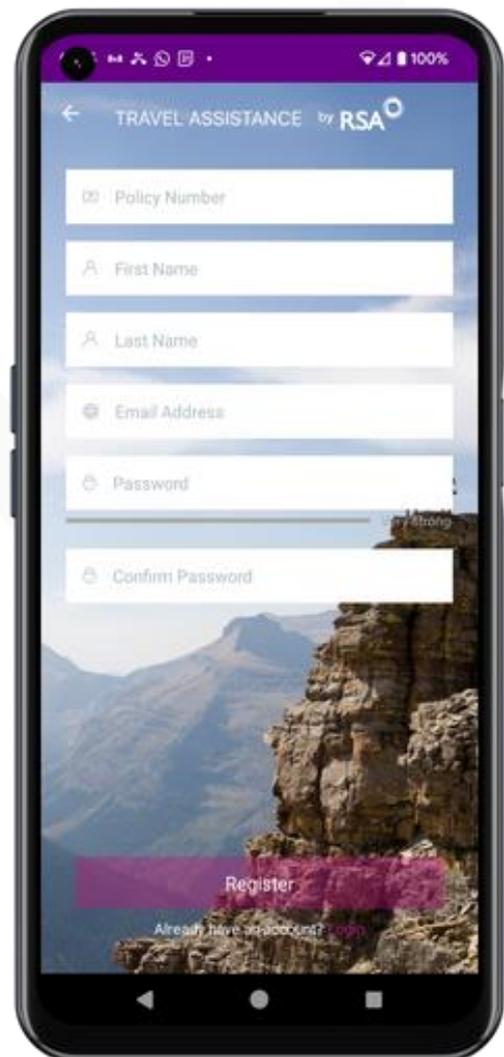
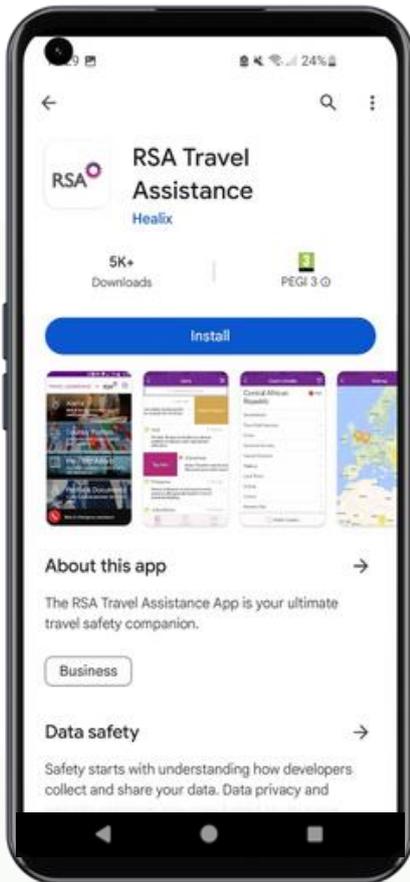


# A Guide to RSA Travel Assistance Mobile App

The RSA Travel Assistance 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 RSA Travel Assistance App can be downloaded onto your smart phone from the Apple App store or Google Play store. Click the buttons below to download



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

**RSA Policy Number**

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

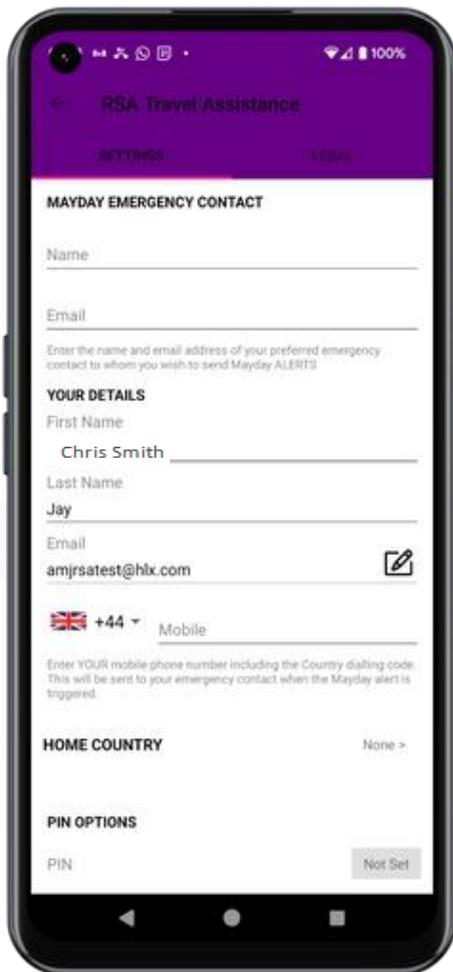


Once you have completed registration or logged in successfully you will be brought to the menu screen.

From here you can view the five main sections:

1. Alerts
2. Country Profiles
3. Pre-Trip Advice
4. Cover and Claims
5. Profile & Documents

The Settings can be found by clicking the cog in the top right of the screen.



On the Settings page at the top you should see the following details for the Mayday Emergency contact, if you do not please enter them in manually.

**Name:** Healix Security

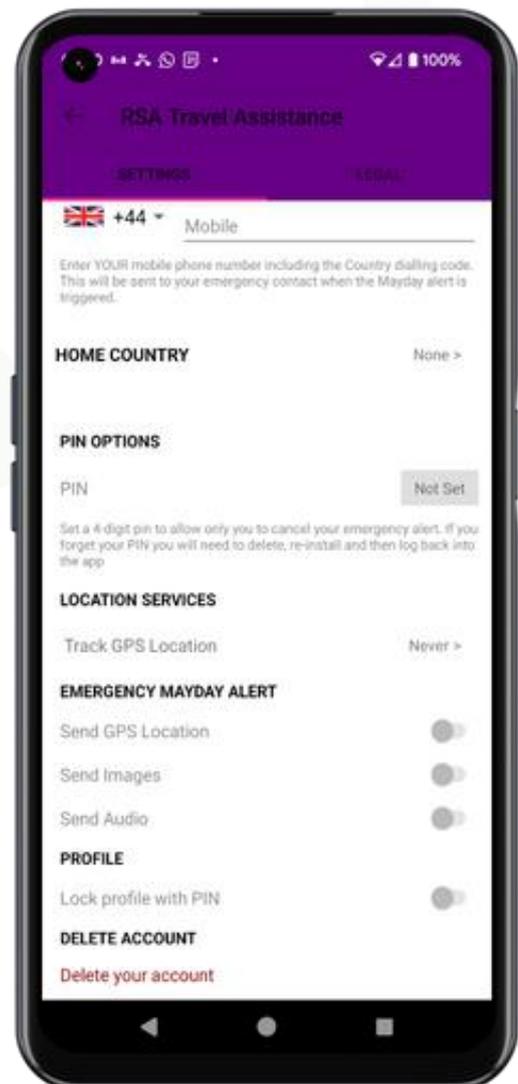
**Email:** GSOC@healix.com

Below you can also enter your information which will be used to let the recipient of the Mayday Alert know who has sent it.

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.



The Alerts section provides a feed of News, Security and Health Alerts.

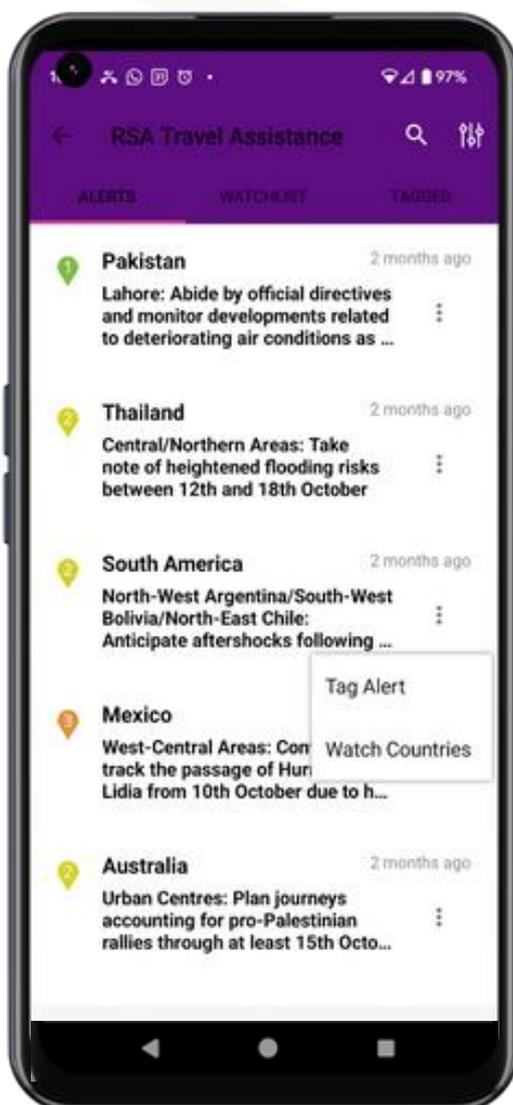
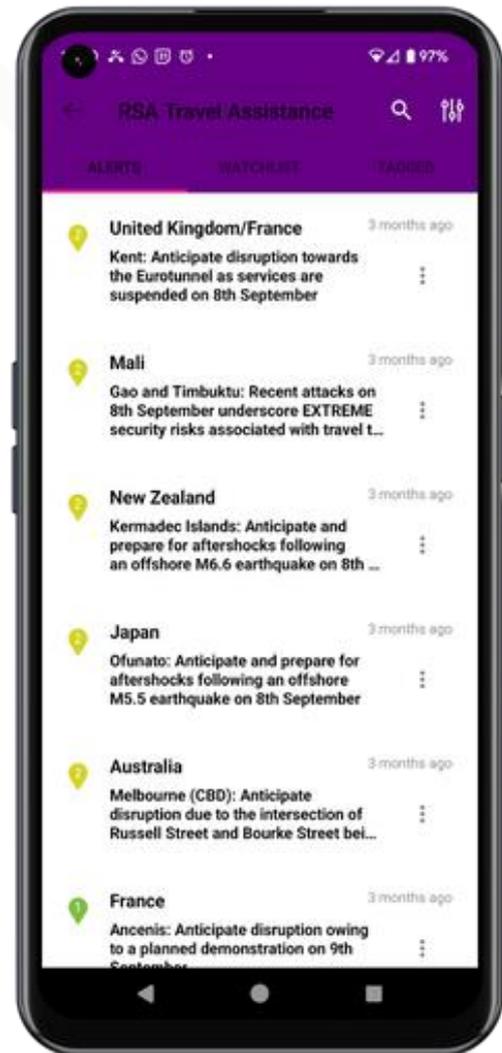
Each Alert is linked to the country of its origin and given a Risk rating from 1-4.

1 = Low (Green)

2= Medium (Yellow)

3= High (Orange)

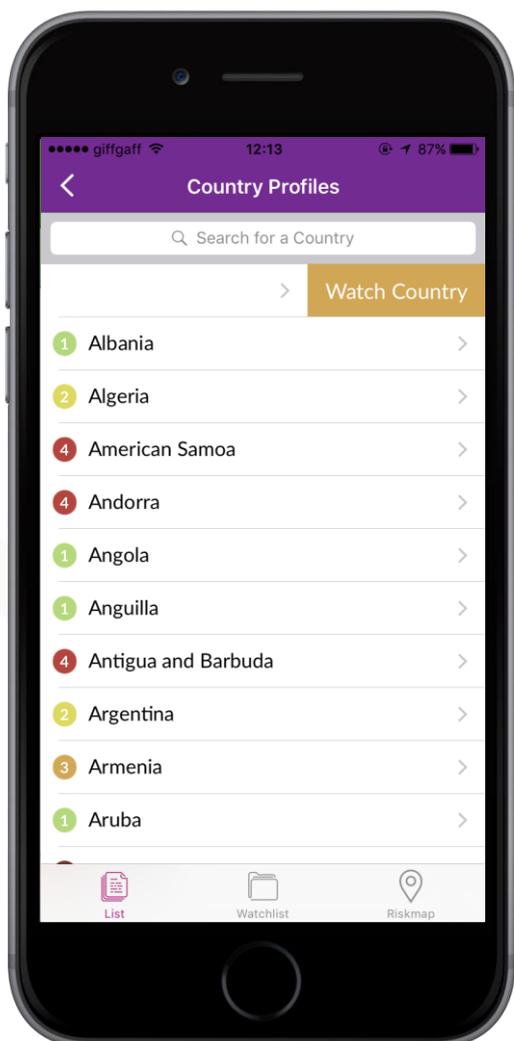
4 = Extreme (Red)



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 riskmap.

Watch Countries to receive notifications for that country to your device.

Tag Alerts to store the alert for later viewing in the tagged section.



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

1 = Minimal (Green)

2= Low (Yellow)

3= Moderate (Orange)

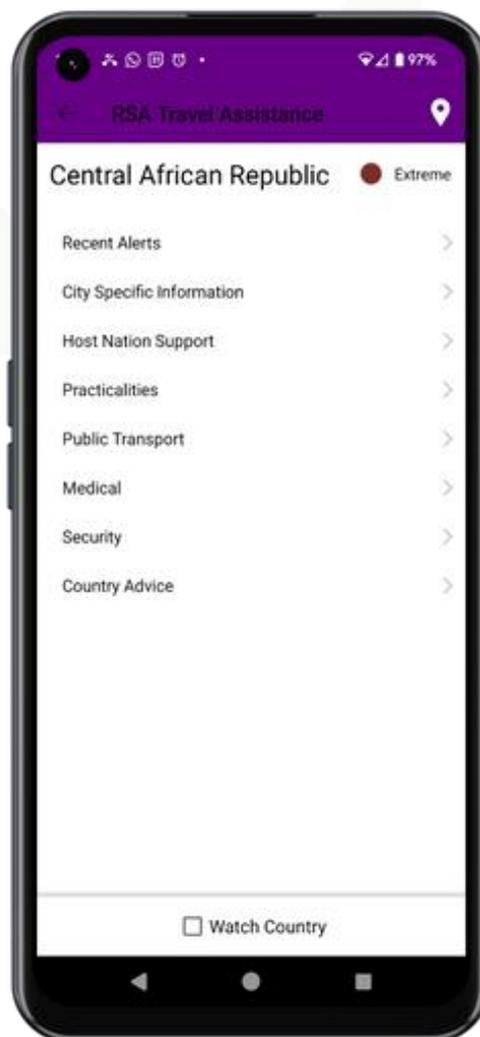
4 = High (Red)

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 of the recent alerts, and information on Travel Risks, Crime, Terrorism, Natural Disasters, Medical, Travel and Culture.

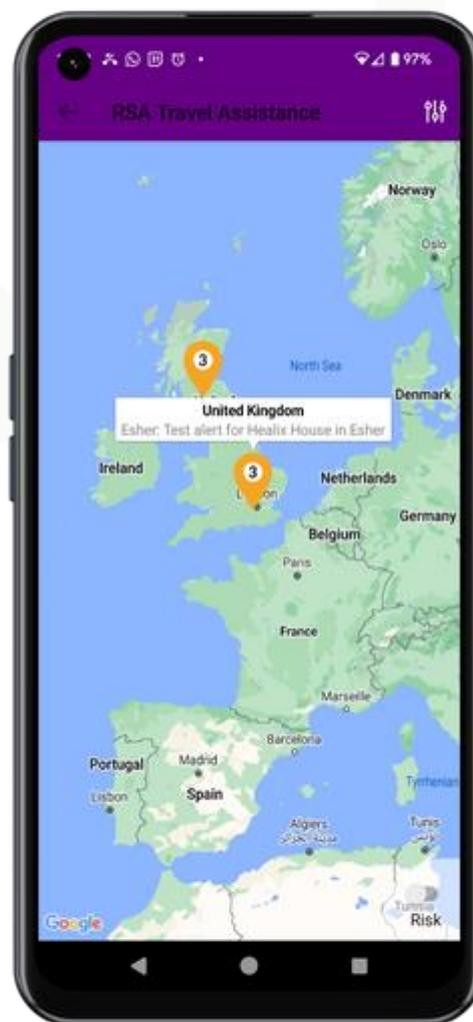




The Riskmap can be accessed from the country profiles page.

It provides a world map which shows all of the recent alerts, their 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 country's risk level.

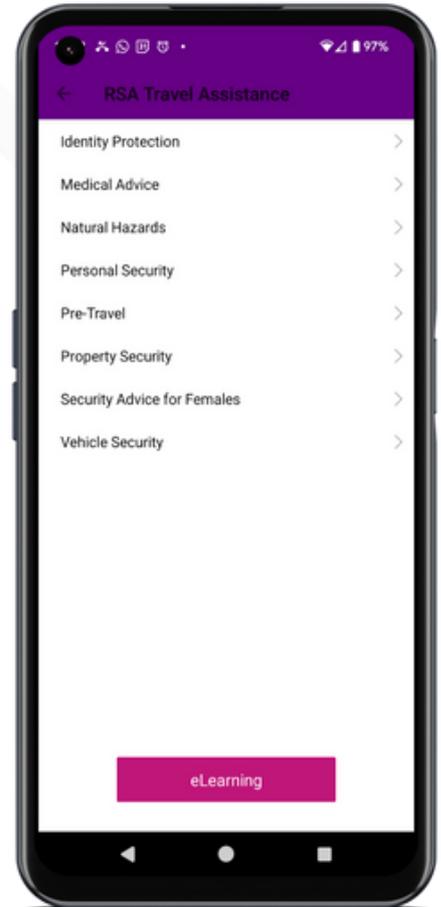
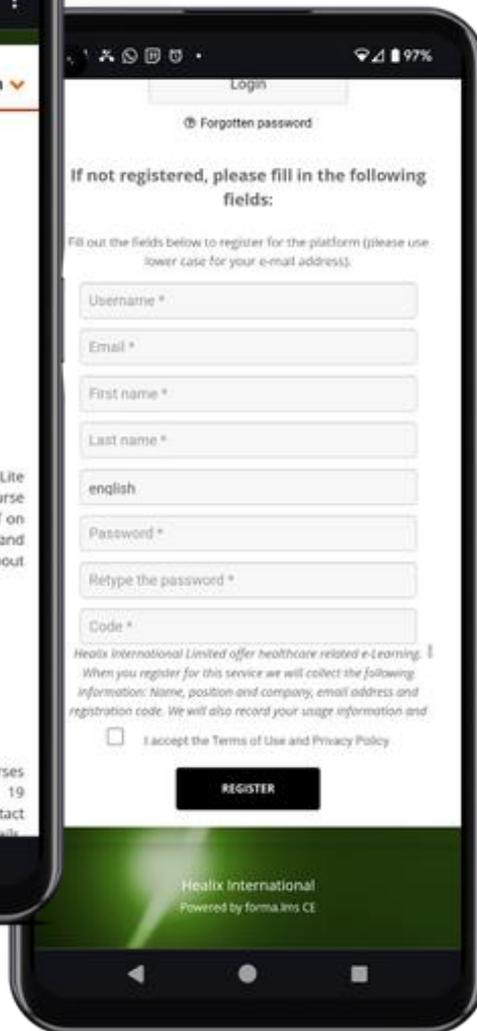


By clicking on an alert on the map you view a short summary of the alert.

By clicking on this summary you will be taken to the full alert details.

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: RSA

You will then be asked to enter your RSA Policy Number.

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.

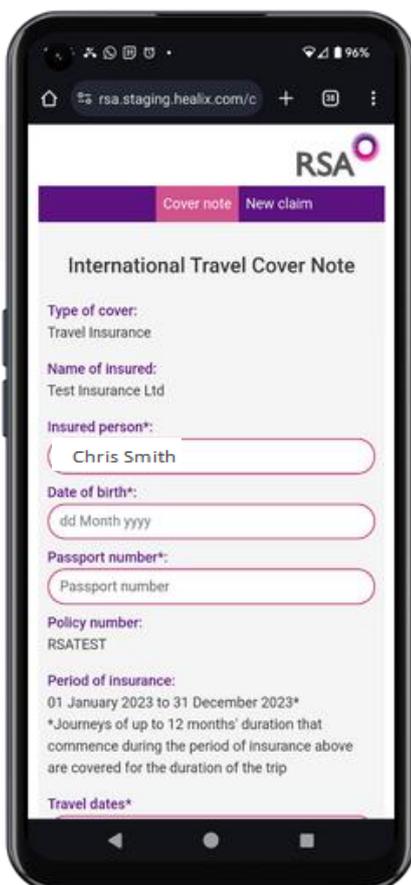
The entire course takes approximately 15 minutes to complete



In the new Cover Note and Claims section you can create a cover note certificate and fill in and submit a claim and send to your personal email and RSA.

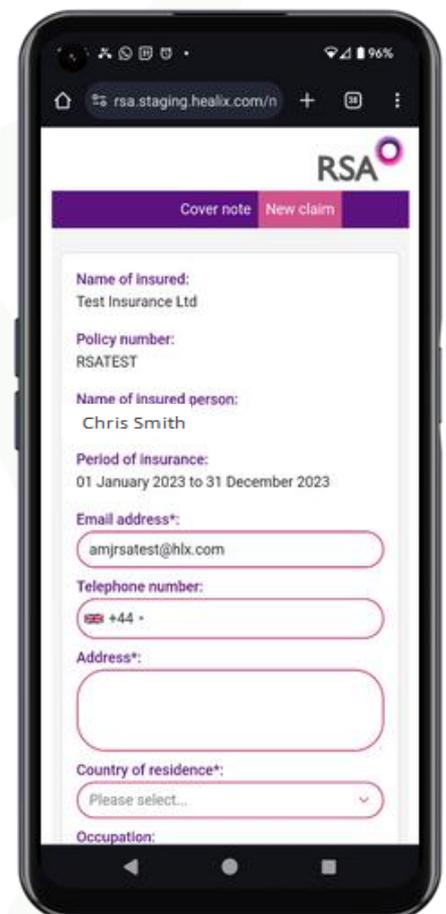
Select the form you need by toggling between the two. The form you have selected is highlighted in pink.

**For claims submissions:** Non-emergency reimbursement claims can be submitted directly to RSA from the app by completing the form and attaching your receipts. Note a 10mb size limit applies.

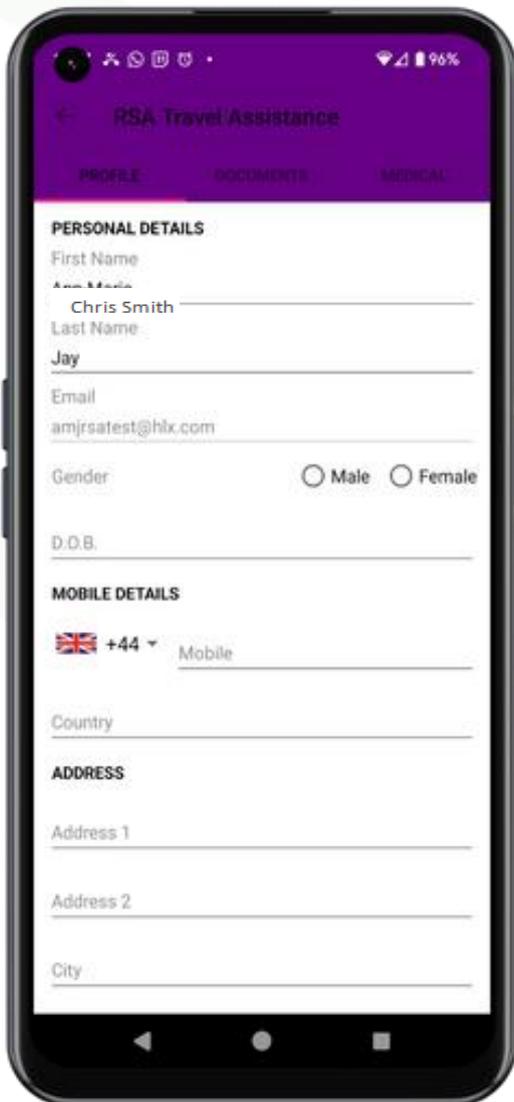


**For cover notes:** Please be aware that for multiple trips you will need to create separate cover notes for each trip. For trips to sanctioned countries you will need to email:

[covernotes@uk.rsagroup.com](mailto:covernotes@uk.rsagroup.com)



In the Profile & Documents section you can enter and store personal information and details which can be kept secure with your chosen PIN.





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.



## More features of the app include:

- Medical Briefings and World Reports.

These are written by our medical experts documenting information about diseases and outbreaks from around the world.

