



ManagerView 3.6 Frequently Asked Questions

WHAT HAS CHANGED OR IS NEW IN THIS VERSION OF MANAGERVIEW?

ManagerView 3.6 offers these new features:

- **New App Suite Menu:** ManagerView 3.6 features a new App Menu that allows Manager users access to all your digital products in one interface, with one single sign-on. Depending on which package your organization has, you will be able to access Tracker, Digital Learning Portfolio and other core features directly from the ManagerView platform. Site Monitor will be accessible on the App Suite Menu by May of 2022.
- **Personalization with a Custom Dashboard on Monitor Tab:** ManagerView 3.6 offers savable filters in the Monitor tab. Users can select a specific region and a specific Alert level and most relevant to them and then save that view as a preset tab that is pinned to the top of the Monitor dashboard.
- **More Intuitive Interface:** With an updated, user-friendly interface, ManagerView 3.6 lets users more quickly gain Situational Awareness of any alert incident and understand their current and near future personnel and asset exposure. The interface quickly answers What, Where, When and Who? so that users can quickly assess a situation and quickly make decisions on what actions to take.
- **Navigate the Ukraine Crisis with a Dedicated Ukraine Microsite:** In addition to the existing features in ManagerView designed to help you monitor and respond to the Ukraine Crisis and other situations, this release of ManagerView will allow you to access a Ukraine microsite that will provide the most up-to-date assessment, analysis and forward-leaning advice and guidance on Ukraine and surrounding areas.

IS THERE MORE TRACKER FUNCTIONALITY/FEATURES THAT ARE NOW AVAILABLE IN MANAGERVIEW 3.6?

Yes. The new Monitor section now gives users the ability to view the details of their people and assets potentially impacted by alerts and/or in specific locations, including names and important contact information. Users can now also filter these views by specific alert severity levels and medical/security risk levels. Users can then select specific people and initiate sending them a message (in this release - you will be seamlessly linked over to Tracker in order to send the message. No additional login will be needed).

WHAT APPS WILL I SEE ON THE APP SUITE MENU?

The App Suite Menu displays icons to toggle between to access different features and products within ManagerView. The App Suite Menu will differ for each client depending on which Workforce Resilience Package your organization has. For more information on Workforce Resilience Packages, contact your International SOS account team. .

WHY IS SITE MONITOR NOT AVAILABLE IN THIS VERSION OF MANAGERVIEW?

To avoid any Site Monitor service interruptions, there are technical requirements associated with Site Monitor that require an extended rollout period prior to its availability in ManagerView. We expect Site Monitor to be available to all clients who have it as part of their product portfolio by May 2022.

MY ORGANIZATION ONLY HAS ASSISTANCE SERVICES WITH INTERNATIONAL SOS. WHAT CHANGES WILL I SEE IN MANAGERVIEW?

Users who do not have Tracker or other International SOS digital products will now be taken to Locations screen as your home screen, which provides an overview of the Locations for which International SOS provides guidance and Alert coverage. Assistance Only customers will see the App Suite Menu but with fewer features than clients with Workforce Resilience packages. All users will still have access to COVID Trip planner and the other existing ManagerView features you could previously access.

WHAT CAN BE PERSONALIZED/CUSTOMIZED IN THIS VERSION OF MANAGERVIEW?

The new Monitor section now features a dashboard which allows for up to five customize tabs as selected by the user. Therefore, each ManagerView user in your organization can choose specific regions (e.g., Mid-East and North Africa), specific alert levels (e.g., special advisory level), as well as specific risk levels and save those views in one of the five header spots available for easy access the next time you log in.

HOW OFTEN CAN THE MONITOR DASHBOARD HEADERS BE CHANGED ON THE MONITOR SECTION?

You can change and save the five location risk and alert exposure headers in the Monitor section as often as you'd, but we believe that users will choose to save filters that are most relevant to them and keep them unless and until situations change. There is always the option to revert to the default preset tabs as well.

WHAT IS THE MANAGERVIEW HOMEPAGE FOR ASSISTANCE ONLY CLIENTS?

For users who do not have Tracker or other digital products, the default screen and landing page is the Locations App, which provides an overview of the Locations for which International SOS provides guidance and Alert coverage.

WHAT LANGUAGES ARE AVAILABLE IN MANAGERVIEW?

As of this release, ManagerView is available only in English. However, in the next release, planned for Summer 2022 ManagerView will be available in Spanish, Italian, French, German, Korean, Japanese and Chinese.

I AM HAVING A PROBLEM LOGGING IN TO MANAGERVIEW; WHERE DO I GO FOR HELP?

Please reach out to your International SOS Account team or send an email to the client resources center onlinehelp@internationalsos.com