NSU INTERNATIONAL TRAVEL REGISTRATION PROGRAM

USER MANUAL

Office of Risk Management
Office of International Affairs
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International Travel Registration
Quick Reference Guide

Faculty/Staff Members/Student Group Coordinator: If applicable, prior to beginning the Travel Registration process, your trip must be approved in ARIBA by your supervisor.

Individual Students: Complete International Travel registration process when requested.

1. Access this link:
   http://www.nova.edu/internationalaffairs/travelreg/index.html
   Please use Internet Explorer to open the link as this will not open properly with Firefox.

2. Click on Faculty/ Staff/ Student/ Student Groups- you will be asked to authenticate yourself using your NSU User Name and Password.

3. Click on: Complete the Aon travel registration process and you will be directed to the FICURMA Travel Page. Please read all of the information under “Safe Travel Policy”, and scroll down to the VERY BOTTOM OF THAT PAGE where you will be asked whether or not you have an account for the Travel Management System. If you have not previously used the system, you will need to request an Aon WorldAware User Name and temporary Password by clicking on the “here” button on the very bottom of the page, and submit the requested information (you will only need to do this once).

   A User Name and temporary Password from Aon WorldAware will be emailed to you within 24/48 hours. If you do not receive this email, please contact Aon WorldAware Operations Center at (312) 470-3063 for assistance. You will not be able to proceed without a User Name and Password.

4. Once you receive your User Name and Temporary Password, access the Travel Registration area again http://www.nova.edu/internationalaffairs/travelreg/index.html (use Internet Explorer -will not open properly with Firefox or Safari) or open the following URL link http://www.riskconsole.com, and proceed as requested.

5. You will be asked to change your Password.

6. Click on the NSU button to enter a level 1, 2 or 3 country, or click on the WorldAware Travel Management System button to enter a level 4 or 5 country.

7. Click on your email address, last name or first name under the blue Traveler Profile bar to open and complete your Traveler Profile. You must complete your Traveler Profile before registering your Trip Details (these are two separate steps). If you don’t have your trip details at this time, you can return to this page and enter this information later.

8. IMPORTANT: International trips will not be approved until the Traveler Profile is completed. The Profile contains several sections so you will need to scroll down the page in order to enter all of the requested information. YOU MUST REMEMBER TO SAVE ALL THE INFORMATION USING THE SAVE ICON AT THE TOP OR THE BOTTOM OF THE PAGE FOR EVERY PAGE.

   It is important that all of the information be completed so that Aon WorldAware can assist you if you have any questions or require emergency assistance while traveling.

9. After you receive final travel approval and you know your flight and hotel information, return to the International Travel Registration Program page to update your Trip Details.

Register your trip with the U.S. State Department Smart Traveler Program:
http://www.nova.edu/internationalaffairs/travelreg/index.html
Request User Name

Prior to registering your international trip you will need a User Name and Password. Use the following link to open an account in the Travel Management secured database system: http://www.nova.edu/internationalaffairs/travelreg/index.html

Please use Internet Explorer to open the link as this will not open properly with Firefox.

Click on Faculty/ Staff

You will be asked to authenticate yourself using your NSU User Name and Password.
Step 1. Complete the ARIBA Travel Authorization form if not already completed.
Step 2. When the Travel Authorization has been approved, click on Complete the Aon travel registration process.
All travelers must request an Aon WorldAware User Name and temporary Password (you will only need to do this once). This User Name and Password will be used to create your Traveler Profile and register all international trips. Click here to request a User Name and temporary Password.

A new email will open:

Enter the following information in the body of the email:
Your name
Nova Southeastern University
NSU email address
Send the email.
You will receive an email from Aon WorldAware confirming receipt of your request:

A User Name and temporary Password from Aon WorldAware will be emailed to you within 24/48 hours. If you do not receive this email, please contact Aon WorldAware Operations Center at (312) 470-3063 for assistance.

Once you receive your User Name and Temporary Password, use Internet Explorer (will not open properly with Firefox or Safari) to open the following URL link http://www.riskconsole.com.
The following screen will appear:

Your User Name (Nova email address) should prefill. Enter your Nova email address if it does not prefill. Enter the temporary Password in the Password box. Click Login.

You will be asked to reset the temporary Password and create a permanent Password.

Click **Change** after entering your New Password and Confirm New Password. It is important that you remember the permanent Password in order to access the system.
Once completed you will be taken to the Aon WorldAware/RiskConsole Main Page:

Traveler Profile

Click on your email address, last name or first name under the blue Traveler Profile bar to open and complete your Traveler Profile. **You must complete your Traveler Profile before registering your Trip Details (these are two separate steps). All international trips will not be approved until the Traveler Profile is completed.**

The Profile contains several sections so you will need to scroll down the page in order to enter all of the requested information. It is important that all of the following information be completed so that Aon WorldAware can assist you if you have any questions or require emergency assistance while traveling.
Traveler Summary:
  Traveler: if your email address does not pre-fill, click the drop down box and click on your email address.
  Department/Business Unit: type in your School/College/Center/Department/Business Unit name.

Personal Details:
  International Dialing Code: use +1 for US based cell phones. Click on the drop down box if +1 does not automatically pre-fill.
Primary Passport: this information is critical in the event of an emergency situation.

Copy of Primary Passport: please upload a copy of your passport. If you lose your passport while traveling, you will be able to access the copy of your passport from this system.
Date of Submission:

Submit Profile: click Yes
The remaining boxes do not require any input.

Click the orange disk on the upper left corner to SAVE your Traveler Profile.
You must Submit and Save your Traveler Profile. You can access/modify/update your Traveler Profile at any time.
Registering International Trips

Use the following link to open the Travel Page:
http://www.nova.edu/internationalaffairs/travelreg/index.html

Please use Internet Explorer to open the link as this will not open properly with Firefox.

Click on Faculty/ Staff

You will be asked to authenticate yourself using your NSU User Name and Password.
Step 1. Complete the ARIBA Travel Authorization form if not already completed.
Step 2. When the Travel Authorization has been approved, click on Complete the Aon travel registration process.

This is the Travel Page:

Aon WorldAware risk rates all countries using a 1 to 5 scale. 1 being the lowest risk and 5 being the highest risk. As per University policy countries with a 4 or 5 risk rating will need to be risk assessed by Aon WorldAware and require secondary approval from the NSU Risk Management Office and your Dean/Vice President/Unit Head. A sample Risk Assessment can be viewed in Appendix A.

Step 1: Click on the world map to check the risk rating of the country you are planning to travel.
Click on Destination Speed Dial to search for the country by letter.

Click on the appropriate letter.
Click on the country.

Ireland for example:

The number on the upper left is the risk level.

This page contains quite a bit of information. Scroll down the page to find the Traveller’s Situation Brief, Travel Safety Essentials, Cultural Awareness, Safety Advice, Weather, Local Time, Connectivity, Emergency Numbers, etc. Each country will provide the same detailed information.
Close the link and return to the Travel Page to follow the next step.

Step 2:
- Level 1, 2 or 3 country: click on the Nova button
- Level 4 or 5 country: click on the WorldAware Travel Management System button (you will need your Aon WorldAware User Name and Password to complete this section)
Level 1, 2 or 3 Country Registration

Click on the Nova button

Click on the right pointing orange arrow
Enter the requested information.

Traveler:
   IDD Country Code: use +1 for US based cell phones. Click on the drop down box to choose +1.
   Department/Business Unit: type in your College/Department/Business Unit

Trip Detail:
   Proposed Flight No(s): you can leave this blank if you do not have any information

Click on the right pointing orange arrow.
Verify the information is correct. If corrections are needed, click on the left pointing orange arrow and make corrections on the previous page.

If the information is correct, type the two words in the security box. Click on the orange disk in the lower right corner to save the trip.

You will receive immediate confirmation that the trip has been registered. Click on the orange X to exit this screen.
The NSU Risk Management Office will be notified of the trip registration. The NSU Risk Management Office will review/approve the trip and notify the traveler and the NSU Travel Office.
Click on the WorldAware Travel Management System button. In order to continue you must have your Aon WorldAware User Name and Password.

The following screen will appear:

Your User Name (Nova email address) will prefill. Enter the Password in the Password box. Click Login.
You will be taken to the Aon WorldAware/RiskConsole Main Page:

Click on your email address, last name or first name under the blue Traveler Profile bar to open and enter your trip.

Click on Trip Details to enter the trip.
Click Add.

You will need to scroll down the page in order to enter all of the requested information. It is important that all of the following information be completed so that Aon WorldAware can assist you if you have any questions or require emergency assistance while traveling. Lines in yellow and gray do not require a response. If you do not have all of the specific details, enter as much information as possible. You can return to this page at any time to complete/update your record prior to departure.

Trip Summary:
  Traveler: if your email address does not pre-fill, click the drop down box and click on
Trip Details:

Start and End Date: click on the calendar button and click on the appropriate dates.
Location: Enter each city/country on a separate line.
Accommodation: enter each hotel on a separate line.
Other Location: enter other locations/places you plan on visiting.
Traveler:
Submit Trip Details: click Yes
Safe Travel Policies and Procedures: click Yes
Risk Manager:

Check calls: click Yes. The University requires check calls for all trips to risk level 4 and 5 countries. While traveling, Aon WorldAware will contact you every 48 hours via your cell phone and/or email address to check on your well being. It is important that you respond to these telephone calls/emails. Failure to respond will cause Aon WorldAware to inform the NSU Risk Management Office. NSU Risk Management will then contact your Dean/Vice President/Unit Head to check on your status.

Click the orange disk on the upper left corner to save your Trip.
Click on the orange X 🔄 to return to the Trip Details Page.

Click on the X 🔄 to return to the Main Page.

Click Log Off to exit the Travel Management System.
You will receive an email advising your trip was received by Aon WorldAware.

The details of your trip will be assessed by Aon WorldAware. The risk assessment will be sent to you, the Office of International Affairs and your Dean/Vice President/Unit Head for final approval.

If the trip is approved, the NSU Risk Management Office will notify the traveler and the Travel Office.
Changing Information/Adding or Updating Details

If you need to add or change details to your Profile or Trips, use the following link to open the Travel Management System: http://www.riskconcole.com

Please use Internet Explorer to open the link as this will not open properly with Firefox.

![Login Screen](image)

Your User Name (Nova email address) will prefill. Enter the Password in the Password box. Click Login.
Click on your email address, last name or first name under the blue Traveler Profile bar to open your account.

Change/add or update details to Traveler Profile

Click on the Traveler Profile Tab. Scroll down the page until you find the detail(s)/question(s) you wish to add/change. When the change(s)/addition(s) is made, click on the orange disk to save/update your Traveler Profile.
Change/add or update details to Trip Details

Click on the Trip Details Tab. Scroll down the page until you find the detail(s)/question(s) you wish to add/change. When the change(s)/addition(s) is made, click on the orange disk to save/update your Trip Details.
Cancelling a Trip

If you need to cancel a trip, use the following link to open the Travel Management System: http://www.riskconsole.com

Please use Internet Explorer to open the link as this will not open properly with Firefox.

![Image of login page]

Your User Name (Nova email address) will prefill. Enter the Password in the Password box. Click Login.

![Image of Traveler Profile]

Click on your email address, last name or first name under the blue Traveler Profile bar to open your account.
Click on the Trip Details Tab.

Click on the orange arrow of the trip you want to cancel.
Scroll down to the Data Travel Sheet Completion section. Click on the Trip Status drop down box and select Cancelled. Click on the orange disk 📁 to save the change.
U.S. Department of State Smart Traveler Enrollment Program (STEP) Registration

This is only for U.S. Citizens and Permanent Residents of the U.S.

This final step should be completed once all of your travel arrangements (flights and hotels) have been confirmed. Use the following link to register: https://step.state.gov/step/.

Click here to create an account, if you do not already have one.

Click Create Individual Account.
Enter the required information and click Next.

Enter the required information and click Next.
Enter the required information and click Next.

Enter the required information and click Next.
Enter the required information and click Next.

Click Finish to complete the creation of your individual account.

You will be brought to your profile page. You can edit information and add trips from this page.

Click Add a Trip.
You will be taken through the steps to add a trip to your account. Enter the required information on each page and click Next as needed.

Click Next.

Click Next.
Click Next.
Click Next.

Click Finish.
You will be returned to your Profile page.

Enter another trip or logout of the STEP program.

Your trip is now fully registered.
International Phone Loaner Program

The Telecommunications department has instituted an International Loaner Program for faculty and staff. Phones with international access will be made available to all departments. The traveler will need to contact his/her Department Telecommunications Contact (who is authorized to place the order and to provide the appropriate account code).

Need Assistance or In the Case of an Emergency

In the event that a traveler needs assistance, WorldAware’s Crisis Management and Operations Center is available by telephone (24/7) at +1 312 470 3063 or at email worldaware@aon.com. If the nature of the situation/emergency requires additional support, the Crisis Management Center may also contact the NSU Risk Management Office.
APPENDIX A
Sample Risk Assessment

27FEB2013_Colombia_Traveler_Name_NOVA.SEU_CAMP RISK TOTAL: 30

While the security situation in Bogotá has improved considerably in recent years, and is considered to be a medium risk destination, Colombia is none-the-less considered to be high risk for foreign travelers. Specifically, serious crime, terrorism, state corruptibility, and kidnapping are of principle concern. Considering the experience of the traveler, along with the location, purpose, and time-frame -- we do not presume that any direct and unnecessary risk will be taken. However, from the provided information, we must assume that the traveler will inherently experience exposure to some degree of risk during his visit. Thus, due-diligence requires that we assume some generalities about foreign travelers to the area, and suggest some specific actions that should be followed at all times.

Regionally, there is a sustained threat of terrorism and kidnapping due to the ongoing activities of leftist guerrillas, such as the Revolutionary Armed Forces of Colombia (FARC) and the National Liberation Army (ELN). Additionally, impoverished conditions of the country, not excluding Bogotá, have created an atmosphere of desperation that has manifested into targeted, specific acts of violence. Those specifically related to the concerns of the traveler are listed below:

- The security situation and political tension have been known to change rapidly in the country. Past attacks have targeted government buildings, public transportation, and public spaces. Traveler should assume this risk throughout his stay, maintain situational awareness of major events that may encourage violence, and take all advice from designated security personnel; taxis and public transportation are not recommended means of travel.

- The traveler’s apparent relationship with the US Embassy could make him a potential target of attacks and/or kidnapping. Therefore, it is recommended that the traveler move in sync with his security team and dedicated drivers, and be briefed on routes and surrounding areas before all land travel. Establishing a routine and a set of preferred routes, either in between locations of business or during day-to-day activities, is not advised.

- Kidnapping is a serious risk in Colombia. The country has one of the highest rates in the world - in 2012 alone, Bogotá saw 49 kidnappings, which was a jump of 345% from the previous year. Throughout the entire country, 305 persons were kidnapped, many of which were executed by the FARC. Of all the people kidnapped in 2012, 42 percent were released of the captor’s volition, fourteen percent remain in captivity, eight percent were pressured into release, six percent died while captured, and five percent escaped. It’s advised that the traveler avoid traveling alone, at night, or to rural parts of the country.

- Further, “express kidnapping” is known to take place in Colombia. In these incidents, victims are taken for the sole purpose of forcing them to extract money from an ATM. Once completed, the kidnapped person is usually released, although others have been known to be killed if they offer resistance. Therefore, in such an incident, the traveler is advised to comply with their captors completely to avoid harm.

- Terrorism is also a high threat in Colombia. Attacks against government buildings, public infrastructure, and other locations frequented by foreigners are relatively common. As an example, in May 2012 in Bogotá, an explosive device attached to a vehicle killed five and injured 19.
While in Bogotá, the traveler should also be mindful of petty and violent crime, such as robbery, scams, and theft. If confronted by a perpetrator of these crimes, it is best not to resist, as that can provoke violence (please note that guns are common in Colombia). Due to high crime rates, the U.S. Embassy has restricted travel for all government employees to these areas: the “Galerias” District, between Calles 53 and 54 with Carrera 24 through 27, and the “Plaza de las Americas” District, located at Avenida Primera de Mayo between Carrera 68 and Avenida Boyaca.

As of this writing, thousands of Colombian coffee farmers have gone on strike to demand greater support from the government to bolster the ailing industry. In recent years, Colombia’s coffee industry has suffered dramatically due to an onslaught of troubles, including crop disease, heavy rains, flooding, lower international prices, and an overvalued national currency. According to media outlets, demonstrators have set up roadblocks in 10 unnamed regions throughout the country. Riot police have clashed with these protestors on orders to not allow any of these roadblocks to stand, which has left at least 59 farmers injured. Although most of the unrest has been reported as taking place in rural Colombia, the traveler should be aware of the situation and cognizant that the turmoil has the potential of spilling over into the capital. In such an instance, it’s strongly advised that the traveler avoid any large crowds, especially those that appear to be of a political nature.

There has been an increase in criminal activity in Bogotá since 2010. Armed and violent robberies are of particular concern. Inherently, foreign nationals can be soft targets for violent and petty crime. Thus, the traveler should avoid displaying items of wealth or nationality, and leave his passport at a secure location within the hotel, preferably the hotel safe.

The Traveler should be aware that the even though the Sheraton Hotel is popular among foreign travelers because of the perceived safety it provides, it is that very perception and popularity that makes visitors a soft target for criminals. Therefore, hastily planned activities should be done at or near the accommodation site in order to limit exposure.

General Resources/Recommendations:
Emergency telephone numbers are as follows;

Traffic Accidents 127

While we understand that the traveler’s primary business is at the US Embassy, he should none-the-less register his trip with their office. The embassy provides a free SMS alert service with updates on the security situation. For more details and registration information, traveler should visit http://bogota.usembassy.gov/service.html or otherwise contact the office at:

Address: U.S. Embassy in Bogotá, Colombia Calle 24 Bis No. 48, Bogotá Telephone: (+571) 275 2000 Fax: (+571) 275 4600 Email: AmbassadorB@state.gov Office hours: Monday - Friday: 07:00-15:30 (local)
Contact Us

Aon WorldAware Operations Center

+1 312 470 3063

worldaware@aon.com

<table>
<thead>
<tr>
<th>NSU - Risk Management Office</th>
<th>NSU - Office of International Affairs</th>
</tr>
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<tbody>
<tr>
<td>Ms. Elizabeth Guimaraes</td>
<td>Dr. Anthony J. DeNapoli</td>
</tr>
<tr>
<td>954-262-5271</td>
<td>954-262-7240</td>
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<tr>
<td><a href="mailto:guimarae@nova.edu">guimarae@nova.edu</a></td>
<td><a href="mailto:denapoli@nova.edu">denapoli@nova.edu</a></td>
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