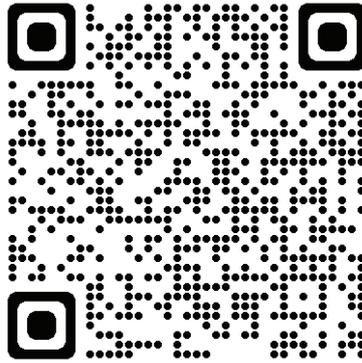


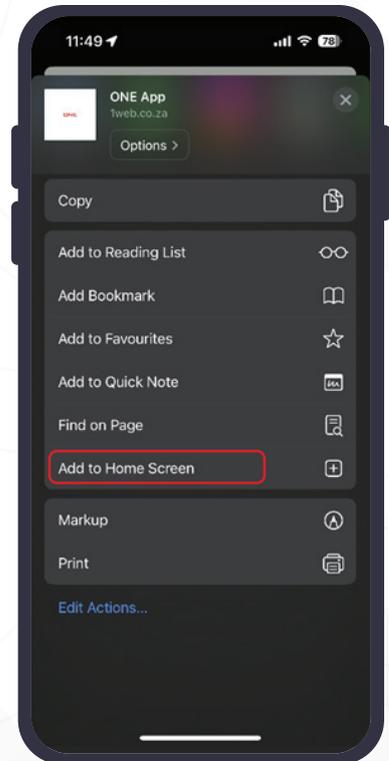
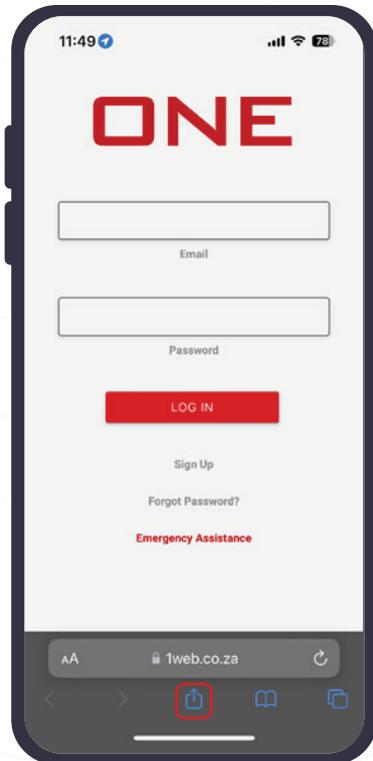
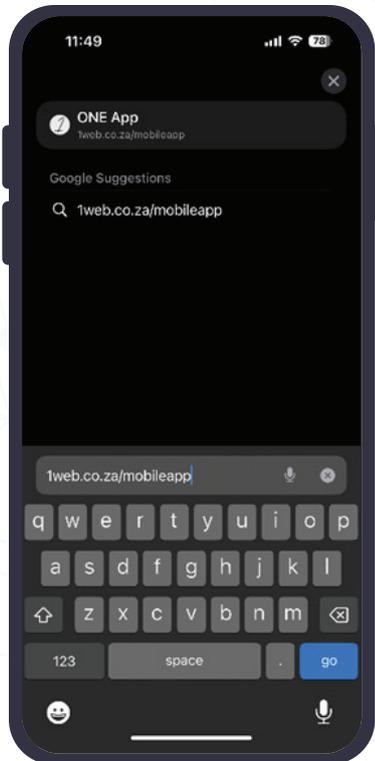
ONE Assist

ONE APP INSTALLATION GUIDE

APPLE/IOS DEVICES



Scan the QR code above or open www.1web.co.za/mobileapp in **Safari**. Tap the “Share” button at the bottom and then “Add to Home Screen”.



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. The left screen shows the main ONE Assist interface with a large red 'ONE' logo at the top. Below the logo are two input fields labeled 'Email' and 'Password'. A red 'LOG IN' button is positioned below the password field. A 'Sign Up' button is highlighted with a red border, and a 'Forgot Password?' link is located below it. At the bottom, there is a red 'Emergency Assistance' link. The right screen shows the 'Sign Up to ONE' form. At the top, there is a 'Submit' button with a checkmark. Below this, the form is divided into two sections: 'Personal Details' and 'Access Details'. The 'Personal Details' section includes four input fields: 'Firstname', 'Surname', 'Cell Number', and 'ID Number'. The 'Access Details' section includes one input field for 'Email Address'. A 'Close' button is located at the bottom right of the form.

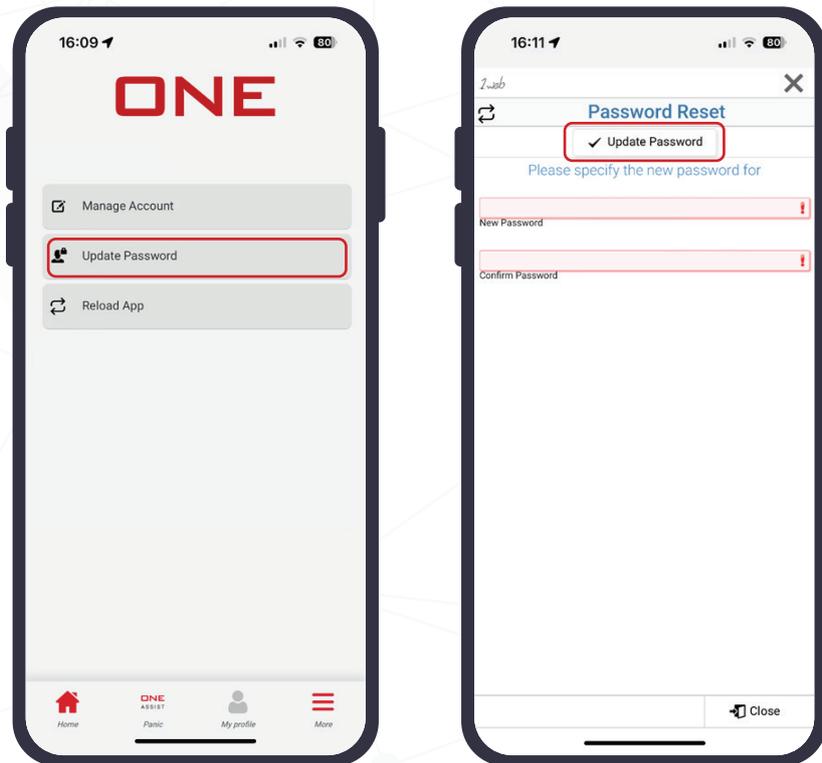
STEP 2: Once submitted, a “Password” will be emailed to the email address used during registration. Please check all folders including Junk/Spam/Promotions for the email containing your password. Should you not receive the password email within 30 minutes, please “Sign up” again and when prompted select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

ONE Assist

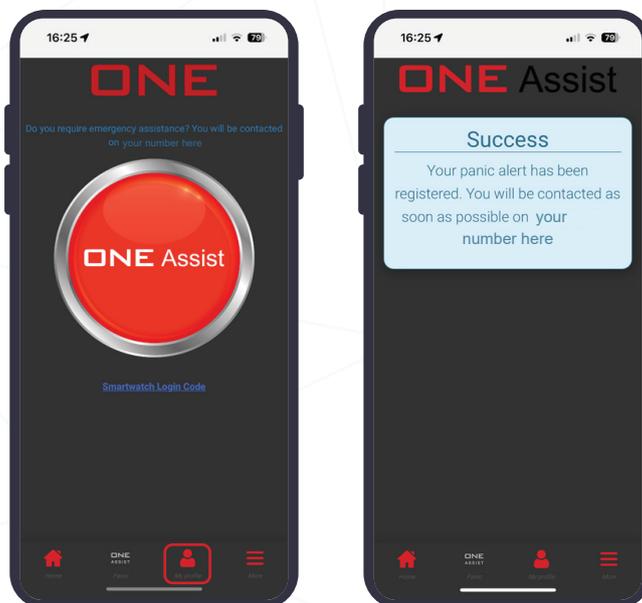
CHANGE PASSWORD AND TEST

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”.



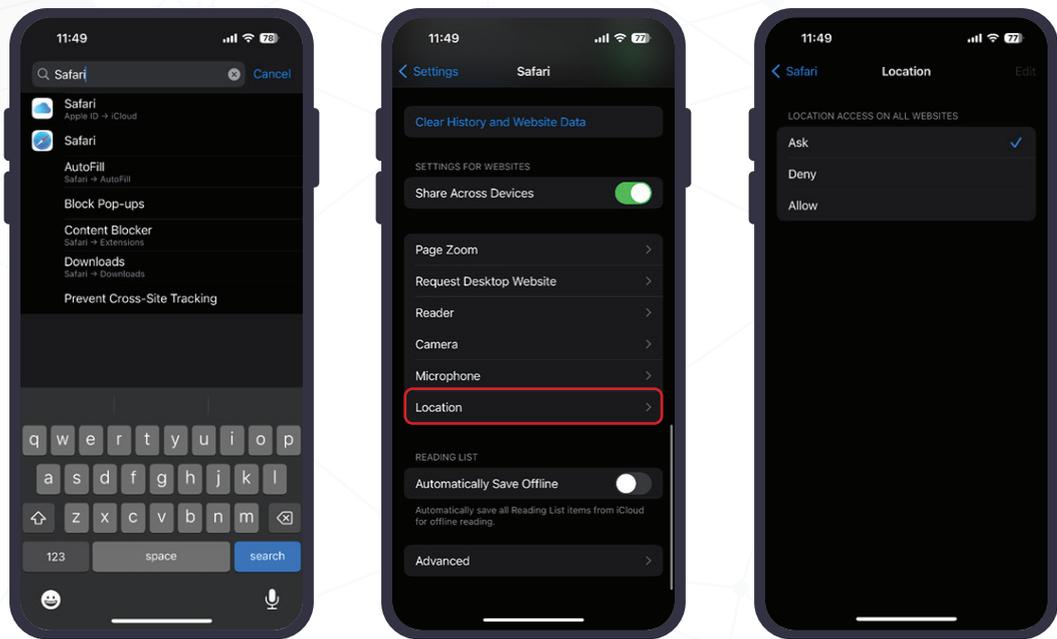
STEP 2: To test the “Panic Button”, tap the “Panic” tab and then press the ONE Assist button.



ONE Assist

TROUBLESHOOTING LOCATION SERVICES

Open Settings and search for "Safari". Tap "Location". Make sure that the location permission is set to "Ask" or "Allow".



After the location permission is set correctly you should force close the app and then relaunch the app.