



Auto Emergency Check-In For Managers

HOW DOES AUTO EMERGENCY CHECK-IN LOCATE PEOPLE?

Auto Emergency Check-in locates individuals by automatically checking an App user into their location when they are in the impact area of a Security Special Advisory alert. This is accomplished by broadcasting the alert to all App users whose last known locations are within the impact area of the alert. This is the same logic which enables Location Based Alerts within the App but with the additional step of checking App users (who enable this functionality) into their location if there is a Security Special Advisory.

If an App user has enabled Auto Emergency Check-in and a recent location is available from their device within the last hour, then the Assistance App will automatically check them in to their last known location. If an App user has enabled Auto Emergency Check-in, but a recent location is not available from their device within the last hour, then they will receive a push notification asking them to check in. This ensures that their current location is obtained relative to the incident.

IS IT STILL POSSIBLE TO LOCATE PEOPLE IF THEY OPT OUT OF AUTO EMERGENCY CHECK-IN?

If individuals do not enable Auto Emergency Check-in, they will still receive a push notification prompting them to check in to their location when they are in the impact area of a Security Special Advisory alert (as long as they have their location access and notifications enabled).

WILL AUTO EMERGENCY CHECK-IN LOCATE PEOPLE EVEN IF THEY DO NOT HAVE AN ITINERARY IN TRAVELTRACKER?

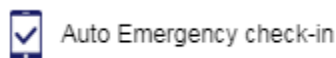
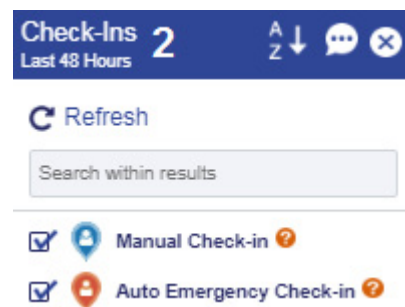
Yes. Auto Emergency Check-in does not rely upon an individual's travel itinerary in TravelTracker. Auto Emergency Check-in is determined by the individual's mobile device geolocation. In that sense, it will verify the location of those travellers who have an itinerary in the impact area of an incident. It will also provide the locations of other individuals who may be off-itinerary but are in the impact area when a Security Special Advisory alert is issued.

HOW WILL I BE NOTIFIED WHEN PEOPLE ARE AUTOMATICALLY CHECKED IN USING AUTO EMERGENCY CHECK-IN?

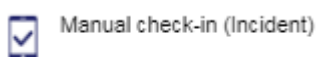
If you subscribe to the TravelTracker Proactive Manager Email Alerts, the impacted traveller counts in the alerts will include individuals who were automatically checked in using Auto Emergency Check-in. The Manager Email Alerts for a Special Advisory will not be triggered until five minutes after the Auto Emergency Check-in functionality is triggered, giving the system time to confirm whether or not people are within the impact area.

WHERE IN TRAVELTRACKER CAN I VIEW PEOPLE WHO WERE AUTOMATICALLY CHECKED IN USING AUTO EMERGENCY CHECK-IN OR WHO CHECKED-IN FOLLOWING THE INCIDENT-BASED PROMPT?

In TravelTracker, there is a new (orange person) icon which will indicate individuals who were automatically checked in using Auto Emergency Check-in. When conducting a search in TravelTracker, people who were automatically checked in will be displayed with the icon below in the trip details page:



On the map, individuals who checked in following an incident-based prompt will appear with the manual check-in (blue person) icon, since they manually checked in. Individuals who check in following an incident-based prompt, will be displayed with the icon below in the trip details page:



HOW LONG WILL AUTO EMERGENCY CHECK-INS BE VISIBLE IN TRAVELTRACKER?

Similar to manual check-ins, Auto Emergency Check-ins and incident-based prompted check-ins will remain visible in TravelTracker for 48 hours.

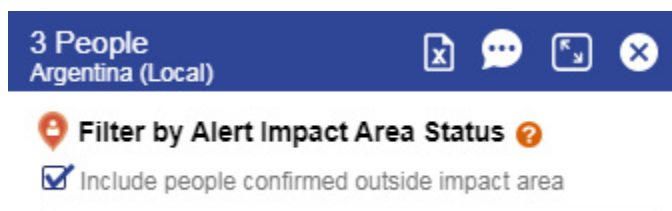
WILL AUTO EMERGENCY CHECK-IN CONFIRM TRAVELLERS WHOSE ITINERARIES ARE IN THE IMPACT AREA, BUT ARE NOT ACTUALLY THERE AT THE TIME OF THE INCIDENT?

Yes. With Auto Emergency Check-in, travellers who are supposed to be in the impact area of the Special Advisory based on their travel itinerary, but are in another location at the time of the incident, will be confirmed as outside of the alert impact area. This is accomplished by comparing the travel itineraries within the impact area against the locations of individuals within the country who have enabled Auto Emergency Check-in. Only individuals whose locations were obtained within 15 minutes of the alert being issued will be confirmed outside the impact area.

** Auto Emergency Check-in will not be able to confirm travellers outside of the alert impact area if they are in another country altogether.

HOW CAN I IDENTIFY TRAVELLERS WHO WERE CONFIRMED OUTSIDE OF THE IMPACT AREA?

A new filter is available in TravelTracker, when conducting an Alert search for a Security Special Advisory. This feature will allow you to filter out travellers who were Confirmed Outside (meaning that although their travel itineraries are within the impact area, their geolocation was outside of the impact area, in another part of the country, at the time of the alert).



**Confirmed Outside status will not be relevant/available for country-wide Security Special Advisories as we are unable to confirm the location of travellers outside of the country in which the alert is issued.

IF MY ORGANISATION SUBSCRIBES TO TRAVELTRACKER INCIDENT SUPPORT (TTIS), WILL PEOPLE CHECKED IN USING AUTO EMERGENCY CHECK-IN BE INCLUDED IN THAT SERVICE?

Yes, if your organisation subscribes to TTIS, then the TTIS traveller outreach will not be sent until five minutes after the Auto Emergency Check-in functionality is triggered, giving the system time to confirm whether or not individuals are within the impact area of the alert. TTIS will only be sent to individuals who are automatically checked in or manually check in following the incident-based prompt within the first five minutes of the alert publication. Additional TTIS traveller outreach will not be sent to people who are automatically checked in or manually check in after the first five minutes. You will still be able to view those individuals in TravelTracker and send communications to them as needed.

Travellers who are confirmed outside of the impact area of the Special Advisory alert will not be included in the TTIS traveller outreach. You will still be able to view those travellers within TravelTracker and send communications to them as needed.

WILL AUTO EMERGENCY CHECK-INS APPEAR WHILE IN TRAVELTRACKER GSOC MODE?

Yes, individuals who were automatically checked in to their location or checked in following an incident-based prompt will appear on the TravelTracker Map in GSOC Mode.

IS AUTO EMERGENCY CHECK-IN GDPR COMPLIANT?

The Auto Emergency Check-in feature was developed with “Data Protection by Design” – the principle established through compliance with the GDPR’s Data Protection Impact Assessment requirement.

WHAT CAN IMPACT WHETHER INDIVIDUALS ARE AUTOMATICALLY CHECKED IN BY AUTO EMERGENCY CHECK-IN?

The ability to automatically check in users accurately is dependent upon several factors, and individuals may not be checked in or their locations obtained **correctly** due to the following factors:

- **Last Known Device Location** – If a recent location cannot be obtained by the device, the user will receive a prompt to check in rather than being automatically checked in.
- **User Settings** – If an individual has not properly configured their Assistance App, which includes upgrading to version 6.1.0 and creating an account, enabling location access, enabling notification settings, and enabling Auto Emergency Check-in, then the Auto Emergency Check-in feature will not work.
- **Device limitations** – While we have optimised Auto Emergency Check-in for iPhone and Android devices, the device itself may cause Auto Emergency Check-in to not function correctly, including but not limited to the device’s own geolocation mechanism and data connection. Smartphone device settings that put the Assistance App into a ‘sleep’ mode may also prevent the Assistance App from triggering an automated or prompted check-in.
- **Wi-Fi & Data Connection** – Limited or weak data connection or wifi network may prevent Auto Emergency Check-in from functioning correctly. Devices without a data connection, switched to airplane mode, or turned off will not be automatically checked in or receive incident-based prompts asking the user to check in.
- **Android devices in China** – Due to the limitation of Google services in China, push notifications, Auto Emergency Check-in, and Manual Check-in may be blocked unless the user has Google services installed on their device or if the device uses a VPN outside of China.

For more information, contact International SOS Online Customer Support at onlinehelp@internationalsos.com.