

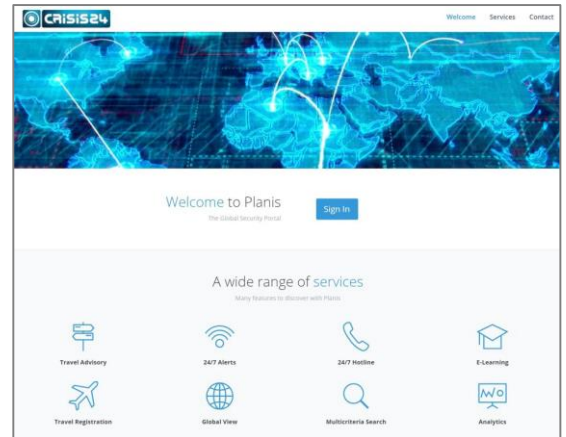
Crisis 24 – User Guide



First connection to Planis Portal

- Go to www.tsm-assistance.com/crisis24/
- Click Sign In and enter your professional email address
- Complete the registration form using your **TSM contract number**
- An email will be sent from mailing@planis.net to the address you entered containing a **confirmation link**

Note: if you do not receive the email within a few minutes, check your spam folder and/or contact your IT support if necessary.



Welcome to Planis

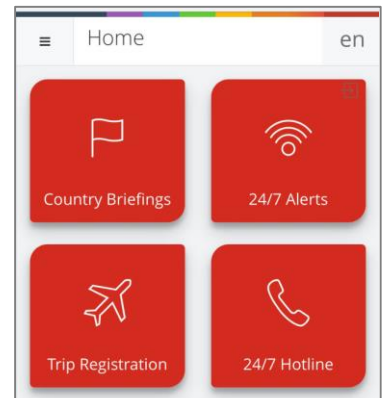
Thanks to its *responsive design*, the portal can be accessed from your computer, tablet, or smartphone. The content will auto-matically adjust to fit the size of your screen.



Traveler Resources

Our traveler resources provide a wide range of content, updated daily, to help prepare for travel abroad:

- Country reports (security issues, health risks, practical information)
- Disease factsheets
- Lists of healthcare facilities audited by your health insurance provider so that you can be sure to receive the best possible care
- etc.



24/7 Alerts

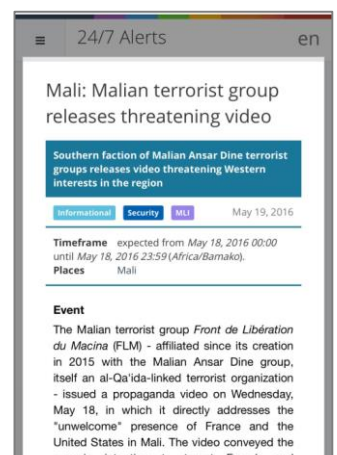
You will have access to our alerts, published 24/7 on the Planis portal. Our alerts cover the entire world and all topics that could have an impact on business travel-ers: security, health, transportation, natural risks, etc.



Travel Registration

Trip registration allows Crisis24 to **better inform you of potential risks** prior to and during your stay—particularly important regarding medium- or high-risk destinations—and to **intervene on your behalf** in the event of an emergency.

To benefit from Crisis24 assistance services, trip registration to country levels 5 and 4 is mandatory. However, we highly recommend that you register all trips on the portal.



Questions? Contact us by email at support@crisis24.com