

## What is MyTrips?

MyTrips is a tool provided to UQ by [International SOS](#) that allows travellers to record their trip details prior to travelling and whilst travelling. By recording your trip you will receive travel alerts before and during travel. It also enables International SOS and UQ to contact you during an incident or emergency while you are travelling.

Your travel details will be **automatically** entered and available in MyTrips by:

- Booking your travel with [UQ Preferred Travel Agent](#) – FCM Travel Solutions
- Arranging your travel with the [UQ Online Booking Tool](#)

## Bookings made outside of FCM Travel Solutions

When arranging your travel directly with an airline or an alternative travel agent the following guide will help you to enter your details into MyTrips for International SOS assistance.

If you need to modify or postpone your travel plans, please follow the guide.

## STEP 1: Registering as a new user

Please log in to MyTrips via the [ISOS UQ Portal](#) or via URL:

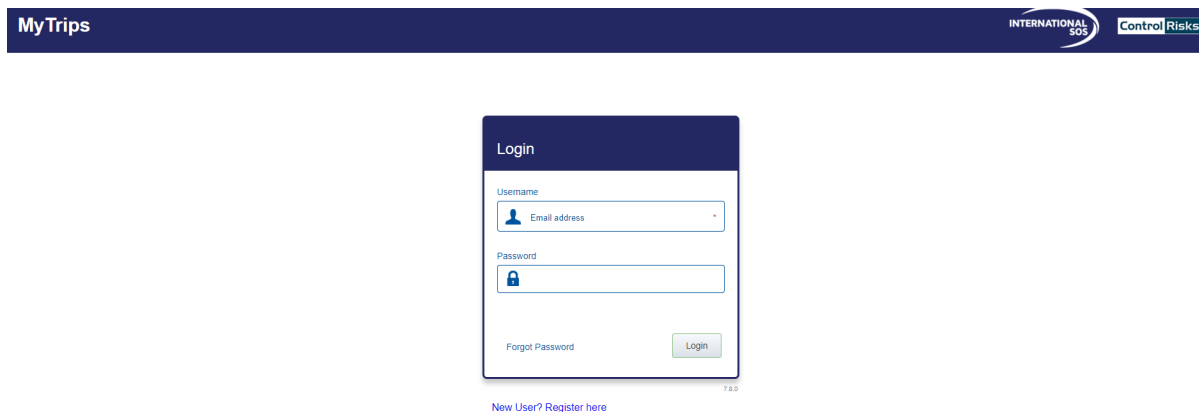
<https://mytrips.travelsecurity.com/Login.aspx?ci=8IP%2fudW%2bGpA%3d>

### What if I'm an existing user?

Login to MyTrips account. If you have forgotten your Password, please click 'Forgot Password' to reset.

### What if I have a login/technical difficulties?

If you need assistance please contact [onlinehelp@internationalsos.com](mailto:onlinehelp@internationalsos.com)



## STEP 2: Complete user registration

Enter all required information and submit. A verification email will be sent, you must activate your account within 24 hours.

### Do I use my personal or UQ email?

**UQ email.** (You can add multiple emails to your profile)

## MyTrips



User Registration for University of Queensland UQ Travellers

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

Title  First Name  MI  Last Name

Organization Email Address (User Name)  Password

Re-Enter Password

Security Question1  Security Question2

Answer 1  Answer 2

I have read the privacy policy.

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.

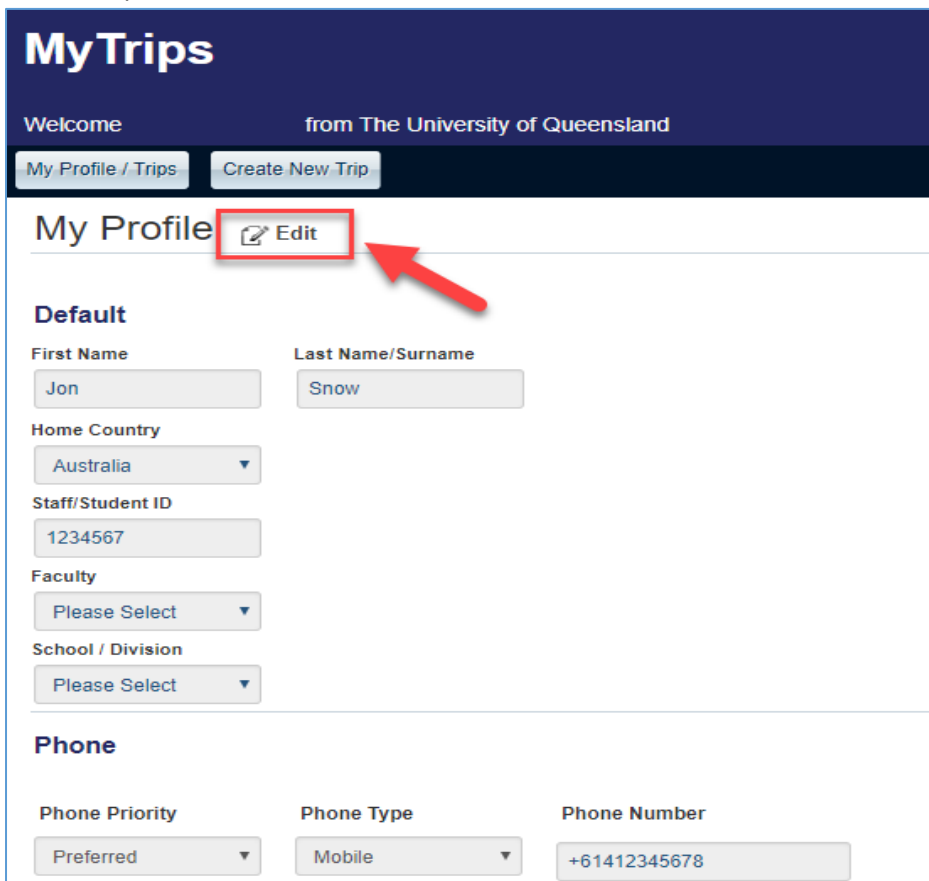
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### STEP 3: Create your profile

Once your account is activated you will need to login to MyTrips. Enter all relevant information and click **update** and save.

#### Can I edit/update my details in MyTrips?

You can view and edit your profile information when you log into MyTrips. Click the Edit option under My Profile/Trips.



**MyTrips**

Welcome from The University of Queensland

[My Profile / Trips](#) [Create New Trip](#)

### My Profile [Edit](#)

**Default**

First Name:  Last Name/Surname:

Home Country:

Staff/Student ID:

Faculty:

School / Division:

**Phone**

Phone Priority	Phone Type	Phone Number
<input type="text" value="Preferred"/>	<input type="text" value="Mobile"/>	<input type="text" value="+61412345678"/>

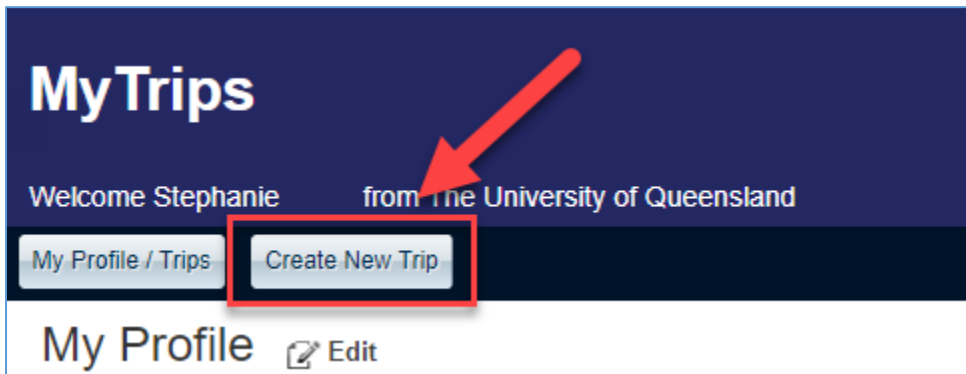
#### STEP 4: Create a new trip

Itinerary / trip information is to be loaded into MyTrips by either of the following 2 methods:

- Forwarding your itinerary to [UQTravel@itinerary.internationalsos.com](mailto:UQTravel@itinerary.internationalsos.com) or
- Manually logging details into MyTrips as follows

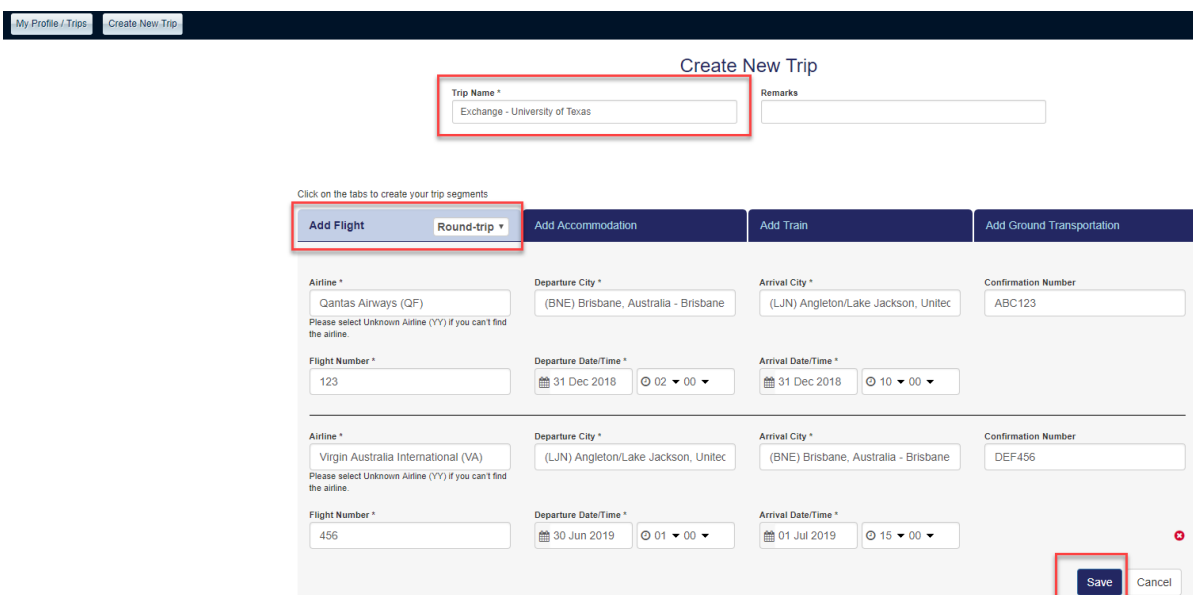
Travellers should always ensure all details in MyTrips are up to date and correct.

In order to create a new trip in MyTrips, click on the 'Create New Trip' button.



It is important that you enter as much information as possible. This includes flight, accommodation, train and ground transportation information.

- Enter the Trip Name (e.g. Conference – University of Texas).
- Provide the itinerary details under each tab.
- To create additional segments, please click the 'add another' button under each section
- To delete segments, click the Delete link located next to the segment
- Always SAVE your information



Create New Trip

Trip Name \*  Remarks

Click on the tabs to create your trip segments

**Add Flight** Round-trip ▾ Add Accommodation Add Train Add Ground Transportation

Airline \*   
Please select Unknown Airline (\*\*) if you can't find the airline. Departure City \*  Arrival City \*  Confirmation Number

Flight Number \*  Departure Date/Time \*   Arrival Date/Time \*

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Airline \*   
Please select Unknown Airline (\*\*) if you can't find the airline. Departure City \*  Arrival City \*  Confirmation Number

Flight Number \*  Departure Date/Time \*   Arrival Date/Time \*

#### What if I haven't booked a return flight?

If you don't have a return flight you must update MyTrips as soon as you've purchased a return flight(s) – it must be updated before departing your host country.

#### What if I have booked personal travel in conjunction with my UQ trip?

It is recommended to enter your full itinerary including any stop overs. International SOS alerts are beneficial the entire time you are travelling.

#### What if I have organised accommodation with friends and family?

You are required to enter all accommodation for the entirety of your program, including any temporary accommodation, e.g. hotels/hostels.

#### What if I have not booked accommodation for my entire stay?

If you have **not** organised accommodation for the entirety of your program, please enter the exchange partner/ university campus address to ensure the system knows where you are located whilst on your program. You must update as soon as you have booked/organised.

#### What if I'm taking public transport or driving to my destination?


It is recommended to enter this information, click Add Train or Add Ground Transportation and fill in the relevant fields.

Tip: when entering the address for 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, the system will 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.

### STEP 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. From here you can easily make changes to the trip information. Please SAVE any changes.

## My Trips

Trips or PNR	Record Locator	Status	Start Date	End Date	Created By	Remove
Exchange - University of Texas	PTL1712201810043404	Active ▾	31 Dec 2018	01 Jul 2019	You	

Create New Trip