



Accessing Self-Service Tools

Convenient online and mobile tools

Travel EYE

Gallagher offers an app to improve access and support while abroad. This app is called “Travel EYE” and provides access to the international insurance plan details and resources whenever you go.

Before you travel, you should set up your access to the app. Prepare yourself by logging onto the [CHUBB/AXA travel assistance website \(https://travelassistance.chubb.com/\)](https://travelassistance.chubb.com/) where you can sign up for health and security email alerts or review country-specific reports. You can also research English-speaking clinics and hospitals near you before departure so that you are prepared in case you have a health concern.

You must register online first, then download and sign in to the app. Follow these steps to set up your Travel EYE access:

1. Visit <https://travelassistance.chubb.com/> and go to the Travel Intelligence Portal.
2. Click on “Get Started”.
3. Create your account using your username, email, and password.
4. A confirmation email will be sent to your email address. Verify your account with the link provided in the email.
5. You will then be directed to the website portal where you can login using your username and password.
6. You can edit your profile which includes a variety of language options.
7. After you create your account, please visit the Google Play or App Store to download the Travel EYE app to your phone.
8. Open the app and look for the “Alternatively Click Here to use the standard login method with username and password” section at the bottom of the screen. Use your username and password to login to the app.



Look for this icon in your device's app store.

Doctor Please!

Gallagher provides a multilingual (English, Spanish, Portuguese, or French) teleconsultation service called *Doctor Please!*, which offers convenient appointments with a doctor on your schedule.

Before you travel, you should download and register for the *Doctor Please!* app. This will ensure that you can easily link to providers once abroad.* Follow these steps:

1. Call Gallagher Global Assistance by calling **1-866-693-6873** (toll free) or **1-312-935-9242** (direct).
2. Tell them that you are an Illinois traveler and your policy number is **GLM N14287310**.
3. Let them know that you need the activation code for the *Doctor Please!* app.**
4. This is a unique code for each traveler.
5. Visit the Google Play or App Store to download the *Doctor Please!* app to your phone.
6. Register and enter your access code.
7. Familiarize yourself with the app.
 - a. Enter personal details
 - b. If needed, request a video or call back and you will receive an email with booking details.



Look for this icon in your device's app store.

* If you do not have a smart phone or do not wish to download the app then you can call Gallagher Global Assistance to speak to a doctor or nurse on your phone. They will triage your concern and advise you on next steps, like to make an appointment to see a doctor in person.

** Your unique activation code is only valid for 180 days. If you are abroad for longer than this, then you will need to call Gallagher Global Assistance again for a new code and follow their instructions.

If you have issues setting up either app, please contact International Safety and Security.