<u>18 August, 2023</u> - Due to system update of the "Enjoy Hiking Hiker Tracking Service" App, please download version 5.0 on Android Play Store or iOS App Store as soon as possible.    Older versions will cease function after 31 July 2023 with the message "No network connection".    For details, please visit Agriculture, Fisheries and Conservation Department website https://www.afcd.gov.hk/english/country/cou_wha/cou_apps.html.



Hong Kong is famous for its hiking trails and attracts thousands of hikers from all over the world. However, hikers may encounter some hazards or even get lost due to some unexpected situations.   To facilitate speedy and effective rescue, the Communications Association of Hong Kong (CAHK) has launched the new "GPS Hiker Tracking Service".   It is based on GPS technology and follows the previous successfully launched "50222 SMS Hiker Tracking Service" since 2012.

To start using this latest "GPS Hiker Tracking Service," simply download and install "Enjoy Hiking" app which is developed by the Agriculture, Fisheries and Conservation Department (AFCD) onto your Smartphone.   Launch the app and activate its "Hiker Tracking Service" function prior to starting your hiking trip.   The GPS system will simply auto feed your tracking location and the data will be recorded at the service center.   The data will be retrieved and can facilitate rescue if the need arises.

# How It Works



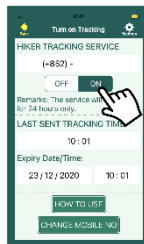Download and Install the "Enjoy Hiking" app from AFCD onto your smartphone.



Launch the "Enjoy Hiking" app and select the "GPS Hiker Tracking Service". Agree with the terms and conditions.



First-time activation:

- Enter your phone # and select "GET CODE"
- Activation Code will be sent via SMS
- Key-in the Activation Code and "CONFIRM"



Select "ON" to activate the service. The app will run for 24 hours (or before if the hiker turns "OFF" the service). The service will automatically feed the data for tracking hiker's route via GPS, and transmit the data to service center using mobile networks.



Tracking data will be encrypted and stored, then erased automatically after 7 days, if no incident is reported.



If a hiker is lost, family or friends can report to the police to carry out a rescue operation. Upon receiving the rescue party's request, the service center will email the encrypted tracking data to dedicated contacts.



Rescue parties will analyze the recorded GPS data to help the rescue operation

# FAQ

## Will the "50222 SMS Hiker Tracking Service" be terminated soon?

No. The "50222 SMS Hiker Tracking Service" operates with all mobile phones, including non-smartphones and will remain available for use.   Please refer to the relevant service leaflet for service details.

## Do I need to register for the service? Any services charge?

NO prior registration is needed.   Simply download and install AFCD's "Enjoy Hiking" app and activate its "Hiker Tracking Service" with Activation Code. Then, the "Hiker Tracking Service" can be activated at any time by simply by turning the [ON] function before hiking.

"Hiker Tracking Service" will feed GPS data via mobile networks, for which mobile bandwidth and data will be consumed.   Thus, network and data services charges may apply but depending on users' mobile data plans.

 "GPS Hiker Tracking" location data will only be transmitted when there is mobile network or Wi-Fi coverage.

 To avoid any data roaming charge generated by "GPS Hiker Tracking Service" while hiking in boundary area, hikers may turn off smartphone data roaming function to avoid mobile network switching to roaming service, or consider to subscribing a roaming service plan with their mobile service providers

## What kinds of GPS data will be fed from my smartphone?
## Who will receive my information?

ONLY hiker location from GPS data will be fed and recorded, exclusive of all personal information. Tracking data is encrypted and stored at the Hiker Tracking Service system for 7 days.

### Who can access my data?

Tracking data is encrypted and stored at CAHK Hiker Tracking Service system, and erased automatically after 7 days if no incident is reported.    Upon receiving rescue parties' request, the Hiker Tracking Service Center will email the tracking data to dedicated contacts.

 Even family members of lost hikers cannot access the encrypted data. Rescue parties will follow their standard rescue procedures and ask for tracking information only when necessary.

### GPS Hiker Tracking Service is applicable to all smartphone devices?

The "GPS Hiker Tracking Service" operates with the "Enjoy Hiking" app introduced by AFCD.    Any smartphone that can run the "Enjoy Hiking" app can activate the "GPS Hiker Tracking Service."

### Will rescue parties only reference GPS information when searching for lost hikers?

The GPS tracking data will only be provided to rescue parties upon request. Professional rescue parties will analyse all-rounded hiker's information, e.g. telephone number, hiking habits and GPS tracking information to find hikers.

### What should I do if I do not receive the "GPS Hiker Tracking Service" Activation Code or otherwise fail to obtain the code?

The Activation Code will be sent via SMS and is valid for 15 minutes. If the user fails to complete the confirmation process within this time, or does not receive the Activation Code via SMS message because of network availability, please request a new Activation Code where the mobile network signal is better available.

**Download Application**

iPhone                    Android

http://www.afcd.gov.hk/english/country/cou_wha/cou_apps.html

## Enquiry

Email:    smsenquiry@cahk.hk

Contact: 2504 2732

<u>2023 年 8 月 18 日</u> -- 由於「郊野樂行遠足留蹤」流動應用程式系統更新，請到 Android Play Store 或 iOS App Store 更新 5.0 版本，以繼續使用遠足留蹤服務。舊版本於 2023 年 7 月 31 日後不能使用並會顯示「沒有網絡連線」。詳情請瀏覽漁農自然護理署網頁 https://bit.ly/3TNhbnm。



香港行山遠足活動舉世知名，每年吸引數以萬計遠足行山者參與。不過，山路曲折，風雲易變，每年都有遠足人士因故失蹤。為了協助搜救隊伍能快速定位搜救失蹤者，提升救援的機會和速度，香港通訊業聯會 (CAHK) 繼義務推出「50222 遠足短訊留蹤」服務後，再因應智能手機普及，推出「GPS 遠足留蹤」服務。

「GPS 遠足留蹤」服務為智能手機而設，遠足人士只需要安裝漁農自然護理署「郊野樂行」手機程式，並於每次遠足前啟動「遠足留蹤服務」功能，便可於意外發生時協助搜救隊伍加速搜救行動。
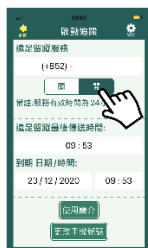
# 「GPS 遠足留蹤服務」運作圖解

 用戶請先用智能手機下載並安裝漁農自然護理署「郊野樂行」手機程式

 啟動「郊野樂行」，點選「啟動遠足留蹤」服務，並同意使用條款

 初次啟動時：

- 輸入智能手機號碼，然後按「獲取驗證碼」
- 稍等片刻，待接收驗證號碼短訊
- 輸入驗證碼，再按「確認驗證」

 按「開」以啟動服務，手機應用程式會於 24 小時內 (或遠足者按「關」離開服務前)，透過使用者手機 GPS 定位，自動定時通過流動網絡數據傳送，記錄遠足者位置

 資料經加密後會儲存在服務中心 7 天，如期間沒有搜救要求，將於 7 天後自動清除

 期間如遠足者失蹤，其親友報案，服務中心會在搜救隊伍要求下，將資料加密傳送至有關單位的專責電郵戶口以協助搜救失蹤者

 搜索隊伍分析資料，快速定位並尋找失蹤遠足人士

\* 搜救隊伍 = 警方或消防處的搜救隊伍

# 常見問題

## 「50222 遠足短訊留蹤」服務會停止嗎？

不會。「50222 遠足短訊留蹤」服務可配合所有手機 (包括非智能手機) 使用；詳情請參閱有關服務單張。

## 使用服務要預先登記嗎？要不要收費？

「GPS 遠足留蹤」服務應用程式免費下載，在初次啟動時，只需簡單輸入你的智能手機號碼，並於接收驗證碼短訊後輸入驗證碼確認，便可啟動服務。每次使用服務前只需按 [啟動]，服務便會經流動網絡數據傳送有關的 GPS 資料記錄位置。是項服務會佔用頻寬及網絡數據，使用者可能需要支付流動網絡服務供應商有關使用費用。詳情視乎用戶與流動網絡服務供應商之間的合約。

「GPS 遠足留蹤」位置信息只會在有流動網絡或無線網絡覆蓋範圍時傳送。

在接近邊境地方遠足的遠足人士留意，使用「GPS 遠足留蹤」服務時，智能手機有機會自動切換至內地流動網絡，數據傳送便會視作漫遊收費。遠足者可透過手機設定，防止自動切換流動網絡，又或考慮採用網絡服務供應商的各種漫遊優惠。

## 手機會發送什麼資料和發送給誰嗎？

系統只會發送遠足者手機的定位資料，並不含其他個人記錄。資料會直接傳送至服務中心系統，並加密儲存七天，不經人手。

## 什麼人會看到我的留蹤資料？

有關資料會直接送到 CAHK 的服務中心自動加密記錄，保留七天然後刪除。如七天內，有搜救隊伍要求讀取某手機使用者的遠足留蹤記錄，服務中心會檢查資料庫，如發現相關資料便會直接電郵給指定的專責單位。

失蹤者家人並不能索取有關遠足留蹤資料，搜救隊伍會按既定程序搜救，並視乎需要才會向中心索取有關留蹤資料協助尋人。

## 是否任何智能手機均可使用「GPS 遠足留蹤服務」？

「GPS 遠足留蹤服務」是配合漁農自然護理署「郊野樂行」手機應用程式的新服務，凡能成功運作「郊野樂行」的智能手機，即可使用。

## 是否只會根據手機 GPS 資料追蹤失蹤者？

GPS 留蹤資料僅在有需要時提供給搜救單位，專業搜救隊伍會根據報案者提供的遠足人士資料 (如電話號碼)、遠足習慣、GPS 留蹤資料等綜合分析，協助搜尋失蹤者。

## 我收不到「GPS 遠足留蹤」服務的驗證碼或驗證失敗怎辦？

驗證碼會以短訊方式發放，有效時間為 15 分鐘，如用戶因各種不同原因驗證失敗，請重試，或轉移到網絡接收良好的地方再試。

## 下載應用程式



iPhone                    Android

https://www.afcd.gov.hk/tc_chi/country/cou_wha/cou_apps.html

## 查詢

電郵：smsenquiry@cahk.hk

電話：2504 2732