

Safety Abroad with Crisis24

As part of the Rutgers University commitment to our travelers, we have invested in global medical, security, and travel support assistance through integrated risk management experts, Crisis24. This gives you access to their Crisis24 Horizon platform and app, their 24/7 global medical and security advice and assistance hotline, and their on-the-ground response services in an emergency. We strongly encourage you to download and use the Horizon app when traveling, and to call the hotline at any time for medical or security advice and assistance, whether it's about finding a local doctor or hospital, if you have lost your passport, if you have been the victim of crime and need guidance, if you are feeling unsafe, or if there is a large-scale emergency and you need to evacuate.

24/7 Crisis24 Support

Crisis24's worldwide Global Operations Centers are staffed at all times by intelligence analysts, security experts, and medical professionals ready to help. If a critical situation does occur, Crisis24 will contact the University as needed and can communicate with your family members. Depending on the nature of the situation, Crisis24 will support all aspects of a medical or security assistance operation, including planning, logistics, facilities, transportation (locally and internationally), communications, and coordination. We are here to support you and ensure your health and safety.

About Crisis24 Horizon

The Horizon app is designed to keep you informed of threats in your location, provide advice to help mitigate risks, and enable you to reach out for assistance in an emergency. The features to help keep you informed and safe include:

- **Alerts** of threats and disruptions
- **Risk Ratings and Location Intelligence** of safety & security issues in countries, provinces, and cities worldwide.
- **Threat Zones** - areas within cities and regions that are of higher risk than the surrounding areas, such as high-crime neighborhoods.
- **Advice Sheets** to mitigate a range of safety, security, and health issues.
- **24/7 Hotline** – Rutgers dedicated Crisis24 Hotline **+1-443-539-8791** is autoloaded in the Horizon mobile app
- **Crisis Signal** to activate in times of need.

How to Access Crisis24 Horizon

The platform is available on both desktop and mobile apps.

1. DOWNLOAD	2. LOG IN	3. GET SET UP
MOBILE: Download from your app store. Use the QR code, the link, or search for Crisis24 Horizon Mobile on your app store (Apple, Google, OPPO).   DESKTOP: Horizon is also available through a browser. Go to crisis24horizon.com/rutgers	1. Open the mobile or web app, enter your Rutgers email address, and tap Sign In. 2. On the next screen, enter your Rutgers credentials and again and tap Sign In to access Horizon. The same credentials can be used to log into either the mobile or desktop app.	MOBILE: When opening Horizon for the first time, follow the prompts to enable Push Notifications and Location Services to receive alert notifications based on your current location. You can monitor and receive notifications for other locations by adding them to your main dashboard. DESKTOP: Go to Preferences, located under your name at the top right, and set up your preferred notifications.

Recommendations

BEFORE TRAVEL Access the location intelligence for your destination in Horizon. Assess the risks and be prepared ahead of departure. You can also find useful, practical travel information on that destination.	DURING TRAVEL Monitor alerts coming from Horizon about threats and disruptions in your vicinity. If you are worried about anything or need to find a local doctor, call the Hotline.	IN AN EMERGENCY — Immediately call the 24/7 Hotline on +1-443-539-8791. — If there is an emergency where you cannot speak, activate the Crisis Signal in Horizon.
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