



student
parachute

Student Parachute User Manual

Your safe landing in a new country

Student Parachute

Student Parachute is a geolocation tracking, student security and evacuation membership that offers **Safety in the Unexpected**. Our membership service combines up to date travel advisory services, with on-demand access to globally recognised security and medical expertise, the capability to deploy on-the-ground personal security and evacuation specialists, and the use of state-of-the-art tracking and monitoring technology.

Designed for students, membership provides access to CAP Advantage™, a market leading 24/7 global tracking and incident response platform that provides real-time monitoring, incident management and emergency response assistance for members worldwide. Members also receive on-demand access to a member only portal and a dedicated 24/7 Crisis Response Centre; where you can receive health, security and safety advice and assistance.

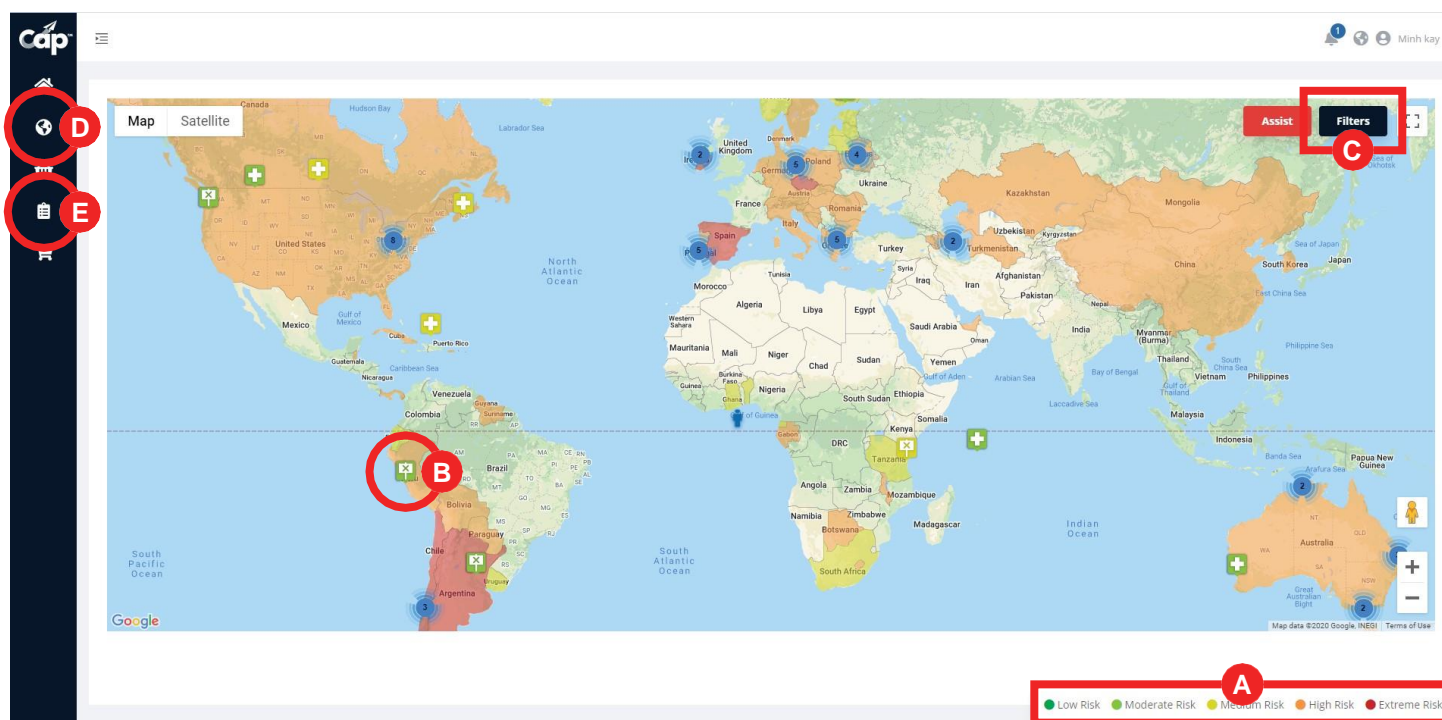
Student Parachute members enjoy the peace of mind that comes with knowing travel assistance, evacuation and coordinated in-country response services can be called upon when it matters most. Membership services are provided by FocusPoint International a global risk consultancy that specialises in travel risk management and crisis response solutions. FocusPoint has 40+ years of experience in travel and student security and is routinely engaged in 600 plus locations and 120 countries, with access to over 5,000 proprietary and vetted on-the-ground, multi-lingual, specialist crisis response teams protecting over 13million travellers annually. These specialist consultants and on-the-ground response personnel come from diverse backgrounds in law enforcement, elite military units, intelligence agencies, emergency medical and health care professions.

Activating your membership

Bond University, in conjunction with Bupa, has made a limited number of Student Parachute memberships available to international students.

- Participating students can register for 6-month Student Parachute membership by completing their details at www.studentparachute.com/bupa
- Once registered, you will receive a welcome email with credentials. Your email will be your sign-in ID, and a temporary password will be issued to the email you use to register for CAP Advantage. Once you log-in to the member portal for the first time, using the temporary password, it will prompt you to update your password to something more suitable for you.
- After you update your password, you will be able to navigate through the portal.
- With those same credentials (once the password is updated), you will access your CAP Advantage Mobile app.
- If you DO NOT see your credential email in your inbox, always check your “junk” email. If you still cannot find those credentials, you can go to www.studentparachute.com/member-portal and “click login.” Once it takes you to the log-in page, click “forgot password.” You will then be prompted to enter the same registration email and we will send you a “reset password” notice to the registration (user ID) email.
- If you still have problems with account access, please email us at information@studentparachute.com

CAP Advantage: How it Works (Desktop)



After login, the Student Parachute member will have access to a portal that will show the following:

A) A coloured coded map by risk level showing active alerts.

● Low Risk ● Moderate Risk ● Medium Risk ● High Risk ● Extreme Risk

B) The icons represent a specific category alert. This key below will help you identify a glance the alerts.

Political Developments	Conflict & Terrorism	Demonstrations, strikes & unrest	Crime & Corruption	Natural & Environmental	Health & Medical	Travel Safety & Disruptions

C) “Filter button” at the top of the map provides a list view of all active alerts on the map

D) The globe icon on the left is “all country info.” This is organised by country region and provides a detailed activity report for each country.

- The country report gives detailed information such as the risk level of the country: Low, Moderate, Medium, High, and Extreme.
- You can download the entire country report with detailed, thorough, and critical information.

E) Manage Itinerary is a command where a student can insert their travel information and receive alerts such as flight delay, flight cancellation, and other events that affect that itinerary.

CAP Advantage: How it Works (Mobile)

Installation: CAP Advantage Mobile device links to download the app on your smartphone device:



Apple

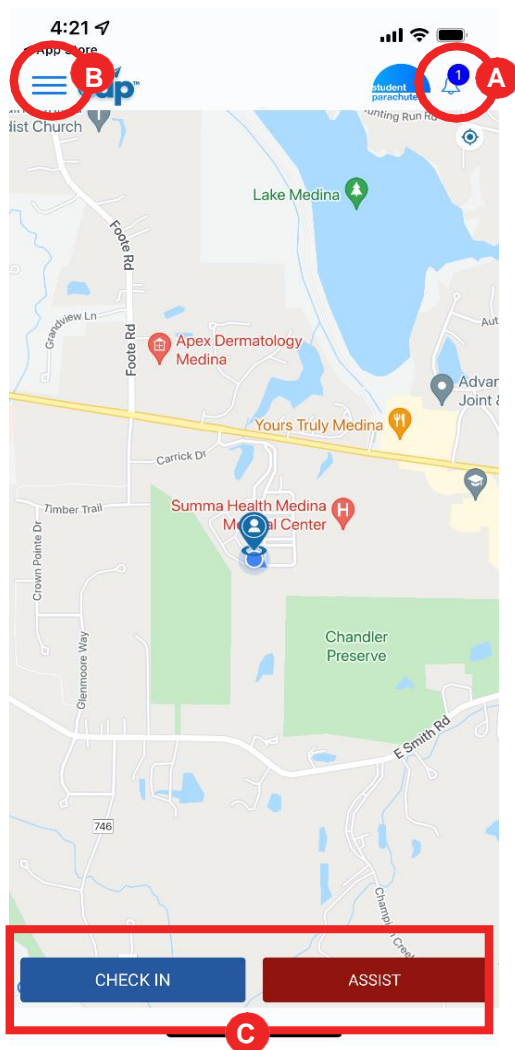
<https://apps.apple.com/us/app/cap-advantage/id1484774309>



Android:

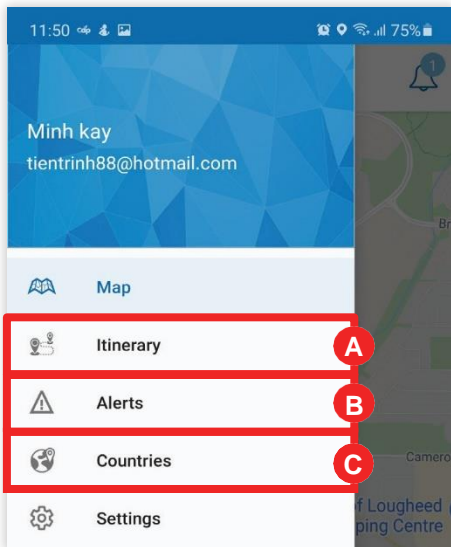
<https://play.google.com/store/apps/details?id=com.focuspoint.capadvantage>

Once you have downloaded the mobile app you will have access to these key features: The Check-in & Assist button, as well as the notifications, itinerary, and country reports.



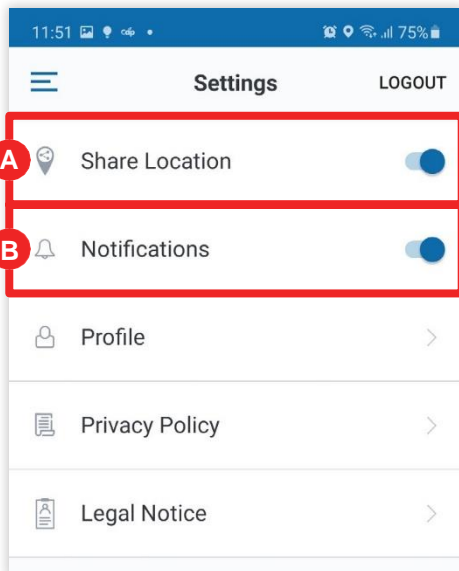
You will log-in using the same credentials you used on the portal. The world map is the main/landing page of the app interface, and is accessed as soon as you log in.

- A) You will see a blue bell Icon, and that will show you active notifications per the location of your university.
- B) At the top left side of the CAP Advantage app, you may expand the “hamburger” icon to see additional commands such as Maps, Itinerary, Alerts, Countries, and Settings.
- C) At the bottom of the world map landing page you will see the blue “check-in” button and the red “assist” button.
 - Every time you want to check in at your location, click the check-in button, and our Crisis Response Center will receive notice that you have checked in. This is typically used if you have contacted us and requested assistance to “walk you home”. We monitor your path, and you would check in once you are safely back at your dorm / residence.
 - IMPORTANT: when you click the red “assist” button, this will trigger a critical alert / alarm at our Crisis Response Center, showing you need assistance.
 - Please ensure that you avoid triggering the assist button



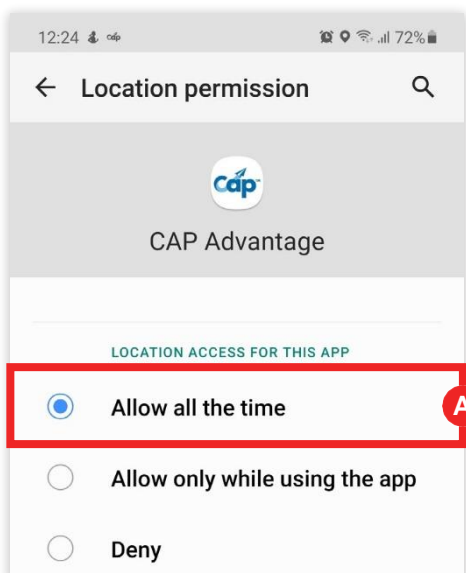
“HAMBURGER” MENU

- A)** Itinerary: if you have an upcoming flight loaded into CAP Advantage, the itinerary area will provide travel status.
- B)** The “Alerts” section provides all the active alerts based on your location. If you want to see alerts for a specific country, you search for alerts in each country as shown below.
- C)** Countries: with this command you can search for a country and access a full intelligence report and research risk levels, advisories, and active alerts.



SETTINGS

- A)** “Share Location” by toggling your share location icon as active (on) so that you may report location to the Crisis Response Center and to receive all alerts that have occurred in the country and or city-specific area of where your mobile device is sharing location. Furthermore, this command will also allow you to share location with the Crisis Response Center.
- B)** “Notifications” icon is used to allow your mobile device to receive in app messages, alerts, and other notices, created either by your university or the Crisis Response Center toggled to active (on) as well to receive notifications.



APP PERMISSION SETTINGS

- A)** “Location permission” on your mobile device has to be set to “Allow all the time” in order to share location access to permit CAP Advantage to provide you with security overwatch services and ensure your device can be tracked in the event of theft.

MEMBER GUIDE

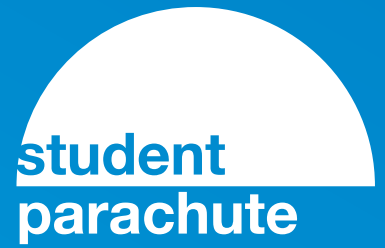
You can find the terms and conditions of membership here:

<https://www.studentparachute.com/media/dywoy2jl/student-parachute-member-guide-sp120200301.pdf>

Student Parachute is a geolocation tracking, student protection and assistance membership service and not an insurance policy or financial product. The extent or nature of any response, assistance and evacuation services provided to members will be at our sole and absolute discretion taking into account the nature of the security incident. Student Parachute neither reimburses nor indemnifies members for any loss, costs or expenses they may incur, whatsoever.

PRIVACY

You can view our Privacy Policy here <https://www.studentparachute.com/privacy-policy>



Student Parachute FAQs



Student Parachute FAQs: Bond University Trial

FREQUENTLY ASKED QUESTIONS

Below are answers to some of the most frequently asked questions about Student Parachute membership.

[How long will my free trial last?](#)

As a Bond University international student, you have access to a Student Parachute membership for six months at no cost.

[What happens at the end of the trial period/when my membership expires?](#)

If your membership expires, you will not be covered for security, protection and evacuation services. If you wish to extend your membership after the trial period you will have to purchase a member at your cost.

[What do I do in an emergency?](#)

If you need immediate help, simply press the alert button in Student Parachute's CAP Advantage app.

Our specialist security and evacuation teams respond immediately and can track, locate and contact you, guiding you to safety where necessary.

When Student Parachute is activated and a crisis or incident occurs near you, we will contact you to check on your safety and wellbeing. If we do not receive a response, we find other ways to confirm you are ok. We may call, email or SMS you and contact your school, local authorities and hospitals to seek information.

Our specialist team can provide you with advice about safety, local laws and government authorities. We will also transmit urgent messages to your school, consulate, family and friends. You can access interpreters, as well as get referrals to local legal and medical specialists. If you lose your passport, travel documents or credit cards, we can assist you to replace them.

[What if I can't find my membership details in an emergency?](#)

Don't worry. If you can, ensure you have a data connection and press the alert button in your Student Parachute CAP Advantage app. If you're not connected or have been separated from your phone, you can contact us via phone or email. If you don't have your membership details handy, we will use other means to confirm your membership.

[Who will be alerted if I am in trouble?](#)

Our communication will depend on the situation or event. We will contact you to check on your safety and wellbeing if you press the Alert button in the Student Parachute CAP Advantage app, or if we determine that you are near an emergency or crisis event.

If we do not receive a response, we seek other means to confirm you are ok. We may call, email or SMS you and contact local authorities and hospitals to seek information.

If you are incapacitated or can't be reached, we will notify the emergency contact nominated by you.

[What types of incidents does Student Parachute respond to?](#)

We can provide assistance services for a wide range of travel incidents including:

- Active shooter
- Protests, riots and civil unrest



- Natural disasters
- Terrorism
- Pandemic
- Violent crime
- Wrongful detention
- Kidnap for ransom
- Blackmail or extortion
- Disappearance or loss of contact
- Hijacking.

[I have overseas student health insurance, why do I need Student Parachute?](#)

We recommend all members obtain comprehensive health and travel insurance for their international study experience. Student Parachute's geolocation tracking, security and evacuation membership complements your OSHC with an added layer of proactive protection, designed to steer you away from danger, and then get you to safety if the unexpected happens.

With access to over 5,000 specialist response teams around the world, we can deploy security resources to guide students to safety and bring them home to their families.

[Is it insurance?](#)

No, Student Parachute is not insurance. It is a geolocation tracking, travel security and assistance membership service.

Our goal is to get you to safety and limit the impact or potential impact of the event on you and your study. The extent or nature of any response, assistance and evacuation services provided is at our sole and absolute discretion.

Student Parachute does not provide any indemnity for loss or reimbursement of costs. Where payment for services is required in the delivery of services to you, we will pay directly to the service provider the reasonable and customary costs and charges we negotiate with them.

There is no need for you to pay upfront for response services or to complete a claims process.

[What is Student Parachute?](#)

Student Parachute is a simple, tech-friendly membership that assists international students when the unexpected strikes during their study abroad.

[Do I have to be an international student to apply for Student Parachute? Or can I use Student Parachute membership as a student in my own country?](#)

Our Student Parachute memberships have been designed specifically for international students. At this point in time, our memberships do not activate until you have left your home country so they are unable to be used for domestic students.

[Who responds to incidents on-the-ground?](#)

Our team is here 24/7 to assist you wherever you are in the world. You can contact us at any time via phone, email or by messaging through your app or online via MyPortal.

Our Crisis Response Centre is staffed by experienced security and medical professionals. You can ask for pre-travel advice or seek guidance on what to do if something does go wrong. Our highly experienced in-house crisis management and emergency response experts and security analysts will quickly help you via phone or in person.



If we determine that you need on-the-ground help, we tap into our global network of 5,000 vetted in-country emergency response teams to provide a trusted and reassuring service. We will coordinate all aspects of crisis response to bring you to safety.

[What experience does Student Parachute have?](#)

Student Parachute is powered by FocusPoint International, which has more than 40 years' experience protecting travellers around the world with expert security and risk management services.

FocusPoint is a global risk consultancy that specialises in the full provision of travel risk management, business resiliency for multinational organisations and crisis response solutions. Headquartered in the United States, FocusPoint maintains offices and personnel in emerging markets and key business centres throughout the world.

FocusPoint is routinely engaged in 600 plus locations and 120 countries, with access to over 5,000 proprietary and vetted on-the-ground, multi-lingual, specialist crisis response teams around the world. These specialist consultants and on-the-ground response personnel come from diverse backgrounds in law enforcement, elite military units, intelligence agencies, emergency medical and health care.

[How can Student Parachute help me in a terrorist incident?](#)

When a terrorist incident occurs, you will receive an alert via CAP Advantage and MyPortal if you are near the incident or if you have registered to receive alerts for the affected country.

Typically, our alerts are issued before the major news stations, meaning you have real-time information, giving you the best chance to stay away from danger. If you are near the event, we will contact you to check you are safe and provide advice or assistance.

Usually, terrorist incidents are one-off events and may not trigger the need for an evacuation. However, if a series of incidents occur or if there is an imminent or on-going threat to life, we may provide on-the-ground security services to arrange safe transport and evacuation to another city, state or even out of the country.

[How can Student Parachute help me in a natural disaster?](#)

When a natural disaster occurs, you will receive an alert via CAP Advantage and MyPortal if you are near the event or if you have registered to receive alerts for the affected country.

Typically, our alerts are issued before the major news stations, meaning you have real-time information, giving you the best chance to stay out of harm's way. If you are near the event, we will contact you to check you are safe and provide advice or assistance.

With a natural disaster incident, there is often long-lasting damage, e.g. in the case of a hurricane or flood, which makes remaining in the country dangerous. In this situation, we may recommend evacuation to a safe location. If this is the case, we will arrange all of the on-the-ground security and transport services to move you.

[Do I need to pay anything more in case of an emergency?](#)

If you get caught up in an emergency, and we decide to evacuate you or to deploy on-the-ground personnel to assist you, your Student Parachute membership covers the cost of securing your safety.

There are no additional fees to pay. This includes in-country assistance, evacuation costs such as flights, boats or ground transport and temporary accommodation. The extent or nature of any response, assistance and evacuation services we provide to members and any amounts we pay is at our sole and absolute discretion.

[Will Student Parachute pay the cost of returning me/my family home or just to the nearest safe country?](#)

Student Parachute prioritises your safety. Following an incident, we focus on getting you to a safe place and away from danger. Our Crisis Response Centre will determine the best course of action. This may be to



evacuate you to your home country, to the nearest safe country, or for you to remain in another safe place until the incident passes.

If we decide (at our discretion) to evacuate you or to deploy on-the-ground specialists to assist you, the cost is covered by your membership.

[Can I cancel my membership?](#)

Student Parachute memberships issued under the Bond University trial are non-transferable and non-refundable. If you do not wish to continue the membership trial, simply delete the Student Parachute CAP Advantage app from your phone.

[Where can I find the terms and conditions of my membership?](#)

Please refer to Student Parachute Member Guide to read the full terms and conditions of your membership.