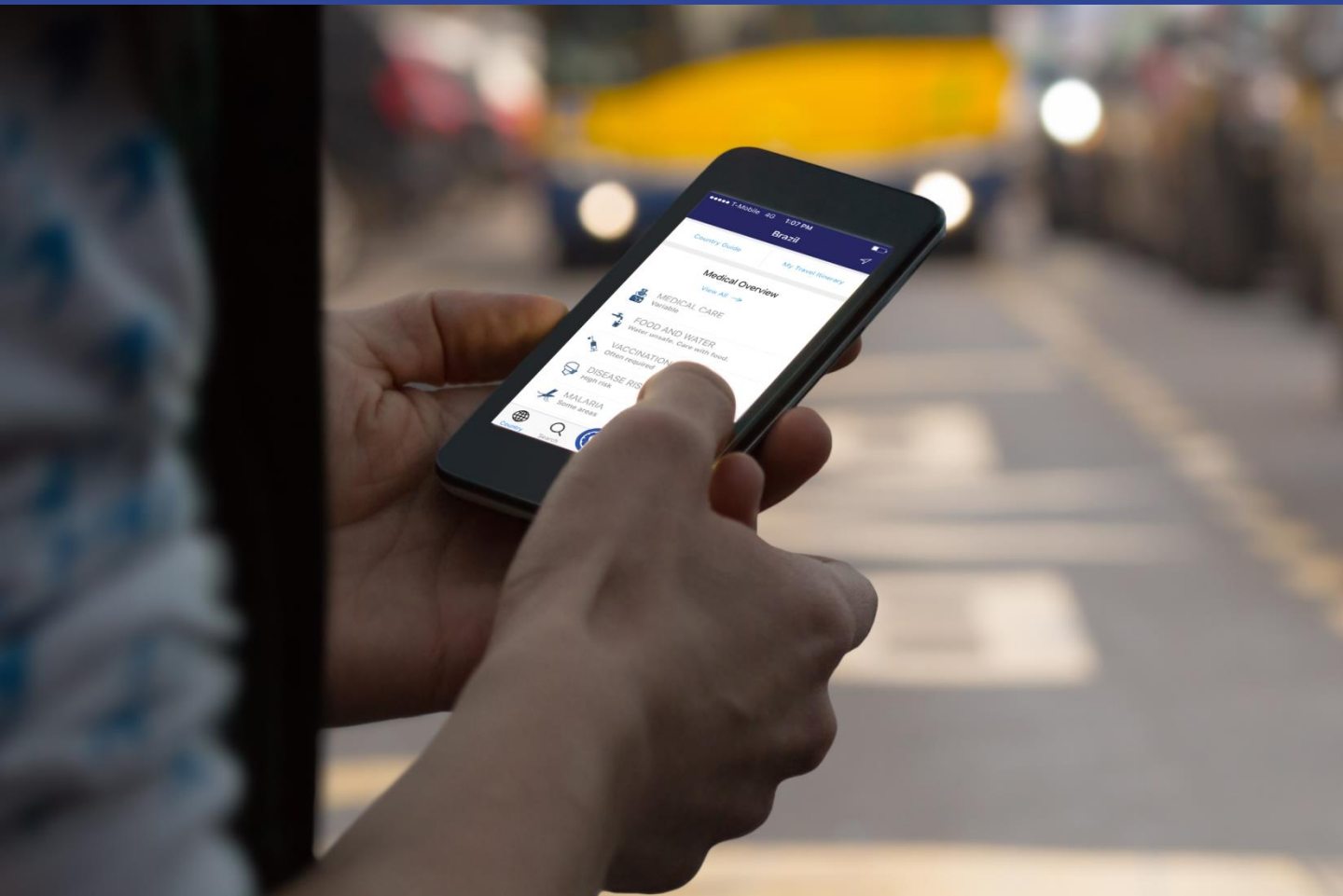


International SOS Assistance App User Guide



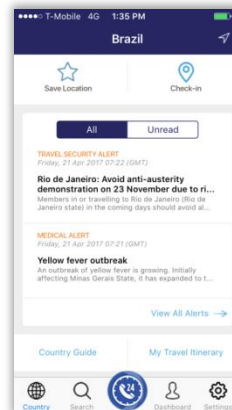
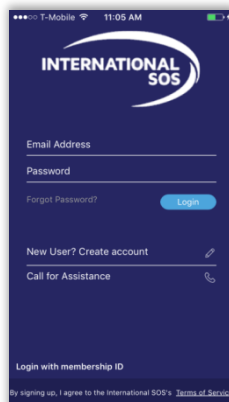
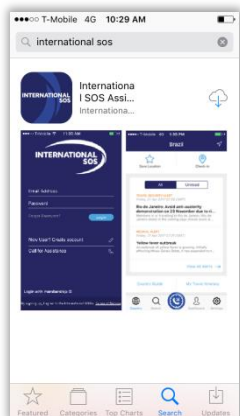
Assistance App v5.x

quick user guide for Smartphones* v1r0



Control Risks

Downloading and using the Assistance App for



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.

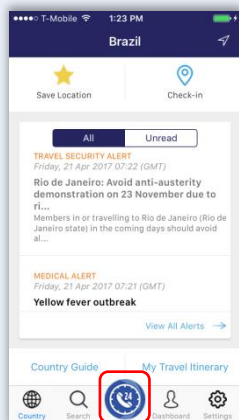
2. You can also scan this QR Code, it will automatically open the Assistance App's download page in your phone's browser.

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.

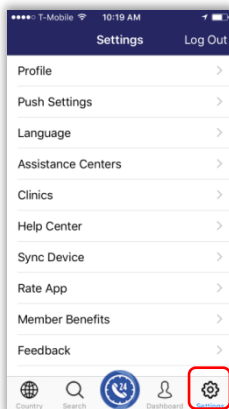
Learn about your membership's benefits

Calling for advice or assistance

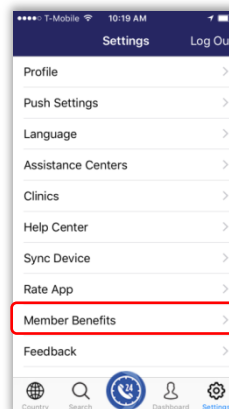


1. On the Assistance App, click on the **Call for Assistance Button**, you'll be connected to the Assistance Center closest to your location.

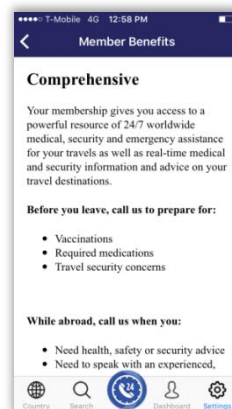
2. Allow the application to make the call by allowing the Assistance App to utilize your phone's resources such as placing a call. The Assistance App is TRUSTe certified which ensure your private data is protected.



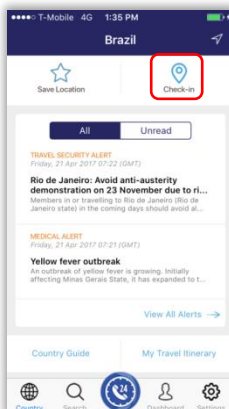
1. Click on the **Settings icon**...



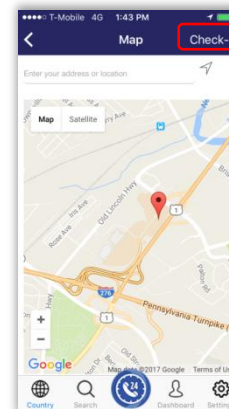
2. then select **Member Benefits**.



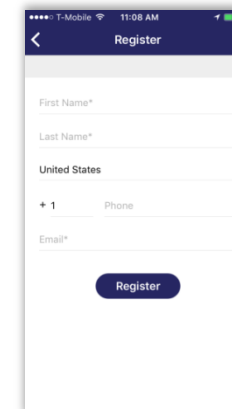
Check-In to share your location



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



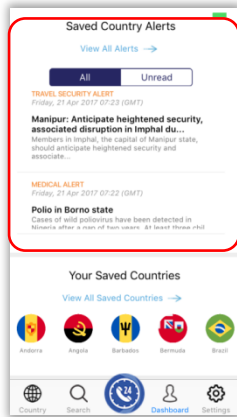
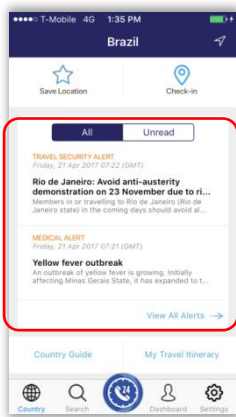
2. then click on **Check-In**.



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

* contact us for a list of compatible devices

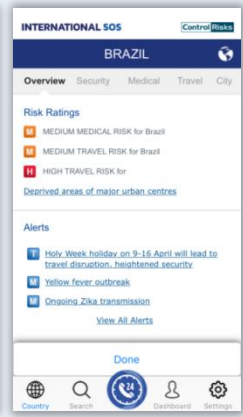
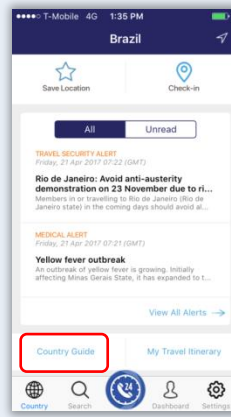
View alerts



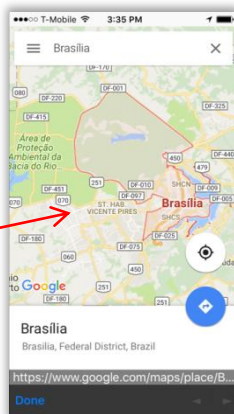
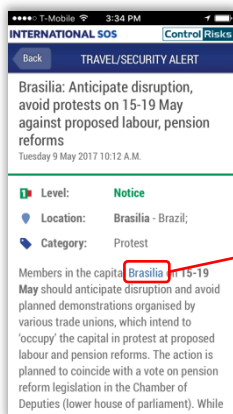
1. Click on any **Alert** on the Country page to read the details for the selected country

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

View country guides

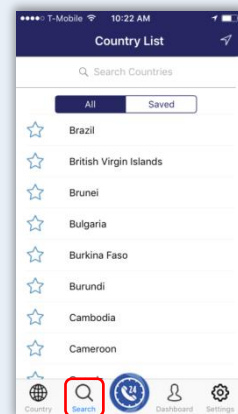


1. Click on **Country Guides** on the Country page to access the country guide. Click on any topic to read more about it.



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

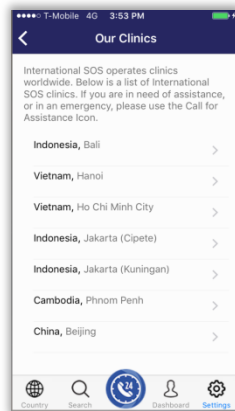
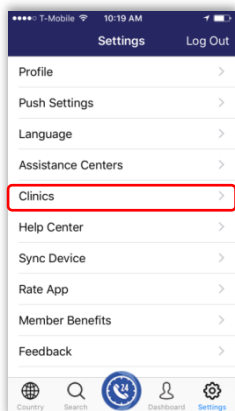
4. Navigate the map to learn more about where the event or incident is taking place



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.

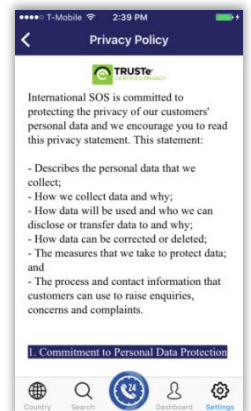
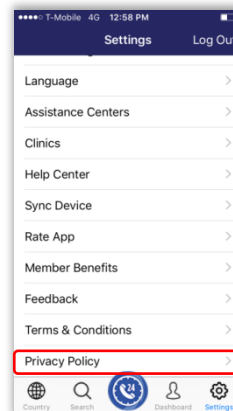
Read about International SOS Clinics

Privacy Policy



1. Click on **Clinics** on the Setting page.

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



On the Setting Page click on **Privacy Policy**.