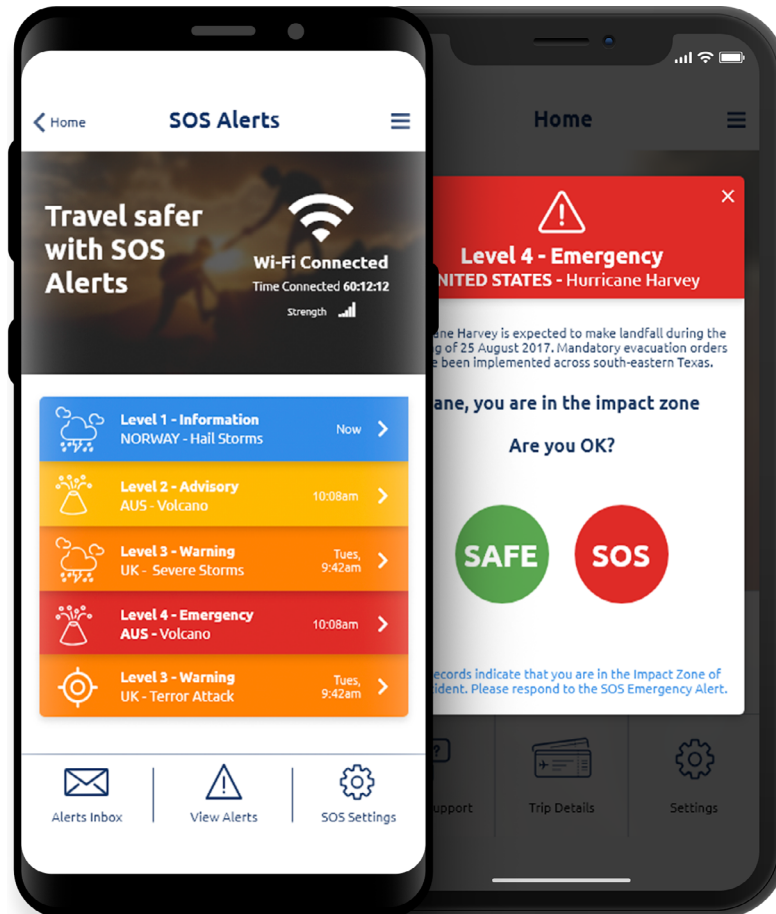


# United SOS Alerts How to Manual

Before using the application, make sure you have an active SOS Alerts voucher or subscription on your account, visit [unitednetworks.net.au](http://unitednetworks.net.au) to purchase and activate this feature.



Click an icon to find out how



Setup  
*(Do this first)*



Responding to  
an Alert



SOS Board



Register  
Contacts



Customisable  
Messages



Alerts Inbox



Trip Management

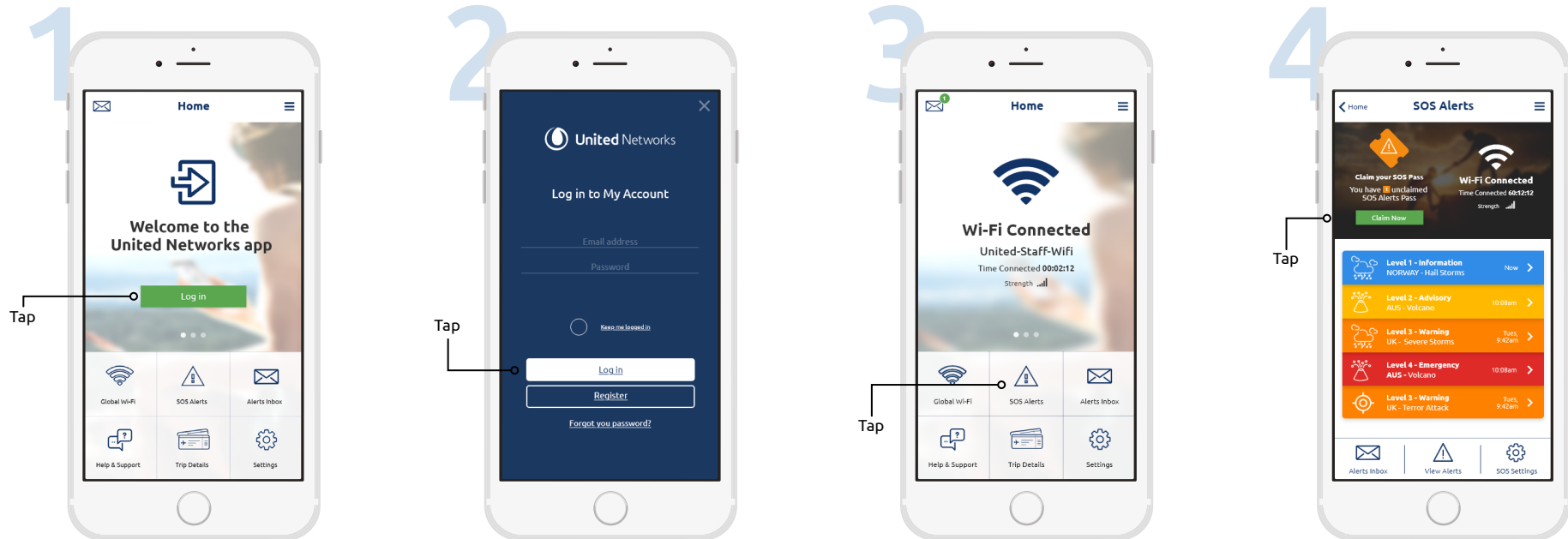


Alerts  
Settings

# Setting Up - Claiming an SOS Alerts Voucher

Make sure you have claimed your SOS Alerts voucher and activated the premium features.

To claim your SOS Alerts voucher

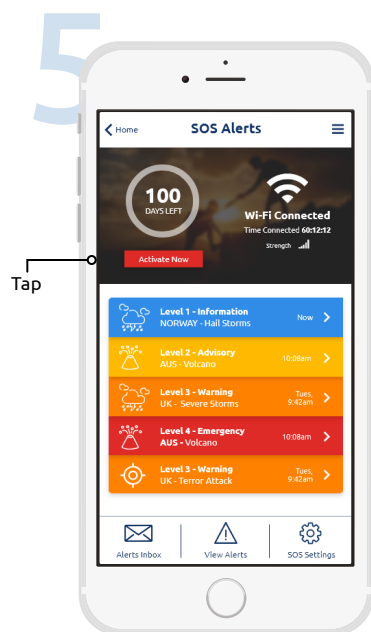


**1.** Download and login to the United Networks App. To login, select the Log in button.

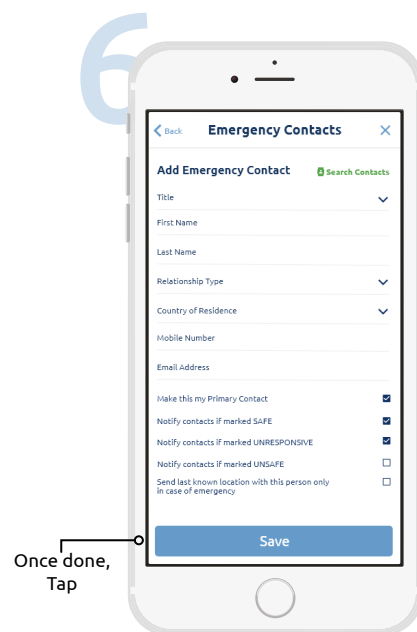
**2.** Log in to the United Networks App. If you are a new user, you should register an Account either on the App or at [www.unitednetworks.net.au](http://www.unitednetworks.net.au)

**3.** Once logged in, select on the SOS Alerts button on the home screen.

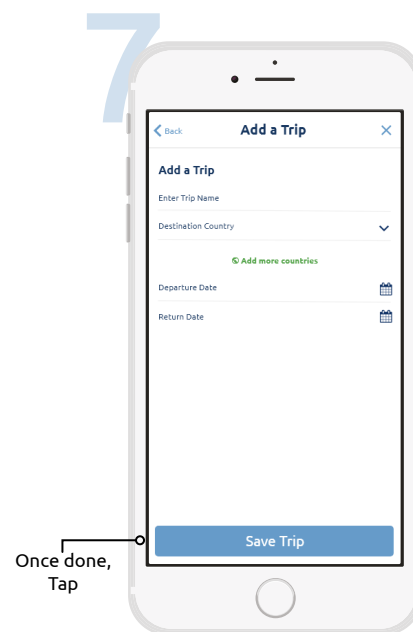
**4.** If you have an SOS Alerts voucher, you will be able to view your voucher in the top left section of your screen. Click **Claim Now** to start your SOS Alerts.



**5.** Once your SOS Alerts has started, you will need to activate the premium features. From the Home Screen tap on '**Activate Now**' underneath the pass.



**6.** To activate, you will first need to nominate an emergency contact. This will be your primary contact to notify of any emergency situations. Fill in their details and save to continue. You can always nominate more contacts in SOS Settings.



**7.** Next, enter your trip details including your destination and your trip dates so you can receive relevant notifications and messages. Save your details to finish the activation. You can always add more trip details in SOS Settings.



**8.** Your voucher & SOS Alerts pass is now setup and ready to use.

# Responding to an Emergency Alert

You need an Activated SOS Alerts pass to access this feature.  
To buy an SOS Alerts pass, visit [www.unitednetworks.net.au](http://www.unitednetworks.net.au)

If there has been a major incident and your current or last known location is within the Impact Zone, you will receive an Emergency Alert.

You can choose either '**SAFE**' or '**SOS**'.

Responding as '**SAFE**' will notify your contacts that you are marked as **SAFE** and are not in harm.

Responding as '**SOS**' will notify your contacts that you are marked as **UNSAFE** and are in need of emergency assistance.

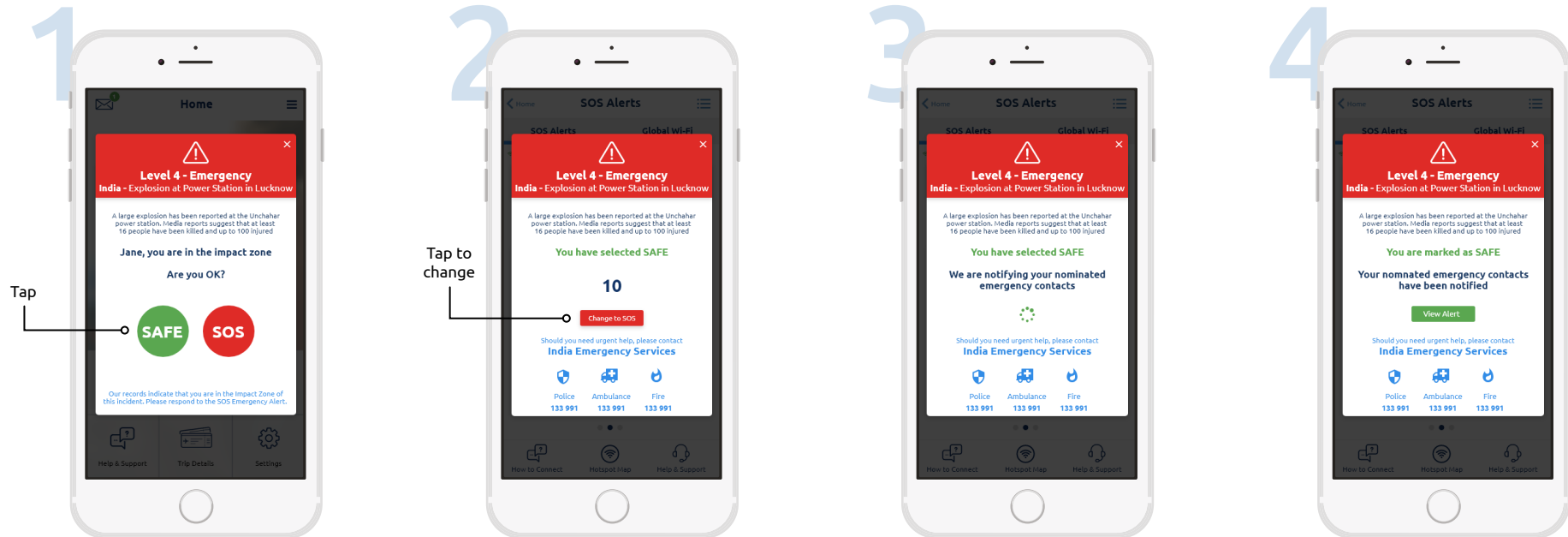
If you do not respond to the alert or close it without responding, you will be marked as '**UNRESPONSIVE**' after the allotted hours. Your contacts will be notified that you have not responded to the emergency.



*Click one of the buttons to go to that response method*

# Responding to an Alert - SAFE

You need an Activated SOS Alerts pass to access this feature. To buy an SOS Alerts pass, visit [www.unitednetworks.net.au](http://www.unitednetworks.net.au)



**1.** When you see the emergency alert, select **SAFE** to indicate that you are not in danger or harmed.

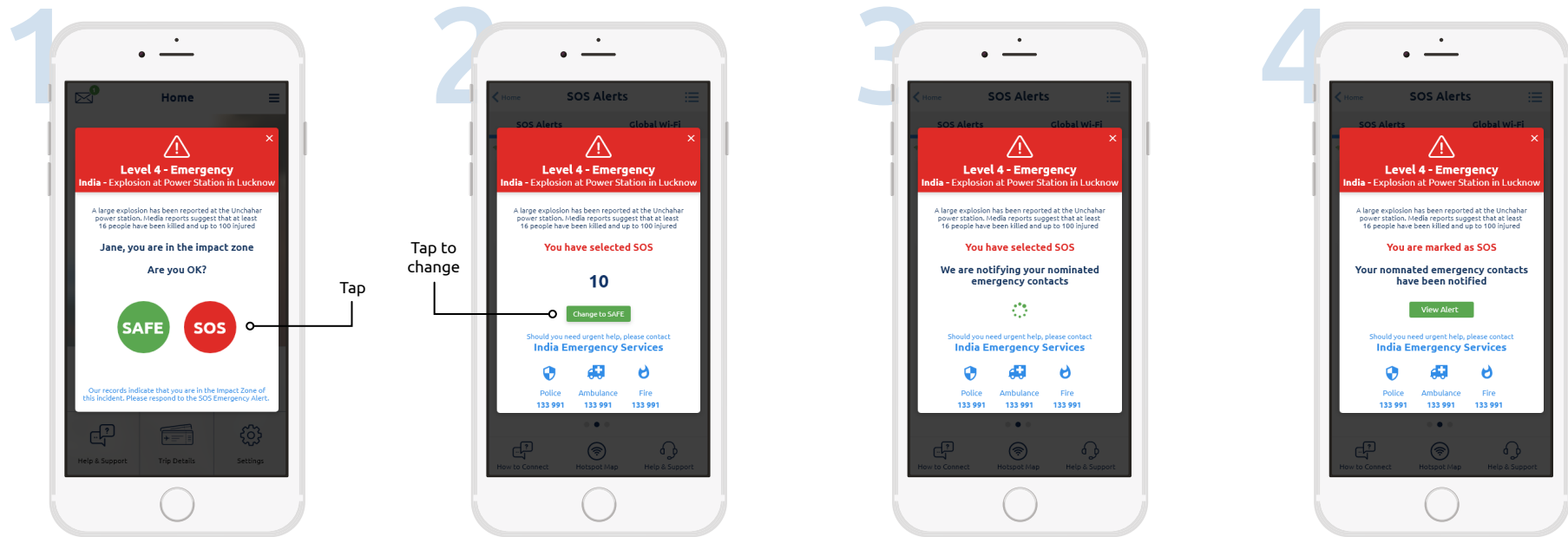
**2.** There is a 10 second countdown before the message to your emergency contacts is sent. You can change your status to SOS in this time.

**3.** Once the countdown has ended, your emergency contacts will be notified. This may take a few minutes depending on the number of emergency contacts you have.

**4.** Your safety status for this incident has now been marked as **SAFE** and your contacts have been notified. You can view the alert details or contact local emergency services if an issue arises.

# Responding to an Alert - SOS or NOT SAFE

You need an Activated SOS Alerts pass to access this feature. To buy an SOS Alerts pass, visit [www.unitednetworks.net.au](http://www.unitednetworks.net.au)



**1.** If you have been affected by the emergency incident, you can select SOS to let your contacts know.

*Please note that United can not send you help or notify local authorities of your emergency situation.*

*If you are in immediate danger, you should call local emergency services or if possible, visit the nearest police station or hospital.*

**2.** Once the countdown has ended, your emergency contacts will be notified. This may take a few minutes depending on the number of emergency contacts you have.

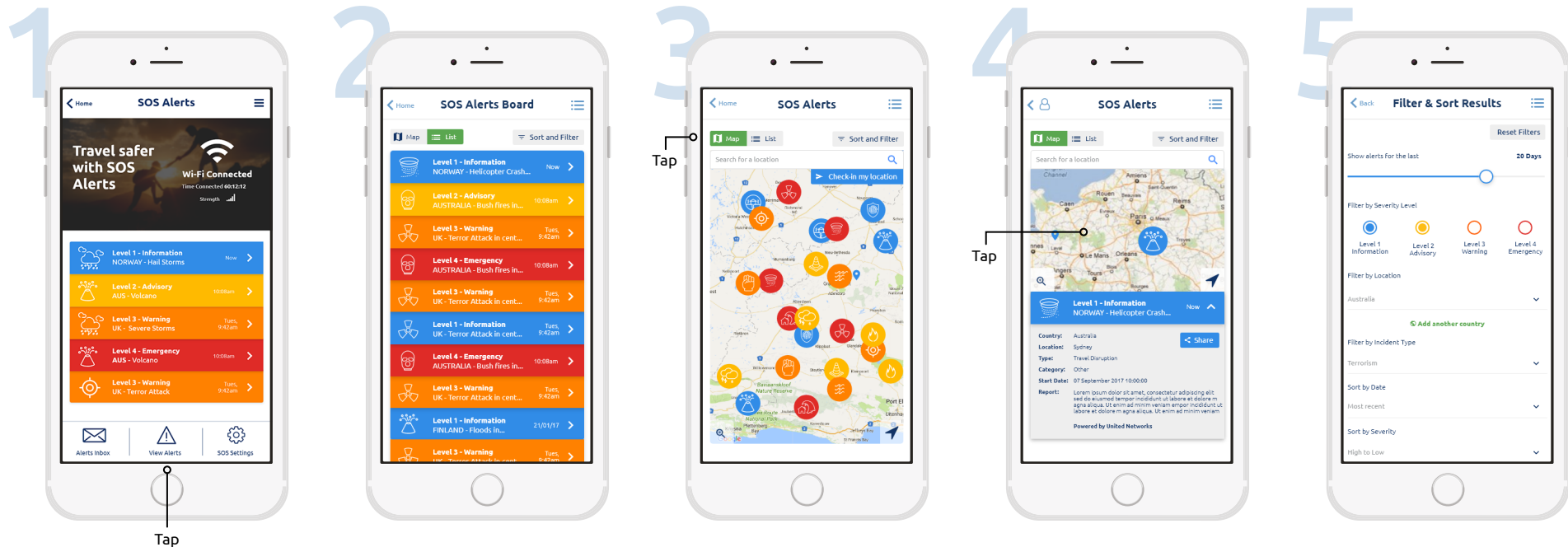
**3.** After the count down has finished the process of notifying your emergency contacts will begin. Depending on how many contacts you have listed might affect the process.

**4.** Your safety status for this incident has now been marked as NOT SAFE (SOS) and your contacts have been notified.

*If you require medical or police attention, you should be able to view the local emergency phone numbers on this screen. Note, not all countries have reliable emergency services and this list may not be accurate or up-to-date.*

# SOS Alerts Board

View the latest incidents happening around the world using the Alerts Board or Map.



1. Open the United Networks App and go to the SOS Alerts Home screen. You can see the most recent alerts from this screen or you can tap on **'View Alerts'**.

2. This will open the **'List'** view of the alerts board. Tap an alert to view more details or share it.

3. The **'Map'** view will show you the location of each alert. You can zoom in or out of the map or search a city or location to see what incidents are happening there.

4. When you view the alert details, you can also share these details to someone or share on social media.

5. **'Sort & Filter'** in the top right of the screen will show you the filters & will allow you to filter out incident types, severities or countries.

# How to Nominate Emergency Contacts

You need an Activated SOS Alerts pass to be able to nominate contacts. Your nominated emergency contacts are the people that you wish to notify if you are in an emergency situation. To buy an SOS Alerts pass, visit [www.unitednetworks.net.au](http://www.unitednetworks.net.au)



**1.** Open the United Networks App. On the Home screen, tap the **'Menu'** icon.

**2.** Once the menu tab has opened, Tap **'Settings'**.

**3.** In the 'Settings' menu, Tap **'SOS Alerts Settings'** and in the drop down tap **'Nominate Emergency Contacts'**.

**4.** The 'Emergency Contacts' section is where you manage all your emergency contacts. These are the contacts that will be notified of your safety status. Tap **'Nominate Another Contact'** to create a new contact.

**5.** Fill in their details and tap save. You can select whether this contact should receive notifications when you are SAFE, SOS or UNRESPONSIVE. You can also allow this contact to know your last known location in the case of an emergency.



# Customisable Messages

Before using the application, make sure you have an active voucher or subscription on your account, visit **unitednetworks.net.au** to purchase and activate this feature.



**1.** Open the United Networks App. On the Home screen, tap the **'Menu'** icon.

**2.** Once the menu tab has opened, Tap **'Settings'**.

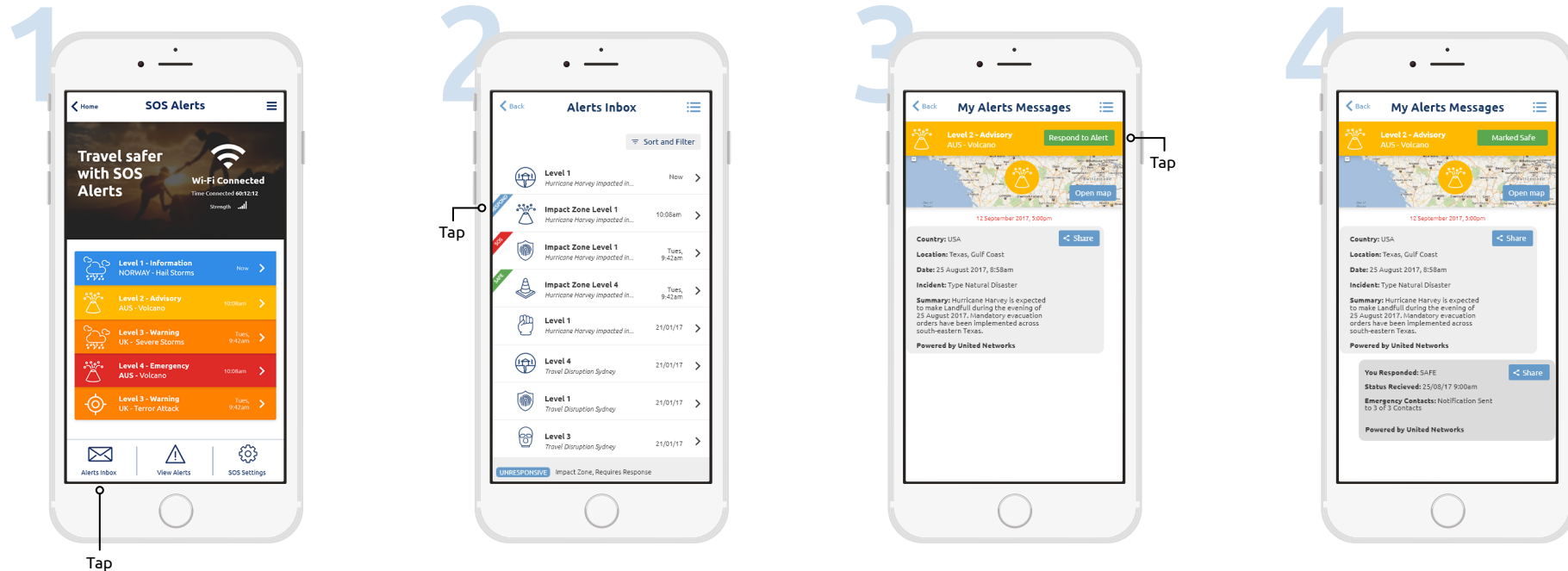
**3.** In the 'Settings' menu, Tap **'SOS Alerts Settings'** and in the drop down tap **'Customise Messages'**.

**4.** The **'Customise Message'** section is where you can set customised messages to emergency contacts. Select a contact to change the message sent to them. Tap any of your contacts to change their message.

**5.** You can customise messages based on your response. Once you have set all your custom messages, tap **Save**.

# Alerts Inbox

You can view any subscribed alerts and emergency alerts in your Alert Inbox.



**1.** Open the United Networks App. On the Home screen, tap the **'Alerts Inbox'** icon.

**2.** The Alerts Inbox contains any subscribed alerts and any emergency alerts. To filter out countries you can do so by going to Sort and Filter. To stop receiving alerts for countries, go to Alert Settings.

**3.** If you have not responded to an Emergency Alert, you can tap on Respond to Alert to mark yourself as safe or SOS.

**4.** Once you have responded to the Emergency Alert, you can view your response for the alert.

# Managing your Trips

Set up and manage your trips so you can receive relevant notifications.  
You will need an activated SOS Alerts subscription.



**1.** Open the United Networks App.  
On the Home screen, tap the **'Menu'** icon.

**2.** Once the menu tab has opened, tap **'Settings'**.

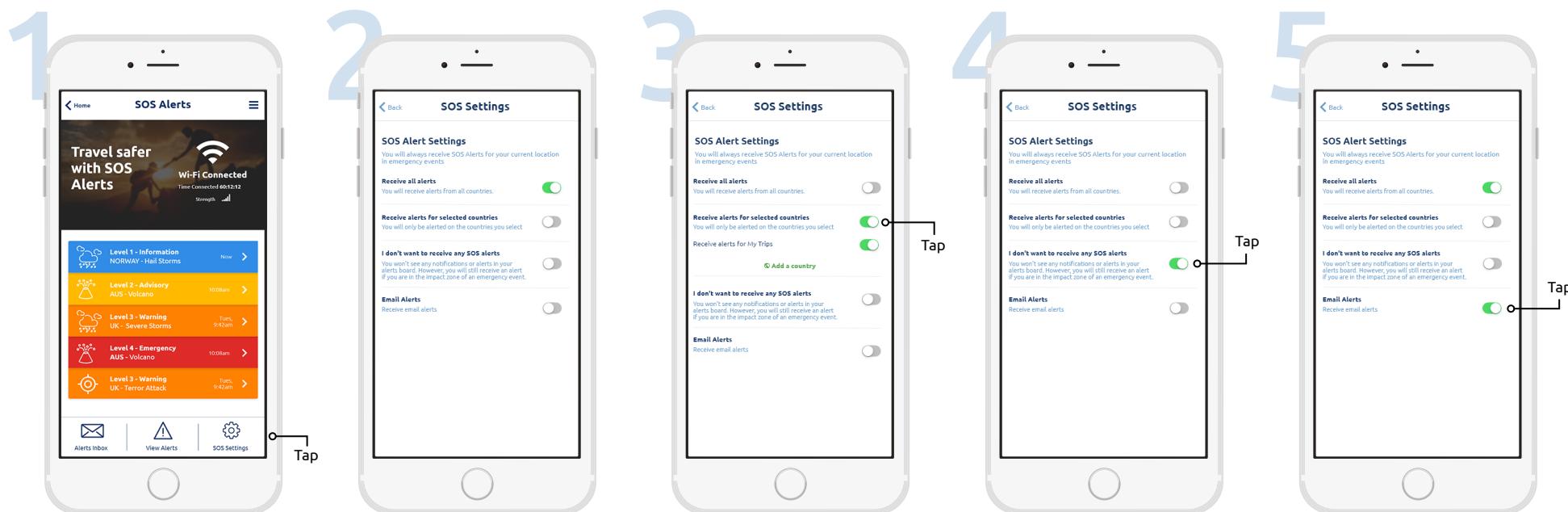
**3.** In the 'Settings' menu, tap **'SOS Alerts Settings'** and in the drop down tap **'Trip Details'**.

**4.** The 'Manage Trips' section is where you can change or add any trips you have coming up.  
Tap either the trip name or **'Add more trips'**.

**5.** Fill in the details of your trip. If you are travelling to multiple countries you can add more countries for each trip. **Once you have entered the dates, make sure you Save your trip.**

# Alerts Settings

To manage the alerts you receive, you can set up your Alert Settings to your preferences.



**1.** Open the United Networks App. On the Home screen, tap the **'SOS Settings'** icon.

**2.** Your account default alert settings is to have all notifications switched on for all countries.

**3.** If you only wish to see the notifications from selected countries, then select the second option.

**4.** If you wish to turn off all notifications, then select the third option.

**5.** You also have the option of having your notifications emailed to you as well. Select the fourth option.