



User Manual

Thailand Tourist Police Application

กองบัญชาการตำรวจท่องเที่ยว
Tourist Police Bureau

**Tourist Police Bureau
Royal Thai Police**



Thailand Tourist Police Application

The **Thailand Tourist Police** application is developed by the Tourist Police Bureau to provide tourists with convenient access to Tourist Police services. Its main features include:

1. Communication between tourists and the Tourist Police
2. Emergency incident reporting
3. Assistance requests and language translation support
4. Information inquiries
5. Access to tourist attraction information and tourism news within Thailand

The **Thailand Tourist Police** application is available for download on **iOS, Android, and Huawei AppGallery** and the app supports chat-based incident reporting and information inquiries in **six languages**:

1. English
2. Chinese
3. Japanese
4. Korean
5. Russian
6. Thai

Tourists can submit reports through the chat function by sending digital files, including their current location and attached photos to help explain the incident.

The application also features an **SOS button** for emergencies or situations requiring immediate assistance. When activated, the app connects directly to the **Tourist Police Emergency Call Center (1155)** and the Tourist Police Bureau's Command and Control Operation Center.

To improve the efficiency of Tourist Police operations, incident reports submitted through the application are automatically forwarded to the Tourist Police Station responsible for the relevant area. All Tourist Police officers on duty in that jurisdiction receive the information simultaneously, enabling them to respond more quickly and provide timely assistance or take immediate action when needed.





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Platform

การดาวน์โหลดผ่านโปรแกรม Store

Platform

Downloading the Application via the Store

Google Play Store

1. Open the **Google Play Store**  app on your mobile device.
2. Search for "Thailand Tourist Police".
3. Select "Thailand Tourist Police" and tap **Install**.
4. Once the installation is complete, the **Thailand Tourist Police** application will appear on your mobile device's home screen.

Apple App Store

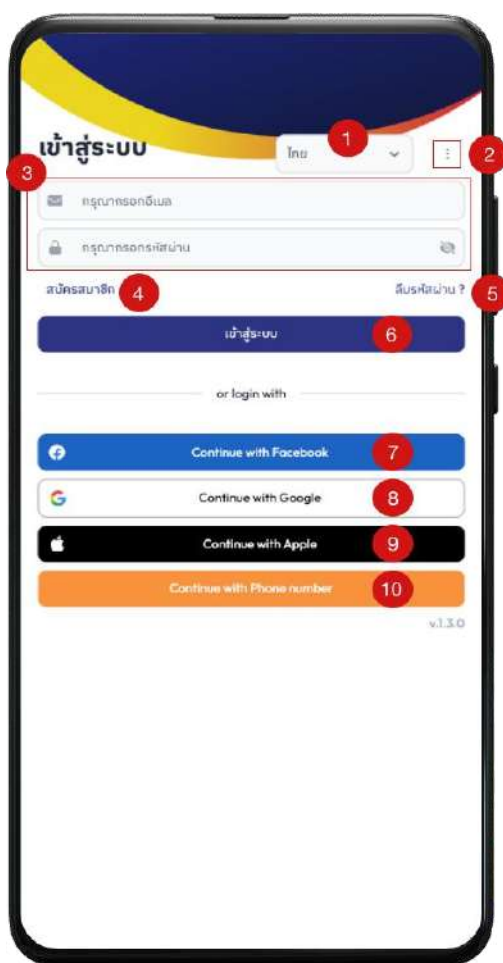
1. Open the **App Store**  app on your mobile device.
2. Search for "Thailand Tourist Police".
3. Select "Thailand Tourist Police" and tap **Get** (or **Install**, if applicable).
4. Once the installation is complete, the **Thailand Tourist Police** application will appear on your mobile device's home screen.



User Registration

Once the **Thailand Tourist Police** application has been successfully downloaded and installed, tap the **app icon** to launch the application. The system will then direct you to the **User Registration** page.

To register for an account and start using the application, follow the steps below.



No./Description

- 1 Chang Language Button
- 2 Chang User Role Button
- 3 E-mail and Password Login Fields
- 4 Registration Button
- 5 Forgot Password Button
- 6 Sign In Button
- 7 Sign In with Facebook
- 8 Sign In with Google
- 9 Sign in Apple ID
- 10 Sign In with Phone Number (SMS)

Example of the Login Screen



User Registration

Sign up with E-mail

1. Tap the Sign Up button.

2. Enter the information required to create an account:

- a) Email
- b) Phone Number
- c) Password
- d) Confirm Password
- e) Tap the **Next** button.

Example of the Account Creation Screen



3. Enter personal information:

- a) First Name - Last Name
- b) Nationality
- c) Country
- d) Gender
- e) Tap the **Agree** button.

Example of the Personal Information Entry Screen



4. Enter emergency contact information

(This step can be skipped.)

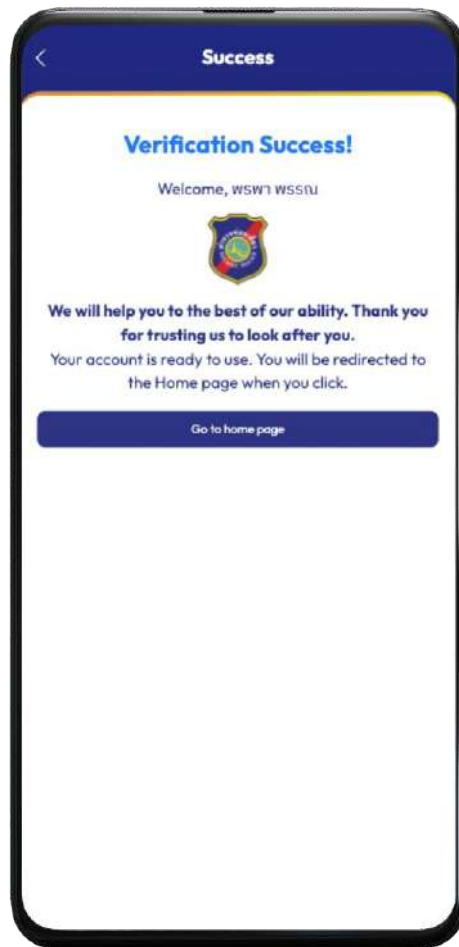
- a) First Name - Last Name
- b) Phone Number
- c) Tap the **Agree** button.

Example of the Emergency Contact Information Entry Screen



Example of the Terms of Use Screen

5. Review the Terms of Use and tap the "Agree" button to accept the Terms of Use.



6. Registration for the "Thailand Tourist Police" application using email has been completed successfully.

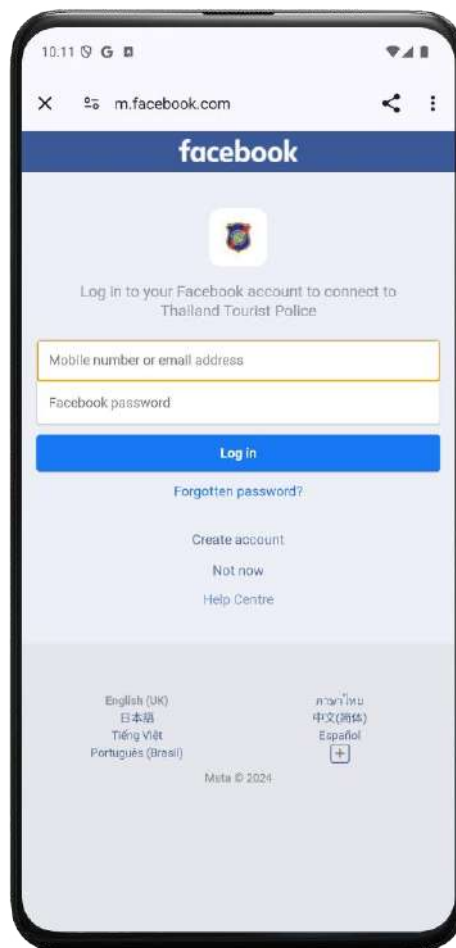
Tap [Go to Home Page](#).

Example of the Successful Registration Screen



User Registration

Sign up with Facebook

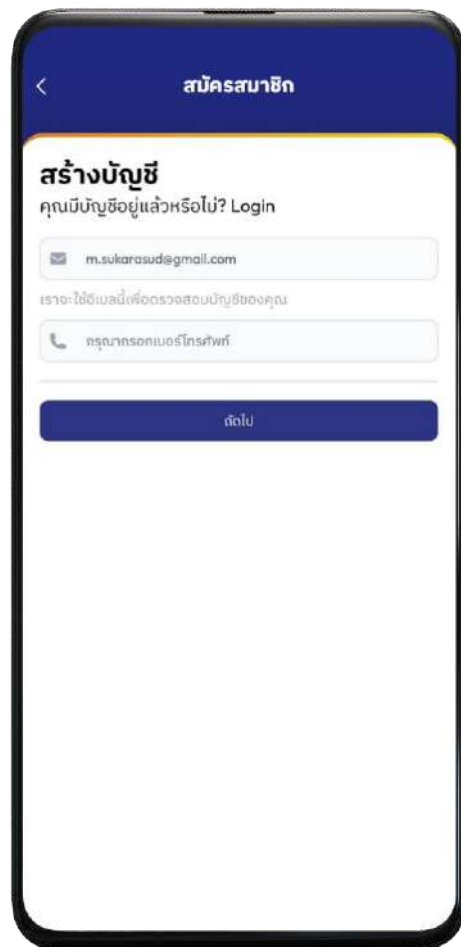


1. Tap the “Continue with Facebook” button.

2. The system will redirect to the user's Facebook account.

Tap Log In and allow permission to access the account.

Example of the Facebook registration screen



3. The system will display the email address associated with the registered Facebook account.

Enter the phone number and tap the Next button

Example of signing up with Facebook screen



4. Enter personal information:

- a) First Name - Last Name
- b) Nationality
- c) Country
- d) Gender
- e) Tap the **Agree** button.

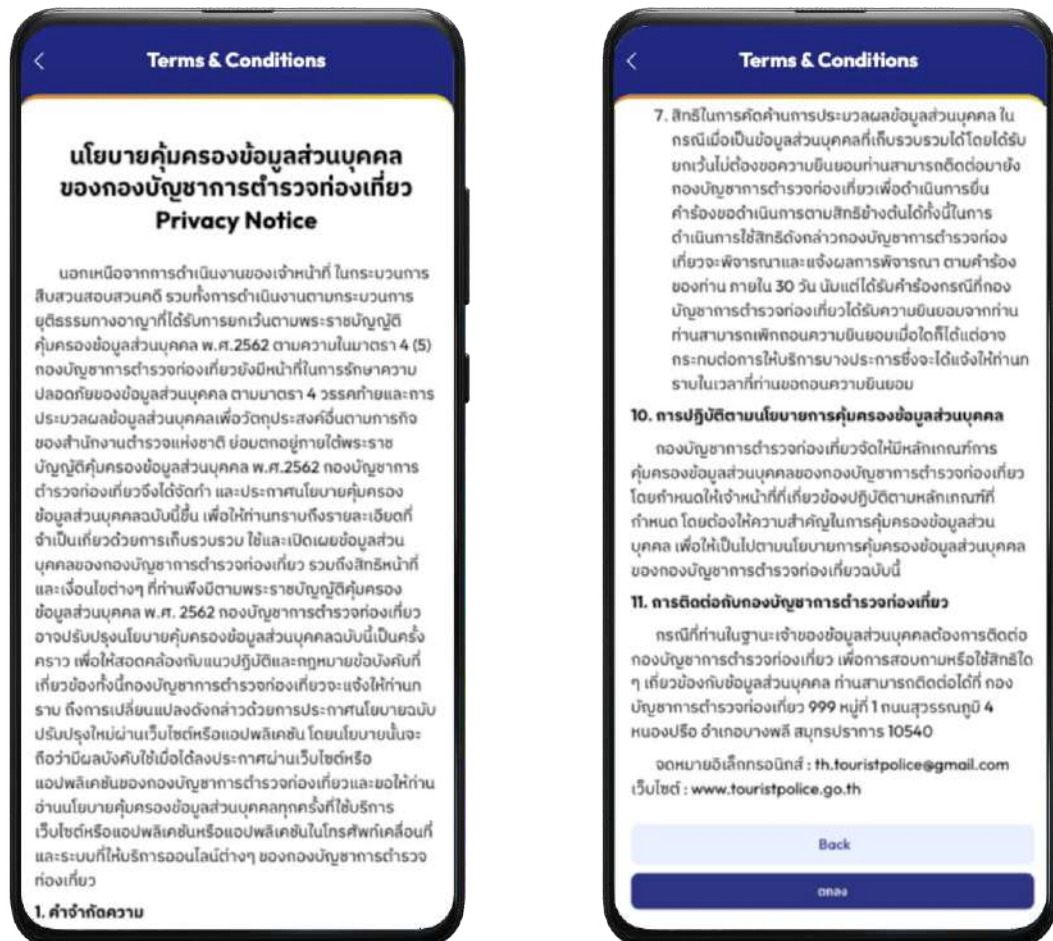
Example of the Personal Information Entry Screen



5. Enter emergency contact information
(This step can be skipped.)

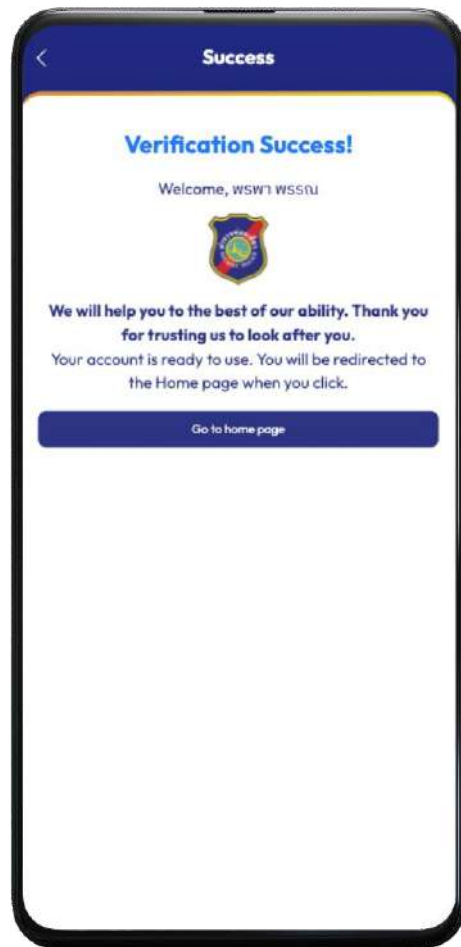
- a) First Name - Last Name
- b) Phone Number
- c) Tap the **Agree** button.

Example of the Emergency Contact Information Entry Screen



Example of the Terms of Use Screen

6. Review the Terms of Use and tap the "Agree" button to accept the Terms of Use.



7. Registration for the "Thailand Tourist Police" application using email has been completed successfully.

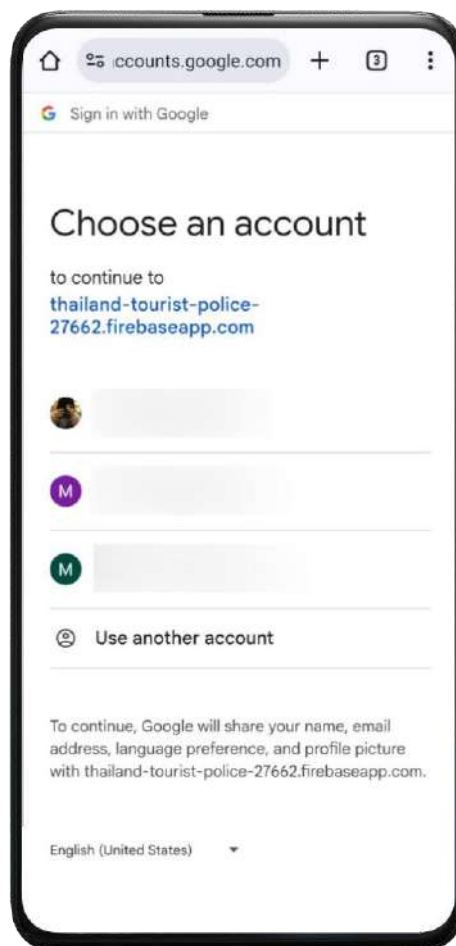
Tap Go to Home Page.

Example of the Successful Registration Screen



User Registration

Sign up with Google

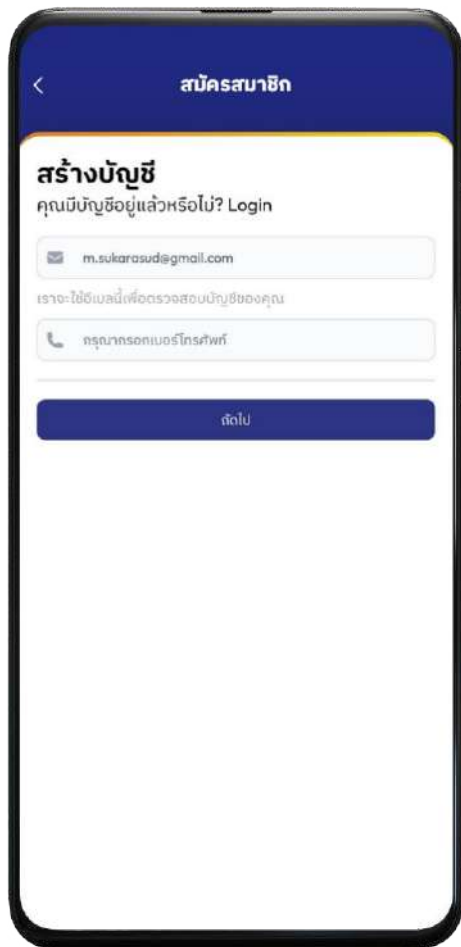


1. Tap the “Continue with Google” Button

2. The system will redirect to the user's Google account.

Tap "Login" to allow access permissions for the account.

Example of the Google registration screen



3. The system will display the email address associated with the user's Google account. Enter the phone number and tap the Next button.

Example of signing up with Google screen



สมัครสมาชิก

สร้างบัญชี

คุณมีบัญชีอยู่แล้วหรือไม่? Login

ชื่อ *

กรุณากรอกชื่อ

สัญชาติ *

กรุณาเลือกสัญชาติ

ประเทศ *

กรุณาเลือกประเทศ

เพศ *

กรุณากรอกเพศ

ตกลง

4. Enter personal information:

- a) First Name - Last Name
- b) Nationality
- c) Country
- d) Gender
- e) Tap the **Agree** button.

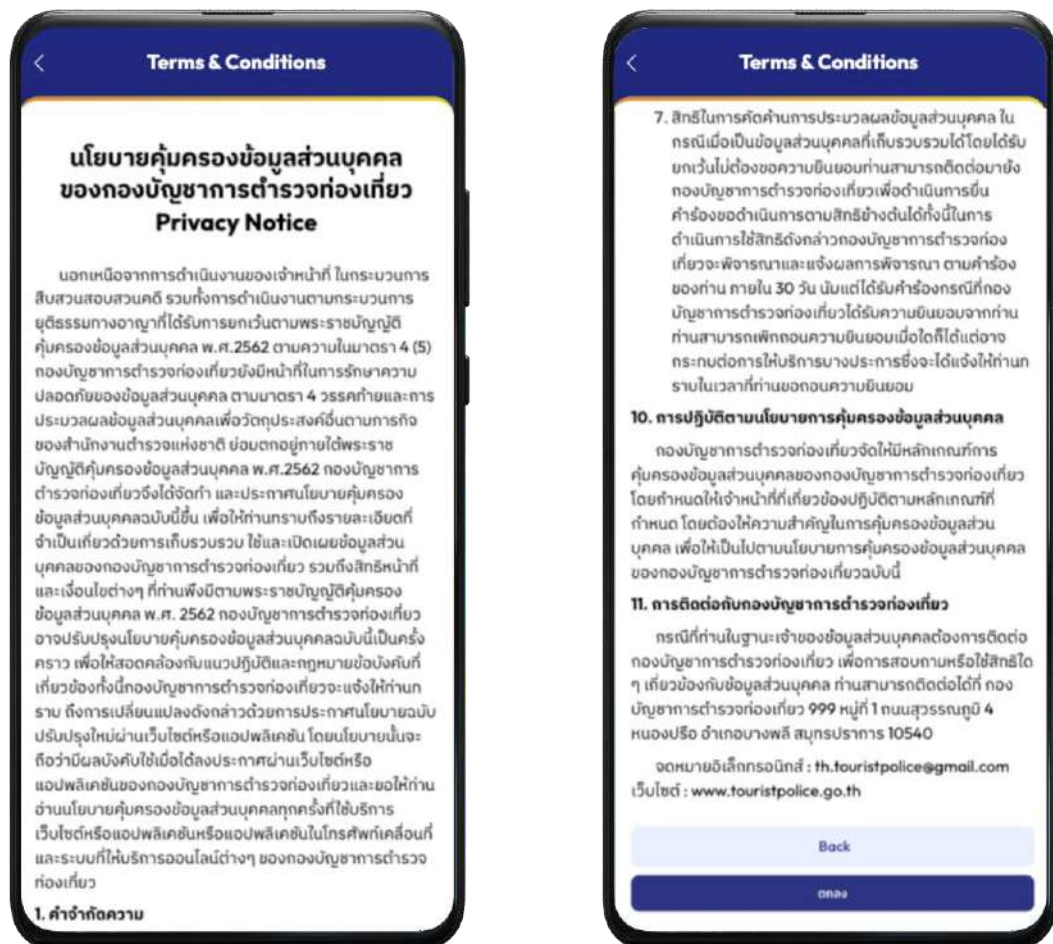
Example of the Personal Information Entry Screen



5. Enter emergency contact information
(*This step can be skipped.*)

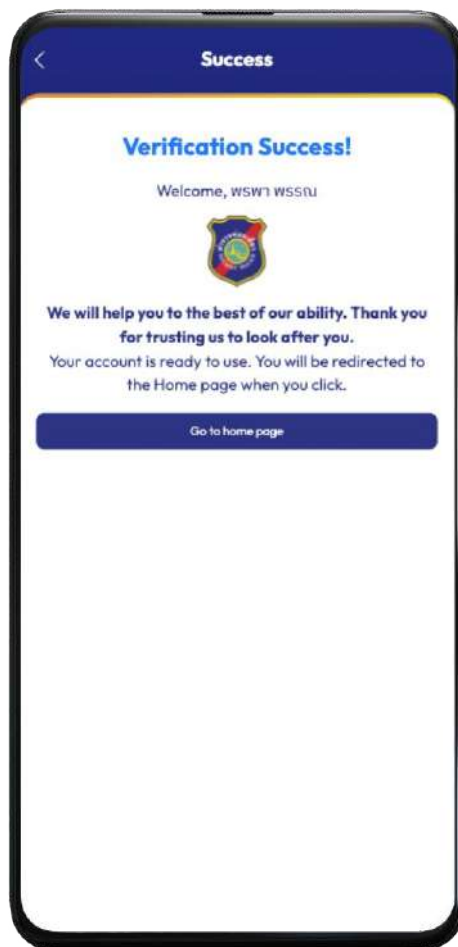
- a) First Name - Last Name
- b) Phone Number
- c) Tap the **Agree** button.

Example of the Emergency Contact Information Entry Screen



Example of the Terms of Use Screen

6. Review the Terms of Use and tap the "Agree" button to accept the Terms of Use.



7. Registration for the "Thailand Tourist Police" application using Google has been completed successfully.

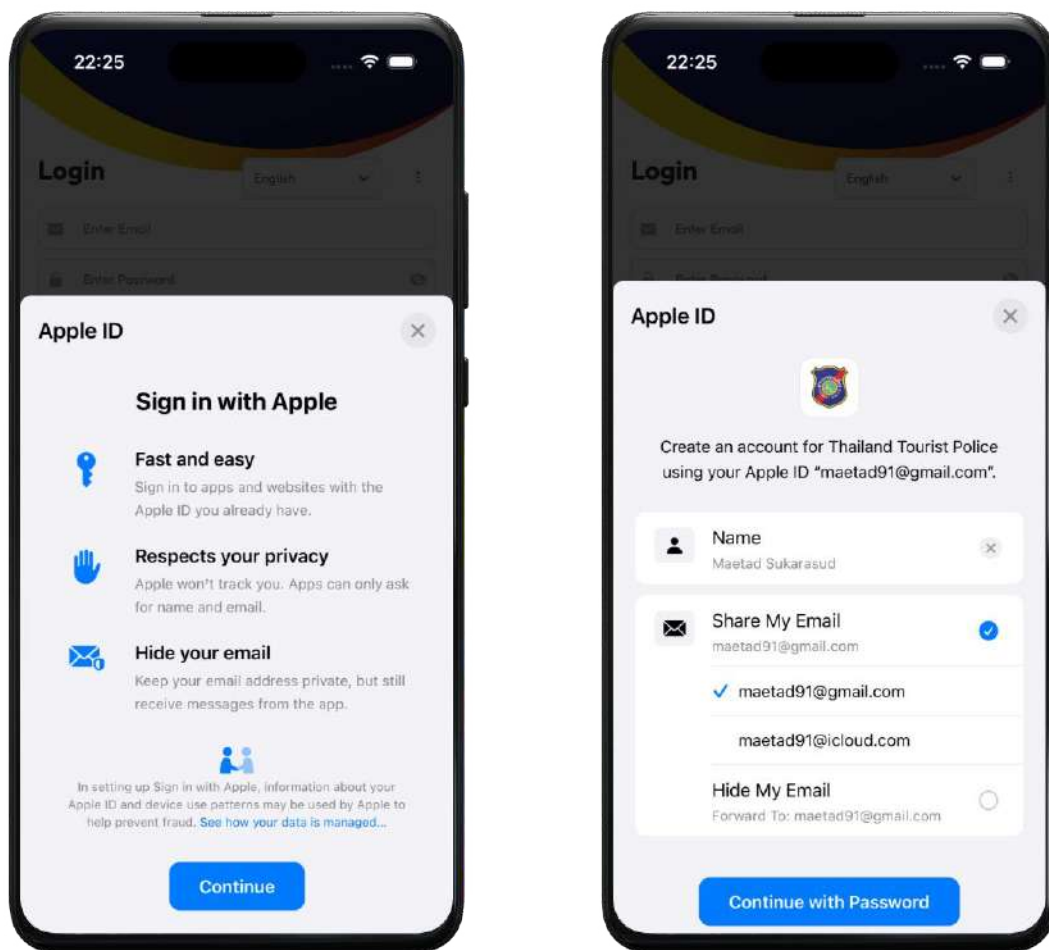
Tap [Go to Home Page](#).

Example of the Successful Registration Screen



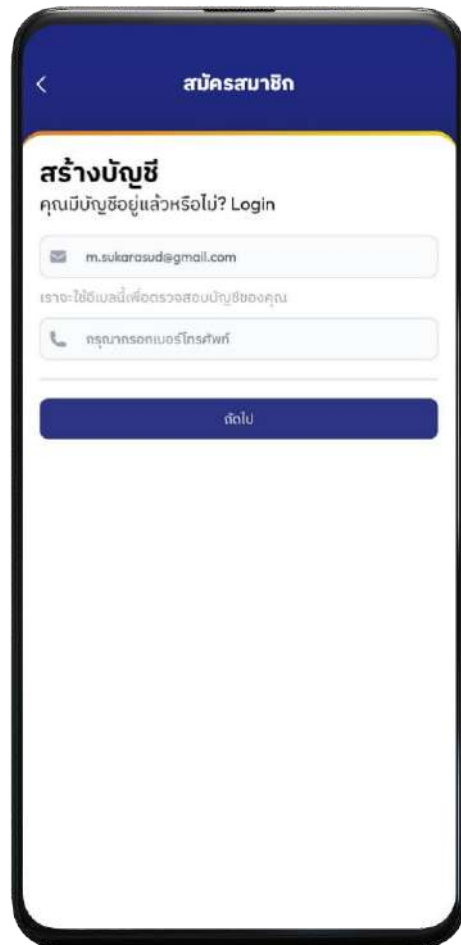
User Registration

Sign Up with Apple ID



Example of the Apple ID registration screen

1. Tap the “Continue with Apple ID” button
2. The system will redirect to the user's Apple ID account.
Tap 'Login' to allow access permissions for the account.



3. The system will display the email address associated with the user's Apple ID account. Enter the phone number and tap the Next button.

Example of signing up with Apple ID screen



4. Enter personal information:

- a) First Name - Last Name
- b) Nationality
- c) Country
- d) Gender
- e) Tap the **Agree** button.

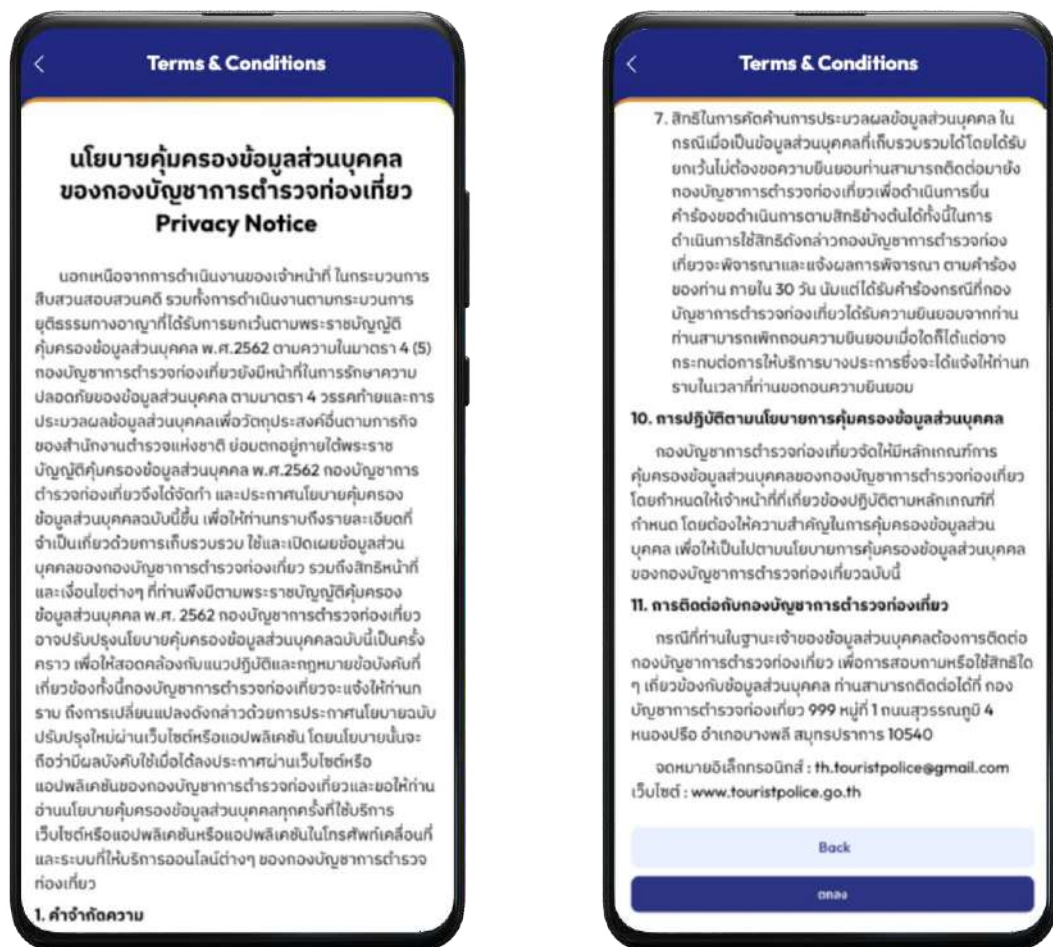
Example of the Personal Information Entry Screen



5. Enter emergency contact information
(This step can be skipped.)

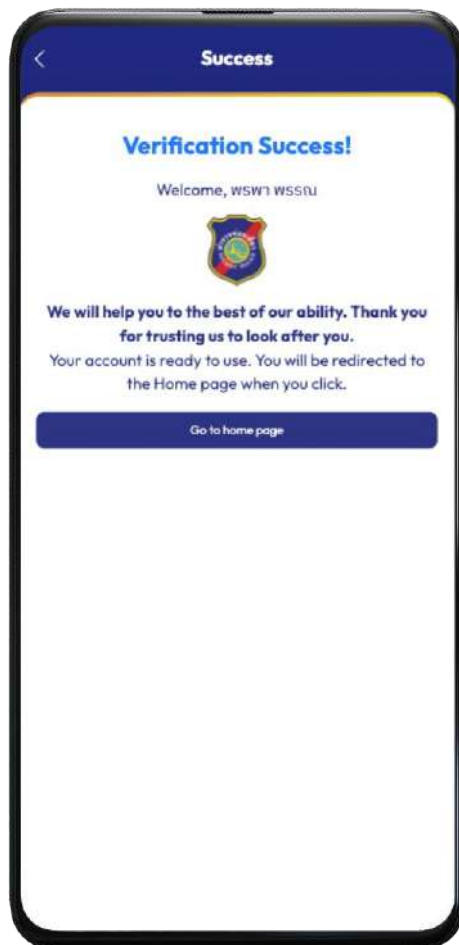
- a) First Name - Last Name
- b) Phone Number
- c) Tap the **Agree** button.

Example of the Emergency Contact Information Entry Screen



Example of the Terms of Use Screen

6. Review the Terms of Use and tap the "Agree" button to accept the Terms of Use.



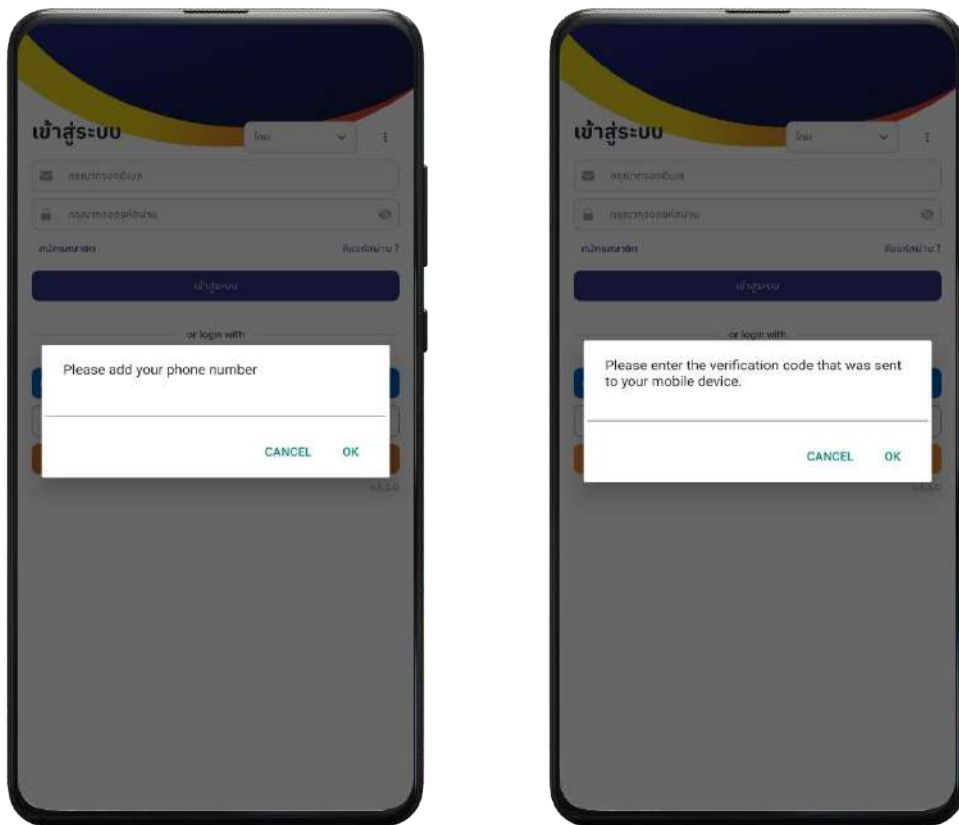
7. Registration for the "Thailand Tourist Police" application using Apple ID has been completed successfully.

Tap Go to Home Page.

Example of the Successful Registration Screen

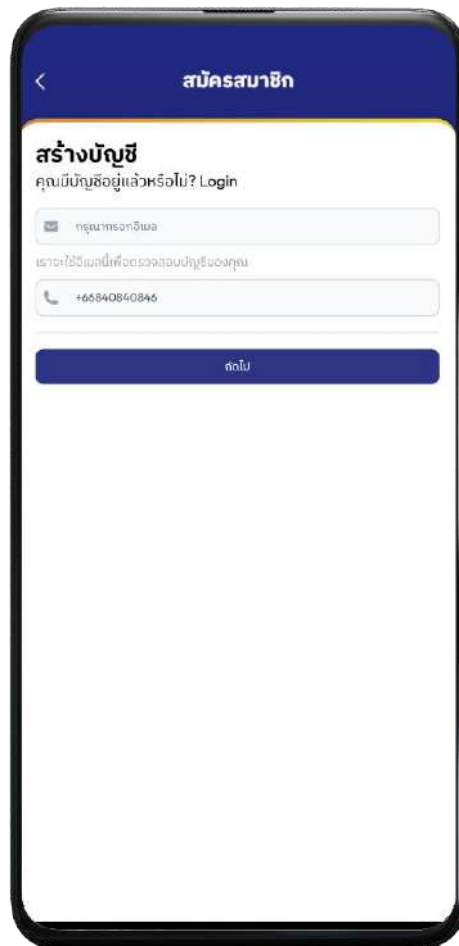
User Registration

Sign up with Phone Number



Example of the phone number registration screen

1. Tap the “Continue with Phone Number” button
2. Enter phone number the user wishes to register
3. The system will send an SMS containing a verification code. Enter the code received to verify your identity.



4. The system will display the registered phone number. Enter the e-mail address and tap the Next button.

Example of signing up with phone number screen



The screenshot shows a mobile application interface for creating an account. At the top, there is a blue header with the text 'สมัครสมาชิก' (Register). Below the header, the title 'สร้างบัญชี' (Create Account) is displayed, followed by the question 'คุณมีบัญชีอยู่แล้วหรือไม่? Login' (Do you already have an account? Login). A circular placeholder for a profile picture is shown with a blue checkmark icon. Below this, there are four input fields with red asterisks indicating required fields: 'ชื่อ' (Name), 'สัญชาติ' (Nationality), 'ประเทศ' (Country), and 'เพศ' (Gender). Each field has a dropdown menu with a blue arrow icon. At the bottom of the form, there is a blue button labeled 'ตกลง' (Agree).

5. Enter personal information:

- a) First Name - Last Name
- b) Nationality
- c) Country
- d) Gender
- e) Tap the **Agree** button.

Example of the Personal Information Entry Screen



6. Enter emergency contact information
(This step can be skipped.)

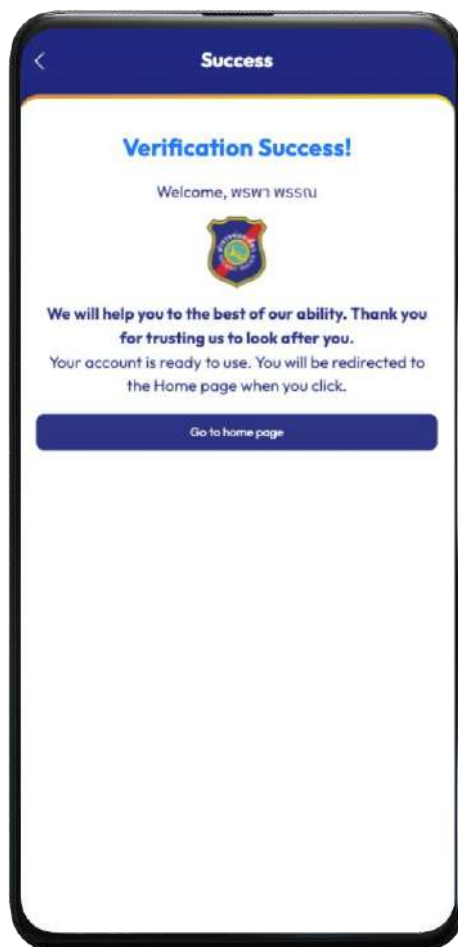
- a) First Name - Last Name
- b) Phone Number
- c) Tap the **Agree** button.

Example of the Emergency Contact Information Entry Screen



Example of the Terms of Use Screen

7. Review the Terms of Use and tap the "Agree" button to accept the Terms of Use.



7. Registration for the "Thailand Tourist Police" application using phone number has been completed successfully.

Tap Go to Home Page.

Example of the Successful Registration Screen



Home Page

Once registration is completed successfully, users can access the application, which includes the following menus:



Example of the Home Page screen in the application

No./Description

1 The main application menu consists of

- Home
- Report Incident
- History
- Profile

2 Messages

3 Notifications

4 Report Incident via Chatbot

5 Report Incident via In-App Call

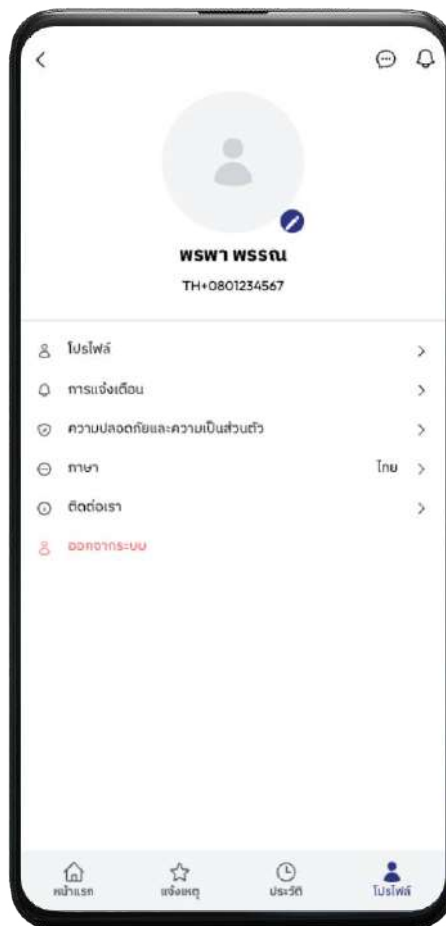
6 Places of Interest

7 News



User Profile Settings

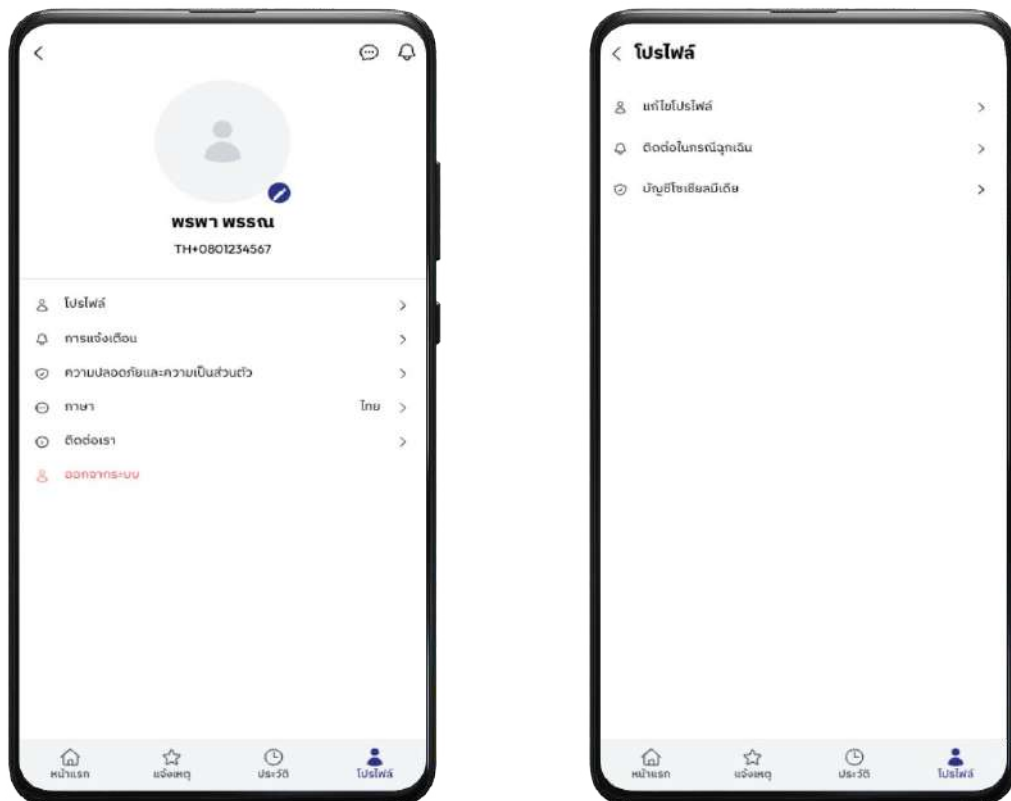
Once registration is completed successfully, users can access the application and configure the following settings:



Example of the User Profile Settings screen in the application.



Profile Settings



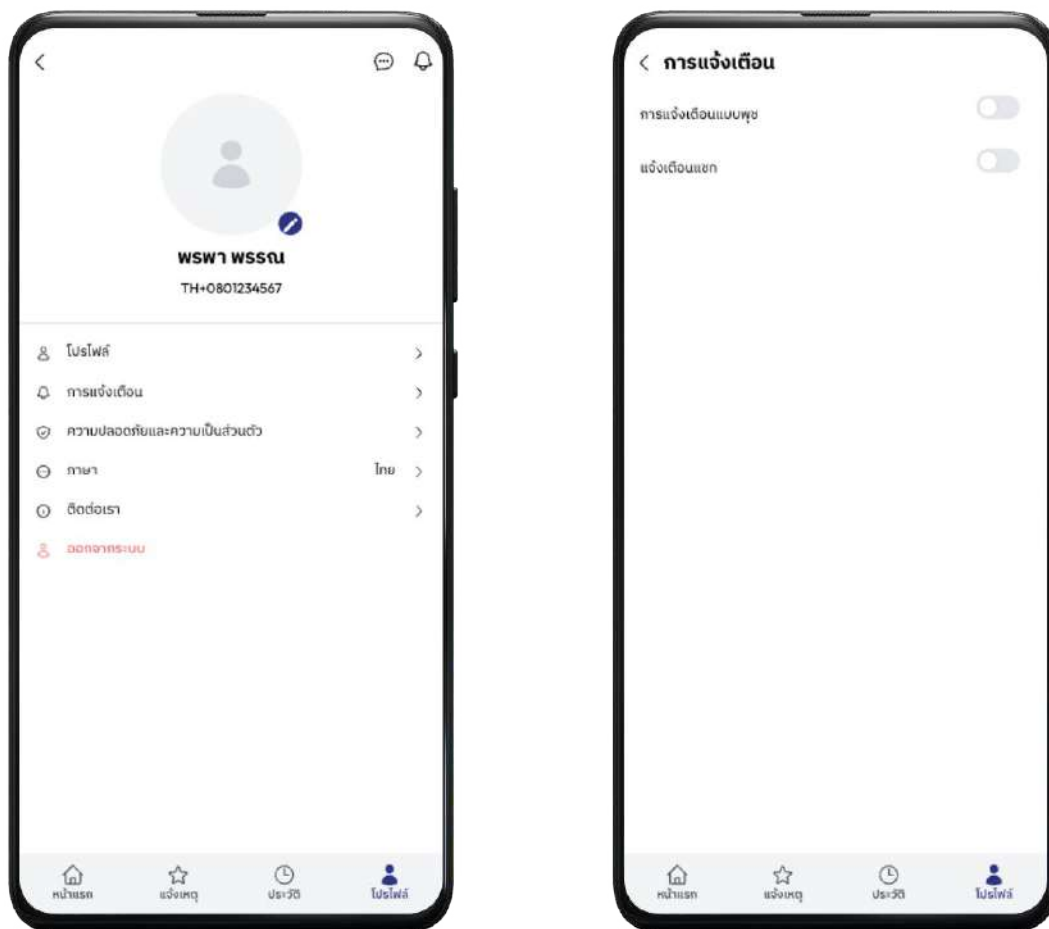
Example of the User Profile settings screen > Profile Settings

1. The Profile Settings menu provides the following settings:
 - a) **Edit Profile** – Allows users to update their personal information.
 - b) **Emergency Contact** – Allows users to update emergency contact details.
 - c) **Social Media Account** – Allows users to link their social media accounts with the application.
2. To upload a new profile picture, tap the profile picture icon.



The system will request permission to access the user's photo library.

Notification Settings



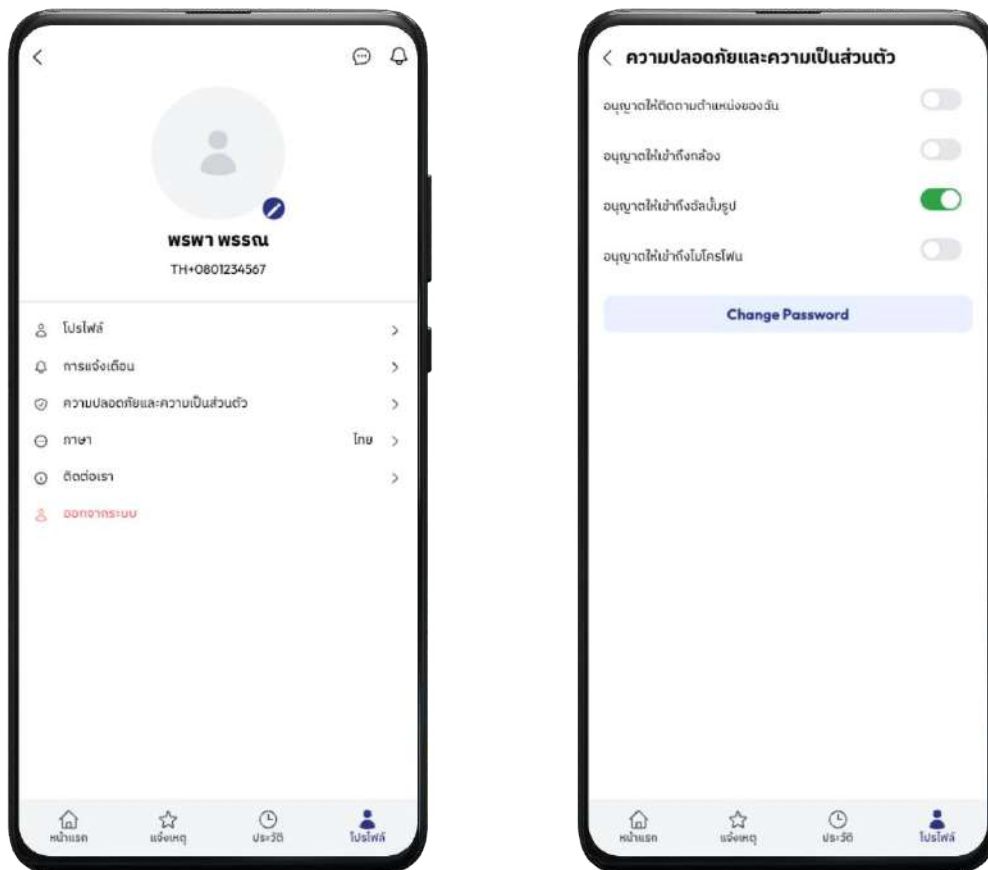
Example of the User Profile Settings screen > Notification Settings

1. The Notification Settings menu provides the following settings:

- a) Push Notifications
- b) Chat Notifications



Security and Privacy Settings



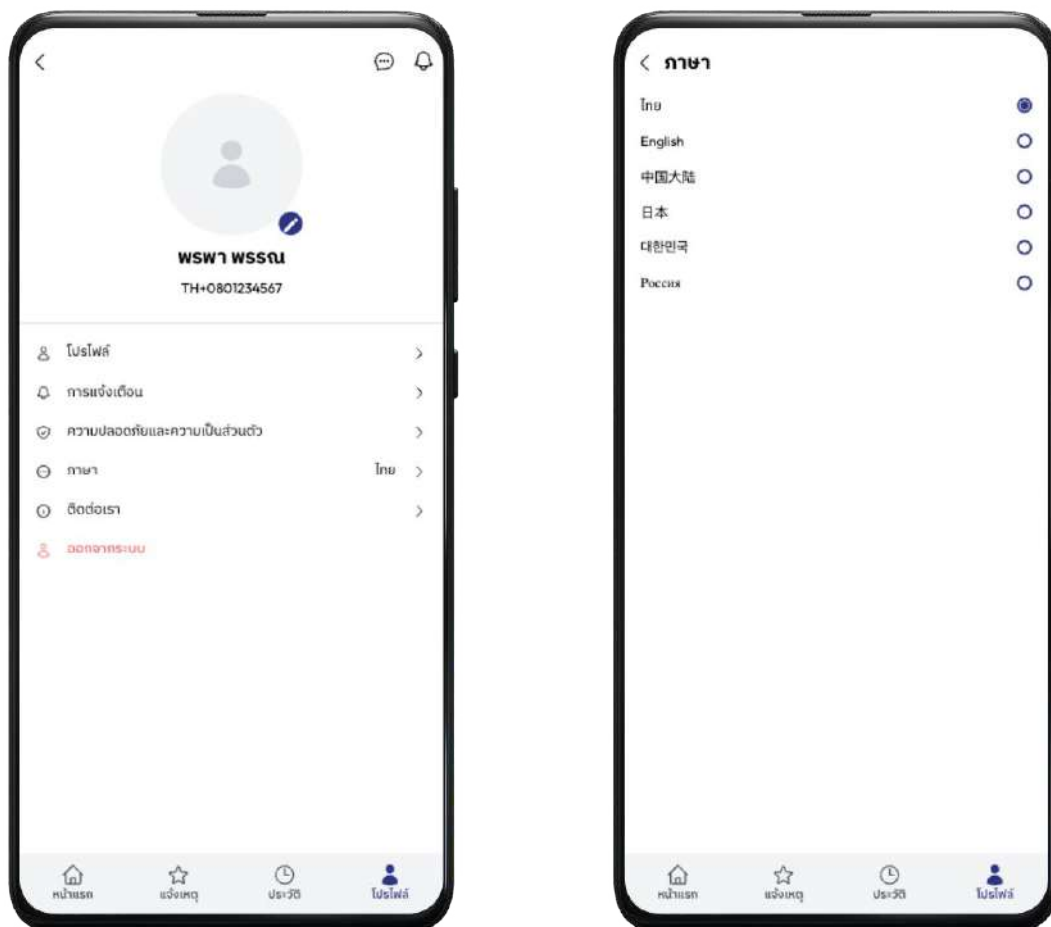
Example of the User Profile Settings screen > Security and Privacy Settings

1. The Security and Privacy Settings menu provides the following settings:

- a) Allow location access
- b) Allow camera access
- c) Allow photo library access
- d) Allow microphone access
- e) Change Password



Language Settings

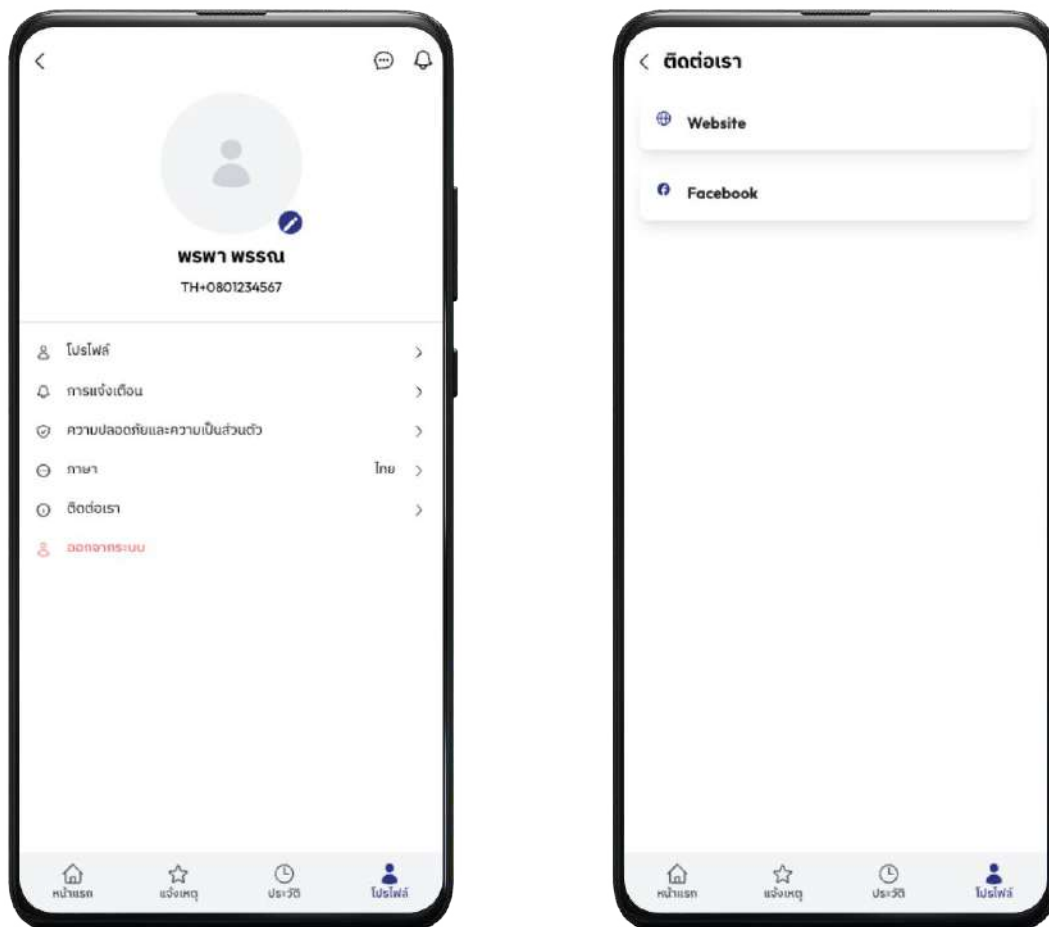


Example of the User Profile Settings screen > Language Settings

1. Language menu: Allows users to select the preferred language for displaying content within the application.



Contact Us

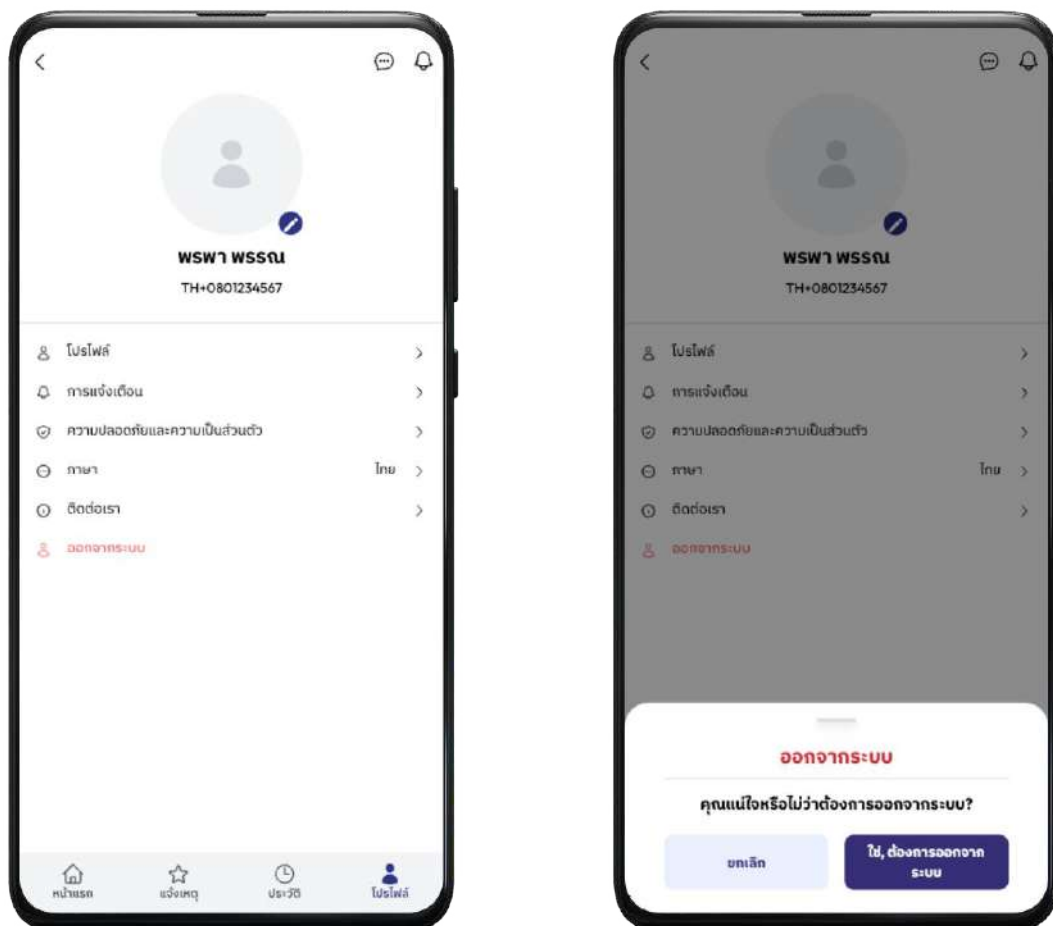


Example of the User Profile Settings screen > Contact Us

1. Contact Us menu: Provides the application's contact information, including:
 - a) Website
 - b) Facebook



Log Out



Example of the User Profile Settings screen > Log Out

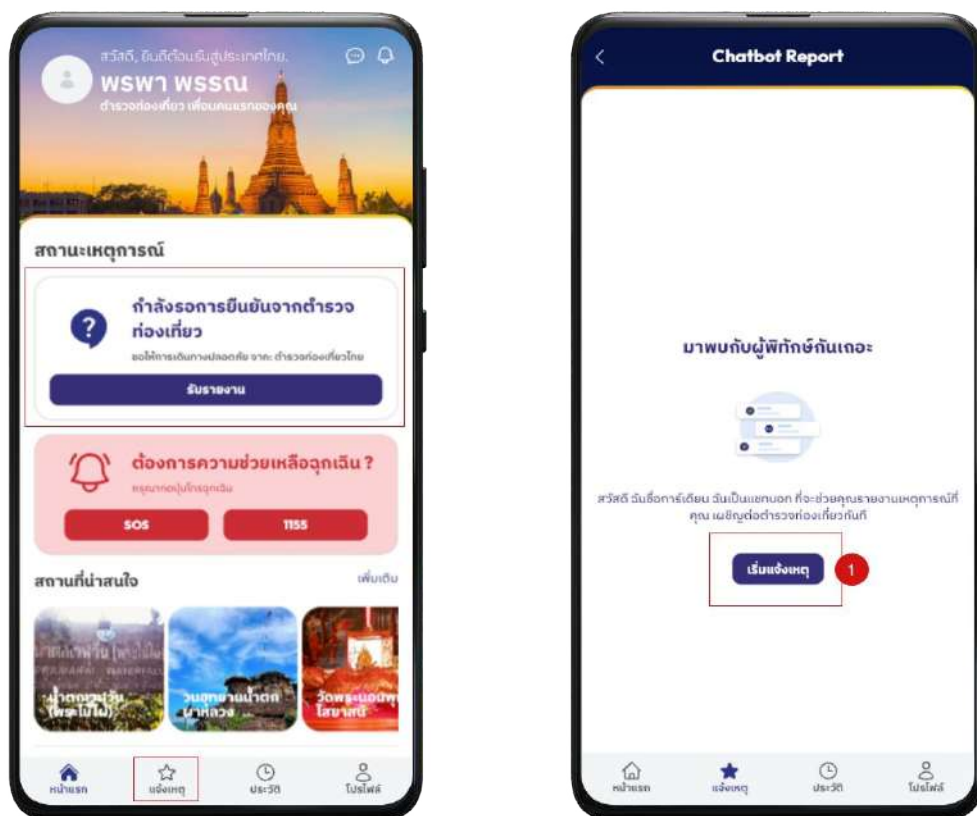
1. Log out menu: Users can sign out of the application by tapping 'Logout' and selecting 'Yes, log out' to confirm.

Incident Reporting

When users encounter an incident and need to report it to the authorities, they can do so through two available channels: **via Chatbot** and **via In-App Call**, with the details as follows

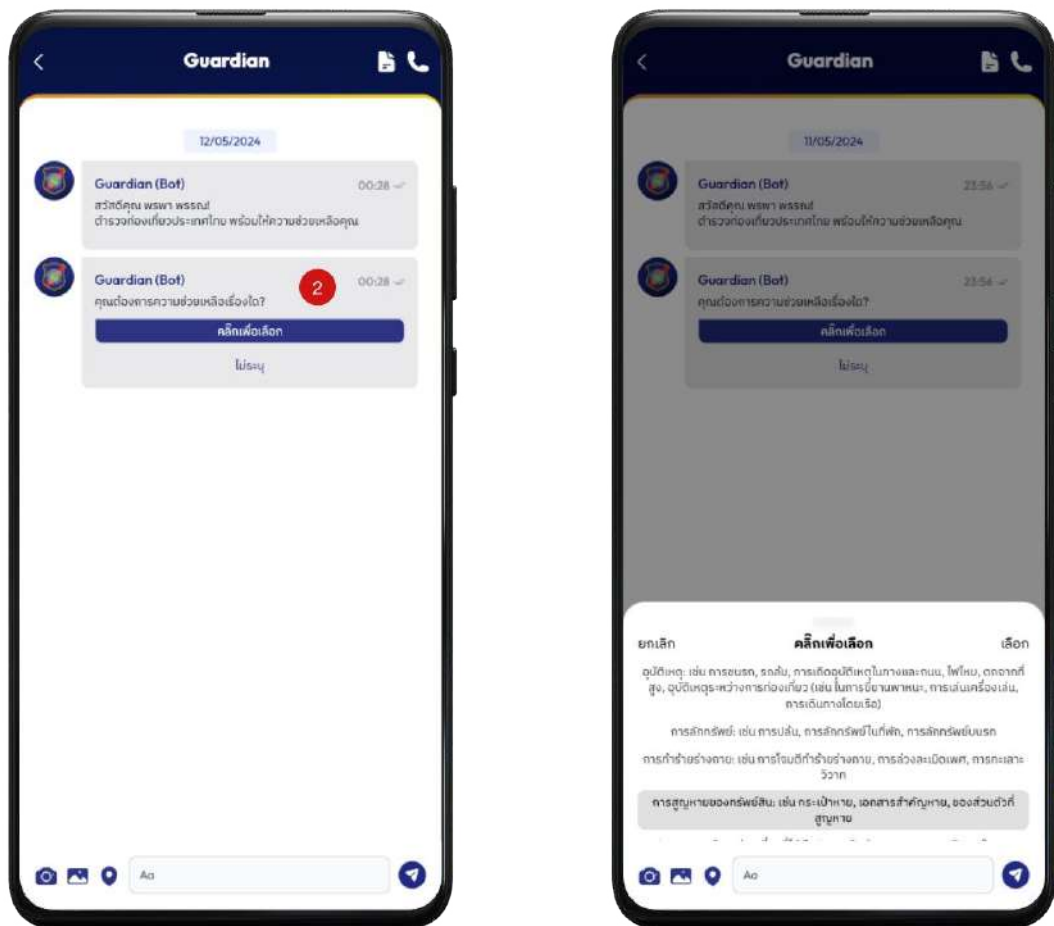
1. Report via Chatbot

Users can report an incident via the **Chatbot** from two entry



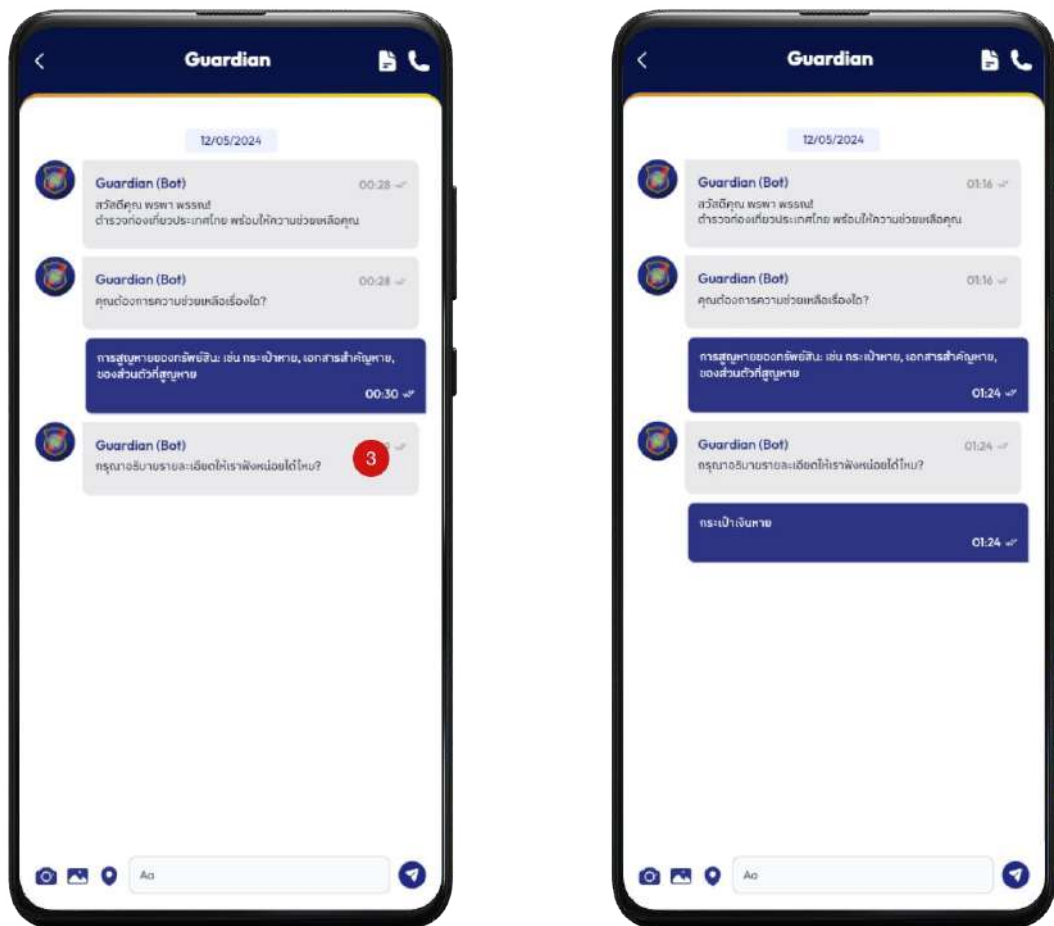
Example of Reporting Incident via Chatbot screen (1)

- 1) Tap the “Start Reporting” button



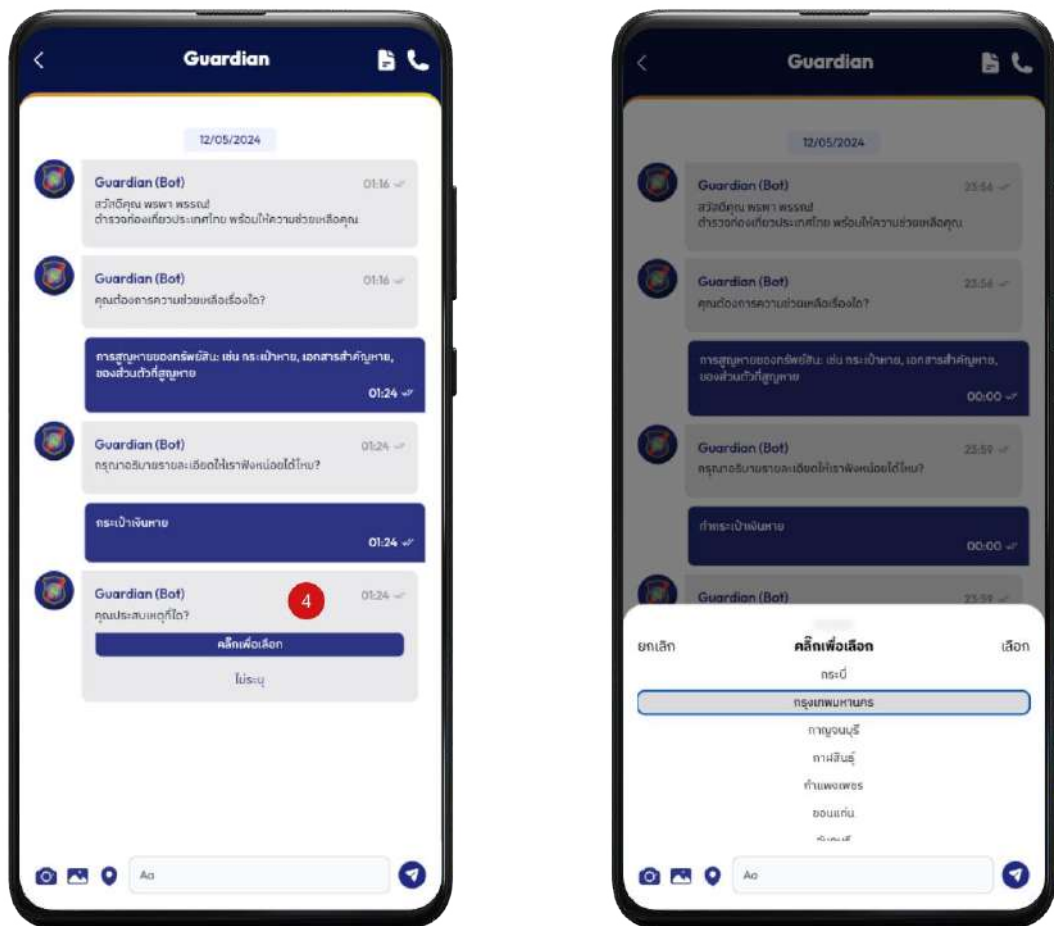
Example of Reporting Incident via Chatbot screen (2)

2) Tap “Click to Select” button > Select the desired question set



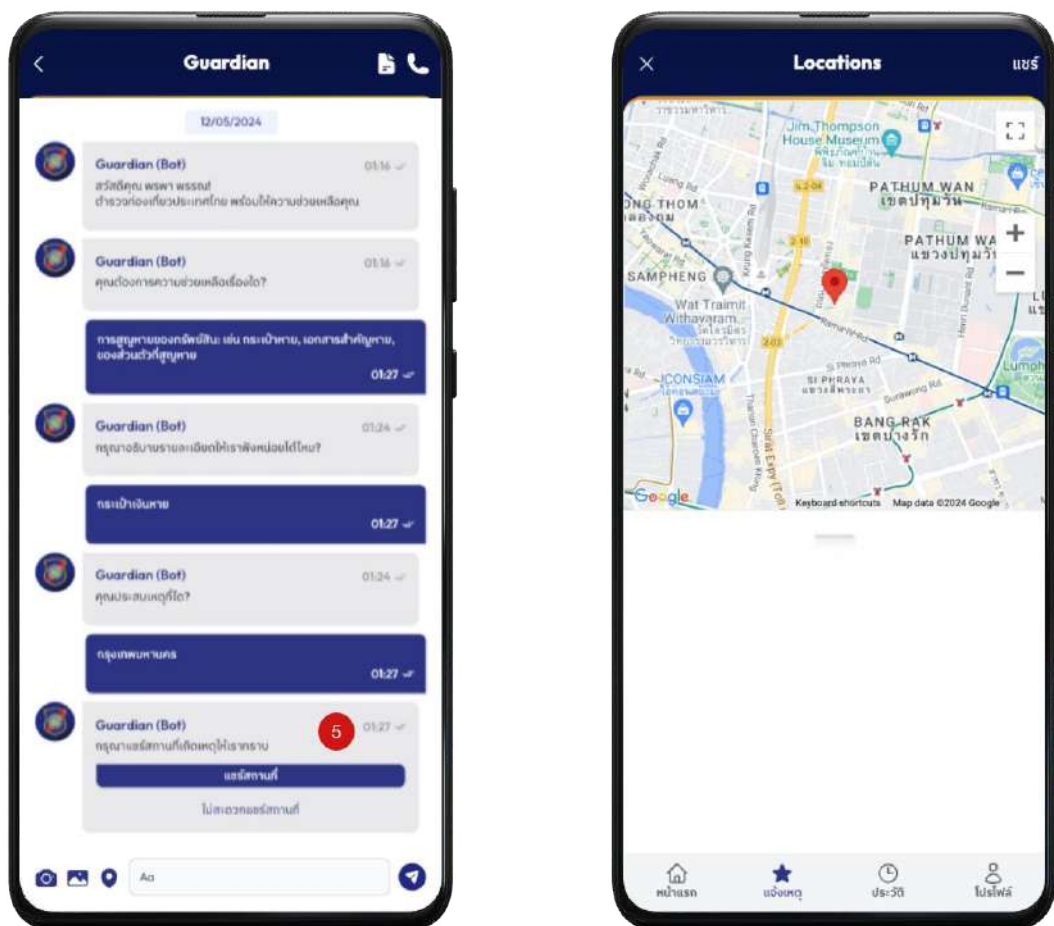
Example of Reporting Incident via Chatbot screen (3)

3) The user provides additional details about the reported issue.



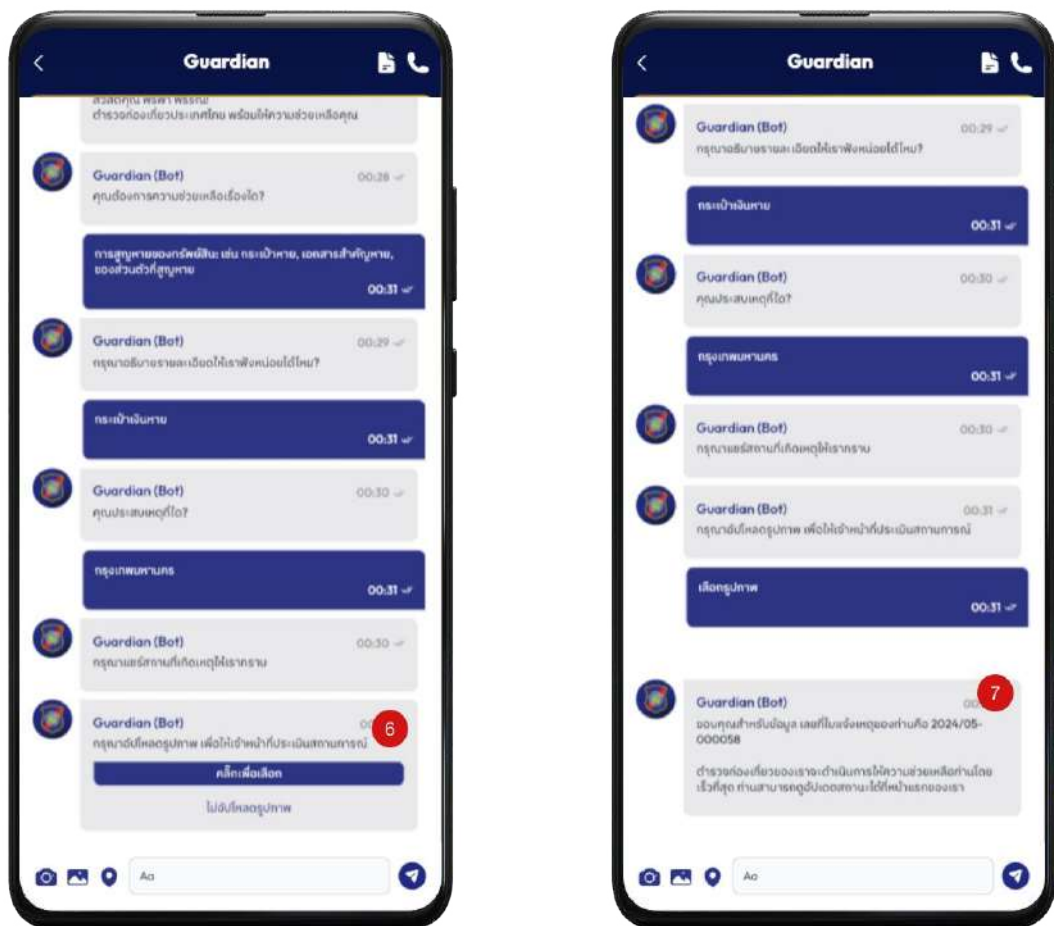
Example of Reporting Incident via Chatbot screen (4)

4) Tap "Click to Select" button > Select the province where the incident occurred.



Example of Reporting Incident via Chatbot screen (5)

5) Tap the “Share Location” button > Select the location where the incident occurred



Example of Reporting Incident via Chatbot screen (6)

6) Tap "Click to Select" button > Select an image to attach to the incident report.

7) The incident report is submitted successfully, and a report number is displayed.



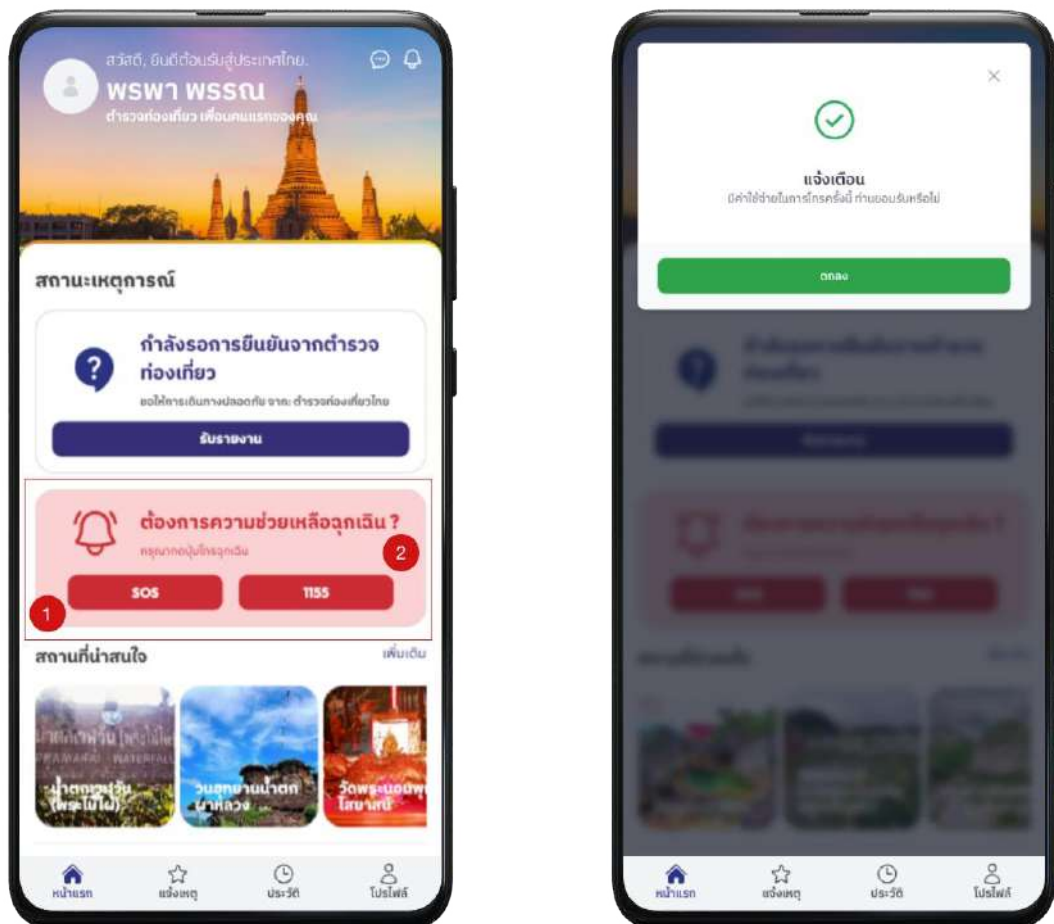
2. Report via In-App Call

Users can report an incident via In-App Call in two formats:
the **SOS button** and the **1155 button**.



Example of Reporting Incident via In-App Call (1)

1) Tap the **“SOS button”** to make an immediate call to the authorities via an internet connection.



Example of Reporting Incident via In-App Call (2)

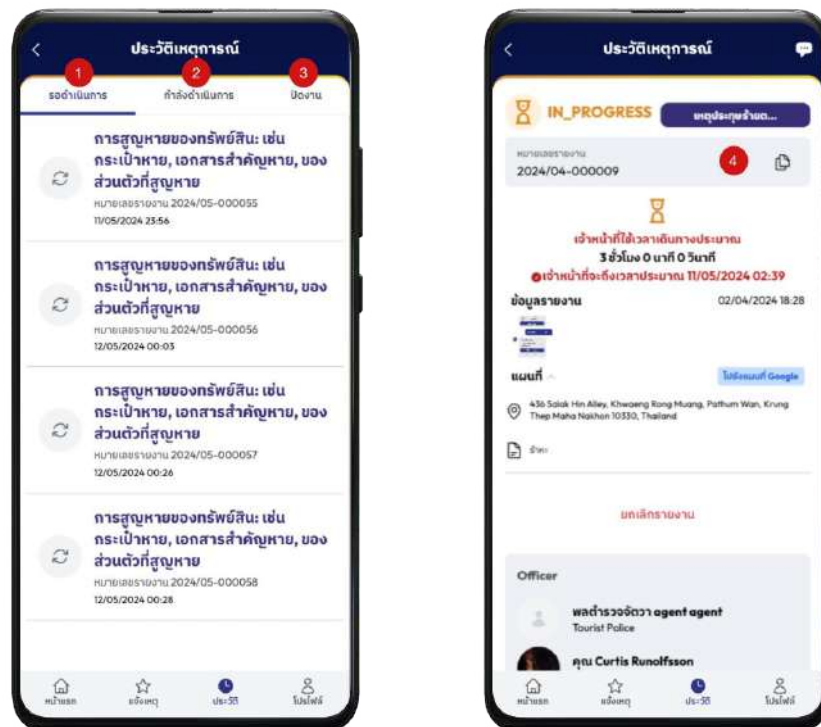
2) Tap the “1155 button” to make an immediate call to the authorities via an internet connection



Track Incident Status and View Incident History

Users can view their incident report history and track the progress of their incident reports.

The status categories are divided as follows:



Example of Incident Report History screen

No./Description

1 **Pending Status** : The Incident reports that are waiting for the authorities to take action.

2 **In Progress status** : The Incident reports that are currently being handled by the authorities.

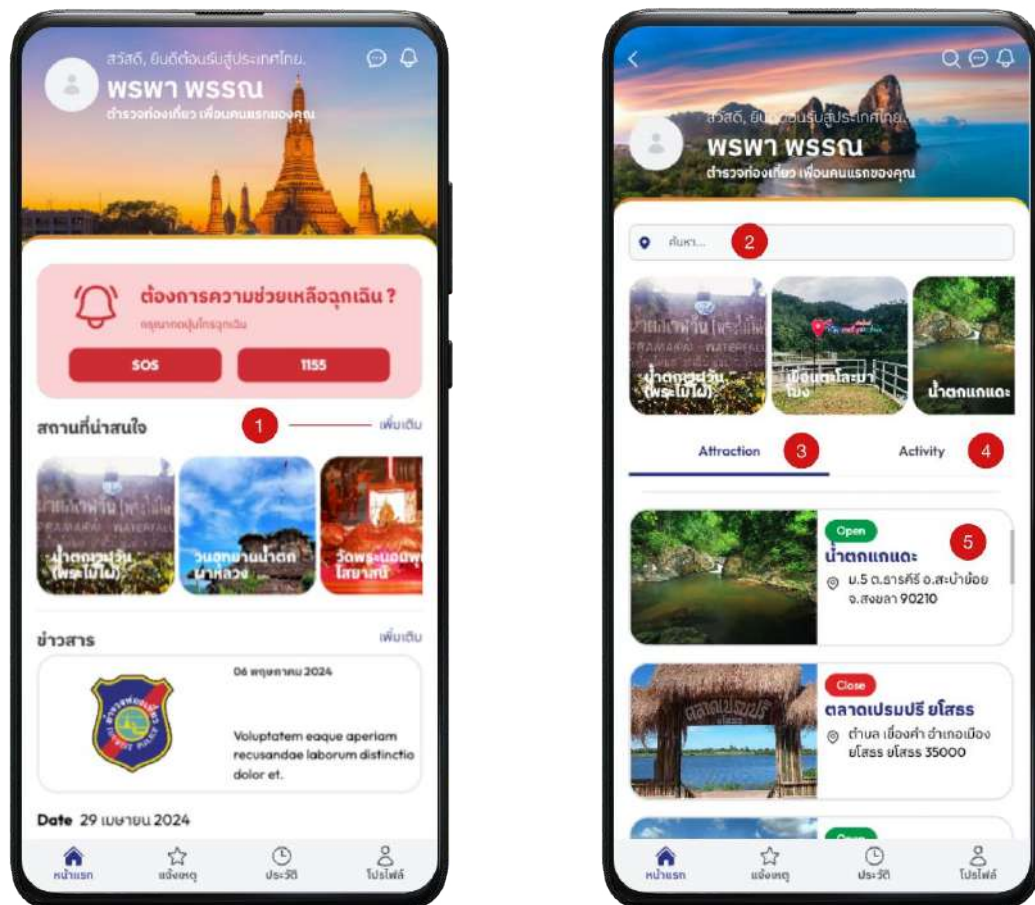
3 **Closed Status** : The incident reports that have been successfully resolved and closed.

4 **Report Details** : The comprehensive details of the incident submitted by the user.

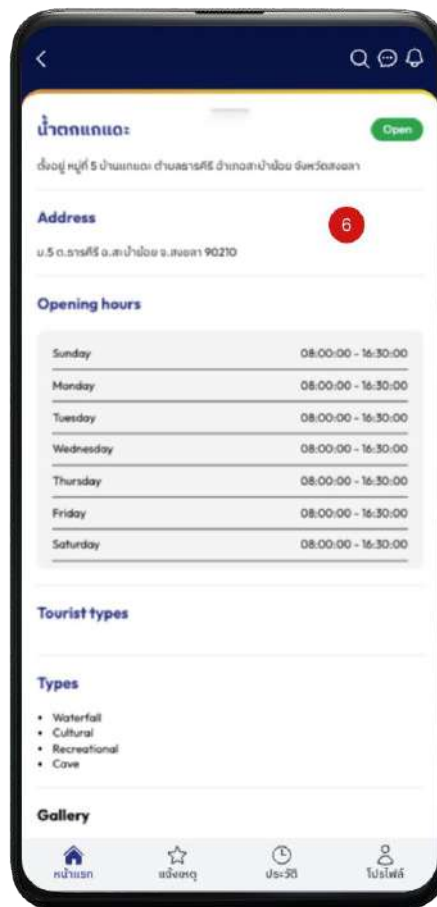


Viewing Places of Interest and In-App News

In addition to serving as an incident reporting and emergency assistance platform with the Tourist Police, the application also provides users with official updates and news from the Tourist Police, as well as interesting tourist destination information for users



Example of Places of Interest Menu screen (1)



Example of Places of Interest Menu screen (2)

No./Description

1 “See More” button : Tap to view information about interesting places and recommended nearby tourist attractions.

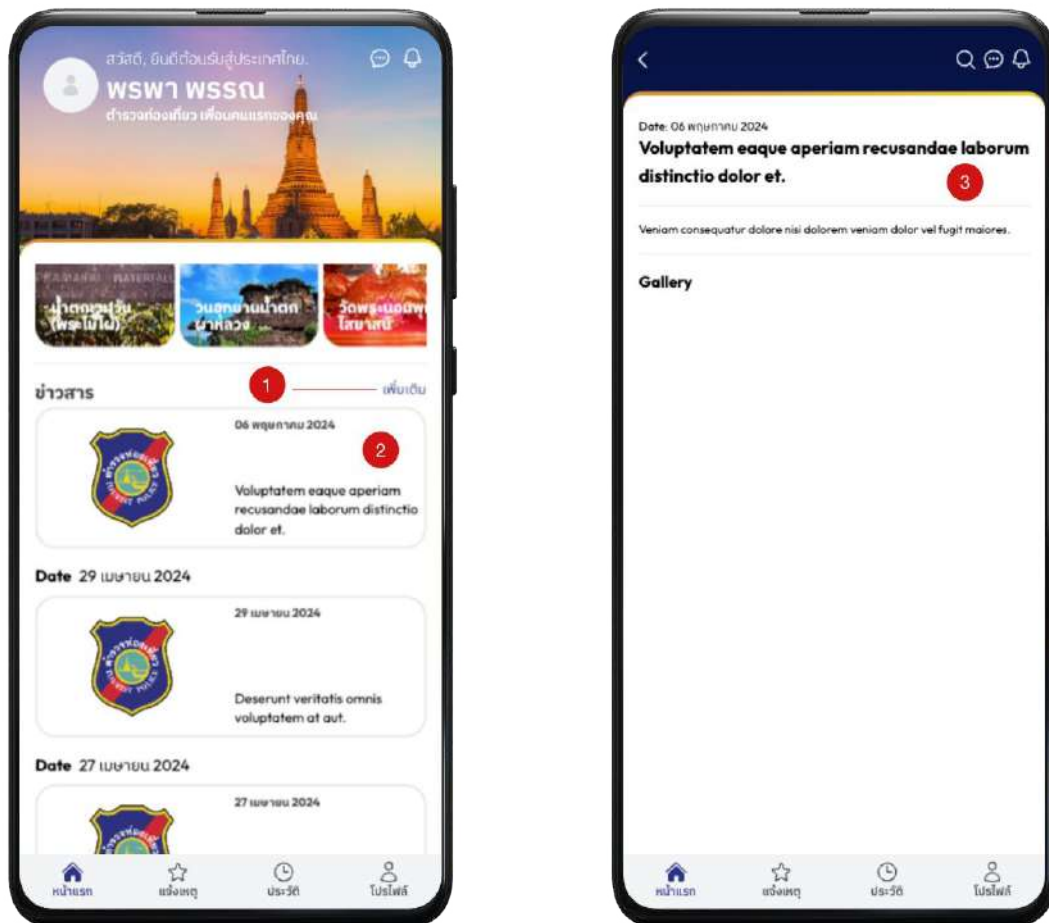
2 Search Feature : Users can search for specific attraction names.

3 Attraction Tab : Displays a list of available tourist attractions located near the user.

4 Activity Tab : Displays a list of available activities or events happening near the user.

5 Tourist Attraction List Display : Shows the comprehensive list and catalog of tourist attractions.

6 Tourist Attraction Details : Displays in-depth information and descriptions for each specific attraction.



Example of Places of In-App News Menu screen

No./Description

1 "See More" Button : Tap to view all news and official updates from the Tourist Police.

2 News List Display : Shows the comprehensive list and feed of Tourist Police news updates.

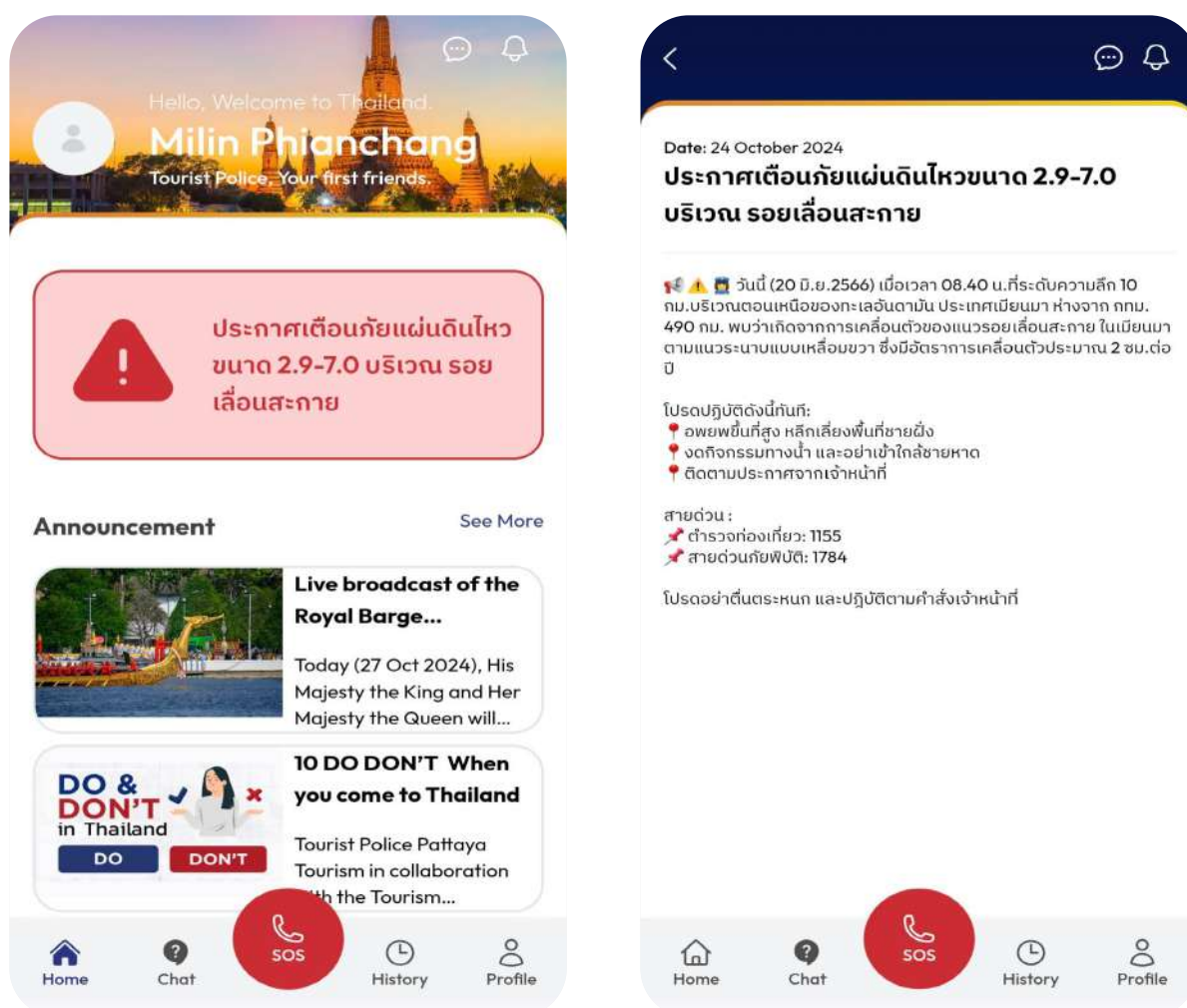
3 News Details : Displays in-depth information, articles, and full descriptions for each specific news item.



Incident Alerts and Announcements

Incident Alerts

In addition to serving as an incident reporting and emergency assistance platform with the Tourist Police, the system can also send emergency alerts directly as in-app notifications. These broadcast messages are designed to instantly warn tourists and citizens located within a specified radius of an emergency situation.

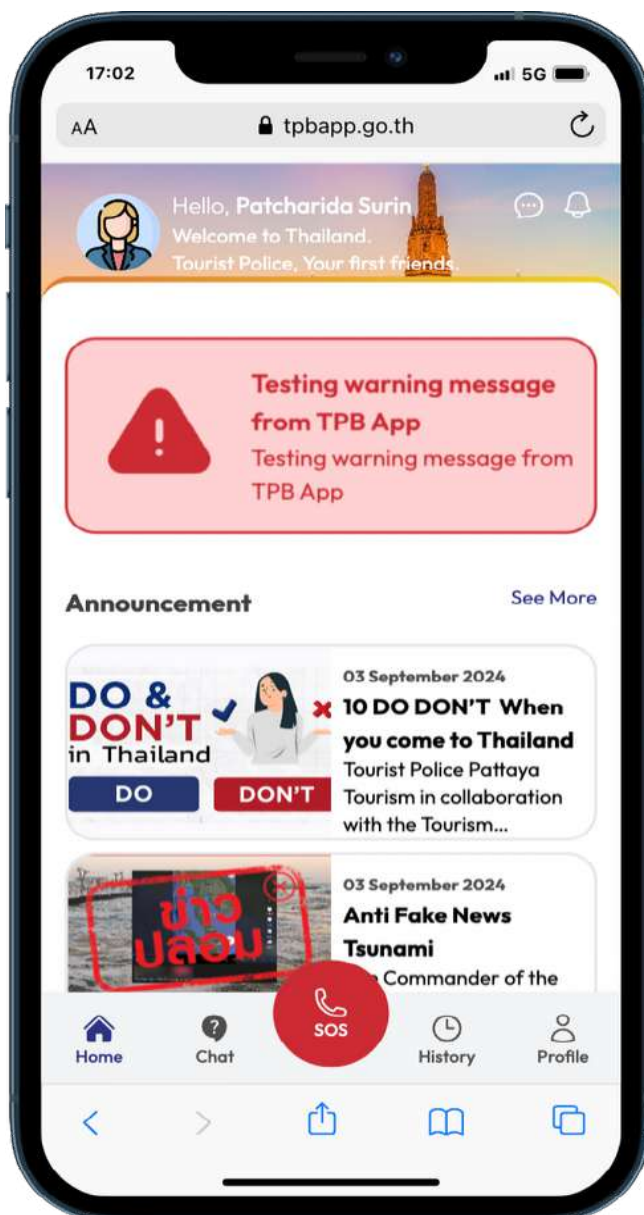


Example of Incident Alert Feature screen



Announcement

The application also features an announcement system to broadcast essential information and alerts to tourists and citizens. This includes updates regarding local prohibitions, rules, regulations, and verified anti-fake news updates to ensure public awareness.



Example of Announcement screen



Introduction Videos for the Thailand Tourist Police Application



Thailand
Tourist Police

สามารถดาวน์โหลดคลิปคู่มือแนะนำการใช้งานของ
“Thailand Tourist Police Application” ได้ที่นี่





