

SCRAM TouchPoint™ Client Instructions



<https://vimeo.com/400720419/42738134aa>

Start by verifying you have everything you will need to begin your program.

1. You will need a [compatible iPhone or Android smartphone](#).
2. An email you can access during the setup process.

INSTALLING THE TOUCHPOINT APP

1. Download the free **SCRAM TouchPoint** app from the Apple App Store or the Google Play store.
2. Access your email account. You will receive an email from SCRAM Systems. The email will ask you to verify your email address by selecting the **Verify Email** button.
3. Password Setup: You may have been given a temporary password to access the application during your appointment. If not, select the *Don't remember your password?* link on the login screen in the app. You will receive an email to change/reset your password. When creating your password, ensure all password requirements are met.
 - a. At least 8 characters in length.
 - b. Contain at least 3 of the following 4 types of characters.
 - c. Lower case letters (a-z)
 - d. Upper case letters (A-Z)
 - e. Numbers (i.e. 0-9)
 - f. Special characters (e.g. !@#\$%^&*)

You are now ready to open the app on your phone.

ACCESSING THE TOUCHPOINT SERVICES

Start by tapping the **TouchPoint** app icon on your phone.

1. Enter in your email address and password.
2. Tap the **Log In** button.
3. Review and **Accept** the *Terms and Conditions* for your TouchPoint program (only required the first time you log onto the app).
4. Ensure push notifications for this app are **Allowed**.
 - a. When allowed, you will receive push notification alerts for new Messages, Reminders or a Check-In that requires follow up actions be completed by you.
5. The TouchPoint app icon will display a red badge that also alerts you to new Messages, Reminders or a Check-In that requires follow up actions be completed by you.

The *Home* screen will display tiles that represent the TouchPoint services available to you through your program. Tap the associated tile to access each service.

COMPLETING A CLIENT CHECK-IN

If this is your first time accessing the app, complete your first Check-In right away.

Start by tapping the **Check-In** tile on the *Home* screen within the TouchPoint app.

1. If prompted by your phone, complete a biometric verification with either a Fingerprint or Face ID.
2. Answer the required questions, adding any additional information if prompted to do so, and tap the **Next** button.
3. **Allow** the TouchPoint app to access your location.
4. Tap the **Take Photo** button.
5. Allow the TouchPoint app to access your camera.
 - a. Tap **OK** on an iPhone.
 - b. Tap **Allow** on an Android phone.
6. Take your photo. Ensure your entire face is captured and the photo is clear.
7. Tap **Use Photo** on an iPhone or the **Ok** button on an Android phone to accept the photo.
 - a. If needed, tap **Retake** on an iPhone to take a new picture.
 - b. If needed, tap **Retry** on an Android phone to take a new picture.
8. Tap the **Submit** button to complete the check-in.

You will know your check-in has been submitted when the screen displays, *Check-In Successful!*

Moving forward you will receive a push notification at the beginning of your check-in window, and you will see a red badge on both the TouchPoint app icon, as well as the Check-in tile within the app itself. This indicates it is time to complete another check-in.

READING MESSAGES FROM AND SENDING MESSAGES TO YOUR SUPERVISING AUTHORITY

When a new message has been sent to you from your supervising authority, you will receive a push notification, as well as see a red badge on both the *TouchPoint* app icon and the *Messaging* tile within the app.

Start by tapping the **Messaging** tile on the *Home* screen within the TouchPoint app.

1. View the message.
2. Type a response in the **Message** field.
3. Tap the **Send** button.

ELECTRONIC MONITORING (EM) REMINDERS

When your monitoring includes a SCRAM CAM, Remote Breath, or a GPS device, you may be setup to receive important Electronic Monitoring Reminders regarding your device's battery or communication status. You will receive a push notification, as well as see a red badge on both the *TouchPoint* app icon and the *Reminders* tile within the app.

Start by tapping the **Reminders** tile on the *Home* screen within the TouchPoint app.

1. View the reminder.
2. Complete any actions required.

Documents Tile

Your supervising authority may wish to share documents with you and may ask you to share documents with them.

Uploading and Sharing a Document

When asked to take a photo of a document and then share that image with your supervising authority, there are two steps to complete in order to share the image of the document.

1. Upload the Document.
2. Share the Document.

Start by tapping the **Documents** tile on the Home screen within the TouchPoint app. The *Document Capture* screen opens.

Upload a Document.

1. Tap the **Upload** button.
2. On the *Upload* menu, tap the **Photo** button.
3. Select the **Use Camera** option to take a picture of the document.
 - Use the *Browse Photos* option to select a photo from the saved photos on the smartphone.
4. Allow the TouchPoint app to access the camera.
 - a. Tap **OK** on an iPhone.
 - b. Tap **Allow** on an Android phone.
5. Take a photo of the document. Ensure the entire document is captured and the photo is clear.
6. Tap **Use Photo** on an iPhone or the **OK** button on an Android phone to accept the photo.
 - a. If needed, tap **Retake** on an iPhone to take a new picture.
 - b. If needed, tap **Retry** on an Android phone to take a new picture.
7. On the *Review Photo* screen select the **Upload** option.
 - a. If needed, tap **Retake** on an iPhone to take a new picture.
 - b. If needed, tap **Retry** on an Android phone to take a new picture.

The Document Capture screen will display *Uploading document. Once the image has been uploaded a banner* will appear with a message of *Successfully uploaded document*. The next step is to share the document.

Share the Document

On the **My Documents** tab within the app.

1. Tap the **ellipsis (...)** next to the image information and then tap **Share**.
2. Verify the correct image is being sent by tapping **Share**.
3. A message will appear on the screen verifying the document has been successfully shared.

Viewing a Shared Document Received from your Supervising Authority

Once a document has been shared with you from your supervision authority,

1. Tap the Documents tile within the app.
2. On the Document Capture screen, the Received tab will display all documents shared with you.
3. Tapping the name of the document will open the document on your smartphone.
4. From here you can view and print the document.

Troubleshooting Disabled Camera Access

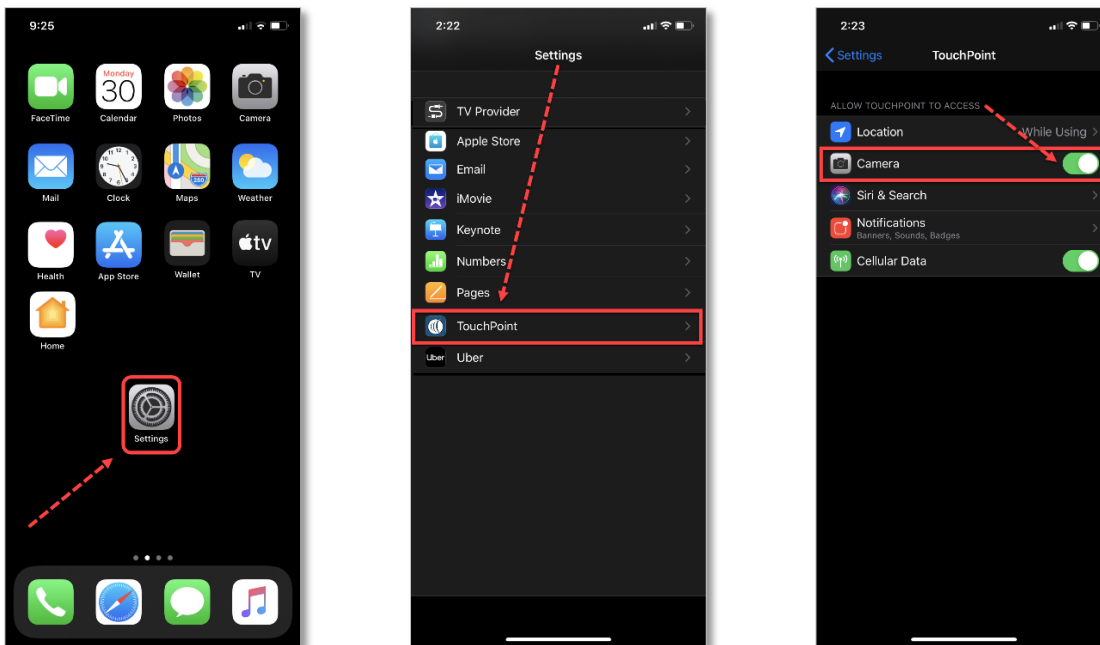
Each time you are required to complete a Client Check-In, you are prompted to allow TouchPoint to access your camera during that check-in. If at any time you select the option of Don't Allow or Deny access to your camera, you will not be able to complete your check-in. This action could be considered a violation of your participation in the TouchPoint program or of the terms and conditions of your supervision plan. To verify and reactivate disabled camera access follow the below steps.

FOR IPHONE*

Start by navigating to the **Settings** icon on your phone.

1. Select the *TouchPoint icon* (you may have to scroll to locate the icon).
2. On the *Allow TouchPoint to Access* screen, enable the **Camera** option.

Moving forward, you will be prompted to allow TouchPoint to access your camera during the check-in. Ensure you always select **OK** when prompted to do so.

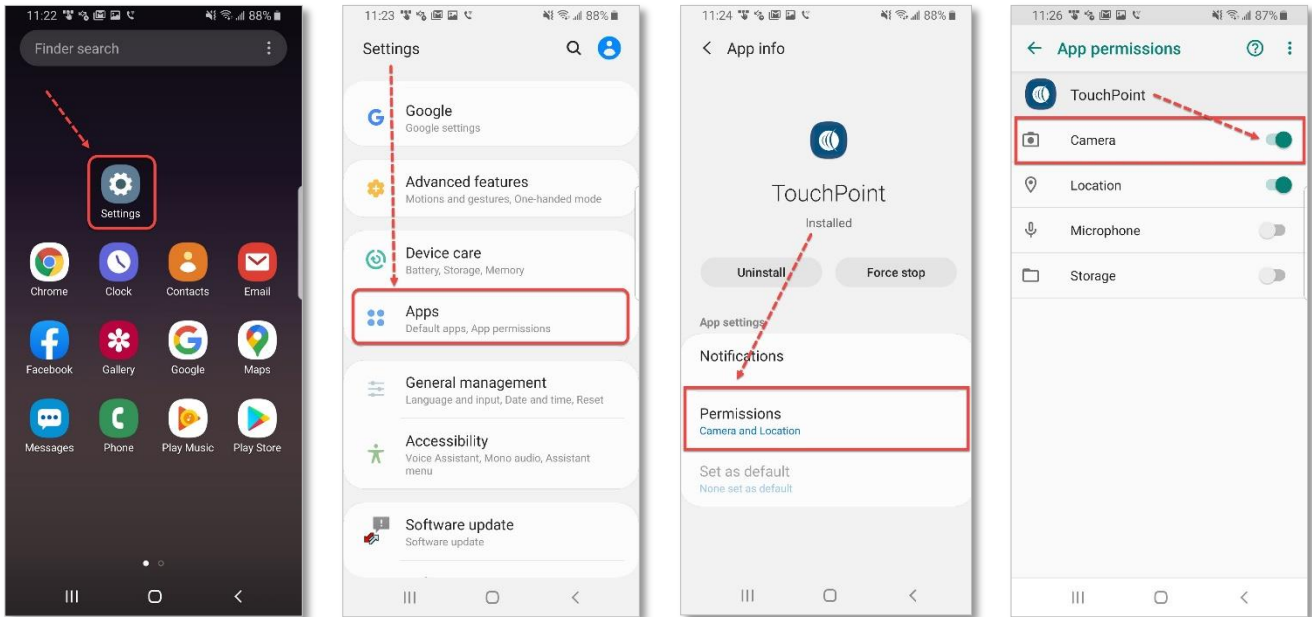


FOR ANDROID*

Start by navigating to the **Setting** icon on your phone.

1. Select the **Apps** option.
2. On the *Apps screen*, locate and select the **TouchPoint** app.
3. On the *TouchPoint app screen*, locate and select **Permissions** under the *App settings* section.
4. Ensure the **Camera** option is enabled.

Moving forward, you will be prompted to allow TouchPoint to access your camera during the check-in. Ensure you always select **Allow** when prompted to do so.



Troubleshooting Disabled Location Services

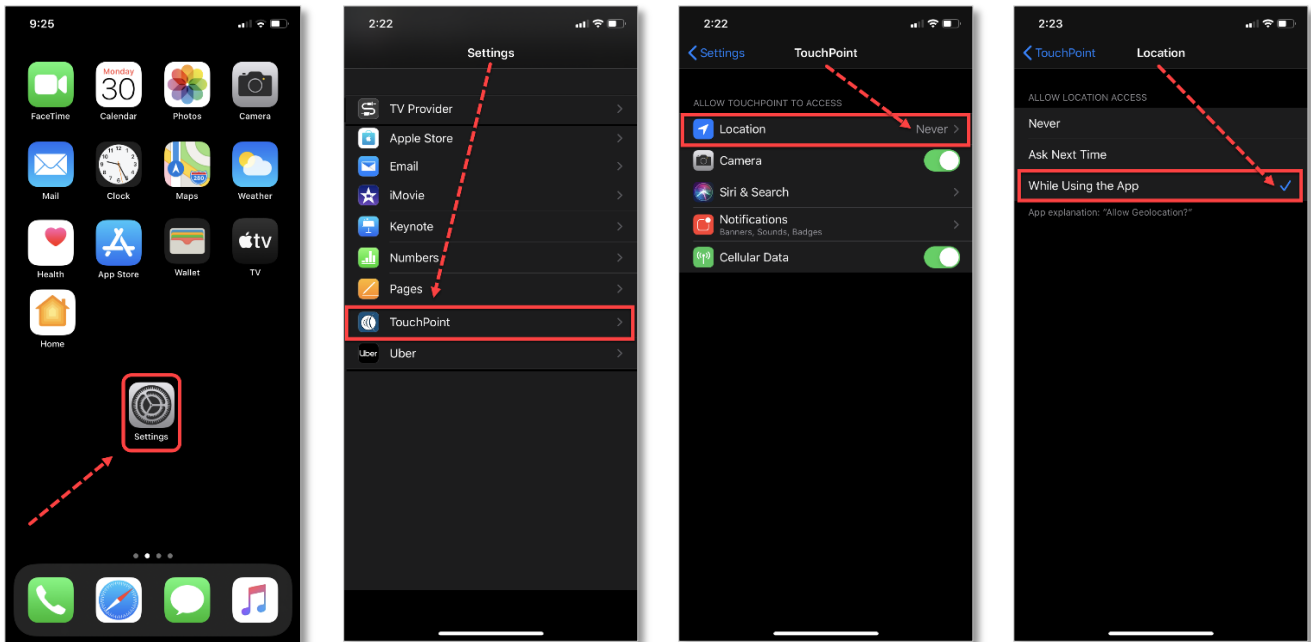
Each time you are required to complete a Client Check-In, you are prompted to allow TouchPoint to access your location during the check-in. If at any time you select the option of Don't Allow or Deny access, it could be considered a violation of your participation in the TouchPoint program or of the terms and conditions of your supervision plan. To verify and reactivate disabled location services follow the below steps.

For iPhone*

Start by navigating to the **Settings** icon on your phone.

1. Select the **TouchPoint** icon (you may have to scroll to locate the icon).
2. On the *Allow TouchPoint to Access* screen, select the **Location** option.
3. Ensure the **While Using the App** is selected.

Moving forward, you will be prompted to allow TouchPoint to access your locations during the check-in. Ensure you always select **Allow** when prompted to do so.

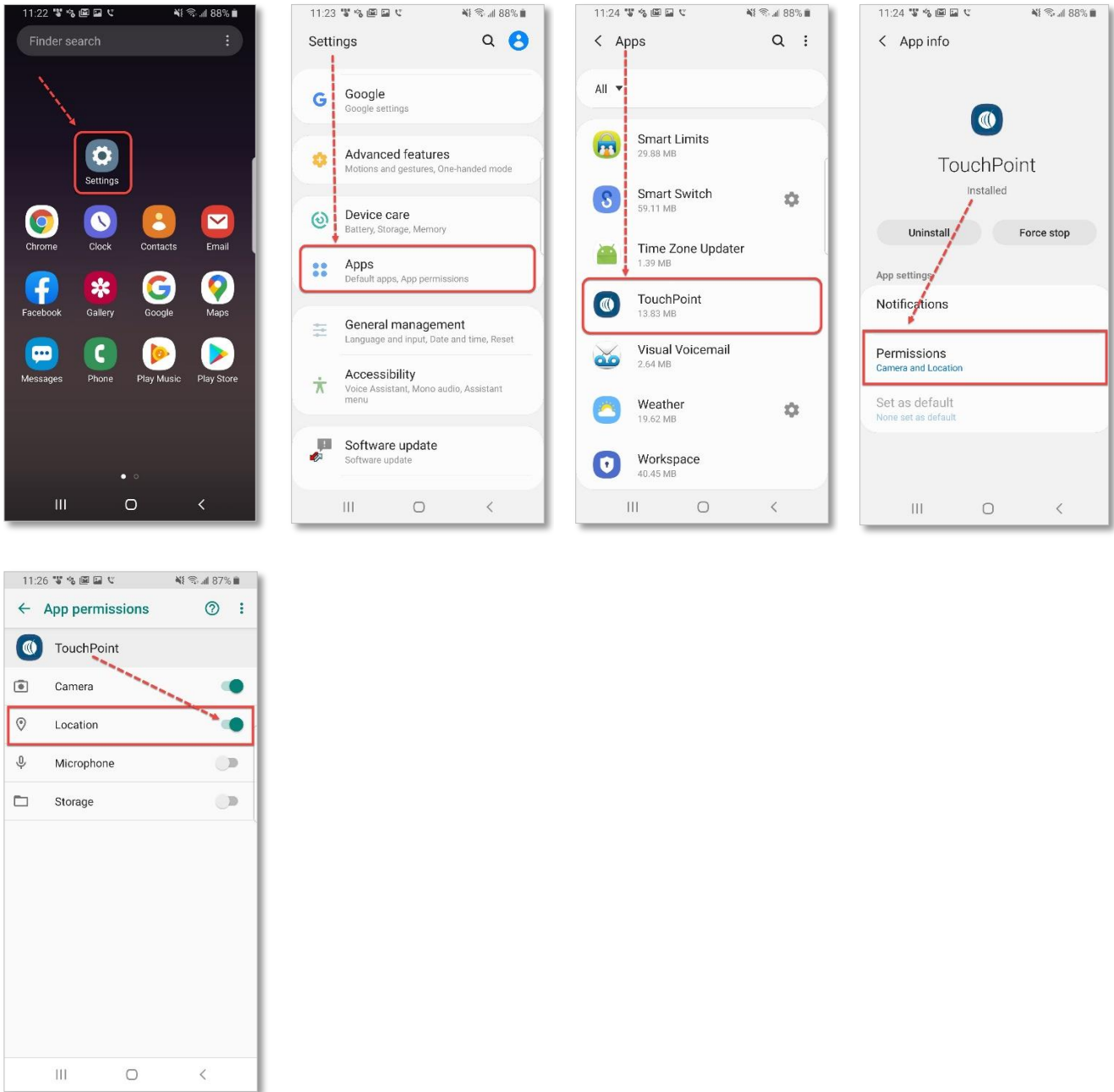


For Android*

Start by navigating to the **Setting** icon on your phone.

1. Select the **Apps** option.
2. On the *Apps* screen, locate and select the **TouchPoint** app.
3. On the *TouchPoint app* screen, locate and select **Permissions** under the App settings section.
4. Ensure the **Location** option is enabled.

Moving forward, you will be prompted to allow TouchPoint to access your locations during the check-in. Ensure you always select **Allow** when prompted to do so.



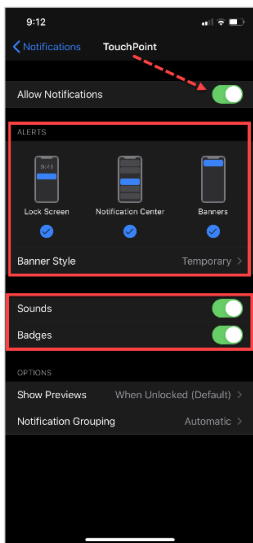
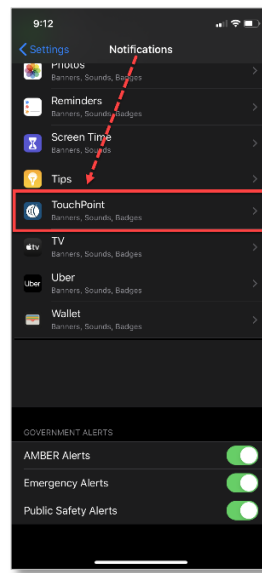
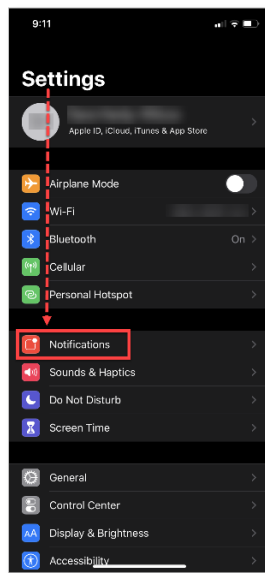
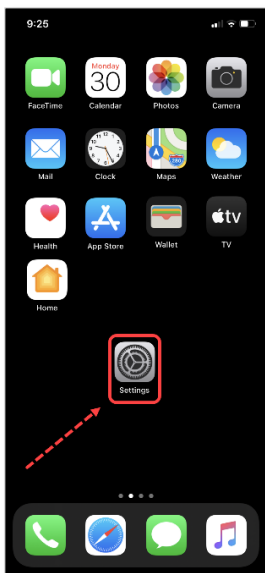
Troubleshooting Disabled Notifications

The first time you log into the TouchPoint application on your phone, you have the option to allow push notification for TouchPoint. If you select the *Don't Allow* option or disable these notifications, it could be considered a violation of your participation in the TouchPoint program or of the terms and conditions of your supervision plan. To verify and reactivate disabled notifications follow the below steps.

FOR IPHONE*

Start by navigating to the **Settings** icon on your phone.

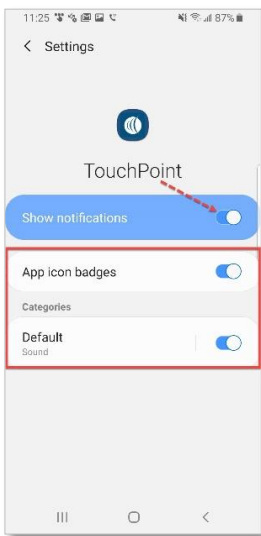
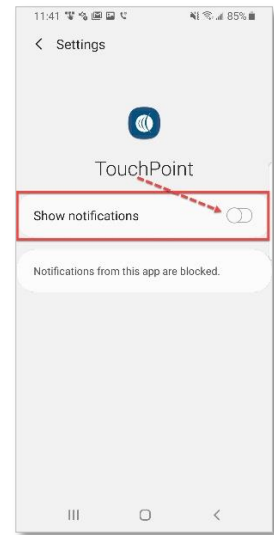
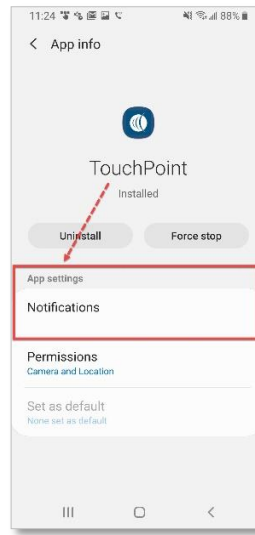
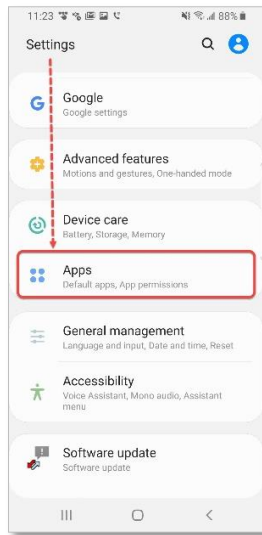
1. Select the **Notifications** option.
2. On the Notification screen, locate and select the **TouchPoint** app.
3. Ensure the *Allow Notifications* option is enabled.
 - a. Select the **Banner Style**.
 - b. Turn on the **Sounds** and the **Badges**.



FOR ANDROID*

Start by navigating to the Settings icon on your phone.

1. Select the **Apps** option.
2. On the Apps screen, locate and select the **TouchPoint** app.
3. On the TouchPoint app screen, locate and select the **Notifications** under the App settings section.
4. Ensure **Show notifications** is enabled.
 - a. Enable the **App icon badges**.
 - b. Ensure the **Default Sound** is enabled.



****With the variety of cell phones available, the information provided in this document is basic troubleshooting. Please inform your supervising authority and contact your cell phone provider if you are unable to resolve the issue.***

QUESTIONS OR CONCERNS?

Should you have questions regarding your TouchPoint monitoring, contact your supervising authority.