

The JCCC (Joint Casualty and Compassionate Centre) Virtual Contact Card

User guide





The JCCC (Joint Casualty and Compassionate Centre) Virtual Contact Card – User Guide

Contents

1. What is the Virtual Contact Card?
2. Android Devices – Downloading4
3. Android Devices – Saving5
4. Android Devices – Editing 6
5. Android Devices – Sharing
6. Apple Devices – Downloading & Editing8
7. Apple Devices – Sharing9





The JCCC (Joint Casualty and Compassionate Centre) Virtual Contact Card

What is it?

The JCCC Virtual Contact Card allows you to store the JCCC's 24/7 telephone number and other contact details, and your Service Number on your smartphone.

Once downloaded, the contact will be saved in your address book under the name JCCC, you can save your service number and share the file with your loved ones.

Storing your service number and sharing it with your loved ones will help JCCC operators retrieve important information and assist you as quickly as possible.



Save the JCCC Virtual Contact Card to your contacts.



Edit your Service Number and then share with your loved ones.





Downloading

Android Devices

Tip

On some Android devices the contact card will automatically be imported to your Android address book under the name JCCC.



Step 1

Navigate to the JCCC landing page on Gov.uk and tap on the JCCC Virtual Contact Card. You will be prompted to download the Card, Tap > "Download".

Step 2

The Card will download, and you will receive a prompt to "open" the card, Tap > "Open".

Open file

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X

Step 3

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CANCEL

You will be prompted to "import" contacts from the vCard file, Tap > "OK"



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SAVE

Defence Business Services

Saving

Android Devices

Тір

On some Android devices the contact card will automatically be imported to your Android address book under the name JCCC.





Step 1

You will be prompted to Save the contact **Tap** > "**Save**". The contact will now be saved under JCCC in your address book.

Step 2

Search for JCCC in your contacts and open the contact.

Step 3

You can now edit your Service Number, **Tap** > "**Edit**"



Editing your Service Number

Android Devices

Тір

The format of the JCCC virtual contact card may vary depending on device and operating system.



Step 1Step 2"Search" for JCCC in your
contact list.In the Service Number field
"edit" your service number.

Step 3

You can now edit your Service Number, **Tap** > "**Edit**".

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Sharing

Android Devices

Тір

We do not recommend sharing your contact card using social media messaging apps.

You may find that sharing your contact card using these platforms may alter the cards format and the information stored within the contact card.



Step 1

You can share your contact card between devices. To "**share**" "**search**" for JCCC in your contacts, open the JCCC contact and **Tap** > "**Share**".

Step 2

You can "**share**" the vCard with your contacts. For example, SMS message, multimedia message or by email.

Step 3

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Share

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WhatsApp

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Nearby Share

Wi-Fi Direct

Link Sharing

Share to device

M

Gmail

Save to Drive

Share large files up to 2 GB per day.

Share with Smart View or nearby devices.

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Fmai

Bluetooth

Messages

OneDrive

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SHARE

Choose how you would like to "**share**" and the contact you want to share with and then **Tap** > "**Share**".

Defence Business Services

Downloading

Apple Devices

Тір

On some Apple devices you will be prompted to create a new contact.

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The format of the JCCC Virtual Contact Card may vary depending on your device and operating system. Older devices may not support vCard files	depending on your device Older devices may not sup
Always remember to keep your personal data on your mobile device safe with a password and/or biometric authentication.	Always remember to keep mobile device safe with a authentication.
Download the <u>JCCC Virtual Contact Card</u> (vCard file, 198KB)	Download the <mark>JCCC Virtua</mark> 198KB)
Casualty reporting	Casualty reporting
If a casualty occurs, the nominated emergency contact and next of kin will be informed. The JCCC may be able to approve the travel of next of kin to the bedside of a casualty if appropriate.	If a casualty occurs, the ne contact and next of kin wi may be able to approve th bedside of a casualty if ap
If personnel die in service, the JCCC will make the post-death arrangements and can provide advice on:	post-death arrangements
Download file?	repatriation funeral entitlements
Size: 198.3KB Name	1 file downloaded.
vcard_Version_3.0-1.vcf	Open
Cancel Download	
	↑ <u>Contents</u>





Step 1

Navigate to the JCCC landing page on Gov.uk and Tap on the JCCC Virtual Contact Card. You will be prompted to download the Card, **Tap** > "**Download**".

Step 2

If prompted to, name the new contact as **JCCC** and **Tap** > "**Save**".

Step 3

At this point you can also edit your service number. **Tap** > "**Edit**" and **enter** your Service Number replacing the **-ENTER HERE-** field. **Tap** > "**Save**"

* Defence **Business** Services

Sharing

Apple Devices

Tip

We do not recommend sharing your contact card using social media messaging apps.

You may find that sharing your contact card using these platforms may alter the cards format and the information stored within the contact card.

JCCC (Joint Casualty and Compassionate Centre video call video mail f you or your relative is overseas either on a posting, at sea or on a deployment and you need to apply for his/her return on compassionate grounds (for example if there is a death in your immediate family, serious illness or a serious family crisis) contact the Joint Casualty and)
Notes f you or your relative is overseas either on a posting, at sea or on a deployment and you need to apply for his/her return on compassionate grounds (for example if there is a death in your immediate family, serious illness or a serious family crisis) contact the Joint Casualty and	
Notes f you or your relative is overseas either on a posting, at sea or on a deployment and you need to apply for his/her return on compassionate grounds (for example if there is a death in your immediate family, serious illness or a serious family crisis) contact the Joint Casualty and	
compassionate centre (JCCC) immediately. The JCCC are available to assist you 24 hours a day including weekends and bank holidays.	
Send Message	
Share Contact	
Add to Favourites	
Add to Emergency Contacts	



Step 1

You can share your contact card between devices. To share, **search** for JCCC in your contacts, open the JCCC contact and Tap > "Share Contact".

Step 2

Choose the way you want to share your contact card for example via text message or email.

Step 3

Choose the contact you want to **share** with and then Tap > "share"

New Message

Text Message Sat 30 Oct, 03:52

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Cancel

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