

International Travel Assistance - Overview

International SOS is a comprehensive, 24-hour medical and emergency response organization. Services are available at no cost to individuals traveling on official university sponsored study abroad programs and at a discount for students traveling abroad for personal pleasure/leisure trips.

International SOS works on behalf of the student with his/her insurance provider in the United States and providers abroad to ensure that appropriate assistance is received.

Membership cards are available through the study abroad office or online. Access www.internationalsos.com and type the UT membership number (11BSGC000037) in the log-in box. A printable membership card is located at the bottom of the page.

About International SOS

Medical Services

- Pre-trip health information (e.g. vaccination and medical alerts)
- Assistance finding health care providers abroad including remote locations
- Emergency and routine medical advice
- Dispatch of medication and medical supplies
- Outpatient case management including expense guarantee and payment
- Medical claims assistance
- Emergency medical evacuation services

Security Services

- Online travel security information about your destination
- Access to security crisis centers
- Security evacuation services

Travel Services

- Legal referrals
- Translations and interpreters
- Lost document assistance (passport, visa)

Payment of Services

- If needed, The University will work with International SOS to provide pre-payment for services required
- Upon return, the traveler will complete medical insurance claim forms and payment requirements with the assistance of International SOS, System Administration and the applicable insurance provider

Register Travel Itinerary In The International SOS Database

To ensure safety and security, each student should enter his/her travel itinerary in the International SOS database. To do so, follow the steps below:

1. Access the International SOS web page (www.internationalsos.com) and enter UT membership number 11BSGC000037 in members' log-in section on the left side of the page. Click on "go".
2. The University of Texas / International SOS home page will display; scroll to the fourth paragraph and click on "CLICK here to access your Personal Travel Record!"
3. Follow the prompts to register information about your travel itinerary. Transportation (e.g. air, car, train, bus) should be entered in the section labeled "Travel" and information regarding lodging (e.g. hotel, private residence) should be entered in the section labeled "Stay."

****IMPORTANT – Make sure to include your institution name (e.g. UT Austin, UT San Antonio, etc.) in the Additional Info box located on the "Travel" and "Stay" information pages.**

4. Review information and modify if necessary
5. When complete, click on "Save Trip" and "Submit"
6. If you make changes to your travel plans, start the process over, label your trip with a new name and complete the trip information.
7. On the International SOS / UT System home page, click on the links on the right-hand side of the web page to obtain travel advisory and country guide information.