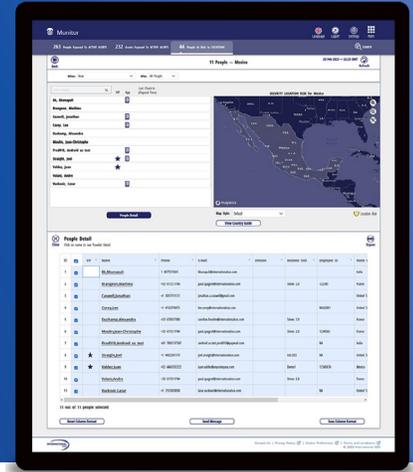


MANAGERVIEW QUICK START GUIDE:

5 KEY STEPS TO SUCCESS

Welcome to the ManagerView Quick Start Guide, designed to help you efficiently navigate and use the key features of the ManagerView workforce resilience platform. Developed by International SOS, ManagerView empowers you to manage your team's well-being, monitor travel risks, access critical information, and make informed decisions for the safety of your people globally. Let's dive into the essential steps to get you started.

To see video of these and other ManagerView key features, visit the [Manager Video Training series](#).



1. SEE WHO MIGHT BE AT RISK DUE TO AN INCIDENT

Whether you received a Manager Alert or simply heard about a world event, you can use ManagerView to quickly understand who of your people are exposed and potentially impacted by an incident or event.

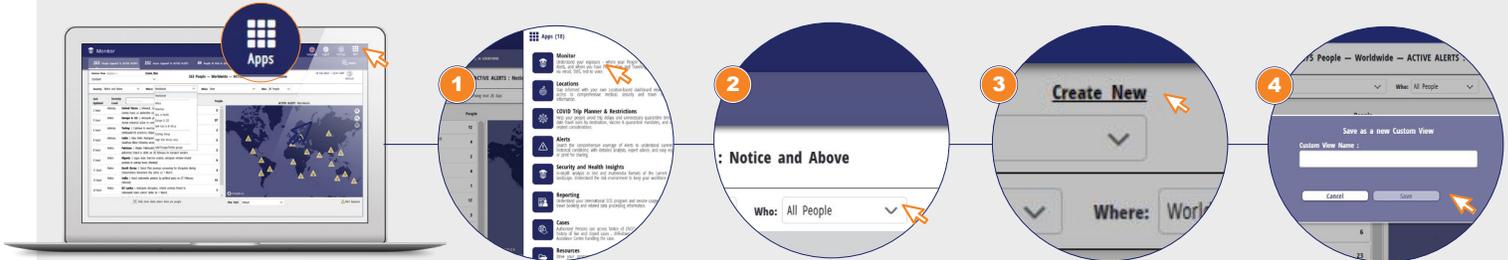


TO GET HERE:

1. Go to the Apps Menu and **Select "Monitor."** Choose the tab **People Exposed to Active Alerts**.
2. Default Alert Security Level is **"Notice and Above"** (which will show ALL Alerts). Default Location coverage is **"Worldwide."** Default Period is **"Now."** Default Who is **"All People."**
3. You can change any of these default settings to better meet your needs. You can then save up to five of these views on this tab and access those views under the **"Custom View"** dropdown menu (see helpful tip below).

HELPFUL TIP: CUSTOMISE YOUR MANAGERVIEW DASHBOARD TO SEE WHAT'S IMPORTANT TO YOU

We designed ManagerView to make it easy to view the information most relevant to you. We highly recommend that you customise your ManagerView interface **BEFORE a crisis arises** so that you can quickly get the information you need when it is most critical. For example, if you always want to see Special Advisory Alerts only, you can create a custom view to show **ONLY** alerts at that severity level.



HOW TO CREATE A CUSTOM DASHBOARD VIEW:

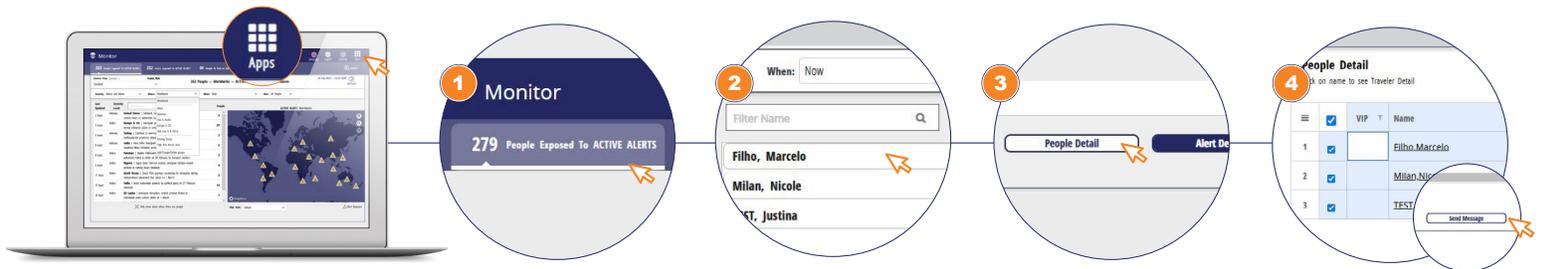
1. Log in to ManagerView and **click on the "Monitor" tab** (If not already there).
2. On the Monitor Page, navigate to the relevant tab and use the dropdowns to choose your preferred severity level, location (Where dropdown), period (When dropdown) and who you want to monitor for (all employees or just VIPs).
3. Once you have your chosen dropdown filters, **click on "Create New"** to create your Custom View.
4. Enter a name for your Custom View and **click "Save."**

Your views will be saved for the next time you log in to ManagerView. You may create up to five Custom Views.



2. CONTACT YOUR PEOPLE WHO MAY BE IMPACTED BY AN INCIDENT

ManagerView lets you contact your people who are potentially impacted by an incident.



TO GET HERE:

1. Go to the Apps Menu and **Select “Monitor.”** Depending on who you wish to contact, choose the **People Exposed to Active Alerts.**
2. **Click on an Alert** to quickly access detailed information and see a list of people who are at – or planning to soon be at – the impacted location.
3. From the Alert Detail page, **click on the “People Detail” button** to see a list of your impacted people.
4. **Choose “Send Message”** to open the Communications Module and create and send your message.

3. SEE WHO’S TRAVELLING TO RISKY LOCATIONS

Depending on your organisation’s policies, it may be necessary to regularly monitor your employees’ bookings for high-risk locations. This ensures they are adequately prepared for their upcoming trips and have fulfilled any travel risk policy compliance requirements before departure.

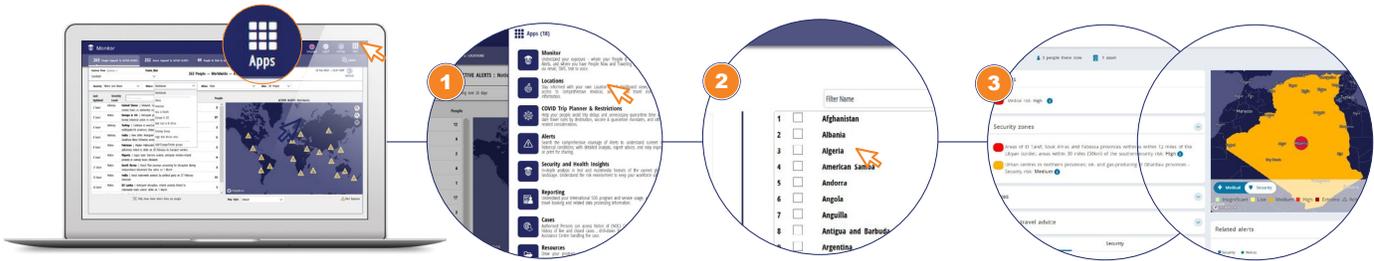


TO GET HERE:

1. Go to the Apps Menu and **Select “Monitor.”** Choose the tab **People at Risk in Locations.**
2. Default location risk level is **“Security High and Above, Medical High and Above.”** Default location coverage is **“Worldwide.”** Default Period is **“Now.”** Default Who is **“All People.”**
3. As with the **“People Exposed”** tab, you can change any of the default settings to better meet your needs and save up to five Custom Views.
4. You can also search for a particular person by going to search, choosing **“By Name”** and searching for the individual.

4. GET MEDICAL AND SECURITY RISK INFORMATION FOR A SPECIFIC LOCATION

The Locations section allows you to easily search a comprehensive catalogue of Locations for up-to-date and relevant information on any place of interest to you or your organisation.



TO GET HERE:

1. Click on the App Menu and **Select “Locations.”**
2. Click on a location to read about its Medical & Security risk ratings and see the related number of active Alerts and People There Now.
3. Use Location Groups (see Configure Locations below) for easy filter-based searching.

HELPFUL TIP: CONFIGURE LOCATION GROUPS

To make it easier to monitor locations that are important to your organisation, follow these steps to create Custom Location Groups:



HOW TO CREATE A CUSTOM GROUP:

1. Go to **“Settings”** on the top right navigation and choose **“Configure Locations.”**
2. Click **“Add”** and name your new Location Group.
3. Choose the locations you want to monitor as part of this Location Group and **“Move to Selected List.”** Click **“Save.”**

Your Custom Location Groups will appear:

- a. On the **“Where”** dropdown on the People Exposed to Active Alerts and People at Risk in Locations tabs in Monitor.
- b. Within the **“Locations”** App under **“Filter Options.”**

5. GET USAGE REPORTS FROM MANAGERVIEW

Use ManagerView to easily generate reports on the usage of your International SOS programme and services by your members.



TO GET HERE:

1. Go to the Apps Menu and **Select “Reporting.”**
2. Click on the **“Reports Tab”** and choose from one of the pre-populated reports for your organisation.
3. Configure report dates and download to excel, PDF or PowerPoint for easy sharing within your organisation.

QUESTIONS? NEED HELP OR SUPPORT?

> [Visit the International SOS Client Support Portal](#) > [Scan the QR Code to Download the International SOS Assistance App](#)

