

International SOS Assistance App Setup Instructions and User Guide

STEP 1—DOWNLOAD THE FREE APP

Name of App: International SOS Assistance

Available For: Most smartphones (iPhones, Android, Windows)



STEP 2—INITIAL LOGIN/REGISTRATION

1. Open the app after downloading/installing.
2. When you open the app for the first time, click “Get Started” and then click “Continue” (Figure 1).
3. Then, look under the “Next” button and click the link that says: “Sign up” (Figure 2)
4. Enter your HC email address and follow the instructions to create a password. Click “Submit” (Figure 3).
5. If you’ve completed steps 1 - 4 correctly, you will receive an email with a verification link (Figure 4). Click the “here” link to proceed to account/profile details.
6. Enter your personal details (Figure 5). Check the box that says, “I am an international assignee...” and enter the country of your study abroad program. For Mobile Phone, enter your US cell phone number using this formatting: +1#####. Leave personal phone and secondary email blank. Click “Confirm.”
7. At this point, you will be sent a verification code via SMS. Enter that code and press “Submit”.
8. Re-open the app. You should now be able log using your HC email address and the password you created.

Figure 5 – Enter Account/Profile Details

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 *

College of the Holy Cross

Membership Number *

11BCAS701139

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

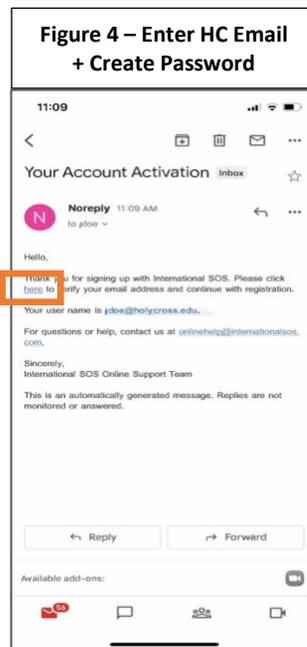
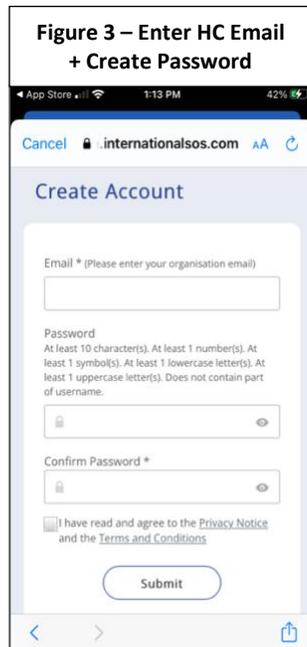
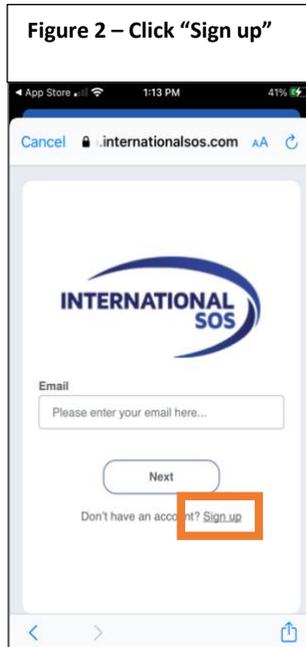
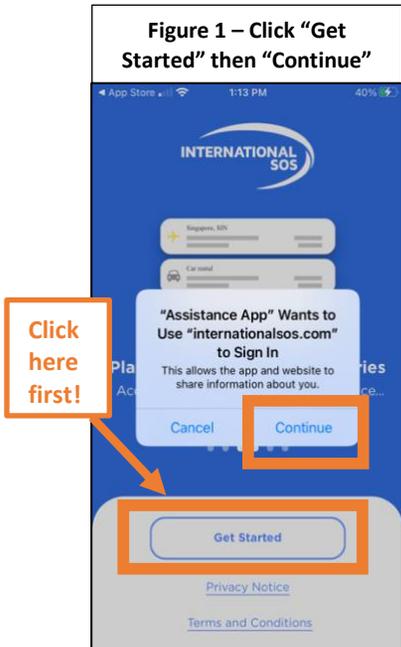
Add + Country Code Prefix (e.g. +1 #####). Do not use spaces.

Secondary Email

Enter your Secondary Email

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

Confirm



Enter your US cell phone, starting with “+1”

STEP 3—USING THE APP

This guide focuses on two key features of the app: (A) the **Call IntISOS Button** and (B) the **“Check-in” Button**.

A. CONTACT INTLSOS BUTTON (CALL OR CHAT)

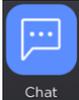
Purpose: Enables you to contact IntISOS to arrange/pay for medical care or request emergency assistance.

Instructions: Step 1: To contact IntISOS from the app, simply open the app and click this button:



Step 2: A) Click the  button to contact IntISOS via phone (recommended for fastest service).

OR

B) Click the  button to contact IntISOS via chat (if you are unable to make a phone call).

B. “CHECK-IN” BUTTON

Purpose: Enables you to record and send your current GPS location to the Office of Study Abroad.

HC Policy: You must “check-in”:

(a) **When you arrive to your program location**

AND

(b) **Upon arrival any time you travel to a different city.**

This information is vital for assisting you in the event of an emergency.

Instructions: Complete the two steps pictured to “check-in”.

