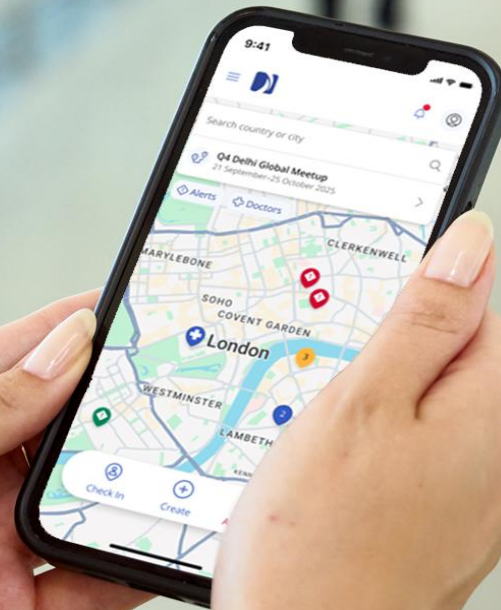


International SOS Assistance App

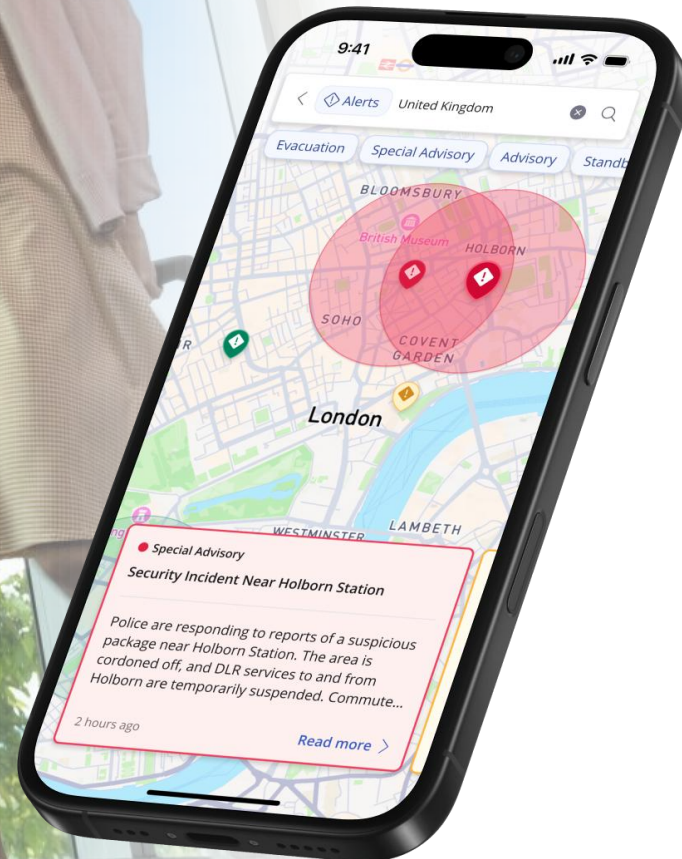
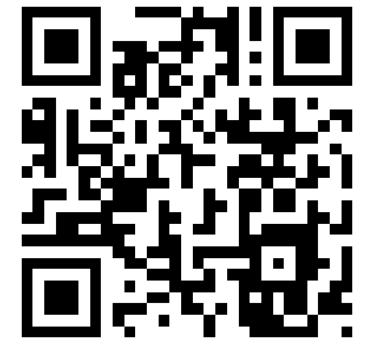




International SOS Assistance App Rated 4.4 on 5 Stars

The International SOS Assistance App is free as part of your subscriber benefits. It is an essential tool for preparing, informing and keeping your workforce safe.

Get the App



First Time User

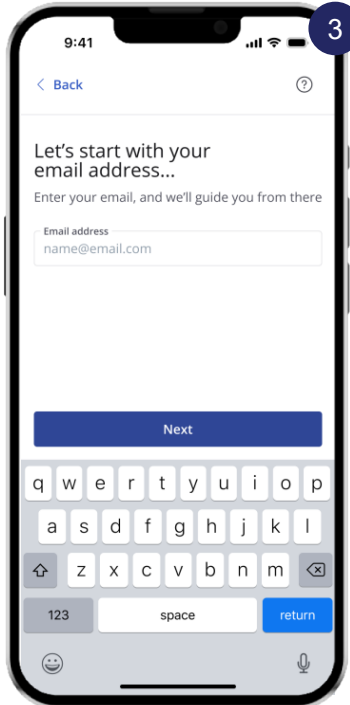
Registration and Account Creation



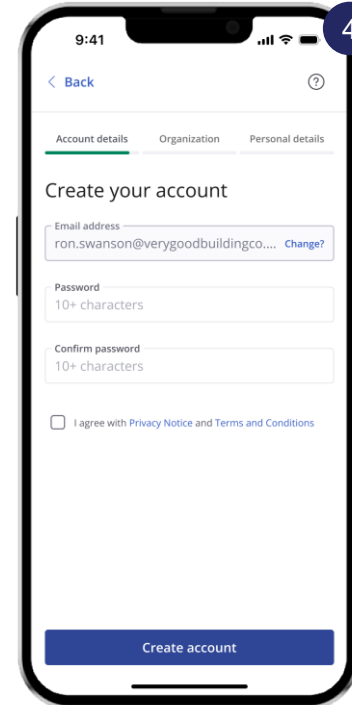
- 1 Click on 'Get Started' to register
- 2 Click on 'Continue'



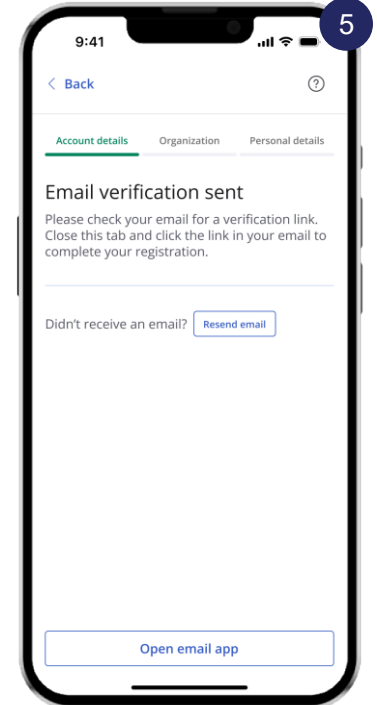
**Enable location services so that the App can identify the nearest Assistance Centre to assist you.*



Enter your email address and press 'Next'



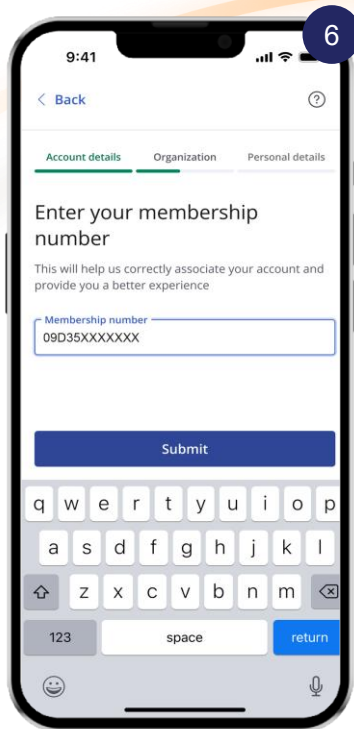
Create and confirm your chosen password, check the Policy Notice & Terms and Conditions box, then click 'Create account'



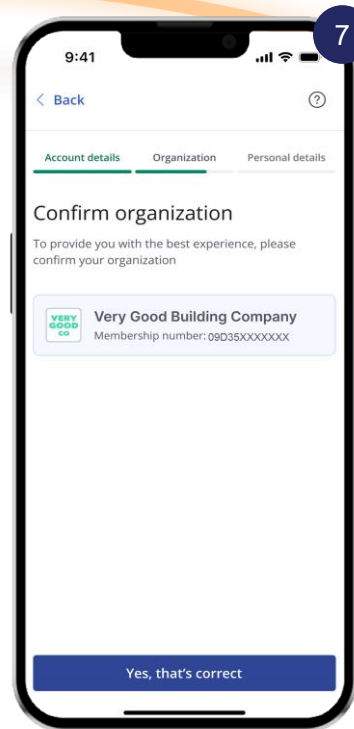
A verification email will be sent to your inbox, follow the link to **verify your account**

First Time User

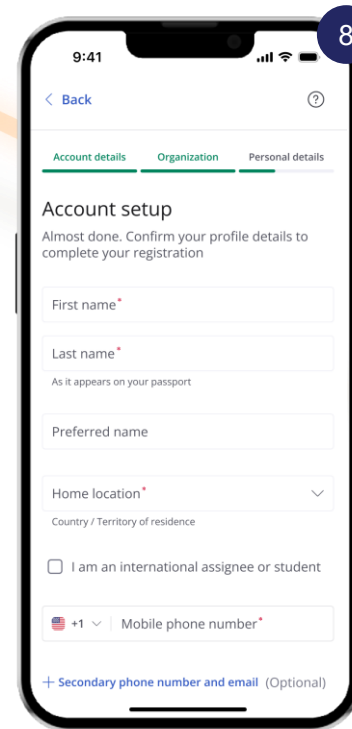
Registration and Account Creation



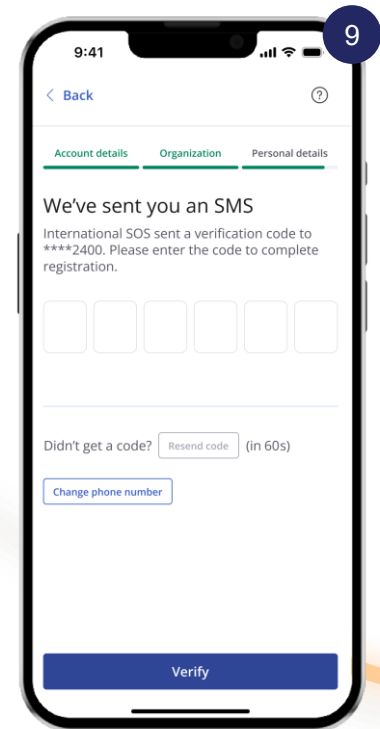
Enter your membership number and click 'Submit'



Check if your membership number matches your registered company and click 'Yes, that's correct'



Complete your **Account setup**



Enter the OTP received on your phone and click 'Verify'

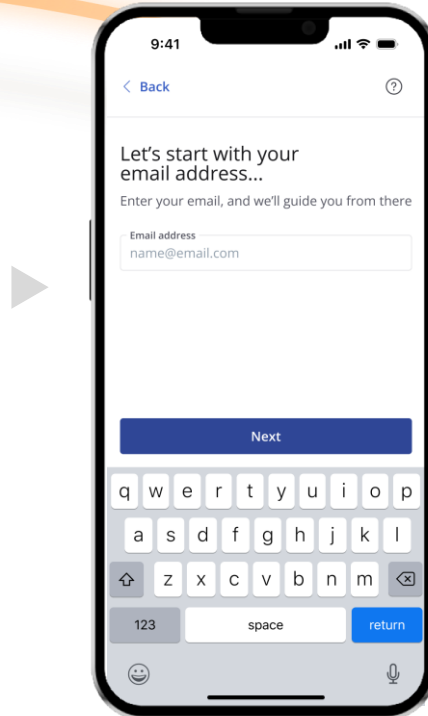
Existing User

First Time Login

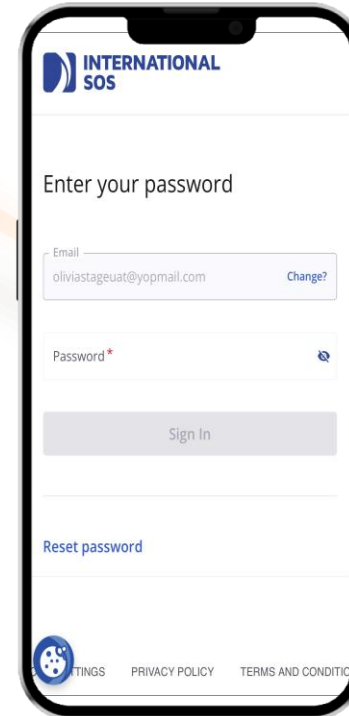


- 1 Click on 'Get Started' to register
- 2 Click on 'Continue'

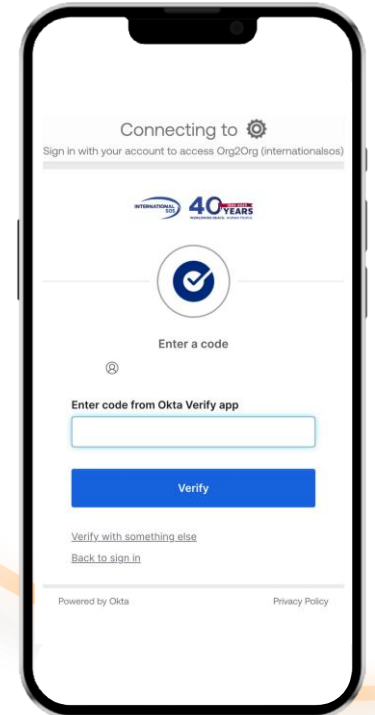
! **Enable location services so that the App can identify the nearest Assistance Centre to assist you.*



Enter your **Email Address** and press 'Next'



Enter your **Password** and click 'Sign in'

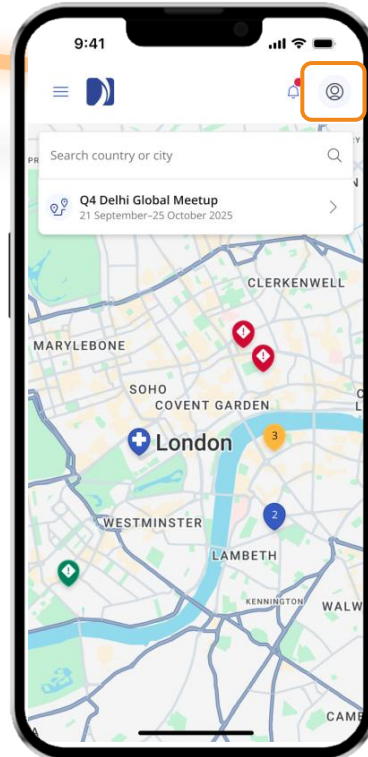


Complete prompted **multi-factor authentication**

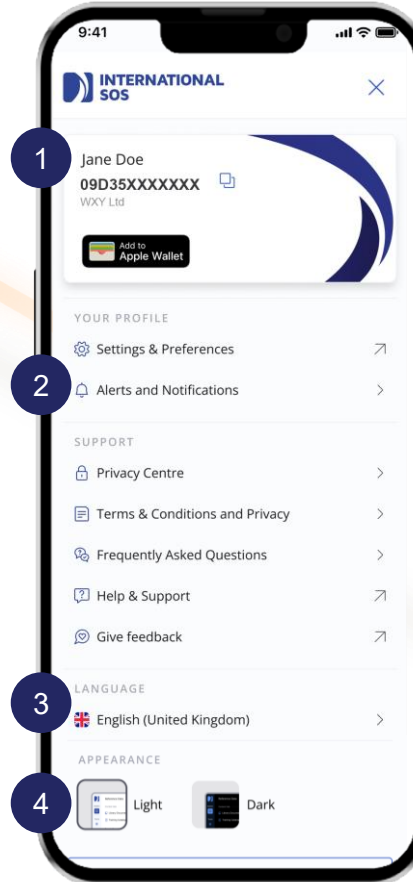
App Settings & Configuration



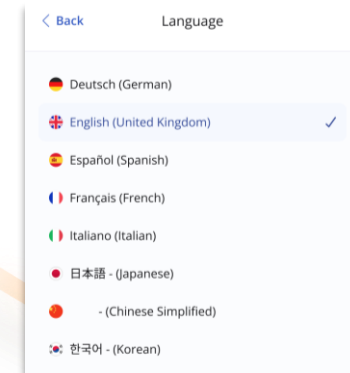
Call the **Assistance Centre** without logging in



Click on the **'Profile icon'** to access your account settings

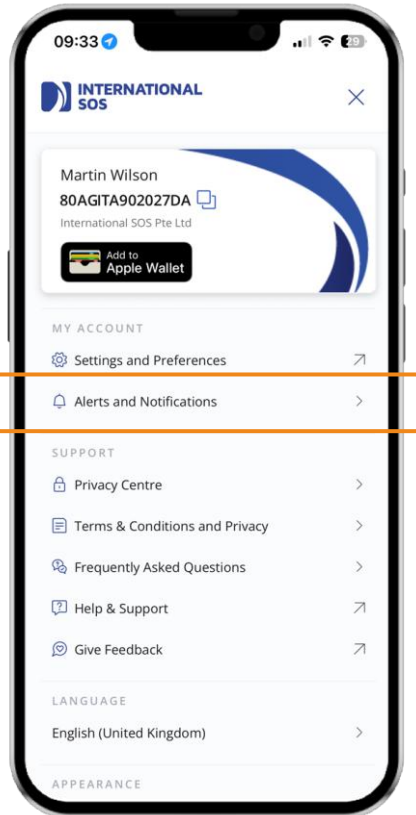


- 1 View your membership details
- 2 Customise your alerts and notifications type
- 3 Change your app language

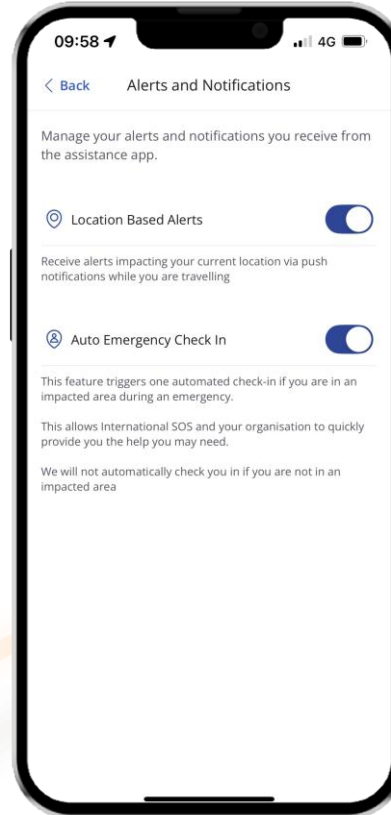


- 4 Tailor your app's appearance to your liking by selecting either **'Light'** or **'Dark mode'**

Enabling Location



Click on 'Alerts and Notifications'



Enable 'Location Based Alerts' to receive notifications impacting your trip

Enable 'Auto Emergency Check In' this will only share your location if you're confirmed to be near a major incident

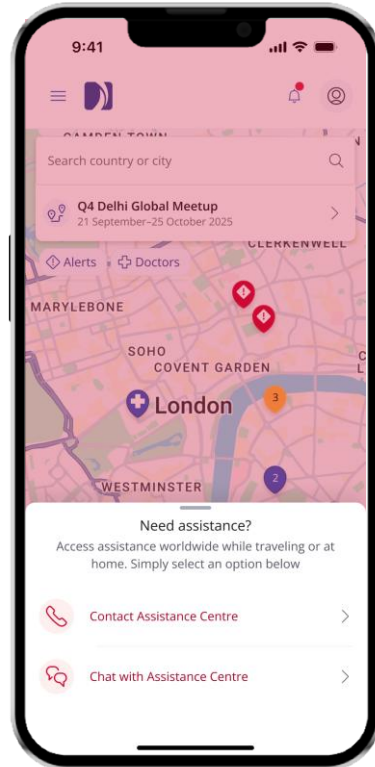


Receive real-time Location Based Alerts

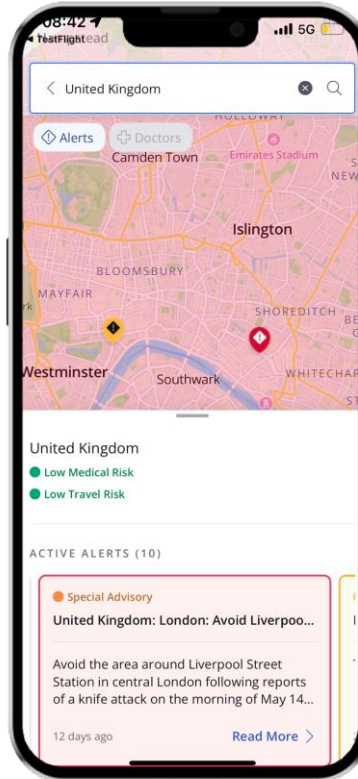
Getting to Know The App



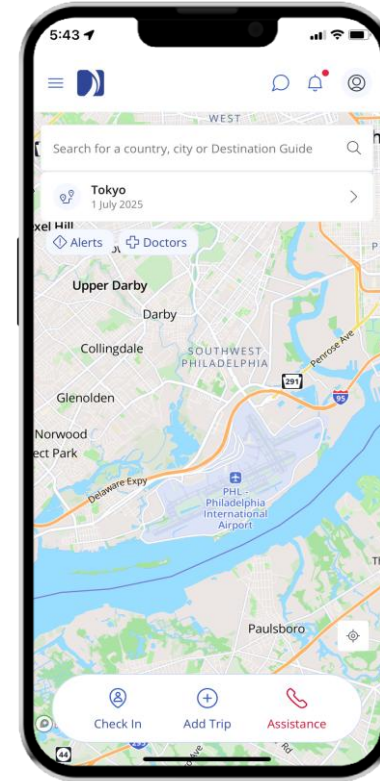
Start with the Map
Explore the dynamic map, highlighting alerts by country



Assistance on Demand
Get 24/7 support from our Assistance Centres

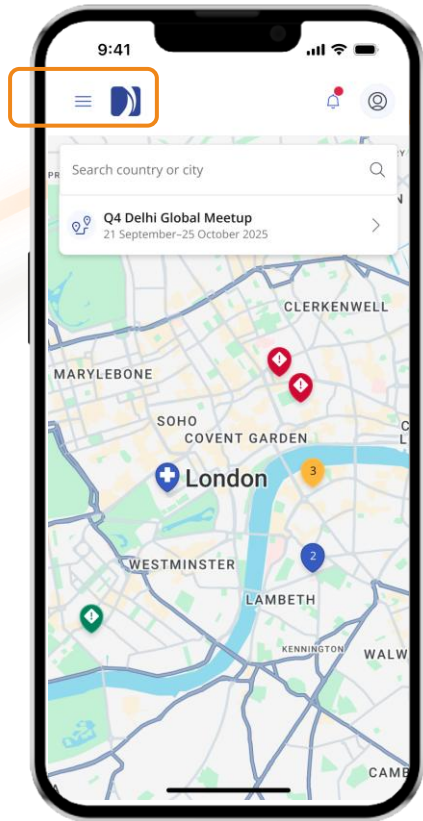


Alerts
Stay informed and ready with real-time medical & security alerts

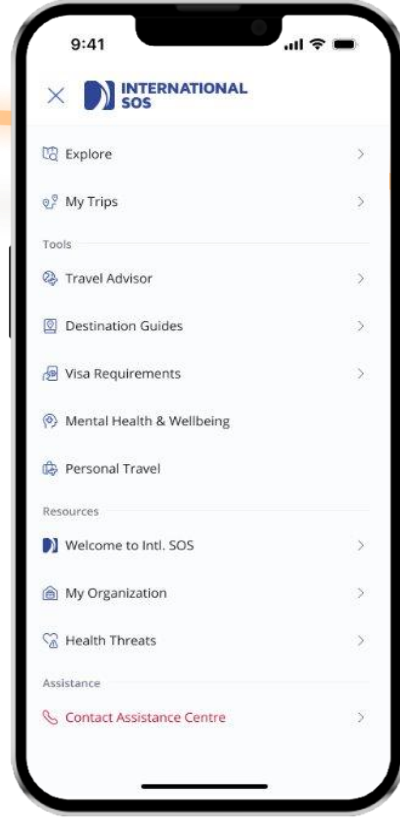


Easily Check-in
and add trips from your dashboard or call your nearest Assistance Centre

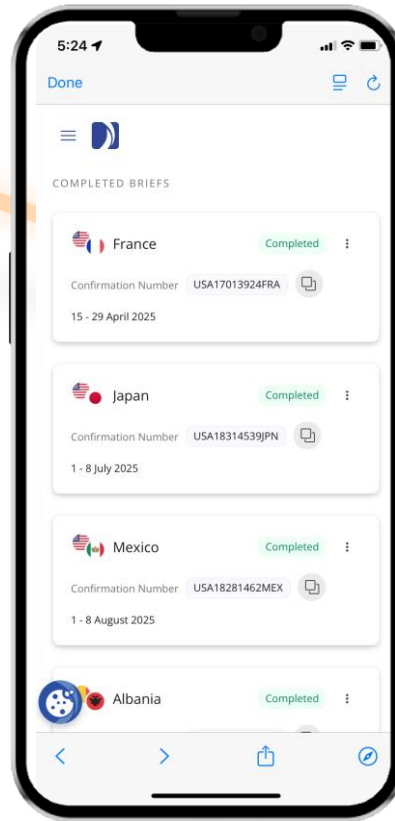
Prepare for Your Trip



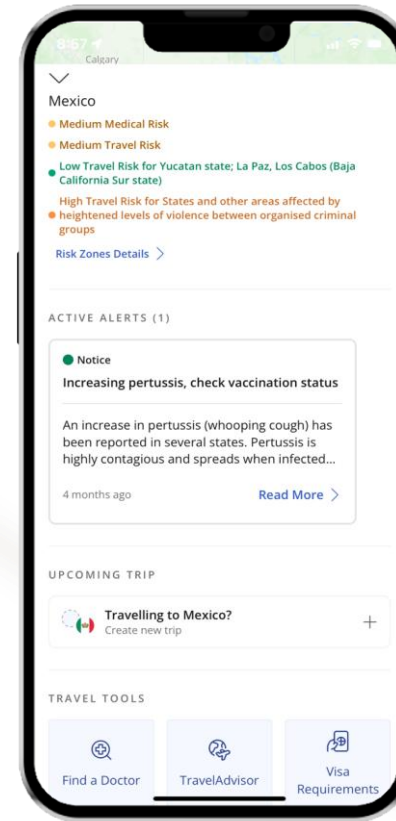
Click on the **'Menu Icon'** to access the app menu



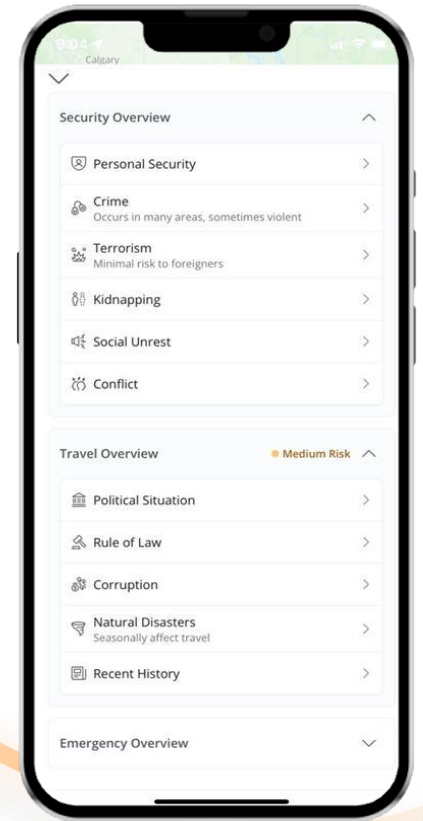
Use the menu to browse and select the **tools** you need



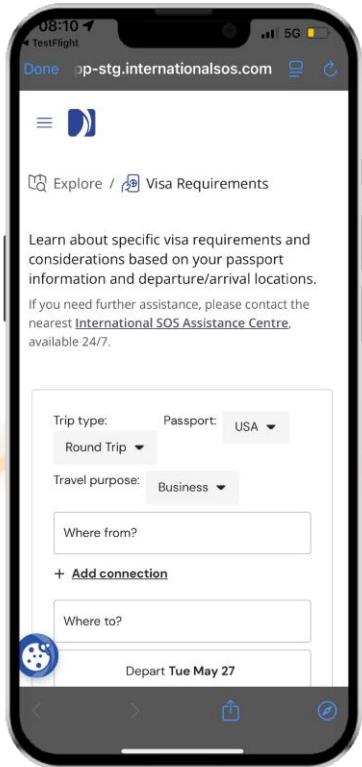
Travel Advisor
Self-service travel security briefing



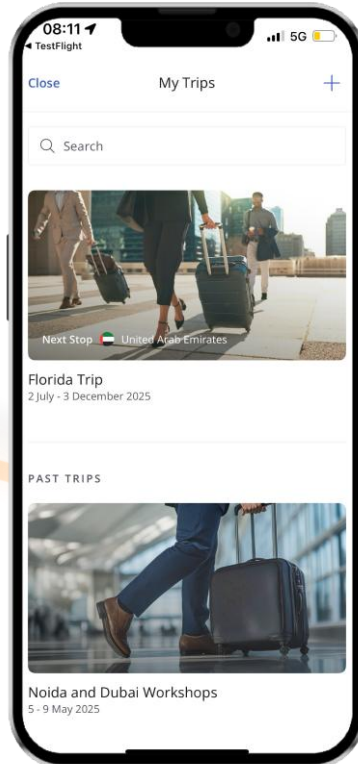
Comprehensive **Security, Medical & Travel** content for all destinations



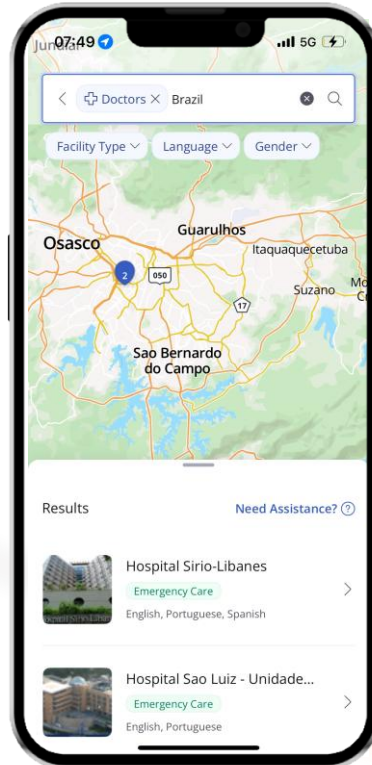
Support Before and During Your Trip



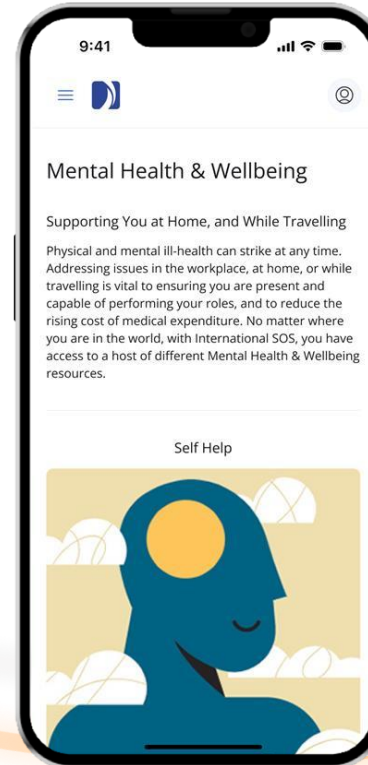
Avoid delays with vaccination and visa requirements



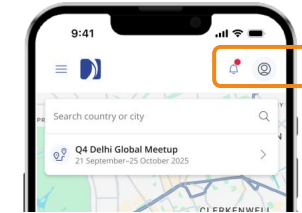
All your plans and itineraries in one place



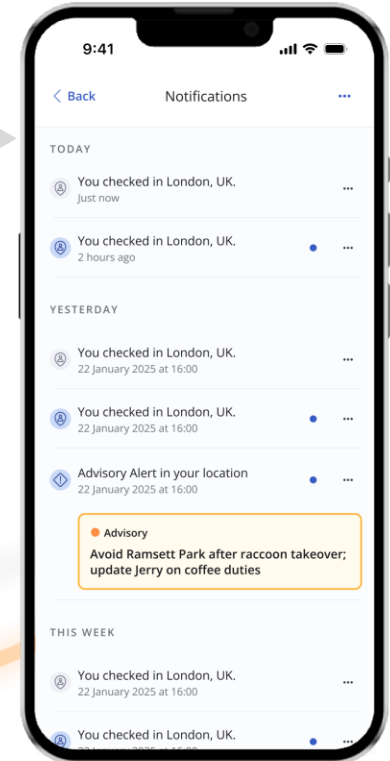
Find a Doctor
Search the International SOS trusted network of healthcare providers, on-the-go



Mental Health & Wellbeing
Available as a paid add on, explore 400+ self-help resources, with optional access to professional counselling



Click on the Notification Icon to see recent notifications and alerts

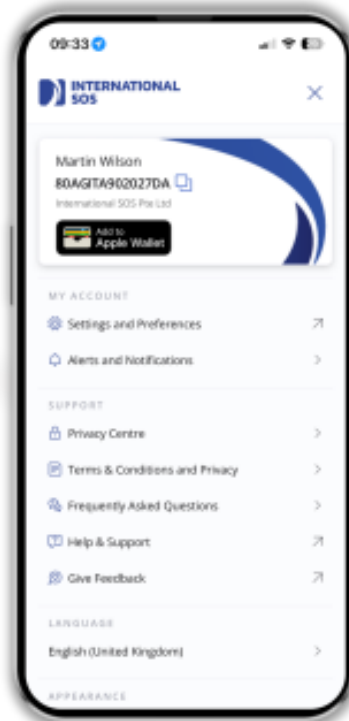
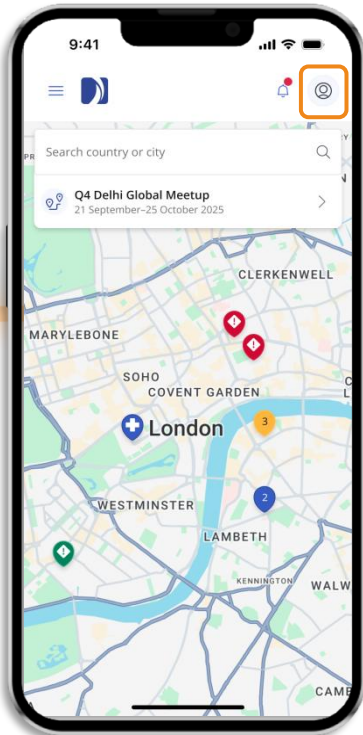


All recent advisory or special advisory alerts will be displayed here

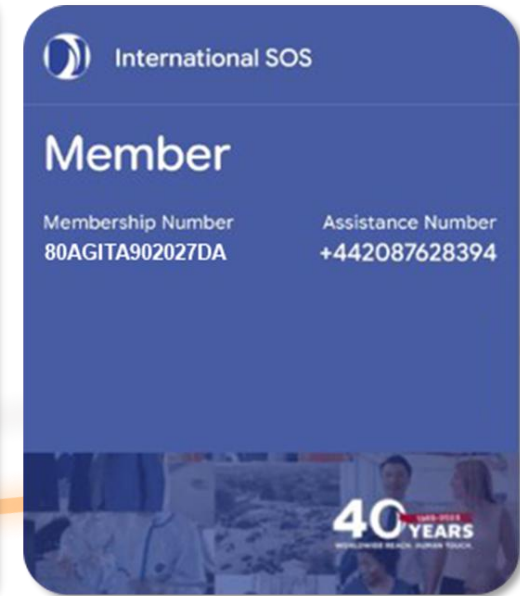
Your Digital Membership Card



This enhancement brings a more convenient, secure, and environmentally conscious way to access your Assistance Card.



To view your membership card details in-app, click on the 'Profile icon'

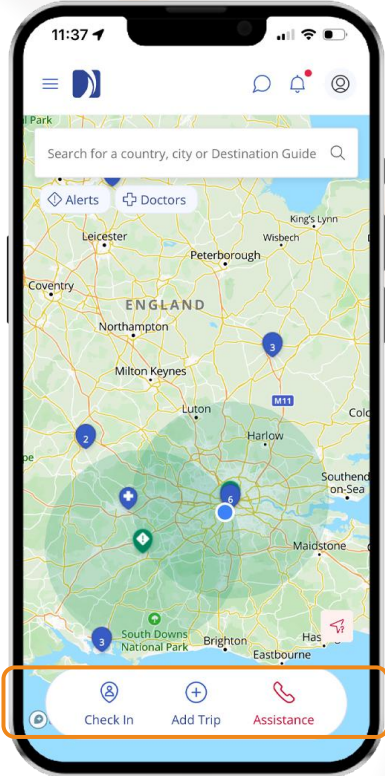


You can also add your digital membership card to your **Apple Wallet** for IOS or **Google Wallet** for Android users, for quick and easy access

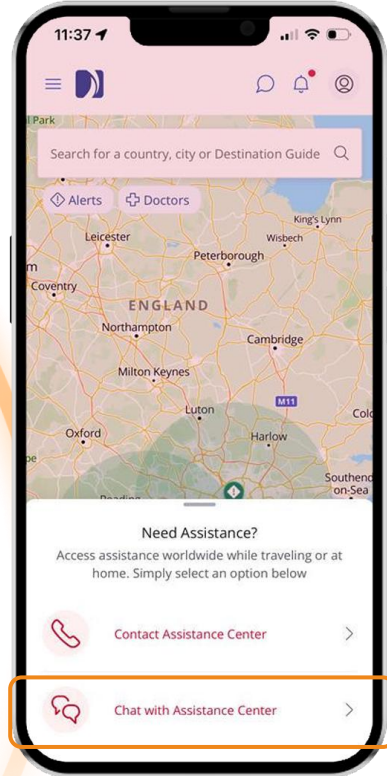
Live Chat Assistance



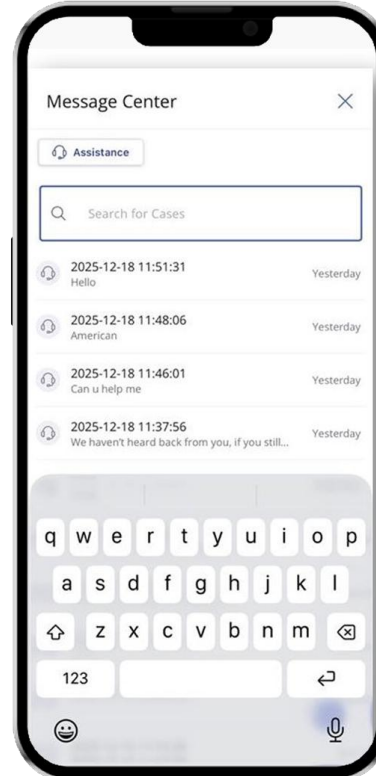
Assistance on demand, anytime, anywhere. With Live Chat, you can connect instantly with our specialists.



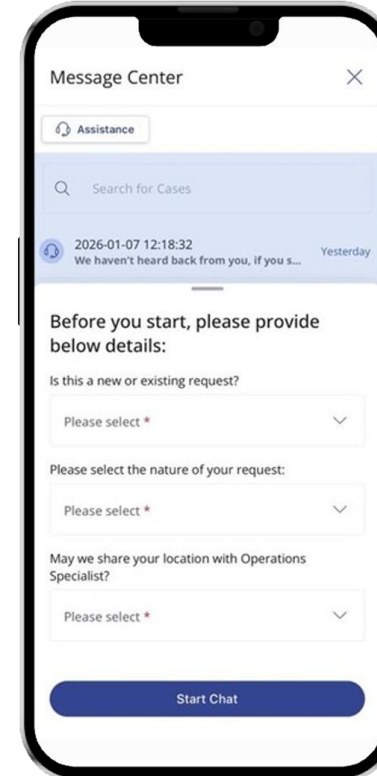
Open the App & navigate to **Assistance**



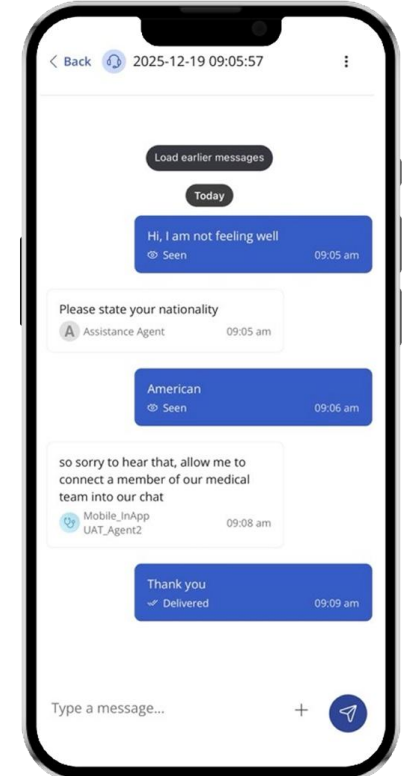
Under Assistance, you now have the option to “**Chat with Assistance Centre**”



Quickly find **previous case discussions**



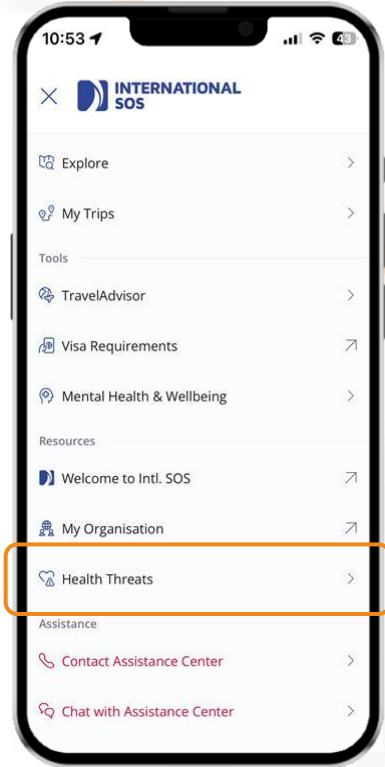
Begin a new Chat; short pre-chat questions ensure you're routed to the right specialist



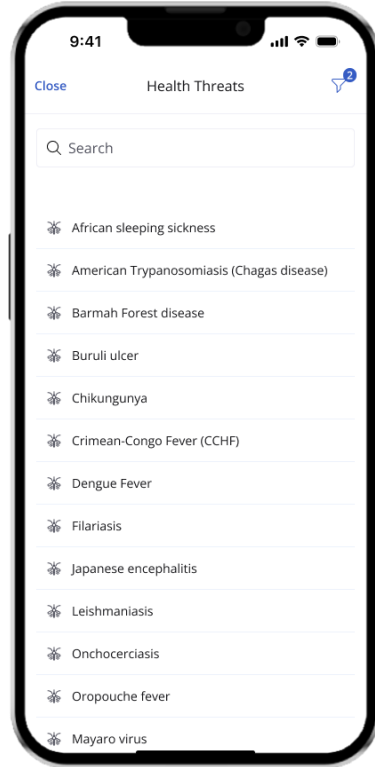
Stay informed with chat status indicators and easily identify specialists by their avatars

Health Threats

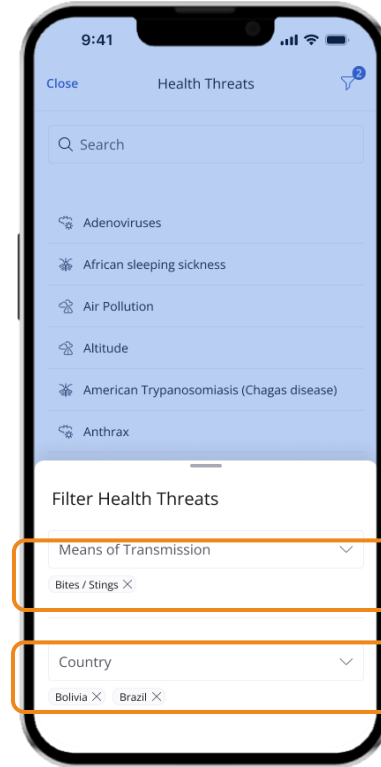
Your go-to library of health risks, including infectious, environmental and selected chronic health conditions.



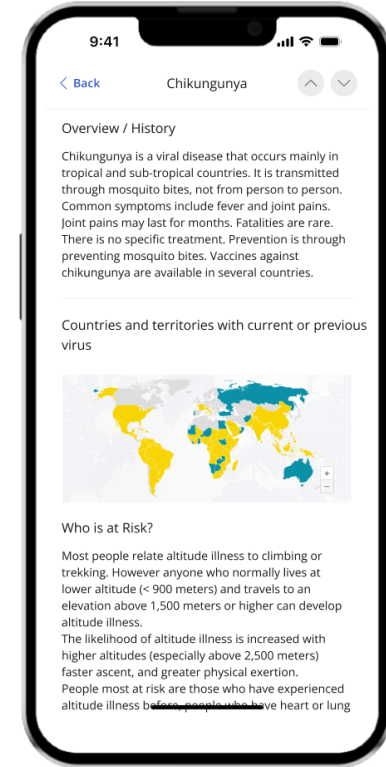
Access 'Health Threats' from the main menu, under the Resources section



Search for specific health threats including infectious, environmental and selected chronic conditions



Filter by Transmission Type and Country



Get deep insights, many articles contain short videos and downloadable infographics

Assistance App Guide

Get Started



Download the App

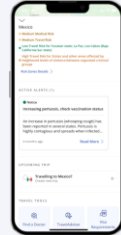
Scan the QR code to download



International SOS Assistance App rated **4.4 out of 5 stars**



Trip Preparation



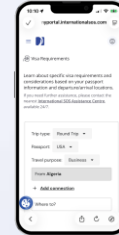
Destination Guides

Plan for your trip with detailed destination guides.



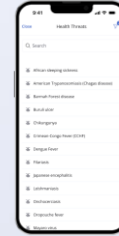
My Trips

All your plans and itineraries in one place.



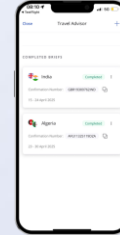
Visa Requirements

Learn about your visa and country requirements before your trip.



Health Threats

Your go-to library of health risks, including infectious, environmental and selected chronic health conditions.



Travel Advisor

Self guided pre travel briefing, accessible anytime at your convenience.

Assistance and Tools During Your Trip



Map and Alerts

View live alerts on the map and receive notifications about nearby critical events.



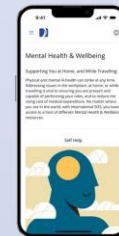
Call or Chat Anytime, Anywhere

Quickly reach any global Assistance Centre by phone or 24/7 Live Chat.



Check in

Let your organisation know that you are safe during a critical event affecting your current location.



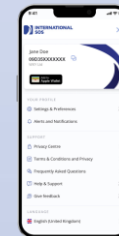
Mental Health and Wellbeing Support

Access a library of mental health and wellbeing resources anywhere, anytime.



Find a Doctor

Find nearby vetted clinics for routine medical needs.



Digital Card

Access your digital subscription card within the App.



24/7

Assistance



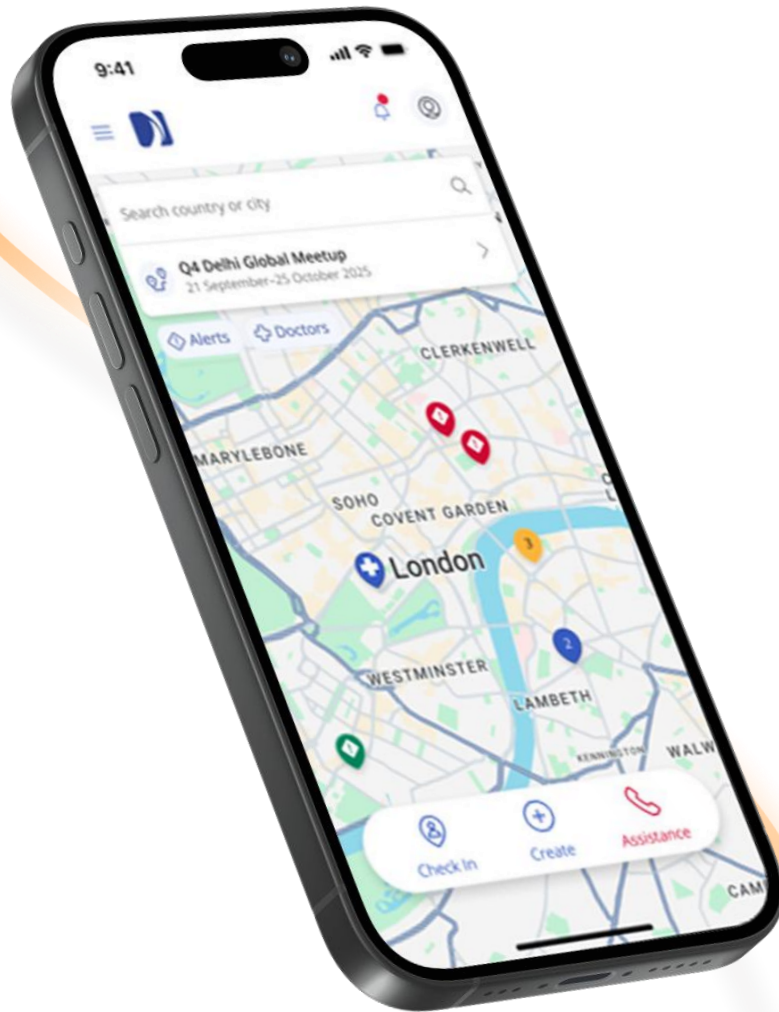
28

Assistance Centres



8

Languages



Additional Support

If you need assistance registering or logging into the Assistance App, please contact us via the:

[Client Support Platform](#)