

A HOW TO GUIDE

## USING THE FRONTIERMEDEX MEMBER CENTER MOBILE APP

The Member Center Mobile App is designed specifically for travelers on the go who need to access our key destination intelligence and alerts. It provides country level medical and security content pulled from our World Watch® and MEDEX 360™ online tools (dependent upon your organization's subscriptions) in a format that is optimized for reading on a mobile device.

This is a web-based application that will detect your mobile device and size the display of information accordingly. Being a web based app also means there is nothing required for you to download! This Member Center Mobile App technology supports all current devices including Android, Apple, Blackberry, Kindle, Nook, Palm, and Windows Phone. A complete list of supported platforms can be found at <http://jquerymobile.com/gbs/>

IF YOU HAVE ANY PROBLEMS PLEASE CONTACT

[MemberCenterSupport@frontiermedex.com](mailto:MemberCenterSupport@frontiermedex.com)



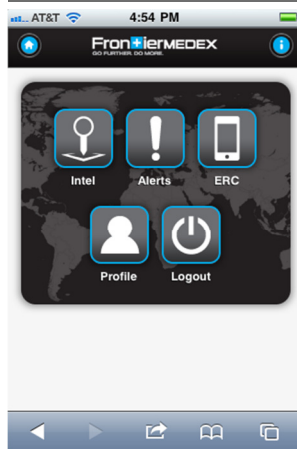
- 1 Login:** Go to [m.frontiermedex.com](http://m.frontiermedex.com) using a browser such as Safari, Internet Explorer, Chrome, or Firefox.



At the Login screen, enter the same Username and Password as you would for the standard Member Center web site.

**NOTE:** If your organization uses an auto-login for the web site, you can go to <https://members.medexassist.com> to create an individual username and password. Have your FrontierMEDEX ID # ready.

- 2 Home Page:** You will arrive at this Home screen with the following icons.



**Intel:** leads to Medical and Security options where you then select by Country.

**Alerts:** leads to Medical and Security options.

**ERC:** To dial the Emergency Response Center for assistance.

**Profile:** To view your FrontierMEDEX ID # and Member Center account details.

**Logout:** To exit Member Center Mobile.

**Home:** this circular button at top left will bring you back to the Home screen from any other part of the app.

**Info:** The "i" button at top right opens a pop-up with general "About FrontierMEDEX" information, including a list of country-specific toll-free numbers for calling our Emergency Response Center.

**3 Navigation – Intelligence:** Touching the Intel icon directs you to a choice between Medical Intel or Security Intel. After selecting the type, you will be directed to choose a Country by either typing its name to quick search or by scrolling through the master list. Once you have picked a Country, you will arrive at its dedicated page with a risk rating and information headlines that can be expanded in order to read the details. Also note that you can immediately switch between Medical and Security Intel once you are within a country.



**4 Navigation – Alerts:** Touching the Alerts icon directs you to a choice between Medical Alerts or Security Alerts. After selecting the type, you will arrive at its dedicated page with recent alerts that can be expanded in order to read the details. Within the alert details, you can also tap the “More on...” button to open the intelligence content for that country.

