

CLIENT SUPPORT PLATFORM

FOR HELP, SUPPORT AND ANSWERS TO ALL YOUR SUBSCRIPTION AND SOLUTIONS QUERIES

The Client Support platform will allow clients and subscribers to search for knowledge articles to self-resolve the most common enquiries. If an answer cannot be found, there is an option to submit a 'Further Help' request from within the platform.

PLATFORM COMPONENTS:



ACCOUNT & LOGIN

- Membership Details
- Password Reset
- Assistance App Support



MY INTERNATIONAL SOS PROGRAMME

- Certificate of Assistance Application
- Health & Security Assistance Subscription
- Travel Tracker Assistance
- Workforce Resilience Scenarios



SOMETHING ISN'T WORKING

- Registration Portal Alerts
- Activation Support
- Travel Itinerary Support
- Error Messages



ALERTS & NOTIFICATIONS

- Certification of Assistance Applications
- Pre-trip Advisory
- Activation Email
- Country Reports



SOLUTIONS & FEATURES

- Health & Security Assistance Subscription
- Tracker Feature Sheet
- Assistance App Release
- Travel & Medical Risk Ratings