Worldcue® Mobile User Guide

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Introduction to Worldcue Mobile

Designed to provide traveling and non-traveling employees with instant access to intelligence and assistance, the Worldcue® Mobile app is available for iPhone and Android smartphones.

Functionality includes:

- **Location Intelligence** – Information covering up to 10 intelligence categories for locations around the world, including the option to receive in- app notifications of alerts as they are published
- **Alert Notifications–** Receive alerts when you are on a trip or assignment by enabling alert notifications. If you would like to receive alerts at all times if you are at an impacted location, you will need to allow location-based alerting.
- **Safety Check-In and Survey Response**** – Reply to messages/alerts with your status or additional comments via an in-app push notification.
- **Communication History** – View all received alerts, Check-In and Survey messages
- **Trips** – Your current and future trips and expat Assignment information
- **Important Notices** – Updates provided by your organization
- **Profile** – View and edit contact information
- **Quick Connect**** – Enhanced response services
  - **Crisis Signal**
  - **Safety Check-In**
  - **Hotline**

**NOTE: App feature availability depends upon a Crisis24 service subscription to Communicator.

Registration

If your trip qualifies for the Worldcue service when your trip is booked, you will receive a Welcome Email containing a link to activate your account. Click the link to activate your account and follow the instructions on the activation screen.

If you have already activated your account and know your username and password, proceed to the **DOWNLOAD** instructions.

If you have an existing account and need to reset your password, proceed to the **DOWNLOAD** instructions and then select **Reset Password** on the **Sign In** screen after entering your username. Follow the instructions on the screen.

If you received a Welcome Email but never activated your account and no longer have access to the email, another Welcome Email will be sent upon booking of eligible travel.

If you have not received a Welcome Email, you may not have access to Crisis24 services.*

*NOTE: A Crisis24 service subscription through your organization is required to access the app. If you are unsure if you are eligible for Crisis24 services, please contact your Travel, Risk, or Security Manager.

DOWNLOAD/SUPPORTED DEVICES
The Worldcue® Mobile App is available for download for free from the following sources:

- Android Google Play Store
- Apple App

Store To download:

- Confirm that your device model and operating system are compatible:
  - Android OS 10.0+
  - iPhone, iPad, and iTouch iOS 12.0+
- From your device, visit the app store, search for "Worldcue" or "Worldcue Mobile"
- Download the app and follow the installation instructions.

If your device is not compatible, please contact your Travel, Risk or Security Manager.

DATA USAGE
The data usage for the Worldcue Mobile App varies depending on the functionality being used. For instance, reviewing location intelligence in the app can use up to 3.5Mb, while receiving and viewing a push alert can use around 155kb. Note that enabling location services on your device periodically shares the user's location with the mobile app, so more data may be used with increased movement or travel.

REGISTER YOUR DEVICE
After downloading the application, there are a number of steps to register your device and set your preferences which are described in rest of this section. For details on self-registering your Worldcue account, please request a copy of the Self-Registration Quick Start Guide from your Crisis24 Account Service Manager.

SET YOUR LANGUAGE
The Worldcue Mobile app allows app navigation text to be displayed in one of several languages. The app uses your device's operating system language setting to determine the default language. If your operating system language is set to an unsupported language, the app will default to English (US).

The following languages are available for app navigation:

- English (UK)
- English (US)
- French

- German
- Italian
- Japanese
- Mandarin
- Norwegian
- Portuguese
- Spanish

A subset of Crisis24's Intelligence content is available in English (US) and Japanese, based on your operating system language setting. This content includes:

- Destination Intelligence (10 categories)
- Critical and Warning Alert

If the content is not available in your specified language, the app will present the content in English (US). To set your operating system language preference, follow the instructions below:

Android

1. Tap Settings from the Home Screen
2. Select Language & Input
3. Select Language
4. Pick a language from the list & hit back
5. Phone will refresh in the language selected

iPhone

1. Tap Settings from the Home Screen
2. Select General
3. Select Language & Region
4. Select iPhone Language
5. Pick a language and click Done.
6. Phone will refresh in the language selected

SIGN IN

1. Open the application by selecting the app icon on the home screen of your mobile device
2. Enter your credentials
3. Select **Sign In** to proceed

Credentials can be obtained by creating an account via the link associated with your trip or

assignment, provided in the Welcome Email.

If you are having trouble signing in or you have forgotten your password and cannot reset it using the **Reset Password** link, contact Crisis24 Customer Service via the information provided by clicking **Customer Service from the Sign In page**.

Customer Service can be reached at **+1 (877) 606-4538** (US Toll Free), **+1 (443) 716-2419** (Outside US) or support@crisis24.com

REMEMBER USERNAME
The **Remember Username** feature may be enabled or disabled by your Security or Travel manager. This feature allows you to save your username to facilitate future logins. Select the checkbox upon entering your username to save it for future logins.

RESET PASSWORD
To change your password on the mobile app, select the **Reset Password** link after entering your username on the Sign In screen. A verification email will be sent to your primary email address for your account. If you experience problems with resetting your password, contact Crisis24 Customer Service by clicking **Support**.

TERMS AND CONDITIONS

To agree to the Terms and Conditions, select the **I Agree** button to proceed. To decline, exit the app and uninstall.

ENABLING LOCATION SERVICES
Location Intelligence

The Worldcue Mobile app uses your location (if enabled) for various purposes including the following:
- When you are sent alerts based on your current location
- When users click the "Local Emergency Numbers" feature on the Quick Connect screen
- When users click the "Use my current location" button to send their location via a Crisis or Check-in signal
- When users click the "Use my current location" button from the Intel Location List screen to set their location or when browsing Intel

Should the user prefer not to enable location services in the application, these can be disabled by:
- Choosing "**Never**" when presented with the request to allow Worldcue Mobile to access your location upon first logging into the app.
- Changing the Preferences set in the Profile tab of the app so that the location is not shared when the user sends a Safety Check-in. The Crisis

Signal requires location-sharing.

- Changing the location-sharing option on the send Safety Check-In screen so that the location is not shared for that particular Check-In.

Location-Based Alerting

This feature allows users to opt in to receive Mobile Push Notifications for Crisis24 Alerts based on their device-reported location and preferences. Mobile users will receive Alerts even when they have no Trips or Assignments, increasing Crisis24's ability to provide critical and relevant intelligence to all people in your organization.

ALERT NOTIFICATION AND RESPONSES

When you register for Worldcue Mobile, you are prompted to allow alert notifications and depending on the services subscribed you can respond with your status. Alert notifications can also be sent via SMS message and if your organization subscribes to two-way messaging services you can send a response to your Risk Manager.
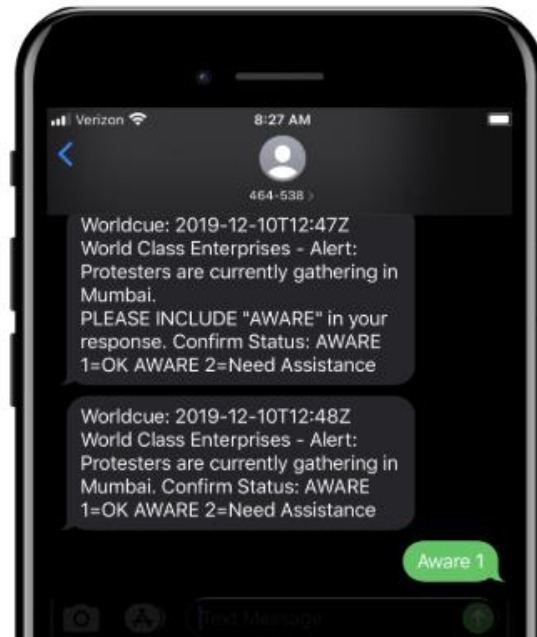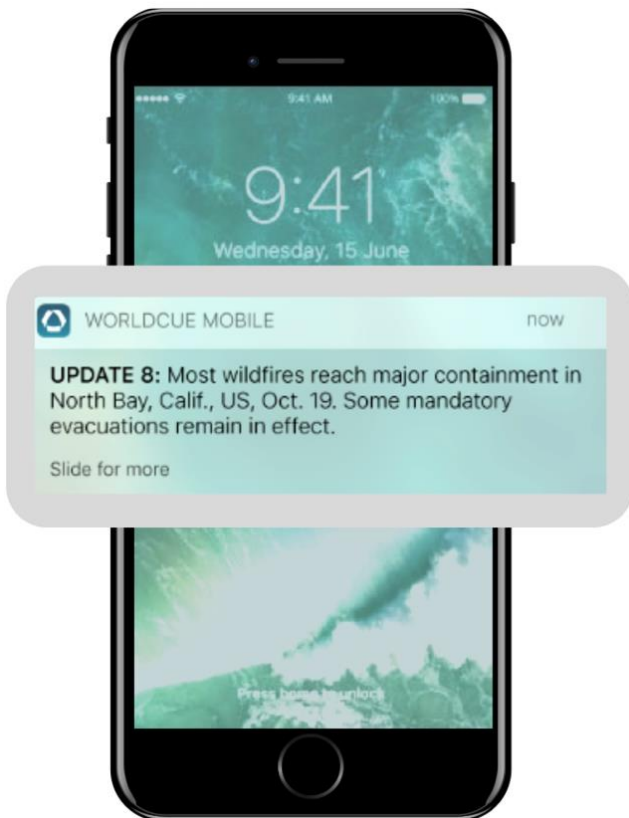
Note: If you choose to respond via SMS, be sure to include "Aware" before you input "1" letting us know you are safe or "2" indicating that you need assistance.

QUICK CONNECT SERVICES

For users with one or more Quick Connect features enabled, this is the application home screen. Enabled services have active buttons and disabled services are displayed as dimmed or unavailable.

For life-threatening situations, contact local emergency services. Select the Emergency Numbers button on the bottom of the screen for a display of emergency numbers for the country shown at the top of the screen.

HOTLINE

The Hotline button automatically dials your organization's emergency hotline service; a Response Coordinator will assist you with travel, non- emergency medical or security needs. **The Hotline service is NOT for life- threatening situations. For life-threatening situations, contact your local emergency services.**

To connect to the Hotline, tap the Hotline button on the Quick Connect screen. You may end the call at any time using the **End** button on your phone.

CRISIS SIGNAL

Crisis Signal sends a data message with your approximate device location to your organization's hotline service to signal your request for travel, medical, or security assistance.**

Signal when help is needed, when voice channels are down or unable to be used, or when you want to communicate silently. Crisis Signal requires that location sharing be enabled on your device. If location services are not enabled, then the crisis feature will be disabled. **Crisis Signal service is NOT for life- threatening situations. For life-threatening situations, contact your local**

emergency services.

To send a Crisis Signal, tap the **Crisis** button on the Quick Connect screen. You may optionally add a note with further information (up to 2,000 characters) to your crisis signal. Select **Send Crisis** to send your signal. A notification will appear at the top of the screen displaying the status of your signal. A notification that the Crisis Signal was sent will appear at the top of the screen.

**NOTE: Data services are required and data chrages may apply.

SAFETY CHECK-IN

Safety Check-In service tells your organization that you are safe in your current location. Sharing your location is optional and enabled by default. Use the Safety Check-In to indicate safe arrival at your destination, daily check-in when traveling in high-risk areas, and hourly check-in during an unusual situation. For exact usage requirements please refer to your companies travel security policy.

To send a Safety Check-In or respond to a Safety Check-In request, select the push notification on the lock page (if enabled) or tap the **Check-In** button on the Quick Connect screen in the app. Select whether or not you wish to share your current location by clicking **Include Location**.

You may optionally add a note with further information (up to 2,000 characters) to your Safety Check- In. Select **Send Check-In** to send your check-in. A notification will appear at the top of the screen displaying the status of your Check-In. A notification that the Safety Check-In was sent will appear at the top of the screen.

EMERGENCY NUMBERS

For a life-threatening emergency, select the Emergency Numbers option to connect to your local emergency services. The Emergency Numbers feature uses location services to determine your current location's emergency numbers.

QUICK ACCESS TO CONNECT FEATURES

The Worldcue icon located in the top right corner of the header bar allows easy access back to the Quick Connect screen from any location within the app.

Location Intelligence

For users without **Quick Connect** services, the **Intel** screen will be your default landing screen. **If you enable location services, this screen will default to your current location**. For users without location services, you will be prompted to select a location.

You can change the location anytime by selecting the **Change Location** option. Select a country or city to change the Intelligence screen. To set the app back to defaulting to your current location, select the **Use my current location** button at the top of the location list.

Intelligence can be viewed by scrolling through sliding tab bar and selecting additional categories of intelligence for the selected location.

ALERTS AND IMPORTANT NOTICES
You can view a list of all active **Alerts** or company-specific **Important Notices** for a location by selecting the **Alerts** or **Notices** tab on the Intelligence screen. This list is sorted by location by default.

**ALERT AND IMPORTANT NOTICE DETAIL**
Selecting an alert will display the alert detail screen which shows full alert or notice details, including the alert start and end date (if applicable), event, affected areas, impact, summary, advice, and additional resources.

An embedded map of the area may also be featured which highlights the affected areas and your current location in relation to the affected areas.

To scroll to other alerts on your alert feed from the alert details page, select the up (**^**) or down (**v**) arrows in the top-right of the page.

DESTINATION/COUNTRY OVERVIEW
The **Overview** tab hosts introductory information such as geographic location with map, time zone(s), year-round climate, advice about doing business/business etiquette/hours, a list of official languages and religions, social customs and more.
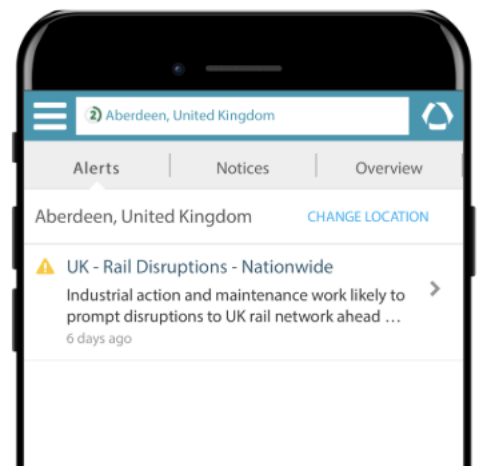
SECURITY OVERVIEW AND COUNTRY/CITY SECURITY ASSESSMENT RATINGS
Security tab contains information regarding the security situation and overall
Country/City Security Assessment Rating (CSAR) of each location. CSAR rates
locations by the following:

- Not Rated (0) – Grey
- Minimum (1) – Green
- Low (2) – Blue
- Moderate (3) – Yellow
- High (4) – Orange
- Very High (5) – Red

It also hosts the sub-rating intelligence, such as Crime, Security
Services, Civil Unrest, Terrorism, Kidnapping and Geopolitical
Stability information specific to the location. Emergency numbers
and embassy information for the location are also included.
Emergency numbers for police, fire and ambulance services are
included, as well as embassy information for larger countries, or
those with a strong historical relationship that may indicate a
significant expatriate population. In volatile countries, foreign
embassies - particularly Western diplomatic
 compounds - are often looked to as safe havens during
outbreaks of violence.

ENTRY/EXIT OVERVIEW
> The **Entry/Exit** tab hosts details about customs rules, including required entry
> documentation, and restricted imports or exports.

HEALTH OVERVIEW
> The **Health** tab includes a list of preferred medical facilities, as well as recommended
> or required immunizations, and an in-depth section on health planning; most notably
> any safety concerns related to food and water.

FINANCIAL OVERVIEW
> The **Financial** tab contains important banking and currency information, such as the
> availability of ATMs, utility of credit cards by type, hours of operation, currency
> convertibility, tipping, and unique local taxes (e.g. VAT in the UK).

CULTURE OVERVIEW
The **Culture** tab contains a list of important dates for the location for the current year.

TRANSPORTATION OVERVIEW
The **Transportation** tab hosts logistical information regarding ground, air and maritime travel, and the relative security of each mode.

FIVE-DAY WEATHER FORECAST
The **Weather** tab hosts the current day and a four-day forecast for the location. The content is provided by a third-party vendor.

LEGAL OVERVIEW
The **Legal** tab hosts information on topics such as restricted-entry areas, photography prohibitions, and other issues that could incur fines or prison. Intelligence is typically listed by topic individually (e.g. photography rules in China).

COMMUNICATIONS/TECHNOLOGY OVERVIEW
The **Communications/Technology** tab hosts electricity and plug information for the location.

ENVIRONMENTAL OVERVIEW
The **Environment** tab hosts any environmental issues of concern for the location.

LANGUAGE OVERVIEW
The **Language** tab contains any updates regarding languages for a location.

TRIPS

Select the **Trips** tab on the side menu to view current and future trips.
Trips are listed in descending order by start date.

(2) ****NOTE**: The Worldcue Mobile app has a standard timeout period of thirty (30) minutes of inactivity, after which you must use biometrics (if enabled) or sign back in to access **Trips**.

TRIP ITINERARY DETAILS

For a trip, the **Trip Name (Record Locator)** and Trip Legs are listed. The trip legs include type (e.g., Air, Car, Hotel or Rail), from/to location and date/time. Legs are in ascending order by start time. The details also include the overall Security Assessment Rating(s), total alert(s) and notice(s) counts, and button(s) to view more Location Intelligence for the trip location(s).

Trip leg details contain various travel details including:

AIR
- Departure Date and Time (Local)
- Departure Airport Code
- Departure Airline Code
- Departure Flight Number
- Arrival Date and Time (Local)
- Arrival Airport Code

CAR
- Pick Up Date and Time (Local)
- Pick Up Location
- Company Name
- Company Phone
- Drop Off Date and Time (Local)
- Drop Off Location

HOTEL
- Check-In Date and Time (Local)
- Check-Out Date and Time (Local)
- Location
- Hotel Name

- Hotel Phone

RAIL

- Departure Date and Time (Local)
- Departure Location or Station Code
- Train Number
- Arrival Date and Time (Local)
- Arrival Location or Station Code

Assignments

Select the **Assignments** tab to view current and future expat assignments. Assignments are listed in ascending order by start date.

ASSIGNMENT DETAILS

Select an **Assignment** from the list to view details, including assigned location, assigned facility, arrival date and departure date. The details also include the overall Security Assessment Rating and a button to view more Location Intelligence for the Assignment location.

**NOTE: The Worldcue Mobile app has a standard timeout period of thirty (30) minutes of inactivity, after which you must use biometrics (if enabled) or sign back in to access assignments.

My Profile

Select the **My Profile** tab to view your profile information, including contact information and preferences.

NOTE: The Worldcue Mobile app has a standard timeout period of thirty (30) minutes of inactivity, after which you must use biometrics (if enabled) or sign back in to access **the My Profile tab.

PRIMARY INFORMATION

The default view is the **Primary Info** profile information, which includes general and primary (day-to-day) contact information:

- First, Middle and Last Name
- Company
- User Name
- Employee ID
- Daytime Phone
- Evening Phone
- Mobile Phone
- Fax
- Primary Email
- Secondary Email
- Address

**NOTE: The Primary information should not be edited, if you need to update the Primary Information, please contact your travel manager.

TRAVELING INFORMATION
Select **Traveling Info** to see contact information used while on travel. Fields include:

- Daytime Phone
- Evening Phone
- Mobile Phone
- Fax
- Primary Email
- Secondary Email
- Address

NOTE: If the traveling profile does not have any contact information populated, the primary profile was used to pre-populate your traveling profile. Use the Edit feature to update your Traveling contact information.

EDIT
Select the **Edit** button in the top right corner to make changes to your Primary or Traveling info sections of your profile. To change profile information, select the field to the right of the field title and use the keyboard of your device to enter information.

> **NOTE**: Some fields may be unavailable for editing due to provisioning.

> Click **Save** at the top right when you are done making changes to your profile.

Communication History

The user will be able to select any items received and view the detail of that individual item (i.e., alert detail & map with user's current location, or the communicator message and the ability to respond, unless the message was deactivated.)

This includes the following:
- Alerts based on Trip/Assignment
- Safety Check-In and Survey Messages sent using Crisis24 Communicator
- Crisis Signals and Safety Check-Ins sent from Worldcue Mobile

Preferences

Select **Preferences** to change your settings. Features include:

- Safety Check-In Location Sharing: enabling this allows Worldcue Mobile to access your location when sending a Safety Check-In
- Location-Based Alerting: In order to receive alerts based on your current location, Location Services on your device needs to be set to "Always." You can also filter the alert severity level.

Note: The Worldcue Mobile Preferences include the ability to view whether or not the following devices settings are enabled on your device to ensure optimal functionality:

- Push Notifications – Enable push notifications on your device to receive alert notifications based on your itinerary or current location (if Location-Based Alerting is enabled).

- Location Services – Enable Location Services on your device to allow Worldcue Mobile to gather relevant intelligence and send you alerts based on
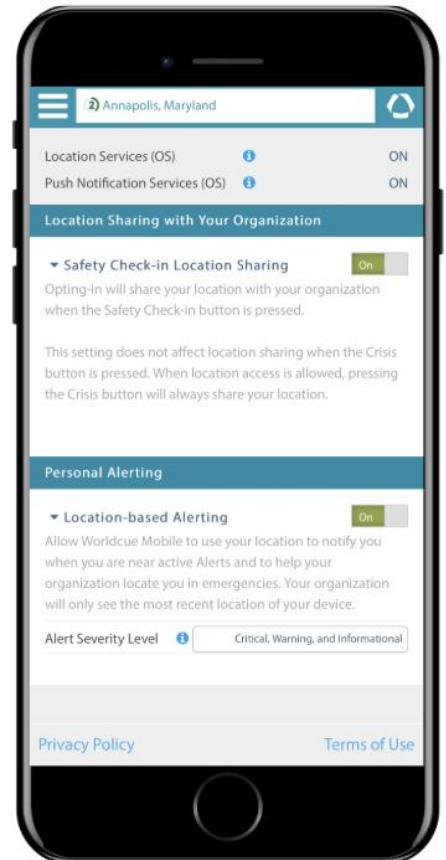
EMERGENCY CONTACT

The **Emergency Contact** screen includes details for an individual to contact in the event of an emergency during which you cannot be reached.

- Name
- Primary Email
- Secondary Email
- Address
- Daytime Phone
- Evening Phone
- Mobile Phone
- Fax

EDIT

Select the **Edit** button in the top right corner to make changes to your Emergency Contact sections of your profile. To change information, select the field to the right of the field title and use the keyboard of your device to enter information.

**NOTE: Some fields may be unavailable for editing due to provisioning.

Click **Save** at the top right when you are done making changes to your Emergency Contact profile

Worldcue Translator

For users with the **Worldcue® Translator** feature enabled, select the **Worldcue Translator** option from the side menu to navigate to the translation tool.

If you have not already installed the Worldcue Translator app, select the **Download Now** button to install it from the App Store. Once the app has been installed, navigate back to the Worldcue Mobile app and select the Worldcue Translator tab from the side menu. The app will automatically sign you into the Worldcue Translator app.

If you are unable to automatically sign into the Worldcue Translator app, enter your email address provided by your organization on the sign in screen and proceed to the login screen.

Crisis24 Customer Service

To contact Crisis24 Customer Service, select the **Support** tab, which includes options to call or email the team.

Crisis24's Customer Service team is available 24 hours a day, 7 days a week, 365 days a year to help you with your mobile app. Customer Service can be reached at **+1 (877) 606-4538** (US Toll Free),**+1 (443) 716- 2419** (Outside US) or support@crisis24.com

Privacy Policy

To learn more about Crisis24's Privacy Policy, visit the Privacy Policy tab.

Terms of Use

To learn more about Crisis24's Terms of Use, visit the Terms of Use tab.

Session Timeout

The Worldcue Mobile app has a standard timeout period of thirty (30) minutes of inactivity, after which you must use biometrics (if enabled) or sign back in to access secure areas of the application, such as the **Trips**, **Assignments**, **My Profile**, **and Emergency Contact** screens. You still have access to all other tabs without signing in. Select the side menu option to navigate to the various other features of the app.

Sign Out

The **Sign Out** button can be found on the top of the side menu. The logout option is located in the top right corner of the side menu. Once you log out, you cannot get into any part of the application without signing back in.

Security and Privacy

The Worldcue Mobile app has various ways of keeping your data secure:

- Secured protection of Personal Identifiable Information (PII) by requiring users to Sign In to view:
    - Trip and Assignment Detail
    - Employee Profile and Emergency Contact information
- Active credentials required to install & configure application
    - Optional Remember Username feature
- No PII is stored on the device by the application
- Session tokens provide controlled access to PII by requiring a two (2) hour session timeout and manual Log Out features
- HTTP over SSL used for all communications
    - Validate no injections into requests
- Use of location services is optional and driven by end-user
    - Application-wide configuration
    - x Per-use confirmation (Safety Check-In)

**NOTE: To verify that you should still have access to the Worldcue Mobile application, every thirty (30) days you will be required to perform a full login again. You will lose access to the PII items until

you re-login, however you will still be able to use the Intel, Crisis, Check-In and Hotline buttons.