GardaWorld Travel Security

Complete Start Guide

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Complete User Guide

➡ First Connection to the GardaWorld Travel Security Portal

- Go to the travelsecurity.garda.com portal.

- Click **LOGIN** and enter your **university** e-mail address.

  - Select "create an account"

  - Create your password

  - Go to your inbox and click on the link you received to verify your email address

  - You can now login

➡ Updating your profile

- The first time you connect to the portal, you will be asked to create your user profile.

- Enter your mobile telephone number, including the country code, so that your university and/or the Europ Assistance Hong Kong (EAHK) team will be able to reach you.

If your phone number changes, please update the information in the "My Profile" section.

⚠ It is crucial to select your **Entity** in the profile section

- Click on **save** after updating your profile

➡ Welcome to Garda World Travel Security

Thanks to its *responsive design*, the portal can be accessed from your computer, tablet, or smartphone. The content will automatically adjust to fit the size of your screen.
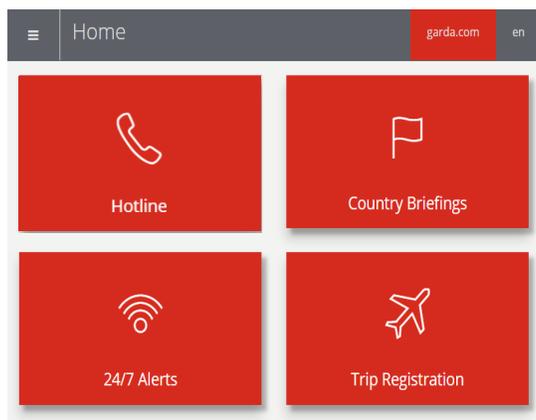
➡ Traveller Resources

Our traveller resources provide a wide range of content, updated daily, to help prepare for travel abroad:-

- Country reports (security issues, health risks, practical information)
- 24/7 Alerts
- Trip registration
- 24/7 hotline

➡ 24/7 Alerts

You will have access to our alerts, published 24/7 on the GardaWorld portal. Our alerts cover the entire world and all topics that could have an impact on business travellers: security, health, transportation, natural risks, etc.

The Travel Security platform offers you the ability to view these alerts in the following languages: English, German, Spanish, French, Italian, Portuguese, Japanese and Mandarin.

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➧ Subscribe to Alerts

- A subscription tool for the alert feed is available on your user account (My Profile/My Subscriptions).

- You can create your own set of rules for incoming alert feeds by email (by severity, categories and countries) .

- You can start the subscription process by clicking on the new subscription button.

- Your preferred language for the Alert subscription can be selected.

➧ Country Briefings

Country Briefings shows the overall risk assessment at the country level. In addition to five categories, Security, Infrastructural, Political, Environmental and Medical.

- You will see the risk ratings of the countries indicated using a 1 - 5 scale, which are broken down into .25 increments, where necessary:-

1: Negligible	2: Low	3: Moderate	4: High	5: Extreme

- You may export the risk levels anytime by clicking on **export**.

- Click on the **column headers** to sort in ascending or descending order.

- Click on a **country name** to access the comprehensive country content in detail.

- You may access the analysis of a country's security situation by selecting a country of your choice. This provides risk analysis at the national level and also urban level (major cities).

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➡ Travel Registration

Trip registration allows EAHK to **inform you of potential risks** prior to and during your stay. We will also **intervene on your university behalf** in the event of an emergency.

To register a trip manually (if necessary), be sure to include your current traveler information (mobile/cell phone number, university email address). When you register a trip, please make sure to give **your updated traveller information** (mobile/cell phone number, e-mail address).

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How-To Guide - New Trip Registration Form

➡ Declaring a New Trip

- To declare a new trip, click on **New Trip** (under the **REGISTRATION** tab), fill out all required fields (departure address, destination address(es), etc.), and click **SEND.**

- By default, the system will automatically fill out your personal information listed in "My Profile" (name, email address, telephone number). If a trip is being registered for a third party, delete your information and replace it with the traveller's details.

- If the entire trip is to be undertaken by more than one traveller, click on the ➕ symbol to add the additional person/s.

➡ Entering Departure and Destination Addresses

- You can enter precise places of departure and arrival in the ADDRESS line (street address, **hotel name**, meeting place). To do so, start typing in the address and the system will offer you suggestions. The traveller will be tracked based on the address chosen.

- If the trip entails more than one destination, click on the symbol to add the additional step(s).

- You have the option of adding further information in the **DETAILS** section (name of the hotel, flight numbers, etc.).

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How-To Guide - New Trip Registration Form

Departure From

Address

(required) City, airport, …

Date of Departure	Flight/Train Number	Record Locator
2021-03-18	(recommended) AF140, TER891003	(optional)

Destination(s)

Address

(required) Hotel address, airport name, …

Until	Flight/Train Number	Record Locator
2021-03-19	(recommended) AF140, TER891003	(optional)

Comments

(optional) Details about hotel name, point of contact, …

➕

Send | Cancel

- Once you have completed the registration of the TRIP, click **'Send'**. You can then view your trips in the **MY REGISTRATION** page

➡ Modify or Delete an Existing Trip

- The calendar filter **(from / To)** allows you to find all registered trips on the system

- You have the option to modify or delete your registered trip at any time by clicking on the blue **TRV** button, followed by **Update** to modify information regarding your trip, or on **Delete** in order to cancel the trip entirely.

➡ View One or All Registered Trips

- From the FILTER category you can search by country/countries and/or Risk Level,

- To view all previous or future trips, select the desired period on the form (**FROM/TO**) and click on **REFRESH**. Please note that by default, the Global View provides you with a 24 hour time slot

- You can access more filter options by clicking on **more filters**

- Click on one or more pins 📍 displayed on the map to view registered trips.

NB: Individuals can use their GardaWorld Travel Security accounts to register trips for a colleague or a classmate as well as their own trips.

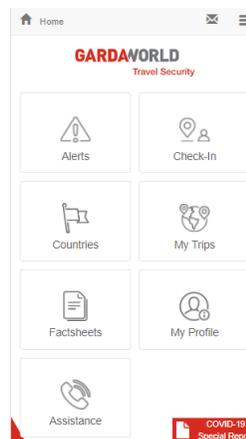# GardaWorld Travel Security Mobile App
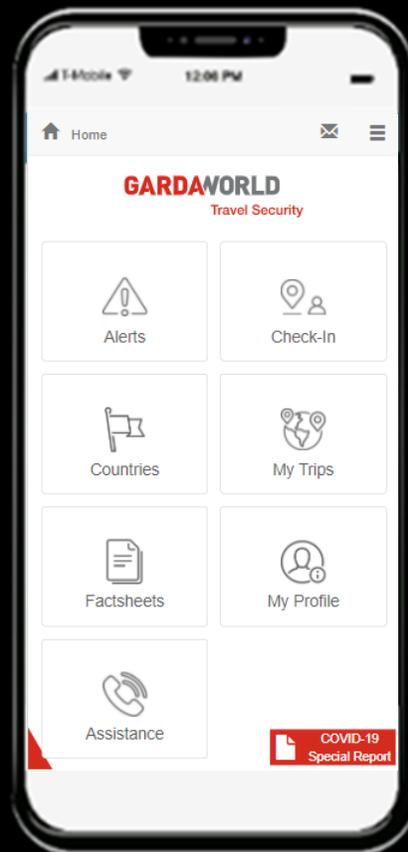
GardaWorld Travel Security app

Quick Start Guide

Key Features

If you already have a User account with **travelsecurity.garda.com** you can:

- **Check the 24/7 alerts for the latest developments**
- **Subscribe to alerts and enable push notifications**
- **Register and consult your trips (past or upcoming)**
- **Consult country files and factsheets**
- **Share your GPS location**
- **Receive instant messages via push notificaitons**
- **Update "My Profile" details (choose your language)**

Installation and Login

- Download the GardaWorld Travel Security app directly from the Apple Store or Google Play Store.

- The first time you use the app you will need to fill in your email (ID) and password. If you already have an account on **travelsecurity.garda.com** you need to use the same credentials.

- If you do not have an account, you need to create a new User following the steps identified in p.2 of this guide.
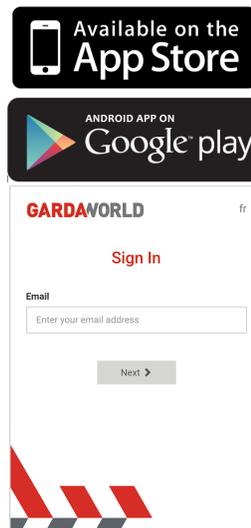
Important Message for Android Users

- When installing or updating the app, you may get the following message:

  Mismatch of CPU Architecture

  - Click on the Get Crosswalk button
  - You will be automatically sent to the Google Play Store
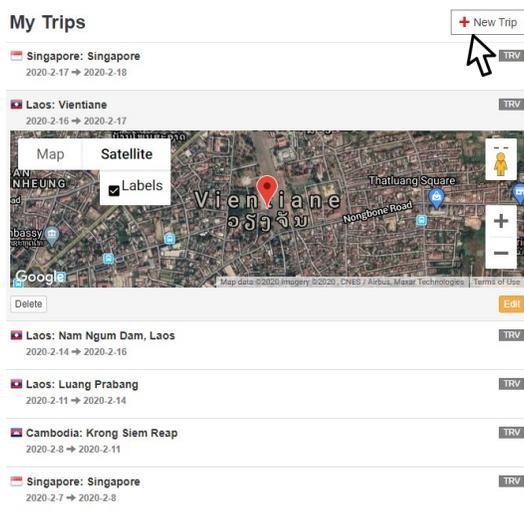 - Download the Crosswalk Project 64bit app
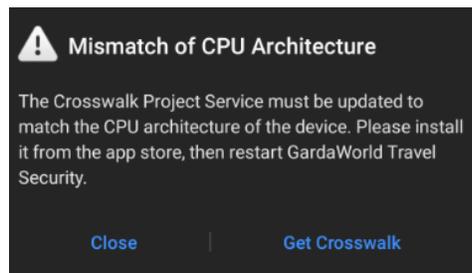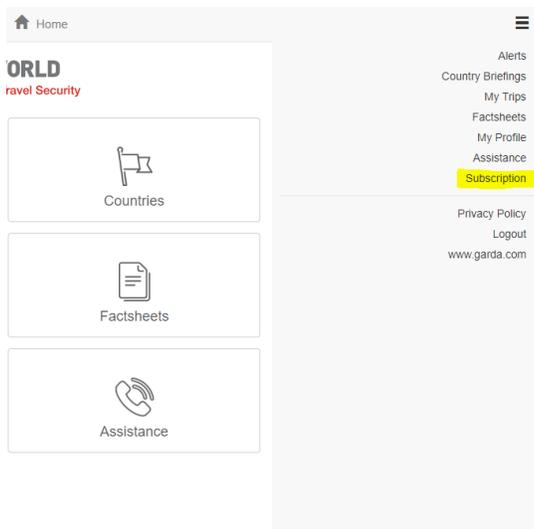
GardaWorld Travel Security app

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Register trips

- You can register your trips directly from the app using **MY TRIPS** :

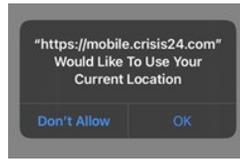## Subscribe to Alerts (Email and/or Push Notifications)

- You can subscribe to alerts directly from the app using **SUBSCRIPTIONS**
- You can start the subscription process by clicking on the new subscription button.

GardaWorld Travel Security app
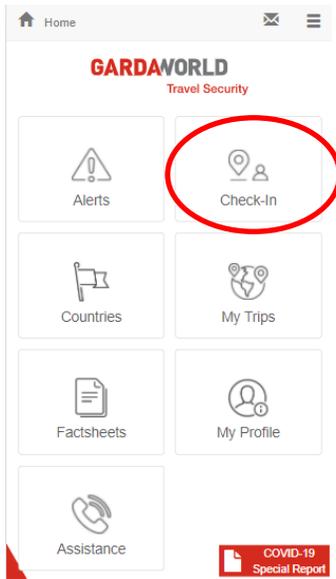
Quick Start Guide

⚠️ **You must <u>update the application</u> on your Play Store / Apple Store to benefit from the new features below.**

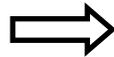**Once updated, you must <u>log out</u> of the application and <u>log in</u> again.**

"https://mobile.crisis24.com"
Would Like To Use Your
Current Location

Don't Allow   OK

On iPhone: when this message pops up, press OK.

Share a GPS location

- You can share your GPS location in real time with the EAHK operations team and their safety/security department by pressing the "**CHECK-IN**" button
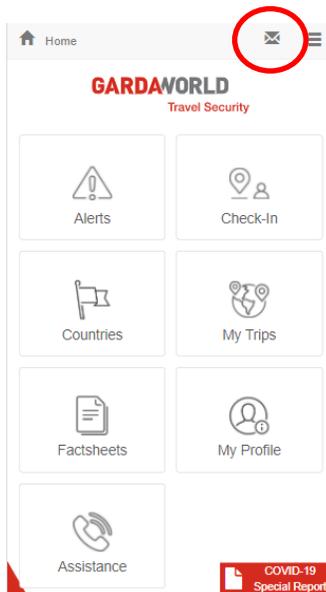
Check-In

34 Rue Lucien Voilin, 92800 Puteaux, France

Latitude   48.88320 deg
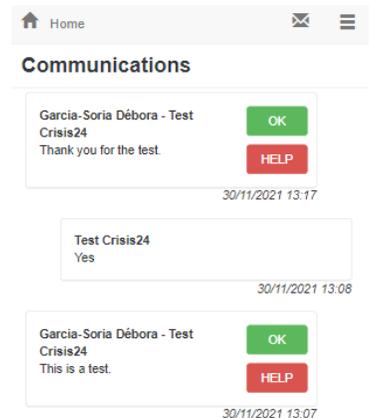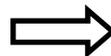Longitude   2.23740 deg
Timestamp: 2021-12-15T12:22:03.966Z

Send Position ❯

⚠️ GPS location sharing only works with mobile data/Internet connection. Make sure you have **Internet access**.

Receive mass communication messages

- You can receive **mass communication MES-SAGES** directly on the application in **push mode**.

Communications

Garcia-Soria Débora - Test Crisis24
Thank you for the test.
    OK   HELP
    30/11/2021 13:17

Test Crisis24
Yes
    30/11/2021 13:08

Garcia-Soria Débora - Test Crisis24
This is a test.
    OK   HELP
    30/11/2021 13:07

- You have two options for direct responses by pressing **OK** (positive) or **HELP** (negative). The decision makers will receive the answer on the platform.