

Travel Oracle Website Guide

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Healix Travel Oracle Web Portal is designed to provide you with the best up-to-date information and alerts about your travel destination. It offers complete country guides to give you in-depth knowledge about your location, as well as tips and training on how to stay safe while overseas. Please find terms of use here and Privacy Notice here

Accessing Travel Oracle Web Portal

Travel Oracle Website:

https://tow.healix.com/login

As a new user:

- Click 'Register'
- · Complete the form to create your account.
- Enter Policy Number EIIA241265
- Press 'Register' to complete the registration.
- Login using your email address and the password you have just created.

TRAVEL	
Email	
Password	
Forgot Password?	
Register	
Lo	gin
Privacy Policy	Terms of Use

Email *		
Password *		0
Confirm password *		
First Name *		
Last Name *		
Policy Number *		
	Cancel Register	
Privacy Policy		Terms of Use

Navigation

The website is split into five main sections, which you can see in the left-hand panel:

- Home
- Alerts
- Countries
- Traveler Advice
- Disease Information

Home

• The Homepage displays the most recent travel, health, and security alerts by country, shown on a World map, plus widgets containing company- specific information.



Home - Alerts

Alerts

- This section includes a back catalogue of alerts.
- Alerts are divided into Travel, Health, Security and News categories, and can be filtered accordingly.
- You can also sort the list by region, Country, or date range.

Regions		Countries	From	То	
Regions	×	Countries	✓ 15/09/202	15/09/202	Search C
15 Sep	202	3			_
	<u>New</u> Zeslan	New Zealand South Island inclement we	l : Review itinerar eather from 15th	es during 17th September	15 Sep 2023
	<u>Italy</u>	Italy Milan: Exerci 15th Septem	se caution owin ber	g to flash floods on	15 Sep 2023
-	Germa	ny Germany Urban centre planned prot	es: Anticipate dis ests on 15th Sep	ruption owing to Itember	15 Sep 2023
	United States	United States Maine: Monit declaration o September	s tor development If state of emerg	s owing to ency on 14th	15 Sep 2023

Countries

• This section includes profiles of over two hundred countries worldwide, each with the most up-to-date medical and security information.





Traveler Advice

• View our Traveler Advice section for pre-travel. health and security advice

# Home - Traveller Advice		
Traveller Advice		
Pre-Travel		
Documentation	Luggage	Pre-Departure
On the flight	On Arrival	Airline Safety
Personal Security		
The SAFER Principle	Getting Around	Crime Prevention
Carjacking	Civil Unrest	Kidnapping
Terrorism		

Disease information

 Obtain further information on specific diseases, including an overview of the disease and a list of affected countries.

# Home - Disease Information			
Diseases			🖼 Collinnae all
Expand the categories below to see details of ind in the remaining categories according to the natu	ividual health risks. All diseases for which va re of the disease. Click on the name of any d	ccines are routinely offered are listed in lisease to read more information about it	the category Vaccine Preventable Diseases. Other health risks are listed
Diseases spread by poor hygiene and co	ntaminated food or water		
To have general information on precautions no disease name.	eeded for these diseases see the traveller	advice on Preventing Diseases from	Food and Drinking Water, otherwise for specific facts click on the
Amoebic Dysentery Shigellosis	Cholera Travellers' Diarrhoea	Cyclosporiasis	Norovirus
Environmental hazards			
Insect-borne diseases			
To have general information on avoiding insect name.	t bites see the traveller advice on Prevent	ting Bites from Mosquitoes, ticks and	Fleas, or for specific facts about each condition click on the disease
African Trypanosomiasis 'Sleeping Sickness' Malaria	American Trypanosomiasis Rocky Mountain Spotted Fever	Chikungunya Scabies	Dengue Zika

How can Healix help?

At Healix, we work with organizations 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 healix.com



Contact us. enquiries@healix.com +44 (0)20 8481 7720 healix.com Head Office Healix Healix House, Esher Green Esher, Surrey, KT10 8AB, UK Copyright $\ensuremath{\textcircled{\sc c}}$ 2024 Healix International – All rights reserved.



User Guide

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: EIIA241265

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

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.

16:35	î le C	65
Done	Settings	
MAYDAY EMERGE	NCY CONTACT	
Name	G	SOC
Email Enter the name an preferred emerger wish to send Mayo	GSOC@healix. Id email address of your ncy contact to whom yo day ALERTS	.com
YOUR DETAILS		
First Name	т	[ravel
Last Name	0	racle
Mobile	3) +44 Mobile	
Email	mia.cura@healix.co	om ⊿
Enter YOUR mobil	e phone number includi	ing
the Country diallin your emergency c alert is triggered.	g code. This will be sen ontact when the Mayda	nt to ay
\$		
Settings	Legal	

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 - 4 → 20 K Assistance	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 Images
l J	Send Audio



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.

	≈ ∞	15:39
Country Profiles	۲¢۴ >	Afghanistan
h 😑 Albania		Recent Alerts
a	>	City Specific Information
can Samoa	>	Host Nation Support
rra	>	Practicalities
bla	>	Public Transport
uilla		Medical
		Security
ctica	>	Country Advice
gua and Barbuda	>	
ntina	>	
enia	>	
pa	>	
ralia	>	

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.



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 scenariobased questions.

To access the course, follow the eLearning button to be taken to the LMS platform. Here you will need to register using code:

EIIA241265

16:58 - Safety Advice	e a (16:59) Weali		17:00	all 후 💽
dentity Protection			(BACK	English
Aedical Advice	> Username		Fill out the fields below to register fo	r the platform (please us nail address).
latural Hazards	Password		Username *	
ersonal Security		LOGIN	Email *	
e-Travel		Panislar @ Ecception password	First name *	
operty Security		register @ Porgotter password	Last name *	
urity Advice for Females	>		english	0
nicle Security	> Welcome to	o the Healix e-Learning platform	Password *	
	Designed t	to reduce your exposure to risk through	Retype the password *	
	Healix Interna	ational - delivering innovative health, travel	Code *	
		READ ALL I	Healix International Limited offer hea When you register for this service we information: Name, position and con registration code. We will also record y laccept the Terms of Us	Ithcare related e-Learnin e will collect the following npany, email address and rour usage information au e and Privacy Policy
	$\langle /$	/	REGISTER Back to logi	n
eLearning	AA 🔒	elearning.healix.com	AA 🔒 elearning.he	alix.com 🔿
				ណ៍

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

<	Profile							
			<	Documents		<		Medical
PERSONAL DETAI	LS		Please note th your device a	at documents are only st and are not stored on an	tored locally on y servers. You	Ple	ase note tha	at documents are only sto nd are not stored on any
First Name		Travel	should always e	or password.	ured using a PIN	, sno	uid aiways en	or password.
Last Name		Oracle				r .		
Email	mia.cura@h	nealix.com	1					
Gender	//ale	Female						
D.O.B								
	3) +44 Mobile							
Country		England						
				Lipload				
ADDRESS				Opioad				Add medical entry
Address1		Address1		Take a Photo				
		Address		-	-		_П_	

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 healix.com



Contact us enquiries@healix.com +44 (0)20 8481 7720 healix.com Head Office Healix Healix House, Esher Green Esher, Surrey, KT10 8AB, UK $Copyright @ 2024 \ Healix \ International - All \ rights \ reserved.$