



# Auto Emergency Check-In For Members

## WHAT DOES AUTO EMERGENCY CHECK-IN DO?

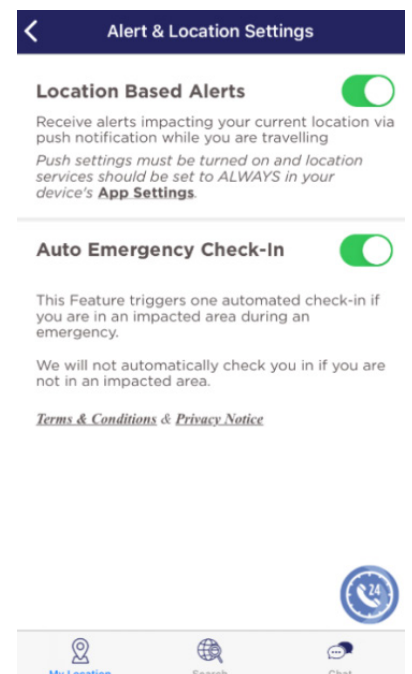
When enabled on your mobile device, Auto Emergency Check-in automatically shares your location with your organisation when the International SOS Assistance App recognises that your last known location is within the impact area of a Security Special Advisory (a critical imminent event).

## HOW DOES AUTO EMERGENCY CHECK-IN WORK?

When a major security incident occurs, International SOS will first send the Security Special Advisory alert to you via push notification from the Assistance App. The alert will include details about the incident and provide you with advice and/or precautions you should take.

If a recent location is available from your device within the last hour, then the Assistance App will automatically check you in to your last known location. If a recent location is not available from your device within the last hour, then you will receive a push notification, asking you to check in to ensure that your current location is obtained, relative to the incident. Your check-in location will be shared with your organisation's administrators so they can provide you with assistance if needed.

If you had previously decided not to enable Auto Emergency Check-in on your device, and you are in the impact area of a Special Advisory at the time the alert is sent, you will receive a push notification asking you to check in (due to your proximity to the recent incident). You always have the option not to check in following this notification. If you do not check in, your location will not be shared with your organisation.

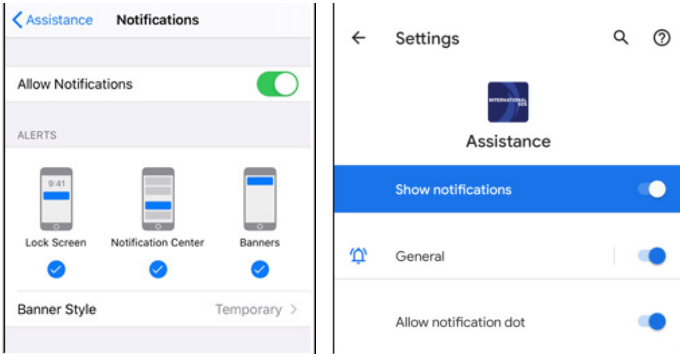




## WHICH APP SETTINGS DO I NEED TO CHECK TO ENSURE AUTO EMERGENCY CHECK-IN IS TURNED ON?

In order to turn on Auto Emergency Check-in, you must:

- Download the **International SOS Assistance App** and **create an account** - which includes completing a short registration process.
- **Turn on Location Access** at the device level for the Assistance App. Location access must be set to the highest precision in order to obtain your location during an incident. For iPhones, select "Always" and for Androids select "Allow all the time."
- **Turn on Notifications** at the device level for the Assistance App.

## Settings to check to ensure Auto Emergency Check-in is enabled:

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| <p>Download the International SOS Assistance App (new users) or upgrade to Version 6.1.0 (existing users) and create an account</p>   | <p>You can check your app version number in the Technical Support section of the App.</p>                 |
| <p>Device Location Access must be set to “Always” for iOS devices or “Allow all the time” for Android devices</p>   | <p>iOS / Android:</p>   |
| <p>Device Notifications must be turned on for the App</p>   | <p>iOS / Android:</p>  |
| <p>Location Based Alerts should be enabled within the Alert &amp; Location Settings section of the App (*Note: if Location Based Alerts are not enabled, you will not receive the alert push notifications advising you about the alert in your location)</p> |                       |
| <p>Auto Emergency Check-in must be enabled within the Alert &amp; Location Settings section of the App</p>  |                       |

### WHAT HAPPENS AFTER I AM AUTOMATICALLY CHECKED IN WITHIN THE IMPACT AREA OF A MAJOR ALERT?

If your location is automatically checked in using Auto Emergency Check-in, you will receive a confirmation message via push notification on your device. Additionally, your location will be shared with your organisation’s administrators so they can provide you with assistance if needed.

## **HOW OFTEN IS MY LOCATION CHECKED IN?**

Auto Emergency Check-in is only triggered once when a new Security Special Advisory level alert is issued. Your location will only be captured one time.

## **WHY DOESN'T AUTO EMERGENCY CHECK-IN TRACK ME ALL THE TIME?**

International SOS wants to respect your privacy while at the same time ensuring that your organisation's administrators can fulfill their duty of care obligations to you in times of crisis. Therefore, with Auto Emergency Check-in, your organisation will only know your location when a Special Advisory is issued in close proximity to your current location. This allows your organisation to better support you during an incident.

## **(APPLE USERS): I SEE A POP-UP ON MY PHONE SAYING THE APP IS TRACKING MY LOCATION. I THOUGHT IT WAS NOT TRACKING ME?**

The Assistance App captures your location periodically when you enable Location-Based Alerts and/or Auto Emergency Check-in. International SOS only retains the latest known location in order to push relevant alerts to your current location (Location-Based Alerts) and to check you in automatically if you are in the impacted area of an emergency or critical incident (Auto Emergency Check-In). International SOS does not use or retain older locations once a new location is received from your mobile device. However, because of additional data privacy measures imposed by Apple, you may see this pop-up message periodically.

## **IF I MOVE INTO AN AREA THAT IS ALREADY UNDER A SPECIAL ADVISORY ALERT, WILL I BE AUTOMATICALLY CHECKED-IN?**

No, if the Security Special Advisory has already been issued and you were not in the impact area at the time of publication, you will not be automatically checked in. Auto Emergency Check-in will only be activated if you are in the impact area during the initial publication of a Security Special Advisory alert.

## **WHAT HAPPENS IF I DO NOT HAVE AUTO EMERGENCY CHECK-IN TURNED ON AND I RECEIVE A SPECIAL ADVISORY ALERT IMPACTING MY LOCATION?**

If you do not have Auto Emergency Check-in turned on, you will receive a push notification asking you to check in, due to your proximity to the recent incident. You will still need to have your device Location Access settings set to "Always" for iOS or "Allow all the time" for Android in order to receive these notifications.

## **WILL I BE AUTOMATICALLY CHECKED IN OR RECEIVE PROMPTS TO CHECK-IN, WHILE I'M IN MY HOME LOCATION?**

Yes. Auto Emergency Check-in and incident-based prompts will be enabled regardless of whether you are travelling or in your home location.

## **WHAT WILL HAPPEN IF I AM OUTSIDE THE IMPACT AREA OF A MAJOR INCIDENT BUT SUPPOSED TO BE WITHIN THE IMPACT AREA ACCORDING TO MY TRAVEL ITINERARY?**

If International SOS received your travel itinerary but, based on your mobile location you are confirmed to be outside of the impact area of an alert, your organisation will be made aware that you are safely outside of the alert impact area. For this confirmation to occur you must have enabled Auto Emergency Check-in and a recent location must have been obtained by your device. Please note that you will still receive emailed alerts based on your itinerary location in this scenario in case you are returning to the impact area in the near future.

## **WHO HAS ACCESS TO MY LOCATION WHEN I AM AUTOMATICALLY CHECKED IN OR CHECK IN FOLLOWING AN INCIDENT- BASED PROMPT?**

Only authorised managers within your organisation's travel and/or security programs will have access to your checked in location when you are either automatically checked in using Auto Emergency Check-in or if you check in to your location following receipt of an incident-based prompt.

## **HOW LONG WILL MY CHECK-IN BE VISIBLE TO MY ORGANISATION?**

All types of check-ins (manual, auto emergency, and those following an incident-based prompt) will remain visible to your organisation's administrators for 48 hours.

For more information, contact International SOS Online Customer Support at [onlinehelp@internationalsos.com](mailto:onlinehelp@internationalsos.com).