

## 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](#)

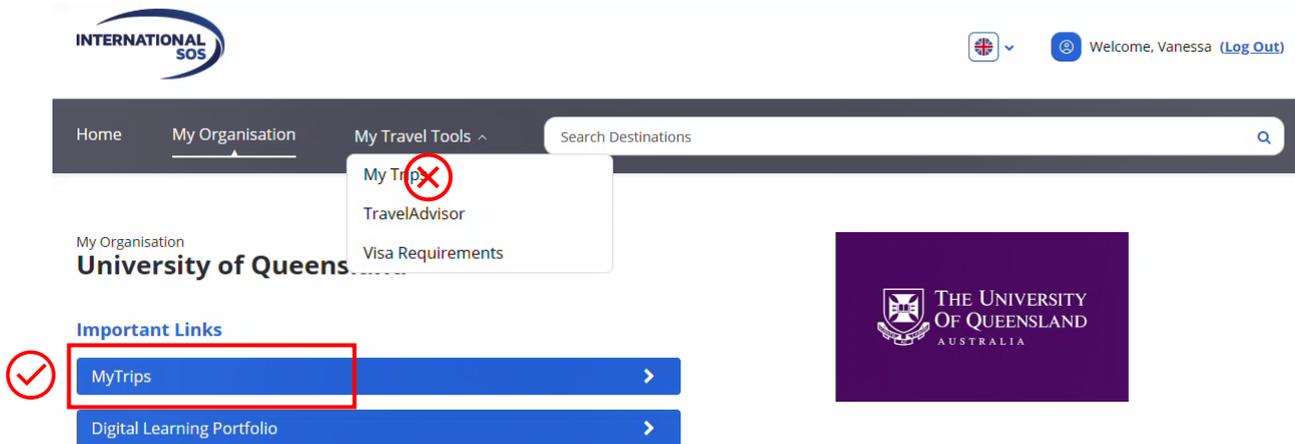
## Bookings made outside of FCM Travel Solutions

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 (if already a user, refer to page 2)

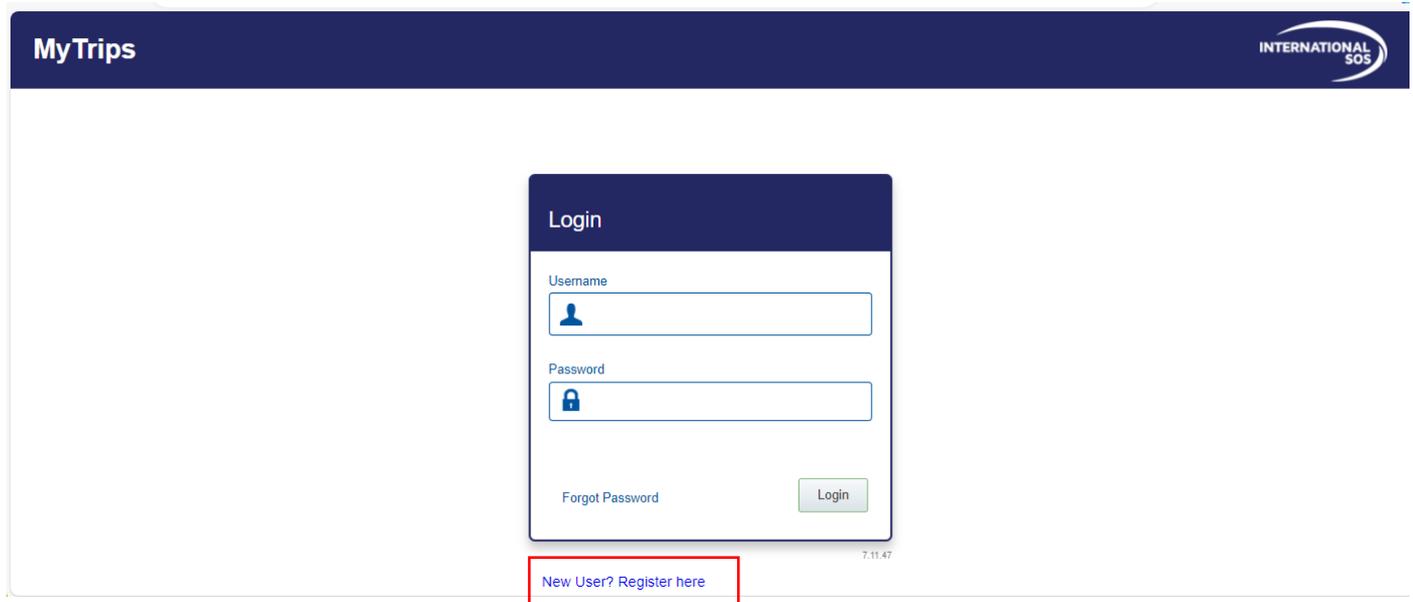
Please log in to MyTrips via the 'MyTrips' link on the [ISOS UQ Portal](#), (not via the My Travel Tools drop down menu)



The screenshot shows the International SOS UQ Portal navigation menu. The 'My Travel Tools' dropdown menu is open, with 'My Trips' circled in red and marked with a red 'X', indicating it is not the correct path. Other options in the dropdown are 'TravelAdvisor' and 'Visa Requirements'. In the 'Important Links' section, the 'MyTrips' link is circled in red and marked with a red checkmark, indicating it is the correct path. The 'Digital Learning Portfolio' link is also visible.

OR via URL:

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



The screenshot shows the MyTrips login page. The page has a dark blue header with the 'MyTrips' logo and the International SOS logo. The main content area is white and contains a 'Login' form. The form has two input fields: 'Username' and 'Password'. Below the 'Password' field are links for 'Forgot Password' and a 'Login' button. At the bottom of the form, there is a link for 'New User? Register here' circled in red. The page number '7.11.47' is visible in the bottom right corner.

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

Login to MyTrips account and proceed to **STEP 4**.

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

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

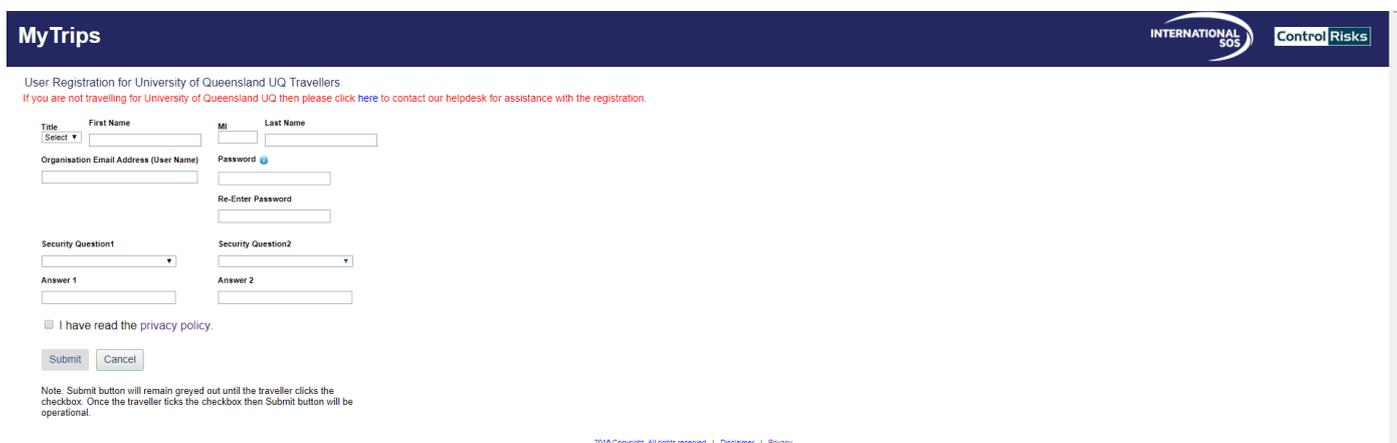
If you need assistance please lodge an enquiry with the [ISOS Client Support website](#)

## 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** INTERNATIONAL SOS **Control Risks**

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 <small>Select</small>	First Name	MI	Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Organisation Email Address (User Name)	Password		
<input type="text"/>	<input type="password"/>		
	Re-Enter Password		
	<input type="password"/>		
Security Question1	Security Question2		
<input type="text"/>	<input type="text"/>		
Answer 1	Answer 2		
<input type="text"/>	<input type="text"/>		

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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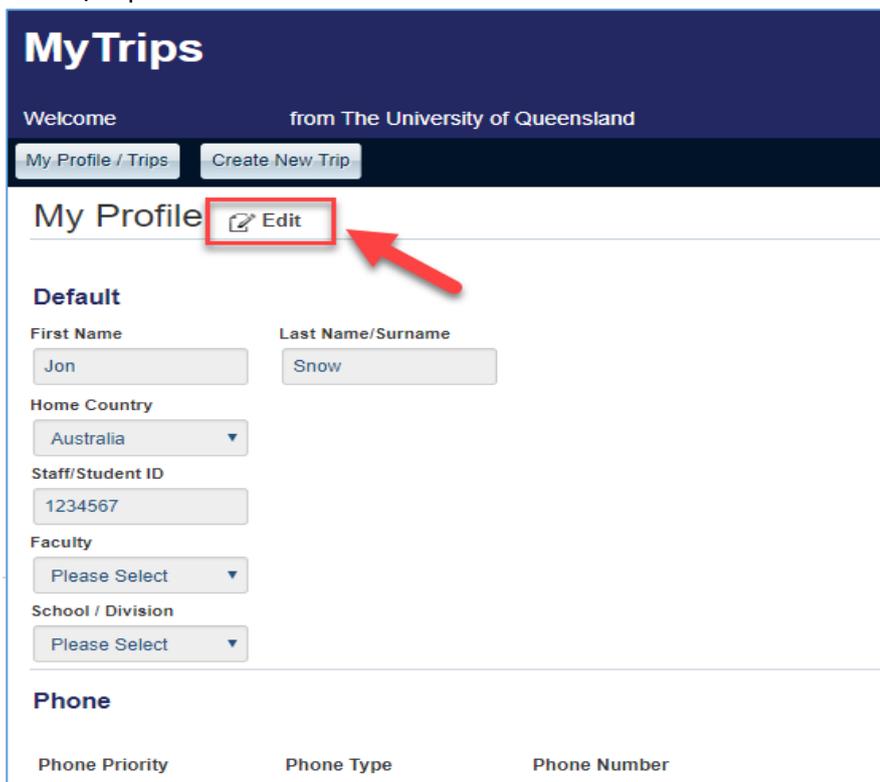
## STEP 3: Create your profile

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**  

**Default**

First Name	Last Name/Surname
<input type="text" value="Jon"/>	<input type="text" value="Snow"/>
Home Country	
<input type="text" value="Australia"/>	
Staff/Student ID	
<input type="text" value="1234567"/>	
Faculty	
<input type="text" value="Please Select"/>	
School / Division	
<input type="text" value="Please Select"/>	

**Phone**

Phone Priority	Phone Type	Phone Number
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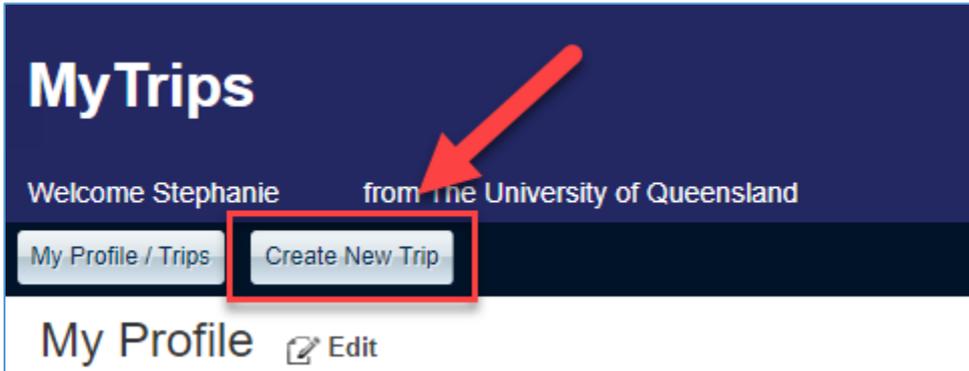
#### STEP 4: Create a new trip

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

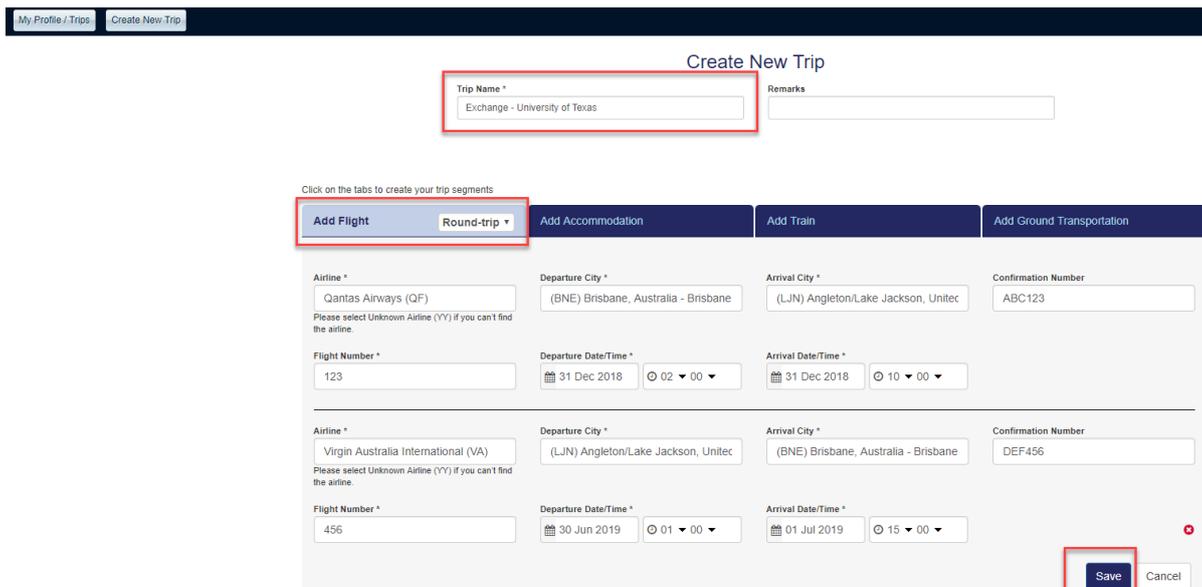
Travellers should always ensure all details in MyTrips are up to date and correct.

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



The screenshot shows the 'Create New Trip' form. At the top, there is a 'Trip Name' field containing 'Exchange - University of Texas' and a 'Remarks' field. Below this, there are five tabs: 'Add Flight', 'Round-trip', 'Add Accommodation', 'Add Train', and 'Add Ground Transportation'. The 'Add Flight' tab is selected and highlighted with a red box. Below the tabs, there are two flight segments. The first segment is for Qantas Airways (QF) with flight number 123, departing from Brisbane, Australia on 31 Dec 2018 at 02:00, and arriving at Angleton/Lake Jackson, United States on 31 Dec 2018 at 10:00. The second segment is for Virgin Australia International (VA) with flight number 456, departing from Angleton/Lake Jackson, United States on 30 Jun 2019 at 01:00, and arriving in Brisbane, Australia on 01 Jul 2019 at 15:00. At the bottom right, there is a 'Save' button highlighted with a red box and a 'Cancel' button.

**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