



AlertTraveler

User Guide

AlertTraveler is a mobile application for iOS and Android devices that utilizes GPS and your travel itinerary. AlertTraveler provides 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 administrators and travel advisors at your institution in case of an incident.

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. You will need to obtain a Registration Email and Password before configuring the app (See “Registering AlertTraveler” below).

In order for AlertTraveler to be fully functional, you will need to allow Notifications, Location Services, and Health and Motion Services. In order to enable these services, respond as indicated below to the following messages during initial activation:

- “AlertTraveler Would Like to Send You Notifications” - **Tap “Allow”**
- “AlertTraveler Would Like to Access your Motion & Fitness Activity” **Tap “OK”**
- “Allow “AlertTraveler” to access your location while you use the app” **Tap “Allow”**
- “Background location is not enabled” **Tap “Settings then tap “Location” and then select “Always.”**

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

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 “Registering AlertTraveler” below).

In order for AlertTraveler to be fully functional, you will need to allow location services. In order to enable these services, you should respond as indicated below to the following message during initial activation:

- Allow AlertTraveler to access this device’s location? - **Tap “Allow”**

Note: If you need to revise these settings, you can go to the Android Settings app, the “Apps” section, select AlertTraveler, and open the “Permissions” section where you can enable or disable this setting.

Registering AlertTraveler

You will be presented with an “AlertTraveler Registration” panel on your Applicant/Registrant Home page on the site in which you registered your travel with your institution. Click “Generate” on this panel to create your password. Then you will use your email address and generated password, as shown on this panel, to log in to the AlertTraveler mobile app, available for free on the [App Store](#) and [Google Play Store](#). You can also opt to have your password emailed to you by clicking ‘Email me my password’ on the



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AlertTraveler Registration panel or 'Forgotten password?' on the login page of the AlertTraveler app. This email and password combination is required to pair your institution application and profile with the AlertTraveler app. **Note:** It may take up to 15 minutes after you become eligible before the AlertTraveler Registration panel is visible. If you do not see the registration panel, please contact the study abroad or travel registry system administrator at your university.

This registration panel also allows you to opt into receiving SMS alerts while providing your mobile number. At the bottom of this panel you can also opt to receive an email with your AlertTraveler registration password.

NOTE: AlertTraveler requires an activation code provided by a participating university. You will not be able enable this app unless you are with a participating university.

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 where you are physically located, based on your GPS-reported location.

The **Location Info** page will display the flag of the country, the current risk rating for the country (giving you an indication of the general security level at the time), the number of active security alerts for the country, a risk Overview, and a breakdown of Risk Details for different risk categories (to further explain potential risk factors).

- Tapping the **Alerts** icon takes you to a page that displays all active alerts for your currently country sorted by the 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 your current location, including icons programmed to call police, fire, ambulance, and emergency numbers. Tapping any of the icons will display the appropriate emergency service phone number for that country at the bottom of the screen. Tapping on that number will open the device's phone application and allow you to call the appropriate emergency service. This page will also display your institution's emergency contact phone number and information (if provided by your university). Finally, links to information for select diplomatic embassies are provided at the bottom of this page.
- The **Subscribe** button on the **Country Intelligence** page allows you to set up 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 them.



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Subscriptions

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

Some subscriptions will be created for you automatically based on your program and travel itinerary as stored in your university system. 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 will display the country of your current location based on the GPS-reported location of your device. 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 itinerar(ies) created on your institution’s travel site, and will include any locations included in your itinerar(ies). This is intended to keep you updated on events based on your current itinerary location and future itinerary locations.

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

If you wish to receive alerts for a particular location that is not already included in your itinerary, you can create an opt-in subscription by tapping the green “plus (+)” icon in the bottom right corner of the screen.

- This brings you to a search screen where you can enter the location to which you wish to subscribe. As you type, the 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 the “Unsubscribe” box, and confirming.

Subscription Settings

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

The following settings are available on the subscription settings page:

- **Start and Finish Date** - you can set a start and finish date for their subscription to alerts for this location. You won’t see a Start and Finish Date setting for itinerary and location-based subscriptions.
- **Alert Preferences** - You can decide whether to be alerted via mobile notification and/or email for each level of alert severity by checking the appropriate boxes. Preferences for your email notifications can be overridden by administrators and advisors at your institution, however, if they feel that a situation is urgent enough that they wish to ensure that you are informed.
- **Categories** - tapping this option will open a section in which you can choose to opt to receive alerts of specific categories for this country by checking the appropriate boxes and tapping “OK.”
- Changes on this page are saved by tapping “Subscribe” at the bottom of the screen.

My Alerts

The **My Alerts** page will display any alerts relevant to you, based on your GPS, Itinerary, and opt-in subscriptions (See Subscriptions below). Newer alerts will appear on the top. Alerts will be displayed with



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their incident type, their severity level, the alert headline, and the 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 categor(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 for what to do if you are impacted by this event.
- 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 recorded GPS location, including police, fire, ambulance, and emergency numbers. Tapping any of the icons will open the device’s phone application and allow the you to call the appropriate emergency service. This page will also display your institution’s emergency contact number and information. Finally, links to information for multiple 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 an administrator. You are also able to set your alert preferences for the institution-created alerts from this page. This functionality is the same as for regular subscription alerts configured through the Subscriptions page.

Help

The **Help** page will bring you to Terra Dotta’s (the app developer) general AlertTraveler app help page. This will include FAQs 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 their **Alerts** page.

These requests are issued by administrators and advisors at your institution 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.



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After opening the check-in page, you will see the headline and severity level for the alert and the message provided by your institution 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, your institution’s administrators will be able to see your updated status the notes you provided.