



# MyTrips Users Guide

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

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

Enter the required information on the Registration page.

Your user name will be your organisation/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.

The screenshot shows the MyTrips account verification page. At the top, there is a dark blue header with the 'MyTrips' logo on the left and the 'INTERNATIONAL SOS' and 'Control Risks' logos on the right. Below the header, a message reads: '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.' Below this message, there is a copyright notice: '2015 Copyright. All rights reserved | Disclaimer | Privacy'. At the bottom center, there is a 'TRUSTe Certified Privacy' logo.

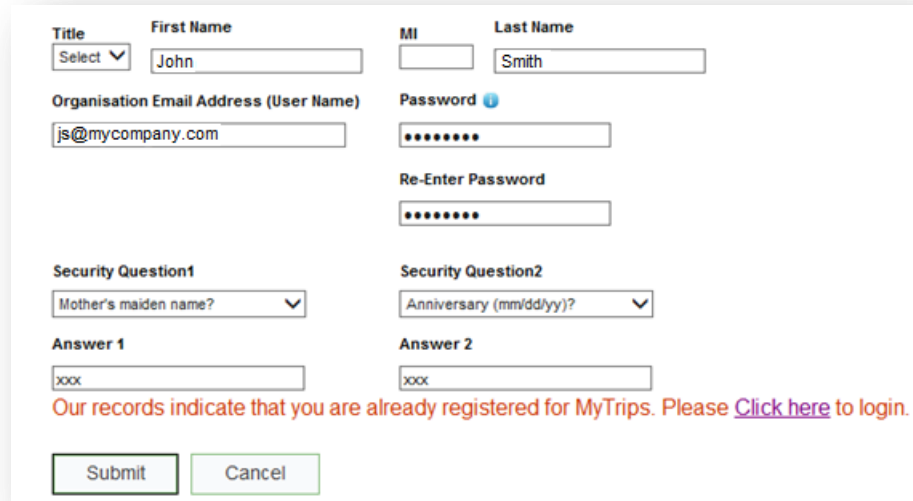
**In order to activate your account please click on the link provided in the email. This link will only be active for 24 hours. If you do not activate your account within 24 hours, you will need to register for MyTrips again. If you need any assistance, please contact our Online Help team at [onlinehelp@internationalsos.com](mailto:onlinehelp@internationalsos.com) who will help you register for an account.**

The screenshot shows an email titled 'MyTrips Account Verification'. The sender is 'traveltracker@travelsecurity.com' with a profile picture and the text 'Add to contacts 2:58 PM |>'. The recipient is 'To:'. The email body starts with 'Dear Sinem Test,' followed by '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:'. A long URL is provided: <https://MyTripsPreprod.travelsecurity.com/RegistrationConfirmation.aspx?token=wDoTahNhud1Rnn91nZhvCr4twW/Nt%2bbSkpqaZ1O9C2rh9mNfHQ%2bpeS8X%2bhE3ld8WatzjblH%2fuO8A2ZOmB%2Fpvb2qc97BCQizCWHsVbFuT3n7kdWDMz64Vi7x8EwxLOmOY9ZKAIUg4o%3d>. Below the link, it says 'Please note that this link will expire in 24 hours.' and 'If you did not make this request about creating a MyTrips account, please email [onlinehelp@internationalsos.com](mailto: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.

The screenshot shows the MyTrips account activation confirmation page. It has a dark blue header with the 'MyTrips' logo. Below the header, a message reads: 'Your MyTrips account has been activated. Please log in to check your profile and enter your next trip.' At the bottom, there is a 'Login' button.

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.



The screenshot shows a registration form with the following fields and values:

Title	First Name	MI	Last Name
Select	John		Smith

Organisation Email Address (User Name): js@mycompany.com

Password: [masked]

Re-Enter Password: [masked]

Security Question1: Mother's maiden name?

Security Question2: Anniversary (mm/dd/yy)?

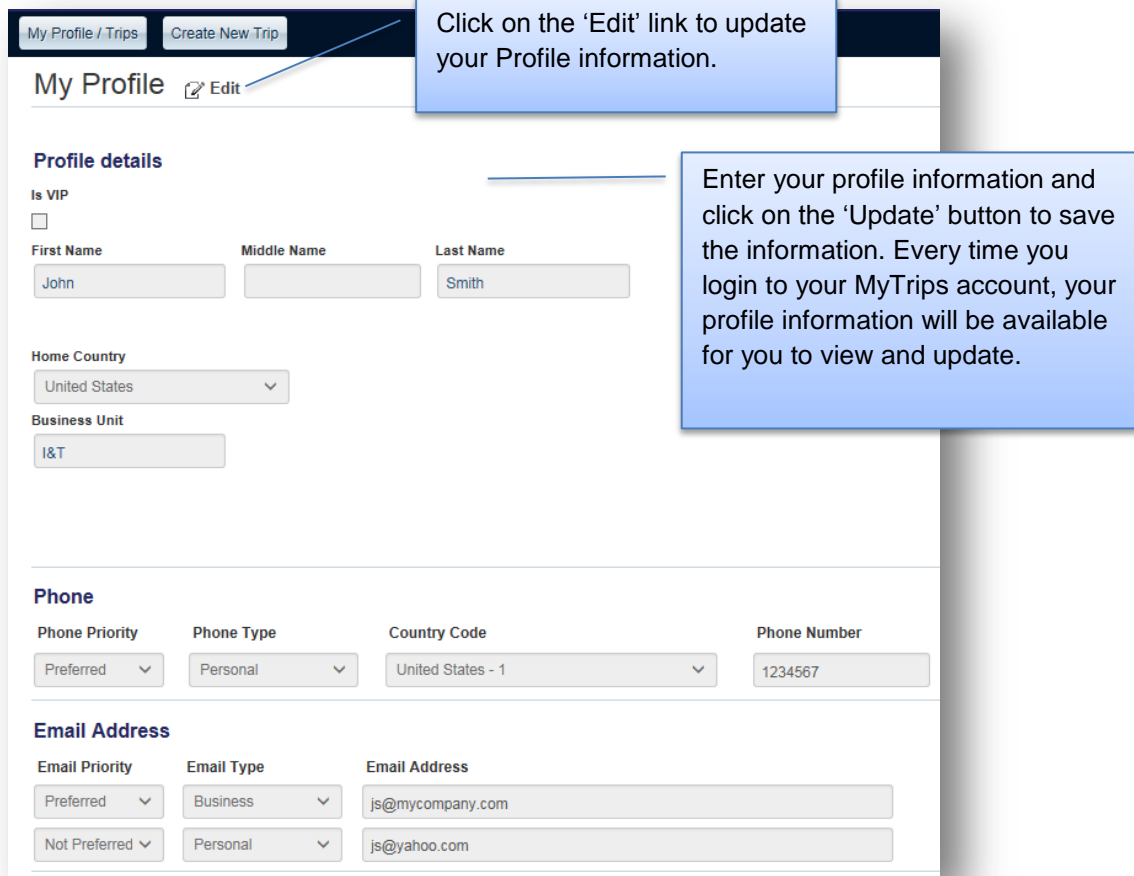
Answer 1: xxx

Answer 2: xxx

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

Buttons: Submit, Cancel

## 2. Creating your profile



**My Profile / Trips** **Create New Trip**

**My Profile** [Edit](#)

**Profile details**

**Is VIP**

**First Name** **Middle Name** **Last Name**

John [ ] Smith

**Home Country**  
United States

**Business Unit**  
I&T

**Phone**

Phone Priority	Phone Type	Country Code	Phone Number
Preferred	Personal	United States - 1	1234567

**Email Address**

Email Priority	Email Type	Email Address
Preferred	Business	js@mycompany.com
Not Preferred	Personal	js@yahoo.com

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

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.

### 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 trip name or the confirmation number for your trip. Based on your itinerary details, start adding the trip segments by clicking on the appropriate tab.

You can also enter expatriate assignments if your organisation provides this capability. When entering an Expatriate Assignment, please use the Accommodation section and select ‘Expat Residence’ as your accommodation type.

The screenshot shows the 'Create New Trip' interface. At the top, there are navigation tabs: 'My Profile / Trips' and 'Create New Trip'. Below this, the form is titled 'Create New Trip'. It contains several input fields: 'Trip Name \*' (with a callout box stating 'Enter the trip name or confirmation number.'), 'Agency', 'Purpose of travel', 'Airline \*', 'Departure City \*', 'Arrival City \*', 'Confirmation Number', 'Flight Number \*', 'Departure Date/Time \*', and 'Arrival Date/Time \*'. Below the input fields are four tabs: 'Add Flight', 'Add Accommodation', 'Add Train', and 'Add Ground Transportation'. A callout box points to the 'Add Flight' tab with the instruction: 'Click on the appropriate tab to start creating your trip segments. Fill out the fields and click on **Save** button.' At the bottom right, there are 'Save' and 'Cancel' buttons.

### Travel Information: New York Trip

Trip Name \* 
 Agency

Purpose of travel

Travel Information section can be collapsed through this button. Collapse

**Save Trip Information**

Success! Trip details saved successfully.

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

Click on the tabs to create your trip segments

- Add Flight
- Add Accommodation
- Add Train
- Add Ground Transportation

### Travel Itinerary

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

Flight						
Airline	Flight Number	Departure City	Departure Date/Time	Arrival City	Arrival Date/Time	Confirmation Number
American Airlines (AA)	123	(PHL) Philadelphia, United States - Philadelphia International Apt	07 Apr 2016, 11:10	(JFK) New York, United States - New York J F Kennedy International Apt	07 Apr 2016, 12:10	

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

### Adding a flight segment:

Add Flight
Add Accommodation
Add Train
Add Ground Transportation

**Airline \***

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

**Flight Number \***

**Departure City \***

**Departure Date/Time \***

**Arrival City \***

**Arrival Date/Time \***

**Confirmation Number**

As you enter the values for the Airline, the system will provide the matching results in a list below the field. 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 list below the field. Select the value from this list. You can enter the city name, airport name or airport code.



Adding an accommodation segment:

Add Flight	Add Accommodation	Add Train	Add Ground Transportation
Name *	Check-In Date *	Check-Out Date *	Address *
ABC	07 Apr 2016	09 Apr 2016	10 South Street Philadelphia PA US
Phone Number	Confirmation Number	Type	Save Cancel
1234567	Confirmation number	Regular	

For regular hotel/accommodation entries select **Regular**.  
 For expatriate assignment locations select **Expatriate Residence** option from the Type Dropdown.

When you click on the Address field, a pop-up will open up. Enter the address and click Find. Then select the matching address from the list. If you can't find the exact address in the list please select the closest.

**Locate Address**

Please enter the address and click 'Find'. Then select the address from the list. If you cannot find your exact address, please select the closest from the list.

Street	City *	
10 South Street	Philadelphia	
State / Province	Country *	Postal / Zip Code
PA	US	Postal / Zip Code

Find

**Suggested Addresses**

- 10 South St, Philadelphia, Pennsylvania, 19147
- South St, Philadelphia, Pennsylvania, 19104
- South St, Philadelphia, Pennsylvania, 19146
- South St, Philadelphia, Pennsylvania, 19147
- Philadelphia, Pennsylvania
- Northeast Philadelphia, Pennsylvania

Select Address

**Adding a train segment:**

Add Flight	Add Accommodation	Add Train	Add Ground Transportation
<b>Train Carrier *</b> <input type="text" value=""/>	<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=""/> <input type="text" value="hr"/> <input type="text" value="min"/>	<b>Arrival Date/Time *</b> <input type="text" value=""/> <input type="text" value="hr"/> <input type="text" value="min"/>	<input type="button" value="Save"/> <input type="button" value="Cancel"/>

Select the train carrier from the dropdown. Select the Departure/Arrival cities from the matching results list.

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

**Following train carriers are available to choose in MyTrips:** Accesrail, Airport Express Rail, Amtrak, Deutsche Bahn, Eurostar International, Nuovo Trasporto Viaggiatori, SNCF/European Rail, Via Rail Canada.

SNCF/European Rail can be used to book major routes for the following train operators:

- AVE (high speed trains in Spain)
- City Night Line (overnight trains in Netherlands, Germany, Switzerland, Czech Republic, Poland, Italy)
- ICE (Deutsche Bahn high speed trains in Germany)
- Intercites France
- Italo – NTV operated high speed trains
- OUIGO (France low cost train)
- TGV (France high speed trains)
- TGV Lyria (France Switzerland cross border trains)
- TGV France Spain (cross border trains)
- TGV France Italy (cross border trains)
- SNCF (France local trains)
- Thalys (High speed covering major stations in Netherlands, plus cities in Northwest Germany, Brussels, Lille and Paris)
- Trenitalia (Italy)

**Adding a ground transportation segment:**

Add Flight	Add Accommodation	Add Train	Add Ground Transportation
<b>Name *</b> <input type="text" value="Name"/>	<b>Pickup City, Country *</b> <input type="text" value="Pickup City, Country"/> <small>Please select closest city.</small>	<b>Dropoff City, Country *</b> <input type="text" value="Dropoff City, Country"/> <small>Please select closest city.</small>	<b>Confirmation Number</b> <input type="text" value="Confirmation number"/>
<b>Telephone</b> <input type="text" value="Telephone"/>	<b>Pickup Date/Time *</b> <input type="text" value="Calendar icon"/> <input type="text" value="hr min"/>	<b>Dropoff Date/Time *</b> <input type="text" value="Calendar icon"/> <input type="text" value="hr min"/>	<input type="button" value="Save"/> <input type="button" value="Cancel"/>

As you enter the city name for the Pickup and Dropoff city fields, the system will provide the matching results in a list below the field. Select the value from this list.

**4. Viewing / updating 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.

**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 your past current and future trips that have been created by you, a system administrator or the travel agency. You can only update or delete the trips that you have created.

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

## 5. Forwarding itinerary confirmation email

When you book a trip outside your organisation'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 organisation 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, organisation email address and phone number on "My Profile" page. This will allow your organisation 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.

My Trips						
Trips or PNR	Record Locator	Status	Start Date	End Date	Created By	Remove
<a href="#">SSRMPF</a>	SSRMPF	Active <input type="button" value="v"/>	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 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.

