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TRAVEL ORACLE

Travel Oracle

Website Guide

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Contents

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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
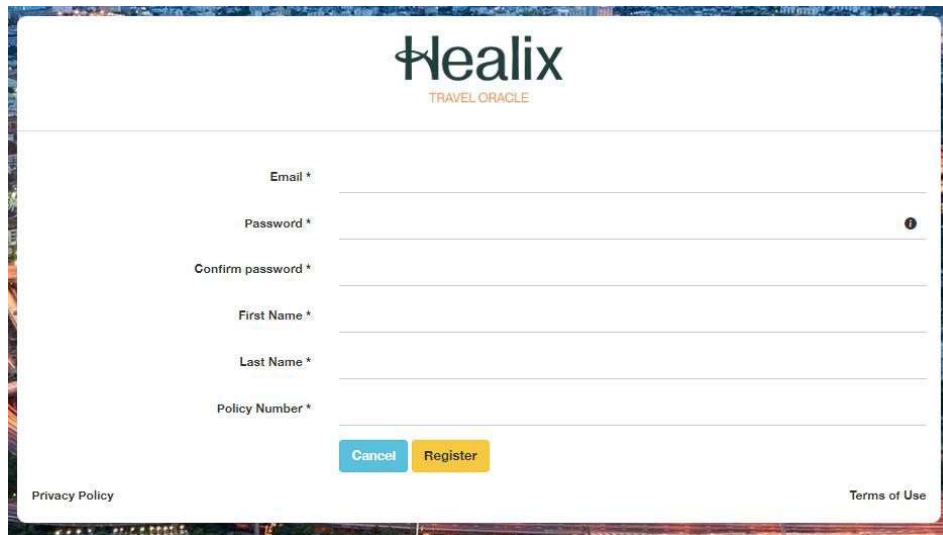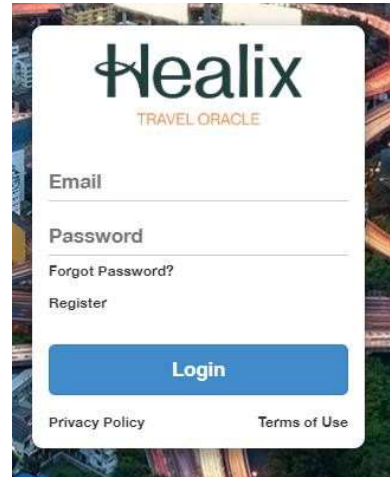
Accessing Travel Oracle Web Portal

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.
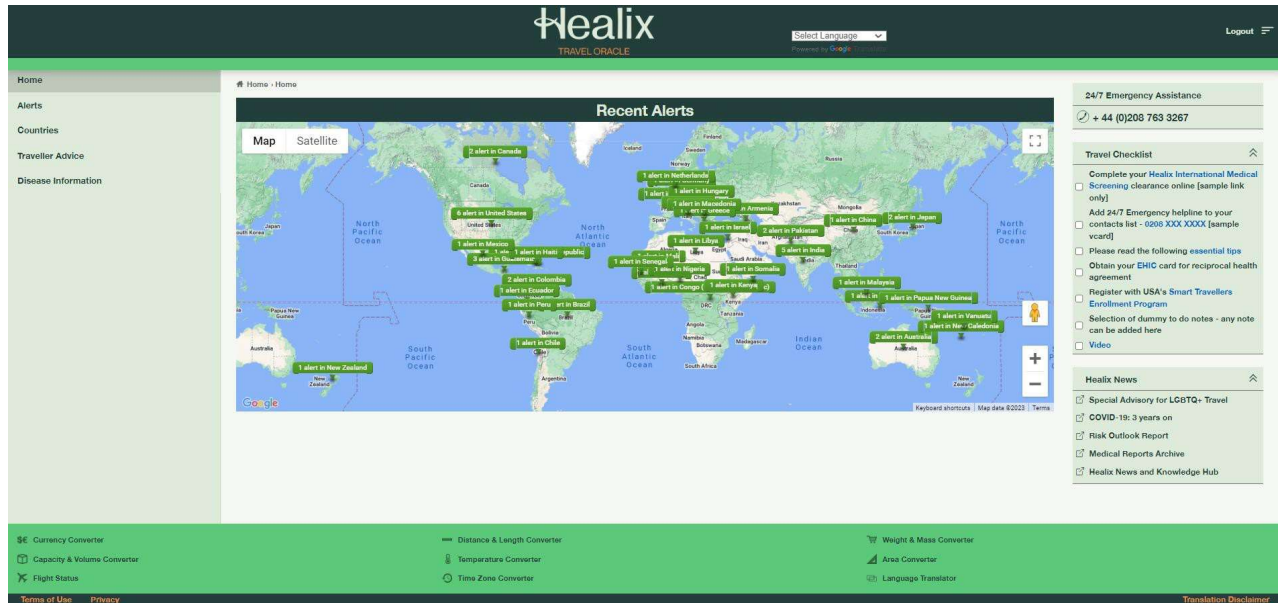- Login using your email address and the password you have just created.

Navigation

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

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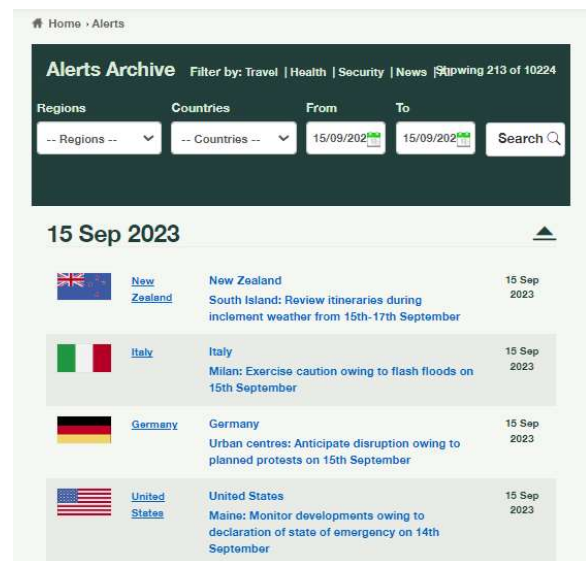- Traveler Advice
- Disease Information

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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.
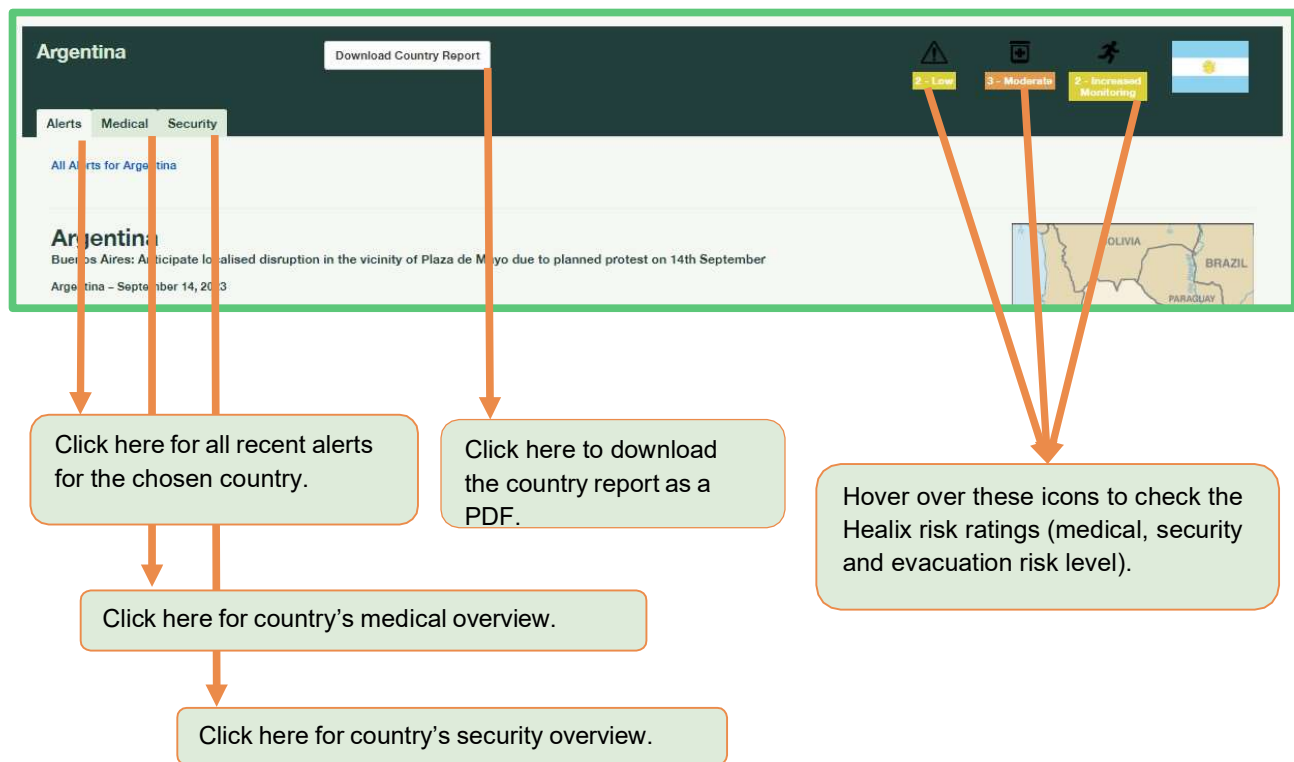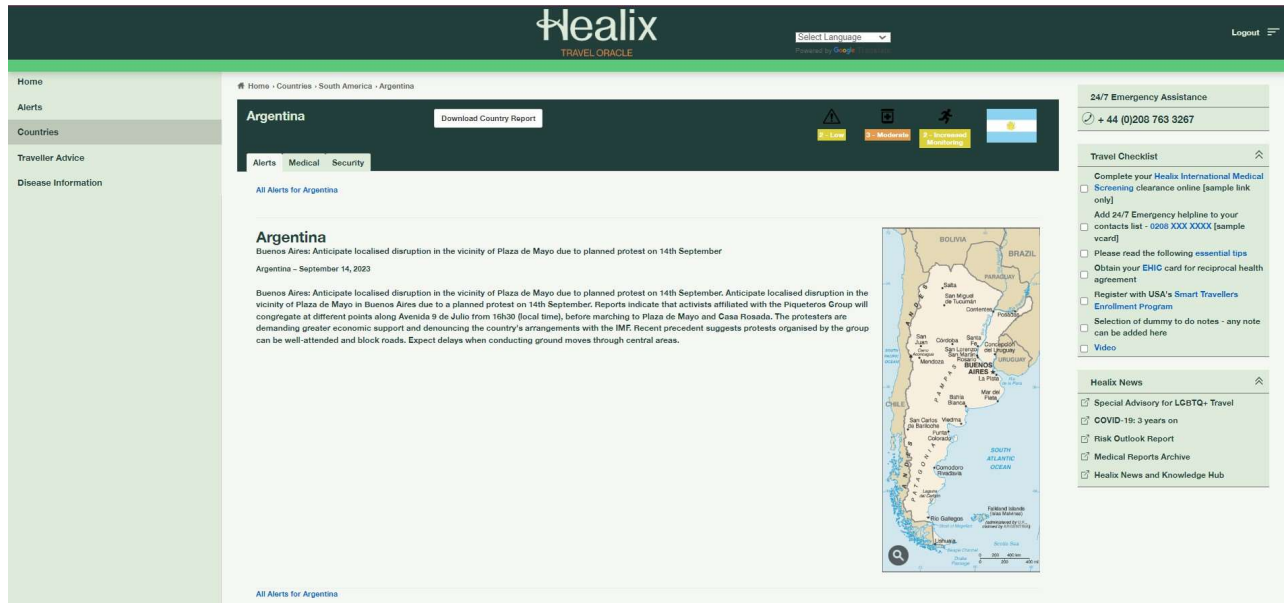

Alerts

- This section includes a back catalogue of alerts.

- Alerts are divided into Travel, Health, Security and News categories, and can be filtered accordingly.

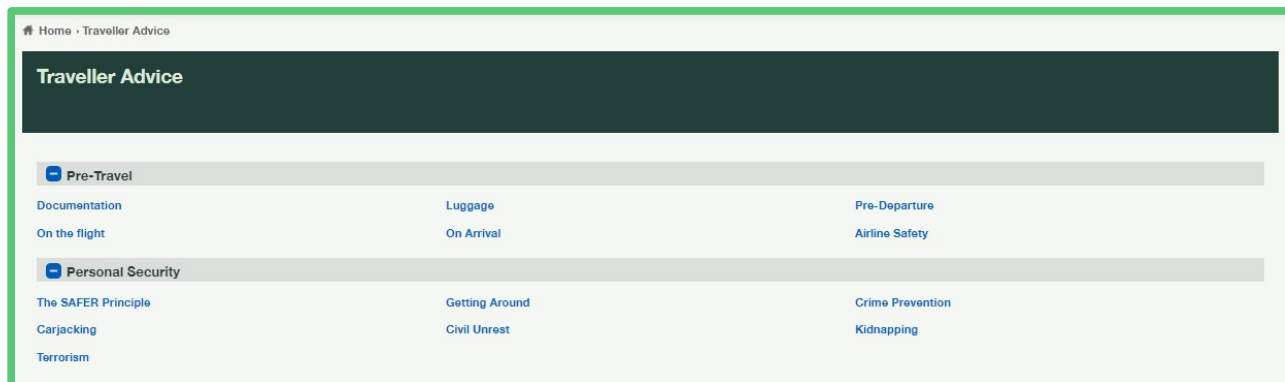- You can also sort the list by region, Country, or date range.

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Countries

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

Click here for all recent alerts for the chosen country.

Click here to download the country report as a PDF.

Hover over these icons to check the Healix risk ratings (medical, security and evacuation risk level).

Click here for country's medical overview.

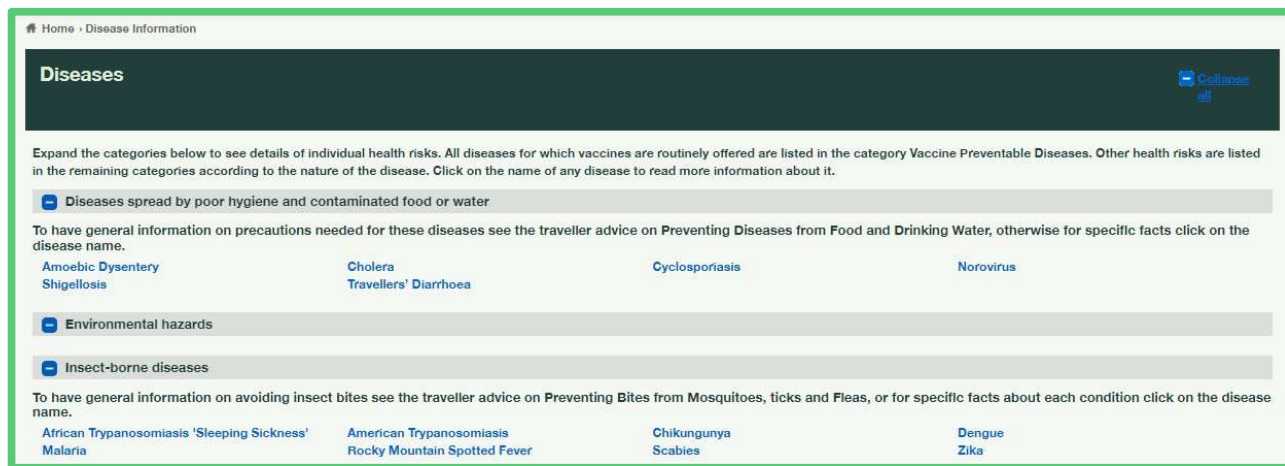Click here for country's security overview.

Traveler Advice

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

Disease information

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

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

Healix

Contact us.
enquiries@healix.com
+44 (0)20 8481 7720
healix.com

Head Office
Healix
Healix House,
Esher Green
Esher, Surrey,
KT10 8AB, UK

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User Guide

Travel Oracle
Mobile App

Contents

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.
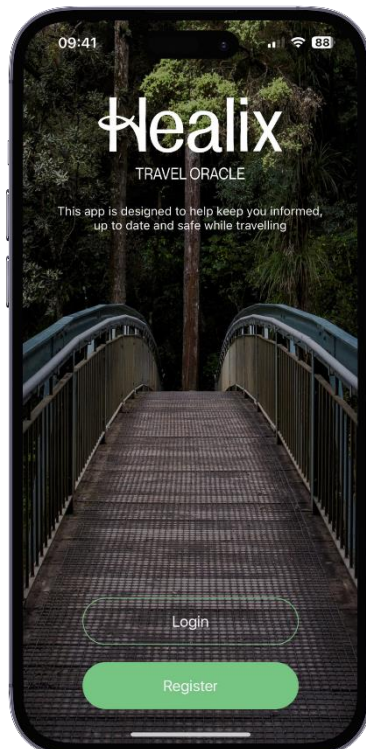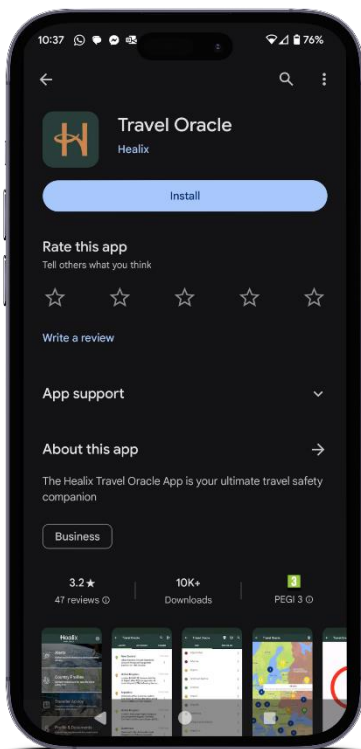
The Healix Travel Oracle App can be downloaded onto your smart phone from the Apple App store or Google Play store. Please find terms and conditions here. Click the buttons right to download.

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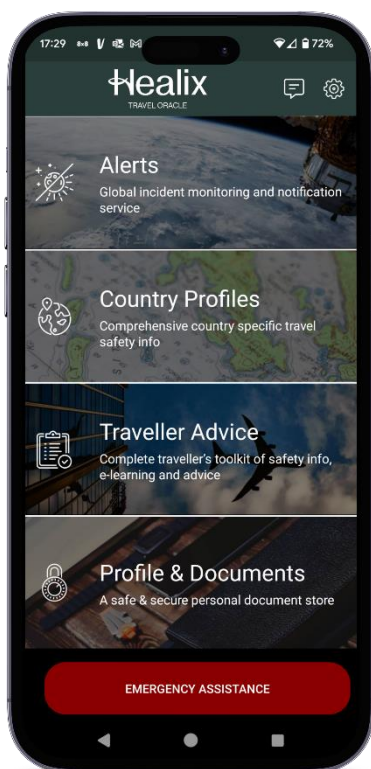 ! @ # $ % ^ & * ( ) - + ? | = } { : ; " ,

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.
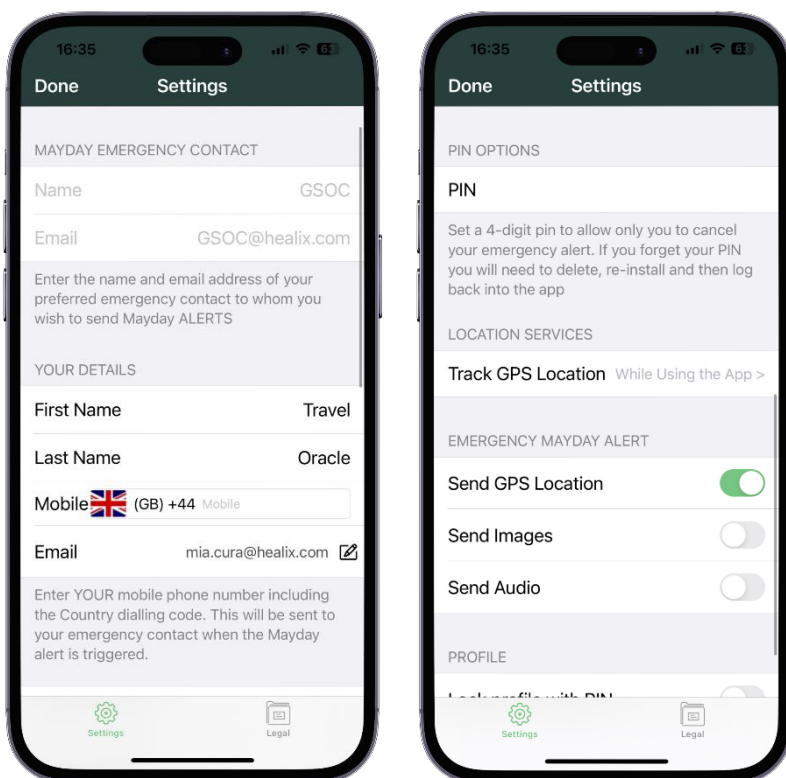
Settings

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.

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.
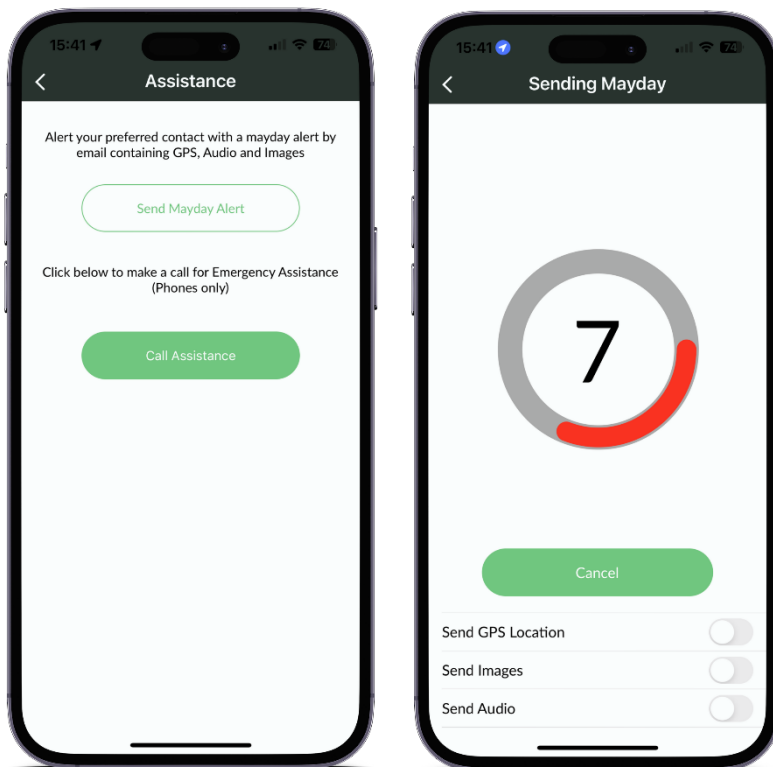
Emergency Assistance

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.
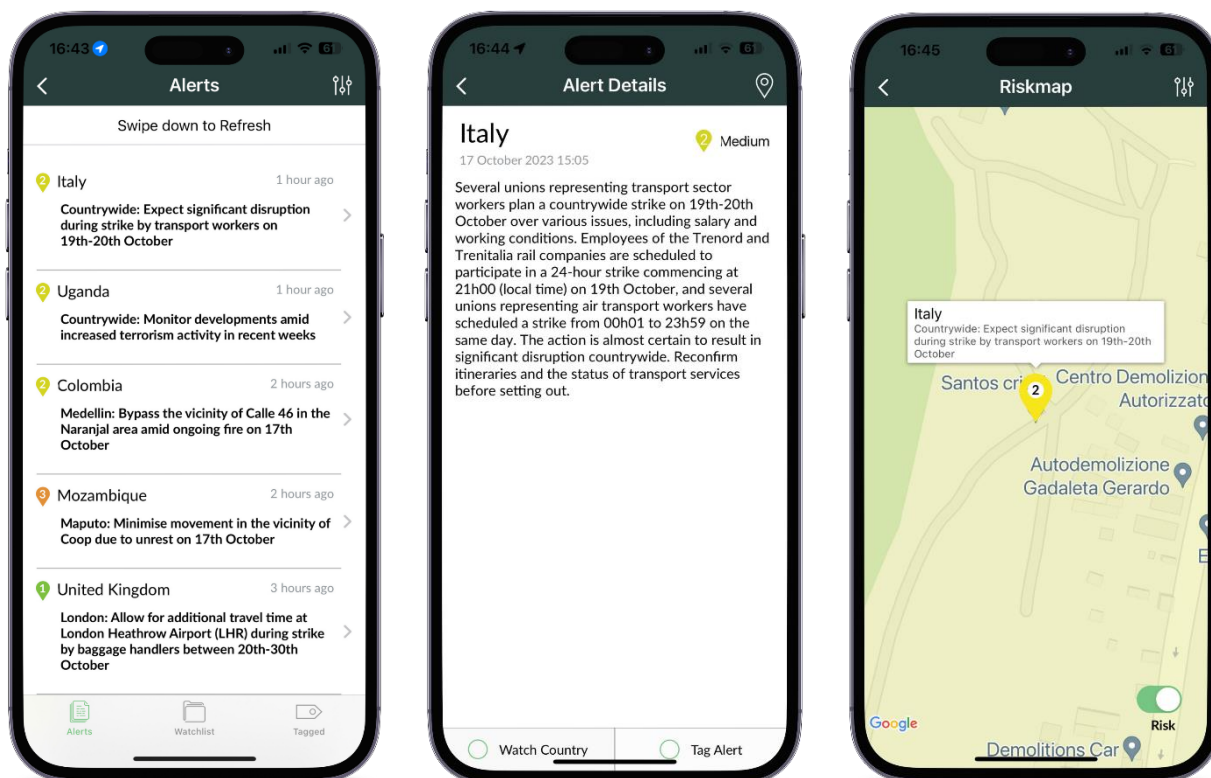
Alerts

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.
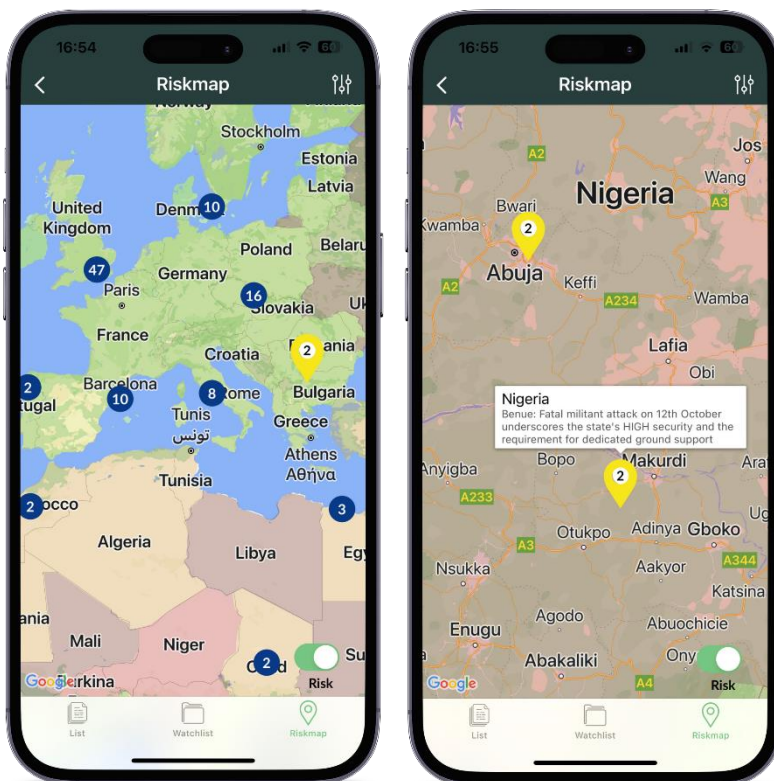
Risk Map

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

It provides a world map which shows all 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.
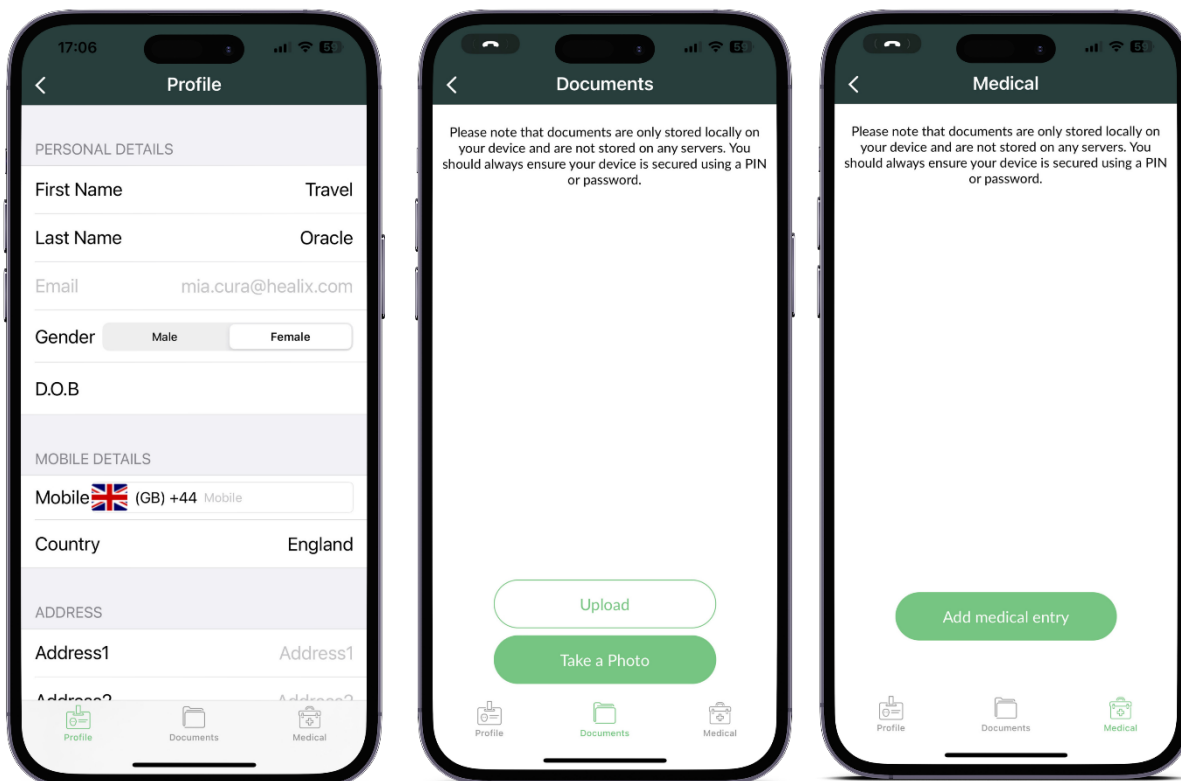By clicking on this summary, you will be taken to the full alert details.

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

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Discover more about how we can support you

enquiries@healix.com
healix.com

Healix

Contact us
enquiries@healix.com
+44 (0)20 8481 7720
healix.com

Head Office
Healix
Healix House,
Esher Green
Esher, Surrey,
KT10 8AB, UK