



# MyTrips User Guide

Version 7.11.15

For more information please visit <https://clientsupport.internationalsos.com>

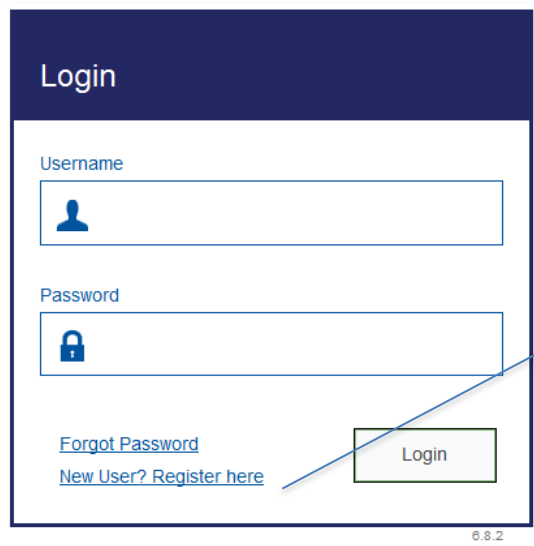


## Table of Contents

1. Registering as a New User .....	3
2. Creating your Profile .....	6
3. Creating a New Trip .....	7
4. Viewing / Updating trips .....	11
5. Forwarding Itinerary Confirmation Emails.....	12

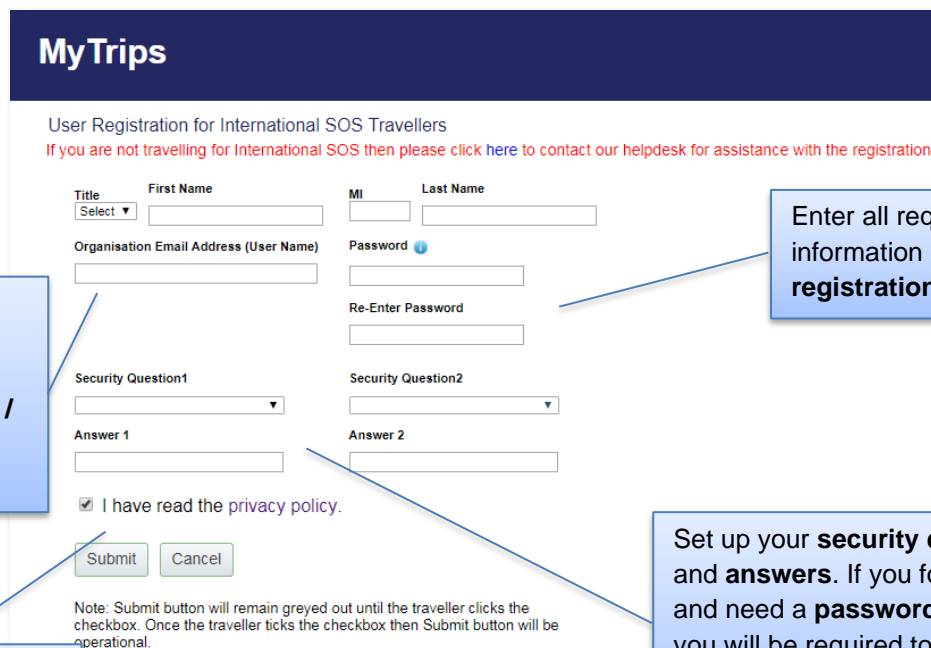
## 1. Registering as a New User

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



The screenshot shows the 'Login' page of the MyTrips system. It features a dark blue header with the word 'Login' in white. Below the header, there are two input fields: 'Username' with a person icon and 'Password' with a lock icon. At the bottom left, there are two links: 'Forgot Password' and 'New User? Register here'. At the bottom right, there is a 'Login' button. A blue callout box points to the 'New User? Register here' link.

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



The screenshot shows the 'MyTrips' User Registration page for International SOS Travellers. The page has a dark blue header with the 'MyTrips' logo. Below the header, there is a title 'User Registration for International SOS Travellers' and a red note: 'If you are not travelling for International SOS then please click [here](#) to contact our helpdesk for assistance with the registration.' The registration form includes fields for 'Title' (a dropdown menu), 'First Name', 'MI', 'Last Name', 'Organisation Email Address (User Name)', 'Password', 'Re-Enter Password', 'Security Question1', 'Security Question2', 'Answer 1', and 'Answer 2'. There is a checkbox for 'I have read the privacy policy.' and 'Submit' and 'Cancel' buttons. A blue callout box points to the 'Organisation Email Address (User Name)' field, and another points to the 'Submit' button.

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

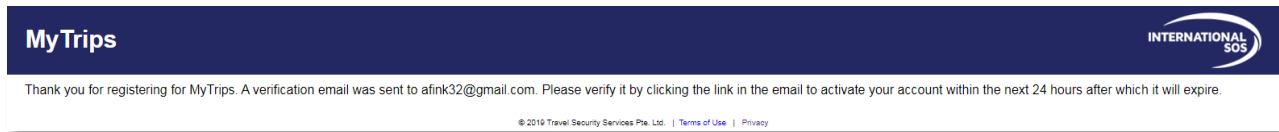
Enter all required profile information on the **registration page**.

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

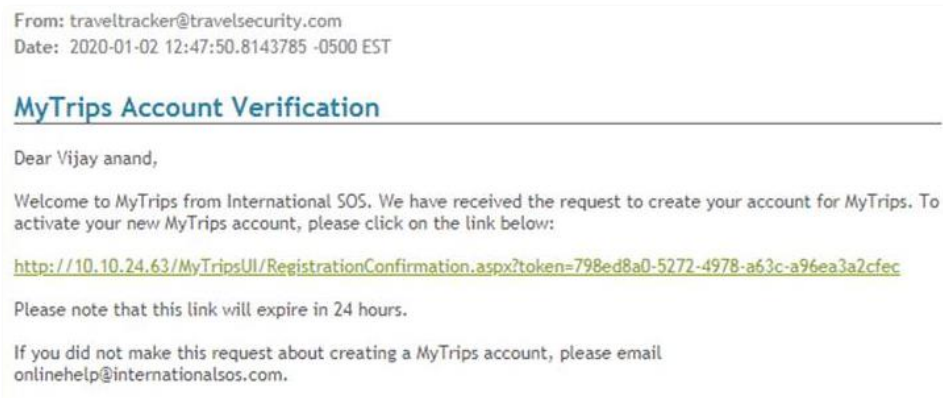
Set up your **security questions** and **answers**. If you forget your and need a **password reset**, you will be required to provide these answers.



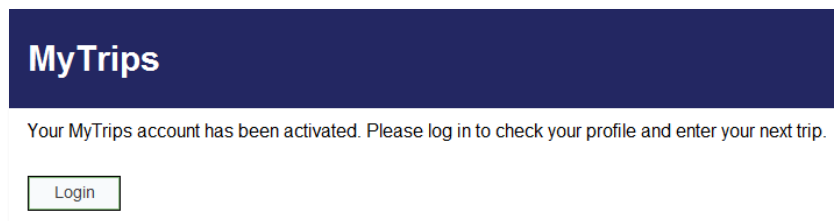
Upon clicking the **Submit** button, the next page will display a message indicating that a **verification email was sent** to your email address.



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 visit <https://clientsupport.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.



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.




Title	First Name	MI	Last Name
Select ▼	John		Smith
Organisation Email Address (User Name)		Password ⓘ	
js@mycompany.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 <a href="#">Click here</a> to login.			
Submit		Cancel	



## 2. Creating your Profile

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.

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



### 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

Add Flight	Round-trip ▼	Add Accommodation	Add Train	Add Ground Transportation
<b>Trip Name *</b> Test Trip		<b>Agency</b> TMC		
<b>Ticket Country</b> United States		<b>Reason for Travel</b>		
<b>Testing MTQ</b>				
<b>Click on the tabs to create your trip segments</b>				
<b>Add Flight</b>				
<b>Airline *</b> British Airways (BA) <small>Please select Unknown Airline (YY) if you can't find the airline.</small>	<b>Departure City *</b> (PHL) Philadelphia, United States - F	<b>Arrival City *</b> (LHR) London, United Kingdom - Lor	<b>Confirmation Number</b> Confirmation number	
<b>Flight Number *</b> 123	<b>Departure Date/Time *</b> 01 Oct 2018 20:30	<b>Arrival Date/Time *</b> 02 Oct 2018 11:00		
<b>Airline *</b> British Airways (BA) <small>Please select Unknown Airline (YY) if you can't find the airline.</small>	<b>Departure City *</b> (LHR) London, United Kingdom - Lor			
<b>Flight Number *</b> 321	<b>Departure Date/Time *</b> 20 Oct 2018 18:15	<b>Arrival Date/Time *</b> 20 Oct 2018 22:40		
				<b>Save</b> <b>Cancel</b>

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

Save Trip Information

Success! Your flight details saved successfully. x

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.

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

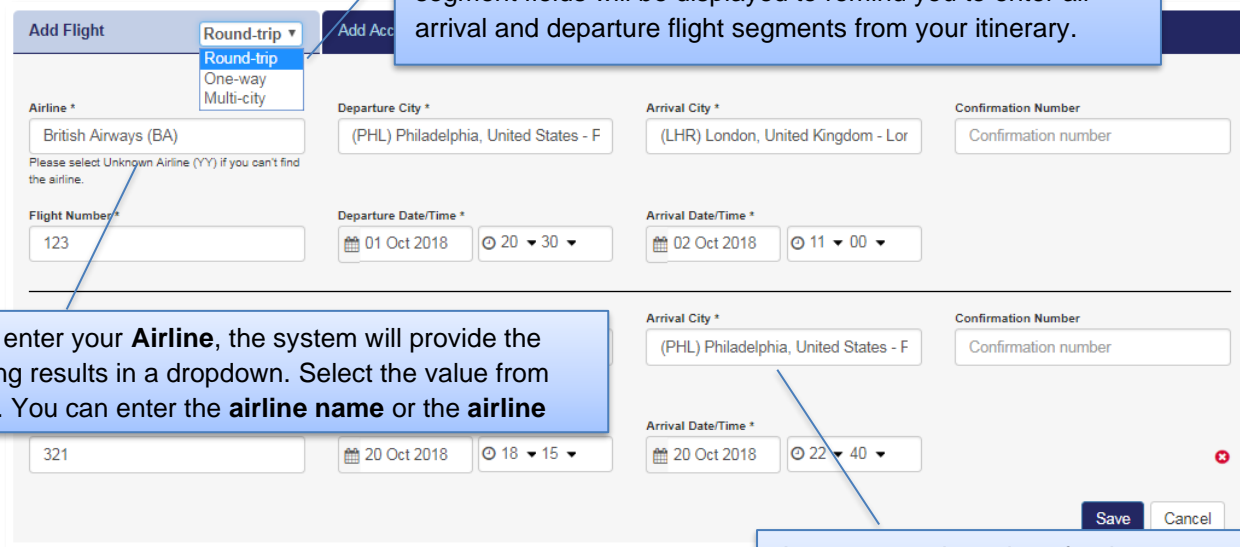
Flight					
Airline	Flight Number	Departure City	Departure Date/Time	Arrival City	
British Airways (BA)	123	(PHL) Philadelphia, United States - Philadelphia International Apt	01 Oct 2018, 20:30	(LHR) London, United Kingdom - London Heathrow Apt	02 Oct 2018, 11:00
British Airways (BA)	321	(LHR) London, 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 'Add Flight' form includes the following fields and options:

- Flight Type:** Round-trip (selected), One-way, Multi-city.
- Airline \*:** British Airways (BA). Below the field, it says: "Please select Unknown Airline (YY) if you can't find the airline."
- Flight Number \*:** 123
- Departure City \*:** (PHL) Philadelphia, United States - F
- Arrival City \*:** (LHR) London, United Kingdom - Lor
- Confirmation Number:** Confirmation number
- Departure Date/Time \*:** 01 Oct 2018, 20:30
- Arrival Date/Time \*:** 02 Oct 2018, 11:00

Below the first segment, there is a second segment with the following fields:

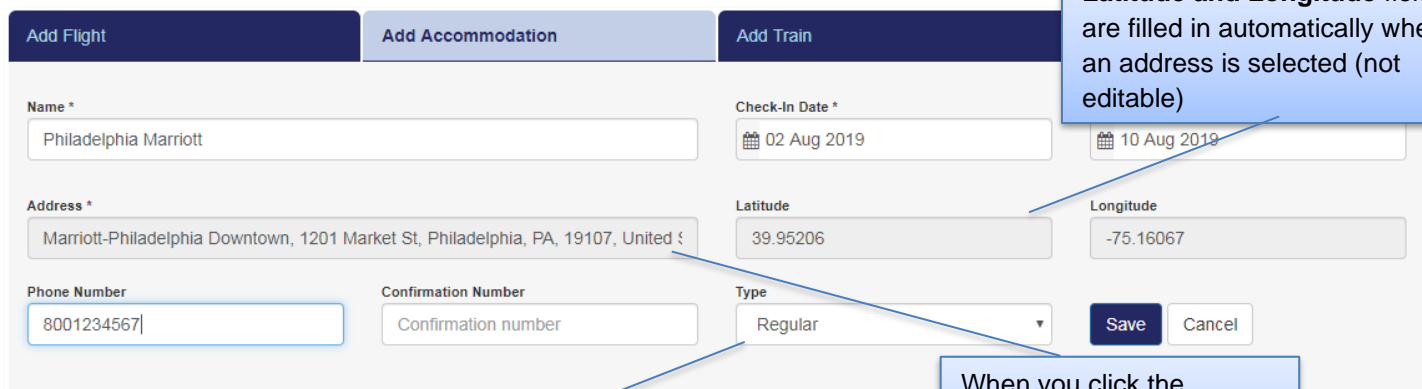
- Arrival City \*:** (PHL) Philadelphia, United States - F
- Confirmation Number:** Confirmation number
- Departure Date/Time \*:** 20 Oct 2018, 18:15
- Arrival Date/Time \*:** 20 Oct 2018, 22:40

Buttons: Save, Cancel

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 'Add Accommodation' form includes the following fields and options:

- Name \*:** Philadelphia Marriott
- Check-In Date \*:** 02 Aug 2019
- Address \*:** Marriott-Philadelphia Downtown, 1201 Market St, Philadelphia, PA, 19107, United States
- Latitude:** 39.95206
- Longitude:** -75.16067
- Phone Number:** 8001234567
- Confirmation Number:** Confirmation number
- Type:** Regular (selected)

Buttons: Save, Cancel

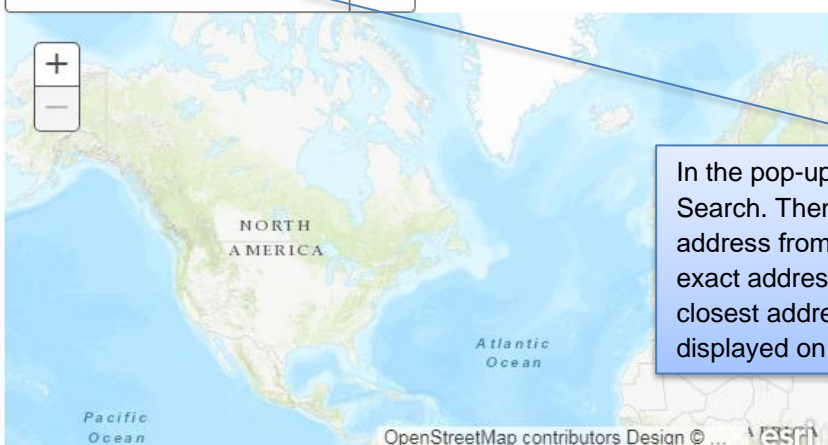
**Latitude and Longitude** fields are filled in automatically when an address is selected (not editable)

For regular **hotel / accommodation** entries select the **Regular** option from the **Type** dropdown. For an **international assignment**, select the **Assignee 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 type="text" value="Train carrier"/>	<b>Departure City *</b> <input type="text" value="Departure city"/>	<b>Arrival City *</b> <input type="text" value="Arrival city"/>	<b>Confirmation Number</b> <input type="text" value="Confirmation number"/>
<b>Train Number *</b> <input type="text" value="Train number"/>	<b>Departure Date/Time *</b> <input type="text" value="Departure date/time"/>	<b>Arrival Date/Time *</b> <input type="text" value="Arrival date/time"/>	<input type="button" value="Save"/> <input 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 \*

Hertz

Telephone

18001234567

Confirmation Number

Confirmation number

Pick-up Details

☒ Address ☐ Airport

Pick-up Address \*

3600 Horizon Blvd, Feasterville Trevose, PA, 19053, United States of America

Pick-up Date/Time \*

02 Aug 2019 06 10

Drop-off Details

☒ Address ☐ Airport

Drop-off Address \*

3600 Horizon Blvd, Feasterville Trevose, PA, 19053, United States of America

Drop-off Date/Time \*

10 Aug 2019 18 30

Latitude

40.13723

Longitude

-74.96634

Save

Cancel

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	

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.

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.**

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Page 11



## 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	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 visit <https://clientsupport.internationalsos.com>.

