

# **GardaWorld Travel Security**

## **Complete Start Guide**



**June 2021**

## Complete User Guide

**GardaWorld** is in charge of accompanying you during your international or national business trips. We will provide all information related to security to keep you safe while abroad and offer emergency assistance, if needed.

Thanks to the [travelsecurity.garda.com](http://travelsecurity.garda.com) web portal (accessible from any computer, tablet or smartphone) you will have access to various resources that help you better prepare your business and overseas trips. The objective is to educate yourself regarding travel conditions in your country of destination as well as behaviors to adopt to limit your exposure to risks.



So that we can assist you to the best of our ability, please register all your trips - providing the most precise information possible.



In case of emergency (a critical incident that could have negative consequences on your physical security, e.g. a tsunami, terrorist attack, etc.), you will immediately be alerted (by SMS and email) with information regarding the nature of the event and steps to take to ensure your personal security.



Furthermore, you will have access to a **security hotline**, available 24 hours a day, seven days a week. Where you will be able to contact a travel **security expert**. If you feel that you are in a high-risk situation, an expert will advise you on how to proceed. If necessary, they can put you in contact with the relevant local authorities.

**[Travel Security 24/7 Hotline: +44 29 2066 2425](tel:+3532920662425)**



On a daily basis you will have unlimited access to information concerning the risks (health, security, transportation, etc.) that could have an impact on your travels, available for more than 200 countries and territories. Via the intuitive interface, you will also have at your fingertips:-

- Travel registration forms
- Country Reports
- Alerts published on a daily basis
- Information on diseases as well as other practical information

### The site provides you with the following information for each country:

- Risk levels broken down into nine categories (political risk, crime, social risks, kidnapping, transportation, etc.)
- GardaWorld overviews of the main risks facing travellers (political instability, health risks, natural risks, crime rates, social unrest, etc.)
- The most recent alerts published for the country
- Culture: local customs, important dates, work environments, religion, etc.
- Entry and exit requirements: documents to present, regulations, restrictions on imports and exports, applicable taxes, etc.
- The safety of different modes of transportation: planes and airports, driving conditions, public transit, car rentals, state and safety of roads, taxis, rail, etc.
- Communication : electricity, internet cafés, mobile phones, press, postal service
- Legal and financial environment: judicial system, currency exchanges
- Official and spoken languages

## Complete User Guide

► **What you will find in this guide:**

A guide to <b>create a personal account</b> on the <a href="https://travelsecurity.garda.com">travelsecurity.garda.com</a> portal .....	4
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A guide for installing and using the <b>GardaWorld Travel Security app</b> .....	12

**QUESTIONS?**


[support.travelsecurity@garda.com](mailto:support.travelsecurity@garda.com)

# GardaWorld Travel Security



## Complete User Guide

### ► First Connection to the GardaWorld Travel Security Portal

Go to the [GardaWorld Travel Security](https://travelsecurity.garda.com/welcome) (https://travelsecurity.garda.com/welcome) and click 

- You will be redirected to a **single-sign-on page**, please authenticate with your email address .
- Staff should use their email address xxxxx@napier.ac.uk and students should use their xxxxx@live.napier.ac.uk. Once entered click on “Validate” and you will land at the Travel Security home page.



### ► Updating your traveller profile

- The first time you connect to the portal, you will be asked to create your traveller’s profile.
- Your professional email address and the fields for Company and Company Contract are pre-filled.
- Enter your telephone numbers, including the country code.
- You will also have to confirm you have read and understood the Charter in respect of personal data.

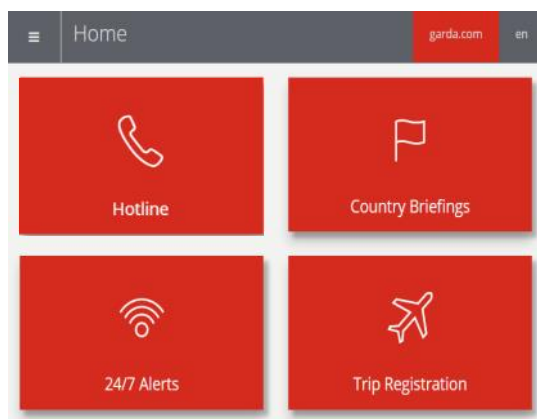
If your phone number changes, please update the information in the “My Profile” section.

**⚠ It is crucial to select your Entity: Edinburgh Napier University in the profile section.**

- Click on  after updating your profile.

### ► Welcome to Garda World Travel Security

Thanks to its *responsive design*, the portal can be accessed from your computer, tablet, or smartphone. The content will automatically adjust to fit the size of your screen.



### ► Traveller Resources

Our traveller resources provide a wide range of content, updated daily, to help prepare for travel abroad:-

- Country reports (security issues, health risks, practical information)
- Disease factsheets

### ► 24/7 Alerts

You will have access to our alerts, published 24/7 on the GardaWorld portal. Our alerts cover the entire world and all topics that could have an impact on business travellers: security, health, transportation, natural risks, etc.

The Travel Security platform offers you the ability to view these alerts in the following languages: English, German, Spanish, French, Italian, Portuguese, Japanese and Mandarin.

## Complete User Guide

### Subscribe to Alerts

- A subscription tool for the alert feed is available on your user account (Profile/My Subscriptions) under the tab PROFILE
- You can create your own set of rules for incoming alert feeds by email (by severity, categories and countries) .
- You can start the subscription process by clicking on the new subscription button.
- Your preferred language for the Alert subscription can be selected from the EIGHT available in the dropdown.

### Country Briefings

Country Briefings shows the overall risk assessment at the country level. In addition to five categories, Security, Infrastructural, Political, Environmental and Medical.

- You will see the risk ratings of the countries indicated using a 1 - 5 scale, which are broken down into .25 increments, where necessary:-

1: Negligible      2: Low      3: Moderate      4: High      5: Extreme

- You may export the risk levels anytime by clicking on **export**.
- Click on the **column headers** to sort in ascending or descending order.
- Click on a **country name** to access the comprehensive country content in detail.
- You may access the analysis of a country's security situation by selecting a country of your choice. This provides risk analysis at the national level and also urban level (major cities).

Place	Assessment	Overall Risk	Security	Infrastructural	Political	Environmental	Medical
Afghanistan	High - Extreme	4.75	4.75	4.50	4.50	4.00	4.00
Albania	Low - Moderate	2.75	2.75	2.75	2.50	2.75	2.50

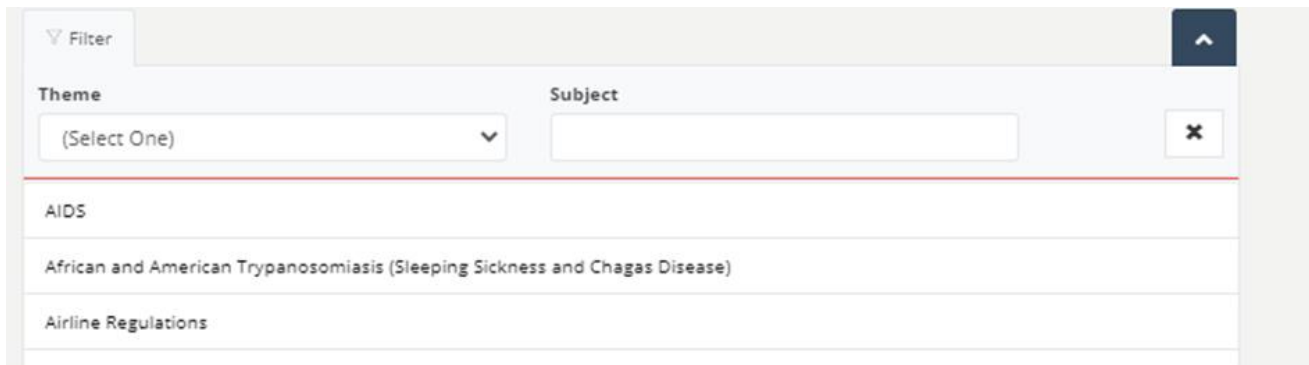
# Complete User Guide

## ► Factsheets



Factsheets provide a wealth of information to help you prepare for your trip.

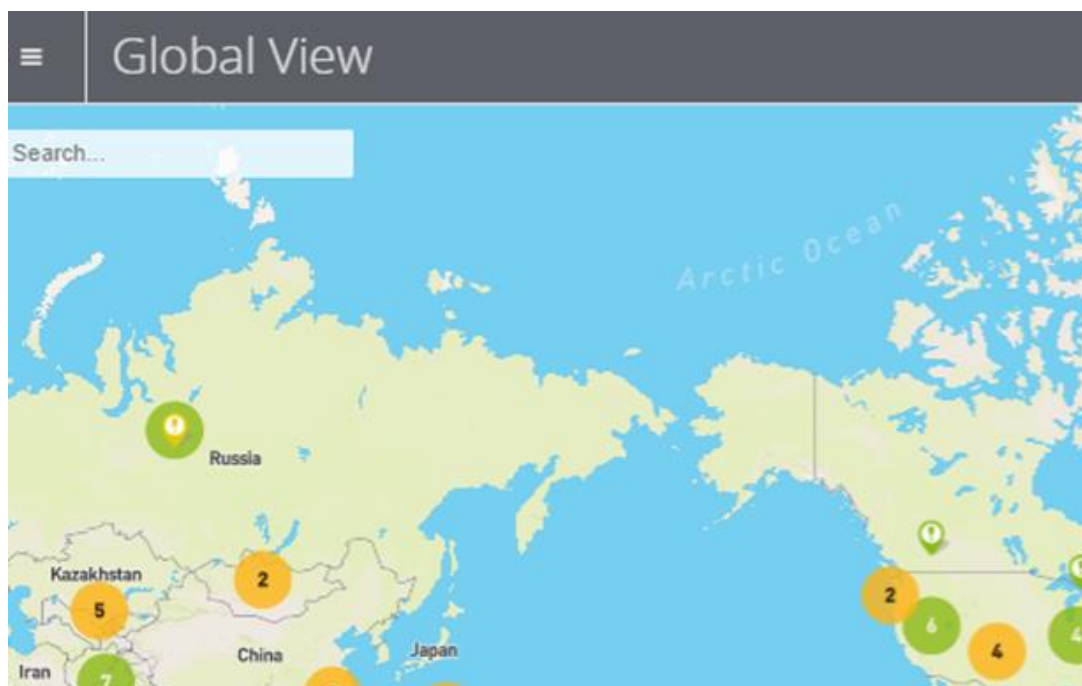
Just click on the sheet you are interested in for further information, or you can filter by Theme or by subject.



## ► Global View



Global view provides a graphical world view. You can search for the location from the search button or you can click directly on the country you wish to review travel information for.





# GardaWorld Travel Security

## Registering your trip

In line with the Travel University Policy and in order to ensure you are insured properly for business travel, you must register your trip and Travel Risk Assessment Number into the GardaWorld portal (<https://travelsecurity.garda.com/welcome>). This is to better inform you of potential risks prior and during your stay and so that GardaWorld can **intervene on your behalf** in the event of an emergency. When you register your trip please include the Passenger Name Record (PNR) if available in the Record Locator field.

Your trip can be registered in three ways:

### ► **Travel Management Company Data Transfer (this will be the most common route for staff who have booked their travel via the University's Travel Management Provider)**

Business trips with information on flights and hotels that have been booked through Edinburgh Napier University contracted Travel Management Company are automatically registered in the portal. **Whilst the details of your trip will be registered you will have to add the Travel Risk Assessment number (TRA number) into the portal.**

**Simply copy your TRA number and enter it into the comments field within the PNR, please see further instructions on the next page.**

### ► **Email parsing (this will typically be used by students and/or staff who have not booked their travel/trip via the University's Travel Management Provider)**

For Email parsing GardaWorld partners with Traxo to provide the ability for staff and students to send details of off-channel bookings to [travelsecurity.garda.com](https://travelsecurity.garda.com) portal. Email [enutravelsafety@trips.crisis24.com](mailto:enutravelsafety@trips.crisis24.com) following the instructions below to ensure successful registration.

**Once your trip is registered within the platform you will have to add the Travel Risk Assessment number (TRA number) into the portal. Please see further instructions on the next page.**

### **Please take note of the following tips to ensure successful registration**

- Email content should be the original email provided by the travel supplier. Please don't send in emails with a lot of forwards or email conversations.
- Photos/scan or screenprints of bookings/itineraries will not be successfully processed. **Send the original PDF or email from the travel supplier.**
- Include only one trip booking itinerary per email. Multiple bookings are not supported on a single email. For example, one trip from X to Y to Z will be successful. Two trips, one from A to B and another from C to D will not be successful.
- Only attach one file to the email (example. Booking.PDF).
- Please note the traveller email is taken from whoever sends the email. Therefore, if you are forwarding the trip on behalf of someone else you will receive any notifications linked to the trip and must ensure you pass them on to the traveller.



# GardaWorld Travel Security

## Registering your trip

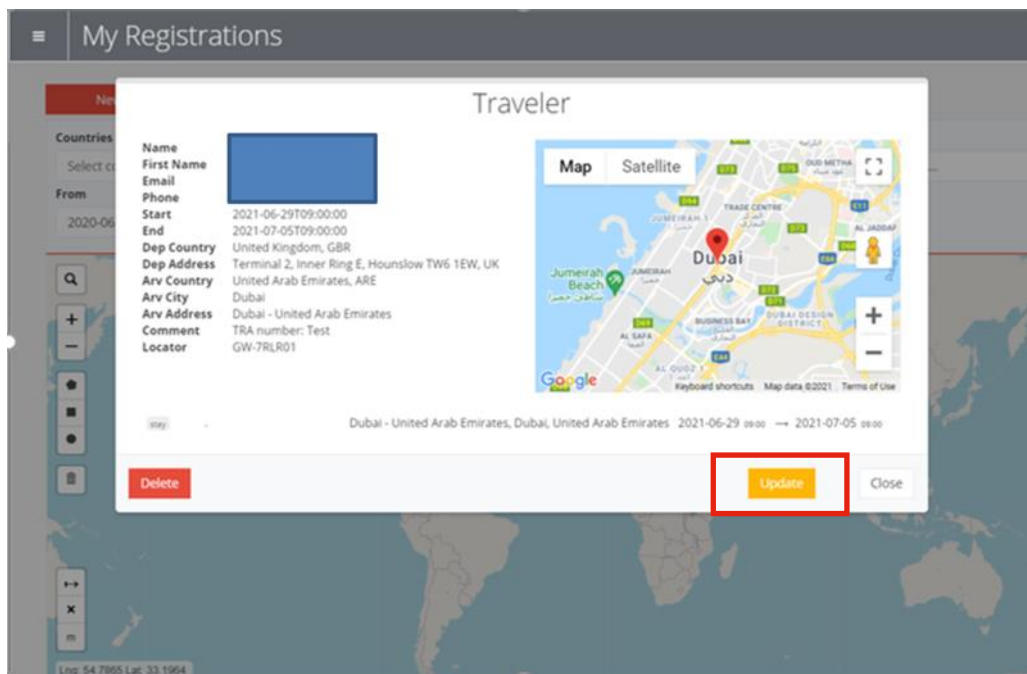
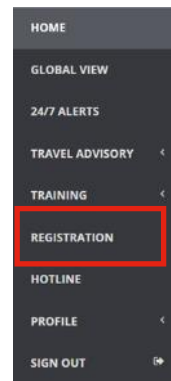
► How to enter the Travel Risk Assessment number (TRA number) to a booking received via the Travel Management Company or Email Parsing.

You can access any of your trips within the portal by selecting **REGISTRATION**

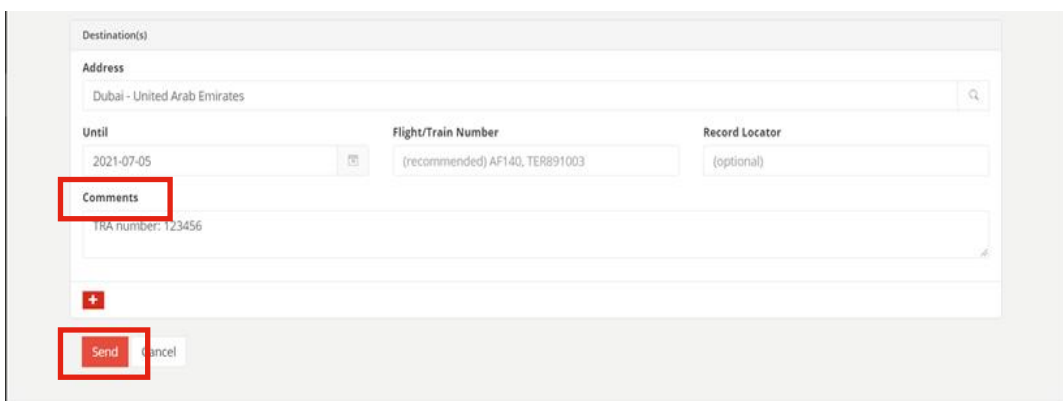
Once in the **REGISTRATION** section, please select the calendar filter (**From / To**), this will allow you to find all registered trips within that timeframe on the portal.

Your trip will appear as a blue pin on the map. Select the blue pin and a pop up box will then show your trip details.

Please select **Update** on the pop up box.



Scroll down to the **Comments** section at the bottom of the page and enter your TRA number in the **Comments** box and then click **Send**.



Your TRA Number has now been updated against your trip.



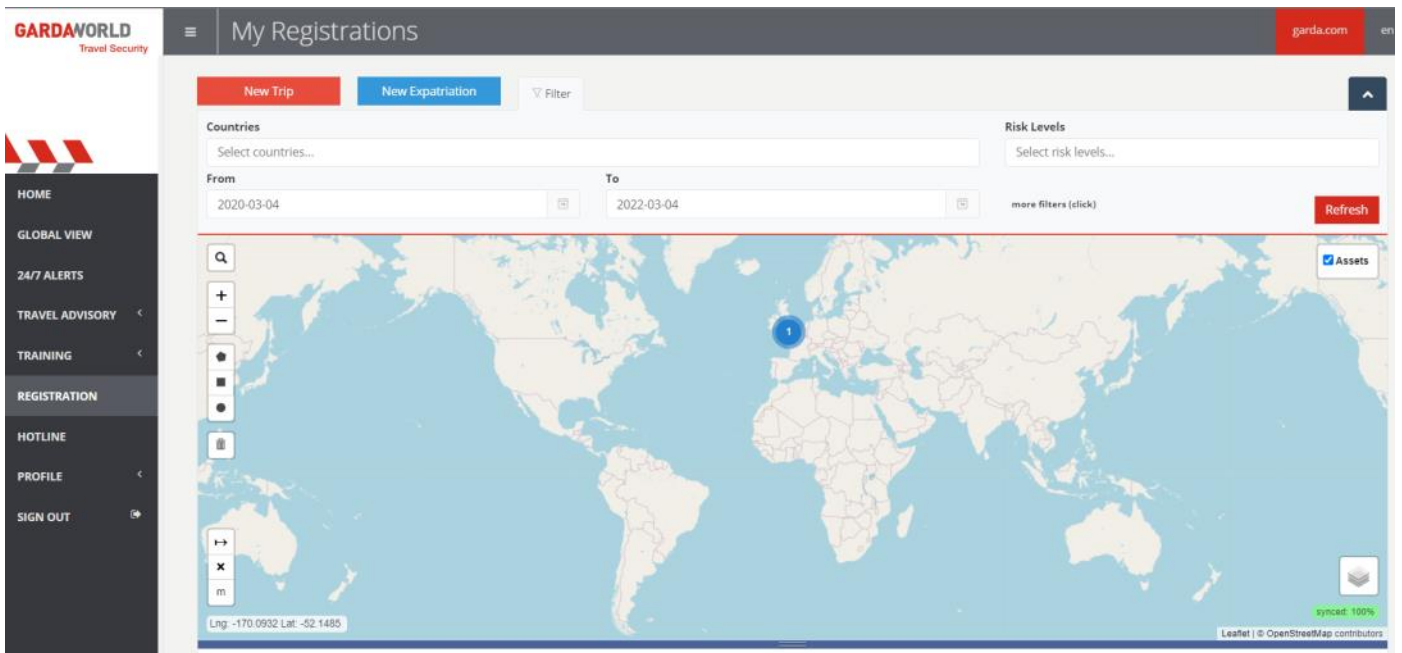
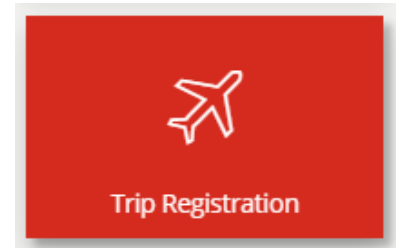
# GardaWorld Travel Security



## Registering your trip

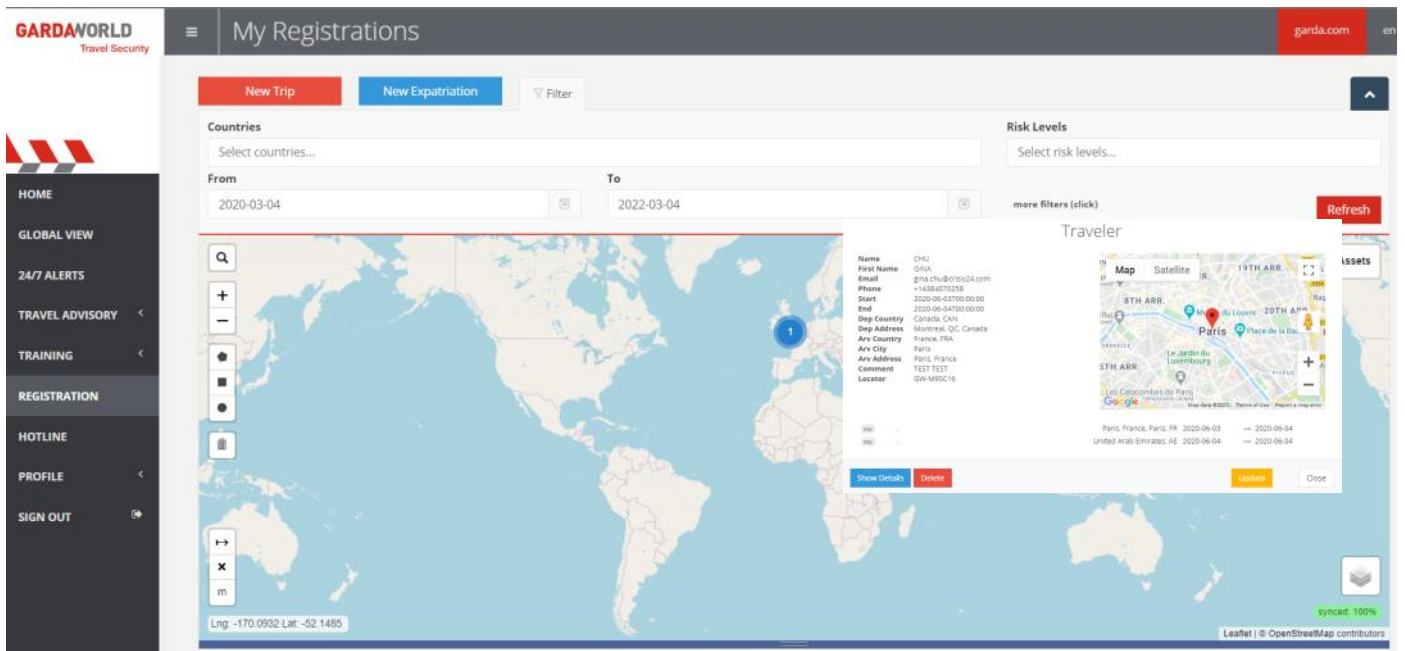
### ► Travel Registration

You can directly register your trip into the GardaWorld portal. When you register a trip, please make sure to give **your updated traveller information** (mobile/cell phone number, e-mail address).



### QUESTIONS?

[support.travelsecurity@garda.com](mailto:support.travelsecurity@garda.com)



## ► Declaring a New Trip

- To declare a new trip, click on **New Trip** (under the **REGISTRATION** tab), fill out all required fields (departure address, destination address(es), etc.), **Please ensure the Travel Risk Assessment number (TRA number) is added in the Comments section** and click **SEND**.
- By default, the system will automatically fill out your personal information listed in “My Profile” (name, email address, telephone number). If a trip is being registered for a third party, delete your information and replace it with the traveller’s details.

### New Trip

Traveler(s)

<b>Last Name</b> <input type="text" value="(required)"/>	<b>First Name</b> <input type="text" value="(required)"/>	<b>Entity</b> <input type="text" value=""/>
<b>Email</b> <input type="text" value="(required)"/>	<b>Mobile</b> <input type="text" value="(required) +33612345678"/>	<b>UID</b> <input type="text" value="(recommended) Employee identifier/number"/>

+

- If the entire trip is to be undertaken by more than one traveller, click **+** on the symbol to add the additional person/s.

## ► Entering Departure and Destination Addresses

- You can enter precise places of departure and arrival in the ADDRESS line (street address, **hotel name**, meeting place). To do so, start typing in the address and the system will offer you suggestions. The traveller will be tracked based on the address chosen.
- If the trip entails more than one destination, click on the **+** symbol to add the additional step(s).

## How-To Guide - New Trip Registration Form

Departure From

**Address**

**Date of Departure**

**Flight/Train Number**

**Record Locator**

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Destination(s)

**Address**

**Until**

**Flight/Train Number**

**Record Locator**

**Comments**

+

- Once you have completed the registration of the TRIP, click '**Send**'. You can then view your trips in the **MY REGISTRATION** page

### ► Modify or Delete an Existing Trip

- The calendar filter (**From / To**) allows you to find all registered trips on the system
- You have the option to modify or delete your registered trip at any time by clicking on the blue **TRV** button, followed by **Update** to modify information regarding your trip, or on **Delete** in order to cancel the trip entirely.

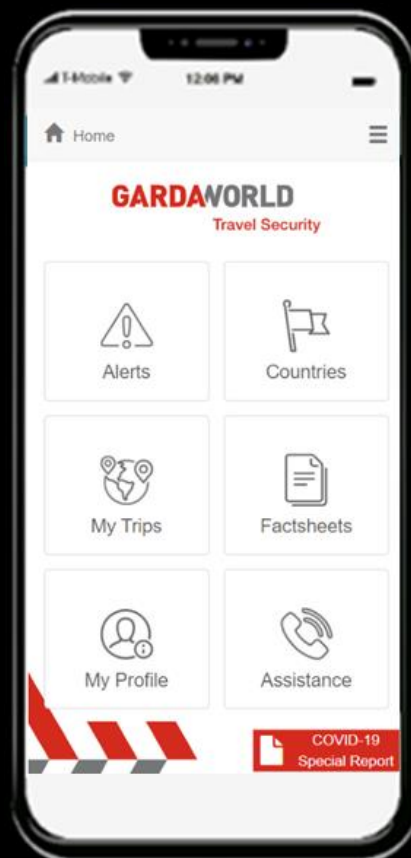
TYPE	NAME	ENTITY	START	END	PLACE	CITY	COUNTRY	LOCATOR
TRV	CHU GINA	(+1438407; Crisis24)	2020-06-03	2020-06-04	Paris, France	Paris	France	GW-M95C16

### ► View One or All Registered Trips

- From the **FILTER** category you can search by country/countries and/or Risk Level,
- To view all previous or future trips, select the desired period on the form (**FROM/TO**) and click on **REFRESH**. Please note that by default, the Global View provides you with a 24 hour time slot
- You can access more filter options by clicking on **more filters**
- Click on one or more pins 📍 displayed on the map to view registered trips.

**NB: Individuals can use their GardaWorld Travel Security accounts to register trips for a colleague as well as their own trips.**

## GardaWorld Travel Security Mobile App

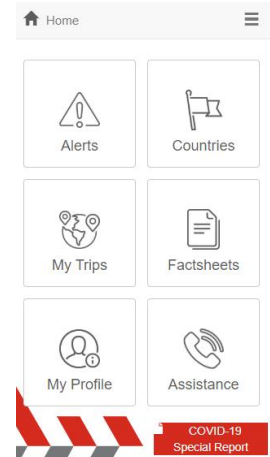


### Key Features

If you already have a User account with [travelsecurity.garda.com](http://travelsecurity.garda.com) you can:

- Check the 24/7 alerts for the latest developments
- Subscribe to alerts and enable push notifications
- Register and consult your trips (past or upcoming)
- Update your « My Profile » details

**NB:** if you have the Crisis Messenger GPS app, this app does not replace it, it can be used in conjunction



### Installation and Login

- Download the GardaWorld Travel Security app directly from the Apple Store or Google Play Store.
- The first time you use the app you will need to click Sign In and enter your professional email address.
- You will be redirected to a single-sign-on page, please authenticate with your professional email address.

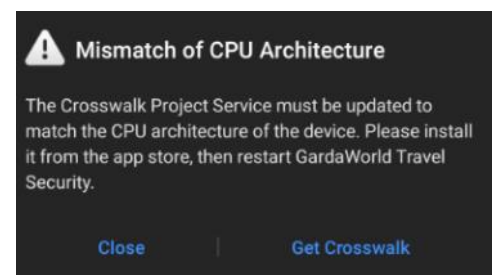


### Important Message for Android Users

- When installing or updating the app, you may get the following message:

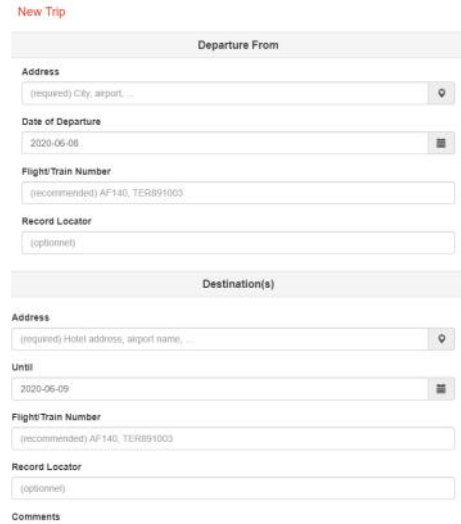
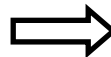
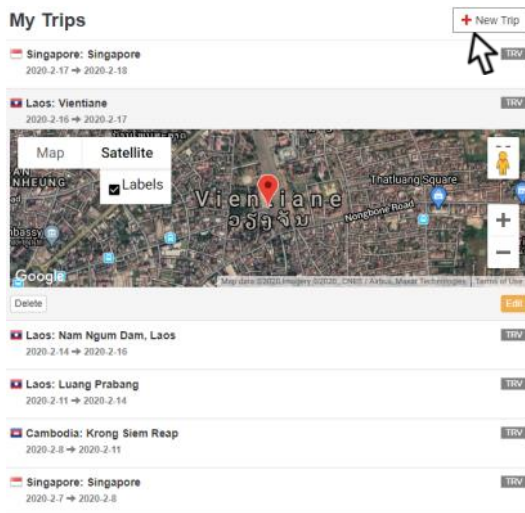
#### Mismatch of CPU Architecture

- Click on the Get Crosswalk button
- You will be automatically sent to the Google Play Store
- Download the Crosswalk Project 64bit app

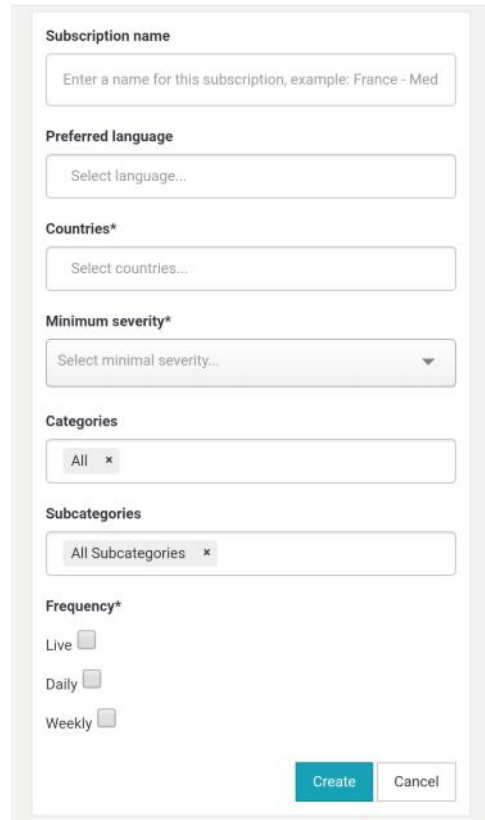
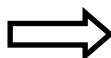
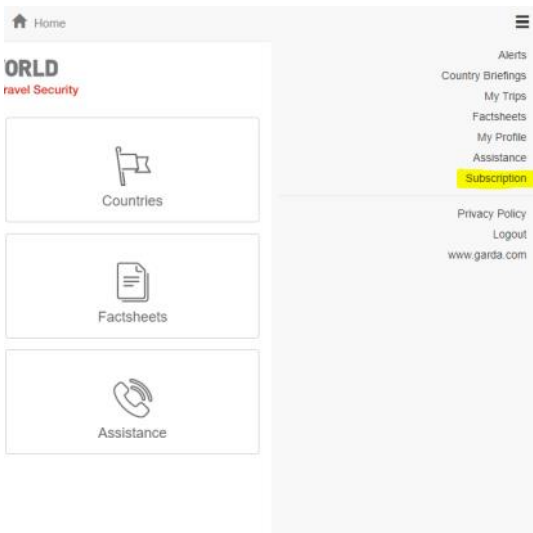


### Register trips

- You can register your trips directly from the app using **MY TRIPS** :



### Subscribe to Alerts (Email and/or Push Notifications)



- You can subscribe to alerts directly from the app using **SUBSCRIPTIONS**
- You can start the subscription process by clicking on the new subscription button.



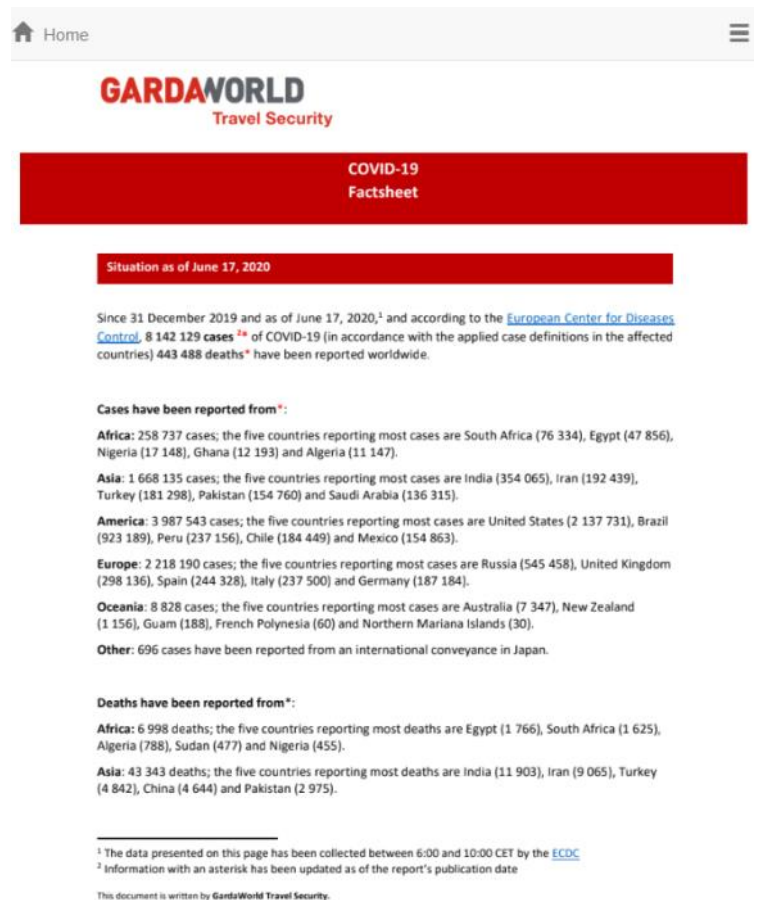
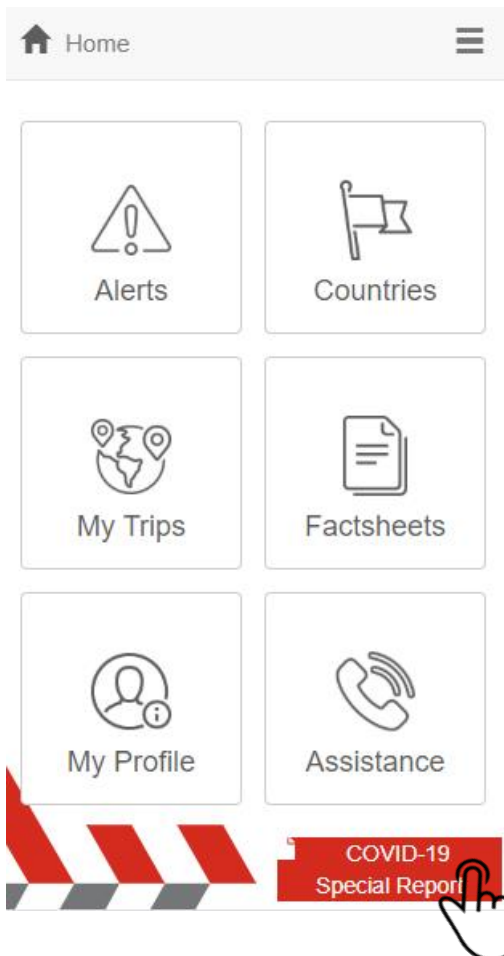
# GardaWorld Travel Security app



## Quick Start Guide

**Important Message:** You can access the Covid-19 special report directly on the Travel Security APP, inside you will find:-

- A Summary of Significant Developments
- Travel Restrictions
- Latest Alerts
- Recommendations



## QUESTIONS?

support.travelsecurity@garda.com