



# Downloading the Business Travel Assistance App

If you are insured under your employer's Lifeline Plus policy, you have access to the AIG Business Travel Assistance App.

In addition to providing access to emergency medical assistance whilst traveling, Lifeline Plus provides a wide range of services that can be accessed by the App.

To access the App you first need to register as a user. Follow these 7 simple steps to set up your access.

**1**

Download the free App from either the Apple or Android App stores.

Search: "AIG Business Travel Assistance". The following icon should appear:

**2**

Once downloaded open the App and tap the "Register Here" button.

**3**

Select "UK Lifeline Plus" – the first option on the list.

**4**

Fill in the required fields and tap "Submit". You will need your employer's Lifeline Plus policy number.

A one time activation code will be sent to the email address you have entered.

**5**

Re-open the App (or follow the link from the email). Enter the e-mail address you registered in Step 4 and the one time activation code.

Please note, the activation code cannot be copied and pasted.

**6**

You will then be asked to re-enter the activation code at the top and then enter your own password at the bottom twice.

Do this and tap "Submit" and you are registered on the App.

**7**

To access the system once registered, enter your email address and your password and tap "Sign In" or "Done". (See Step 2 image)

Tap the icon in the top left corner to access the online menu.

Tap "Travel Pack" for the quick-call emergency travel, medical and assistance telephone number.

## Go online for more

Access the assistance website [www.mylifeline.co.uk](http://www.mylifeline.co.uk), (which is also configured for mobile and tablet) using your newly set up log on for a full range of services including: Medical Second Opinion, Security Awareness Training, Emergency Document Storage and SMS text alerts.