



THE UNIVERSITY
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AlertTraveler Help & FAQ

**make
history.**

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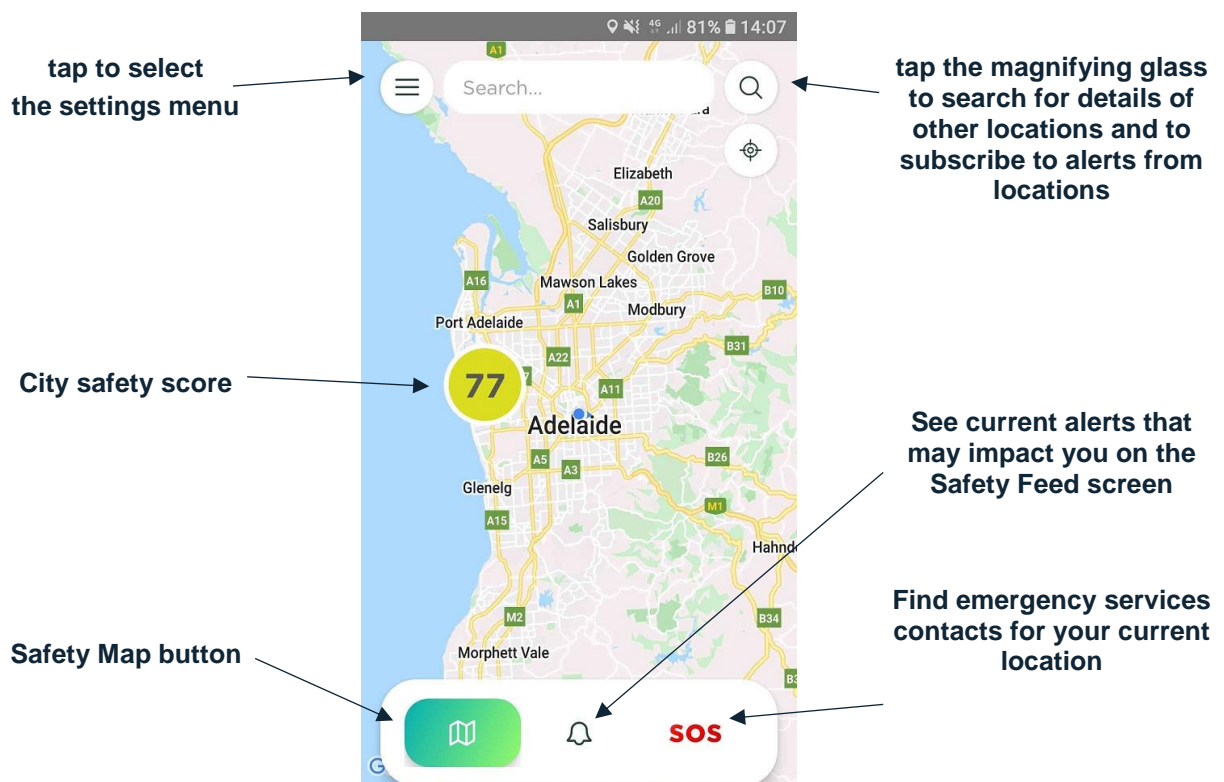
Note: This document will continue to be updated based on your feedback... so please email your suggestions to study.overseas@adelaide.edu.au

1. Navigating AlertTraveler®

On opening the AlertTraveler® Mobile App your Safety Map screen is displayed.

This interactive map displays your location based on either GPS (if shared with the App – which Study Overseas strongly recommends you do) or your SMART itinerary.

You will see the safety score of your location and any nearby cities. The score, out of 100, is based on a number of safety related categories including physical safety, health & medical services, risk of theft and basic freedoms.



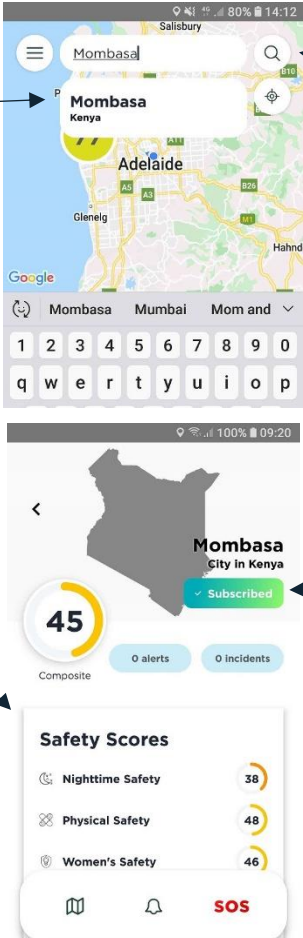
2. How do I subscribe to receive alert notifications?

You are automatically subscribed to receive alerts based on your SMART itinerary and your GPS location.

Study Overseas strongly recommends you share your GPS location with AlertTraveler® in order to receive the most accurate and relevant information.

An opt-in service allows you to select multiple other locations from which to receive alerts and intelligence.

Opt-in to additional locations as follows:



tap to select the location

tap the magnifying glass at the top right of your Safety Map to search for opt-in location

view the safety scores see any current alerts

swipe to access country intelligence reports on a range of topics including

- political conditions
- security
- health

tap the "Subscribe" button to opt-in

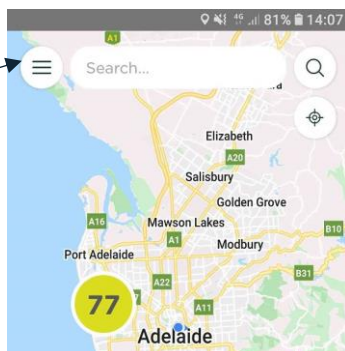
you will now receive alerts when risk related events occur in and around this location

Safety Scores	
Nighttime Safety	38
Physical Safety	48
Women's Safety	46

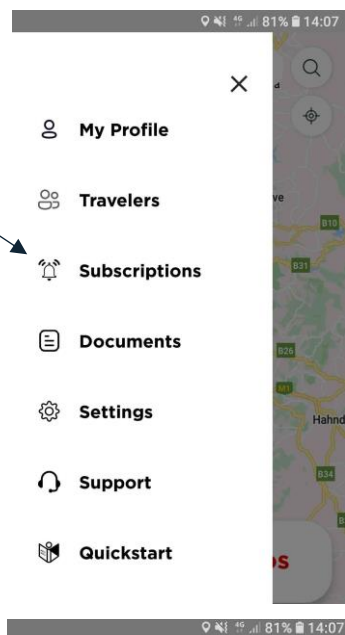
3. How do I manage my alert settings?

Study Overseas recommends that you subscribe to at least Medium, High and Extreme level alerts.

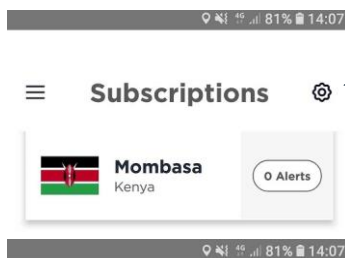
use the hamburger icon at the top left of your Safety Map to open the "Settings" menu



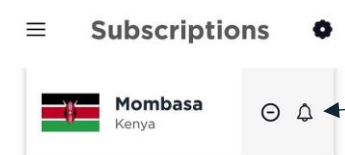
tap "Subscriptions"
this takes you to a list of locations you are currently subscribed to



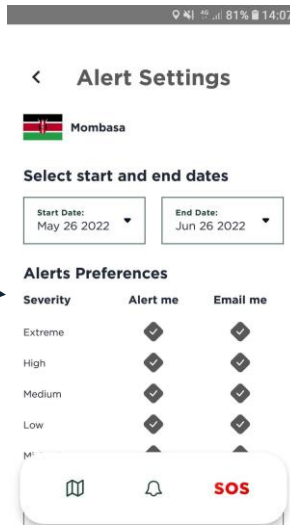
tap the gear icon at the top right to activate the alert settings "bell"



tap the "bell" to open the settings menu for the chosen location



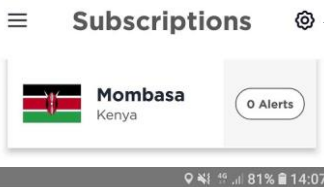
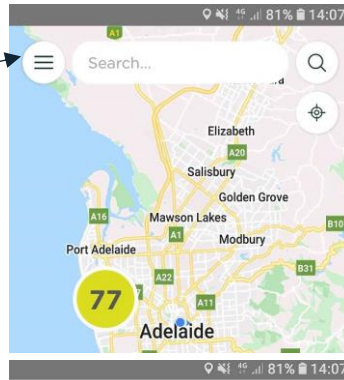
select the risk level of alerts you will receive from this location
you can also manage the risk categories to receive alerts for



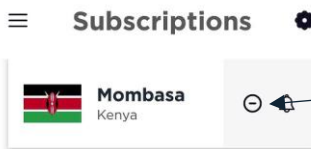
select start and end dates (for opt-in alerts)

4. How do I opt-out of locations I have subscribed to?

tap the hamburger icon at the top left of your Safety Map to open the "Settings" menu then select "Subscriptions"



tap the gear icon at the top right to activate the alerts settings "bell"



tap the "circle with a line" icon to delete your subscription to this location