

Travelling Intelligently

How International SOS Supports SUTD Staff & Students On Mitigating Travel-Related Risks



SINGAPORE UNIVERSITY OF
TECHNOLOGY AND DESIGN

20 April 2018

Agenda

When Do You Call International SOS

How to Access International SOS

Forward Itinerary

Case Studies



Travelling/Residing Aboard

The Risks Are Real!



Road
Accident



Medical
Emergency



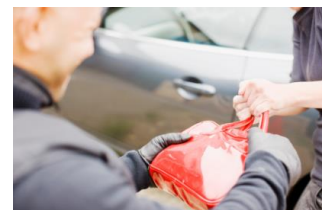
Security
Emergency



Clinic &
Medication
Support



Falling
Sick



Loss of
Personal
Belongings



Who Can You Turn To
for Help & Advice?

International SOS Program

What Does It Mean For SUTD Staff and Students



Teams of Medical & Security Professionals Whom You Can Rely On

**Membership Number:
02AYCA540779**



Keeping You Safe

- Automated Pre-Travel 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!



Agenda

When Do You Call International SOS

How to Access to International SOS

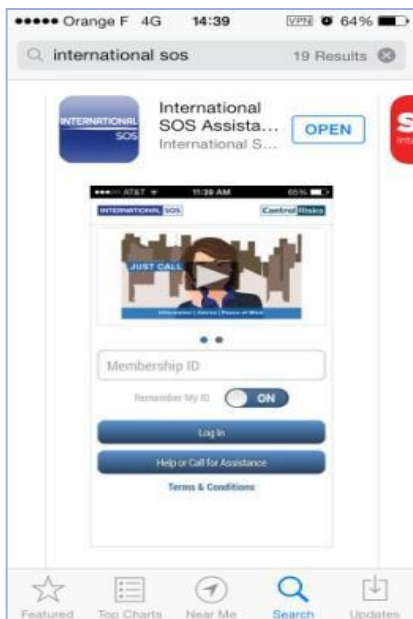
How to Forward Your Travel Itinerary

Case Studies



Via International SOS Mobile App

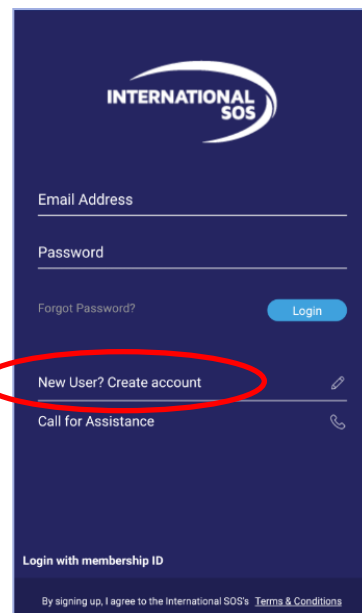
Downloading and using the Assistance App for



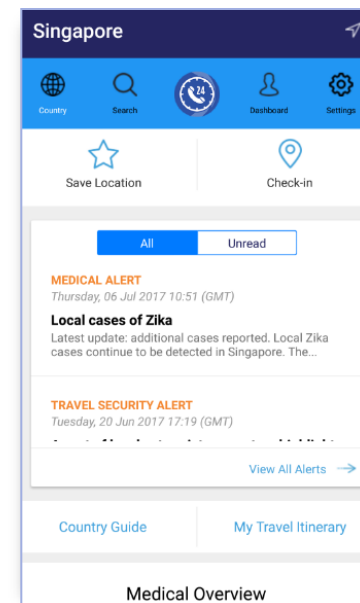
1. Download the Assistance App from <http://app.lk/sos-member> or the App Store, Google Play and App World. It is free to download and use for all Intl.SOS members.



2. You can also scan this QR Code, it will automatically open the Assistance App's download page in your phone's browser.



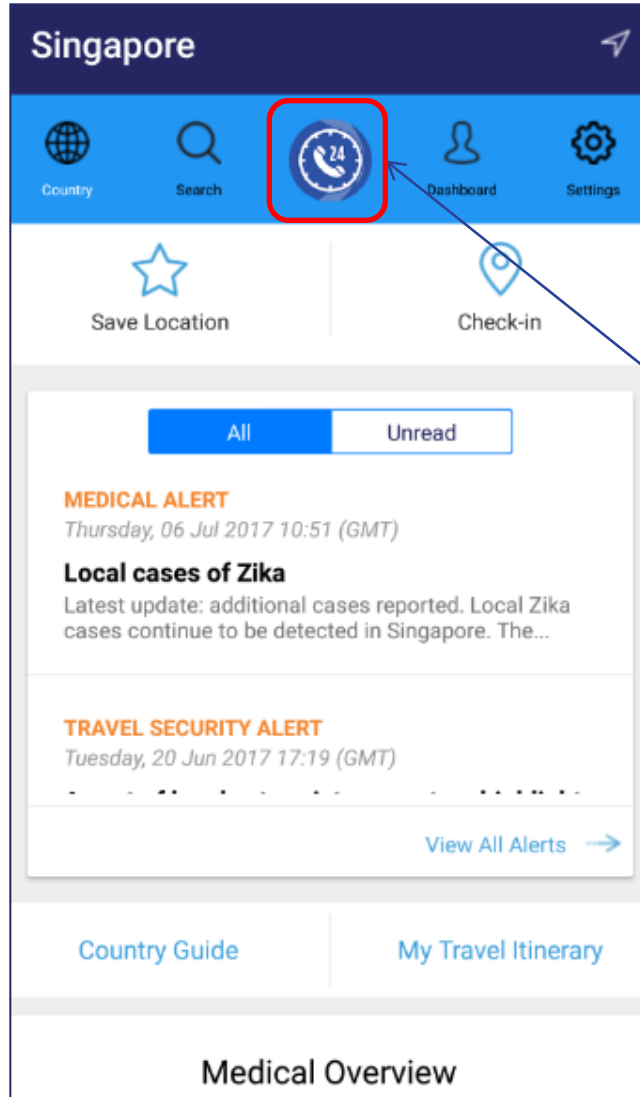
3. When starting the App, login with either your Membership number or your email to enable Travel Itinerary view in the menu (only for TravelTracker clients).



4. On the Assistance App's home screen, click on any icon to activate its function.

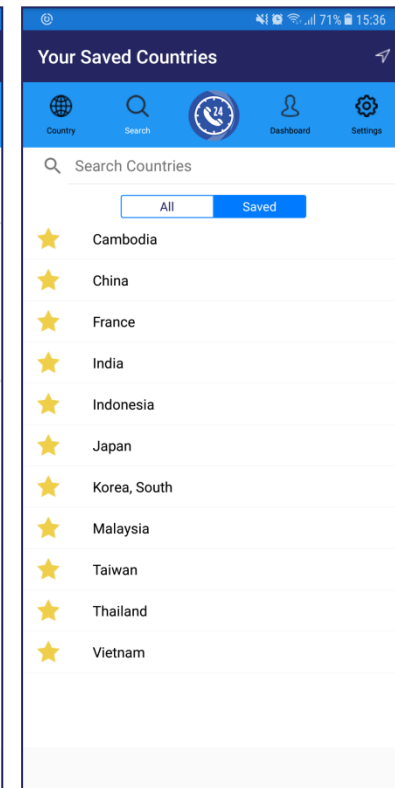
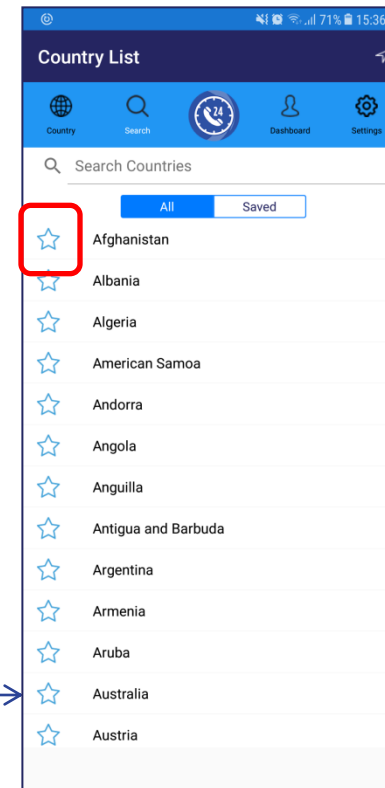
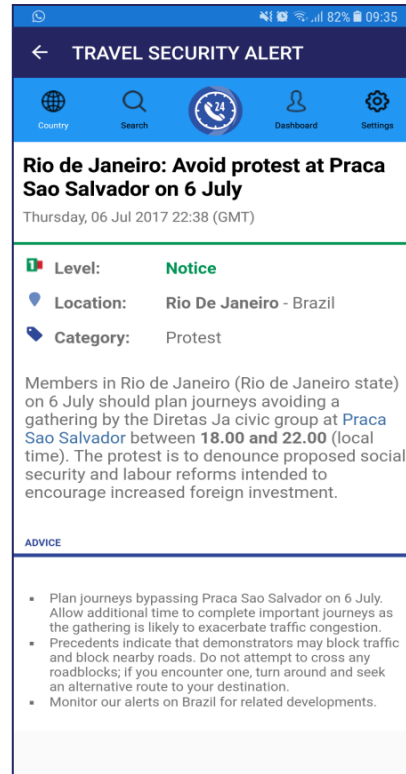
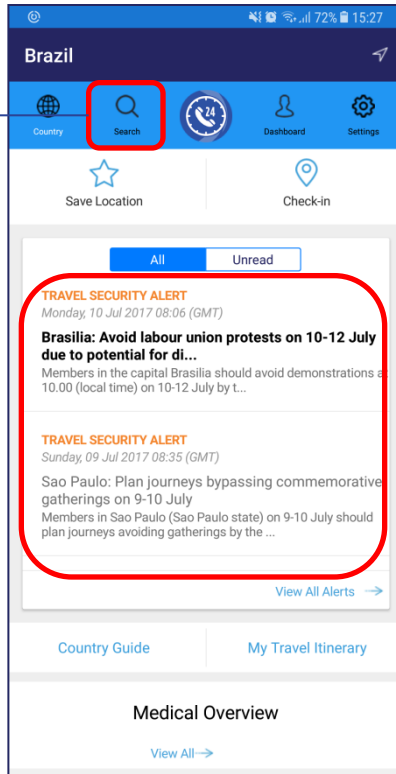
Log In Using
Your SUTD Email Address

Call For Advice Or Assistance

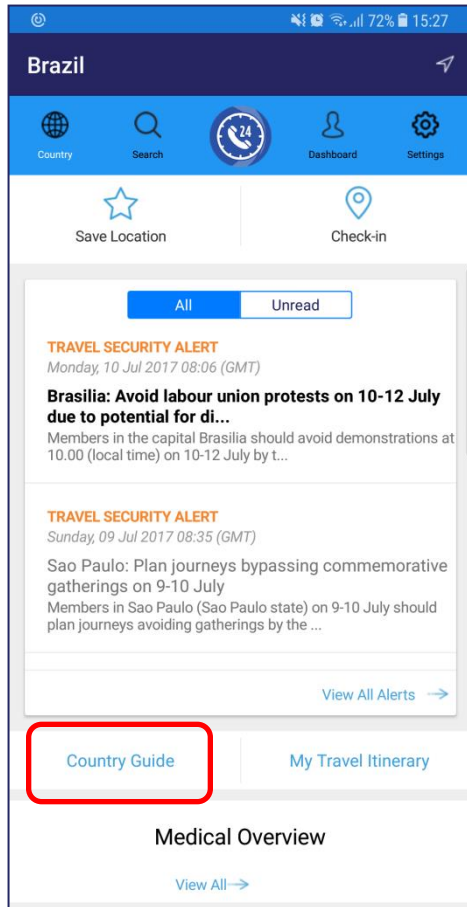


1. On the home page, click “24hr Call” and you will be connected to the Assistance Centre closest to your location.
2. Allow the application to make the call by allowing the Assistance App to utilize your phone’s resources such as placing a call. The Assistance App is TRUSTe certified which ensure your private data is protected.

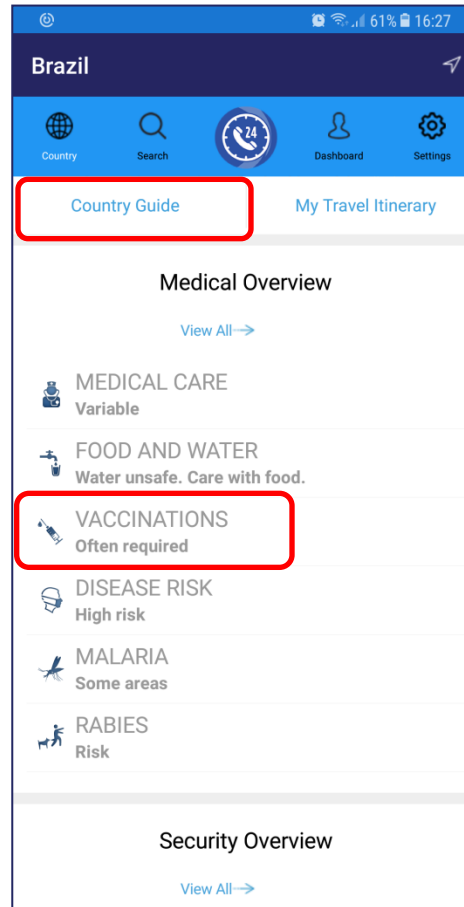
View Alerts & Save Country



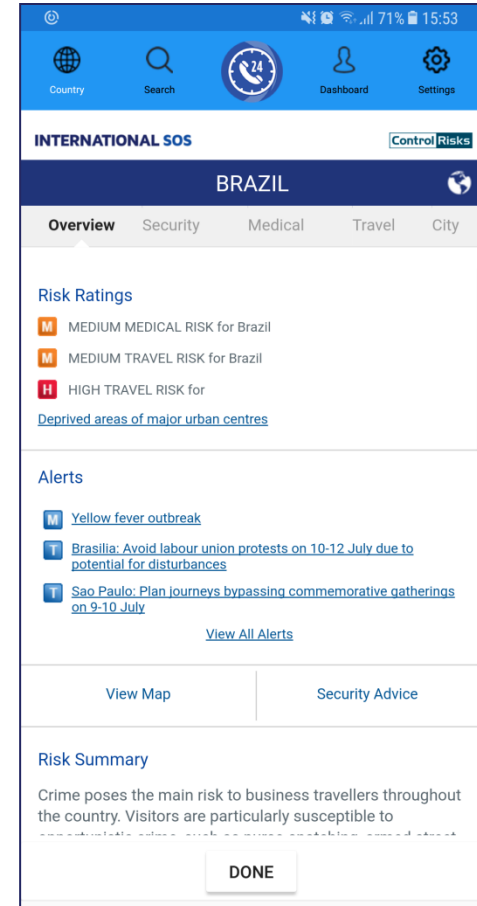
View Country Guide



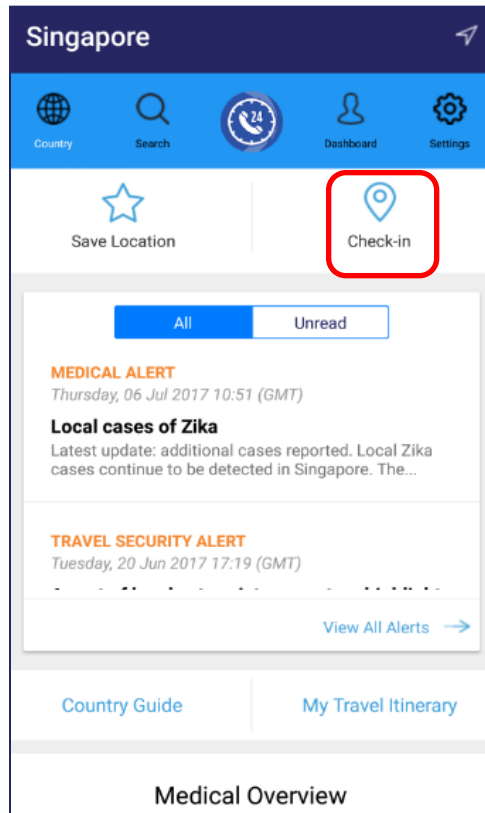
Click on Country Guide



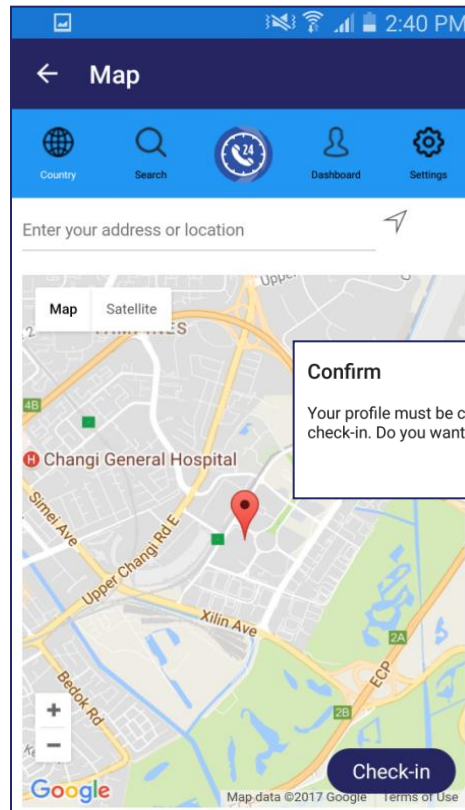
Click any topic under Medical, Security or Travel Overview to view the information



Check-In to share your location



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)

Mobile Location Check in

SUTD Mgmt Team would be able to locate you (via Assistance App) at street level

The screenshot displays the International SOS Assistance App interface. At the top, there's a navigation bar with 'Map Home', 'Tools', 'Help', and 'Feedback'. Below this is a search bar with 'Search', 'Locations', and a 'GO' button. The main content area is divided into two panels. The left panel shows 'Check-ins Last 48 Hours' with a list of check-ins for 'Kim, Hee' (18 Aug 2016 13:26 GMT (3 mins ago)). The right panel shows 'Traveler Details' for 'Kim, Hee' (heee.kim@international-sos.com, 011-65-96484998), including home country (Singapore), VIP status (No), and last check-in (3 mins ago). A map on the right shows the user's location in Singapore, near the Singapore Marina Bay Cruise Center. An orange callout box points to a blue person icon on a world map, indicating that SUTD Staff/Students who checked-in using the International SOS Assistance App are identified by a blue person icon.

SUTD Staff/Students who checked-in using the International SOS Assistance App are identified by a blue person icon

Multi-Channel Communication Module

Cont.(SUTD 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

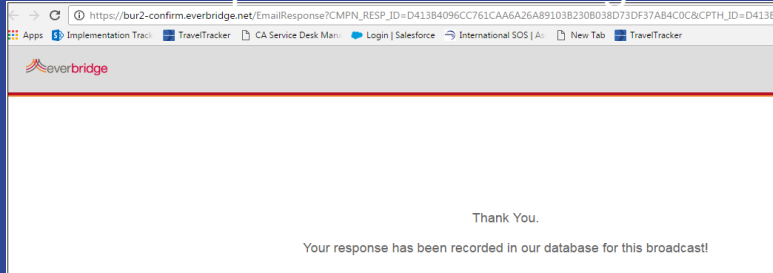
Earthquake in Kumamoto, Japan.
Please check International SOS alert.
Confirm your safety ASAP.

[1 I'm safe](#)

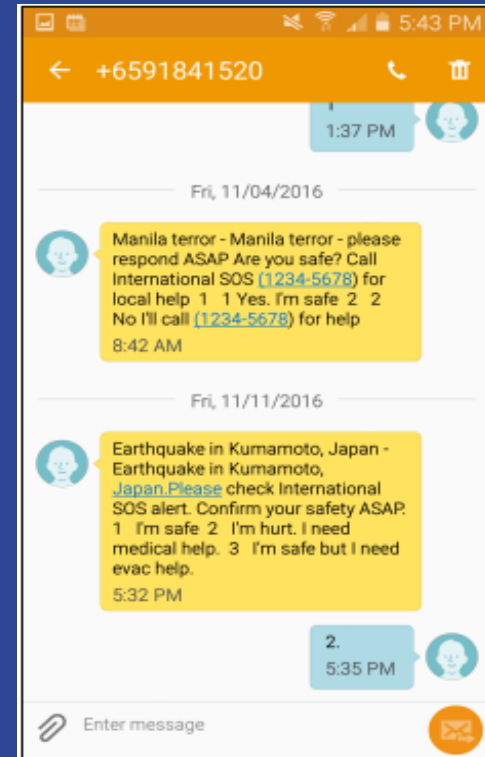
[2 I'm hurt. I need medical help.](#)

[3 I'm safe but I need evac help.](#)

Email Response Acknowledgement



Option 2: Text to travelers



Option 3: Text to Speech



Via SUTD Membership Portal

Prepare Travel Respond

The screenshot shows the International SOS website. At the top, there's a navigation bar with 'Prepare', 'Travel', and 'Respond' tabs. Below this, the 'Member Log In' link is circled in red. The website also displays the International SOS logo, a search bar, and various navigation links like 'Solutions', 'News & Events', 'Member Zone', 'Multimedia', and 'Contact'. A large banner image shows two people wearing hard hats and safety vests, with the text 'Remote Site' overlaid. A sidebar on the left contains 'LATEST NEWS' with several articles. The URL 'https://www.internationalsos.com/multimedia/downloads' is visible at the bottom left.

Accessing via
www.internationalsos.com

Members Login. Enter:

02AYCA540779

Sign up email alerts for
countries that you commonly
travel to

The screenshot shows the Singapore University of Technology and Design Global Assistance Program page. It features a search bar for 'Country or Disease' and a 'Search' button. Below the search bar, there are several sections: 'Country' (with a dropdown menu), 'Disease & Prevention' (with a dropdown menu), 'Travel Advice' (with a link), 'Security Advice' (with a link), 'Print/Email Report' (with a link), 'Travel Security Online' (with a dropdown menu), 'Global Risk Ratings' (with a link), and 'Global Security Headlines' (with a link). At the bottom, there are buttons for 'Zika Virus', 'Air Pollution', and 'Email Alerts' (which is circled in red).

WORLDWIDE REACH. HUMAN TOUCH.

The screenshot shows the International SOS app download page. It features a large image of the app icon and a 'Download the Assistance App' button. Below this, there's a 'Membership E-Guide' section with a link to 'Singapore University of Technology and Design'. At the bottom, there's a 'MyTrips' section with a link to 'Personal Travel Locator' and a 'powered by: International SOS Control Risks' logo.


Via Phone to the Assistance Centre

Prepare Travel Respond



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

**Control Risks**

MEDICAL AND TRAVEL SECURITY ASSISTANCE

COMPANY NAME
Membership No: 00XXXX090000

Call our medical and travel security experts 24/7.
Call for preventive or emergency enquiries.
Call before, during and after travel or assignment.

Download the free Assistance App from app.internationalsos.com

Call our medical and travel security experts 24/7.
Call for preventive or emergency enquiries.
Call before, during and after travel or assignment.

BALI	BANGKOK	BEIJING
+62 361 710 505	+66 2 205 7777	+86 10 6462 9100
DUBAI	FRANKFURT	GENEVA
+971 4 601 8777	+49 6102 3588 100	+41 22 785 6464
HANOI	HO CHI MINH CITY	HONG KONG
+84 4 3934 0666	+84 8 3829 8520	+852 2528 9900
JAKARTA	JOHANNESBURG	KUALA LUMPUR
+62 21 750 6001	+27 11 541 1300	+603 2787 3126
LONDON	MADRID	MANILA
+44 20 8762 8008	+34 91 572 4363	+63 2 6870909
MOSCOW	NEW DELHI	PARIS
+7 495 9376477	+91 11 4189 8800	+33 155 633 155
PHILADELPHIA	SEOUL	SINGAPORE
+1 215 942 8226	+82 2 3140 1700	+65 6338 7800
SYDNEY	TAIPEI	TOKYO
+61 2 9372 2468	+886 2 2523 2220	+81 3 3560 7183

WORLDWIDE REACH. HUMAN TOUCH.
internationalsos.com/members

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

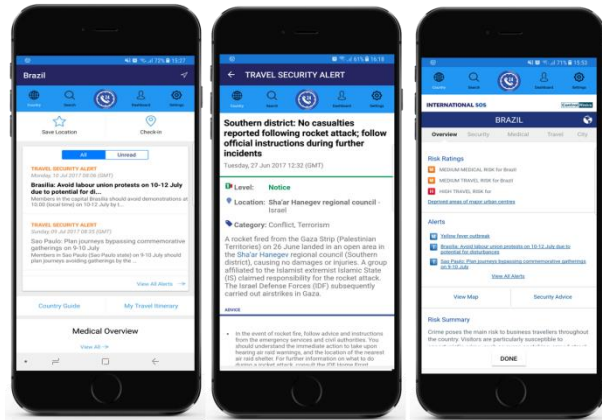
Non emergency enquiries:

Singapore@internationalsos.com

Expect a 24hour response time

As Easy As 1-2-3 Before You Travel

1



Find Out More Information
via the Assistance App

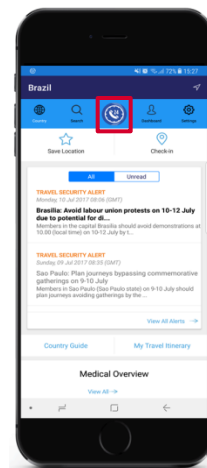
2

Access to Country
Information via the
SUTD Comms' Portal



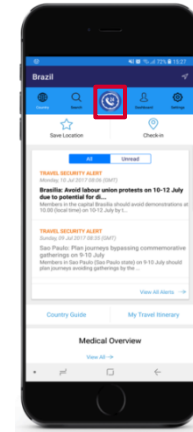
3

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

Bali +62 361 710 505	Bangkok +66 2 205 7777	Beijing +86 10 6462 9100	Dubai +971 4 601 8777
Frankfurt +49 6102 3588 100	Geneva +41 22 785 6464	Hanoi +84 4 3934 0666	Ho Chi Minh City +84 8 3829 8520
Hong Kong +852 2528 9900	Jakarta +62 21 750 6001	Johannesburg +27 11 541 1300	Kuala Lumpur +603 2787 3126
London +44 20 8762 8008	Madrid +34 91 572 4363	Manila +63 2 6870909	Moscow +7 495 9376477
New Delhi +91 11 4189 8800	Paris +33 155 633 155	Philadelphia +1 215 942 8226	Seoul +82 2 3140 1700
Singapore +65 6338 7800	Sydney +61 2 9372 2468	Taipei +886 2 2523 2220	Tokyo +81 3 3560 7183

2 Identify Yourself As SUTD Staff or Student

3 Tell Us Your Challenges!

Agenda

When Do You Call International SOS

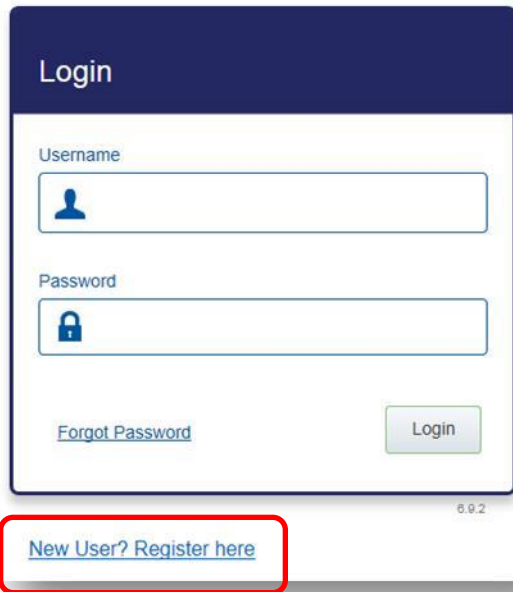
How to Access to International SOS

How to Forward Your Travel Itinerary

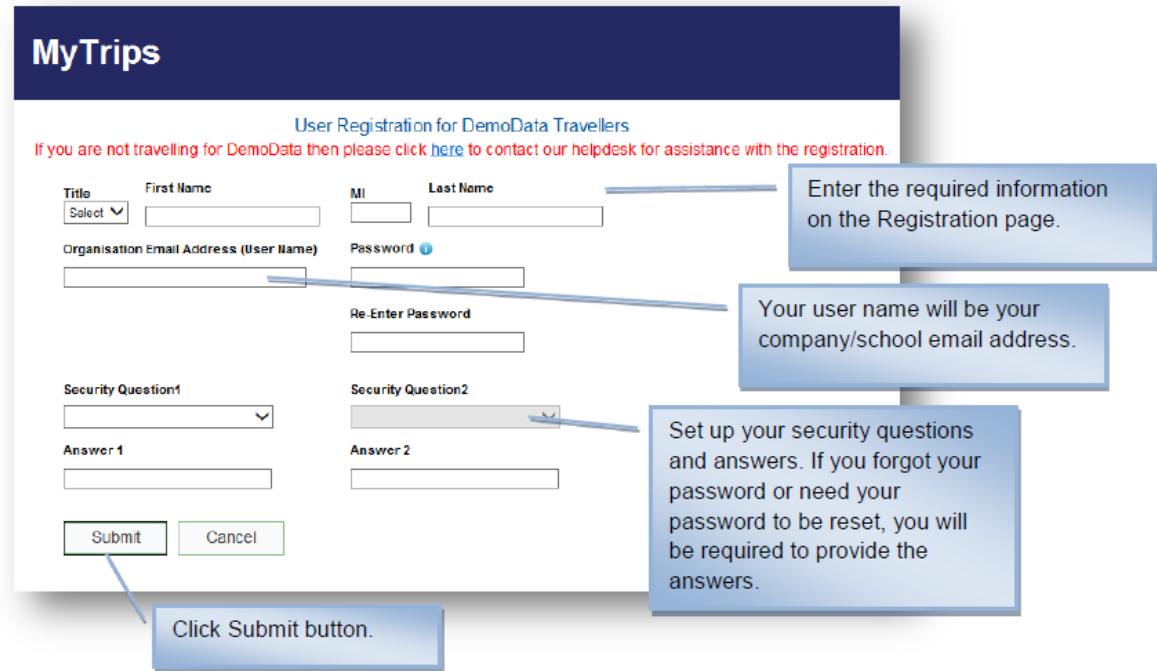
Case Studies

Inputting Trip Information: Create MyTrips Account

- Individual staff/student needs to conduct a one-time account registration for Mytrips using ONLY their SUTD email address
- MyTrips URL : <https://MyTrips.travelsecurity.com/Login.aspx?ci=6ruscoWfxsw%3d>



The login page features a dark blue header with the word "Login" in white. Below the header, there are two input fields: "Username" with a person icon and "Password" with a lock icon. A "Forgot Password" link is located below the password field. A "Login" button is at the bottom right. A red box highlights the link "New User? Register here" at the bottom left. The version number "6.9.2" is visible in the bottom right corner.



The registration page has a dark blue header with "MyTrips" in white. Below the header, it says "User Registration for DemoData Travellers" and includes a note: "If you are not travelling for DemoData then please click [here](#) to contact our helpdesk for assistance with the registration." The form includes fields for "Title" (a dropdown menu), "First Name", "MI", "Last Name", "Organisation Email Address (User Name)", "Password", and "Re-Enter Password". There are also "Security Question1" and "Security Question2" dropdowns, each followed by an "Answer" field. "Submit" and "Cancel" buttons are at the bottom. Callout boxes provide instructions: "Enter the required information on the Registration page." points to the name fields; "Your user name will be your company/school email address." points to the email field; "Set up your security questions and answers. If you forgot your password or need your password to be reset, you will be required to provide the answers." points to the security questions; and "Click Submit button." points to the Submit button.

Inputting Trip Information: Forward Confirmed Itinerary

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

The screenshot shows a 'My Profile' form with an 'Edit' link. It is divided into two sections: 'Default' and 'Email'.

Default Section:

- First Name:** Sinem
- Last Name:** Guven
- Home Country:** United States (dropdown menu)
- Business Unit:** Intl.SOS (dropdown menu)

Email Section:

Email Priority	Email Type	Email Address
Preferred (dropdown)	Business (dropdown)	sinemwork@mycompany.com
Not Preferred (dropdown)	Other (dropdown)	sinem@hotmail.com

- Forward confirmed itinerary from your Mytrips registered email address (SUTD 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 5467 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@internationalosos.com

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

My Trips						
Trips or PNR	Record Locator	Status	Start Date	End Date	Created By	Remove
SSRMPE	SSRMPE	Active 	16 Nov 2015	17 Nov 2015	Forwarded Itinerary	

Pre-Trip Advisory:



Control Risks

Pre-trip Advisory

Dear Catherine Tan,

Singapore University of Technology and Design is committed to the wellbeing of our employees, which extends to those traveling internationally for business.

It is important that you read the following pre-trip advisory from International SOS which contains important security and medical information relevant to your travel. It is also important to be aware that alerts can change on a daily basis and you should review updated information from your Portal web site if your departure is not immediate and during longer stays.

Additionally, the advisory contains business and cultural information to assist you during your time at your destination.

International SOS provides special knowledge and assistance regarding security, medical or personal issues such as lost passport or prescriptions. Whether you have questions about the information on this advisory, become seriously ill abroad, or need assistance due to a lost or stolen wallet, call any 24 hour assistance centre around the world to speak with a doctor, security specialist or coordinator.

Remember to carry our International SOS card so you always have the phone numbers with you when traveling, which you can download using the link below.

Prepare

Educate



Call for Assistance

Philadelphia



Membership Card

Printable Version



Download
the
App



Follow-up Alert

Educate

Prepare

Subject: Medical Multi-country Alerts: Zika virus ongoing transmission in the Pacific



Medical Alert

2 Feb 2016

Medical Multi-country Alerts: Zika virus ongoing transmission in the Pacific

Ongoing transmission of Zika virus has been documented in American Samoa, Samoa and Tonga. The World Health Organization advised that the association between Zika virus and the birth defect "microcephaly" and "other neurological abnormalities" "constitutes and extraordinary event" and declared the situation a Public Health Emergency of International Concern (PHEIC). International SOS is monitoring the situation closely. Updates and news are available at the [Zika website](#).

Advice

- Prevent infection by preventing mosquito bites.
- Use an effective insect repellent that contains DEET, Picaridin, PMD, or IR3535.
- When outdoors, wear clothing that covers most of your body (long sleeves, long pants, socks).
- Ensure windows are covered with fly-wire.
- Consider using an insecticide-treated bed net.
- Use "knock-down" insect spray to kill mosquitoes in your room.
- Choose air conditioned accommodation if possible.
- **Pregnant women are advised to discuss their risks with their doctor** and should consider postponing travel to any area where Zika virus transmission is ongoing. In addition to the infectious risks of any destination, it is important to consider the standard of available healthcare, and the availability of obstetric and neonatal specialist support (should it be required).
- If you develop symptoms, seek medical advice.



Other Resources

Daily Operational Queries and Issues:

Customer Support Team (24x5): onlinehelp@internationalsos.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](#)



Agenda

When Do You Call International SOS

How to Access to International SOS

How to Forward Your Travel Itinerary

Case Studies



PRE-TRAVEL REFERRAL

Service: Pre-travel medication refill

Location: London Heathrow airport

Reason for call: Request assistance with replacing his chronic medication for hypertension and diabetes

CASE
STUDY



A business traveller was on his way to London Heathrow for his 20:30 flight to Johannesburg when he realised he had misplaced his chronic medication

He was immediately connected with the coordinating doctor, the outcome of the initial discussion was to coordinate the following.

Our Assistance Centre proactively called the Boots pharmacy at Heathrow Terminal 5 where the call was connected with the pharmacist on duty.

The member was updated within 20 min of the first call that the Boots pharmacist was aware and agreed to hand out the medication. The pharmacist was waiting with the adequate refill, and only required the details of his GP in the UK.

A GP appointment following his arrival destination to obtain a prescription refill.

Security Emergency

Service: Security incident during travel

Location: Bangkok, Thailand

Reason for call: Provide support for security emergency



A female traveller based in Singapore arrived in Bangkok and received our Security alerts via the International SOS App

She was proactively informed of bombing incident upon switching on her phone

Traveller immediately contacted the International SOS Assistance Centre to find out more information

In addition, she provided her travel itinerary to the International SOS Security Specialist who analyzed and provide critical advices to keep safe during her trip

Traveller followed the advice closely and was able to complete her business trip successfully

She returned to Singapore safely and commented that she was very glad to have the support of International SOS



Questions?

International SOS

24-Hour Assistance Centre

Tel: +65 6338 7800

Email. Singapore@internationalsos.com

www.internationalsos.com

Thank You