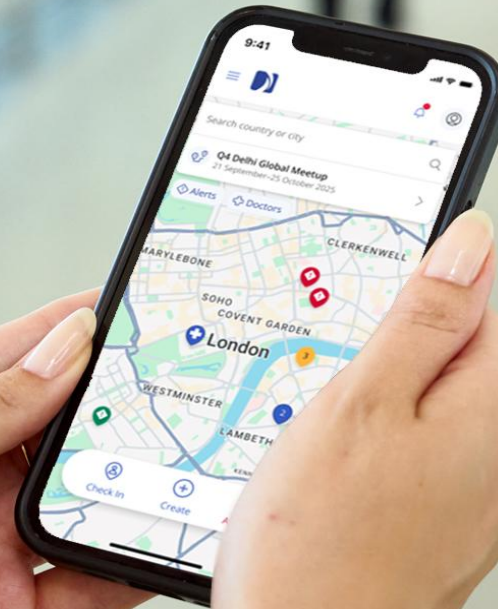


International SOS Assistance App

Non-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

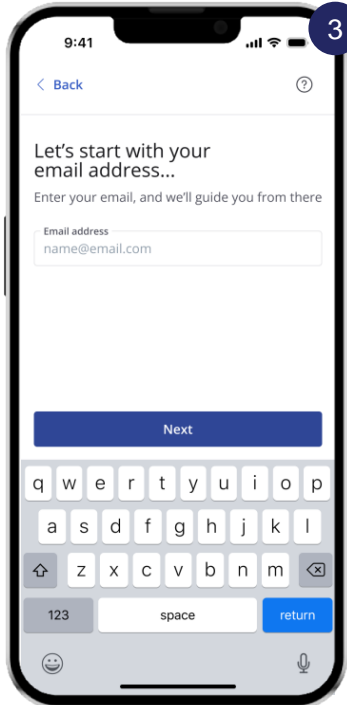
Registration and Account Creation



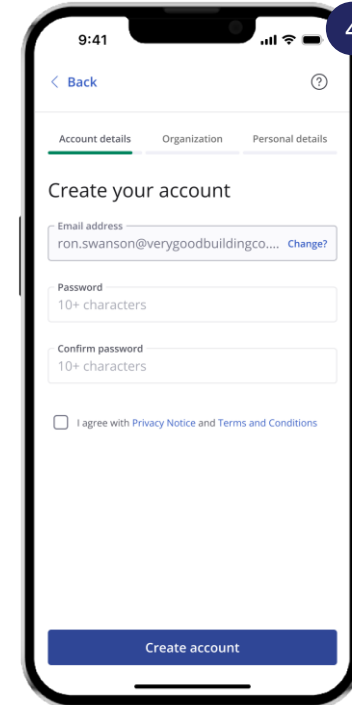
- 1 Click on 'Get Started' to register
- 2 Click on 'Continue'



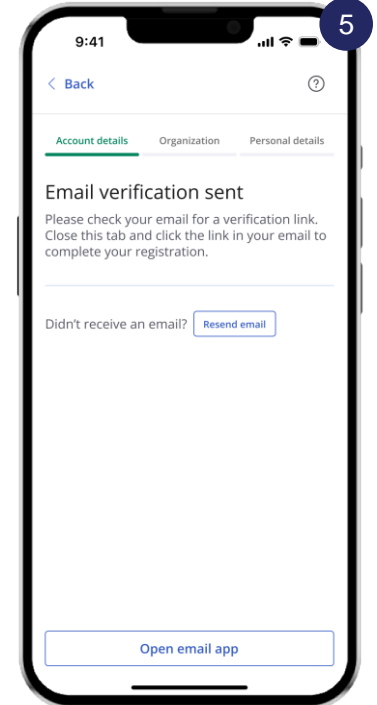
**Enable location services so that the App can identify the nearest Assistance Centre to assist you.*



Enter your email address and press 'Next'



Create and confirm your chosen password, check the Policy Notice & Terms and Conditions box, then click 'Create account'



A verification email will be sent to your inbox, follow the link to **verify your account**

First Time User

Registration and Account Creation



9:41

< Back

Account details Organization Personal details

Enter your membership number

This will help us correctly associate your account and provide you a better experience.

Membership number

09D35XXXXXX

Submit

q w e r t y u i o p
a s d f g h j k l
z x c v b n m
123 space return

Enter your membership number and click '**Submit**'

9:41

< Back

Account details Organization Personal details

Confirm organization

To provide you with the best experience, please confirm your organization.

Very Good Building Company
Membership number: 09D35XXXXXX

Yes, that's correct

Check if your membership number matches your registered company and click '**Yes, that's correct**'

9:41

< Back

Account details Organization Personal details

Account setup

Almost done. Confirm your profile details to complete your registration.

First name *

Last name *

As it appears on your passport

Preferred name

Home location *

Country / Territory of residence

☐ I am an international assignee or student

+1 Mobile phone number *

+ Secondary phone number and email (Optional)

Complete your **Account setup**

9:41

< Back

Account details Organization Personal details

We've sent you an SMS

International SOS sent a verification code to ***2400. Please enter the code to complete registration.

Verification code input fields

Didn't get a code? [Resend code](#) (in 60s)

[Change phone number](#)

Verify

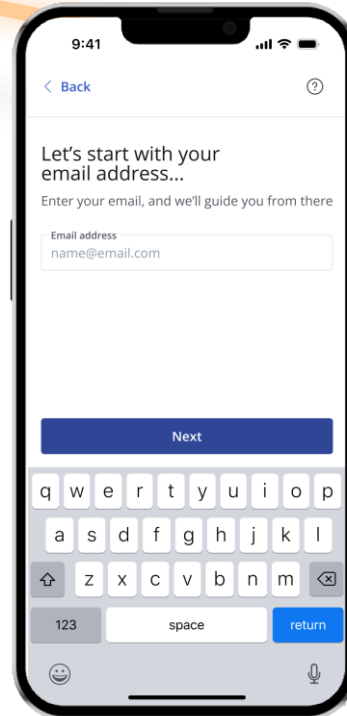
Enter the OTP received on your phone and click '**Verify**'

Existing User

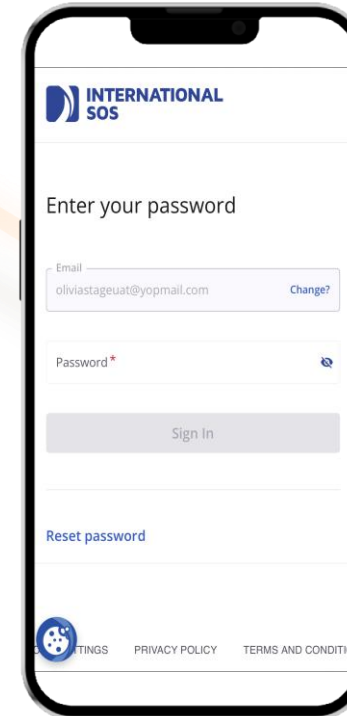
First Time Login



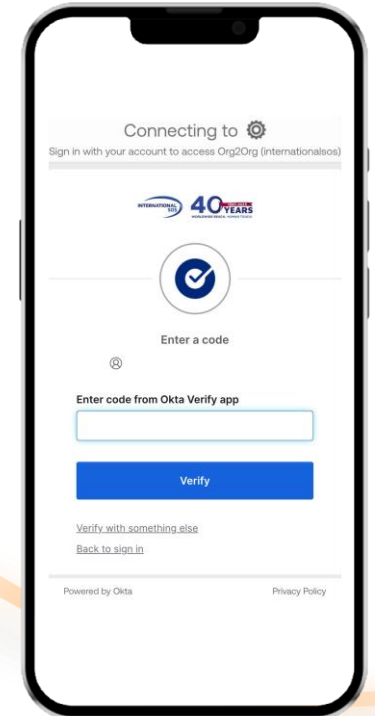
- 1 Click on 'Get Started' to register
- 2 Click on 'Continue'



Enter your **Email Address** and press 'Next'



Enter your **Password** and click 'Sign in'



Complete prompted **multi-factor authentication**

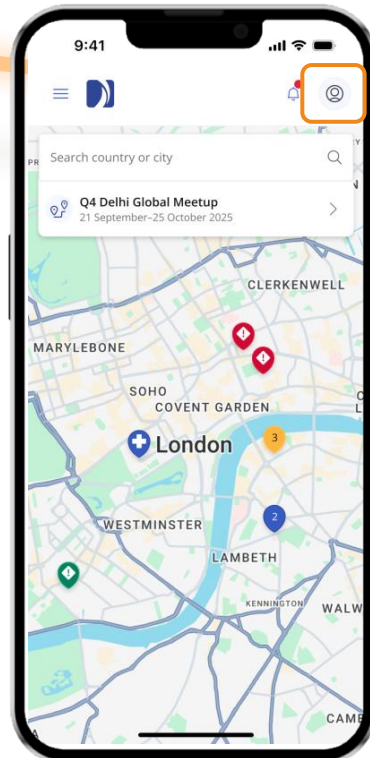


**Enable location services so that the App can identify the nearest Assistance Centre to assist you.*

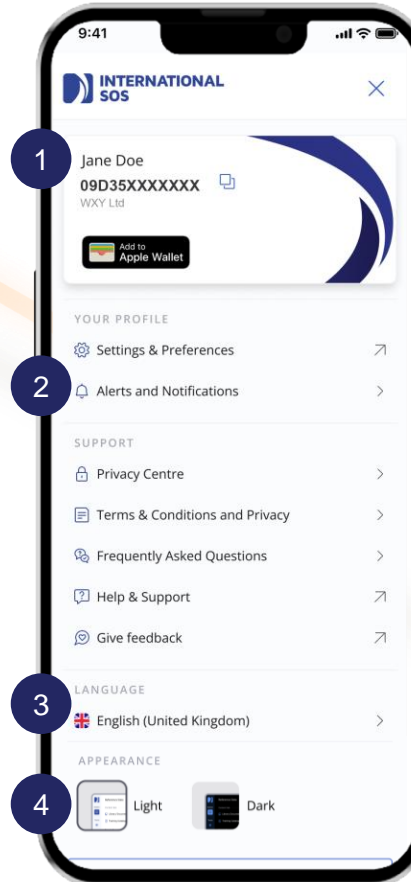
App Settings & Configuration



Call the **Assistance Centre** without logging in



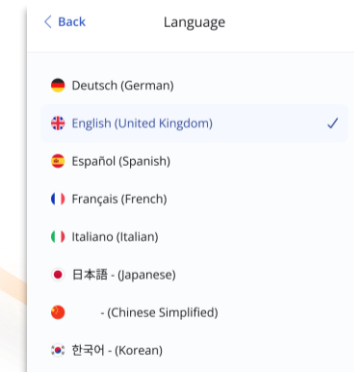
Click on the **'Profile icon'** to access your account settings



1 View your membership details

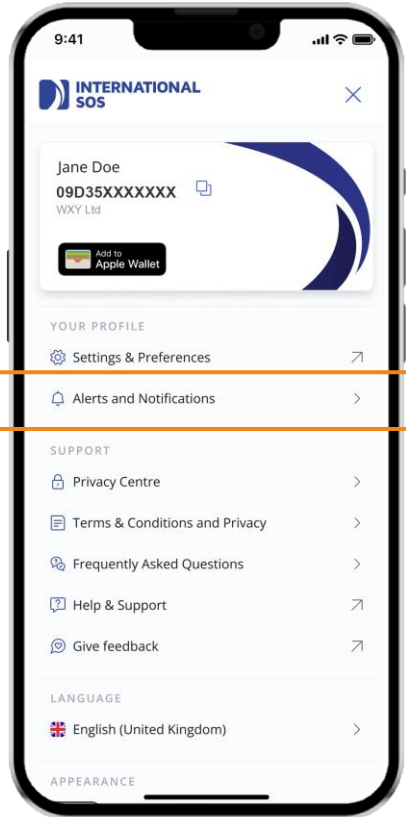
2 Customise your alerts and notifications type

3 Change your app language

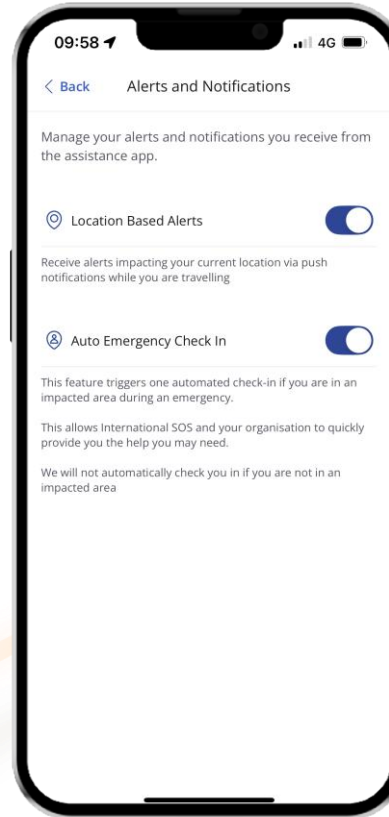


4 Tailor your app's appearance to your liking by selecting either **'Light'** or **'Dark mode'**

Enabling Location

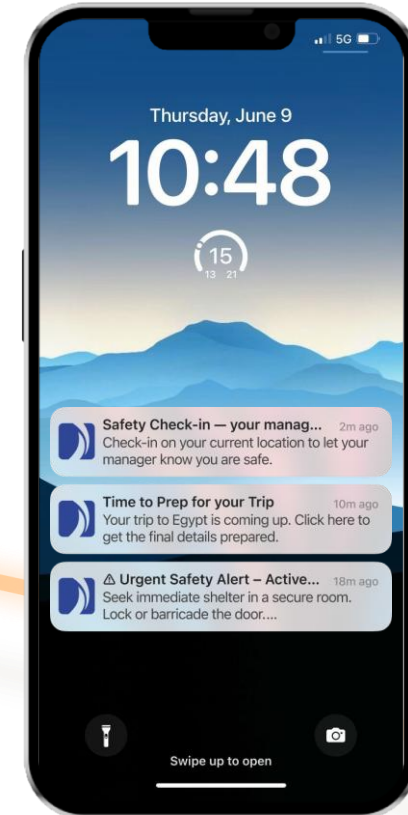


Click on '**Alerts and Notifications**'



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

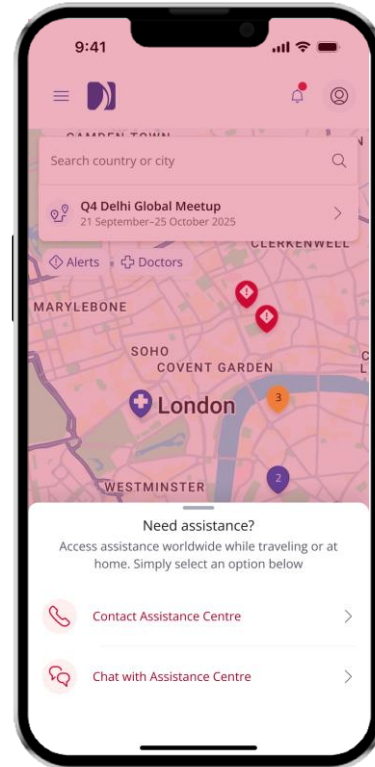


Receive **real-time Location Based Alerts**

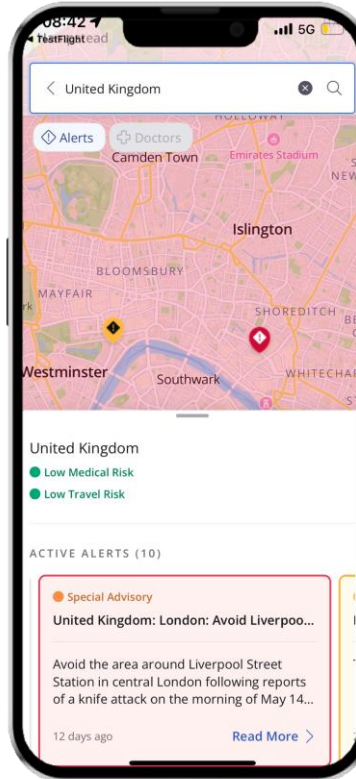
Getting to Know The App



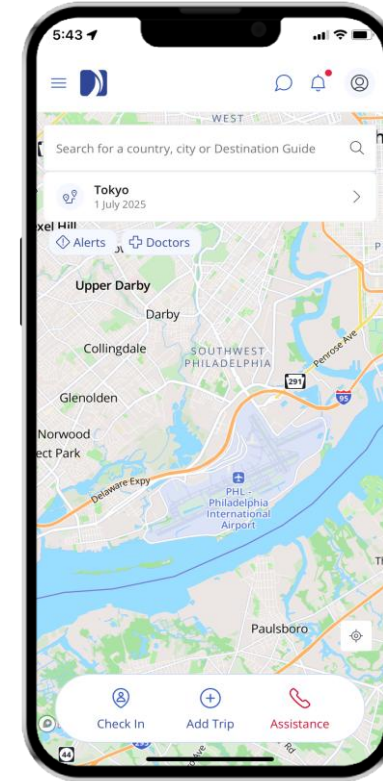
Start with the Map
Explore the dynamic map,
highlighting alerts by
country



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

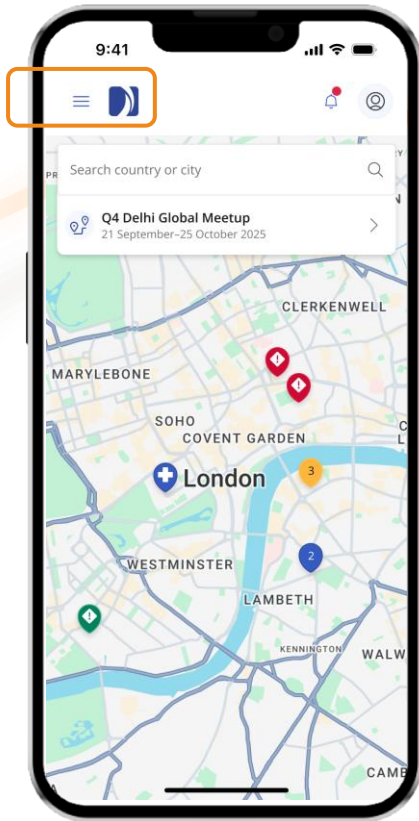


Alerts
Stay informed and ready
with real-time medical &
security alerts

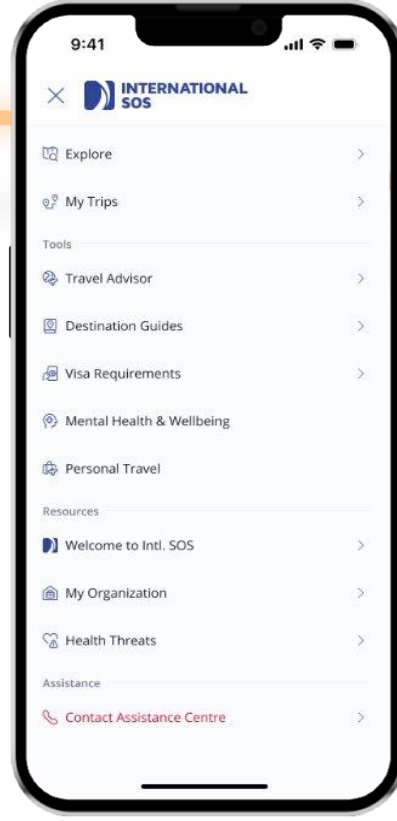


Easily Check-in
and add trips from your
dashboard or call your
nearest Assistance Centre

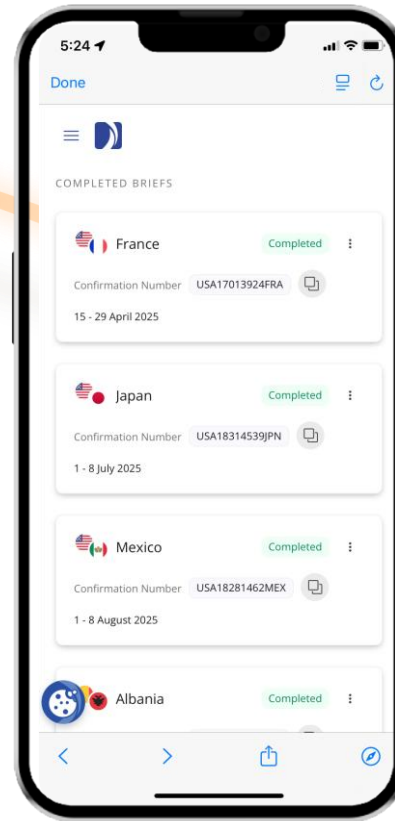
Prepare for Your Trip



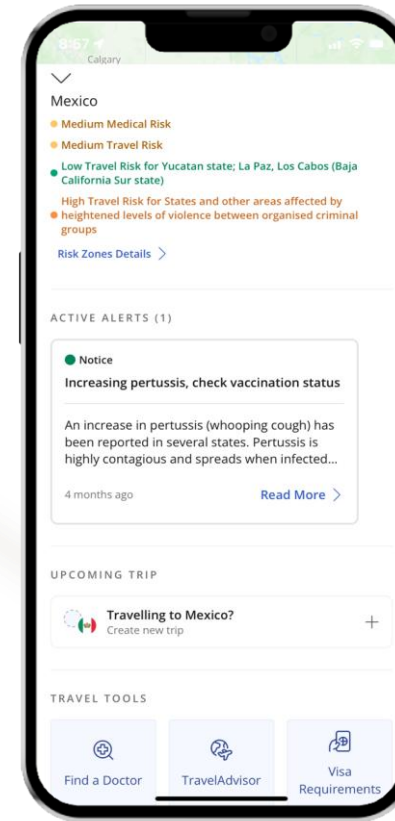
Click on the **'Menu Icon'** to access the app menu



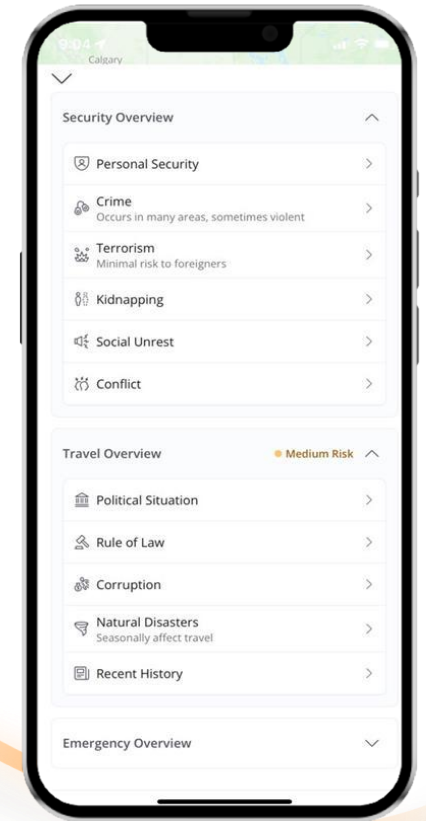
Use the menu to browse and select the **tools** you need



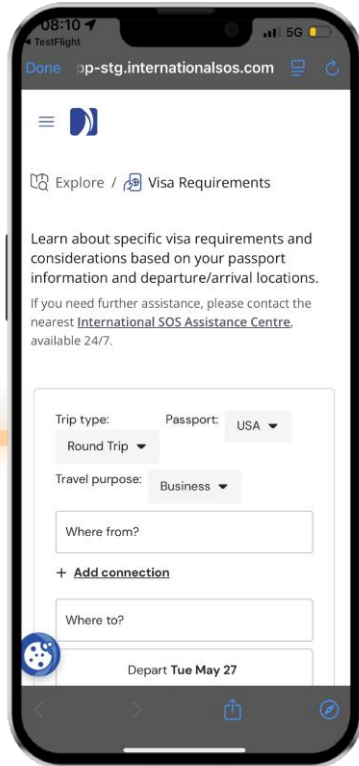
Travel Advisor
Self-service travel security briefing



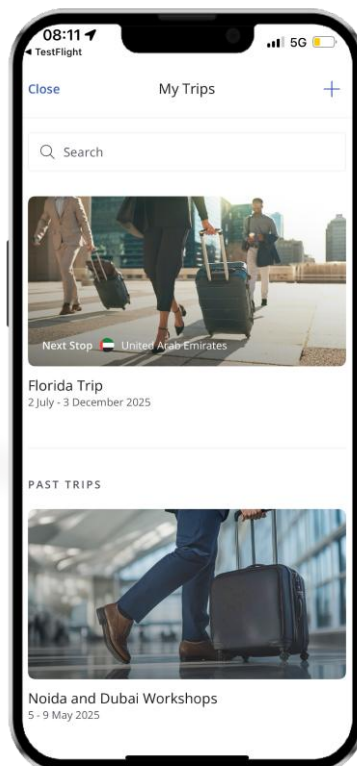
Comprehensive **Security, Medical & Travel** content for all destinations



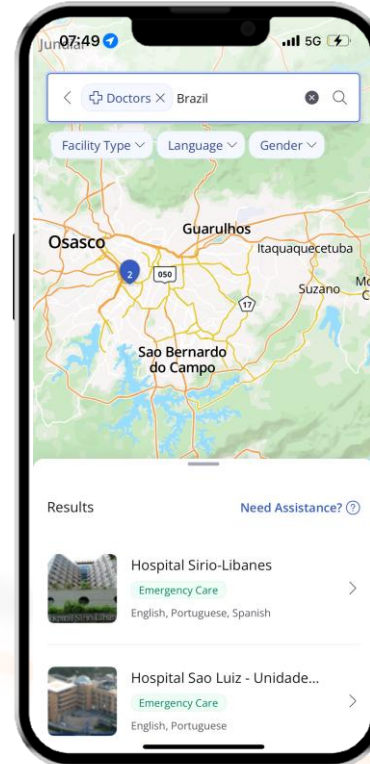
Support Before and During Your Trip



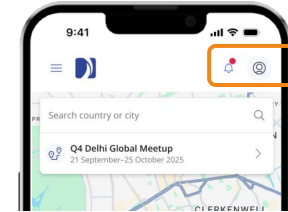
Avoid delays with vaccination and visa requirements



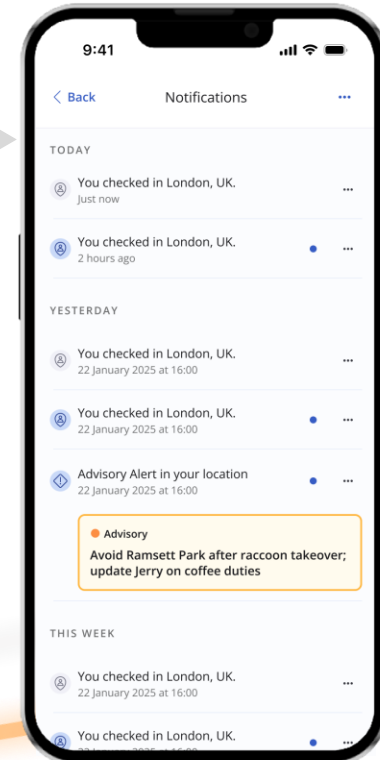
All your plans and itineraries in one place



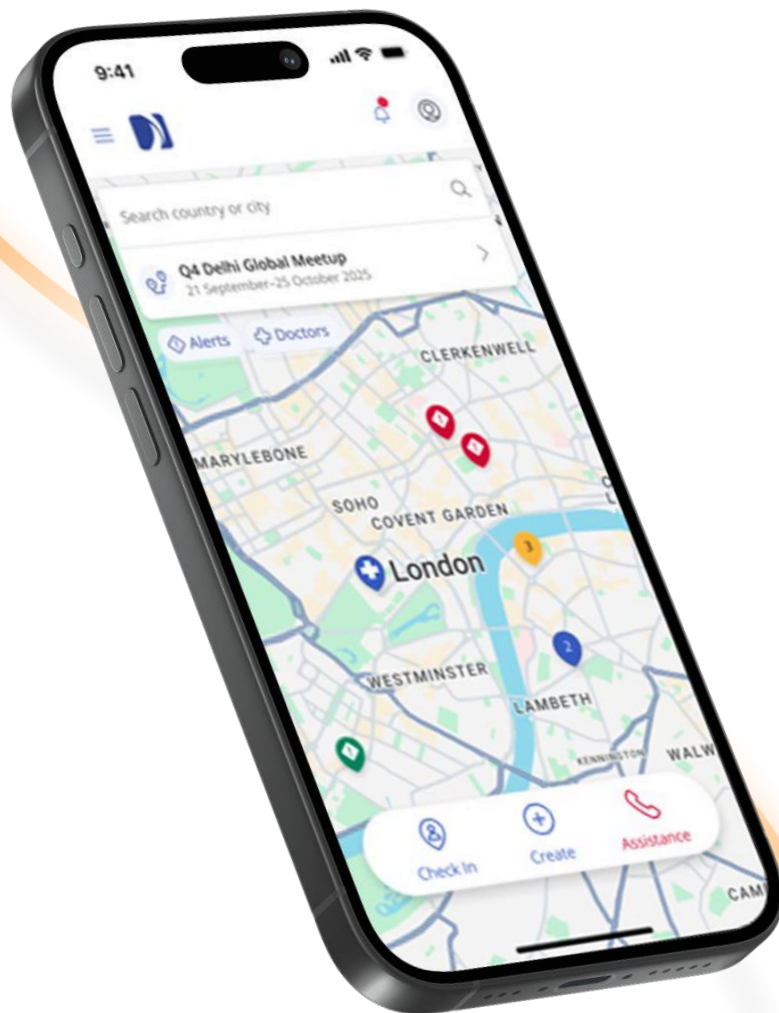
Find a Doctor
Search the International SOS trusted network of healthcare providers, on-the-go



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](#)