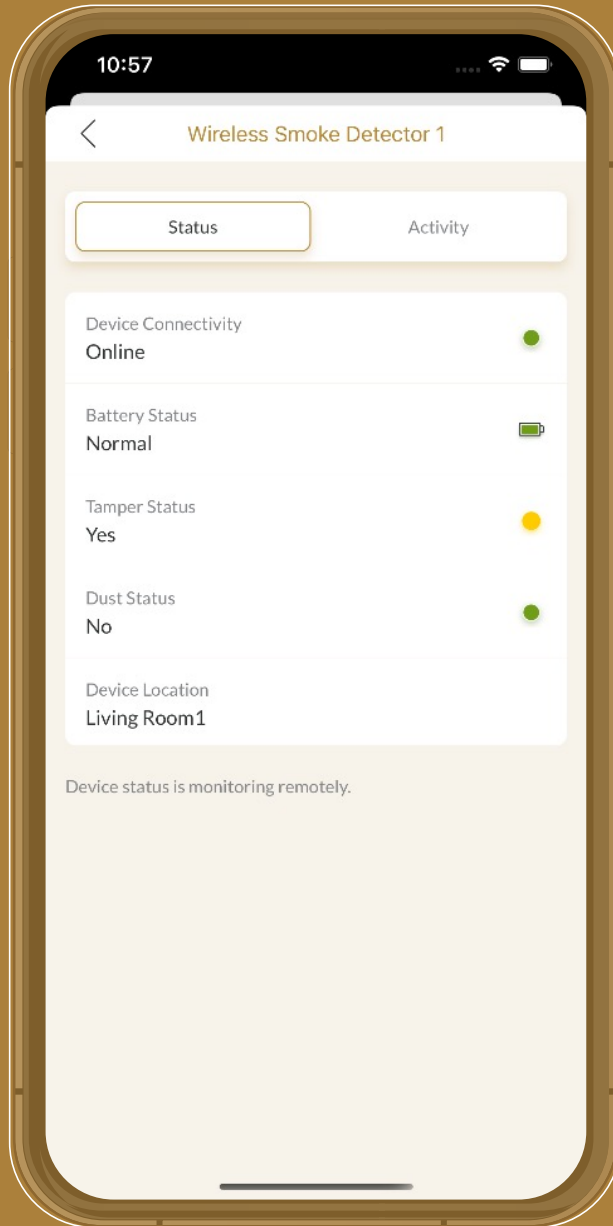
Click on **Any Device Type**.

3

Select the device from the device list.

Dashboard

How to check **device status and activity**

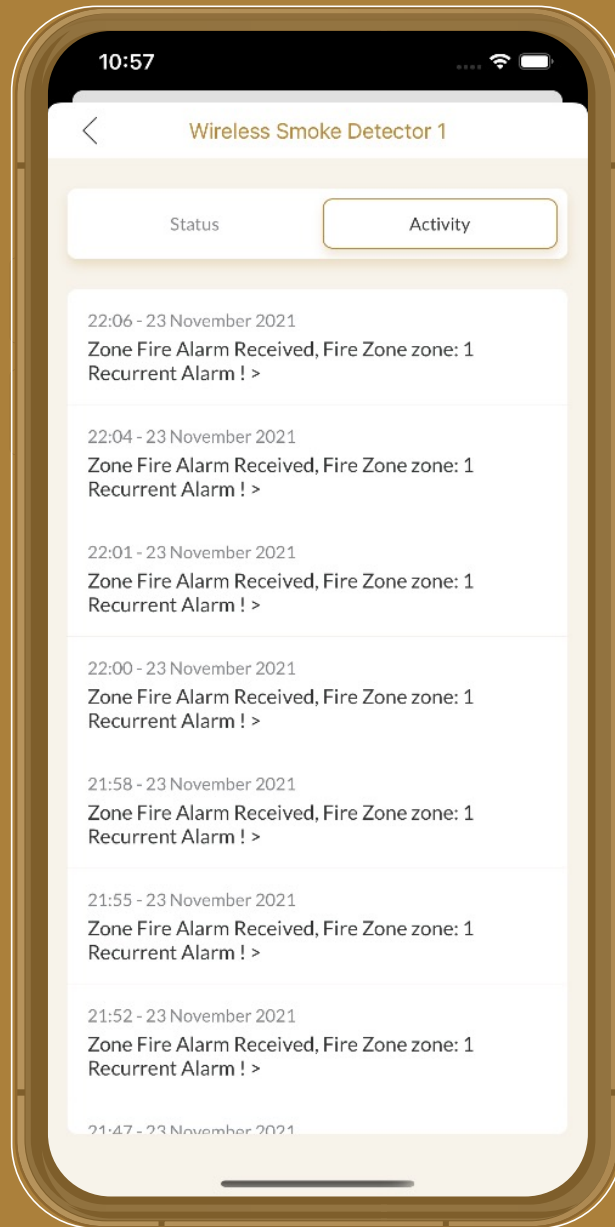


4

You can view the device status.

Dashboard

How to check **device status and activity**

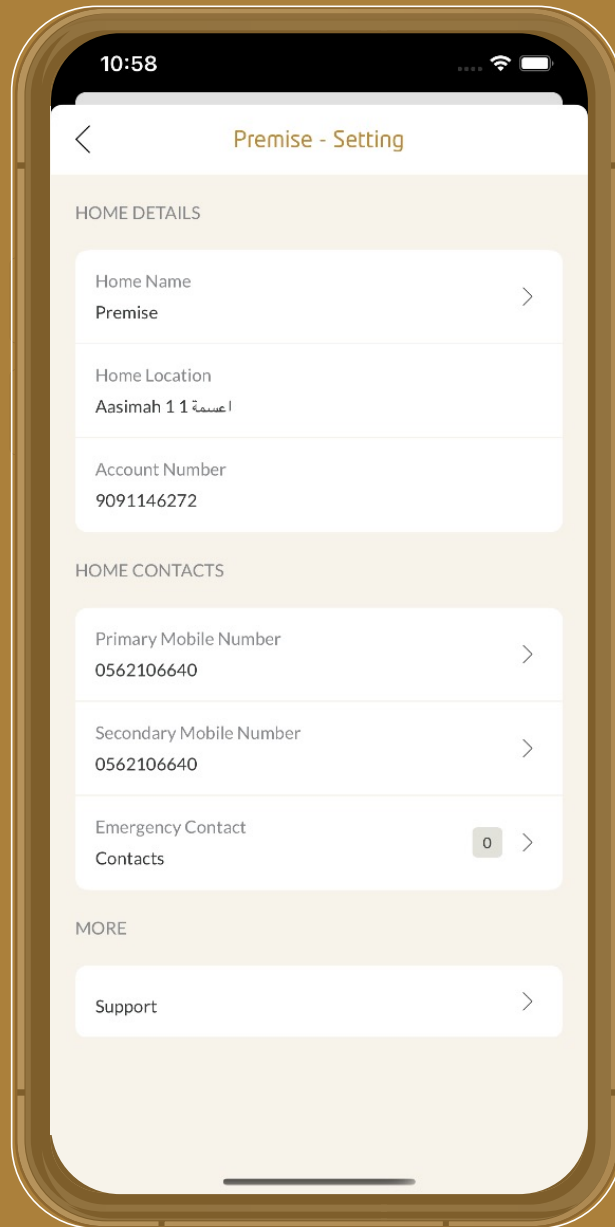


5

You can view the device activity.

Dashboard

How to view **Premise setting**

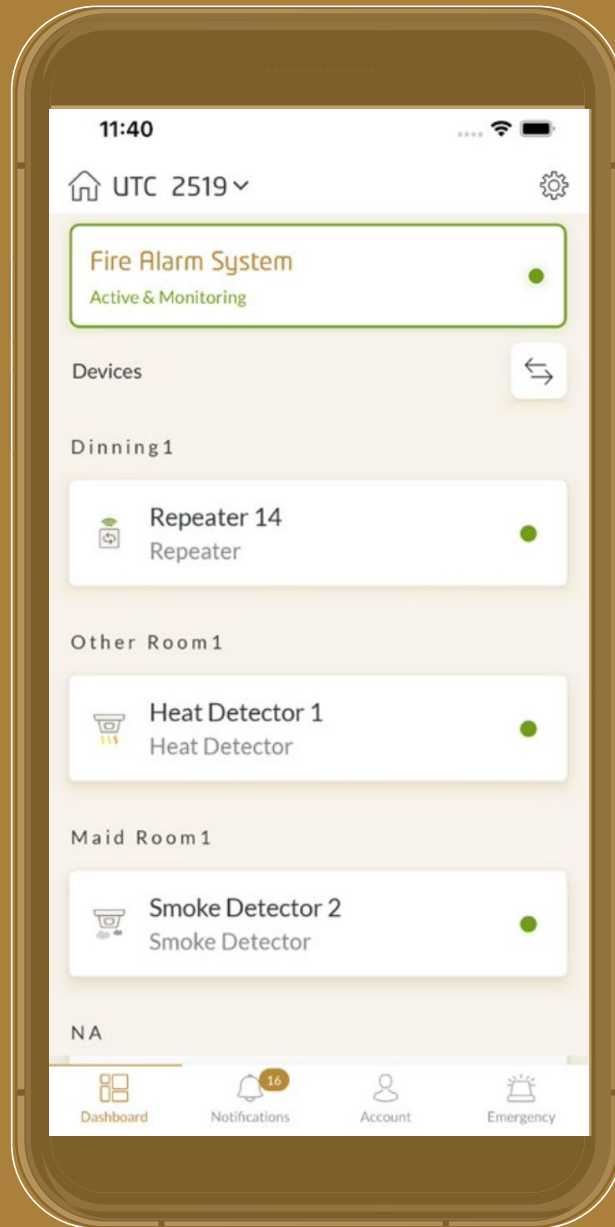


1

On the **Dashboard** tab, click on the **Setting** icon from the **Navigation** bar.

Dashboard

How to **change device listing view**



1

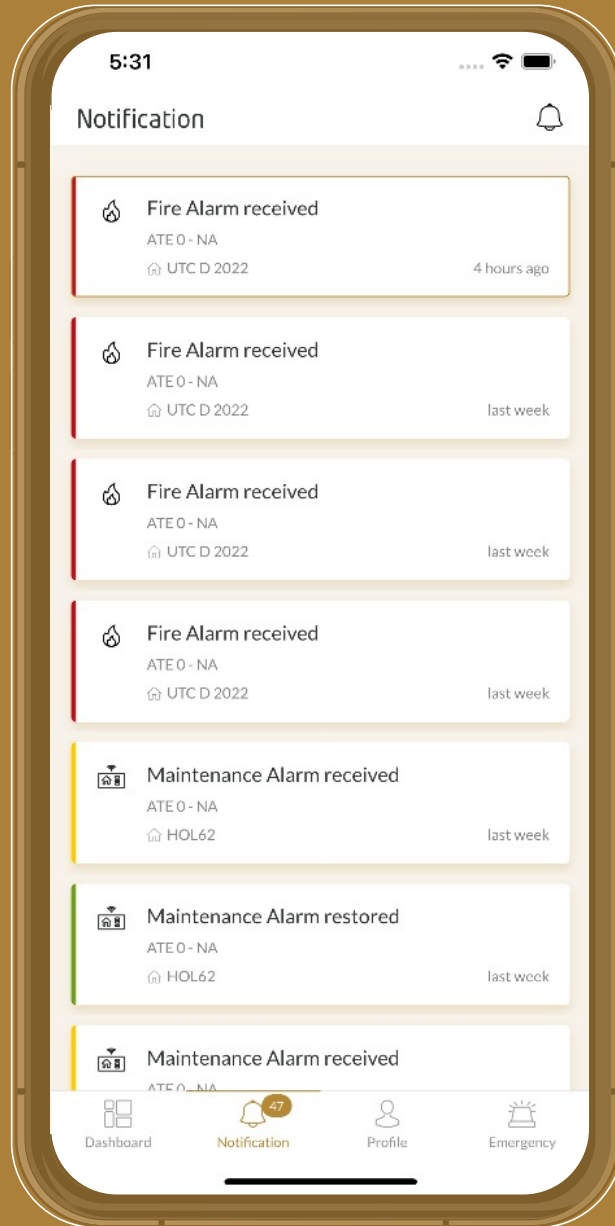
On the **Dashboard** tab, click on the **Double-Arrow** icon that is visible under the Alarm View.

2

This will change the device view by location.

Notifications (In-App):

How to **track in-app notifications**



1

Switch the tab by clicking on the **Notification** tab icon.

2

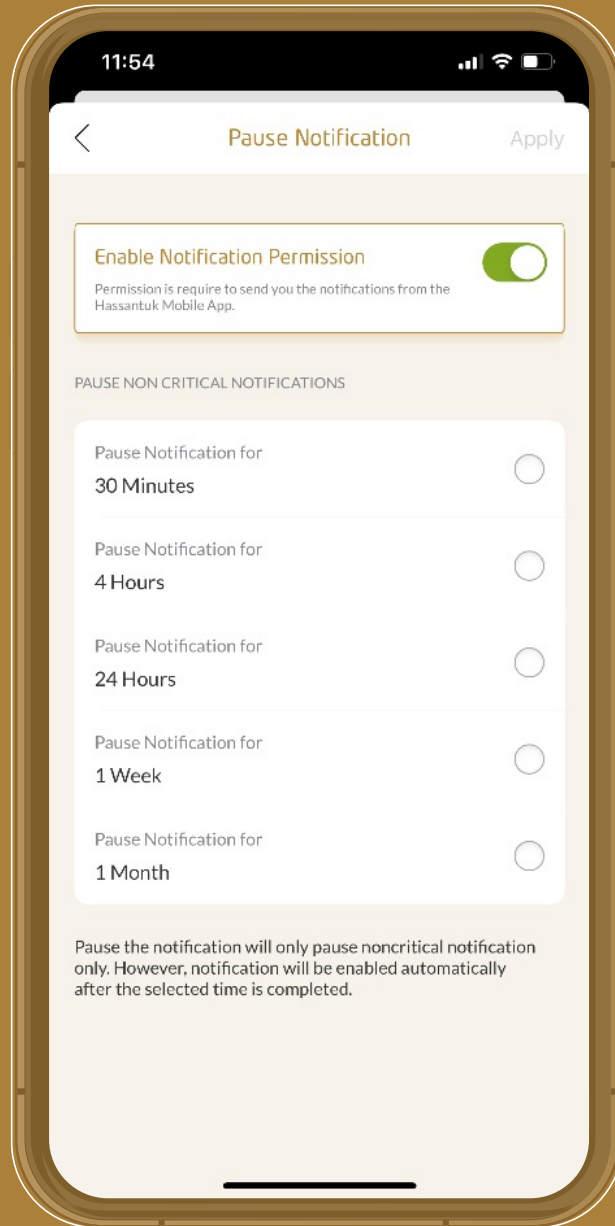
In-App notifications listing will appear.

3

You can view different types of messages like fire alarm, maintenance alarms (connectivity, power, battery, tamper, dust) and campaigns.

Notifications (In-App):

How to **enable Mobile (push) notifications?**



1

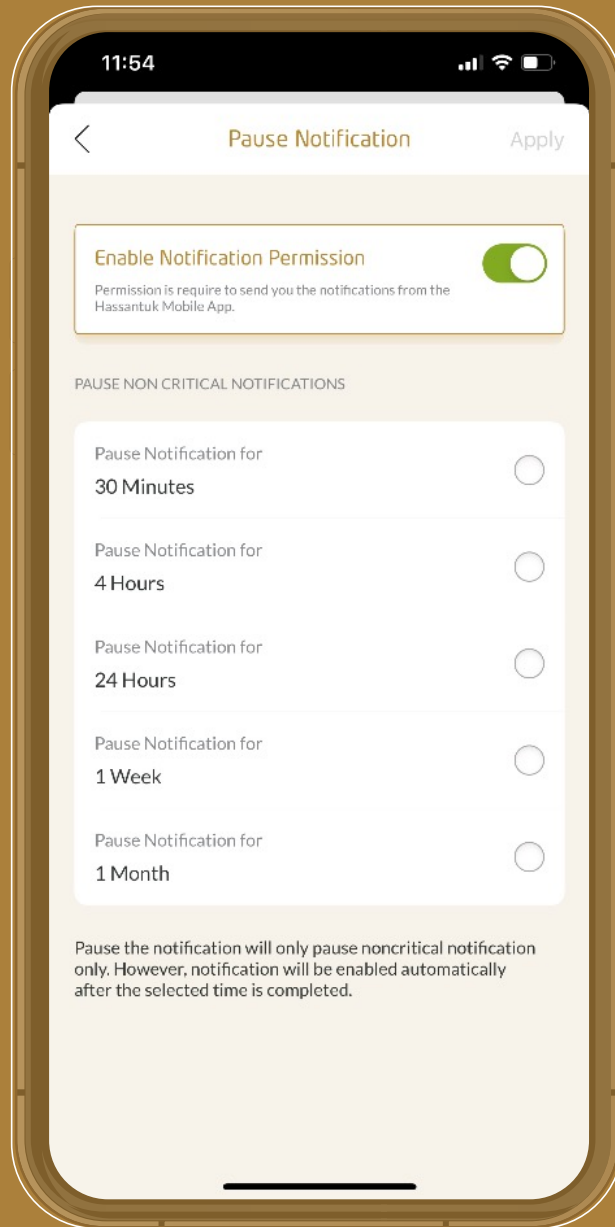
Enable notification permission view on the notification page.

2

Click on **Switch Button** to enable the push notification.

Notifications (In-App):

How to **disable/stop** notification for a specific period of time?



1

Click on the **Bell** icon from the navigation bar.

2

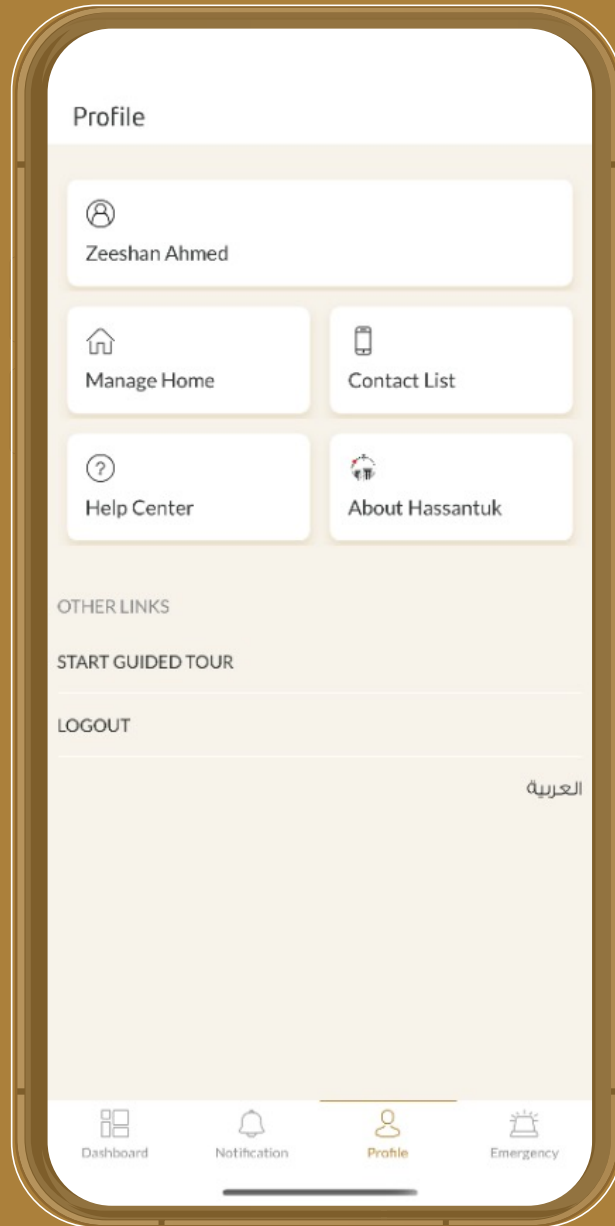
The below screen will appear. You can disable the mobile notification permanently or for a specific period of time.

3

Choose your option and click **Apply**.

Profile

How to view your **profile details**

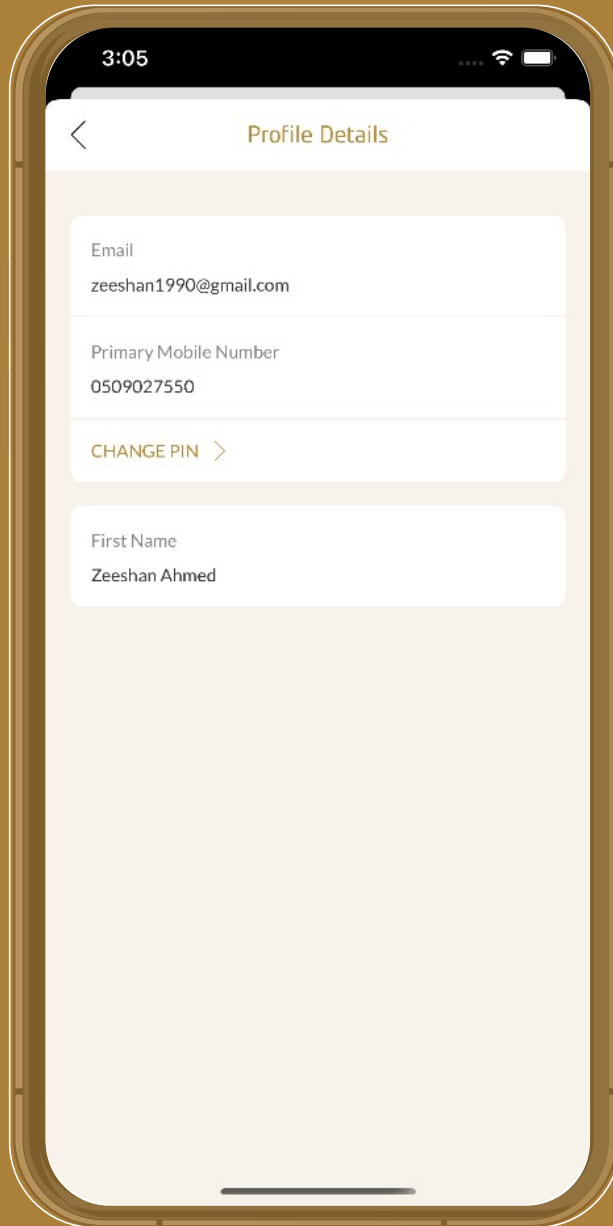


1

Go to the **Profile** tab.

Profile

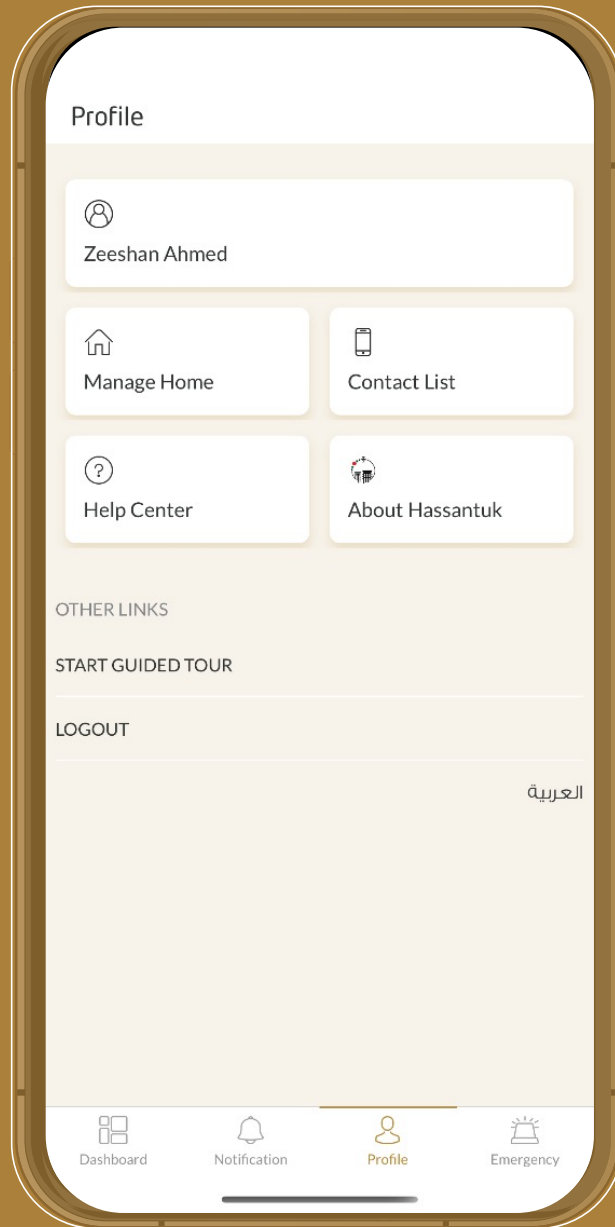
How to view your **profile details**



2 | Click on the **Profile** icon. You can view the profile details.

Profile

How to **add a contact**?



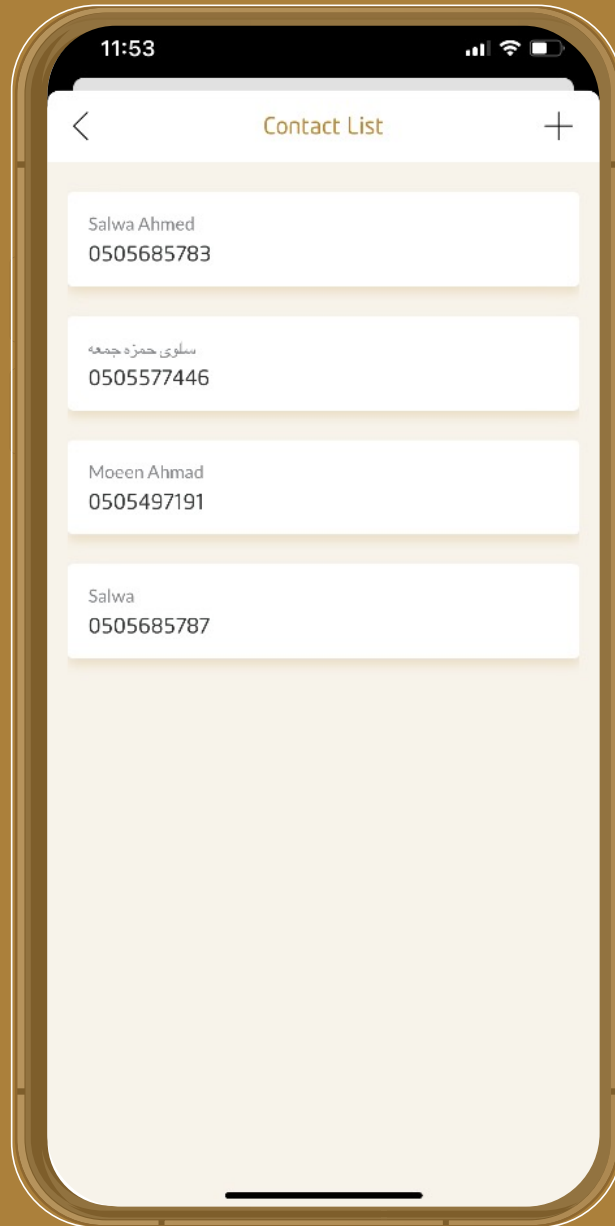
1

Click on the **Profile** tab.

2

Click on the **Contact List** button to view all the added contacts.

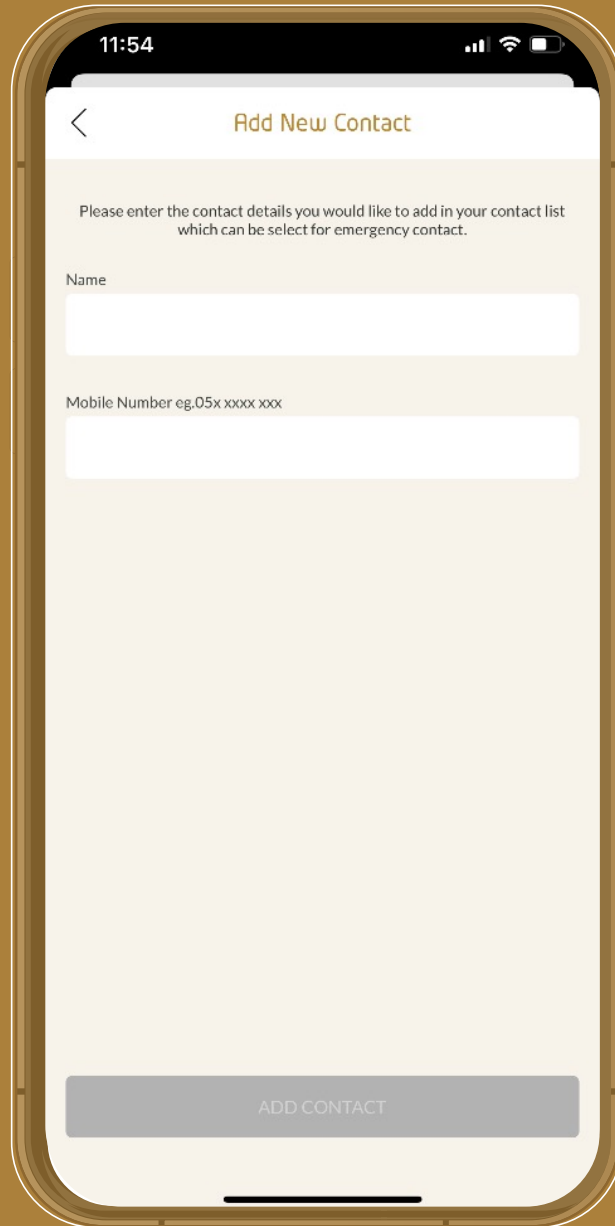
How to **add a contact**?



3

Click on the **Plus** icon from the navigation bar that shows up on the contact listing screen.

How to **add a contact**?



The image shows a smartphone screen with the 'Add New Contact' form. The status bar at the top shows the time 11:54, signal strength, Wi-Fi, and battery icons. The form has a back arrow and the title 'Add New Contact'. Below the title is a prompt: 'Please enter the contact details you would like to add in your contact list which can be select for emergency contact.' There are two input fields: 'Name' and 'Mobile Number eg.05x xxxx xxx'. At the bottom of the form is a grey button labeled 'ADD CONTACT'.

4

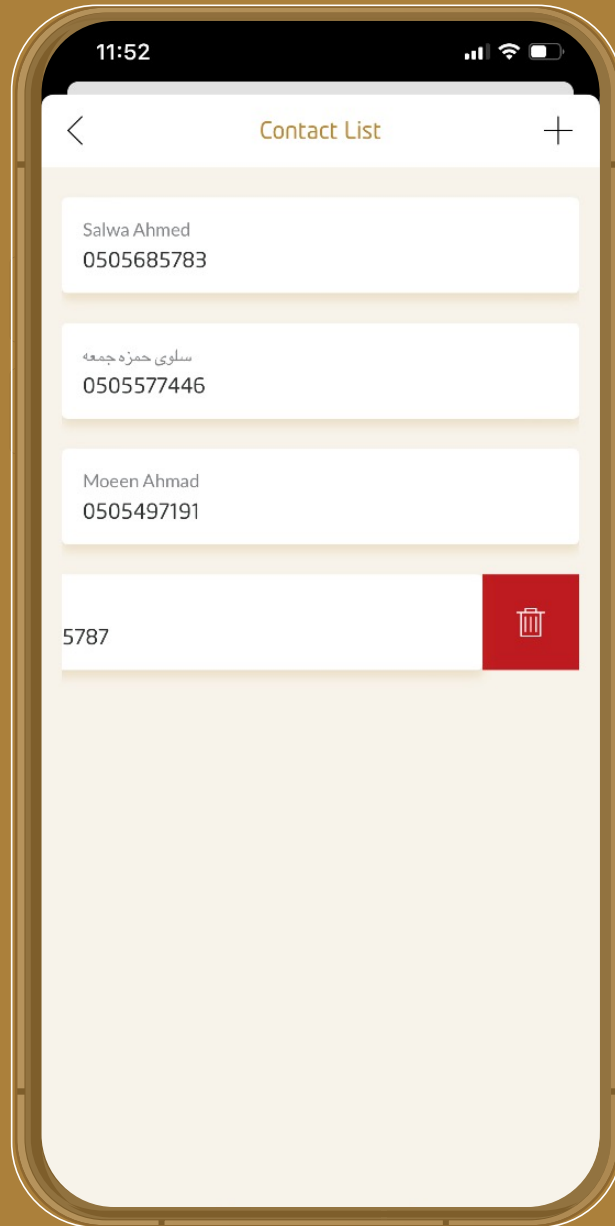
Enter the name and mobile number in the following fields. Click **Add Contact**

5

The verification code will be sent to your mobile number. Enter the code and verify. Your contact will be added successfully.

Profile

How to **delete a contact**?



1

Go to Profile -> Contact List

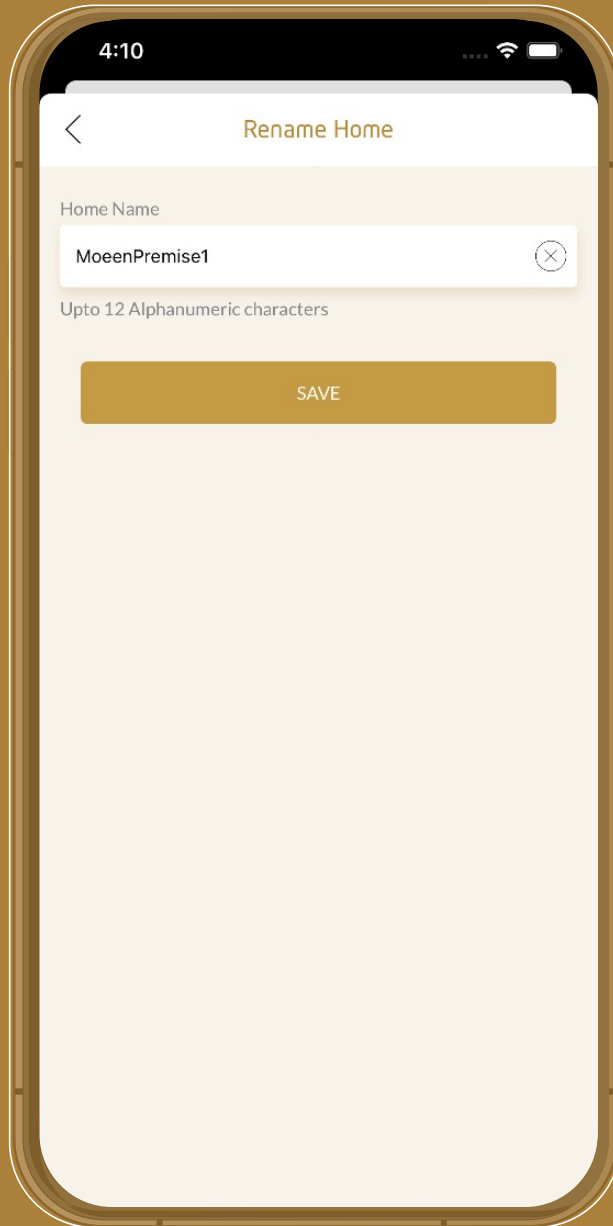
2

Swipe-left on the single contact item; the delete button will appear.

3

Click on the **Delete** button; the contact will be deleted successfully.

How to **update the Premise name**



1

Go to the **Profile** tab.

2

Click on **Manage Home**. Then select the required **premise**.

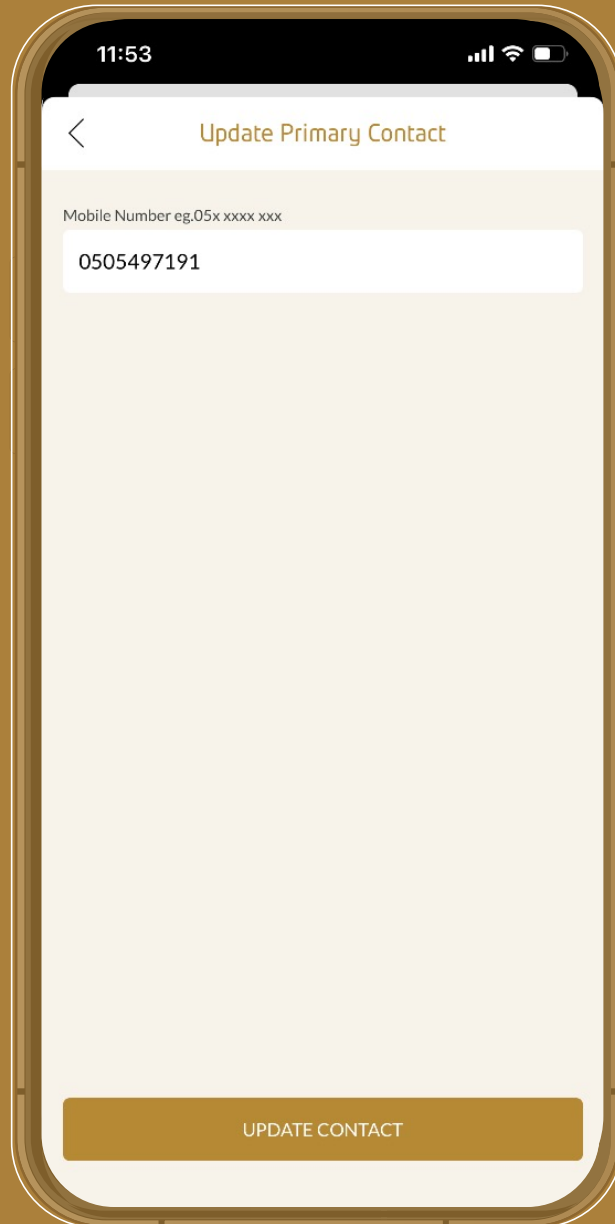
3

Click on **Home Name**.

4

Edit the premise name, then click **Save**.

How to update the **primary contact of a single premise**



1

Go to the **Profile** tab.

2

Select **Manage Home**, then choose the required Premise.

3

Click on the **Primary Contact Number** to update.

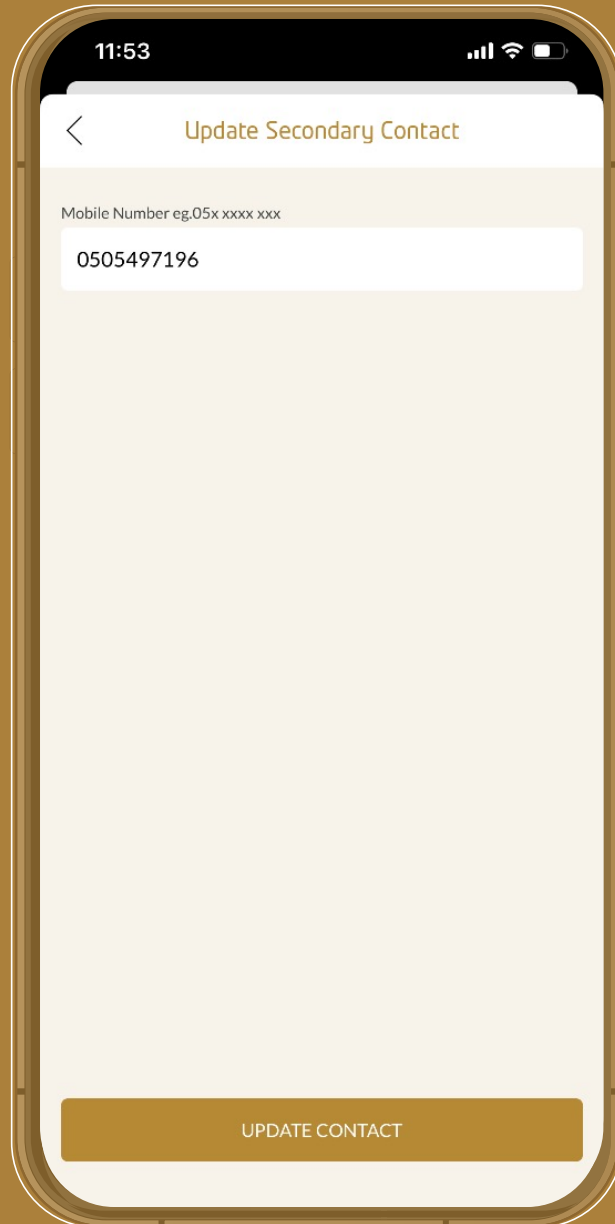
4

Edit the primary contact number. Click **Update Contact**.

5

You will get a verification code. Verify your contact number and it will be updated. (Note: It will automatically logout your current mobile account. Now, you can access that premise from your new mobile number.)

How to update the **secondary contact of a single premise**



1

Go to the **Profile** tab.

2

Select **Manage Home**, then choose the required **Premise**.

3

Click on the Secondary Contact Number to update.

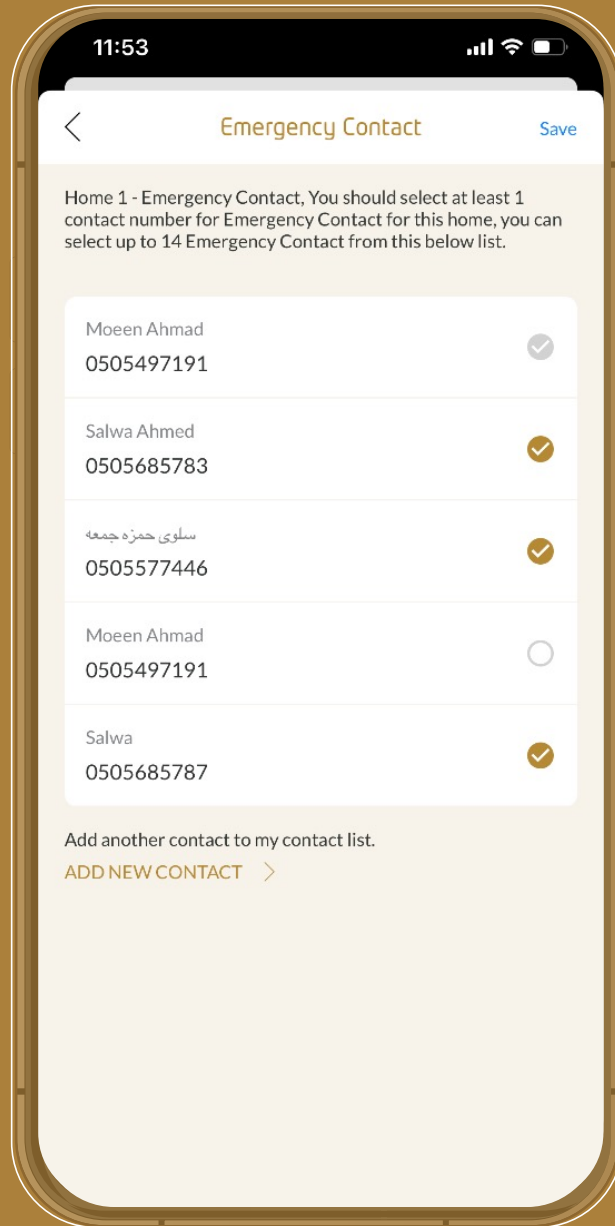
4

Edit the primary contact number. Click **Update Contact**.

5

You will get a verification code. Verify your contact number and it will be updated. (Note: It will automatically logout your current mobile account. Now, you can access that premise from your new mobile number.)

How to set **Emergency Contacts in a single premise**



1

Go to the **Profile** tab.

2

Select **Manage Home**, then choose the required Premise.

3

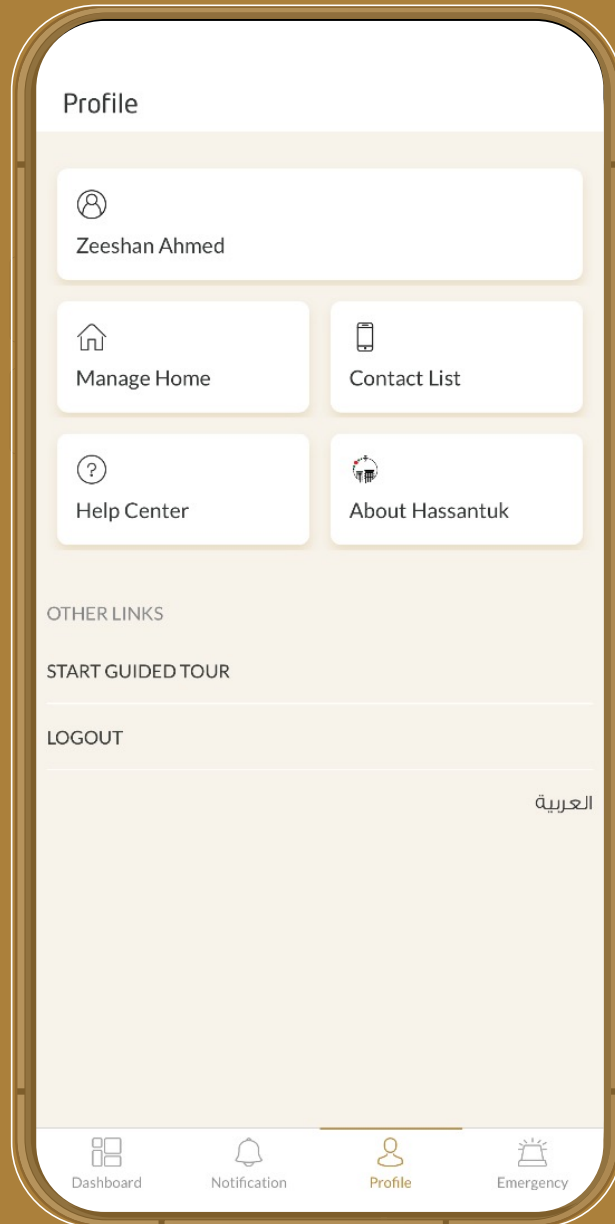
Click on the **Emergency Contacts** to update.

4

Select/Unselect the contacts and click **Save**.

Profile

How to change **language preference**



1

Go to the **Profile** tab.

2

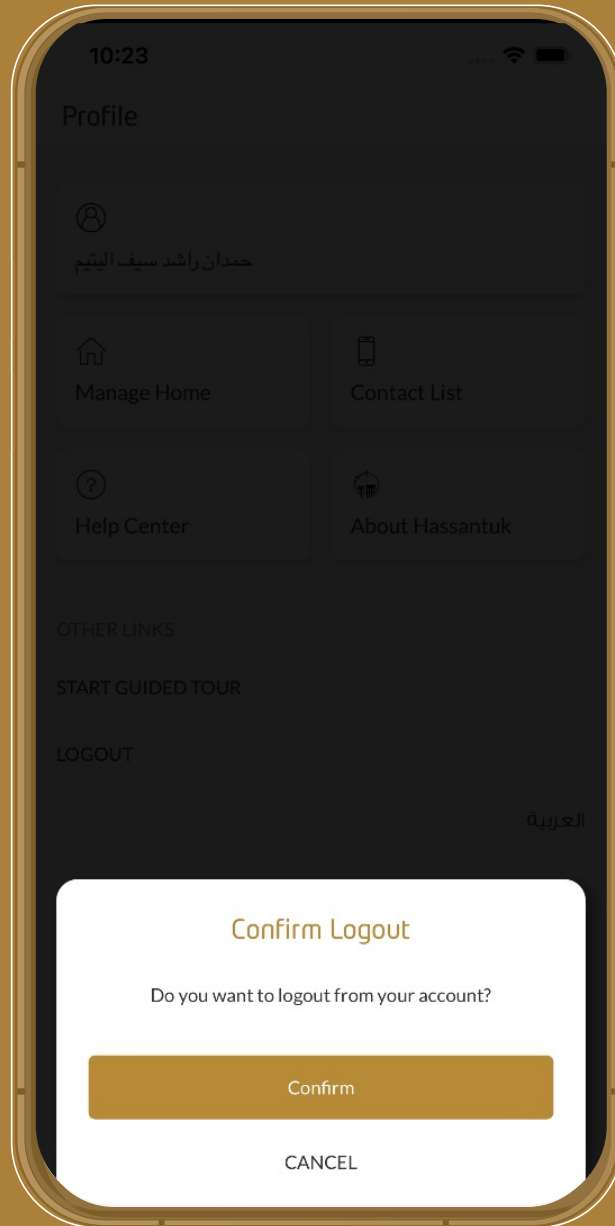
Arabic button is available under the Other Link section.

3

Click on Arabic button. Your app language will change from English to Arabic. You can follow the same process to change from Arabic to English.

Profile

How to **log out** a user



1

Go to the **Profile** tab.

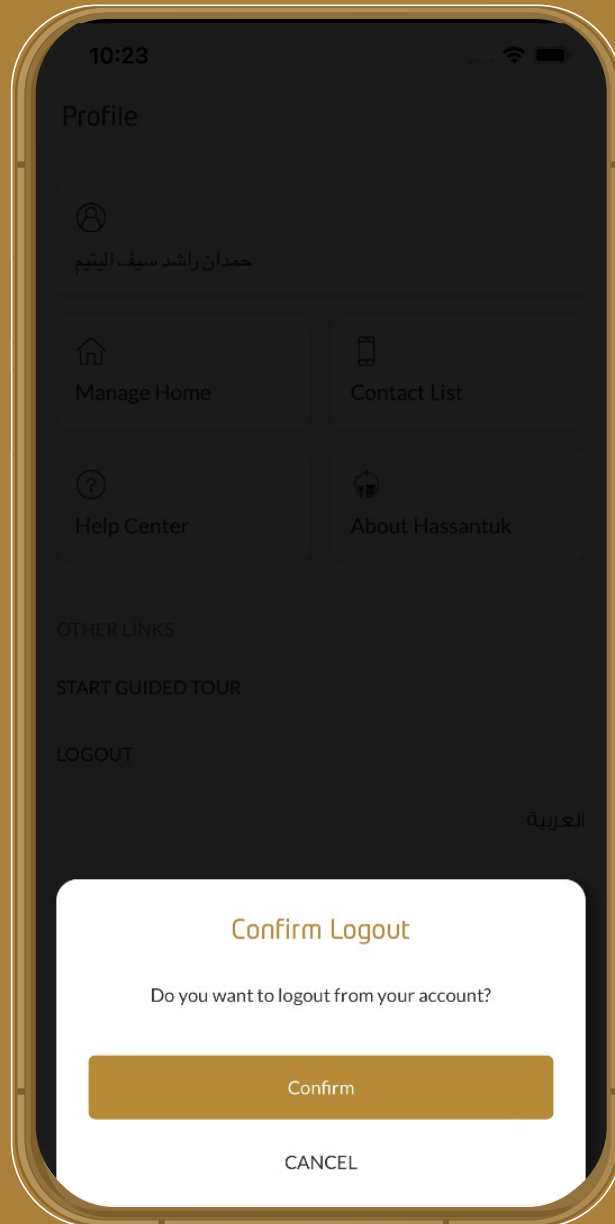
2

Click on the **Logout** button for confirmation.

3

Click on the **Confirm** button to log out successfully.

How to **contact the contact center**



1

Go to the Profile tab.

2

Click on **Help Center**.

3

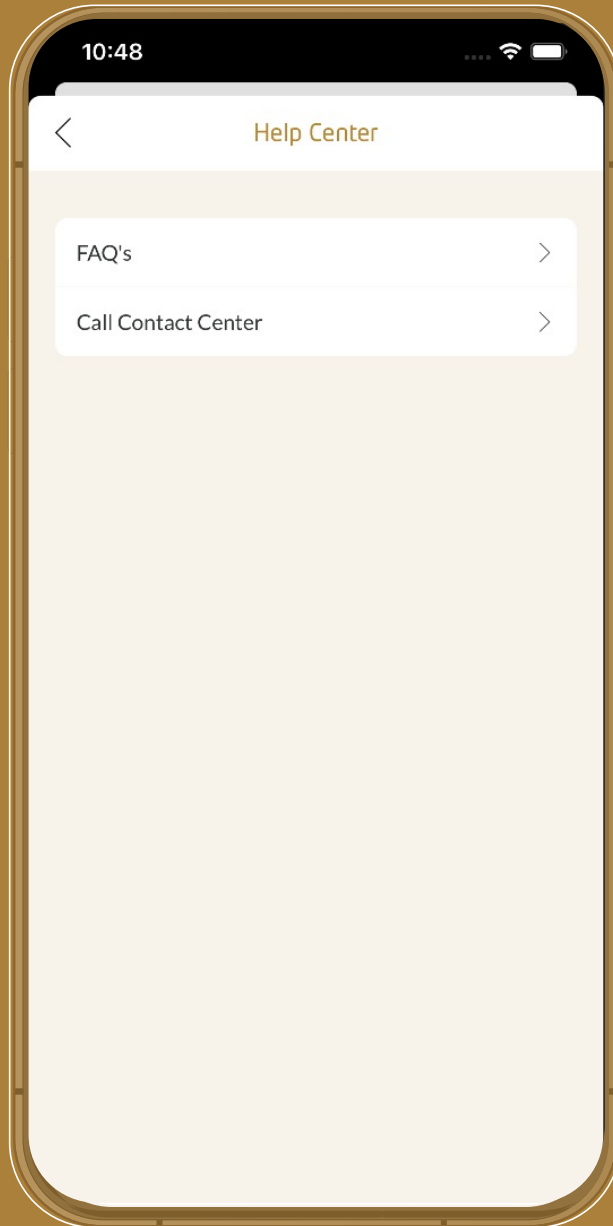
Click on the “**Call Contact Center**” to contact the contact center.

4

Complete the call on your mobile.

Profile

How to **access FAQs**



1

Go to the **Profile** tab.

2

Click on **Help Center**.

3

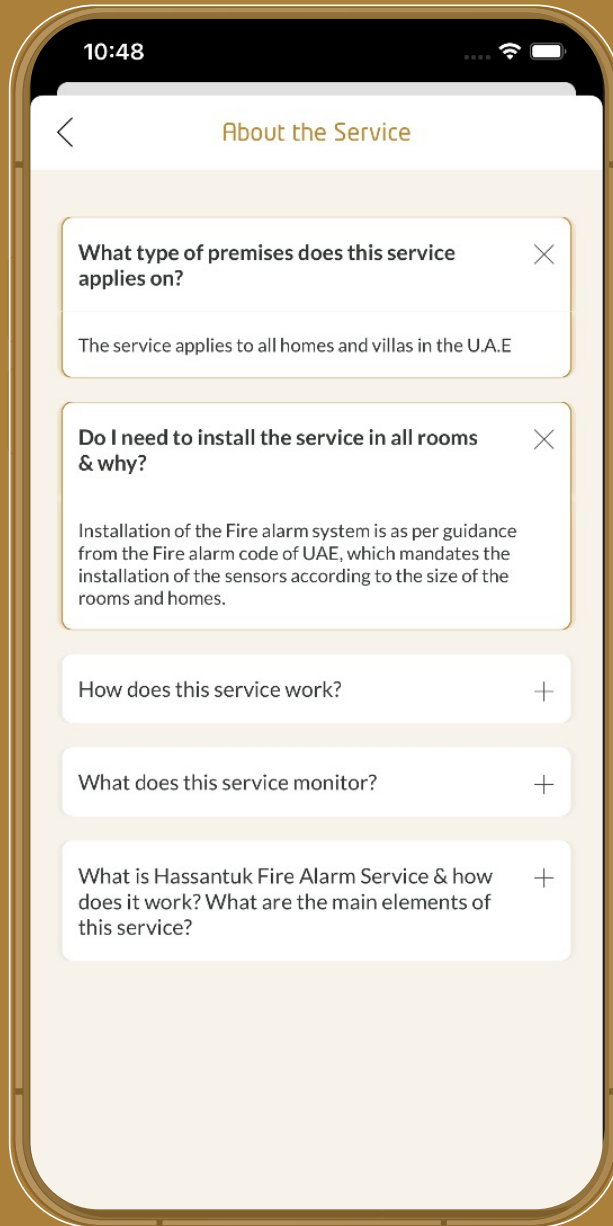
Click on **FAQs**.

4

In the FAQs page, a list of FAQ categories will be displayed.

Profile

How to **access FAQs**

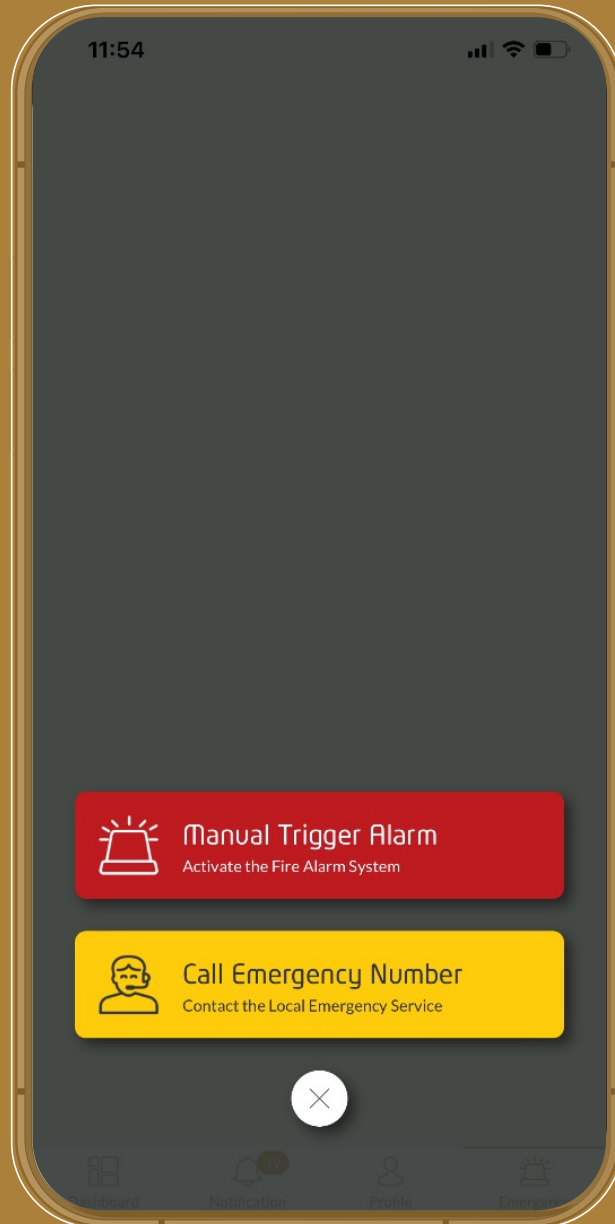


5

Select the category you are interested in and read the related FAQs.

Emergency:

How to initiate a **manual trigger alarm**



1

Switch the tab by clicking on the **Emergency** tab icon.

2

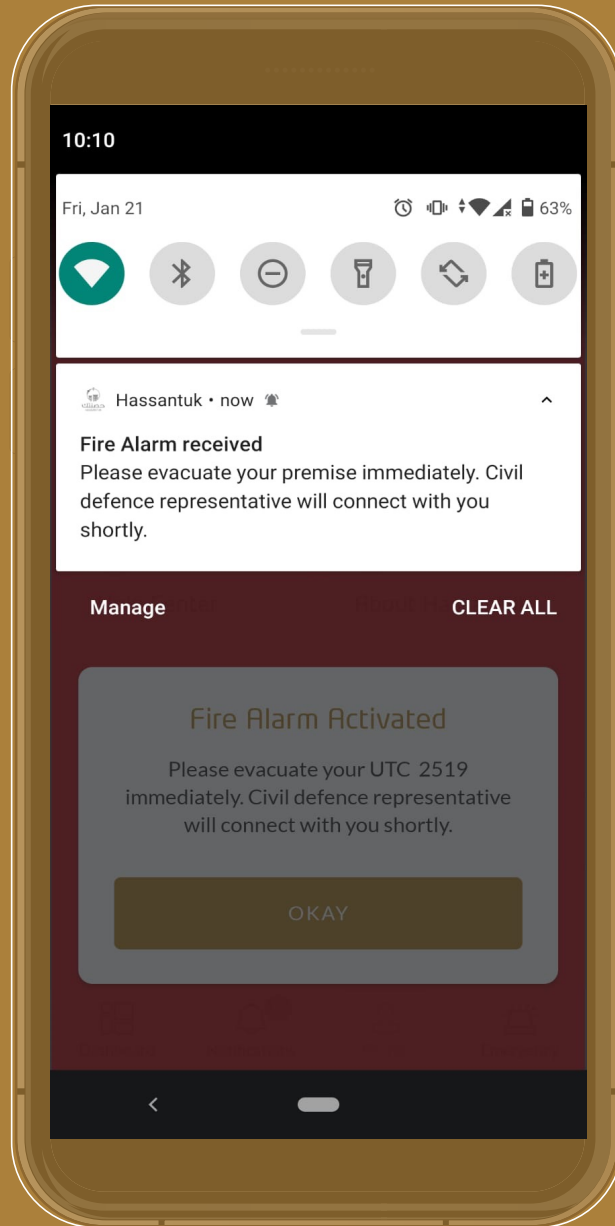
A popup will appear; **Manual Trigger Alarm** button will appear here.

3

Click on **Manual Trigger** alarm.

Emergency:

How to initiate a **manual trigger alarm**



4

You need to enable Location services to initiate the Manual Trigger alarm.

5

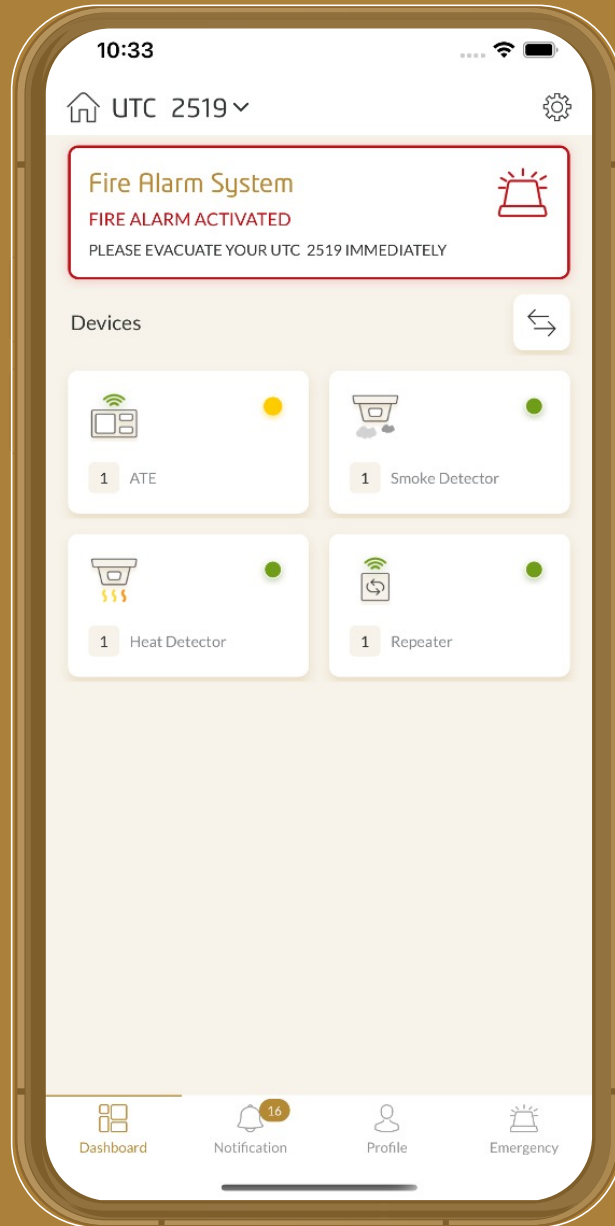
Click and hold the **Activate** button for 5 seconds to activate the alarm.

6

Once the fire alarm is activated, you will get the push notification informing you that the alarm has been activated.

Emergency:

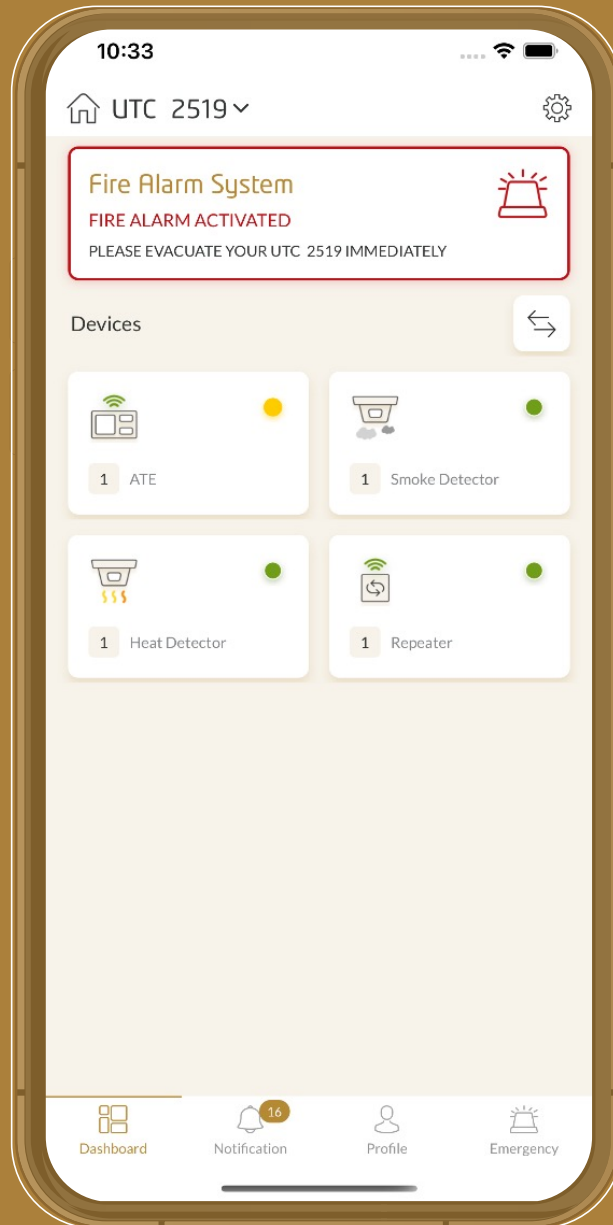
How to initiate a **manual trigger alarm**



7 | Once the fire alarm is activated, you can see the activated status on the dashboard.

Emergency:

How to **contact** Emergency service



1

Switch the tab by clicking on the **Emergency** tab icon.

2

Once a popup window will appear, click on the **Call Emergency Number**.

3

Complete the call using your mobile.