



Rodel4U

HOW TO ACTIVATE THE RODEL4U APP:

- o You will receive a welcome SMS from Rodel4U assist
- o If you didn't receive a welcome SMS, then please find the reason below.*
- o Download the App from respective App store (Google Play Store or App Store)
 - For iPhone users: <https://apps.apple.com/za/app/rodel4u/id1469382068>
 - For Android users: <https://play.google.com/store/apps/details?id=co.za.globalchoices.rodelassist&hl=en>
 - For Huawei users: <https://appgallery.huawei.com/#/app/C102922179>
- o Open the App once it is downloaded
- o Go to "Activate new Account"
- o Click on Activate
 - The client must enter their own cell phone number
 - The client must create a Password
 - Enter Activation Code from SMS received or requested from Broker
 - Select Active Message Confirming Activation
- o Accept T&C's
- o Look at the 'How to guide'.

OPTIONAL - HOW TO ADD A FAMILY MEMBER:

1. Main Member needs to Login onto their own phone,
2. Select the menu icon (top left corner - three horizontal lines) and select "Personal" OR Select "Personal Details" button on the home page (middle right)
3. Personal Details screen will display
4. Select "Add Family Members" button (bottom of screen)
5. New member screen will display
6. All fields with a * are compulsory
7. Enter the family members details
8. Select "Add Family Member"
9. Success pop up will display saying family member has been added successfully
10. 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 in the SMS.

ACCIDENT ASSIST HOW TO GUIDE:

1. Login/Activate
2. Select the menu icon (top left corner - three horizontal lines)
3. Select Accident Assist
4. Select Collect Incident Details
5. An Overview page will display with the various sections of the form listed
6. Select the first section and complete the information
7. Select Save for each section
8. To move to the next section, select Next
9. Once complete you will be redirected to the Summary page
10. Select Submit
11. A PDF of the form will be sent to you and your broker. Details completed in Accident Assist will automatically be inputted in the Motor Accident Claim form for completion.

HOW TO SCAN DRIVER'S LICENCE:

1. Go to Personal Details,
2. Under 'my details' the users name and contact number will be displayed, on the righthand side there would be three dots.
3. Once selected, three sections will display;
 - Personal Details
 - Drivers Licences → select this option
 - Vehicle Licences
4. There would be a coloured block stating "Scan a driver's Licence" - please scan the bar code at the back of the card (once your camera has identified the code it will capture)

***NOT RECEIVING SMS:**

The only reason they would not have received the SMS's is that they are on the opt-out database. This means that they have previously opted out of receiving SMS's from marketers which may have the same MSISDN used for our messages. We can send their details to our supplier to remove them from the opt-out database but I would need both their permissions in writing. This would be the case for anyone not receiving SMS's for the app.