



My Account Manager App Guide



Table Of Contents

1) Getting Started	1
Downloading the App	2
Logging In & Forget Password	2
Change Password	3
Setting Up Fingerprint/Face ID Login	3
2) Updating Addresses	4
Updating Mailing Address	4
Updating Shipping Address	4
3) Updating Billing & Make Payments	5
Update Card Info	5
Paying Past Dues	5

IMPORTANT:

The Monitoring Center may need to call you or your loved ones during an emergency. Please save both numbers below to your phone so the caller ID can be recognized.

● 1-801-781-6100 ● 1-801-781-6101

Getting Started

Downloading the App

1) On your phone or tablet, please go to the app store or click on the link below.



IOS

<https://apps.apple.com/us/app/bay-alarm-medical/id1138252468?ls=1>



Android

<https://play.google.com/store/apps/details?id=com.bayalarmandroid.app>

2) If you did not click on the links above, please enter “Bay Alarm Medical” in the search bar.

3) Select the icon like the below that says “My Account Manager” and download.



4) Open the app and follow the instructions below for how to log in.

Logging In & Forget Password

1) If you **HAVE** logged into the Online Account Portal, then please login using those credentials.

2) If you **HAVE NEVER** logged into your Online Account Portal or have forgotten your password:

(a) Please click "FORGOT PASSWORD?" on the login page.

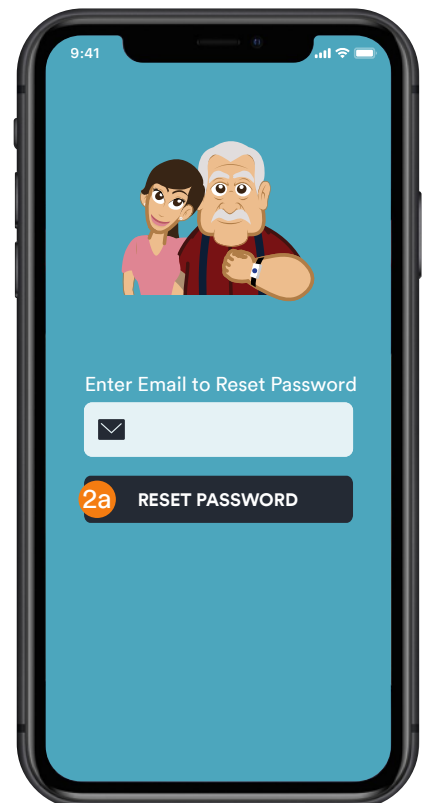
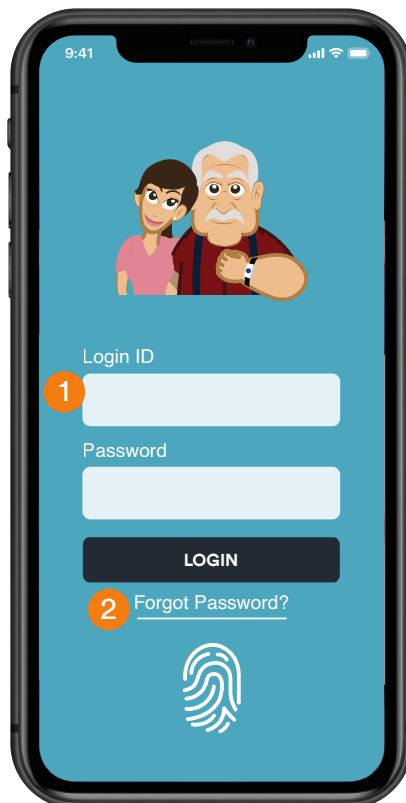
(b) Enter the email that's on the account and click the “Reset Password” button.

(c) A reset email will be sent. Please follow the instructions in that email to finish resetting your password.

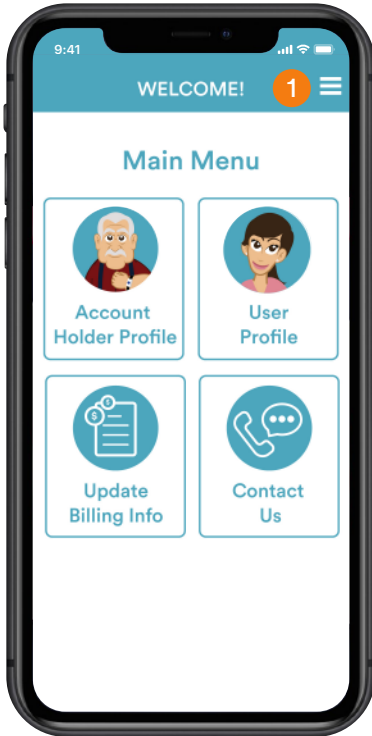
NOTE:

*Please check your spam/junk folder for the reset link.

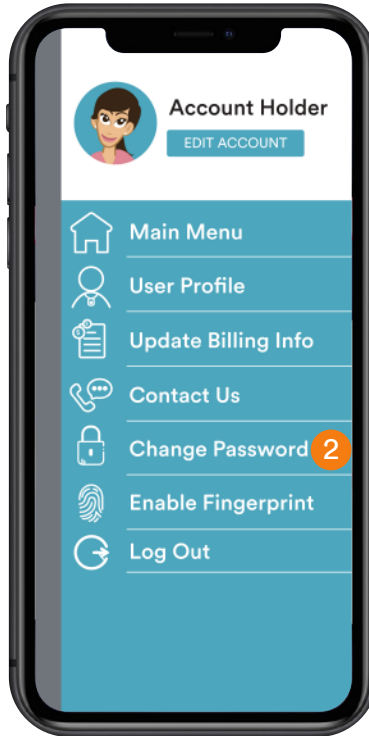
*Please allow up to 30 minutes for the email to send before calling in or pressing the "FORGOT PASSWORD?" again.



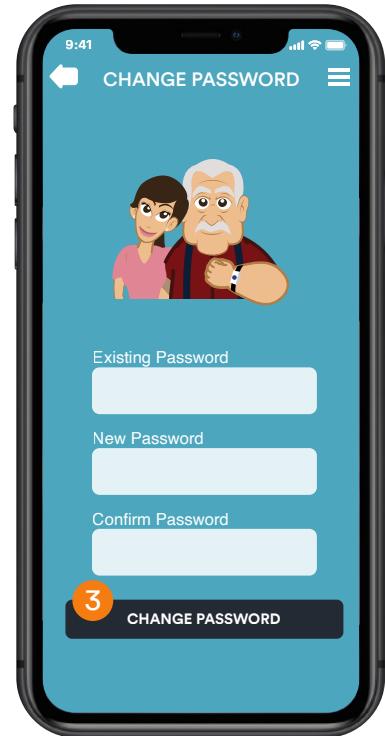
Change Password



1) On the Main Menu, click on “Side Menu” icon in the top right corner.

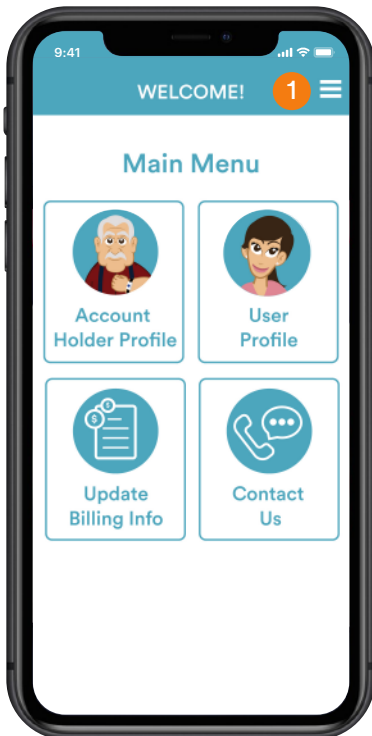


2) Click on “Change Password.”

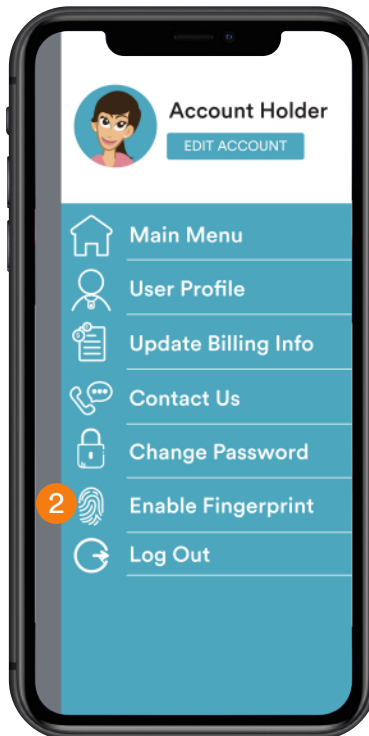


3) Enter the new info, scroll down to the bottom, and click “Change Password.”

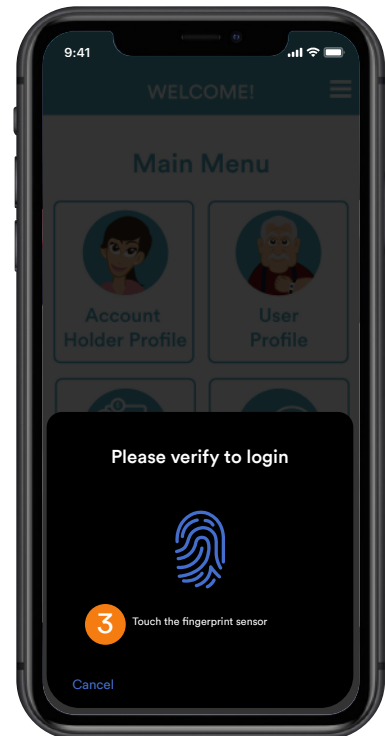
Setting Up Fingerprint/Face ID Login



1) On the Main Menu, click on “Side Menu” icon in the top right corner.



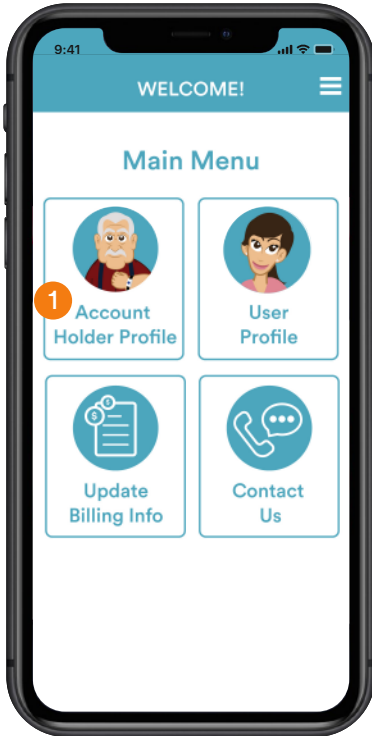
2) Click on “Enable Fingerprint.”



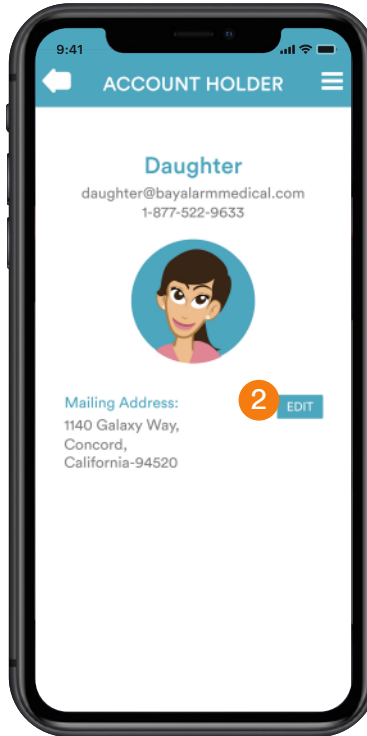
3) Touch the fingerprint sensor or face the front camera for face ID.

Updating Addresses

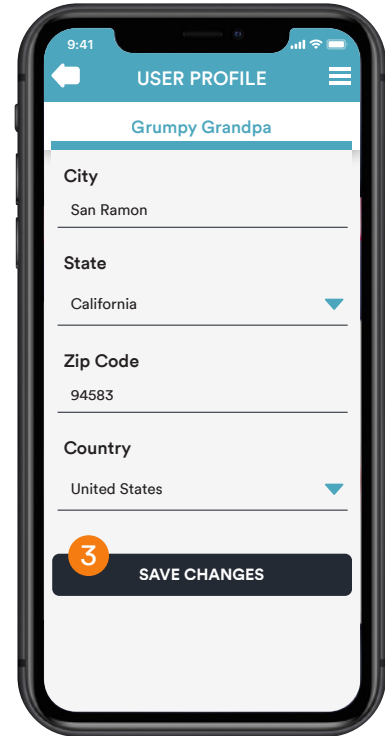
Update Mailing Address



1) On the Main Menu, click on "Account Profile."

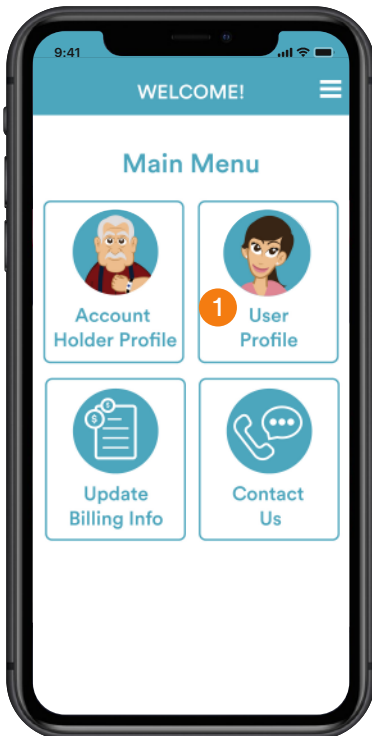


2) On the Account Holder page, click on the "Edit" button next to the Mailing Address.

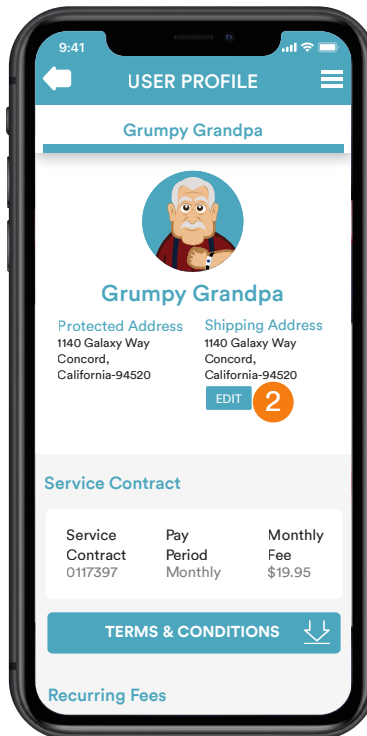


3) Enter your new info, scroll down to the bottom, and click the "Save Changes" button.

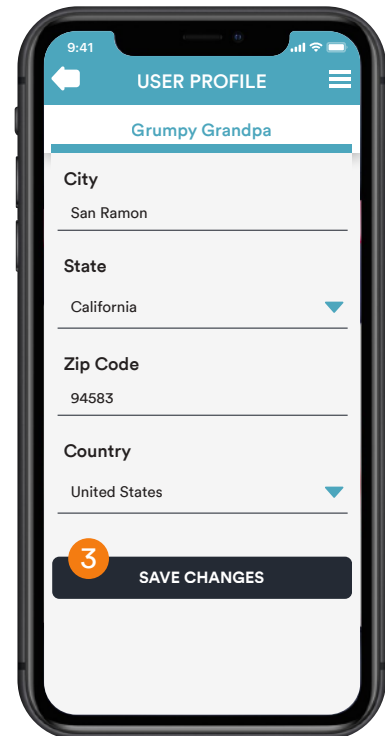
Update Shipping Address



1) On the Main Menu, click on "User Profile."



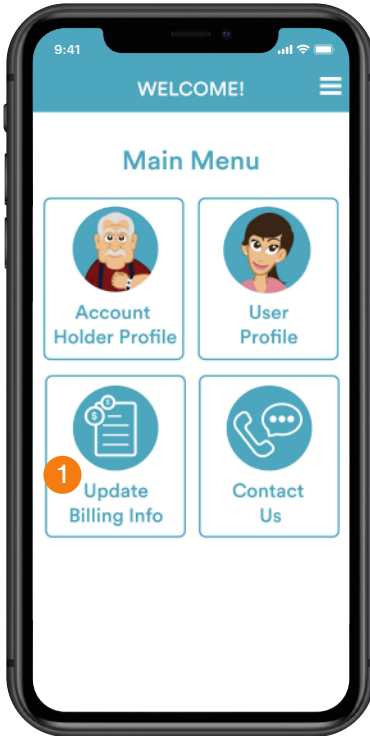
2) On the User Profile, click on the "Edit" button under the shipping address



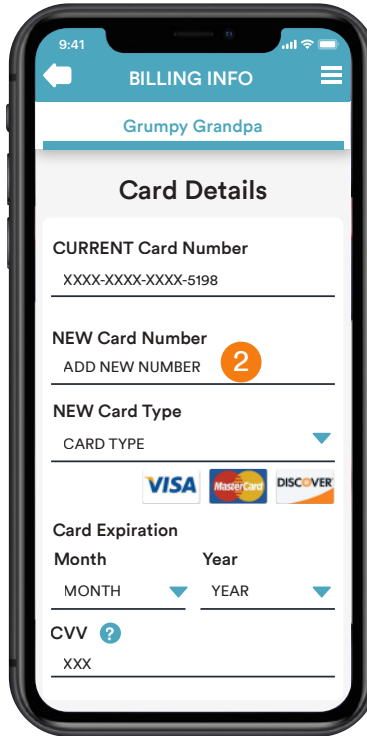
3) Enter the new info, scroll down to the bottom, and click "Save Changes."

Update Billing Info & Make Payments

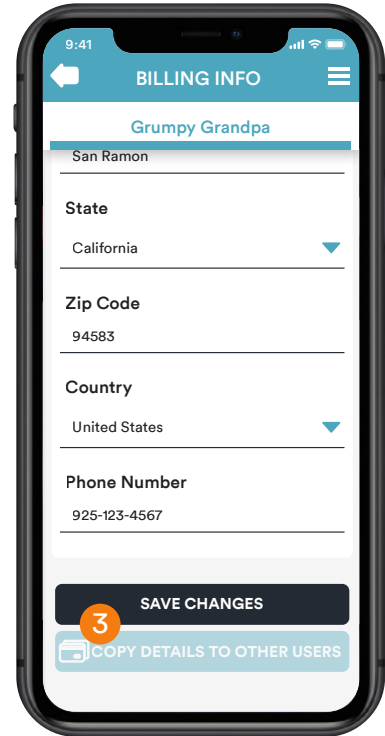
Update Card Info



1) On the Main Menu, click on "Update Billing Info."



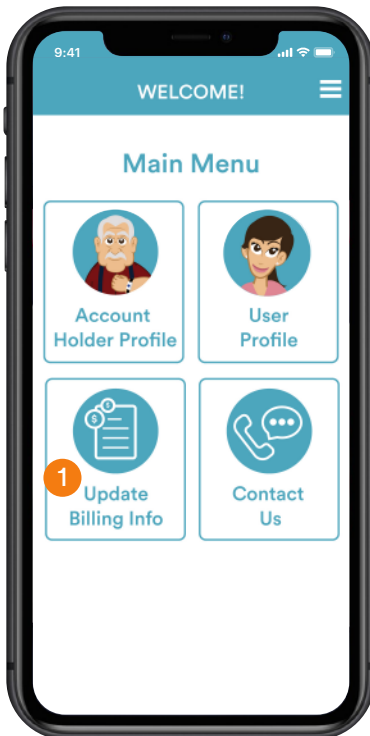
2) Enter the updated info under Card Details and Billing Details.



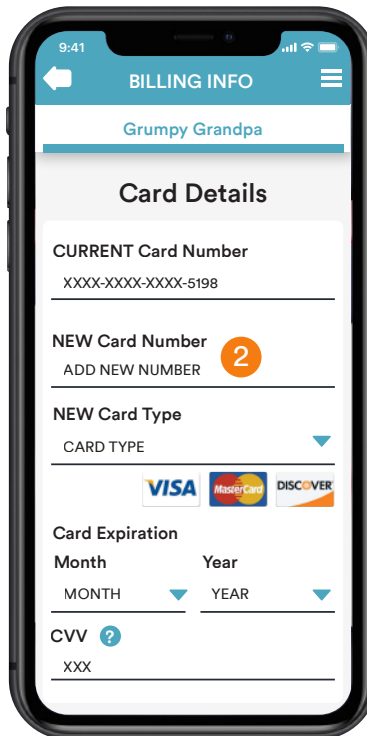
3) Scroll down to the bottom and click "Save Changes."

Payments may take up to 24 hours to update.

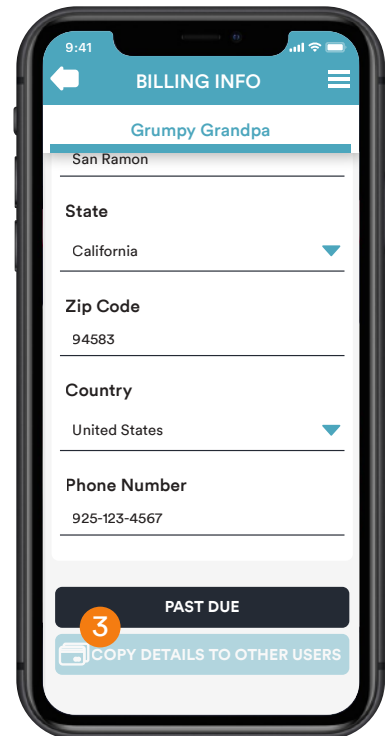
Paying Past Dues



1) On the Main Menu, click on "Update Billing Info."



2) Enter the updated info under Card Details and Billing Details.



3) Scroll down to the bottom and click "Past Due." Payments may take up to 24 hours to update.