

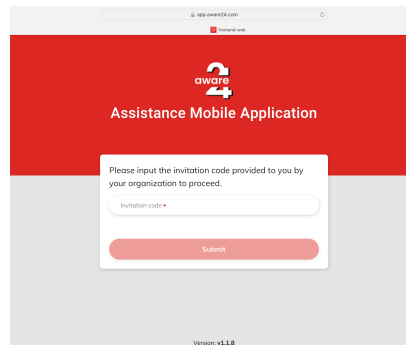


Mobile app registration

Please be aware that registration can be completed via websites or via the mobile app.

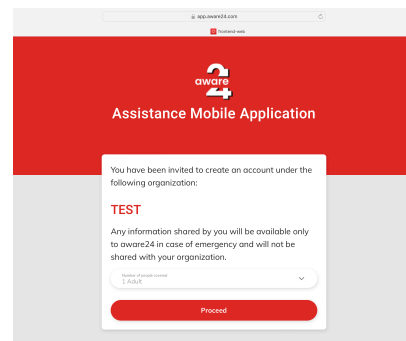
It's crucial to understand that once the registration process is initiated, it must be carried through to completion without interruption. Stopping the registration before it's finished could potentially result in technical issues or bugs.

Registration via the websites (<https://app.aware24.com/#/signup/invite>).



Once you reached this page you can copy and paste the invitation code you received from your company's focal point.

Please avoid using "Brave" browser. Safari or Google Chrome can be used.



This will be the page you will arrive at after you have entered the invitation code you've received. Your company/organisation name should appear here.

The steps for the rest of the registration are similar to the steps in the app. Please refer to the guideline on the registration via the app.



Mobile app registration via the App

Download **Assistance - aware24** app via Apple Store or Google play.

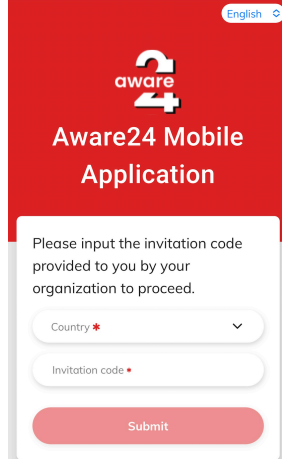


Registered Country

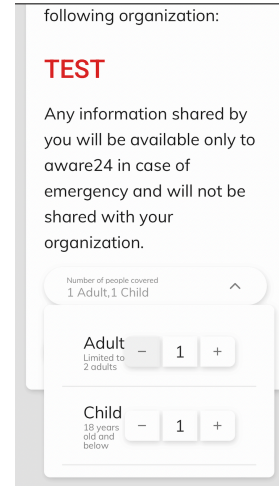
Choose the country where you registered

Don't have an account yet? [Sign up](#)
Or you can [continue as guest](#)
[Forgot password?](#)

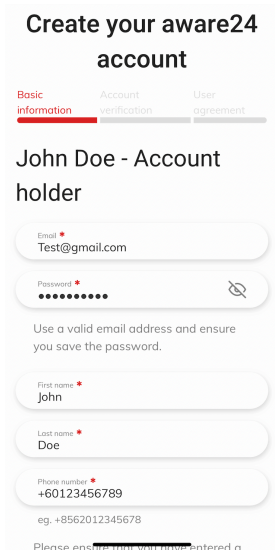
Click on 'Sign up'



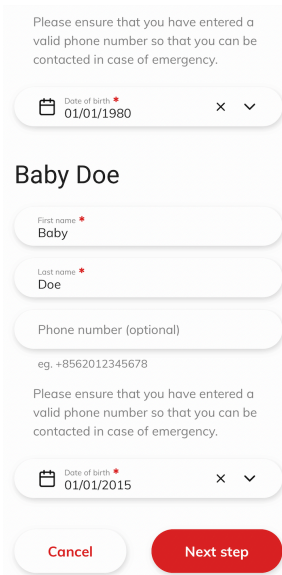
Select country and copy and paste invitation code (case sensitive) you have received.



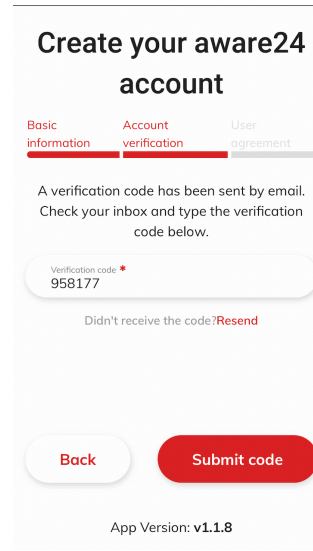
Select the number of adult and child subscribed



Fill up the email and create desired password. Fill up the rest of the info. Fields marked with * are mandatory fields.



Fill up information for your dependant(s) if any. Upon clicking 'Next step' - you will receive a verification code to the email registered.



Enter the verification code from your email and click 'Submit code'.
Important: Please wait for a few minutes for the code to arrive. Some email servers have strong filters which might cause delay.



Mobile app registration via the App

Create your aware24 account

Basic information Account verification User agreement

Mobile application terms & conditions

Introduction
 Aware Assistance Ltd. Mobile Application provides you with assistance solutions in case of emergency medical situations. Our mobile application is meant to fill the gap between the moment you need assistance and the moment your insurance takes over, which can take precious hours away. Our duty is to provide you with timely last mile emergency medical solutions, being sending you an ambulance, emergency evacuation, directing you to

to the application.

4. Waiver
 No failure to exercise, and no delay in exercising, on the part of either party, any right or any power hereunder shall operate as a waiver thereof, nor shall any single or partial exercise of any right or power hereunder preclude further exercise of that or any other right hereunder. In the event of a conflict between these Terms and any applicable purchase or other terms, these terms shall govern.

I acknowledge that I have read, understood and accepted the [Terms and Conditions of Use](#) and the [Terms and Conditions of Sale](#)

[Back](#) [Register](#)

App Version: v1.1.8

Congratulations, your account has been created!

Thank you for choosing aware24!

Download and install the app that has been distributed to you in order to use the application.

[Back to homepage](#)

Please read and acknowledge terms and conditions by clicking 'Register'. Your account is created. Click on 'Back to homepage' to continue with the rest of the registration.

Click on 'Done' to return to the login page.

Choose your Registered Country from the drop down list. Click on 'Log in with Email' option. Enter your email and password registered earlier and click 'Log in'



Mobile app registration via the App

Choose the country where the app will be used



Choose the country you are current at from the drop down list and click 'Next'.

Important: Please change country* when you are travelling.
*Subject to availability

Passport details

Communication preferences

Emergency contacts

Insurance

information

Medical history

Social history

Please proceed to fill up the informations under these topics.

Important: Only fields marked * are mandatory. The rest, even though not mandatory, can be very vital during emergencies.



Where do I start?
Start by adding your personal information. Filling in your personal information is crucial to ensure that you get the best and fastest possible care in emergency situations. In these scenarios, every second counts, which is why we urge you to share as much information as you can.

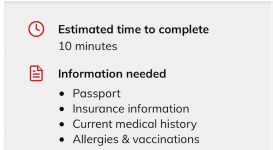
Remember; the more you tell us, the better we can help you!



Please read information in these pages and once you are ready to proceed, click on 'Add personal information' and 'Accept and proceed'.

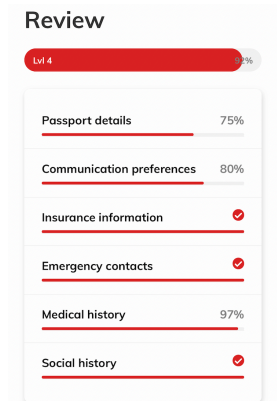
You are about to provide your medical history. This form is crucial to ensure you get the best and fastest care in case of medical emergency.

The more information you share, the more protected you will be.



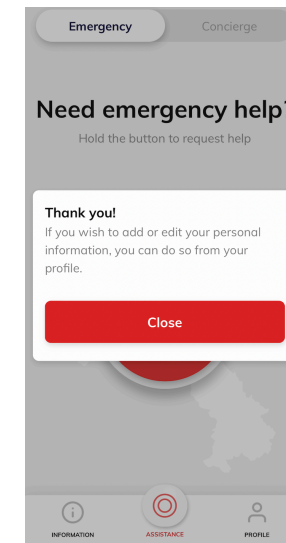
Please note that your personal information will be shared only with medical teams in case of emergency, to ensure you are given the correct treatment.

I understand that the following information will remain confidential and will never be shared with anyone except the medical emergency team, and only in case of emergency. I agree to share my medical history with aware24 in case of emergency.



I agree to share this information with aware24 in case of emergency in order to hand it over to the medical team who will treat me. I understand that this information will not be shared with my insurance company.

Please note that aware24 does not have access to your personal information until you



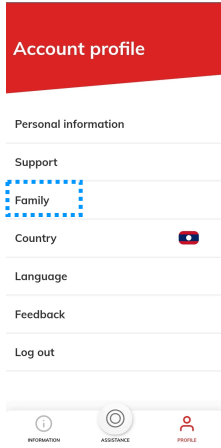
Please read and check the box for acknowledgement. You can come back later to fill up the rest of the information if needed.



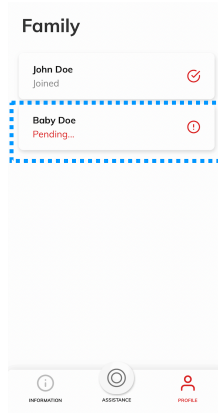
Mobile app registration via the App For Family member(s)



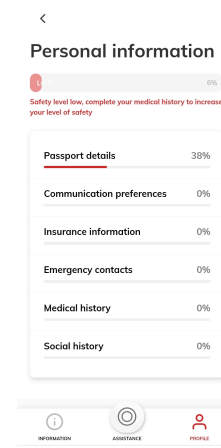
On the main user phone:
Click on 'PROFILE'



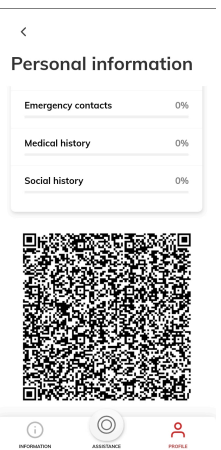
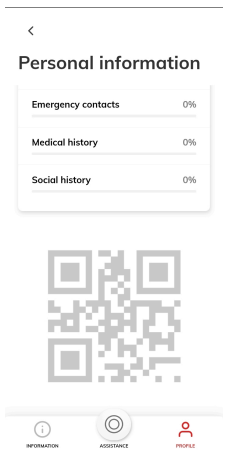
Click on 'Family'



Select the family member
you want to give
access to



Scroll all the way
down



Wait a few seconds to let the
QR code appear

On the family member
phone

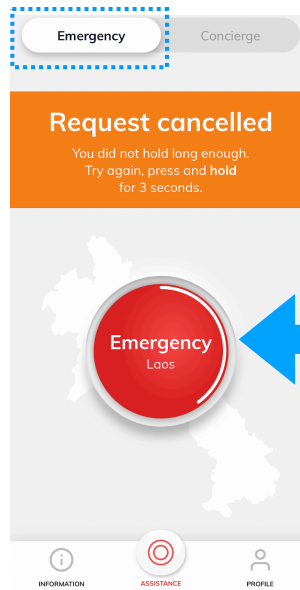
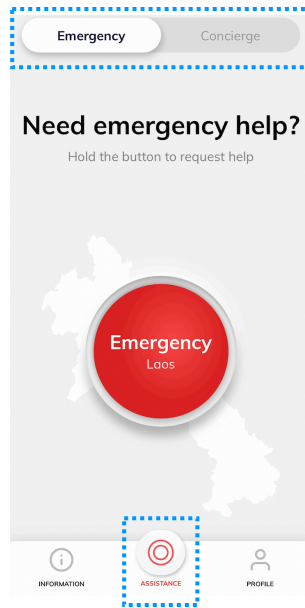


Use the 'Log in with QR Code'
to scan the QR code

Repeat this process for additional family members

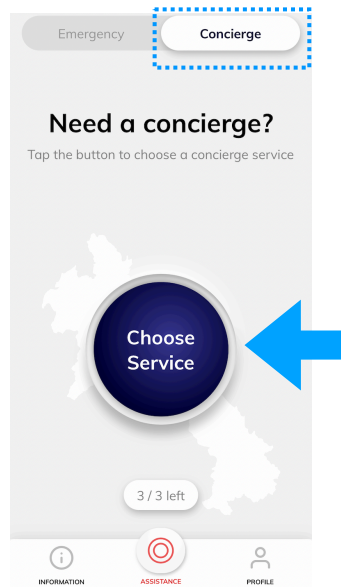
Mobile app Main Menu

ASSISTANCE



ASSISTANCE button
Consists of both
'Emergency' and 'Concierge'
options.

Press and hold the
'Emergency' button for
longer than 3 seconds to
request for help.



Which concierge service would you like?

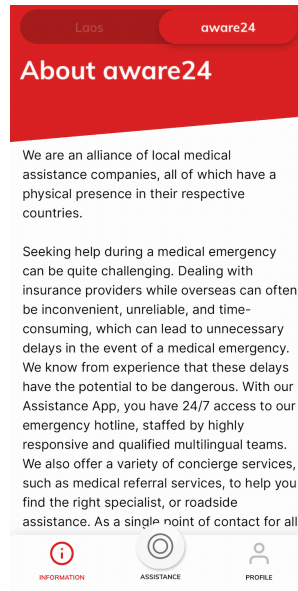
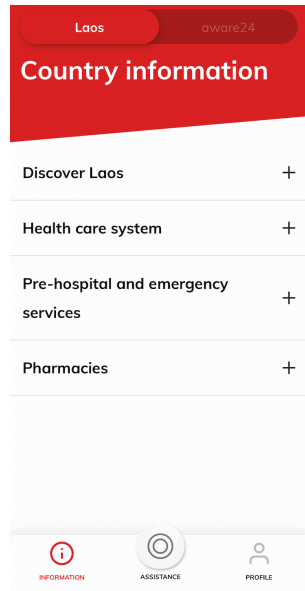
Medical Referral
Get a local referral you can trust

For Concierge service, click
on 'Choose Service' button.
Next screen will list down
option on Concierge
services. Please select the
service required.

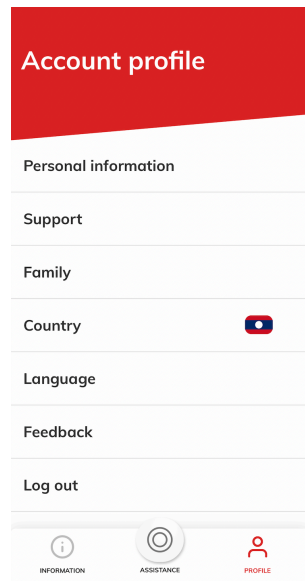


Mobile app Main Menu

INFORMATION & PROFILE

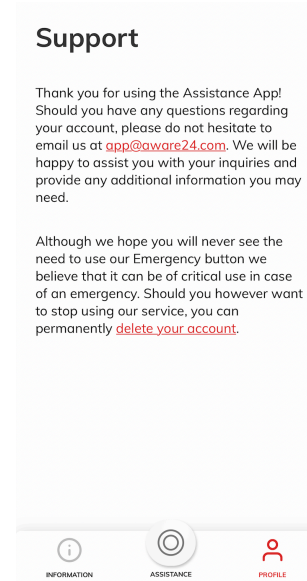


INFORMATION button
Access to useful
information on the
country and health care
system and aware24
company



PROFILE button
Access to user account
profiles.

Under 'Support' tab, you will
find email address on
further support needed and
on the option to delete your
account in the event you no
longer need this service.



Support

Thank you for using the Assistance App!
Should you have any questions regarding
your account, please do not hesitate to
email us at app@aware24.com. We will be
happy to assist you with your inquiries and
provide any additional information you may
need.

Although we hope you will never see the
need to use our Emergency button we
believe that it can be of critical use in case
of an emergency. Should you however want
to stop using our service, you can
permanently [delete your account](#).