

Use this guide to troubleshoot potential technical issues pairing between your mobile device and the SEC³URE GO! badge.

Before doing anything, review the requirements to ensure your mobile device, mobile apps, and GO! badge are all current and up-to-date.



SEC³URE



SEC³URE GO!



Q What are the minimum operating requirements for using both apps?

-  Apple iOS: 12.0 or later
-  Android: 10 and Up

Download the free
SEC³URE GO! App now



Q Should I update to the latest versions of the SEC³URE mobile app and SEC³URE GO! app?

Yes; this ensures you are receiving the latest updates to improve overall connectivity and performance in both apps.

Q Do I need to enable Bluetooth on my mobile device?

Yes; the SEC³URE GO! badge uses Bluetooth to connect with your mobile device. Enable **Bluetooth** on your mobile device before launching the mobile apps.

Q Why do I need to set the SEC³URE mobile app to 'Always On'?

The SEC³URE mobile app uses the devices' location services to determine when you arrive onsite at the correct facility and when you have left the premises.

Q How close to a facility do I need to be in order to use the SEC³URE GO! badge?

You must be within 100 yards of the facility so you can check in and out appropriately through the SEC³URE mobile app and then transmit to the SEC³URE GO! badge.

Q What does the SEC³URE GO! app do? Does it have to be running in the background?

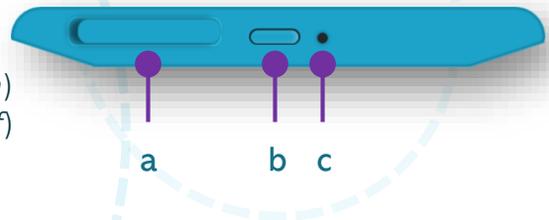
The SEC³URE GO! app is used to pair your mobile device with the GO! badge. It is required so your mobile device and the GO! badge can recognize the Bluetooth connectivity with each other. It must be running on your mobile device to connect.

Q I've been issued more than one SEC³URE GO! badge. Which do I use?

Use the latest SEC³URE GO! badge issued and registered directly with your account. Don't know which one that is? Just call us and we can lookup the serial number (*listed on the back of the GO! badge under the barcode*).

Q What are the various items on the bottom of the GEN 2 SEC³URE GO! badge?

- USB-C Charging port (*lift the protective flap*)
- "On" button (*short press 2-6 seconds to turn on*)
"Off" button (*long press 10+ seconds to turn off*)
- Battery Indicator:
 - Yellow when **low**
 - Red when **charging**
 - Green (*blinking*) when **fully charged** and remains plugged-in



Q How often do I need to recharge the battery in the GEN 2 SEC³URE GO! badge?

A battery charge should typically last two weeks with repeated use. We recommend recharging your SEC³URE GO! every week. Lift the charging port flap and plug-in the USB-C cord provided; *the Battery Indicator lights-up red*.

You will know when the badge battery is running low and needs to be recharged:

- The Battery Indicator lights-up in yellow
- Contact our Customer Service team at 817-SEC3URE (732-3873) to check your battery level



Q How do I pair the SEC³URE GO! badge with my mobile device?

Follow the steps in the one-page guide: [\[Get-started Guide for Subscribers\]](#)



- OR -

Follow the steps in our interactive online video guide: [\[Get Started Video\]](#)



Q What do I need to do before checking-in and transmitting to the SEC³URE GO! badge?

- The SEC³URE GO! badge is charged and turned **ON**
- Bluetooth is **ON** or enabled on your mobile device
- The mobile device is **paired** with the SEC³URE GO! badge
- In mobile device Settings, the SEC³URE Mobile App location service is set to **ALWAYS**
- You are **onsite** at the healthcare facility

Q The SEC³URE GO! badge is listed in Bluetooth settings but will not connect or pair using the SEC³URE GO! app.

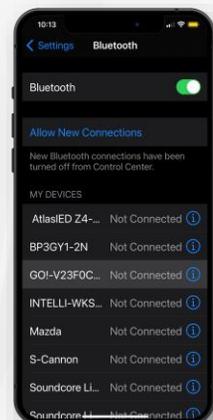
There are limits to how many – *and the types of* – devices Bluetooth can pair with. The most common issue where the SEC³URE GO! badge cannot pair via Bluetooth is when your mobile device has connected with an automobile.

- a) Turn off the car to lose the connection
- b) Make sure your mobile device and the SEC³URE GO! badge are physically close; *within 3 feet of each other*
- c) The SEC³URE GO! badge is charged and turned **ON**
- d) Bluetooth is turned **ON**
- e) Navigate to **Bluetooth settings**
- f) Select the SEC³URE GO! badge device detail or information and then **Forget** the device
- g) Use the SEC³URE GO! app to pair the badge with your mobile device again

Q What happens when I turn off or reset the SEC³URE GO! badge?

Turning the SEC³URE GO! badge off resets the Bluetooth pairing with the mobile device. However, your mobile device remembers the last – *randomly generated* – code from the SEC³URE GO! badge. When you turn the badge back on again, a new code will need to be generated to pair the devices via Bluetooth connection.

- a) Make sure your mobile device and the SEC³URE GO! badge are physically close; *within 3 feet of each other*
- b) The SEC³URE GO! badge is charged and turned **ON**
- c) Bluetooth is turned **ON**
- d) Navigate to **Bluetooth settings**
- e) Select the SEC³URE GO! badge device detail or information and then **Forget** the device
- f) Use the SEC³URE GO! app to **pair the badge** with your mobile device again



Q Why is the GO! app telling me to Forget the device when I attempt to pair SEC³URE GO! badge?

Your mobile device saved the Bluetooth pairing code randomly generated from the SEC³URE GO! badge and is no longer recognized. You will need to **forget** the Bluetooth device and then re-pair them again.

- Make sure your mobile device and the SEC³URE GO! badge are physically close; *within 3 feet of each other*
- The SEC³URE GO! badge is charged and turned **ON**
- Bluetooth is turned **ON**
- Navigate to **Bluetooth settings**
- Select the SEC³URE GO! badge device detail or information and then **Forget** the device
- Use the SEC³URE GO! app to **pair the badge** with your mobile device again



Q After checking-in at the facility, the SEC³URE Mobile App spins continually.

- Close the SEC³URE GO! app completely
- Open the SEC³URE GO! app and then transmit the check-in information again
- If the issue persists, **forget** the Bluetooth connection and then **pair the GO! badge**

Q Is there a method to resetting both the SEC³URE GO! badge and the GO! mobile app?

We have found in most instances, **forgetting the device** through Bluetooth settings and then re-pairing with the SEC³URE GO! app will resolve connection issues. However, if that still does not resolve connectivity:

- Turn **ON** Bluetooth
- Navigate to **Bluetooth settings**
- Select the SEC³URE GO! badge device detail or information and then **Forget** the device
- Remove the SEC³URE GO! app** from the phone's active memory
- Turn off the SEC³URE GO! badge** (*long-press / hold the power button for 10+ seconds*). Wait at least 30 seconds and then turn the badge back on (*short-press / hold the power button for 2-6 seconds*)
- Arrive onsite at the healthcare facility
- Open the SEC³URE GO! app and then **pair the badge** with your mobile device
- Select "Go to SEC³URE app," **check-in** to the facility, and then you should be able to **transmit** to the GO! badge