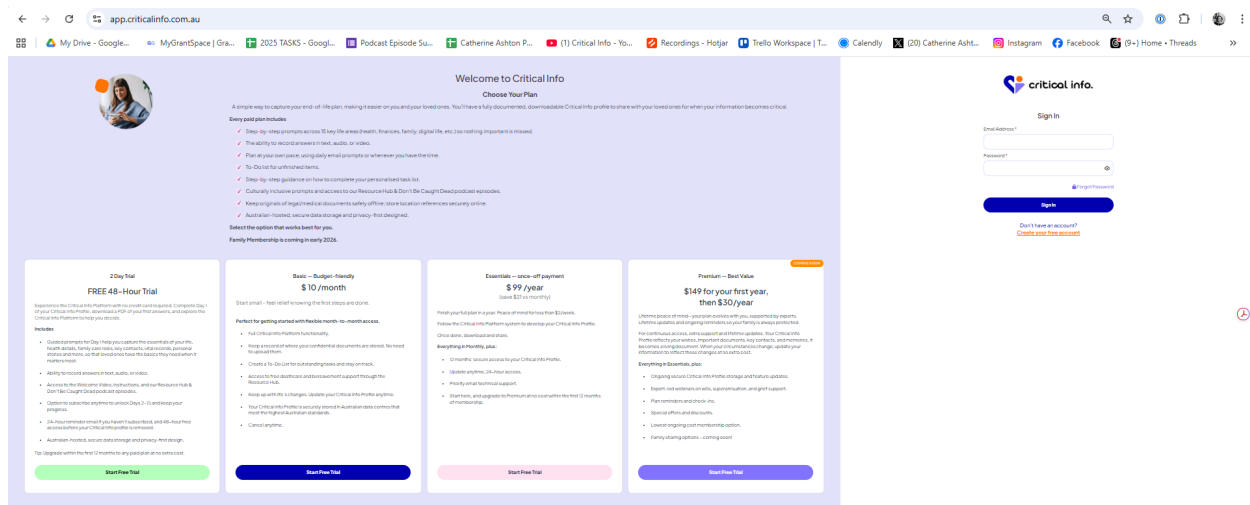


Critical Info Platform – Quick Start Guide

A simple step-by-step overview to help you get started with the Critical Info Platform quickly and confidently.

1. Create Your Own Critical Info Profile

Before assisting others, we recommend setting up your own Critical Info Platform profile. You can do this anytime, and it only takes a few minutes.



Step 1: Create Your Free Account

Visit criticalinfo.com.au/critical-info-platform.

1. Click the **Sign up** button or the **Start Free 2-Day Trial** button. This will take you to <https://app.criticalinfo.com.au/>
2. Click Create Your Free Account.



First Name *

Last Name *

Date Of Birth *

Address *

Country Code * Mobile Number *

Email Address *

Facility Name (if applicable)

Password *

Confirm Password *

Enable 2FA?

☐ By ticking this box, you are confirming that you have read, understood, and agree to the following:

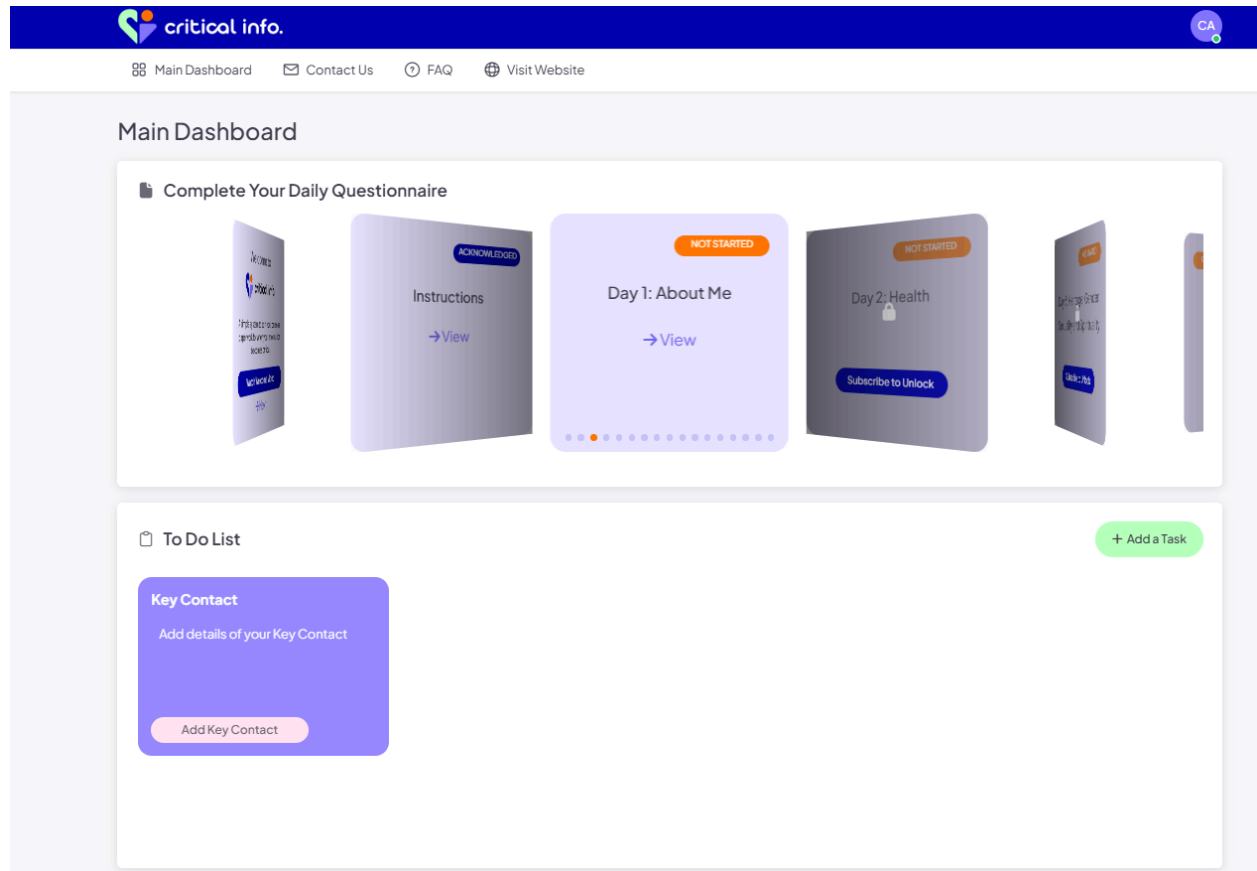
- [Terms and Conditions](#) including its provisions on Data Retention and Deletion Policy, and Security policy.
- [Privacy Policy](#)
- [Disclaimer For Website](#)
- [Online Membership Terms](#)
- [Receive updates and offers from Critical Info](#)

[Create Account](#)

Already have an account? [Sign In](#)

Consultant? [Click here](#)

3. Enter your name, address, mobile number, email, and password.
4. We recommend that you enable Two-factor authentication (2FA). You'll receive a 6-digit SMS code to your mobile phone each time you log in. You will need to enter this code when requested.




Step 2: Complete Day 1


This will unlock Day 1, which you can complete immediately, after watching the Welcome video and accepting the Instructions..You will see the other days have little locks on them.

Once you have completed Day 1, you can click on Day 2 '**Subscribe to Unlock**'.

Step 3: Choose your plan



[Main Dashboard](#)
[Contact Us](#)
[FAQ](#)
[Visit Website](#)



Welcome to Critical Info

A simple system to sort your personal paperwork for when your information becomes critical.

Choose Your Plan

A simple way to capture your end-of-life plan, making it easier on you and your loved ones. You'll have a fully documented, downloadable Critical Info profile to share with your loved ones for when your information becomes critical.

Every paid plan includes

- Step-by-step prompts across 15 key life areas (health, finances, family, digital life, etc.) so nothing important is missed.
- The ability to record answers in text, audio, or video.
- Plan at your own pace, using daily email prompts or whenever you have the time.
- To-Do list for unfinished items.
- Step-by-step guidance on how to complete your personalised task list.
- Culturally inclusive prompts and access to our Resource Hub & Don't Be Caught Dead podcast episodes.
- Keep originals of legal/medical documents safely offline; store location references securely online.
- Australian-hosted, secure data storage and privacy-first designed.

Select the option that works best for you.

Family Membership is coming in early 2026.

Basic — Budget-friendly

\$10 /month

Start small – feel relief knowing the first steps are done.

Perfect for getting started with flexible month-to-month access.

- Full Critical Info Platform functionality.
- Keep a record of where your confidential documents are stored. No need to upload them.
- Create a To-Do List for outstanding tasks and stay on track.
- Access to free deathcare and bereavement support through the Resource Hub.
- Keep up with life's changes. Update your Critical Info Profile anytime.
- Your Critical Info Profile is securely stored in Australian data centres that meet the highest Australian standards.
- Cancel anytime.

[Start Monthly Plan](#)

Essentials — once-off payment

\$99 /year

(save \$21 vs monthly)

Finish your full plan in a year. Peace of mind for less than \$2/week.

Follow the Critical Info Platform system to develop your Critical Info Profile. Once done, download and share.

Everything in Monthly, plus:

- 12 months' secure access to your Critical Info Profile.
- Update anytime, 24-hour access.
- Priority email technical support.
- Start here, and upgrade to Premium at no cost within the first 12 months of membership.

[Choose Essentials](#)

COMING SOON

Premium — Best Value

\$149 for your first year, then \$30/year

Lifetime peace of mind—your plan evolves with you, supported by experts. Lifetime updates and ongoing reminders so your family is always protected.

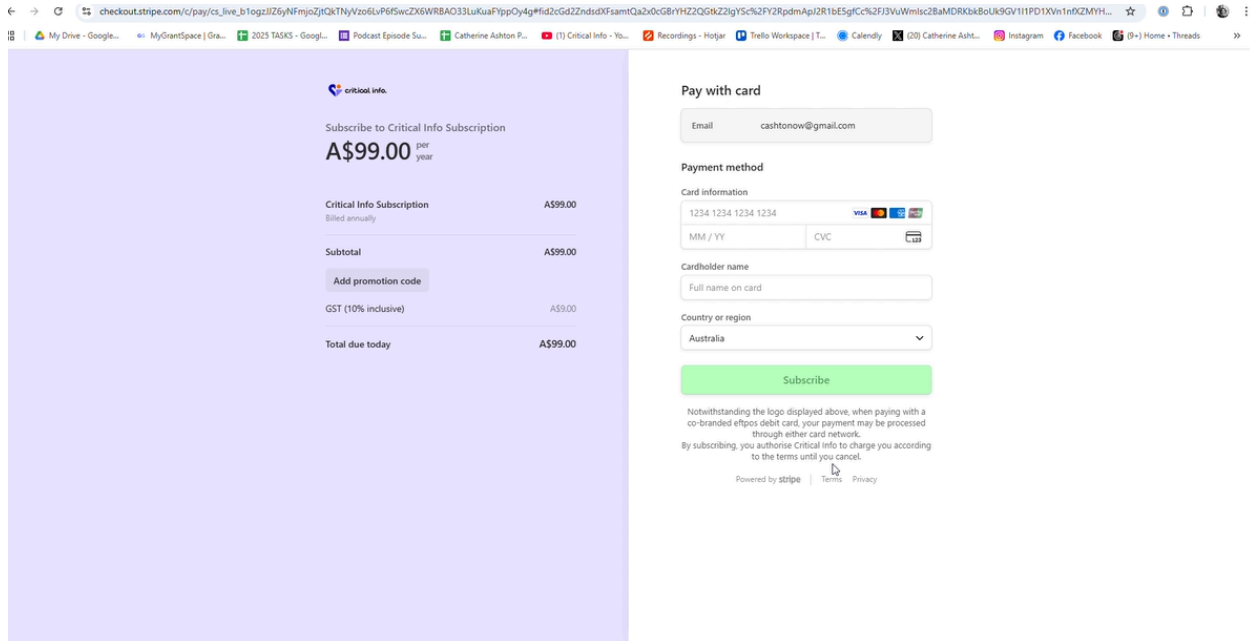
For continuous access, extra support and lifetime updates. Your Critical Info Profile reflects your wishes, important documents, key contacts, and memories. It becomes a living document. When your circumstances change, update your information to reflect these changes at no extra cost.

Everything in Essentials, plus:

- Ongoing secure Critical Info Profile storage and feature updates.
- Expert-led webinars on wills, superannuation, and grief support.
- Plan reminders and check-ins.
- Special offers and discounts.
- Lowest ongoing cost membership option.
- Family sharing options – coming soon!

[Notify Me](#)

1. Click on the appropriate plan button, Monthly or Essentials. Remember, you can upgrade to Premium at no additional cost when it becomes available. This will take you to this page or similar: <https://checkout.stripe.com.....>



Step 4: Apply Your Free Membership Coupon, if you have one.

1. When you have chosen your plan, this will take you to this page or similar:
<https://checkout.stripe.com/.....>
2. If you have a Promotion code, enter the code that applies to you. Click Apply. The price (usually \$99) will update to \$0.00.

Note: If you have a code, at checkout, you'll be asked for card details, but you will not be charged. Payments are processed securely by Stripe, which never shares or stores your full card number.

Step 3: Confirm & Access

1. Complete the checkout to finalise your Critical Info membership.
2. You'll receive a confirmation email and immediate access to your Critical Info Platform dashboard. Verify your account via the confirmation email.

Tip: Only one login session is active at a time; idle sessions time out after 1 hour.

2. Set Up Key Contacts

- Nominate two trusted people to act as your Key Contacts.
- Invitations are sent by email and valid for 30 days.
- Key Contacts can:
 - Access your info when you choose (immediately, on hospitalisation, after an accident, or after death).
 - Request access; if no response in 1 hour, access is auto-approved. This can later be revoked should you choose.

Tip: Talk to your Key Contacts so they know what to expect, we have created a factsheet - [How to Explain the Key Contact Role to support you.](#)

And if you're helping someone else to complete their Critical Info Platform have a look at our [Supporter's Conversation Guide.](#)

These resources are available in the Resource Hub on the Critical Info website.

3. Complete Your Daily Questionnaire (15 Days)

- Each day has a guided set of questions.
- Answer by text, audio, or video (with automatic transcription).
- Options: Save as Draft or Save & Publish.

Tip: By Day 15, your answers are compiled into a downloadable PDF.

4. Use Your Dashboard & To-Do List

- Dashboard: Shows daily cards marked as Not Started, Draft, or Done.
- Sequential Completion: You must finish days in order.
- To-Do List: Auto-generated from some answers, or create your own custom tasks.

Tip: Marking tasks "Done" keeps your profile up to date.

5. Record Audio & Video Memories

- Certain days (6, 7, 11, 14) encourage video storytelling. These days cover friends, work, assets, and ceremony wishes.
- Record → preview → save. You can re-record or add notes later.
- All recordings are stored securely with transcripts.

Video storytelling isn't about perfection. It's about connection. Your loved ones will treasure seeing you and hearing your voice more than a polished production.

Keep it simple and personal

- Use your phone, tablet, or laptop camera.
- Find a quiet space with good natural light.
- Speak as though you are talking to a loved one directly.
- Hold the camera at eye level.
- Make sure the lighting is in front of you, not behind.
- Keep background uncluttered.
- Use headphones with a microphone for clearer sound.

Tip: Use video to capture details, emotion, and meaning for loved ones. You can watch a how-to video [here](#).

6. Support & Resources

- The Critical Info Resource Hub contains a section on Critical Info Platform Guides: <https://criticalinfo.com.au/support>
 - Tech Support: 03 8595 4325 (24/7)
 - General Enquiries: 03 8595 3033 (9am–5pm AEST)
 - Email: contactus@criticalinfo.com.au
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Final Steps

- Download your completed profile data at Day 15.
- Confirm Key Contact access.
- Review your To-Do List.
- Access the Step-by-Step guides to help you tick off the tasks on your To-Do List.

Congratulations. You've taken a major step toward peace of mind for yourself and your loved ones.