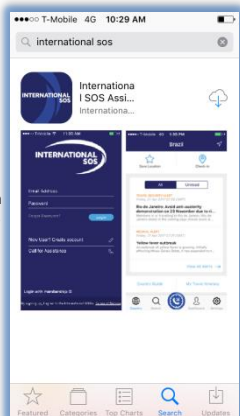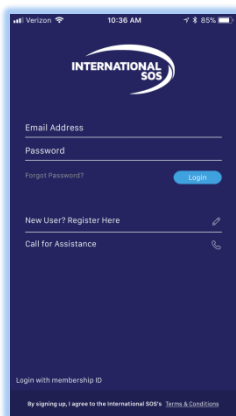# International SOS
Assistance App
User Guide
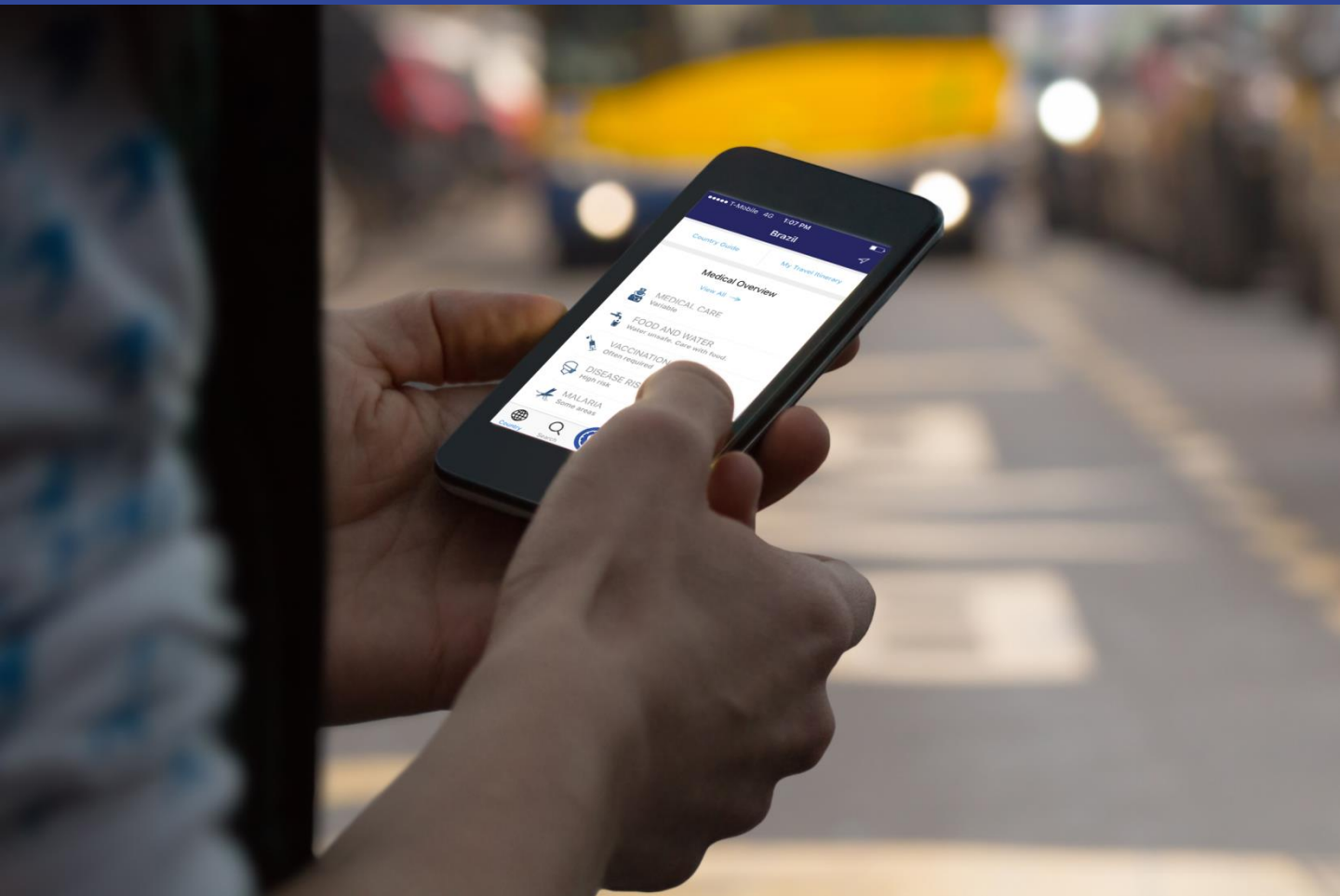
Downloading and Logging into the Assistance App

Scan this QR Code to automatically open the Assistance App's download page in your phone's browser.

1. Download the Assistance App from **http://app.internationalsos.com** or your App Store. It is free to download and use for all Intl.SOS members!

2. Launch the App. On the login page, tap **"New User? Register Here"**. Note that in case of an emergency, you can always press the Call for Assistance button even without being logged in!

You may also login with your Membership Number, but will not be able to access personal features like Check-In, Travel Itinerary, and features requiring your profile until you Register.
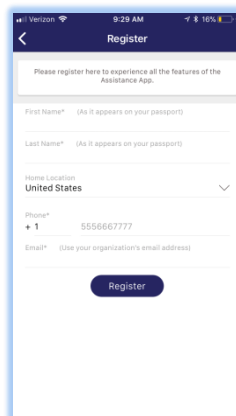
3. Enter profile details and tap "Register". You will then receive and e-mail to create your password. Return to login page to enter your new password and tap Login.
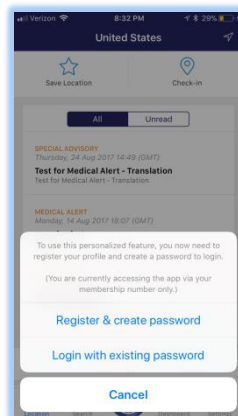
If you login via Membership number without registering, you can still access alerts, country guides, and great travel advice, but tapping on personalized features (Check-in, Travel Itinerary) will prompt you to Register or login if you have created a password previously.

Features of the Country Summary Page

Save Locations to follow their Alerts in your personal Dashboard

Stay up to date with alerts in your current location. You can also receive push notifications of these alerts for your current country (configurable in Push Settings)

Tap on "Country Guide" to see full information and advice from International SOS on the selected location.

Change your selected location in the Search page for travel information and advice on every country in the world!
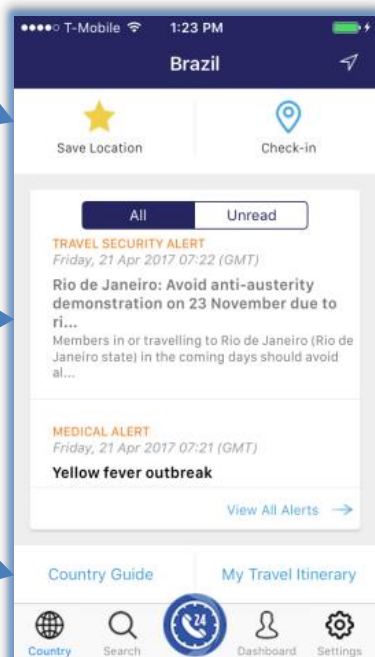
Tap Auto Locate icon to set Country Summary to your current location. *Make sure your location services are turned on Always/High Accuracy for best location results!*

Tap "Check-In" so that your organization knows where you are. Check-in whenever arriving on travel and throughout your trip. * *Make sure your phone's location services are set to Always or High Accuracy for best location results!*

My Travel Itinerary allows you to view your upcoming or current travel plans entered into TravelTracker or MyTrips. *
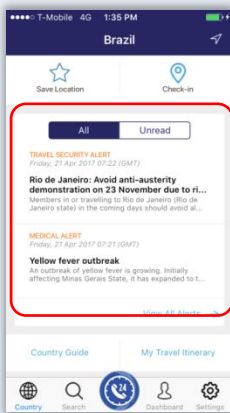
* Both Check-In & Itinerary features require organization's subscription to TravelTracker. You must be registered and logged in to the app to use these personal features.

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, 24/7.
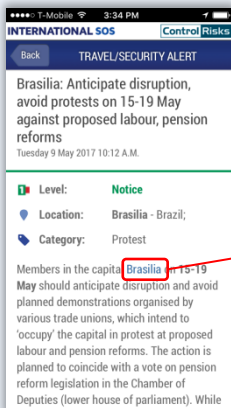
Viewing Alerts

1. Tap on any Alert on the Country page to read the details for the selected country

2. Tap on the Dashboard icon to read all alerts from your saved countries

3. Alerts may contain hyperlinks which will point to a map showing the impacted area
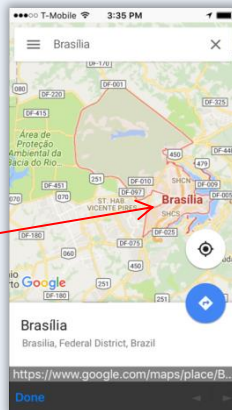
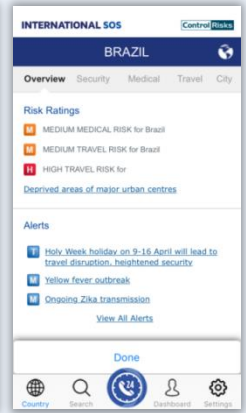**4. Navigate the map to learn more about where the event or incident is taking place**
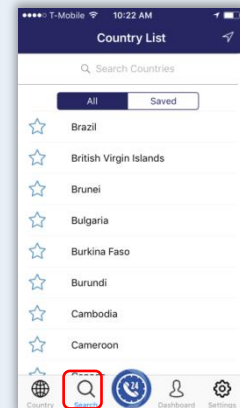
View Country Guides
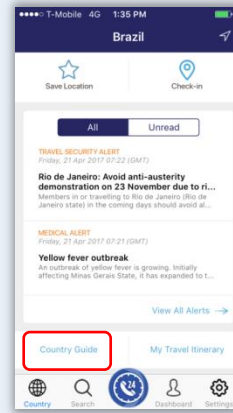
1. Tap on Country Guides on the Country page to access the country guide. Tap on any topic to read more about it

2. You can change the country by typing and tapping the name of the country on the Search page. Taping the Auto Locate icon will default to the current country you are in

TravelTracker Features – Check In & Travel Itinerary

* Available to TravelTracker subscribers
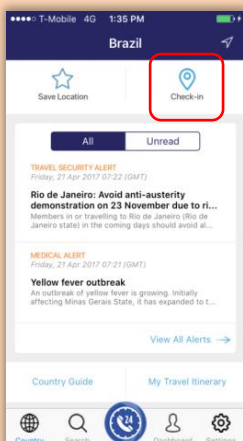
1. Check-In allows you to share your current location with your organization. **Tap the Check-in icon**
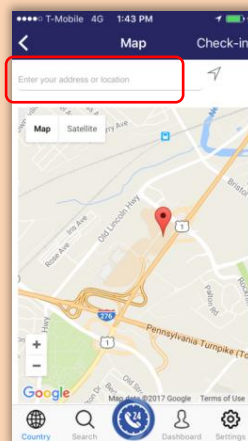
2. then tap on **Check-In**

*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.
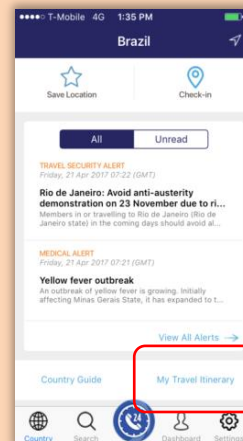
If your travel itinerary has been provided to International SOS by your Travel Agent, you can check it here in "My Travel Itinerary" from the Country Summary or Dashboard pages.
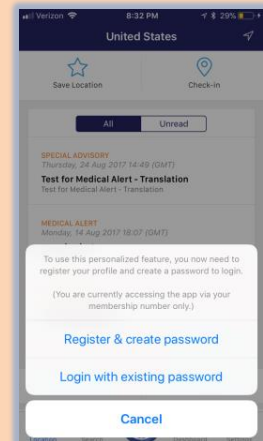
If you have only logged in with your membership number, you will be prompted to Register before you can Check-in or access your Travel Itinerary.

Exploring the Settings Page
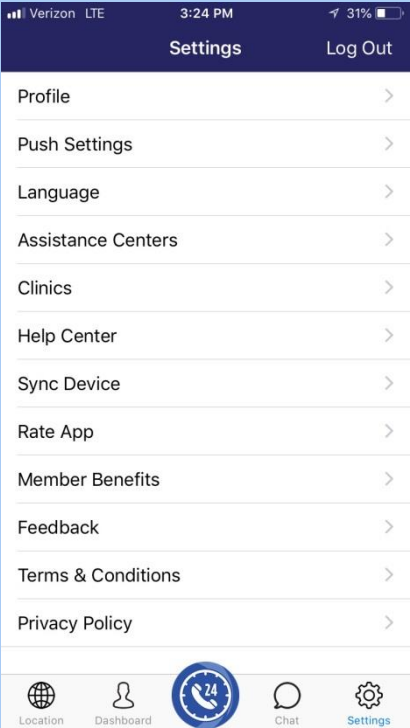
Profile
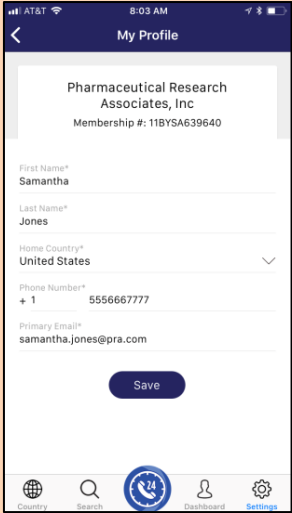
Update your profile from the Profile page. Your profile information is used to:
- Check-in your location*
- Match your travel itinerary*
- Identify you when you contact the Assistance Center.*

Push Settings

Turn on Push Notifications to receive alerts regarding your current location even while you are not in the app. Configure what types of alerts you want, and if you want to receive push alerts in your home location.

Languages

The app is translated into the following languages,: English, French, German, Korean, Japanese, & Chinese (simplified) However, language is configurable by the organization (same languages available in your Communication Portal).

Assistance Centers

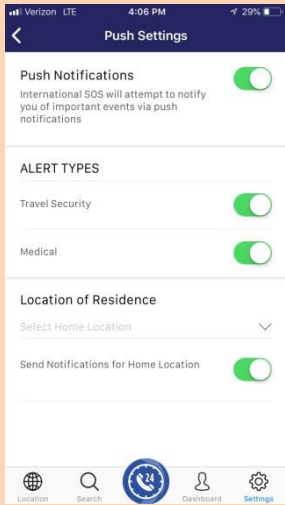Instant access to phone numbers to four of our 26 Assistance Centers including: London, Paris, Philadelphia, & Singapore. **Use the Call for Assistance button to call the Assistance center nearest to you.**

Clinics

Lists clinics wholly or partly owned by International SOS. However Intl SOS's network has over 80,000 providers around the world! Call the nearest AC to get the best referral for your medical needs.

Help Center

Should you require any help with the Assistance App functionality, Tap on the Help Center to see frequently asked questions as well as send feedback to our Online Help team.

Sync Device

Sync your device to ensure you have the latest up to date content. You're Assistance App will automatically sync every 24 hours.

Rate App

Enjoying the International SOS Assistance App? Let us know! Rate the app in the App Store or Google Play.

Member Benefits

Learn all about what your membership with International SOS provides you before, during, and after your travel.

Feedback

Let us know what you think of the Assistance App and how we can continue to improve!

Terms & Conditions / Privacy Policy

Links to the Assistance App Terms and Conditions as well as the International SOS Privacy Policy.

Frequently Asked Questions
by International SOS Members

What devices will the Assistance App work on?
The current version of the Assistance App is available on devices which have the following Operation Systems:

- Android: 4.4 and higher
- iOS: OS 8.0 and higher
- Blackberry: Models using Android 6.0 and higher only
- Windows Phone: 10.0 and higher

When will I receive push notifications for International SOS alerts?
Push notification settings can be set in the push settings page within Settings. Push notifications for alerts are sent according to the current country set in the app on the country summary page. Alerts for saved countries appear in the dashboard page, and are not pushed as push notifications.

How and when does the Assistance App use my location?
The Assistance App is not actively tracking your location, it only recognizes 'significant change'. For example, when you travel to a new country, the app will recognize that you have changed countries and prompt you to update your country summary page (so that you will begin receiving alerts for your current country). This feature is also used to set your "Call for Assistance" button to call the nearest Assistance Center.
For **Check-in** feature, the Assistance App requires location services to be turned on and will plot your current location at the time you tap "Check-In". The Assistance App taps in to the device's location services configuration to use a combination of GPS, cell tower data, and/or wi-fi IP to determine to best location. For iOS, the app works best when set to "Always" allow location, and for Android set to "High Accuracy".

How can I be sure that my app profile information will match with my Travel Itinerary information?
If your Assistance App profile matches your Traveler information provided by your Travel Agency data, you should be able to view your Travel Itinerary in the Assistance app. When registering, be sure to use your name as it appears on your passport and your corporate/organizational e-mail address. Both data fields (name & e-mail) must match in order for the profile match to occur.

If I am in an area where cell coverage is poor, and the I try check- in, how does it work? If I check in and there is no service, and I move to where there is service, will the check in work automatically?
The app needs data through either mobile data (cellular) or wi-fi to transmit the location information; nothing is queued for check-in if there is no data connection as it could "check- in" to a past location that you may no longer be located i.

Does the Assistance App and Check-In work in China?
Yes the app does work in China for iOS. Google is currently blocked in China so the Google Play store and push notifications are prohibited for Android users. The app is available on secondary Android markets in China including: Huawei, Samsung, Vivo, Oppo, Xiaomi, GoMarket, Baidu, and Wandouujia. The map for Check-in may not display due to Google maps prohibited, however you can still check in to your latitude/longitude.

For further FAQ, visit appsupport.internationalsos.com. If you need technical help with the app, e-mail OnlineHelp@internationalsos.com with a screenshot of your "Help Center" page.

Frequently Asked Questions

By Travel Managers

How can I help my people ensure that they are getting the full benefits of the Assistance App?
- We suggest that app users turn on their 'auto-update' for apps on their device so that they always have the most up to date version of the app. In addition, having their own device's Operating System on the most recent version is also recommended.
- We also suggest that members have their location services set to "Always" for iOS or "High Accuracy" for Android.
- We encourage members to login via their e-mail and password so that they can enjoy the full features of the app. Login by membership number provides quick entry, however personalized features such as Travel Itinerary, Check-in, and Profile require a registered profile. We recently expanded login requirement to apply to Check-In instead of a member having an unauthenticated Profile. Login by e-mail also increases:

  - Data Accuracy for App and Check-in Reporting
  - Data Security
  - Personalized member experience

  Registered credentials also carry across devices if the member has the app on multiple devices.

How do I ensure my people are accessing the app through our membership number?
Your organization's membership number can be configured to match your organization's email domain/s as part of onboarding. Therefore when a member registers with an email including your organization's domain, they will be correlated to the correct number without having to remember their specific number. If there is no correlation assigned, the member will be prompted to enter their membership number. Each domain can only be configured to match one membership number. If your email domain/s is not unique to your organization, then there should be no direct correlation between domain and membership number, and the member will simply need to enter their membership number upon registration.

Is there a way to push the app out to all of my peoples' devices?
Often clients will use an MDM (Mobile Device Management) software to push the Assistance App (as well as any other corporate or organizational apps) to their people's phones. International SOS can provide the build packages of the app in order to help facilitate this push at this site - http://mobilebuild.internationalsos.com/prod. Please note that membership number cannot be preconfigured in this MDM solution, members will still need to Register and login.

For further FAQ, visit appsupport.internationalsos.com. If you need technical help with the app, e-mail OnlineHelp@internationalsos.com