



HEALIX TRAVEL ORACLE APP QUICK GUIDE

Stay informed. Stay visible. Stay safe. The Healix Travel Oracle App is your ultimate travel safety companion.

1 DOWNLOAD THE APP

The Healix Travel Oracle App can be downloaded onto your smart phone from the [Apple App store](#) or [Google Play store](#). (Please find terms & conditions [here](#))



2 REGISTER

Register as a new user with the access code UOA17478 using your passport name and University email address.



3 PERSONALISE

Personalise your settings, set your home country, add a PIN (optional) and turn on your tracking by clicking the  icon on the home screen.



4 SET ALERTS

Manage a country watchlist to receive alerts for specific destinations on the Alerts tab.



5 DO RESEARCH

Access travel safety and security info for 200+ countries on the Country Profiles tab.

6 GET ADVICE

Access helpful guidance and the travel safety eLearning module on the Traveller Advice tab.



7 STORE DOCUMENTS

Store key documents such as passport, insurance, vaccination details and travel visas in the Profiles & Documents tab.



8 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 'Send Mayday Alert' option.



10 HEALIX TRAVEL ORACLE TIPS & TRICKS

1



Keep your App updated - Apple

- Apps you've downloaded from the App Store will be updated automatically by default
- If there's an issue, you can update an app manually

2



Keep your App updated - Android

- You can update your Android apps and the Play Store app one at a time, all together or automatically
- Updating to the latest version gives you access to the latest features and improves app security and stability

3



Ensure you receive notifications

For notifications to be received, you will need to ensure notifications for our App are allowed in your phone settings.

4



Set your home country

Don't want to get a Country Report when you arrive back home?

- Click on the Settings icon
- Scroll down to Home Country and choose where you normally reside

5



Turn on Active GPS Tracking

- Click on the Settings icon
- Go to 'Track GPS location' and change to 'Always' or 'While Using the App' and then click 'Done'.

6



Manual Check-Ins

- Click on the Settings icon
- Go to 'Track GPS location' and change to 'Never' and then click 'Done'

When you return to the main page the 'Check In' button will appear and continuous tracking will have been deactivated.

7



Data Setting - Active GPS Tracking

- 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

8



Data Setting - "Never" Tracking

- 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

9



Keep your Android App working

- You can update your Android apps and the Play Store app one at a time, all together or automatically
- Updating to the latest version gives you access to the latest features and improves app security and stability
- For more info, please visit the [Google Support](#) website

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Need help or advice?

Whether you're planning a trip, stuck in your hotel room, or needing immediate assistance, don't hesitate to contact Healix:

- +64 9 374 1736
- nzunisecurity@healix.com
- Emergency Assistance button on the Travel Oracle App