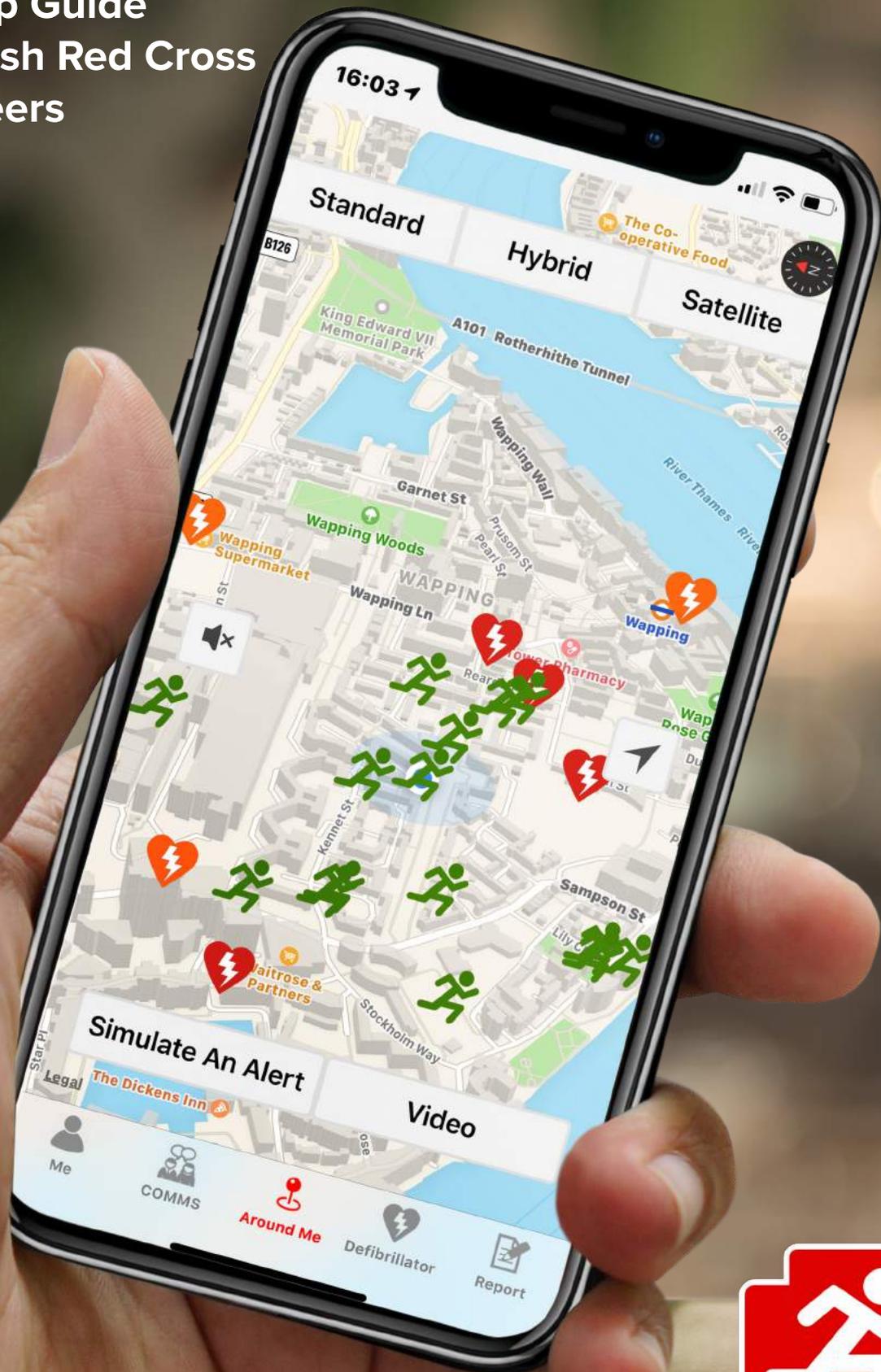


# GoodSAM

The App Guide  
for British Red Cross  
Volunteers



# Welcome to the GoodSAM Platform and Community



The GoodSAM project was established 5 years ago to alert first aiders / medical professionals to anyone nearby who may be suffering a cardiac arrest. By providing earlier cardiopulmonary resuscitation and by use of defibrillators before an ambulance arrives, our community of volunteers have saved many many lives around the world.

The GoodSAM platform is used by many organisations internationally including some of the biggest ambulance services and first aid charities.

We are immensely proud of the GoodSAM community and the work we have achieved. It is the ability of the system to geo-locate those who can help, and connect them with those in need which has resulted in the GoodSAM platform being utilised to support the 1.4 million vulnerable people in isolation as a result of the Coronavirus crisis.



We are delighted to be partnered with the British Red Cross to help deploy volunteers, support communities and to connect even more with our GoodSAM community.

## Getting Started as an British Red Cross Volunteer:

Firstly you will have registered at [www.goodsamapp.org/brc](http://www.goodsamapp.org/brc) and been approved by the British red Cross. You will have received verification to the email address you registered with.

Please ensure you have read the correct volunteering guide for your role(s):

- [Check in and Chat Volunteer.](#)
- [Community Response Volunteer.](#)
- [Transport Support Volunteer.](#)



### Step 1: Download

Download the GoodSAM **Responder** App  
The system is designed to be smartphone App based. We have tried to make the App available to as many people as possible but it may not be accessible / supported by Windows and some older phones.

To enable the system to function:

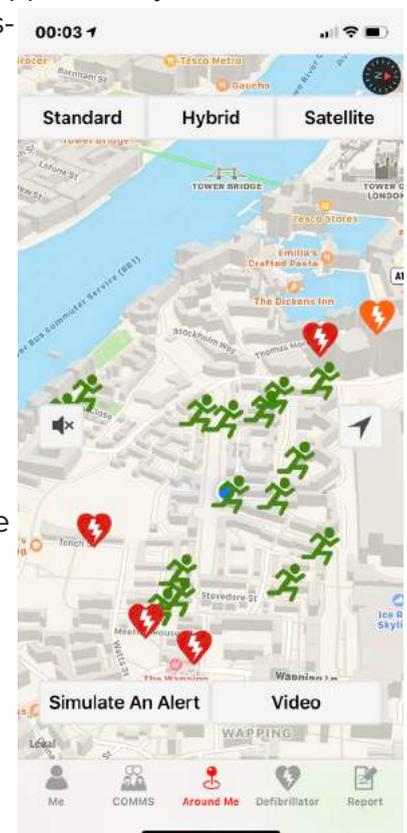
- Allow GoodSAM access to your location services
- Allow GoodSAM access to your photo library

### Step 2: Log In

- Simply enter the email address and password you registered with.
- Do not re-register (it will delete you from the system).

### Step 3: Have a look around!

You'll see a map with people around you, if they have chosen to reveal their location with their community. There is no need for you to do this. You are the blue dot. This is your local GoodSAM British Red Cross volunteer community. You can click on those nearby. They may or may not have chosen



to reveal all or part of their name. You can do the same under the “Me” tab.

#### Step 4: Click on the “Me” Tab and upload your profile picture

Please upload a clear photo of you under the “Me” Tab. Please also carry a form of ID with you when carrying out a volunteer request eg passport/driving licence. If you’re finding you can’t upload a profile picture it’s because you haven’t given permission for GoodSAM to access your photo library - please change your settings!



#### Step 5: Adjust your settings

You’ll see under the “Me” Tab there are quite a few options:

The Duty and Volunteering hours update when you open and close the app (slide up on an iPhone and reopen to update).

“**Report on Duty**” - this means you are available to respond to volunteer requests. Slide it to off if you can’t, go, for example if you are not well. Remember, if you do get a request, you can still reject it.

When you report “On Duty” you will be offered the opportunity to put in a **resource code**. This is for emergency professionals so that they can be tracked as a specific resource. **Please leave this blank.**

“**Show me on the map**” - you can hide or reveal your approximate location to others in the GoodSAM community around you. If you hide, you also lose your ability to see others.

“**Reveal First / Last Name / Profile Picture**” - to those in the GoodSAM community around you.

“**Receive Buzz**” - enable this if you are happy to receive “radio” messages from those around you.

“**Restrict Buzz**” - enable this to only receive the “radio” messages from those who are in the same organisation as you (in this case, other British Red Cross volunteers)

“**I have a defib on me**” - because of GoodSAM’s core cardiac arrest function, we have established the world’s largest defibrillator registry. We also map mobile defibrillators e.g. those in police cars / on buses. If you happen to carry one, please enable this.

“**Play siren even on silent**” - enable this to hear the siren of volunteer requests even when your phone is on silent.

“**Play voice messages even on silent**” - enable this to receive “radio” messages from those around you over silent.

**Adjust your location accuracy** - far left uses triangulation of masts (minimal battery consumption), far right uses GPS. We advise leaving it to the far left.

Please have a look at the **Code of Conduct** and encourage your friends and family to be a Community reserve Volunteer so they can be a part of the GoodSAM community too.

The screenshot shows the 'Me' tab settings in the GoodSAM app. At the top, the time is 14:36. Below the profile picture (a man with glasses and a beard), it says 'Hello John!'. The settings are as follows:

- Verifying Organisation: UK: Royal Voluntary Service
- Expiry Date: 2020.01.08
- Number of on duty hours: 832
- Number of volunteering hours: 832

Below these are two toggle switches, both currently turned on (red):

- Report on duty:
- Show me on the map:

At the bottom, there is a navigation bar with five icons: 'Me' (selected), 'COMMS', 'Around Me', 'Defibrillator', and 'Report'.

## Step 6: How will I Receive Volunteering Tasks?:

The platform matches volunteers to those needing help factoring in the roles volunteers have registered with as well as their location.

If you are near someone who needs help, you will receive an alert on your phone. This may be a push notification or Siren sound (it can be loud) and you will see a request on your phone asking if you can help. If able, please click “Accept” and you will then receive more information.

You can try the simulation button to see this in action. A pretend person in need will be displayed.

Don't worry if you have to reject or miss the alert. The next nearest person will be tried.

When you accept, you will then be shown the map with the location of where help is needed. You can open your native map system to guide you there.

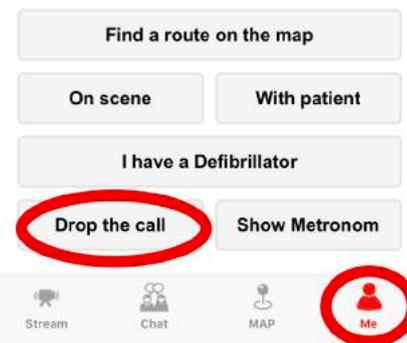
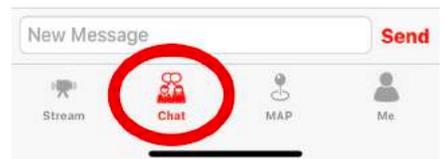
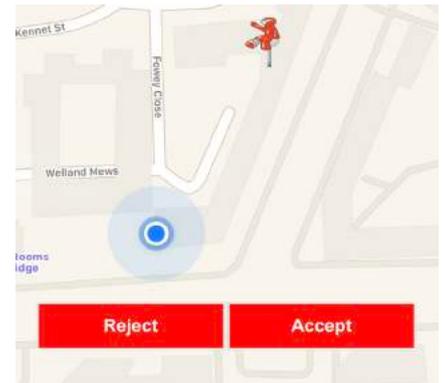
Please click the “Chat” Tab for full details of the request.

**If you have any queries please contact  
the British Red Cross on  
0203 417 0300**

Please do not call or email GoodSAM about specific task requests.

**ONLY CLICK “ON SCENE” or “WITH PATIENT” when you have completed the task or are with the patient as for governance reasons, information relating to the task is then removed from your phone.**

If at any point you have to abandon the task for any reason, please click “Drop the Call” and another volunteer will be tasked.



Frequently Asked Questions:

| Question   | Answer   |
|--|--|
|  |  |
| <p>The App doesn't seem to work on my phone</p>                            | <p>GoodSAM supports iPhones (&gt;4s) and modern Android phones. Many older and Windows based phones do not have the capability or geolocation and the processing capability to support all the features of GoodSAM.</p> <p>If you think it should work on your phone there are simple things to check:</p> <ul style="list-style-type: none"> <li>- Ensure GoodSAM App has access to location services and photo library</li> <li>- Ensure background refresh is on (iphone)</li> <li>- If still having problems please uninstall and re-install.</li> </ul> |
|  |  |
| <p>Can I use it on my iPad</p>   | <p>The GoodSAM platform is very much designed for smartphone use. It will work on an iPad if you continue to have a data stream (i.e. are on a 3G/4G network while responding to your volunteer request) but we highly recommend using a smartphone.</p>   |
|  |  |
| <p>I can't upload a profile picture</p>                                    | <p>Have you allowed GoodSAM Access to your photo library. If not, please go into your settings, allow GoodSAM to access your photos and try again.</p>   |
|  |  |
| <p>The map doesn't know where I am</p>                                     | <p>That means you have denied GoodSAM access to your location services. Please go into your settings and enable this.</p>  |
|  |  |
| <p>My hours are not updating</p>   | <p>Please close the app by clearing it from your open app section (swipe up) and then re-open it.</p>  |
|  |  |
| <p>It doesn't work on my Kindle / PC / Alexa</p>                           | <p>Unfortunately we are unable to support such devices. Please consider getting involved in local volunteering groups.</p>   |
|  |  |
| <p>I wish to have all my personal information removed from the service</p> | <p>Sorry to hear that - Please email <a href="mailto:reserves@redcross.org.uk">reserves@redcross.org.uk</a> with the word "unsubscribe" in the subject heading.</p>  |
|  |  |
| <p>This App is amazing - how can I support?</p>                            | <p>Please go to the Apple or Google App stores and rate us. Then Tweet / FaceBook like us and tell all your friends!</p>   |
|  |  |
| <p>How can I give feedback about the App</p>                               | <p>Please email us at <a href="mailto:info@goodsamapp.org">info@goodsamapp.org</a> with the word "feedback" in the title.</p>  |
|  |  |

| Question  | Answer  |
|---|---|
| Any questions about shopping / medical delivery, car insurance... | Please ensure you have read your start up guides and if not answered there, please email the British Red Cross at: <a href="mailto:reserves@redcross.org.uk">reserves@redcross.org.uk</a> or call the support line on 0203 417 0300 |
|   |   |
| I have concerns about a patient                                   | Please call the British Red Cross on 0203 417 0300  |
|   |   |
| I have another question   | Please call the British Red Cross on 0203 417 0300  |
|   |   |