



# MyTrips User Guide

Version 7.11.1

For more information please contact [onlinehelp@internationalsos.com](mailto:onlinehelp@internationalsos.com)



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## 1. Registering as a New User

Please log into **MyTrips** using the URL provided to you by your local program administrator.

Click **New User? Register here** link to create your MyTrips account.

## MyTrips

User Registration for International SOS Travellers

If you are not travelling for International SOS then please click [here](#) to contact our helpdesk for assistance with the registration.

Your **user name** will be your **organisation / school email address**.

Enter all required profile information on the **registration page**.

Check the **privacy policy** attestation and click **Submit**.

Set up your **security questions** and **answers**. If you forget your and need a **password reset**, you will be required to provide these answers.

Note: Submit button will remain greyed out until the traveller clicks the checkbox. Once the traveller ticks the checkbox then Submit button will be operational.



Upon clicking the **Submit** button, the next page will display a message indicating that a **verification email was sent** to your email address.

MyTrips



Thank you for registering for MyTrips. A verification email was sent to afink32@gmail.com. Please verify it by clicking the link in the email to activate your account within the next 24 hours after which it will expire.

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In order to **activate your account** please **click the link provided in the verification email**. This link will only be active for **24 hours**. If you do not activate your account within **24 hours**, you will **need to register for MyTrips again**. If you need any assistance, please contact our Online Customer Support team at [onlinehelp@internationalsos.com](mailto:onlinehelp@internationalsos.com) and they will assist you with registering.

From: traveltracker@travelsecurity.com  
Date: 2020-01-02 12:47:50.8143785 -0500 EST

### MyTrips Account Verification

Dear Vijay anand,

Welcome to MyTrips from International SOS. We have received the request to create your account for MyTrips. To activate your new MyTrips account, please click on the link below:

<http://10.10.24.63/MyTripsUI/RegistrationConfirmation.aspx?token=798ed8a0-5272-4978-a63c-a96ea3a2cfec>

Please note that this link will expire in 24 hours.

If you did not make this request about creating a MyTrips account, please email [onlinehelp@internationalsos.com](mailto:onlinehelp@internationalsos.com).

After you click the link in the verification email, you will be provided with a **confirmation message** that your MyTrips account has been **activated**. At this point, you can click the **Login** button. On the next page, **enter your login credentials** to log in.

MyTrips

Your MyTrips account has been activated. Please log in to check your profile and enter your next trip.

Login

If you are an **existing MyTrips user** and try to register for a MyTrips account again, the registration page will display a message indicating that **you have already registered**. If you cannot remember your login details, you can use the "Forgot Password" link on the Login Page to retrieve them.



<b>Title</b>	<b>First Name</b>	<b>MI</b>	<b>Last Name</b>
Select ▾	John		Smith
<b>Organisation Email Address (User Name)</b>		<b>Password</b> ⓘ	
js@mycompany.com		••••••••	
		<b>Re-Enter Password</b>	
		••••••••	
<b>Security Question1</b>		<b>Security Question2</b>	
Mother's maiden name? ▾		Anniversary (mm/dd/yy)? ▾	
<b>Answer 1</b>		<b>Answer 2</b>	
xxx		xxx	

Our records indicate that you are already registered for MyTrips. Please [Click here](#) to login.

<input type="button" value="Submit"/>	<input type="button" value="Cancel"/>
---------------------------------------	---------------------------------------



## 2. Creating your Profile

My Profile / Trips   Create New Trip

My Profile Edit

**Default**

First Name:    Last Name/Surname:    Suffix:

Home Country:  ▼

Business Unit:  ▼

**Phone**

Phone Priority:  ▼   Phone Type:  ▼   Phone Number:  ▼

Add Another

**Email**

Email Priority:  ▼   Email Type:  ▼   Email Address:

Add Another

 

Click the **Edit** button to update your **profile information**.

Enter your profile information and click the **Update** button to save the information. Every time you log into your MyTrips account, your profile information will be available for you to review and update.



### 3. Creating a New Trip

In order to create a new trip, click the **Create New Trip** button on the horizontal navigation or at the bottom of the profile page. **Enter the trip name or the confirmation number** in the **Trip Name** field. Your organisation may also require you to complete additional trip-related fields in this section. Add your itinerary details using the appropriate tabs: **Add Flight**, **Add Accommodation**, **Add Train**, or **Add Ground Transportation**. You can add up to **eight** segments for a single trip.

You can also enter **expatriate / international assignments** if your organisation has the capability enabled. When entering an expatriate / international assignment, please use the **Add Accommodation** section and select **Expat Residence** from the accommodation **Type** dropdown.

Enter the **trip name** or **confirmation / itinerary number**.

#### Create New Trip

Fill out the rest of the form if there are additional **trip specific** information fields.

Click the appropriate tab to start creating the trip segments. Fill out the fields and click the **Save** button.

Click on the tabs to create your trip segments

The screenshot shows the 'Create New Trip' form with several tabs: 'Add Flight' (selected), 'Add Accommodation', 'Add Train', and 'Add Ground Transportation'. The 'Add Flight' tab is active, showing two flight segments. The first segment is for a Round-trip on British Airways (BA) from Philadelphia (PHL) to London (LHR) on Oct 01, 2018, with a confirmation number field. The second segment is also on British Airways (BA) from London (LHR) to London (LHR) on Oct 20, 2018. A 'Save' button and a 'Cancel' button are at the bottom right.

After saving a trip segment, it will be available under the **Travel Itinerary** section. Continue to add segments based on your itinerary details.



### Travel Information: Test Trip

Trip Name \*  
Test Trip

Agency  
TMC

Reason for Travel

The **Travel Information** section can be collapsed through this button.

Collapse

After you save the first trip segment, the **travel information** will be saved automatically. If you make any changes to the travel information at a later time, make sure click **Save Trip Information** button.

Save Trip Information

Success! Your flight details saved successfully. x

Click on the tabs to create your trip segments

Add Flight

After saving a trip segment, it will be available under the **Travel Itinerary** section. Continue to **add segments** based on your itinerary details.

### Travel Itinerary

Flight					
Airline	Flight Number	Departure City	Departure Date/Time	Arrival City	
British Airways (BA)	123	(PHL) Philadelphia, United States - Philadelphia International Apt	01 Oct 2018, 20:30	(LHR) London, United Kingdom - London Heathrow Apt	02 Oct 2018, 11:00
British Airways (BA)	321	(LHR) London, United Kingdom - London Heathrow Apt	20 Oct 2018, 18:15	(PHL) Philadelphia, United States - Philadelphia International Apt	20 Oct 2018, 22:40

You can **edit** or **delete** an existing segment through the buttons located next to each segment.





### Adding a Flight segment

When adding a **Flight segment**, you will have the option to select from **Round-trip, One-way, or Multi-city**. Depending upon which option you select, one, two, or three flight segment fields will be displayed to remind you to enter all arrival and departure flight segments from your itinerary.

The screenshot shows the 'Add Flight' form with a dropdown menu open for 'Round-trip', 'One-way', and 'Multi-city'. The form includes fields for Airline (British Airways (BA)), Flight Number (123), Departure City ((PHL) Philadelphia, United States - F), Arrival City ((LHR) London, United Kingdom - Lor), Departure Date/Time (01 Oct 2018, 20:30), and Arrival Date/Time (02 Oct 2018, 11:00). A 'Confirmation Number' field is also present.

As you enter your **Airline**, the system will provide the matching results in a dropdown. Select the value from this list. You can enter the **airline name** or the **airline**

As you enter the values for the **Departure** and **Arrival City** fields, the system will provide the matching results in a dropdown. Select the value from this list. You can enter the **city name, airport name or airport code**.

### Adding an Accommodation segment

The screenshot shows the 'Add Accommodation' form with the following fields: Name (Philadelphia Marriott), Address (Marriott-Philadelphia Downtown, 1201 Market St, Philadelphia, PA, 19107, United States), Check-In Date (02 Aug 2019), Latitude (39.95206), Longitude (-75.16067), Phone Number (8001234567), Confirmation Number, and Type (Regular). 'Save' and 'Cancel' buttons are at the bottom right.

**Latitude and Longitude** fields are filled in automatically when an address is selected (not editable)

For regular **hotel / accommodation** entries select the **Regular** option from the **Type** dropdown. For an **expatriate / international assignment**, select the **Expatriate Residence** option from the **Type** dropdown.

When you click the **Address** field, a pop-up will appear

### Locate Address

Please enter the address and select from the dropdown when it appears. If the address you are searching for does not appear in the dropdown, click the Search button. If the exact address cannot be found using the dropdown or search, please zoom into the map and click on the actual location. The pin will then move to the selected location. ✕

In the pop-up, enter the address and click Search. Then select the matching address from the list. If you can't find the exact address in the list please select the closest address. The location will also be displayed on the map.

### Adding a Train segment

Add Flight	Add Accommodation	Add Train	Add Ground Transportation
<b>Train Carrier *</b> <input style="width: 100%; border: 1px solid #ccc;" type="text" value="▼"/>	<b>Departure City *</b> <input style="width: 100%; border: 1px solid #ccc;" type="text" value="Departure city"/>	<b>Arrival City *</b> <input style="width: 100%; border: 1px solid #ccc;" type="text" value="Arrival city"/>	<b>Confirmation Number</b> <input style="width: 100%; border: 1px solid #ccc;" type="text" value="Confirmation number"/>
<b>Train Number *</b> <input style="width: 100%; border: 1px solid #ccc;" type="text" value="Train number"/>	<b>Departure Date/Time *</b> <input style="width: 20px; height: 20px; border: 1px solid #ccc;" type="text" value="📅"/> <input style="width: 60%; border: 1px solid #ccc;" type="text"/> <input style="width: 20%; border: 1px solid #ccc;" type="text" value="⌚ hr ▼ min ▼"/>	<b>Arrival Date/Time *</b> <input style="width: 20px; height: 20px; border: 1px solid #ccc;" type="text" value="📅"/> <input style="width: 60%; border: 1px solid #ccc;" type="text"/> <input style="width: 20%; border: 1px solid #ccc;" type="text" value="⌚ hr ▼ min ▼"/>	<input style="width: 40%; border: none; background-color: #1a3d54; color: white;" type="button" value="Save"/> <input style="width: 40%; border: none; background-color: #f0f0f0;" type="button" value="Cancel"/>

Select the **rail carrier** from the dropdown. Select the **Departure / Arrival Cities** from the matching results dropdown.

As you enter the values for the **Departure and Arrival City** fields, the system will provide the matching results in a dropdown. Select the value from this list. You can enter the **city name, train station name or train station code**.



## Adding a Ground Transportation segment

Add Flight
Add Accommodation
Add Train
Add Ground Transportation

Name \*  Telephone  Confirmation Number

**Pick-up Details**

Address  Airport

Pick-up Address \*  Latitude  Longitude

Pick-up Date/Time \*

**Drop-off Details**

Address  Airport

Drop-off Address \*  Latitude  Longitude

Drop-off Date/Time \*

Latitude and Longitude fields are filled in automatically when an address is selected (not editable)

Select either the **Address** or **Airport** radio button and complete the relevant fields

## 4. Viewing / Updating trips

When you log into **MyTrips**, the landing page will display your profile information and all trips which have been recorded in the system. From this page, you can quickly view or update any of this information.

### My Trips

Trips or PNR	Record Locator	Status	Start Date	End Date	Created By	Remove
Europe trip	PTL0704201602244424	Active	29 Apr 2016	30 Apr 2016	You	
Chicago Trip	PTL0704201602055205	Active	09 Apr 2016	10 Apr 2016	You	
New York Trip	PTL0704201604103810	Active	07 Apr 2016	07 Apr 2016	You	
TEST	PTL0604201604242024	Active	03 Mar 2016	04 Mar 2016	You	
PAKCIO	PTL1709201512333433	Active	04 Oct 2015	10 Oct 2015	Administrator	

The trip list will include all of your **past, current and future trips** and will indicate whether have entered them yourself, if they were entered by a system administrator or received from a travel agency. **You can only update or delete trips which you have created.**

To **edit** an existing trip, click the trip name or itinerary number. You will be taken the **Travel Information** page where you can make changes to the trip information. After making your changes, click the **Save Trip Information** button to ensure the changes are saved.



## 5. Forwarding Itinerary Confirmation Emails

When you book a trip outside your organisation's appointed travel agencies, you can forward your itinerary confirmation emails to a designated International SOS email address, instead of manually entering your trip details through MyTrips.

When you forward a confirmation email to the designated International SOS email address, the trip details will be processed automatically and you will receive a confirmation email. (**Note:** You may notice a slight delay if the Itinerary Forwarding Service does not recognize the vendor.)

Please check with your organisation administrators to determine whether your organisation has activated this functionality.

### Successfully loaded Itinerary into our system

If your itinerary is processed successfully, you will receive a confirmation email noting this. If you have an existing MyTrips account, you can click the hyperlink included in the notification email and log into the MyTrips application to review your trip details.

### Could not load the Itinerary into our system

If your confirmation email failed to process, there are several possible reasons for this:

- We are unable to read the format
- There are missing data elements that are required to process the itinerary into our system
- Attachments are missing. Some Itineraries require attachments, so please ensure you forward any attachments which are included in the original confirmation email

### Things to Note

- Only flight, hotel and car rental bookings can be forwarded to the designated International SOS email address. Train bookings are not supported at this time.
- You should forward the **original confirmation email** without making any changes to the email. If you change the original email content or format, the trip details may not get processed. For example, if you receive two separate confirmation emails for two different trips, you should forward each original confirmation email to the mailbox separately.
- If the confirmation email includes a PDF document, please include the PDF document when forwarding the confirmation email. However, **only one PDF document can be attached** or else the itinerary will not be processed.
- Whenever you forward an itinerary confirmation email to the designated International SOS email address, you will receive an **automated email** from MyTrips with the **processing status**. You can always log into your **MyTrips account** to view or edit the trip details. The trips will be labelled as **Forwarded Itinerary**.

### My Trips

Trips or PNR	Record Locator	Status	Start Date	End Date	Created By	Remove
<a href="#">SSRMPE</a>	SSRMPE	Active <input type="checkbox"/>	16 Nov 2015	17 Nov 2015	Forwarded Itinerary	



- If you make a change to the itinerary, please forward the latest version of the itinerary confirmation email.
- If you cancelled the trip through a vendor, you will need to log into MyTrips and delete the trip.
- For any questions or feedback, please use the Feedback link at the top of the MyTrips screen or email the International SOS Online Customer support team at [onlinehelp@internationalsos.com](mailto:onlinehelp@internationalsos.com).

