



FAMILY GUIDE | ENGLISH

Care together. Stay ready.

Practical guidance for secure access, shared households, pet profiles, maps, safe zones, alerts and everyday recovery decisions.

SET UP

CONNECT

PROTECT

AUGUST 2026 | FAMILY EDITION





START HERE

One guide. Three clear phases.

Use these pages in order on your first day, then return to the task that is in front of you.

SET UP

Secure the household

Verify the account, complete the first authenticated sign-in and invite each trusted person with their own access.

CONNECT

Add and pair

Create accurate pet profiles, pair each tracker as creator-admin and check every animal on the household map.

PROTECT

Read and respond

Tune safe zones and alerts, recognise DEMO records and use every location with the limits of GPS in mind.

Before you begin

Keep access to your email, a charged smartphone and the unused QR code for the correct tracker. Work in a private place where precise pet locations cannot be read by passers-by.

One person, one account

A pet position can reveal a home and a daily routine. Never share a household password. Invite every trusted person through the private family flow instead.



PRICES AND COVERAGE

Choose the annual coverage that fits.

The first year is the EUR 99 tracker plus the selected annual core service. Renewal is the annual service shown below.

Product or service	Price incl. VAT	Scope
MEO safety tracker	EUR 99 once	One tracker per pet
Belgium core	EUR 39 / year	First year EUR 138
Benelux core	EUR 49 / year	First year EUR 148
One Country core	EUR 49 / year	One eligible country - first year EUR 148
Europe core	EUR 69 / year	First year EUR 168
World core	EUR 119 / year	Provisional - first year EUR 218
Premium add-on	+ EUR 30 / year	Added to the selected core service
Travel pass	EUR 5.90 / 7 days	One additional eligible country

EUR 99

tracker, paid once

+ EUR 30

Premium per year

EUR 5.90

travel pass for 7 days

Eligibility is checked before activation

World pricing is a provisional recommendation until SIM roaming costs are confirmed. The travel pass is informative and cannot be ordered here; it requires operational MEO safety tiles, live connectivity and an offered service for the selected country. A MEO safety nano-SIM is supplied when available; otherwise use a compatible local DATA nano-SIM.



ACCOUNT AND INSTALLATION

Verify first. Install after a real sign-in.

The install option is deliberately held back until the verified account has completed a successful authenticated sign-in.

CREATE

Use an address you control

Create the account with a private email address. Open the verification message from MEO safety and confirm the same address.

VERIFY

Finish email verification

Tracker and location access remain protected until the address is verified. If the link has expired, request a fresh one from the secure flow.

SIGN IN

Complete the first verified login

After verification, sign in successfully with that verified account. This authenticated login is what makes installation eligible.

INSTALL

Add the progressive web app

Only then use the install prompt or the browser's Add to Home Screen option. The browser and device decide how the prompt is presented.

If no install option appears

Confirm that the email is verified and that at least one successful verified sign-in has occurred. Then check the browser menu or Help. Registration's automatic session alone never unlocks installation.



SHARED HOUSEHOLD

Share care without sharing control.

A MEO safety household supports several verified people while keeping sensitive actions with the creator-admin.

CREATOR-ADMIN

The household owner

Creates and updates pet profiles, invites or removes family access, pairs or replaces trackers and manages safe zones. Only this role may complete QR pairing.

FAMILY MEMBER

A trusted shared view

Accepts the private invitation with the exact invited email and can view shared pets, locations and alerts. This role cannot pair or replace a tracker.

INVITE

Send the link privately

The creator-admin enters the exact email. The one-time invitation expires after 48 hours and a new invitation replaces the unused one.

ACCEPT

Match, verify, join

The recipient signs in with the invited address, verifies it if needed, accepts the invitation and then appears in the household member list.

Review access regularly

Remove access as soon as a person no longer helps care for the animals. Their account remains theirs; the shared household data stays with the household.



PET PROFILES

Make every animal easy to recognise.

A current profile reduces mistakes during pairing, map checks and a stressful search.

IDENTITY

Use reliable details

Enter the pet's name, species and the other useful profile fields shown. Keep information factual and update it when it changes.

PHOTO

Choose a clear portrait

The creator-admin can add and crop a recent photo. Prefer the animal alone, in good light, without people, addresses or documents in frame.

ALL PETS

Start with the household map

Use the all-pets scope to see every animal with an available verified position, then switch to one pet for detail.

STATUS

Scan before you act

Check the selected animal, tracker state, last update time and accuracy. A pending position is not proof that the pet is missing.

Profile permission

The creator-admin owns profile changes. Family members use the shared view. The permissions currently shown in the application are always the operational reference.



QR PAIRING

Link the right tracker to the right pet.

QR pairing is restricted to the creator-admin. Keep the chosen pet visible until the active state is confirmed.

OPEN PET

Select the exact profile

Confirm the name and photo before opening the tracker action. Do not begin from a different pet's record.

START

Open the pairing flow

Choose the pairing action while signed in as the creator-admin. Keep this page open and connected.

SCAN QR

Use the tracker code

Scan the unused code with the smartphone camera or the scanner shown by MEO safety. Do not copy or share the full QR image.

CONFIRM

Wait for visible activation

Compare the pet again and finish only when the paired or active status is visibly displayed for that profile.

Stop if anything does not match

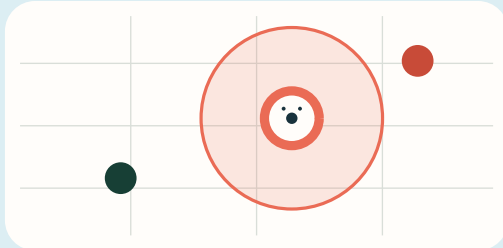
Do not scan a second tracker to force progress. Keep the device and QR together, preserve the visible message and use Help if the wrong pet, an unreadable code or a pending status appears.



MAP AND SAFE ZONES

Treat the map as a clear starting point.

Read the animal, timestamp, accuracy and data label together before deciding what the map means.



One household, several animals

The all-pets view helps you scan the household. A single-pet view gives more context. A safe zone is an alert boundary around a chosen location, not a physical fence.

LATEST POSITION

Time matters

A location is a recorded point. Check when it was produced and whether a newer request is still pending before moving your search.

ACCURACY

Use the reported radius

Buildings, trees and sky visibility can widen the estimate. Search the surrounding area instead of treating the marker as an exact spot.

CREATE ZONE

Creator-admin only

Choose a real pet with a verified tracker position, name the place, set a practical radius and save the safe zone.

CHECK ALERTS

Test the complete path

Confirm that the tracker, service and notification permissions are ready. Alert timing depends on signal and the location update cycle.



ALERTS AND PRACTICE DATA

Read the label before the message.

The alert feed may show zone events, battery information or connectivity and location context, depending on the active service and settings.

IDENTIFY

Check the animal

Read the pet name, alert category and time. Make sure another family member is not already responding.

VERIFY

Open the map context

Compare the alert time with the latest available position, tracker state and accuracy before choosing the next action.

RESPOND

Use the physical world too

Call nearby carers, inspect the safe area and follow the missing-pet plan. A notification alone cannot confirm where the animal is now.

NOTIFICATIONS

Keep permissions intentional

Allow only the alerts you need, keep the phone reachable and review system notification settings after device updates.

DEMO means practice data

A record marked DEMO is an example for learning. No live tracker event occurred. Never describe a DEMO position, battery reading or safe-zone alert as real.



PRIVACY AND SECURITY

Protect the map like a key to the home.

Precise pet location can reveal where people live, when they leave and how a family moves.

ACCESS

Keep accounts individual

Use unique passwords or a passkey when offered. Verify every invitation recipient and remove household access without delay when trust changes.

DEVICES

Lock every screen

Use the phone or computer screen lock, install security updates and sign out on shared equipment. Never send passwords or a full QR code to support.

SHARING

Limit screenshots

Share precise maps only with people who need them. Crop unnecessary names, addresses and movement details from any support screenshot.

PURPOSE

Track pets, not people

Never use MEO safety covertly to follow a person, employee, vehicle or somebody else's animal. Follow the privacy notice and applicable law.

If a phone or account may be compromised

Change the account credential through the official secure flow, review household members and contact MEO safety support through Help. Preserve the time and visible evidence of any unexpected access.



GPS LIMITS AND URGENT ACTION

A location is evidence, not certainty.

Satellite visibility, mobile coverage, battery state and the update interval all influence how quickly and accurately a point can appear.

SKY VIEW

Indoor positions can drift

Walls, roofs, tunnels, dense trees and urban canyons may weaken satellite reception or delay a usable fix.

CONNECTIVITY

Delivery can be delayed

A tracker may record or request a position but still need network coverage before MEO safety can show it.

BATTERY

Power changes the picture

A low or depleted battery can stop updates. Charging and update frequency affect practical availability.

If your pet is missing

Start from the latest trusted point and its time, search safely around the accuracy area, contact nearby carers and use the animal's legal identification route, veterinary contacts and local services as appropriate. Never enter a dangerous place; call the relevant emergency service when people are at risk.

No tracker is a guarantee

MEO safety is a recovery aid. It does not replace legal identification, a microchip, a visible tag, secure boundaries, supervision or veterinary care.



CHECKLIST AND HELP

Keep the routine simple and recoverable.

A short check before an outing prevents many avoidable questions when time matters.

BEFORE GOING OUT

Thirty-second check

Confirm the pet profile and photo, secure the charged tracker, look for the visible active state, read the latest map time and confirm useful notification permissions.

IF SOMETHING LOOKS WRONG

Check context once

Refresh the view, confirm the selected pet and map scope, read any DEMO label, check battery and signal context, then sign in again if the session has expired.

CONTACT SUPPORT

Send useful evidence

Include the account email, pet name, approximate time, visible status and a privacy-cropped screenshot. Never send the password or the full QR code.

OPEN HELP

Use the right route

The Help area contains the downloadable family guide and the current account, privacy and support routes. Follow the on-screen wording if it differs from an older copy.

Fastest safe path

Preserve the visible message, avoid repeated pairing attempts and contact MEO safety support through Help when identity, activation or location status remains unclear.