Garda World Travel Security Portal and Mobile Application User Guide

Northeastern University

Updated: August 28, 2020

The GardaWorld Travel Security portal (page 2) and its mobile component, the GardaWorld Travel Security app (page 11), allow travelers to enter important itinerary and contact information, research destinations, and receive alerts about current events in countries of interest. Utilizing your Northeastern credentials, you have access to this information at any time.

On a computer, visit the [GardaWorld Travel Security portal](#) or search for "My Travel Plans" in the myNortheastern portal and log in with your Northeastern email and NU credentials. You can find the mobile app in the App (iPhone) or Google Play stores.

Northeastern community members (students, faculty and staff) should register all university-sponsored travel (study abroad, co-op, research, conferences, etc.) and download the mobile app prior to departure. If you need assistance while traveling, please reach out to the 24/7 international assistance hotline at **+1.857.214.5332.**

Please note: As of September 1st, 2020, this mobile app replaces the WorldAware Worldcue Planner and any other mobile apps you may have used in the past. You should delete the Worldcue app from your phone.

If you have any questions about any of the information or services outlined in this document, please contact mytravelplans@northeastern.edu.

Garda World Travel Security Portal User Guide

Step 1: Accessing the Portal and Signing In

- Visit https://travelsecurity.garda.com/welcome or search for "My Travel Plans" in the My Northeastern portal. *Please note, the portal is optimized for use on Chrome or Safari browsers.
- Click on the "Sign In" button in the top right-hand corner and enter your email address. Please enter your **@northeastern.edu** email address.
- You will then be taken to a screen to log in with your Northeastern credentials. Please use the same username and password that you would use to log in to the myNortheastern portal.
- You will need to have access to your DUO two-factor authorization app.
- Once DUO authentication is accepted, you will be taken to the app's homepage.
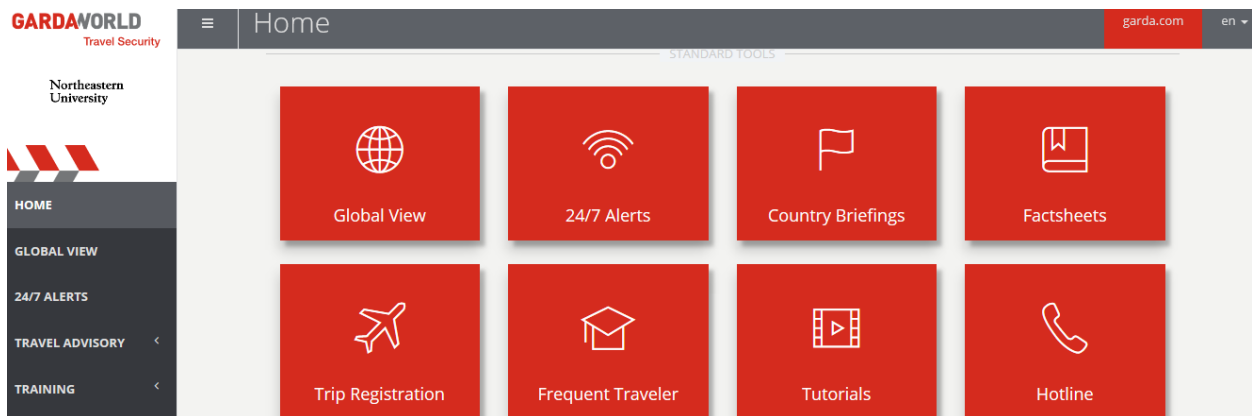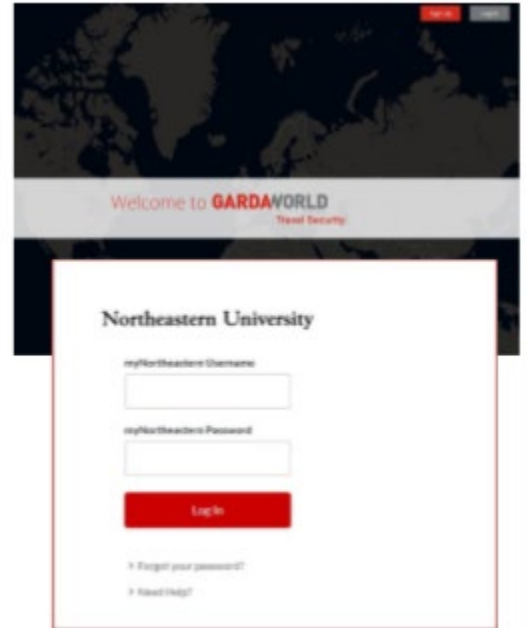
Step 2: Registering Travel and Utilizing the Portal

- You can register travel or explore the contents of the portal. A brief description of each section of the portal is below.
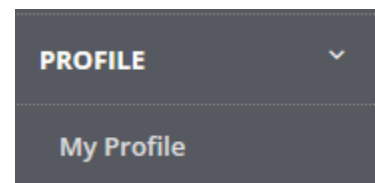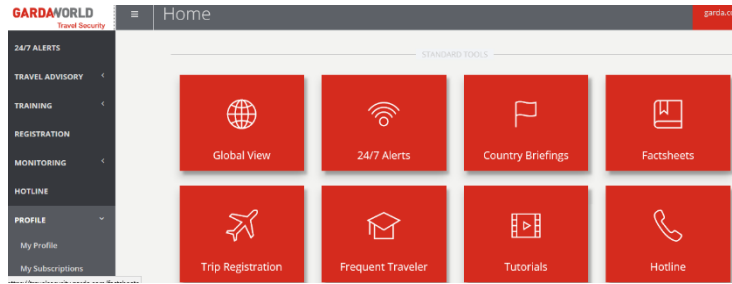
Profile (My Profile & My Subscriptions) - Record your contact information here and manage email alert subscriptions

Trip Registration – Register your travel details here.

Global View – View and compare country risk ratings and see active alerts on a global map.

24/7 Alerts – View alerts that are issued 24/7 to inform traveler about current events and travel risks.

Country Briefings – Review important travel safety information for your destination.

Factsheets – Learn more about travel safety topics such as diseases or natural disasters and how to prepare for them

Frequent Traveler Training (Travel Safety E-Learning) - Watch pre-departure safety videos and take quizzes to test your knowledge.

Tutorials – Learn how to use the GardaWorld Travel Security tools by watching pre-recorded videos

Hotline – Find the university's international assistance hotline contact information here. The GardaWorld tech support contact information is also available here.

COVID-19 Special Report – A daily report updated with the latest information about the global COVID-19 pandemic.

See below for detailed information about each topic listed above and instructions for use

- *o* *Profile*

  (visit the left-hand menu bar and scroll down to Profile, click to expand options)

  - ▪ *My Profile*
    - • **The first time you connect to the portal**, you should create your traveler profile. Some information will be prepopulated because you signed in with your university credentials.
    - • Enter your telephone number, including the country code, so that we will be able to contact you if needed. *For example, (+15551112222 with +1 being the US country code)
    - • If your phone number changes, please update the information in the "My Profile" section.
    - • It is important to select your Entity: The Northeastern University in the profile section.
    - • Click on validate after updating your profile.

  - ▪ **My Subscriptions**
    - • Find the subscriptions information by clicking on the menu bar in the top right hand corner of the app
    - • A subscription tool for the alert feed is available to sign up for (you can learn more about the alerts below)

    - • 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
    - • This is a great tool if you a thinking about planning a trip to a destination or multiple destinations and want to be informed about current events.
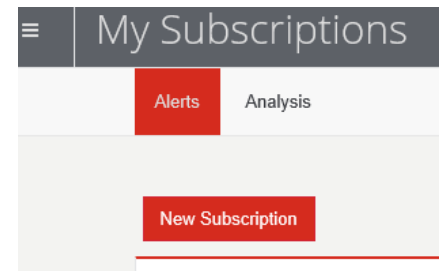
- *o* *Trip Registration*

  (Click on the Trip Registration icon on the homepage or Registration in the left hand side bar menu)

  - ▪ View your current or upcoming trips here.
  - ▪ You are also able to register new trips by clicking on the red box that says "New Trip".
  - ▪ Please have your itinerary information on hand before starting a new trip registration.

- Some of your contact information will autopopulate. If you are entering travel for someone else, please remove the autopopulated data and add theirs.
- You can also enter multiple people on one trip the red "**+**" underneath the contact information section.
- Please include the phone number (with the country code) you will be using while traveling.

Traveler(s)

Last Name	First Name	Entity
Test	Student	Northeastern University

Email	Mobile	UID
test@northeastern.edu	+15555555555	000000000

+

- Tips for registering:
  - Departure From asks where you are departing from (we recommend using the airport you will be leaving from, for example you can search Boston Logan Airport)
    - o Enter the date of departure, and then flight number and the Record Locator if you have one.
      - The record locator is the 6-letter/digit confirmation code you would receive when booking your flight (ex. ABCDEF)

Departure From

Address

Boston, MA 02128, USA

Date of Departure	Flight/Train Number	Record Locator
2020-08-22	BA270	ABCDEF

- Destination(s) can and should be used to enter both layovers and destinations.
  - o To enter multiple trip legs, such as layovers or multiple destinations use the "**+**" button to add more
  - o For the address, you can search for hotel names, airports, etc and it will automatically populate the address of your selection (for example, you can search for the student residence Chapter King's Cross in London instead of entering the exact address)
  - o You have the option of adding further information in the COMMENTS section (name of study abroad program/co-op employer, details about the accomodation (hotel, apartment,

> dorm,etc), flight numbers, anything else you would like us to know about your trip, etc.)
> o Please also include your return flight information/layovers as well.

- Using the map and filters
    - o Once your trip is submitted, it should appear on the map, along with any other trips you have registered.
    - o 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.
        - o View One or All Registered Trips
            - o 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
            - o You can access more filter options by clicking on more filters
            - o Click on one or more pins displayed on the map to view registered trips
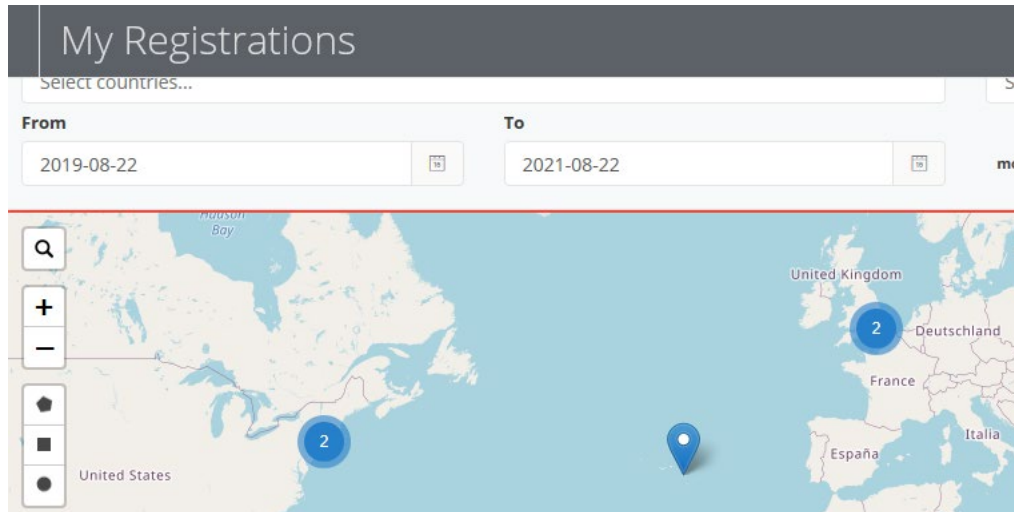
- o **Global View**

  (Click on the Global View icon on the homepage)

  - The global map view displays current country risk ratings and active alerts.
  - Use the search bar to view the risk rating and any active alerts in your destination
  - Please note, it may take a few seconds to load.

- o **24/7 Alerts**

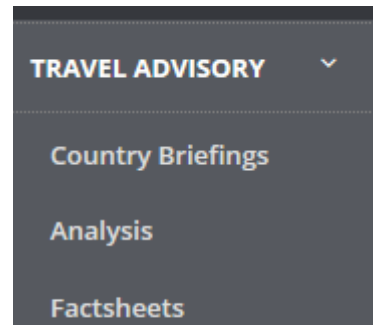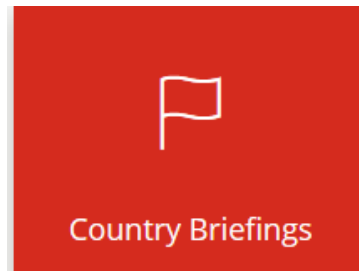 *(Click on the 24/7 Alerts icon on the homepage or on the left-hand side menubar)*

  - You will have access to country alerts, published 24/7 on the GardaWorld portal. The alerts cover the entire world and a variety of topics that could have an impact on travelers: security, health, transportation, natural risks, etc.
  - Subscribe to the alerts posted here using the instructions mentioned above.

o **Country Briefings**

(Click on the Country Briefings icon or Travel Advisory on the left-hand side bar menu, then click County Briefings)

- You will find a list of countries with their overall security risk rating displayed.
- The security conditions for each country are given a rating with the risk levels ranging from negligible, low, moderate, high, and extreme.
- Click on a country to access the comprehensive country content in detail
- There is also a "Fact Box" with important information such as important dates/holidays, outlet types, languages spoken.
- You are able to export this information as needed.
- You can also find analytic reports on current events in the "Analysis" section located underneath Country Briefings on the left-hand side bar menu.
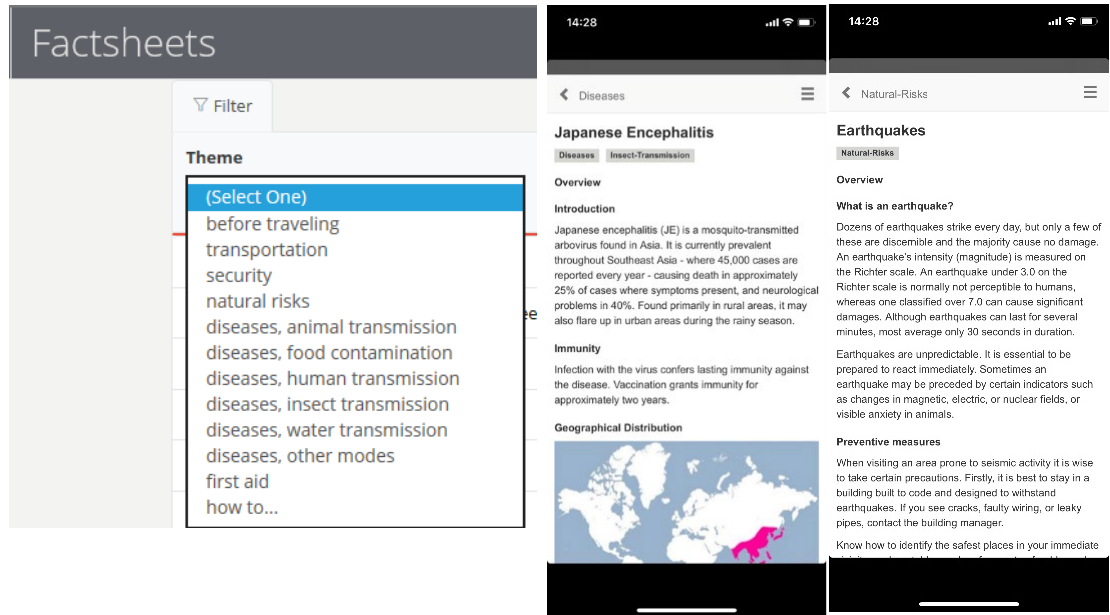
o ***Factsheets***

(Click on the Factsheets icon or find Factsheets under Travel Advisory in the left hand side bar menu)

- Find important information about topics related to travel safety such as, diseases, natural disasters, airline regulations and pre-travel advice.

o ***Frequent Traveler Training (Travel Safety E-Learning)***

(Click on the Frequent Traveler icon on the home page or on Training in the left side menu bar)

- Whether a frequent traveler or a first timer, you will find valuable information to prepare you for travel included.
- Topics covered include basic travel security, female traveler safety, information security abroad, and more!
- Take quizzes and receive a confirmation email of completion if you pass

- ○ ***Tutorials***

    (Click on the Tutorials icon on the home page)

    - ▪ Still have questions after reading this guide? Check out some of the tutorial videos provided by the GardaWorld team. They will not be specific to Northeastern but can provide you with helpful tips for using the tools.
    - ▪ Please note not all services included in the videos may be available.

- ○ ***Hotline***

    (Click on the Hotline icon on the homepage)

    - ▪ Look up Northeastern's 24/7 international assistance hotline number whenever you need it (+1.857.214.5332)
    - ▪ You can also find the technical support contact for the mobile app here (support.travelsecurity@garda.com)
    - ▪ If you have any additional questions, you can contact mytravelplans@northeastern.edu (please use the hotline for any emergencies)

- ○ ***COVID-19 Special Report***

    - ▪ You can now access the Covid-19 special report directly from the home page, inside you will find:
        - • A Situation Summary
        - • Travel restrictions
        - • Latest Alerts
   - • Recommendations

Garda World Travel Security Mobile Application User Guide

Please note: As of September 1st, 2020, this mobile app replaces the WorldAware Worldcue app you may have used in the past. You should delete the Worldcue app from your phone.
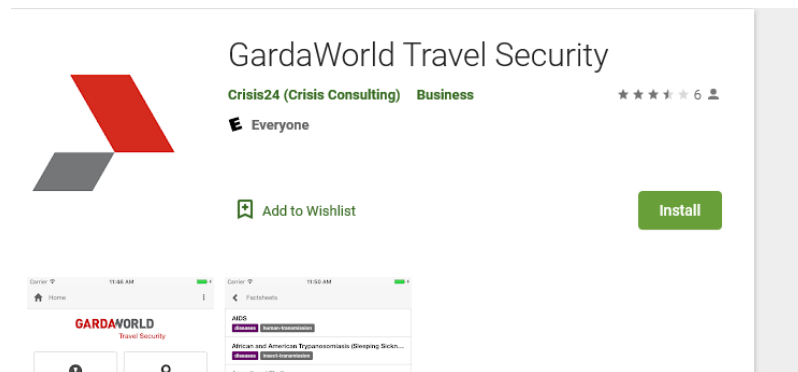
Step 1: Installing the GardaWorld Travel Security App

- Go to your mobile device's "app"" store (i.e. App Store or the Google Play store)
- Search for "GardaWorld Travel Security" in the search bar, the results should look something like this:
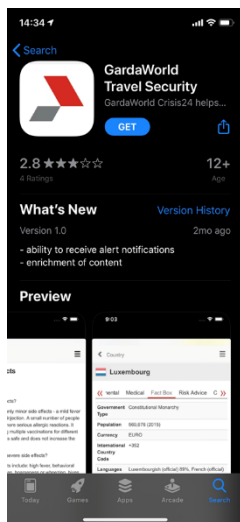
App Store: Google Play store:

- Click on "Get" or "Install"
- **For Android Users**: When installing or updating the app, you might get the following message: "Mismatch of CPU Architecture", to remedy this:
    - Click on the Get Crosswalk button
    - You will be automatically sent to the Google Play Store
    - Download the Crosswalk Project 64bit app
- Once it is installed, find the app on your phone's home screen and open the app.

Step 2: Signing In

- Once opened, you will be prompted to accept notifications and sign in. We recommend allowing notifications in order to receive alert notifications.
- Click on the "Sign In" button and enter your email address. Please enter your NORTHEASTERN (@northeastern.edu) email address.
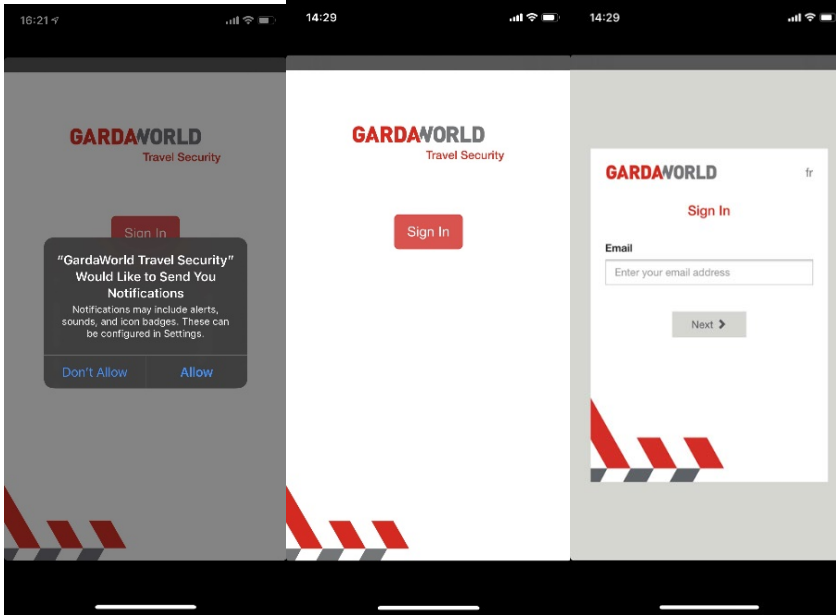
- *You will then be taken to a screen to log in with your Northeastern credentials. Please use the same username and password that you would use to log in to the My Northeastern portal.*
- *You will need to have access to your DUO dual-factor authorization app.*
  - o **Please Note: if you need to leave the app to accept a DUO push notification, the app may reset. To avoid this issue, you can copy a passcode from DUO before logging in and instead of a push notification or call. To do this, go to the DUO app and copy the passcode, then select the Enter a Passcode option when prompted for DUO authentication and enter the copied passcode.*
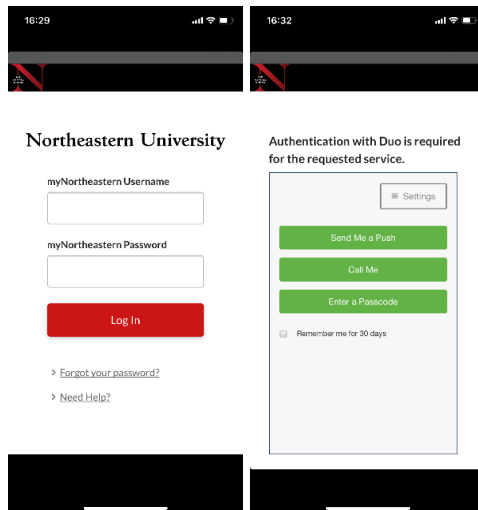
- *Once DUO authentication is accepted, you will be taken to the app's homepage.*

Step 3: Using the app

- Once you reach the app's homepage, you may be asked to update and validate your profile information if it is the first time logging in. Please enter your phone number with the country code and be sure to select Northeastern University as the "Entity"

- After that, you can explore the contents of the app. A brief description of each section of the app is below.
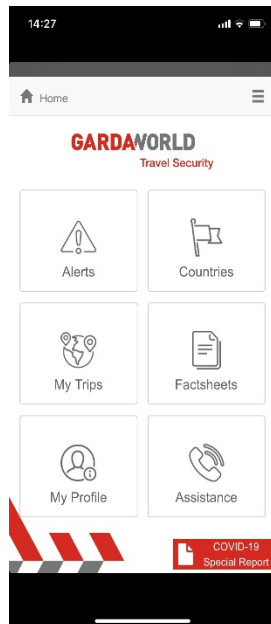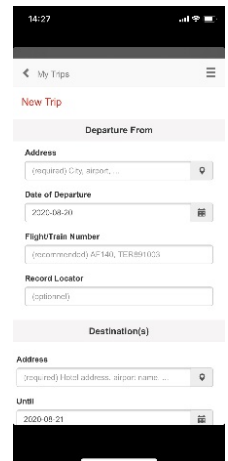

- My Profile
- My Trips
- Alerts
- Countries
- Factsheets
- Assistance
- COVID-19 Special Report
- Subscriptions

o ***My Profile***

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- Enter your telephone number, including the country code, so that we will be able to contact you if needed.
- If your phone number changes, please update the information in the "My Profile" section
- It is crucial to select your Entity: The Northeastern University in the profile section
- Click on validate after updating your profile

o *My Trips*

- View your current or upcoming trips here.
- You are also able to register new trips by clicking on the box in the right hand corner that says "+ New Trip".
- Please have your itinerary information on hand before starting a new trip registration. *****If you exit out of the app, you will lose any unsaved information*****
- You can enter multiple legs of your trip to account for lay overs or multiple destinations.
- Tips for registering:
  - Departure From asks where you are departing from (we recommend using the airport you will be leaving from, for example you can search Boston Logan Airport)
    - o Enter the flight number if you have one, and then the Record Locator.
      - The record locator is the 6-digit confirmation code you would receive when booking your flight
  - Destination(s) can be used to enter both layovers and destinations.
    - o To enter multiple trip legs, such as layovers or multiple destination use the "+Add Destination" button to add more trip legs
    - o Please also include your layovers on your return.
    - o For the address, you can search for hotel names, airports, etc and it will automatically populate the address of your selection (for example, you can search for the student residence Chapter King's Cross in London instead of entering the exact address)


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o **_Alerts_**

- You will have access to country alerts, published 24/7 on the GardaWorld portal. The alerts cover the entire world and a variety of topics that could have an impact on travelers: security, health, transportation, natural risks, etc.
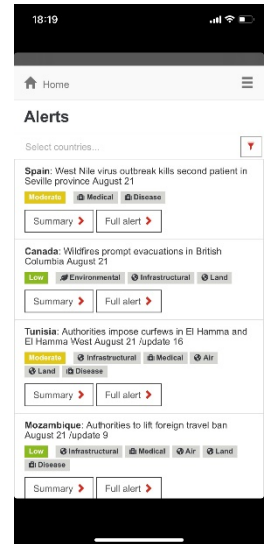

o **_Countries_**

- You will find a list of countries with their overall security risk rating displayed.
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- Click on a country to access the comprehensive country content in detail and navigate to each section of the briefing using the scroll arrows below the country name.
- There is also a "Fact Box" with important information such as important dates/holidays, outlet types, languages spoken.
- On the computer portal, you are able to export this information as needed.
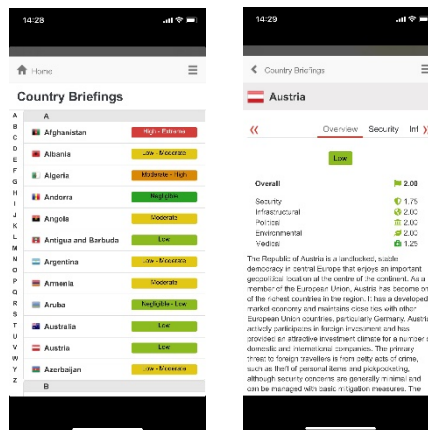
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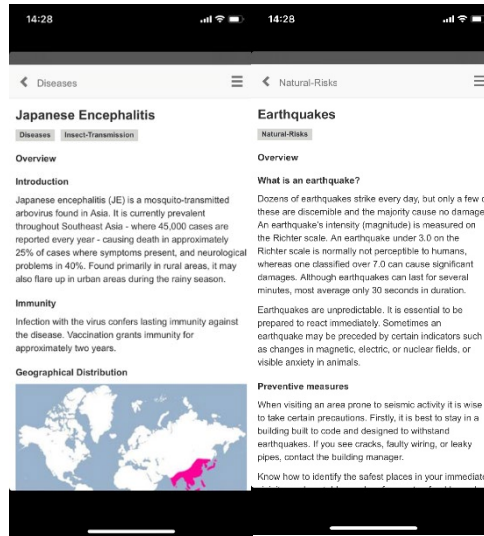

- o *Assistance*

    - Access Northeastern's 24/7 international assistance hotline directly by clicking on the phone number listed (+1.857.214.5332)
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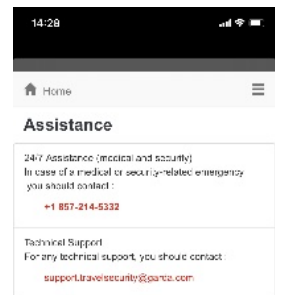
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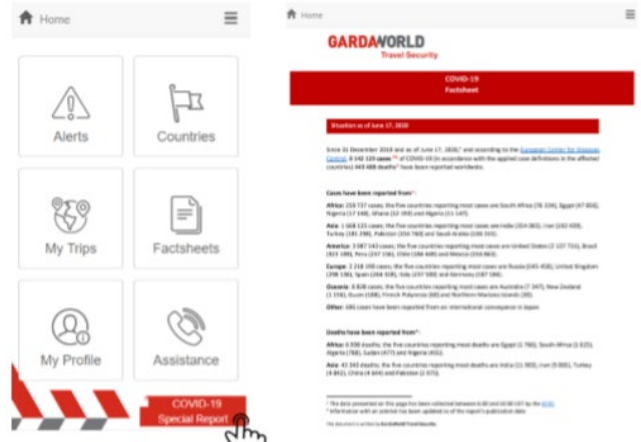
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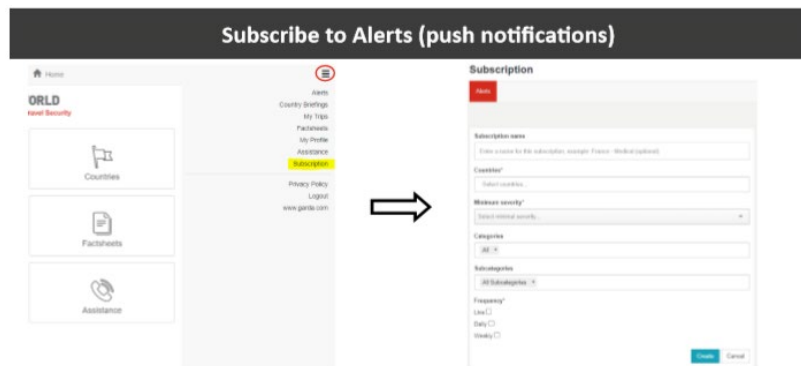
Please reach out to mytravelplans@northeastern.edu if you have any questions.