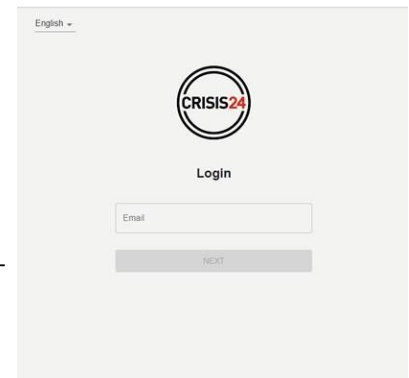




## New login homepage — Guide

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 :

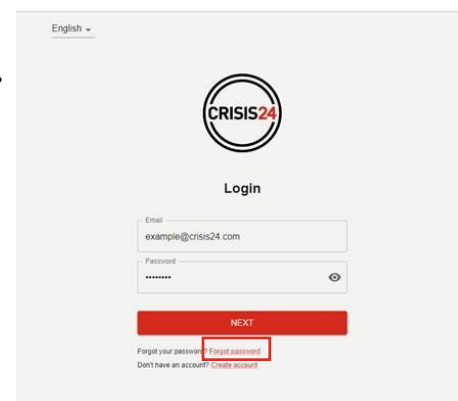
They login with their previous credentials and access their account normally.

#### 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](mailto: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](mailto: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**.

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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

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**Step 5:** Once validated, close the window.

English ▾

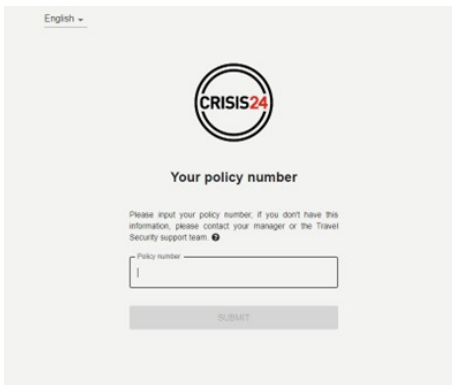
### CRISIS24

### 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 -

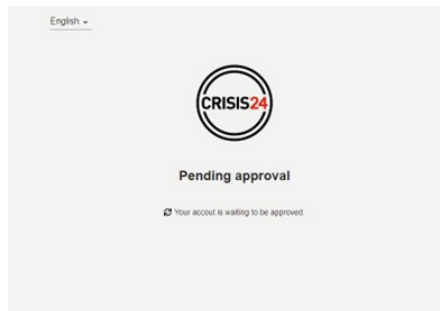
**CRISIS24**

**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

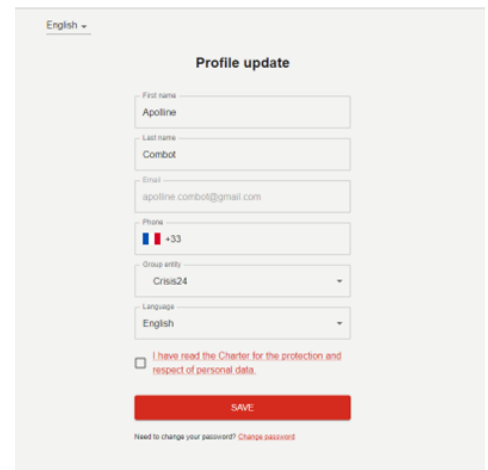


English -

**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](mailto:support.travelsecurity@garda.com)

