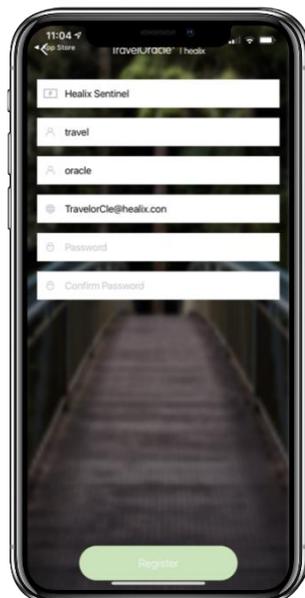
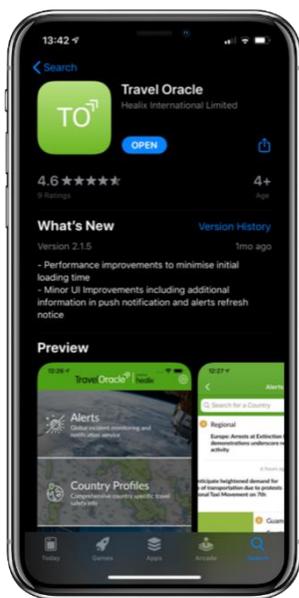


## Healix Sentinel Travel Oracle | App Guide

The Healix Sentinel Travel Oracle App is your ultimate travel safety companion. Developed by leading security and medical experts, it provides you with the most up to date travel information and advice, as well as real time alerts on breaking news globally.

The Healix Sentinel Travel Oracle App can be downloaded onto your smart phone from the Apple App store or Google Play store. Please find terms and conditions [here](#). Click the buttons below to download.



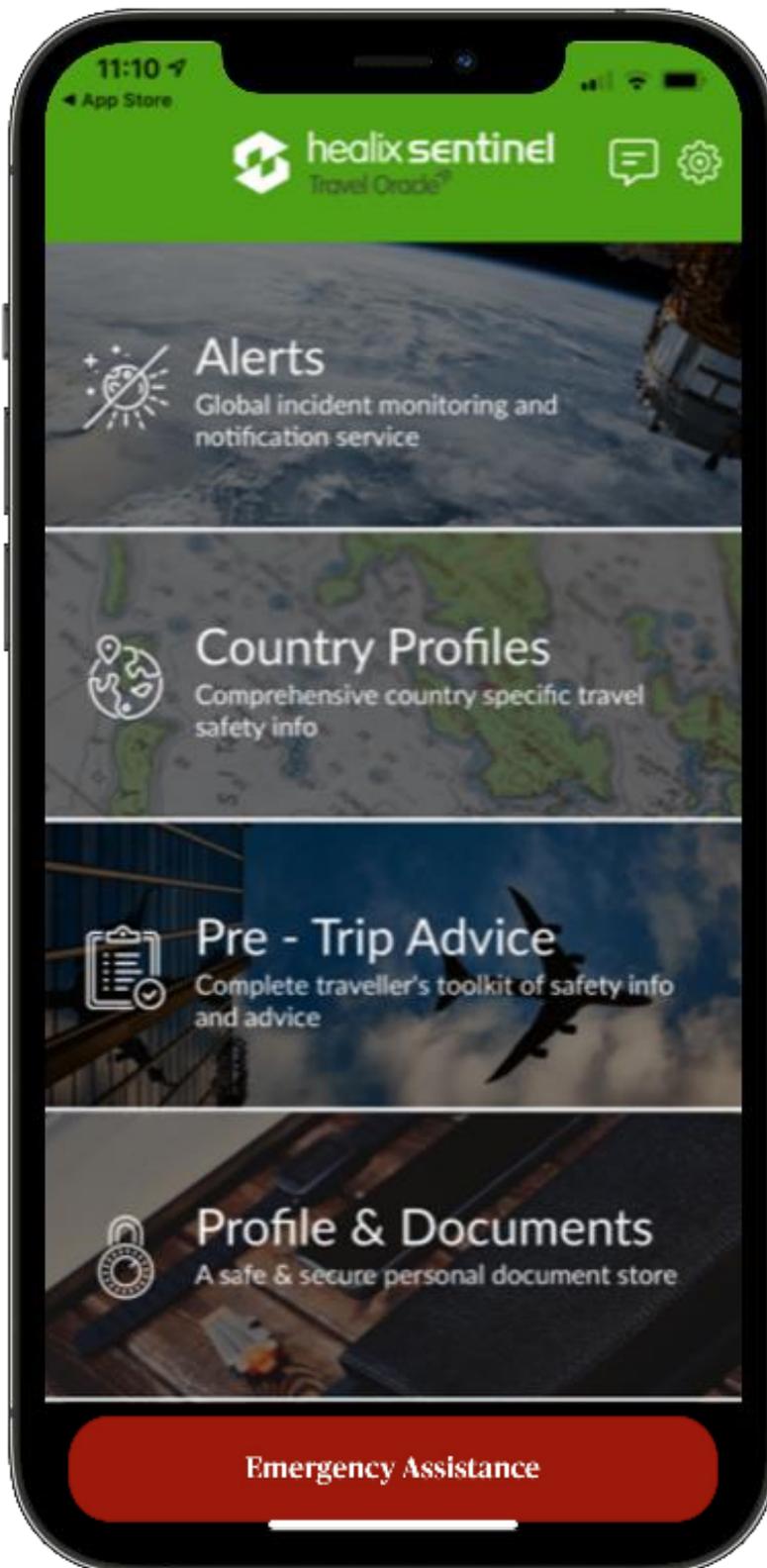
Register as a new user with the policy number for your company:

**UOP203134**

Your password must be:

- ✔ Between 8-20 characters
- ✔ Contain at least one upper and lower case letter
- ✔ At least one number and a character from the list below:  
! @ # \$ % ^ & \* ( ) - + ? | = { : ; " ,

Once you have completed registration or logged in successfully you will be brought to the menu screen. From here you can view the four main sections. The Settings can be found by clicking the cog in the top right of the screen. The Emergency Assistance section can be accessed by sliding the bar at the bottom.

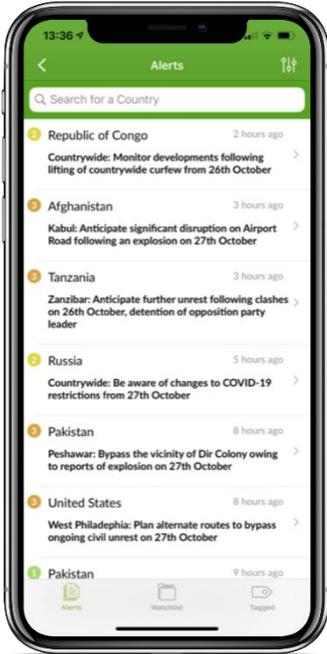


Once you have completed registration or logged in successfully you will be brought to the menu screen.

From here you can view the four main sections:

- Alerts
- Country Profiles
- Pre-Trip Advice
- Profile & Documents

The Settings can be found by clicking the cog in the top right of the screen



View the latest news, security and health alerts, each with a risk rating ranging from 1 to 4.

- 1 = Low
- 2 = Medium
- 3 = High
- 4 = Extreme

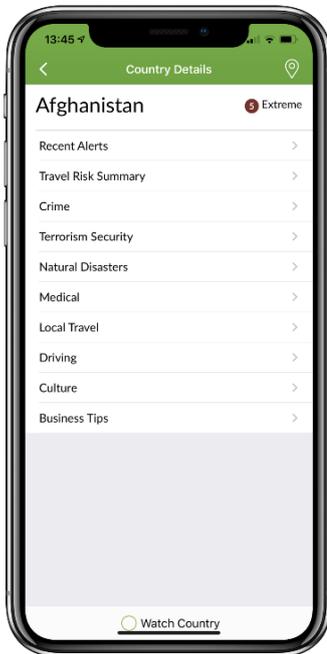
Slide left on alert to add the country to your Watch List and receive notifications to your device or slide right to tag the alert and store it in the tagged section.



Country profiles include useful medical and security information along with the risk level ranging from 1 to 5.

- 1 = Minimal
- 2 = Low
- 3 = Medium
- 4 = High
- 5 = Extreme

Slide left on country to add the country to your Watch List and receive notifications to your device.



Click a country to read country specific advice on:

- Travel risks
- Crime
- Terrorism
- Natural disasters
- Medical
- Travel
- Culture

Click on the pin drop icon on the top right hand corner to view the Risk Map.



The Risk Map provides a global view of recent alerts.

Enable the risk overlay using the toggled button at the bottom. Click on an alert to view a short summary and click again for the full detail.



Read our general pre-travel advice and access the SAFER Travel Lite eLearning course.

To register, you will need your company policy number given on page 1.

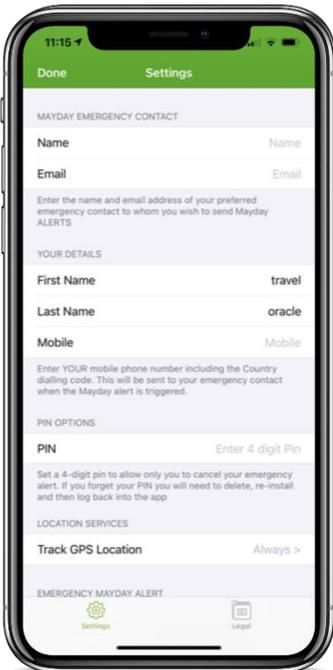
Topics covered include:

- SAFER travel
- Situational awareness
- Avoid routine
- Familiarise yourself
- Exercise common sense
- Remain anonymous
- When things go wrong
- Test yourself



In the Profile & Documents section you can enter and store personal information and documents which can be kept secure with your chosen PIN.

All information is encrypted and stored locally on your device. If you uninstall the app it will be deleted.



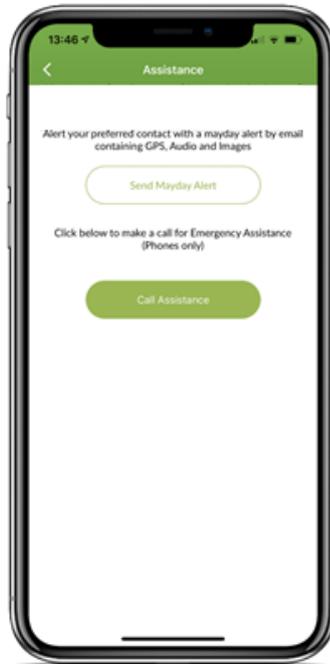
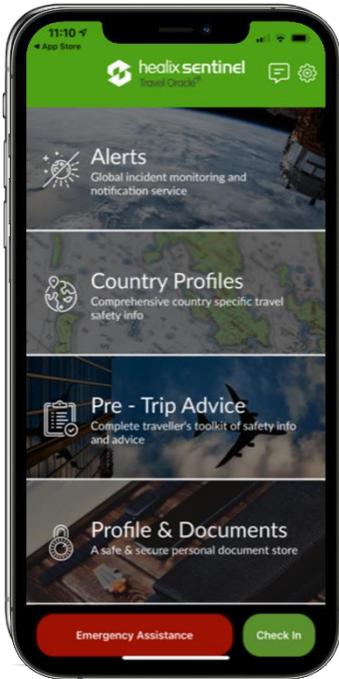
In the Settings enter your Mayday Emergency contact details. The recipient of the Mayday Alert will receive an email with your location, images and audio.

Set a PIN number which is required to deactivate a Mayday Alert, but also to ensure your personal information is kept secure.



Slide the Emergency Assistance button on the main screen to either contact your emergency assistance team or to trigger a Mayday alert.

Once a Mayday alert has been triggered a countdown will begin. You can choose to send your GPS location as well as images and audio files.



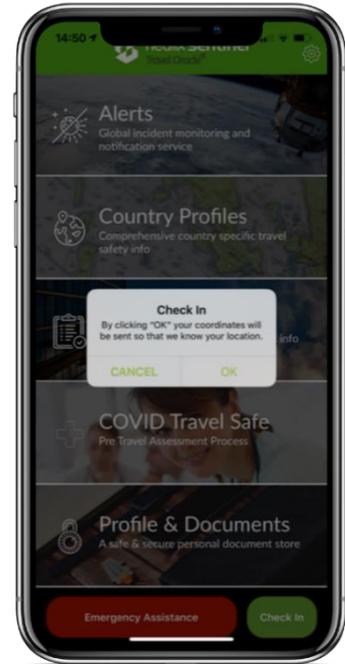
As well as being able to send a **Mayday Alert** via email, you can also call for **Emergency Assistance**.

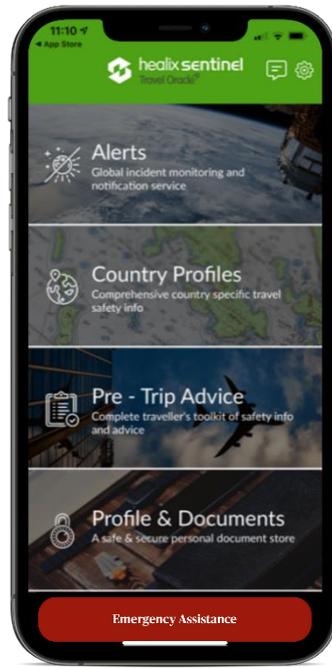
This option is available if you click on the 'Emergency Assistance' button on the main home page, and select 'Call Assistance'.

This number will take you straight through to the assistance team.

A traveller's GPS location can be sent to the Healix Sentinel tracking portal by the user either manually 'Checking In' or by activating continuous tracking.

To check in, click the 'Check In' button on the main page and then select 'OK' on the pop-up.





For automatic, real-time tracking, the user can change their settings.

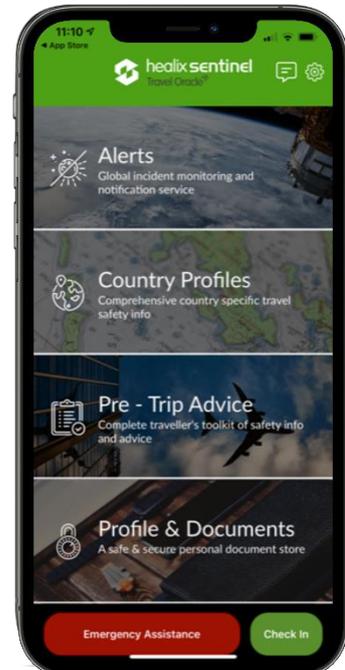
To do this, click on the Settings button (the cog) on the main page, go to 'Track GPS location' and change this to 'Always' and then click 'Done'.

When you return to the main page the 'Check In' button will disappear, and continuous tracking will have been activated.

To stop continuous tracking, the user can change their settings back to require manual 'Check In'

To do this, click on the Settings button (the cog) on the main page, go to 'Track GPS location' and change this to 'Never' and then click 'Done'.

When you return to the main page the 'Check In' button will re-appear, and continuous tracking will have been deactivated.

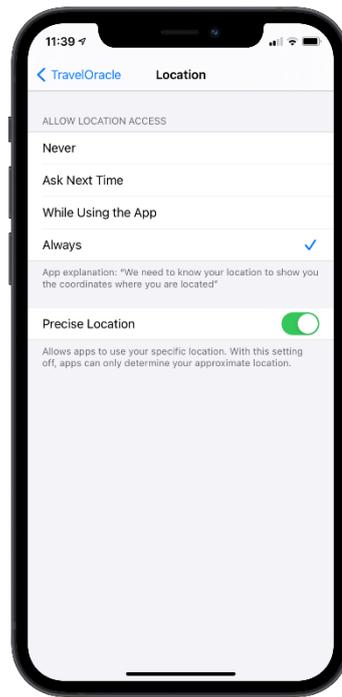


**You will need to make sure that your phone's location permissions allow the app to use GPS data.**

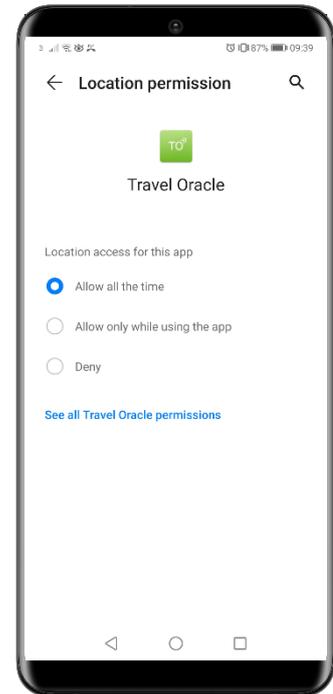
If you have the app set to 'always', you will need to make sure that the app has permissions to always access location data.

If you choose to set the app to 'never', you will need to set phone permissions to either 'always' or 'while using the app' for check-in and mayday GPS location to be recorded.

To check and change your phone permissions, go your phone's settings, locate the Travel Oracle app and review the location settings.



**iPhone**



**Android**

For any technical questions/support, please email [techsupport@healix.com](mailto:techsupport@healix.com)