# KITESTRING CHECK-IN SYSTEM

MANUAL – STUDENT USER

Kitestring is a check-in system that you can use to let your friends and family know that you have made it through Immigration and Customs without a problem. When your flight lands in the US, you will send Kitestring a text message, and Kitestring will check in with you after a specified amount of time. If you don't respond to Kitestring's check-in message, your listed contact will receive a message letting them know that you haven't responded.

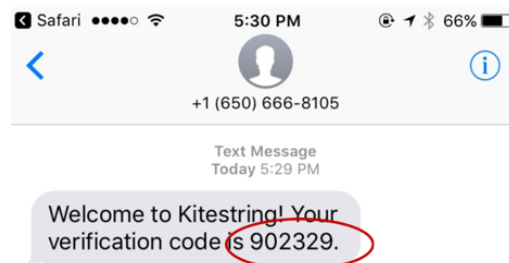## PART 1: SET-UP

1. Go to **kitestring.io** using a web browser.
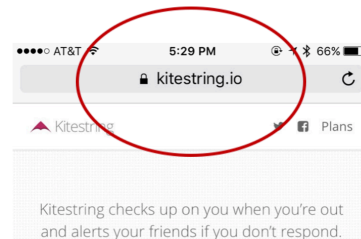
2. **Create a login** by inputting your name and phone number and pressing "Sign Up."

You will receive a text message from Kitestring with a verification code.

3. You should **save the sender's phone number** as Kitestring in your contact book for future use.

4. **Enter in the** verification code you received and set your password.

5. Enter the name and phone number for a **family member or friend who will be contacted** if you don't respond to Kitestring's check-in message after your flight.

6. Set the **amount of time you want to give yourself** to respond before Kitestring contacts your emergency contact. For this international travel alert, we recommend to set 5-6 hours.

1. Once your flight lands (but BEFORE you exit the plane) **send Kitestring a text message with the amount of time before Kitestring should check in**. You can write something like "5 hours" or "5h" or "30m" or "30 min." **You can type "ok" at any time during this period to check in.**

If you didn't save Kitestring's number, it can be found either (1) on the text message you originally received from Kitestring with your verification code during setup, or (2) on your account dashboard on **kitestring.io**.
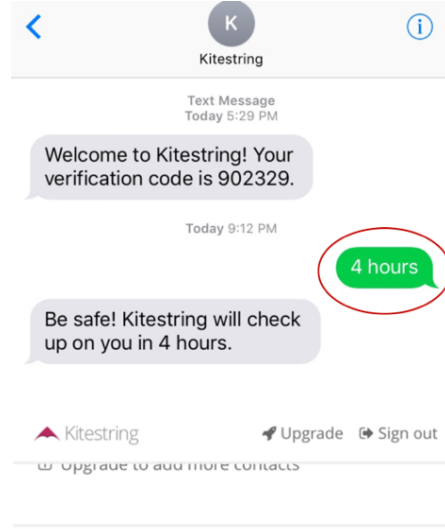
2. Set the message that your contact will receive if you don't respond to Kitestring's check-in message by **texting Kitestring "message" + your message.**
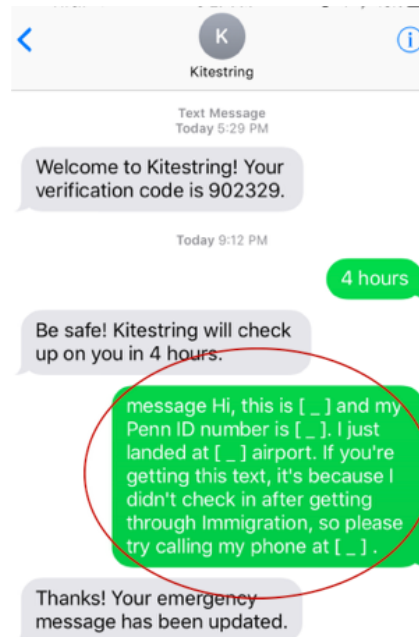
If you haven't already typed "ok" by the check-in time you specified in Step #1, **Kitestring will send you a check-in text**.

3. You will have the specified amount of time to respond to Kitestring with an **"ok"**. Once you send an "ok," Kitestring will assume you are safe and won't send a message to your emergency contact.
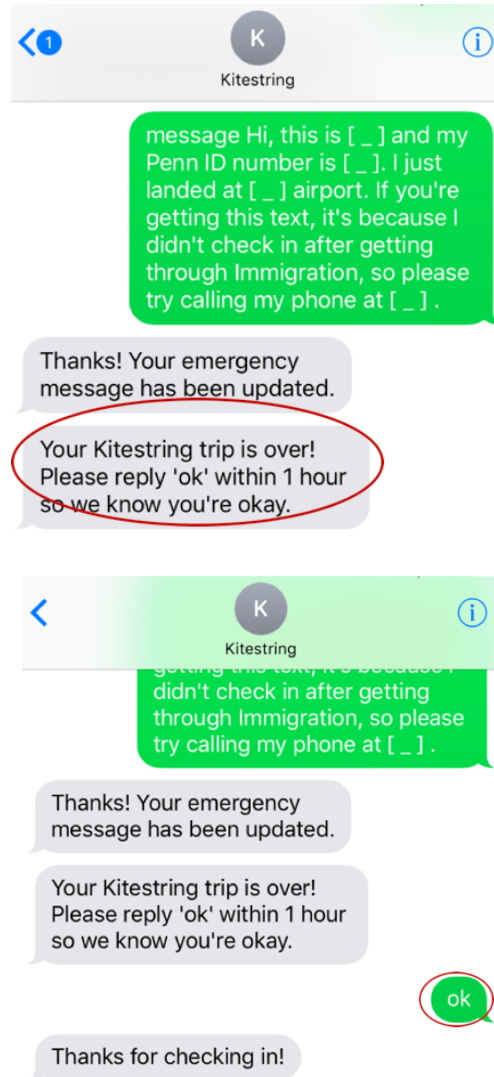
If you didn't respond with the specified amount of time after Kitestring's check-in text, Kitestring will send your message to the friend or family member you listed as your contact. In this message, please include your Penn ID so that we identify you in Penn's record system.

4.
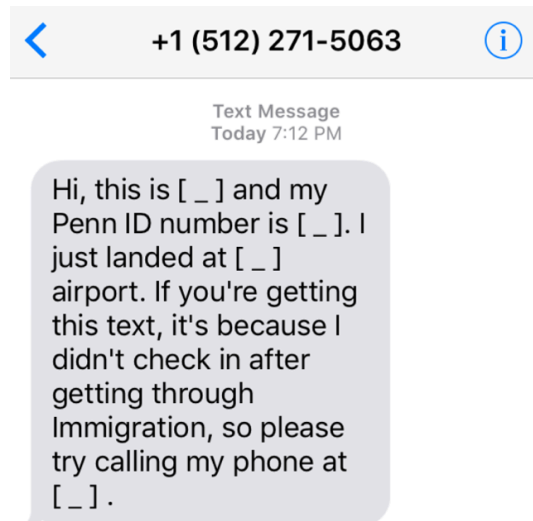
KITESTRING CHECK-IN SYSTEM

MANUAL – EMERGENCY CONTACT

Kitestring is a check-in system that allows your friends and family members to check in with you after they make it through Immigration and Customs. When their flight lands in the US, they will let Kitestring know they have landed, and Kitestring will check in with them after a specified amount of time. If they don't respond to Kitestring's check-in message, you will automatically receive a message indicating that your contact hasn't responded, and therefore might be experiencing issues.

1. If you get a text message with a message similar to the one on the right, it is because someone who listed you as their contact hasn't responded to a check-in message after their flight.

+1 (512) 271-5063

Text Message
Today 7:12 PM

Hi, this is [_] and my Penn ID number is [_]. I just landed at [_] airport. If you're getting this text, it's because I didn't check in after getting through Immigration, so please try calling my phone at [_] .

2. If you are concerned that they are experiencing issues at Immigration and Customs, please make several attempts to contact them on the phone number they provided in their message (**not the random number that texted you**) to check in with them.

If you are unable to contact them after substantial time has passed and several attempts at calling them, please reach out to Penn Police at +1 (215) 573-3333 to report the incident. Leave your full name and phone number and someone will return your call.

EMERGENCY CONTACT INFORMATION

Immediate Assistance

For emergencies requiring immediate assistance from the police, fire department, or medical personnel:

- Dial 511 from an on-campus telephone
- Dial 911 from an off-campus phone

After Normal Business Hours

In the event of a serious illness, injury, or death requiring assistance or support from a staff member at ISSS *after normal business hours*, contact:

Penn Division of Public Safety
4040 Chestnut Street
Philadelphia, Pennsylvania 19104
Phone: (215) 573-3333 or 511 (from any campus phone)
DPS will contact the appropriate ISSS staff member for assistance.

During Normal Business Hours

In the event of an immigration emergency during normal business hours, contact:

International Student and Scholar Services (ISSS)
University of Pennsylvania
3701 Chestnut St, Suite 1W
Philadelphia, Pennsylvania 19104-3199
Phone: (215) 898-4661
E-mail