

CISI Traveler App Guide



*Everything you need
in the palm of your hand.*



MEDICAL



EMERGENCY



SECURITY



'CISI Traveler' Mobile App: On-the-Go Information for CISI Insureds

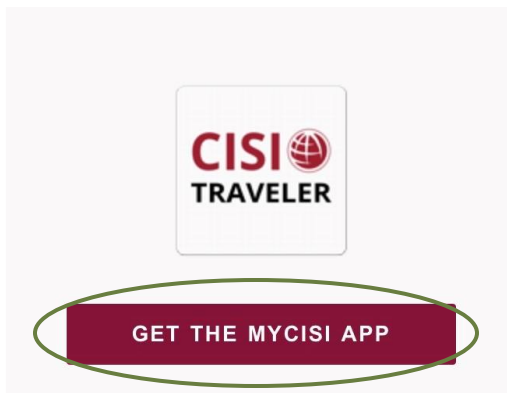
This document provides an overview of the 'CISI Traveler' mobile app functionalities. This FREE app is for all participants.

Your CISI coverage includes a comprehensive online Portal of tools and information. By downloading the CISI Traveler app, you can access the same features:

- **Documents** - Email/view your travel insurance documents or download for offline viewing later
- **Locate a Provider** - Search medical providers worldwide
- **Medical Emergency Information** - Get Team Assist's contact information
- **Personal Security Assistance** - Access security-specific information (if this benefit is provided in your policy)
- **Claim help** - Get information on filing claims and opening cases
- **Check-in** - Let your program and CISI know you are safe when unforeseen events occur
- **Travel Destination Information** - Get embassy contact details and country-specific details and information, travel alerts and warnings
- **Contact Us** - All contact information in one place (for CISI claims as well as links to Team Assist)
- **Itinerary** - Add and edit travel plans on-the-go to ensure you can be located in the event of an emergency

To Get Started...

1. If you received a welcome email from CISI upon enrollment in the insurance (subject line: "CISI Insurance Materials"), you can simply click the "[Get myCISI app!](#)" link in the email and follow the prompts to download:



← Click on the link!

2. If you didn't receive the enrollment email or can't locate it, simply click on the below "Google Play" or "App Store" icons to download:

Android Phones



If the icon link isn't working:

- ▶ Go to Google Play
- ▶ Search Cultural Insurance Services International or CISI Traveler

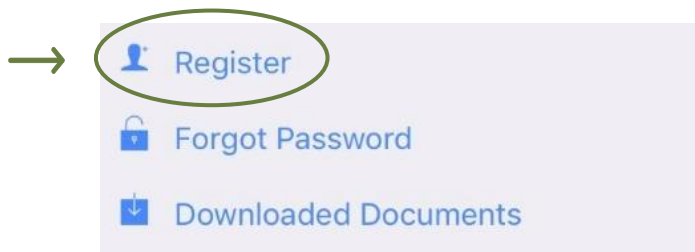
iPhones



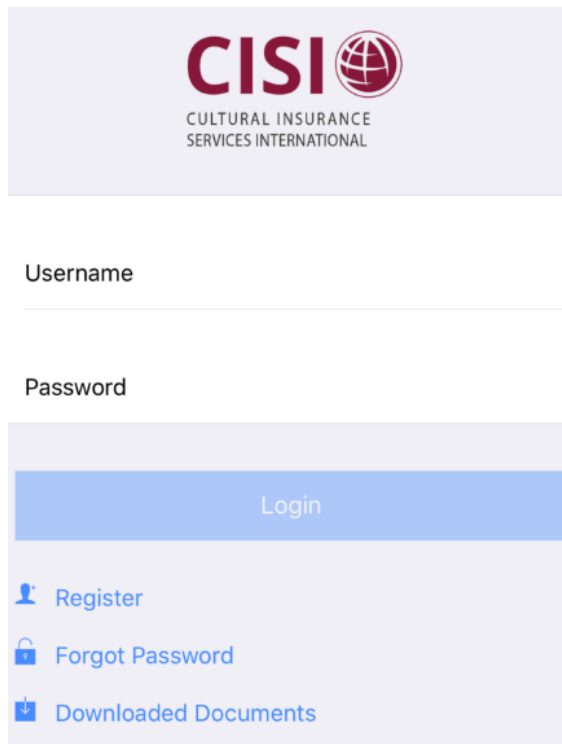
If the icon link isn't working:

- ▶ Go to the App Store
- ▶ Search Cultural Insurance Services International or CISI Traveler

- After downloading, use your myCISI login information you already created via the full website OR register via the app by selecting 'Register' under the blue 'Login' button and follow the prompts.*



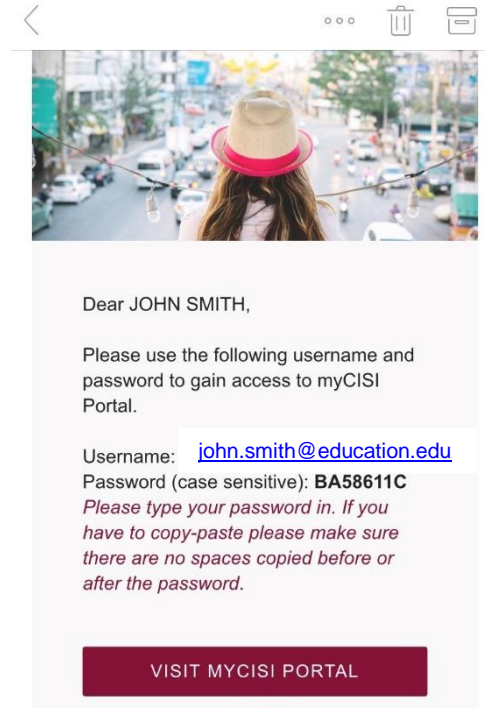
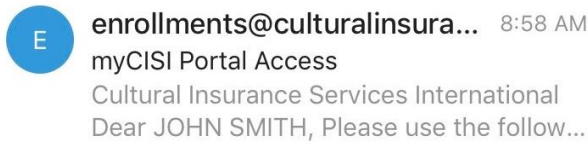
**If registering through the app doesn't work, try registering through the full website. If you continue to have problems, please contact enrollments@mycisi.com or call 203-399-5509 for assistance.*



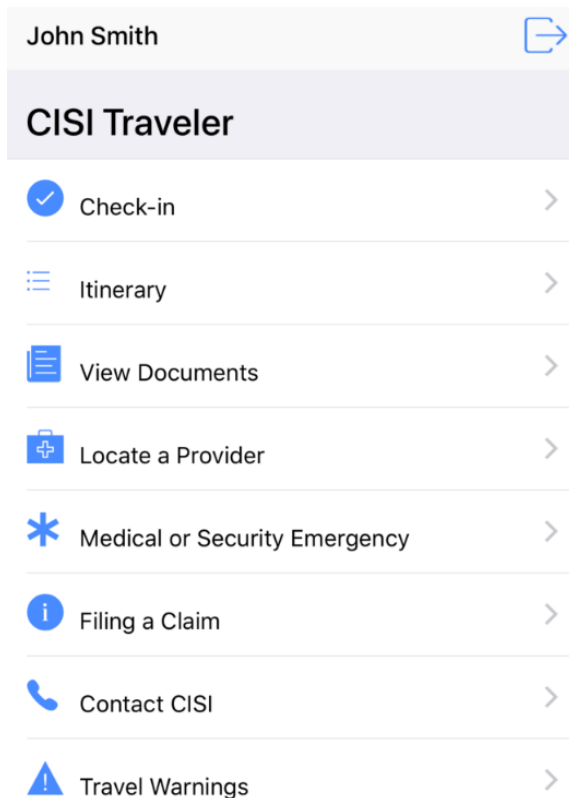
- Enter in your First Name, Last Name and Date of Birth and click **Verify**.

- Press **Confirm** if the email is correct, or if needed, edit the email address to the one you want your password to be sent to and click **Confirm**.

- You will receive an email from enrollments with the subject line **myCISI Portal Access**. This will contain your user ID (your email address) and your password to login. Go to the **CISI Traveler** app and enter in your email address and password exactly how it appears in the email.



- After logging in, you will have access to an easy-to-read home screen and simple-to-navigate menu options:



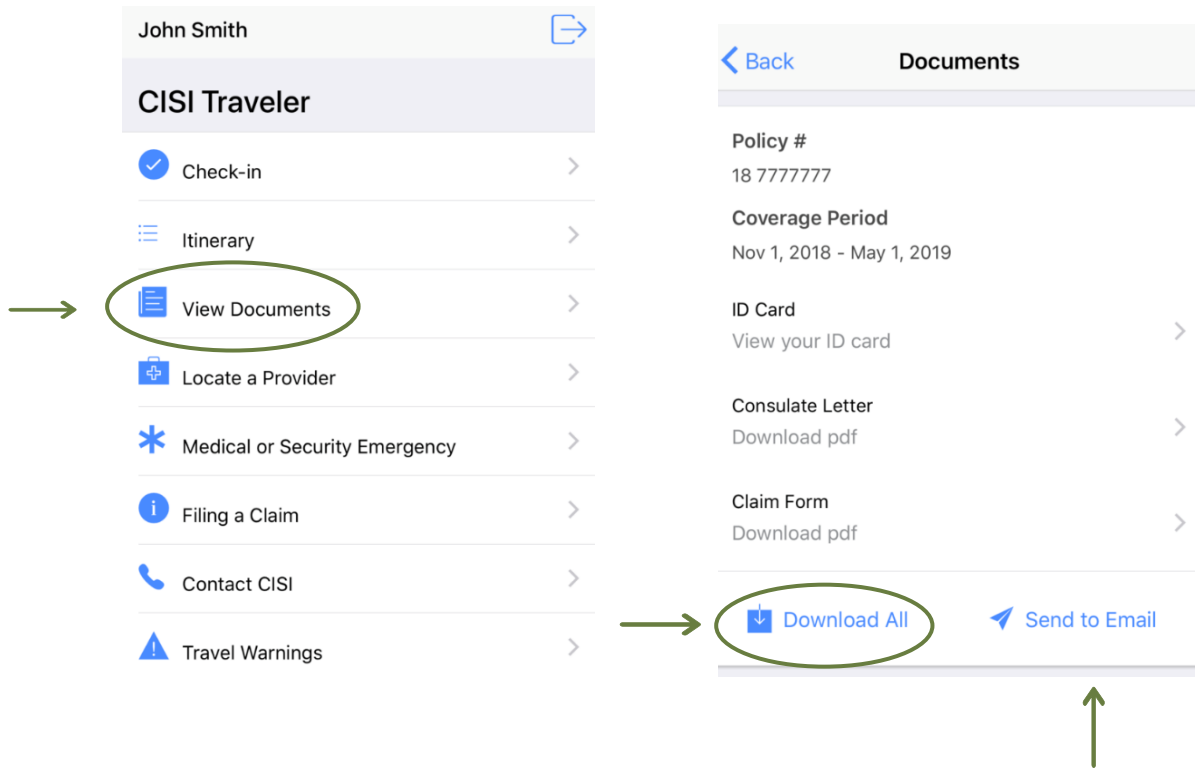
- Check-in** - Let your program and CISI know you are safe when unforeseen events occur
- Itinerary** - Add and edit travel plans on-the-go to ensure you can be located in the event of an emergency
- View Documents** - Email/view your travel insurance documents or download for offline viewing later
- Locate a Provider** - Search medical providers worldwide
- Medical or Security Emergency** - Get Team Assist's contact information (and access the Personal Security Assistance site, if this benefit is provided by your policy)
- Filing a Claim** - Get information on what to do in the event of a minor or major illness or accident, how-to file a claim, and information on how to open a case with Team Assist if needed
- Contact CISI** - All contact information in one place (for CISI claims as well as links to Team Assist)
- Travel Warnings** - Get embassy contact details and country-specific details and information

Save your Insurance Documents to your Phone

You can view or email your insurance documents (ID Card, Consulate Letter and/or Claim Form) from the **CISI Traveler** app or download these documents for later access and viewing.

Click on **'View Documents'** on your home screen, and select 'Download All'*

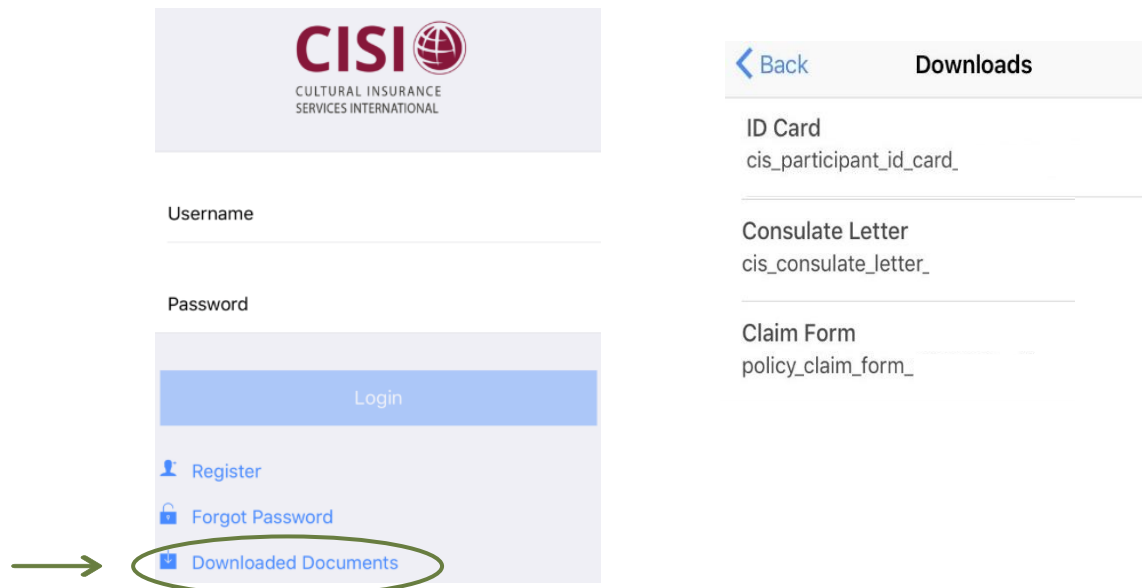
**To avoid data usage charges when downloading, we strongly advise you to use a WIFI connection*



You can also send them to your email

How to Access your Documents Offline

Downloading your documents as instructed above will ensure that they can be accessed regardless of whether or not you are connected to a network. To access them offline after downloading them, click on **'Downloaded Documents'** on the Log in screen.

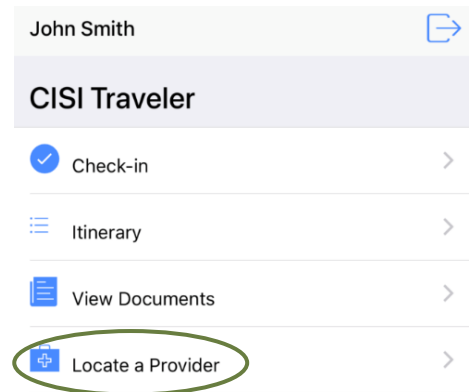


Search for Providers On-the-Go

You can search for providers from your mobile phone using the **CISI Traveler** app.

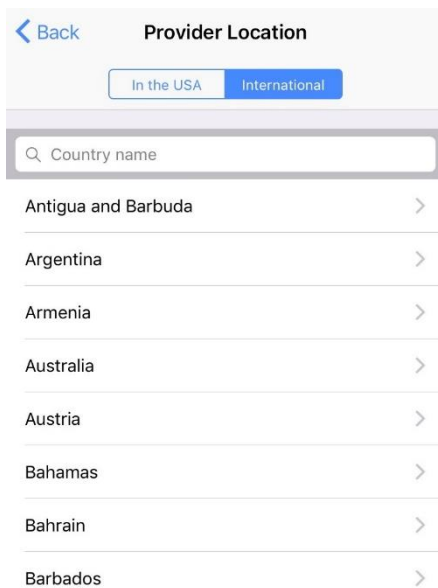
IMPORTANT NOTE REGARDING DATA: You do not need to have your location on while using the app, thus ensuring less data usage. Pulling up local doctors, hospitals, etc. are all done by search, and not through GPS services

Simply follow the steps below after clicking on **'Locate a Provider'**:




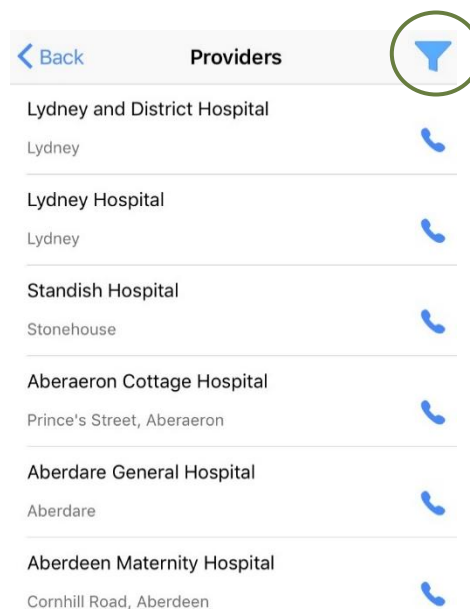
Step 1

Click on 'International' and enter in the Country or scroll down and select.



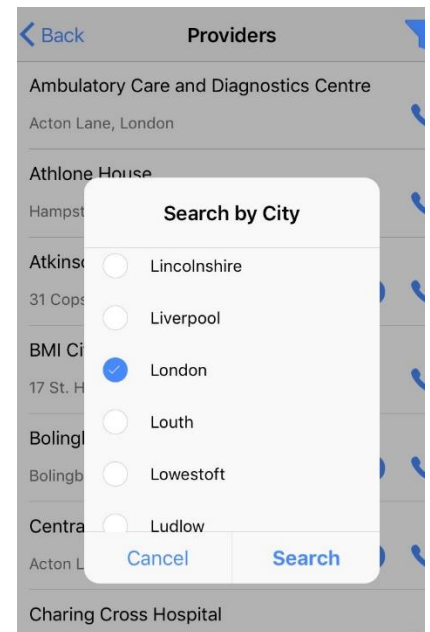
Step 2

Narrow the search by clicking on the filter icon .

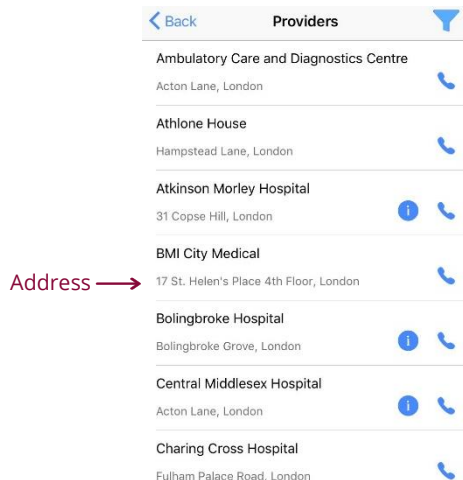


Step 3

Scroll down, select City, and press 'Search'.

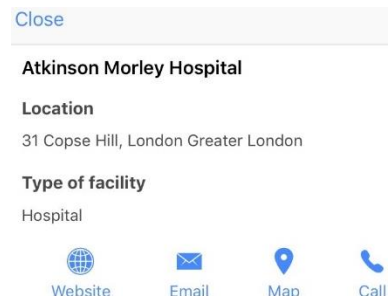


A full list of Providers will appear:



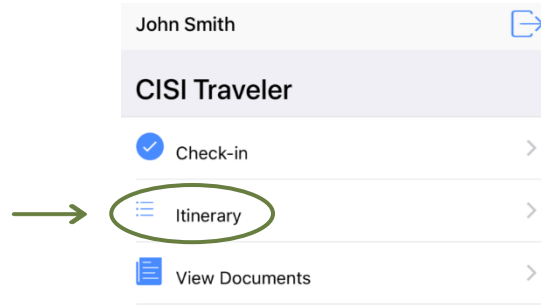
 Click on the phone icon, to call

 Click on the information icon:



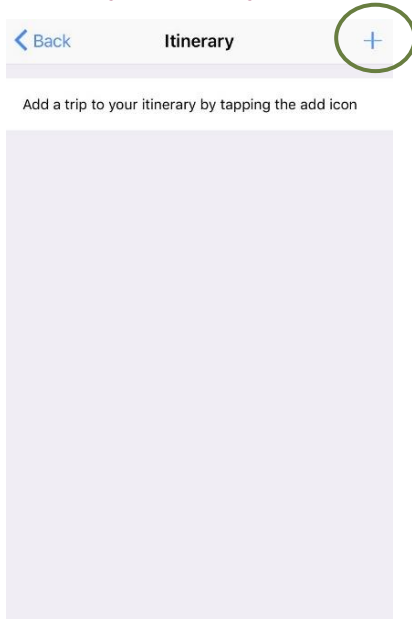
Use the Mobile 'Itinerary' Feature

CISI can more accurately pinpoint your location during emergencies when the 'Itinerary' section of the myCISI Participant Portal or CISI Traveler app is utilized. For this reason, we **highly encourage** all participants to use this feature. See the below information/screenshots to access this feature from the CISI Traveler app:



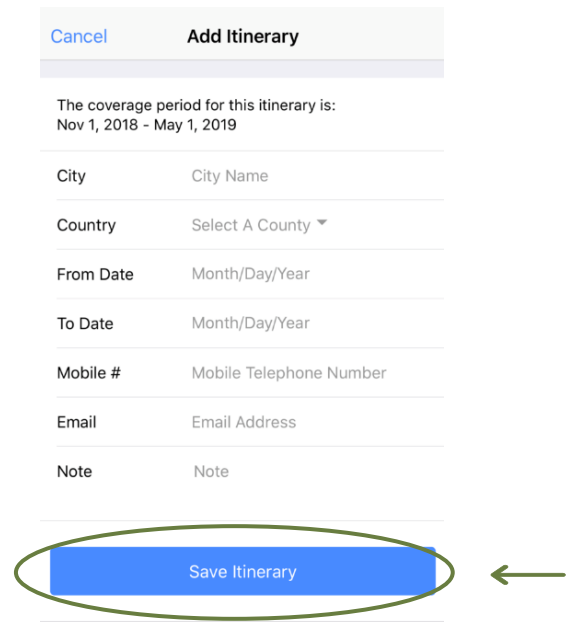
Step 1

Click on **+** to add your Itinerary



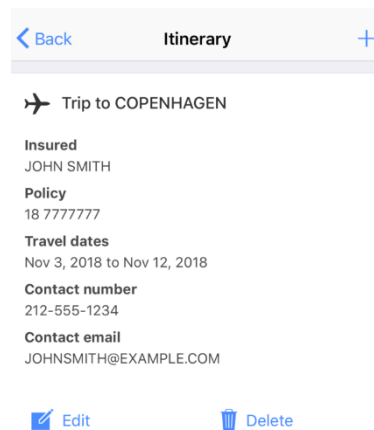
Step 2

Add your information and press 'Save Itinerary'



(Repeat the steps until you have entered in your full itinerary)

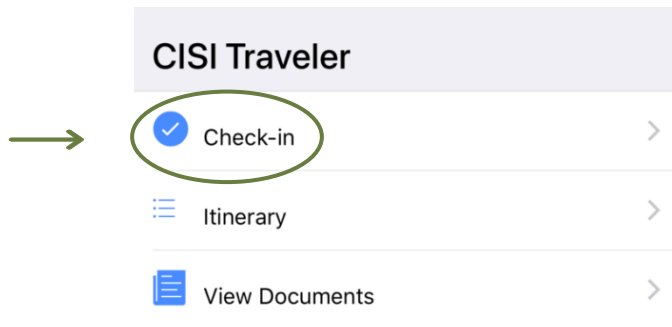
Once saved, your itinerary will appear in this section:



PLEASE NOTE: If any date changes or destinations need to be added or removed, you can edit your Itinerary at any point.

'Are You Safe?' Mobile Check-in

When the unexpected happens, you can check in to let your program and CISI know you are safe via the portal or **CISI Traveler** app. The app makes it easy to check in – just click '**Check-in**' from your home screen*:



Once checked in, your program can pull an emergency roster through the **myCISI** sponsor portal where they can then view participant check-in times and locations. If you need immediate assistance, you will be directed to contact our 24/7 assistance team, Team Assist.

Please Note: You do not have to 'Check-in' if nothing has occurred. You will only want to check-in when you want to notify your program and us that you are safe or need help if there is a natural disaster, terrorist attack, or other security-related incident.

**Alerts will not be automatically sent to your phone after you check in. Your program will work on a communication plan with CISI for contacting participants after an incident occurs.*

***If your policy does not include Security Evacuation coverage, CISI and Team Assist are still available to help get you to safety. Please be advised that insureds will be responsible for any costs incurred for such services.*

