



# UNO - Innsbruck Travel Security

Adapted from Presentation by Regional Security Office  
U.S. Embassy Vienna  
and the State of Louisiana Division of Administration



THE UNIVERSITY *of* NEW ORLEANS



# Preparation

- Complete UNO-Innsbruck Travel Log
- Overall Travel Plan - Research your destination
- Transportation – modes and specifics, taxis
- Communication – numbers/connectivity at each destination
- Money – Cash and Electronic options at each destination
- Environment – Instinct/Gut – what is right?
- Local Authorities
- Buddy System

A dark blue world map is visible in the background of the top half of the slide. The title 'Three Types of Safety' is overlaid on this map in a yellow, sans-serif font.

# Three Types of Safety

- Physical safety
- Property safety
- Psychological safety



■ AWARENESS – *“See Something”*

- Situational Awareness
- Environment – Instinct/Gut – What’s Right, What's not
- Communication – connectivity at each destination

■ ACTION: *“Say Something”; Do Something*

- Immediate, real time on site
- Local Authorities
- Base – School, Family/Friends

A world map is visible in the background of the top section, rendered in a dark blue color against a lighter blue background. The map shows the continents of Africa, Europe, Asia, and Australia.

## On the train or plane

- Protect your passport!
- Be particularly mindful of your belongings when using overnight trains and sleeping compartments
- Keep your luggage in eyesight at all times
- Avoid heavy alcohol consumption



## At the Hotel

- Request rooms on 2nd – 4th floors
- Be discreet about room number and location
- Maintain credit card and identity security
- Locate nearest fire escapes
- Use deadbolt locks at all times
- Be careful about ordering room service or pizza delivery
- Don't let strangers into your room
- Use in-room safe for valuables



# At Your Destination: Money

- Shield credit cards from view during transactions
- Use hand or body to block view of ATM transactions
- Use ATMs that are located inside banks, hotels, etc.
- Do not carry large amounts of cash
- Be very aware of pickpocket scams:
  - The Pickpocket Duo (distraction)
  - The “push and shove,” esp. in crowded situations, e.g. getting on/off trains and subways
  - The Purse Cutter
  - Children as thieves or distractions
  - The backpack swap

A dark blue world map is visible in the background of the top half of the slide. The title 'At Your Destination' is overlaid on the map in a bright yellow color.

# At Your Destination

- Only use authorized taxis
- Do not leave drinks unattended
- Avoid civil disturbances and obey local laws
- Avoid large crowds
- Beware of new acquaintances who probe for information
- Do not leave electronic devices unattended
- Stay together – Buddy system!!!



# Health

- Masks on trains and in crowded places!
- Bring an antigen test
- Insurance:
  - Save ID card as a picture on your phone or print a hard copy to store in your wallet/purse
  - ID card contains important insurance and 24/7 travel assistance information
    - Policy Number: GPT 4851222
    - 24/7 travel assistance phone number and email



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Zurich Group Travel Insurance Policy  
Policy Number: GPT 4851222  
Student Name: \_\_\_\_\_

Policyholder's Name: University of New Orleans

WTP provides emergency medical and pre-trip information services. For medical referrals, evacuation, repatriation or other services, please call:

U.S. and Canada toll-free: +1-866-224-0146  
Anywhere else in the world call collect: +1-416-645-4682  
Email: [info@wtp.ca](mailto:info@wtp.ca) Fax: +1-416-205-4622

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To verify insurance benefits and claims procedure information, contact the Claims Administrator:

**MAIL CLAIMS TO:**  
ADMINISTRATIVE CONCEPTS, INC.  
P.O. Box 4000, COLLEGEVILLE, PA 19426  
[www.acitpa.com](http://www.acitpa.com)  
Call: 888.585.9033  
Fax: 610-293-9299  
Email: [aciclaims@acitpa.com](mailto:aciclaims@acitpa.com)

EDI PAYOR ID# 22384

Students must submit a completed claim form by mail or fax to Administrative Concepts, Inc.

# Health

24/7 travel assistance provider “World Travel Protection” (WTP):

- Referral to a hospital or doctor, esp. outside of Innsbruck
- Teledoc and remote mental health counseling
- Help with stolen passport
- Attempt to arrange Guarantee of Payment with the medical provider
- Contact when you are hospitalized, need to be evacuated or repatriated
  - ... you experience local communication problems
  - ... your safety is threatened by a political or military event

TravelKit mobile app for health and security alerts



← Look for this logo in the Google Play or Apple App Store



# Resources

*UNO:* <http://int.uno.edu/austria/pages/healthandsafety.cfm>

- Compilation of both Med and Safety Topics

*State Dept.:* [travel.state.gov](http://travel.state.gov)

- Country Specific Info; Before You Go checklist, and STEP Registration

*FBI:* [www.fbi.gov/about-us/investigate/counterintelligence/student-travel-brochure-pdf](http://www.fbi.gov/about-us/investigate/counterintelligence/student-travel-brochure-pdf) - (brochure): Safety and Security for US Students Traveling Abroad

*Europe-wide Emergency (24 hrs):* 112

- Free from most mobile phones (w/GSM). Not all services in all countries.

*Friends and Family*

- By phone and Social Media