



Stepp Assist App

Training Guide

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1. Introduction

This document serves to provide training for the STEPP Assist App. The below document includes step by step instructions for all features associated with the app.

2. Assist App

2.1. Welcome SMS

Members who have been added to the STEPP Assist app on the database will receive a Welcome SMS with an Activation code. See example of SMS below:

"Welcome to STEPP Assist! Please download our STEPP Assist App from your app store. Your Activation Code is *****"

Please Note: We cannot guarantee that all members added will receive SMS's as they may be on the Opt-out database (i.e. a person has selected to opt-out from receiving SMS's from a specific MSIDN)

2.2. Downloading the app

2.2.1. *Apple App Store*

<https://apps.apple.com/us/app/stepp-assist/id1100690363>

2.2.2. *Google Play Store*

<https://play.google.com/store/apps/details?id=coza.globalchoices.steppapp&gl=ZA>

2.2.3. *Huawei App Gallery*

<https://appgallery.huawei.com/#/app/C102991099>

2.3. Activation

To activate the app please follow the below steps:

- Open the app.
- Select Activate link at the bottom of the login screen.
- Enter your cell phone number.
- Create a password.
- Enter the activation code.
- Select Activate.
- The app will take you to the Login display where you can use your new password and mobile number to login.

2.4. Login

To log into the app please follow the below steps:

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

2.5. Home screen

2.5.1. *24 Hour Assist Button*

This allows for quick access to the 24Hour Assist feature in an emergency, once selected a 5 second countdown will display, and request will be confirmed. The 24Hour Assist request will be sent to the Global Choices call centre. See **2.6.1** below for step by step.

2.6. Menu

The menu is located at the bottom of the home screen and can be used to navigate to all features of the assist app.

2.6.1 24-Hour Assist Button

This is for users to access the Value-Added Products supplied by Global Choices Lifestyle.

- Select the 24-Hour Assist button on the home screen.
- A 5 second countdown will display (If button selected by accident, you may cancel it by selecting the Cancel button within 5 seconds)
- Assist request will be sent to the Global Choices call centre.

2.6.2 Claims

This is for users to access the FastTrack claims for Windscreen and Geysers.

- Select Claims from the menu.
- Select the claim you wish to complete.
- Your policy information will pre-populate.
- Manually complete the remaining fields and check that information is correct.
- Select Submit Claim
- The completed FastTrack claim will be sent to the insurer to process, and a copy will be sent to the email address provided when completing the claim

2.6.3 Product info and Terms

This displays the products available to you and their information.

- Select More (3 dots on the bottom right) from the menu.
- Select Product Info and Terms.
- Select a product.
- Information about the product will display.
- You can view the Terms and Conditions of the product by selecting the Terms tab.

2.6.4 Personal

Gives you access to your personal profile and family members.

- Select Profile from the bottom menu
 - 2.6.4.1 Personal Details
 - Select My Details.
 - Select your profile.
 - Second menu will open, select the pencil in the right side of the screen to edit your details.
 - Add your profile picture by tapping on the circle in the middle of the screen at the top.
 - Add/edit your details.
 - Select Update Profile
 - A message will display saying "your personal details were updated".
 - 2.6.4.2 Policy View
 - Select My Policies.
 - List of policies will display, select a policy to view more information.
 - 2.6.4.3 Adding a family member:
 - Select My Details.
 - Select "Add Family Members" button.

- New member screen will display.
- All fields with a * are compulsory.
- Enter the family members details.
- Select "Add"
- Success pop up will display saying family member has been added successfully
- The newly added family member will then receive a Welcome SMS with an activation code. They must then download the app and activate it using their cell phone number and the activation code supplied in the SMS.

2.6.5 *Chat & Messages*

This feature allows you to begin a live chat with the Global Choices call centre and view chat history.

- Select Chat from the menu

2.6.5.1 Live Chat with Case Manager

- Select Live Chat.
- A request for chat will be sent to the call centre and an agent will send a message beginning the chat.

2.6.5.2 Live Chat History

- Select Chat History
- All previous Live Chats will display, select a chat to view details

2.6.6 *About*

This shows information about your insurer

- Select More from the menu.
- Select About section.

2.6.7 *Setting*

This displays the account settings where you can choose if you want to remain automatically logged in to the app or not.

- Select More from the menu.
- A second screen will display where About Information is, Product info and Terms and Settings.
- Select Settings.
- Move the toggle to remain logged in or not. Default is set to remain logged in.

2.6.8 *Logout*

This is where you can manually log out of the app

- Select More from the menu.
- Select Logout from the menu
- A pop up will display to confirm logout
- Select Stay logged in or Log out