

Step-by-Step Guide to the **Howdie** Assist App



1. Loading of Members

Global Choices receives member information from the client and then proceeds to load them on the Howdie Assist App.

2. Welcome SMS and Activation

You will receive an SMS containing details and the activation code.

3. Download the Howdie Assist App

Search for Howdie Assist and download the App from the relevant app store by clicking below.



4. Open the Howdie Assist App

Open the App in order to Activate new account.

5. Click on Activate

- Enter cellphone number
- Create a password
- Enter Activation Code from SMS received
- Select Activate
- The app will take you to the Login display where you can use your new password and mobile number to login.



6. To Login to the App

- Open the App.
- Enter cell phone number
- Enter password that was created during activation
- Select Login
- The home screen will then display.

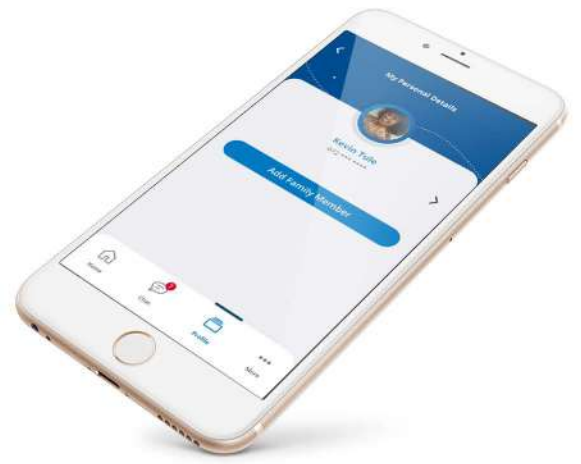


7. Forgot Password

If a client forgets their password, they can select the option "Forgot Password" on the login screen. The client will then receive an SMS with their OTP and can reset password.



How to add a Family Member (*Optional*)



- 1. Open the Howdie Assist App**
Main member to login onto the App with their phone.



- 2. Select "Profile" in bottom menu**
Client to click on Profile option from the Main Menu.

- 3. Select "Add Family Member" button**
Client to select "Add Family Members" button.



- 4. New Member screen will display**
A new member screen will display.

- 5. Enter Family Member's details**
Client to enter the family member/s details. (Fields with a * are compulsory). Once completed click on "Add Family Member".



- 6. Added Successfully message**
Popup window will say family member has been added successfully.



- 7. Welcome SMS**

The newly added family member will then receive a Welcome SMS with a link to the App and an activation code. They must then download the App and activate it using their cell phone number and the activation code supplied via SMS.



How to scan a Drivers or Vehicle License (*Optional*)



1. Open the Howdie Assist App

Main member to login onto the App with their phone.



2. Select "Profile" in bottom menu

Client to click on Profile option from the Main Menu.

3. Select "Drivers License" or "Vehicle License"

Client to select scan Drivers License or Vehicle License Disc.

4. Take a photo

The camera app will open on your phone, now take a photo of your Drivers License or Vehicle License Disc.



5. Success message

After process, success message will pop-up. Press done.

6. Error message

Should an error message pop-up, please ensure that the below isn't effected:



- A) A light isn't reflecting due flashlight on the drivers license while taking a photo/scanning.
- B) Ensure while scanning the back of the drivers license (bar code) that the photo doesn't blur.

How to report an Accident

On the Home screen the client can push the 24-H Assist button and will receive a call back from a Case Manager who will guide them through the process in gathering all the relevant details and assist with any roadside emergency.



Phase 3: Service Queries and Assistance

Not receiving App SMS?



If the client did not receive their SMS, this may be because they opted out of receiving SMS' from marketers which may have the same MSIDN used for Howdie Assist App messages and will therefore need to be unlocked. In this instance, Global Choices can send the clients details to their service provider to remove them from the Opt-out database, but we would require your client's permission in writing.

Sometimes there are no cell phone numbers available on Global Choices system and these members would not receive their activation SMS's. They also cannot be loaded to the Howdie Assist App until the cell number is sent to Global Choices.

In this instance, email Global Choices on **clientservice@globalchoices.co.za** for help, providing the below mentioned information.

- Client Name
- Client Surname
- Client Cellphone number
- Client ID number
- Client Policy number
- Client email address (if possible)



Having Technical difficulties?

Our Call Centre from the Assist line won't be assisting directly with technical Howdie Assist App issues as this falls under the technical/digital support team.

In this instance, email Global Choices on **clientservice@globalchoices.co.za** for help, providing the below mentioned information.

- Client Name
- Client Surname
- Client Cellphone number
- Client ID number
- Client Policy number
- Client email address (if possible)

No Activation code?



With reference to the overview process above, the activation process is not instantaneous. Our Service Provider loads a new spreadsheet every Friday and sends out the SMS's with activation codes then.

For activation code matters, email Global Choices on **clientservice@globalchoices.co.za** with the relevant client details required to assist you.

