

# International SOS Assistance App User Guide





#### Downloading and using the Assistance App for 🁘 ಶ ແ #:



1. Download the Assistance App from http://app.internationalsos.com or the App Store, Google Play and App World. It is free to download and use for all Intl.SOS members



2. You can also scan this QR Code, it will automatically open the Assistance App's download page in your phone's browser.



3. When starting the App, login with either your Membership number or your email to enable Travel Itinerary view in the menu (only for TravelTracker clients)



4. On the Assistance App's click on any icon to activate its function.

## Learn about your membership's benefits

## **Calling for advice** or assistance

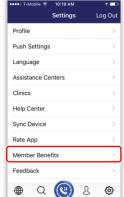


1. On the Assistance App, click on the Call for Assistance Button, you'll be connected to the Assistance Center closest to your location

2. Allow the application to make the call by allowing the Assistance App to utilize your phone's resources such as placing a call. The Assistance App is TRUSTe certified which ensure your private data is protected.

\* contact us for a list of compatible devices

#### Log Ou Settings Profile Push Settings Language Assistance Centers Clinics Help Cente Sync Device Rate App Member Benefits Feedback ۲ Q (U) R Ô



Comprehensive Your membership gives you access to a powerful resource of 24/7 worldwide medical, security and emergency assistance for your travels as well as real-time medical and security information and advice on your travel destinations. Before you leave, call us to prepare for: Vaccinations Required medications Travel security concerns While abroad, call us when you: Need health, safety or security advice Need to speak with an experie Q 🕲 & 0

Member Benefit:

1. Click on the Settings icon...

2. then select Member Benefits.

Check-in

# **Check-In to share your location**

Brazi Unread neiro: Avoid anti-austerity ration on 23 November due to ri.. low fever outbreak ۲ Q (3) B ⊚

1. Click on the Check-In icon...



2. then click on Check-In.



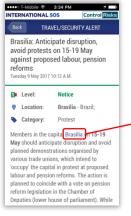
3.When using the function for the first time, you will be requested to enter your contact details.



## **View alerts**



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



3. Alerts can contain hyperlinks which will point to a map showing the impacted area



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



4. Navigate the map to learn more about where the event or incident is taking place

# **Read about International SOS Clinics**

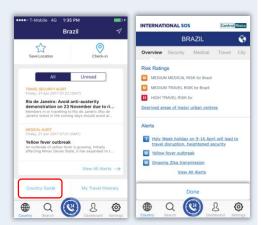
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Settings	Log Out
Profile	>
Push Settings	>
Language	>
Assistance Centers	>
Clinics	$\rightarrow$
Help Center	>
Sync Device	>
Rate App	>
Member Benefits	>
Feedback	>
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1.Click on Clinics on the Setting page.

••••• T-Mobile 4G 3:53 PM	-+	
Our Clinics		
International SOS operates clinics worldwide. Below is a list of Internatio SOS clinics. If you are in need of assis or in an emergency, please use the Ca Assistance Icon.	tance,	
Indonesia, Bali	>	
Vietnam, Hanoi	>	
Vietnam, Ho Chi Minh City	>	
Indonesia, Jakarta (Cipete)	>	
Indonesia, Jakarta (Kuningan)	>	
Cambodia, Phnom Penh	>	
China, Beijing	>	
Country Search Country Country	٥	

2. Select the country and clinic you wish to read about.

# **View country guides**



1. Click on **Country Guides** on the Country page to access the country guide. Click on any topic to read more about it.

Q Search Countries		
	All Saved	
	Brazil	
	British Virgin Islands	
	Brunei	
	Bulgaria	
	Burkina Faso	
	Burundi	
☆	Cambodia	
☆	Cameroon	
~		

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

# **Privacy Policy**

Settings	Log Out	C Privacy Policy	
anguage	>	TRUSTe	
Assistance Centers	>	International SOS is committed to protecting the privacy of our customers' personal data and we encourage you to rea	
Clinics	>	this privacy statement. This statement:	
Help Center	>	- Describes the personal data that we collect;	
Sync Device	>	<ul> <li>How we collect data and why;</li> <li>How data will be used and who we can</li> </ul>	
Rate App	>	disclose or transfer data to and why; - How data can be corrected or deleted;	
Member Benefits	>	<ul> <li>The measures that we take to protect data and</li> </ul>	
Feedback	>	<ul> <li>The process and contact information that customers can use to raise enquiries, concerns and complaints.</li> </ul>	
Ferms & Conditions	>		
Privacy Policy	>	1. Commitment to Personal Data Protection	

On the Setting Page click on Privacy Policy.



#### internationalsos.com