

CISI Traveler App Guide



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



MEDICAL



EMERGENCY



SECURITY

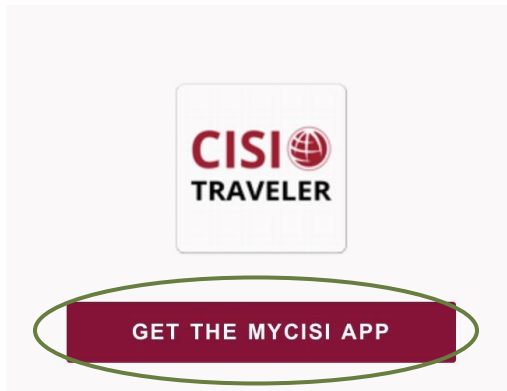
This document provides an overview of the *CISI Traveler* mobile app functionalities. This FREE app is for all participants.

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
- **Claim help** - Get information on filing claims and opening cases
- **Contact Us** - All contact information in one place (for CISI claims as well as links to Team Assist)

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

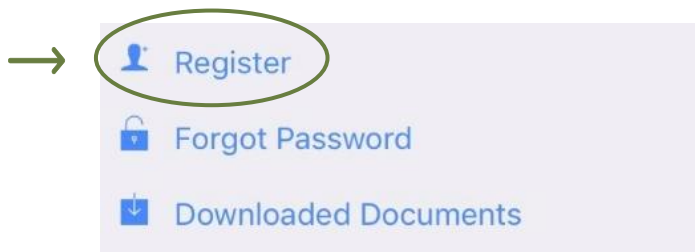
iPhones



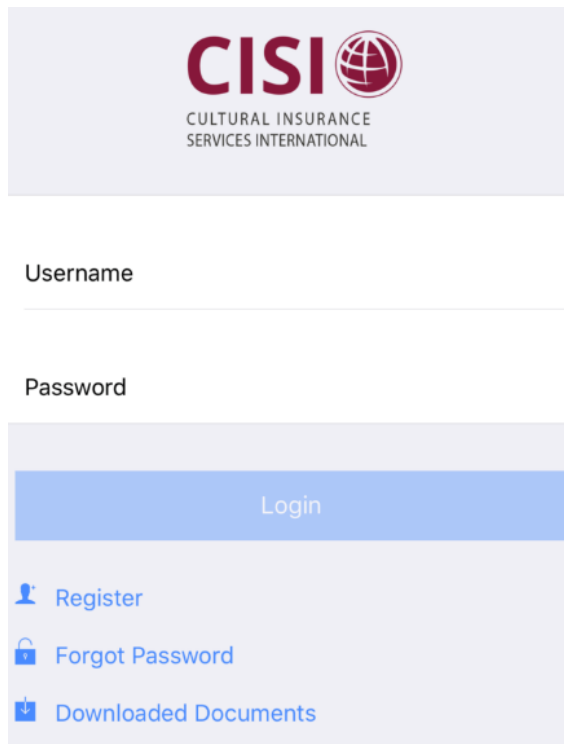
If the icon link isn't working:

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

- 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.*



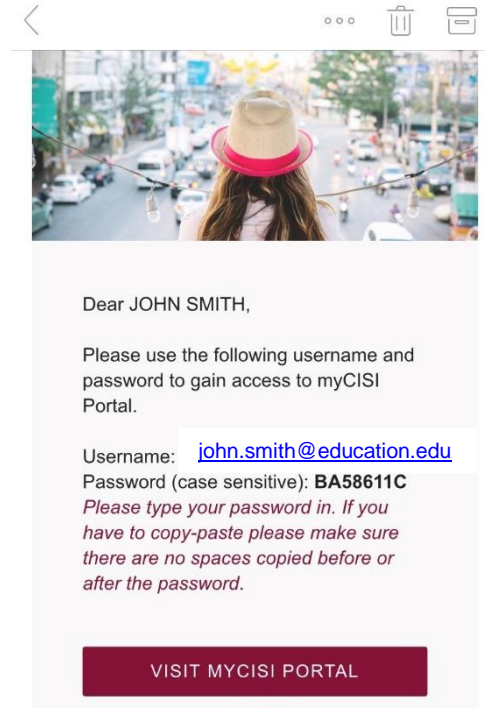
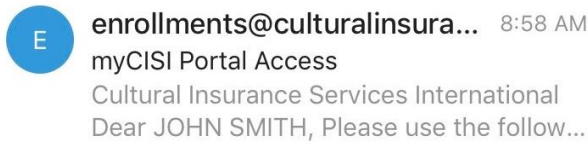
IMPORTANT: Your First Name and Last Name MUST match exactly how you were enrolled. If you need to confirm what has been put for your first and last name, check your ID card attached to your welcome email.
***If registering through the app doesn't work, try registering through the full website. If you continue to have problems, please contact enrollments@mycisi.com or call 203-399-5509.**



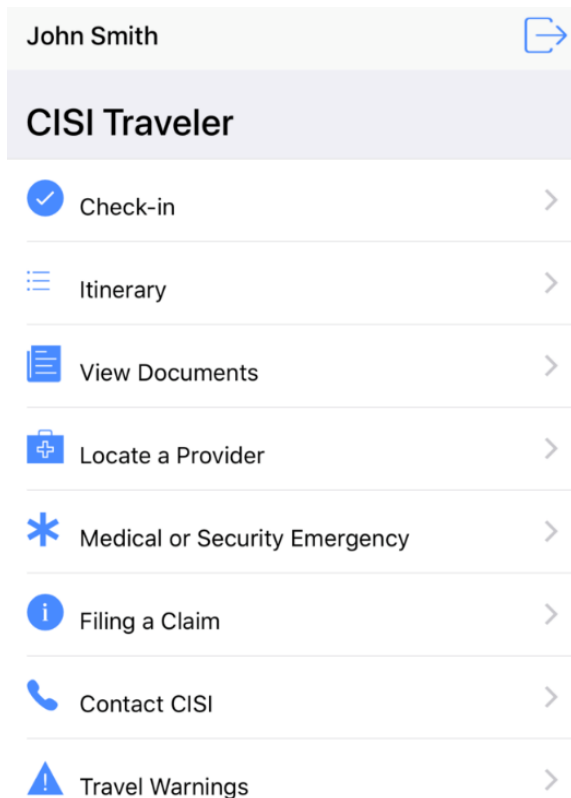
- Enter in your First Name, Last Name and Date of Birth and click **Verify**.

- 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:



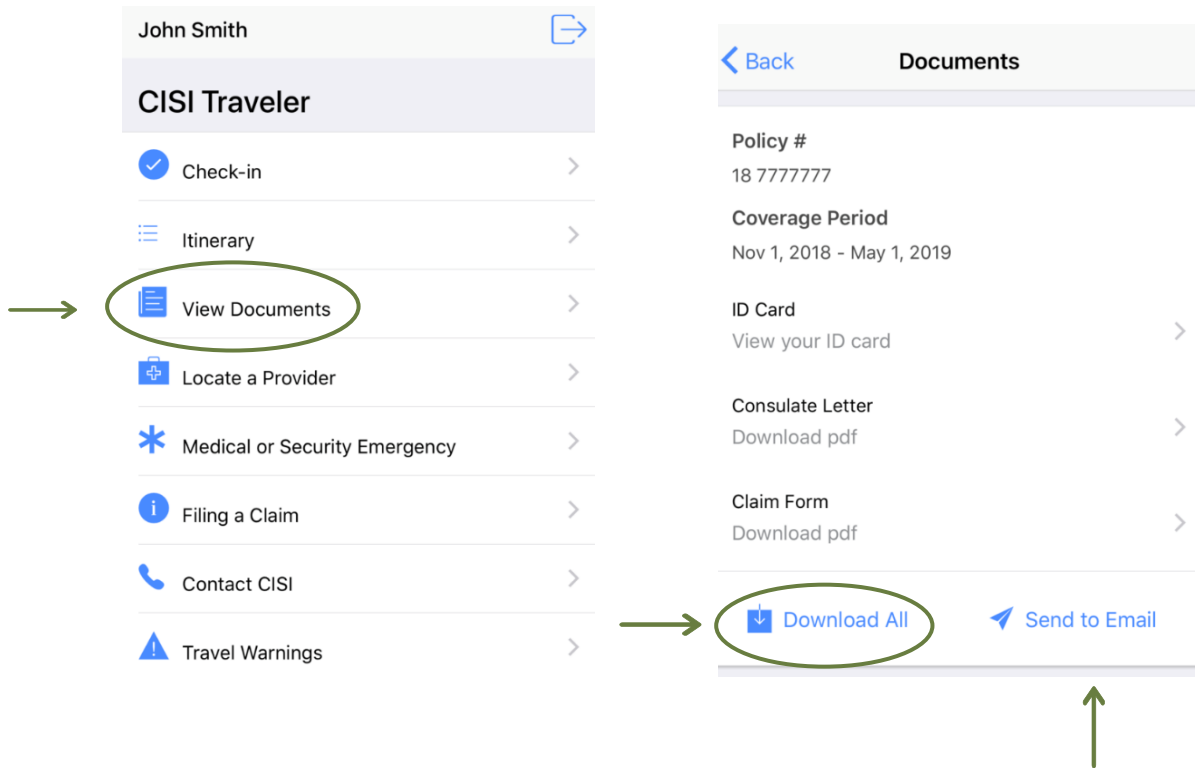
- Check-in** - Let your program and CISI know you are safe when unforeseen events occur
- Itinerary** - Add and edit travel plans on-the-go to ensure you can be located in the event of an emergency
- View Documents** - Email/view your travel insurance documents or download for offline viewing later
- 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 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'*

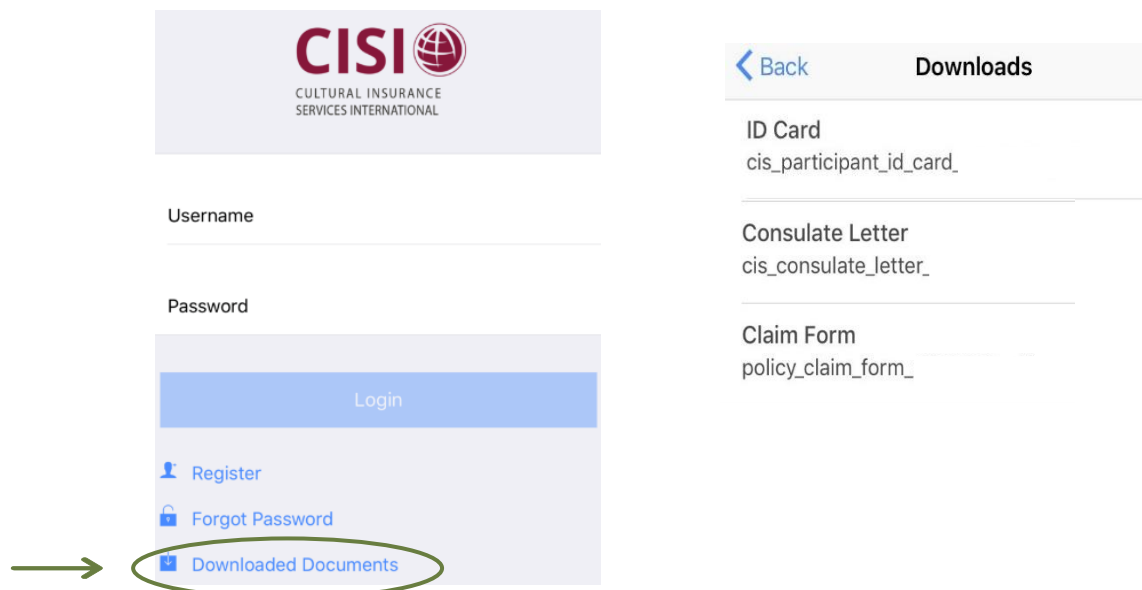
**To avoid data usage charges when downloading, we strongly advise you to use a WIFI connection*



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.

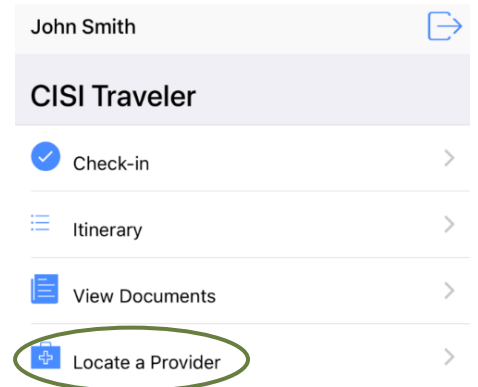


Search for Providers On-the-Go

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

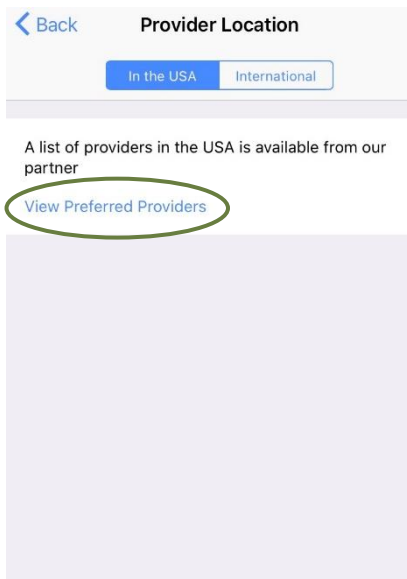
IMPORTANT NOTE REGARDING DATA: You do not need to have your location on while using the app, thus ensuring less data usage. Pulling up local doctors, hospitals, etc. are all done by search, and not through GPS services

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



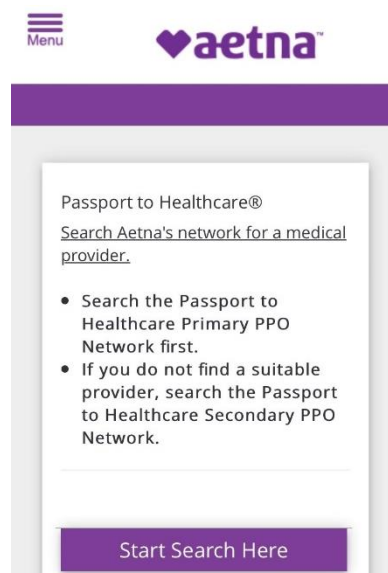
Step 1

Click on 'In the USA' and then on 'View Preferred Providers'



Step 2

This will bring you to the Aetna Provider Search page



Step 3

Scroll down, and enter in your location, and distance. Then click on 'Search'.

