



Overview of On Call International's MobileAssist:

Upon opening a case with On Call's Global Response Center, travelers receive an automated case confirmation email:



Greetings,

Thank you for contacting On Call International. This e-mail serves as confirmation that a case has been created. For faster service, please reference this case number in all future communication: **2200164**. We are available to assist you 24 hours a day, 7 days a week. Or, to obtain real-time updates on this case, you can visit MobileAssist, our secure case information hub for our travelers.



Visit www.ocimobileassist.com and log in with an authorized phone number, traveler's last name, date of birth, and case number. We may be reached via the contact information below:



Phone: [800-605-2282](tel:800-605-2282)
E-Mail: mail@oncallinternational.com
SMS: [+1.844.302.5131](tel:+18443025131)
Chat: www.oncallinternational.com/chat
Mobile Assist: www.ocimobileassist.com

Kind Regards,

On Call International's Global Response Center

This message is intended only for the addressee and may contain information that is confidential or privileged. Unauthorized use is strictly prohibited and may be unlawful. If you are not the intended recipient, or the person responsible for delivering to the intended recipient, you should not read, copy, disclose or otherwise use this message except for the purpose of delivery to the addressee. If you have received this email in error, please delete and advise us immediately.

Helping Travelers, Every Day
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After clicking on the link for MobileAssist from the automated case confirmation email, or when you visit ocimobileassist.com, travelers will come to the login screen:

ON CALL
INTERNATIONAL

MobileAssist ☰

Traveler's Last Name
[Input Field]

Traveler's Date of Birth
MM/DD/YYYY [Calendar Icon]

Traveler's or Designated Representative's Phone Number
999-999-9999

Case Number
[Input Field]

I'm not a robot reCAPTCHA Privacy - Terms

Login

ON CALL
INTERNATIONAL

Global Response Center
11 Manor Parkway
Salem, New Hampshire 03079 USA
Toll Free: 833-328-1090
Tel: 978-651-9790
Fax: 603-898-9172

If you are on your trip and have an emergency, please contact our 24/7 Global Response Center at (833) 328-1090 (toll free U.S. or Canada) or (978) 651-9790 (anywhere in the world) . You can also email us for emergencies at mail@oncallinternational.com .

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After travelers enter their information on the login screen, a text with a code will be sent to their mobile phone, if it was registered with On Call upon opening a case. Enter the code to proceed:

The screenshot shows the 'Mobile Assist' login interface. At the top left is the 'ON CALL INTERNATIONAL' logo, and at the top right is the 'Mobile Assist' title with a menu icon. The form contains the following fields:

- Traveler's Last Name:** kuh stanza
- Traveler's Date of Birth:** 10/1/1976
- Traveler's or Designated Representative's Phone Number:** 6037038335
- Case Number:** 1935533

An 'SMS Authentication' modal is displayed in the center, with the following text: 'Please enter the access code sent to your mobile device.' Below the text is an empty input field and two buttons: 'OK' and 'Cancel'.

Below the form is a CAPTCHA section with a green checkmark and the text 'I'm not a robot', and a 'reCAPTCHA' logo with a link to 'Privacy & Terms'. A large 'Login' button is positioned below the CAPTCHA.

The footer contains the 'ON CALL INTERNATIONAL' logo on the left, contact information for the Global Response Center in the middle, and emergency contact information on the right. The copyright notice '©2021 On Call International. All rights reserved.' is at the bottom right.

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Upon logging into MobileAssist, the traveler will land on the case status screen:

ON CALL
INTERNATIONAL

MobileAssist ☰

Case Number
1935533

Traveler's Last Name
kuh stanza

Case Status
We have received the estimate of charges from your medical provider(s) and are working with them directly on guaranteeing payment on your behalf.

ON CALL
INTERNATIONAL

Global Response Center
11 Manor Parkway
Salem, New Hampshire 03079 USA

Tel: 555-PORTAL-TEL
Fax: 603-898-9172

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Here, the traveler will review their case status, which will change when the case hits certain milestones. From the main screen, the traveler can select the menu at the top right of their screen to choose from other available options:

The screenshot displays the MobileAssist app interface. At the top left is the ON CALL INTERNATIONAL logo. The top right features the 'MobileAssist' title and a hamburger menu icon. The main content area shows case details: 'Case Number' 1935533, 'Traveler's Last Name' kuh stanza, and 'Case Status' with a message: 'We have received the estimate of charges from your medical provider(s) and are working with them directly on your behalf.' A vertical navigation menu on the right contains buttons for Home, Back, Live Chat, Call Back, Claims, Risk Portal, Refresh, and Logout. The footer includes the ON CALL INTERNATIONAL logo, Global Response Center contact information (11 Manor Parkway, Salem, New Hampshire 03079 USA), phone (555-PORTAL-TEL), fax (603-898-9172), emergency contact instructions, and a copyright notice for 2021 On Call International.

ON CALL
INTERNATIONAL

MobileAssist

Case Number
1935533

Traveler's Last Name
kuh stanza

Case Status
We have received the estimate of charges from your medical provider(s) and are working with them directly on your behalf.

Home
Back
Live Chat
Call Back
Claims
Risk Portal
Refresh
Logout

ON CALL
INTERNATIONAL

Global Response Center
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Tel: 555-PORTAL-TEL
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When the traveler selects, "Live Chat", a window will open which will allow the traveler to chat in real-time with an Assistance Coordinator:

The screenshot displays the MobileAssist app interface. At the top left is the On Call International logo, and at the top right is the 'MobileAssist' title with a hamburger menu icon. The background page shows case details for Case Number 1935533, Traveler's Last Name 'kuh stanza', and Case Status 'We have received the estimate of charges from...'. A 'Live Chat' window is overlaid in the center, showing a system message 'Waiting for Agent...', a timestamp 'Chat Started 01:49 PM', and two blue chat bubbles. The first bubble says: 'Thank you for contacting On Call International. To continue, please answer the following question with a YES or NO.' The second bubble says: 'I agree for my personal data, provided via chat, to be processed by On Call International for the purpose of providing support. I acknowledge that my personal data shall be processed and transmitted in accordance with the privacy policy at <https://www.oncallinternational.com>'. Below the chat bubbles is a text input field with the placeholder 'Type Something...' and a microphone icon.

Case Number
1935533

Traveler's Last Name
kuh stanza

Case Status
We have received the estimate of charges from...
behalf.

System Message
Waiting for Agent...

Chat Started 01:49 PM

Thank you for contacting On Call International. To continue, please answer the following question with a YES or NO.

I agree for my personal data, provided via chat, to be processed by On Call International for the purpose of providing support. I acknowledge that my personal data shall be processed and transmitted in accordance with the privacy policy at <https://www.oncallinternational.com>

Type Something...

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The traveler will have the ability to save their chat before they close out of it:

The screenshot displays the MobileAssist live chat interface. On the left, a sidebar contains case details: Case Number 1935533, Traveler's Last Name kuh stanza, and Case Status: We have received the estimate of charges from behalf. The main chat window shows a 'Thank you!' message with contact information: 24/7 availability, phone +1.603.952.2030, email mail@oncallinternational.com, and chat URL www.oncallinternational.com/chat. Below the message is a 'Save your chat session' section with an 'Email Transcript' input field and a 'Send' button. A red 'CLOSE CHAT' button is at the bottom of the chat window. The background is a dark blue gradient with the On Call International logo and 'MobileAssist' text at the top.

Case Number
1935533

Traveler's Last Name
kuh stanza

Case Status
We have received the estimate of charges from behalf.

Thank you!
We are available to assist you 24 hours a day, 7 days a week.
Phone: +1.603.952.2030
E-Mail: mail@oncallinternational.com
Chat: www.oncallinternational.com/chat

Save your chat session

Email Transcript

or

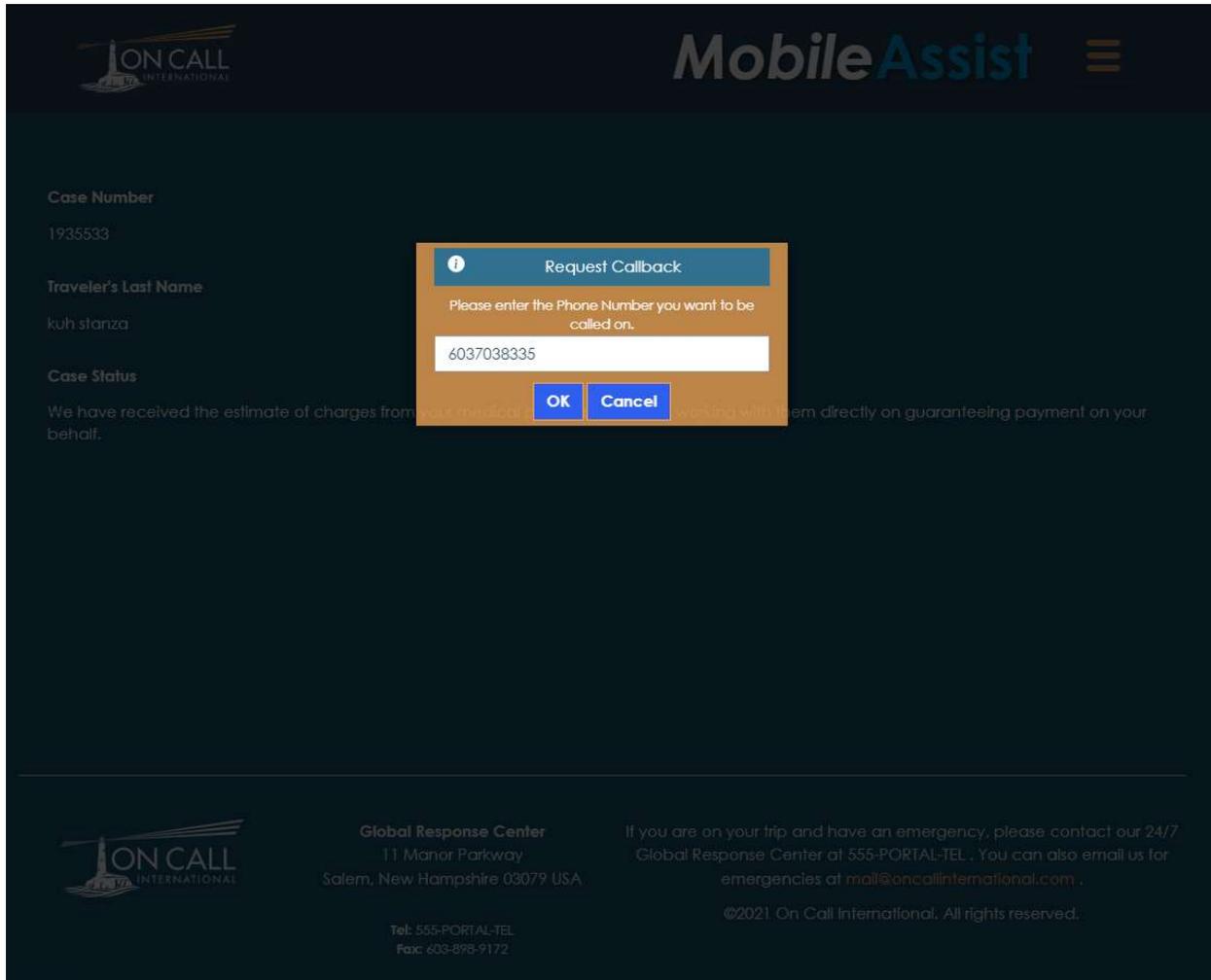
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If the traveler selects the “Call Back” option from the menu, they will confirm the phone number they’d like the Assistance Coordinator to contact and select OK. This will put the caller in an outbound queue for the Assistance Coordinator to call:



The screenshot displays the MobileAssist interface. At the top left is the ON CALL PORTAL INTERNATIONAL logo, and at the top right is the MobileAssist logo with a hamburger menu icon. The main content area shows a form with the following fields:

- Case Number: 1935533
- Traveler's Last Name: kuh.stanza
- Case Status: We have received the estimate of charges from the provider. You will be billed directly on guaranteeing payment on your behalf.

A modal dialog box titled "Request Callback" is centered on the screen. It contains the instruction "Please enter the Phone Number you want to be called on." and a text input field with the value "6037038335". Below the input field are two buttons: "OK" and "Cancel".

At the bottom of the page, there is a footer section with the ON CALL PORTAL INTERNATIONAL logo on the left, contact information for the Global Response Center in the middle, and emergency contact information on the right. The footer also includes a copyright notice: ©2021 On Call International. All rights reserved.

If the client purchases access to On Call's Global Risk Intelligence Portal (GRIP), the option will appear on the orange drop down menu. When the traveler clicks on the option for the Global Risk Intelligence Portal, they'll be brought directly to the GRIP homepage:

