KOPS App

Keeping Our People Supported

A POLICING SERVICE FOR OUR FUTURE

App User Guide for Garda Website

October, 2021

Introduction

The KOPS App has been created as part of the Health and Wellbeing Strategy launched in May 2021. The goal of this app is to provide Garda members and staff with access to information on key supports and services on a 24/7 basis. There is a particular focus on mental health and common concerns that we may have either at home or at work.

Until now, certain information was only available if you are at your desk or have an official mobile device. This App can be downloaded to any phone – personal or official. Information will be accessible and at the same time available for you to view in private whenever you need it. There is also a "Help Me Now" button for emergency situations where someone is in distress.

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Apple and Android Devices

APP INSTALLATION INSTRUCTIONS
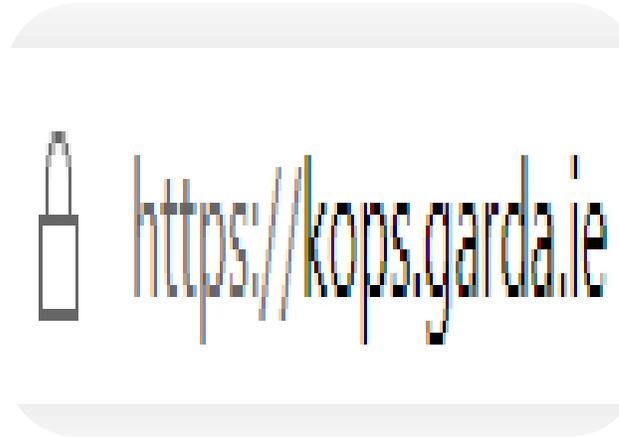
1. How to install the app

- Overview
  - In order to maximise the accessibility of the app and to eliminate as many privacy concerns as possible the app has been designed to be installed on any modern smartphone. You do not need a Garda device to access this app.
  - This means you should be able to install the KOPS App on any modern Apple or Android smartphone. (note – not all device makes, models and OS versions have been tested – issues may occur on some devices). This includes both:
    - Any personal phones (Apple and Android)
    and
    - Any Garda Mobility device

- Installation Notes
  - The exact installation process may vary depending on the age and model of your device. On Garda Mobility Devices you can choose to install the app on the Personal Side of the device. The app will also be automatically installed in the Work Side for you for ease of access.

1.a Installing the app on a personal Apple iPhone
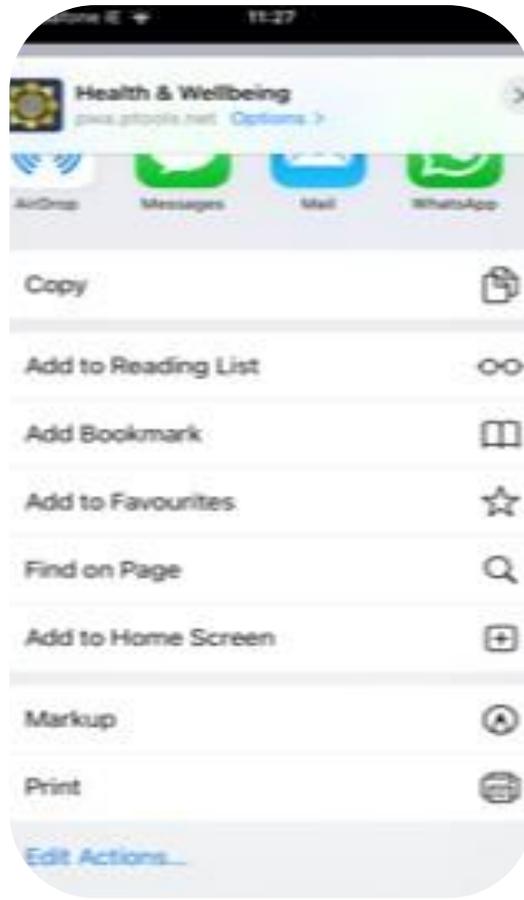
1. Open your preferred browser app
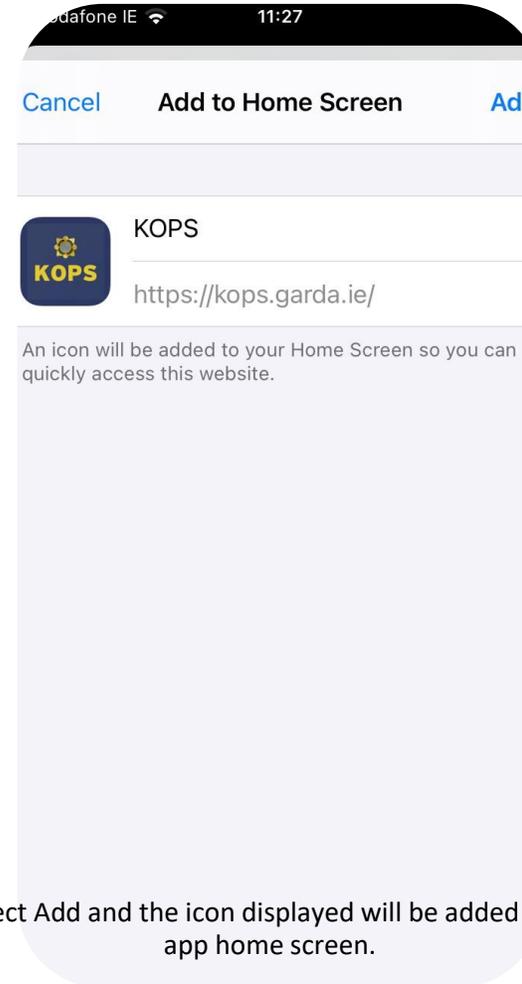

2. In browser address bar enter:

kops.garda.ie

3. As instructed by the pop-up select the middle icon the bottom of the screen.

15/11/2021

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NOTE: The exact steps may vary depending on the type of Apple device you have.

1.a Installing the app on a personal Apple iPhone
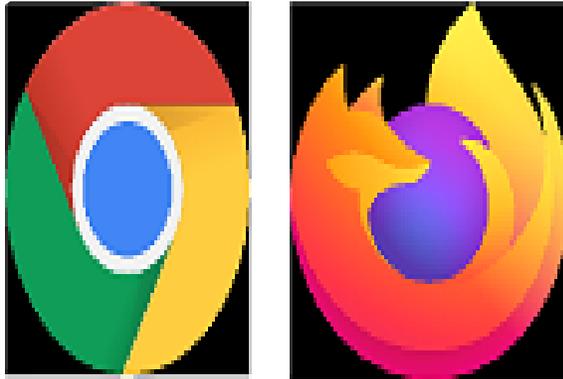

4. Select "Add to Home Screen" to get the app to appear as an icon.

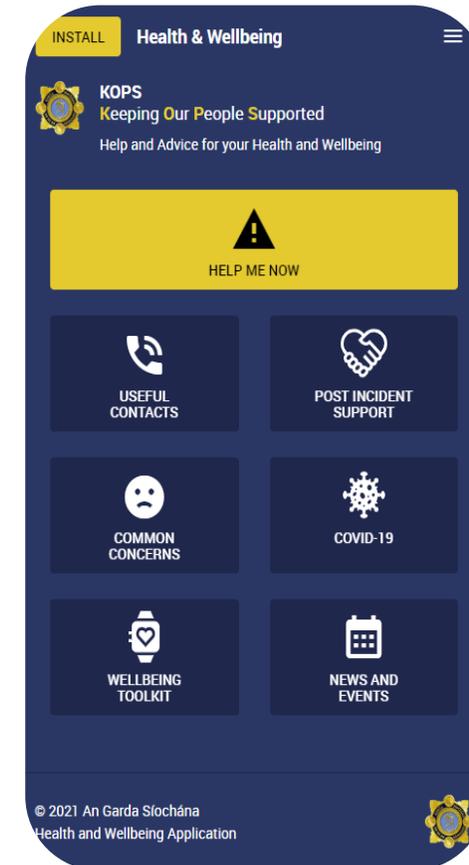5. Select Add and the icon displayed will be added to your app home screen.

NOTE: The exact steps may vary depending on the type of Apple device you have.

1.b Installing the app on a personal Android smartphone
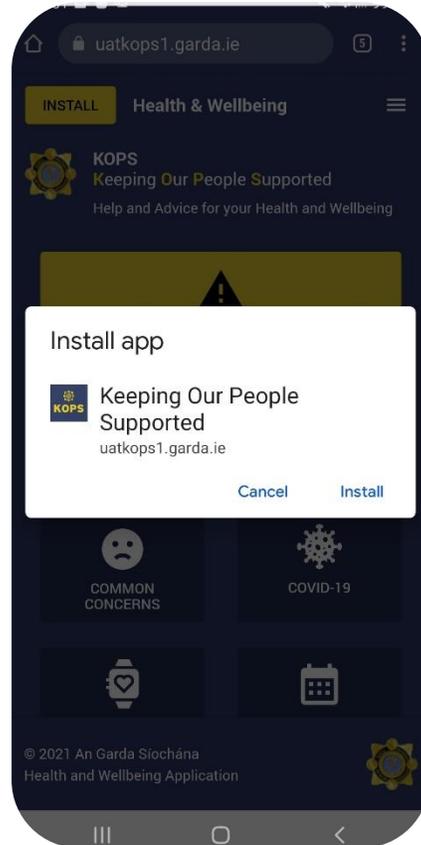
1. Open Browser App e.g. Chrome, Firefox etc.

🔒 https://kops.garda.ie

2. In address bar enter:
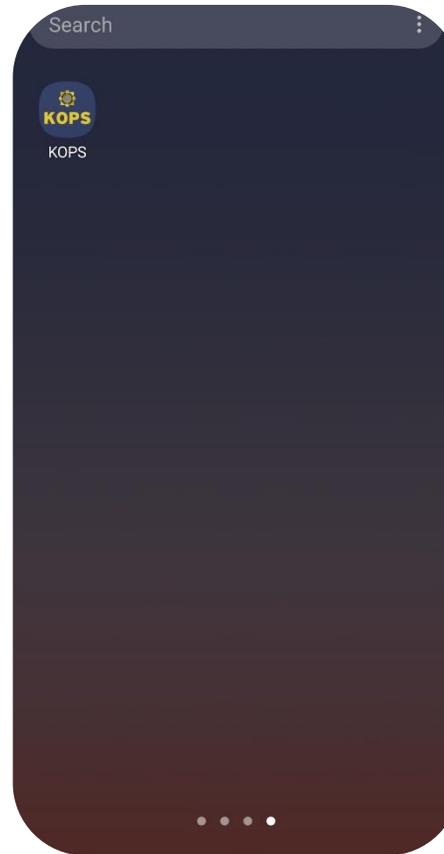**kops.garda.ie**

INSTALL **Health & Wellbeing** ☰

KOPS
Keeping **O**ur **P**eople **S**upported

Help and Advice for your Health and Wellbeing

⚠️
HELP ME NOW

📞
USEFUL
CONTACTS

🤝
POST INCIDENT
SUPPORT

☹️
COMMON
CONCERNS

✳️
COVID-19

⌚
WELLBEING
TOOLKIT

📅
NEWS AND
EVENTS

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Health and Wellbeing Application

3. The following screen will then appear.

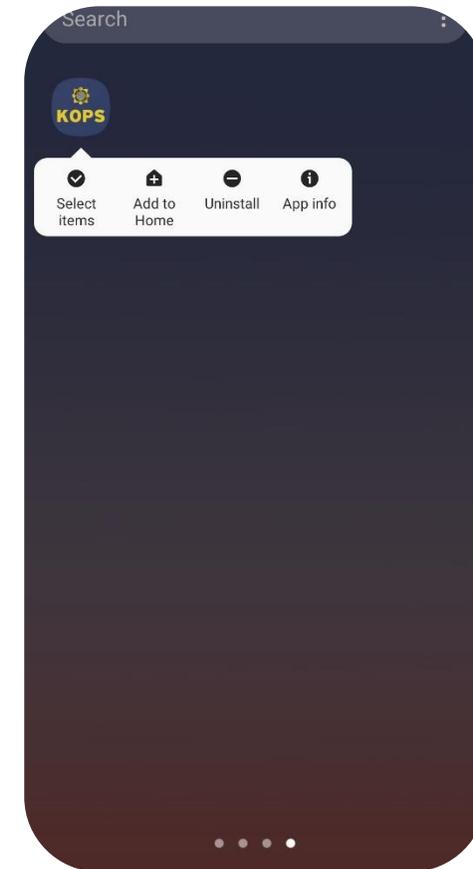NOTE: The exact steps may vary depending on the type of Android device you have.

1.b Installing the app on a personal Android smartphone

4. Select the yellow Install button and then select Install on the pop-up.

5. The app should appear on your main apps screen i.e. swipe up. (This may take a few seconds to appear)

6. You can add it to your home screen by holding down on the icon an selecting the Add to Home option.

NOTE: The exact steps may vary depending on the type of Android device you have.

1.c Installing the app on a Garda Mobility device

- If installing app on Personal side of a Garda Mobility device please use the same steps as provided for a Personal Android smartphone in the previous step.

- The KOPS App will be installed automatically on the Work Side of your device.