

WORLDWIDE REACH.
HUMAN TOUCH.



 COLUMBIA UNIVERSITY
GLOBAL TRAVEL
International SOS Assistance App
Login and Mobile Check-In

User Guide

For Travellers Using the International SOS Assistance Application and Check-in

Step 1: Download, Launch and Log into the Assistance App

To download the Assistance App from your smart phone, please go to app.internationalsos.com

From your iPhone and Android phones, please go to the appropriate App store and search for "International SOS".

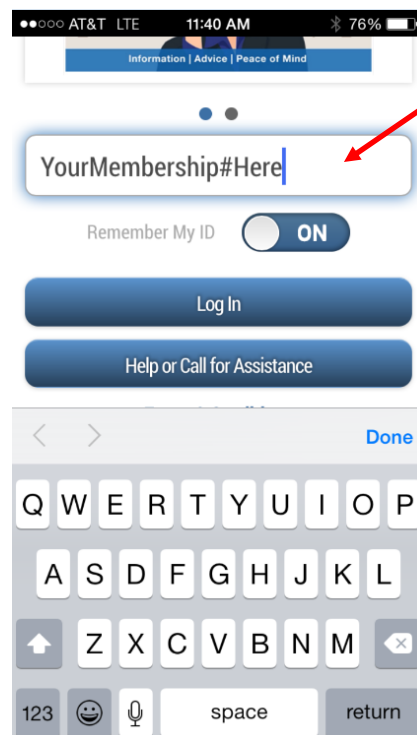
For your BlackBerry 10 phones please go to the Amazon App Store and search for "International SOS".
For users with the below BlackBerry phones please use the link provided:

[AssistanceBB10](#)

- Q10
- Q5
- Z10
- Z30

After you download and launch the Assistance App, you will need to log into the Assistance Application by using your membership number.

Tip: Select "ON" to save your Membership Number going forward.

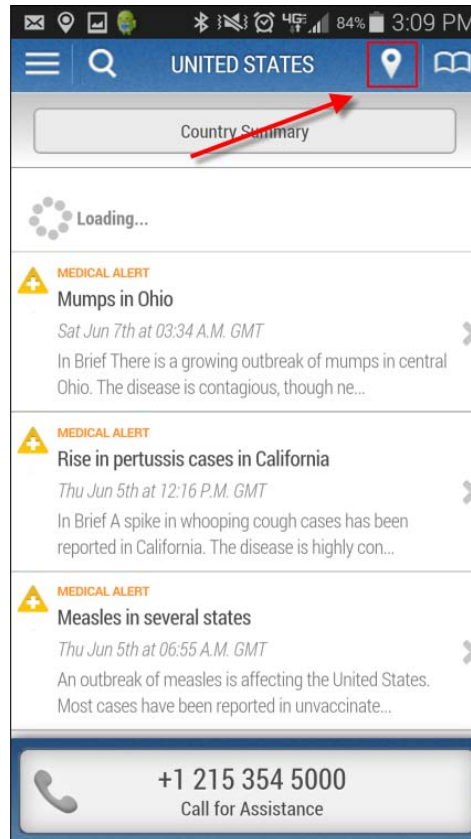


Enter the Columbia Membership #: 11BSGC000064

Step 2: Quick Access to Check-in

Click the location icon located in the top right-hand corner.

Tip: You may also access the Menu on the left-hand side to Check-in.

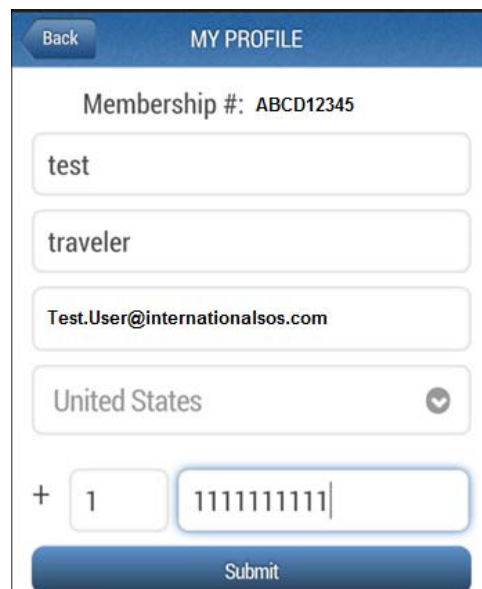
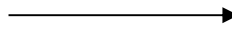
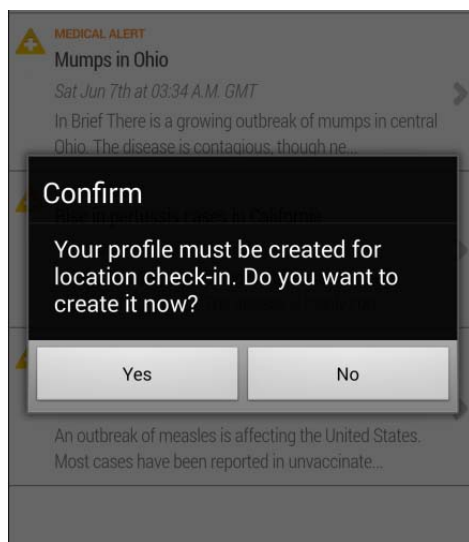


Step 3: Create Your Profile

If you have not created a profile, enter your profile details.

- First Name
- Last Name
- Work Email Address
- Mobile Phone Number

Tip: Do not log out of the Assistance App, if you log out you will be required to create a profile again.

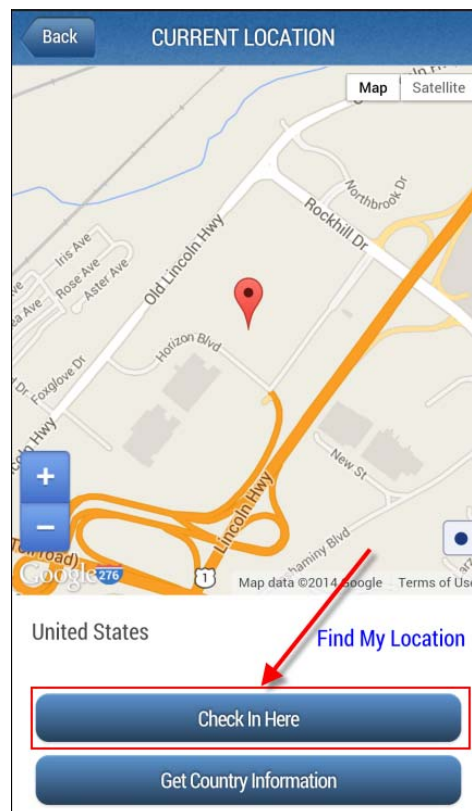


The image shows a mobile app form titled "MY PROFILE" with a "Back" button. The form contains the following fields and elements: "Membership #: ABCD12345", a text input field containing "test", a text input field containing "traveler", a text input field containing "Test.User@internationalsos.com", a dropdown menu showing "United States" with a downward arrow, a country code selector showing "+ 1", and a text input field containing "1111111111". A blue "Submit" button is at the bottom.

Step 4: Check-in

Select “Check In Here” button to check-in at your currently location.

Tip: Hit “Find My Location” if the map does not locate your current location.



Please note that the Mobile Check-In feature does not actively track travellers. The application will only populate your location to the TravelTracker map when you hit “Check In Here”.

To update your location, simply follow steps 2 and 4.

Contact Online Help with any questions: OnlineHelp@internationalsos.com