Chubb Travel Smart
deployment and user guide

Chubb Travel Smart deployment guide
and dashboard instructions for
HR, Risk and Security Managers

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Contents

Introduction

Thank you for choosing Chubb to provide your business travel insurance. Included with your cover is Chubb Travel Smart, which includes three powerful tools designed to help businesses and their people prepare and stay safe when travelling on business.

These instructions are designed to help HR, Risk and Security Managers distribute, access and use the three key components of Chubb Travel Smart included with your cover:

1. Chubb Travel Smart App for Apple and Android smartphones
2. online dashboard for HR and Risk Managers
3. online pre-travel risk training and competency testing for employees.

We also provide documentation to help you distribute the Chubb Travel Smart app and pre-travel risk training to employees:

 Download and install instructions

 Pre-travel risk training joining instructions

Smartphone App

The mobile friendly download and install instructions include direct links to the Chubb Travel Smart app in the Apple and Android Play stores.

We recommend that you distribute the download and install instructions to employees by email, requesting they open it on their smartphone, and click on the links to download the app.

Once downloaded, employees then need to complete a one-time registration process. In order to register they will need to enter their Chubb policy number, so please make sure this is communicated with the download and install instructions.

Chubb Travel Smart deployment guide

**Registering a Company Admin and logging onto the Online Dashboard**

The Chubb Travel Smart online dashboard provides additional functionality for Risk, HR and Security managers, enabling you to locate and send messages to travelling employees.

To access the dashboard for the first time please click on the link below. **Please note that for security purposes this link can only be used once so you should carefully consider who will have overall responsibility for managing the dashboard before registering.**
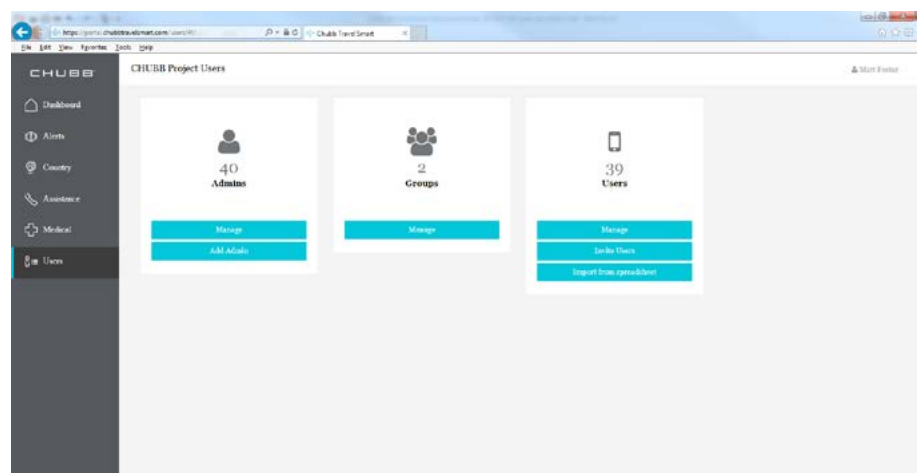
https://portal.chubbtravelsmart.com/?registeradmin

Once registered, you can access the dashboard using the following link. Please make sure to bookmark it in your browser.

https://portal.chubbtravelsmart.com/
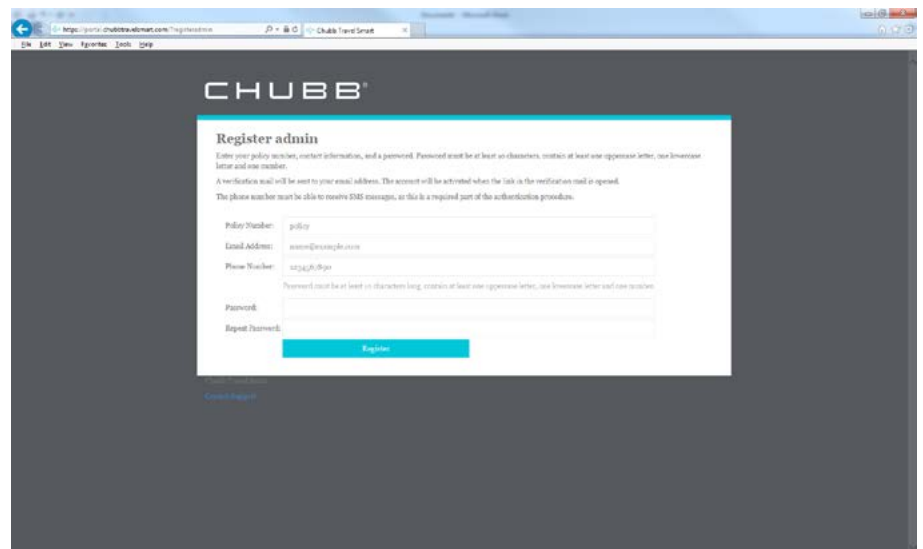
Once a key user has been set up, they can add new users and extend the permission of other users to Company Admins where authorized to access the dashboard.

Pre-travel risk training and competency testing

Please refer to the Chubb Travel Smart pre-travel risk training joining instructions for full details of how to access this module. We have included a link on page 3.

All eLearning is integrated within the Chubb Travel Smart app and desktop, meaning employees simply access the eLearning modules through their usual logins.

Once an employee has completed a module, they are awarded a merit badge. Risk managers can measure activity through the dashboard to help drive engagement and learning. Employees also receive offline course notes in a follow-up email so the content is always close to hand.

Accessing the app

To make it easier for staff to download the smartphone app, we recommend that you distribute the download and install instructions by email, highlighting they can download the app directly to their smartphone by clicking on the links shown on the flyer.

Inviting new users

Employees that have downloaded and registered for the smartphone app will automatically appear on the dashboard but company admins can also pre-register and invite new users. Just select Users > Invite Users

Upgrading Users to Company Admins

Only Company Admins can extend Company Admin permissions to end-users, for example, to other authorized personnel, such as Risk, HR or Security managers.

Select Users > Manage Admins > select user > Edit
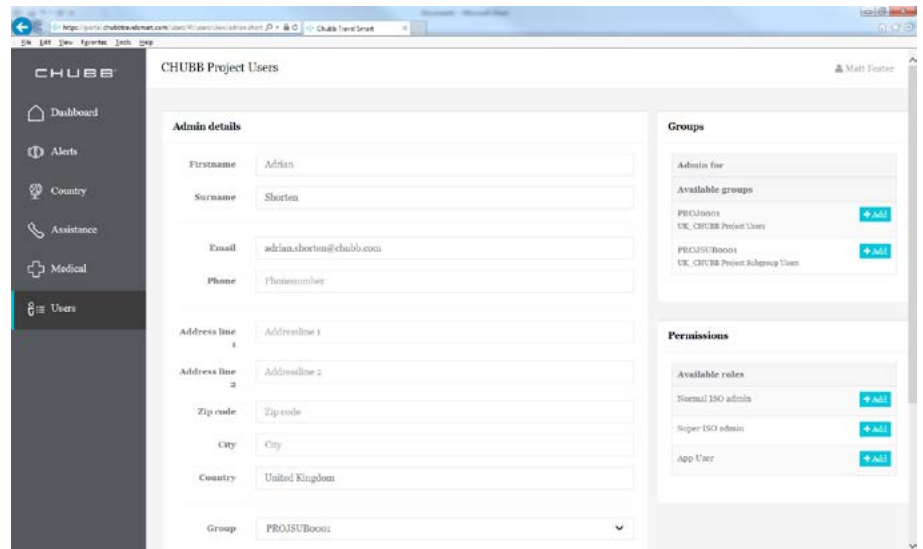
Once you have selected a user you can change their permissions on the right-hand side of the screen.

Online dashboard features for Risk, HR and Security managers

Dashboard summary

The online dashboard provides a complete overview of your business travellers, including the number of employees travelling at any one time, highlighting those travelling in high risk zones (where they have granted permission to have location services enabled in the app and on their phone), any alerts they have received and their proximity to potential threats as well as manual location reports sent by employees. Here you can choose to subscribe to a daily sendout of the dashboard via email.
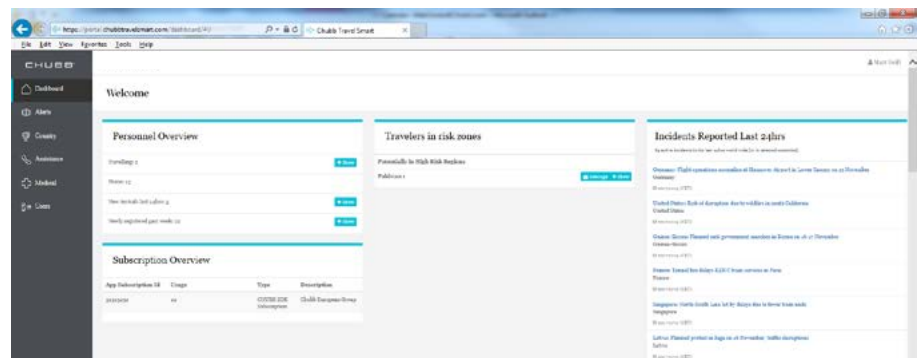
Alerts

This section enables you to locate travelling employees on a global map, along with the potential risk threats and global incidents. You can change the view and add layers to the map depending on your preferences, including:

- The ability to toggle between the default map, satellite view or risk level view. The risk level view aggregates country risks based on the safety categories detailed in the smartphone app and presents them in color - green to red depending on severity of the risk (business risk, crime, environment and health, insurgency/guerrilla and civil warfare, infrastructure, international relations, kidnapping/ransom/extortion and piracy, political risk and terrorism threat levels).

- You also have the ability to add layers to the map enabling you to locate employees and overlay global incidents and alerts so that you can easily identify if your people are near to a potential threat.
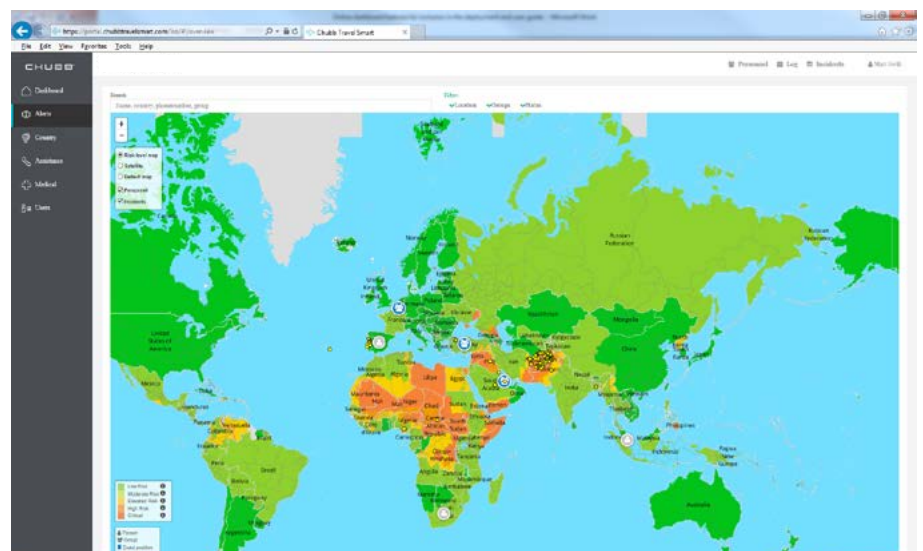
The map shows the locations of your employees. At this level you can see where individual employees and groups are located. If you want to find out who is travelling in a group then just zoom in and click to expand. Individual travellers and groups are identified as blue icons on the map.

Once you have expanded the view, just click on the people icons to identify the individuals or groups travelling. They will appear in the right-hand column when you click on them.

From here you can send messages to groups or individuals but please note that you can only send SMS messages to individual travellers. To communicate a broadcast message to groups you will need to select the email option.
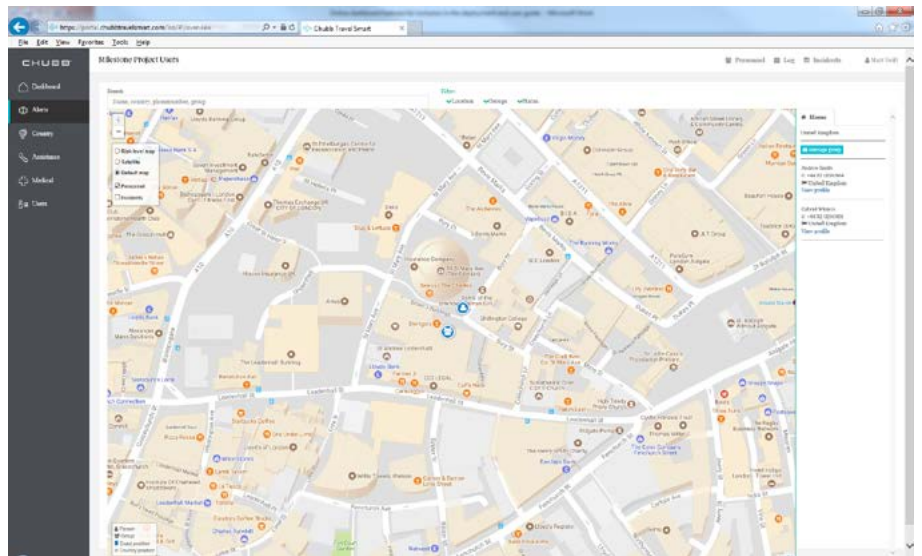
Country, Assistance and Medical information

These three options give you access to the content contained within the Chubb Travel Smart App

1. **Country** - including overview, safety, alerts, useful travel information, cultural advice and medical information relevant to the country you are looking up.

2. **Assistance** - provides details of your dedicated assistance number and any other Chubb resources that have been made available.

3. **Medical** - the full list of medications and medical conditions. The medications list includes a description of the medication, possible side-effects, significant drug interactions, advice for pregnant women and alternative brand names. The medical conditions database includes a description of the condition, symptoms and what steps can be taken to avoid suffering from, or contracting the condition.

Further support or assistance

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