

# Portal & Aviation App Updates

## User Guide | July 2026 Release

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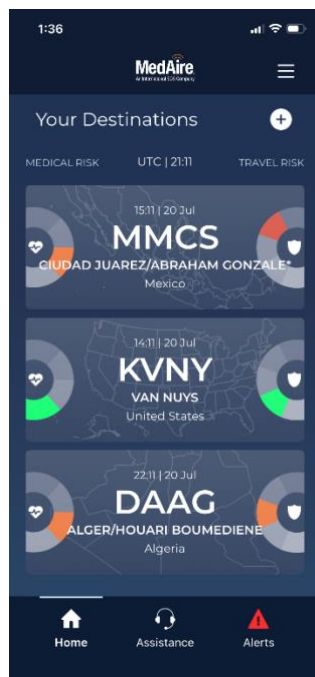
New versions of the MedAire Portal and MedAire Aviation App are here. This release is built around one big idea: giving you not just a risk rating, but the reasons behind it. This guide walks through what has changed in the app and the portal, with screenshots, and explains how the updated risk data flows into the reports you download every day.

If you have any questions about these updates, please reach out to your MedAire account manager.

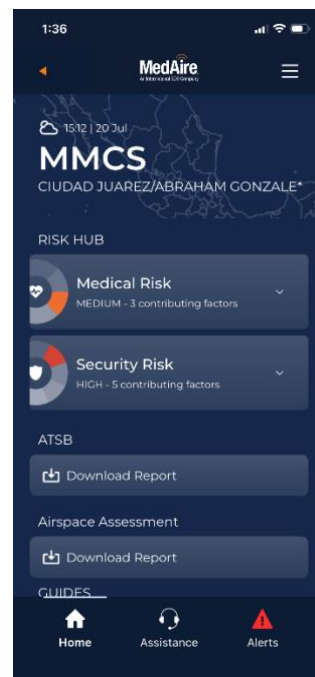
## Section 1: Aviation App Updates

### Risk Ratings That Explain Themselves

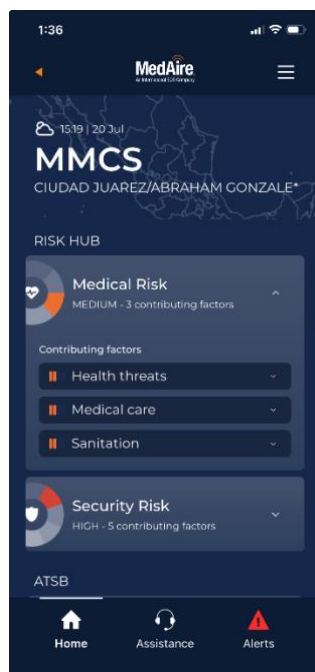
The Risk Hub now sits at the top of every airport page, showing the Medical and Security risk for that location. Tap either banner to expand it and see the **contributing factors** behind the rating. Security breaks down into Social & Political Unrest, Conflict, Crime, Natural Disasters, and Infrastructure. Medical breaks down into Health Threats, Medical Care, Sanitation, and Air Pollution (when available).



Your Destinations dashboard shows Medical and Travel risk rings for each airport.



The Risk Hub shows Medical and Security risk at the top of the airport view.



Medical Risk expands to show the contributing factors behind the rating.



Security Risk expands to show five contributing factors behind the rating.

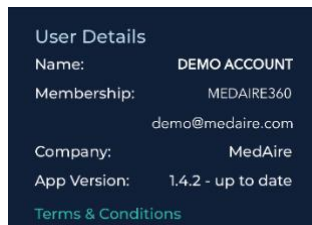
Each factor has its own risk rating bar that has a drop down with more detailed information allowing you to see at a glance which issues are driving the overall score. For example, a city can be rated Medium overall while Crime and Natural Disasters run higher than Conflict.

## City Information Comes First

When a city is in our database, its ratings are now shown ahead of the country ratings. City and country ratings are often the same in highly developed areas, but they can differ in a meaningful way elsewhere. For example, the city of Juarez, Mexico carries a higher security risk than Mexico as a country. Putting the city first means your risk picture is built around the place you are operating.

## App Version Status

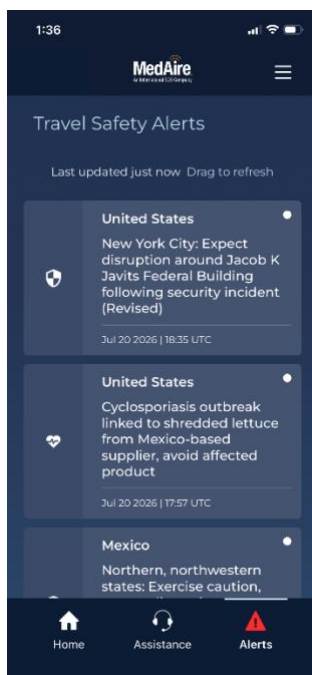
You can now confirm you are running the latest version of the app without leaving Settings. Next to the App Version number you will see “up to date” if you are current, or “out of date” if a newer version is available.



*Settings now shows whether your app version is up to date.*

## Alerts Feed Refresh

On the Travel Safety Alerts page, drag down on the screen to refresh the feed. The page also shows when the feed was last updated, so you always know how current your alerts are.

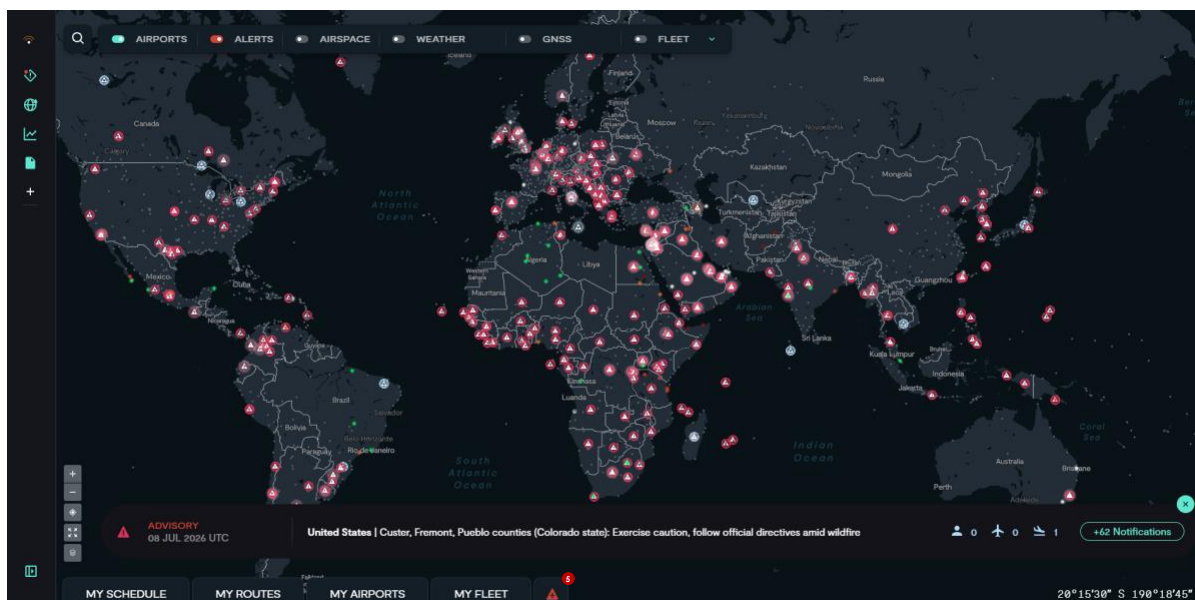


*Drag down to refresh alerts and see when the feed was last updated.*

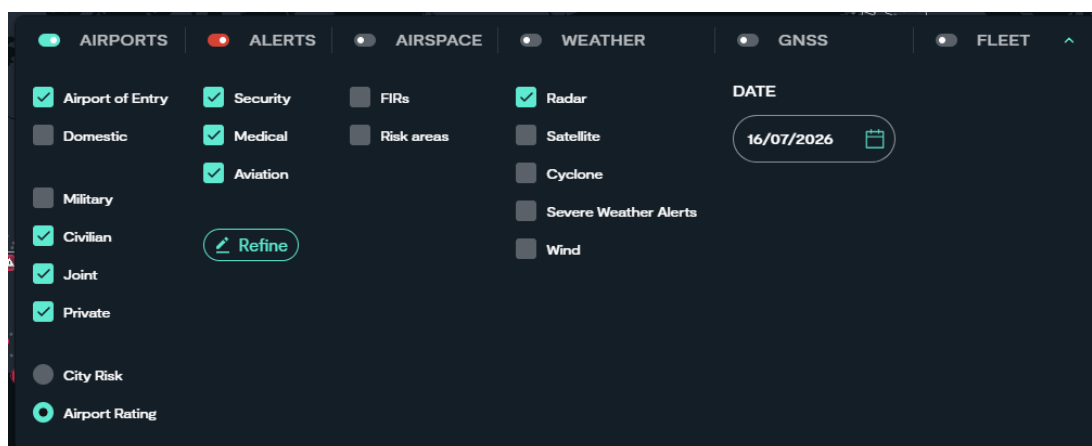
## Section 2: Portal Updates

### Dashboard Enhancements

The dashboard has a cleaner, faster feel. The display toggles across the top (Airports, Alerts, Airspace, Weather, GNSS, and Fleet) now share a single dropdown, so you can set all of your filters in one place instead of opening each menu separately. The Alerts tab along the bottom of the dashboard has been condensed to a simple alert icon, with a red notification badge showing the number of new alerts.



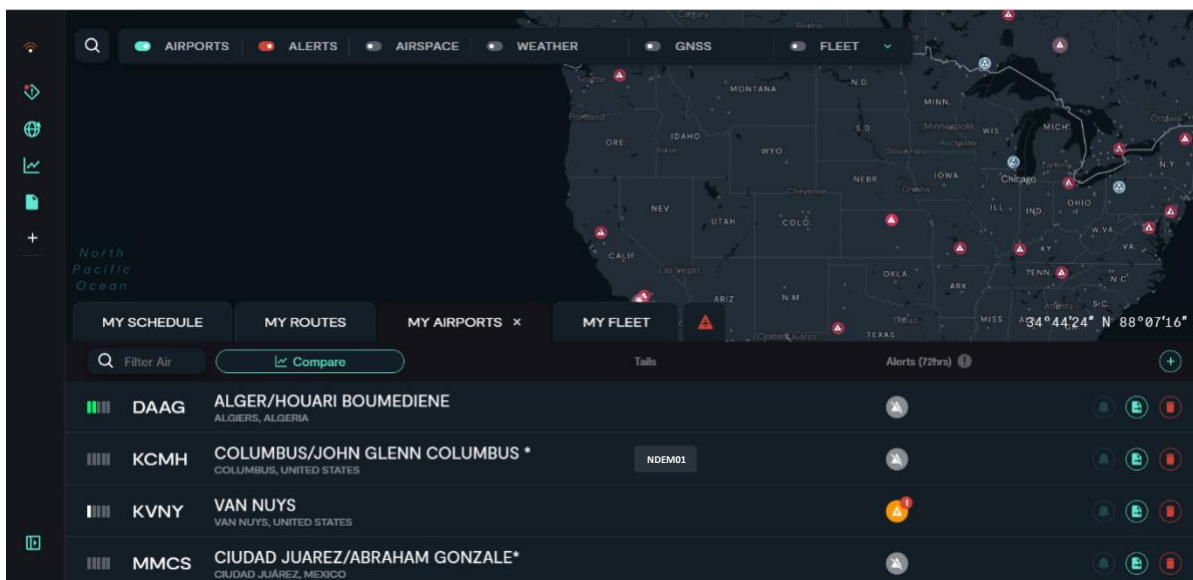
The refreshed dashboard with the simplified top filter bar and condensed alert tab.



One dropdown now controls every display filter at the same time.  
We've changed the name of the FIRS filter to AIRSPACE.

### My Airports Enhancements

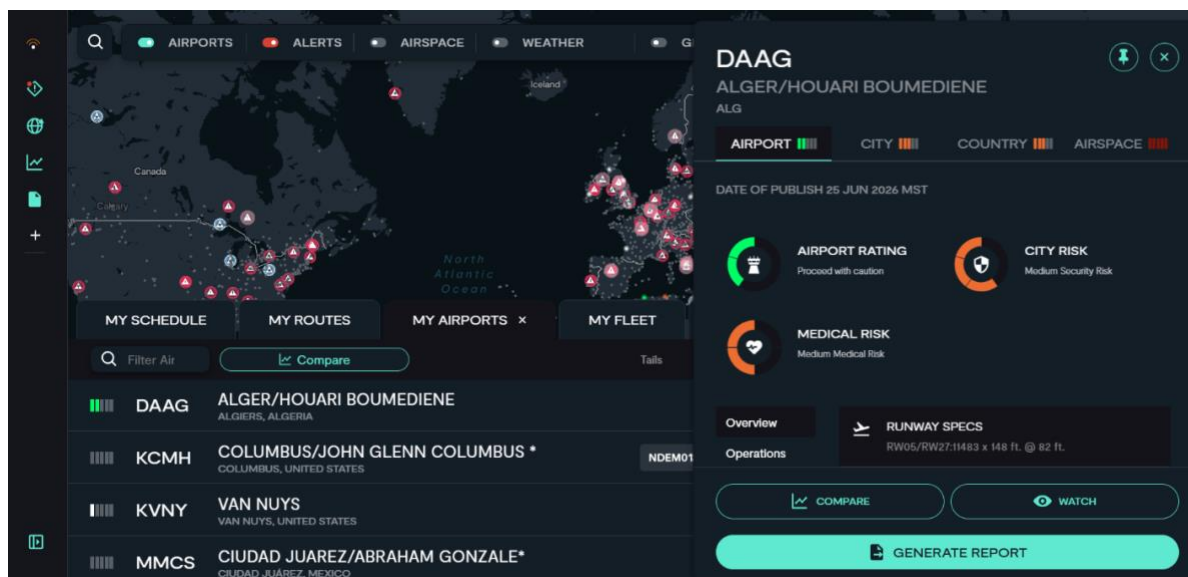
The My Airports table now includes a **Tails** column showing any of your aircraft currently located at that airport, based on last known location. Alert indicators have also been redesigned: alerts within 100 km of an airport now appear as an orange circle with an alert icon, plus a red badge counting new alerts.



My Airports now shows tail numbers on the ground and clearer alert icons.

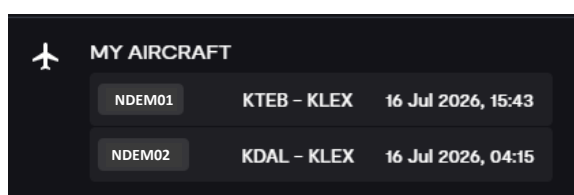
## Airport Panel Enhancements

When you open the Airport Panel, city information is now prioritized over country information whenever we have it in our database. The design has also been refined so it is easier to tell which tab you are in, and the panel extends the full height of the dashboard so more information is visible without scrolling.



The Airport Panel with clearer tabs and Airport, City, Country, and Airspace ratings side by side.

If you have a tail at the airport, scroll to the bottom of the Overview section to find it listed under the new **MY AIRCRAFT** header.



The new MY AIRCRAFT section lists your tails at that airport.

## City Tab Enhancements

The City tab now opens with a detailed breakout of the city's Security and Medical ratings. Each rating is shown as an easy-to-read gauge, followed by the categories we evaluate and how each one is rated. For cities, the Medical rating also includes Air Pollution as a factor. Below the ratings you will still find the security overview, orientation details, and city calendar you rely on.



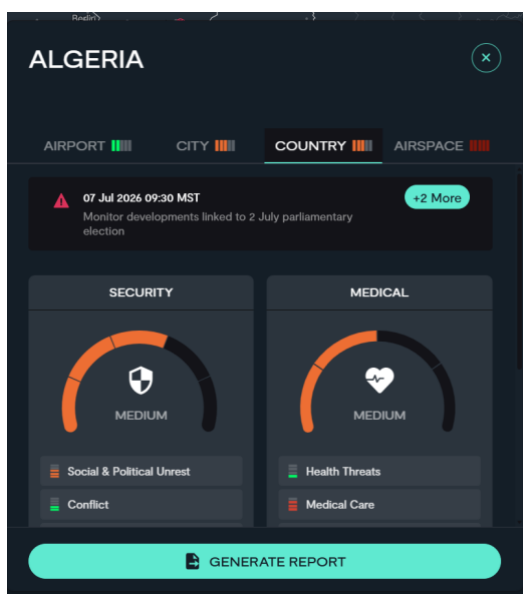
City Security and Medical ratings, with every category behind them.



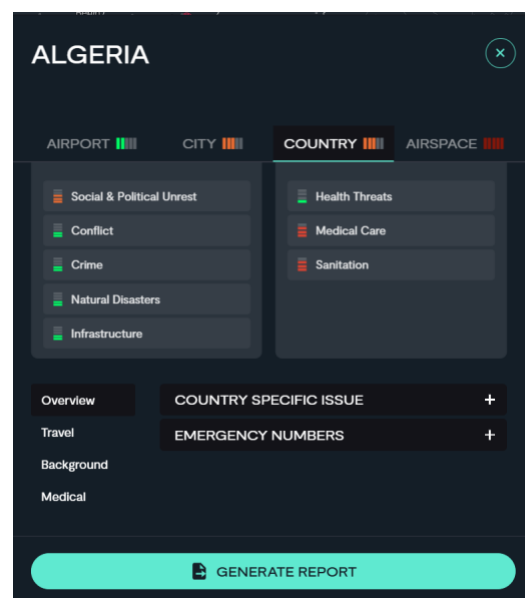
The Security Overview and supporting city details follow the ratings.

## Country Tab Enhancements

The Country tab follows the same approach. You will see a detailed breakout of the country's Security and Medical ratings, the categories behind each one, and how each category is rated. Active advisories appear at the top of the tab, with country-specific issues and emergency numbers below.



Country ratings shown as gauges, with active advisories above.



Category-level detail for Security and Medical at the country level.

## Section 3: How These Updates Flow Into Your Reports

The upgraded city information and risk rating data behind this release does not stop at your screen, it feeds directly into every report you generate.

### Twice the Cities, Twice the Insight

That means three things for every report you download:

- **City and airport information leads.** When a city rating exists, it is prioritized above country information, so the most local and most relevant risk picture comes first.
- **Ratings come with their reasons.** The full Security and Medical sub-ratings, each with a plain-language definition, now appear in your reports, not just a colour and a category.
- **Airspace has its own score.** Reports now include an overall airspace risk rating, which did not exist before this release.

### A Refreshed Report Design

**Aviation Travel Security Brief.** The ATSB has been rebuilt around the new ratings. It opens with a one-page summary showing the Airport, City, Country, and Airspace ratings together, with the airport rating displayed as an easy-to-read gauge. COVID ratings have been removed now that COVID is endemic, and the download date is shown in UTC.

**Airspace Assessment.** The assessment now opens with a rating gauge for overall airspace risk. A new Risk Areas section shows overlapping risk areas on a satellite map, risk levels sit right next to the data they describe (for example, "FL-260 High Risk"), and weaponry types are displayed as a visual icon row instead of a plain list.

**City & Country Reports.** These reports now lead with the full Security and Medical sub-ratings for the city and country, each with a plain-language definition, followed by the Travel Risk Summary.

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### Questions?

Your MedAire account manager is happy to walk you through any of these updates or arrange a demo for your team.