# MyTrips
# Users Guide

**Issue date:** March 2016

**For more information please contact onlinehelp@internationalsos.com**

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# 1. Registering as a new user

Please Login to MyTrips using the URL that was provided to you by your local program administrator.

## Login

**Username**

**Password**

Forgot Password
New User? Register here

Login

6.8.2

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

## MyTrips

### User Registration for DemoData Travellers
If you are not travelling for DemoData then please click here to contact our helpdesk for assistance with the registration.

**Title**  Select ▼

**First Name**

**MI**

**Last Name**

**Organisation Email Address (User Name)**

**Password** ⓘ

**Re-Enter Password**

**Security Question1**

**Security Question2**

**Answer 1**

**Answer 2**

Submit    Cancel

Enter the required information on the Registration page.

Your user name will be your company/school email address.

Set up your security questions and answers. If you forgot your password or need your password to be reset, you will be required to provide the answers.

Click Submit button.

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 john@mycompany.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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TRUSTe ▸
Certified Privacy

**In order to activate your account please click on the link provided in the 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 Help team at onlinehelp@internationalsos.com who will help you register for an account.**

MyTrips Account Verification                                                    ↑ ↓ ✕

traveltracker@travelsecurity.com   Add to contacts 2:58 PM

To:

Dear Sinem Test,

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

https://MyTripsPreprod.travelsecurity.com/RegistrationConfirmation.aspx?token=wDoTahNhud1Rnn91nZhvCr4twWrNt%2bbSkpqaZ1O9C2rh9mNfHQ%2bpeS8X%2bhE3lxd8WaIzjblH%2fuO8A2ZOmB%2fFpvb2qc97BCOizCWHsVbFuT3n7kdWDmz64Vi7x8EwxLOmOY9ZKAIUg4o%3d

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.

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

**MyTrips**

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

Login

If an existing MyTrips user tries to register for a MyTrips account again, the Registration page will display a message indicating that the account already exists. If you cannot remember your login details, you can use the "Forgot Password" link on the Login Page to retrieve them.

| Title | First Name | | MI | Last Name |
|---|---|---|---|---|
| Select ▾ | Sinem | | | Guven |

**Organisation Email Address (User Name)**      **Password** ⓘ

sinem.guven@internationalsos.com      ••••••••

**Re-Enter Password**

••••••••

**Security Question1**      **Security Question2**

Mother's maiden name? ▾      Anniversary (mm/dd/yy)? ▾

**Answer 1**      **Answer 2**

xxx      xxx

Our records indicate that you are already registered for MyTrips. Please Click here to login.

Submit      Cancel

## 2. Creating the profile

**My Profile**

**Default**

**First Name**
Sinem

**Last Name**
Guven

**Home Country**
United Kingdom

**Business Unit**
Please Select

Enter your profile information and click on the 'Update' button to save the information. Every time you login to your MyTrips account, your profile information will be available for you to view and update.

**Phone**

| Phone Type | Country Code | Phone Number |
|---|---|---|
| Select | Select Country Code | |

➕ Add Another

**Email**

| Email Type | Email Address |
|---|---|
| Personal | sinem.guven@internationalsos.com |
| Business | sinemwork@mycompany.com |

➕ Add Another

## 3. Creating a new trip

In order to create a new trip, click on the "Create New Trip" button on the horizontal navigation or at the bottom of the Profile page. Enter the Reservation ID for your trip. If you don't have the reservation ID, enter a trip name that is familiar to you. Provide the flight, train, accommodation, transportation and trip information as required. In order to create additional segments, please click on the '+Add another' button under each section. Please click on the 'Save' button so the information is saved in the system.

You can also enter expatriate assignments if your organization provides this capability through MyTrips. If you need to enter an Expatriate Assignment, please use Accommodation section and select 'Expat Residence' as your accommodation type.

If you need to delete one of the segments in your trip, you can click on the Delete link located next to that segment.

Trip Detail *

| Trip Name / Reservation ID |
| --- |
|  |
| 100 characters remaining |

* Please complete all required fields

Airline and City fields will provide a list of matching options as you start typing. Please wait until the list gets populated.

### Flight

| Airline | Number | Departure City | Departure Date/Time | Arrival City | Arrival Date/Time | Confirmation No. | |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  | Delete |

Please select Unknown Airline (YY) if you can't find the airline.

➕ Add another flight

### Train

| Train Name | Number | Departure City | Departure Date/Time | Arrival City | Arrival Date/Time | Confirmation No. | |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  | Delete |

➕ Add another train

### Accommodation

| Name | Address | Telephone | Check-in Date | Check-out Date | Confirmation No. | Type | |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  | Regular | Delete |

➕ Add another accommodation

### Local Transportation

| Name | Telephone | Pickup City,Country | Dropoff City,Country | PickUp Date/Time | Dropoff Date/Time | Confirmation No. | |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  | Delete |

When entering the address for an accommodation, you should click on 'Address' textbox. It will open a pop-up box where you can enter the address. Once you click the Find Address button on this pop up, the system perform a search and provide you with a list of matching addresses. Select the closest address and click Ok. The address will then be prepopulated into the address fields.

## Accommodation

| Name | Address |
|------|---------|
|      |         |

Find Address GeoCode

100 Broad Street

Philadelphia, PA, US

[Find Address] [Cancel]

Search Result : 100 N Broad St, Philadelphia, PA 19102
100 S Broad St, Philadelphia, PA 19107

[Ok]

# 4. Viewing your trips

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

Click on the 'Edit' link to update your Profile information.

## My Profile  ✏ Edit

### Default

**First Name**
Sinem

**Last Name**
Guven

**Home Country**
United Kingdom

**Business Unit**
Please Select

### Phone

| Phone Type | Country Code | Phone Number |
|---|---|---|
| Select | Select Country Code | |

### Email

| Email Type | Email Address |
|---|---|
| Personal | sinem.guven@internationalsos.com |
| Business | sinemwork@mycompany.com |

### Job

| Job Title | Department | |
|---|---|---|
| | | 🗑 |

| Trips or PNR | Status | | Start Date | End Date | Created By | Remove |
|---|---|---|---|---|---|---|
| Rome Trip | Active | ▼ | 20 Mar 2013 | 23 Mar 2013 | You | 🗑 |
| Test | Active | ▼ | 04 Mar 2013 | 04 Mar 2013 | You | 🗑 |
| Assignment | Active | ▼ | 01 Feb 2013 | 06 Apr 2013 | You | 🗑 |
| NY Trip | Active | ▼ | 07 Jan 2013 | 11 Jan 2013 | You | 🗑 |
| NY trip | Active | ▼ | 01 Jan 2013 | 01 Jan 2013 | You | 🗑 |
| Atlanta | Active | ▼ | 29 Oct 2012 | 31 Oct 2012 | You | 🗑 |
| London trip 2012 | Inactive | ▼ | 06 Oct 2012 | 13 Oct 2012 | You | 🗑 |

The trip list will include your past current and future trips that have been created by you, a system administrator or the travel agency.

You can update or delete the trips that you have created.

In order to access the trip details, click on the trip name or the itinerary number.

If your trip needs to be postponed to a later date, you can change the trip status to 'Inactive' until the new dates are confirmed. You can later update your trip with the new dates and change the status to 'Active'.

# 5. Updating trip details

Once you click on the trip name or itinerary number from the Trip list, you will be taken to the trip detail page where you can easily make changes to the trip information. After you make your changes please click on the 'Save' button so that the changes are saved in the system.

# 6. Forwarding itinerary confirmation email

When you book a trip outside your organization's appointed travel agencies, you can forward your itinerary confirmation email to a specific International SOS mailbox, instead of manually entering your trip details into your MyTrips account. Once you forward the confirmation email to International SOS mailbox, the trip details will get processed automatically. Please check with your program administrator if your organization has activated this functionality.

When you book a trip through an online travel site or other sources (i.e. an airline, a hotel, or a convention bureau), you would normally receive a confirmation email. Please make sure to save those emails in your records.

**Before starting to use this functionality please take the following steps:**

1. Register with International SOS' MyTrips tool (Please see Section 1).

2. **Make sure to set up your MyTrips username as the email address to which you normally receive the itinerary confirmation emails**.

   If you already have a MyTrips account under a different email address, you can create a new MyTrips account by using a different email address as your user name.

3. When creating your account, provide your personal email address, organization email address and phone number on "My Profile" page. This will allow your organization to contact you efficiently during a crisis situation.

After this one-time registration with MyTrips, you can start forwarding your itinerary confirmation emails to the International SOS mailbox for automated processing.

**Things you should note when forwarding the confirmation emails to International SOS mailbox:**

- The preferred language for the confirmation email is English. Other languages are available on a case-by-case basis.

- Only flight, hotel and car rental bookings can be forwarded to the mailbox. 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 will not get processed. As an example, if you 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.

- Whenever you forward an itinerary confirmation email to the mailbox, you will receive an automated email from MyTrips regarding the processing status of the trip details. You can always log in to your MyTrips account to view or edit the trip details. The trips will be labelled as "Forwarded Itinerary" for easy identification.



- If you make a change to the itinerary, please forward the latest version of the itinerary confirmation email to the mailbox.

- If you cancelled the trip through the vendor, please log in to MyTrips and remove the trip from the trip list.

- For any questions or feedback about your trips in your MyTrips account, please use the Feedback link within the tool.