

User Guide

Travel Oracle Mobile App

Healix

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Overview

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

The Healix 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 right to download.

Register as a new user with the access code for your company: UVM241277

Your password must be:

- Between 10-20 characters (with no spaces)
- Contain at least one upper and lower case letter
- At least one number and a character from the list below:
 ! @ # \$ % ^ & * () + ? | = } { : ; ",









Menu

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.

And finally, the Emergency Assistance section can be accessed by clicking the button at the bottom.



Settings

On the Settings screen, enter your Mayday Emergency contact details. If you need to trigger a Mayday Alert, the recipient entered here will receive an email notification with your location, images, and audio (depending on what you have chosen to send).

Further down the page you will find options to set a PIN number to ensure your information is kept secure. This number is also used to deactivate a Mayday Alert. Select which data you would like included in your Mayday Alert by moving the toggles.

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one	Settings	Done Settings
IAYDAY EMERGE		PIN OPTIONS
lame	GSOC	PIN
Email	GSOC@healix.com	Set a 4-digit pin to allow only you to cancel your emergency alert. If you forget your PIN
Enter the name ar	nd email address of your	you will need to delete, re-install and then le back into the app
wish to send May	day ALERTS	LOCATION SERVICES
OUR DETAILS		Track GPS Location While Using the Ap
First Name	Travel	
Last Name	Oracle	EMERGENCY MAYDAY ALERT
Mobile	B) +44 Mobile	Send GPS Location
Email	mia.cura@healix.com 💋	Send Images
Enter YOUR mobi	le phone number including	Send Audio
the Country diallir your emergency o	ng code. This will be sent to contact when the Mayday	
alert is triggered.		PROFILE
\$		

Language Translation

If your device's primary language is not set to English, you will have the option to either translate the app content to your device's language, or to continue using the app in English.

Emergency Assistance

For emergency assistance, click the button at the bottom of your home screen and press 'Call Assistance' to speak to the 24/7 assistance team.

To trigger a Mayday alert, select the 'Alert Emergency Contact' option to send the alert to your Mayday emergency contact.

Once a Mayday alert has been triggered a countdown will begin.

You must enter your PIN to cancel the alert.

You can choose to send your GPS location as well as images and audio files taken at the time of the alert.

15:41 -	15:41
Alert your preferred contact with a mayday alert by email containing GPS, Audio and Images Send Mayday Alert	
Click below to make a call for Emergency Assistance (Phones only) Call Assistance	7
	Cancel
	Send GPS Location
	Send Images
	Send Audio

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Alerts

The Alerts section provides a feed of News, Security and Health Alerts. Each Alert is linked to the country of its origin and given a Risk rating from 1-4.

- 1 = Low (Green)
- 2= Medium (Yellow)
- 3= High (Orange)
- 4 = Extreme (Red)

A short summary of the alert is provided on the feed screen. By clicking on the alert, you can see the full details and view the alert on the risk map.

Watch Countries to receive notifications for that country to your device. Tag Alerts to store the alert for later viewing in the tagged section.

•	Aleits	ίψη Γ	<	Alert Details	\heartsuit	<	Riskmap	T41
	Swipe down to Refresh		Italy	2022 15:05	Ø Medium			
) Italy	1 hour ago		Several unio	ons representing transp	ort sector			
Cou duri 19th	ntrywide: Expect significant disruption ng strike by transport workers on 1-20th October	>	workers pla October ov working cor Trenitalia ra	n a countrywide strike er various issues, includ iditions. Employees of il companies are sched	on 19th-20th ing salary and the Trenord and uled to]		
) Uga	nda 1 hour ago		21h00 (loca	n a 24-hour strike com I time) on 19th Octobe	n, and several			
Cou	ntrywide: Monitor developments amid eased terrorism activity in recent weeks	>	scheduled a same day. T significant d	esenting air transport w strike from 00h01 to 2 he action is almost cert lisruption countrywide.	orkers have 3h59 on the ain to result in Reconfirm		aly suntrywide: Expect significant iring strike by transport worker ctober	disruption rs on 19th-20th
) Colo	ombia 2 hours ago		itineraries a before setti	nd the status of transpond ng out.	ort services		Santos cri 2 Ce	entro Demolizio
Med Nara Octo	lellin: Bypass the vicinity of Calle 46 in the anjal area amid ongoing fire on 17th ober	>					Autor	Autorizza
) Moz	ambique 2 hours ago						Gadale	eta Gerardo 💙
Map Coo	uto: Minimise movement in the vicinity of p due to unrest on 17th October	>						
) Unit	ed Kingdom 3 hours ago							
Lond Lond by b Octo	don: Allow for additional travel time at don Heathrow Airport (LHR) during strike aggage handlers between 20th-30th bber	>						
E						. //		

Country Profiles

The Country Profiles section includes a list of over 200 countries that Travel Oracle has information on; each has its own Risk Level ranging from 1 to 5.

- 1 = Minimal (Green)
- 2= Low (Yellow)
- 3= Moderate (Orange)
- 4 = High (Red)
- 5 = Extreme (Maroon)

You can also use the search bar at the top to find the country you are looking for. You can also watch countries on this list to receive their alerts as notifications.

By clicking into a country, you can see all the recent alerts, and information on Travel Risks, Crime, Terrorism, Natural Disasters, Medical, Travel and Culture.

5:38 a il	₹ 24)	15:39	
Country Profiles	î۱ţ	Country Detai	ls
Afghanistan	>	Afghanistan	
atch untry Albania		Recent Alerts	
geria	>	City Specific Information	
nerican Samoa	>	Host Nation Support	
ndorra	>	Practicalities	
ngola		Public Transport	
		Medical	
nguilla	>	Security	
tarctica	>	Country Advice	
ntigua and Barbuda	>		
rgentina	>		
Armenia	>		
Aruba	>		
Australia	>		

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Risk Map

The risk map can be accessed from the country profiles page.

It provides a world map which shows all of the recent alerts, there location and individual risk rating.

The risk overlay can be toggled on or off with the switch at the bottom right.

This overlays the map with the colour that corresponds to the countries risk level.

By clicking on an alert on the map you view a short summary of the alert. By clicking on this summary, you will be taken to the full alert details.



Profile & Documents

The Documents section is accessed via the Documents button in the Profile & Documents section.

This section allows you to take a photo and store it or choose one from your gallery. Everything that you store can be secured by a PIN, allowing you to store medical and travel documents securely on your device.

The Medical section allows you to medical information which you might need during your travels, such as medical history and vaccination records.

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

17:06		.ıl ≑ 50			.ıl ≎ 50				
<	Profile		<	Documents			<	Medical	
17206 III © D Profile III © D PERSONAL DETAILS Please note that documents are only stored locally on your device is secured using a PIN or password. First Name Travel Last Name Oracle Email mia.cura@healix.com Gender Male Mobile ((GB) +44 Meble) Country England AbDRESS Address1 Address1 Address1									
First Name		Travel	should always e	ensure your device is sec or password.	ured using a PIN	. si	hould always e	or password.	ire
Last Name		Oracle	4						
Email	mia.cura(@healix.com	1						
Gender	Male	Female	1			1			
D.O.B									
	b) +44 Mobile	England							
Country		Ligiana							
ADDRESS				Upload					
Address1		Address1							
Addross 2		Address		6			0=		
Profile	Documents	Medical	Profile	Documents	Medical		Profile	Documents	