A User's Introduction to

Global Rescue's GRID℠ Mobile Application

Apple Store   **Google play**

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Background

As threats to global travelers increase in countries throughout the world, Global Rescue's GRID^{SM} mobile app places critical medical, security and other essential travel intelligence at travelers' fingertips.

In an emergency, the GRID^{SM} app puts its members in immediate contact with the medical teams and military special operations veterans who staff Global Rescue's Global Operations Centers.

Travelers are increasingly relying on mobile devices for updates during their travels. A recent TripAdvisor survey found that 87% of the 30,000 people surveyed reported using a smart phone while on their trips.*

While many organizations recommend that travelers download applications that provide personal travel details such as airline or hotel bookings, many travelers lack immediate access to travel intelligence information or communication capabilities that may be life-saving in the event of a medical or security emergency.

Global Rescue's GRID^{SM} Mobile Application Highlights

- **Travel Preparation and Planning** – the featured destination reports and country risk ratings provide travelers with detailed insight into the overall health and security risk of the countries they will visit, enabling more informed decision making about business travel.

- **Real-time Travel Intelligence and Event Monitoring** – Backed by Global Rescue's worldwide team of intelligence analysts who monitor and publish information on global events as they occur, GRID^{SM} provides travelers with real-time background, analysis, and advice about what to do in the event of an emergency in the country they are visiting.

- **Emergency Notification** – A one-touch emergency button instantly alerts GlobalRescue's Operations Center that a traveler is in distress. Employees who receive their Global Rescue membership through their employers can choose to alert them as well.

- **Status and Location Updates** – Travelers can indicate that they are okay by "checking-in", relaying their GPS coordinates to Global Rescue's Operations Center and their employers.

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Global Rescue's GRID^{SM} Mobile Application User Guide

The upcoming slides will outline what features are available on Global Rescue's GRID^{SM} Mobile App and how you can use them on your phone.

Please note that the Global Rescue GRID^{SM} app is now available at the Apple Store (iOS 8 and above) and Google Play (Android 4.4 and above) through the following links:

https://itunes.apple.com/us/app/global-rescue-grid/id1084623977?ls=1&mt=8
https://play.google.com/store/apps/details?id=com.globalrescue.enterprise&hl=en

We strongly recommend you enable the Global Rescue app to access your GPS function and location when you are using the app so that you can include your GPS coordinates in a situation should you so choose.

Previous versions of the mobile app will continue to be supported on BlackBerry World for older model devices, but we encourage newer BlackBerry devices to download our application through the Android store.

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Global Rescue's GRID℠ Mobile Application

How to Log In

Step 1: Download the "Global Rescue GRID" Mobile App from the app store via your smart device (ex: cell phone, tablet, etc.). Please note that a unique log in will only work on one device at a time; therefore you cannot use the same log in across multiple devices at the same time.

Note: if you are trying to download the mobile application for a tablet, make sure you have selected "phone applications" in your app store to find the Global Rescue application.

Global Rescue's GRID℠ Mobile Application

How to Log In

Step 2: Log in with your Global Rescue credentials. As an employee, dependent or student, you have free access to the mobile app, your user should be already registered (*for dependents first log in, please, contact the NU-Q Business & Risk Analyst to update the dependent preferred email address*).

If you do not already have login credentials for Global Rescue, **click the "Login Help"** on the screen, **then click "Forgot Password"** on the following screen and follow the instructions. GRID will send you a confirmation email to you with your temporary log in credentials, which are valid for up to 1 week. Please look for an email from alerts@globalrescue-grid.com.
If you have forgotten your password, you can follow the same procedure and a new password will be sent to your email.

Global Rescue's GRID℠ Mobile Application

Landing Page
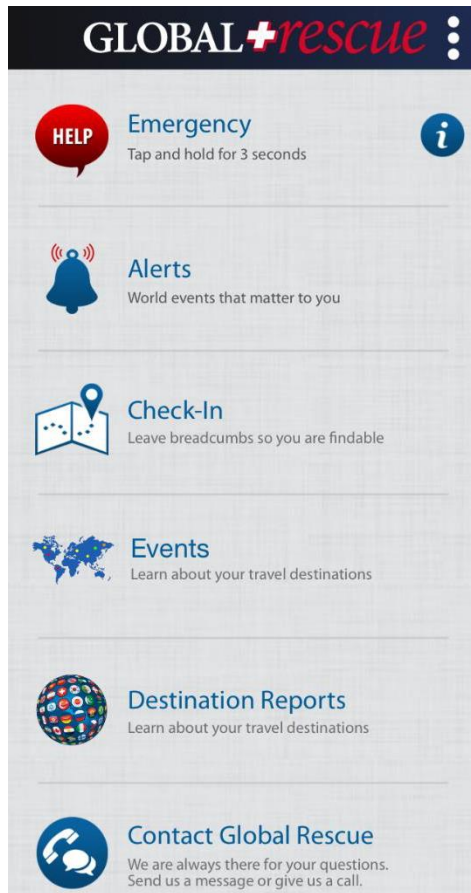
Once you log in, the app will direct
you to the landing page.

The landing page displays all the different
tools and functionalities available on the
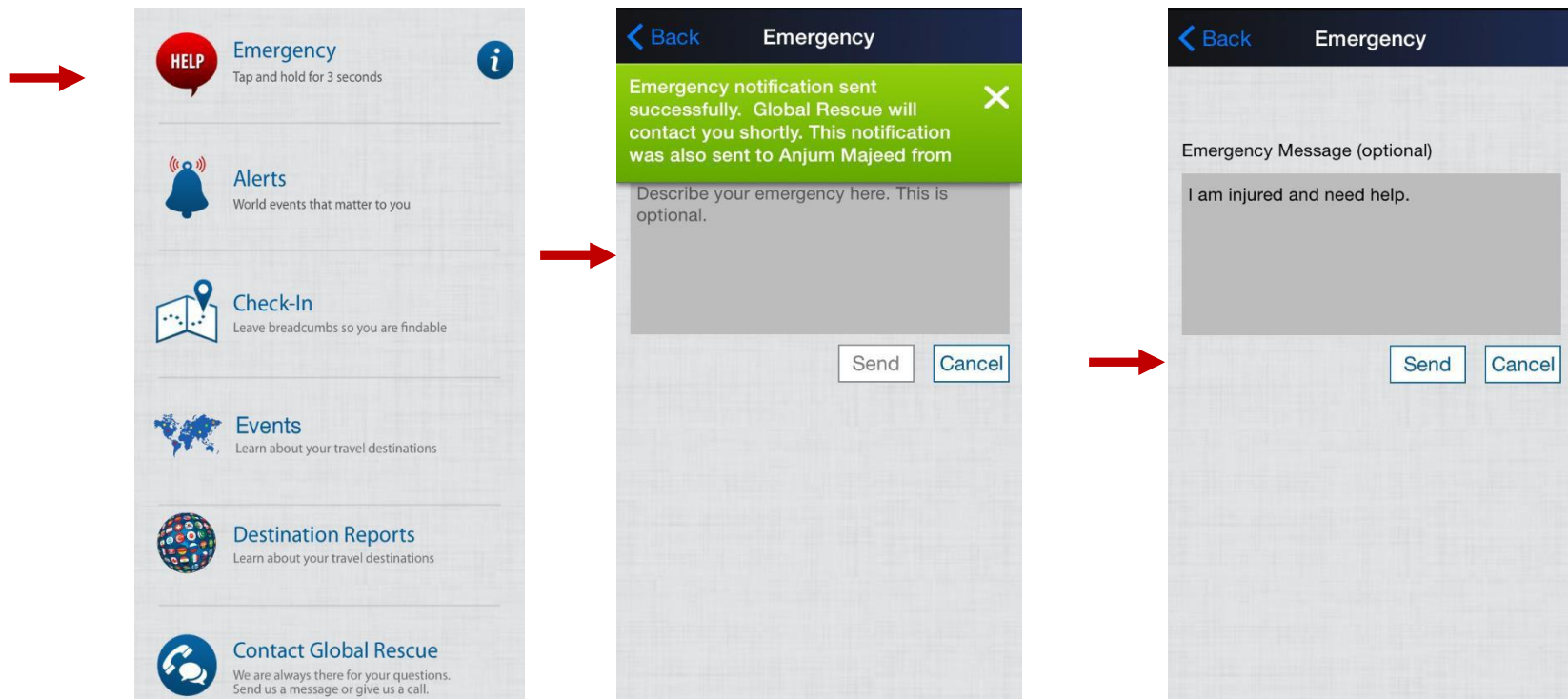Global Rescue Mobile App.

The following slides explain each
function and how to use it.

Global Rescue's GRID℠ Mobile Application

Emergency Function

During an emergency, tap and hold the Emergency button at the top of the landing page for three seconds.

This will automatically send a message to the Global Rescue's Operations Center, who will start working on your case immediately. You can choose to add details if appropriate.

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Alerts Function

The Alerts Function allows you to view Event Alerts that meet the specific criteria you've selected via the online GRID platform for unique Alert Profiles.
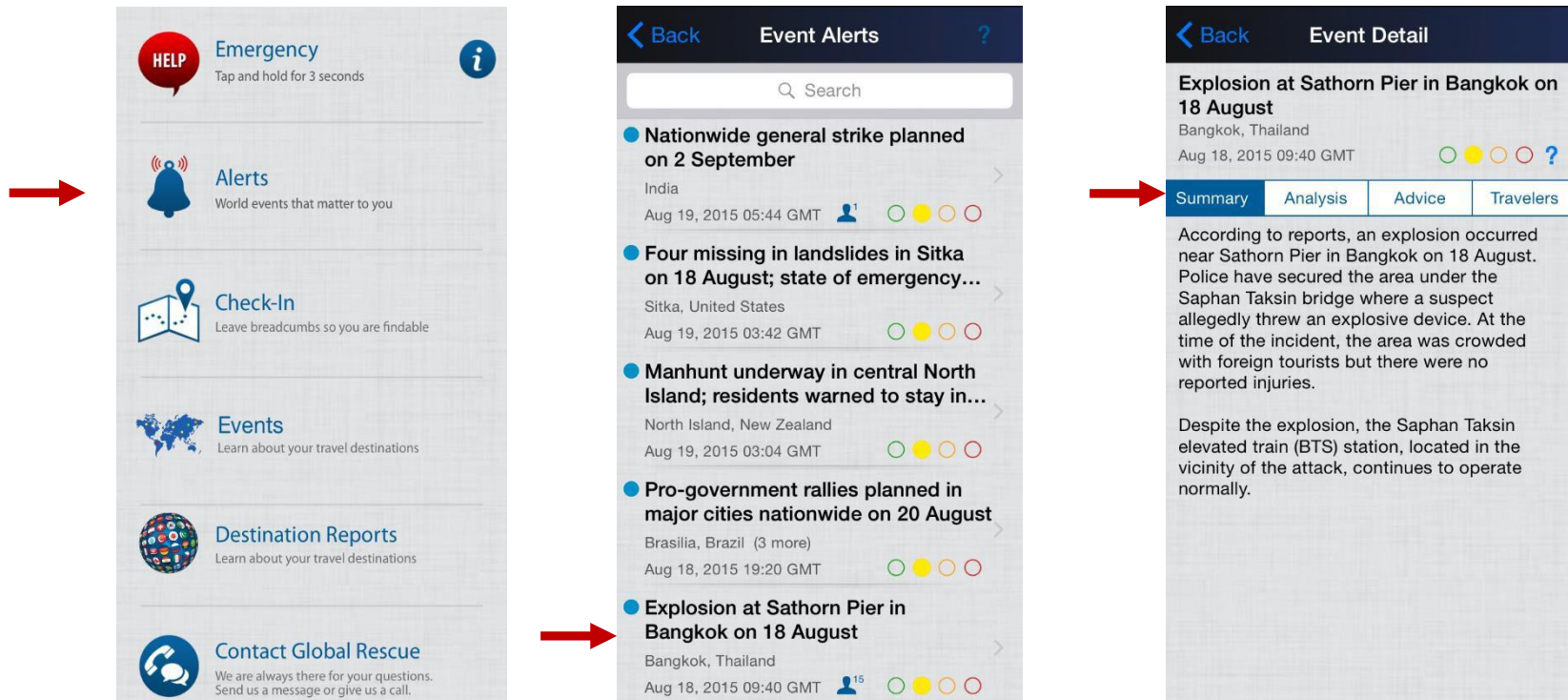
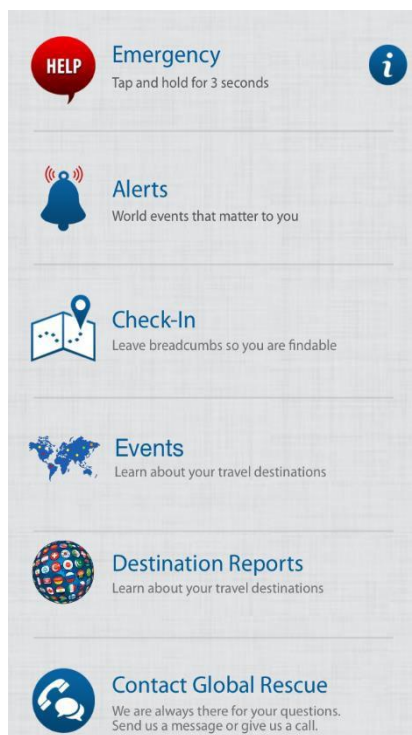# Global Rescue's GRID℠ Mobile Application

Checking In

If you choose to check-in, tap the "check-in" button on the landing page, and then the "check in" button on the next page. You can include a message if you would like. By checking in, you are sending your GPS coordinates to Global Rescue and your company.
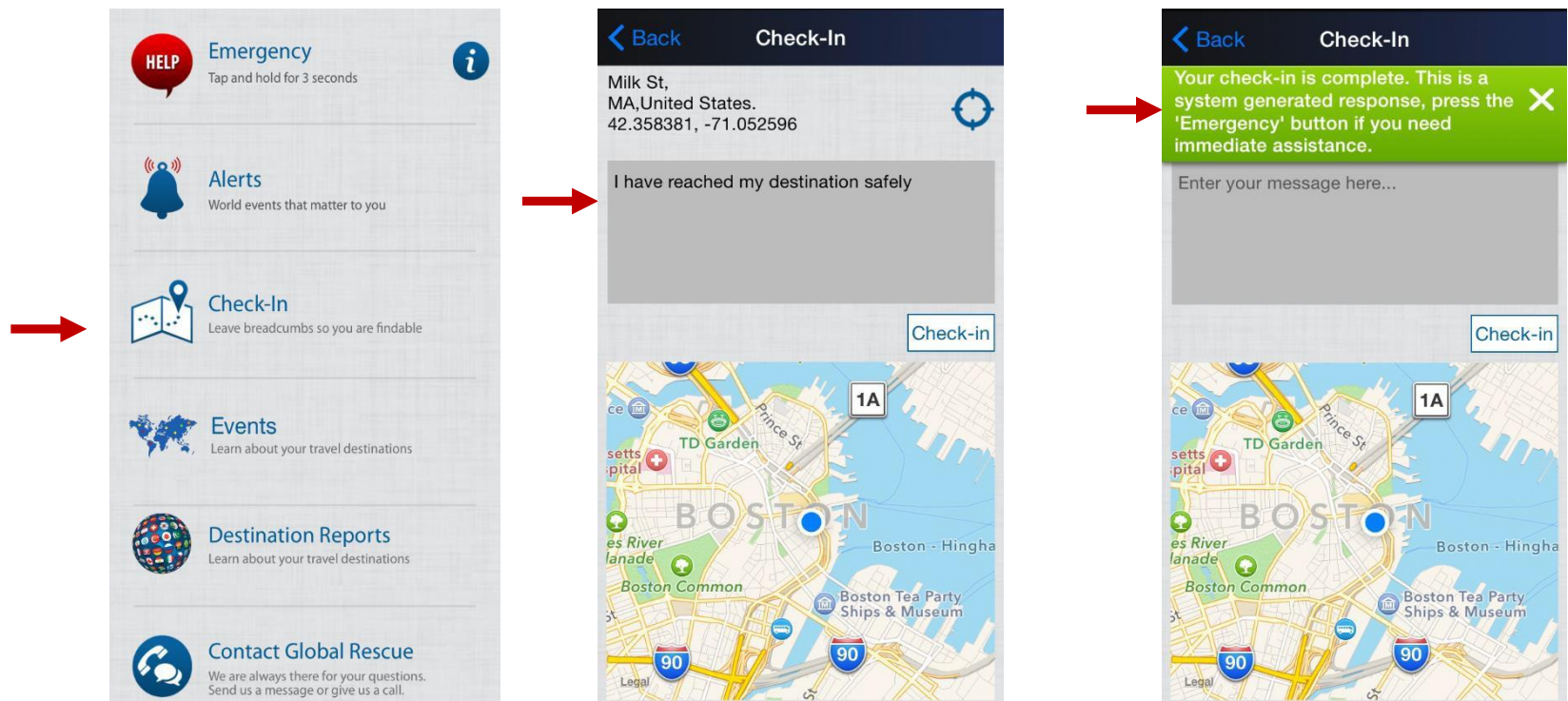
Global Rescue's GRID℠ Mobile Application

## *Events*

The Events Function shows all Event Alerts that Global Rescue's in-house Intelligence team publishes. The titles of the Event Alerts are visible from the first page, along with the risk rating of the country affected. You can select any of the Event Alerts that interest you and read a summary and analysis of the situation and advice on what actions to take if affected.
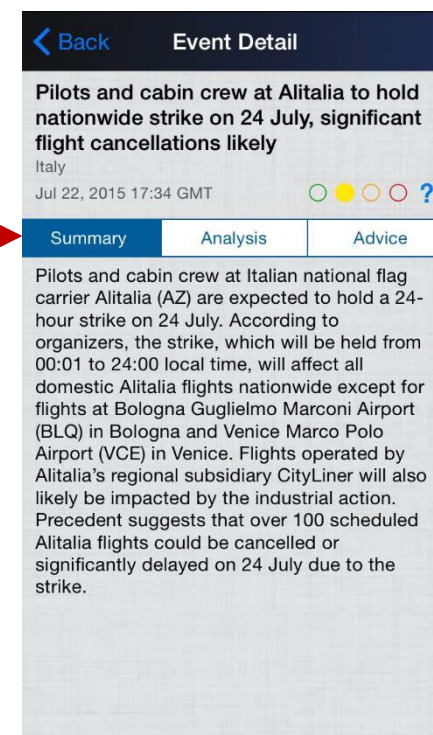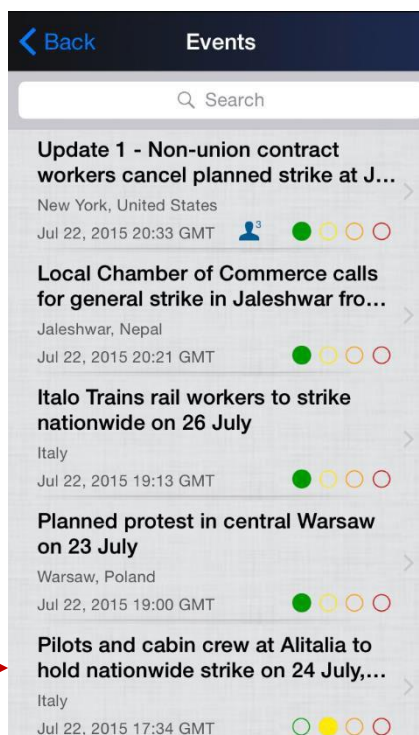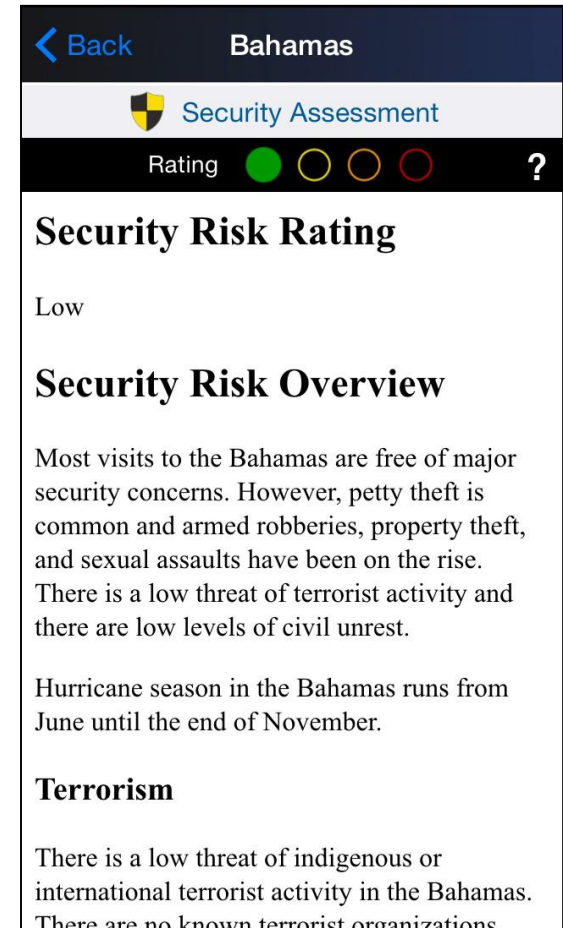
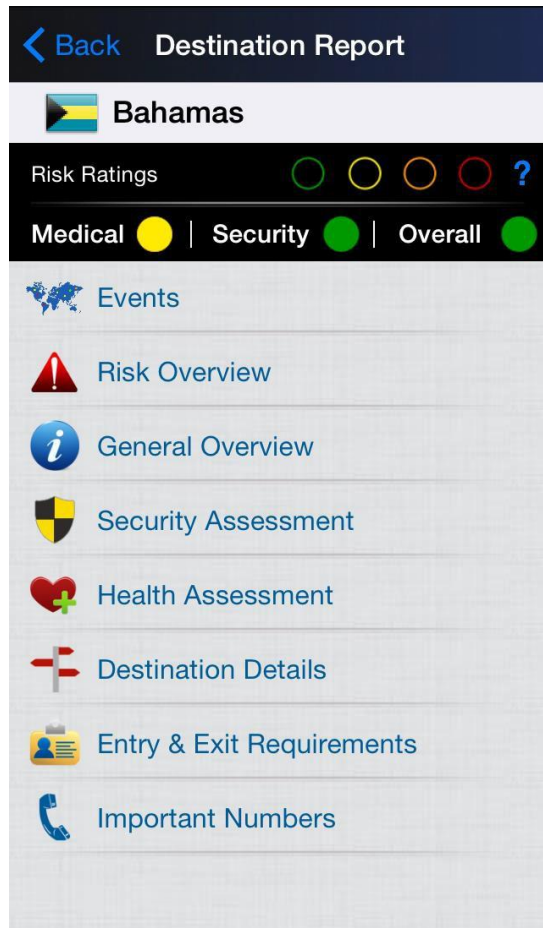# Global Rescue's GRID℠ Mobile Application

Destination Reports

To learn more about your travel destination or countries you are interested in, tap the "Destination Reports" button on the landing page and search for a specific country. You can read all the different sections for that destination right on your phone while waiting for your plane, train, or car.
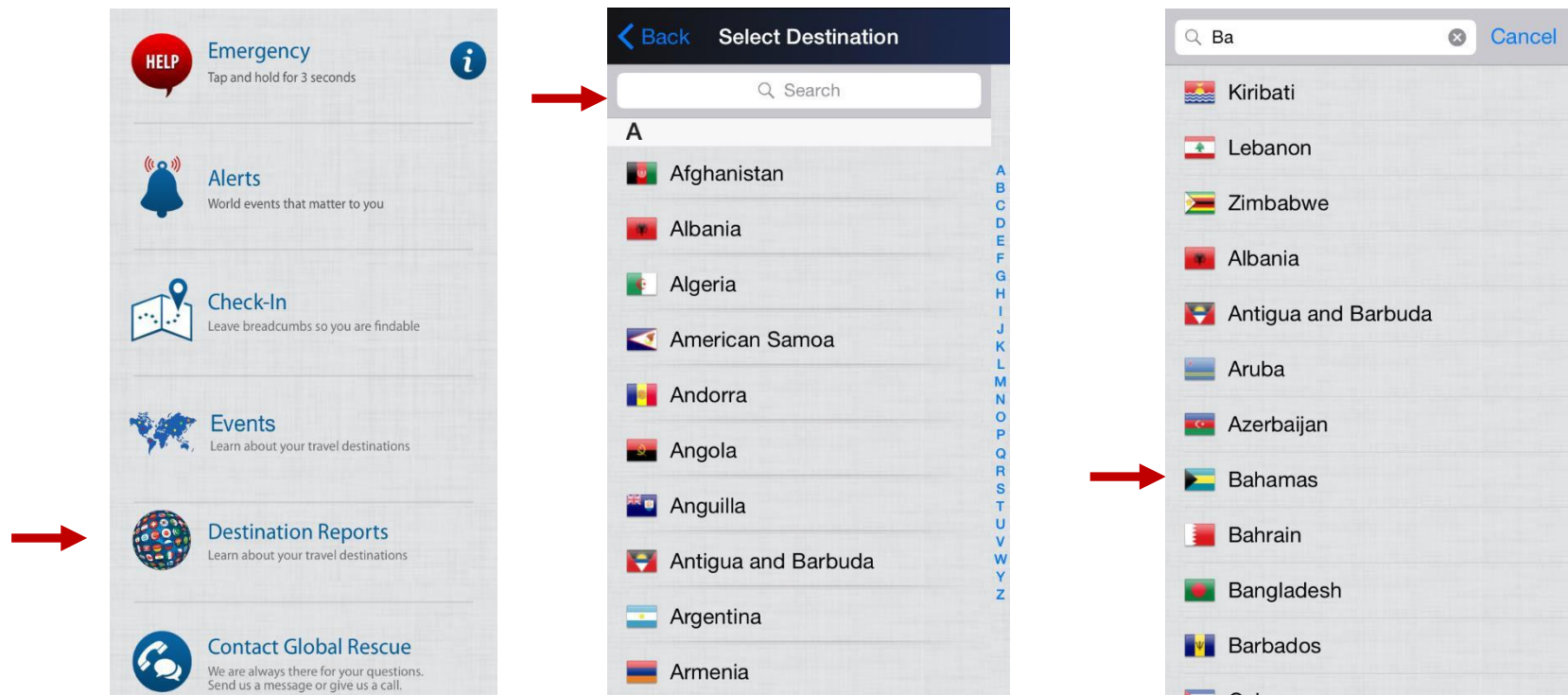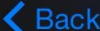
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Destination Reports – Overview of Sections

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Destination Reports – Overview of Sections

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💚 Health Assessment

Rating ○ ● ○ ○   ?
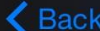
Health Risk Rating

Moderate

Travel Health Advice

Routine vaccines for preventable diseases, such as measles/mumps/rubella (MMR) vaccine, diphtheria/pertussis/tetanus (DPT) vaccine, chickenpox (or varicella), poliovirus vaccine, etc. are recommended for all travelers.

Prevent against insect bites and insect-borne diseases, such as tick-borne encephalitis or malaria, by using insect repellant and wearing long pants, long sleeve shirts, boots, and hats if possible.

Prevent against foodborne illnesses by avoiding undercooked foods and unpasteurized dairy products and washing hands, especially

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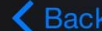**< Back   Bahamas**

🚩 Destination Details

Time Zones

From 8 March 2015 to 1 November 2015, Eastern Daylight Time (EDT): GMT – 4 hours
From 1 November 2015 to 13 March 2016, Eastern Standard Time (EST): GMT – 5 hours
From 13 March 2016 to 6 November 2016, Eastern Standard Time (EST): GMT – 4 hours

Currency

Bahamian dollar (BSD)

Credit Cards

American Express, Diners Club, MasterCard and Visa are accepted in the Bahamas. Travelers should check with their bank before their trip about any fees that might be charged with credit card use. Travelers should always notify their bank of their travel plans to avoid

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📇 Entry & Exit Requirements

The following information is for citizens of the United States. Visa and other entry/exit requirements change on a regular basis. Contact an embassy or consulate for up-to-date requirements.

A passport with at least two blank pages, an onward/return ticket, and proof of sufficient funds (approximately USD 200 per day) are required for entry. Proof of yellow fever vaccination must be presented if travelers arrive from or have transited through a country at risk of yellow fever transmission. Those who are unable to provide the required documents may be refused entry. Foreign travelers are usually granted a stay of up to 21 days upon entry, but they can extend the duration at the Immigration Department. A visa is not required for a stay of no more than eight months. There is a departure tax of BSD 15 for those leaving the Bahamas over age six. This tax is usually included in the price of an

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Contact Global Rescue

If you would like to contact Global Rescue, tap on the "Contact Global Rescue" button. You can either call Global Rescue's Operations Center by clicking on the top option and selecting either within the US or outside the US, or you can send a message to the Global Rescue Operations Center by typing out your message at the bottom and hitting "send".
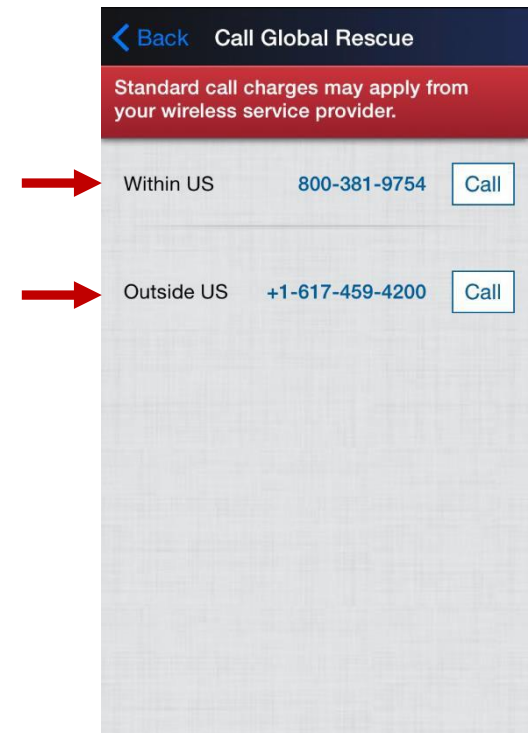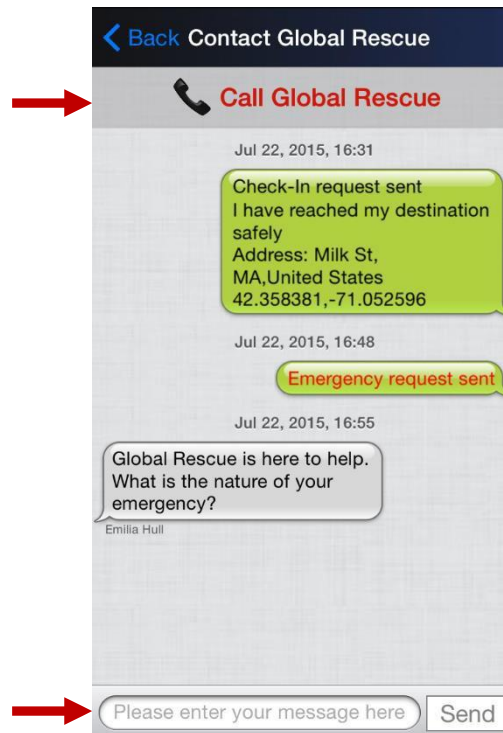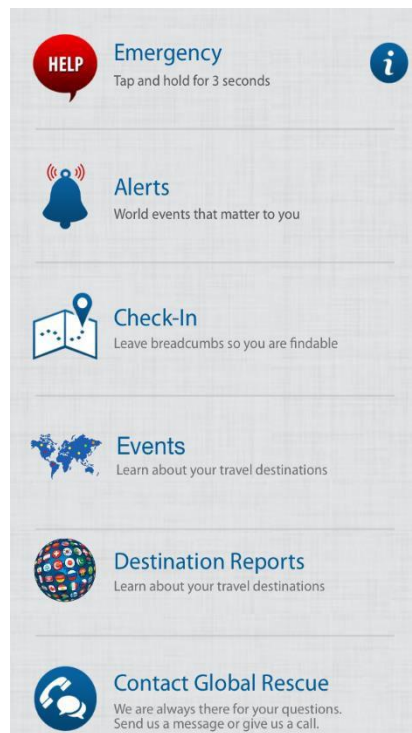
You are now ready to use Global Rescue's GRID^{SM} Mobile Application and take advantage of all these features wherever you go.

If you have any questions or issues, please contact Global Rescue at

enterprise@globalrescue.com

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12 Years 17,000 missions 11 Company