



## GlobalAssist App Access User Guide

red24's GlobalAssist app is a vital tool for safety-conscious travellers. Should a situation occur that necessitates help or Wake Forest-affiliated assistance, the GlobalAssist app is there to provide that backing to travellers. It is 24/7-monitored travel security in your pocket.

GlobalAssist is a mobile application that includes an SOS button that can be used globally in an emergency. The app is paired with a control dashboard which is monitored by crisis support personnel.

Core features of the GlobalAssist app include:

- **SOS button:** Once triggered records your location data and other media (media could include photographs, audio and video depending on your device\*). This information and media is sent to crisis support personnel and alerts them to assistance being required.
- **Check-in function:** Allows you to provide support personnel with updates on your location.
- **Call button:** Initiates a call to a designated emergency number.

Upon registration of your travel with Wake Forest University, you will automatically be sent a welcome email for the GlobalAssist app. Once the email is received, download the app from either **Google play** or **iTunes** dependent on whether you have an Android or iPhone device, and follow the steps below:

- Generate a password by clicking "Set new password" link
- Enter username: [insert email address]
- Follow the process to set your new password

On your first login to the app you will be prompted to update your personal information and select both your Secure and SOS PINs. Please note that the PINs need to be different and special attention must be made to enter the correct PIN at the correct prompt when using the app.

*\*You are in control of your privacy settings and can turn the SOS media on and off, as well as change how frequently data is sent to the control dashboard once the SOS button is activated. Submission of your location upon triggering an SOS or a check-in cannot be turned off.*

Should you have any questions about GlobalAssist, please contact red24.

Email: [customerenquiry@red24.com](mailto:customerenquiry@red24.com)

Telephone: +44 (0)203 291 2424

Website: <https://globalassist.red24.com>

© Copyright all rights reserved red24.com

