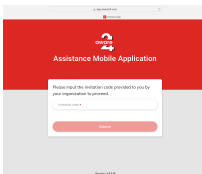


Please be aware that registration can be completed via websites or via the mobile app.

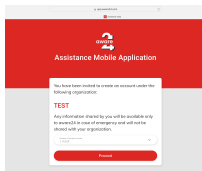
It's crucial to understand that once the registration process is initiated, it must be carried through to completion without interruption. Stopping the registration before it's finished could potentially result in technical issues or bugs.

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.

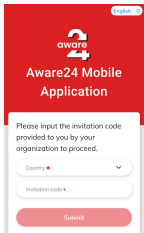


Registered Country

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'



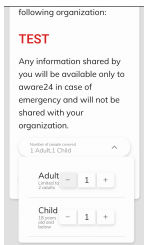
Please input the invitation code provided to you by your organization to proceed.

Country

Initialization code

Submit

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



following organization:

TEST

Any information shared by you will be available only to aware24 in case of emergency and will not be shared with your organization.

Number of people covered
 1 Adult, 1 Child

Adult

Linked to 2 adults

Child

15 years old and below

Select the number of adult and child subscribed

Create your aware24 account

Basic information Account verification User agreement

John Doe - Account holder

Email
 Test@gmail.com

Password

Use a valid email address and ensure you save the password.

First name
 John

Last name
 Doe

Phone number
 +60123456789

eg. +8562012345678

Please ensure that you have entered a valid phone number so that you can be contacted in case of emergency.

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

Please ensure that you have entered a valid phone number so that you can be contacted in case of emergency.

Date of birth
 01/01/1980

Baby Doe

First name
 Baby

Last name
 Doe

Phone number (optional)

eg. +8562012345678

Please ensure that you have entered a valid phone number so that you can be contacted in case of emergency.

Date of birth
 01/01/2015

Cancel

Next step

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

Create your aware24 account

Basic information Account verification User agreement

A verification code has been sent by email. Check your inbox and type the verification code below.

Verification code
 958177

Didn't receive the code? [Resend](#)

Back

Submit code

App Version: v1.1.8

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.

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, understand 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!

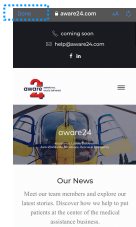
Thank you for choosing aware24!

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.



Registered Country

Choose the country where you registered

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

[Forgot password?](#)



Log in with Email

Log in with QR Code

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

[Forgot password?](#)

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'

Choose the country where the app will be used

Country **Loos** X ✓
Additional countries will be added soon. Stay tuned!

Back

Next

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.

Welcome!

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!

Add personal information

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.

Estimated time to complete
10 minutes

Information needed

- Passport
- Insurance information
- Current medical History
- Allergies & vaccinations

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.



Accept and proceed

Review

1 of 4

| | |
|---------------------------|-------------------------------------|
| Passport details | 75% |
| Communication preferences | 80% |
| Insurance information | <input checked="" type="checkbox"/> |
| Emergency contacts | <input checked="" type="checkbox"/> |
| Medical history | 97% |
| Social history | <input checked="" type="checkbox"/> |

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 **location** until you

Emergency

Concierge

Need emergency help?

Hold the button to request help

Thank you!

If you wish to add or edit your personal information, you can do so from your profile.

Close

INFORMATION

EMERGENCY

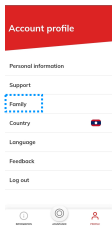
PROFILE

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



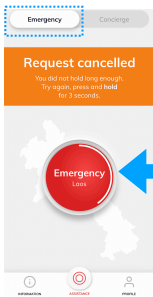
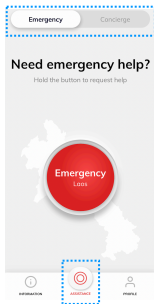
On the family member phone



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

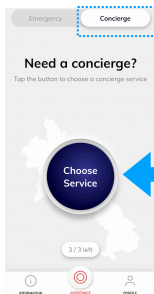
Repeat this process for additional family members

Mobile app Main Menu ASSISTANCE

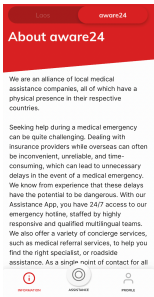
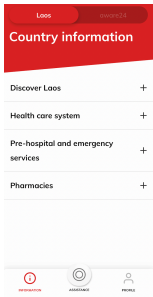


ASSISTANCE button
Consists of both 'Emergency'
and 'Concierge' options.

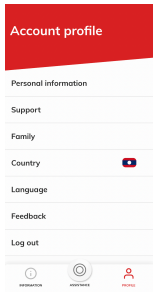
Press and hold the
'Emergency' button for longer
than 3 seconds to request for
help.



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



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.

