

**INTERNATIONAL
SOS**

Assistance App

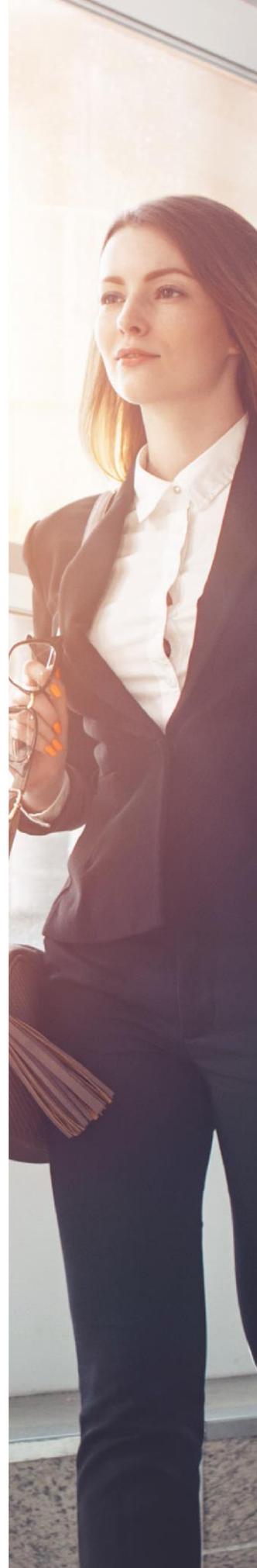
7.0 User Guide

Revised as of February 2022



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Introduction

The re-imagined International SOS Assistance App Version 7 features a sleek, modern design and enhanced navigation capability. The smoother experience will make it easier to plan for your travel, see relevant alerts, and connect with an Assistance Centre when needed, anytime, anywhere.

This User Guide provides all the information your travellers need to download and use the app. For additional questions, please contact 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

A completed new app designed to provide personalised trip preparation and travel advice, real-time updates and incident alerts, and 24/7 assistance from a real person when needed, anywhere around the globe.

Save Time and Plan Your Travel Like a Pro

Use the app to research locations and understand active and potential medical and security risks throughout the world.

Get Real-Time Alerts While Traveling

Get real-time alerts and access to up-to-date travel restriction information and the impact of COVID-19.

Get Assistance On Demand

Use the Assistance App to call or chat with an assistance centre 24/7, from any location throughout the world, with one touch.

How to Register and/or Log In

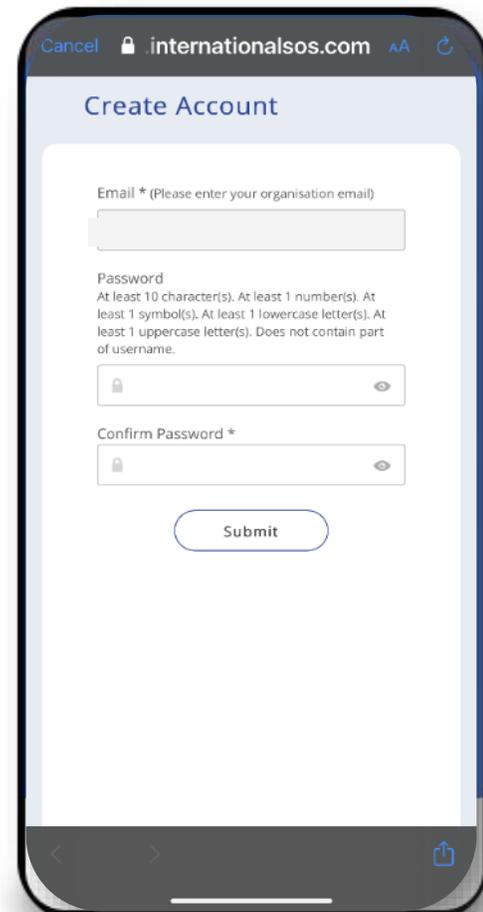
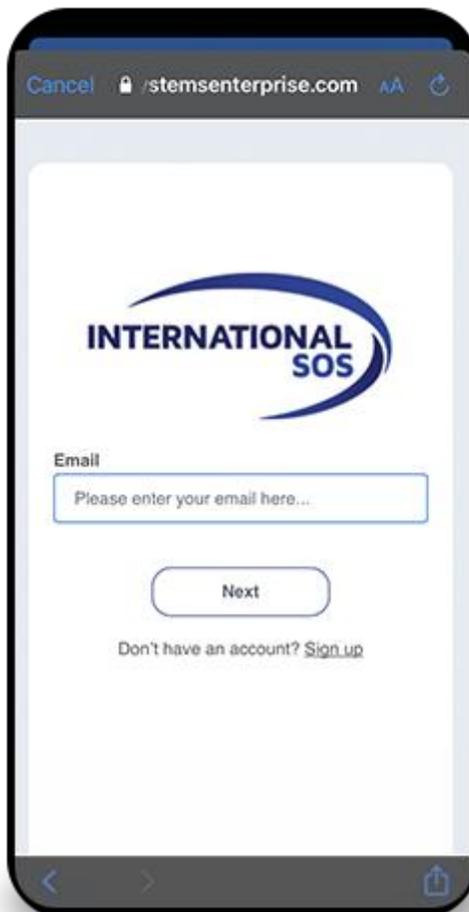
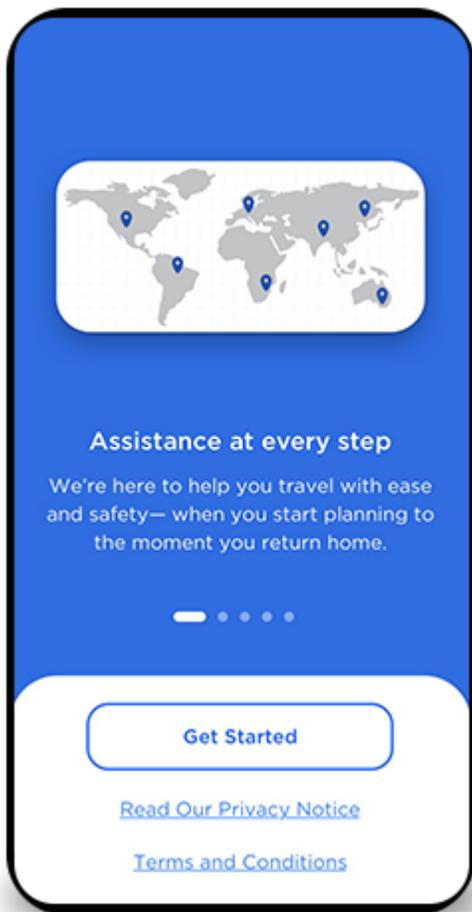
Registration for first-time users

Creating a Federated Account: If your organisation is Federated¹, follow the steps below and learn how to create an account.

Click on
“Get Started”

Click
“Sign Up”

Enter your organisation
email address and to
proceed click the word
“submit”



¹ Federated access enables users seamlessly to access International SOS applications with their company login

Click on
“Next”

Enter the password you
use to access other tools
your company provides
(your computer or your
email).

Next complete the Account
Setup page. After
completing the required
information, click on
“Confirm and Continue”

Cancel s-dev.okta-emea.com AA ↻

Connecting to

Sign In

Username

Next

Need help signing in?

Don't have an account? [Sign up](#)

Cancel s-dev.okta-emea.com AA ↻

Connecting to

Sign In

Username

Password

Sign In

Need help signing in?

Cancel /stemsenterprise.com AA ↻

Account Setup

Please review the following information and complete the required fields, marked with an asterisk(*) .

First Name *

Last Name *

Preferred Name

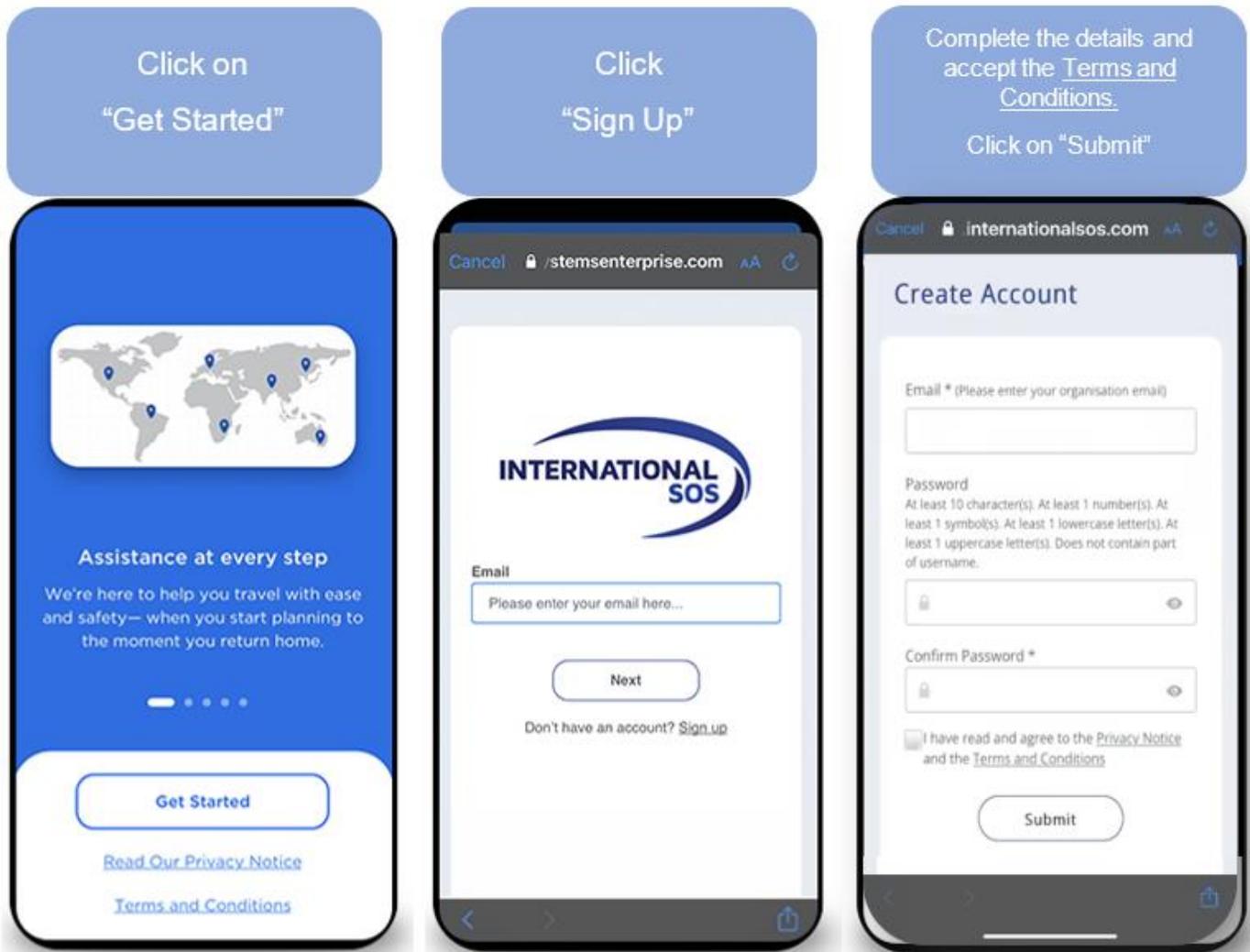
Company *

Membership Number *

Now that you've created your account and completed all the required information, you will be directed to sign in one last time, and you will be redirected to the application home page.

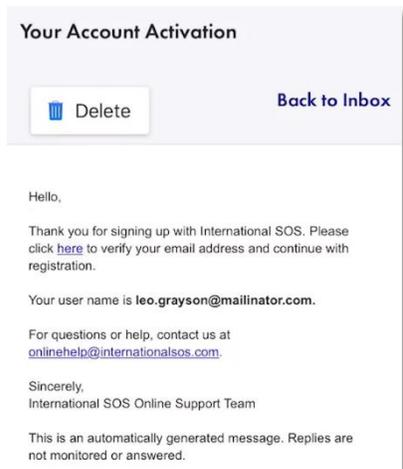
Registration for first-time users

Creating a Non- Federated Account: Use your email address to create an account in minutes.



An activation link will be sent to your email with the subject “Your Account Activation”.

Click where it says [“here”](#) to verify and return to the app to continue.



Now enter the password you used to create the account

Cancel | /stemsenterprise.com

Log In

Email

Password

Please enter your password

Forgot password?

Log In

Key in your Membership ID and press "Submit"

Cancel | /stemsenterprise.com

Enter Your Membership Number

Entering your Membership Number will help us correctly associate your account and provide you with the best experience.

Submit

[No Membership Number?](#)

Confirm the details "Yes, this is correct" and on the next page click on "Continue"

Cancel | /stemsenterprise.com

Confirm Your Organisation

To provide you with the best experience, please confirm your organisation.

Your organisation is:

Yes, this is correct

No, this is not my organisation

Complete the Account Setup page. Click on **“Confirm and Continue”**

You will receive a verification code to the mobile number you provided. Key in the code and click on **“Submit”** to complete registration

Then you will be directed to the application home page

A Note About Logging in with Just Your Membership ID Number

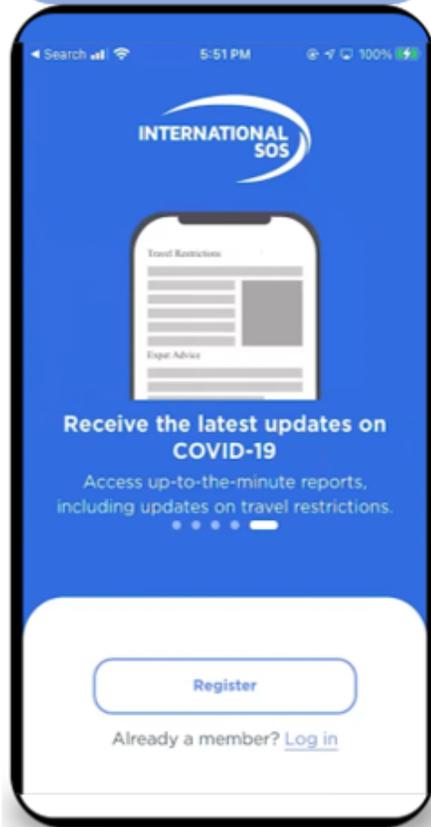
You can also log in with your Membership Number, but you will not be able to access personal features like Check-In and Travel Itinerary until you create a profile. If chat is enabled within your organisation, you will not be able to use the chat function until you create a profile.

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

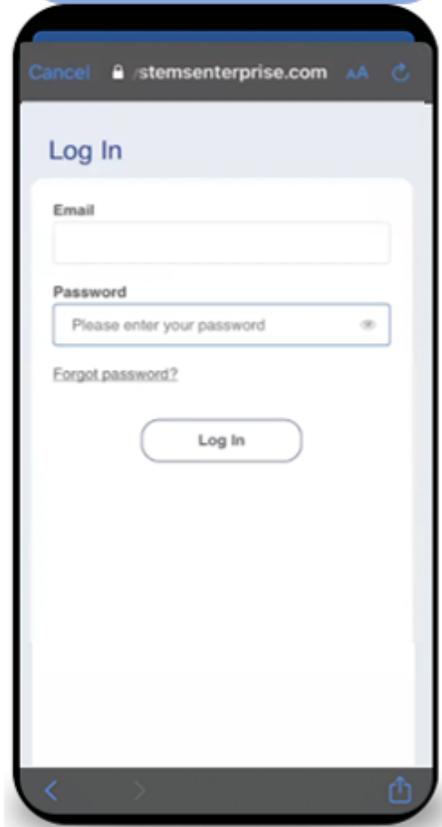
How to Access your Account - Registered Users

If you already have an account, you can get all the benefits of the Assistance App7.0. First, you must confirm your profile details on your **first log in**.

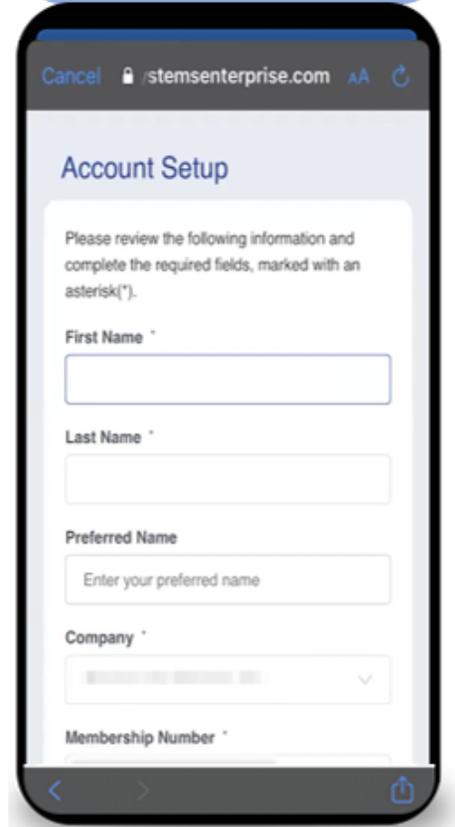
Start by clicking in “**Log in**” and enter the email address you previously registered with



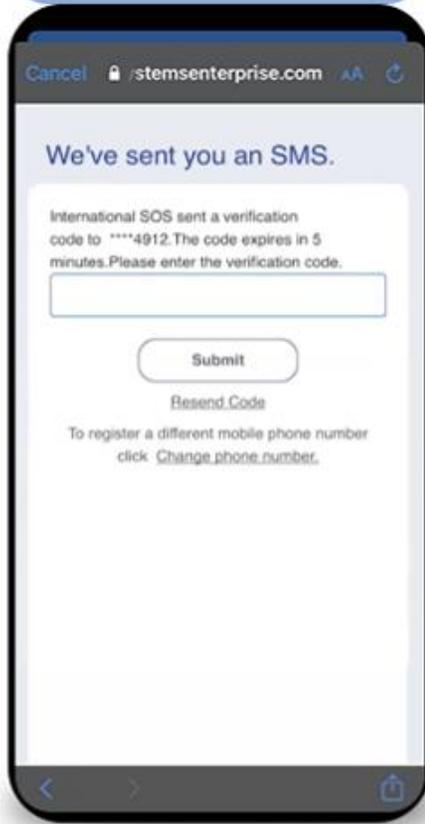
Next, enter the password you used last time you logged in



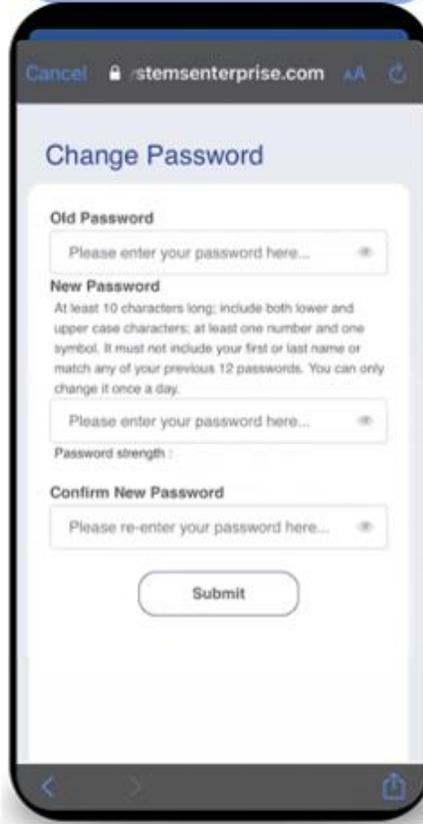
Enter the required information and click “**Confirm**”



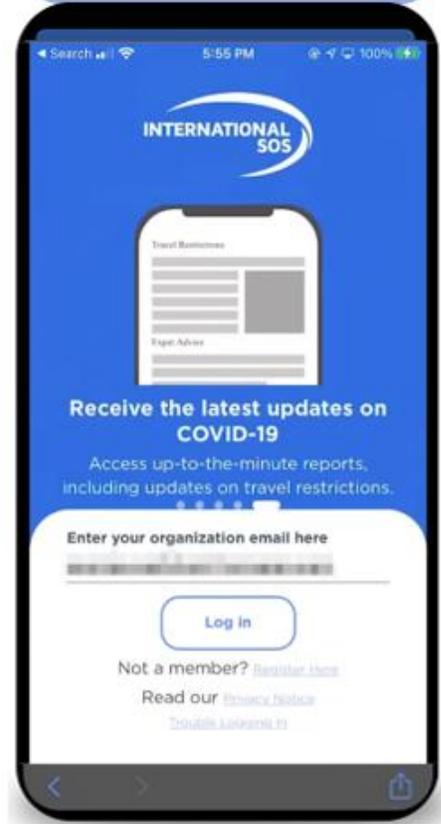
We will send you an SMS to check you added the right mobile number. Enter the code and click on "Submit"



Next, we will need you to update your password. This helps us to ensure your account is secure.



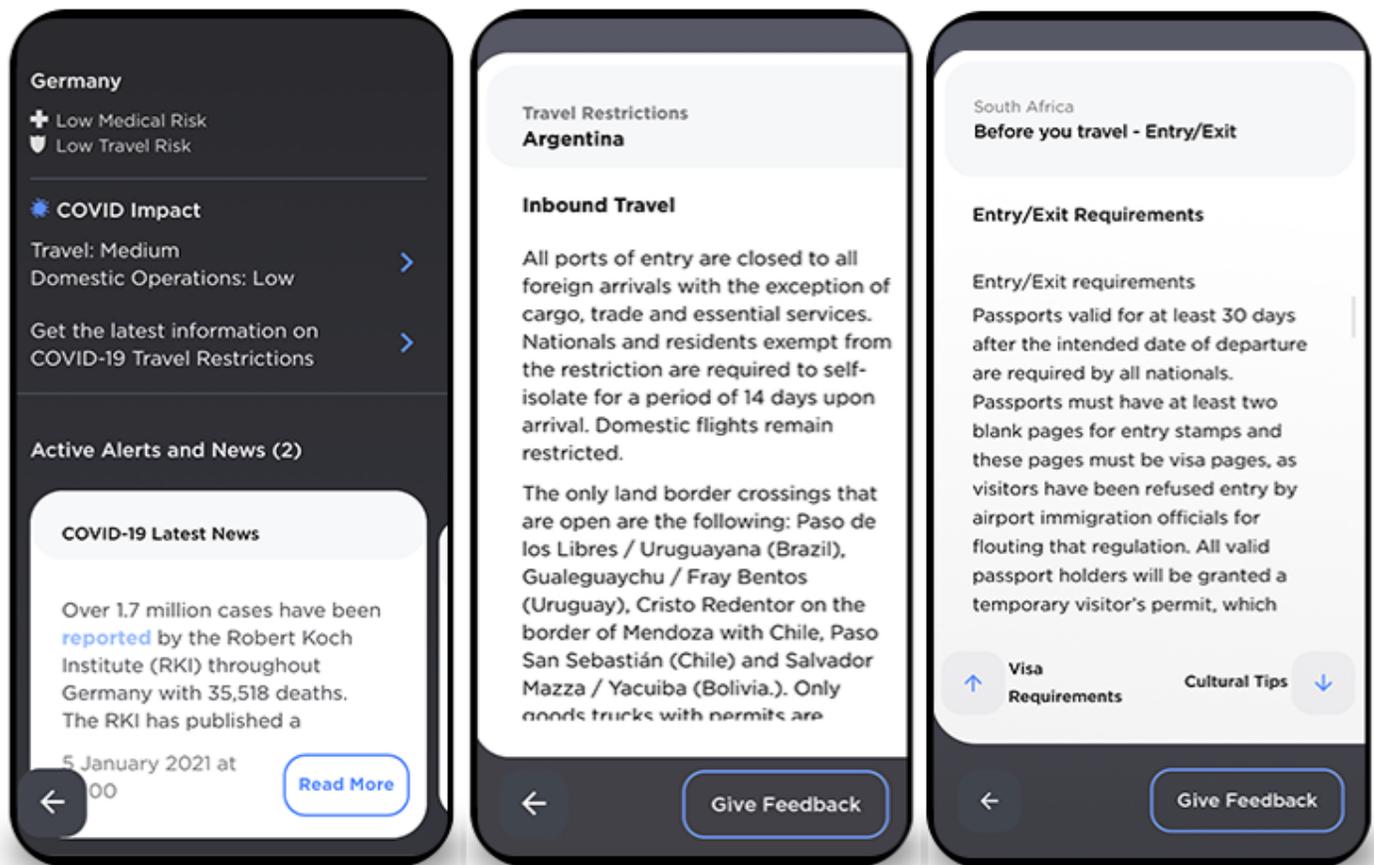
You will be sent back to the home page and you'll need to log in with your new password. Now you can begin planning your next trip!



How to Prepare for your next trip and avoid delays when travelling

Vaccination and Visa Requirements

In the Location Guide page, you will find everything you need to know to prepare yourself, reach your destination safely and avoid delays when travelling. In the “Before Your Travel” section, you’ll find comprehensive information on visa requirements and entry/exit requirements. This includes legal documents, vaccinations, passports, and much more information required for entry and exit at your next destination.



COVID-19 Restrictions and Impact

The Assistance App gives you everything you need to know and prepare for the impact of COVID-19 on your next trip. On the dashboard page you will find information about travel restrictions in and out of the destination, travel within the country and access to services while you are there.

- You can also access this information from the “My trips” page, by simply clicking on the airplane icon.

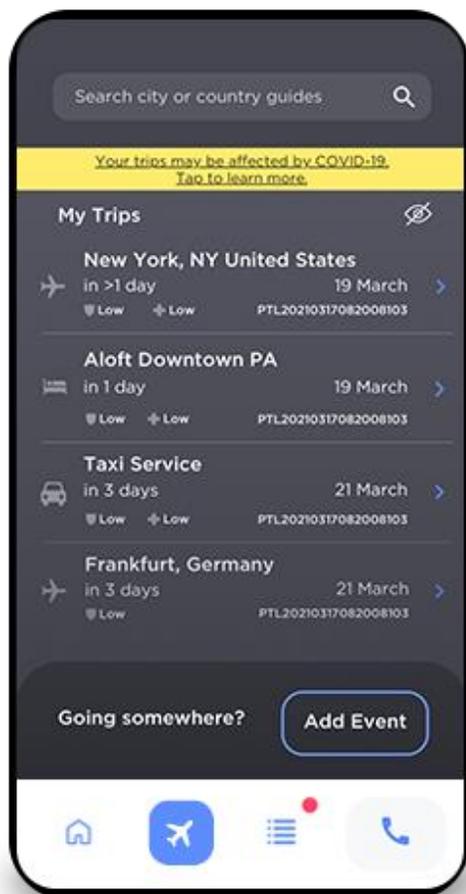
- Click on the trip and you will find this information on the trip cards.
- If you don't have a trip booked, search for the destination country and everything you need will be on the location guides, including the COVID-19 impact scales for domestic and international travel, comprehensive information on inbound and outbound travel restrictions and any relevant alerts.
- If you need personalised advice, you can always contact the Assistance Centre by clicking on the phone icon and we will connect you with the agent closest to you.

Explore with Confidence

Planning to go somewhere new? The Assistance App gives you everything you need to understand the culture, best practices, and availability of services all over the world.

Before you book your flight, look up the destination in the Assistance App.

- Click on the airplane icon to visit the travel page.
- Now click in the search bar and start typing. The search function allows you to look up hundreds of cities and countries around the world.
- The location guide provides you everything you need to know about medical and security risks ratings, COVID impact scales, travel restrictions, alerts, risk summary and a comprehensive list of things to know, consider and do before travelling, including visa requirements and entry/exit requirements.
- Please, don't forget to read the medical overview with information on vaccinations and health threats, the security overview on crime, terrorism and social unrest and travel overview with information on natural disasters.
- And if you cannot find the information you are looking for, you can always contact the Assistance Centre by clicking on the call icon. A staff member will give you personalised information.



My Trips

The **My Trips** page is a way to view and manage upcoming trips. Whether it's a flight, a car rental, booking or a hotel stay, everything you need is in one place. Any trip you add using the Add Trip button will appear, as well all trips booked by your company on your behalf.

In addition to the logistical details, you can also see the medical and security ratings for your next travel destination. If your destination is impacted by COVID-19, you will also see a yellow bar directing you to relevant information.

To manually add a trip, just click on Add Trip button and enter your details. The trips you add on the app will appear to your company and Tracker. If you do not see the Add Trip button and would like to add a trip, please contact us via the Further Help link on our [Client Support portal](#).

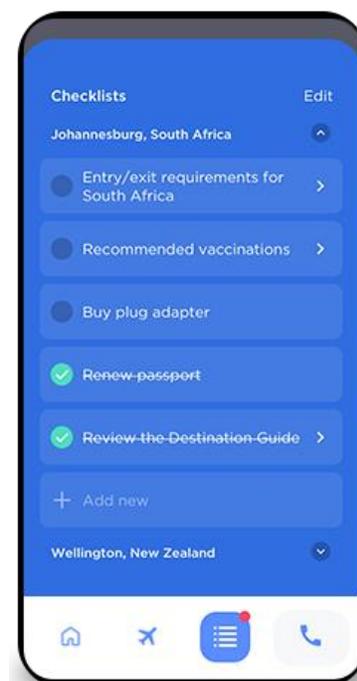
Once a trip has been added and appears in the overview, you can click on any entry and you will be able to see the details on trip cards. These cards are everything you need to keep track of the logistical

details of your trip, impact of COVID-19, travel restrictions, information about our Assistance Centres, emergency contacts, medical, security and travel risks and more information.

Checklists

Our medical and security professionals have created pre-travel checklists to help you prepare for your next trip. These checklists will help you avoid delays and ensure that you can travel without any issues.

To navigate to the checklist, click on the **checklist icon**. There is a checklist for each destination you plan to visit. The items on this list were designed to make you aware of the things you need to know or do to prepare for your trip. It includes entry/exit requirements, vaccinations, and travel restrictions.



Besides that, get tips and reminders through the app to make sure you receive notifications and important alerts.

You can add your own items at any time by clicking on the “**Add New**” button. Once you have completed an item, just click the circle to the left; this will mark the item as done.

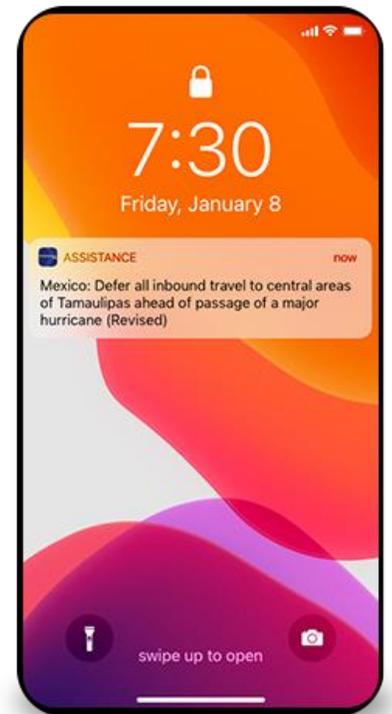
Checklists are a great way to avoid delays and stay prepared for your next trip.

How to Stay Aware of Situations that May Affect Your Health, Safety or Travel

Location-Based Push Alerts

Stay safe in an emergency with location-based alerts. When a medical or security alert is issued for your current location, the app will let you know first via a push notification.

- To ensure you’re receiving these important notifications, first go to your settings page on your device, click on Assistance App, set the location to always, and notifications to “**always allow**”.
- Then within the Assistance App, go to the settings page by clicking on the **profile icon** in the top right corner.
- Navigate to the **Alerts and Notifications** settings and **turn on Alerts Settings**.



How to Get Assistance in case of a Situation

Call or Chat²

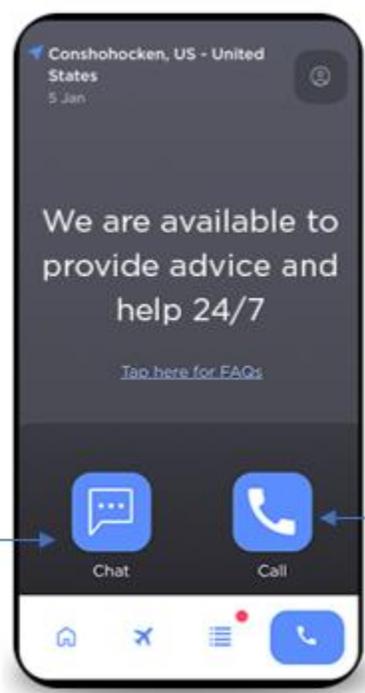
Do you have a problem or need support? Get the help you need, 24 hours a day, 7 days a week. Use the app to connect to our Assistance Centres before or during your next trip. Receive personal advice from one of 1,000 of agents with extensive local knowledge. You have access to the best medical and security professionals who can help you stay healthy, safe, and prepared for anything.

² The Chat function is not available to all users

To contact an agent: **first**, tap the **Contact** button at the bottom of the screen and wait a moment for the contact screen to load



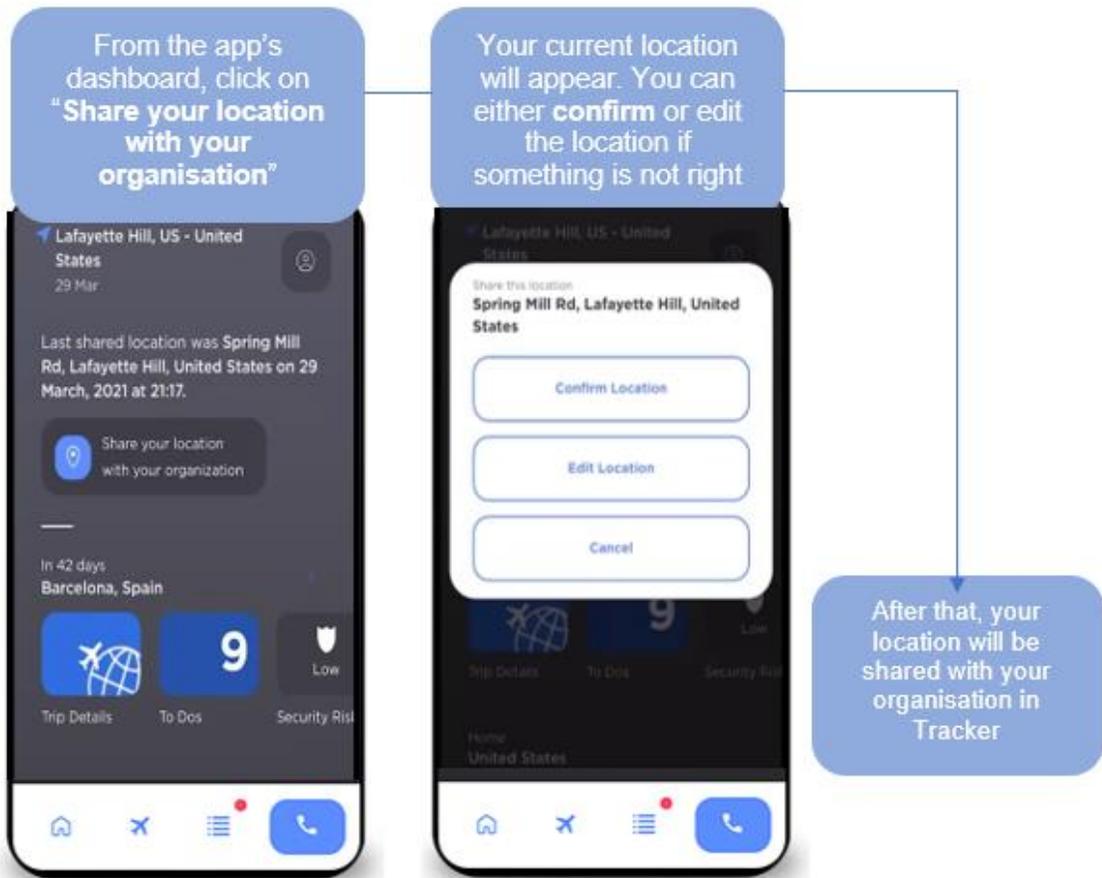
To chat tap the **Chat** icon and you'll be connected with an agent in moments



Tap the **Call** button and then you'll be connected with the Assistance Centre closest to you

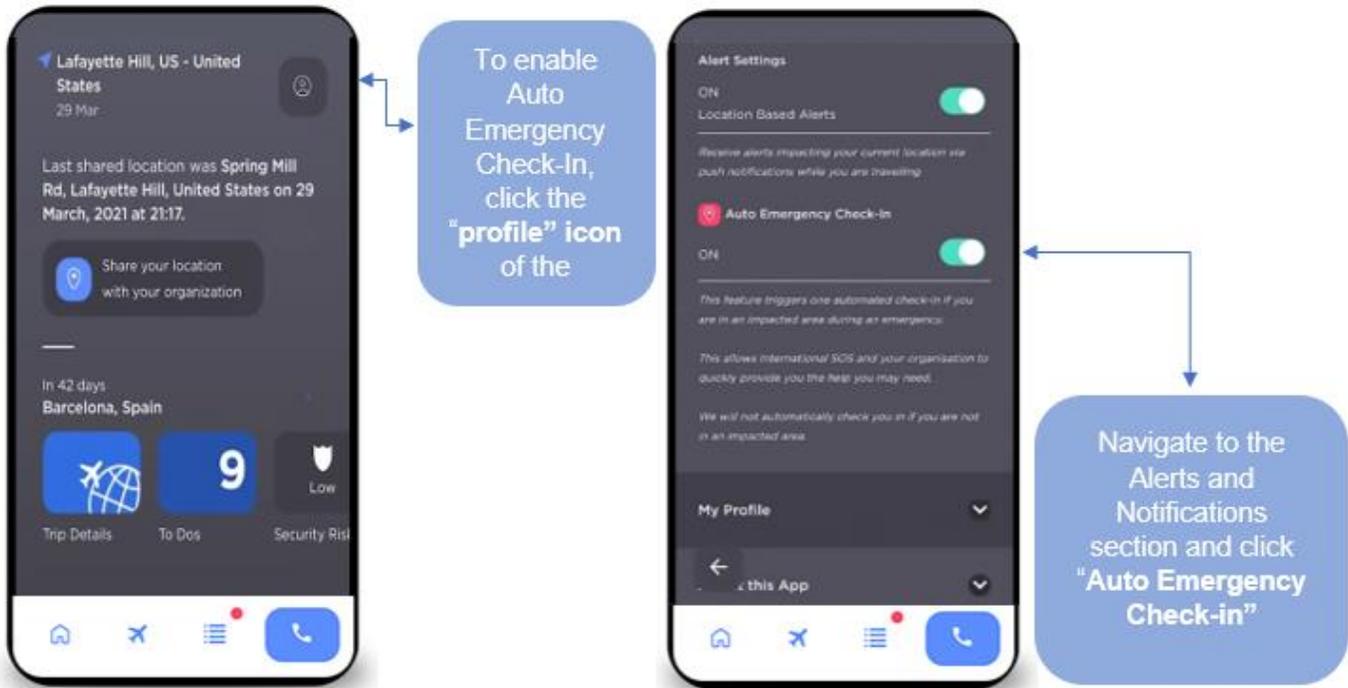
Check in

Do you want to let your organisation know where you are? Use the app to share your current location with your organisation.



Auto Emergency Check-In

In case of a serious security incident, use Auto Emergency Check-In to ensure your organisation knows your exact whereabouts.



Now when a Security Special Advisory is issued and you are in an affected area, your location will automatically be shared with your organisation via Tracker. This will enable your organisation to help those who may be affected by the Security Special Advisory.

If you are not in an affected area, your location will never be shared with your employer.

Make sure you have location access on the device-level set correctly. Go to your device settings page, click on the Assistance App, and set the location to **“Always”** or **“Always Allow”**, to allow the application to find your most recent location.

