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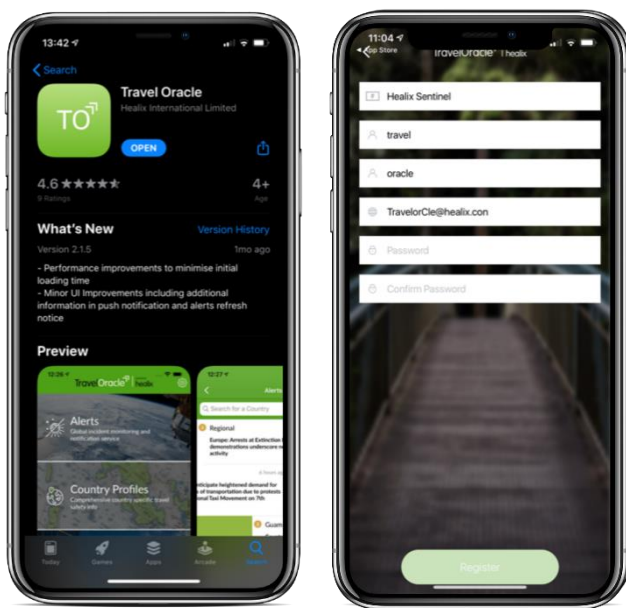
Register as a new user with the policy number for your company:

USA231231

Your password must be:

- ⏋ Between 10-20 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/pressing the bar at the bottom.

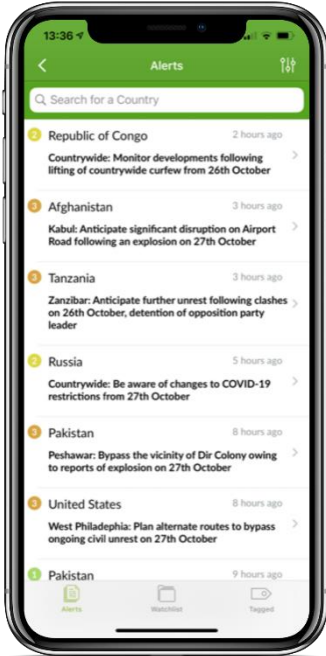For any technical questions/support, please email techsupport@healix.com
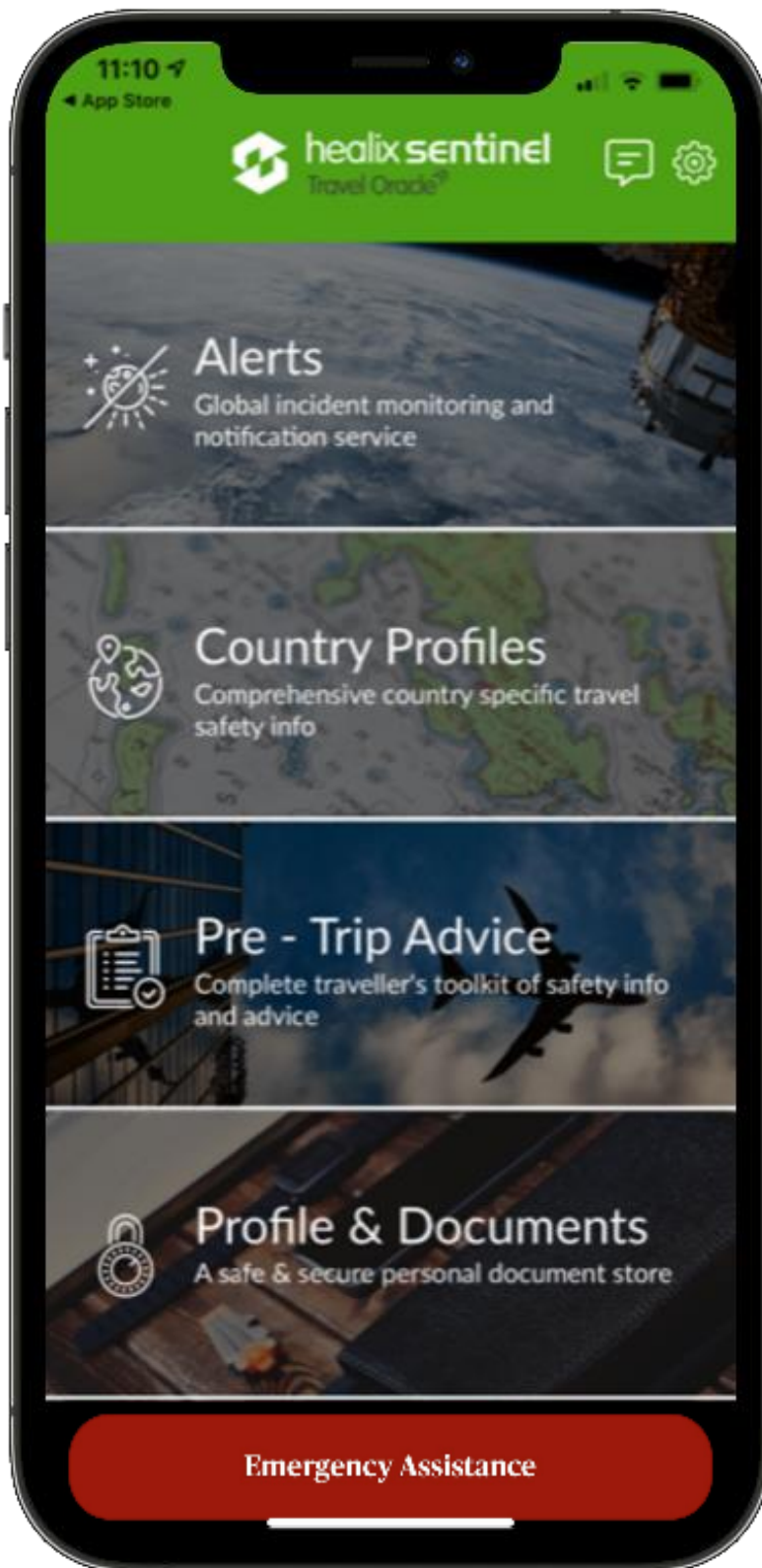
Once you have completed registration or logged in successfully you will be brought to the menu screen.

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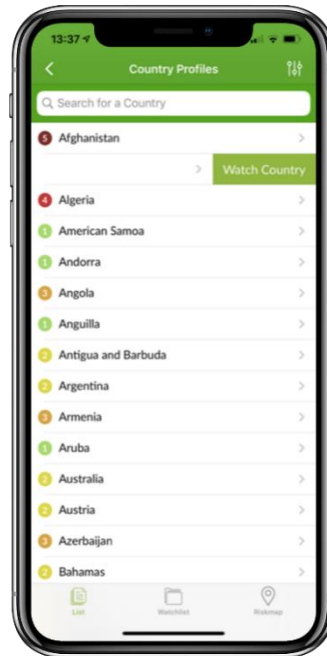
Country profiles include useful medical and security information along with the risk level ranging from 1 to 5.

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.
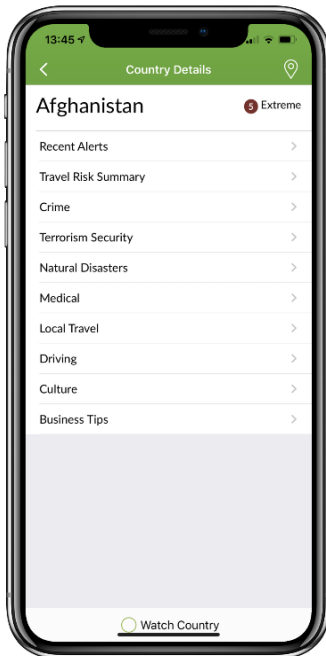
Click a country to read country specific advice on:

- 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.

The pre-travel advice section provides useful information and tips for travelling to any country around the world.

Within this section you can access the SAFER Travel Lite eLearning course. It comprises of an interactive module and an incorporated test of scenario-based questions.

To access the course, follow the eLearning button to be taken to the LMS platform. Here you will need to register using the Policy number given on page 1 of this document as the Code. You only need to register once but can revisit the LMS platform as many times as you need.
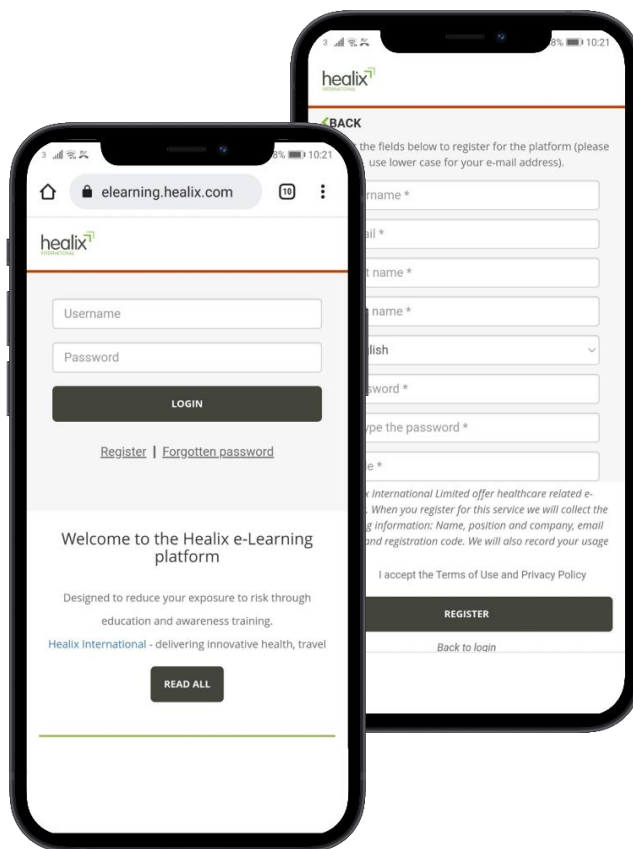
The course will prepare any traveller for their trip with topics including:

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

To complete the e-Learning course, open the lecture and play the module. Work your way through the interactive course before testing your knowledge with situational questions.
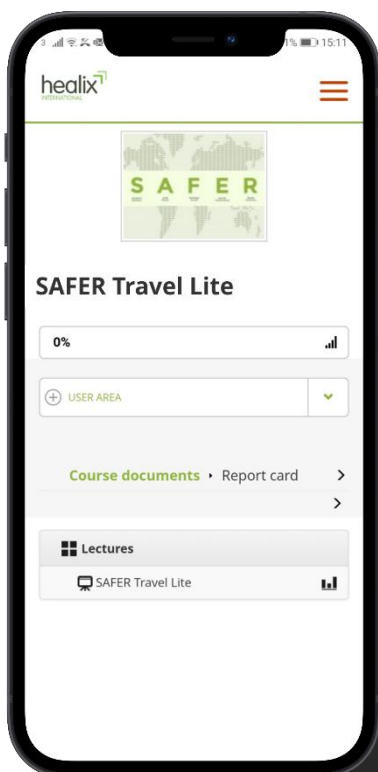
The entire course takes approximately 15 minutes to complete.

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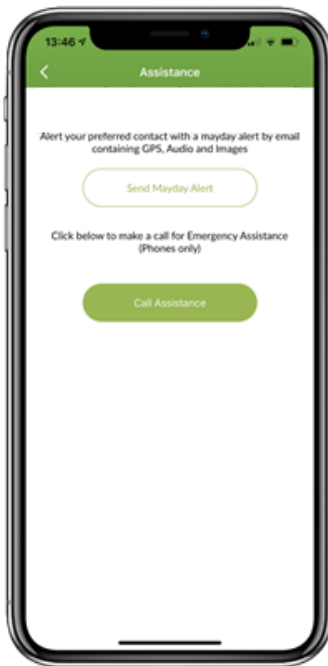
Slide/press the Emergency Assistance button on the main screen to either contact your emergency assistance team or to trigger a Mayday alert.

'Call Assistance' will make a phone call through to the assistance team.

Alternatively, you can choose to trigger a 'Mayday Alert' – this will send an email to your Mayday contact, which can include your location as well as audio and image recordings.

If you choose to trigger a Mayday Alert, a countdown will begin. You can choose to send your GPS location as well as images and audio files. If you have triggered the Mayday in error, make sure to press 'Cancel'.

When the countdown ends, the alert will be sent to the Healix GSOC team, who will establish what assistance you require.

Make sure your mobile number is kept up to date in Settings in case the team need to call you.

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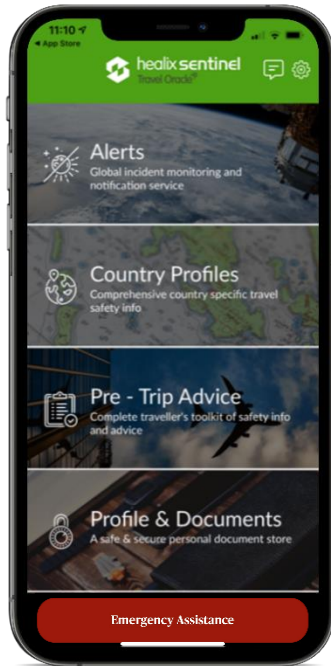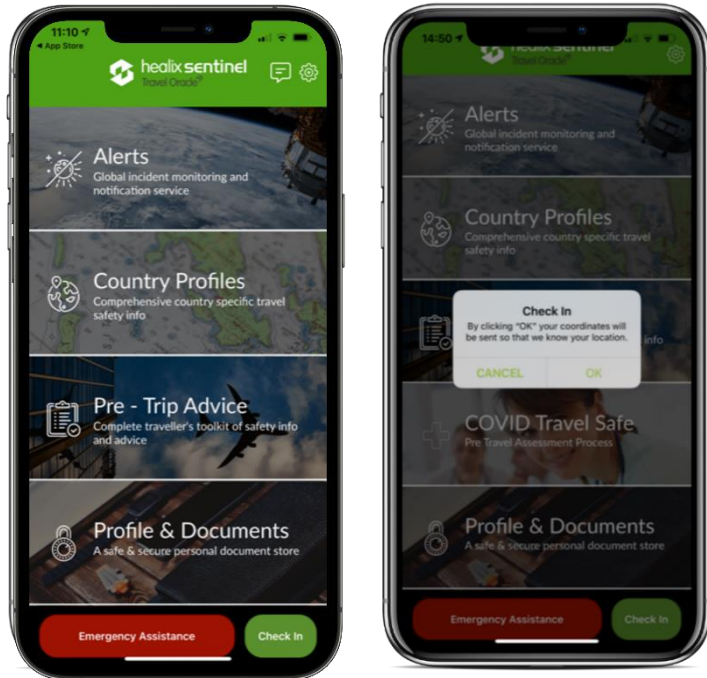
**For automatic, real-time tracking, the user can change their settings.**

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.
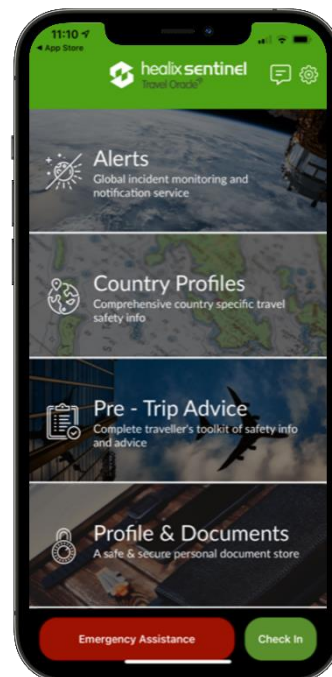

You will need to make sure that your phone's location permissions allow the app to use GPS data.

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.
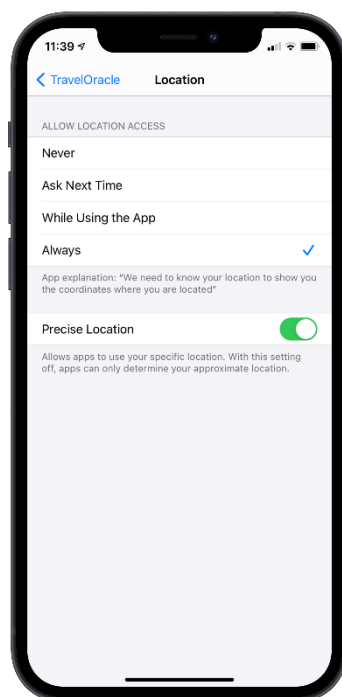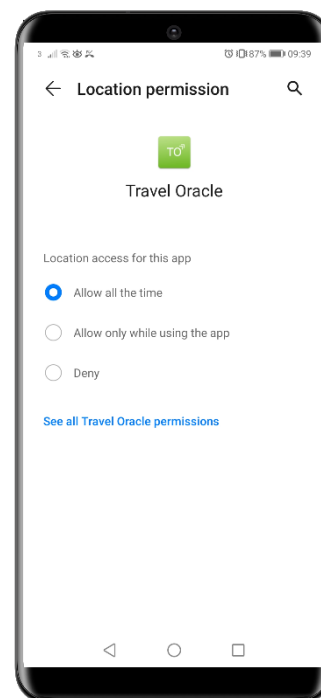

iPhone   **Android**

**Your risk management team may send you notifications via the app.**

These notifications may be incident alerts, which will include a risk level between 1 and 4. The higher the level, the more severe the incident. A level 4 alert is deemed a critical incident.

Any message which starts 'URGENT RESPONSE REQUIRED' will contain options for you to respond with 'OK' or 'ASSIST', and is a status request message. Your response enables your risk management team to determine if you are safe or in need of help.

If you respond 'ASSIST', the Healix GSOC will be alerted and you will be contacted to determine what assistance you require.
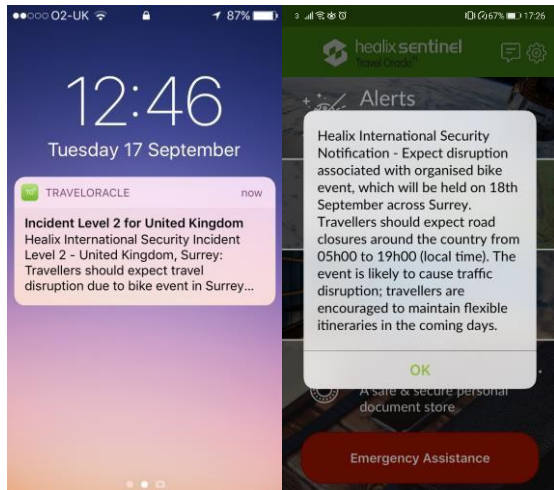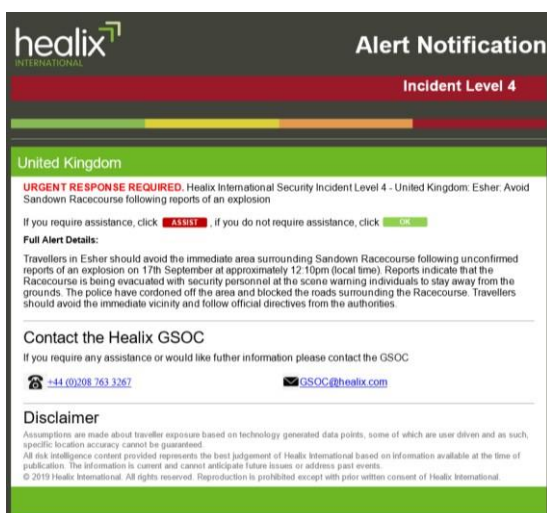

App Message
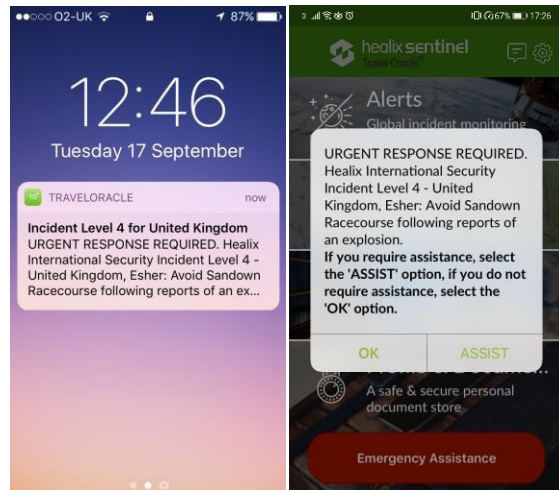
App Status Request

If you respond with the wrong option, or your scenario changes, you can re-open the message and respond again. The message can be accessed from the speech bubble icon next to the settings cog icon.

Messages and status requests may also be sent to you via SMS or email, provided your contact information is kept up to date..

Email Status Request

To respond to an emailed status request (left), click on either the 'OK' or 'ASSIST' button in the email.

To respond to a status request sent by SMS (right), reply with the unique numerical code displayed in the message, followed by 'ASSIST' or 'OK'
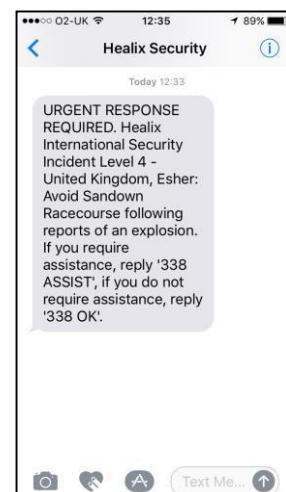
SMS Status Request

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