



# Ask My Buddy

Personal Alert ⊕ Network

[www.askmybuddy.net](http://www.askmybuddy.net)

There are 2 parts to setting up Ask My Buddy.

- Registering, and Adding or Editing Contacts at the AskMyBuddy.net website.
- Enable and Link Accounts in the Google Home application.

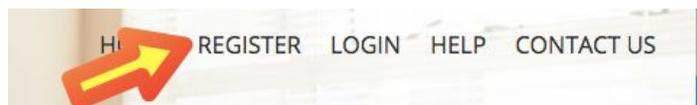
**Please note that Ask My Buddy uses Authentication with Google, which requires that you use a Google gmail address to register with Ask My Buddy.**

This Guide will get you started using Ask My Buddy. Please note the differences for website menus when using a large screen / desktop style computer and the menu selection on a mobile or tablet device. To open the menu on a mobile device, click the three stacked lines in the upper left corner.

If you need any help please send email to [support@askmybuddy.net](mailto:support@askmybuddy.net)

## Register

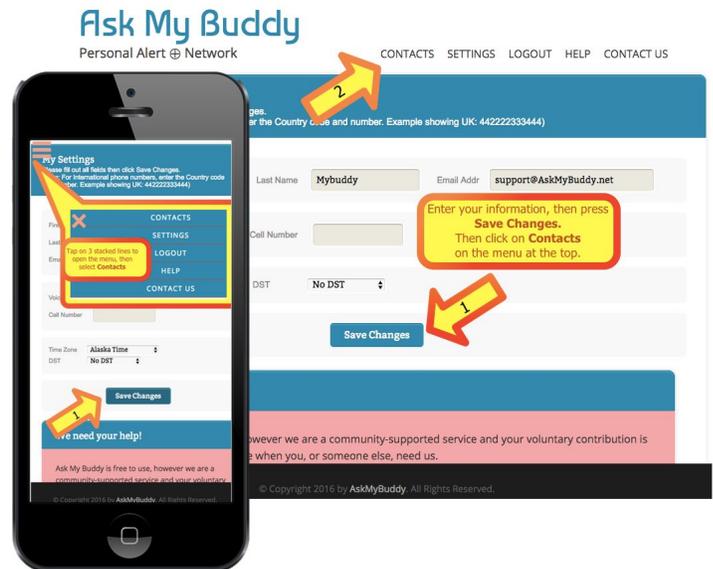
Registration may also be completed within the device management application, but it may be easier to do so at our website, [www.AskMyBuddy.net](http://www.AskMyBuddy.net).



1. In your internet browser, go to **[www.askmybuddy.net](http://www.askmybuddy.net)**
2. Click on the **Register** menu item (if you are on a mobile device, tap on the 3 lines in the upper left corner).
3. Enter your information using your **Google gmail email address** and a new password,
4. Then **press Register button**. Registration is complete, now login to continue set up.
5. You should then be on the Login screen, but if not, click on the **Login menu** item (if you are on a mobile device, tap on the 3 lines in the upper left corner).
6. Enter the login information that you used when you registered (email and password) then **press Login button**.
7. Once logged in you will be at the Settings page.
8. Enter any additional information about yourself, press Save Changes, then continue to **Contacts**

# Add or Edit Contacts

1. In your internet browser, go to [www.askmybuddy.net](http://www.askmybuddy.net)
2. Click on the **Login** menu item (if you are on a mobile device, tap on the 3 lines in the upper left corner).
3. Enter the login information that you used when you registered (email and password) then **press Login button**.
4. Once logged in you will be at the Settings page.
5. Select menu item **Contacts** from the menu at the top (mobile device, tap the 3 lines in the upper left corner) See *pictures above*.
6. Fill in each field for a contact then click the **Save Changes** button at the bottom. Always press Save Changes after each new contact is entered. If there are any errors you will see them in the blue title bar area.



For phone numbers, please do not enter dashes or parenthesis, only the numbers. If the telephone number is not a USA number, please look in the blue area for an example of how to format the telephone number. You may also read more in our [Help topic Formatting International phone numbers for Contacts by clicking here](#).

To read more and access videos about adding Contacts, view our [Help topic Contacts by clicking here](#).

### Contact List

Please fill out all fields then click Save Changes.  
(Note: For International phone numbers, enter Country Code)

When Save Changes is pressed, look here for Success or Error messages.

Success Contact Updated.	Error Fields Left Blank!, You must include at least one contact method.	Error Invalid First Name!, The First Name is not valid. Only ALPHABETIC characters are allowed.
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First Name  Last Name   
 Email Addr  Text Number  Voice Number   
 Delete  Test

To verify your device and Ask My Buddy are properly Linked, speak to your device to send an actual alert.  
'Alexa, Ask My Buddy to Alert Bob' or 'Hey Google, Ask My Buddy to Alert Bob'

First Name  Last Name   
 Text Number  Voice Number

Ask your device how to spell your contact's first name and consider using the same

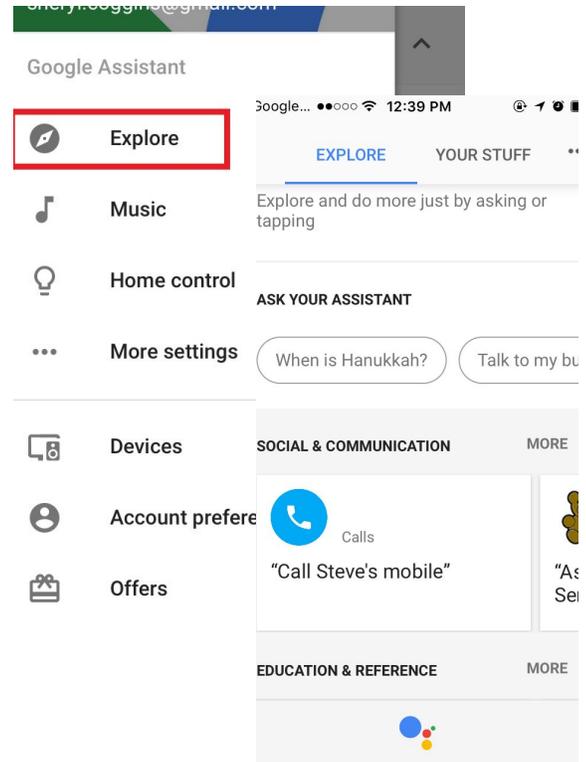
Enter a contact's first and last name, and at least one contact method. For phone numbers, do not enter dashes or parentheses (-) Press **Save Changes** and a place for another contact will be shown.

Click on PDF icon to download the Quick Reference Card

Download the Quick Reference Card

# Selecting and Linking in the Google Home application

1. Open the Google Home application on your tablet / phone
2. In the top left corner of the Home screen, tap Menu.
3. Verify that the Google Account that is listed is the Google Account you used to set up Google Home. *To switch accounts, tap the triangle to the right of the account name.*
4. Tap the hamburger menu on the top left to open menu with menu option **Explore**.
5. From there you need to swipe (left / right) through the **“Social and Communication”** category and look for Ask My Buddy.
6. Select Ask My Buddy and tap the **“Link Service”** button
7. The **Ask My Buddy Login** screen will display.
  - a. *If you have not yet created an Ask My Buddy account, we recommend Registering and setting up your account at [www.askmybuddy.net](http://www.askmybuddy.net) otherwise follow these steps, then continue to step 8.*
    - i. *Tap the Register button*
    - ii. *Enter your information using an @gmail.com address*
    - iii. *Press the Register Button*
8. Enter your gmail email address and password you used to register with Ask My Buddy, then **press LOG-IN button**



You will be returned to the Ask My Buddy Service page and Linking will be complete.

### Login

If you already have an AskMyBuddy.net account please login or click the [Register button](#) or [here](#) to create one.

1 Email

Email

2 Password

Password

[LOG-IN](#) [Forgot Password](#)

( If you forgot your password enter email, click Forgot Password. Then check your email or spam folder for an email from us.)

[Register](#)



Ask My Buddy

BeachDev ★ 4.3

[TRY IT](#)

AskMyBuddy.net Alerts your own Personal Alert [?](#) Network

[Read more...](#)



Available on **Google Home** and **iOS 9.0+** phones.

Once complete you are ready to use Ask My Buddy. Talk to your Google Home device and say, 'Hey Google, Ask My Buddy to Alert Bob' (instead of Bob use the first name of the contact you added). Ask My Buddy will alert that person and let you know that it was sent.

To alert all of your contacts at once say:

- Hey Google Ask My Buddy to Alert All
- Hey Google Ask My Buddy to Alert Everyone
- Hey Google Ask My Buddy to Alert Everybody
- Hey Google Ask My Buddy to Alert My Family
- Hey Google Ask My Buddy to Alert My Kids
  
- Hey Google Ask My Buddy to Send Help

To alert only one contact say: Hey Google Ask My Buddy to Alert {yourContactFirstName}

## **Note on Contact Names and Spelling**

If Ask My Buddy is having difficulty with a specific contact name, the Google Home voice platform may not be hearing the name, or the name is heard differently than how it is entered in your Contacts list. For example, your contact may be Kristie, but the voice platform spells it Christy. We do try to accommodate similar sounding names, but there are always some that do not quite match up. Interactions with each voice platform may be reviewed in the Google Home application, My Activity page. You should see a 'card' that states what was heard, and what was passed to Ask My Buddy. Please say Hey Google, Ask My Buddy to alert xxxxx, then please look to see what word was heard and how it was spelled. Try asking Google how to spell the names of your contacts, so you can see the answer in the cards. Say, 'Hey Google, how do you spell xxxxx?' Then change the spelling in your contact list to be the same. That way, the voice service will always pass the correct name. Don't worry, your contacts will never see how you spelled their name.

### **Personalized Quick Reference**

You may be interested to know about our new Personalized Quick Reference cards that can be printed out. The Quick Reference will have the login ID, a place to write a hint for the password, and it will add each Contact's name with the proper command to say.

To get a personalized copy, go to [www.AskMyBuddy.net](http://www.AskMyBuddy.net), then LOGIN to the account. Tap on menu item CONTACTS, then scroll to the bottom of the Contacts page. Tap on 'Personalized for Google. \*\* Please give it a minute or so while we customize it. We recommend hanging this somewhere that it may be seen frequently, such as a refrigerator, to help remember what to say when needed!

Ask My Buddy is a free service that leverages both the Alexa Voice Platform and the Google Home platform to connect a user to their Personal Alert Network using only their voice. Please ask your family, friends, a caregiver, or a neighbor to be part of your network, and make a plan with them for what it means if you send them an alert.

Ask My Buddy is not a substitute for 911/999/112, but rather an additional tool offering the security of knowing help is just a shout away. 'Hey Google, Ask My Buddy to Send Help'

# Google Shortcuts

To setup Google Shortcuts:

1. Open the Google Home application and open the main menu (using the 3 stacked lines top left).
2. Tap on More settings.
3. Scroll down the list to nearly bottom and find Shortcuts under the Services section.
4. Tap on Shortcuts
5. Tap on the blue dot with the plus sign (+) to add a new shortcut
6. Tap on the first line, where it reads "When I say Ok Google..."
7. Enter or use the microphone to say "Help Me" or any specific phrase you wish to use. [If you wish, use the additional lines offered to add additional phrases that are intended to activate the same action. Here is what we use: Help Me, Get Help, I've fallen and can't get up.]
8. Tap on the line, where it reads "Google Assistant should..."
9. Enter "Ask My Buddy to Send Help" or "Ask My Buddy to alert yourContactFirstName"
10. Press Save in the top right corner
11. The Shortcuts page will display again.  
Note that the new shortcut will be listed, and toggled to On. Toggle to Off to temporarily disable the shortcut. Tap on the shortcut to make any desired edits.
12. Try it out! 'Hey Google, Get Help'

**Tip!** If you have multiple accounts set up on the same Google Home device, be sure to create a shortcut for each user.

Here is a link to our video with the steps and a quick demo showing it in action. <https://youtu.be/iBy10-tus1E>

For more information, visit Google's Support page: <https://support.google.com/googlehome/answer/7382893>

Need to reach Google Home support?

If you're in the US, call 1-855-971-9121 and if you're in the UK, call 0800 026 1217.