Introduction to International SOS and Registration Guide

While on your Boren-funded overseas program, your safety and security are a priority for us. To keep you safe and healthy while you are traveling on your study abroad program, the Boren Awards is partnering with International SOS, the world’s leading emergency response and travel security services company.

What Kind of Services Does International SOS Provide?

- Dedicated Online Portal via www.internationalsos.com for benefit details, membership e-card, country guides and latest medical and security alerts.
- 24/7 consultation and referral access for general medical and security questions or concerns via any of the 26 assistance centers.
- Pre-trip advisories about your country of study will automatically be sent to you once you’ve registered your trips providing you with a lot of helpful information to better prepare you for your upcoming travel.
- A mobile app so you could reach out in the event of an emergency to confirm your safety or request assistance.
- Up to 5 counseling sessions (phone or in-person when available) per person per incident at no cost to you.
- For additional information, review the Boren International SOS membership summary.

How Do I Register with International SOS?

There are two ways to register with International SOS. One option is to register via the specific Boren International SOS My Trips portal and the other is through the International SOS Assistance App.

Boren International SOS portal
- Navigate to the Boren International SOS My Trips portal.
- Once you are at the Boren International SOS homepage, scroll down to Travel Tools and click on My Trips.
- Start your registration by clicking on New User? Register here.
- Complete the requested fields to create your new account.
  - For the Organisation Email Address field, use your primary email address on file.
- You will then receive an automated email confirming your request to create your International SOS account and instructions on how to activate it.
- Once you are at your My Profile page, complete all of the required fields marked with a red asterisk (*) and click Update.
Lastly, click on **Create New Trip** to enter your travel details. You must enter your travel details in this section in order to fully complete your International SOS registration.

**International SOS Assistance App**

- Download the App from the Apple App Store or the Google Play Store.
- Once you have downloaded the App, tap **New User? Register Here**.
- Enter your profile details and tap **Register**.
- You will then receive an email to create your password. Return to the login page to enter your new password and tap **Login**.
- You will be asked to enter the **Membership Number**. Use **398SCA925742** then **Submit**.
- It will then ask you to Confirm Your Organisation and the Institute of International Education, Inc. – Boren Awards should appear. Tap the **Yes, this is correct** button.
  - If the Institute of International Education, Inc. – Boren Awards doesn’t appear after entering the Membership Number (**398SCA925742**), double check that it was entered correctly. If the problem persists, let your Boren advisor know.
- If everything is done correctly, you will be directed to the home page of your International SOS Assistance App.
- For additional useful information regarding the Assistance App, please review the **User Guide**.
- Lastly, we require that all Boren recipients include their travel details to their profile. You currently won’t be able to add this directly through the Assistance App but can forward your itinerary email confirmations to **IIEBorenTravel@itinerary.internationalsos.com** and your trip details will be added to your profile on your behalf. Your confirmed trip details must be in your Assistance App profile in order for your registration to be considered complete.

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### Frequently Asked Questions

**Q:** Am I still required to register with International SOS (ISOS), even if I am already registered through my U.S. home university?

**A:** Yes, you are still required to register again with International SOS using the specific Boren ISOS portal. When registering, please make sure that you use a different email address from what you already used with your U.S. home university’s own International SOS portal.

**Q:** I currently only have a one-way ticket and do not know my return date to the United States yet. Should I just add the one-way ticket travel details to my profile for now?

**A:** If you only have a one-way ticket for now, please include those travel details to your International SOS profile BUT also include an estimated return date based off your Boren program end date. This can always be updated later on once you have your return itinerary finalized. Having a return date included with your travel details informs International SOS that you are still in-country and have not yet returned to the United States.
Q: I am using the International SOS Assistance App and I’ve forwarded my itinerary email confirmation to IIEBorenTravel@itinerary.internationalsos.com but still not seeing it in my profile. What should I do?
A: After International SOS processes your itinerary confirmation emails, they will send you a notification email informing you of the status of your itinerary. You may notice a slight delay if the Itinerary Forwarding Service does not recognize the email address. To avoid delays, please make sure that you are using the same email address that you used to create your profile, when forwarding your itinerary.

If your confirmation email failed to process, there are several possible reasons for this:
- The Itinerary Forwarding Service was unable to read the format.
- There are missing data elements that are required to process the itinerary into the system.
- Attachments are missing. Some Itineraries require attachments, so please ensure you forward any attachments which are included in the original confirmation email.

Q: What other confirmations can I forward to IIEBorenTravel@itinerary.internationalsos.com?
A: Only flight, hotel and car rental bookings can be forwarded to the mailbox. Train bookings are not supported at this time. International SOS is currently working on updating the Assistance App to allow users to be able to enter their trip/s directly in the app instead of forwarding their confirmed travel itineraries to the IIEBorenTravel@itinerary.internationalsos.com email account. The new version of the Assistance App should be available in the coming months.

Q: If I am travelling outside of my host country for a visit, do I still need to enter my travels with International SOS?
A: Yes. Besides registering your trip with STEP and submitting a travel request in the IIE student portal, you must also add your plans to your International SOS profile. This ensures that International SOS is aware that you are in a different country and can reach out to offer assistance in case of an emergency.

Q: If I registered through the Assistance App, will I get the same pre-trip advisory emails as those that registered through the International SOS My Trips portal?
A: Yes. As long as you submitted your travel itinerary to your Assistance App profile, you will receive the same pre-trip advisory emails for the country that you plan to study in.

If you encounter any issues or challenges registering with International SOS, please don’t hesitate to let your Boren advisor know.