MyTrips
User Guide

Version 7.11.15
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. 

- Enter all required profile information on the registration page.
- Set up your security questions and answers. If you forget your password, you will be required to provide these answers.
- Your user name will be your organisation/school email address.
- Check the privacy policy attestation and click Submit.
- Click New User? Register here link to create your MyTrips account.
- Enter all required profile information on the registration page.
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](https://client.support.internationalsos.com). 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](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.
Our records indicate that you are already registered for MyTrips. Please Click here to login.
2. Creating your Profile

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.

Click the Edit button to update your profile information.
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.

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.

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

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

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

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.

**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 code.

**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

**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.
Adding a Train segment

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**.

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.
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.

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**.
• 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.