SPHERUM

Guide for your people

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Signing in

How you sign in to Spherum, how to add or change an email or phone, and what to do if you lose access to one.

You reach your card by signing in with something only you hold: an email address of your own, a phone number, or both. This page covers changing them, and what to do if one stops working.

Ways to sign in

An email, a phone, or both. With an email, the six-digit code arrives in your mailbox. With a phone, it arrives on WhatsApp. Each one signs you in on its own.

Keep both. It is the best protection you have: if you change your number or lose your mailbox, the other one still gets you to your card. Once a company can see your card, the card page suggests adding a second way to sign in until you add one or dismiss it.

Only you can change them. Everything here lives under **Account → How you sign in**. A company cannot change how you sign in: your account belongs to you, not to them.

Adding or changing one

Under **Account → How you sign in**, press **Add** next to the one you are missing, or **Change** next to the one you want to replace. Then:

1. Type the new email or phone and press **Send a code**.
2. The code goes to the **new** email or phone, not the old one. Enter it to show it is yours.

As soon as it is confirmed, it signs you in. On a change, the old one stops signing you in at once, gets a short note saying so, and the messages Spherum kept for it are deleted.

Use a personal address. An address on the domain of a company you are linked to is refused: when you leave that company, your way in would go with it.

Already in use elsewhere. If another Spherum account already signs in with what you typed, you are told after you enter the code. To use that account, sign in with it instead.

Removing one

With both, press **Remove** next to the one you no longer want. It stops signing you in and gets a note saying so. Your last way to sign in can be changed, but not removed: without it there would be no way back to your card.

The note we send

Every add, change or removal gets a note, so a change you did not make cannot go unnoticed. A change or a removal is reported to the email or phone that was taken away; an addition, to the one you already had.

“Your Spherum sign-in email address was changed” is what the old address receives after a change. If you made the change, there is nothing to do. If you did not, someone used a phone or computer where you were signed in: write to support@spherum.ae and we will help you back into your account.

“A phone number was added to your Spherum account”, or an email address, goes to the one you already had. If you did not add it, sign in and remove it.

If you lose access

If you have the other one, sign in with it and change the lost one under **Account → How you sign in**.

If you are still signed in on a phone or computer, change it there. That includes Spherum on your phone’s home screen. A sign-in lasts 14 days from the last time you entered a code.

If neither works, you cannot get back in on your own yet. Write to support@spherum.ae from an address you can read, tell us which company invited you, and give your Spherum ID if you have it — it is in the email you got when you granted access. The company cannot change how you sign in on your behalf.

What you're being asked to do

You have been sent an invitation and asked to fill in some details — this explains what that involves.

A company — your employer, a clinic, a site you work on — has asked you for emergency contacts: who to call if something happens to you.

You are not handing them over. You fill them in once, in a place that is yours, and then decide whether that company may read them. You can change what is in there at any time, and you can end their access without asking anyone. Until you decide, there is nothing for them to read.

The invitation

An email, from a company you recognise. It carries their name and a link. The link is good for seven days.

If it has run out, or it never arrived, ask them to send it again. Nothing is lost by resending, and nothing you have already filled in is undone by it.

It arrived at the address that company knows you by — your work address, if they are your employer.

You sign in with something of your own — a personal email address or your phone. With a phone, the code arrives on WhatsApp. If your employer invited you as one of their own people, you type your own on the link page, it becomes your login, and your employer never sees it. If someone invited you from outside, not as your employer, at your own email or phone, that is already your login.

That separation is the point. Your details are yours, not your employer's, so the way you reach them cannot be something your employer controls — which is also why the address you sign in with cannot be on the company's domain. If it were, leaving the company would take your account with it.

> **Note**
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> Pick something you will still have in five years — a personal mailbox, one that does not belong to an employer or anyone who could close it without asking you, or a number you plan to keep.
>
> It is your way in: every sign-in code goes there. You can add a second way to sign in and change either one later — Signing in covers how. It is also what makes you the same person when a second company invites you, so what you have already filled in follows you instead of starting again.

The code goes to you. You get a six-digit code at your own address or on WhatsApp, never at the mailbox the invitation landed in. Once you have joined, the code goes to you whatever address is typed on that page — so a forwarded link is not a way in. If you have both an email and a phone, you choose which one gets it.

Some invitations are a shared link or a printed QR code — taped to a reception desk, handed out at a site entrance, printed into an onboarding pack. There is no email in that case: you supply your own email or phone yourself, and, if you are asked for it, the work address that tells the company who you are.

Being invited creates nothing they can read. It creates your name on a list and an empty card behind it. Everything that follows is your doing.

Filling in your details

One company, one permission. Signing in takes you to the companies that have invited you — straight through, if there is only one. Each of them gets its own permission from you: you give it to that company alone and you end it for that company alone, and nothing you do to one touches another.

Your answers are one set, not a copy per company. Fill in a phone number for one of them and it is already there when another asks for the same thing — you are not keeping two versions of yourself up to date. What each company differs in is the asking: it only ever sees the fields on its own form.

Your name is already filled in, as the company typed it when they invited you. Correct it if it is wrong — from here on it is yours, not theirs.

The fields are the ones that company asks for. Usually your own details, then who to call first and who to call if there is no answer. Mandatory ones are marked; the rest you can leave empty.

You can add fields of your own. A doctor's number, a second address, anything the company did not think to ask for. Anything you add belongs to this card and goes to this company along with everything else — it is not a private note.

Saving is a draft. You can fill it in over several sittings, and none of it is visible to anyone while you do. The company sees only that the invitation is still unanswered.

Granting access is a separate step, and it is deliberate. The button stays off until every mandatory field is filled in. Press it and that company can read this card from then on — read only, nothing more. You get a confirmation email with your Spherum ID in it.

After that, keeping it current is the whole point. Change a number and the company sees the new one; there is nothing to re-send and nobody to notify. If you are in a hospital corridor, the number they call is the one you left there this morning, not the one you gave at onboarding three years ago.

What a company can and cannot see sets out the limits of what you have just granted, and Revoking access covers ending it.

If you were also given a physical token — a wallet card with a QR code on it — that is a separate decision, and also yours. Linking it to yourself is what makes it work, and nobody can do it for you. The Tokens guide explains what a token shows when it is scanned and how to switch one off.

What a company can and cannot see

What a company can see about you after you respond, what it never sees, and when it stops seeing anything.

Once you grant a company access, something of yours appears on their screen. This page is exactly what that is: what they can see, what they never see, and what is left of it once you end their access.

What they see

A row, and the state it is in. Your name, the address they know you by, whether they invited you as one of their own people or from outside, how many contacts you hold, whether you have linked a Spherum token, when you last changed anything, and whether your access is live. Contacts is a count and stays a count — it tells a filled-in card from an empty one without showing anything inside it.

Your card, once you have granted access. The fields they asked for, as you filled them in, together with any field you chose to add beyond what was asked. Their form is the question; it does not limit your answer.

What is true right now. A card is loaded at the moment it is opened. Change a number tonight and they read the new one tomorrow. There is one record — yours — and everyone you have granted reads its current state.

Whenever they want to look. While your access is live, the people there who have been given that job can open your card, and you are not told when they do.

> ⚠ **Caution**
>
> A card can be printed. The sheet carries your contacts, the company's name and who printed it, and it is the one copy you cannot revoke. What is on screen closes when you end access; paper already filed does not.

What they never see

Anything before you grant. Nothing beyond what the company typed itself when it invited you — a name and an address. Come through a shared link and there is not even that until you join.

How you sign in. If your employer invited you as one of their own people, it knows you by your work address and never sees the email or phone you sign in with. If someone invited you from outside at your own email or phone, they know that one — but not an email or phone you add or change later.

Another company's card. Each company asks its own questions and you answer each separately. A field one company asks for does not appear on another's card, a field you added for one stays with that one, and nobody you have granted can see who else you have granted.

What used to be there. No earlier versions, no record of what you corrected. A card is a current state, not a file on you.

When they stop seeing it

The moment you revoke. The card closes at once. Your row keeps its place in their list and shows as revoked, and nothing from the card is kept on their side. Revoke access covers how.

Thirty days later, their record of you is emptied. The window is there for a revocation you did not mean: inside it, a re-invitation simply reopens the same row. After it, the name and address the company held are cleared, and what is left is the record that you granted and that you revoked.

When the company ends it instead. A company can end its own connection to you — someone leaves, a contract finishes. That is recorded as the company's doing, not as your revocation, and its record of you is cleared ninety days later. Your own details are untouched: they were never the company's to clear.

Getting access back means giving it again. A new invitation, a card to fill in, a new grant. Nothing resumes, and no previous consent carries over.

Revoking access

How to revoke a company's access to your details, and what happens once you do.

Explains how to revoke access and what follows.

How to revoke

Open your card. Sign in at `https://app.spherum.ae/my/sphere` with your own email or phone — the one you sign in with, not the corporate address a company may know you by.

Pick the company. If more than one company holds access, you land on a list of cards, one per company. Revoking lives inside a card rather than on the list: ending access is not something that should be one tap away from a row you were only scrolling past.

Revoke access, and confirm. One button, one confirmation. You do not have to give a reason, and the company is not asked to agree.

Revoking ends one company's access and nothing else. Your other cards carry on exactly as they were.

> **Note**
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> There is nothing to revoke on a card you have not granted yet — an unfinished card was never shared with anyone.

What happens next

They stop being served your card at once. In their list you appear as revoked, and opening the card returns nothing but the fact that the source is revoked. Nothing from it is kept on their side.

Spherum stops giving out your details at the source. That is what we can promise and all we promise: a sheet somebody printed while access was live is paper, and paper does not close.

Your token keeps working. A token belongs to you, not to the company that handed it out, so revoking a card does not switch it off. Scanning it still shows your emergency contacts. Turn it off under **My tokens**, which is a separate decision on purpose.

Thirty days later, their record of you is emptied. The window exists for a revocation you did not mean: inside it, a re-invitation simply reopens the same card. After it, the name and address the company held are cleared, and what is left is the record that you granted and that you revoked.

Sharing again means granting again. Ask the company to invite you afresh. That reopens your card for editing, and nothing reaches them until you grant access a second time. No previous consent resumes on its own.

What a company can and cannot see sets out what they had while access was live.

Downloading your data

Before you end anything, you can take a copy of it. **Account → Download my data** builds a file of everything Spherum holds about you and hands it straight to your browser. Nobody has to be asked, and no request has to be made: it is your record, so obtaining it is one button.

The file is JSON — machine-readable, so it can be opened in a text editor, read by a script, or handed to anyone you are giving your data to. It is named with your Spherum ID and the time it was made, and it carries a short section explaining what each part of it means.

What is in it:

- Who you are on file: the email and phone you sign in with, your Spherum ID, and when the file was produced.
- Every card you hold, company by company: its state, when you granted, when access ended if it has, every field value you filled in, the fields you added yourself, and the corporate address that company knows you by, labelled as theirs rather than yours.
- Cards that are revoked, or that the company has archived, the same as live ones. A card that ended is still part of your record.
- The tokens linked to you — listed, never with the key a scan uses.

The file is everything about you in one place, which is the point of it and also the reason to keep it somewhere you would keep anything else of your own.

Deleting your account

> **Danger**
>
> This is the irreversible one. It deletes your account and everything Spherum holds about you, for every company at once. There is no waiting period, no undo, and no copy we can restore afterwards — and it is entirely your decision to make.

Deleting is reached from **Account**, not from any company's card: what you are deleting is yours, not theirs. Holding a signed-in session is not enough on its own — a code is sent to your email or your WhatsApp, and you confirm with it. If you have both, you choose which. A borrowed phone or an open tab cannot end an account on your behalf.

What happens in that moment: every company you have granted loses access at once. Your details are erased rather than emptied on a timer. Any token you carry is released — it is a physical object, so it is not destroyed, but scanning it afterwards says it is not active, and it can be linked to someone else later.

What each company keeps is the record that a grant existed and was ended, exactly as an ordinary revocation leaves it. Nobody sees a person vanish from their list, and nobody is told which of the two it was.

Take the download first if you want a copy. Afterwards there is nothing left to export.

Adding Spherum to your home screen

How to put Spherum on your phone's home screen on Android and iPhone, and what changes when you open it from there.

Spherum can sit on your phone's home screen like an app. It opens straight on your card, without the browser's address bar around it. Nothing is installed from a store: it is the same Spherum you use in the browser.

On Android

When your card is active, the card page offers **Add Spherum to your home screen**. Press **Install** and confirm in the dialog Chrome shows.

If you pressed Not now, the offer does not come back on that phone. Open Chrome's menu (⋮) and choose **Add to Home screen** or **Install app** instead.

You stay signed in: the home-screen app shares its sign-in with Chrome.

On iPhone

Safari has no install button, so the card page shows the steps instead:

1. Tap **Share** — on newer iPhones it is under the ··· menu.
2. Choose **Add to Home Screen**.
3. Open Spherum from the new icon and sign in.

You sign in once more inside the app. On an iPhone, an app on the home screen keeps its own sign-in, separate from Safari's. It appears as **Spherum app on iPhone** among the places you are signed in.

If you dismissed the steps, you can follow them at any time: the offer only explains them, it does not have to be on screen.

What stays the same

It needs a connection. There is no offline copy of your card: what opens is always loaded fresh.

A sign-in lasts 14 days from the last time you entered a code, the same as in the browser. After that, it asks for a new code.

Removing the icon removes nothing from your account. Your card, your companies and your tokens stay as they are.