

User Guide for Travelers

AlertTraveler is a mobile application for iOS and Android devices that Global Portal utilizes to provide you with country and city intelligence to help you make informed decisions while traveling, safety and security alerts to let you know of any events that could potentially impact your travel or safety, and an instant check-in option allowing you to report your status back to Global Portal staff in case of an incident. To target these alerts to your location and interests, AlertTraveler uses GPS and the travel itinerary associated with your study abroad application or travel registration.

Installing AlertTraveler (iOS devices)

You can go to the Apple [App Store](#) and search for AlertTraveler by name. Once you find the app, download and install it on your iOS device

Installing AlertTraveler (Android devices)

You can go to the [Google Play store](#) and search for AlertTraveler by name. Once you find the app, you should install it on your Android device. You will need to obtain a Registration Email and Password before configuring the app (See “Activating AlertTraveler” sections below (via mobile device or desktop computer)).

Activating your AlertTraveler App with a Mobile Device

The easiest way to activate your AlertTraveler app is by [logging into your Global Portal application using the mobile device on which you have downloaded the AlertTraveler app](#). Once you have logged in and navigated to your application page, look for the AlertTraveler Outgoing Material in the Offline Requirements section (you may need to scroll down on the page).

Offline requirements

AlertTraveler Outgoing Material

Clemson University is providing the AlertTraveler system to help keep you safe while traveling. This system will keep you informed of critical events that may impact you while abroad and will allow your Institution to better assist you in the event of an emergency. Use the link below to download and activate the the AlertTraveler app.

[Click here to activate AlertTraveler](#)

Tap on the orange link to begin the activation process. On the next page, enter the country code and mobile phone number for the phone on which you downloaded the AlertTraveler app. If you have not activated AlertTraveler yet, click on the gray button for ‘New to AlertTraveler’ to automatically activate your app without needing a registration code. Note: If the AlertTraveler app has not been installed, this button will take you to the app store in order to install it. See sections below about installing the app on your mobile device. If you have previously activated AlertTraveler in a different way, use the green button to indicate you have already activated your app.



In order for AlertTraveler to be fully functional, you will need to allow all services such as location/GPS, notifications, motion tracker, etc. that you are prompted about during initial activation.

Note: If you need to revise these settings, you can go to the Settings app and select AlertTraveler where you can enable each of these services.

Activating your AlertTraveler App from a Desktop Computer

The instructions for activating AlertTraveler from a desktop computer are similar to activating from a mobile device, except instead of being able to automatically activate your app with a click of a button, a registration code will be given to you, which you will then have to copy/paste or type into the app to activate it.

Begin by logging in to your Global Portal application on your desktop computer. Once you have logged in and navigated to your application page, look for the AlertTraveler Outgoing Material in the Offline Requirements section (you may need to scroll down on the page).

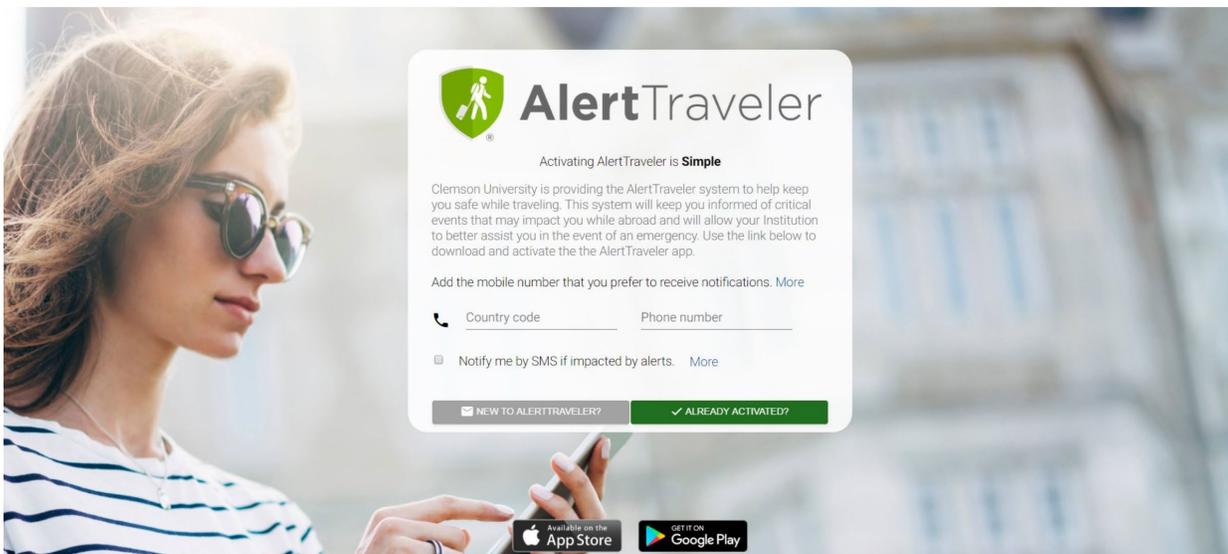
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Click the orange link to begin the activation process. Enter the country code and mobile phone number for the phone on which you downloaded the AlertTraveler app. If you have not activated AlertTraveler yet, click on the gray button for 'New to AlertTraveler' to have a registration code emailed to you. This email and password combination is required to pair your Global Portal application and provide with the AlertTraveler app. Note: If the AlertTraveler app has not been installed, this button will take you to the app store in order to install it. If you have previously activated AlertTraveler in a different way, use the green button to indicate you have already activated your app.



Once you receive your registration code, open the AlertTraveler app on your phone and enter it to activate the app.

In order for AlertTraveler to be fully functional, you will need to allow all services such as location/GPS, notifications, motion tracker, etc. that you are prompted about during initial activation.

Note: If you need to revise these settings, you can go to the Settings app and select AlertTraveler where you can enable each of these services.

Navigation Menu

A hamburger menu on the top left of the screen serves as the navigation menu throughout the app. Menu options include **Location Info**, **Subscriptions**, **My Alerts**, **Emergency Contact**, **Profile** and **Help**. Each of these options is described below.

Location Info

Upon selecting **Location Info**, you will land on a Country Intelligence page for the country you are currently in, based on your GPS-reported location.

The **Location Info** page displays the flag of the country, the current risk rating for the country (giving you an indication of the general security level at the time) and the number of active security alerts for the country. Tapping "Read More" expands this section. The Risk Details tab provides a dashboard-like view of six factors that contribute to the country's overall risk rating. Tapping "Show full assessment" expands this section to fill in more details.

- Tapping the **Alerts** icon takes you to a page that displays all active alerts for your current country sorted by the time they were issued.
- The **Contacts** button at the top of the screen takes you to a page that displays **Emergency Contact** information for the country displayed, including icons programmed to call police, fire, ambulance, and emergency numbers. Tapping any of the icons displays the appropriate emergency service phone number for that location at the bottom of the screen. Tapping that number causes the mobile phone to call that number.
- This page also displays the **Global Portal Emergency Contact** phone number and information configured by Global Portal staff. Finally, links to information for select diplomatic embassies are provided at the bottom of this page. See also: "Emergency Contact" below.
- The **Subscribe** button on the **Country Intelligence** page allows you to create an opt-in subscription to alerts for that country. See information on configuring subscriptions below.
- The bottom of the **Country Intelligence** page displays icons that will allow you to tap and access further information about the political conditions, security issues, travel logistics, cultural factors, health advisories, and other security and practical travel information about the given location.
- The magnifying glass at the top of this page allows you to search for other Countries, Cities, and Territories, and view the **Country Intelligence** pages for those locations.

Subscriptions

The **Subscriptions** page allows you to view and configure the subscriptions that determine the notifications and alerts you receive through AlertTraveler. Subscriptions apply to particular cities and countries and alerts are deployed as events impact those areas.

Some subscriptions will be created for you automatically based on your program and travel dates. You will also have the option to subscribe to alerts from specific locations yourself. This section lists the different types of subscriptions and how they are created.

The top of the page displays the country of your current location based on GPS. You will automatically be subscribed to alerts for this location unless this setting is disabled by tapping the slider in the "My Location" heading.

The subscriptions under the "My Itinerary" panel are based on your travel itinerary as stored in your Global Portal application, and will include any locations included in any TDS itinerary. Current and future itineraries will be displayed, but alerts will only be received for currently active itineraries.

The "My Subscriptions" section will display any opt-in subscriptions you have created.

You can create an opt-in subscription by tapping the green "plus" (+) icon in the bottom right corner of the screen.

- You are presented with a search screen where you can type the location to which you wish to subscribe. As you type, suggested locations will populate on the screen, accompanied by a “Subscribe” button. Tapping the “Subscribe” button will bring you to a screen where you can configure your subscription settings (refer to “**Subscription Settings**” below).

You can unsubscribe from a subscription under “My Subscriptions” by tapping the arrow to the right side of the subscription box, tapping “Unsubscribe,” and then confirming.

Subscription Settings

The settings for any subscription on the **Subscriptions** page can be accessed by tapping the arrow on the right side of the subscription box and tapping “Settings”.

The following settings are available on the subscription settings page:

- **Start and End Date** - you can set a start and end date for your subscription to alerts for this location. Note: GPS-location-based subscriptions do not have start and end dates. Itinerary-based subscriptions show start and end dates, but they cannot be edited in the app. In order to edit itinerary-based subscriptions, you need to contact a Global Portal staff member and ask them to edit the appropriate itinerary in your Global Portal application.
- **Alert Preferences** - you can decide whether to be alerted via mobile-device notification and/or email for each level of alert severity by checking the appropriate boxes. **Note:** preferences for your email alerts can be overridden by Global Portal staff, if they feel that a situation is urgent enough that they wish to ensure that you are informed.
- **Categories** - tapping "Select Categories" opens an interface in which you can disable alerts for specific categories for this particular country by selecting/unselecting the appropriate categories and tapping “OK.”

Changes on this page are saved by tapping “Submit” at the bottom of the screen.

My Alerts

The **My Alerts** page will display any alerts impacting you, based on your GPS, itinerary, and opt-in subscriptions (See “Subscriptions” above). Newer alerts will appear on the top. Alerts will be displayed with their incident type, severity level, alert headline, and time the alert was issued (in UTC). If a check-in request has been issued, a green “Check-in” button will also be displayed with the associated alert (see “Check-in Requests” below).

Tapping an alert from this screen will take you to the full details of the alert, arranged under four tabs: General, Detail, Advice, and Analysis. A zoomable map of the impacted area, the severity level, and the alert headline will be displayed above the tabs. (Note: Some alerts will not have all four tabs).

- The **General** tab displays the start and end date and time of the alert, the alert category(ies) (e.g. Natural Hazard, Travel Transport, etc.), links to sources of information about the incident, and a link to the Country Intelligence pages of impacted countries.
- The **Detail** tab will provide a detailed synopsis of the incident for which the alert was issued.
- The **Advice** tab provides advice impacted travelers.
- The **Analysis** tab provides a broader view of the incident and insight into potential for further disruptions.

Emergency Contact

The **Emergency Contact** page will display emergency contact information for your current region based on your device’s current GPS location. Across the top of the page are police, fire, ambulance, and emergency icons. Tapping any of the icons displays the appropriate emergency service phone number for that location at the bottom of the screen. Tapping that number causes the mobile phone to call that number. This page also displays UNC’s emergency contact number information. Finally, links to information for select diplomatic embassies are provided at the bottom of this page.

Profile

The **Profile** will display your contact information and allow you to set or change the mobile phone number associated with your AlertTraveler profile. This is the number to which SMS messages will be delivered when initiated by a Global Portal staff member. From this page, you are also able to set your alert preferences for alerts created by Global Portal. This functionality is the same as for regular subscription alerts configured through the Subscriptions page. [Global Portal recommends that you set your preferences to receive warning and critical level alerts via “Alert Me” and that you opt to receive ALL levels of alerts via “Email Me”](#). If you have any questions about setting up your preferences, please contact Global Portal.

Help

The **Help** page opens the device's default web browser and directs you to an AlertTraveler FAQ. This FAQ includes questions about the app's usage to provide assistance for navigating the app.

Check-in Requests

When a check-in request is issued for an alert that is relevant to you, a notification will be pushed your device regardless of whether or not you would normally be notified of that alert. **Upon opening the app, you will need to acknowledge the check-in request.** If you choose not to check in right away, a green “Check-In” button will appear under the associated alert on your **Alerts** page.

These requests are issued by Global Portal staff and are intended as a quick way for them to check on your status in light of an urgent event and for you to quickly request assistance from them, if needed.

- After opening the check-in page, you will see the headline and severity level for the alert and the message provided Global Portal when the request was generated. Tapping the “See Details” link, will allow you to see the full details page for the alert.
- Two buttons are provided for you to report your status: “I’m Safe” and “I Need Help.” A field is also provided so the you can provide further details about your status.
- Upon tapping the “Submit Check-In” button at the bottom, Global Portal staff will be able to see your updated status plus any notes you may have provided. Upon receiving your check-in response, Global Portal will follow-up with you accordingly.