

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.

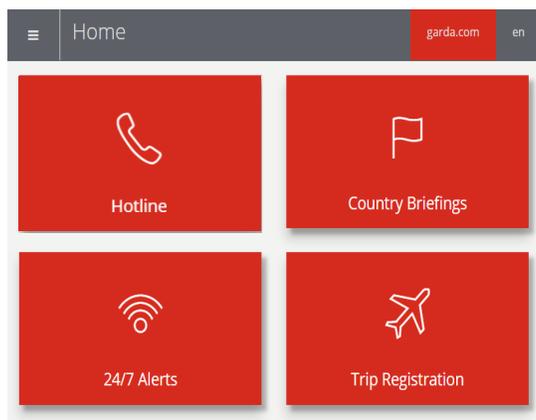
If your phone number changes, please update the information in the “My Profile” section.

⚠ 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.

The screenshot shows the 'New Subscription' form. At the top left, a red arrow points to the 'New Subscription' button. Below it is a search bar and a table with columns: Subscription name, Contract, Country, Minimum Severity, Category, Subcategory, Live, Daily, Weekly, Assets, and Stats. The table is currently empty, showing 'No data available in table'. Below the table is a 'Showing 0 to 0 of 0 entries' message and 'Previous' and 'Next' buttons. The form fields include: 'Subscription name' (with a placeholder 'Enter a name for this subscription, example: France - Medical (optional)'), 'Preferred language' (circled in red), 'Email address*', 'Contract name*', 'Countries*' (with a 'Select countries...' dropdown), 'Minimum severity*' (with a 'Select minimal severity...' dropdown), 'Categories' (with an 'All' dropdown), 'Subcategories' (with an 'All Subcategories' dropdown), and 'Frequency*' (with 'Live', 'Daily', and 'Weekly' checkboxes). At the bottom right, there are 'Create' and 'Cancel' buttons, with 'Create' circled in red.

► 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:-



- 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).

The screenshot shows the Country Briefings table. At the top left, there is a 'Filter' dropdown and an 'Export' button (circled in red). Below it is a 'Country' dropdown (with 'Select countries...' text) and a 'View' section with 'Countries' (checked) and 'Cities' (unchecked) options. To the right is a 'Search' bar with the text 'Enter text to search'. The table has columns: Place, Assessment, Overall Risk, Security, Infrastructural, Political, Environmental, and Medical. The 'Place' column header is circled in red. The 'Albania' row is circled in red. The 'Medical' column header is circled in red.

Place	Assessment	Overall Risk	Security	Infrastructural	Political	Environmental	Medical
Afghanistan	High - Extreme	4.75	4.75	4.50	4.50	4.00	4.00
Albania	Low - Moderate	2.75	2.75	2.75	2.50	2.75	2.50

The screenshot shows the United States country briefing page. At the top, there is a navigation bar with 'COUNTRY INTELLIGENCE', 'CITIES', 'TRAVEL', and 'ALERTS'. Below it is a 'United States' header with an American flag. The main content area has a sidebar with 'OVERVIEW', 'SECURITY', 'ENVIRONMENTAL', 'INFRASTRUCTURAL', and 'POLITICAL' sections, each with a risk rating. A map of the United States is shown on the right, with a 'Low' risk rating at the bottom.

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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).



A screenshot of the GARDAWORLD Travel Security web application. The page title is "My Registrations". The interface includes a dark sidebar on the left with navigation options: HOME, GLOBAL VIEW, 24/7 ALERTS, TRAVEL ADVISORY, TRAINING, REGISTRATION (highlighted), HOTLINE, PROFILE, and SIGN OUT. The main content area has a top navigation bar with "New Trip" (red) and "New Expatriation" (blue) buttons, and a "Filter" dropdown. Below this are input fields for "Countries" (with a "Select countries..." placeholder), "From" (2020-03-04), and "To" (2022-03-04). There is also a "Risk Levels" section with a "Select risk levels..." placeholder and a "Refresh" button. A world map is displayed below the filters, with a blue circle and the number "1" indicating a registration point in Europe. The map includes a search bar, zoom controls, and a "Layers" button. The bottom of the map shows coordinates "Lng: -170.0932 Lat: -52.1485" and a "synced: 100%" status.

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How-To Guide - New Trip Registration Form

The screenshot shows the 'My Registrations' interface. At the top, there's a navigation bar with 'My Registrations' and a 'garda.com' link. Below it, a 'New Trip' button is highlighted with a red arrow. The main area contains filters for 'Countries' and 'Risk Levels', and date pickers for 'From' (2020-03-04) and 'To' (2022-03-04). A world map is displayed with a red pin over Paris, and a 'Traveler' popup window shows details for a traveler named GINA CHU, including contact information, dates, and addresses. A 'Refresh' button is visible on the right side of the filters.

► 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.

New Trip

Traveler(s)		
Last Name (required)	First Name (required)	Entity
Email (required)	Mobile (required) +33612345678	UID (recommended) Employee identifier/number
+		

► 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
2021-03-18

Flight/Train Number
(recommended) AF140, TER891003

Record Locator
(optional)

Destination(s)

Address
(required) Hotel address, airport name, ...

Until
2021-03-19

Flight/Train Number
(recommended) AF140, TER891003

Record Locator
(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.

My Registrations

New Trip New Expiration Filter

Countries Select countries...

Risk Levels Select risk levels...

From 2020-03-04 To 2022-03-04 more filters (6/16) Refresh

Map

Traveler

TYPE	NAME	ENTITY	START	END	PLACE	CITY	COUNTRY	LOCATOR
TRV	CHU GINA	(+143840) Crisis24	2020-06-03	2020-06-04	Paris, France	Paris	France	GW-M95C16

Show 100 rows Select all Deselect all Copy

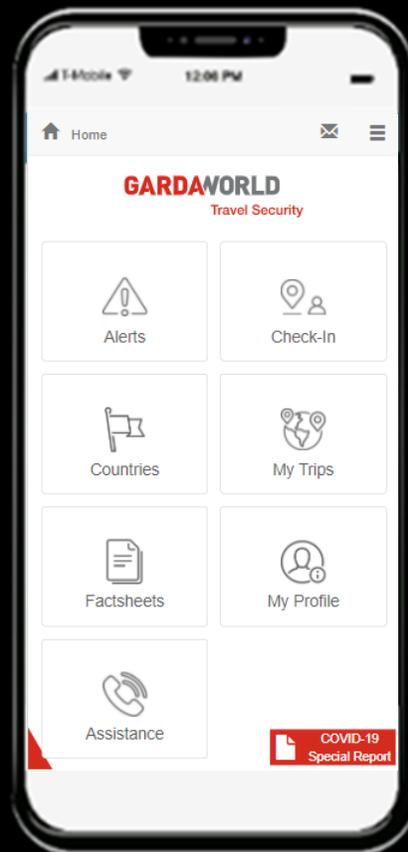
Showing 1 to 1 of 1 entries. Corresponding to 1 assets. First Previous Next Last

► 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



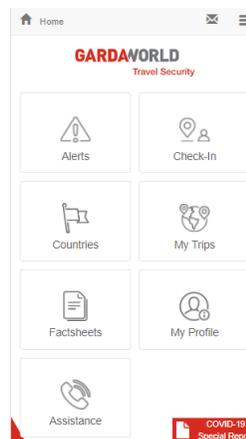
GardaWorld Travel Security app

Quick Start Guide

Key Features

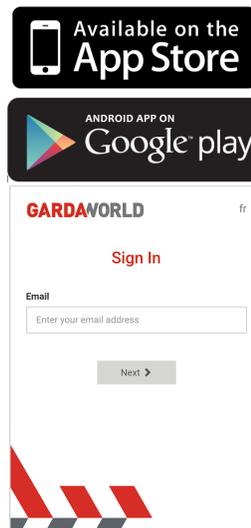
If you already have a User account with travelsecurity.garda.com you can:

- 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 notifications
- 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.

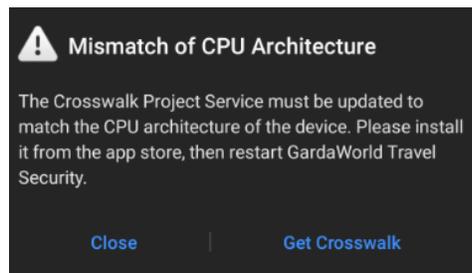


Important Message for Android Users

- 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

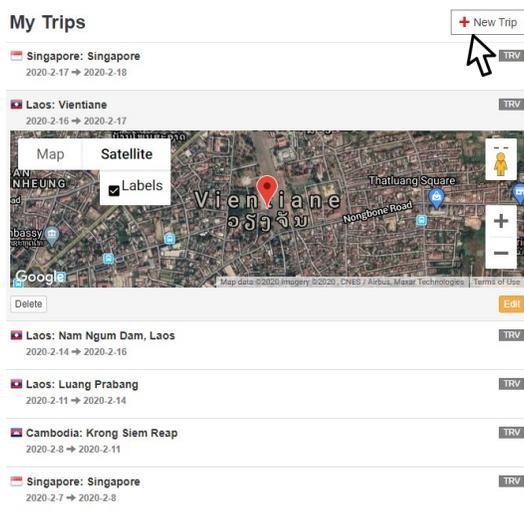


GardaWorld Travel Security app

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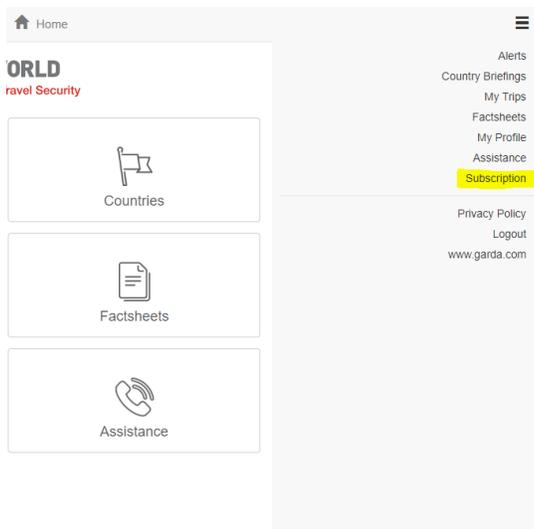
Register trips

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



The 'New Trip' form is divided into two main sections: 'Departure From' and 'Destination(s)'. Each section contains fields for 'Address' (with a location picker), 'Date of Departure' (calendar icon), and 'Flight/Train Number' (with a recommended value). There is also an optional 'Record Locator' field. At the bottom, there is a 'Comments' field.

Subscribe to Alerts (Email and/or Push Notifications)



The subscription form includes the following fields and options:

- Subscription name:** A text input field with a placeholder: 'Enter a name for this subscription, example: France - Med'.
- Preferred language:** A dropdown menu with the text 'Select language...'.
- Countries*:** A dropdown menu with the text 'Select countries...'.
- Minimum severity*:** A dropdown menu with the text 'Select minimal severity...'.
- Categories:** A dropdown menu with 'All' selected and a close icon.
- Subcategories:** A dropdown menu with 'All Subcategories' selected and a close icon.
- Frequency*:** Three checkboxes: 'Live', 'Daily', and 'Weekly'.
- Buttons:** 'Create' (in a blue box) and 'Cancel'.

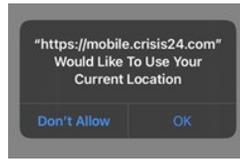
- You can subscribe to alerts directly from the app using **SUBSCRIPTIONS**
- You can start the subscription process by clicking on the new subscription button.

GardaWorld Travel Security app

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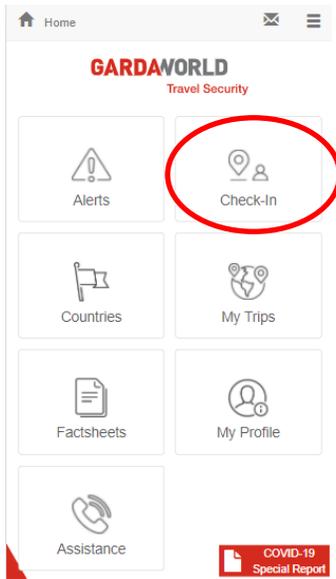


You must update the application on your Play Store / Apple Store to benefit from the new features below.
Once updated, you must log out of the application and log in again.

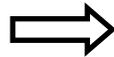


On iPhone: when this message pops up, press OK.

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



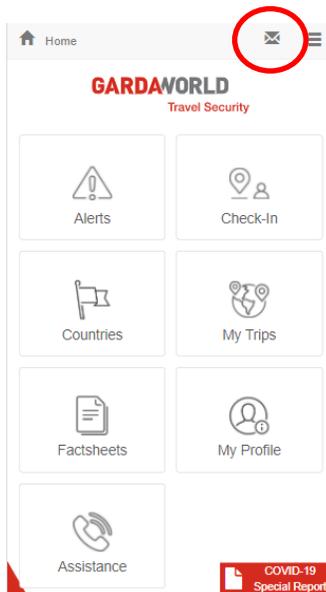
Check-In

34 Rue Lucien Volain, 92800 Puteaux, France
Latitude 48.88320 deg
Longitude 2.23740 deg
Timestamp: 2021-12-15T12:22:03.966Z

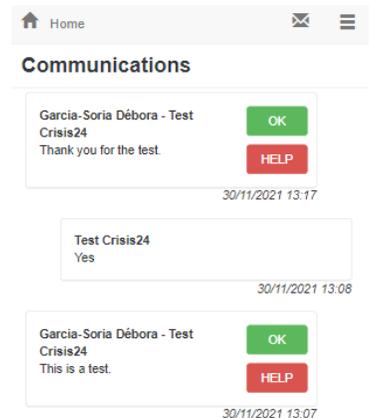
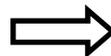


GPS location sharing only works with mobile data/Internet connection. Make sure you have Internet access.

Receive mass communication messages



- You can receive mass communication MESSAGES directly on the application in push mode.



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