

Frequently Asked Questions

Search FAQ

FAQ Topics

[NFC \(https://www.tap2tag.me/faq/index/categoryshow/cat_id/1/\)](https://www.tap2tag.me/faq/index/categoryshow/cat_id/1/)

[Collaps All](#)

Q	What is NFC?
A	Near field communication, or NFC, is a type of wireless communication that transmits a radio field at a close range, typically within about an inch. An NFC exchange always involves a device (smartphone) that initiates the communication, and a target from which the device is receiving information. The target can be a powered "peer," like two mobile phones exchanging information, or an unpowered "tag" or object, such as a wristband, sticker or key fob.

Q	What is RFID?
A	Radio-frequency identification (RFID) is the wireless non-contact use of radio-frequency electromagnetic fields to transfer data, for the purposes of automatically identifying and tracking tags attached to objects. The tags contain electronically stored information. Some tags are powered by and read at short ranges (a few meters) via magnetic fields (electromagnetic induction). Others use a local power source such as a battery, or else have no battery but collect energy from the interrogating EM field, and then act as a passive transponder to emit microwaves or UHF radio waves (i.e., electromagnetic radiation at high frequencies). Battery powered tags may operate at hundreds of meters. Unlike a bar code, the tag does not necessarily need to be within line of sight of the reader, and may be embedded in the tracked object.

Q	How is Tap2Tag different from Medic Alert?
A	<p>Medic Alert is a charity and provides a brilliant service. It has been around a long time but we felt it needed to be brought into the 21st Century. One problem we saw is that the information held by Medic Alert is often out of date as it relies on people contacting them to update their medical information. It is also not the most secure system as anyone can call Medic Alert if they have your code. With the Tap2Tag system you will know who has accessed your information and when.</p> <p>Our system will also automatically notify your ICE contacts by text message and/or email if your Tap2Tag device is activated. In the next phase of the development of our system your ICE contacts will also be notified of the GPS coordinates of the place where it was activated. Our medical forms can also be quickly amended by you to account for any changes in your medical prescriptions or conditions. Once updated this profile is automatically updated and applied to any of your Tap2Tag devices where you have assigned your medical profile. We are also developing a wide range of products that can be used with our Tap2Tag Medical system. Currently we are providing multi-coloured wrist bands, key fobs, credit cards and stickers (for motorcycle and bicycle helmets). Working with designers from around the world we hope to extend this range in the near future.</p>

You also have the ability to include your Medic Alert number on our system. This means that our system works in conjunction with Medic Alert. In case of an emergency anyone accessing your Tap2Tag account will see your Medic Alert number and also display the telephone number for Medic Alert. It's a win-win situation if you are already a Medic Alert subscriber.

Products (https://www.tap2tag.me/faq/index/categoryshow/cat_id/2/)

Q Do the products work abroad?

A Tap2Tag works anywhere in the world where a mobile device can get access to the internet or there is a computer with access to the internet.

Q Can I buy a Tap2Tag product for somebody else?

A You can buy a tag for another individual; whether you're purchasing it for them as a gift or buying it to manage that tag for the individual (e.g. child). The device will appear within your account until such time as you decide to give the device to someone else. When you are ready go to Devices & Profiles within the My Account section. Click on My Devices to show the devices held on your account. Find the device you want to give to someone else and press the "Transfer Device" button. This will then send an email to that person asking them to accept or decline the device. If they accept then the device will disappear from your account and appear on their account. If you have a profile attached to the device at the time of the transfer the profile will automatically unattach itself from the device. This means that when the device appears on the other person's account there will be no profile allocated to it. They can then attach their own profile.

Q Where can I buy Tap2Tag devices?

A Currently, Tap2Tag devices are exclusively sold on our website Tap2Tag.me. We are working with other retail businesses throughout the world and hope to be able to supply our products through various shops and stores in the future.

Q Is it waterproof?

A All of the products are waterproof as the RFID chips are enclosed in waterproof materials. The wristbands are made from a waterproof resin and have been tested during a scuba dive to 29.5m.

Q Where are Tap2Tag products manufactured?

A Virtually all RFID and NFC products are manufactured in China. As a result the products we sell on the Tap2Tag.me website are all sourced from our suppliers in China. Tap2Tag Limited is a company registered in the United Kingdom and regulated by the laws and tax regime applicable to the UK.

Q What happens if my tag breaks?

A If there is a fault with the device within 12 months of purchase then you can return it to us (see our returns policy).

Q	What happens if I lose my tag?
A	If you lose your Tap2Tag device you need to log this within your profile. Login in to your Tap2Tag account and find the device on the list of devices allocated to your account. From the drop down menu next to the device change the setting to "Device lost". This will suspend the device so that anyone trying to access the information assigned to it will no longer be able to see the information previously assigned to it.

Q	Do I have to pay a subscription?
A	Currently there are no plans to introduce a subscription service as long as there are not too many profiles created on an individual account. The only charges to be made will be for text messaging ICE (In Case of Emergency) contacts.

Q	How long will a tag last?
A	This is all new technology so the extent of the tag's life has not yet been calculated. Of course we give a 12 month guarantee for all items sold. We have been informed by our suppliers that the life of a tag is at least 5 years.

Q	How is Tap2Tag different from Medic Alert?
A	<p>Medic Alert is a charity and provides a brilliant service. It has been around a long time but we felt it needed to be brought into the 21st Century. One problem we saw is that the information held by Medic Alert is often out of date as it relies on people contacting them to update their medical information. It is also not the most secure system as anyone can call Medic Alert if they have your code. With the Tap2Tag system you will know who has accessed your information and when.</p> <p>Our system will also automatically notify your ICE contacts by text message and/or email if your Tap2Tag device is activated. In the next phase of the development of our system your ICE contacts will also be notified of the GPS coordinates of the place where it was activated. Our medical forms can also be quickly amended by you to account for any changes in your medical prescriptions or conditions. Once updated this profile is automatically updated and applied to any of your Tap2Tag devices where you have assigned your medical profile. We are also developing a wide range of products that can be used with our Tap2Tag Medical system. Currently we are providing multi-coloured wrist bands, key fobs, credit cards and stickers (for motorcycle and bicycle helmets). Working with designers from around the world we hope to extend this range in the near future.</p> <p>You also have the ability to include your Medic Alert number on our system. This means that our system works in conjunction with Medic Alert. In case of an emergency anyone accessing your Tap2Tag account will see your Medic Alert number and also display the telephone number for Medic Alert. It's a win-win situation if you are already a Medic Alert subscriber.</p>

Tag Use (https://www.tap2tag.me/faq/index/categoryshow/cat_id/3/)

Q	Can I take a tag through airport security?
A	Yes, NFC tags meet the International Permitted Items for airport security.

Q Will the tag interfere with a hearing aid?

A There is no interference with hearing aids; whether the tag is in use (being tapped by an NFC smartphone) or not in use; on your wrist, in your wallet or on your motorbike helmet.

Q Can I buy a Tap2Tag product for somebody else?

A You can buy a tag for another individual; whether you're purchasing it for them as a gift or buying it to manage that tag for the individual (e.g. child). The device will appear within your account until such time as you decide to give the device to someone else. When you are ready go to Devices & Profiles within the My Account section. Click on My Devices to show the devices held on your account. Find the device you want to give to someone else and press the "Transfer Device" button. This will then send an email to that person asking them to accept or decline the device. If they accept then the device will disappear from your account and appear on their account. If you have a profile attached to the device at the time of the transfer the profile will automatically unattach itself from the device. This means that when the device appears of the other person's account there will be no profile allocated to it. They can then attach their own profile.

Q What do I do if I don't have an RFID or NFC enabled device?

A Every Tap2Tag device has a unique code printed on it. If you do not have an RFID or NFC enabled device to scan the tag then you can go to www.tap2.me mobile site and enter the code printed on the device. Just follow the instructions on the screen.

Q What devices can scan the tags?

A Any mobile device that has NFC enabled can scan one of our devices. These include:

Acer Cloud Mobile
Acer E320 Liquid Express
Acer Liquid Glow Adlink IMX-2000
Alcatel One Touch 922
Alcatel One Touch 996
Apple iPhone 6 (expected but not yet confirmed by Apple)
Asus Padfone 2
Asus Padfone Infinity
Asus Vivo Tab
Asus Vivo Tab RT .
Asus VivoTab Smart
BBK Vivo Xplay
BlackBerry Bold 9790
BlackBerry Bold 9900/9930
BlackBerry Curve 9350/9360/9370
BlackBerry Curve 9380
BlackBerry Q10
BlackBerry Q5
BlackBerry Z10
BlackBerry Z30 BWC ToughSlate 7" C-Mii 1 C-Mii 3
Casio DT-X8
Casio G'zOne CA-201L
Casio IT-800 DLI 9000

Faea F1 Faea F2
Faea F2S
Fujitsu Arrows μ F-07D
Fujitsu Arrows Kiss
Fujitsu Arrows Tab
Fujitsu Arrows V G.To N800
Gentag GT-601v2
Google Nexus 10
Google Nexus 5
Google Nexus 7 (2013)
Hike X1
Hike X1D
HP Elitebook Revolve
HP Elitepad 900
HTC Desire 500
HTC Desire C
HTC Droid DNA/HTC J Butterfly
HTC Droid Incredible 4G LTE
HTC Evo 4G LTE
HTC First
HTC Incredible
HTC Mini HTC One
HTC One SV
HTC One VX
HTC One X/XL
HTC Ruby/Amaze 4G
HTC Windows Phone 8X
Huawei Ascend G300
Huawei Ascend G600
Huawei Ascend P2
Huawei Ascend Y201
Huawei Sonic/Turkcell T20
Kuoziro FT701W NFC Tablet
Lenovo K800
Lenovo ThinkPad Tablet 2
LG G2
LG Mach
LG Optimus 3D Max
LG Optimus 4X HD
LG Optimus Elite
LG Optimus G
LG Optimus L5
LG Optimus L7
LG Optimus LTE
LG Optimus LTE Tag
LG Optimus Net
LG Optimus Vu
LG T530 Ego
LG Viper Lumigon T2
Megafon Mint Meizu MX3
Motorola Droid Maxx
Motorola Droid Mini
Motorola Droid Razr

Motorola Droid Razr HD
Motorola Droid Razr M
Motorola Droid Razr M 4G LTE
Motorola Droid Razr Maxx HD
Motorola Droid Ultra
Motorola MC75A HF
Motorola Moto X
Motorola Photon Q 4G LTE
Motorola Razr D3
Motorola Razr i/MT788 MTS 975
Nokia 603
Nokia 700
Nokia 701
Nokia 801T
Nokia 808 PureView
Nokia C7/Astound
Nokia Lumia 1020
Nokia Lumia 610 NFC
Nokia Lumia 620
Nokia Lumia 720
Nokia Lumia 820
Nokia Lumia 920
Nokia Lumia 925
Nokia Lumia 928
Nokia N9
Nokia Oro Oppo Find 5
Orange Infinity 996
Orange San Diego
OrientPhone P6 Plus
Panasonic BizPad
Panasonic Eluga
Panasonic Eluga Power
Pantech Discover
Pantech Sky Vega LTE
Pantech Sky Vega Racer
Philips Xenium W336
Porsche Design P'9981
Porsche Design P'9982
Prada phone by LG 3.0
Samsung Ativ Odyssey
Samsung Ativ S Neo
Samsung Galaxy Ace 2
Samsung Galaxy Axiom
Samsung Galaxy Express
Samsung Galaxy Express 2
Samsung Galaxy Mega
Samsung Galaxy Mini 2
Samsung Galaxy Note
Samsung Galaxy Note 3
Samsung Galaxy Note II
Samsung Galaxy Premier
Samsung Galaxy Rugby LTE/Pro
Samsung Galaxy S Advance

Samsung Galaxy S Blaze 4G
Samsung Galaxy S II
Samsung Galaxy S II Plus
Samsung Galaxy S III
Samsung Galaxy S III Mini
Samsung Galaxy S4
Samsung Galaxy S4 Active
Samsung Galaxy S4 Mini
Samsung Galaxy Stratosphere II
Samsung Galaxy Victory 4G LTE
Samsung Galaxy Young
Samsung S5230 NFC
Samsung S5260 NFC
Samsung SHW-A170K
Samsung Wave 578
Samsung Wave M
Samsung Wave Y
Samsung Windows RT Ativ Tablet
Samsung WP8 Ativ S
Sharp Aquos Phone Serie
Sharp Aquos Phone Zeta
Sharp RW-T107 NFC Tablet
Sharp RW-T110 NFC Tablet
Sonim XP1301 Core NFC
Sonim XPand NFC
Sony's Vaio Fit
Sony Xperia Acro S
Sony Xperia AX
Sony Xperia Ion
Sony Xperia L
Sony Xperia M
Sony Xperia P
Sony Xperia S
Sony Xperia Sola
Sony Xperia SP
Sony Xperia T
Sony Xperia Tablet Z
Sony Xperia V
Sony Xperia VL
Sony Xperia Z
Sony Xperia Z1
Sony Xperia ZL
Sony Xperia ZR
Toughshield R-500
Turkcell MaxiPRO5
Turkcell T11/ZTE Racer II
Turkcell T40 Vertu Constellation
Vertu Ti Vodafone Smart III
Xiaomi Mi 2A
Xiaomi Mi3
Xolo X900
Yulong Coolpad 8870 NFC
ZTE Blade II

ZTE GoTa GH800
ZTE Grand X IN
ZTE Kis ZTE Nubia Z5
ZTE Orbit
ZTE PF200
ZTE Turkcell MaxiPLUS5

Errors and omissions excluded. The mobile phone market is changing by the day but this information was, we believe, accurate at the time of posting.

Q Where will it work?

A Our Tap2Tag devices can be scanned anywhere where there is an internet signal on your NFC device or on a computer with access to the internet.

Q Who can use it?

A Anyone can use Tap2Tag. Once you buy a Tap2Tag device you can set up your own profiles to assign to it. If you want someone to tag your device, they will need an NFC enabled phone (see NFC phones). However people can still see your profile by going to www.tap2.me and entering the unique code printed on your device. This can be accessed using any device with access to the Internet.

Q How can I test my Tap2Tag device?

A You can test your Tap 2 Tag device by first enabling NFC on your smartphone. Hold your smartphone to the Tap2Tag logo on your tag. If you have already registered your tag, your medical profile will open in your phone's internet browser. If you have not registered your tag, the Tap2Tag homepage will open in your phone's internet browser, where you can begin the registration process.

If you tap your phone against your own device and sign in to your Tap2Tag account, no email or text will be sent if your device is registered to your own account. If someone else accesses your device with their own Tap2Tag account and you have chosen to send a text message to your ICE contacts via SMS then a charge may then apply.

[Website Queries \(https://www.tap2tag.me/faq/index/categoryshow/cat_id/4/\)](https://www.tap2tag.me/faq/index/categoryshow/cat_id/4/)

Q What is a profile?

A Currently Tap2Tag is able to provide one, and some would say, the most important type of profile to your account. Our Medical profile enables you to document your medical history and current medication and allergies.

Once you have completed and saved a profile you can then simply assign it to a device.

Each profile, when assigned to a different device, will display different information. So it might help to look at each one in turn.

Medical profiles - These are restricted to one profile per person. You can set up medical profiles for all members of your family if you so wish. These profiles can then be assigned to different devices and you can then give those devices to your family members.

Q What languages do Tap2Tag support?

A Currently Tap2Tag is provided for all English speaking nations. However, it is hoped that this will be extended to French, Spanish, Portuguese, Italian and German within 12 months of the launch of the online store.

Q How do I erase a tag?

A You can erase your tag by logging in to your account. Select the "My Devices" option once you've logged in, you will then see a list of your devices. Find the device you wish to erase and click the link titled "Unassign Profile".

Q How do I manage somebody else's tag?

A If you wish to manage a tag for another individual, first, go to the Tap2Tag homepage. Type the code, on the tag you wish to manage, in the search bar and hit the link titled "Look Up Device". If the tag has not been registered, click the link labeled "Register Tag" to begin registering/managing the individual's tag. If the tag has previously been registered, you can log in to the account assigned to the tag and start managing the individual's tag immediately.

Q Can I buy a Tap2Tag product for somebody else?

A You can buy a tag for another individual; whether you're purchasing it for them as a gift or buying it to manage that tag for the individual (e.g. child). The device will appear within your account until such time as you decide to give the device to someone else. When you are ready go to Devices & Profiles within the My Account section. Click on My Devices to show the devices held on your account. Find the device you want to give to someone else and press the "Transfer Device" button. This will then send an email to that person asking them to accept or decline the device. If they accept then the device will disappear from your account and appear on their account. If you have a profile attached to the device at the time of the transfer the profile will automatically unattach itself from the device. This means that when the device appears on the other person's account there will be no profile allocated to it. They can then attach their own profile.

Q How many profiles can I have?

A There is currently no limit on the number of profiles you can set up. For ease of use it is recommended that you restrict the total number of profiles to a manageable level. You can set up medical profiles for different members of the family as well as different lost profiles and social profiles. However only one profile at a time can be assigned to each device. In the future we will be restricting the number of medical profiles to eight as this appears to be an optimum number to administer under one account.

Q How do I set up a profile?

A Before you can set up a profile you must create an account. Once you have created an account, log in to your account and go to the "My Profiles" section of the "My Account" page. Follow the instructions on the lower half of this page to set up a new profile.

Q **How do I assign a profile to a device?**

A Once you have set up a profile, there will be an option in the far right column of the "My profiles" page titled "Assign to device". Follow this link to begin assigning your chosen profile to the device.

Q **How secure is my information?**

A Security is our prime concern. If anyone wishes to access the profile that you have assigned to your device; they must have a Tap2Tag account. As a result it will always be possible to find out who has accessed your information. People can set up an account using Facebook, Twitter or by a confirmed email address so, if necessary, the identity of the individual may be found. However the information that you are putting on to your devices is information that, by its very nature, is something that you do want to make public.

Q **What do I do if I lose my Tap2Tag device?**

A The first thing you must do is detach your medical profile from the device. To do this login to your account.

Select Devices and Profiles from the left hand side of the Dashboard
Select "My Devices"
Find the device that you have lost and then press "Unassign Profile". This will detach your medical profile from the device lost.

This means that anyone finding the device and taps it they will get a message to tell them that the device has already been linked to another account (i.e. your Tap2Tag account) but there is no profile assigned to it. We ask them to contact our customer service team.

Orders (https://www.tap2tag.me/faq/index/categoryshow/cat_id/5/)

Q **Can I exchange my tag for a different size?**

A If you buy the wrong sized wristband then you can return it to us using our returns policy. There is a good measuring guide at our online shop showing how to make sure you buy one of the right size. All of our other products are of a standard size with full dimensions provided in the products description.

Q **How do I return an order?**

A If you wish to return an order, contact us via the e-mail address displayed on our website; with the order number, your name and the reason for returning the order. Once we've had a chance to look over your e-mail and are aware that you want to return the product, we will inform you of what to do next.

Q	How do I cancel an order?
A	If you wish to cancel an order; contact us via the e-mail address displayed on our website, with the order number, your name and the reason for cancelling the order. Once we have acknowledged your e-mail, we will cancel the order and issue you with a full refund. Please send all information to support@tap2tag.me.



Q	Can I buy a Tap2Tag product for somebody else?
A	You can buy a tag for another individual; whether you're purchasing it for them as a gift or buying it to manage that tag for the individual (e.g. child). The device will appear within your account until such time as you decide to give the device to someone else. When you are ready go to Devices & Profiles within the My Account section. Click on My Devices to show the devices held on your account. Find the device you want to give to someone else and press the "Transfer Device" button. This will then send an email to that person asking them to accept or decline the device. If they accept then the device will disappear from your account and appear on their account. If you have a profile attached to the device at the time of the transfer the profile will automatically unattach itself from the device. This means that when the device appears on the other person's account there will be no profile allocated to it. They can then attach their own profile.

Q	How do I return a device?
A	We provide a full 12 month guarantee for all our devices so if there is a problem just see our returns policy on the website to see how the item can be returned.

Q	Do I have to pay a subscription?
A	Currently there are no plans to introduce a subscription service as long as there are not too many profiles created on an individual account. The only charges to be made will be for text messaging ICE (In Case of Emergency) contacts.

Setting Up Your Device (https://www.tap2tag.me/faq/index/categoryshow/cat_id/6/)

Q	Setting up your account on a computer
A	If you bought a device from our website then your account is already set up. Just use the same email address and password you used before to log in.

Tap2Tag How to set up an account  



If you bought the device in a store and do not currently have an account then just follow the instructions below.

1. Go to the webpage www.tap2tag.me
 2. At the top of the screen is a Log in button. Click on this.
 3. Registered users can log in here too but you need to click on the "Create an Account" button
 4. Just fill out the boxes and sign up for our newsletter if you like
- That's it. Your Tap2Tag account is now set.

Q **Setting up your account on a mobile that does not have NFC**

A If you bought a device from our website then your account is already set up. Just use the same email address and password you used before to log in.

If you bought the device in a store and do not currently have an account then just follow the instructions below on your mobile device.

1. Go to the webpage www.tap2tag.me
 2. At the top of the screen is a Log in button. Click on this.
 3. Registered users can log in here too but you need to click on the "Create an Account" button
 4. Just fill out the boxes and sign up for our newsletter if you like
- That's it. Your Tap2Tag account is now set.

Q **Setting up your account on a mobile that DOES have NFC**

A If you bought a device from our website then your account is already set up. Just use the same email address and password you used before to log in.

If you bought the device in a store and do not currently have an account then just follow the instructions below.

1. The first thing you need to do is enable NFC on your mobile phone. For Android devices you can find this under SETTINGS and there is usually a slide bar to turn it on. For Windows operating systems you also need to get into the phones settings. Look for "tap+send" within the settings and slide it into the "On" position.
2. The easiest thing to do now is just tap your phone against your new Tap2Tag device. For Android phones it will ask you to select the browser you want to use to access the internet and the Tap2Tag website. Pick one and choose "Always" as this will speed up any future taps you make

using your NFC phone. For Windows phones you will be asked "Received Content? Someone is sharing a website from tap2tag.me with you. Choose the "ACCEPT" button.

3. As long as you have internet access you will receive a message "Device code is available for registration". Click on the Register Device button.

4. If you already have an account you can sign in as a registered user but if you are new to Tap2Tag need to click on the "Create an Account" button

5. Just fill out the boxes and sign up for our newsletter if you like

If you do not have a device from Tap2Tag and want to set up your account then just do the following.

1. Go to the webpage www.tap2tag.me on your phone's browser

2. At the top of the screen is a Log in button. Click on this.

3. Registered users can log in here too but you need to click on the "Create an Account" button

4. Just fill out the boxes and sign up for our newsletter if you like

You have now set up your account and also allocated your new device to your account.

Q Setting up a profile on a computer

A Before you can set up a profile you need a Tap2Tag account (see FAQ section under "Setting up your account on a computer")

How To Set Up A Tap2Tag Medical Profile



Here's what you need to do.

1. Sign in to your account

2. You are now at your Dashboard. This gives you details of your orders direct with us. On the left hand side of the screen is a section called "Devices & Profiles". Select "My Profiles".
3. This is where a list of your profiles is situated. If you haven't created any profiles yet just click on the "Create MEDICAL" button
4. Fill out as much or as little of the information as you like (although some fields are mandatory). We recommend that you insert a photograph for the profile as this is the best way for first responders to confirm that they are dealing with the right person in an emergency.
5. Please note that the information being input may be seen by any member of the emergency services or members of the public so you need only disclose information you want to be made available.
6. The medical profile is split into sections. At the end of each section is a button marked "Next step". Always press this button to move on to the next section. Certain fields are mandatory so do not press the "Next step" button until these have been completed.
7. Under the "Emergency Contacts" section you must put in at least one contact. The telephone number needs to be inserted using the international dialling code system. This means dropping the "0" from UK numbers and inserting +44 at the beginning. This will enable our texting service to contact your ICE contacts anywhere in the world.
8. You can place two messages on your medical profile. The first PUBLIC message will be seen by anyone accessing your device. You may want a message such as "If you are reading this and I am not around then give me a call on 0845 5578336 as I have probably lost it. If not then please access my information by pressing the button below". The second message will only be seen by registered members of Tap2Tag and will be displayed as part of your full medical profile. You may want to make some other comment such as "Do not use a defibrillator as I have a pacemaker fitted".
9. At the end of the form make sure you tick the box for agreeing to our terms and conditions. This will be required every time you create or edit a document.
10. If you are creating a medical profile for another family member it is your responsibility to make sure that you have their permission to do so and that the information is accurate.
11. Finally press the "Finish MEDICAL registration" button.

Your medical profile is now completed. You will now see your new medical profile in the list.

Q **Setting up a profile on a mobile that does not have NFC**

A Before you can set up a profile you need a Tap2Tag account (see FAQ section under "Setting up your account on a phone that DOES have NFC" Here's what you need to do.

1. Open up the browser on your phone and go to www.tap2tag.me
2. Sign in to your account
3. You will see an option called Devices & Profiles. Press this and the drop down menu will show three categories. Select My Profiles. Any profiles that you have already set up will be here or there is a great big button that says CREATE A NEW MEDICAL PROFILE.
4. Fill out as much or as little of the information as you like (although some fields are mandatory). We recommend that you insert a photograph for the profile as this is the best way for first responders to confirm that they are dealing with the right person in an emergency.
5. Please note that the information being input may be seen by any member of the emergency services or members of the public so you need only disclose information you want to be made available.
6. The medical profile is split into sections. At the end of each section is a button marked "Next step". Always press this button to move on to the next section. Certain fields are mandatory so do not press the "Next step" button until these have been completed.

7. Under the "Emergency Contacts" section you must put in at least one contact. The telephone number needs to be inserted using the international dialling code system. This means dropping the "0" from UK numbers and inserting +44 at the beginning. This will enable our texting service to contact your ICE contacts anywhere in the world.
8. You can place two messages on your medical profile. The first PUBLIC message will be seen by anyone accessing your device. You may want a message such as "If you are reading this and I am not around then give me a call on 0845 5578336 as I have probably lost it. If not then please access my information by pressing the button below". The second message will only be seen by registered members of Tap2Tag and will be displayed as part of your full medical profile. You may want to make some other comment such as "Do not use a defibrillator as I have a pacemaker fitted".
9. At the end of the form make sure you tick the box for agreeing to our terms and conditions. This will be required every time you create or edit a document.
10. If you are creating a medical profile for another family member it is your responsibility to make sure that you have their permission to do so and that the information is accurate.
11. Finally press the "Finish MEDICAL registration" button.
12. Your new profile has now been successfully assigned to your Tap2Tag device. Your medical profile is now completed. You will now see your new medical profile in the list.

Q **Setting up a profile on a mobile that DOES have NFC**

A Before you can set up a profile you need a Tap2Tag account (see FAQ section under "Setting up your account on a phone that DOES have NFC" Here's what you need to do.

1. Tap your NFC enabled phone against the device
2. Sign in to your account
3. You can now select an option to assign the device to an existing profile you have already created. If you do not have any profiles yet or want to create a new one then fill out the form.
4. Fill out as much or as little of the information as you like (although some fields are mandatory). We recommend that you insert a photograph for the profile as this is the best way for first responders to confirm that they are dealing with the right person in an emergency.
5. Please note that the information being input may be seen by any member of the emergency services or members of the public so you need only disclose information you want to be made available.
6. The medical profile is split into sections. At the end of each section is a button marked "Next step". Always press this button to move on to the next section. Certain fields are mandatory so do not press the "Next step" button until these have been completed.
7. Under the "Emergency Contacts" section you must put in at least one contact. The telephone number needs to be inserted using the international dialling code system. This means dropping the "0" from UK numbers and inserting +44 at the beginning. This will enable our texting service to contact your ICE contacts anywhere in the world.
8. You can place two messages on your medical profile. The first PUBLIC message will be seen by anyone accessing your device. You may want a message such as "If you are reading this and I am not around then give me a call on 0845 5578336 as I have probably lost it. If not then please access my information by pressing the button below". The second message will only be seen by registered members of Tap2Tag and will be displayed as part of your full medical profile. You may want to make some other comment such as "Do not use a defibrillator as I have a pacemaker fitted".
9. At the end of the form make sure you tick the box for agreeing to our terms and conditions. This will be required every time you create or edit a document.

10. If you are creating a medical profile for another family member it is your responsibility to make sure that you have their permission to do so and that the information is accurate.
11. Finally press the "Finish MEDICAL registration" button.
12. Your new profile has now been successfully assigned to your Tap2Tag device. Your medical profile is now completed. You will now see your new medical profile in the list.

Q I have set up my device and medical profile but what next?

A The first thing to do is log in to your account.

On the left hand side you will see a menu labelled Devices & Profiles

Click on this to reveal the three options My Profiles, My Devices and Tap logs. Select My Devices

You will now see the devices (wristbands, cards and key fobs) that have been registered to your account. If you haven't given your devices a name it might be a good idea to give them a nickname by pressing the relevant button under the device list. Something like "My Medical Card" or "Sophie's Pink Wristband". It just helps to keep track of them.

In the column Profile you will see the Profile Name allocated to that particular device. If there is nothing in the box then no profile has been assigned to that device. Pick the device you want to assign a profile to and press the Assign to Profile button.

A new screen pops up. If you have already made a medical profile then just press the drop down list that currently says A New Profile – Create below. If you already have made a profile this will be listed in the drop down menu

Once selected just press the GO button on the right and your profile has been attached to your device.

To test all is working OK why not sign in to your account and then return to the home page (by pressing the Tap2Tag logo in the top left). In the Enter device code here box, enter the code on your device and press Look Up. This should show your full medical profile that you have set up on your account and assigned to your device.

Q Do I need to know my blood group?

A We have included a place for you to add your blood group on the medical profile. However many people do not know their own blood group and it is difficult to get this information from your GP unless you have a blood test or you are a blood donor. However this is not vitally important information in the UK as A&E departments will cross match your blood if you need a blood transfusion. If you do not know your blood group then just select "Not known" from the drop down menu.

Q What is my NHS number?

A If you live in the UK you will have been allocated a NHS number. This is different to your national insurance number and not many people know their own number. However it is very useful for the emergency services and doctors to know this number wherever you are in the UK. You can find

your NHS number on any prescription you may be given by your doctor. If you know your NHS number then please add it to your medical profile.

Q What type of documents can I load into my medical profile?

A You can only upload single PDF documents into your medical profile. PDF's are probably the most secure type of document and cannot be easily edited once they have been loaded. You can upload other documents but you will need to select a new document within the medical profile to do this.

Troubleshooting (https://www.tap2tag.me/faq/index/categoryshow/cat_id/7/)

Q What happens if I forget my password?

A Click on the button in the top right hand page of the home page marked "Log in" (you can also press the red button marked "Log into Account")
In the middle of the screen there is some text marked Forgot Your Password.
Click on this and enter your email address and you will be sent a new password.

Q The screen does not fit onto my mobile phone

A We have designed a mobile friendly website that should resize to your mobile device. It works with virtually al devices but we have noted some problems with the Nokia 1520 (or Phablet). This is a new size of screen that has yet to be configured with our site. You can see the information by rotating the screen into landscape.

Q When looking at My Devices or My Profiles on a mobile the information does not resize properly

A We have tried to configure our website for mobile devices but these particular screens contain a lot of information. However if you rotate your phone through 90 degrees and look at the data then it should fit.

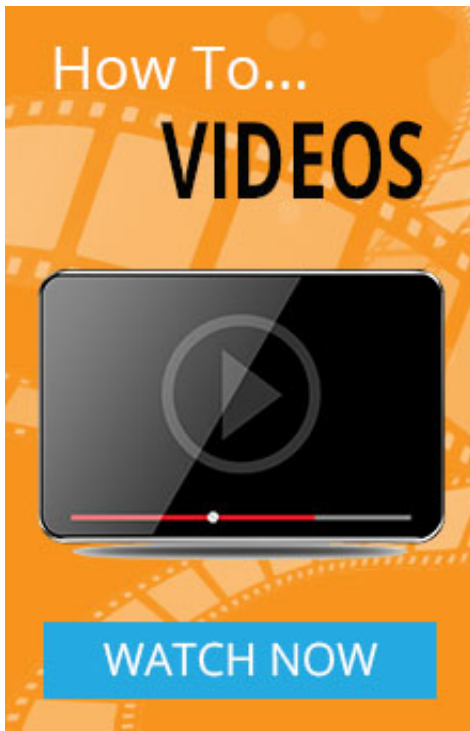
Q When logging in using Facebook on my phone I get a blank screen

A We have tested the social profile login on iPhones, Samsung Galaxy and Nokia Lumia 925 covering Apple's operating system, Android and Windows. All have worked fine. However we have noted a problem with the Nokia Lumia 1520 (Phablet). If this problem occurs on your mobile device go back to the customer login screen and sign in using your email and password. We hope to get to the bottom of this issue with our next update.

Q I have a discount code but it doesn't work

A There are two possible reasons why this has happened. The most common reason is that you have not signed in to your account before applying the code. Discount codes are only available to be used by those who have set up an account.
The other reason is that the code has expired. Some promotional codes only have a limited life span.

(<http://www.tap2tag.me/videos>)



Tweets

RT @wessex_clahrc: A great turn out! #wessexdementia2015 @NHSEnglandSouth @WessexAHSN @OfficialNIHR @HealthEd_Wessex <https://t.co/FJCBrADn4N>

@tradedaysuk & @pharmacyshow now over for another year. Lots of follow up from leads from some amazing businesses. <https://t.co/WlstPD9FB1>

It must have been a busy day @tradedaysuk as the sweets have nearly all gone. <http://t.co/zrKcww6hsE>

Something else

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