

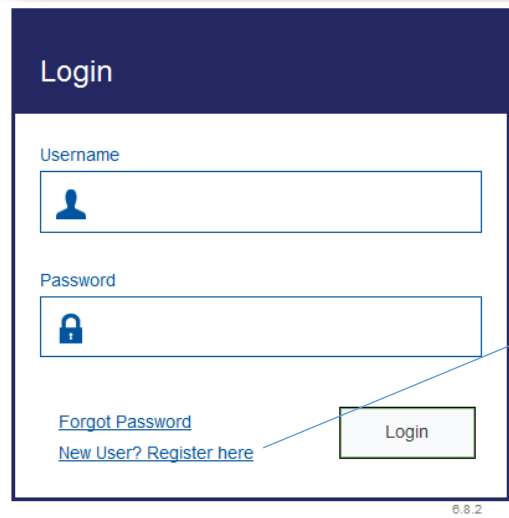
What is MyTrips?

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:

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

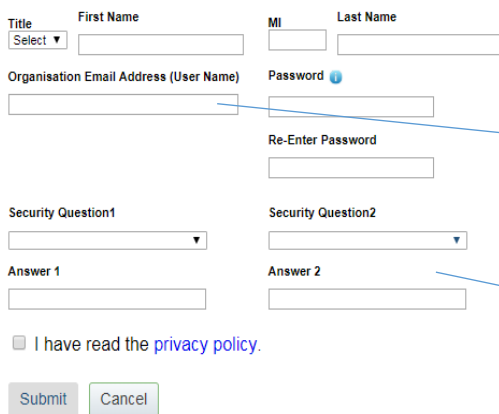


Click on 'New User? Register here' link to create your MyTrips account.

MyTrips

User Registration for The University of Queensland Travellers

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



Complete the required information on the MyTrips Registration page.

Your user name will be your UQ student email address.

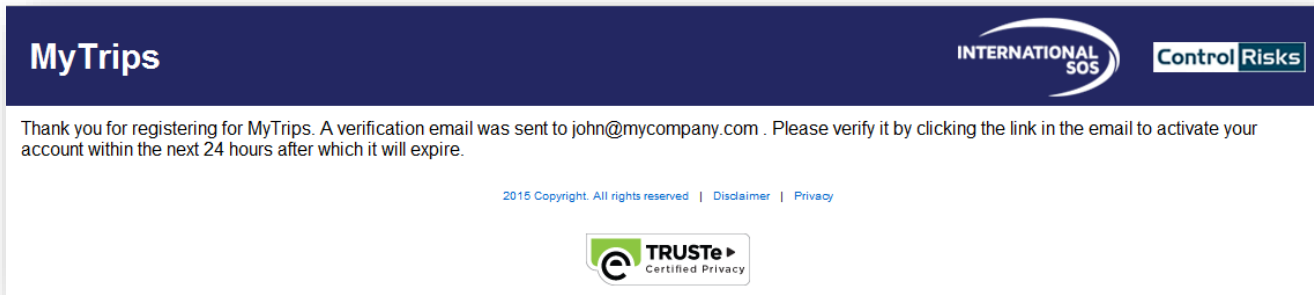
Set up your security questions and answers. If you forgot your password or need your password to be reset, you will be required to provide these answers.

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.

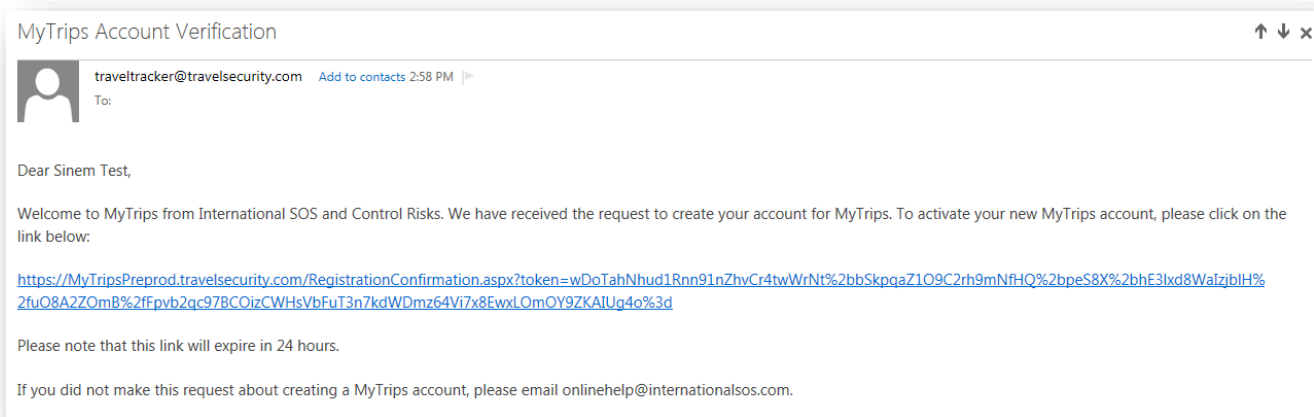
Click Submit button.

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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.

Profile  Edit

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

Default

First Name Last Name/Surname

Home Country

Staff/Student ID

Faculty

School / Division

Add your 8 digit (all numbers) Student ID. This must be completed.

School / Division please select the School related to your major.

Phone

Phone Priority Phone Type Phone Number

Contact information must be the number and email you use when travelling. Additional email and phone numbers can be added. The preferred contact information is used by ISOS to contact you in the event of emergency.

Email

Email Priority Email Type Email Address

Traveller

What Traveller are you? If Other please confirm

Please select the experience you are undertaking from one of the following:

- Student semester-based exchange
- Student short-term global experience

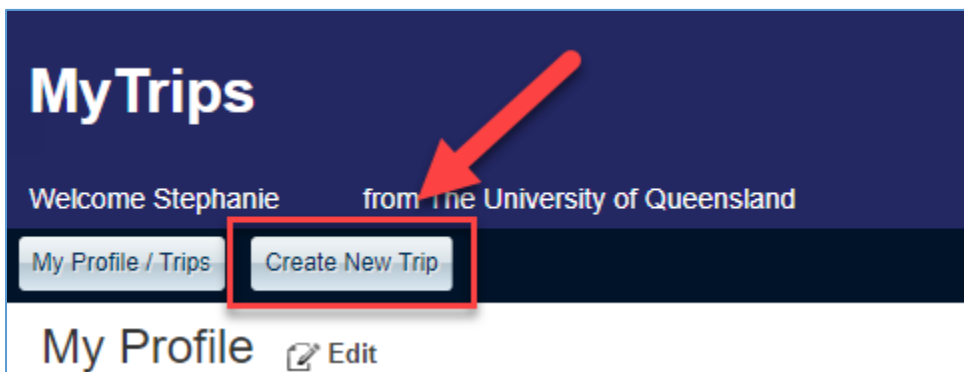
STEP 3: Create a new trip

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.



Create New Trip

Trip Name * Remarks

Please enter the experience (exchange, short-term or medical placement) and name of host organisation / institution e.g. Exchange – National University of Singapore

Add Travellers

Click on the appropriate tab to start creating your trip segments. Fill out the fields and click on **Save** button.

Add Trip Segments

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.

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.

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.