

# Western's International SOS

## User Guide for Faculty and Staff

As part of Western's commitment to our travellers, we have invested in global medical and security assistance through International SOS (ISOS). All main campus Western faculty and staff are encouraged to use ISOS services for pre-travel information (ie. vaccinations, required medication, medical and travel security concerns), as well as health, safety and security advice while abroad.

If you have questions about these resources and services, please email [travelregistry@uwo.ca](mailto:travelregistry@uwo.ca).

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## Be prepared. Access pre-travel information and guidance.

Understand the risks, local environment, health care system and security precautions related to the location(s) you are visiting by accessing detailed country guides. You can contact ISOS Help Centres (call directly or call collect) for general travel advice or if you have questions about the locations you are travelling to.

You will need to provide the Western University membership number when you contact ISOS. The membership number can be found [online](#) (*Western credentials required for login*). You can also download a digital membership card, the ISOS assistance app and other resources from this link.

Philadelphia	+1 215 942 8226
London	+44 (0) 20 8762 8008
Singapore	+65 6338 7800
Sydney	+61 2 9372 2468

## Sign up for health and security email alerts.

Stay informed of health, safety or security risks in your travel destination(s).

### To sign up for health and security email alerts:

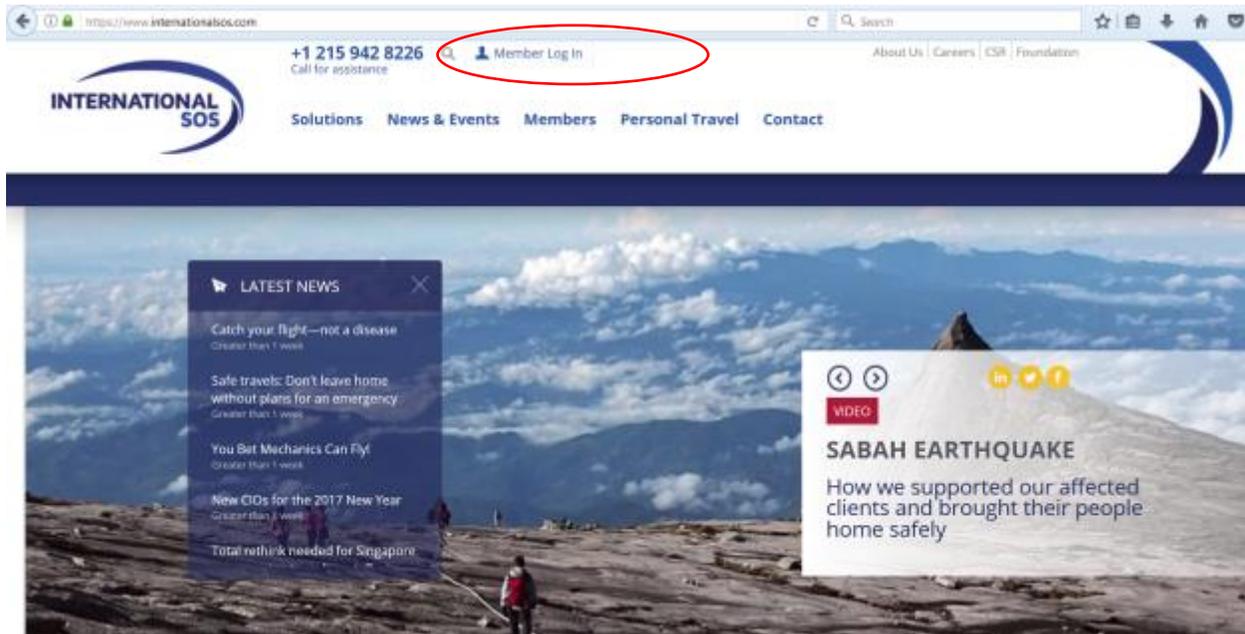
1. You have the option to select which countries and what type of alerts you wish to receive.
2. Go to the International SOS website ([www.internationalsos.com](http://www.internationalsos.com)) and enter Western's membership number under 'Member Log In'.
3. Select 'Email Alerts' in the left hand menu.
4. Enter your name and email address under 'How do I register'.
5. You will receive confirmation of registration by email along with a link to activate your account.
6. Log in using your email address.
7. Select 'Email Alerts' from the left hand menu.
8. Check the box next to the type of alerts you wish to receive.
9. Use the drop down menu to select 'All updates' or 'Special Advisories'.
10. Place check marks in the boxes next to your country/countries of interest.
11. Select 'Save Changes' when you have completed your selections.

### Other updates and scheduled summaries:

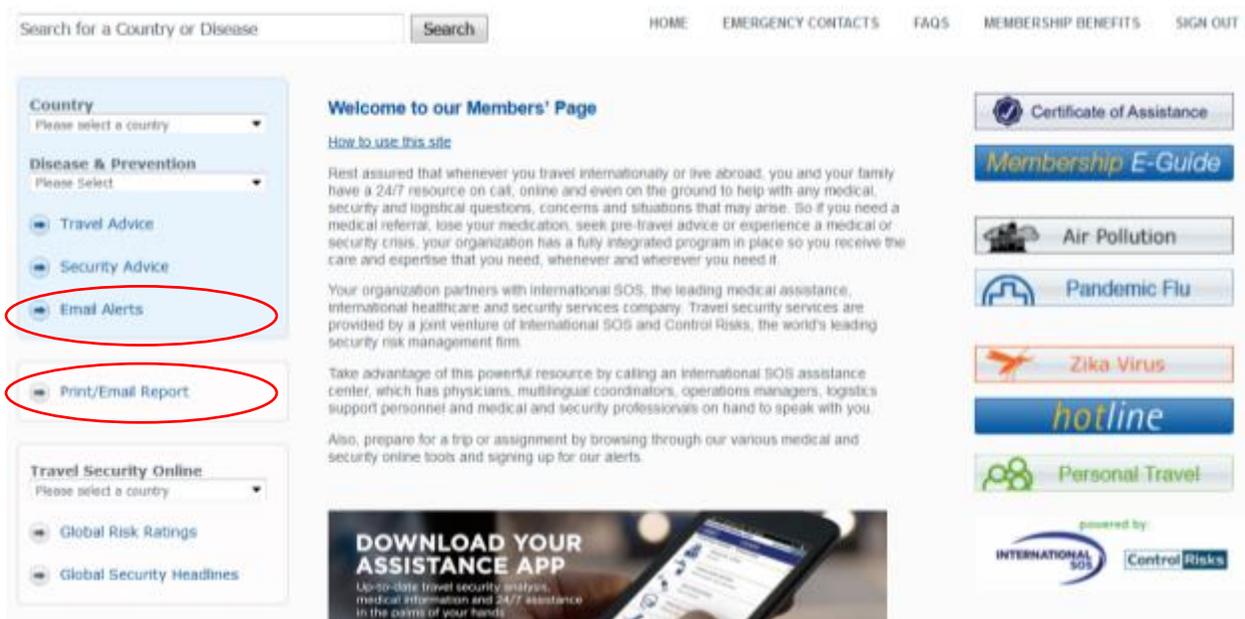
1. You can also choose to receive emails regarding global issues, changes to health or security risk ratings, daily digests, monthly digests and regional security forecasts.
2. Select the respective tabs for 'Other Updates' and/or 'Scheduled Summaries' to set your preferences.
3. Check the boxes next to items that interest you under these tabs.
4. Select 'Save Changes' when you have completed your selections.

## Illustrations:

### Health & security email alerts steps 1-2



### Health & security email alerts step 3



## Health & security email alerts steps 4-6

### My Alerts | Logon

#### Email alerts

You can choose to receive a number of email alerts to keep you up to date with the latest developments around the world.

#### How do I register

If you have not registered to receive email alerts before, then enter your name and email address to register.

Name:

Email address:

**Register**

#### Login for existing users

If you have already registered to receive email alerts, enter your email address in the form below and click Login.

Email address:

**Login**

## Health & security email alerts steps 7-11

#### My Alerts

- Settings
- Email Alerts**
- RSS and Apps
- Log out of My Alerts
- Logout of site

To update your name or email address, go to settings and make your changes there. Please ensure that you are viewing the page in the same language that you wish to receive your emails alerts in.

I am interested in

Medical updates  Travel security updates

**Real time country updates** | Other updates | Scheduled summaries

This service emails you country specific Medical and Travel security updates as they happen.

**Country Picker**

Please set your alert delivery options:

When updates are published to one of my subscribed countries below  
Email me all updates

Enter country name

MED NON-MED

**Select All**

Afghanistan

Albania

Algeria

American Samoa (US)

Andorra

Angola

You have not selected any countries

Medical Non-Medical

#### Summary

You have chosen to receive:

**1** Daily Digest sent at 01:00

You have unsaved changes.

**Save Changes**

## Other updates & scheduled summaries steps 1-4

#### My Alerts

- Settings
- Email Alerts**
- RSS and Apps
- Log out of My Alerts
- Logout of site

To update your name or email address, go to settings and make your changes there. Please ensure that you are viewing the page in the same language that you wish to receive your emails alerts in.

I am interested in

Medical updates  Travel security updates

**Real time country updates** | **Other updates** | Scheduled summaries

This service emails you Rating changes and Global Issues when they are updated.

#### Global Issues

**Frequency: when changes occur**  
Updates on transnational issues.

**Select All**

Medical Multi-country Alerts

Worldwide travel

#### Rating changes

**Frequency: when changes occur**  
An update on the latest risk rating change.

Rating changes

**Preview email**

#### Summary

You have chosen to receive:

**1** Daily Digest sent at 01:00

You have unsaved changes.

**Save Changes**

Settings  
**Email Alerts**  
 RSS and Apps  
 Log out of My Alerts  
 Logout of site

To update your name or email address, go to settings and make your changes there. Please ensure that you are viewing the page in the same language that you wish to receive your emails alerts in.

I am interested in

Medical updates  Travel security updates

This service emails you Medical and Travel security summaries at your scheduled time(s).

**Daily Digest**

**Frequency: daily**

A collation of all Medical and Travel security updates published in the last 24 hours. Regional subscription only \*

**Select All**

Africa

Americas

Asia & the Pacific

Europe & CIS

Mid East & N Africa

**Choose your time**

Send my Daily Digest at: 01:00 GMT

Add another Digest at: choose GMT

\* Please note that if no updates have been published in the last 24 hours, the Daily Digest will not be sent.

**Monthly Medical Digest**

**Frequency: monthly**

A collation of all live medical updates.

Monthly Medical Digest

**Regional Security Forecast**

**Frequency: weekly**

A forecast that looks ahead over the next week at potential flashpoints and provides a synopsis of upcoming travel-related events, by country.

**Select All**

Africa

Americas

Asia & the Pacific

Europe & CIS

Mid East & N Africa

**World Calendar**

**Frequency: weekly** A calendar of upcoming security dates over the next three months.

World Calendar

**Summary**

**You have chosen to receive:**

**1** Daily Digest sent at 01:00

You have unsaved changes.

## Stay safe throughout your travel. Download the Assistance App.

Take advantage of instant access to ISOS services through the free Assistance App, including:

- Mobile-friendly medical and travel security information to prepare for your travel, with deeper content a further tap away.
- The latest medical and travel security alerts, delivering travel advice before and during trips, allowing you to quickly adjust your plans if needed.

### To download the App:

1. Open the Internet browser on your phone and enter the following address <http://app.internationalsos.com>. You will find various versions of the app for your device.

OR

Open Google Store /App Store from your phone and search for ISOS Assistance App. You will be able to install the app directly to your phone.

2. Once the app is downloaded on your phone, open the app and enter the Western University membership number into the app to sign in. You will then be connected to the member services.

## Additional Resources

The following additional resources have been made available by ISOS to help you learn about their services and membership benefits.

- [Membership eGuide](#) – Illustrates the scope of your benefits with a comprehensive representation of how to navigate ISOS services.
- **Membership Benefits** overview and **Frequently Asked Questions** can be accessed once you log in to the ISOS website ([www.internationalsos.com](http://www.internationalsos.com)) using Western’s membership number.

The screenshot shows the International SOS website interface. At the top, the navigation bar includes the phone number +1 215 942 8226, a 'Member Log In' button (circled in red), and links for 'About Us', 'Careers', 'CSR', and 'Foundation'. Below this is a main menu with 'Solutions', 'News & Events', 'Members', 'Personal Travel', and 'Contact'. A search bar is located below the menu. The main content area features a 'Welcome to our Members' Page' section with a 'How to use this site' link and several paragraphs of text. To the right of the main content is a sidebar with various resource buttons: 'Certificate of Assistance', 'Membership E-Guide' (circled in red), 'Air Pollution', 'Pandemic Flu', 'Zika Virus', 'hotline', and 'Personal Travel'. The top navigation bar also includes 'HOME', 'EMERGENCY CONTACTS', 'FAQS' (circled in red), 'MEMBERSHIP BENEFITS' (circled in red), and 'SIGN OUT'.