

## Welcome to Partners *TravelSafe* program

[www.partners.org/travelsafe](http://www.partners.org/travelsafe)

*TravelSafe* is a travel information and assistance program that was created to help provide important travel support to staff while traveling domestically or internationally on approved business. The *TravelSafe* Program is supported by a premier travel risk management company called iJET that provides a 24/7 call center and access to iJET's web-based travel risk information and management platform, *Worldcue*®. *TravelSafe* is backstopped by Partner's-wide insurance policies and response services such as Business Travel Accident, emergency medical evacuation, and security assistance.

### Benefits of *TravelSafe* and iJET's *Worldcue*

**Pre-trip health, safety, security information.** Before departure, travelers and administrators have access to the [Worldcue PLANNER website](http://Worldcue.PLANNER.website) that provides destination health, safety, and security intelligence (Access through [www.partners.org/travelsafe](http://www.partners.org/travelsafe) and Partners network or VPN required).

**Travel itinerary tracking.** Itinerary tracking is a core component of *TravelSafe* as it allows a traveler to receive critical alerts pertaining to their travel and destination and so they can be contacted in the event of an incident or emergency. Using Partners approved travel vendors, traveler's itineraries are automatically sent to *Worldcue*® system (see right).

**TravelSafe Global Assistance Hotline.** The program provides one global assistance and emergency line in case of any incident - lost mobile device or passport to medical emergency or security incident from mugging or political unrest where ever you are.

**Response.** Behind the scenes, in the event of a serious emergency requiring evacuation or security assistance, *TravelSafe* (through iJET) will triage and connect your call to the appropriate assistance or emergency response services, as well as notify designated contacts at Partners if a traveler calls the hotline and is in need of assistance.

**Insurance.** *TravelSafe* is backstopped by Partners-wide insurance policies and response services such as Business Travel Accident, emergency medical evacuation, and security assistance. There is no registration required for coverages to apply to approved business travel<sup>^</sup>.

### Coverages and services include

- Emergency medical assistance and referral
- Medical evacuation
- Political evacuation
- Other travel and security assistance

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For emergency assistance during travel, contact:

#### ***TravelSafe* Global Assistance Hotline**

International: +1 443-965-9242

Within US: 1-866-647-9716

Collect calls accepted

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### Partners Preferred and Approved Travel Vendors

By using these vendors, your itinerary will be automatically sent to *Worldcue*® for tracking and alerts:



(For Partners staff - more information is available about **travel vendors**, **business travel expense policy**, **travel discounts**, etc. at **Travel Central** on the Partners Finance Intranet)

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***TravelSafe* Support:** *TravelSafe* is managed by Partners Risk and Insurance Services. For support or questions regarding *TravelSafe* please contact Ryan Wildes [rwildes@partners.org](mailto:rwildes@partners.org) (617-724-3720) or Brett MacAulay [bmacaulay@partners.org](mailto:bmacaulay@partners.org) (617-724-2679)

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<sup>^</sup>Insurance and services cover all business related and approved travel, including 'personal deviations' up to seven (7) days and no registration is required. Insurance policies and coverages do not cover travel that is primarily of a personal nature (vacation and leisure).

## How to use *TravelSafe & Worldcue*

If you book travel through one of Partner's approved preferred travel vendors, either Great Getaways ([ggatravel.com](http://ggatravel.com)) or Egencia (corporate account required - [egencia.com](http://egencia.com)), you will automatically be enrolled in the program. **Shortly after booking your trip, you will receive a "welcome email" which includes:** your login to the *Worldcue*® TRAVELER website, instructions on how to update your contact information, the number to call in an emergency, and any current alerts or advisories specific to your destinations. Select the "Click here to activate your account" to complete activation of your account.

If you do book travel through another vendor, be sure to register your travel by manually entering your trip through the "Manual Trip Entry" tab on the [Worldcue](http://Worldcue.com)® **PLANNER website** (Access through [www.partners.org/travelsafe](http://www.partners.org/travelsafe) and Partners network or VPN required).

**Once you are logged into your profile**, be sure to update the following **tabbed** sections in your profile. The following is a **Example Worldcue® Traveler Profile**:

### Employee Information for Padi Padihershef

[Convert to Expat](#) :: [Convert to VIP](#)

Profile | Travel Info | Emergency Contact | Trip History | Personal Info | Documents | Message History

#### EMPLOYEE PROFILE

\* Last Name: Padihershef  
\* First Name: Padi  
Middle Name: Mummy  
Company: Massachusetts General Hospital (MGH)  
Traveler Type: Traveler  
Status: Temp  
User Name:  
Alert Preference: Informational  
Employee ID: MGH0000001  
Alt. Employee ID:

Please review this EMPLOYEE PROFILE to ensure that the information is current.  
NOTE: Phone numbers should begin with valid COUNTRY\_CODE  
To edit this page, click on the EDIT button, below.  
Select another tab (above) for additional information.

#### PRIMARY CONTACT INFORMATION

Day-to-day employee contact information

\* Primary Email: mghmummy@partners.org \* Format: HTML \* Send Alerts:   
Secondary Email: 6177240000@vtext.com Format: HTML Send Alerts:   
Tertiary Email: 6177240001@txt.att.net Format: HTML Send Alerts:   
55 Fruit Street  
Address: Boston, MA 02116  
USA  
Daytime Phone:  
Evening Phone:  
Cell/Pager: 1 6177240000  
Fax:

To receive **SMS Alerts** on your mobile phone, use your SMS address as the Secondary or Tertiary Email field.  
Sample SMS address:  
2125551212@txt.att.net

**Profile:** This section contains your primary contact details. This section is very important as it dictates how you want to receive important and critical travel information and what is the best way to contact you in the event of an incident or emergency.

**Status = Temp.** This will change to **Active** once a traveler has activated their profile by selecting the link in their welcome email, creating a username and password, and logging into their account.

**Alert Preference.** This allows a traveler to select the sensitivity of receiving three types of alerts from Worldcue that include Informational Alert, Warning Alert, and Critical Alert. It is strongly suggested that all travelers choose to receive all three types in order to be aware of changes during the course of travel.

**IMPORTANT:** Be sure to use the same email address for any future travel bookings that is located in the Primary Email Field. **Travel itineraries are matched to your profile using your last name and the email address on file in the Primary Email Field.**

**Secondary and Tertiary Email Fields.** These fields can be used for an additional email address to receive alerts (e.g. @gmail) or to receive Text/SMS alerts. It is strongly recommended that travelers set up their accounts to receive Text/SMS alerts on their global mobile device to ensure receipt of critical information. Be sure to check the 'Send Alert' box next to each field where you wish to receive alerts.

To receive **SMS Alerts** on your mobile phone, use your SMS address as the Secondary or Tertiary Email field. You will need to know your service provider.  
Sample SMS addresses for the following mobile service providers:

**AT&T:** 2125551212@txt.att.net (phonenumber@txt.att.net)

**Verizon:** 2125551212@vtext.com (phonenumber@vtext.com)

**Sprint:** 2125551212@messaging.sprintpcs.com (phonenumber@messaging.sprintpcs.com)

**Travel Info:** Enter your hotel or residence and other local contact details at your travel destination.

**Emergency Contact:** Enter an emergency contact person for you and your family; A travel emergency contact should also be entered, typically someone within a department or who assists with travel arrangement.

**Trip History and Message History:** Tabs for 'Trip History' and 'Message History' are records of both your travel and any messages sent to you by the Worldcue system and are not editable

**Personal Info and Documents:** Tabs for Personal Info and Documents are reserved for staff on longer term assignments (typically 3 months or longer) and registered as a Worldcue EXPAT user. Sections include additional personal details and passport image.