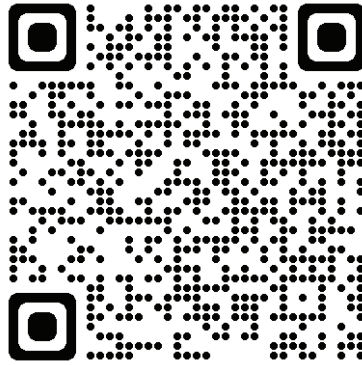


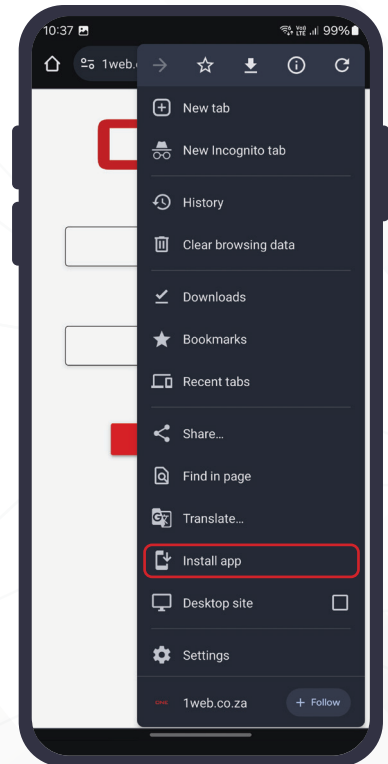
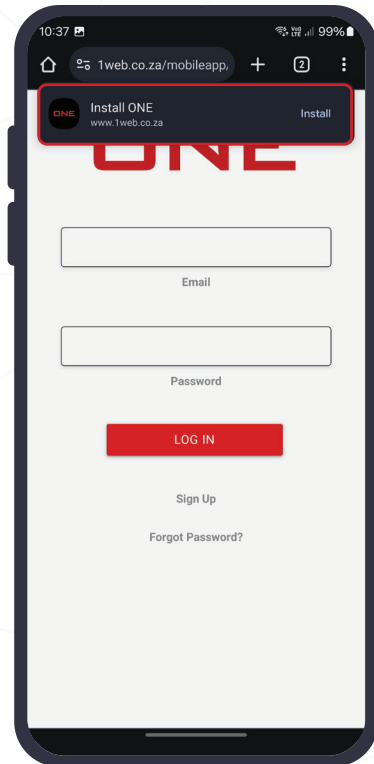
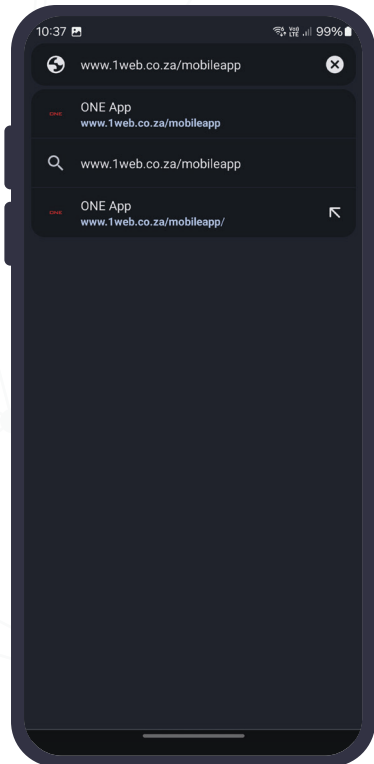
# ONE Assist

## ONE APP INSTALLATION GUIDE

### ANDROID DEVICES



Scan the QR code above or open [www.1web.co.za/mobileapp](http://www.1web.co.za/mobileapp) in **Google Chrome**. Tap the “Install/Add to Home Screen” banner to install the ONE app or alternatively, tap the three dots at the top right of the screen and “Install app”



# ONE Assist

## SIGN UP AND REGISTRATION PROCESS

**STEP 1:** Select “Sign Up”, enter the required details, and “Submit”.

The image displays two smartphone screens illustrating the sign-up process for ONE Assist. The left screen shows the main login/sign-up page with the ONE logo at the top. Below the logo are input fields for Email and Password, a red LOG IN button, a Sign Up button, a link for Forgot Password?, and a link for Emergency Assistance. The right screen shows the 'Sign Up to ONE' form, which is divided into two sections: Personal Details and Access Details. The Personal Details section includes input fields for Firstname, Surname, Cell Number, and ID Number. The Access Details section includes an input field for Email Address. All input fields on the right screen have red exclamation marks indicating required fields. A Submit button is located at the top of the right screen, and a Close button is at the bottom right.

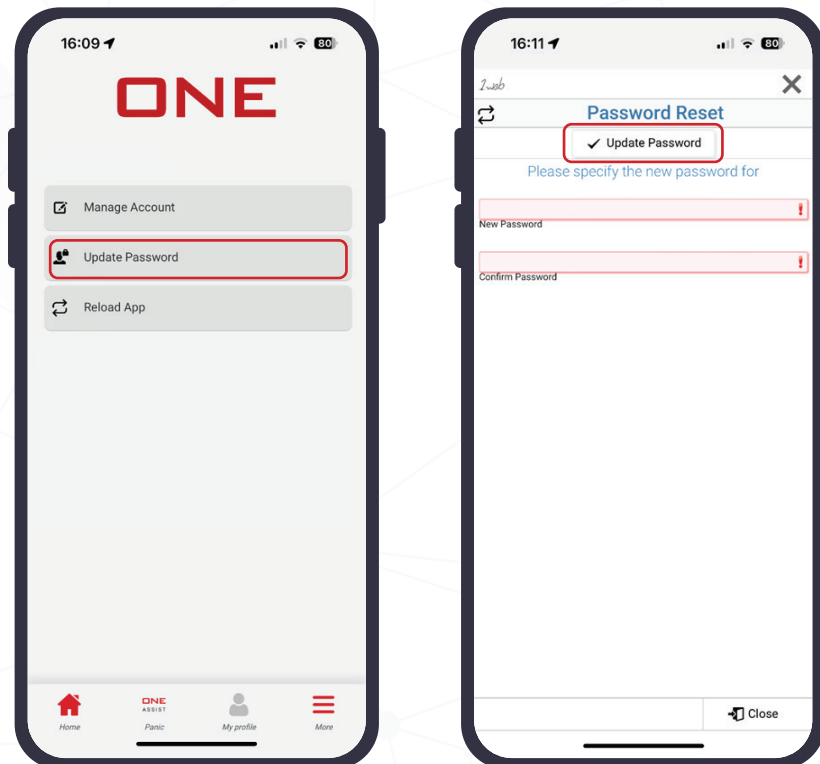
**STEP 2:** Once submitted, a “Password” will be emailed to the email address used during registration. Please check all folders including Junk/Spam/Promotions for the email containing your password. Should you not receive the password email within 30 minutes, please “Sign up” again and when prompted select “Next”. A new password will be emailed.

# ONE Assist

## CHANGE PASSWORD AND TEST

**STEP 1:** From the “My profile” tab, “Update Password”.

Enter a new password (for security reasons, a combination of an alphanumeric password would be ideal) and then “Update Password”.



**STEP 2:** To test the “Panic Button”, tap the “Panic” tab and then press the ONE Assist button.



# ONE Assist

## TROUBLESHOOTING LOCATION SERVICES

Open Settings and tap on “Apps”. Open “Chrome” and tap on “Permissions”, then tap “Location”. Make sure that the location permission is set to “Allow only while using the app” or “Ask every time”.

