



ASSISTANCE APP V7.0

Carnegie Mellon University
MEMBERSHIP ID: 11BCPA000144



How do I get the app?



Scan this QR Code to automatically open the Assistance App's download page in your phone's browser.

OR



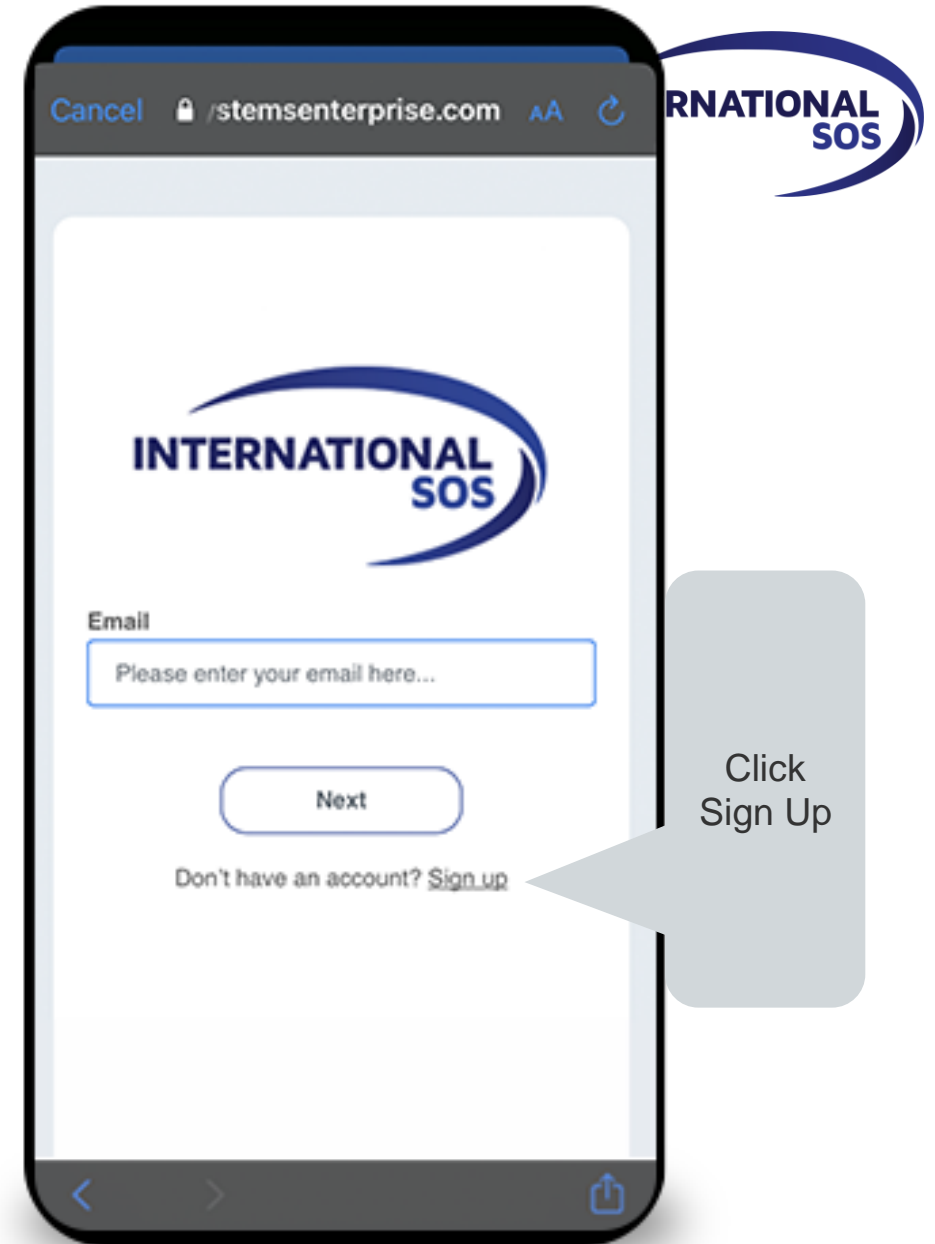
Search for "International SOS Assistance App" via iOS App Store, Google Play or App World

REGISTRATION FOR FIRST-TIME USERS CREATING AN ACCOUNT



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

Click on
Get Started



Click
Sign Up

REGISTRATION FOR FIRST-TIME USERS CREATING AN ACCOUNT

A smartphone screen displaying the "Create Account" form. The form includes fields for "Email * (Please enter your organisation email)", "Password" (with a strength indicator: "At least 10 character(s). At least 1 number(s). At least 1 symbol(s). At least 1 lowercase letter(s). At least 1 uppercase letter(s). Does not contain part of username."), and "Confirm Password *". A "Submit" button is at the bottom. The browser address bar shows "internationalsos.com".

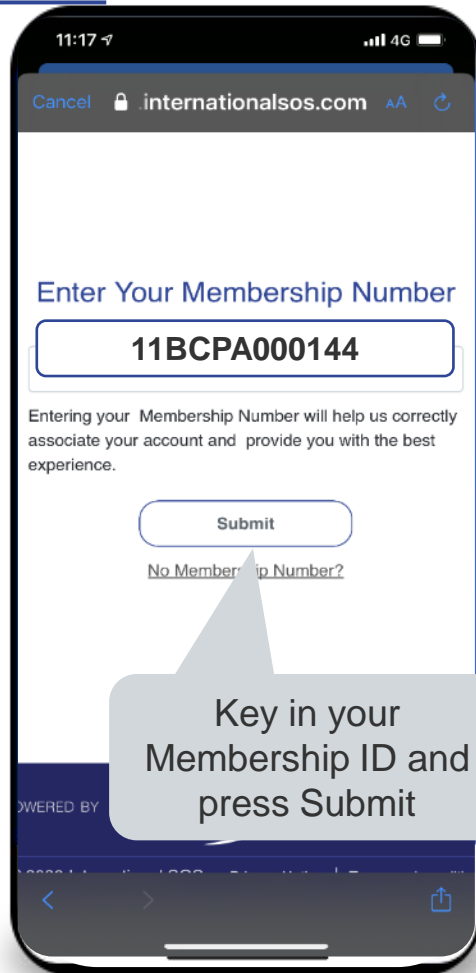
Key in your email address and set a password for the app before pressing on "Submit"

A smartphone screen displaying a "Verification email sent" message. The text reads: "An activation code has been sent to your email. Please click the link in your email to verify your account." A "Close" button is centered below the text. The browser address bar shows "internationalsos.com".

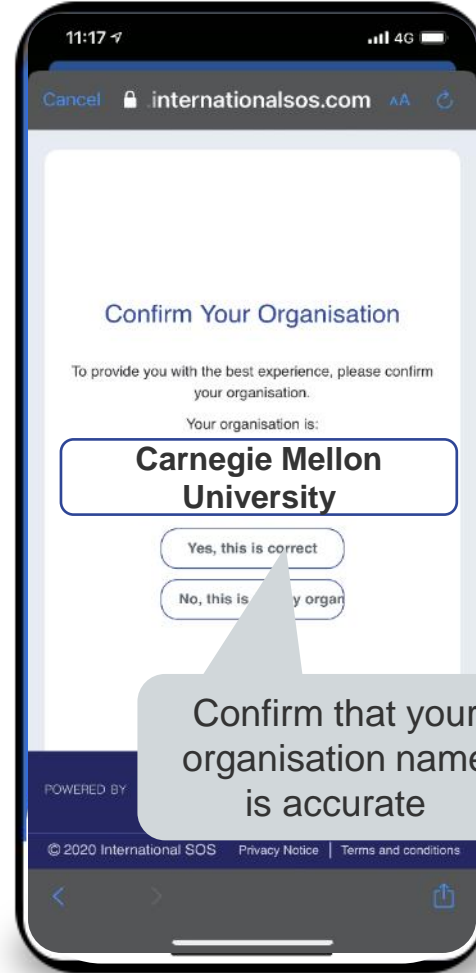
You will receive a verification email to the email address you keyed in. In the email, click on "here" to verify and return to the App to Continue

A screenshot of an email titled "Your Account Activation" from "Noreply <postmaster@okta-tt.internationalsos.com>". The email content includes: "Hello, Thank you for signing up with International SOS. Please click [here](#) to verify your email address and co... Your user name is chenyan947@gmail.com. For questions or help, contact us at onlinehelp@internationalsos.com. Sincerely, International SOS Online Support Team. This is an automatically generated message. Replies are not monitored or answered." There are "Reply" and "Forward" buttons at the bottom.

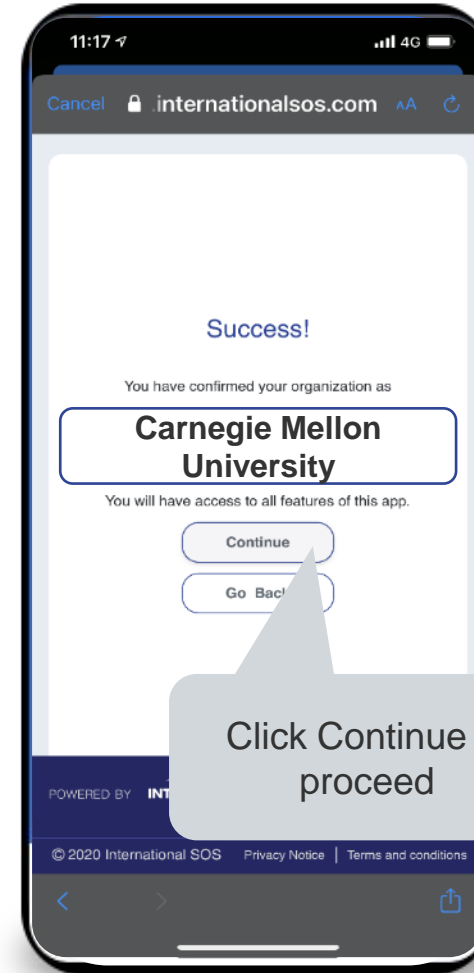
REGISTRATION FOR FIRST-TIME USERS CONFIRMING YOUR ORGANISATION



Key in your Membership ID and press Submit



Confirm that your organisation name is accurate



Click Continue to proceed

REGISTRATION FOR FIRST-TIME USERS UPDATING YOUR PROFILE



Cancel internationalsos.com

First Name *
chenyan
(As it appears on your passport)

Last Name *
Test
(As it appears on your passport)

Preferred Name
chenyantest

Organization *
Carnegie Mellon University

Membership Number *
11BCPA00

Home Location *
Singapore
(Country/Territory of Residence)

I am an International SOS member currently living in:
United Kingdom

Ensure name fields and preferred name entered is in the same manner as your passport name without any space (Middle name to be included in the first name field)

Cancel internationalsos.com

your organization?
Internationally *
- Select -

Domestically *
0

Mobile Phone *
+6591167298
Add + Country Code Prefix (e.g. +1 #####). Do not use spaces.

Personal Phone
Enter your Personal Phone
Add + Country Code Prefix (e.g. +1 #####). Do not use spaces.

Secondary Email
Enter your Secondary Email

Confirm

Please contact your Human Resources department if there are any issues with this data

Ensure all information and Mobile are correct and proceed to click on Confirm

Cancel internationalsos.com

We've sent you an SMS.

International SOS sent a verification code to ****7298. The code expires in 5 minutes. Please enter the verification code.

871706

Submit

Resend Code

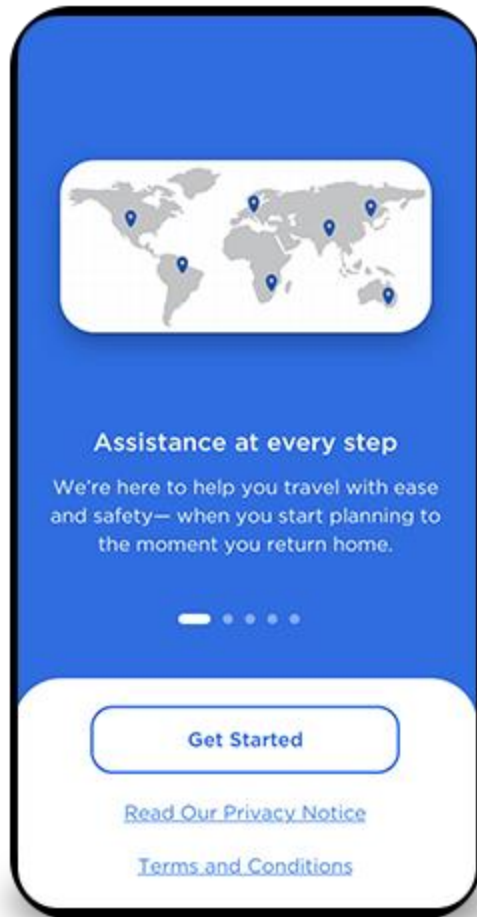
To register a different mobile phone number click [Change phone number](#).

POWERED BY INTERNATIONAL SOS

© 2020 International SOS

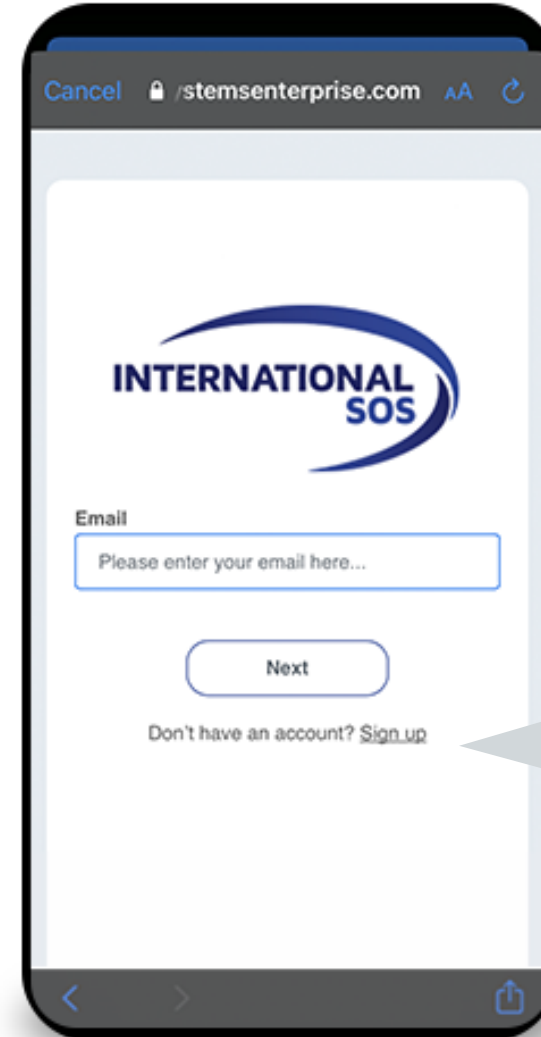
You will receive a verification code to the Mobile number you provided. Key in the code and click Submit to complete registration

LOGGING IN FOR EXISTING USERS CREATING A PROFILE FOR FIRST LOG IN



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

Click on
Get Started



Click Sign Up

LOGGING IN FOR EXISTING USERS CREATING A PROFILE FOR FIRST LOG IN

A smartphone screen displaying the login page for stemsenterprise.com. The page has a white background with a blue header. The title "Log In" is centered at the top. Below it, there are two input fields: "Email" with the text "matthew.smyth@internationalsos.com" and "Password" with the placeholder "Please enter your password". A "Forgot password?" link is located below the password field. At the bottom, there is a "Log In" button. The status bar at the top shows the time as 5:16 PM and 63% battery.

Enter your existing username & password

A smartphone screen displaying the profile creation page for internationalsos.com. The page has a white background with a blue header. The title "your organization?" is at the top. Below it, there are several input fields: "Internationally" with a dropdown menu showing "- Select -", "Domestically" with a dropdown menu showing "0", "Mobile Phone" with the text "+6591167298", "Personal Phone" with the placeholder "Enter your Personal Phone", and "Secondary Email" with the placeholder "Enter your Secondary Email". A "Confirm" button is at the bottom. Below the button, there is a note: "Please contact your Human Resources department if there are issues with this data". The status bar at the top shows the URL "internationalsos.com" and a lock icon.

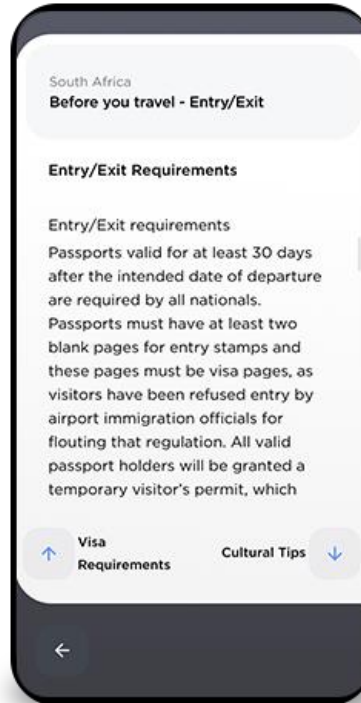
Fill up your details and click on Confirm to complete



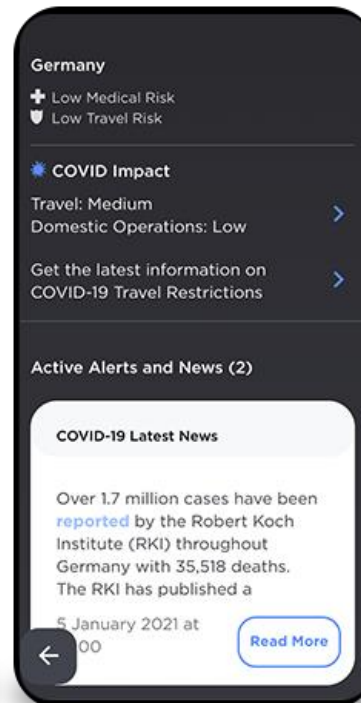
ASSISTANCE APP

ESSENTIAL TOOL FOR PREPARING, INFORMING AND KEEPING YOUR WORKFORCE SAFE

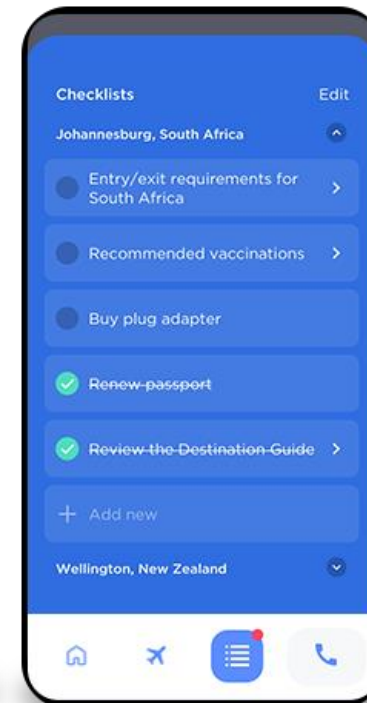
PREPARE FOR YOUR TRIP



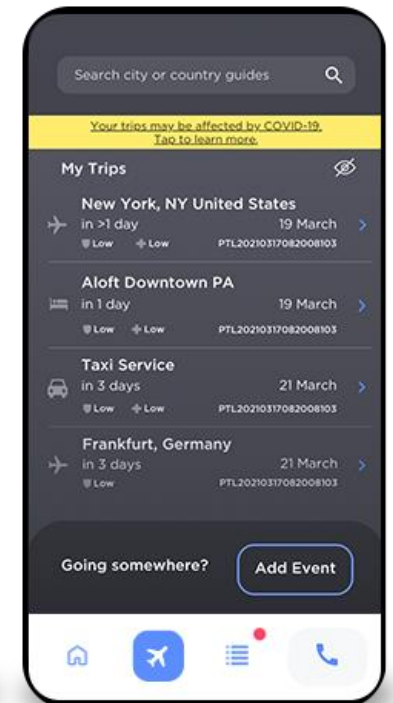
Vaccination and visa requirements



COVID-19 restrictions and impact



Pre-travel checklists



My Trips



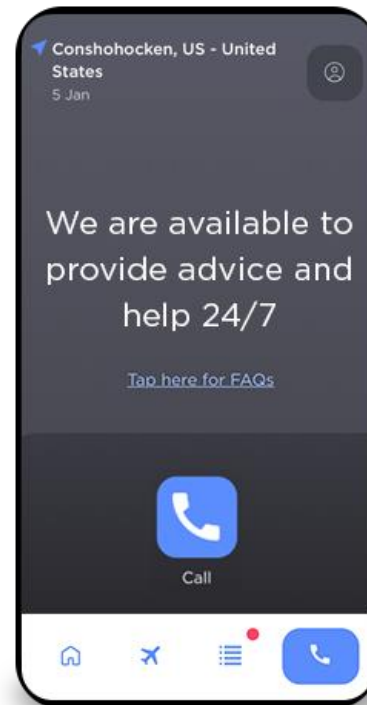
ASSISTANCE APP

ESSENTIAL TOOL FOR PREPARING, INFORMING AND KEEPING YOUR WORKFORCE SAFE

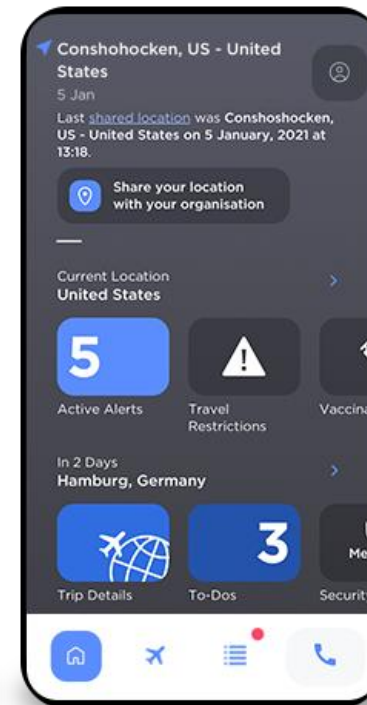
DURING YOUR TRIP



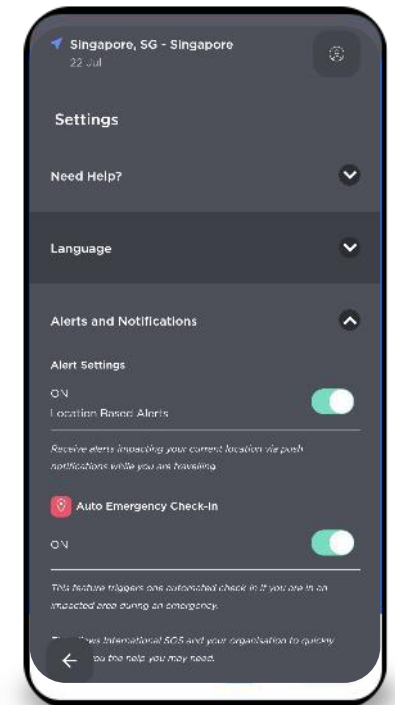
Location-based push alerts



Call for 24/7 assistance



Check in



Auto emergency check-in