

# GreatCall Step by Step

1. Go to [mygreatcall.com](http://mygreatcall.com)
2. Create a NEW MyGreatCall Account by clicking on “Create an Account” for Urgent Response Devices.

## Create a NEW MyGreatCall Account

With MyGreatCall, you can manage your account and organize your apps in one central place. And with password-protected access, you can log in securely anytime, anywhere.

Phones



Create an Account

Urgent Response Devices



Create an Account

Lively Wearable



Call Now  
**866-351-2265**

3. Fill out the below information.

- Device Serial Number
- Zip Code
- Street Number
- Email Address
- Password (Must be 6 – 20 characters)

**Enter your account information to get started**

*All Fields Required*

**Device Serial Number**  [Where can I find this?](#)

The digits above the barcode on your device

**ZIP Code**

Must be 5 digits

**Street Number**

For example, 12345 (not street name)

**Email Address**

For example, johndoe@email.com

**Password**

Must contain 6 to 20 characters

**Confirm Password**

Repeat your chosen password

 **Sign up**


4. Click “Sign up” and you will be taken to your GreatCall Account.

The screenshot shows the GreatCall account overview for Miane Gonzales. The header includes the GreatCall logo, the user's name, and a customer care phone number. The main content area is titled "Account Overview" and features a "My Health & Safety Package" section with a "5Star Urgent Response - Free" and "Urgent Care - Free" option. A "My Apps & Services" section is also visible. On the left, a sidebar contains links for "My Account", "Health & Safety Services", and "Support & How-tos". A "Logout" button is at the bottom of the sidebar. A "Make a Payment" button is located near the "Amount Due \$94.25" section.


5. To update your GreatCall profile, go to “Healthy & Safety Services”, click “5Star”, and “Edit My Profile”

The screenshot shows the "My Profile" page. A large donut chart indicates that 20% of the profile is complete, with the text "We need more information, please." below it. To the right, a list of items to be added includes "Basic Information", "Emergency Contacts", "Medical Information", and "Vehicles". A red circle highlights the "Edit My Profile" button. On the left sidebar, a red arrow points to the "Health & Safety Services" link, and another red circle highlights the "5Star" link within that section.

6. Update any of the below profiles by clicking “Edit” and “Save”




Hello, MIANE GONZALES





Lively Mobile  
Account #  
2229919

Amount Due  
**\$94.25**

Make a Payment

My Account 

Health & Safety Services 

5Star 

Greatcall Link


Support & How-tos

Logout


## Personal Profile

Summary


20% Complete

 **Basic Information** Incomplete Edit


Provide helpful information about yourself.

 **Locations** Completed! Edit


Important addresses like your office or vacation home.

 **Emergency Contacts** Incomplete Edit

Who would you like us to notify in case of emergency?

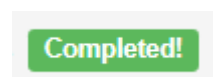
 **Medical Information** Incomplete Edit

Record your medications, doctors and more.

 **Vehicles** Incomplete Edit

Provide information on your vehicle to help in an emergency.

7. When the personal profile has been updated successfully, it will read “Completed”



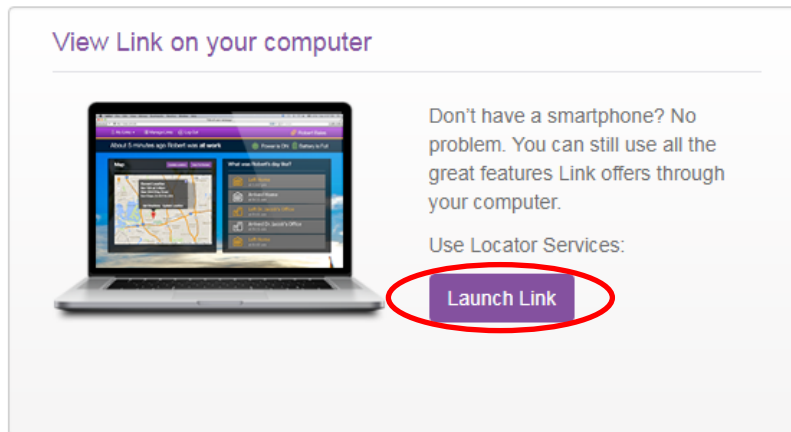
8. To give access to your caregiver or family member click the “GreatCall Link”

The screenshot shows the GreatCall account overview page for MIANE GONZALES. The left sidebar contains a 'My Account' section with a plus icon, a 'Health & Safety Services' section with a minus icon, and a list of services: '5Star', 'Greatcall Link' (circled in red), and 'Support & How-tos'. The main content area has a header 'Account Overview' and two main sections. The first section, 'My Health & Safety Package', shows 'Ultimate Health & Safety Package - Free'. The second section, 'My Apps & Services', lists '5Star Urgent Response - Free' and 'Urgent Care - Free'. At the top left, there is a greeting 'Hello, MIANE GONZALES', a 'Lively Mobile Account # 2229919' with a mobile phone icon, and a payment section showing 'Amount Due \$94.25' with a 'Make a Payment' button.

9. You can link on your smartphone or computer.

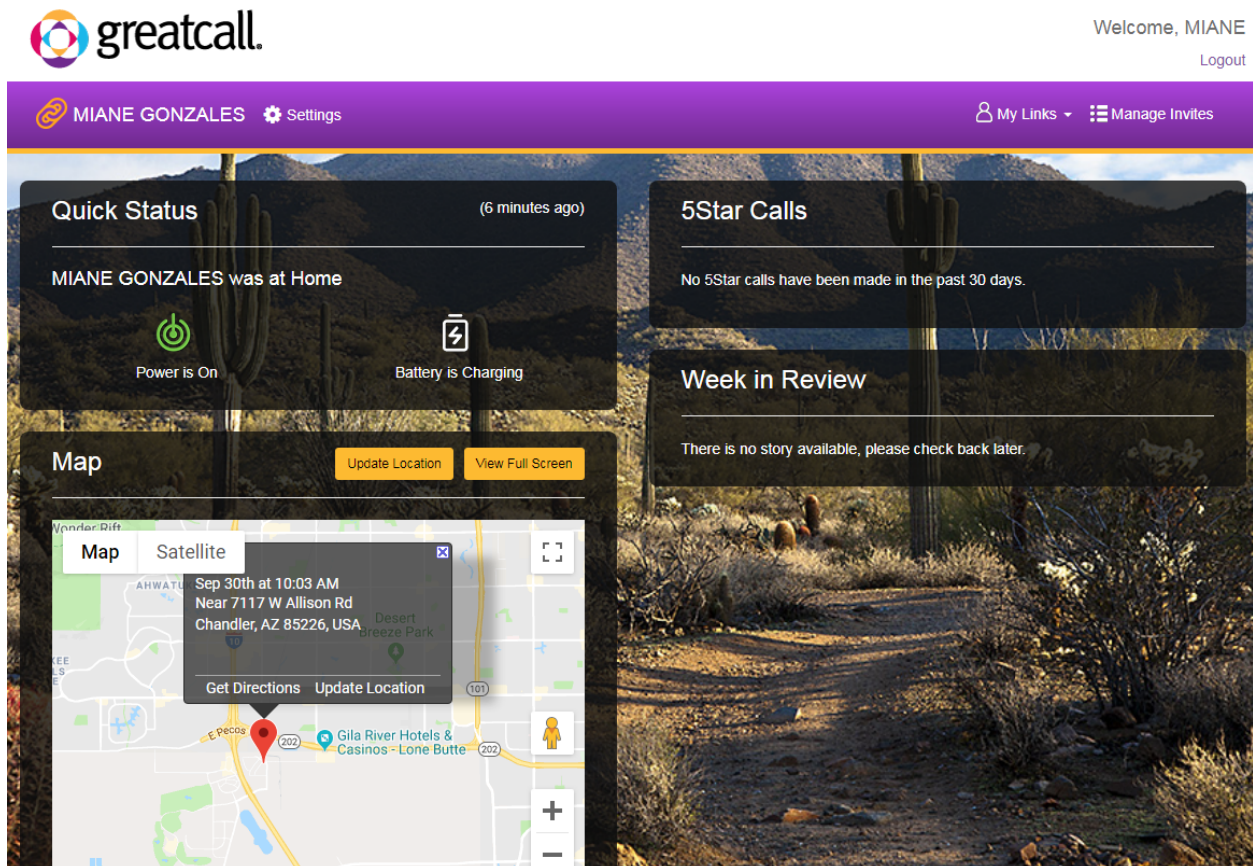
The screenshot shows the GreatCall Link website. At the top, there is a GreatCall logo and a 'Welcome, MIANE' message with a 'Logout' link. Below this is a purple banner with 'Welcome to GreatCall Link' and links for 'My Links' and 'Manage Invites'. The main content area has a heading 'Link up in real-time.' and a subheading 'GreatCall Link is the new, easy way to get the information you need to know your family is safe and well.' There are two main sections. The first section, 'Use Link on your smartphone' (circled in red), shows a smartphone displaying the GreatCall Link app, with text stating 'GreatCall Link is a free app available to download to your Android or Apple smartphone.' and buttons for 'Available on the App Store' and 'Get it on Google play'. The second section, 'View Link on your computer' (circled in red), shows a laptop displaying the GreatCall Link website, with text stating 'Don't have a smartphone? No problem. You can still use all the great features Link offers through your computer.' and a 'Launch Link' button.

10. To link on your computer, click “Launch Link”

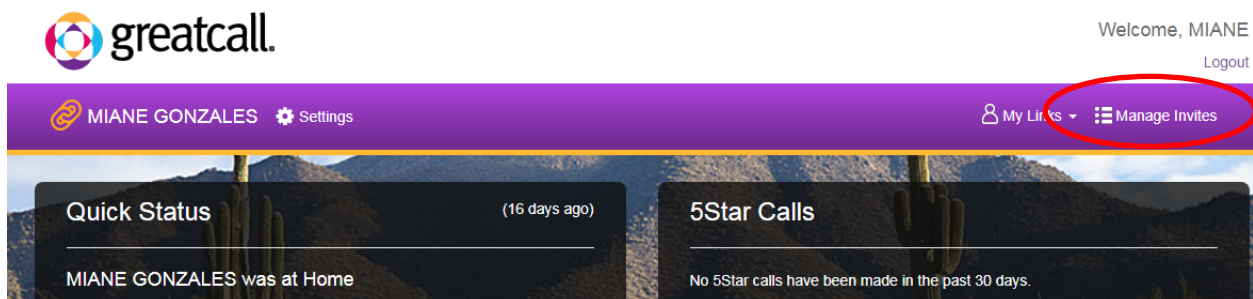


11. From this link you can see the following...

- Quick Device Status
- 5Star Calls
- Map (current location)
- Week in Review
- Daily Activities



12. To give access to your caregiver and/or family members, click “Manage Invites”




13. From this link you will be able to do the following...

- Send Invites
- Accepted Invites
- Suggested Invites
- Pending Invites
- Who Has Located Me?

## Manage Invites

 My Links ▾  Manage Invites

### Welcome

Click on the name of the person you wish to locate under the ' My Links' above to use the **Locator Service**.

### Accepted Invites:

You do not have any links/connections.

### Send Invite:

Send an invite to people you want to become a link.

Invite

#### Link Settings



#### Locator Service Settings

This person **cannot** find me on a map, **nor** receive location Push notifications.

OFF

### Suggested Invites:

There are no suggestions.

### Pending Invites

[Resend All](#)

### Who Has Located Me?

No one has tried to locate you.