In order to utilize the local security and medical expertise and preventative advice of I-SOS and their worldwide network of assistance centers, clinics, and health and logistics providers to gain recommendations for international standards of medical and security, please follow the processes below:

1. Gather your complete program itinerary, including dates and specific travel logistics, name of companies, hotels etc that you will be using.

2. Call the Philadelphia number (if you are calling from the US)

3. Identify yourself as calling from the University of Cincinnati (sometimes they ask for your access code and sometimes they don’t- that number is on the card 11BCAS000010)

4. They will ask you if it is security or medical (as they have specialists in each)

5. They will take some basic details about the program

6. They will ask your name, a contact number in case you get disconnected, where the students will be traveling to and program dates.

7. They will then connect you to a regional specific security or medical rep (and will stay on the phone with you)

8. When you finish the call, they will ask you to send the program itinerary to Security Support: securitysupport@travelsecurity.com and include the case number as the subject

9. I-SOS will email you back extended recommendations as per your conversation and itinerary

10. You can access your case, or add/update information at any time by referencing the case number.