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

<u>Important:</u> **You cannot access the app, if you do not click on the 'Register Here' link for the Blanket Coverage, Policy #: 23 CC008496-BL-ENR, or do not choose to enroll in the Medical Option Policy #: 23 CC008496-MED OPT. By registering in the Blanket Coverage and/or enrolling in the Medical Coverage Option, means your information will be in CISI's system so when you go to create an account to access the app, our system will recognize that you are enrolled.**

This document provides an overview of the 'CISI Traveler' mobile app functionalities. This <u>FREE</u> app is for all participants who've enrolled/registered in the coverage.

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:

<u>Android Phones</u>

If the icon link isn't working:
- ▶ Go to Google Play
- ▶ Search Cultural Insurance Services International *or* CISI

<u>iPhones</u>

If the icon link isn't working:
- ▶ Go to the App Store
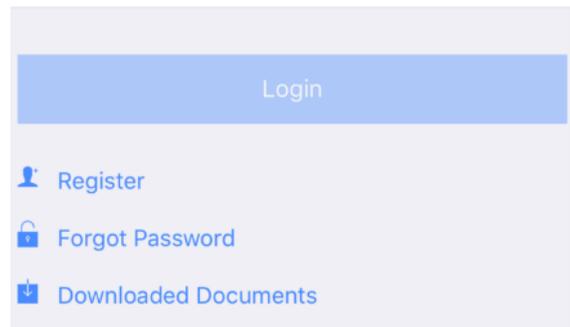- ▶ Search Cultural Insurance Services International *or* CISI

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

Register in this context means 'Create an Account'.*
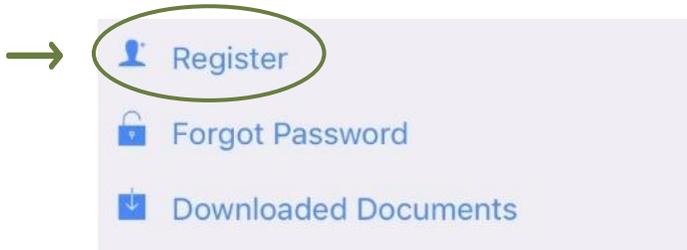
**If registering through the app doesn't work, try registering through the full website. If you continue to have problems, please contact enrollments@mycisi.com or call 203-399-5509 for assistance. Registering in this context means 'Create an Account'.

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

5. 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**.

6. 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.
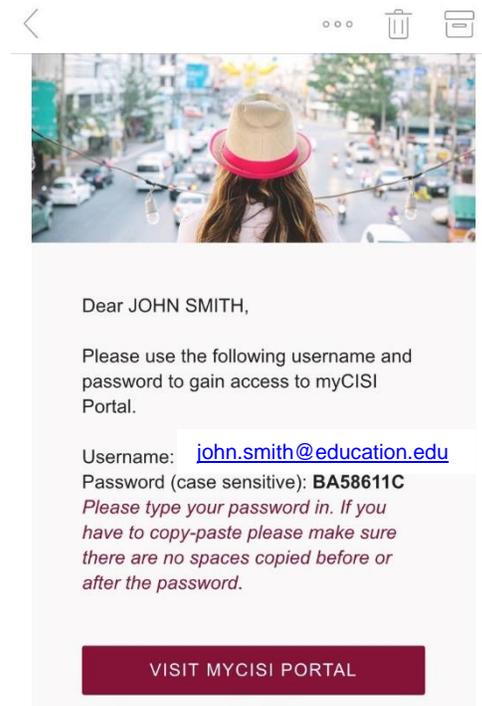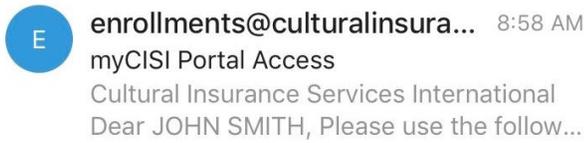
7. After logging in, you will have access to an easy-to-read home screen and simple-to-navigate menu options:
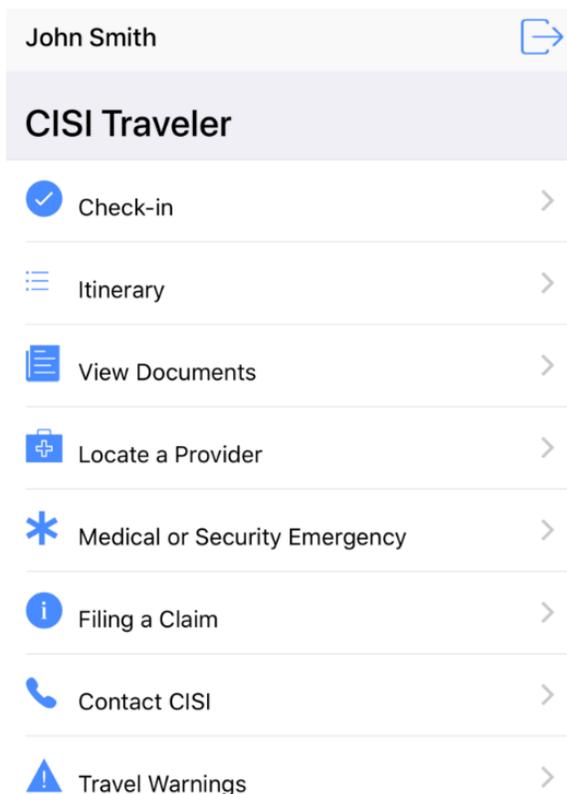
- **Check-in -** Let your program and CISI know you are safe when unforeseen events occur

- **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 dowloading, we strongly advise you to use a WIFI connection

John Smith	
CISI Traveler	
✓ Check-in	>
☰ Itinerary	>
📄 View Documents	>
✚ Locate a Provider	>
✳ Medical or Security Emergency	>
ⓘ Filing a Claim	>
☎ Contact CISI	>
⚠ Travel Warnings	>

‹ Back   **Documents**

Policy #
22 CC005724-MED OPT

Coverage Period
Jul 15, 2022 – Aug 5, 2022

ID Card
View your ID card   >

Consulate Letter
Download pdf   >

Claim Form
Download pdf   >

⬇ **Download All**   ➤ Send to Email
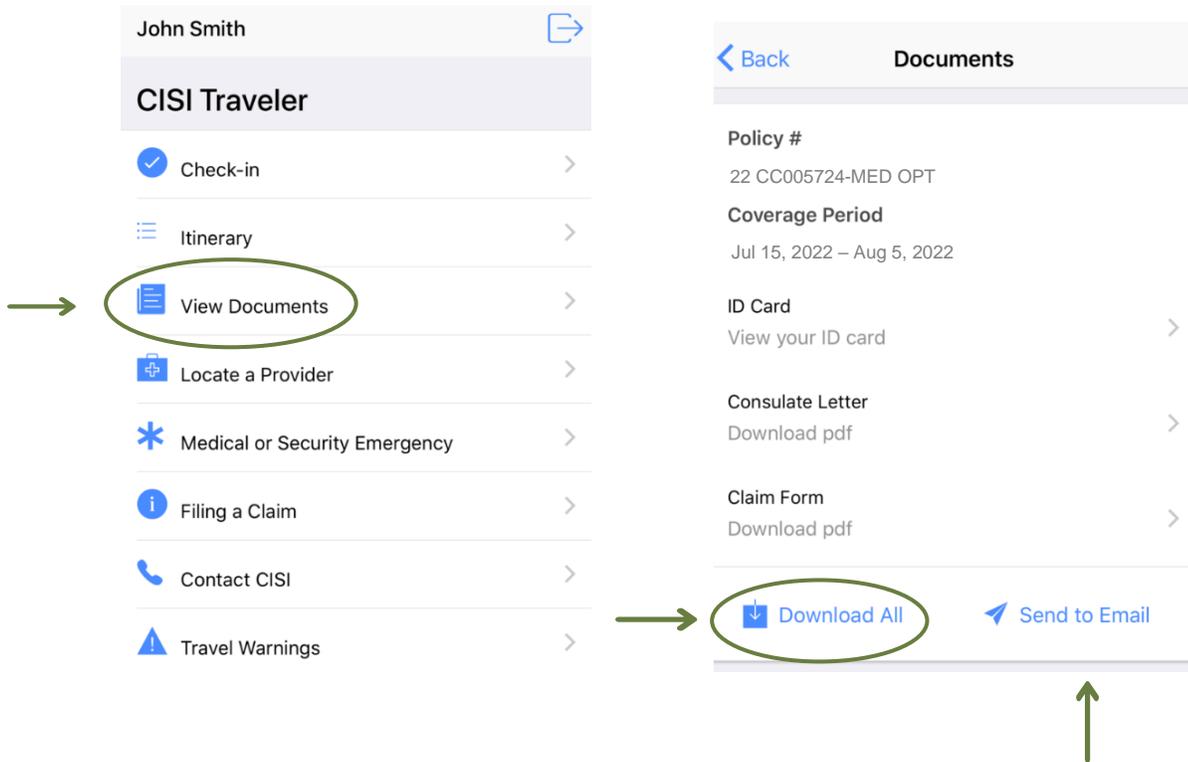
You can also send them to your email

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.

CISI
CULTURAL INSURANCE
SERVICES INTERNATIONAL

Username

Password

Login

👤 Register
🔒 Forgot Password
⬇ Downloaded Documents

‹ Back   **Downloads**

ID Card
cis_participant_id_card_

Consulate Letter
cis_consulate_letter_

Claim Form
policy_claim_form_
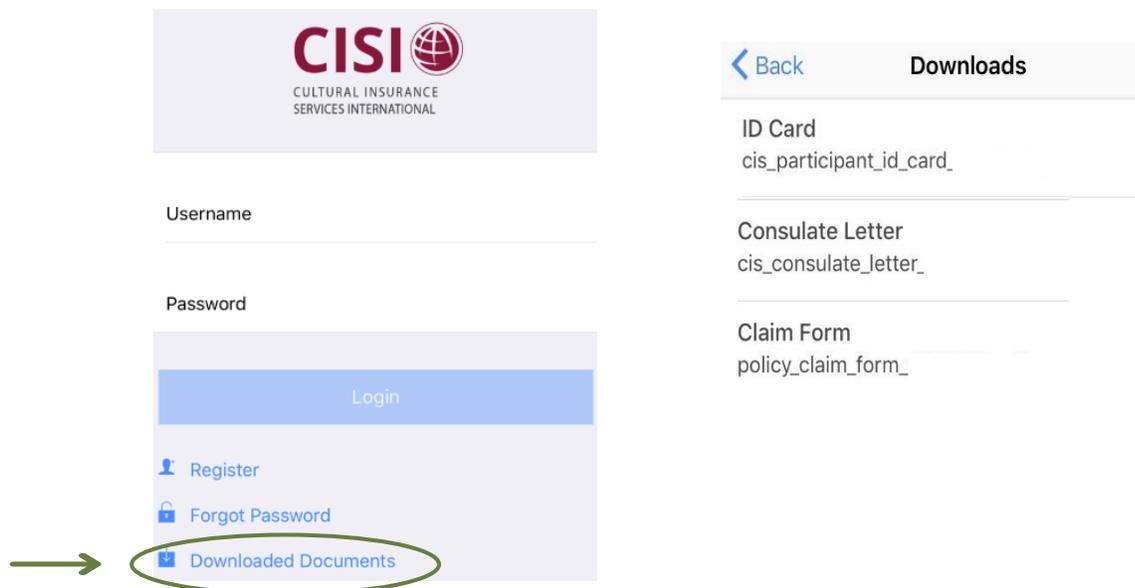
Search for Providers On-the-Go

For Travelers who enroll in the Medical Option

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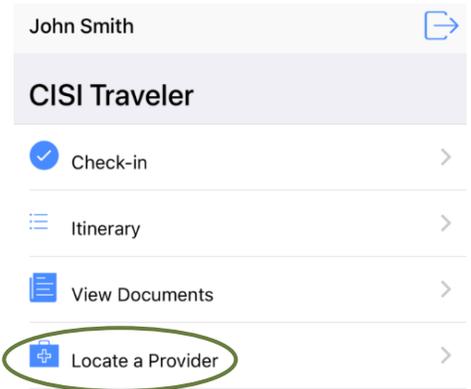
IMPORTANT NOTE REGARDING DATA: *You do not need to have your location on while using the app, thus ensuring less data usage. Pulling up local doctors, hospitals, etc. are all done by search, and not through GPS services*

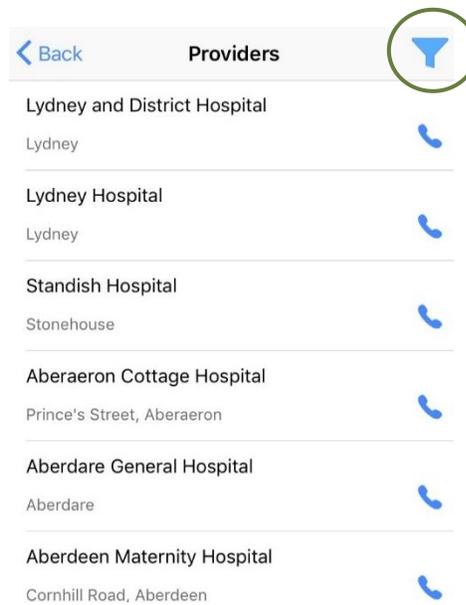Simply follow the steps below after clicking on **'Locate a Provider'**:

John Smith	
CISI Traveler	
✓ Check-in	›
☰ Itinerary	›
▤ View Documents	›
⊕ Locate a Provider	›

Step 1

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

‹ Back — Provider Location

In the USA | International

🔍 Country name

Antigua and Barbuda ›
Argentina ›
Armenia ›
Australia ›
Austria ›
Bahamas ›
Bahrain ›
Barbados ›

Step 2

Narrow the search by clicking on the filter icon ▼ .

‹ Back — Providers — ▼

Lydney and District Hospital
Lydney 📞

Lydney Hospital
Lydney 📞

Standish Hospital
Stonehouse 📞

Aberaeron Cottage Hospital
Prince's Street, Aberaeron 📞

Aberdare General Hospital
Aberdare 📞

Aberdeen Maternity Hospital
Cornhill Road, Aberdeen 📞

Step 3

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

‹ Back — Providers — ▼

Ambulatory Care and Diagnostics Centre
Acton Lane, London

Athlone House
Hampst...

Search by City

○ Lincolnshire
○ Liverpool
◉ London
○ Louth
○ Lowestoft
○ Ludlow

Cancel | **Search**

Charing Cross Hospital
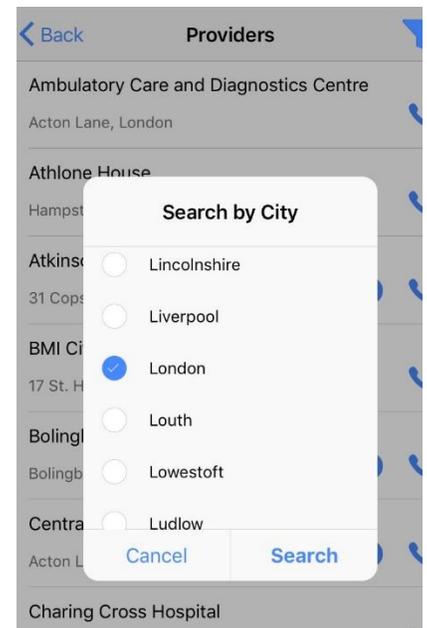
A full list of Providers will appear:

‹ Back — Providers — ▼

Ambulatory Care and Diagnostics Centre
Acton Lane, London 📞

Athlone House
Hampstead Lane, London 📞

Atkinson Morley Hospital
31 Copse Hill, London ⓘ 📞

Address → BMI City Medical
17 St. Helen's Place 4th Floor, London 📞

Bolingbroke Hospital
Bolingbroke Grove, London ⓘ 📞

Central Middlesex Hospital
Acton Lane, London ⓘ 📞

Charing Cross Hospital
Fulham Palace Road, London 📞

📞 **Click on the phone icon, to call**

ⓘ **Click on the information icon:**

Close

Atkinson Morley Hospital

Location
31 Copse Hill, London Greater London

Type of facility
Hospital

🌐 Website | ✉ Email | 📍 Map | 📞 Call
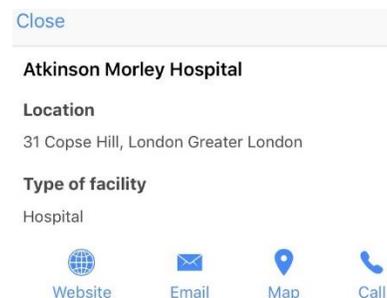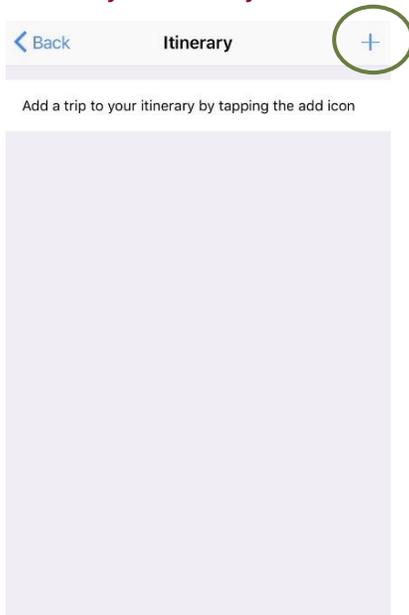

Use the Mobile 'Itinerary' Feature

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:

John Smith	
CISI Traveler	
✓ Check-in	›
☰ Itinerary	›
▤ View Documents	›
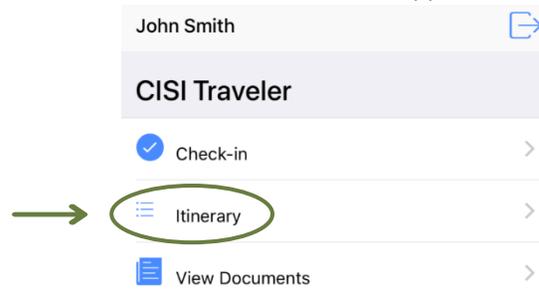
Step 1

Click on ＋ to add your Itinerary

‹ Back   **Itinerary**   ＋

Add a trip to your itinerary by tapping the add icon

Step 2

Add your information and press 'Save Itinerary'

Cancel   **Add Itinerary**

The coverage period for this itinerary is:
Nov 1, 2018 - May 1, 2019

City	City Name
Country	Select A County ▼
From Date	Month/Day/Year
To Date	Month/Day/Year
Mobile #	Mobile Telephone Number
Email	Email Address
Note	Note

Save Itinerary

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

Once saved, your itinerary will appear in this section:

‹ Back   **Itinerary**   ＋

✈ Trip to COPENHAGEN

Insured
JOHN SMITH
Policy
18 7777777
Travel dates
Nov 3, 2018 to Nov 12, 2018
Contact number
212-555-1234
Contact email
JOHNSMITH@EXAMPLE.COM

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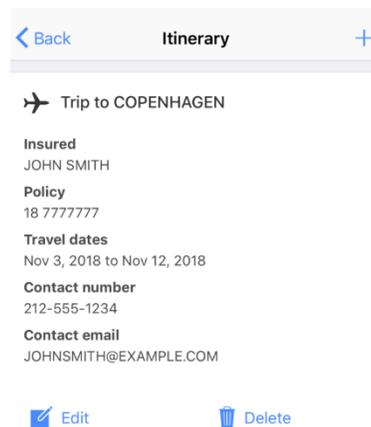
PLEASE NOTE: If any date changes or destinations need to be added or removed, you can edit your Itinerary at any point.

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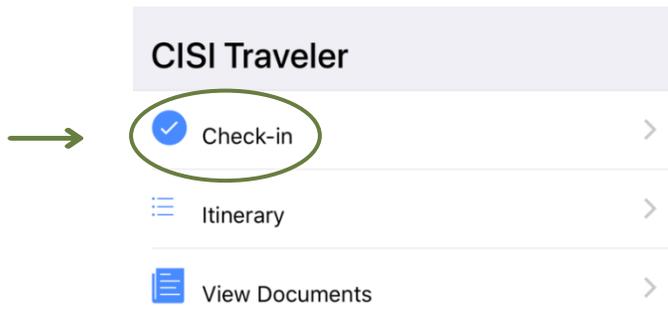
Once checked in, your program can pull an emergency roster through the myCISI sponsor portal where they can then view participant check-in times and locations. If you need immediate assistance, you will be directed to contact our 24/7 assistance team, Team Assist.

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.*