



## "myCISI" Participant Portal: On-line Tools and Support for CISI Insureds

Your CISI coverage includes, at no additional cost, a comprehensive on-line Portal of tools and information as well as access to 24/7 medical, personal, travel and security support. Through this customized site you can:

- View/print/email your ID card, coverage brochure and claim form
- Purchase an extra month of insurance for a period of personal travel
- View/update your online account profile information
- Obtain contact information for emergencies and benefit/claim questions

You can also find valuable travel-related information, such as:

- Contact information for English-speaking doctors overseas
- Short-term travel alerts and travel warnings issued by the U.S. Department of State
- Country-specific information and profiles for every country of the world
- Links to overseas U.S. Embassy web sites
- Health and vaccination recommendations compiled by the Center for Disease Control (CDC)

This document was designed as a helpful summary or overview to the **myCISI** Participant Portal's main functionalities.

### Creating an Account and Logging In:

- 1) The **myCISI** Participant Portal is accessible via Cultural Insurance Services International's (CISI) homepage: [www.mycisi.com](http://www.mycisi.com)
- 2) While on the CISI homepage, click on the green button in the upper right corner that reads, "Login to **myCISI**".
- 3) On this new screen, to the right of the green "login" button, go to/click on the sentence that reads, "Please [click here](#) to create an account."
- 4) Fill-in your: First Name, Last Name and Birth Date and then click on the "Create an account/Reset password" button.
- 5) Enter the e-mail address where you would like the temporary password sent and click on "Send Password to this e-mail".
- 6) Go and check this e-mail address for your **myCISI** Username and temporary (case sensitive) Password.
- 7) After retrieving your Username and Password, go back to the page you were last on and click on "Login" or go to the green "Login to **myCISI**" button from the homepage and enter your Username and temporary (case sensitive) Password then click on "Log In".
- 8) You are logged in now and will be asked to change your password before going further (passwords need to be at least 8 characters long).
- 9) After clicking on "Change Password", you are brought to the "Welcome to **myCISI** Portal" or "Home" screen (see just below) where the following screens of information are available via left-margin buttons and text links:



**Welcome to the Portal**

**Through this customized site you can**

- [View/print/email](#) your ID card, coverage brochure, consulate letter and claim form
- Purchase an [extra month of insurance](#)
- [View/update](#) your online account profile information
- Obtain [emergency](#) contact information

**Get valuable travel-related information, such as**

- Contact information for English-speaking doctors overseas
- Short-term travel alerts and travel warnings issued by the U.S. Department of State
- Country-specific information and profiles for every country of the world
- Links to overseas U.S. Embassy web sites
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Just choose the **Resources & Links** option.



Accessing these documents requires Adobe Reader version 8 or higher. If you need to download this program, [click here](#).

- [Home](#)
- [My Profile](#)
- [My Itinerary](#)
- [My Documents](#)
- [Purchase Individual Coverage](#)
- [US Provider Search](#)
- [International Provider Search](#)
- [Emergency Contact Information](#)
- [Resources & Links](#)
- [Sign Out](#)

**Have a Question?**

Email CISI  
[enrollments@  
 culturalinsurance.com](mailto:enrollments@culturalinsurance.com)  
 or call toll-free  
 (800) 303-8120



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## “My Profile” Screen

The participant portal “My Profile” screen allows you to update your personal profile (change your password; add/change your phone #'s, e-mail addresses and home/overseas mailing addresses). Help us to serve you better by keeping your contact information up-to-date. This information is especially important in the event of an unforeseen emergency or when submitting claims.

## “My Documents” Screen

The participant portal “My Documents” screen allows you to view, print and/or e-mail the following personalized documents:

- ID Card
- Consulate Letter
- Policy Brochure
- Claim Form
- All of the above

## “Extend Coverage” Screen

The participant portal “Extend Coverage” screen allows you to purchase additional insurance directly through CISI for a period of personal travel (up to one month) outside the dates of your overseas program. Please note that this plan is separate and different from the group study abroad plan and provides coverage for new covered accidents/sicknesses and medical evacuation/repatriation within the new period of coverage while outside the U.S. A detailed brochure describing the coverages, limits and exclusions is available through a link on this “Extend Coverage” screen.

## “International Provider Search” Screen

The participant portal “International Provider Search” screen allows you to search physicians (based upon their specialty), hospitals and clinics worldwide.

If you need assistance locating a provider, please contact our Assistance Team by:

**Toll-free in the U.S.:** (855) 327-1411

**Outside the U.S. (Call Collect):** (312) 935-1703

**Email:** [medassisst-usa@axa-assistance.us](mailto:medassisst-usa@axa-assistance.us)

## “Emergency Contact Information” Screen

The participant portal “Emergency Contact Information” screen provides you with convenient one-stop access to CISI’s contact information for benefit and claim questions and also that of Team Assist our 24/7 Emergency Assistance Provider.

### **CISI Contact Information:**

**Ph:** (800) 303-8120 ext. 5130 (calling toll-free within the US)  
(203) 399-5130 (calling from outside of the US, collect calls accepted)

**Email:** [ClaimHelp@mycisi.com](mailto:ClaimHelp@mycisi.com)

### **Team Assist Contact Information:**

**Toll-free in the U.S.:** (855) 327-1411

**Outside the U.S. (Call Collect):** (312) 935-1703

**Email:** [medassisst-usa@axa-assistance.us](mailto:medassisst-usa@axa-assistance.us)

## Mobile App

Download our free myCISI iPhone App. Same features as above in the palm of your hands.

- Email/View your travel insurance documents
- Onscreen display of your ID card
- View country specific travel alerts and warnings
- Learn more about the region you are traveling to
- Personal security assistance information
- Search medical providers worldwide.