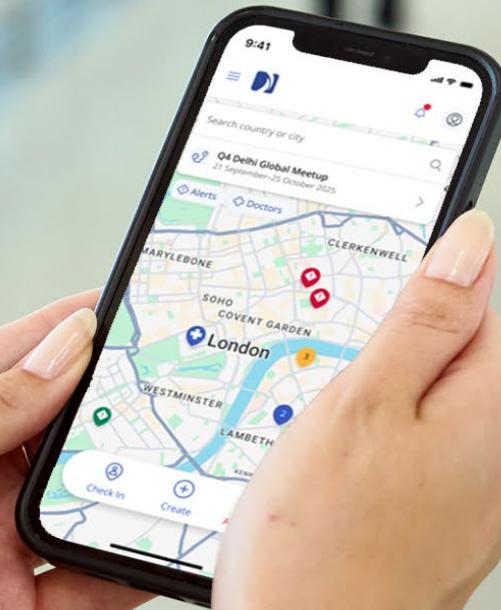


International SOS Assistance App

Federated User





International SOS Assistance App Rated 4.4 on 5 Stars

The **International SOS Assistance App** is free as part of your subscriber benefits. It is an essential tool for preparing, informing and keeping your workforce safe.

Get the App

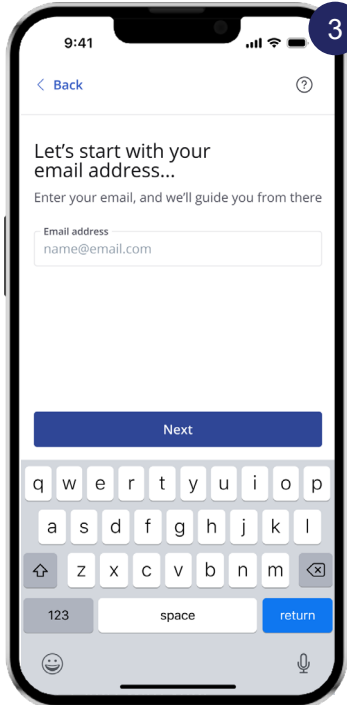


First Time User

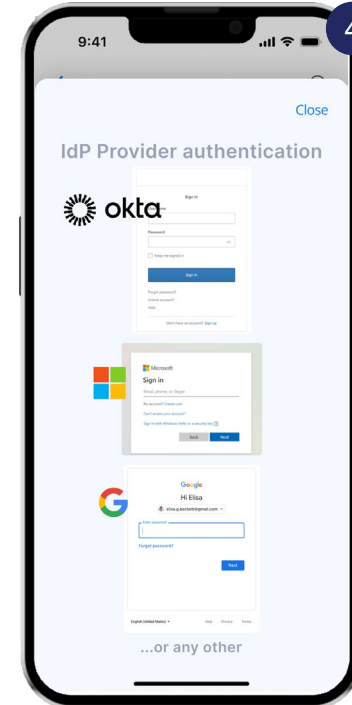
Registration and Account Creation



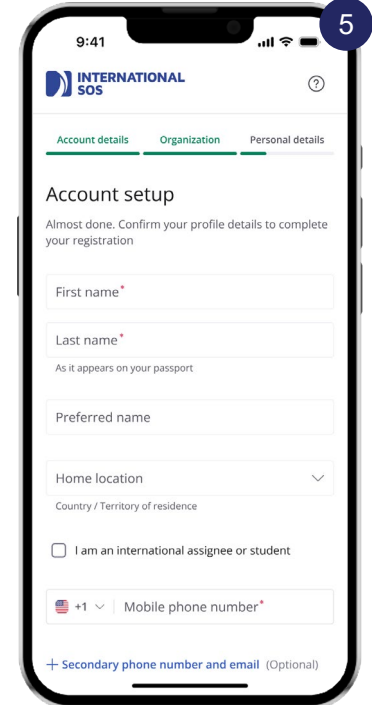
- 1 Click on 'Get Started' to register
- 2 Click on 'Continue'



Enter your email address and press 'Next'



Complete prompted multi-factor authentication



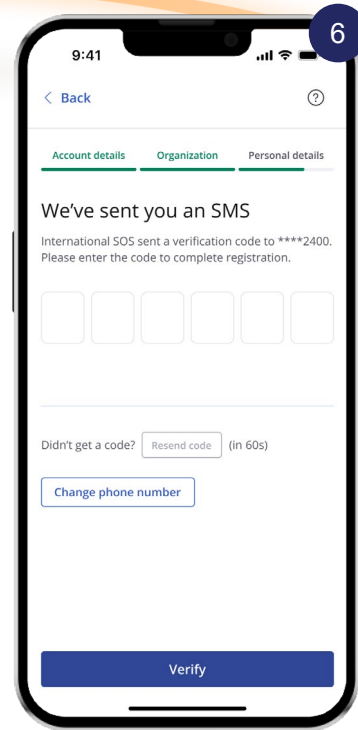
Complete your **Account setup**



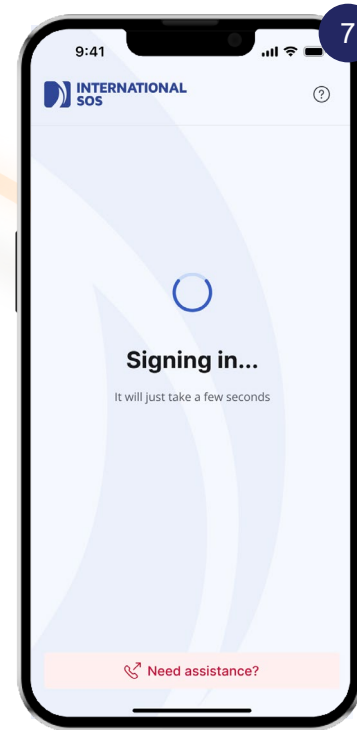
**Enable location services so that the App can identify the nearest Assistance Centre to assist you.*

First Time User

Registration and Account Creation



Enter the OTP received on your phone and click 'Verify'

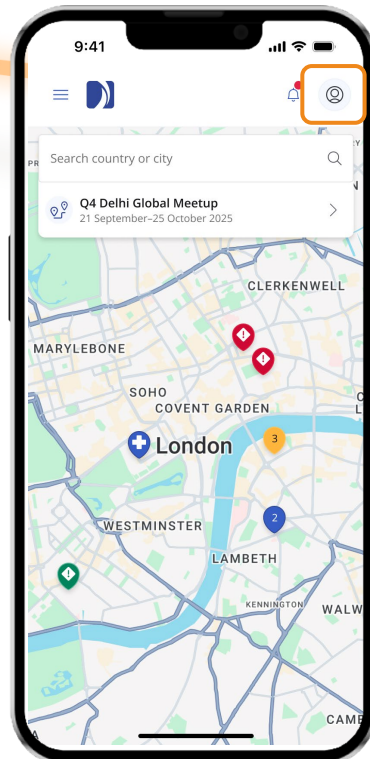


After verification, you will be signed into the app

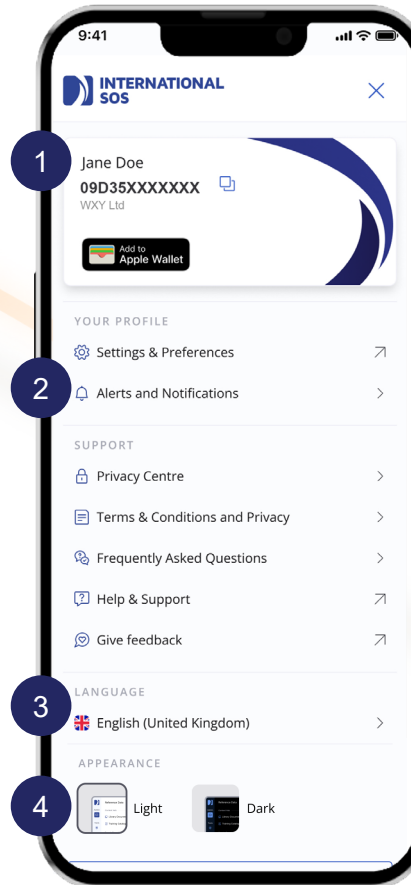
App Settings & Configuration



Call the **Assistance Centre** without logging in



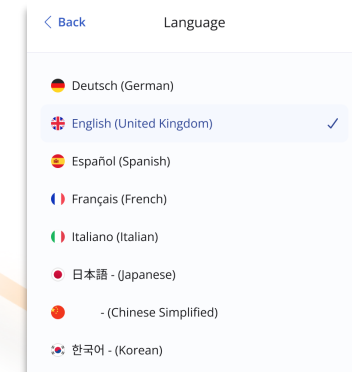
Click on the **'Profile icon'** to access your account settings



1 View your membership details

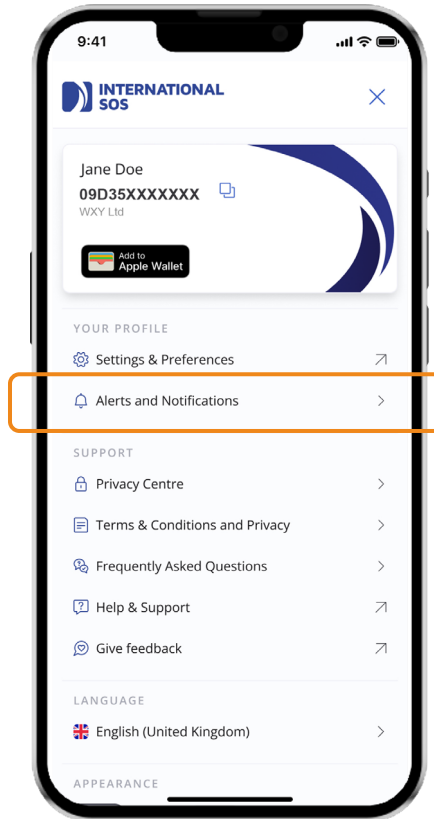
2 Customise your alerts and notifications type

3 Change your app language

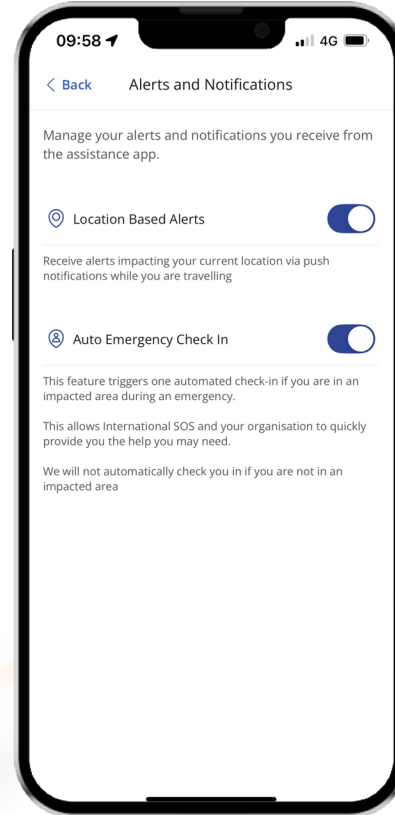


4 Tailor your app's appearance to your liking by selecting either **'Light'** or **'Dark mode'**

Enabling Location



Click on 'Alerts and Notifications'



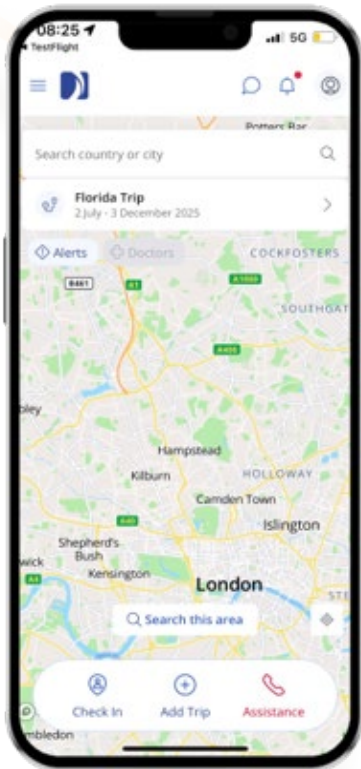
Enable 'Location Based Alerts' to receive notifications impacting your trip

Enable 'Auto Emergency Check In' this will only share your location if you're confirmed to be near a major incident

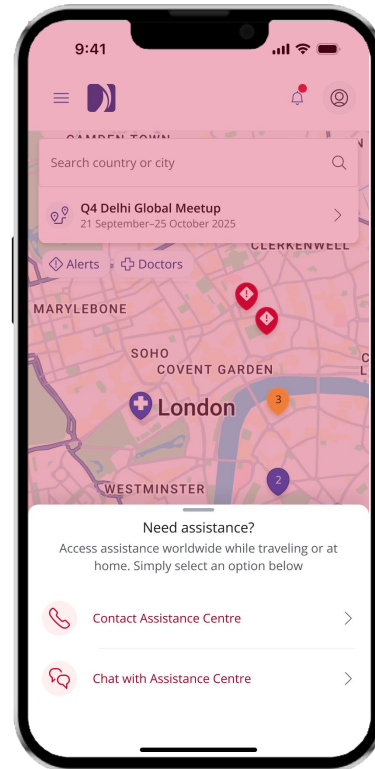


Receive real-time Location Based Alerts

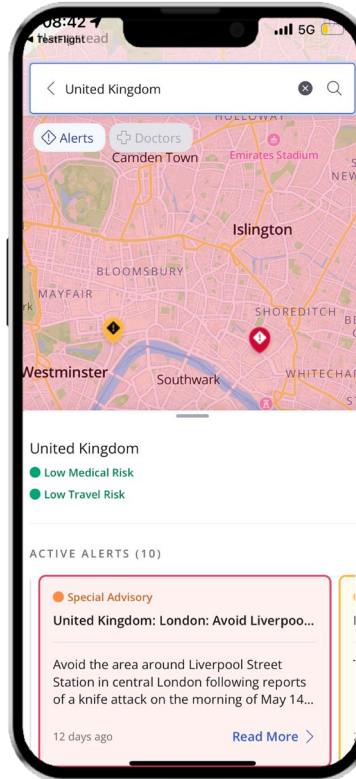
Getting to Know The App



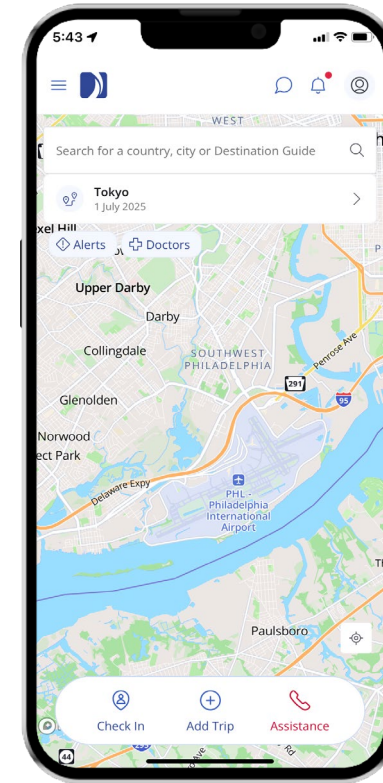
Start with the Map
Explore the dynamic map,
highlighting alerts by
country



Assistance on Demand
Get 24/7 support from
our Assistance Centres

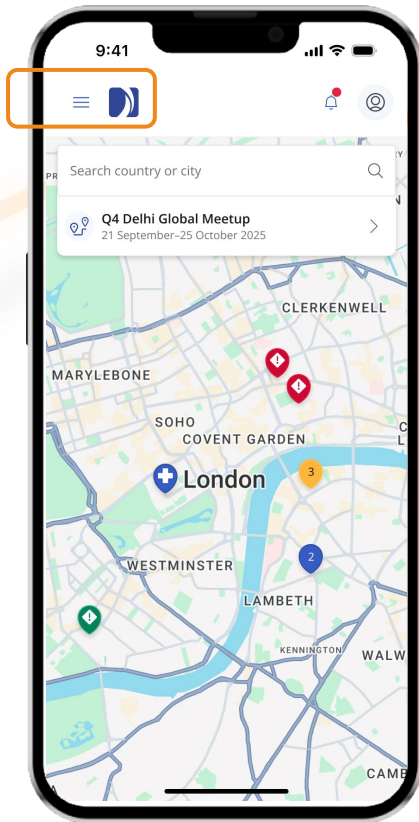


Alerts
Stay informed and ready
with real-time medical &
security alerts

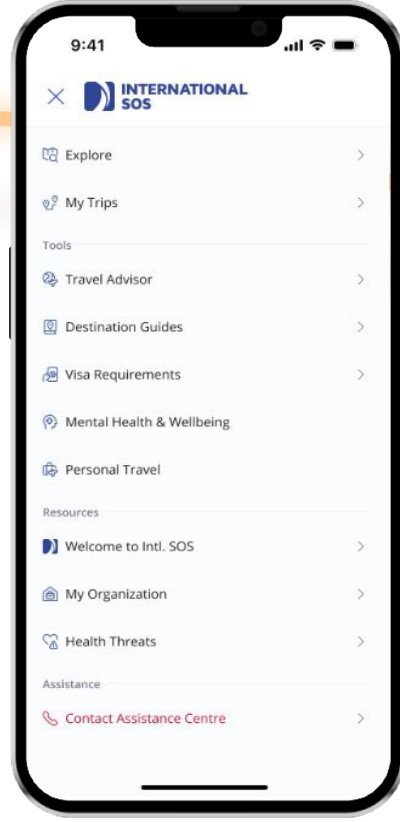


Easily Check-in
and add trips from your
dashboard or call your
nearest Assistance Centre

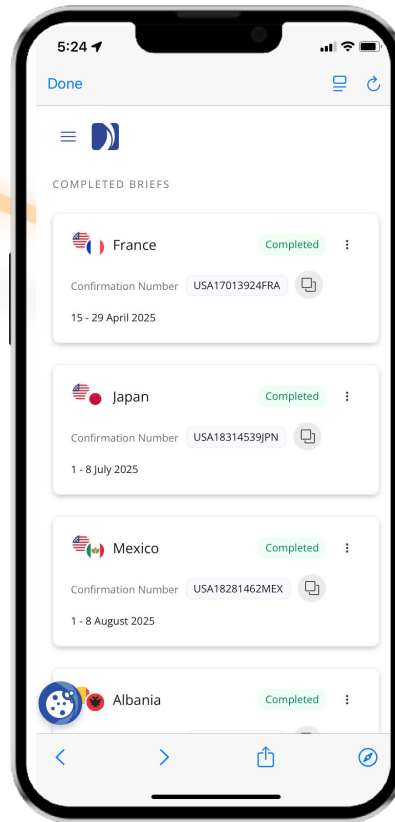
Prepare for Your Trip



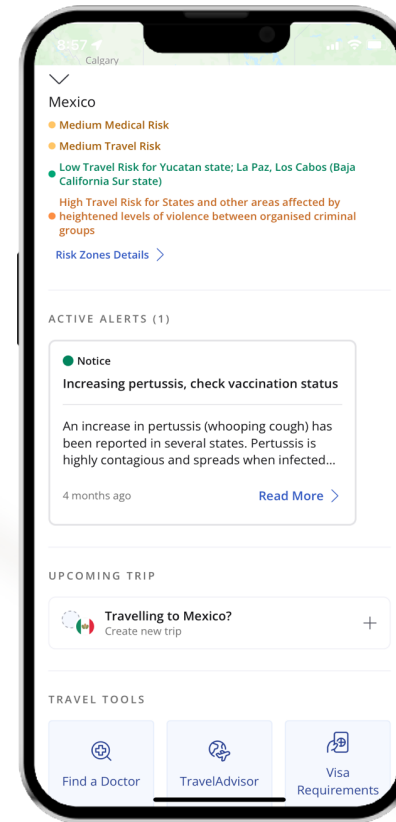
Click on the **'Menu Icon'** to access the app menu



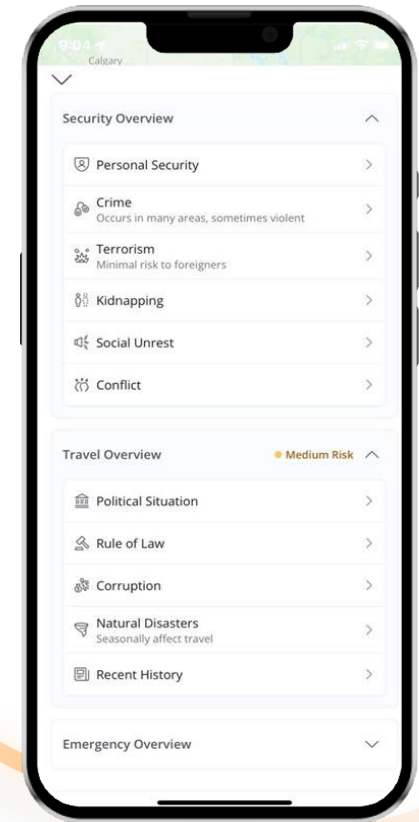
Use the menu to browse and select the **tools** you need



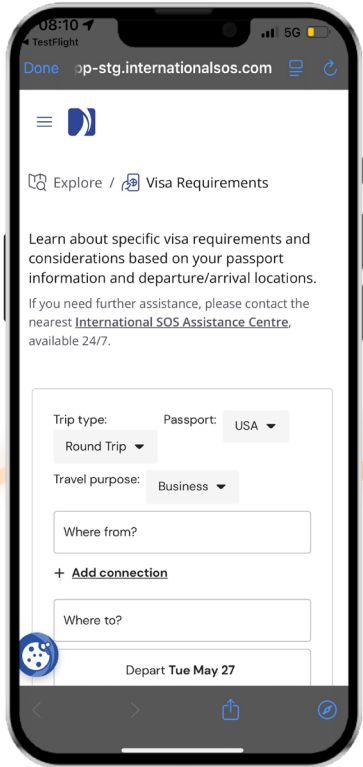
Travel Advisor
Self-service travel security briefing



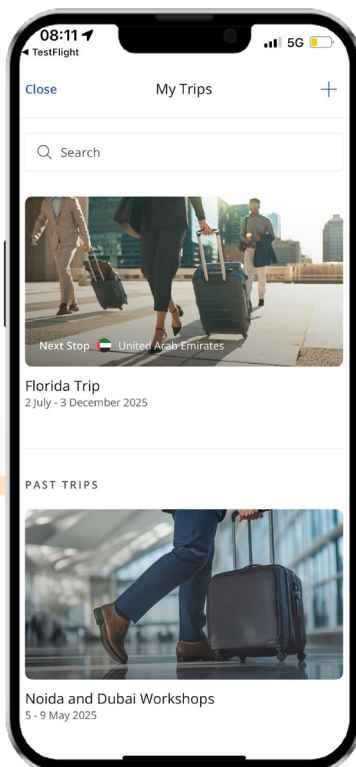
Comprehensive Security, Medical & Travel
content for all destinations



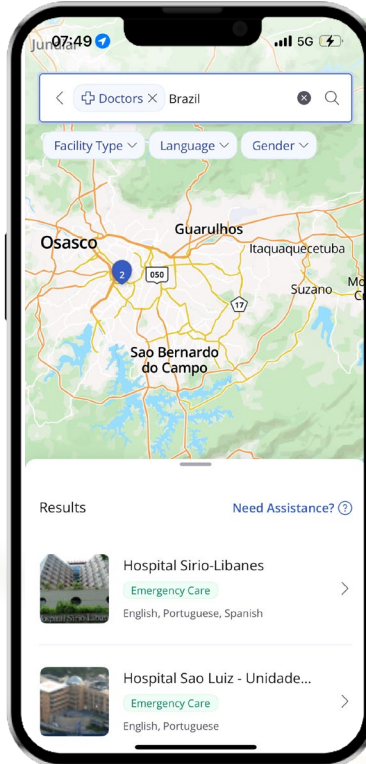
Support Before and During Your Trip



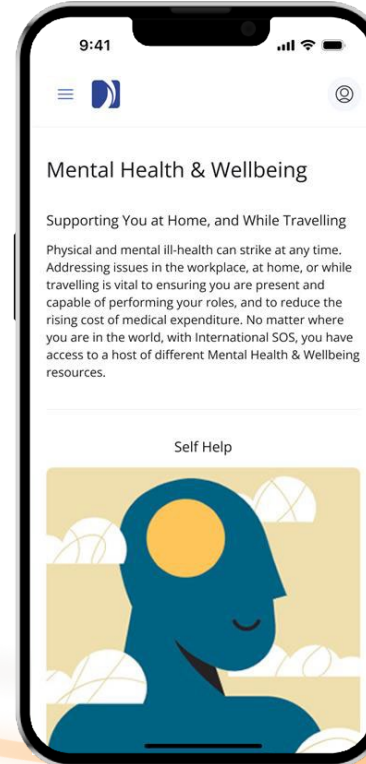
Avoid delays with vaccination and visa requirements



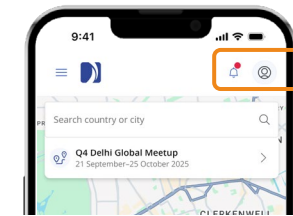
All your plans and itineraries in one place



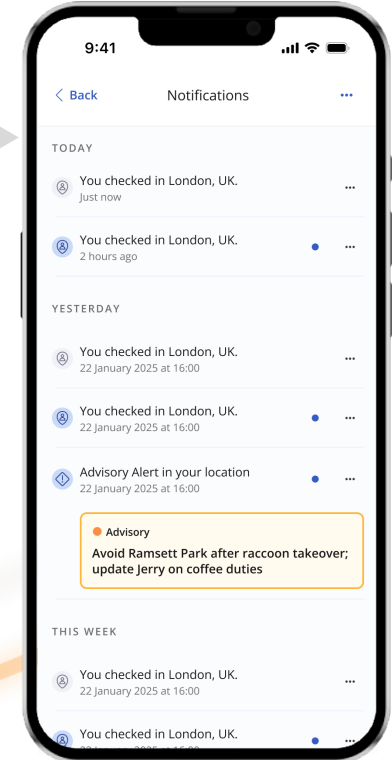
Find a Doctor
Search the International SOS trusted network of healthcare providers, on-the-go



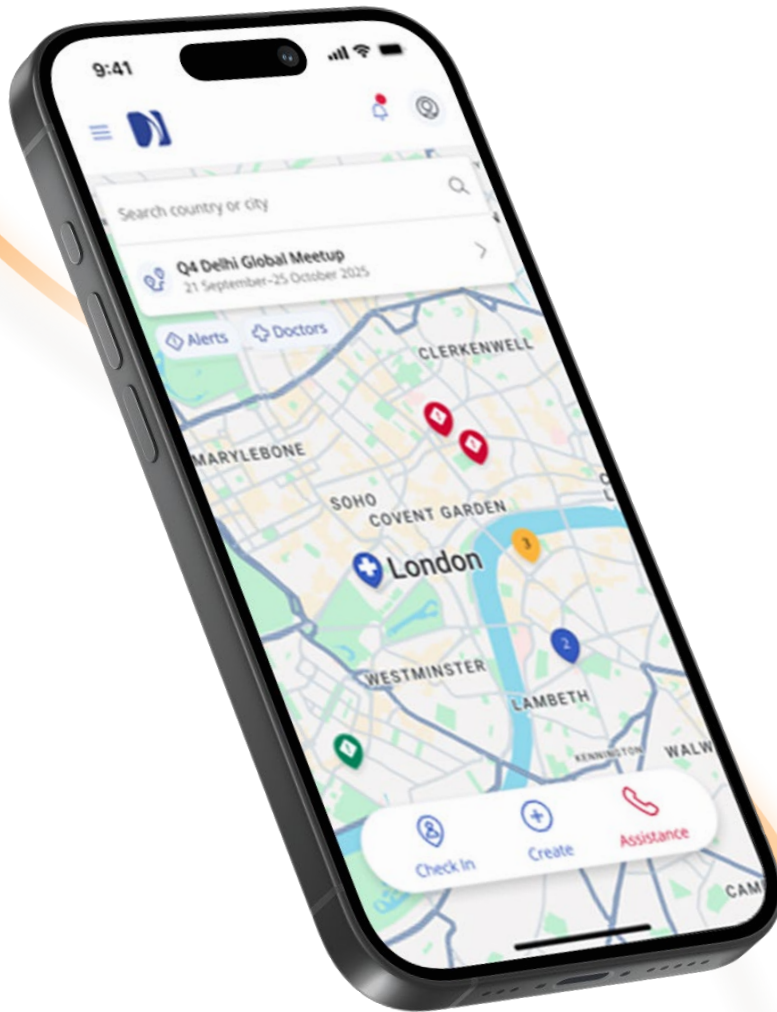
Mental Health & Wellbeing
Available as a paid add on, explore 400+ self-help resources, with optional access to professional counselling



Click on the Notification Icon to see recent notifications and alerts



All recent advisory or special advisory alerts will be displayed here



Additional Support

If you need assistance registering or logging into the Assistance App, please contact us via the:

Client Support Platform

Your local Assistance Centre:

XXXXXXXXXX

[internationalsos.com](https://www.internationalsos.com)