MyTrips
Users Guide

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For more information please contact onlinehelp@internationalsos.com
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1. Registering as a new user

Please Login to MyTrips using the URL that was provided to you by your local program administrator.
Click on ‘New User? Register here’ link to create your MyTrips account.

Enter the required information on the Registration page.

Your user name will be your organisation/school 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 the answers.

Click Submit button.

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, you will need to register for MyTrips again. If you need any assistance, please contact our Online Help team at onlinehelp@internationalsos.com who will help you register for an account.

After you click on the link, you will be provided with a confirmation message that your MyTrips account has been activated. At this point, you can click on the Login button and on the next page enter your login credentials to login.
If an existing MyTrips user tries to register for a MyTrips account again, the Registration page will display a message indicating that the account already exists. If you cannot remember your login details, you can use the “Forgot Password” link on the Login Page to retrieve them.

![Registration page screenshot](image-url)
2. Creating your profile

Enter your profile information and click on the ‘Update’ button to save the information. Every time you login to your MyTrips account, your profile information will be available for you to view and update.

Click on the ‘Edit’ link to update your Profile information.
3. Creating a new trip

In order to create a new trip, click on the “Create New Trip” button on the horizontal navigation or at the bottom of the Profile page. Enter the trip name or the confirmation number for your trip. Based on your itinerary details, start adding the trip segments by clicking on the appropriate tab.

You can also enter expatriate assignments if your organisation provides this capability. When entering an Expatriate Assignment, please use the Accommodation section and select ‘Expat Residence’ as your accommodation type.

![Create New Trip Interface](image)

**Enter the trip name or confirmation number.**

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

As you enter the values for the Airline, the system will provide the matching results in a list below the field. You can enter the airline name or the airline code.

As you enter the values for the Departure and Arrival city fields, the system will provide the matching results in a list below the field. Select the value from this list. You can enter the city name, airport name or airport code.

After you save the first trip segment, the travel information will also be saved automatically. If you make any changes to the travel information at a later time, make sure click on Save Trip Information button.

Travel Information section can be collapsed through this button.

After saving a trip segment, it will be available under the Travel Itinerary section. Continue to add segments based on your itinerary details.

You can edit or delete an existing segment through the buttons located next to each segment.
Adding an accommodation segment:

For regular hotel/accommodation entries select **Regular**. For expatriate assignment locations select **Expatriate Residence** option from the Type Dropdown.

When you click on the Address field, a pop-up will open up. Enter the address and click Search. Then select the matching address from the list. If you can’t find the exact address in the list please select the closest address. The location will also be displayed on the map. You can also move the blue pin on the map to the expected location.
Adding a train segment:

Following train carriers are available to choose in MyTrips: Accesrail, Airport Express Rail, Amtrak, Deutsche Bahn, Eurostar International, Nuovo Trasporto Viaggiatori, SNCF/European Rail, Via Rail Canada.

SNCF/European Rail can be used to book major routes for the following train operators:

- AVE (high speed trains in Spain)
- City Night Line (overnight trains in Netherlands, Germany, Switzerland, Czech Republic, Poland, Italy)
- ICE (Deutsche Bahn high speed trains in Germany)
- Intercites France
- Italo – NTV operated high speed trains
- OUIGO (France low cost train)
- TGV (France high speed trains)
- TGV Lyria (France Switzerland cross border trains)
- TGV France Spain (cross border trains)
- TGV France Italy (cross border trains)
- SNCF (France local trains)
- Thalys (High speed covering major stations in Netherlands, plus cities in Northwest Germany, Brussels, Lille and Paris)
- Trenitalia (Italy)
Adding a ground transportation segment:

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.
For any questions or feedback about your trips in your MyTrips account, please use the Feedback link within the tool.