

# Downloading and Activating the AlertTraveler App

## Overview

- AlertTraveler is a mobile application for iOS and Android devices that Liberty University utilizes to provide you with country and city intelligence to help you make informed decisions while traveling, safety and security alerts to let you know of any events that could potentially impact your travel or safety, and an instant check-in option allowing you to report your status back to LU Send staff in case of an incident. To target these alerts to your location and interests, AlertTraveler uses GPS and the travel itinerary associated with your study abroad application or travel registration.

## Purpose

- AlertTraveler has been purchased and provided to every student traveling as an independent study abroad and international internship student. The system is a travel, health, safety and risk management and mitigation tool implemented by Liberty University. All students are required to activate, subscribe and utilize AlertTraveler on their cellular device while abroad.

## Important Note

- AlertTraveler is only managed by approved University Administrators for the purpose of travel, health, safety and risk management and mitigation. This resource is vital in the universities responsibility for safety of all Liberty students, staff and faculty that go abroad.

## Installing AlertTraveler (iOS devices)

You can go to the Apple [App Store](#) and search for AlertTraveler by name. Once you find the app, download and install it on your iOS device. You will need to obtain a Registration Email and Password before configuring the app (See “Activating AlertTraveler” sections below (via mobile device or desktop computer)).

In order for AlertTraveler to be fully functional, you will need to allow Notifications, Location Services, and Health and Motion Services. In order to enable these services, respond as indicated below to the following messages during initial activation:

- “AlertTraveler Would Like to Send You Notifications” - **Tap “Allow”**
- “AlertTraveler Would Like to Access your Motion & Fitness Activity” - **Tap “OK”**
- “Allow “AlertTraveler” to access your location while you use the app” - **Tap “Allow”**
- “Background location is not enabled” - **Tap “Settings”, then tap “Location”, and then select “Always.”**

**Note:** If you need to revise these settings, you can go to the iOS Settings app and select AlertTraveler where you can enable each of these services.

## **Installing AlertTraveler (Android devices)**

You can go to the [Google Play store](#) and search for AlertTraveler by name. Once you find the app, you should install it on your Android device. You will need to obtain a Registration Email and Password before configuring the app (See “Activating AlertTraveler” sections below (via mobile device or desktop computer)).

In order for AlertTraveler to be fully functional, you will need to allow location services. In order to enable these services, you should respond as indicated below to the following message during initial activation:

- Allow AlertTraveler to access this device’s location? - Tap **“Allow”**

**Note:** If you need to revise these settings, you can go to the Android Settings app, the “Apps” section, select AlertTraveler, and open the “Permissions” section where you can enable or disable this setting.

## **Activating your AlertTraveler App with a Mobile Device**

You can activate your AlertTraveler app by logging into your LU Send application on [www.liberty.edu/send](http://www.liberty.edu/send) using the mobile device on which you have downloaded the AlertTraveler app. Once you have logged in and navigated to your application page, you can simply tap the "Login to AlertTraveler" button to automatically activate the app without the need to generate a code. Note: If the AlertTraveler app has not been installed, this button will take you to the app store in order to install it. See sections above about installing the app on your mobile device.

## **Activating your AlertTraveler App from a Desktop Computer**

You will be presented with an “AlertTraveler Registration” panel on your Applicant Home page on the LU Send site. ([www.liberty.edu/send](http://www.liberty.edu/send)) This registration panel allows you to opt into receiving SMS (text message) alerts if you provide your mobile phone number. This is recommended.

- Download the “AlertTraveler” app from the Apple [App Store](#) or the [Google Play store](#). Details in section above on “Installing AlertTraveler”.
- Click “Generate” on the AlertTraveler Registration panel within your LU Send application to create your password. Then you will use your email address and generated password, as shown on this panel, to log in to the AlertTraveler mobile app. Instructions for how to get the free app for either iOS or Android are in the section below.
- You can also opt to have your password emailed to you by clicking ‘Email me my password’ on the AlertTraveler Registration panel or ‘Forgotten password?’ on the login page of the AlertTraveler app.
- This email and password combination is required to pair your LU Send application and profile with the AlertTraveler app.

If at any point you are unable to complete the steps above please email us at [lusend@liberty.edu](mailto:lusend@liberty.edu)