



User Guide

# Sentinel Travel Oracle Mobile App



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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: **FUA221193**

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:  
! @ # \$ % ^ & \* ( ) - + ? | = } { : ; " ,



# Menu

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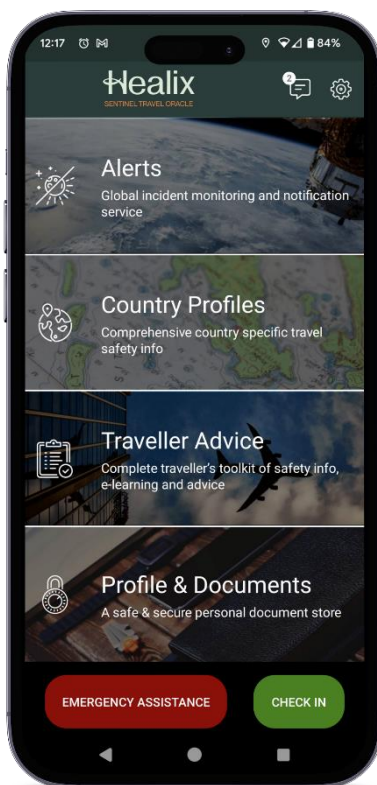
Once you have completed registration or logged in successfully you will be brought to the menu screen.

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.



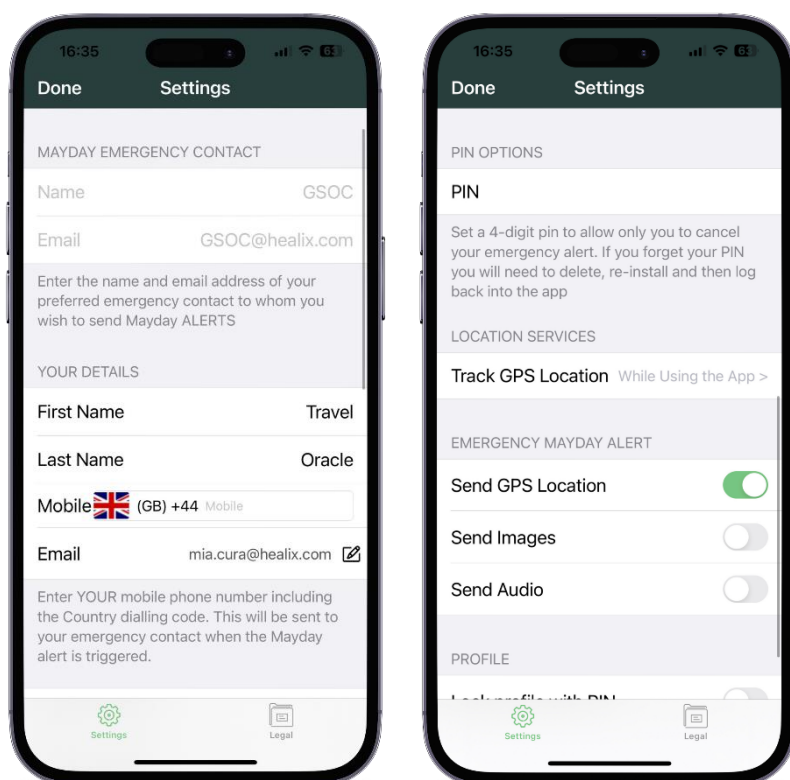
# Settings

On the Settings screen, enter your Mayday Emergency contact details (unless details are greyed out). 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.



## 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

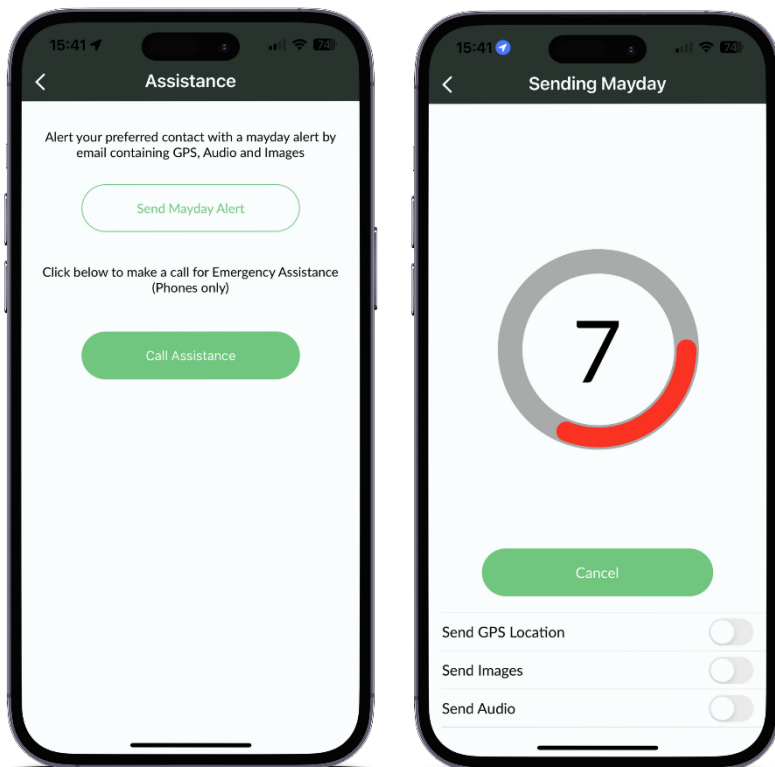
For emergency assistance, click the button at the bottom of your home screen and press 'Call Assistance' to speak to the 24/7 assistance team.

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.





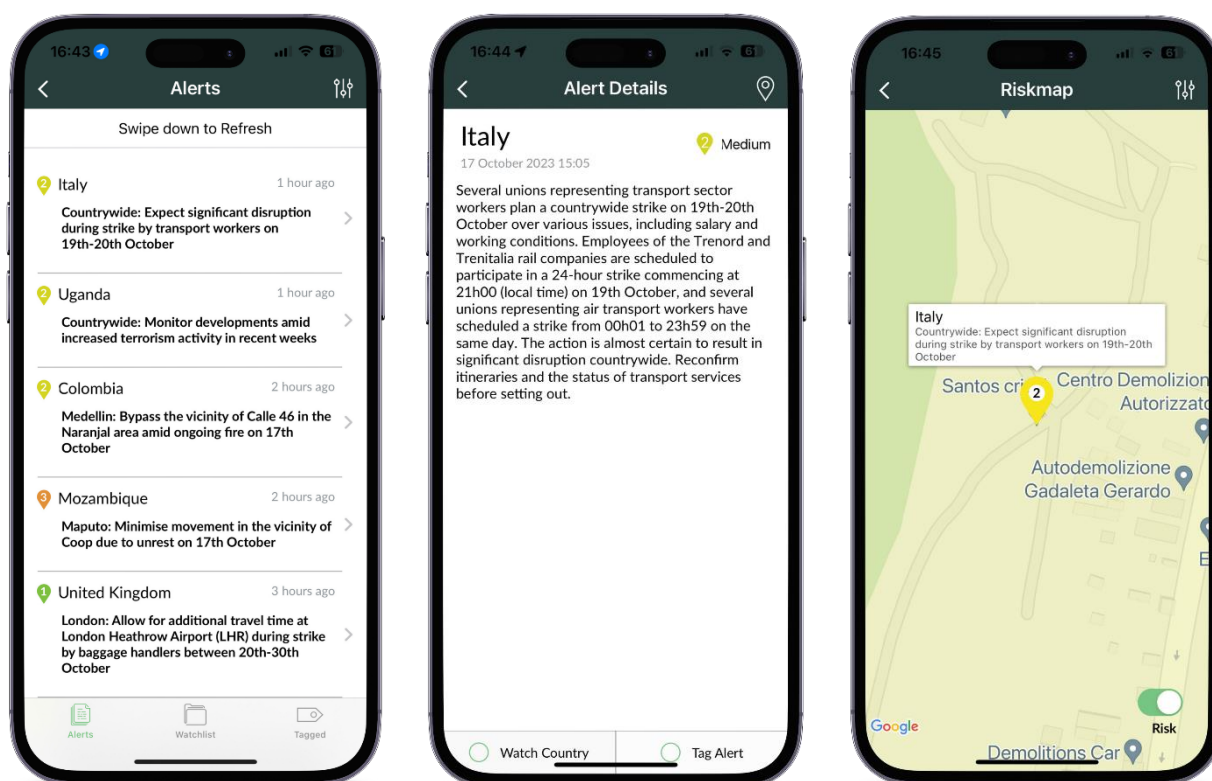
# Alerts

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.



# 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.





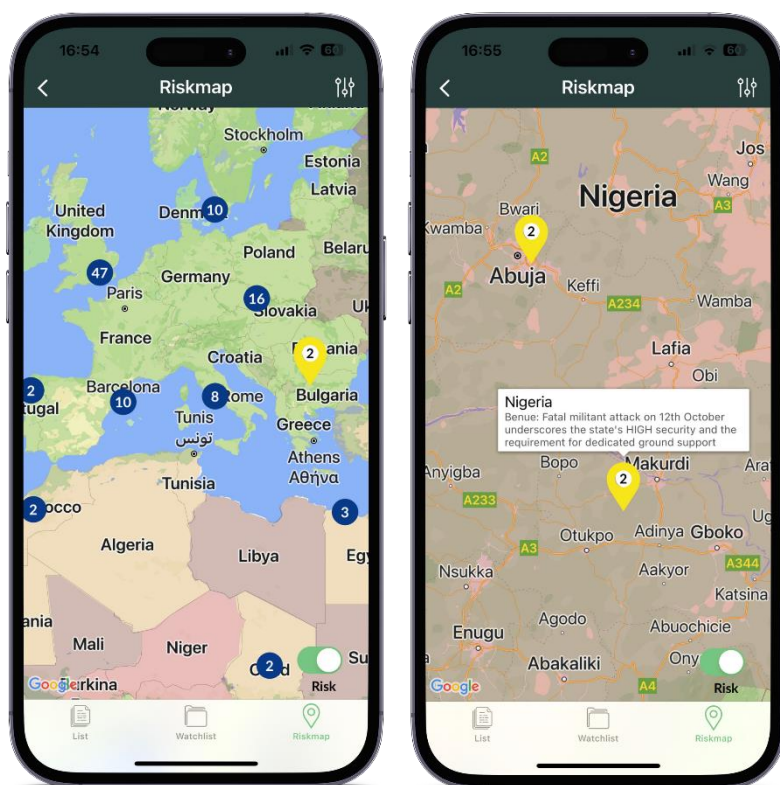
## Risk Map

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

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

The risk rating 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.



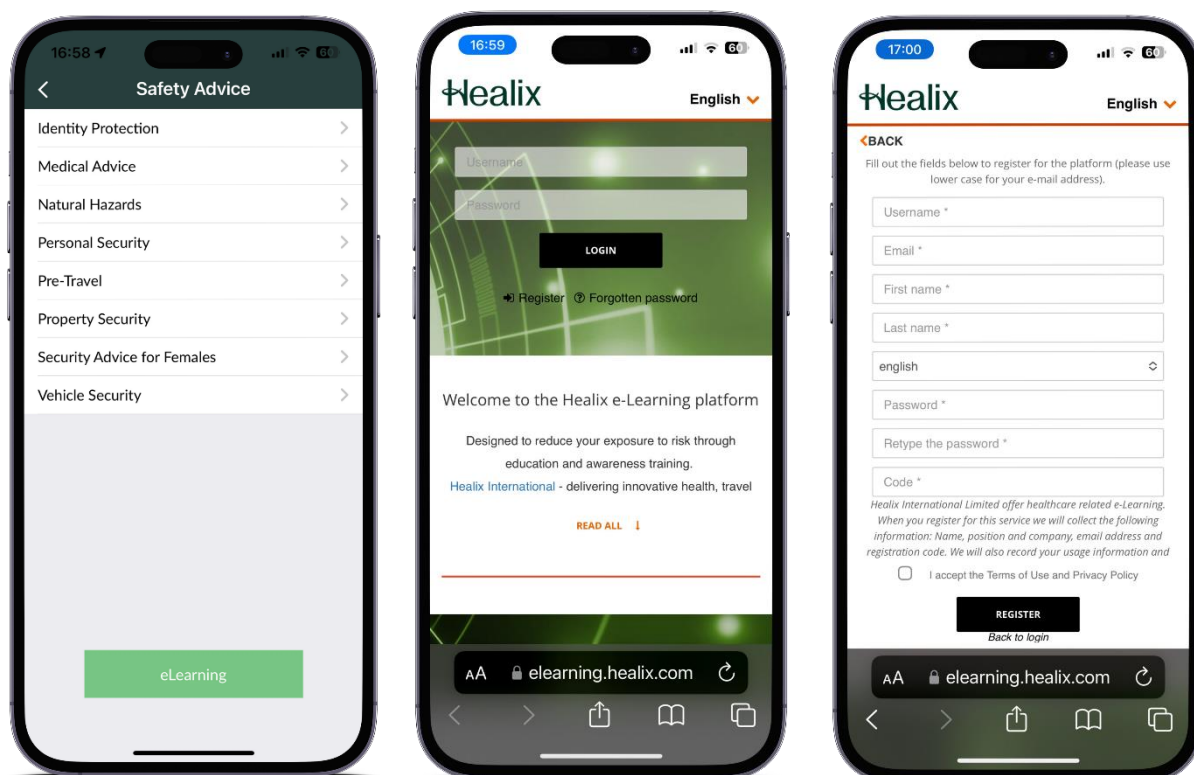
# Pre-Travel Advice

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 code:

**FUA221193**



## SAFER Travel Lite

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.



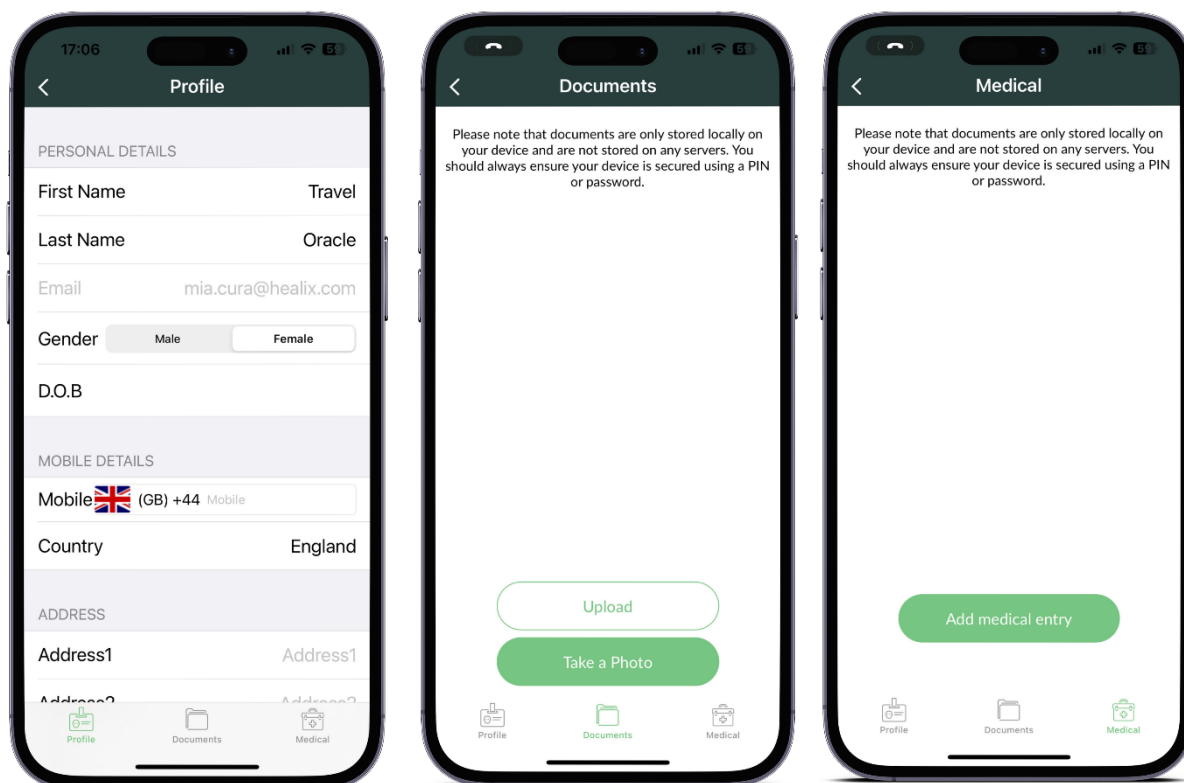
# Profile & Documents

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



# GPS Data

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.

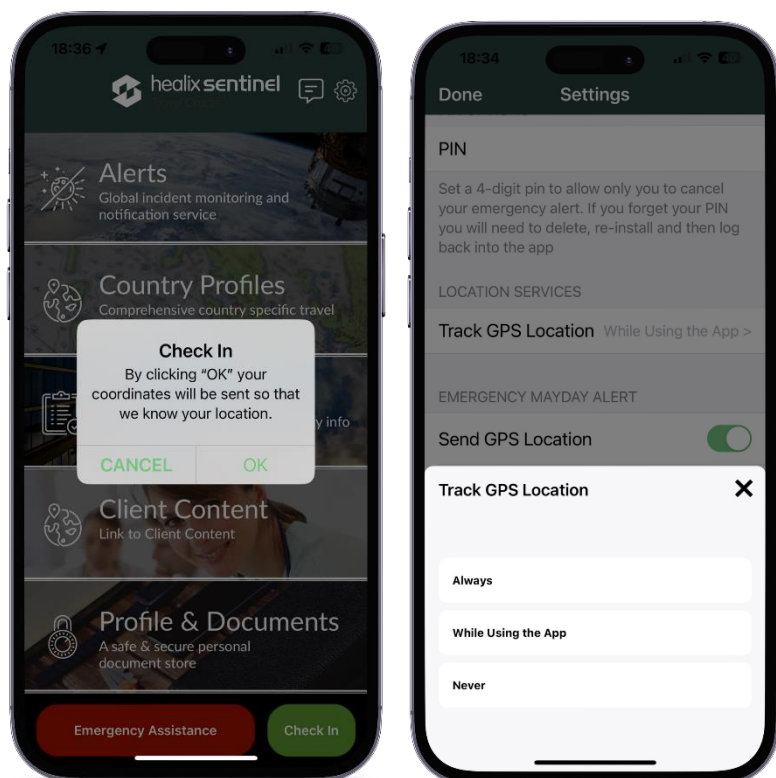
To check in, click the 'Check In' button on the main page and then select 'OK' on the pop-up.

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.



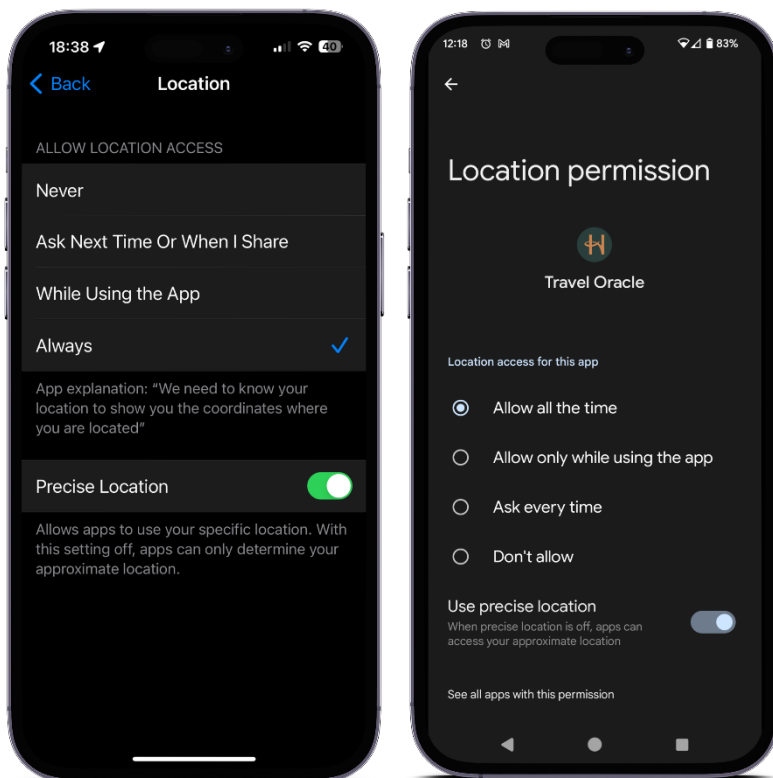
You will need to make sure that your phone's location permissions allow the app to use GPS data.

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.

For Android phones, you should also disable the 'Pause app activity if unused' setting to make sure that you will receive notifications and send location data (if desired) without having to remember to regularly open the app.





## How can Healix help?

At Healix, we work with organisations to proactively mitigate risks before they happen and expertly manage them when they do, protecting your people, operations and assets wherever they are.

Discover more about how we can support you

[enquiries@healix.com](mailto:enquiries@healix.com)  
[healix.com](https://healix.com)



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