Welcome to 5Star by GreatCall.

Thank you for choosing 5Star® Service. Now you can be prepared for any uncertain or unsafe situation and have access to help anytime, anywhere.

At GreatCall®, we’re committed to helping you, your friends and your family stay connected, protected and in control of your lives with easy-to-use wireless products and services, innovative smartphone apps and simplified cell phones. You can always count on GreatCall for affordable monthly service with no contracts and live, U.S.-based customer service.

This guide will help you get started with your new 5Star app, and we’ve included some highlights and features to ensure you get the most out of your 5Star experience. You’ll find some useful information about managing your service, completing your Personal Profile, and testing your 5Star service.

Be sure to register at mygreatcall.com, an online resource developed exclusively for our customers. It’s a secure, password-protected website where you can manage your 5Star service or update your Personal Profile, anytime, day or night.

For general 5Star account questions, assistance with changes to your Personal Profile, or to share feedback with us about your 5Star experience, you can reach GreatCall customer service at appsupport@greatcall.com or 1-800-369-6168.

For the most up-to-date information, visit us at greatcall.com. You can also follow us on twitter.com/greatcallinc and like us at facebook.com/greatcall.

From our family to yours, we hope that you find 5Star empowers you to live your life without worry while being prepared for anything.

Welcome to the GreatCall family!
Getting Started

Testing Your 5Star Service

Once you have downloaded the 5Star app and received confirmation that you've completed the registration process, log in to your account with your email address and password. If you decide to test your service, tap the “Call 5Star” button, and you'll be connected to a 5Star Agent. Be sure to let them know you're making a test call.

Managing Your 5Star Service

You can manage your service and access all of your 5Star account information using mygreatcall.com, a secure, password-protected website. Once you create an account and log in, you'll have access anytime, giving you the freedom to:

- View and update your Personal Profile
- Record “Just in Case” notes for future events
- Update your payment information

If you haven't already set up a MyGreatCall account, please visit mygreatcall.com and click on the “Register” link at the top right corner of the screen.

NOTE

5Star Agents are trained to handle every call as a potential emergency. If you decide to call 5Star directly to make a test call, please do not hang up before connecting with a 5Star Agent to let them know you are only testing your 5Star Service. Otherwise, Agents will treat your call as an emergency and call you back to make sure you’re safe.

Completing Your Personal Profile

Having a completed profile is essential to getting the most out of your service. There are three convenient ways to submit or update your Personal Profile:

- **Within the App**
  Select the Personal Profile icon from the main menu to update your profile.

- **Online at mygreatcall.com**
  It takes just a minute to log in and get started.

- **Call 1-800-369-6168**
  Do not press the Call 5Star button to set up your Personal Profile.

We keep your profile confidential using a secure datacenter and we only share your information with emergency personnel in the event of a critical situation.
Immediate Connection to 5Star Agents
One touch and you’ll be immediately connected to 5Star Agents who are certified by the National Academies of Emergency Dispatch®. All 5Star Agents are equipped to handle a wide variety of situations and are available to assist you anytime, day or night.

Agents have access to your confidential Personal Profile containing valuable information such as your medical history and emergency contacts. They can even dispatch 9-1-1 emergency services if needed, conference in family and friends and will stay on the line with you until your situation is resolved.

GPS Technology
5Star Agents utilize GPS technology, advanced location analysis and information in your Personal Profile (including the list of places you frequently visit) to confirm your location when you call.

Your Personal Profile
Your Personal Profile includes comprehensive personal details including your emergency contacts, doctors and medical conditions, which enable 5Star Agents to assist you quickly and safely in an urgent situation. The more information you provide, the more prepared you’ll be in an emergency.

Be prepared for any uncertain or unsafe situation.
5Star is a groundbreaking personal safety service that can help prepare you for any unsafe or uncertain situation. Here are some features and benefits you’ll enjoy:

“Protect your kids, your parents and yourself.”
John Walsh, Safety Advocate and Vice Chairman of GreatCall
Three great ways to use 5Star

As a new 5Star subscriber, now you can worry less knowing that help is available anytime, anywhere. 5Star Service is available on iPhone and Android phones, on the 5Star and Splash devices and on the easy-to-use Jitterbug® cell phones, so you can choose the products that fit your lifestyle.

5Star for Smartphones

An exclusive personal safety app
The 5Star app gives you immediate access to NAED-certified Agents right from your smartphone by tapping a single icon. Unlike most other mobile applications, the 5Star App also includes in-app support from our live, 100% U.S.-based GreatCall customer service team.

• Intuitive, easy-to-use menu navigation
• Shake for Help™ technology for in-app support
• In-app Personal Profile set up and management
• Personal Profile is encrypted and PIN protected

The GreatCall Splash

One touch. All kinds of help.
The compact, waterproof and GPS-enabled GreatCall Splash can prepare you for any uncertain or unsafe situation. Simply press the button whenever you need help and you’re immediately connected to 5Star. Or press and hold the button to connect to 9-1-1 directly. The Splash is portable and can conveniently attach to your keychain, purse or backpack, so it goes where you go. Coverage is powered by the nation’s largest, most reliable wireless network.

• Waterproof, so you can take it anywhere
• Simple voice commands and light indicators
• Two-way cellular communication with powerful speaker and microphone
• Keychain attachment and detachable clip included
• Now available with Fall Detection

5Star for the Jitterbug Cell Phone

Transform the Jitterbug into a personal safety device
5Star is also available as an award-winning service on the Jitterbug, a high-quality, easy-to-use cell phone made by worldwide leader Samsung. Powered by he nation’s largest, most dependable wireless network, the Jitterbug has affordable rate plans with no contracts. Simply press the 5Star button on the Jitterbug5 keypad to be connected to an Agent.

• Large keypad makes dialing easy
• Powerful speaker delivers loud, clear sound
• Effortless navigation with YES and NO buttons
• Long-lasting battery so it’s ready when you need it
• Dedicated 5Star button makes connection fast and easy
Get unlimited access to nurses and doctors
With Urgent Care, you can speak with a live nurse or a doctor 24/7 and even get a prescription for common medications over the phone. It's an easy way to access quality medical advice that's available anytime, anywhere, and insurance is not necessary.

Live, registered nurses, on call day or night
No appointment, copay or insurance necessary: Speak to an experienced nurse in English or Spanish, anytime.

Health Information Library: Unlimited, anytime access to a pre-recorded library, featuring current information on hundreds of general health topics that can assist you in making decisions about your health and well-being.

Updated Personal Health History: Nurses document the health topics you discuss each time you call, allowing them to better serve you by addressing your specific concerns.

Calling Urgent Care
To speak with an experienced, registered nurse, call a 5Star Agent and ask them to connect you to Urgent Care. This service is available to you 24 hours a day, seven days a week.

To learn more about Urgent Care or other health and wellness services offered by GreatCall, visit us at greatcall.com.