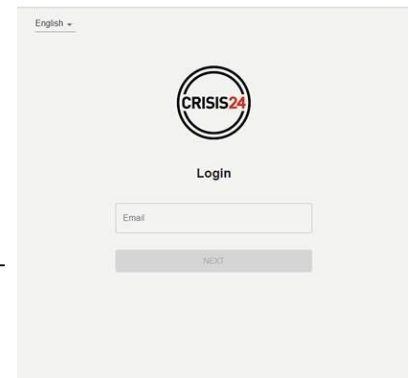




New login homepage — Guide

Keeping your connection to the [GardaWorld Travel Security](#) platform and application safe and both your account and data secure is one of Crisis24's absolute top priorities. With this in mind, and to improve the user-friendliness of the process, our team recently updated the connection system to the [GardaWorld Travel Security App and web portal](#). This new connection process enhances our multilingual capacity, the security of your passwords and sets a new welcoming design. Once the connection to the webportal is successfully achieved, users are able to access the GardaWorld Travel Security with their credentials



What does it change?

A new design, a better recognition into the system and enhanced security are made available for your end Users and for you. In this regard, **passwords will need to be renewed every 90 days.**

How does it work ?

Five different types of situations can now be faced by users :

- I. They already have an account
- II. They have an account but forgot their password
- III. They do not have an account and will login with their professional email address
- IV. They do not have an account and will login with a generic email address
- V. They will connect with SSO.

I. They already have an account :

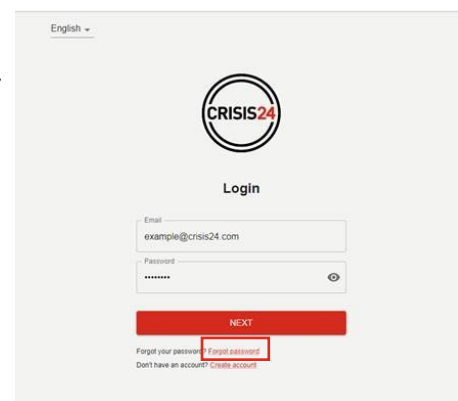
They login with their previous credentials and access their account normally.

II. They have an account but forgot their password :

Users enter their email address and then click on « **Forgot password** » as per image.

An email is sent to their mailbox by iam@travelsecurity.garda.com.

Please note that the process of receiving the email may take up to three minutes, if they have not received the email in this time-lapse, please **check the Spam folder**.



Click on the link and create a new password as per the security criteria listed below the password field .

III. They do not have an account yet and login with their professional email address:

Step 1: Select the language of choice, enter the **professional** email address and press **NEXT**.

Step 2: Click on **Create Account**.

Step 3: Fill in personal information and press **SUBMIT**.

English ▾

Create account

First name

Last name

Email
example@crisis24.com

Password

Confirm password

The password must meet the following criteria:

- at least 8 characters
- at least 1 lower case
- at least 1 upper case
- at least 1 digit
- at least 1 special character

BACK SUBMIT

English ▾

CRISIS24

Login

Email
example@crisis24.com

Password

NEXT

Forgot your password? [Forgot password](#)
Don't have an account? [Create account](#)

This will automatically send a validation email from iam@travelsecurity.garda.com to their inbox.

Please note that the process of receiving the email may take up to three minutes, if they have not received the email in this time-lapse, please allow them to **check the Spam folder of their inbox**.

Step 4: Click on the link of the email received

Step 5: Once validated, close the window.

CRISIS24

Validation of the email address

If you are at the origin of this request, please click on the following link to validate your email address.

<https://uat.travelsecurity.garda.com/fam/validate?key=b29b0d7d-a74c-4c9e-9348-1f3113df6bb2>

Crisis24 Team

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English ▾

CRISIS24

Email validated

✔ Your email has been validated. You can close this window.

Step 6: Go back to [GardaWorld Travel Security](#) or open the [GardaWorld Travel Security App](#) and proceed to enter email address and password. Click SEND and access your account.

IV. They do not have an account yet and login with their generic email address:

Step 1: Select the language of choice, enter the email address (gmail/hotmail/yahoo...) and press **NEXT**.

Step 2: Click on **Create Account**.

Step 3: Fill in personal information and press **SUBMIT**.

English ▾

Create account

First name

Last name

Email
example@crisis24.com

Password

Confirm password

The password must meet the following criteria:

- at least 8 characters
- at least 1 lower case
- at least 1 upper case
- at least 1 digit
- at least 1 special character

BACK SUBMIT

English ▾

CRISIS24

Login

Email
example@crisis24.com

Password

NEXT

Forgot your password? [Forgot password](#)
Don't have an account? [Create account!](#)

This will automatically send a validation email from iam@travelsecurity.garda.com to their inbox.

Please note that the process of receiving the email may take up to three minutes, if they have not received the email in this time-lapse, please allow them to **check the Spam folder of their inbox**.

Step 4: Click on the link of the email received

CRISIS24

Validation of the email address

If you are at the origin of this request, please click on the following link to validate your email address.

<https://uat.travelsecurity.garda.com/iam/validate?key=b29bkd7d-a74c-4c9e-9348-1f3113dfebb2>

Crisis24 Team

© GardaWorld 2022

Step 5: Once validated, close the window.

English ▾

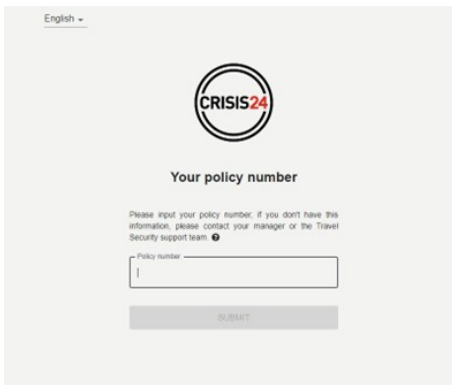
CRISIS24

Email validated

✔ Your email has been validated. You can close this window.

Step 6: Go back to [GardaWorld Travel Security](#) and proceed to enter email address and password. Click SEND and fill in the policy number provided by your group

Step 7: Your account will be approved by our teams as per the screenshot below. Once approved, you will be able to update your profile and access your account.



English -

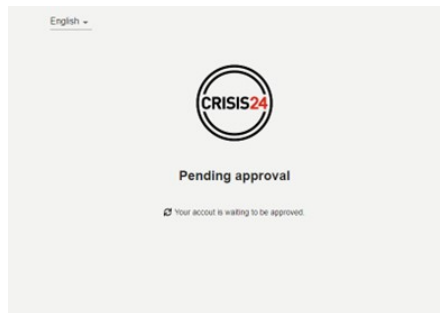
CRISIS24

Your policy number

Please input your policy number, if you don't have this information, please contact your manager or the Travel Security support team.

Policy number

SUBMIT

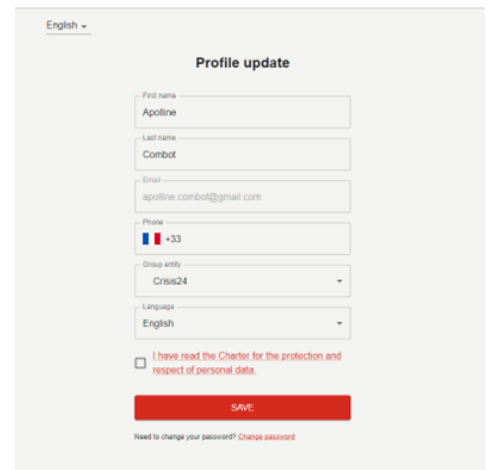


English -

CRISIS24

Pending approval

Your account is waiting to be approved.



English -

Profile update

First name
Apolline

Last name
Combot

Email
apolline.combot@gmail.com

Phone
+33

Group entity
Crisis24

Language
English

I have read the Charter for the protection and respect of personal data.

SAVE

Need to change your password? [Change password](#)

V. Login with Single Sign-On

Step 1: On the web portal as well as on the [Garda World Travel Security App](#), select the language of choice, enter the **professional** email address and press **NEXT**.

Step 2: Your company login portal will appear. Login with your company's regular credentials.

Step 3: You will be redirected to [GardaWorld Travel Security App/Portal](#)

QUESTIONS?

support.travelsecurity@garda.com

