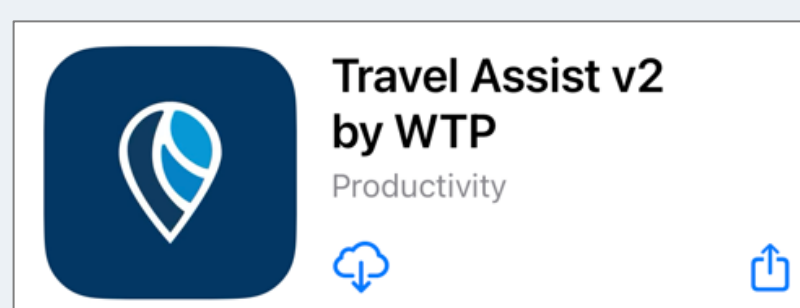
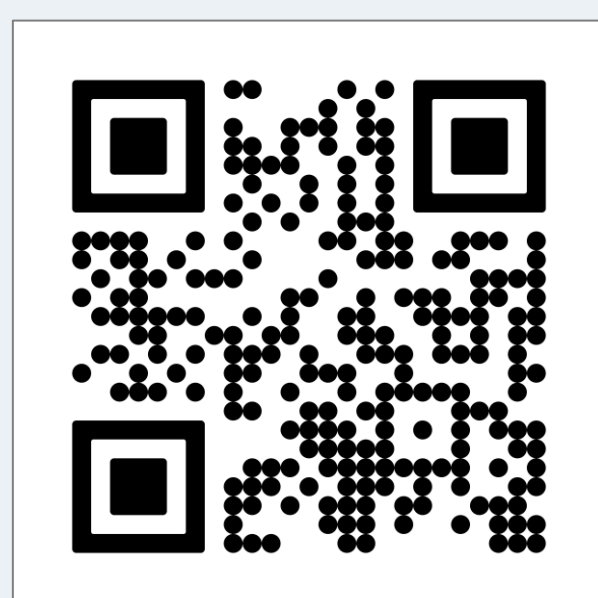




# Travel Assist App

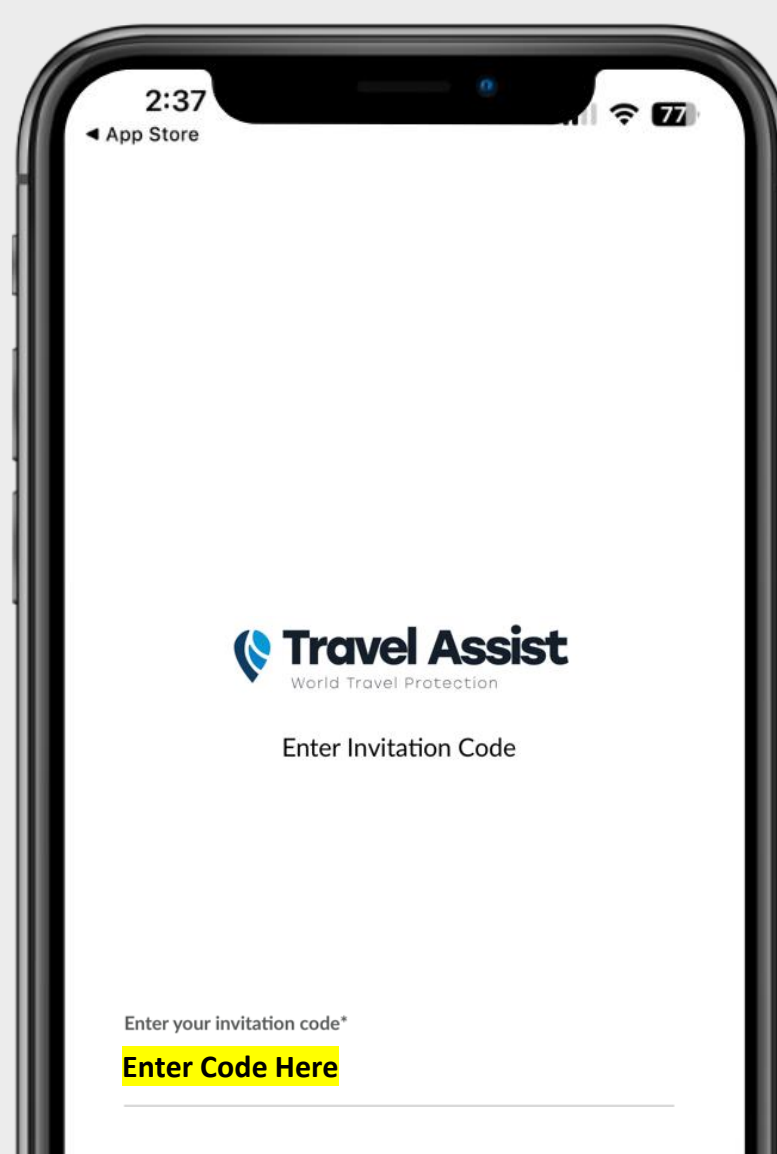
1

Scan QR code,  
or visit App Store/Google Play  
to download  
“Travel Assist v2 By WTP”



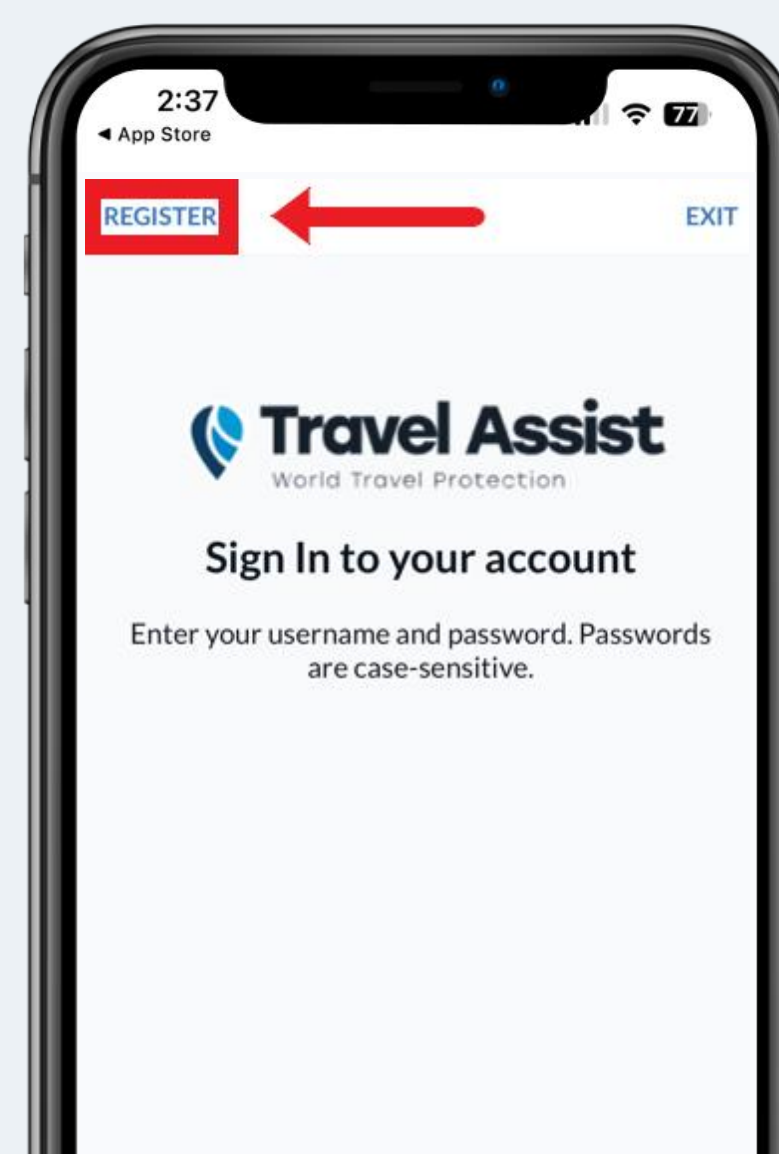
2

Open “Travel Assist  
v2 By WTP” App &  
Enter Invitation Code  
“UOWWTP”



3

Click “Register”  
& follow prompts  
to register

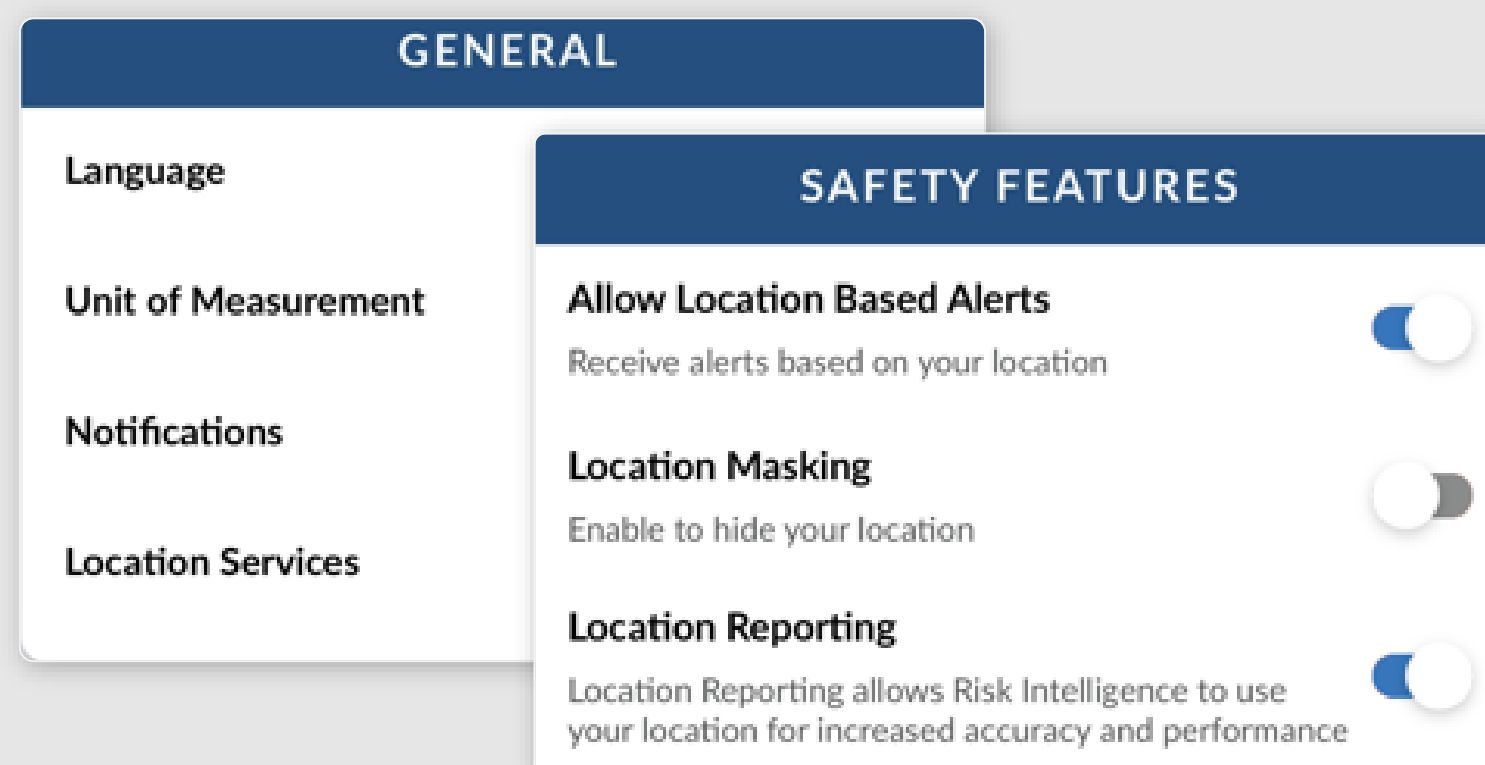


## Features and settings explained:

### Have control over your location privacy in the Travel Assist app:

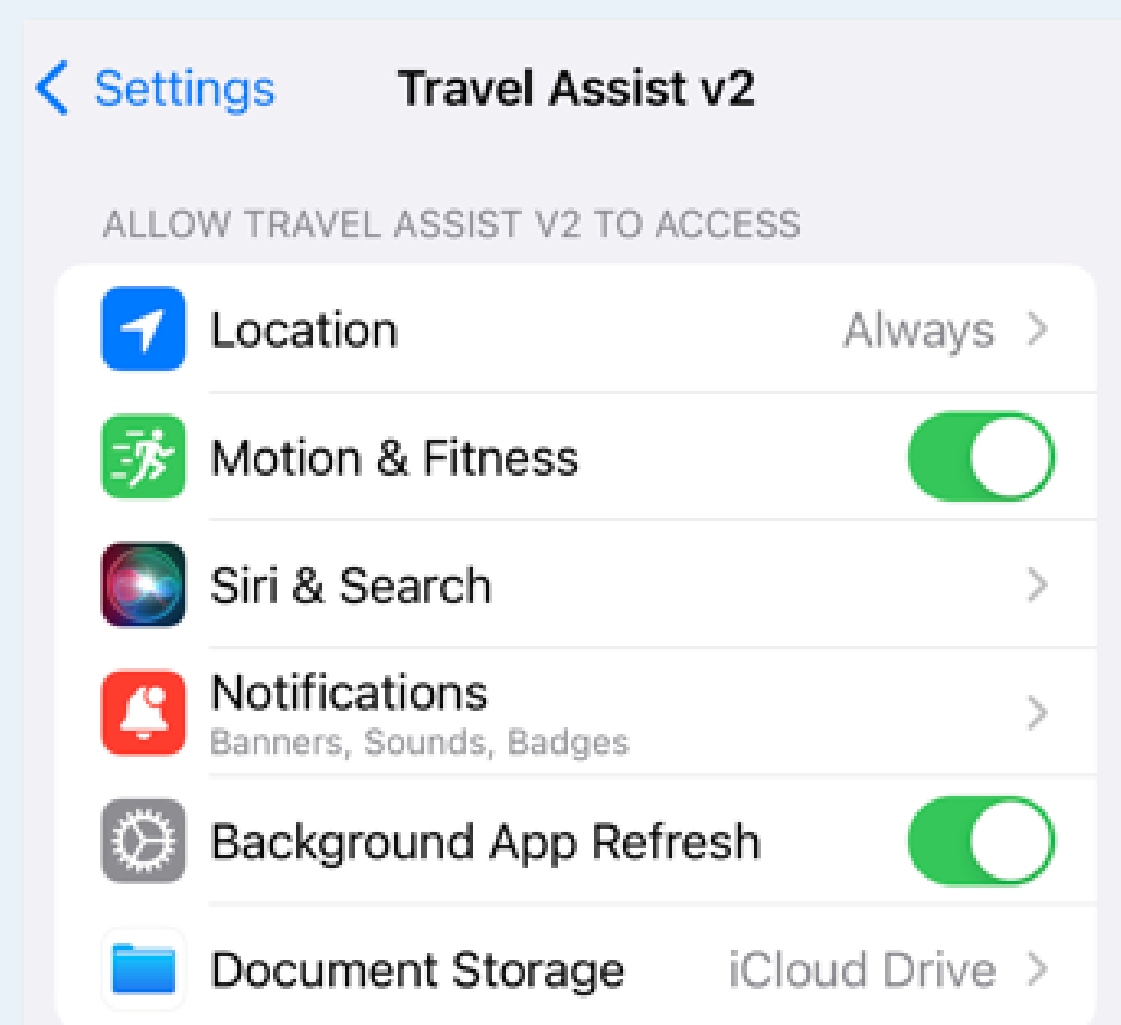
Tailor your settings & choose whether you:

- **Receive alerts** based on your location
- **Mask your location** (pin will show that you are within in a 5km radius)
- **Report your location**, enhancing risk intelligence accuracy



### Enable your phone settings:

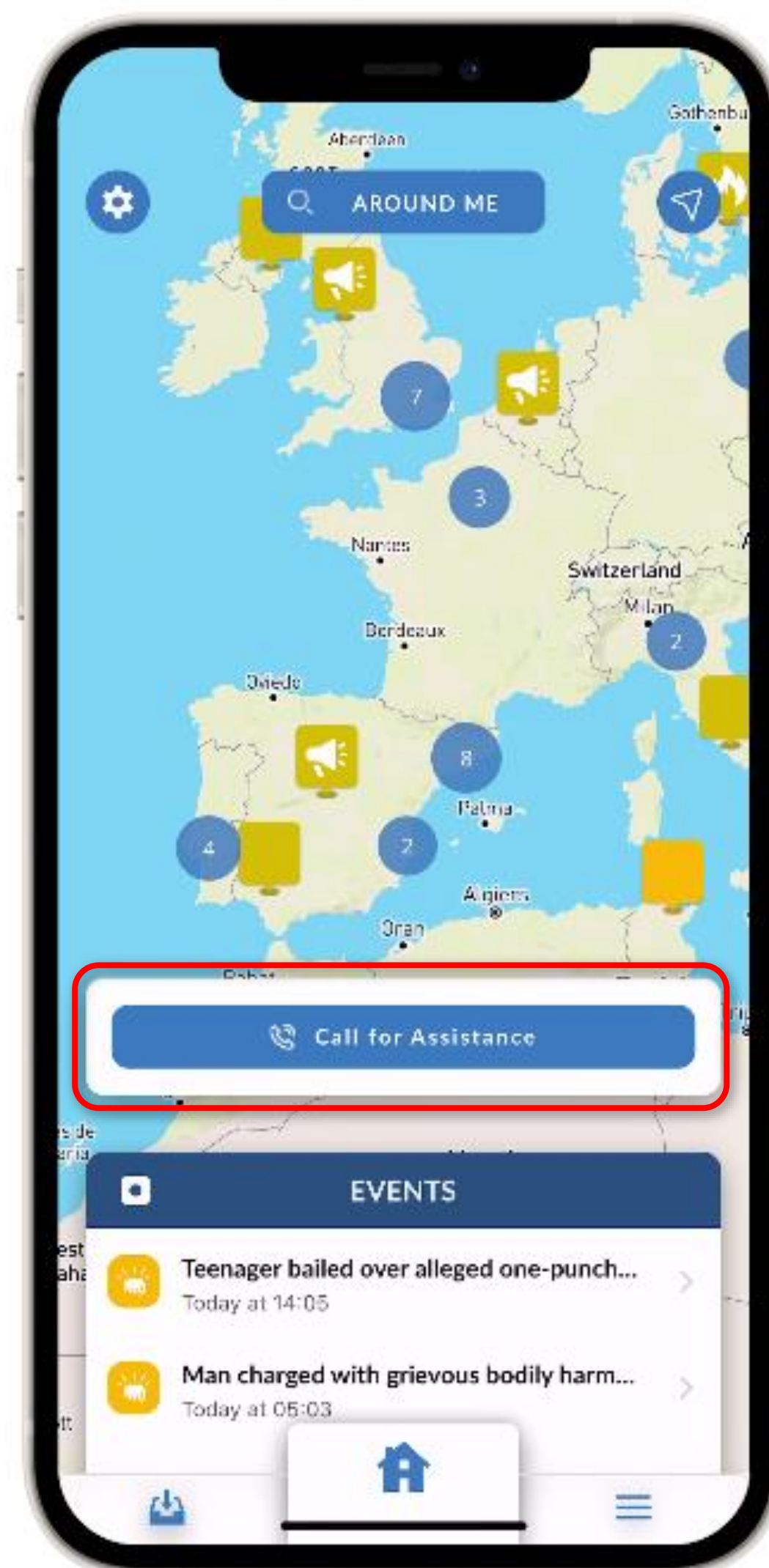
- **Change location to 'always'**. To allow Admin to view your location. If you are an impacted traveller, Admin will be able to locate & communicate with you directly via the Travel Assist app.
- **'Enable' Motion & Fitness**. Allows your phone to detect when you are stationary, thus stop trying to 'pin' your location whilst you aren't moving
- **'Enable' Background App Refresh**. To keep Travel Assist App features & messages up to date automatically



**The Travel Assist v2 By WTP App** follows your location in proximity to global events for risk and safety purposes. We do not track phone, fitness or browsing activity.

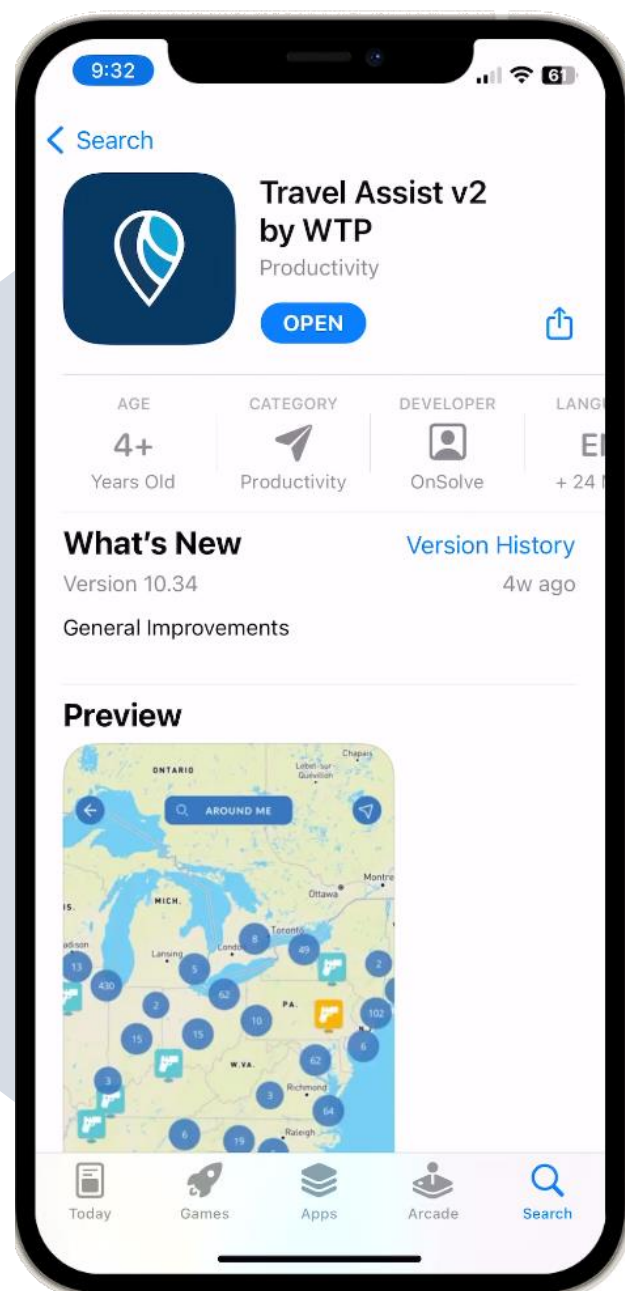
## Travel Assist app features:

- **Call for assistance:** Push to call anytime pre, during or post trip
- **Risk Intelligence:** Access comprehensive intelligence. See risk rating for country/key categories & view recent events
- **Travel:** Create an itinerary to be kept up to date on events
- **Home:** Returns you back to the dashboard
- **Around Me:** Select and enter a country or city to view intelligence
- **Update profile information:** Click the edit symbol in 'settings' to update your email & phone
- **Map Feature:** Move anywhere on the map, select & view alerts
- **Events:** See alerts/events near you, filter the distance to events to be notified, click event for more information
- **Inbox:** If there is an Alert impacting you, your push notifications will sit here



**The Travel Assist v2 By WTP App** follows your location in proximity to global events for risk and safety purposes. We do not track phone, fitness or browsing activity.

Make sure you are aware of potential risks impacting your itinerary by using pre-trip briefings and training on our Travel Assist app and through our Command Centre.

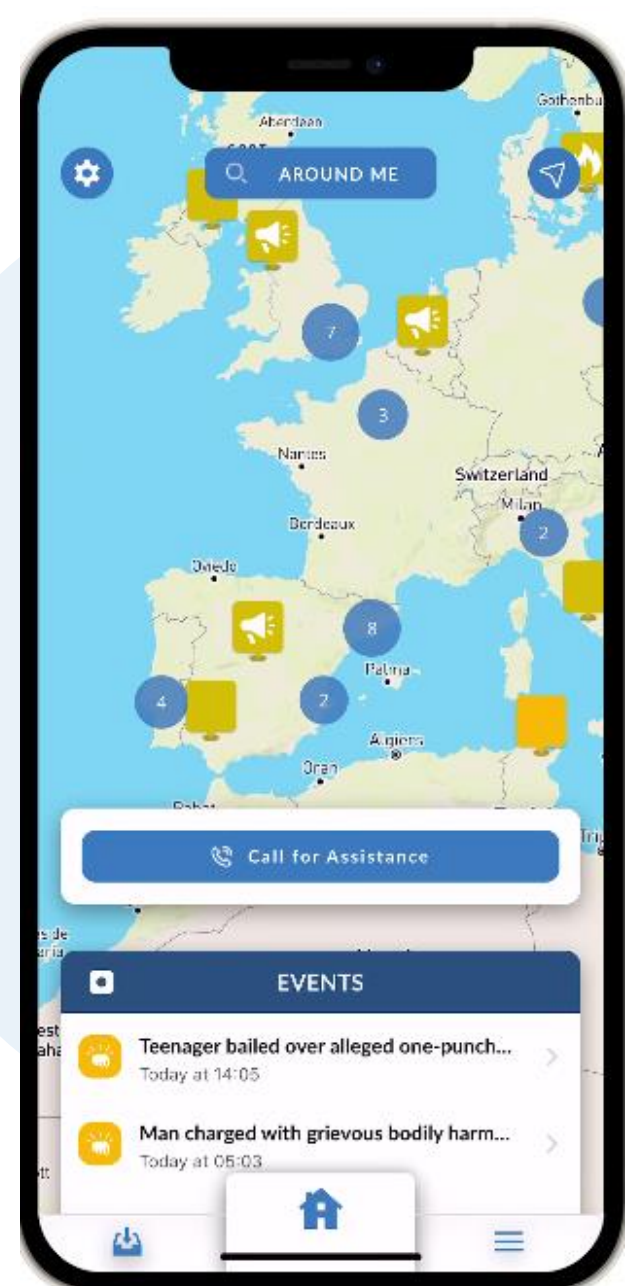


## Before You Leave

### *Travel Assist App*

After downloading the App, review the below checklist to ensure that you are prepared:

- Confirm your Itinerary is loaded on your App
- Allow “Location Based Alerts” so the App can notify you of surrounding situations
- Assess your destination risk ratings by reviewing the Country Guides
- Review Conflict and Political unrest
- Acquaint yourself with the local Crime Rates, Medical Care Facilities, Upcoming Events



## During Your Trip

### *Travel Assist App*

Once you are traveling, always be prepared by following the below steps:

- Review your Alerts often for real time events and surrounding incidents
- “Call for Assistance” to reach the WTP Command Center if you need medical or security assistance.

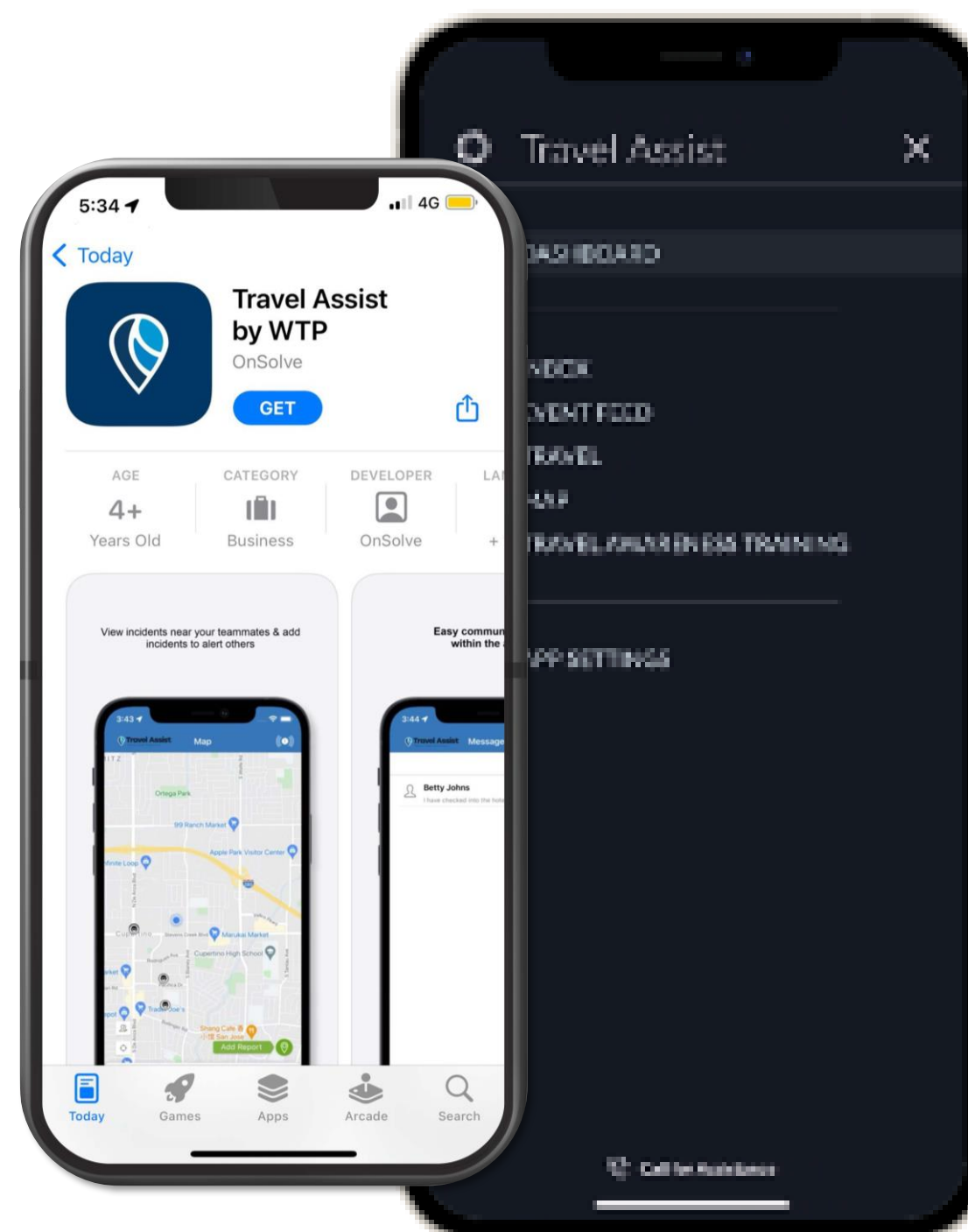


**CALL TO SPEAK TO AN EXPERT BEFORE YOUR TRIP AT**  
**+612 8907 5686**

## Add itinerary via email

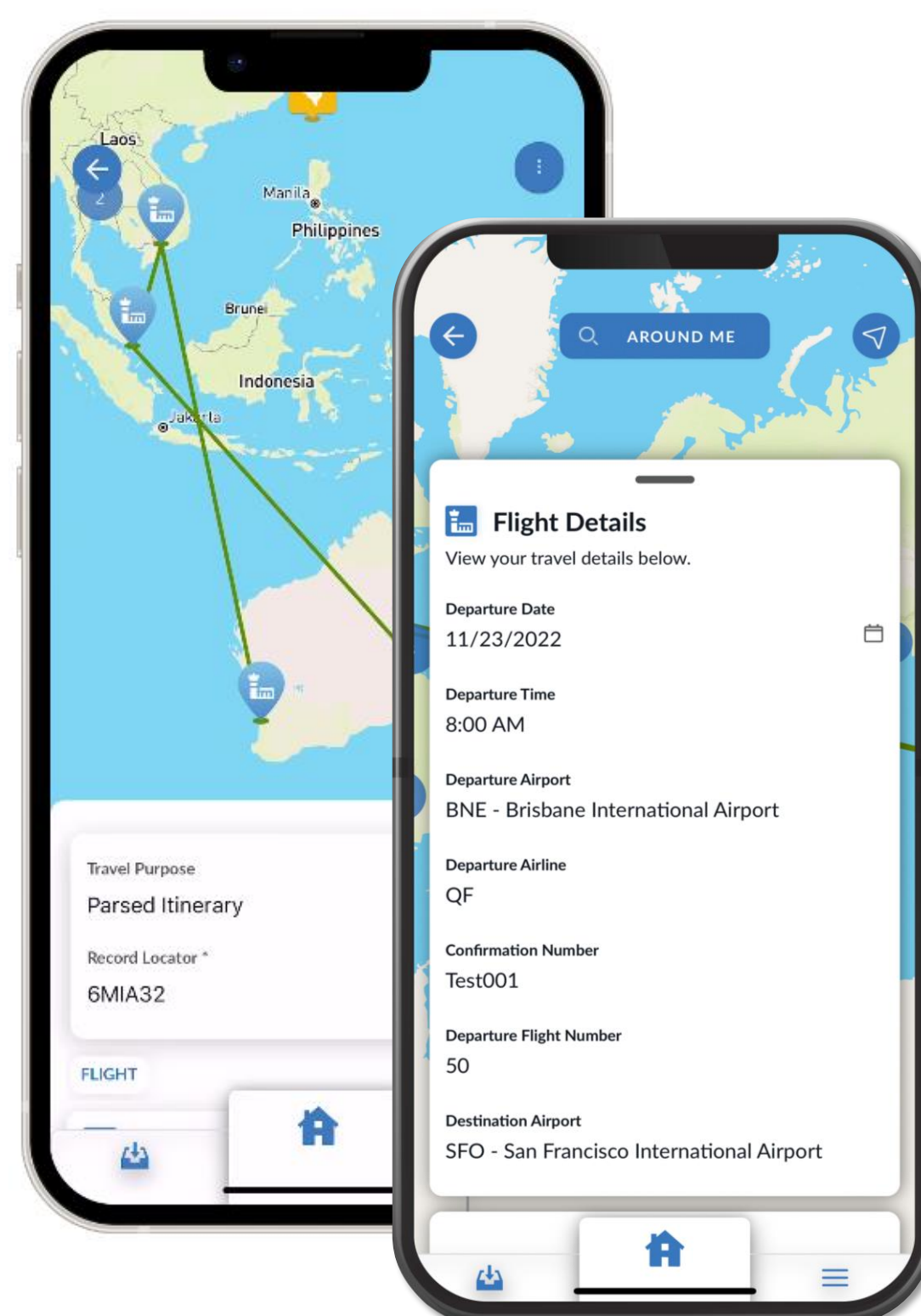
### Add your trip:

1. Ensure your profile is registered with 'Travel Assist'.
2. From your registered email address, send a copy of your confirmed itinerary (attachment or body of email) to [mytrip@worldtravelprotection.com](mailto:mytrip@worldtravelprotection.com)
3. Expect a confirmation email your itinerary has been received.
4. Once itinerary is created to your account you will receive a success confirmation email.
5. Trip is now visible in App and User portal.



### Trip unable to be processed, check the following troubleshooting tips.

1. Trip information is missing from the email.
2. Unable to read the email or PDF provided.
3. We were not able to recognise the provider the trip was booked through.
4. Your email address was not registered or unable to be processed.

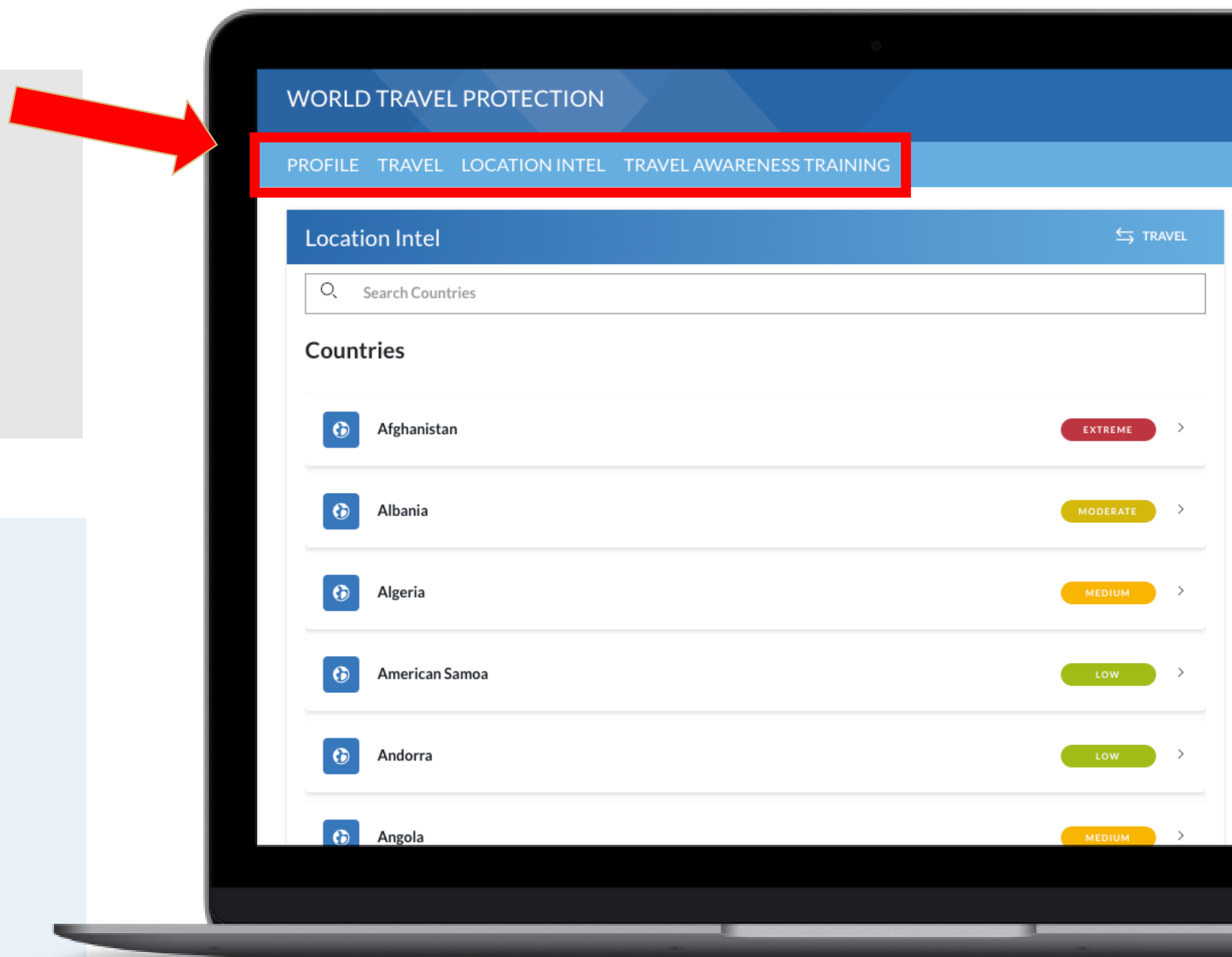


If you're unsure what caused the problem, then please contact your company administrator for assistance or email [travelassist@worldtravelprotection.com](mailto:travelassist@worldtravelprotection.com)

All users need to register on the Travel Assist mobile app first prior to accessing the Traveller Portal. Then you can simply **'Sign-In to your Account'** with the same username and password.

### Traveller Portal login / Registration

1. Navigate to: <https://portal.travelassist.worldtravelprotection.com/uowwtp>
2. Register as a new user or enter your username that you set up during your app registration
  - App registration steps detailed on following page
3. Enter your Password



### Home tab

- This is where you update your profile
- Update preferred language & Time Zone
- Enter any mandatory fields
- Provide additional contact information
  - Additional email addresses
  - Mobile numbers

### Location Intel tab

- Search / Select a country
- View detailed analysis of country intelligence by key risk categories
- View latest Alerts
- Access City intel (where available) by country
- Review full detailed Covid-19 reports
- Download comprehensive report

### Travel tab

- View upcoming trips (registered with WTP)
- View historic trips (past 30 days)
- Edit a trip
- Add additional travel information to a trip
- Create a new trip/itinerary

### Travel Awareness Training

- Access video guides to understand risks when traveling.
- Videos cover pre-trip, on-trip, LGBTQI+ and female travellers.

**Technical Troubleshooting**  
[travelassist@worldtravelprotection.com](mailto:travelassist@worldtravelprotection.com)