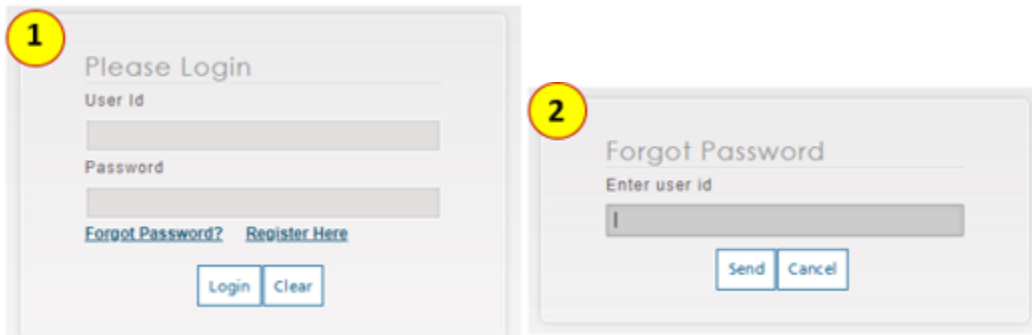


How to Log into Your GRIDSM Account

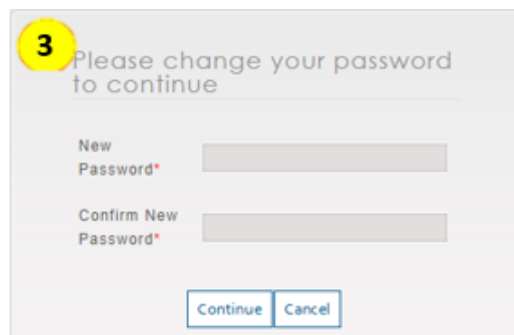
This GRIDSM guide will show you how to log into GRIDSM for the first time.

1. Access GRIDSM through this link (please save the link to your favorites):
<https://grid.globalrescue.com/>
2. Your user is already registered in GRIDSM (the Business & Risk Analyst registers all members), so you just need to log in on the GRIDSM log in screen, click on the “Forgot Password” button (1). You will then be asked to “Enter user id”, this is your email address (*for dependents first log in, please, contact the NU-Q Business & Risk Analyst to update the dependent preferred email address*) (2)



The image shows two side-by-side screenshots of the GRIDSM login interface. The left screenshot, labeled with a yellow circle containing the number 1, is titled 'Please Login' and contains fields for 'User Id' and 'Password', a 'Forgot Password?' link, a 'Register Here' link, and 'Login' and 'Clear' buttons. The right screenshot, labeled with a yellow circle containing the number 2, is titled 'Forgot Password' and contains an 'Enter user id' field and 'Send' and 'Cancel' buttons.

3. Once you have entered your NU-Q registered email address and click send, GRIDSM 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
4. Once you log in with your temporary credentials, you will be directed to change your password (3)



The image shows a screenshot of the GRIDSM password change screen, labeled with a yellow circle containing the number 3. The screen is titled 'Please change your password to continue' and contains fields for 'New Password*' and 'Confirm New Password*', and 'Continue' and 'Cancel' buttons.

GRID Destination Reports

To learn more about your travel destination or countries you are interested in. The Destination Reports title is visible from the first page on the top navigation bar. Just click on it and search for a specific country.

The screenshot shows the GRID Destination Reports web interface. At the top, there is a dark blue navigation bar with the GRID logo on the left and 'My Profile | Logout' on the right. Below the logo, the 'DESTINATION REPORTS' link is highlighted with a red box. Other navigation links include 'EVENTS', 'EMAIL ALERT PROFILE', and 'DESTINATION RISK RATINGS'. The main content area has a light gray background. On the left, there is a sidebar with world maps and region names: World, Africa, Asia, Australia & Oceania, Central & South America, Europe, Middle East, and North America & Caribbean. The main area features a 'Destination Search' section with a text input field and an 'Alphabetical Selection' row of letters from A to Z. To the right of the search is a 'Severity Filter' with a color-coded scale from Low (green) to Extreme (red). Below these is a grid of destination cards, each showing a country's flag and name. The grid includes countries like Afghanistan, Albania, Algeria, American Samoa, Andorra, Angola, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Ascension Island, Australia, Austria, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belgium, Belize, Benin, Bermuda, Bhutan, Bolivia, Bosnia and Herzegovina, and Botswana.

Note: If your trip is on TACIT, it will be transferred and created on GRID Global Rescue and you will receive your destination report via email from Global Rescue 10 days prior departure.

The screenshot shows an email report from Global Rescue. At the top left, there is a PDF icon and the text 'NepalReport.pdf 203 KB'. The email body is white with a gray sidebar on the left. The text of the email is as follows:

Dear Katia Almazan Zurita,

Before your embark on your upcoming trip, we would like to provide you with up-to-date information about your travel destination.

The attached Destination Report includes Global Rescue's security and health risk assessments as well as additional information on your destination you may find helpful.

If you have any questions prior to your trip, please feel free to contact us.

We wish you a safe and enjoyable journey!

The Global Rescue Team

FOR QUESTIONS OR EMERGENCY SERVICE,
CALL GLOBAL RESCUE AT:

1.800.381.9754
Toll Free in U.S. or Canada

+1.617.459.4200
International

or email us:
operations@globalrescue.com

Destination Reports – Overview of Sections

You can read all the different sections for that destination right on your phone while waiting for your plane, train, or car.

The screenshot displays the Global Rescue GRID website interface. At the top, there's a navigation bar with links for 'DESTINATION REPORTS', 'EVENTS', 'EMAIL ALERT PROFILE', and 'DESTINATION RISK RATINGS'. The main content area is titled 'Select another Destination' and shows 'Malaysia' as the selected destination. Below this, there's a section for 'Overall Risk Rating' with a color-coded bar (Low, Moderate, High, Extreme) and a table showing 'Overall', 'Medical', and 'Security' ratings, all marked with checkmarks. To the right, there's a 'Risk Overview' section with a text description of the risk rating for Malaysia. Further right, there's a weather section for 'Kuala Lumpur' showing the date 'Aug 15, 2018 - 08:18:57 pm', temperature '83°F - 28°C', and weather condition 'Mostly Cloudy'. Below the weather section, there's a map of Malaysia and surrounding regions. On the left side of the map, there's a sidebar with a red border containing links to 'General Overview', 'Security Assessment', 'Health Assessment', 'Destination Details', 'Entry & Exit Requirements', and 'Important Numbers'. The 'General Overview' link is highlighted with a red circle.

GLOBAL *rescue* GRID

DESTINATION REPORTS | EVENTS | EMAIL ALERT PROFILE | DESTINATION RISK RATINGS

My Profile | Logout

Select another Destination

Malaysia

Overall Risk Rating

Low Moderate High Extreme

Overall ✓

Medical ✓

Security ✓

Risk Overview

The overall risk rating for Malaysia is Moderate due to a Moderate security risk rating and a Moderate health risk rating. The country has moderate crime rates. Terrorism, usually in the form of kidnapping or piracy, has generally been restricted to eastern Sabah and limited in scale. However, an attack in June 2016 on the outskirts of Kuala Lumpur that has been attributed to individuals linked to the Islamic State (IS) highlights the ongoing threat of terrorism in Kuala Lumpur and other major cities. Monsoon rains can cause flooding and landslides. Water- and vector-borne diseases are common, but most medical facilities are of good quality.

Kuala Lumpur

Aug 15, 2018 - 08:18:57 pm

83°F - 28°C

Mostly Cloudy

Tomorrow: Thunderstorms

1 QAR = 1.1270 MYR

General Overview

Security Assessment

Health Assessment

Destination Details

Entry & Exit Requirements

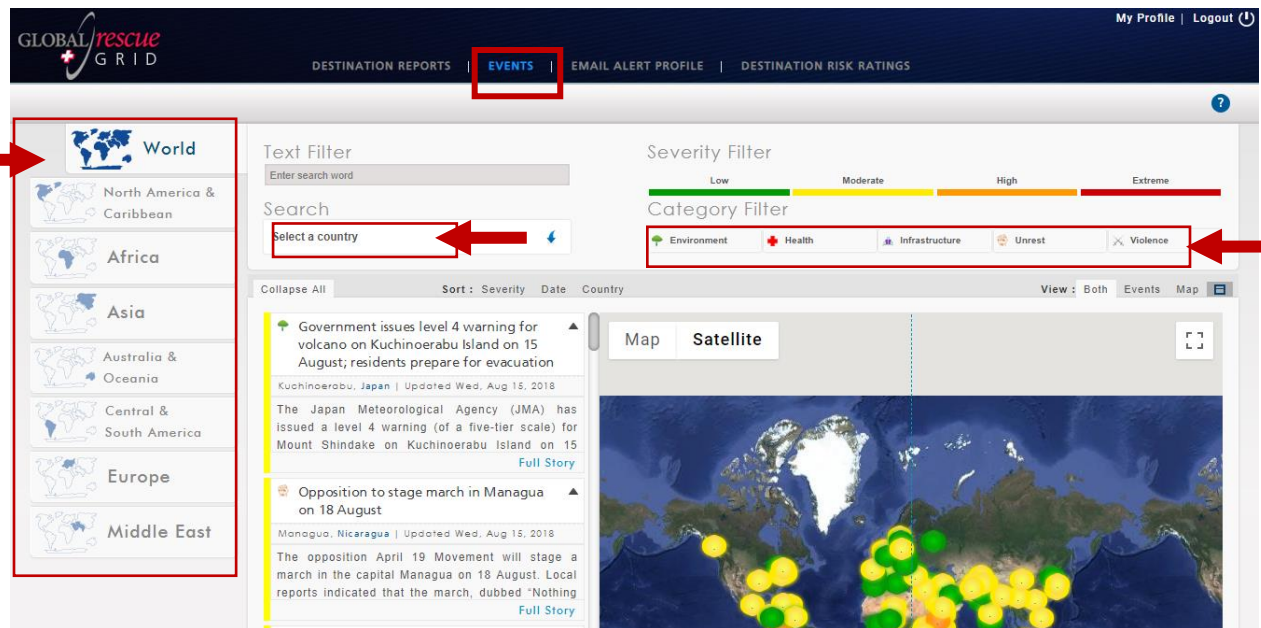
Important Numbers

European powers first lay colonial claims on Malaysia in the early 16th century when the Portuguese colonized Malacca. Control over what is now Malaysia changed hands a number of times over the course of the next few centuries. Malacca was seized by Dutch forces in the 17th century, after which the country came under British control before eventually being granted independence. In the 19th century, Great Britain imposed colonial rule in Malaysia, though British influence can be formally traced back to the mid-18th century, when commercial interests were established in the country. The nation remained a British colony until it was conquered by Japan during the Second World War. The Malay territories reverted to British rule in 1945, but the peninsular territories formed a federation in 1948 and became fully independent in 1957. In 1963 Singapore and Borneo joined the federation, but after two years of communist insurgency and border troubles with Indonesia, Singapore seceded.

GRID Events Function

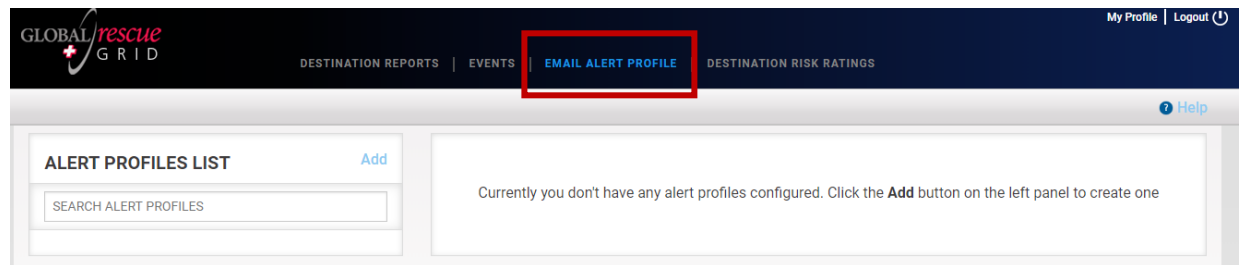
The Events Function shows all Event Alerts that Global Rescue's in-house Intelligence team publishes. The titles of the Event Alerts are visible from the first page on the top navigation bar. You can select any of the Event Alerts that interest you and read a summary and analysis of the situation and advice on what actions to take if affected.

You can filter the events by continent, country and category (environmental, health, infrastructure, unrest or violence categories).

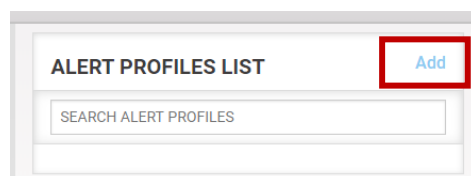


GRID email alert profile set up

1. First Log into GRID from a desktop computer or desktop capable tablet.
2. On the top navigation bar locate "Email Alert Profile"



3. On the left side of the screen locate "Alert Profiles List" area and locate "Add"



4. Fill out the information required;
 - Profile Name (What you want to name this Alert Profile),
 - Profile Status (Active or inactive alert receipts),
 - Severity,
 - Categories,
 - Location (Worldwide is selected by default; can be narrowed down to countries, provinces, states, and cities; Multiple locations can be selected).

When completed select "SAVE"

Personal Alert Profile ?

Profile Name: *

Profile Status: ☒ On ☐ Off

Select Severity: ☒ Low ☐ Moderate ☐ High ☐ Extreme

SAVE CANCEL

For information about how to use the GRID App, please check the GRID Mobile App Introduction Guide.

If you have any questions throughout the process, please do not hesitate to reach out to enterprise@globalrescue.com