



DEPARTMENT NOTICE

23-137

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New BSU Mobile App for Personal and Department Phones Effective 8/1/23

The purpose of this notice is to advise department members that the SFPD Behavioral Science Unit has a new confidential mobile wellness app for all department members and their families. The previous BSU Cordico mobile app will no longer be active as of August 1, 2023. The new BSU mobile app was developed by Lighthouse for Public Safety in partnership with the SF Health Service System. On department phones, the new Lighthouse app will automatically replace the Cordico app. For personal phones, members and their families will have to download the new BSU Lighthouse mobile app. The process is slightly different to the previous Cordico mobile app. The BSU Lighthouse app is not available on either app store like the previous Cordico app.



Members and their families can enter any email address to get the link for the mobile app, which will then be emailed to them. The email link from apexiris.net may end up in SPAM folders. To access the link, the email needs to be marked as not spam and moved to the inbox. The emails provided will not be collected or tracked by Lighthouse or the SFPD.

- For IOS devices, sign into the Apple App Store account and click “Redeem” in the top right corner to complete the installation.
- Android users may get a warning message that the file could be harmful, click “Download Anyway.” The app is not harmful, and the message is routine for private app installations that are not available in the Google Play Store.



AC *David Sazon* FOR
WILLIAM SCOTT
Chief of Police

Per DN 20-150, all sworn & non-sworn members shall electronically acknowledge this Department document in PowerDMS. Members whose duties are relevant to this document shall be held responsible for compliance. Any questions regarding this policy should be made to sfpd.writtendirectives@sfgov.org who will provide additional information.