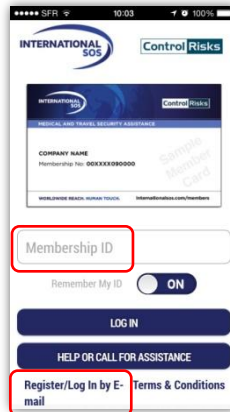
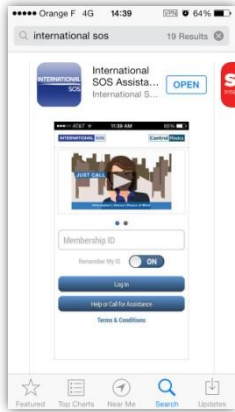


# Assistance App v4.x

## quick user guide for Smartphones\* v1r0

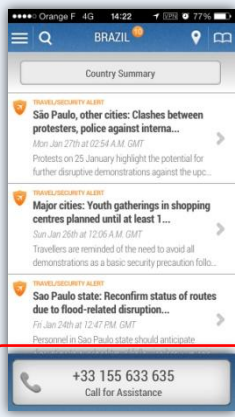
## Downloading and using the Assistance App for



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.

## Learn about your membership's benefits

### Calling for advice or assistance

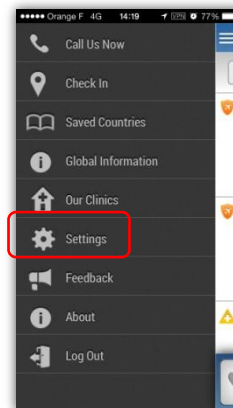


1. On the home page, click **Call for Assistance**, you'll be connected to the Assistance Center closest to your location.

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.



1. Click on the **Menu** icon...



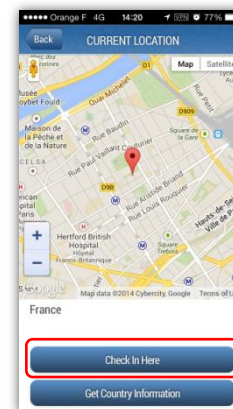
2. then select **Settings > Information > Membership Benefits**.



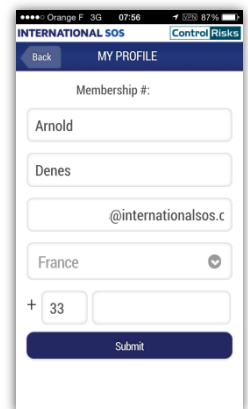
## Check-In to share your location



1. Click on the **Check-In** icon...



2. then click on **Check-In Now**.

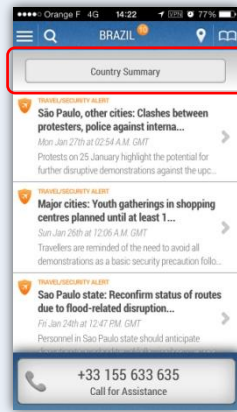
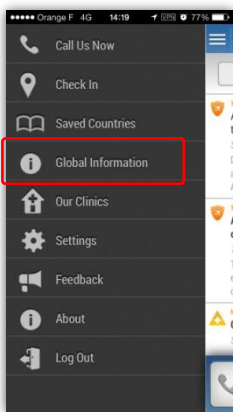
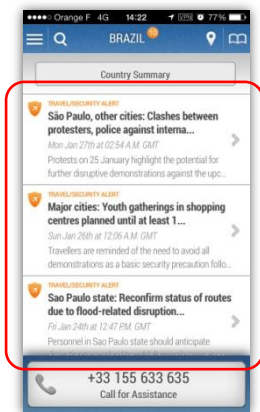


3. When using the function for the first time, you will be requested to enter your contact details.

\* contact us for a list of compatible devices

### View alerts

### View country guides



1. Click on any **Alert** on the home screen to read the details for the selected country

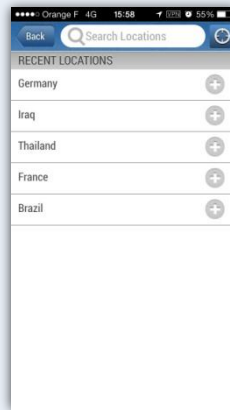
2. Click on **Global Information** to read all current alerts worldwide.

1. Click on **Country Summary** on the home screen to access the country guide. Click on any topic to read more about it.



3. Alerts can contain hyperlinks which will point to a map showing the impacted area

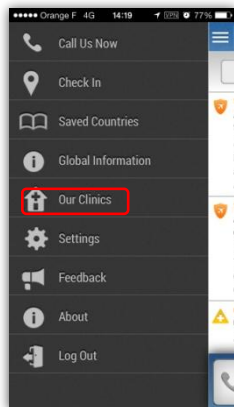
4. Navigate the map to learn more about where the event or incident is taking place



2. You can change the country by typing the name of the country. Clicking the **Auto Locate** icon will default to the current country you are in.

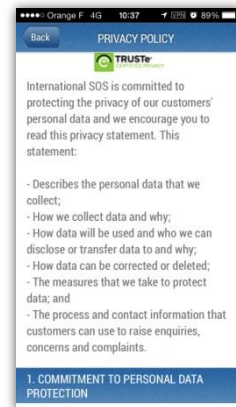
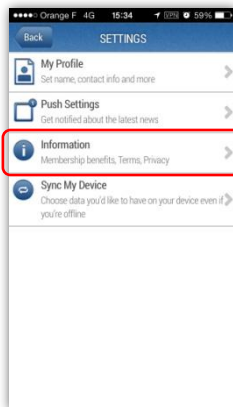
### Read about International SOS Clinics

### Privacy statement



1. Click on **Clinics** on the home screen

2. Select the country and clinic you wish to read about.



To view the **Privacy Statement** select **Settings>Information>Privacy Policy**