



Personal Travel Locator

User Guide

For more information, please contact
Philadelphia (1) (215) 942 8000
www.internationalsos.com

Worldwide reach Human touch

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1.0 About Personal Travel Locator

Personal Travel Locator (PTL) allows you to store business or leisure trips that are booked outside of a corporate travel agency in a secure system. Through this system you can manage your trips and store contact information. Your program administrator and International SOS can access this information to facilitate emergency responses and provide necessary communication with you in an emergency situation.

2.0 Login Process

PTL URL: <http://ptl.internationalsos.com>

It is highly recommended that you “bookmark” the URL at your office PC, as well as at home. In order to login to PTL you will need to enter the Membership Number, the User Name and your Password. If you don't know your membership number, please contact your program administrator.

3.0 New User

If you are already a TravelTracker user, you can use the same TravelTracker username and password to login to Personal Traveler Locator. After successful logon, you can simply start filling out the “My Profile” and “My Trips” sections. It is not required to register as a new user through the PTL.

If you are a new user, you can create your account through the New User link located on the login page.

1. Click **New User** link at the bottom of the page
2. Enter User Information including Membership Number, Name, Desired Username, Password and Email Address.
Please do not enter a period (.) when creating your username (E.g.: joe.doe).
If you don't know your Membership Number, please contact your Program Administrator.
3. Enter your **Challenge Questions**. The system requires the selection of two challenge questions. The challenge questions are utilized for identification, if a user has forgotten his/her password.

Please make a note of your Username, Password and Challenge Questions for future use. Once in the system, all users have the ability to modify their password or their challenge questions through **My Profile** section.

International SOS
Personal Traveler Locator

Login

Membership Number:

Username:

Password:

[Forgot Password?](#)

[New User? Register Here](#)

4.0 Locked Account

You have five total attempts for a successful login during login process. After five unsuccessful attempts to enter a User Name or Password your account will be locked. You will be asked to fill out a form and submit a request to get your account unlocked. During normal business hours an Online Service Manager at International SOS will unlock your account immediately. After business hours you can contact the **Philadelphia Assistance Center at (1) (215) 942 8226** for assistance.

Once your account is unlocked, you will receive an email with a temporary password. Upon logging into the PTL, you will be prompted to change the temporary password.

NOTE: If you are an existing TravelTracker user, you will need to use this new password in order to login to TravelTracker.

5.0 Forget Username / Password

If you forget your User Name or Password, click on **Forgot Password** link on the main login screen. If you forget your Password you will be asked your user name and your challenge questions. After you answer them correctly a new auto-generated password will be sent to your e-mail address. Upon logging into the PTL, you will be prompted to change the temporary password.

You can also ask your administrator to reset your password. Once your administrator resets your password, you will receive an email with the new auto-generated password. Upon logging into the PTL, you will be prompted to change the temporary password.

NOTE: If you are an existing TravelTracker user, you will need to use this new password in order to login to TravelTracker.

If you forget your **User Name** you will be asked to enter your email address and your User Name will be sent to your e-mail address.

6.0 Creating a Trip

Upon creating your account, you will be taken to My Current Trips page where you can start creating your trip. Click **Add a New Trip** button to start creating your trip. Enter your trip name and click **Save**.




Add a Trip

Please enter a name for your trip:


Once the trip name is saved, you can start entering the segments of your trip by clicking the appropriate sections. To add flight details, click **Add a Flight** section.

Add a Trip


Europe Trip [edit your trip's name](#)



Add a Flight



Add a Hotel



Add a Car

Flight Details

Please enter your flight itinerary one trip leg at a time.
Please enter flight details as they appear in your PNR.

★ Airline:

- American Airlines
- AMERICAN CONNECTION
- AMERICAN
- EAGLE/AMERICAN EAGLE
- AIRLINES
- AMERICAN

★ Departure City:

★ Arrival City:

★ Required Fields:


★ Flight Number:

★ Departure Date: ★ Time

★ Arrival Date: ★ Time

Once you start entering the Airline name, Departure and Arrival city you will be provided with a list of available options allowing you to enter the correct information.

The flight information can be verified by using the **Verify** button. After entering the airline name and flight number, when you click **Verify** button the available flight information will be automatically displayed for you. If the information is correct, you can click the **Airport Name** and all the flight information will be automatically populated into the form fields. If your departure and arrival date/time is different than what is provided on the screen, you can manually updated the date/time fields on the form.

 Flight Details

Flight number can be verified by clicking the **Verify** button.

Please enter your flight itinerary one trip leg at a time.
Please enter flight details as they appear in your PNR.

* Airline:

* Flight Number:

* Departure City:

* Departure Date: * Time:

* Arrival City:

* Arrival Date: * Time:




* Required Fields


From Airport Name	Airport Code	From Date/Time	From City	To City	To Airport Name	To Date/Time
New York-JFK, NY, US	JFK	2009-07-13 08:40	JFK	LAX	Los Angeles, CA, US	2009-07-13 11:34

NOTE: When entering the flight details, please enter them as they appear on the PNR.

Add a Trip

Los Angeles [edit your trip's name](#)

 **Add a Flight**  **Add a Hotel**  **Add a Car**

 **Flight Details**

Please enter your flight itinerary one trip leg at a time.
Please enter flight details as they appear in your PNR.

* Airline:	<input type="text" value="American Airlines"/>	* Flight Number:	<input type="text" value="12"/>	<input type="button" value="Verify"/>
* Departure City:	<input type="text" value="JFK(New York, NY,USA)"/>	* Departure Date:	<input type="text" value="20 Jul 2009"/>	* Time: <input type="text" value="07:00"/>
* Arrival City:	<input type="text" value="LAX(Los Angeles, CA,USA)"/>	* Arrival Date:	<input type="text" value="20 Jul 2009"/>	* Time: <input type="text" value="11:30"/>

* Required Fields


Click **Save** button after entering each segment of the itinerary. Once you finish adding all the sections (flight, hotel, and car) of your itinerary click **Save Trips** button.

When entering the **hotel** and **car rental** information if the country selected has multiple time zones (e.g.: Brazil, United States, Russia), then the user should select the appropriate time zone from the **Time Zone** dropdown based on the city.


My Current Trips

[Back To Trips](#)
[Add a New Trip](#)


Los Angeles [edit your trip's name](#)



Add a Flight



Add a Hotel



Add a Car

Select the corresponding time zone based on the city.


Hotel Details

* Hotel Name: <input type="text" value="Hilton"/>	* Telephone Number: <input type="text" value="555-555-5555"/>
Hotel Address: <input type="text"/>	Fax Number: <input type="text"/>
* Country: <input type="text" value="United States"/>	* Time Zone: <input type="text" value="Pacific (GMT - 8)"/>
* City: <input type="text" value="Los Angeles"/>	
* Check in Date: <input type="text" value="20 Jul 2009"/>	* Check out Date: <input type="text" value="23 Jul 2009"/>

* Required Fields

[Reset](#)
[Close](#)
[Save](#)

Trip Details

 American Airlines > JFK(New York, NY,USA) - 20 Jul 2009 07:00 > LAX(Los Angeles, CA,USA) - 20 Jul 2009 11:30	Edit	Delete
--	----------------------	------------------------

[Save Trips](#)

Please close or save all sections first before saving your itinerary

Add a Trip

Los Angeles [edit your trip's name](#)



Add a Flight



Add a Hotel



Add a Car

Your trip segment has been added.

Trip Details

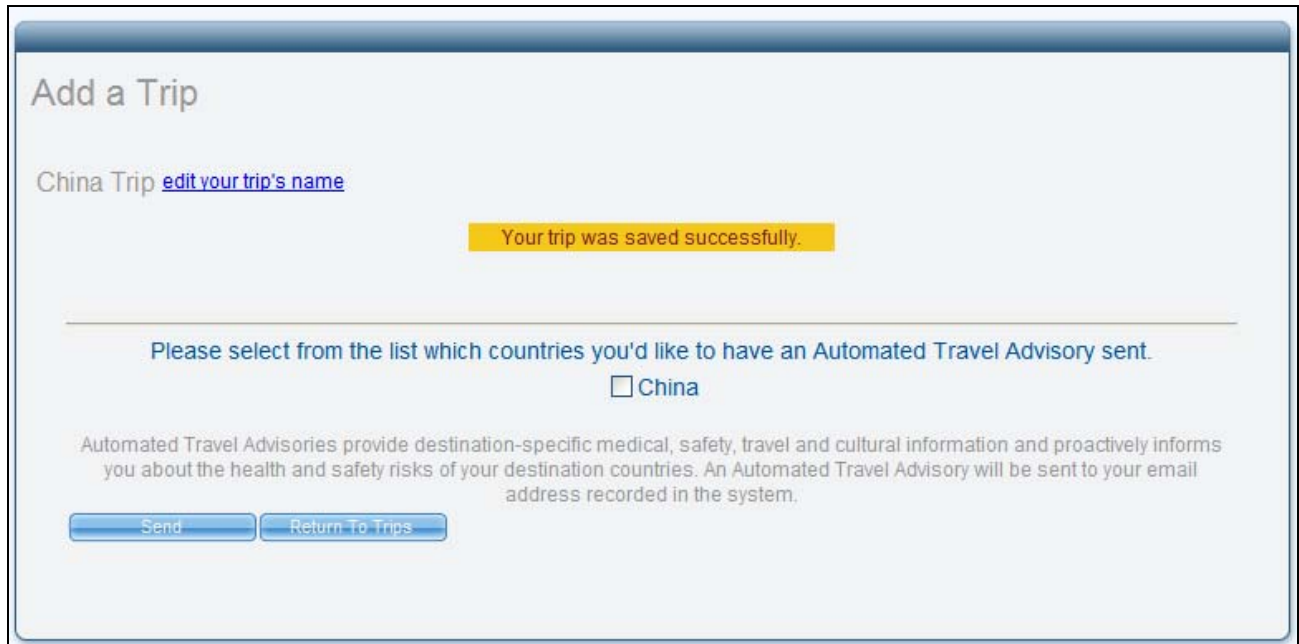
 American Airlines > JFK(New York, NY,USA) - 20 Jul 2009 07:00 > LAX(Los Angeles, CA,USA) - 20 Jul 2009 11:30	Edit	Delete
--	----------------------	------------------------

[Save Trips](#)

7.0 Sending Automated Travel Advisory


Automated Travel Advisory provides destination-specific medical, safety, travel and cultural information and proactively informs you about the health and safety risks of the countries that you are visiting. The Automated Travel Advisory will be sent to your email address recorded in the system.

Upon creating and saving a new trip, you will be given the option to receive a travel advisory for your destination(s). Check the checkbox for the country or countries you would like to receive a travel advisory for.



The screenshot shows a web interface titled "Add a Trip". At the top, it displays "China Trip" with a link to "edit your trip's name". A yellow notification box in the center states "Your trip was saved successfully." Below this, a horizontal line separates the header from the main content. The main content area contains the text "Please select from the list which countries you'd like to have an Automated Travel Advisory sent." followed by a checkbox labeled "China". Below the checkbox, there is a paragraph of explanatory text: "Automated Travel Advisories provide destination-specific medical, safety, travel and cultural information and proactively informs you about the health and safety risks of your destination countries. An Automated Travel Advisory will be sent to your email address recorded in the system." At the bottom of the form, there are two buttons: "Send" and "Return To Trips".

Sample Automated Travel Advisory

From:  online@internationalsos.com
To:
Cc:
Subject: Automated Travel Advisory: China

Sent: Tue 7/14/2009 10:49 AM

MyCompany wishes you success and a safe voyage on your upcoming trip to China. Please read the attached pre-trip advisory from International SOS, which contains important security, medical, business and cultural information.

China Travel Advisory

Medical Threat Level: High
Security Threat Level: Low

Medical, Security, Business & Cultural

Dear John Doe,

As part of an ongoing commitment to the personal safety and well being of our employees, [International SOS](#) is interested in providing its staff members with medical, security and legal assistance when outside their home country for business reasons. International SOS enables all employees to use the Traveler Locator Service and Automated Travel Advisories for any corporate trips booked through the International SOS approved travel agency. As a precautionary measure, only authorized persons can view the data.

Please read the following pre-trip advisory which contains important [security, medical](#) and [business & cultural](#) information. For more detailed information, visit the [China Country Guide](#).

Whether you have questions about the information on this advisory, become seriously ill abroad or need assistance due to a lost or stolen wallet, call any 24-hour alarm center around the world to speak with a doctor, security specialist or coordinator. Remember to carry your [International SOS card](#) when traveling, as assistance is always a phone call away.

The International Phone Card / Calling card is a good way to help you in reducing your mobile phone bill while traveling abroad. Refer to the [Int'l Phone Card Guide](#) for more detail.

Emergency Contacts

SOS Alarm centers (In the event you need assistance, call the closest center)

Philadelphia, USA	1-800-523-6586 or 1-215-942-8226
Singapore	(65) 6338-7800
London	(44) (20) 8762-8008

Before You Travel

- [Alerts](#)
- [Vaccinations](#)
- [Malaria](#)
- [Routine Medical Care](#)

While You Travel

- [Int'l Phone Card Guide](#)
- [Current Security Situation](#)
- [Crime](#)
- [Driving Safety](#)
- [Food and Water Safety](#)
- [Cultural Tips](#)
- [Blood Supplies](#)
- [Paying for Healthcare](#)
- [Public Holidays](#)
- [Phone Numbers](#)
- [Plugs](#)

International SOS Links

- [International SOS Card](#)

8.0 My Current Trips Page

After successful logon you will be directed to **My Current Trips** page. This page will display your current and future trips along with the status, start date and end date. Regardless of the status (active or inactive) past trips will not be displayed on this page.

If your trip has to be postponed and rescheduled due to an unexpected reason you can deactivate your trip by selecting the checkbox and clicking **Deactivate Selected Itineraries** button at the bottom of the page. The status of the trip will be displayed as *Inactive* under the **Status** column. You can activate this trip later and update the appropriate sections in the itinerary. To activate an inactive trip, you need to simply check the checkbox for that trip and click the **Activate Selected Itineraries** button at the bottom of the page. Once you change the status of the trip, it will be reflected as *Active*.

My Current Trips

[Add a New Trip](#)
[Export Your Trips](#)

Saved Trips

Click the links below to review and update your trip's itinerary. Check the checkbox to activate or deactivate the trip status.

	Trip Name	Status	Start Date	End Date
<input type="checkbox"/>	LH Test Trip	Active	Jul-23-2009	Jul-31-2009
<input type="checkbox"/>	Glna Russia Trip 1	Active	Jul-19-2009	Jul-31-2009
<input type="checkbox"/>	Los Angeles	Active	Jul-20-2009	Jul-20-2009
<input type="checkbox"/>	China Trip	Active	Jul-20-2009	Jul-20-2009

[Deactivate Selected Trips](#)
[Activate Selected Trips](#)

9.0 Edit an Existing Trip

In order to edit an existing trip, go to **My Current Trips** section and click on the **Trip Name**. You will be taken to the **Trip Details** page.

If you would like to change the trip name, click the **edit your trip's name** link, make the changes and click **Save**.

My Current Trips

[Back To Trips](#)
[Add a New Trip](#)

[Save](#)

My Current Trips

[Back To Trips](#)
[Add a New Trip](#)

China Trip [edit your trip's name](#)

[Add a Flight](#)
[Add a Hotel](#)
[Add a Car](#)

Trip Details			
	American Airlines > PHL(Philadelphia, PA,USA) - 20 Jul 2009 07:00 > BJS(Beijing,CHN) - 20 Jul 2009 19:00	Edit	Delete

[Save Trips](#)

My Current Trips

[Back To Trips](#)
[Add a New Trip](#)

China Trip [edit your trip's name](#)

 **Add a Flight**
 **Add a Hotel**
 **Add a Car**

Trip Details	
 American Airlines > PHL(Philadelphia, PA,USA) - 20 Jul 2009 07:00 > BJS(Beijing,CHN) - 20 Jul 2009 19:00	Edit Delete




[Save Trips](#)


If you would like to make changes on a particular segment in the itinerary, click the corresponding **Edit** button. After you complete the changes on the selected itinerary segment, click **Save** button and you will be directed to the **Trip Details** page. On the Trip Details page click **Save Trips** button at the bottom of the page to save the changes on the itinerary. If you don't click this button, the changes you made will not be saved.

My Current Trips

[Back To Trips](#)
[Add a New Trip](#)

China Trip [edit your trip's name](#)

 **Add a Flight**
 **Add a Hotel**
 **Add a Car**

 Flight Details

Please enter your flight itinerary one trip leg at a time.
Please enter flight details as they appear in your PNR.


* Airline:
 * Flight Number: [Verify](#)

* Departure City:
 * Departure Date: Time

* Arrival City:
 * Arrival Date: Time

* Required Fields

[Reset](#)
[Close](#)
[Save](#)

Trip Details	
 American Airlines > PHL(Philadelphia, PA,USA) - 20 Jul 2009 07:00 > BJS(Beijing,CHN) - 20 Jul 2009 19:00	Edit Delete




[Save Trips](#)

Please close or save all sections first before saving your itinerary


My Current Trips

[Back To Trips](#)
[Add a New Trip](#)

China Trip [edit your trip's name](#)

 **Add a Flight**
 **Add a Hotel**
 **Add a Car**

Your trip segment has been edited.

Trip Details			
	American Airlines > PHL(Philadelphia, PA,USA) - 20 Jul 2009 07:00 > BJS(Beijing, CHN) - 20 Jul 2009 17:00	Edit	Delete

[Save Trips](#)

10.0 Export Trips into Excel


If you would like to create a report of your trips, you can export your trips into Excel by clicking **Export Your Trips** button on **My Current Trips** page.



My Current Trips

[Add a New Trip](#)
[Export Your Trips](#)

Saved Itineraries

Click the links below to review and update your trip's itinerary.
Check the checkbox to activate or deactivate the trip status.

	Trip Name	Status	Start Date	End Date
<input type="checkbox"/>	 Europe Trip	Active	May-20-2008	May-30-2008

 [Deactivate Selected Itineraries](#)
 [Activate Selected Itineraries](#)

11.0 Information for Administrators

Administrators can view and edit the user's personal profile and reset password through the **Manage Users** section.

There are two additional administrative access roles to view or edit user's trip details through the TravelTracker. These access roles are assigned by your program administrator. If you have any questions about your access role, please contact your program administrator or Online Services Manager at International SOS.

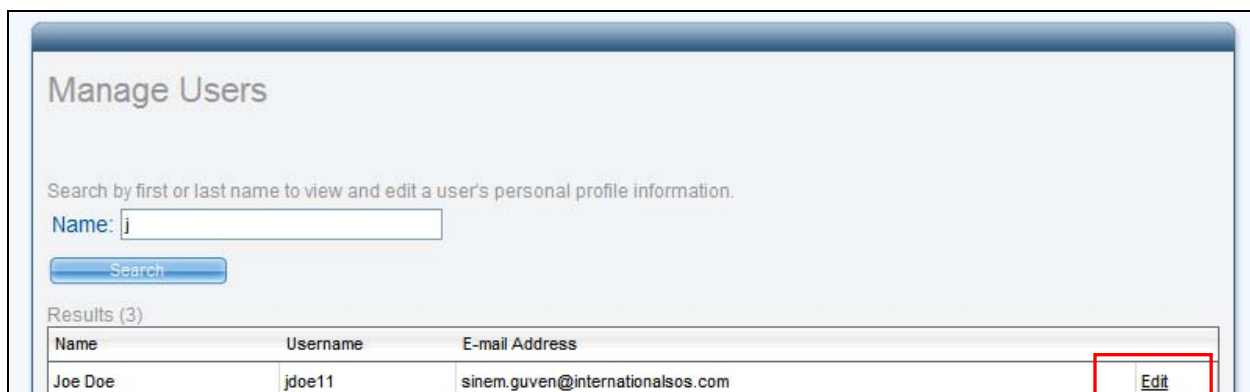
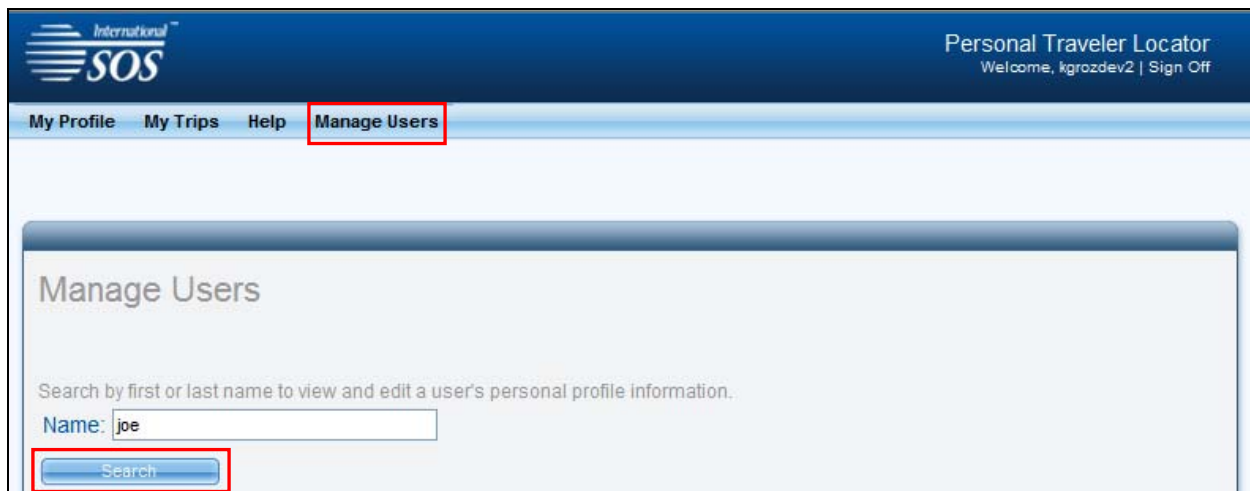
If your access type allows you to view or edit the user's trip details in the TravelTracker, you can log into the TravelTracker and search for the user's trip information. You can login into the TravelTracker by using the same PTL login information and vice versa.

The traveler's past, current and future trips can be located in the TravelTracker by conducting the appropriate Traveler Type search.

11.1 Manage Users

View / Edit User's Profile

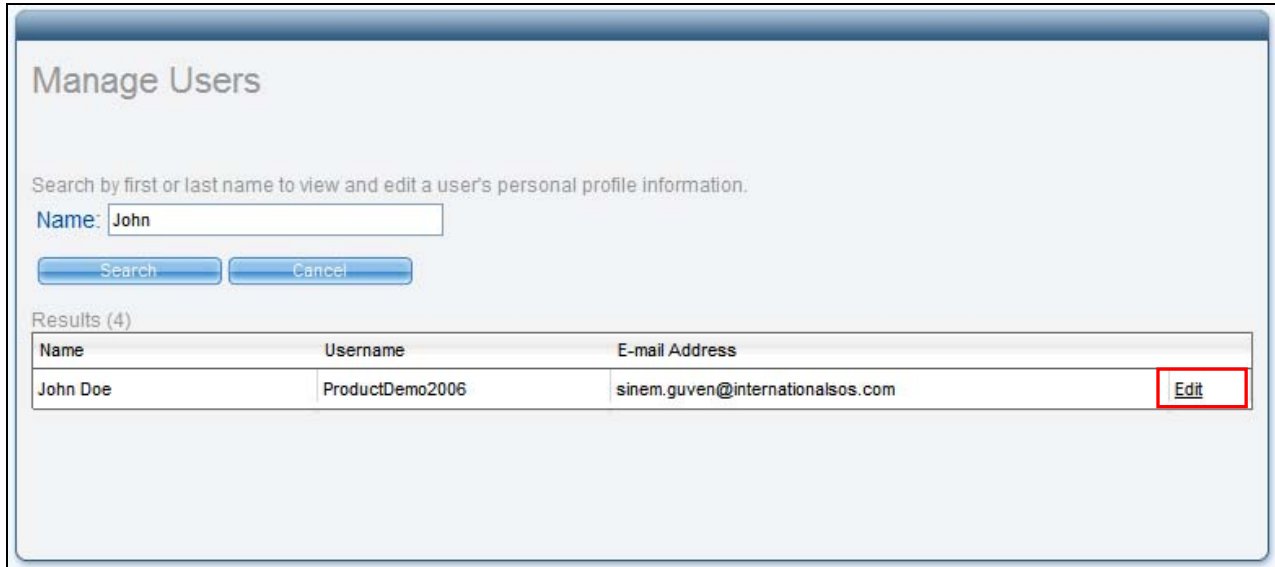
Administrators can view or edit a user's profile information. To locate the user's profile, click **Manage Users** on the horizontal navigation. You can search for the user by first or last name. Click the **Edit** button next to the traveler's name. If changes are necessary on the user's profile, make the changes and click **Update** button at the bottom of the page.



Name	Username	E-mail Address	
Joe Doe	jdoe11	sinem.guven@internationalsos.com	Edit

11.2 Reset Traveler's Password

Administrator can reset the user's password through traveler's **Personal Profile** section upon request. Go to **Manage Users** section and search for the user's name. Once user is found, click **Edit** button next to the name. On user's Personal Profile page click **Reset This User's Password** link.



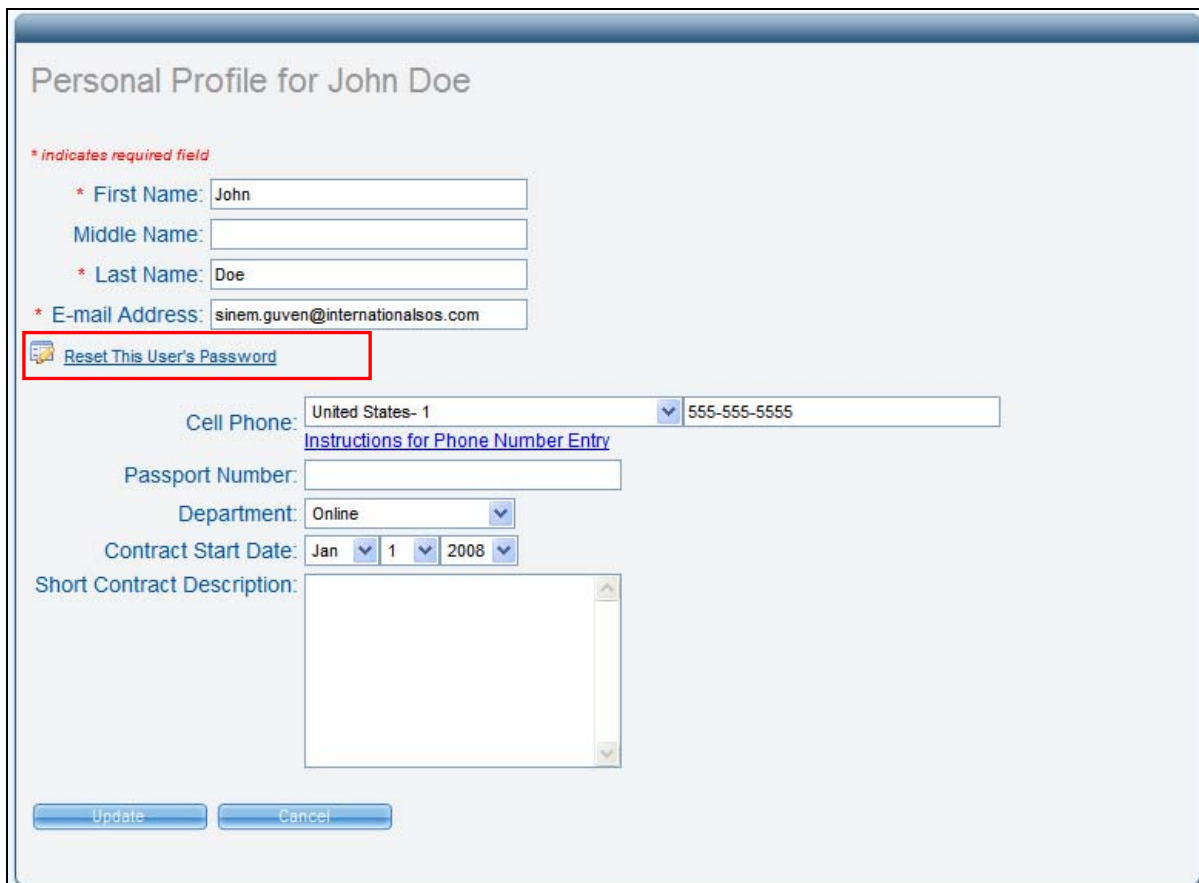
Manage Users

Search by first or last name to view and edit a user's personal profile information.

Name:

Results (4)

Name	Username	E-mail Address	
John Doe	ProductDemo2006	sinem.guven@internationalsos.com	Edit



Personal Profile for John Doe

** indicates required field*

* First Name:

Middle Name:

* Last Name:

* E-mail Address:

[Reset This User's Password](#)

Cell Phone:
[Instructions for Phone Number Entry](#)

Passport Number:

Department:

Contract Start Date:

Short Contract Description:

You will be taken to a page where you need to confirm the password reset. Once you reset the user's password, he/she will receive an email with the new auto-generated password. Upon logging into PTL, the user will be prompted to change the password.



Reset Password

Are you sure you want to reset this user's password:

John Doe- ProductDemo2006

Please click Confirm to reset. An e-mail will be sent to the user with the new auto-generated password. Upon logging in, the user will be prompted to change it.

The image shows a confirmation dialog box with a blue header and a light blue background. The title is 'Reset Password'. Below the title, there is a question 'Are you sure you want to reset this user's password:' followed by the user's name and email 'John Doe- ProductDemo2006' in red text. A paragraph of instructions follows: 'Please click Confirm to reset. An e-mail will be sent to the user with the new auto-generated password. Upon logging in, the user will be prompted to change it.' At the bottom, there are two buttons: 'Confirm' and 'Cancel'. The 'Confirm' button is highlighted with a red rectangular border.