

# International SOS Assistance App User Guide





### 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.



 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

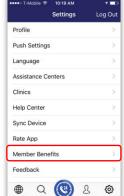


1. On the Assistance App, click on the **Call** for Assistance Button, you'll be connected to the Assistance Center closest to your location.

 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 Q (U) R 0



Member Benefits

1. Click on the Settings icon...

2. then select Member Benefits.

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

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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**

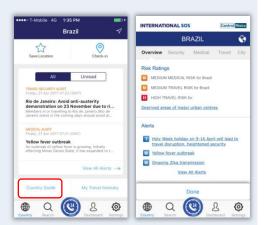
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Profile	>
Push Settings	>
Language	>
Assistance Centers	>
Clinics	>
Help Center	>
Sync Device	>
Rate App	>
Member Benefits	>
Feedback	>
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1.Click on Clinics on the Setting page.

nternational SOS operates clinic: worldwide. Below is a list of Intern SOS clinics. If you are in need of a or in an emergency, please use th Assistance Icon.	national assistance,
Indonesia, Bali	>
Vietnam, Hanoi	>
Vietnam, Ho Chi Minh City	>
Indonesia, Jakarta (Cipete)	>
Indonesia, Jakarta (Kuningan)	>
Cambodia, Phnom Penh	>
China, Beijing	>

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	
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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**

Language  Assistance Centers  Assistance Centers  International SOS is committed to protecting the privacy of our customers' personal data that we collect: Help Center  Sync Device  Assistance Centers  Clinics  Commitment of the privacy statement. This statement: Describes the personal data that we collect: How data and we how can disclose or transfer data to and why; How data can be corrected or deleted; The measure that ve have how can disclose or transfer that to and why; How data can be corrected or deleted; The measure that ve have how can disclose or transfer that to not why; How data can be corrected or deleted; The measure that ve have how can disclose or transfer data to and why; How data can be corrected or deleted; The measure that ve have how can disclose or transfer data to and why; How data can be corrected or deleted; The measure that ve have protect data and the customers can use to raise enquiries, concerns and complaints.	Settings	Log Out	< Privacy Policy	
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	Privacy Policy	>	1. Commitment to Personal Data Protection	

On the Setting Page click on Privacy Policy.

