How to Explain the Key Contact Role
A Conversation Cheat Sheet for Main Users

Explaining the Role

Say:

"I've nominated you as my Key Contact in the Critical Info Platform. If something happens to me—like an accident, hospital stay, or worse—you'll know where my important documents, wishes, and details are stored.

You won't see anything unless I approve it, and I can change or revoke your access anytime. It's not about giving me legal or financial advice—it's about being someone I trust to help when critical information is needed."

Asking Them to Accept Their Role

Say:

"You'll get an email invitation from Critical Info. Please click the link in that email and follow the steps. It only takes a few minutes, and then you'll have your own Key Contact dashboard showing when and what I've shared with you."

Explaining How Access Works

Say:

"You won't see my information automatically. If you ever need to request access, I'll get an SMS notification to my mobile. I have one hour to approve or deny it before anything is shared. If I'm not able to respond—for example, if I'm in hospital—then the information I've already chosen to share will become visible to you."

Reassurance

Say:

"Being my Key Contact doesn't mean you're responsible for making decisions or giving advice. It simply means you're someone I trust to access and share important information if something happens to me. It's a supportive role, not a legal one."

How to Log In

Say:

"If you ever need to log in directly, here's what to do:

1. Go to: https://app.criticalinfo.com.au/
2. If you already have an account → **Sign in**.
3. If you're new → **Complete the short Sign-Up form** (your details are already prefilled—just check and edit if needed). You don't have to pay anything.
4. After signing in, you'll land on your Key Contact Dashboard. You'll see my name there, showing I nominated you.
5. From there, you'll be able to view anything I've shared with you."

Support & Resources

Resource Hub: 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

critical info.