

Checking user location

Social&Care

User Guide

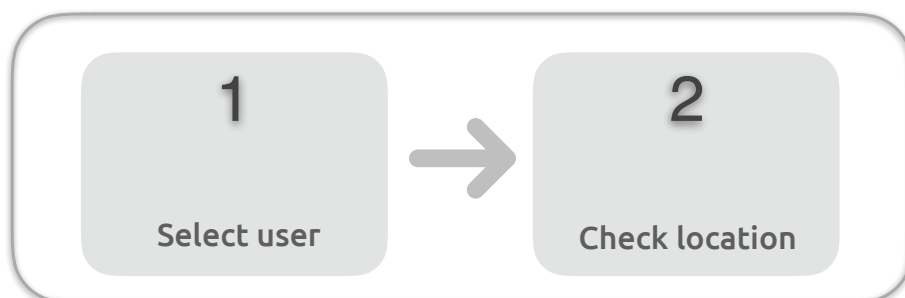
Support Team

You can configure your relatives' usual locations and you can define safety areas around those locations in Social&Care

Social Care will notify you when your relatives reach one of the predefined locations and every time they leave the safety areas

Besides, you can check your loved one location at all times

Process to check your relative location is very simple:



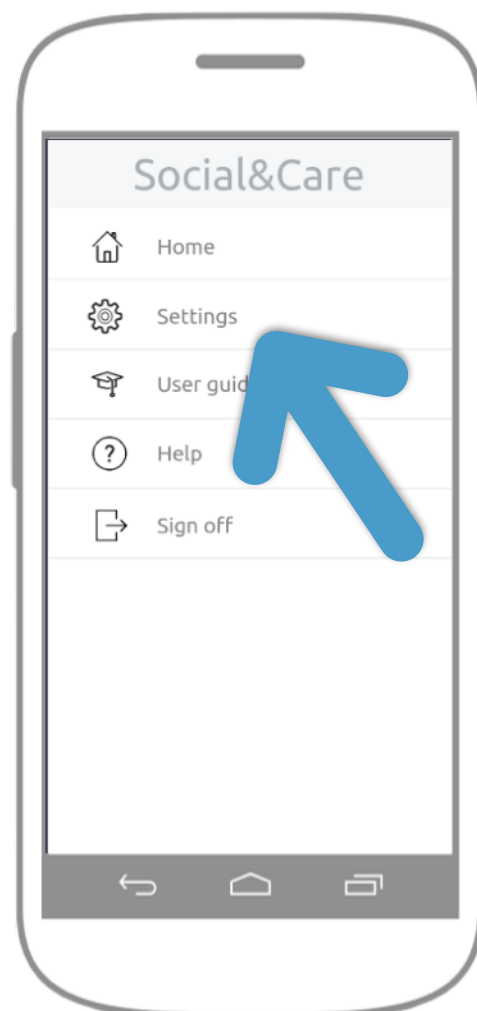
1.- Select a user to check his location

Social&Care offers you another specific tutorial to configure locations where you can consult:

- How to define security zones
- Set up secure locations
- How to set up notifications so that Social&Care will inform you if your relative reaches a safety location or is outside the security zones

In this tutorial we show you how to check the position of your relative at any time

On your device, select Settings from the Social&Care main menu

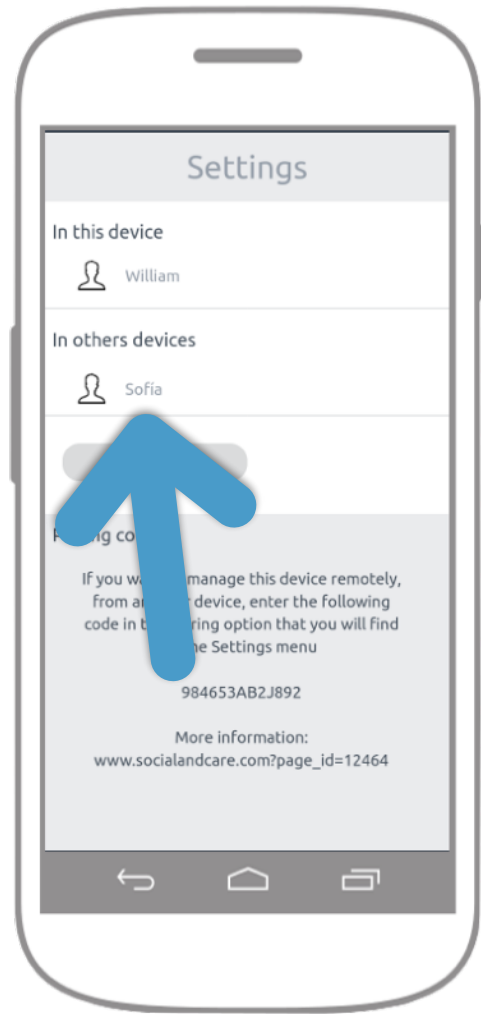
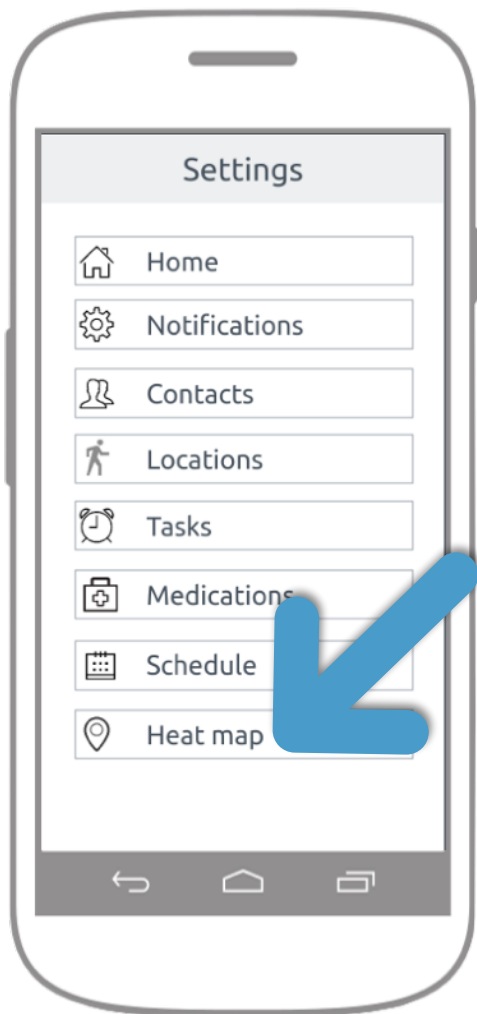


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Select the person you want to check the location for

(If you have not yet paired with your loved one's device, first consult our **Pairing devices tutorial**)



Now, you are remotely configuring your relative's settings.

Press the **Heat Map** button

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Let's see the Heat Map screen information

Heat Marks

Social&Care stores the locations visited by your relative.

The heat map shows some heat marks where the color is more intense the more times that location has been visited.

(Depending on your operating system these marks may vary in color and intensity)



Reaching a location

Social&Care shows you the information of the last known date and time when the position of your relative was obtained.

If the device has no coverage or has run out of battery, Social&Care shows you the last known position of your family member and the time it was obtained.

Position mark

Social&Care will call this number when your family member will press the panic button (SOS).

Enter your mobile number

The GPS positioning system may have errors calculating the device's position

[Find out why in this Wikipedia article](#)

Depending on the accuracy of the user's device, the signal will have more or less quality.

Social & Care reflects on the map with the same accuracy as the user's device.

If you are experiencing many position errors ("position not found" or "user is outside the security areas"), adjust Social&Care's accuracy in the Notifications option of the User Settings menu, or refer to the Configuring Locations tutorial

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We have finished checking user location tutorial!

You will now can consult your relative's position at any time

If you have any doubts or need assistance setting up Social&Care, please let us know and we will call you for FREE.

Send an email to help@socialandcare.com indicating a landline number and the time you want us to call you.

Thank you for download Social&Care

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