



# Assistance App

## 6.0 User Guide

Revised as of September 26, 2019



# Table of Contents

Introduction..... 3

How to: Download the App ..... 3

Onboarding for a New User..... 3

How to: Register and/or Log In..... 4

How to: Use the Location Screen..... 5

How to: Search for a Location ..... 5

How to: View Your Settings, Profile, and Itinerary ..... 7

How to: Call for Assistance..... 8

TravelTracker Features - Check In & Travel Itinerary ..... 9

How to: Chat for Assistance ..... 10



# Introduction

The re-imagined International SOS Assistance App features a sleek, modern design and enhanced navigation capability. The smoother, experience will makes it easier to plan for your travel, see relevant alerts, and connect with an Assistance Center when needed, anytime, anywhere.

This User Guide provides all the information your travellers need to download and user the app. For additional questions, please contact [onlinehelp@internationalsos.com](mailto:onlinehelp@internationalsos.com).

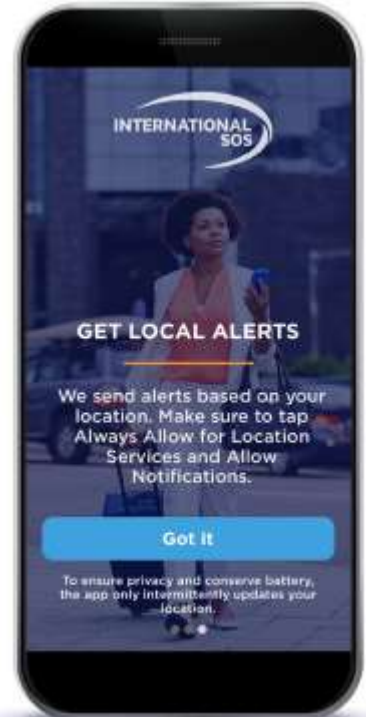
## How to: Download the App

You can download the App from the Apple App Store or the Google Play Store.



## Onboarding for a New User

Three onboarding screens give a quick overview of the App's functionality.



# How to: Register and/or Log In

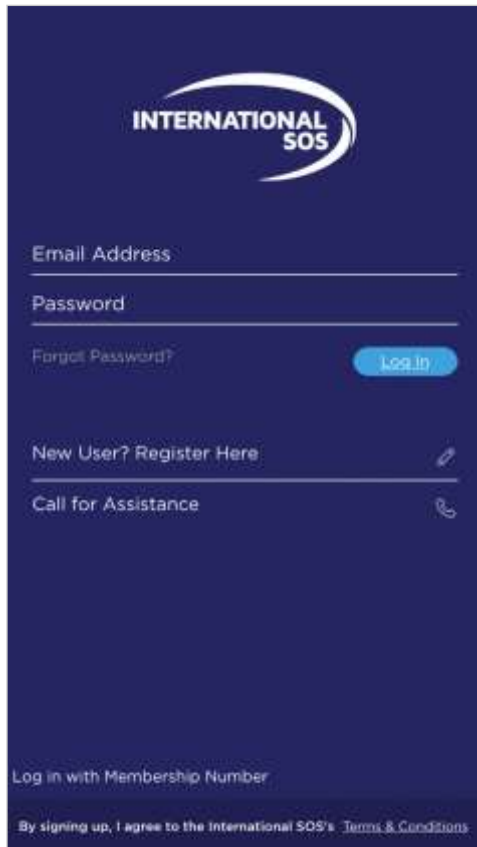
For new users: On the login page, tap “New User? Register Here.”

Existing users can log in and begin using the App.

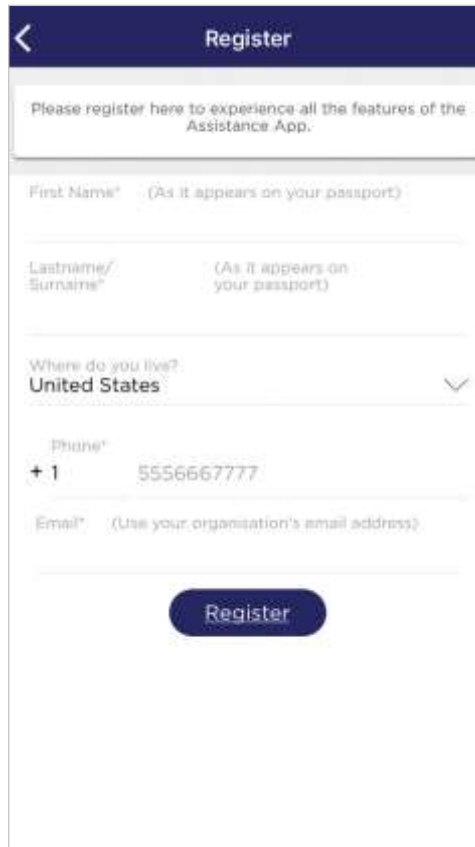
Enter your profile details and tap “Register”. You will then receive an email to create your password.

Return to login page to enter your new password and tap Login.

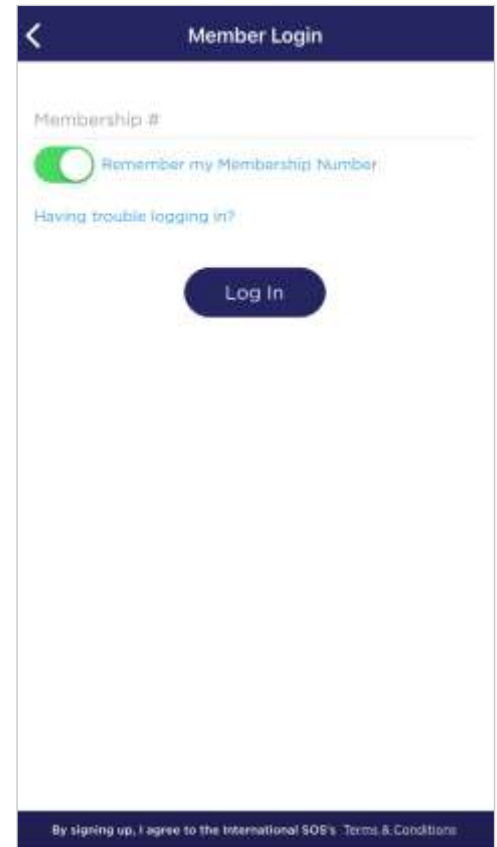
If your email domain is not recognized, you will be prompted to enter your Membership number (found on your member I.D, card). Then tap login to get started!



The screenshot shows the International SOS login interface. At the top is the International SOS logo. Below it are input fields for 'Email Address' and 'Password'. A 'Log In' button is positioned to the right of the password field. Below these fields is a link for 'Forgot Password?'. Further down, there is a section with the text 'New User? Register Here' and a right-pointing arrow, and another section with 'Call for Assistance' and a phone icon. At the bottom, there is a link for 'Log in with Membership Number' and a footer that reads 'By signing up, I agree to the International SOS's Terms & Conditions'.



The screenshot shows the 'Register' screen. It has a back arrow at the top left. The title is 'Register'. Below the title is a message: 'Please register here to experience all the features of the Assistance App.' There are several input fields: 'First Name\*' (with a note '(As it appears on your passport)'), 'Lastname/ Surname\*' (with a note '(As it appears on your passport)'), 'Where do you live?' (with a dropdown menu showing 'United States'), 'Phone\*' (with a country code '+1' and the number '5556667777'), and 'Email\*' (with a note '(Use your organisation's email address)'). A 'Register' button is at the bottom.



The screenshot shows the 'Member Login' screen. It has a back arrow at the top left. The title is 'Member Login'. Below the title is a 'Membership #' field. There is a toggle switch for 'Remember my Membership Number' which is currently turned on. Below that is a link for 'Having trouble logging in?'. A 'Log In' button is centered on the screen. At the bottom, there is a footer that reads 'By signing up, I agree to the International SOS's Terms & Conditions'.

## A Note About Logging in with Just Your Membership ID Number

You may also login with your Membership Number, but you will not be able to access personal features like Check-In and Travel Itinerary until you create a profile. If chat is enabled within your organization, you will not be able to use the chat function until you create a profile.

Note that in case of an emergency, you can always press the “Call for Assistance” button and be connected to an Assistance Center even without being logged in.



## How to: Use the Location Screen

Get relevant details about your location, which auto-populates when you arrive at your destination.

A. Tap “Save” at your location so you can follow relevant alerts.

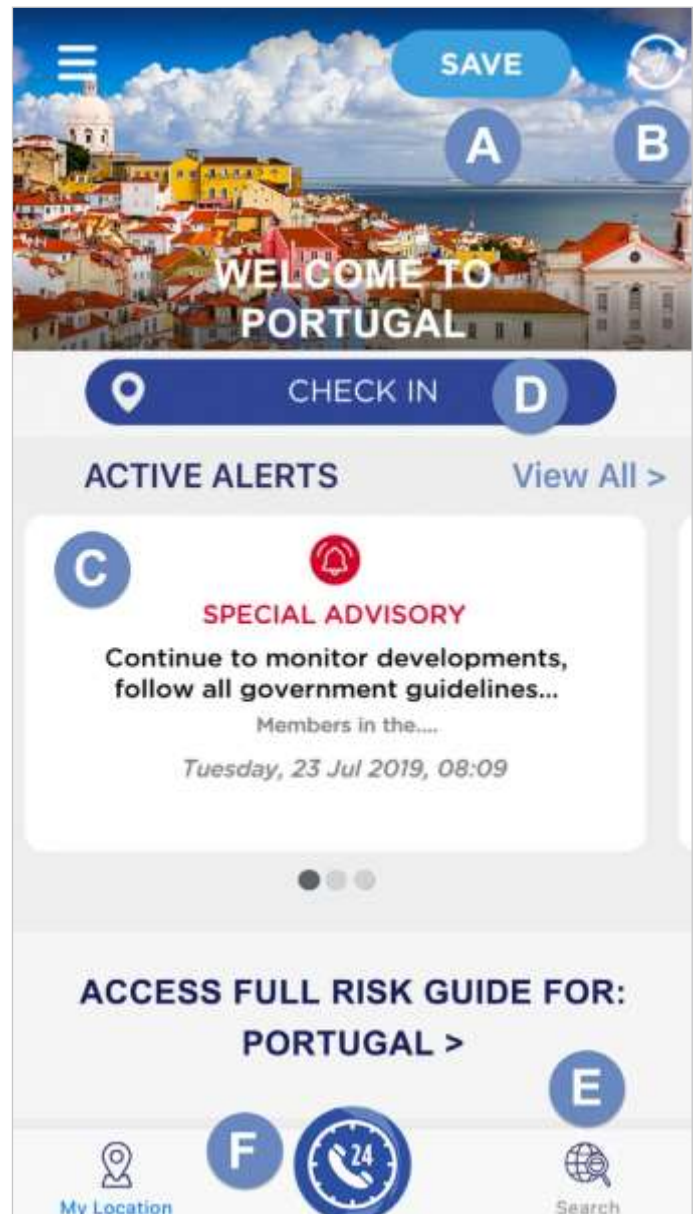
B. Tap the Auto Locate icon to set the Location Summary page to your current location (make sure your location services are turned on Always/High Accuracy for best location results).

C. Stay up to date with alerts in your current location. You can also receive push notifications alerts impacting your current location.

D. Check-in throughout your trip so your organization knows you’re safe.

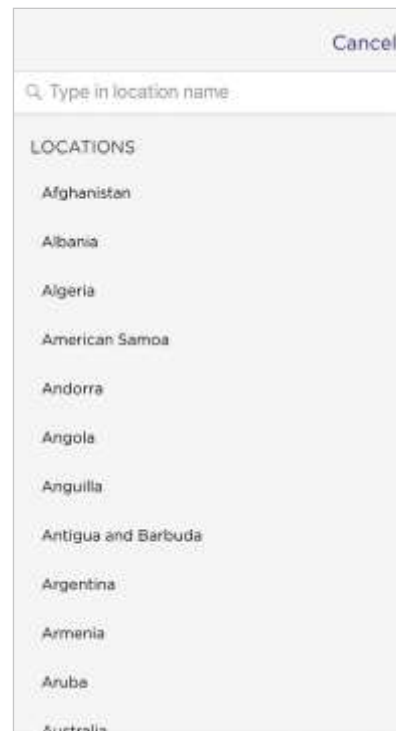
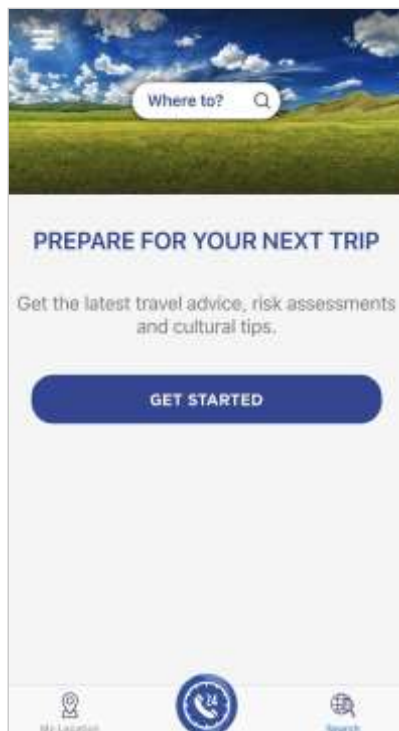
E. Change your selected location in the Search page for travel information and advice on every hundreds of locations around the world.

F. Need immediate medical or security advice from an expert? Tap the Call for Assistance Button, you’ll be connected to your nearest Assistance Center at anytime, anywhere.



## How to: Search for a Location

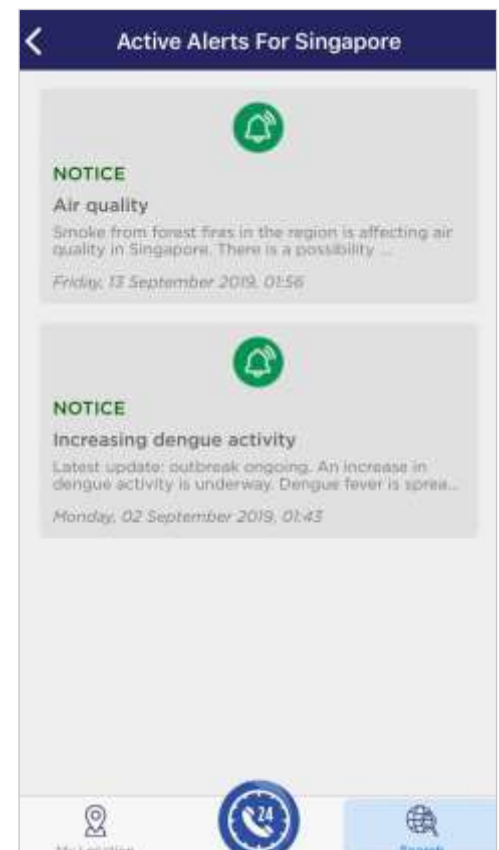
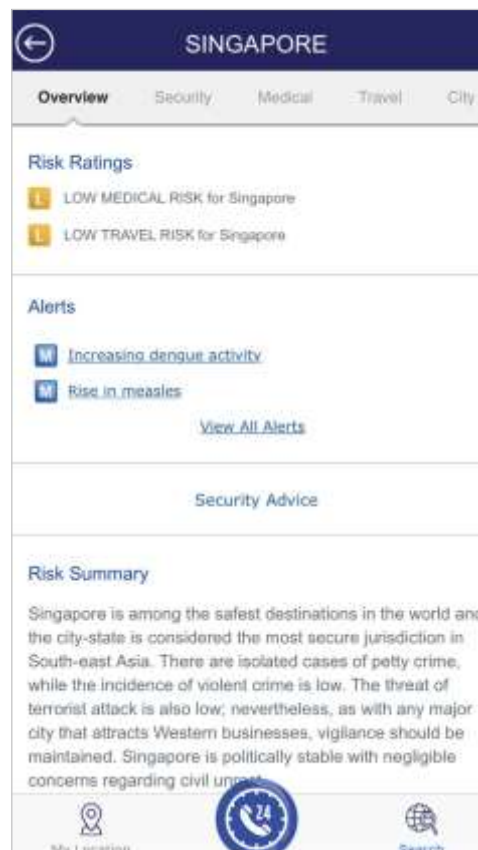
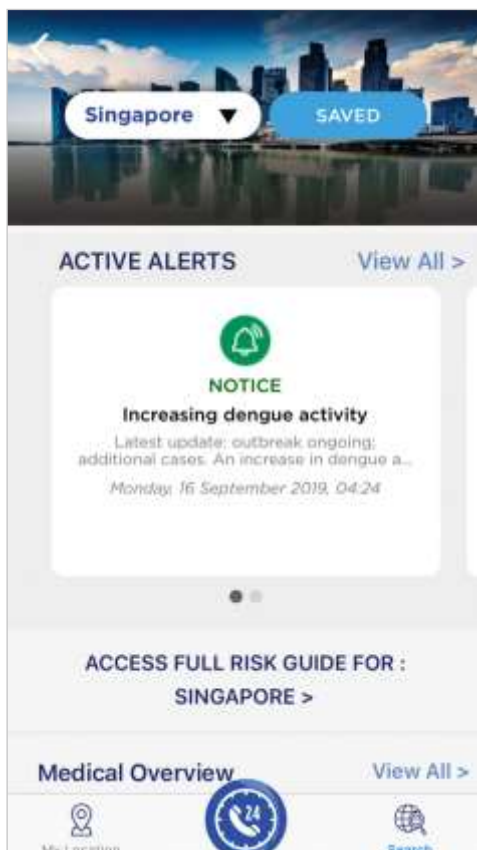
Beyond your current destination, the search tool allows you to view medical and security information and live alerts impacting the searched location.



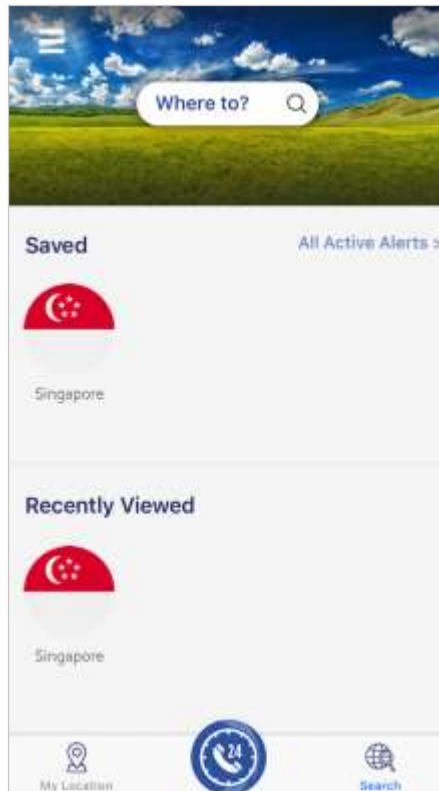
The destination detail screen allows you to access country guides and security alerts.

Access the risk guide to see risk ratings, medical and security information and advice from International SOS on the any searched location.

See active alerts for any destination you search, allowing you to best prepare for upcoming trips or assignments.

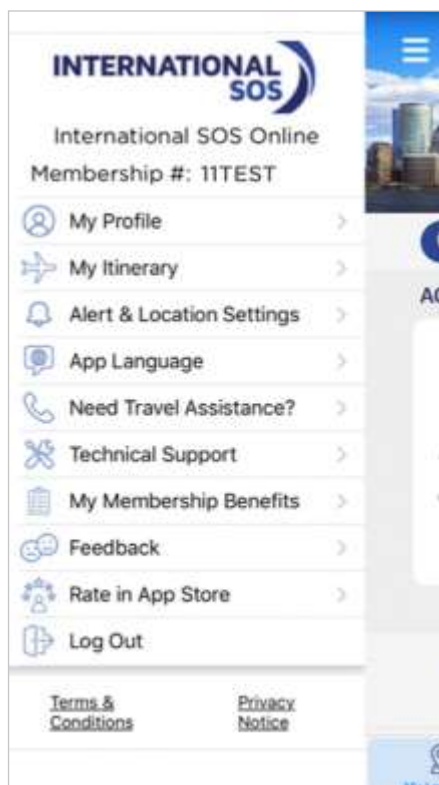


See previously searched and saved locations at any time by tapping the search button. From here access all active alerts for all your saved countries.



## How to: View Your Settings, Profile, and Itinerary

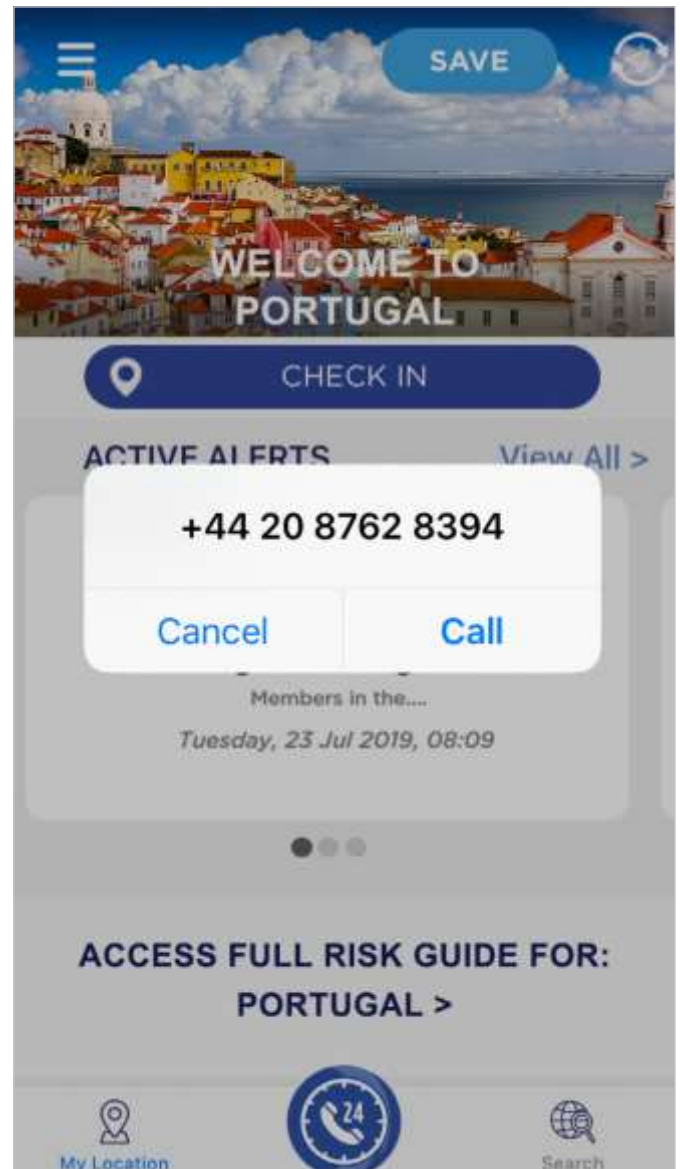
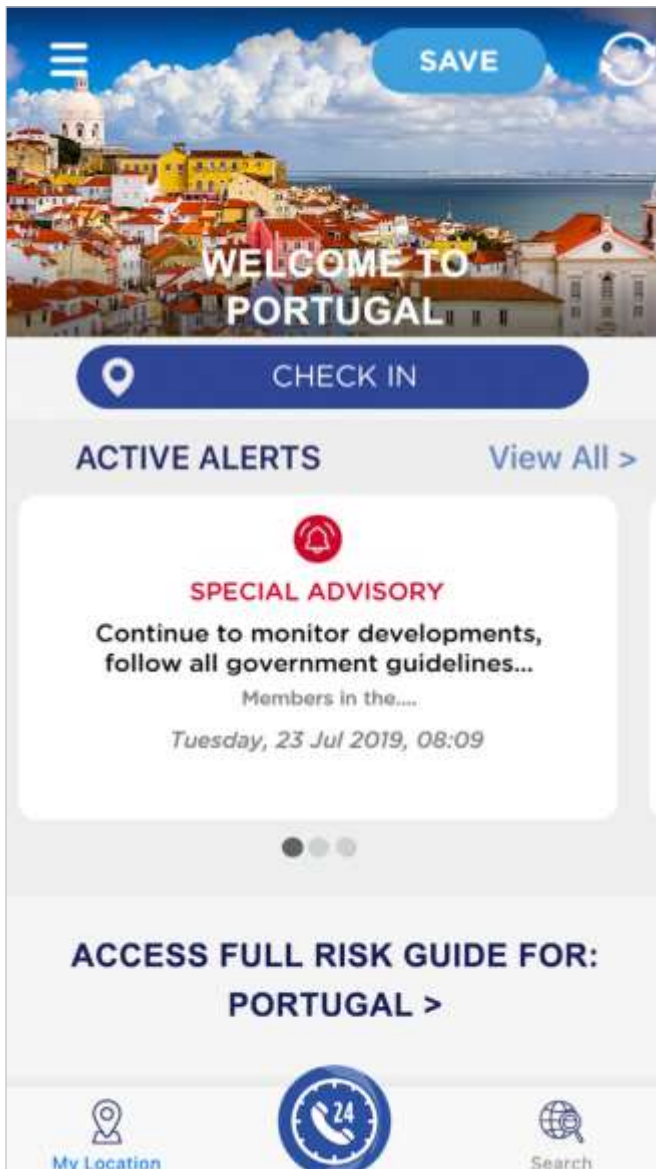
Use the hamburger menu to access all profile and app settings and other helpful links.



## How to: Call for Assistance

Proactively call for assistance at any time by tapping the phone icon at the bottom middle of your screen.

You'll then be connected to the Assistance Center closest to your current location.



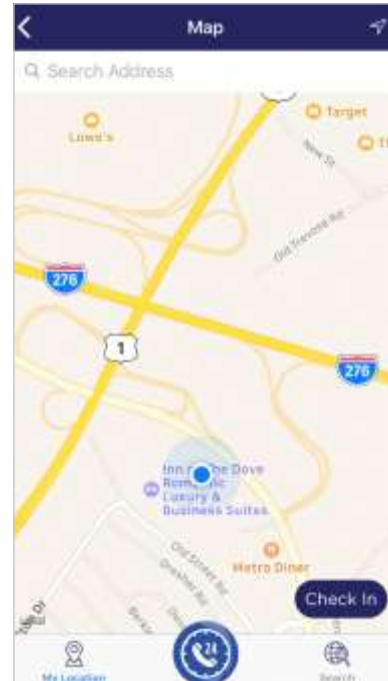


# TravelTracker Features - Check In & Travel Itinerary

Check-In allows you to share your current location with your organization. To do so, tap the Check-in icon.

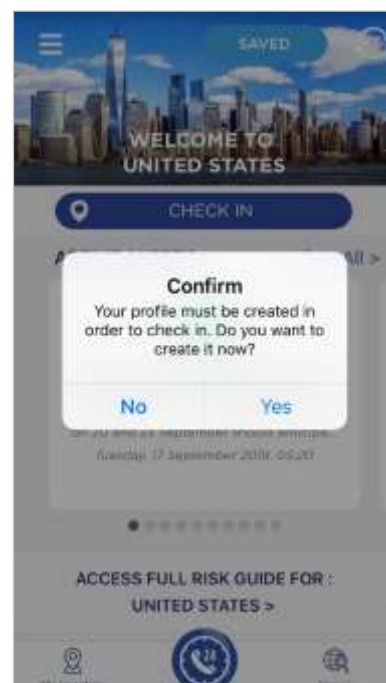
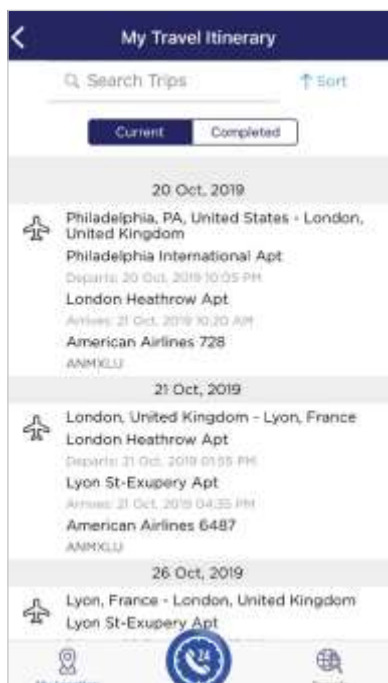
Then tap on Check-In.

\*If your location is not found, you may have poor connection or a firewall blocking location access. Tap the location arrow or you can still manually enter your location at the top of the page.



If your travel itinerary has been provided to International SOS, you can check it here in “My Travel Itinerary” from the Country Summary or Dashboard pages.

If you have logged in with your membership number only, you will be prompted to create a profile before you can check-in or access your Travel Itinerary.



## How to: Chat for Assistance

If enabled in your organization, you can choose to connect with an assistance case agent via chat. The chat button is located on the lower right navigation bar. **Note that you'll need to have created a profile and password to use chat.**

Rather chat for assistance? Tap the chat button to be connected to the nearest Assistance Center.

You'll then be connected to an agent to assist you.

