

App User Guide



Why have Police Mutual developed an app?

The Police Mutual app has been specially designed for you in your role. During our Conference in 2019, we asked for feedback from the Force Authorised Officers (FAO) about how we could help them in their roles as advocates of Police Mutual. One of the stand out suggestions was that, in order for us all to communicate more often and in a better way, we needed a digital 'portal' that would house everything that you, our FAOs and our Authorised Officers (AO), needed to support you in the vital roles you do for us. So we listened to the feedback and have developed an app to suit your needs.

Although the app is available to all our members there is a dedicated area for you, our FAOs and AOs to have access to useful information that will help you in your roles. There is also a community section which will enable you to feedback and share best practice. In order to access this area, you will have to use your registered login (see "How can I register for the Police Mutual app?")

What information will I get from the Police Mutual app?

The new Police Mutual app will have lots of handy built-in features, including:

- Updates on the latest news from Police Mutual
- Information about our range of products and services
- Details of events and education inputs near you
- Marketing materials you can share with your Force to promote new products
- Community updates where you can share details of the great work you're doing
- Role profile and Best Practice information to assist you in your role

How can I register for the Police Mutual app?

1. To access the app you will need to have returned your Letter of Agreement which confirms that you wish to carry on in your role as a Force Authorised Officer or an Authorised Officer. Email your [FAO Letter of Agreement](#) or [AO Letter of Agreement](#) to vst@pmas.co.uk
2. If you have already returned your Letter of Agreement, we will send you an email with your unique membership number, which you will need to register your account. Once registered you will be able to download the app (see "How do you download the app?") visit policemutual.co.uk/app, then follow the instructions provided. You will need your new account details to login.

If you have any queries, please contact vst@pmas.co.uk

How do I activate my account?

First you need to return your Letter of Agreement, then once our records have been updated, you will receive an email with a registration link. Click on the link which will take you to the screen illustrated:

You will need your membership number and the business email address you provided on your Letter of Agreement to create an account. Complete the form, then your account will be processed.

Once your account has been registered it will need to be authenticated, when this is complete we will let you know and you will have access to all the features in the app.

If you have any issues please contact vst@pmas.co.uk

Sign up for My Account
Enter these details so that we can find your information

Member number/policy reference: [Where can I find this?](#)
12345789

Email address:
[Input field]

Confirm email address:
[Input field]

Validation question:
62 * 8 = ?

Answer to the question:
[Input field]

[Back](#) [Next >](#)

Your information is safe and secure. See our [security policy](#) and click the Norton logo to see our trustseal information

When is the Police Mutual app available?

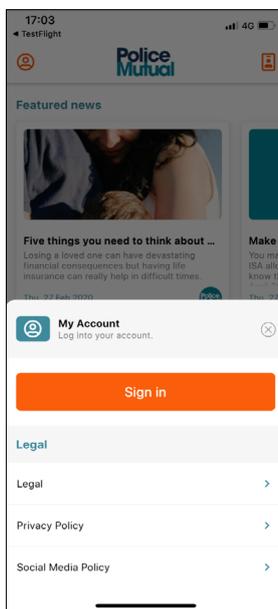
The Police Mutual app is available to download from policemutual.co.uk/app
Please note, you will have to register for access to the app. See steps above.

How do I log in to the FAO or AO section?

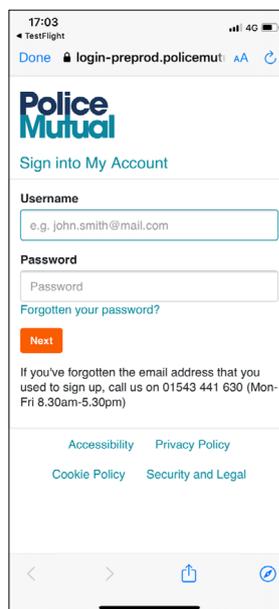
You must register for a login before you access the app
(see “How can I register for the Police Mutual app?”)

To log in to your account:

Step 1 – Click on the profile icon in the top left hand corner as illustrated on the right.



Step 2 – The screen shown on the left will appear. Click on the orange sign in button.



Step 3 – Enter the username and password you set up when you registered (i.e. your work email address and the password you chose) and click 'Next'.

Where can you download the app?

The app is available to download from the following link policemutual.co.uk/app
Please remember to register for a login before you download the app otherwise you will not have full access to all the features within the app.

How do you download the app?

To download the app visit policemutual.co.uk/app then follow the instructions provided.
The Police Mutual app icon looks like this:



Who should you contact if you're having issues with the app?

If you are having issues with the app in terms of downloading it or logging in please contact vst@pmas.co.uk