AIG Travel Assistance Website and App User Guide

With increasing travel security and health risks, navigating the world of international travel requires a new level of sophistication in order to stay safe and secure. Whether it's prior to travel, during the trip, or after the return home, our secure, member-only Travel Assistance Website and App provides travelers with convenient access to in-depth travel, security and health information 24/7/365.

This user guide contains instructions on how to navigate the secure Travel Assistance Website and App. If you require additional technical support related to the website or app, please click on "Contact Us" from the website and complete the form.

AIG®

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Travel Assistance Website Features

Alerts contain security level developments, such as terror attacks, large-scale demonstrations and protests, major strikes, infrastructure/aviation/weather/health disasters or disruptions, significant threats, government warnings, major elections, ethnic or civil unrest and attacks that may affect your travel destination(s) and specific travel dates and are provided via email and/or SMS. Also, subscribe to Editorial Travel News alerts for webinars or latest travel topics.

Country Reports provide key information on political conditions, security issues, travel logistics, cultural factors, contact details and health advisories.

Case Studies help you understand how we assist travelers from minor injuries to life-threatening situations.

Travel Articles share the latest travel tips and news on destinations worldwide.

Travel Health educates travelers on health-related concerns, precautions and requirements for destinations and ability to create personal travel health profiles.

Medical Risk Map educates travelers on health-related concerns, precautions and requirements for 196 destinations.

Security Awareness Training provides you with online travel safety videos and knowledge tests which offer basic tools and information to be an aware, organised and prepared traveler.

In addition, the comprehensive desktop travel assistance website is mobile-friendly on all smartphone and tablet devices.

Travel Assistance App Features

Available for Apple and Android Smartphones

Country Reports provide key information on political conditions, security issues, travel logistics, cultural factors, contact details and health advisories with the ability to favourite reports.

Security Travel Alerts emails subscriptions can be managed via the app to obtain security level developments that may affect your travel destination(s) (subscribed travel alerts will be sent to the registered user's email address and/or mobile number).

Security Awareness Training provides you with online travel safety videos and knowledge tests which offer basic tools and information to be an aware, organised and prepared traveler.

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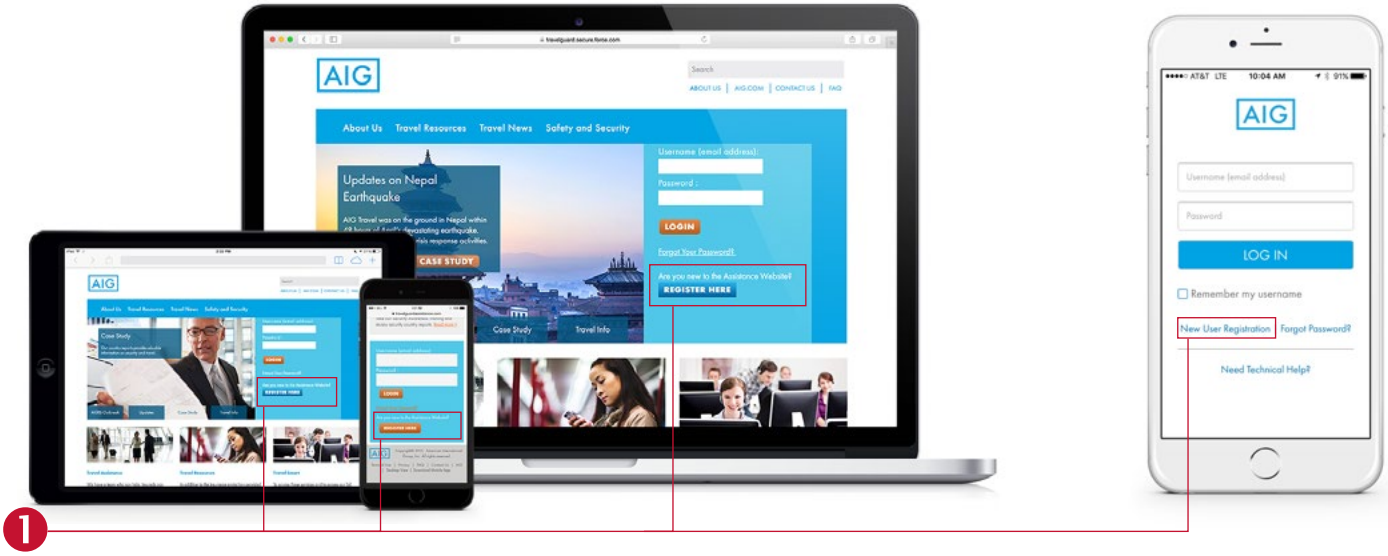
Registration and Login Instructions for New Users on Desktop or Mobile

Once you have completed registration, the same login credentials may be used across all entry points (desktop/mobile site/mobile app).

1. To access the full website on your desktop or smartphone/tablet device, visit: www.aig.com/globalwatch. Visit the Registration Guide section to watch a video tutorial.

   OR

   To access the mobile app, go to the Apple App Store or Android Play Store from your smartphone and search for AIG and tap on AIG Travel (you must be connected to Wi-Fi or cellular network). The app is only available on smartphones – not tablets.



Register to our website on a desktop, smart phone or tablet web browser **OR** register on our mobile app.

2. Click on "Register." From the app tap on "Country where coverage was purchased" and select "Global Watch."

3. Provide name, email address (email address serves as your username) and policy number (if you do not know your policy number please contact your Human Resources or Risk Management Team). If you receive a "duplicate email" error please click on "Forgot Your Password" to reset your password.

4. You will receive an automated email (check spam/junk folder) containing instructions to complete secure travel assistance website access. After you have successfully logged in and accessed the secure travel assistance website follow the below instructions for mobile access. You will receive an automated email (check spam/junk folder and allow emails from **noreply@salesforce.com** and **AIGTravelAlerts@e5.aigdigital.com**) containing instructions to complete secure travel assistance website/app access.

Instructions for Existing Users on Desktop or Mobile

1. To access the full website, go to www.aig.com/globalwatch on your desktop or smartphone/tablet device and log in with your existing credentials (do not click on "Register.")

2. To download the mobile app, go to the Apple App Store or Android Play Store from your smartphone and search for "AIG Travel" (you must be connected to Wi-Fi or cellular network) and log in with your existing credentials (do not click on "Register.") The app is only available on smartphones – not tablets.

In the event you forgot your password or receive a "duplicate username" message when attempting to log in, please click on the "Forgot Password" link from the login page to reset your password.

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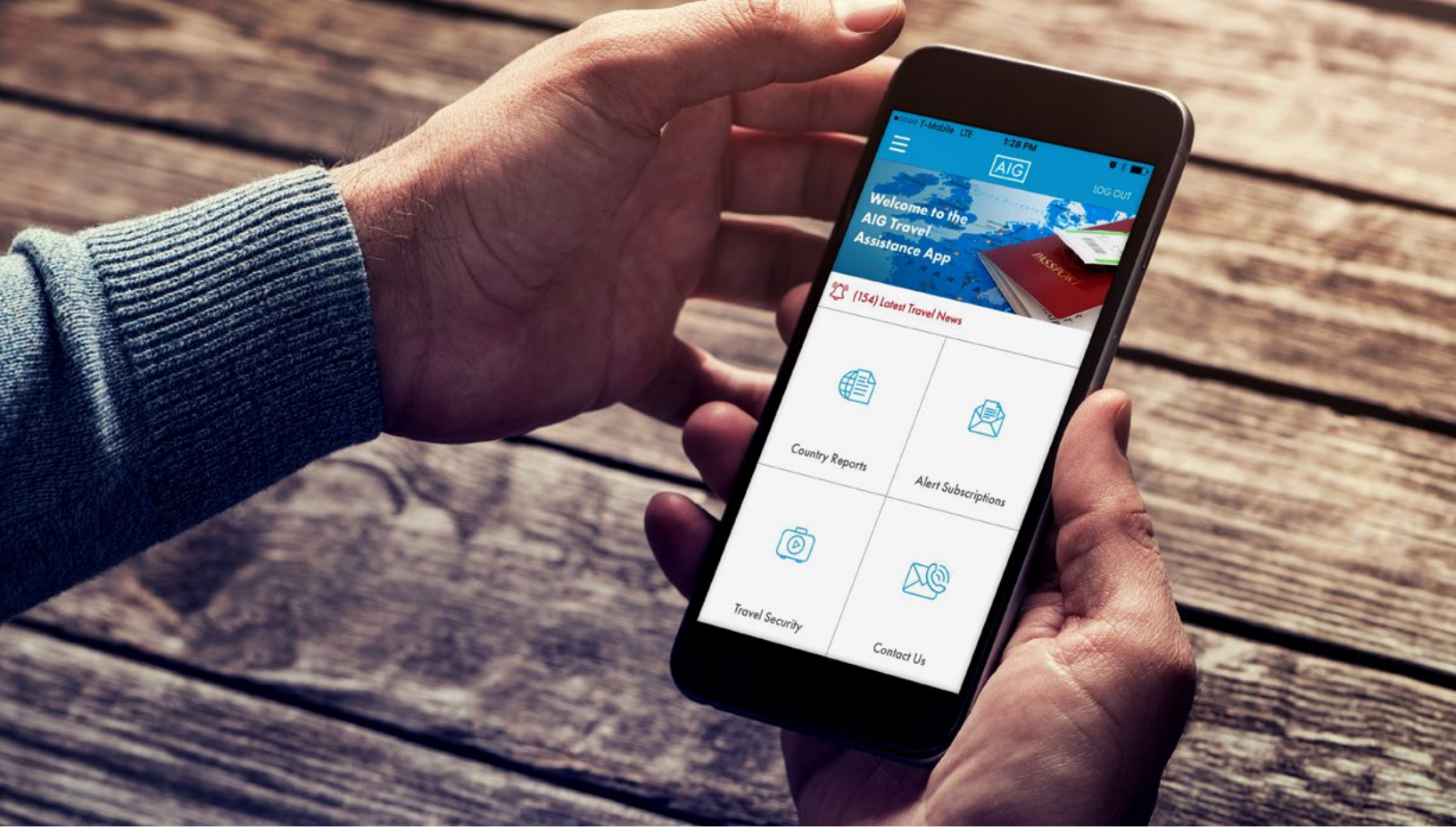
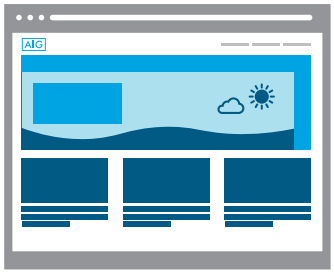


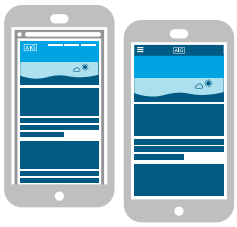


A comprehensive website available through multiple digital devices

Desktops

Laptops

Tablets



Smartphones
Mobile-Friendly Site and Smartphone Mobile App

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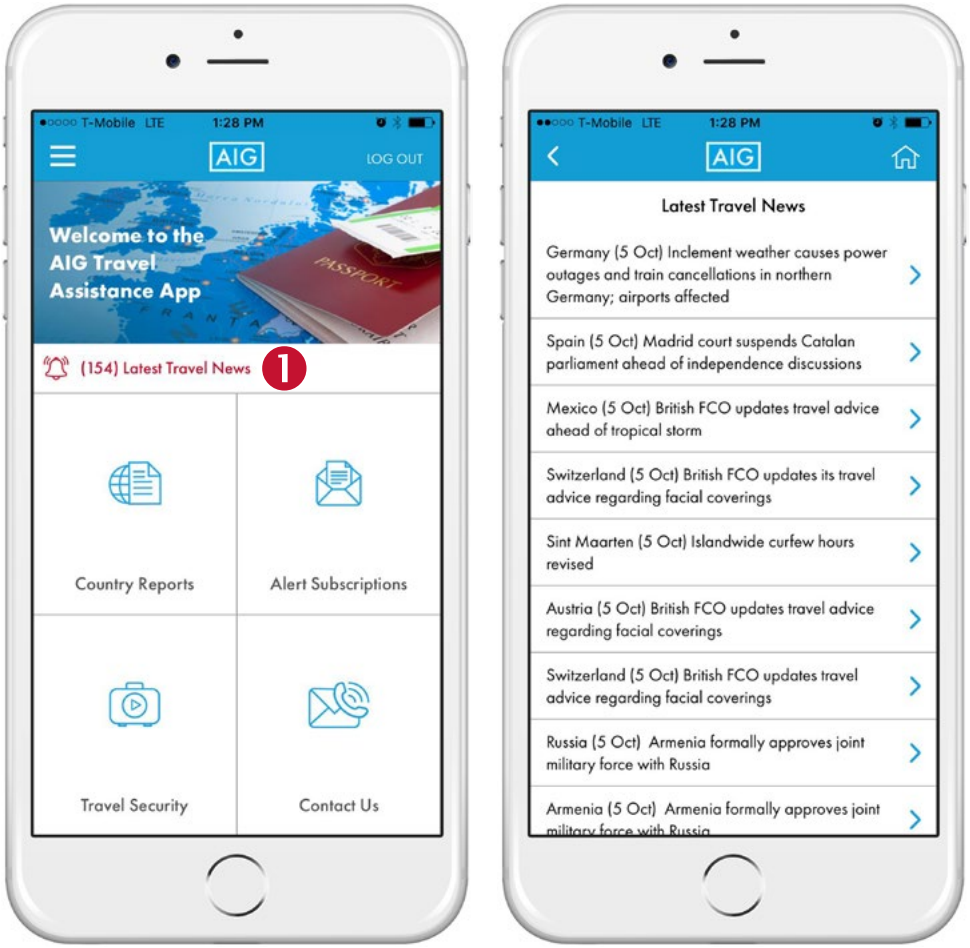
Mobile App

Available for Apple and Android Smartphones (must be connected to Wi-Fi or cellular network)

1. Tap on the travel news ticker or any of the icons from the home dashboard screen.



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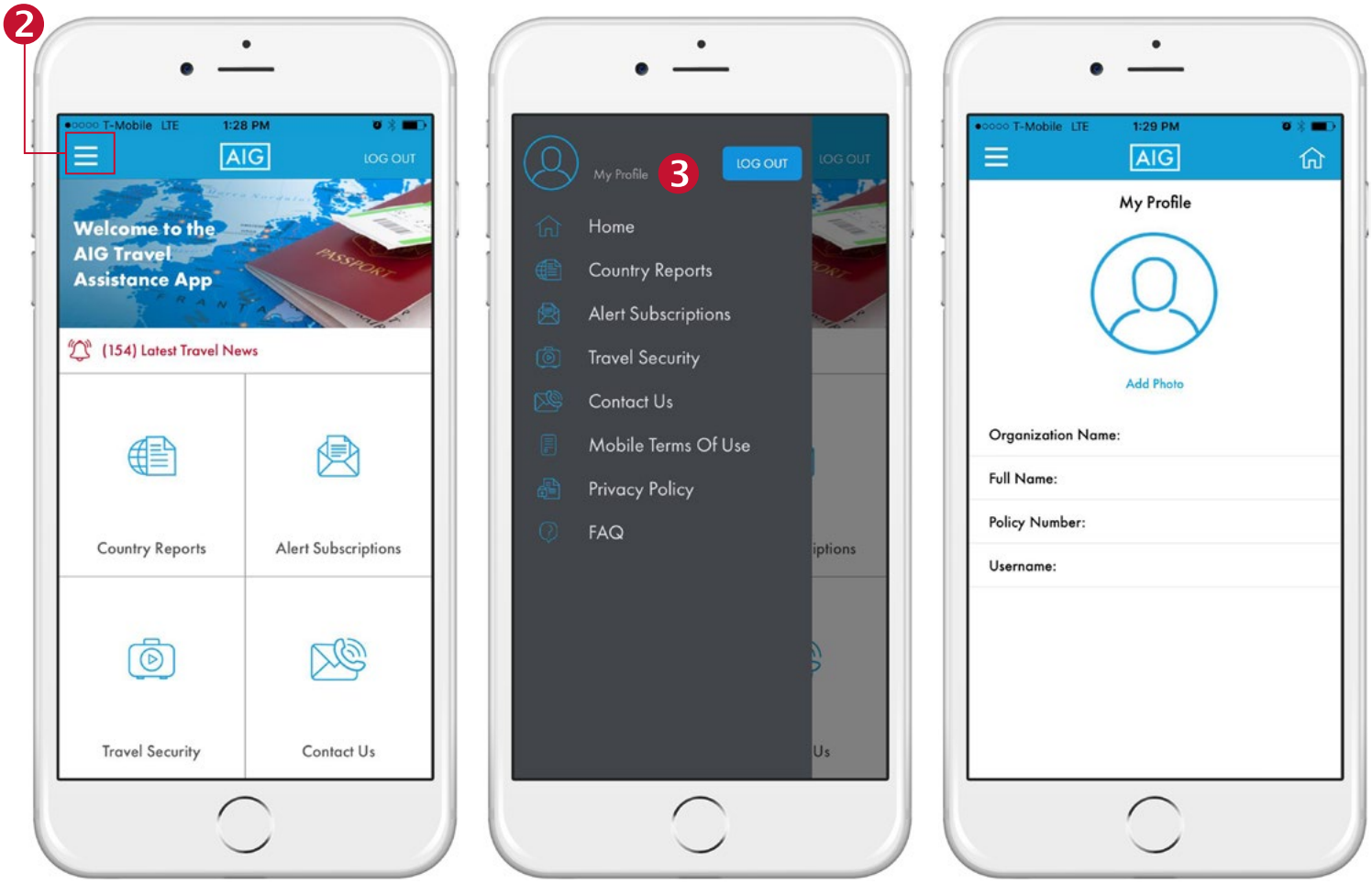
Mobile App

Sidebar Menu

2 Tap on the hamburger menu (three horizontal lines) to open the sidebar menu.

My Profile

3 Tap on "My Profile" from the sidebar menu to edit or complete optional profile information.



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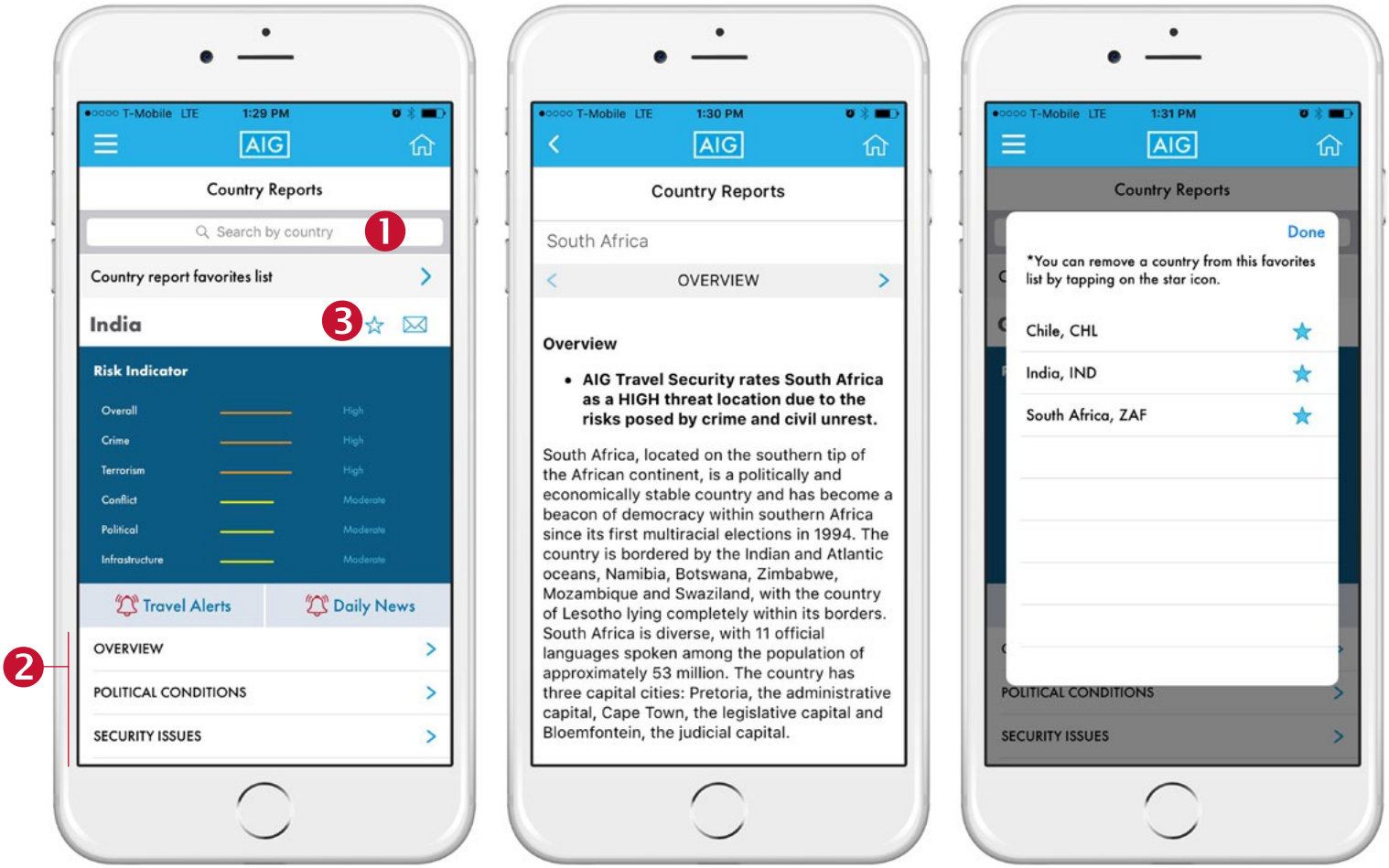
Mobile App

Country Reports

Tap on "Country Reports" from the sidebar menu or home screen to view reports and risk ratings focusing on travel-related crime, terrorism, civil unrest, kidnapping and ransom, transportation, cyber concerns, health and security developments.

1. Type in the first few letters of the country in the search bar and the country report will appear.
2. Scroll down and tap on the title bars to view more country report information.
3. Tap on the star to favourite country report(s).



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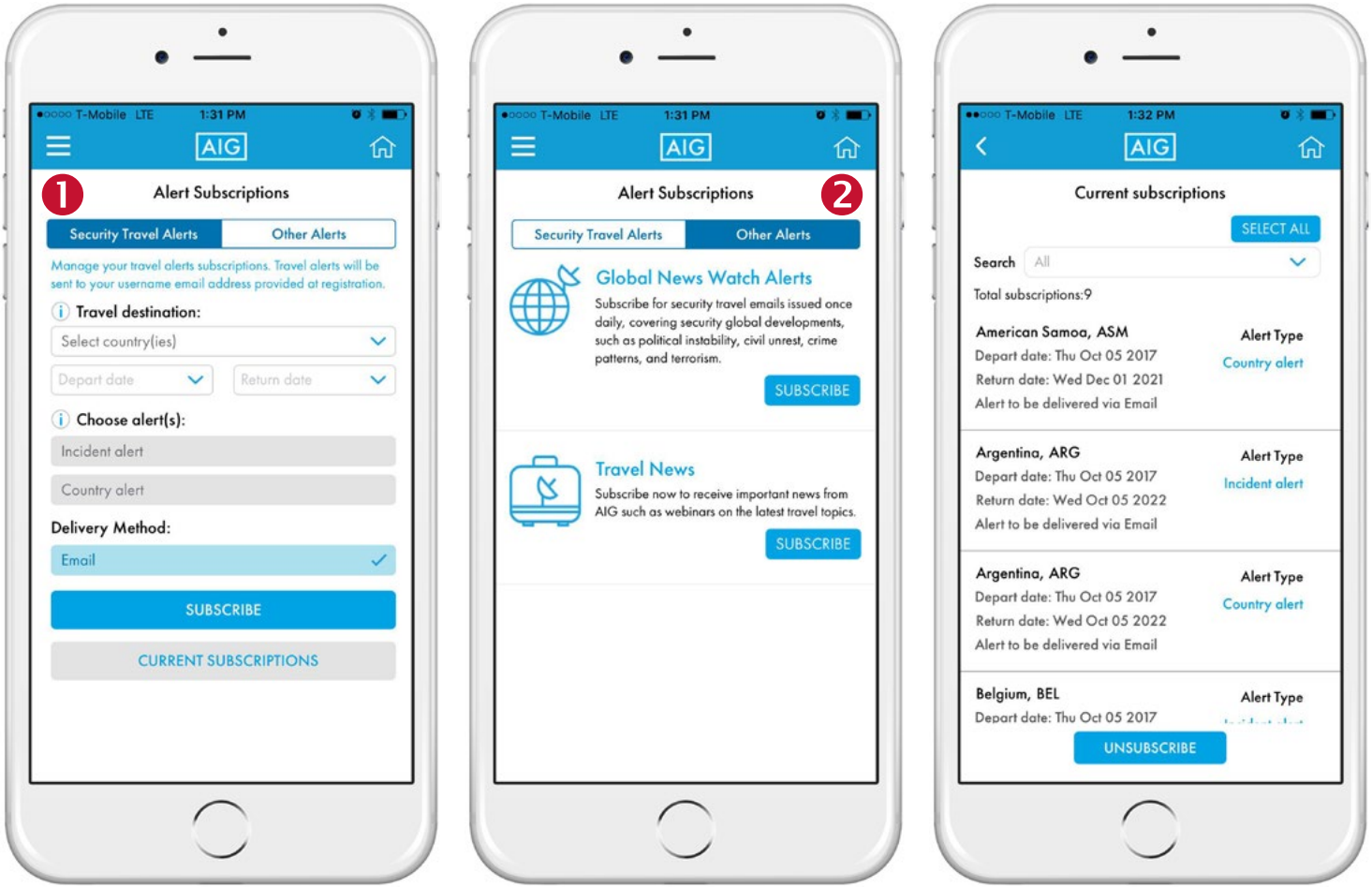
Mobile App

Alert Subscriptions

Tap on "Alert Subscriptions" from the sidebar menu or home screen to subscribe or unsubscribe from email and/or SMS travel alerts containing security level developments that may affect your travel destination(s) (subscribed travel alerts will be sent to the registered user's email address). In the event you do not receive any email alerts, please check your spam/junk folder and allow emails from **AIGTravelAlerts@e5.aigdigital.com** and **noreply@salesforce.com**. You may need to contact your organisation's IT email team to allow these email addresses.

1. If there are any high security level developments for your chosen travel destination(s), alerts will only be sent during the chosen travel dates. If you do not input travel dates, alerts will be sent at any time if there are any high security level developments for chosen travel destination(s).

2. Tap on "Other Alerts" to subscribe or unsubscribe to Global News Watch Alerts (daily alerts covering security global developments, such as political instability, civil unrest, crime patterns, and terrorism) and/or Travel News from AIG such as webinars on the latest travel topics.



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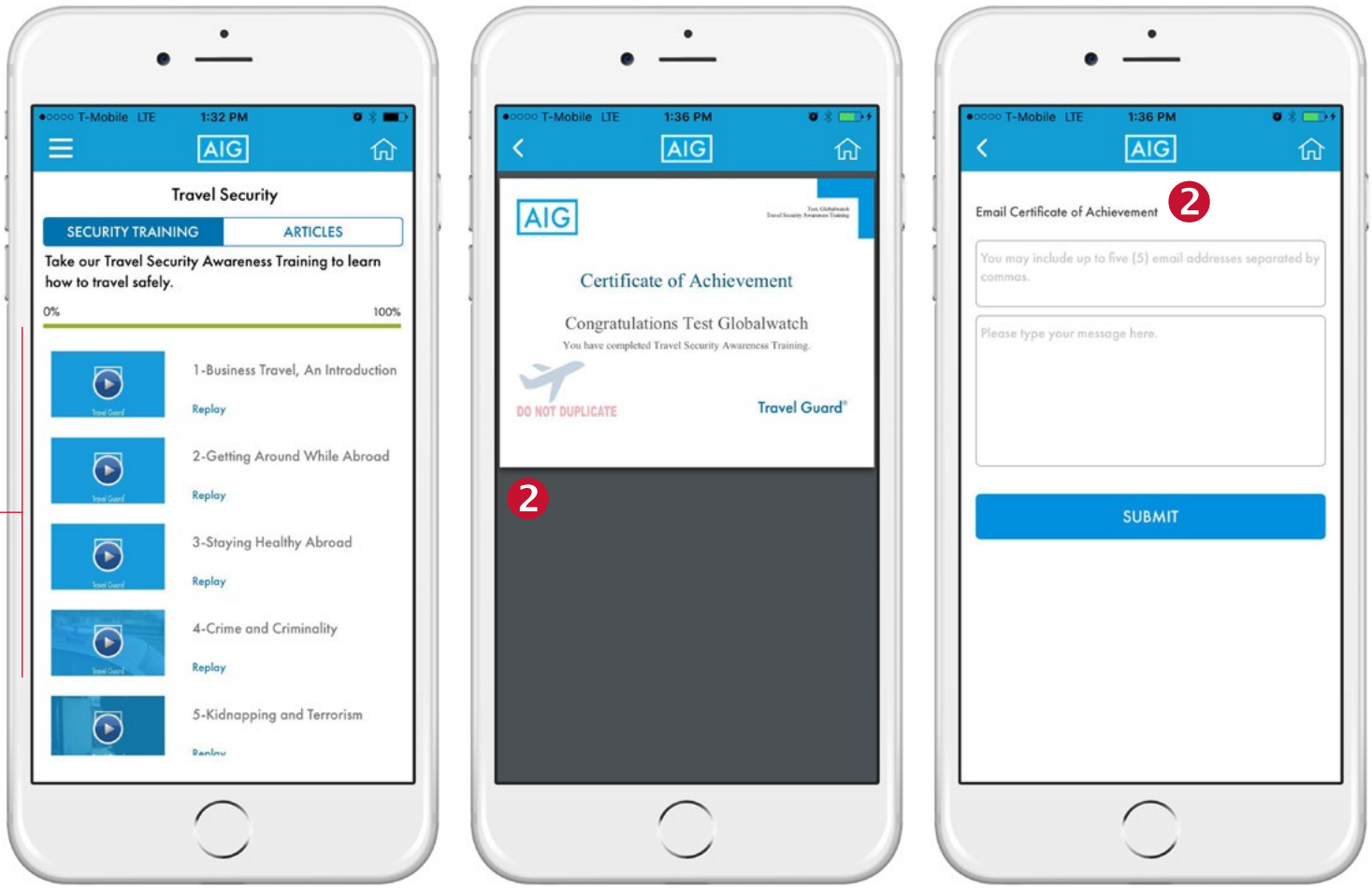
Mobile App

Security Awareness Training Videos

Tap on "Travel Security" from the sidebar menu or home screen and tap on "Security Training." These training videos and knowledge tests can be accessed at your leisure and, once completed, you can receive a Certificate of Achievement via email. This online training provides the tools and information necessary to be an aware, organised and prepared traveler.

1. Click on a module to begin training.
2. At the end of each training video there will be a brief knowledge test. The entire set of training videos and knowledge tests must be successfully completed in order to email the Certificate of Achievement.



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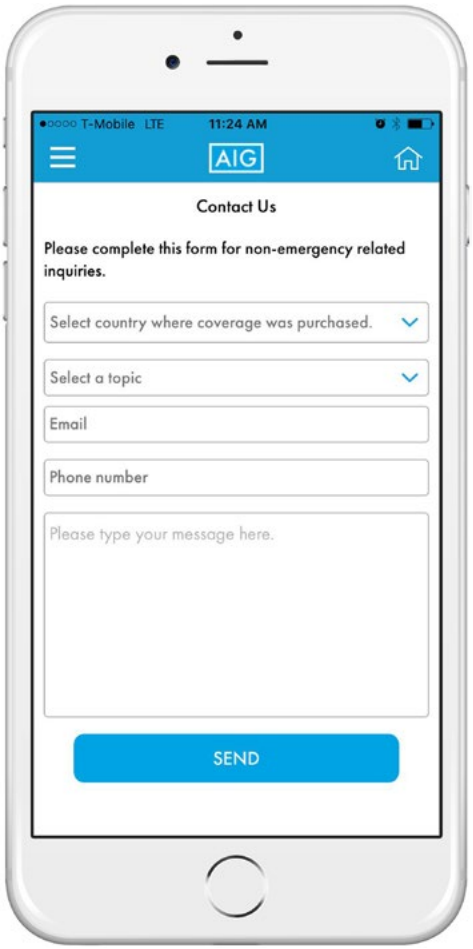
Mobile App

Non-Emergency Contact Form

Tap on "Contact Us" from the home screen or sidebar menu.



We want to hear from you! Please share any comments or feedback about the website or app by filling out the Contact Us form and/or rating us in the App stores.

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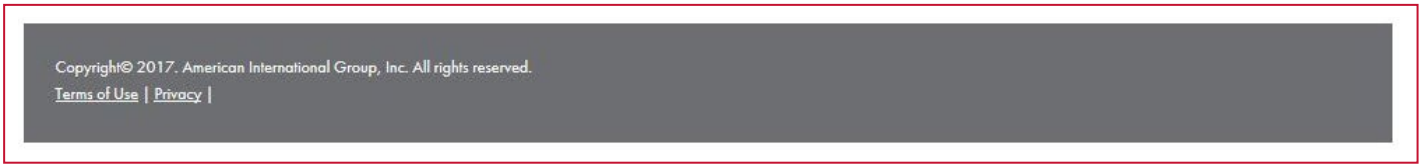
Navigation and Elements Across Desktop Website

1. A utility header appears across the top of all website pages with your name, policy number, assistance phone number, search bar and links to AIG, Contact, FAQ and to Log Out. The AIG logo in the top left corner is clickable and takes you to the home page.
   - After 30 minutes of inactivity the website will immediately log you out.
2. The main navigation tabs are within the blue bar. Hover over the tabs to view sub-tabs.
3. The footer contains Legal Terms of Use and Privacy links.

1

2

3



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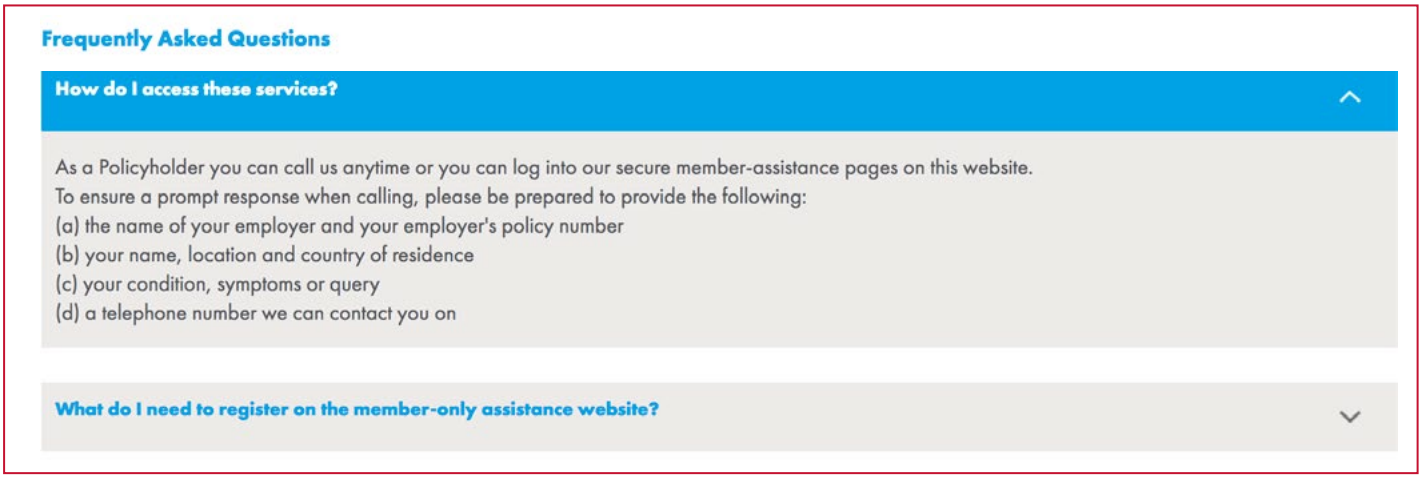
Contact Request Form and FAQ

1. Review the Frequently Asked Questions (FAQ) page.
2. Contact AIG Travel with non-urgent questions on the Contact Request Form.

1



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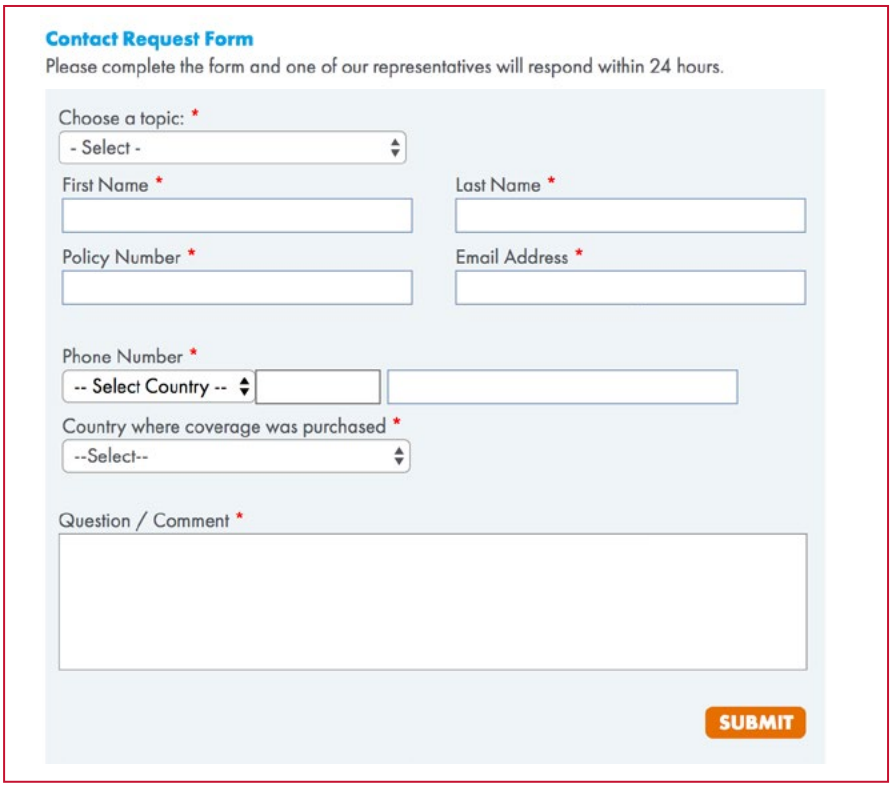

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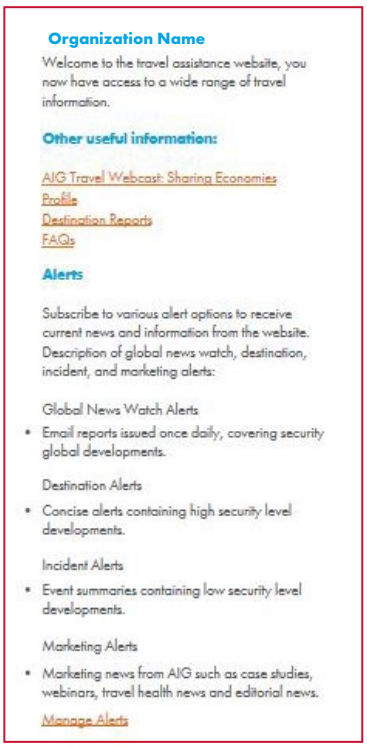
Home Page

The Home page contains a hero carousel with a travel alert ticker and rotating hero banners. You may click on the travel alert ticker for more information. The rotating hero banners contain relevant news and information on website features.

Below the hero carousel are three columns of content information:

1. The first column contains the organization's name and welcome message, other useful information and global news watch alerts.
2. The second column contains a list of available assistance services, click on each one to learn about travel assistance benefits and services.
3. The third column contains a travel security Global News Watch widget with the latest global security news. Click on text or the arrows within the widget to read more. In addition, a Twitter widget pulls in feeds from AIG, Travel Guard®, World Health Organization (WHO), Centers for Disease Control (CDC) and other reputable sites.

1



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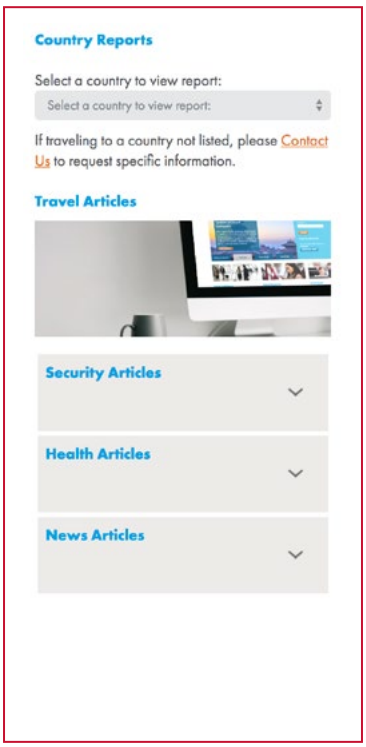

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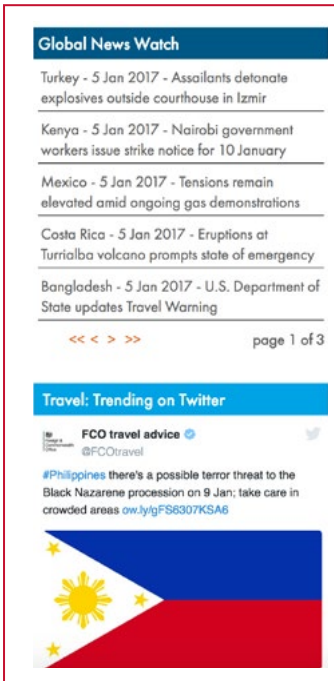

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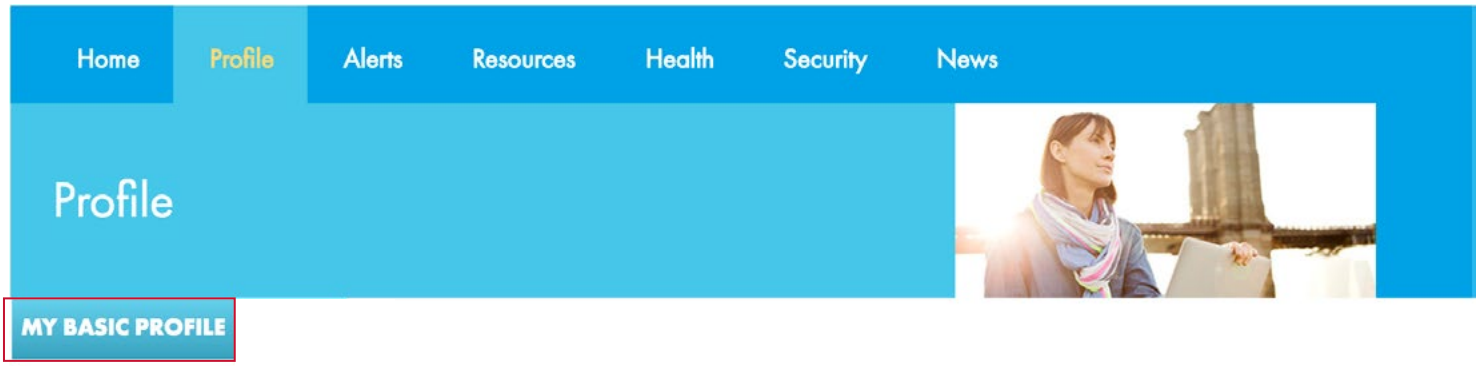
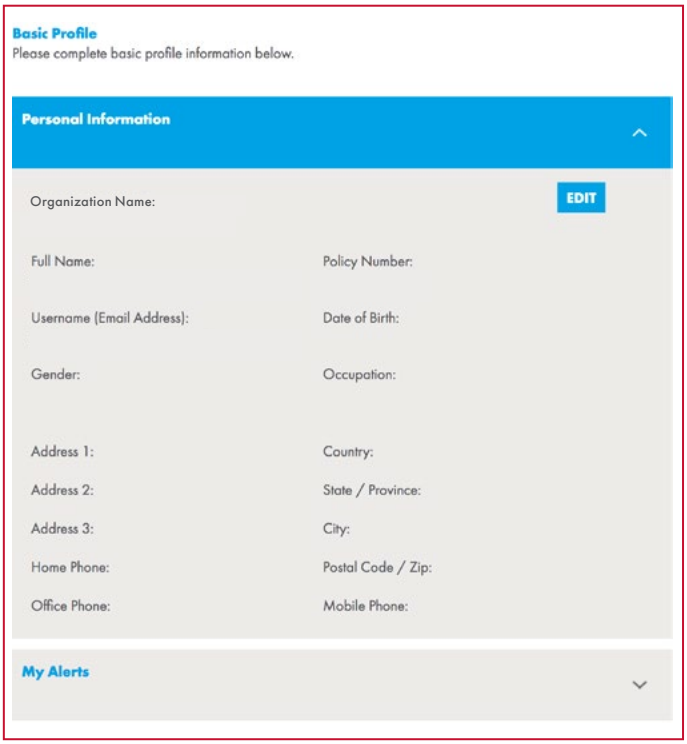
Profile

The Profile page contains a My Basic Profile sub-page and ID Card sub-page.

My Basic Profile

The My Basic Profile sub-page allows you to optionally edit or add personal information on the secure website. The only items you cannot alter are the policyholder's name and policy number.





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Alerts

The Alerts page allows you to subscribe to various alert options to receive current news and information from the website.

Global News Watch Alerts

Global News Watch Alerts are issued once daily, covering security global developments, such as political instability, civil unrest, crime patterns and terrorism.

1. Click on the "Subscribe" button to receive alerts.
   - You can subscribe or unsubscribe from alerts at any time on this page.

Alerts
You may subscribe to the various alert options below to receive current news and information from our website.

Please Contact Us if you need any help subscribing to our email alerts.

Global News Watch Alerts

You may subscribe or unsubscribe at any time to the various alert options to receive current news and information from our website.

1 SUBSCRIBE

Security Travel Alerts for your trip

Editorial Alerts

Description of Alerts

Global News Watch Alerts
Email reports issued once daily, covering security global developments, such as political instability, civil unrest, crime patterns, and terrorism.

Country Alerts
Concise alerts containing high security level developments that may be of immediate value for your travel destinations and optional travel dates.

Incident Alerts
Event summaries containing low security level developments, such as minor infrastructure / aviation / weather / health issues, minor government / political updates, minor protests, isolated criminal events, strikes by small groups / unions, elections in stable countries that will not likely have a notable affect on security conditions for your travel destination.

Editorial Alerts
Editorial news from AIG such as case studies, webinars, travel health news and editorial news.

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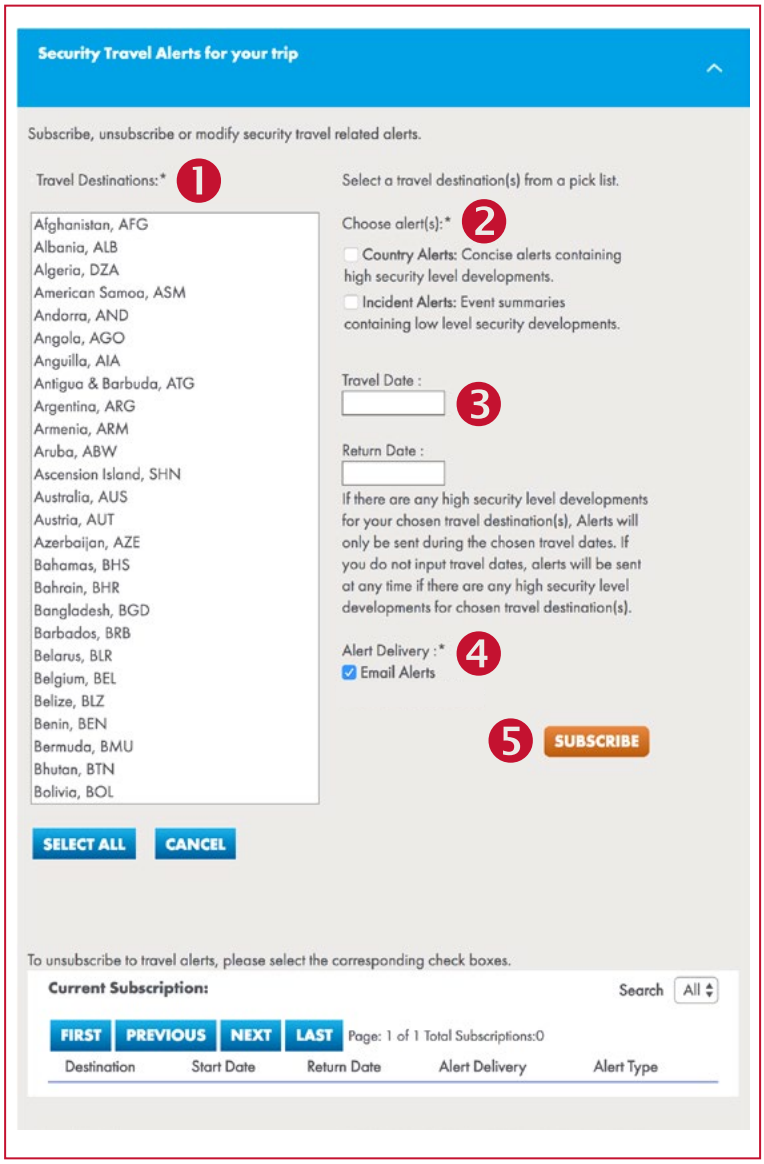
Alerts

Security Travel Alerts

Security Travel Alerts will only be sent if there are security level developments. They consist of:

- Destination Alerts are concise alerts containing high security level developments that may be of immediate value for your travel destinations and optional travel dates.
- Incident Alerts are event summaries containing low security level developments, such as minor infrastructure / aviation / weather / health issues, minor government / political updates, minor protests, isolated criminal events, strikes by small groups / unions, elections in stable countries that will not likely have a notable affect on security conditions for your travel destination.
- In the event you do not receive any email alerts, please check your spam/junk folder and allow emails from **AIGTravelAlerts@e5.aigdigital.com** and **noreply@salesforce.com**. You may need to contact your organisation's IT email team to allow these email addresses.



1. Select one country or multiple countries within the Travel Destinations picklist. If you wish to subscribe to all countries click on the "Select All" button.
2. Choose either a destination alert or incident alert or both within "Choose alert(s)."
3. You have the option to input travel dates and if there are any travel incidents you will receive them during the specified dates. If you do not want to input travel dates delete the date fields and alerts will be sent at any time.
4. Choose "Email Alerts."
5. Click on the "Subscribe" button.
   - You can subscribe or unsubscribe from alerts any time on this page.

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Alerts

Editorial Alerts

Editorial Alerts are news from AIG such as case studies, webinars on recent events or health outbreaks, travel health news and editorial news.

1. Click on the "Subscribe" button to receive alerts.
   - You can subscribe or unsubscribe from alerts at any time on this page.

Alerts
You may subscribe to the various alert options below to receive current news and information from our website.

Please Contact Us if you need any help subscribing to our email alerts.

Global News Watch Alerts

Security Travel Alerts for your trip

Editorial Alerts

Subscribe, unsubscribe or modify editorial alerts from AIG such as case studies, webinars and travel health news.

1 SUBSCRIBE

Description of Alerts

Global News Watch Alerts
Email reports issued once daily, covering security global developments, such as political instability, civil unrest, crime patterns, and terrorism.

Country Alerts
Concise alerts containing high security level developments that may be of immediate value for your travel destinations and optional travel dates.

Incident Alerts
Event summaries containing low security level developments, such as minor infrastructure / aviation / weather / health issues, minor government / political updates, minor protests, isolated criminal events, strikes by small groups / unions, elections in stable countries that will not likely have a notable affect on security conditions for your travel destination.

Editorial Alerts
Editorial news from AIG such as case studies, webinars, travel health news and editorial news.

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Resources

The Resources page contains noteworthy resource links for travellers (links to external websites are not owned or managed by AIG).

Resources

The following are some noteworthy resource links for travellers (links to these external websites are not owned or managed by AIG).

World Health Organization
Centers for Disease Control and Prevention
Translations
Visa & Embassy
Wikipedia
World Weather
Currency Calculator
International Time
World Clock Meeting Planner
International Phone Directory
International Airports
International Herald Tribune
International Country Calling Codes
Worldwide Holidays and Observances
Embassy World
MD World

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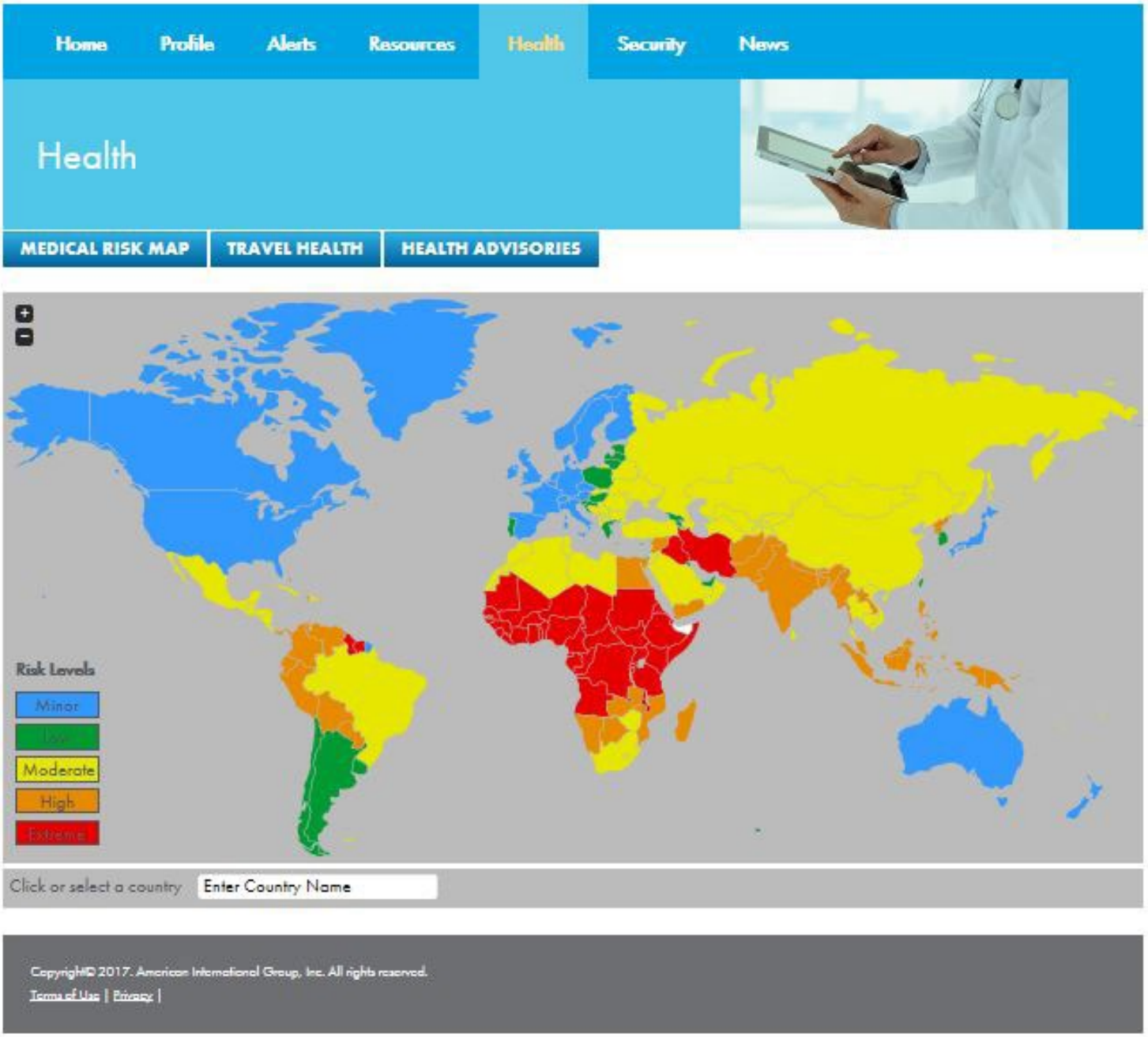
Health

The Health page will help you learn how to stay healthy during travel, as well as research your destination and prepare for trips ahead of time.

Medical Risk Map

The Medical Risk Map allows you to view health-related concerns and risk rating across the world.



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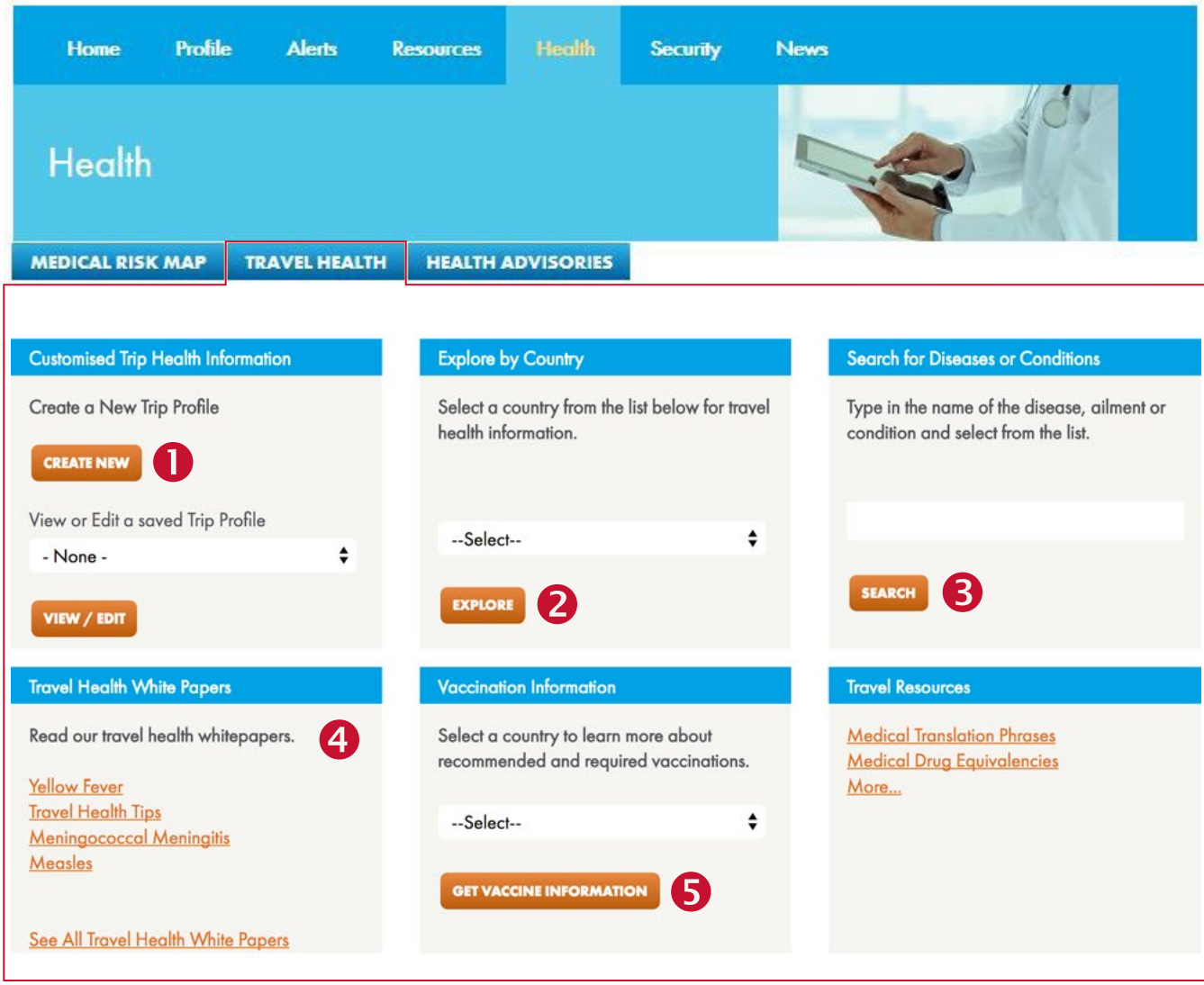
Health

Travel Health

The Travel Health sub-tab contains personalised travel health profiles, country health reports, disease directory, vaccination information and whitepapers.

1. Click on the "Create New" button to answer a brief form. Once you have completed the form a travel health trip profile will automatically appear. You can view or edit saved travel health trip profiles at any time.
2. Click on the dropdown under Explore by Country. Select a country you are interested in viewing. You can save, print or email these reports at any time.
3. Click on the dropdown under Disease Directory. Select a disease or ailment you are interested in viewing. You can save, print or email these reports at any time.
4. Click on any of the whitepaper titles you are interested in viewing. You can save, print or email these reports at any time.
5. Click on dropdown under Vaccination Information. Select a country you are interested in viewing. You can save, print or email these reports at any time.



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Health

Health Advisories

The Health Advisories sub-tab contains health advisories, webcasts and whitepapers produced by AIG Travel.

Health Advisories

Travel Health Advisories

Yellow Fever Travel Health Advisory, April 2017
Tuberculosis Health Advisory, March 2017
Zika Virus, August 2016
Typhoid Fever, October 2015
Southeast Asia Haze, October 2015
MERS, June 2015
Flu, February 2015
Ebola overview

World Health Days

Autism Awareness
Down Syndrome
Immunization
Malaria
Tuberculosis
Vector Born Diseases

Health Safety Guides

Ramadan Health Tips
Hypothermia Guide

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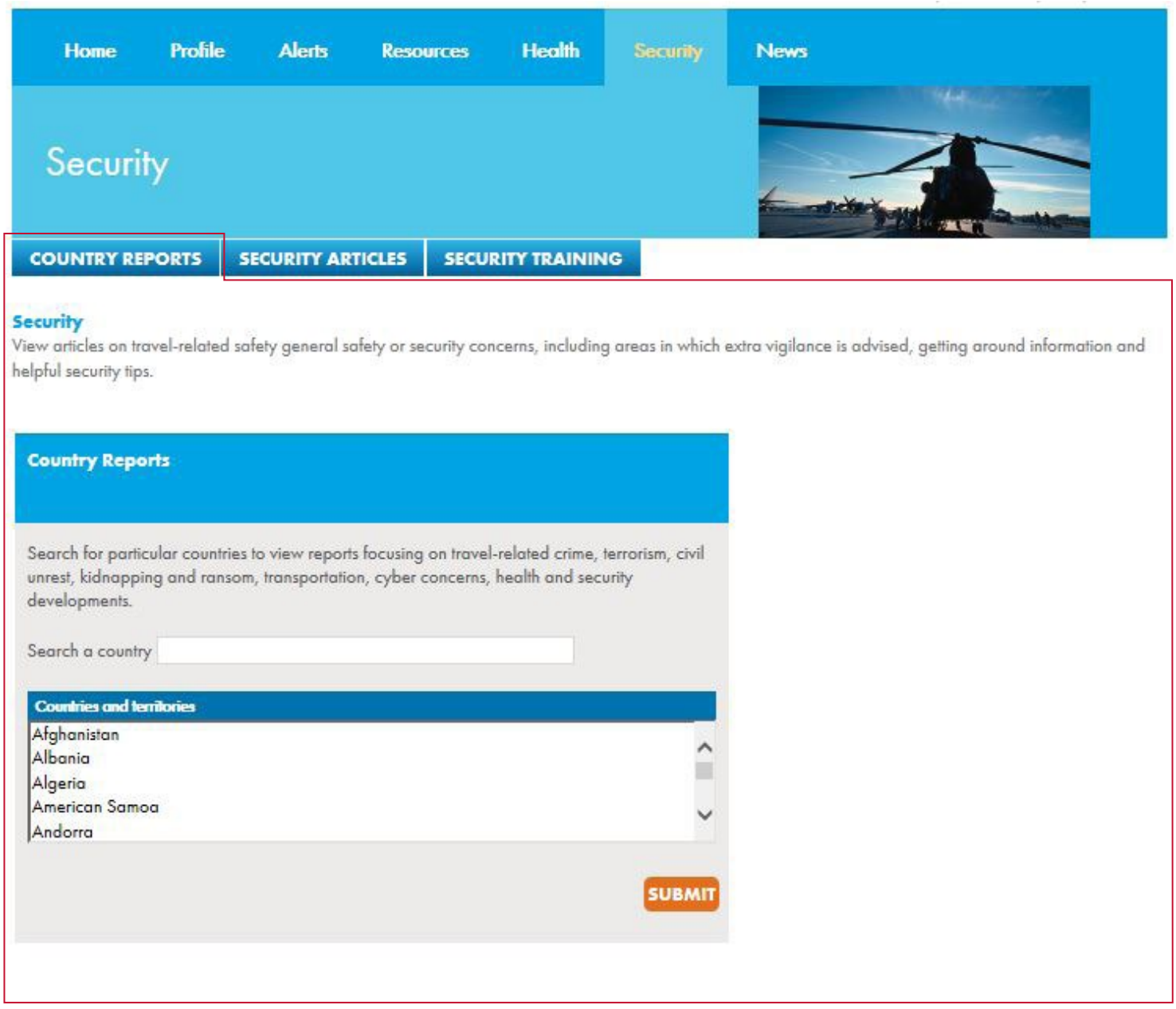
Security

Security Services

The Security Services page contains in-depth global security information covering a wide range of topics, such as political uprisings, military actions, terrorist attacks, natural catastrophes, disease outbreaks and cyber threats.

The Security Services sub-tab explains benefits and services.



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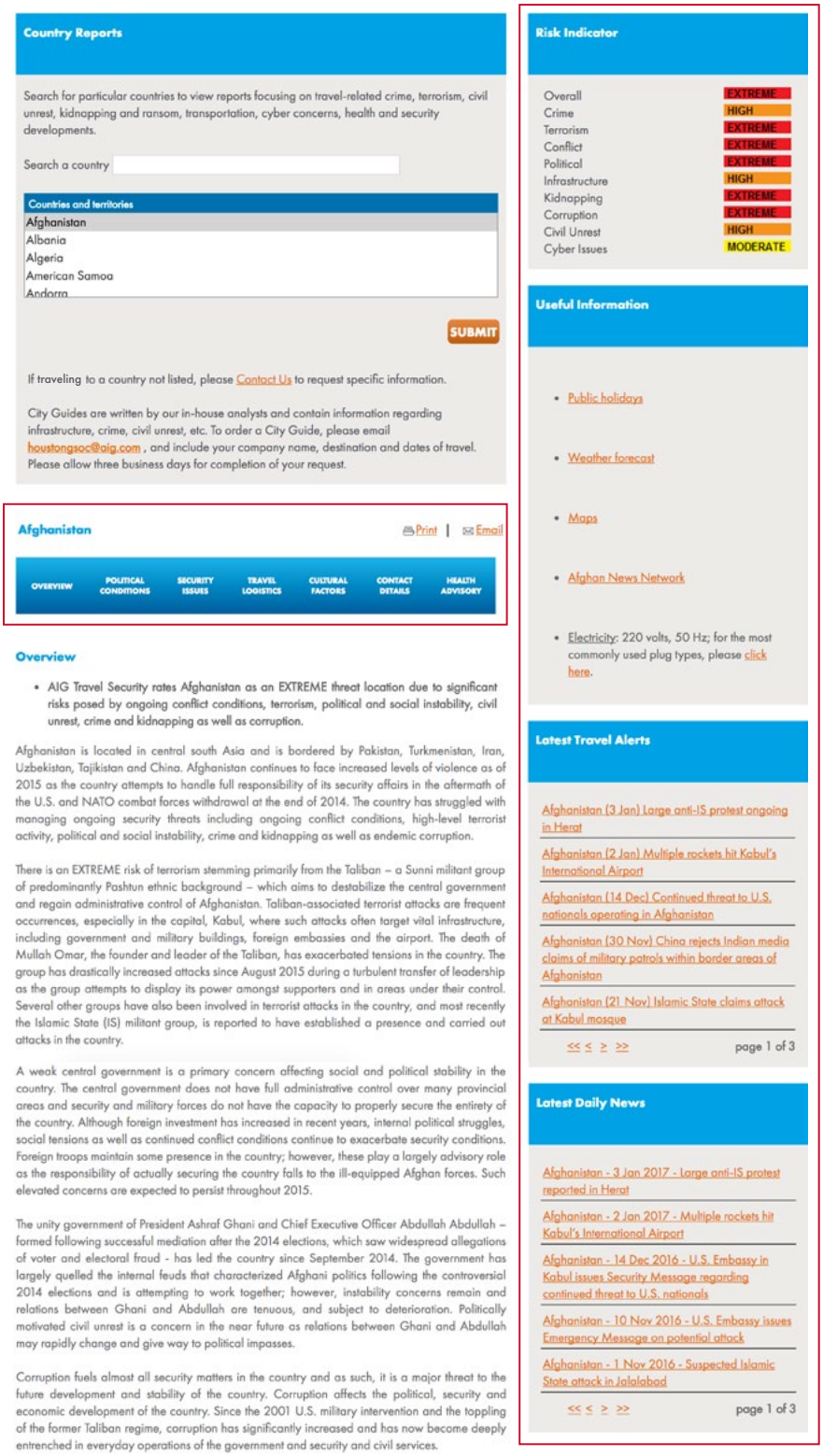
Security

Country Reports

The Country Report will load, and you can click on sub tabs to view information on political conditions to cultural factors. A risk indicator, useful links (e.g., maps, public holidays, weather, and electricity voltage) and latest alerts are displayed. You may print or email country reports.



Country Reports

Search for particular countries to view reports focusing on travel-related crime, terrorism, civil unrest, kidnapping and ransom, transportation, cyber concerns, health and security developments.

Search a country

Countries and territories
Afghanistan
Albania
Algeria
American Samoa
Andorra

SUBMIT

If traveling to a country not listed, please Contact Us to request specific information.

City Guides are written by our in-house analysts and contain information regarding infrastructure, crime, civil unrest, etc. To order a City Guide, please email houstongsoc@aig.com , and include your company name, destination and dates of travel. Please allow three business days for completion of your request.

Afghanistan Print | Email

OVERVIEW | POLITICAL CONDITIONS | SECURITY ISSUES | TRAVEL LOGISTICS | CULTURAL FACTORS | CONTACT DETAILS | HEALTH ADVISORY

Overview

- AIG Travel Security rates Afghanistan as an EXTREME threat location due to significant risks posed by ongoing conflict conditions, terrorism, political and social instability, civil unrest, crime and kidnapping as well as corruption.

Afghanistan is located in central south Asia and is bordered by Pakistan, Turkmenistan, Iran, Uzbekistan, Tajikistan and China. Afghanistan continues to face increased levels of violence as of 2015 as the country attempts to handle full responsibility of its security affairs in the aftermath of the U.S. and NATO combat forces withdrawal at the end of 2014. The country has struggled with managing ongoing security threats including ongoing conflict conditions, high-level terrorist activity, political and social instability, crime and kidnapping as well as endemic corruption.

There is an EXTREME risk of terrorism stemming primarily from the Taliban – a Sunni militant group of predominantly Pashtun ethnic background – which aims to destabilize the central government and regain administrative control of Afghanistan. Taliban-associated terrorist attacks are frequent occurrences, especially in the capital, Kabul, where such attacks often target vital infrastructure, including government and military buildings, foreign embassies and the airport. The death of Mullah Omar, the founder and leader of the Taliban, has exacerbated tensions in the country. The group has drastically increased attacks since August 2015 during a turbulent transfer of leadership as the group attempts to display its power amongst supporters and in areas under their control. Several other groups have also been involved in terrorist attacks in the country, and most recently the Islamic State (IS) militant group, is reported to have established a presence and carried out attacks in the country.

A weak central government is a primary concern affecting social and political stability in the country. The central government does not have full administrative control over many provincial areas and security and military forces do not have the capacity to properly secure the entirety of the country. Although foreign investment has increased in recent years, internal political struggles, social tensions as well as continued conflict conditions continue to exacerbate security conditions. Foreign troops maintain some presence in the country; however, these play a largely advisory role as the responsibility of actually securing the country falls to the ill-equipped Afghan forces. Such elevated concerns are expected to persist throughout 2015.

The unity government of President Ashraf Ghani and Chief Executive Officer Abdullah Abdullah – formed following successful mediation after the 2014 elections, which saw widespread allegations of voter and electoral fraud - has led the country since September 2014. The government has largely quelled the internal feuds that characterized Afghani politics following the controversial 2014 elections and is attempting to work together; however, instability concerns remain and relations between Ghani and Abdullah are tenuous, and subject to deterioration. Politically motivated civil unrest is a concern in the near future as relations between Ghani and Abdullah may rapidly change and give way to political impasses.

Corruption fuels almost all security matters in the country and as such, it is a major threat to the future development and stability of the country. Corruption affects the political, security and economic development of the country. Since the 2001 U.S. military intervention and the toppling of the former Taliban regime, corruption has significantly increased and has now become deeply entrenched in everyday operations of the government and security and civil services.

Risk Indicator

Overall	EXTREME
Crime	HIGH
Terrorism	EXTREME
Conflict	EXTREME
Political	EXTREME
Infrastructure	HIGH
Kidnapping	EXTREME
Corruption	EXTREME
Civil Unrest	HIGH
Cyber Issues	MODERATE

Useful Information

- Public holidays
- Weather forecast
- Maps
- Afghan News Network
- Electricity: 220 volts, 50 Hz; for the most commonly used plug types, please click here.

Latest Travel Alerts

Afghanistan (3 Jan) Large anti-IS protest ongoing in Herat

Afghanistan (2 Jan) Multiple rockets hit Kabul's International Airport

Afghanistan (14 Dec) Continued threat to U.S. nationals operating in Afghanistan

Afghanistan (30 Nov) China rejects Indian media claims of military patrols within border areas of Afghanistan

Afghanistan (21 Nov) Islamic State claims attack at Kabul mosque

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Latest Daily News

Afghanistan - 3 Jan 2017 - Large anti-IS protest reported in Herat

Afghanistan - 2 Jan 2017 - Multiple rockets hit Kabul's International Airport

Afghanistan - 14 Dec 2016 - U.S. Embassy in Kabul issues Security Message regarding continued threat to U.S. nationals

Afghanistan - 10 Nov 2016 - U.S. Embassy issues Emergency Message on potential attack

Afghanistan - 1 Nov 2016 - Suspected Islamic State attack in Jalalabad

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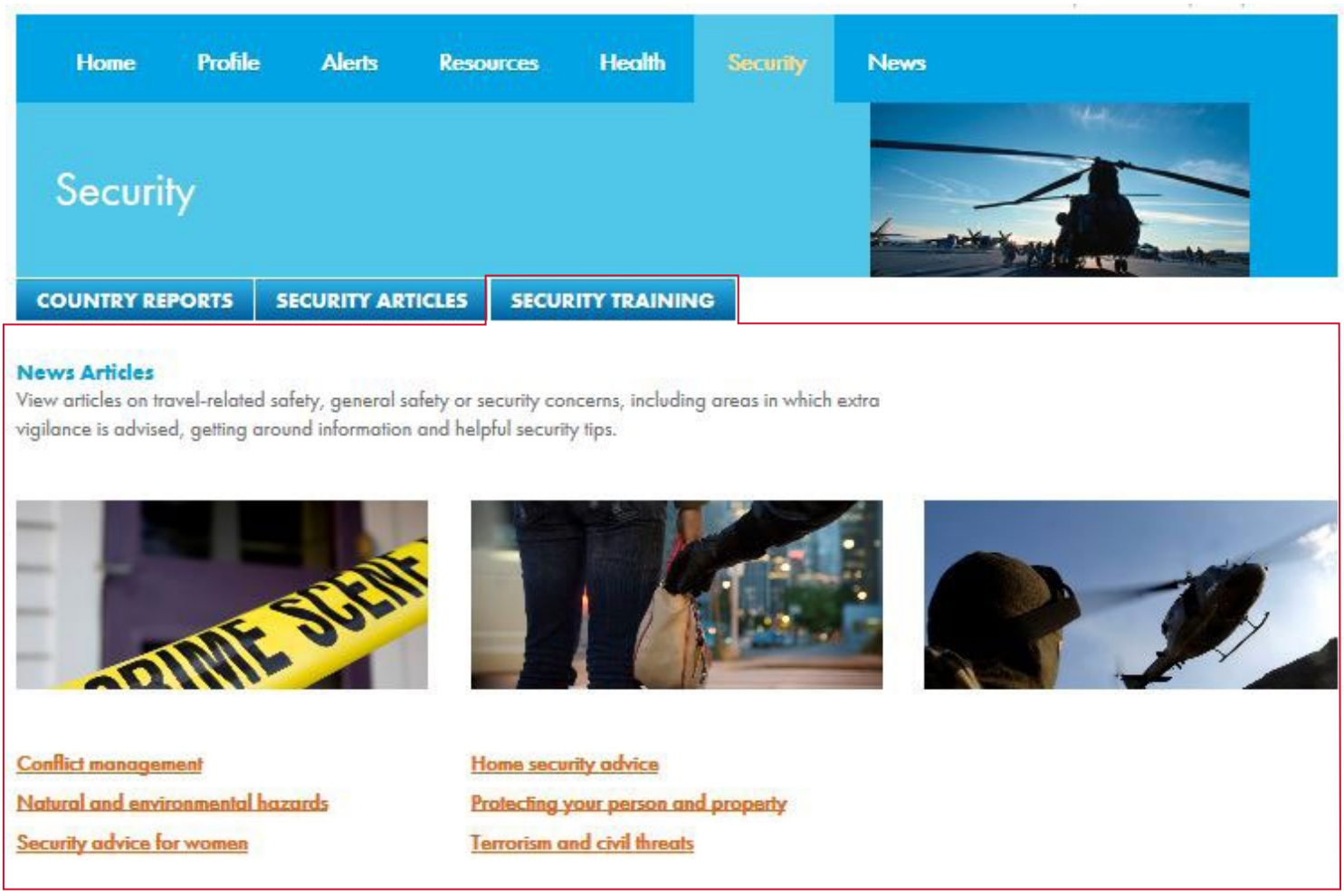
Security

Security Articles

The Security Articles sub-tab contains general articles on travel-related safety, general safety or security concerns, including areas in which extra vigilance is advised, getting around information and helpful security tips.



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Security

Security Awareness Training

The Security Awareness Training videos sub-tab contains online travel safety videos and brief knowledge tests for each one. These videos and knowledge tests can be accessed at your leisure and once completed a Certificate of Achievement will display. This online training provides the tools and information necessary to be an aware, organised and prepared traveler.

1. Take a moment to read the user guide.

Travel Security Awareness Training

While traveling can be exciting, it can also be full of hidden dangers. Through this training you will learn how to research your destination and prepare for your trip ahead of time. You will also learn how to travel safely once you reach your destination, stay healthy while abroad and avoid becoming a victim of crime. Preparedness is the key to safe travels.

In order to complete your Travel Security Awareness Training, you must take the knowledge test located at the end of each training module. The entire set of training modules and knowledge tests must be successfully completed in order to receive the Certificate of Achievement.

Please also take a moment to read the user guide, accessed by clicking here 1

Each security video module must be completely viewed, including quiz completion, to be marked complete. Videos may be viewed in any order.
Overall Percentage 100%

1-Business Travel, An Introduction

2-Getting Around While Abroad

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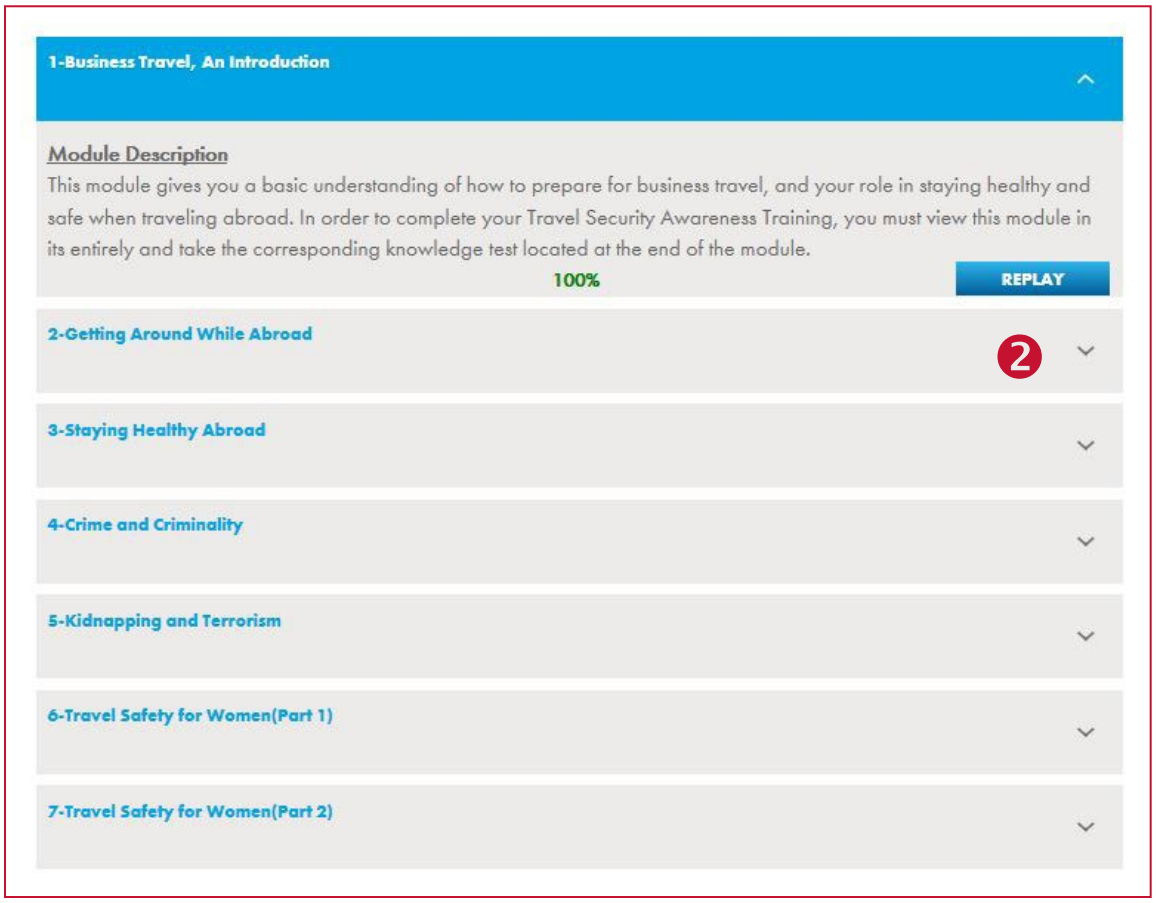
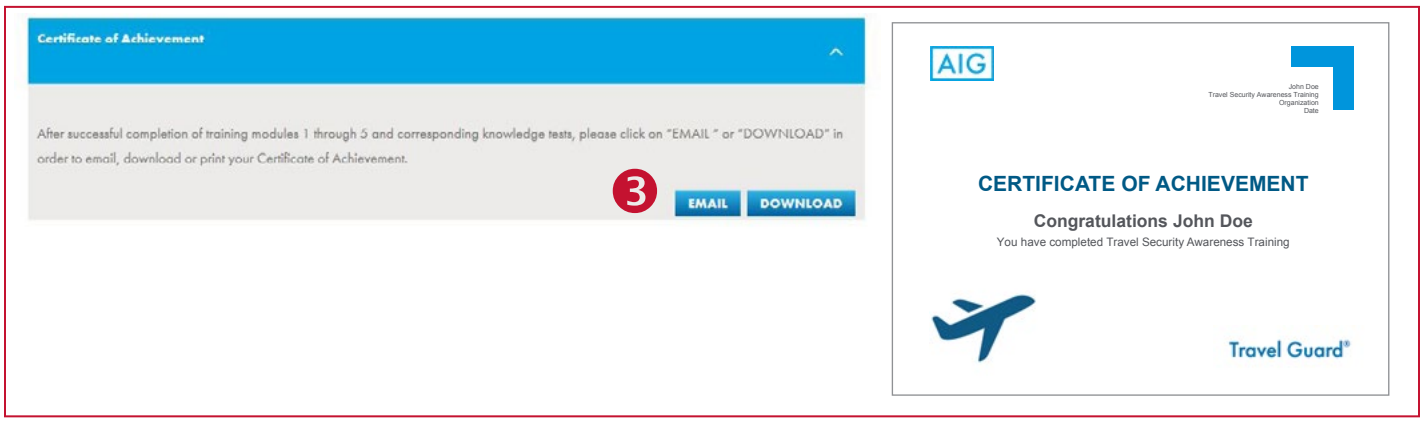
Security Awareness Training

2. Click on a module to begin training.
3. At the end of each training video, you will take a brief knowledge test. The entire set of training videos and knowledge tests must be successfully completed in order to receive the Certificate of Achievement.





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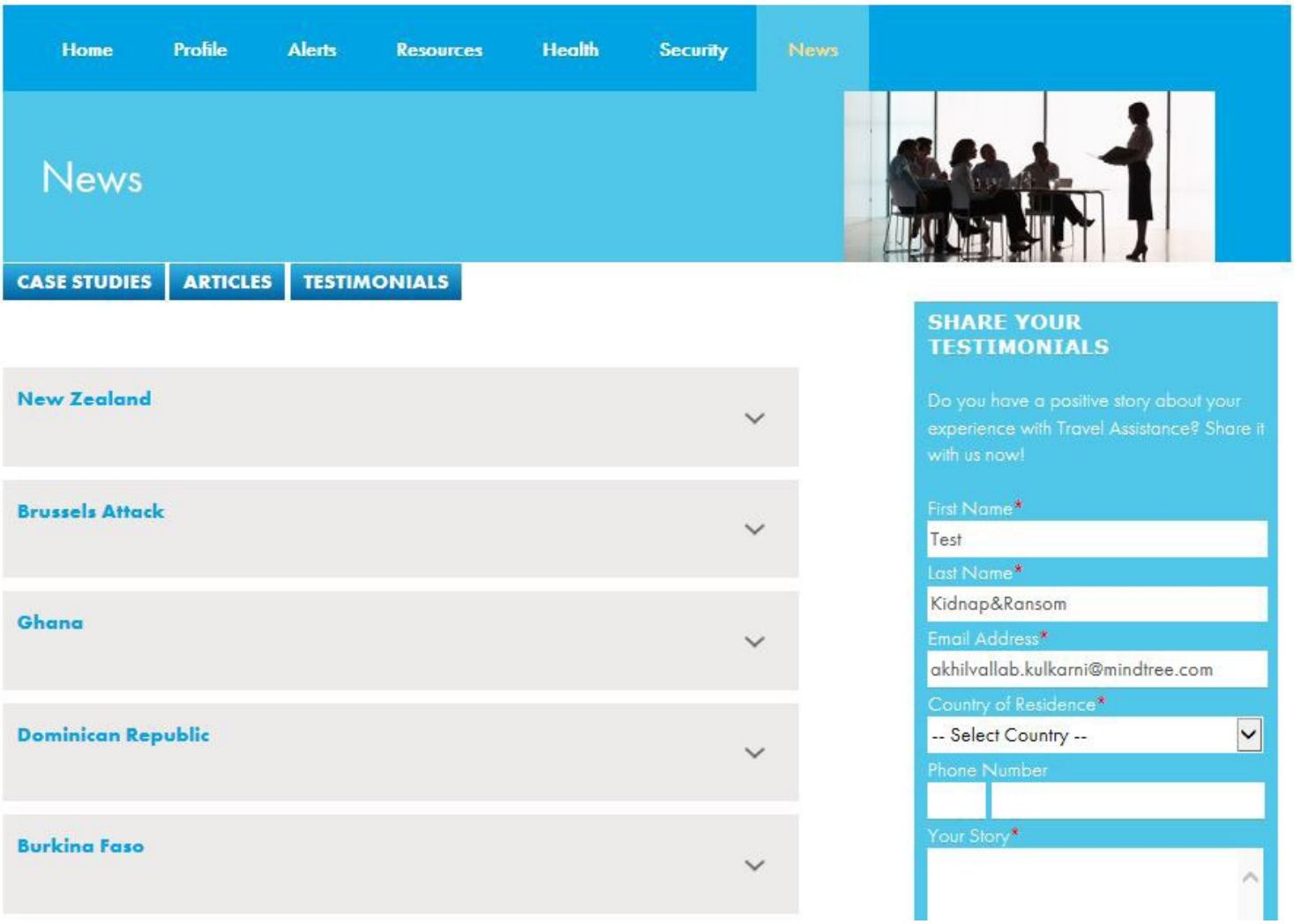
News

The News page contains case studies, general travel tips and news worldwide.



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Travel Guard®

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