Feel safe at home with Lively on Alexa

Here's how to add Lively® Urgent Response to your Amazon Alexa device.

Getting started is as easy as 1-2-3:

1. Download the Alexa app to your smartphone.

2. Create your Lively account.

3. Link your Lively account to your Alexa device (Echo, Echo Dot, etc.).

Emergency Helpline

END   MUTE   KEYPAD   00:05

Step 1   Download the Alexa app

If you already have the Alexa app, go directly to Step 2. If you need the app, you can download it from the App Store or Google Play Store.

Download on the App Store

GET IT ON Google Play

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Feel safe at home with Lively on Alexa (cont.)

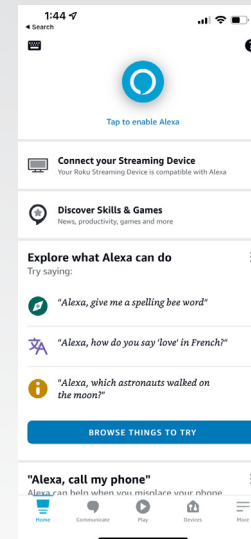
Step 2 Create Your Lively Account

If you already have a Lively account, go directly to Step 3.

If you need a Lively account, you can register at:
lively.com/myaccount/registration/livelyregistration

If you need to reset your account, please call 866-783-5111.

Make sure to fill out your Personal Emergency Profile (PEP) so we can help you in an emergency.

Note: Please enter the phone number that was used during checkout.
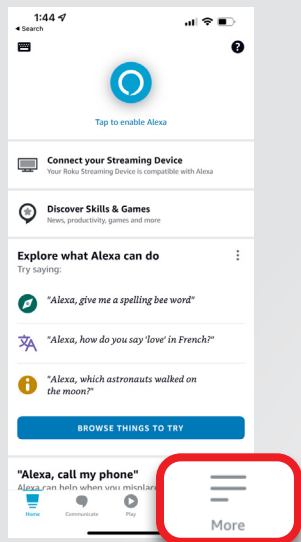

Step 3 Link Your Lively Account

The final step is to add the Lively Services skill to your Alexa. The way to do this is through the Alexa app. You will need your Lively login information in this step.
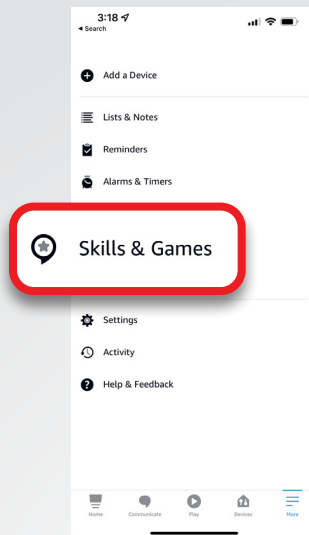
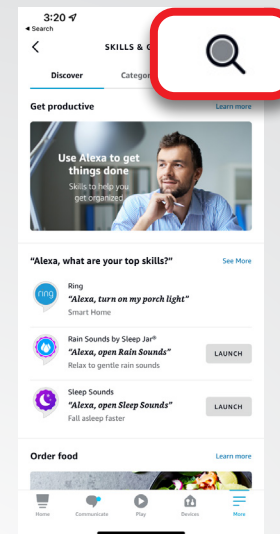**Alexa App Instructions:**

1. Open your Alexa app and sign in.

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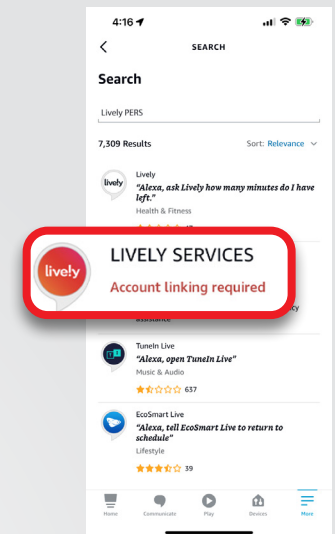# Feel safe at home with Lively on Alexa (cont.)

2. Select "More" on the bottom right of your app screen.
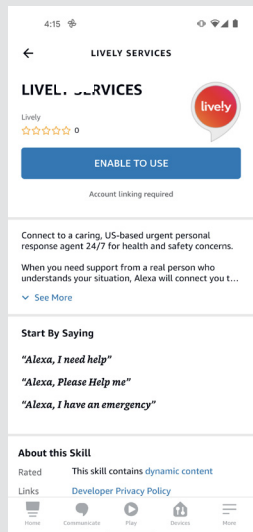
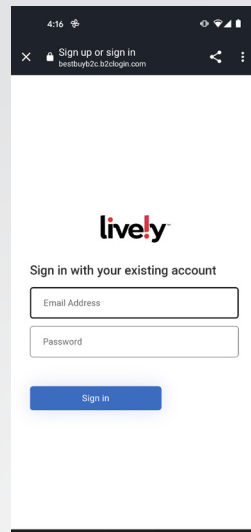**3.** Select "Skills & Games".

4. Search for "Lively Services skill".

5. Click on the "Lively Services skill".

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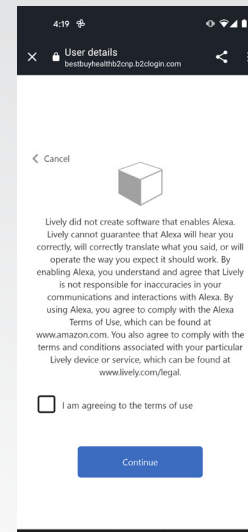
Feel safe at home with Lively on Alexa (cont.)

6. Select "Enable to Use".

7. When the Lively page opens, enter your Lively account information.

8. Check the box to agree to the Terms & Conditions, then select "Continue".
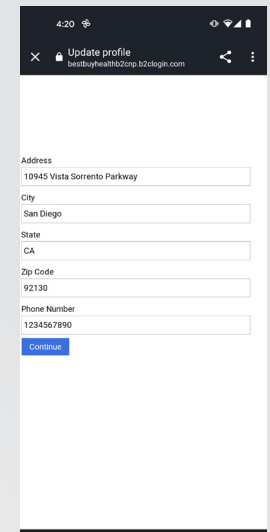
9. Your Personal Emergency Profile will open and you will be able to add or confirm the location where your Alexa device is located.

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Feel safe at home with Lively on Alexa (cont.)
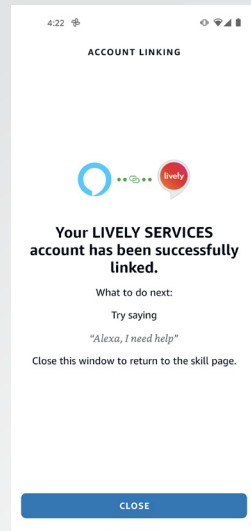
10. Your account is now successfully linked.

11. Make a test call by saying "Alexa, call for help". Inform Agent you are just making a test call.

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Feel safe at home with Lively on Alexa (cont.)

Congratulations! You can now use Lively Urgent Response on your Alexa Device.

Important things to know:

1. Make sure your Personal Emergency Profile (PEP) is filled out and is maintained so that we can easily help you in an emergency:

   - The contacts you provide in your PEP will be authorized to call Urgent Response on your behalf in an emergency, including requesting your device's current location.

   - The address listed in your PEP is used to dispatch emergency services if we cannot confirm your location, so be sure it is up to date with the location of your Alexa device.

   Go to lively.com/MyAccount to confirm, update and add additional information including medications, medical conditions, physical conditions, doctors, hospitals, vehicles and frequented locations. Please include an alternate phone number that we can use to reach you if your Alexa device is not responding.

   The information you provide in your PEP is personal to you and could be critical in assisting you in an emergency. We keep your profile confidential using a secure data center, and we only share your information with emergency personnel in the event of a critical situation.

2. Making a call to a Lively Urgent Response Agent by saying "Alexa, call for help" is the same way you can make a test call. If you are making a test call, please inform the Agent that you are just performing a test.

If you have any questions, or need assistance linking your Lively account, please call our Customer Care team at 1-800-733-6632.

For more information on how Lively on Alexa works, please visit our FAQs.

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