



NGS App Plus

User Guide

Safeguarding
your tomorrow,
today.



Introduction

The NGS App Plus is a fully integrated tracking, risk management and travel safety solution, designed to make personnel safer on 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 **+442071838936** or via email at **t2ops@northcottglobalsolutions.com**.

Downloading and Logging In

Users will be automatically invited via the Aurora platform to download the app and activate their Aurora account. Users will receive an invitation email from NGS with the subject **NGS Aurora – Account Invitation**. The email will be sent from No_reply@northcottglobalsolutions.com. This email will include instructions on how to download the app and activate the user's account. The process is designed to be easy and user friendly.

Once the app is downloaded, enter the login details that were set up during the activation of your account. Press "OK" to the pop ups and allow the app to use your location "whilst using" the app. On first login, you will be asked to provide a profile picture – this will help identify the user in the unlikely event of an emergency. After logging in, you will be taken to the home screen.

App Plus Functions

Country Risk

The first button in the top left corner of the home screen - **Country Risk**, is a library of country profiles. The country profiles are regularly updated by the NGS risk team and contain information for every country in the world. Categories include: General Overview, Operational, Terrorism, Medical Advice, Political, Security, Travel and LGBTQ+ Travel Advice as well as an overall risk rating. The library is searchable by country through the search bar and you can also press the location button at the top to get quick access to information about your location as well as general information access through the four buttons below the location button.

Message Function

The second button along the top is the **Message** function which simply allows you to send a message to the NGS operations room.

Edit Trips

The third button - **Edit Trips**, is where you can set up trips and check-ins for those trips. Note – this can also be done by emailing your trips to the ops room, however it is much better to configure your trips and check ins yourself. To add a trip, click the **Add Trip** button, choose the country of origin and corresponding time zone – these are pre-determined time zones but if you are somewhere in which there are multiple time zones you will need to choose the correct one, then choose the city/town from where you are leaving and the destination. "Tracker" is where you can input any details about tracking devices that you might have, "project/task" is where you can add any identifiers or names of projects that you are working on, "user message" is a section in which you can add any additional information that may be pertinent to the trip and a box for any vehicle information you might have if you are using the same vehicle throughout your trip, such as the registration details.

Once you have filled in as much detail as possible you can then press save which will generate the trip and notifies you that NGS has received the information. Once the trip has been saved, you can add a check-in to the trip, inputting the time which you would like to check-in and what time zone you will be in. Users can add as many check-ins as required, all of which can be edited/changed through the app or by calling NGS Ops.

The user check-in tab shows all check-ins (regardless of the trip they are in) in time order, if you click on the check-in you wish to view it will expand and show more detail.

Check-In

The final button along the top is to check-in to confirm your safety during a trip. It sends a one-time location ping to the NGS ops room and confirms your welfare – it will also satisfy any check-ins that are configured in the check-in section. If there are multiple check-ins set up, it will display your full check in list so that you can choose the correct check-in to satisfy. You will then receive an email and SMS to confirm that your check in has been successfully received by NGS. If you would like to do an 'unscheduled' check-in you can use this function but not choose any of the pre-scheduled check-ins.



SOS – Emergency Alert

In the unlikely event of an emergency, users can press the red **Emergency** button in the middle of the homescreen. A confirmation pop-up will appear asking if you are sure that you want to send the alert. Once you have confirmed, this will activate live tracking, sending your location to the Aurora Platform every 15 seconds and open a two-way voice call to the ops room. You will need to speak to an NGS Operator in order to confirm that you are not in danger. The NGS Operator will then resolve your alert. You will then need to 'Check In' to deactivate your alert status and end your emergency active tracking. If you do require assistance, the NGS Operations team will begin to assist you from the second that you activate your alert.

Incident Alerts

The **Incident Alerts** feature allows users to view incidents that are happening around them in realtime. The size of the red circle on the map is dependent on how 'significant' or 'severe' the incident is. The larger the circle the more significant the incident. Active tracking needs to be on or you need to have checked in within 48 hours to see live incidents. When you click into the incident it will show what the incident is and all of the details in a list below. The list below the incident map also enables you to view the incidents that are near to your location. The list is ordered by proximity, with the nearest incidents showing first in the list.

Silent Alarm

The button on the right below the SOS, is a **Silent Alarm** which sends a discreet alert to the NGS ops room who will escalate according to protocol. The silent alarm feature will not create a call and you won't hear any notification, it will just send an alert and the user's location (every 15 seconds) to the Aurora Platform.

Active Tracking Slider

Below the silent alarm function is the **Active Tracking** slider, this enables you to turn active tracking on or off. If you are in the vicinity of a geofence or incident, it will turn red. You can control how frequently your tracking increments are sent in 'Settings'.

Profile

The **Profile** button is second on the left at the bottom of the home screen next to the home button. This will bring up the user profile which is synchronised across the Aurora Platform and the App Plus so that if anything is changed on one, it changes on the other. The user profile will display your profile picture that was taken on first login, if you would like to change it you can press the pen icon on the existing profile image to do so. 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 NGS Ops can assist you if required. "Optional information" is again optional however it is recommended that you provide NGS with as much information as you can. There is also a GDPR opt in tick box, this must be ticked in order to update your profile. You can review NGS's data protection policy via the link provided.

Contact

Next to the profile button along the bottom, is the **Contact** button. This provides the phone numbers and email addresses of the two NGS offices as well as the link to our data protection policy should you wish to review it.

Settings

The final button along the bottom of the screen is **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 NGS Ops via SMS as a fall back if you only have the ability to send SMS rather than using wifi or data networks. It is highly recommended that this is kept on as a redundancy.