User Safety Guide

The privacy and safety of myPlan users is of the highest importance. Survivors are incredibly savvy and creative in navigating their own safety every day, however online activity can be difficult to fully hide and myPlan may not be a safely accessible resource for everyone.

Your safety begins before accessing the app

+ We provide information on the website and app stores about the risk of using if a partner monitors your device activity

+ We provide links to tech safety planning info on the myPlan website

+ myPlan offers choices for most safely accessing the app: via mobile app or web browser

We keep your activity private

Set your own PIN code keep your information private

Use a "Dummy code" to hide the contents of the app If you're ever forced to log in

Change your home screen icon to obscure app

Use the Quick Exit button to lock the app quickly

We ensure you stay anonymous

+ No account set up is required and no identifying information is collected, your use is **completely anonymous**

+ User data will **never be shared** with any other entities

Tech safety strategies

The safest way to access myPlan is by using a device an abusive partner doesn't have access to

Protect your devices and passwords

+ Keep track of your devices. Never leave a device unlocked and unattended

+ Password protect all devices. If possible use biometric logins (like a fingerprint)

+ Choose strong passwords

+ Set up two-step verification

+ Get a password manager, like LastPass

+ Fully log out of everything (just closing an app/site might keep you logged in and the next person who uses the device could access your accounts)

Set tight privacy settings

+ Update your privacy settings

+ Use private / incognito mode to visit sites you don't want recorded in your search history

+ Turn off Bluetooth, GPS, and location services if they are not needed

Remove things you don't want anyone to see

+ Close browser tabs for iPhone or Android

+ Remove select sites from your browser history. Clearing entire histories could arouse suspicion if someone is monitoring your device

+ Delete myPlan when you're done using it (you can always re-install) & remove from your purchase/download history for iPhone (you can "hide" but not fully delete) or Android