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.

STEP 1: Registering as a new user
Please log in to MyTrips using the below URL:
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 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 or you need any assistance, please contact our Online Help team at onlinehelp@internationalsos.com who will help you register for an account.

What if I’m an existing user?
Login to MyTrips account. If you have forgotten your password, please click ‘Forgot Password’ to reset. See Step 1 (above).

What if I have a login/technical difficulties?
If you need assistance please contact onlinehelp@internationalsos.com

STEP 2: Create your profile
Once your account is activated you will need to login to MyTrips to create your profile. 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.
STEP 3: Create a new trip

Itinerary / trip information is to be loaded into MyTrips by logging into your MyTrips profile and creating a New Trip. You can only create a new trip once you have booked and confirmed your travel itinerary.

To be eligible for automatic insurance cover under UQ’s travel insurance policy, travel MUST be registered in MyTrips. For details of insurance coverage please refer to UQ Insurance.

Please ensure all details in MyTrips are up to date and correct, including contact information and trip details.

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.

**STEP 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.

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.

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 don’t know the campus address of the exchange partner university?
It’s important to enter an address to receive relevant health, travel and safety alerts, in the event of an emergency.

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. **Under Type you must select Expat Residence.** 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 or the name of the University. 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.