Travelling Intelligently

International SOS Supports NTU Staff & Students In Mitigating Travel-Related Risks
Travelling Aboard
What You May Face

Road Accident

Medical Emergency

Security Emergency

Clinic & Medication Support

Falling Sick

Loss of Personal Belongings

Advice & Help
International SOS Program
What Does It Mean For NTU Staff & Students

Teams of Medical & Security Professionals Whom You Can Rely On

Keeping You Safe
  – Pre-Trip Advisories
  – Updates & Alerts Whilst On The Go
  – Support You When You Need Help

No Matter Where You Are, What Are Your Challenges, International SOS Can Support!
Via International SOS Mobile App

Downloading and using the Assistance App for

1. Download the Assistance App from [http://app.ilsos.member](http://app.ilsos.member) 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 to 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 home screen, click on any icon to activate its function.

NTU Membership ID: 02AYCA089601
or Log In Using Your Email Address
Call For Advice Or Assistance

1. On the home page, click “24hr Call” and you will be connected to the Assistance Centre 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.
Rio de Janeiro: Avoid protest at Praca Sao Salvador on 6 July
Thursday, 06 Jul 2017 22:38 (GMT)

Level: Notice
Location: Rio De Janeiro - Brazil
Category: Protest

Members in Rio de Janeiro (Rio de Janeiro state) on 6 July should plan journeys avoiding a gathering by the Diretas Ja civic group at Praca Sao Salvador between 18.00 and 22.00 (local time). The protest is to denounce proposed social security and labour reforms intended to encourage increased foreign investment.

Advice:
- Plan journeys bypassing Praca Sao Salvador on 6 July. Allow additional time to complete important journeys as the gathering is likely to exacerbate traffic congestion.
- Precedents indicate that demonstrators may block traffic and block nearby roads. Do not attempt to cross any roadblocks. If you encounter one, turn around and seek an alternative route to your destination.
- Monitor our alerts on Brazil for related developments.
View Country Guide

Click on Country Guide

Click any topic under Medical, Security or Travel Overview to view the information
Click on the Check-in icon

A map with your approximate location will be displayed.

A pop up screen will appear prompting you to enter your profile details. This screen will only appear for the 1st time you attempt to check-in. Enter name as per passport name (middle name to be included in the first name)
Multi-Channel Communication Module
(NTU Staff/Students’ View - How to Respond?)

Option 1: Email to travelers

From: traveltracker@travelsecurity.com <conf-390126623@everbridge.net>
To: Hee KIM
Cc:
Subject: Earthquake in Kumamoto, Japan

Earthquake in Kumamoto, Japan. Please check International SOS alert. Confirm your safety ASAP.
1 I’m safe
2 I’m hurt. I need medical help.
3 I’m safe but I need evac help.

Email Response Acknowledgement

Option 2: Text to travelers

Fri, 11/04/2016
Manila terror - Manila terror – please respond ASAP. Are you safe? Call International SOS (1234-5678) for local help.
1 Yes, I’m safe
2 No, I’ll call (1234-5678) for help
Fri, 11/11/2016
Earthquake in Kumamoto, Japan - Earthquake in Kumamoto, Japan. Please check International SOS alert. Confirm your safety ASAP.
1 I’m safe
2 I’m hurt. I need medical help.
3 I’m safe but I need evac help.

Option 3: Text to Speech
Via Website

Accessing via www.internationalsos.com

Members Login. Enter: 02AYCA089601

Sign up email alerts for countries that you commonly travel to
Contacting an Assistance Centre

- Some of our Assistance Centre numbers are on your Membership Card
- Your membership number is on your Membership Card
- Request for call-collect if call is made from a land line

When calling please be prepared to provide the following:

- Your Name
- Your Company
- Your Membership Number
- A phone number to call you back on
- Location and Status

Non emergency enquiries:

Singapore@internationalsos.com

Expect a 24 hour response time
As Easy As 1-2-3
Before You Travel

1. Access to Country Information via the NTU’s Portal

2. Find Out More Information via the Assistance App

3. Call International SOS For Any Queries
As Easy As 1-2-3
During An Emergency

1. Call International SOS Immediately
   ➢ Via The Assistance App
   ➢ Or At Any Of The Following Numbers

2. Identify Yourself As A NTU Staff or Student

3. Tell Us Your Challenges!
Forward Your Travel Itinerary

*Important Step Before You Leave Singapore*
Inputting Trip Information: Create MyTrips Account

- Individual staff/student needs to conduct a one-time account registration for Mytrip using ONLY their **NTU email address**
- MyTrips URL:
  
  https://MyTrips.travelsecurity.com/Login.aspx?ci=EC1fiO5RJ0g%3d
Inputting Trip Information: Forward Confirmed Itinerary

• After setting up profile successfully, you can start using this function.

• Forward confirmed itinerary from your Mytrips registered email address (i.e. NTU email address) to (MyTrips@travelsecurity.com)

• Trip information get auto-processed => Imported into MyTrips
Inputting Trip Information: Forward Itinerary (Cont.)

• Upon successful you will receive a confirmation email and

-----Original Message-----
From: mytrips@travelsecurity.com [mailto:mytrips@travelsecurity.com]
Sent: 30 November 2015 03:06 PM
To: Hitesh Gupta <hitesh.gupta@infostretch.com>
Subject: Your trip details have now been loaded into MyTrips

Our systems have loaded the following items on your itinerary from the confirmation email with the Subject 'Test' that you sent us:

Flight: Finnair 5701 from Philadelphia International Airport (PHL) at 18:30 on 10 Dec 2015 to Charles De Gaulle Airport (CDG) at 07:55 on 11 Dec 2015.
Flight: British Airways 725 from Geneve-Cointrin Airport (GVA) at 10:30 on 06 Jan 2016 to Heathrow Airport (LHR) at 11:15 on 06 Jan 2016.
Flight: Finnair 5457 from Heathrow Airport (LHR) at 13:15 on 06 Jan 2016 to Philadelphia International Airport (PHL) at 16:25 on 06 Jan 2016.

To view your trip details you can access MyTrips by clicking here: http://mytrips.travelsecurity.com

If you require any assistance, then please contact our support team at onlinehelp@internationalssos.com

• You would be to view imported record in your Mytrips account at the bottom of profile page

My Trips

<table>
<thead>
<tr>
<th>Trips or PNR</th>
<th>Record Locator</th>
<th>Status</th>
<th>Start Date</th>
<th>End Date</th>
<th>Created By</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSRMPF</td>
<td>SSRMPF</td>
<td>Active</td>
<td>16 Nov 2015</td>
<td>17 Nov 2015</td>
<td>Forwarded Itinerary</td>
</tr>
</tbody>
</table>

 CREATED BY: Forwarded Itinerary

Remove
Other Resources

Daily Operational Queries and Issues:

Customer Support Team (24x5): onlinehelp@internationalssos.com
  • US: +1 6462590477
  • France: +33 157324976
  • UK: +44 20 35644536
  • Singapore: +65 68185590

❖ MyTrips banner (to be embedded into your intranet if needed)

❖ MyTrips user guide
❖ MyTrips demo video

❖ Email Template: Forward itinerary function instruction (see attachment)
❖ FAQ for Forward Itinerary Function
Questions?
Thank You