







# Hassantuk

Mobile App User Guide



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



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

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

11:40		🗢 🖿
<	Choose Account	Confirm
Your Mobile no Accounts pleas	umber is registered with Multiple account free correct account free	e Email om below to
Email Addro qar***@eti		0
Email Addre abd****@e		0
		_
		_
		_
		_

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

lf w

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.

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

5

11:40 📼 🕈 🚍	
<ul> <li>Welcome Back</li> <li>Please enter your password pin to log in with your account ! If you wish to reset your password pin please click here</li> <li>1</li> <li>2</li> <li>3</li> <li>4</li> </ul>	
CONTINUE	

If the password pin is not createdfor this account, then follow thesteps listed in How to create a PIN.

### Access Management: | How to **create a PIN**



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

### Access Management: How to **create a PIN**

2

3:44	<b>? ()</b>	
X Please create	Create your Pin your Password Pin for easy signing for the next login to your account.	
1	2 3 4	
	CONTINUE	

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.

How to reset your password PIN

11:40	🕈	-
< Please o you	Welcome Back enter your password pin to log in with your posount! If wish to reset your password pin please click here	
	1 2 3 4	
	CONTINUE	

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.



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

How to change your PIN

2



Log in to your account.

Go to the **Profile** tab.

Click on the profile icon and view profile details.

Click on the **Change PIN**.

How to change your PIN



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

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3

🗢 🔳
Contact List
G About Hassantuk
العربية

Go to the **Profile** tab.

Click on the **Logout** button.

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

#### How to **select/change your Premise**

11:51		•1	
ரி MoeenPr	remise ∽		ŝ
MoeenPremise	Activated		
ACTIVE & MON			
Devices			5
1 ATE			•
6 Smoke Dete			•
2 Heat Detect			
	(19) Notification	Q Profile	ざ Emergency

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

2

3

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

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

### How to check **device status and activity**

10:57	···· 🗢 🔳
☆ Premise1 ∨	<b>ث</b>
Fire Alarm System	•
Devices	5
<ul> <li>▲</li> <li>▲</li></ul>	9 13 Smoke Detector
ج الج 2 Repeater	• • • • • • • • • • • • • •
Dashboard Notification	名 道 Profile Emergency

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



3

Click on **Any Device Type**.

Select the device from the device list.

### How to check device status and activity





You can view the device status.

### How to check **device status and activity**

10:57	
10:37	
< Wireless Smo	oke Detector 1
Status	Activity
22:06 - 23 November 2021 Zone Fire Alarm Received Recurrent Alarm ! >	, Fire Zone zone: 1
22:04 - 23 November 2021 Zone Fire Alarm Received Recurrent Alarm ! >	, Fire Zone zone: 1
22:01 - 23 November 2021 Zone Fire Alarm Received Recurrent Alarm ! >	, Fire Zone zone: 1
22:00 - 23 November 2021 Zone Fire Alarm Received Recurrent Alarm ! >	, Fire Zone zone: 1
21:58 - 23 November 2021 Zone Fire Alarm Received Recurrent Alarm ! >	, Fire Zone zone: 1
21:55 - 23 November 2021 Zone Fire Alarm Received Recurrent Alarm ! >	, Fire Zone zone: 1
21:52 - 23 November 2021 Zone Fire Alarm Received Recurrent Alarm ! >	, Fire Zone zone: 1
21:47 - 23 November 2021	



You can view the device activity.

## Dashboard How to view **Premise setting**

10:58		···· 🗢 🗖
<	Premise - Setting	
HOME DETAILS		
Home Name Premise		>
Home Location مة Aasimah 1 1		_
Account Numb 9091146272	ber	
HOME CONTAC	TS	
Primary Mobil 0562106640	e Number	>
Secondary Mo 0562106640	bile Number	>
Emergency Co Contacts	ntact	0 >
MORE		
Support		>

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

#### How to change device listing view



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



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



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?

11:54		.ıl ≎ ∎
Pau	use Notification	Apply
Enable Notification Permission is require to sen Hassantuk Mobile App.	I Permission d you the notifications from the	
USE NON CRITICAL NOT	IFICATIONS	
Pause Notification for 30 Minutes		0
Pause Notification for 4 Hours		$\bigcirc$
Pause Notification for 24 Hours		$\bigcirc$
		$\bigcirc$
Pause Notification for 1 Week		U

Enable notification permission view on the notification page.

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

Pause the notification will only pause noncritical notification only. However, notification will be enabled automatically after the selected time is completed.

# Notifications (In-App):

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

11:54		II 🗢 🗈
<	Pause Notification	Apply
	cation Permission	
Permission is requi Hassantuk Mobile	re to send you the notifications from the App.	
PAUSE NON CRITIC	ALNOTIFICATIONS	
Pause Notifical	ion for	$\bigcirc$
30 Minutes		
Pause Notificat	ion for	$\bigcirc$
4 Hours		0
Pause Notificat	ion for	$\bigcirc$
24 Hours		$\bigcirc$
Pause Notificat	ion for	$\cap$
1 Week		$\bigcirc$
Pause Notificat	tion for	$\bigcirc$
1 Month		0

Pause the notification will only pause noncritical notification only. However, notification will be enabled automatically after the selected time is completed. 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.



Choose your option and click **Apply**.

### How to view your **profile details**

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	Profile				
	8 Zeeshan Ahmed				
	ිධ Manage Home	Contact List			
	⑦ Help Center	🐨 About Hassantuk			
	OTHER LINKS				
L	OGOUT	dura l			
		العربية			
	Dashboard Notification	S Profile Emergency			

Go to the **Profile** tab.

### How to view your **profile details**

3:05		· · · ? ■
<	Profile Details	
Email zeeshan	11990@gmail.com	
Primary 050902	Mobile Number 7550	
CHANG	SE PIN >	
First Na Zeeshar	me n Ahmed	



# How to **add a contact**?

	Profile			
Ŀ	TTOTILE			
	8 Zeeshan Ahn	ned		
	ம் Manage Hom	ne	[] Contact List	
	? Help Center		لي) About Hassar	ntuk
	THER LINKS			
S	TART GUIDED TO	OUR		
LO	DGOUT			
				العربية
	Dashboard	Q Notification	Q Profile	道 Emergency

| Click on the **Profile** tab.

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

# How to **add a contact**?

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11:53		<b>.</b> ∥ 奈 ∎
<	Contact List	+
Salwa Ahmed 0505685783		
سلوی حمزہ جمعہ 0505577446		
Moeen Ahmad 0505497191		
Salwa <b>0505685787</b>		

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

# How to **add a contact**?

11:54	·II 📚 🕞
<	Add New Contact
Disess enter t	the contact details you would like to add in your contact list
Please enter t	which can be select for emergency contact.
Name	
Mobile Number	r eg.05x xxxx xxx
	ADD CONTACT

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

5

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

### How to **delete a contact**?

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11:52		.11 🎓 🕞
<	Contact List	+
Salwa Ahmed 0505685783		
سلوى حمزه جمعه 0505577446		
Moeen Ahmad 0505497191		
5787		団

### Go to Profile -> Contact List

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

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

### How to update the Premise name

2

4:10		<b>☆</b> □
<	Rename Home	
Home Name		
MoeenPremise1		$\otimes$
Upto 12 Alphanumer	ric characters	
	SAVE	

### Go to the **Profile** tab.

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

### Click on **Home Name**.

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

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

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11:8	53l ব	
<	Update Primary Contact	
Mobile Nu	umber eg.05x xxxx xxx	
05054	497191	
	UPDATE CONTACT	

### Go to the **Profile** tab.

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

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

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

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**

11:53	<b>■</b> \$ lin.
< Up	date Secondary Contact
Mobile Number eg.05	X XXXX XXX
0505497196	
	UPDATE CONTACT

### Go to the **Profile** tab.



3

4

5

Select Manage Home, then choose the required Premise.

Click on the Secondary Contact Number to update.

Edit the primary contact number. Click Update Contact.

You will get a verification code. Verify your contact number and it will be updated. mobile number.)

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

11:53		.ıll ≎ 🕞
<	Emergency Contact	Save
contact number	ency Contact, You should select a for Emergency Contact for this h mergency Contact from this belo	ome, you can
Moeen Ahma 050549719		0
Salwa Ahmed 050568578		0
سلوی حمزہ جمعه 050557744		0
Moeen Ahma 050549719		0
Salwa 050568578	7	•
Add another cor ADD NEW CON	ntact to my contact list.	

### Go to the **Profile** tab.



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

3

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

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

### How to change **language preference**

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Profile	
🛞 Zeeshan Ahmed	
ம் Manage Home	Contact List
ි Help Center	ি∰ About Hassantuk
OTHER LINKS	
LOGOUT	
	العربية
Dashboard Notification	名 道 Profile Emergency

### Go to the **Profile** tab.

**Arabic** button is available under the Other Link section.

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.

### How to **log out a user**

10:23			
Profile			
8) حمدان راشد سيف اليتيم			
िंग Manage Home	Contact List		
⑦ Help Center	🗭 About Hassantuk		
OTHER LINKS			
LOGOUT			
	العربية:		
Confirm Logout			
Do you want to logout from your account?			
Cor	Confirm		
CAN	NCEL		

### Go to the **Profile** tab.

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



2

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

#### How to **contact the contact center**

10:23		
Profile		
8) حمدان راشد سيف اليتيم		
ि Manage Home	Contact List	
(?) Help Center	😱 About Hassantuk	
OTHER LINKS START GUIDED TOUR		
LOGOUT		
	العربية	
Confirm Logout		
Do you want to logout from your account?		
Confirm		
CANCEL		

### Go to the Profile tab.

Click on **Help Center**.

Click on the "**Call Contact Center**" to contact the contact center.



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3

Complete the call on your mobile.

# How to **access FAQs**

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10:48		···· ∻ ■)
<	Help Center	٦
FAQ's		>
Call Conta	act Center	>
		-

Go to the **Profile** tab.

Click on **Help Center**.

Click on **FAQs**.

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

# How to access FAQs

	10:48	
<	About the Service	
	What type of premises does this service applies on?	×
l	The service applies to all homes and villas in the U.A.E	
	Do I need to install the service in all rooms & why?	×
	Installation of the Fire alarm system is as per guidance from the Fire alarm code of UAE, which mandates the installation of the sensors according to the size of the rooms and homes.	
	How does this service work?	+
	What does this service monitor?	+
	What is Hassantuk Fire Alarm Service & how does it work? What are the main elements of this service?	+



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

### How to initiate a **manual trigger alarm**



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

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

Click on **Manual Trigger** alarm.

### How to initiate a manual trigger alarm





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



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



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

### How to initiate a **manual trigger alarm**



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

#### How to **contact Emergency service**



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

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

Complete the call using your mobile.