

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 <u>here</u>. Click the buttons below to download.



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 = Hiah
- 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	
Q. Search for a Country	
Ø Afghanistan	>
> Wat	
4 Algeria	>
() American Samoa	>
(1) Andorra	>
6 Angola	>
6 Anguilla	>
O Antigua and Barbuda	>
O Argentina	2
6 Armenia	>
6 Aruba	>
O Australia	>
8 Austria	>
8 Azerbaijan	>
8 Bahamas	>
	0

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.

13:45 🕫		all 🗢 💷)
	Country Details	0
Afghani	stan	5 Extreme
Recent Alerts		>
Travel Risk Su	immary	>
Crime		>
Terrorism Sec	curity	>
Natural Disas	ters	>
Medical		>
Local Travel		>
Driving		>
Culture		>
Business Tips		>
	O Watch Country	

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.

13:44 -7	
Safety A	dvice
Pre-Travel	>
Personal Security	>
Property Security	>
Natural hazards	>
Security Advice For Female	is >
Identity Protection	>
Vehicle Security	>
eLearr	ning

Read our general pretravel 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
- Exercise common sense
- ¬ Remain anonymous
- ¬ When things go wrong

11:06 -7 • App Store		•
	Profile	
PERSONAL DETAIL	S	
First Name		travel
Last Name		oracle
Email	TravelorCle@he	alix.com
Gender	Male Femal	e
D.O.B		
MOBILE DETAILS		
Mobile		Mobile
Country		Country
ADDRESS		
Address1	, A	
Address2	A	ddress2
City		City
County		County
Postcode	P	ostcode
0 Profile	Documents N	tedical

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.

Done Settings	(
MAYDAY EMERGENCY CONTACT	
Name	Name
Email	Email
Enter the name and email address of emergency contact to whom you wis ALERTS	your preferred h to send Mayday
YOUR DETAILS	
First Name	travel
Last Name	oracle
Mobile	Mobile
Enter YOUR mobile phone number in dialling code. This will be sent to you when the Mayday alert is triggered.	cluding the Country ir emergency contact
PIN OPTIONS	
DIN	Enter 4 digit Pin
FIN	
Set a 4-digit pin to allow only you to alert. If you forget your PIN you will n and then log back into the app	cancel your emergency seed to delete, re-install
Set a 4-digit pin to allow only you to alert. If you forget your PIN you will n and then log back into the app LOCATION SERVICES	cancer your emergency seed to delete, re-install
Set a 4-digit pin to allow only you to adert. If you forget your PIN you will n and then log back into the app LOCATION SERVICES Track GPS Location	cancel your emergency leed to delete, re-install Always >
Set a 4-digit pin to allow only you to alert. If you forget your PN you will n and then log back into the app LOCATION SERVICES Track GPS Location EMERGENCY MAYDAY ALERT	cancel your emergency leed to delete, re-install Always >

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.



13:46	
Assistance	
Containing GPS, Audio and Images	ŀ
Click below to make a call for Emergency Assistance (Phones only)	ľ
Call Assistance	
)

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.





Done Settings	
Enter the name and email address of emergency contact to whom you wis ALERTS	your preferred h to send Mayday
YOUR DETAILS	
First Name	travel
Last Name	oracle
Mobile	Mobile
when the Mayday alert is triggered. PIN OPTIONS	
PIN	Enter 4 digit Pin
Set a 4-digit pin to allow only you to alert. If you forget your PIN you will n and then log back into the app LOCATION SERVICES	cancel your emergency seed to delete, re-install
Track GPS Location	Always >
	Done
Always	S



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 reappear, and continuous tracking will have been deactivated.

emergency contact to whom you v	of your preferred
ALERTS	vish to send Mayday
YOUR DETAILS	
First Name	travel
Last Name	oracle
Mobile	Mobile
Enter YOUR mobile phone number dialling code. This will be sent to y when the Mayday alert is triggered	including the Country our emergency contact I.
PIN OPTIONS	
PIN	Enter 4 digit Pin
Set a 4-digit pin to allow only you alert. If you forget your PIN you wi and then log back into the app	to cancel your emergency Il need to delete, re-install
LOCATION SERVICES	
Track GPS Location	Never >
	Done
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TYTHIC USING	and ripp



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.

TravelOracle Location	\leftarrow Location permission
LLOW LOCATION ACCESS	
Never	то"
Ask Next Time	Travel Oracle
While Using the App	
Always 🗸	Location access for this app
App explanation: "We need to know your location to show you he coordinates where you are located"	 Allow all the time
Precise Location	Allow only while using the app
llows apps to use your specific location. With this setting ff, apps can only determine your approximate location.	Deny
	See all Travel Oracle permissions

For any technical questions/support, please email techsupport@healix.com