Healix Travel Oracle App Guide

Healix 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 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:
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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. 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
View the latest news, security and health alerts each with a Risk rating from 1-4.
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 = Moderate
4 = High
5 = Extreme
Slide left to add a country to the Watch List.

Click a country to read country specific Travel Risks, Crime, Terrorism, Natural Disasters, Medical, Travel and Culture advice. Click on an icon in the top right corner to go 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 to the Travel Angel Security eLearning course covering topics such as Personal Security Protocol, Travel Health Risks, Street Crime & Robbery, Carjacking & Kidnapping and Terrorism & Civil unrest.

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 for which 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.

Select the Red 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.
To access E-Learning, please select the Pre Trip Advice option from the main menu on the home page. Click on the Travel angel tab which is located:

**IPHONE** - on the right hand side at the bottom of the screen

**ANDROID** – At the top right hand side of the screen.

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**GPS Tracking**

Location Services’ are located within the App ‘Settings’ and consist of 3 options:

- **Always** – will continuously send location data roughly every 15 minutes

- **While Using the App** – requires the app to be in the forefront otherwise location data will not be sent (this setting is not recommended if tracking is required)

- **Never** – will not send us any location data

Where the ‘Location Services’ is set to ‘Never’ a ‘Check-in’ button will appear on the homepage of the App.

The ‘Check-in’ button allows a user to send a one-off set of geo-location coordinates without being tracked.