Registration

A devastating 34-day war in Lebanon during the summer of 2006 led to one of the largest mass evacuations since World War II, with approximately 50 countries taking part in the efforts to remove 60,000 nationals from the area in a short period of time. More recently the political and civil unrest events, commonly known as "Arab Spring", that occurred in the latter half of 2010 and beginning of 2011 across several nations in Africa and the Middle East, led to violence and unsafe conditions for citizens, which required the immediate intervention of countries to evacuate their nationals.

WORLDREACH *software*

Registration of citizens, in crises such as the aforementioned or during natural disasters such as tsunamis or earthquakes, has proven to be an important pro-active mechanism in the delivery of consular assistance for individuals caught in the affected area. In times of crisis, registration is an important communication line to a home government.

THE SOLUTION

CrisisReach is designed as an integrated set of tools from preparedness to crisis response; as a part of this product line, **Registration** supports the enrolment of citizens living or traveling abroad. This information aids in a variety of emergency situations where it is used to locate citizens, provide emergency communications, assistance and manage the warden system (a voluntary communications structure for nationals abroad). Aside from crises events, **Registration** helps manage embassy events, and provides the ability to communicate via email or SMS with the local community.

There are two mechanisms for recording registrations – through a consular officer or directly by a citizen.

Registration provides citizens with the ability to log-on to the Ministry of Foreign Affairs' website or through a mobile device and record their own registration details, residency and travel itinerary. Alternatively, consular officers can register citizens in person at an embassy or consulate, or via telephone directly into the system.

Registration data from all sources is stored centrally so that consular officers have information readily accessible to generate reports on registrants' locations. Information on pre-registered or self-registered citizens can also be accessed by the Crises product in the event of a crisis. For consular groups that have a warden system, the software supports the assignment of registrants to a district and warden for emergency communications and co-ordination.

BENEFITS

- Allows Ministries of Foreign Affairs to proactively assess potentially affected persons during crises
- Facilitates evacuation efforts and offers the Ministry a line of communication with citizens
- Consolidated information — data can be accessed by Headquarters or another mission during a crises such as evacuations
- Reduces workload in registering citizens (allows the citizen to enter basic static data once and update as needed)
- Generates real-time reports and detailed statistics - by location, registrant type, date, etc.
- A crises-tested solution proven to perform in a variety of crises and evacuation efforts

A Proven Consular Partner

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WorldReach is the leading provider of consular management solutions. Since 1993, WorldReach products have been used by national governments for consular assistance, consular crises and passports abroad. WorldReach products are licensed to over 850 sites serving more than 160 million citizens with more than 3000 daily users with Ministries of Foreign Affairs including: Canada, the United Kingdom, The Netherlands, Spain, New Zealand, and Ireland.

FEATURES

CITIZEN-SPECIFIC

- Public Registration (Self-registered or Mission registered)
  - Facilitates data capture of registrant, travel details, travel members, emergency & employer contacts
  - Allows citizens to voluntarily manage and update travel itineraries and emergency contact information — keeps basic registrant information to make it faster and easier to enter updates, new trips and trips with multiple destinations
  - Automated emails for trip notifications and expiry (e.g. Expiration of Registrations)
  - Guided wizard for data entry
  - Email confirmation of registration and links to Ministry travel information site
- Mobile Registration
  - Provides the same features and functionality as the public registration and is optimized for mobile usage
  - Supports several mobile devices

MINISTRY-SPECIFIC

- Consular Registration Management
  - Reporting of trips and residency abroad by post/HQ
  - Mass mail, email and SMS capabilities to communicate with registrants
  - Differentiation between travelers and expat residents
  - Assignment of wardens /districts
  - Modify/insert capabilities of registrations on behalf of the registrant
  - Management & operational reporting by country, region, post, district, warden by arrival/departure dates, including registrant contact details and travel members
  - Managing registrants, wardens and SMS messages per mission
  - Full system name search - Ability to find registrations or possible involvement in a crisis for a person
  - Manage embassy communication to residents by jurisdiction

TECHNICAL

- System Operations
  - Designed for low bandwidth, high latency communications
  - Deployment flexibility
- Privacy and Security
  - Archiving and depersonalization of data
  - End-to-end encryption and security
  - Industry Best Practices - OWASP
  - Traceability & Role-based access control
- Extended Support for Business Changes
  - Client Configurable Business Rules
  - Client Customization – Custom Fields and Labels
- User-friendly and uniform interface
- Exports of all registrant related information can be saved to a variety of structured file types such as XML, HTML, RTF, DOC, DOCX, ODT, PDF, TXT, CSV and XLS
- Standardized technological platform and architecture
- Multilingual

TECHNICAL SPECIFICATIONS

- Microsoft SQL2008
- Firefox 3.0, IE 7 and higher
- .Net 3.0