



SSF
SCUTUM SECURITY FIRST

SSF Global Solutions User Guide

Mobile Application



www.scutum-sf.com

Technical prerequisites



Stores

The mobile application is available on :

- App Store (Apple)
- Play Store (Android)



Operating Systems

Minimum compatible operating systems :

- Android: version 6.0
- iOS : version 10.0



Network

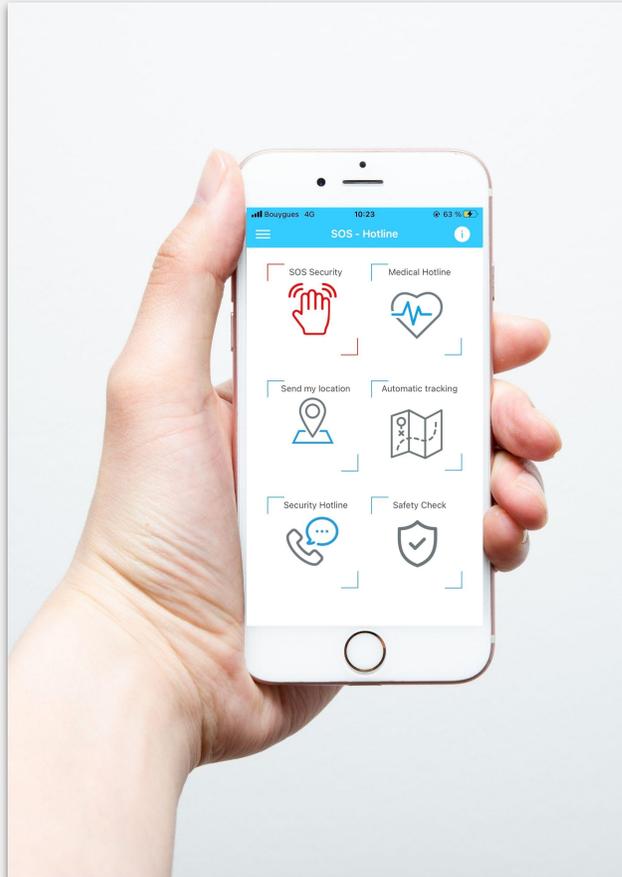
- Your smartphone must be connected to a mobile data network (mobile operator or wifi) to be able to use all SSF Global Solutions' features.



Downgraded mode

- A downgraded mode is available to send SOS by SMS when the smartphone is only connected to a 2G mobile network.

Presentation



Mobile Application

The SSF Global Solutions application is the travel companion that connects you to SSF's bundle of services, which are essential for your safety .

Perfectly integrated with the SSF 24/7 assistance platform, travelers and expatriates have access to prevention and information content and can contact the operational centre with a simple click.



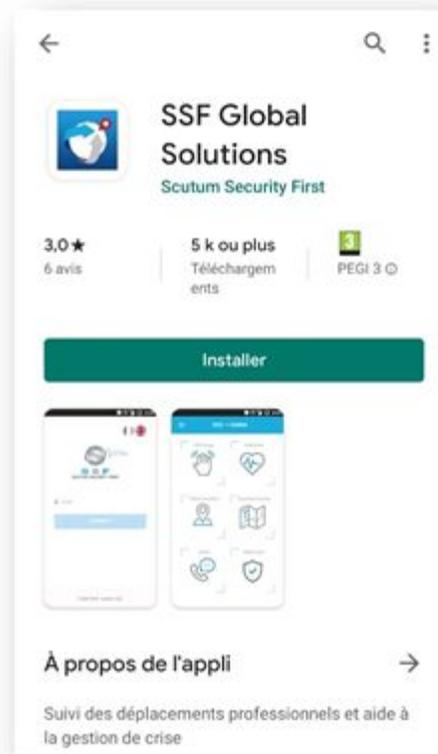
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01. Access & Connection

Creating your user account

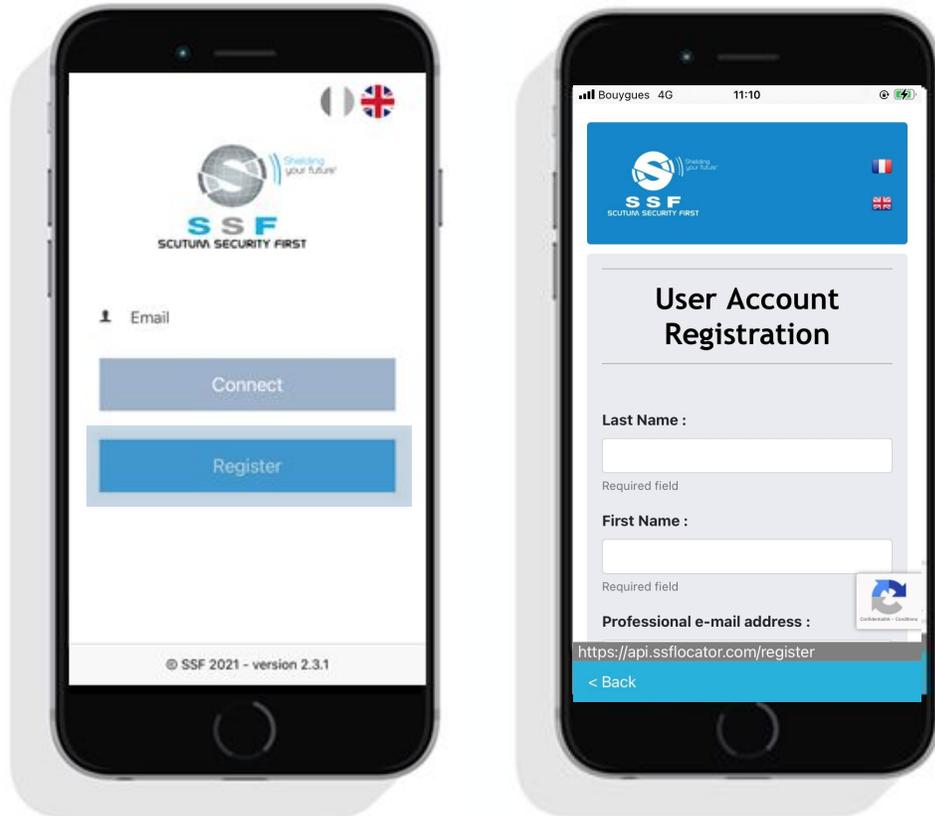
Downloading the app



1 From Play Store and Apple Store

Open your device's app downloading store and install the app.

Creating your user account

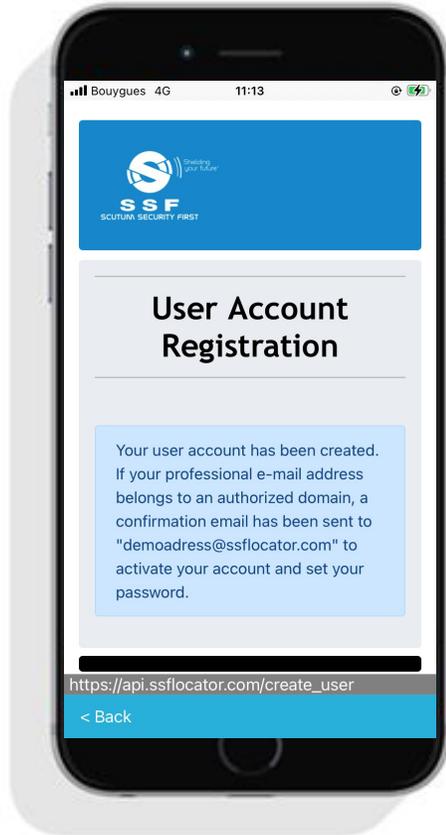


1 Click on the registration button

2 Fill out the registration form
This step only needs to be done once.

It is important to indicate your **professional email address**, which will serve as your **login** and allow you **to be contacted in case of events** during your trip.

Activation of the account



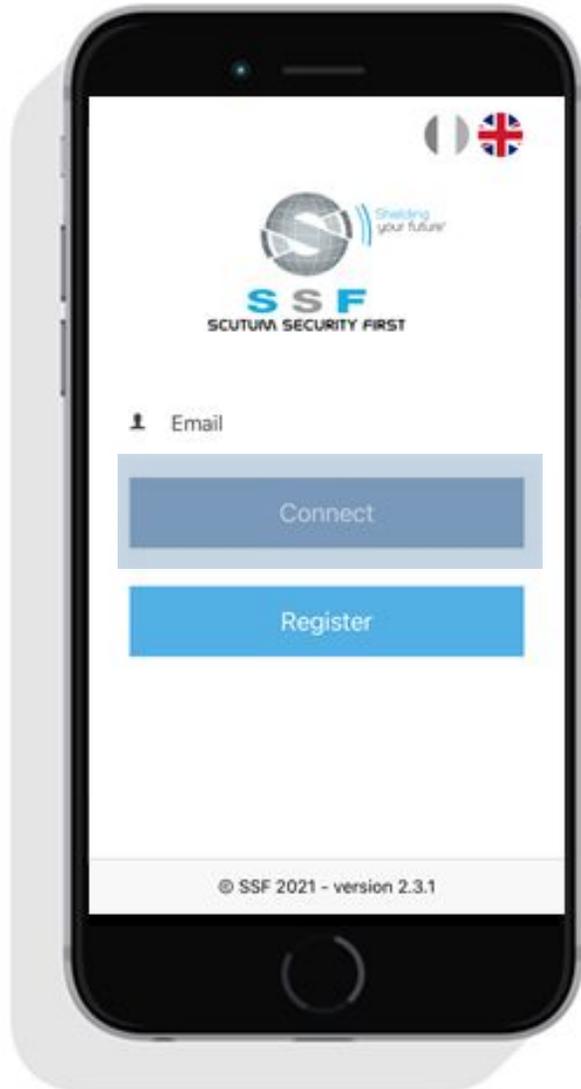
1 After confirming your information, a registration email will be sent to you

Remember to check your junk mail.

2 Click on the link to create your password and activate your account



Connection



1 Insert your professional email address

2 Tap on connect and enter the chosen password

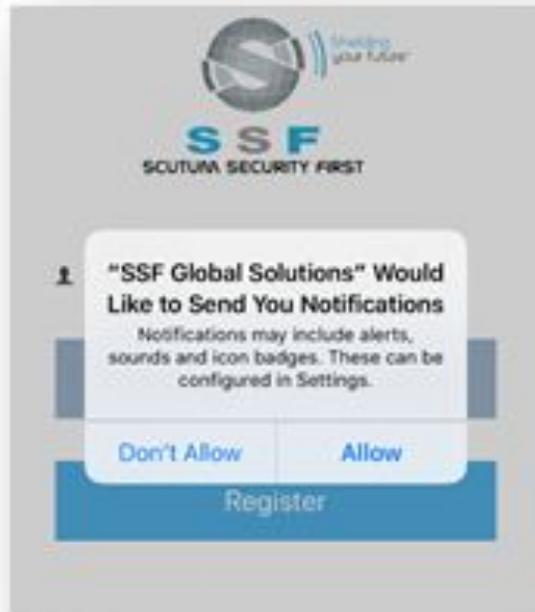
Your account is now created!
You can access all the features of the application.

Language and notifications



The app is available both in **French** and in **English**.

You can select the language by **tapping** the corresponding **flag**.



It is important to allow the app to :

- To **send** you **notifications** in order to receive alerts regarding incidents occurring near your location
- To **access** the **device's location** to be able to use the geolocation features
- To send **Text messages in** order to enable the app to send your GPS location when your mobile data is turned off
- To **make and manage phone calls** for medical or security assistance

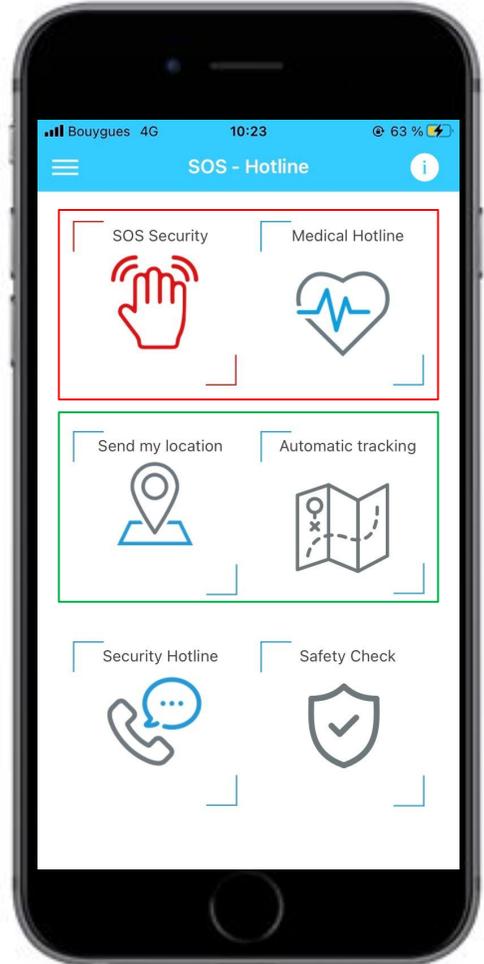
A hand is shown holding a glowing globe. The globe is covered in a network of white lines and dots, representing a global network or data flow. The background is a blurred image of a person in a blue uniform, possibly a security guard or technician.

02. Emergency and geolocation features

Emergency and geolocation features

2 geolocation buttons

1 helpline button



2 emergency buttons

1 Safety Check button



Find all the information about each button from the icon on the top right.

2 emergency buttons



In the event of a security/safety emergency, tap the **SOS Safety** button to immediately **alert** your company's **security team**.



If you need immediate medical assistance, tap the **Medical Hotline** button to launch an **automatic call** to the Medical Assistance number.



Your location has been sent : 16 Rue Magellan,
75008 Paris, France(48.87086746379,
2.2998869871308)

2 geolocation buttons



To send a one-time GPS location, tap the **“Send my location”** button



The **“Automatic tracking”** button enables an automatic transmission of your GPS location at regular time intervals* when you are travelling in a risky area.

Two transmission modes : **Critical Mode** or **Regular Mode**.

1

Select a transmission mode

Critical Mode

Send your position every 60s during 10mn
This will greatly impact battery life

Regular Mode

Your position is sent every 15 mn
This will impact battery life

2

The icon changes colour according to the chosen mode

Automatic tracking



Automatic tracking



3

Remember to stop sending in normal mode

Stop sending position

1 assistance button



You can contact the security hotline **in case of emergency** during your trip or if you have any **security-related questions**, by simply tapping the **Security Hotline** button.

1 Safety Check button



Declare yourself **safe** or **in need of assistance** by responding to a **Safety Check notification** sent by your organisation's security department.



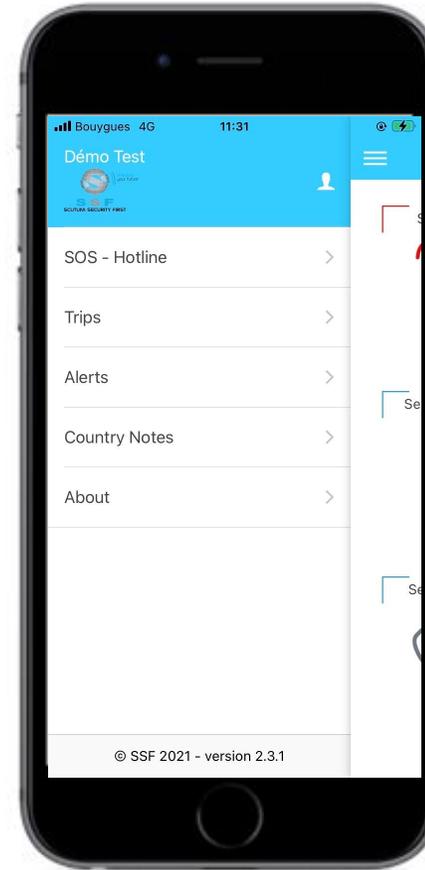
A vertical stack of three buttons for status declaration:

- I am safe** (green button)
- I am in a dangerous situation** (red button)
- I am not in the impacted zone** (grey button)

A hand is shown holding a glowing globe. The globe is covered in a network of white lines and dots, representing a global network or data flow. The background is a blurred image of a person in a blue uniform, possibly a security guard or a professional in a corporate setting.

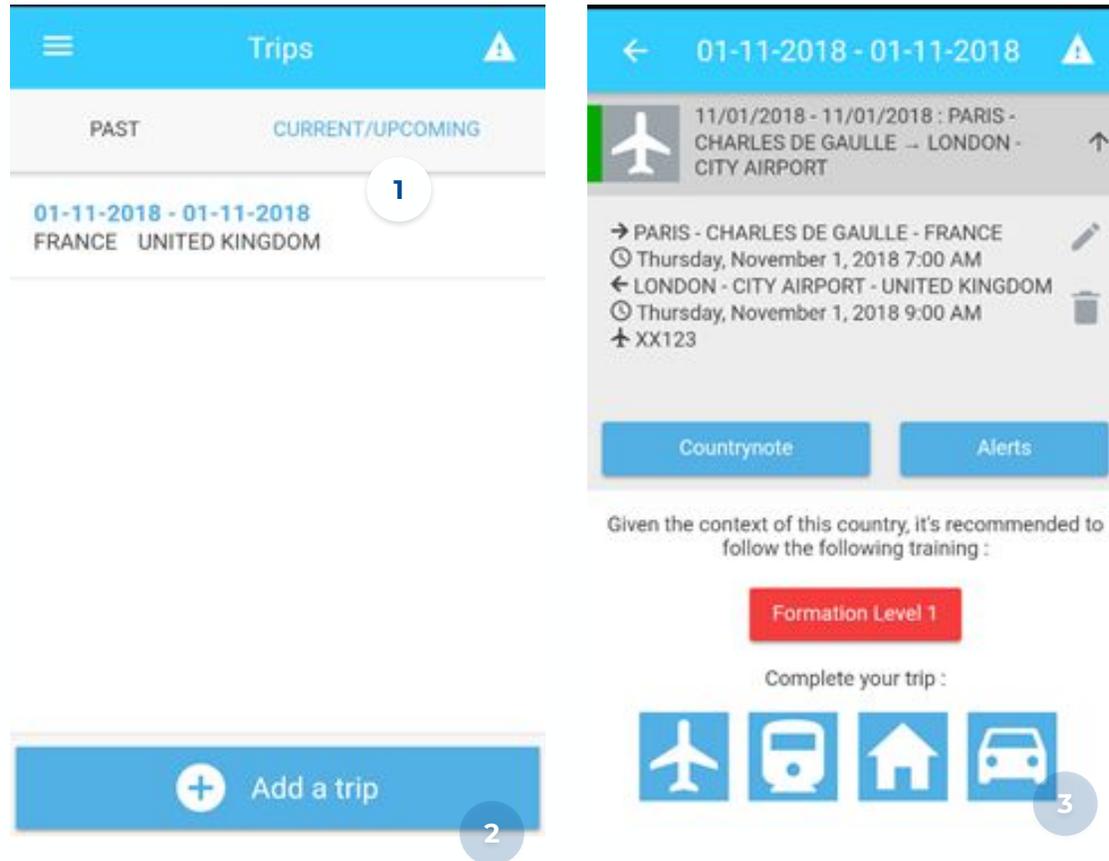
03. Travel Management and security information features

Other functionalities



The below features will enable you to check your **bookings**, to edit your saved trips and to add new trips. You can also find **security information** and **event alerts** specific to your destinations as well as access to **e-learning trainings** according to your company's configuration.

View your trips



1 Consult your travel details

2 Create new trips

3 Complete existing trips with other services

Adopt the right reflexes!

Integrating all of your activities means that my security department can ensure my safety at all times.

Alerts

← Back Alerts ⚠

MYANMAR

Sunday, June 13, 2021 2:23 PM

Demonstration Information

Naypyidaw: Aung San Suu Kyi's trial to begin 14 and 15 June - Demonstrations and security reinforcements to be anticipated, incidents not to be excluded

1

The former de facto head of government Aung San Suu Kyi, who has been charged on several occasions by the ruling military junta, will go on trial in Naypyidaw 14 and 15 June.

From 14 June, she will appear in court on charges of illegally importing walkie-talkies, breaching Covid-19 restrictions and violating a telecommunications law. 15 June, a second trial for "sedition" will begin.

The proceedings are expected to continue until the end of July.

On this occasion, anti-coup demonstrations are to be anticipated in Naypyidaw and in other urban centres of the country.

Security is expected to be stepped up and

← Back Alerts ⚠

SWITZERLAND

Sunday, June 13, 2021 8:38 PM

Demonstration

June 14: National mobilization to defend women's rights - Disruptions to be anticipated

In order to mark the 30th anniversary of the first women's strike, several trade union organizations have called for a national mobilization on June 14 to demand equality between men and women.

Numerous demonstrations are to be expected in urban centers, notably in Lausanne, Geneva, Zurich and Bern. Disruptions are to be expected in the vicinity of the rallies.

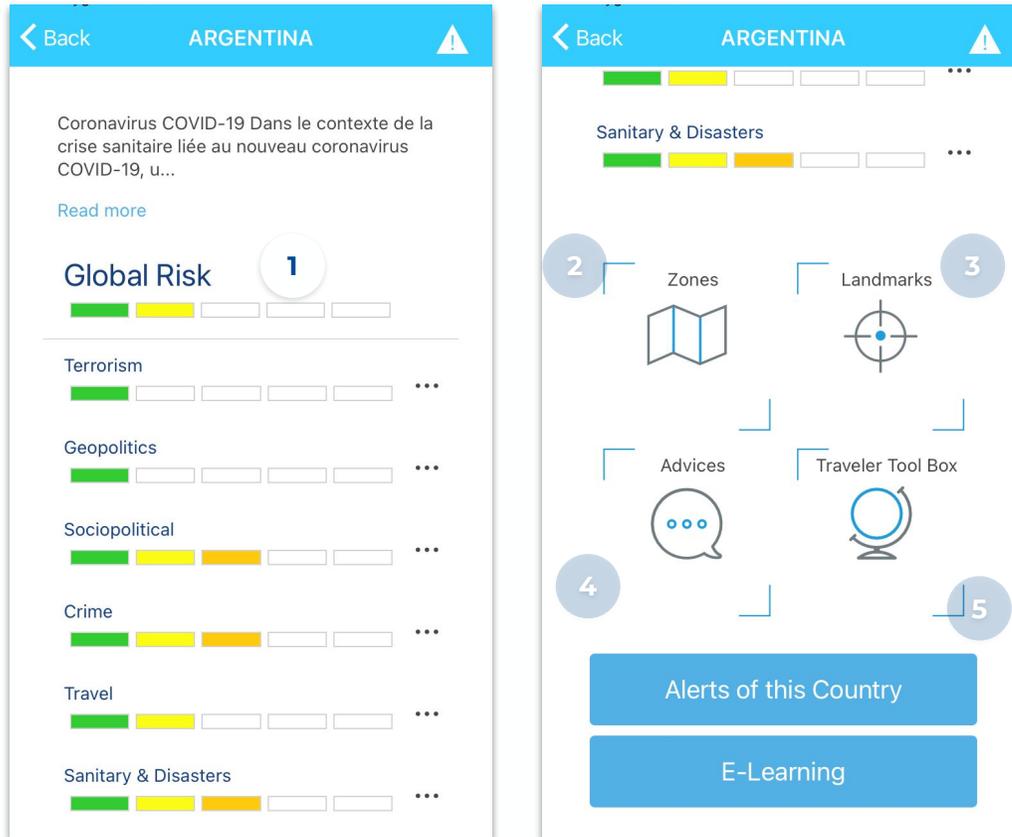
We remind you that it is advisable to keep well away from all gatherings.

2

1 Find the alerts details

2 Consider the associated recommendations

Country Note



1 Global country risk level and colour-coded risk levels by theme

2 The security situation is outlined for specific areas of the country

3 Find general information regarding the country (history, geography...)

4 Practical information and advice on how to behave in the country are provided.

5 Access useful links to plan your trip (reflex sheets, weather forecast, embassies ...)

04. FAQ



Your questions

Access to the mobile application

To access the SSF Global Solutions mobile application, you must use a mobile phone with Internet access.

The mobile application can be downloaded for free from the "Apple Store" and "Google Play Store" platforms on the following mobile devices:

- Apple® iPhone® with the iOS operating system running iOS 10 minimum;
- Smartphone with minimum Android® 6.0 KitKat operating system.

The app is updated regularly to make corrections and add new features.

Once the mobile app is installed on your Smartphone, you just have to log in with your existing SSF user ID.

If you do not have an SSF user ID, you can create your user account by clicking on the "Register" button.

WARNING: For security measures, 3 incorrect login attempts "Username or password error" cause a temporary ban. You will have to wait 10 minutes before trying to connect again.

If you still cannot log in, you can click on "Forgot your password?" to create a new password.

Your questions

Send notifications

To be able to receive notifications (alerts in case of emergency), send your position and contact the assistance teams through this app, it is necessary to authorize the activation of sending/receiving notifications.

If authorization was not given at the time of installing the app, you can manage your app's settings as follows:

1. Go to your Smartphone's settings and then select Apps settings
2. A list of apps that support push notifications will appear, select SSF Global Solutions
3. Activate notifications and agree to send your location, texts and calls



Your questions

Session expired

You will be automatically logged out of the application if you do not use it for more than 6 months.

To restart the application, please follow these steps:

1. Display the recently used applications screen;
2. Close the SSF Global Solutions app by swiping it (sideways for Android or upwards for iOS) ;
3. Restart the application.

Login error

You may encounter the following error message "Failed to refresh authentication token" while logging into the app when the date and time are not set to automatic on the system.

1. Go to the "Date and time" settings;
2. Activate the automatic setting option so that the date and time are set automatically according to your time zone.

Vos questions

Automatic tracking

Irregular sending of positions

The normal and critical modes of automatic tracking are configured to send positions at a frequency defined beforehand during the implementation of the application. It should be noted that these frequencies are indicative and depend on various factors such as the conditions of use and connection of the application.

In addition, using the application or putting the device to sleep generate additional positions.

Potential cases:

1. If automatic tracking is activated, the positions are sent as long as mobile data are available. When crossing an area where 3G is not available, there can be no sending of positions.
2. If the application runs in the background or the phone has been put in standby mode, the sending frequency may vary: it is the telephone system which authorizes or not the sending of positions, independently of the mobile application.
3. If you use simultaneously SSF Global Solutions application with other applications on your phone, each time you return to SSF Global Solutions a new position is sent, regardless of the frequency configured.
4. When activating one of the automatic tracking modes, the sending frequency is less spaced because the frequency stabilizes gradually as the sending position progresses.

Vos questions

Unintentional sending of positions

Automatic tracking positions can be sent unintentionally without manual activation in the following cases:

1. When the phone restarts after it was voluntarily or involuntarily turned off (insufficient battery) while auto-tracking was activated.
2. If you relaunch the application when automatic tracking was not manually deactivated during the previous connection.

If you notice unintentional shipments, go back to the application to activate and deactivate your automatic tracking manually.

Failure to send positions

If you notice that your positions are not sent, then please:

1. Check that mobile data are available in the area where you are located.
2. Check that the application is authorized to access your location. To verify, please follow the instructions described in the Sending notifications section.

Reset the application by going to "Profile" and changing the language. Then restart the automatic tracking.

3. Perform a test with a single position transmission ("Send my location"): if you notice that the application requests an authorization to send an SMS (or if an SMS was sent), it means that you don't have any mobile data.

Sending single position or SOS works by SMS, unlike automatic tracking.

SCUTUM Security First

Shielding your future



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 **SSF Digital**

 **For any question you may have, feel free to contact your dedicated Account Manager !**

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