

GETTING THE MOST OUT OF YOUR SUBSCRIPTION

BEFORE & DURING YOUR TRAVELS

INTERNATIONAL
SOS



With International SOS, you have access to our global network of 27 Assistance Centers.

This assistance subscription will provide expanded protection to deal with medical and security needs that might arise.

Our doctors, security experts and assistance coordinators are available 24/7 to provide advice in your local language, and to support you with general medical questions, security questions, or emergent concerns.

There is no fee to call, and no information is shared without your consent.



SUPPORT

Download the
[International SOS Assistance App](#)



Use Membership# 401GDA1067661IT

Use the International SOS Assistance App before and during your next trip for:

- ✓ Easy access to the local Assistance Centre (Press "Need Assistance?" to call or Live Chat), in an emergency and for everyday advice.
- ✓ Expert medical, security and travel assistance.
- ✓ Receive the latest information about your destinations.

Connect to the [International SOS Information Portal](#)

Access detailed information on more than 200 countries and 300 cities:

- ✓ Evaluation and analysis of health, travel and security risks
- ✓ Daily updates on travel security, disruptive incidents and situational developments
- ✓ Travel guides and cultural tips
- ✓ Subscription to proactive medical and travel security email alerts on the Home Page
- ✓ Access Membership Card



WHY CALL INTERNATIONAL SOS?

International SOS will assist you no matter how big or small your request might be, and we encourage you to call for help any time, day or night. Whether you have lost your wallet, need medical advice or assistance, a referral to a doctor, or require a full-scale evacuation, International SOS can assist you. No matter how small your concern may feel, when in doubt, call International SOS for support. With a global network of medical and security specialists, International SOS is well equipped to support you.

WORLDWIDE REACH. HUMAN TOUCH.



HOW TO USE INTERNATIONAL SERVICES



ASSISTANCE

- Philadelphia Assistance Center:
+1 215 942 8478

Call the nearest Assistance Center or Live Chat through Assistance App

- Contact us before and during your travel
- Available 24/7/365

DIGITAL TRAVEL TOOLS & INFO

International SOS Assistance APP

- Download the APP from the Apple store or Google Play store
- Register with your SCU email.
- Don't have a SCU email address? Register using membership # 401GDA1067 661IT

Member Online Portal

- Go to www.myportal.internationalosos.com
- Register with your SCU email.
- Don't have a SCU email address? Register using membership # 401GDA1067 661IT

Technical Support

- Go to <https://clientsupport.internationalosos.com/>
(Click "Further Help" at bottom of page)



DOWNLOAD THE ASSISTANCE APP

INFORMATION, ADVICE AND
ALERTS

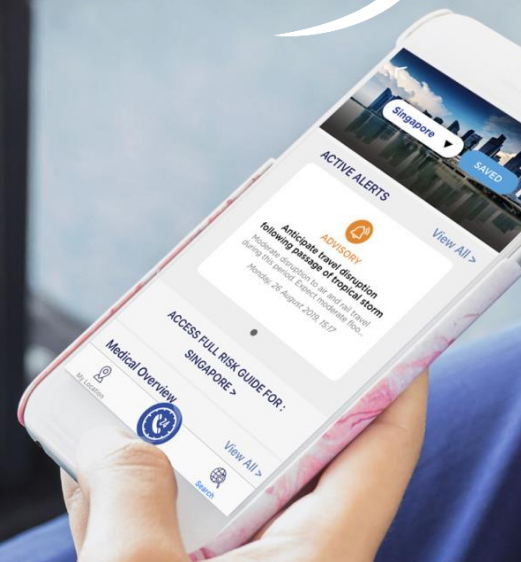


Download on the
App Store

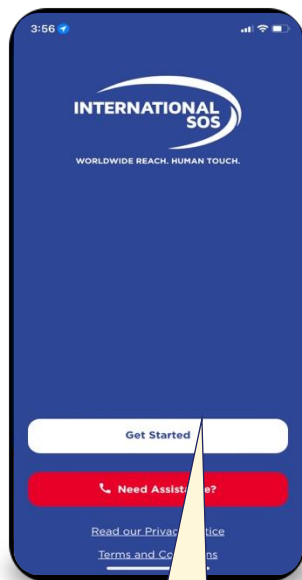


GET IT ON
Google Play

INTERNATIONAL
SOS



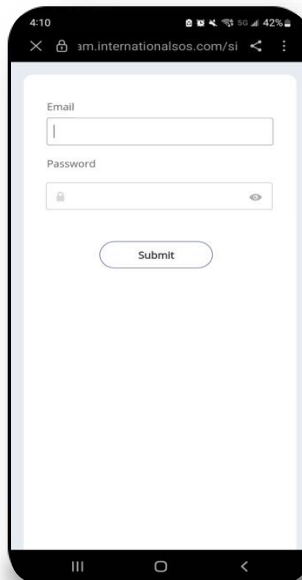
NEW APP USERS: ACCOUNT CREATION (USERS WITH THE @SCU.EDU EMAIL DOMAIN)



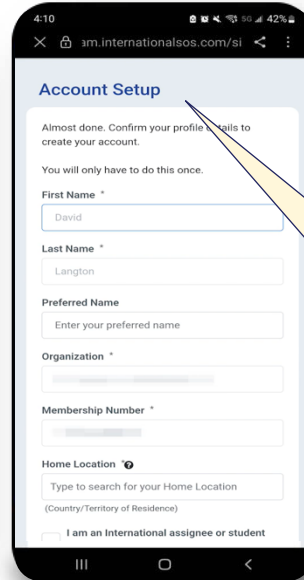
Click on
Get Started



Enter your SCU
email address and
click Next



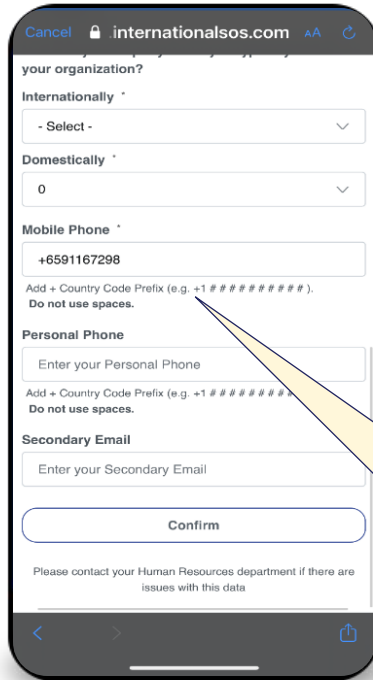
You'll be directed to the
SCU sign-in page. Key
in your credentials and
submit.



Once you've logged in,
you should be
redirected to the App
Account Setup page,
to complete your
profile details.

Registration for first-time users

Verifying your Phone Number



Cancel internationalsos.com

your organization?

Internationally *

- Select -

Domestically *

0

Mobile Phone *

+6591167298

Add + Country Code Prefix (e.g. +1 #####).
Do not use spaces.

Personal Phone

Enter your Personal Phone

Add + Country Code Prefix (e.g. +1 #####).
Do not use spaces.

Secondary Email

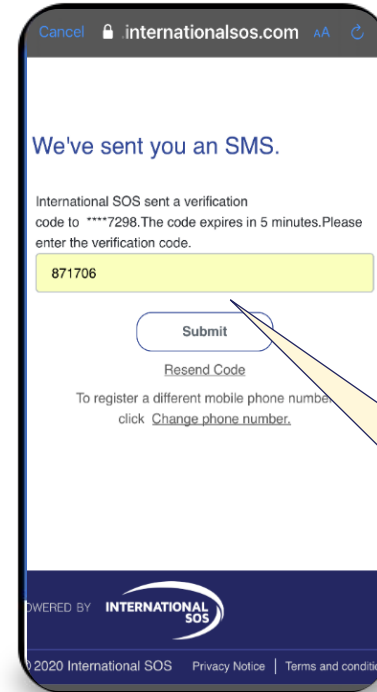
Enter your Secondary Email

Confirm

Please contact your Human Resources department if there are issues with this data

Enter Mobile Phone with country code (+1 for USA).

Do not enter Personal Phone if same as your Mobile.



Cancel internationalsos.com

We've sent you an SMS.

International SOS sent a verification code to ****7298. The code expires in 5 minutes. Please enter the verification code.

871706

Submit

Resend Code

To register a different mobile phone number, click [Change phone number](#).

POWERED BY INTERNATIONAL SOS

© 2020 International SOS Privacy Notice Terms and conditions

You will receive a verification code to the Mobile you provided. Key in the code and click "Submit".

NEW APP USERS: ACCOUNT CREATION

(Users without the @scu.edu email domain)

- 1 Click Get Started
- 2 Click Sign Up
- 3 Enter Email, Password;
Click Submit
- 4 Click Close
- 5 Confirm Receipt of Verification Email

The screenshot displays the International SOS account creation interface with five numbered steps:

- Step 1:** A blue box with a white button labeled "Get Started". Below it is a red button with a white phone icon and the text "Need Assistance?". At the bottom are links for "Read our Privacy Notice" and "Terms and Conditions".
- Step 2:** The "INTERNATIONAL SOS" logo is at the top. Below it is an "Email" field with the placeholder text "Please enter your email here...". A "Next" button is below the field. An orange arrow points to the "Next" button. Below the button is the text "Don't have an account? Sign Up".
- Step 3:** The "Create Account" section. It includes an "Email" field with the placeholder "(Please enter your organisation email)". Below it is a "Password" field with a strength indicator. The password requirements are: "At least 10 characters", "At least 1 number", "At least 1 symbol", "At least 1 lowercase letter", and "At least 1 uppercase letter". Below the password field is a "Confirm Password" field. At the bottom is a checkbox labeled "I have read and agree to the Privacy Policy and the Terms and Conditions" and a "Submit" button.
- Step 4:** A box titled "Verification email sent". It contains the text: "An activation code has been sent to your email. Please click the link in your email to verify your account." Below the text is a "Close" button.
- Step 5:** A confirmation email body. It starts with "Hello," followed by "Thank you for signing up with International SOS. Please click [here](#) to verify your email address and continue with registration." Below that is "Your user name is **chrisss.mooorre@mailinator.com**." Then, "For questions or help, contact us at <https://clientsupport.internationalsos.com>." The email is signed off by "Sincerely, International SOS Online Support Team". At the bottom is the text "This is an automatically generated message. Replies are not monitored or answered."

NEW APP USERS: ACCOUNT CREATION

(Users without the @scu.edu email domain)

6 Enter SCU Member ID:
401GDA1067661IT

7 Confirm Organization;
Click Yes

8 Click Continue

9 Enter Account Details

10 Click Confirm

11 Enter SMS Code

6 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?](#)

7 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](#)

8 Success!

You have confirmed your organization as

You will have access to all features of this app.

[Continue](#)

[Go Back](#)

9 Account Setup

Almost done. Confirm your profile details to create your account.

You will only have to do this once.

First Name *

(As it appears on your passport)

Last Name *

(As it appears on your passport)

Preferred Name

Organization *

Membership Number *

Home Location

Type to search for your Home Location

10

Membership Number *

Home Location

Type to search for your Home Location

(Country/Territory of Residence)

☐ I am an international assignee or student currently living in:

Mobile Phone *

Enter your Mobile Phone

Add + Country Code Prefix (e.g. +1 # # # # # # # # # #).

Do not use spaces.

Personal Phone

Enter your Personal Phone

Add + Country Code Prefix (e.g. +1 # # # # # # # # # #).

Do not use spaces.

Secondary Email

Enter your Secondary Email

An email will be sent to this email address with a verification link.

[Confirm](#)

Please contact your Human Resources department if there are issues with this data.

11

We've sent you an SMS.

International SOS sent a verification code to ****0165. The code expires in 5 minutes. Please enter the verification code.

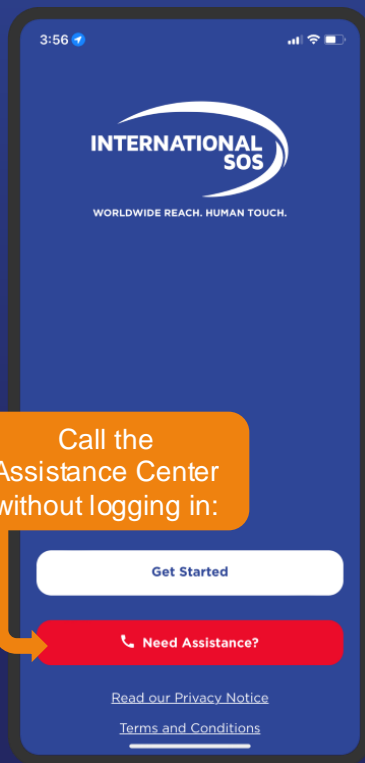
[Submit](#)

[Resend Code](#)

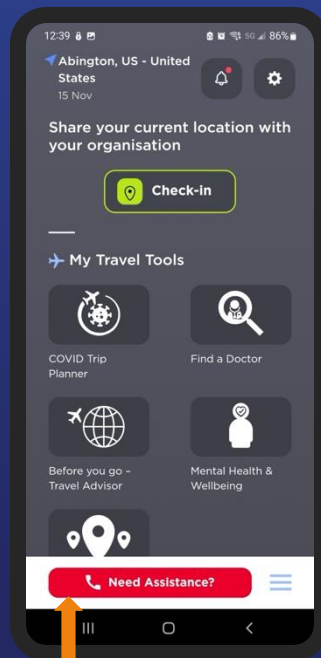
To register a different mobile phone number click [Change phone number](#).



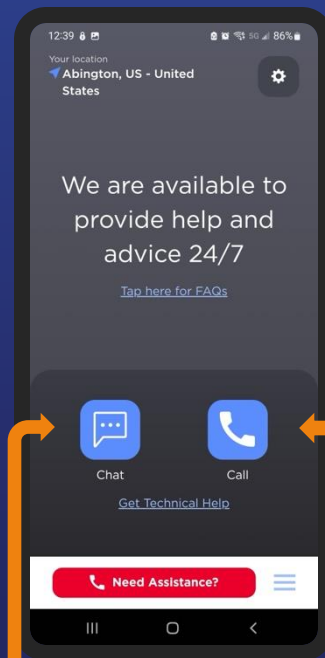
NAVIGATING THE APP: CONTACT THE ASSISTANCE CENTER



Call the
Assistance Center
without logging in:



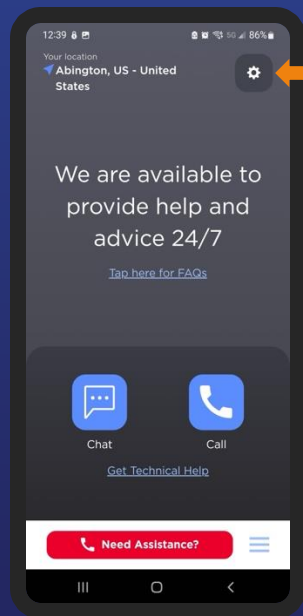
Contact the
Assistance Center
from the
dashboard



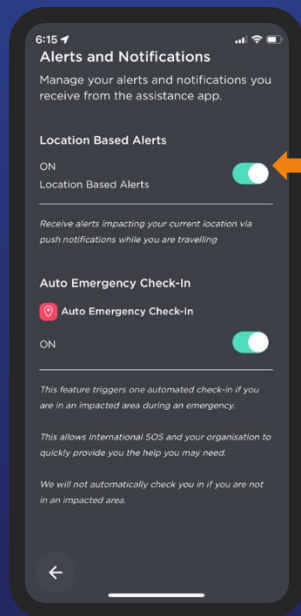
Use the Live Chat,
or Call if urgent



TURN ON LOCATION BASED ALERTS

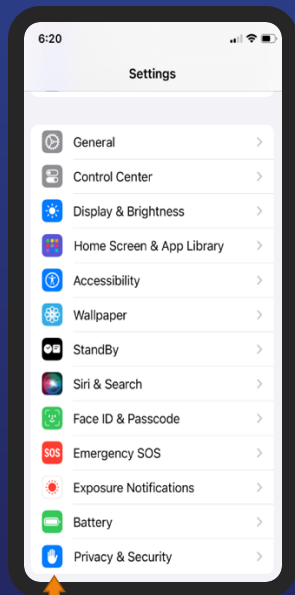


Navigate to Alerts and Notifications in App Settings

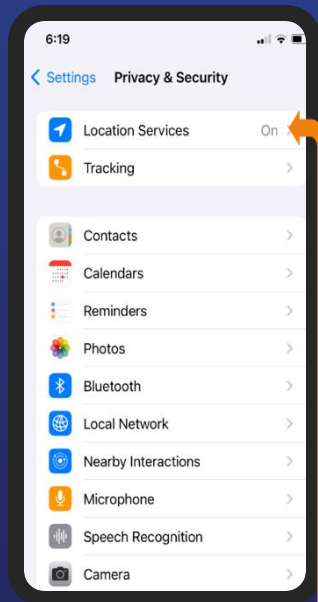


Turn on Location Based Alerts

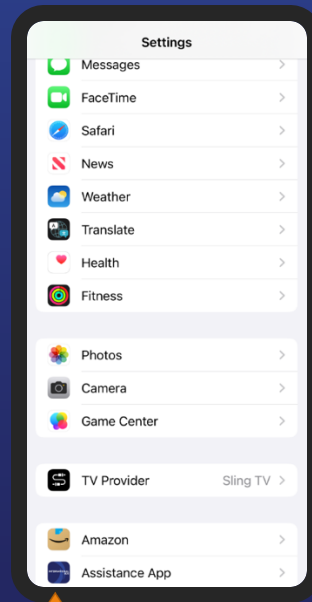
TURN ON LOCATION SERVICES - IOS



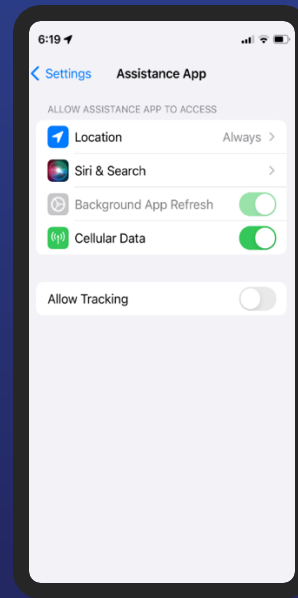
Navigate to
Privacy & Settings
in your Device
Settings



Turn on Location
Services

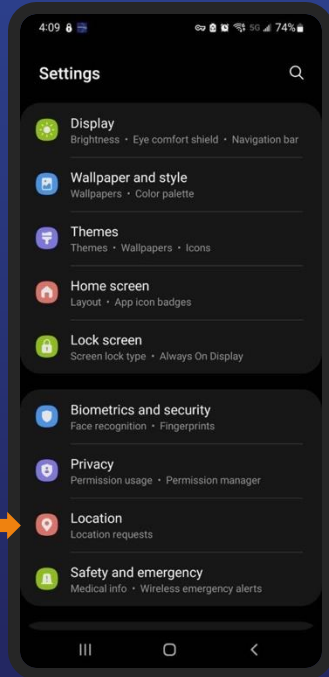


Navigate to
Assistance App in
Settings

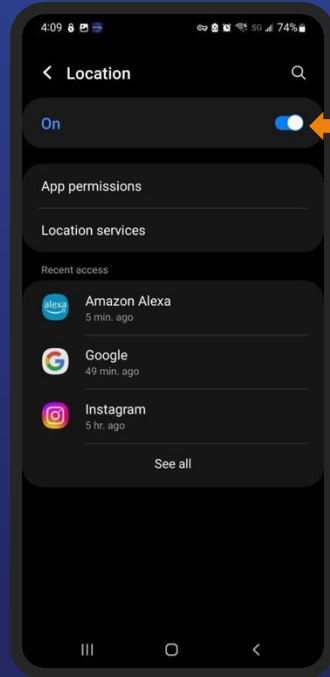


Select "Always" in
Location

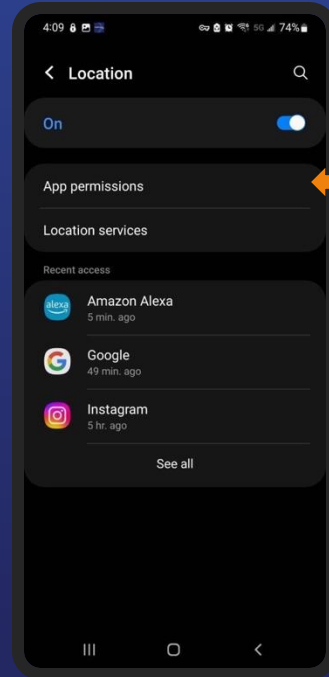
TURN ON LOCATION SERVICES - ANDROID



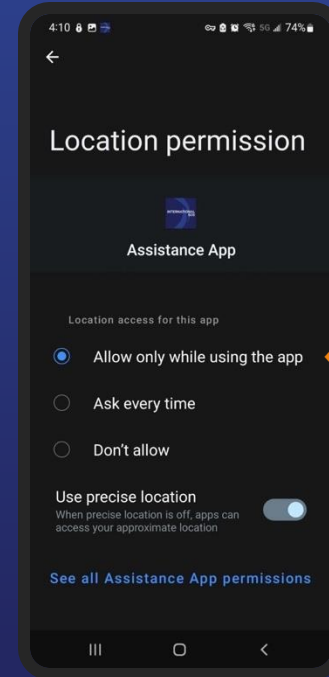
Navigate to Location
in your Device
Settings



Ensure Location
Services are on



Click 'App Permissions'
and scroll to the
"Assistance App"

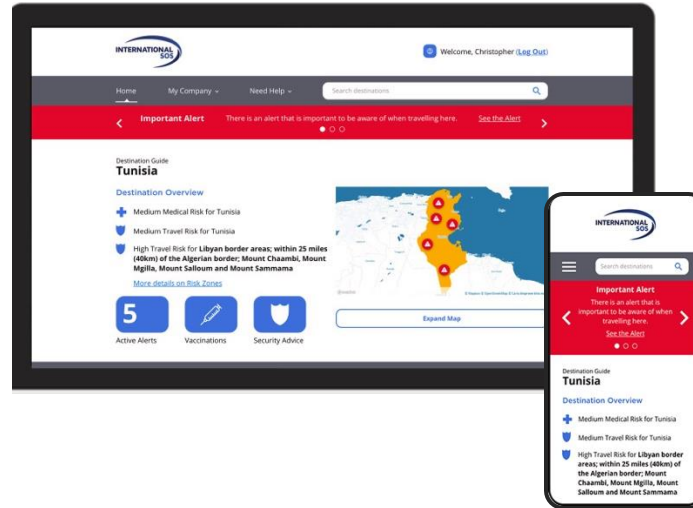


Select "Always" in
Location

INTERNATIONAL SOS' MY PORTAL

DESTINATION INFORMATION

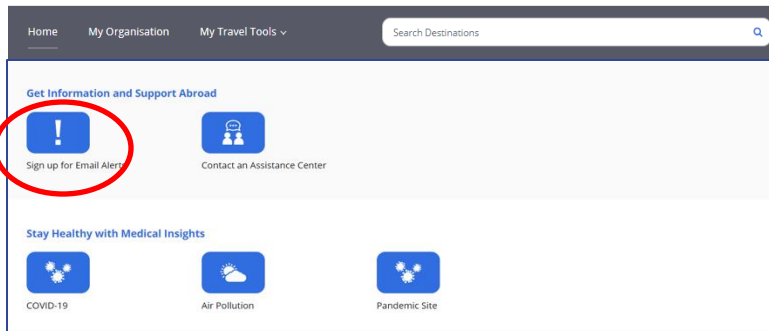
- Subscribe to email alerts
- Research your destination via the "Search Destinations" to view the country and city guides
- My Travel Tools - TravelAdvisor: Complete an interactive Travel Security Briefing; view/download any completed briefs.



MEMBERSHIP INFORMATION & TRAVEL RESOURCES

- View your membership guide and membership card online
- View Assistance Center Locations and phone numbers.

MY PORTAL: SIGN UP FOR EMAIL ALERTS



Click “Sign up for Email Alerts” on the Home Page once you log into <https://myportal.internationalsos.com/>

My Alerts | Logon

Email alerts.
You can choose to receive a number of email alerts to keep you up to date with the latest developments around the world.

How do I register
If you have not registered to receive email alerts before, then enter your name and email address to register.

Name:
Email address:
Register

Login for existing users
If you have already registered to receive email alerts, enter your email address in the form below and click Login.

Email address:
Login

New Users
Enter your name and email address and click **Register**.

Existing Users
Enter your name and email address and click **Login**.

Note – When you first register we will send you an email; click on the link in the email to activate your registration. You can then sign in as an existing user to sign up for email alerts.

Register
Or Log-In



MY PORTAL: MAKE YOUR EMAIL ALERT SELECTIONS

Real Time Country Updates

These emails are sent as country specific medical and security updates happen.

| [Email alerts](#) | [Intl.SOS Members Home](#) | [Logout](#)

I am interested in

☒ Medical updates ☒ Travel security updates

[Real time country updates](#) [Other updates](#) [Scheduled summaries](#)

This service emails you country specific Medical and Travel security updates as they happen.

Country Picker

You have chosen to filter your travel emails so that you receive only Special Advisories, please be advised that this does not filter the Medical emails, so if you do not want to receive them please un-tick the check boxes at the top of this form.

Please set your alert delivery options:

When updates are published to one of my subscribed countries below

▼

MED NON-MED

- ☐ ☐ **Select All**
☐ ☐ Afghanistan
☐ ☐ Albania
☐ ☐ Algeria
☐ ☐ American Samoa (US)

You have not selected any countries
Medical Non-Medical

#2 Select MED & NON-MED for all countries where you will study and travel during your program before your trips. After your trips to specific countries end, you can unselect countries to stop receiving alerts for specific countries.

#1 Select Email me all updates
(Do not select email me Special Advisories and Evacuation Notifications)

Summary

You have chosen to receive:

2 On Demand Updates

You have unsaved changes.

[Save Changes](#)

#3 Save Changes



INTL.SOS DIGITAL SUPPORT

<https://clientsupport.internationalsos.com/>

Contact Intl.SOS Digital Support by clicking “Further Help” on the Client Support Platform if you have any digital issues including logging into the Portal or App.

