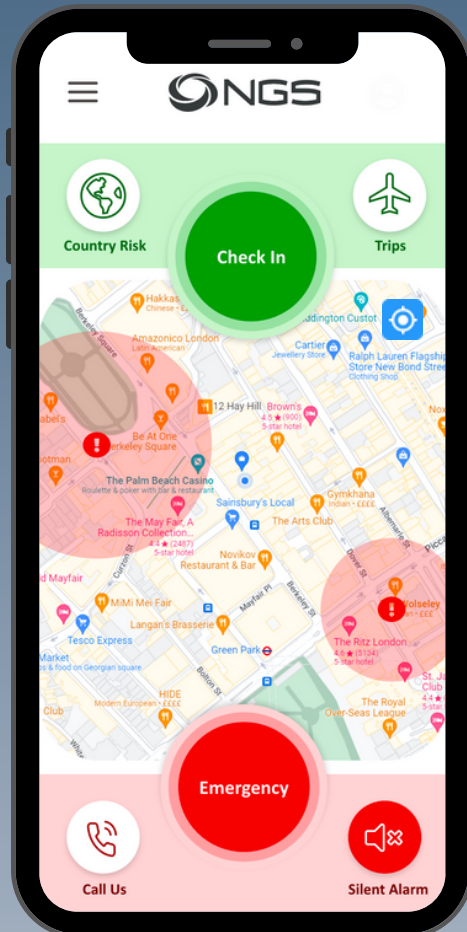




Aurora App

User Guide



Safeguarding your tomorrow, today.



Introduction

The NGS Aurora App is a fully integrated tracking, risk management, and travel safety solution, designed to make personnel safer during their global travels. The application runs on both IOS and Android devices. If you have any feedback or questions, do not hesitate to get in touch by phoning NGS at any time on **+442071 838910** or via email at **t2ops@northcottglobalsolutions.com**

1 Downloading the Aurora App

There is a link in your invitation email to download the App from either the Google Play Store or from the App Store depending on your device. Alternatively, you can search for the NGS Aurora App in either store and click 'Install'.

2 Pop-ups

These will only appear when logging in for the first time.

Popup 1:

Privacy Policy -> click on the hyperlink to view NGS' data privacy policy and once you are happy, toggle on 'Accept Terms and Conditions'

Popup 2:

Use the device's location -> Select "While Using the App" and then in the device's permissions "Allow all the time".

Please note, NGS does not collect any of your location data unless you actively press a location-sharing button (eg check-in, emergency, activate active tracking). The only reason we need you to select "All all the time" is so that if you turn on 'Active Tracking' you can still use other devices and run the tracking in the background.

Press Continue

3 Logging In

1. Press Login
2. Enter Email Address
3. Press Next
4. Enter Password
5. Press Login
6. Logs into Homescreen with the map displaying and your location displaying as a blue dot

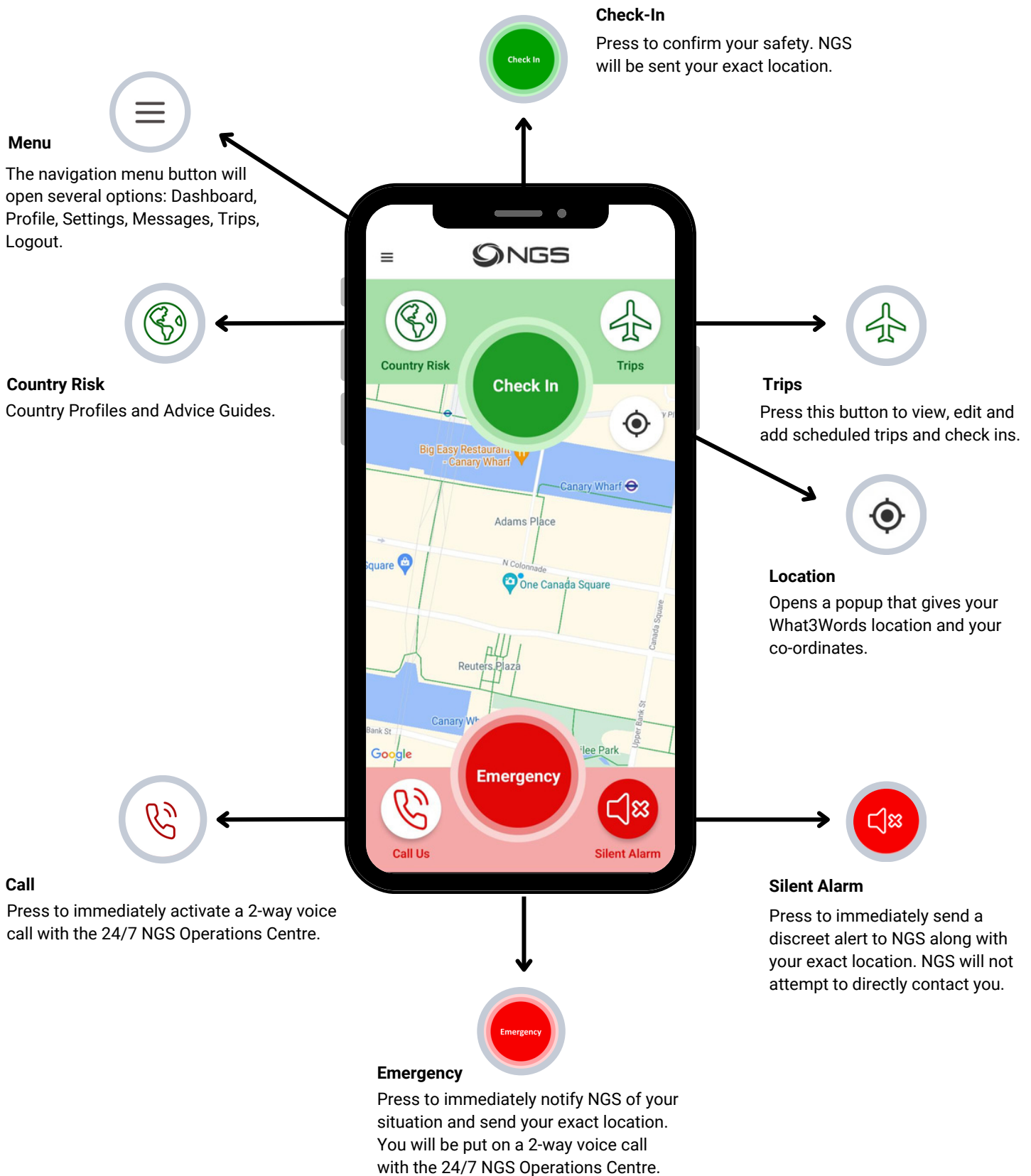
4 Enable Location

To ensure we are able to view your location please press the 'Enable Location' button in the middle of the map. You will then be asked if we can use your location data in a popup. Please select 'Only While Using'.

Your App should now be setup and ready to use



Features: A Quick Guide





Menu

The first function along the top of the screen is a Menu Button. Pressing this button will display four additional buttons:

- **Dashboard** – Pressing this button will take you to the home screen which displays the map and core buttons.
- **Profile** – Pressing this button will take you to your profile page, where you can view and edit your information. The user profile is synchronised across the Aurora Platform and the Aurora App so any changes on one will also be reflected in the other.

The user profile will display your profile picture, if you have added one. If you would like to change it you can press the profile icon and choose a file from your device. You will need to fill in all of the information under the “required information” section. The “additional information” section is optional however we would recommend this is filled in as much as possible so that the NGS Operations Centre doesn’t encounter any delays in the event of an emergency. “Optional information” is again optional however it is recommended that you provide NGS with as much information as you can.
- **Settings** – Within this function users can turn active tracking on and off and change the increments in which you require NGS to track you, as well as the ability to send alerts/check-ins to the NGS Operations Centre via SMS as a fall back if your wifi and data networks fail. It is highly recommended that this is kept on as a redundancy.
- **Messages** – This opens the 2-way messaging service between you and our 24/7 Operations Team. The messages between you and the team will display for 7 days.
- **Trips** – This will take you to the Trips page
- **Logout** – Pressing this button will log you out of the app.



Check In

This function is used to confirm your safety during a trip. Pressing this button will open a pop up asking you to confirm you wish to send a check-in alert, once confirmed it will send a one time location ping to the NGS Operations Centre and confirm your welfare.

If your check-in has been successful, you will receive a popup saying "Check-in has been sent"



Emergency

In the unlikely event of an emergency, press this button to immediately get in contact with the 24/7 NGS Operations Centre. Once you press this button, a confirmation pop-up will appear asking if you are sure that you want to send the alert. Once you have confirmed, this will engage your “Active Tracking”, sending your location to the Aurora Platform every 10 seconds and open a two-way voice call to the NGS Operations Centre.

If your alert has been successful, you will receive a popup saying "Emergency Alarm has been sent" and you will receive an email confirmation.

If you do require assistance, the NGS Operations team will begin to assist you from the second that you activate your alert. If you do not need assistance you will still need to speak to an NGS Operator in order to confirm that you are not in any danger. The NGS Operator will then resolve your alert.



Silent Alarm

Pressing this button sends a discreet alert to the 24/7 NGS Operations Centre who will escalate according to protocol. The silent alarm feature will not create a 2-way voice call and you won’t hear any notification, it will just send an alert and the user’s location (every 10 seconds) to the Aurora Platform.

If your alert has been successful, you will receive a popup saying "Silent Alarm has been sent" but you will not receive an email confirmation due to the discreet nature of the button.



Map and Location

In the center of the home screen, a map is displayed, with a blue dot that represents your current location. In the right-hand corner of the map there is a location button. Pressing this button will open a pop up to show your co-ordinate location and What3Words.



Call Us

The first function along the bottom of the screen is a Call Us Button. Pressing this button will immediately put you in contact with the 24/7 NGS Operations Centre.



Country Risk

Pressing this button will take you to a new page with three tabs:

- **All Countries** – This is a library of country profiles for all countries in the world, the library is scrollable and searchable by country through the search bar. The information for each country is categorised as follows: Overview, Political, Operational, Security, Terrorism, Travel, Medical Advice, LGBT Travel, Cultural Considerations, Natural Hazards, and Security Advice. Each country is also assigned a risk rating. The profiles are regularly updated by the NGS Risk Department.
- **Saved** – This is where all of the country profiles and advice guides you have saved will appear for easy access. Clicking on their name will automatically open said profile or guide.



Trips

Pressing this button will take you to a new page with two tabs:

- **Trips** – Pressing this tab will display all current (displayed in green) and upcoming (displayed in blue) trips that you have. Pressing the edit icon on the trips banner will allow you to edit the trips information. Pressing the delete icon will permanently remove the trip from the trips page. Any changes made by pressing the edit icon or the delete icon will also be reflected on the Aurora Platform and vice versa

To add a Trip:

1. Press the 'Create Trip' button
2. Leg 1: this is the information to go from A to B. For example, London to Paris.
 - a. "Origin Country", "Origin City", "Origin Timezone": these are the details of where you are starting your journey from. In the example above, this would be for London. The timezones are pre-determined by the country selected but if your destination has multiple timezones you will need to choose the correct one.
 - b. "Departure Date and Time": this is the time you are due to leave the origin. For example, what time the flight leaves London. Please enter this in local time.
 - c. "Destination Country", "Destination City", "Destination Timezone": this is where you will be going on your trip. In the example above, this would be for Paris.
 - d. "Arrival Date and Time": this is the time you would arrive at the destination. For example, the time the plane lands in Paris.
 - e. Optional: Travel Type: Flight or Car. Depending on the option you select, you will be asked to input the flight number or car registration number. Please note that these fields are not required.
3. Press "Add Trip Leg" to add your next travel leg (eg trip leg 1: London --> Paris and trip leg 2: Paris --> London). At a minimum, you must have 2 trip legs in order to get back to where you started.
4. Optional: you can add more trip legs if you are not doing a standard journey of A to B (For example, UK to Paris to Berlin to UK)
5. Click "Next" button and input the frequency of the Check-Ins required: Never, At Arrival and Departure, Every 2 Days, Every Day, Twice Every Day. Once you have chosen a check-in option you can proceed to press "continue" which will take you to a summary page of your trip and its check-ins. Once you are happy with all the information, you can press "save", this will generate the trip and notify you that NGS has received the information. This trip will then populate your Trips tab in the Aurora App and on the Aurora Platform.



Trips

- Check-ins – The second tab labelled Check-ins will show all check-ins (regardless of the trip they are in), in chronological order.
 - Due Check-In: when your check-in is due, you will receive a notification titled 'Scheduled Check-In' asking you to check-in. Please press the green check-in button on the App and wait for the confirmation popup.
 - Missed Checkin: if you have surpassed your grace period without checking in, you will receive another notification asking you to check-in immediately otherwise the Ops team will escalate. To check-in, please press the green check-in button on the App and wait for the confirmation popup.
 - To edit/ move check-in: please contact our Ops team either by messaging them using the 'Messages' function in the App. Alternatively, you can call them using the button on the Dashboard or email them at t2ops@northcottglobalsolutions.com