

MyTrips User Guide

Short-term Programs

Every student who participates in an overseas experience supported by Griffith University must complete the MyTrips accommodation registration as part of the approval process. MyTrips allows you to register each individual accommodation location for the entirety of your program, as well as flights both to and from your program destination,

Why MyTrips?

1. MyTrips is part of International SOS who provides 24/7 emergency support for students overseas.
2. You will receive travel, medical and security alerts related to all travel plans registered in MyTrips.
3. Your MyTrips details are linked to Griffith's Corporate Travel Insurance Policy.
4. Griffith Global Mobility and Griffith's Insurance team receive alerts in the event of an emergency, ensuring all students are supported and assisted throughout the entirety of their overseas program.

Step 1: Register as a new user

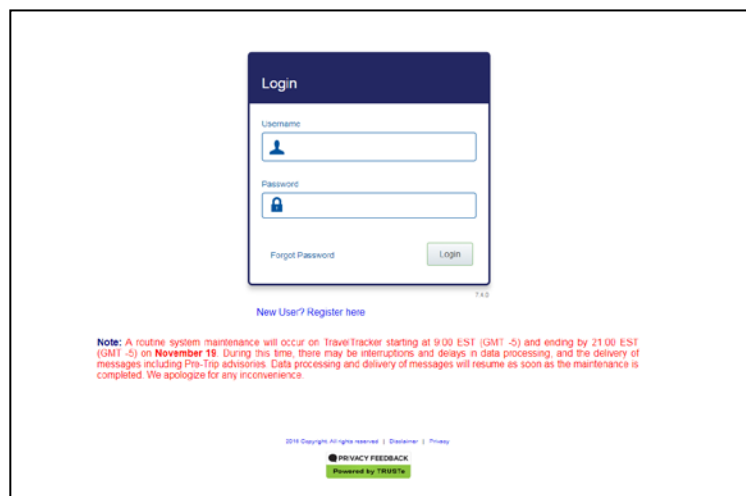
URL: <https://mytrips.travelsecurity.com/Login.aspx?ci=kOXTZjizdts%3d>

What if I'm an existing user?

Login to your MyTrips account. If you have forgotten your password, please click '**Forgot Password**' to reset.

What if I have login/technical difficulties?

If you need assistance please contact onlinehelp@internationalsos.com



Note: A routine system maintenance will occur on TravelTracker starting at 9:00 EST (GMT -5) and ending by 21:00 EST (GMT -5) on **November 16**. During this time, there may be interruptions and delays in data processing, and the delivery of messages including Pre-Trip advisories. Data processing and delivery of messages will resume as soon as the maintenance is completed. We apologize for any inconvenience.

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PRIVACY FEEDBACK
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Step 2: Complete user registration

Enter all required information and **submit**. A verification email will be sent, you must activate your account within **24hours**.

Do I use my personal or student email? **Student email.**

Handy hint: You can forward your student emails to your personal account.

MyTrips

User Registration for Griffith University Travellers
 If you are not travelling for Griffith University then please click [here](#) to contact our helpdesk for assistance with the registration.

Title **First Name** **MI** **Last Name**

Organisation Email Address (User Name) **Password**

Re-Enter Password

Security Question1 **Security Question2**

Answer 1 **Answer 2**

Step 3: Create your profile

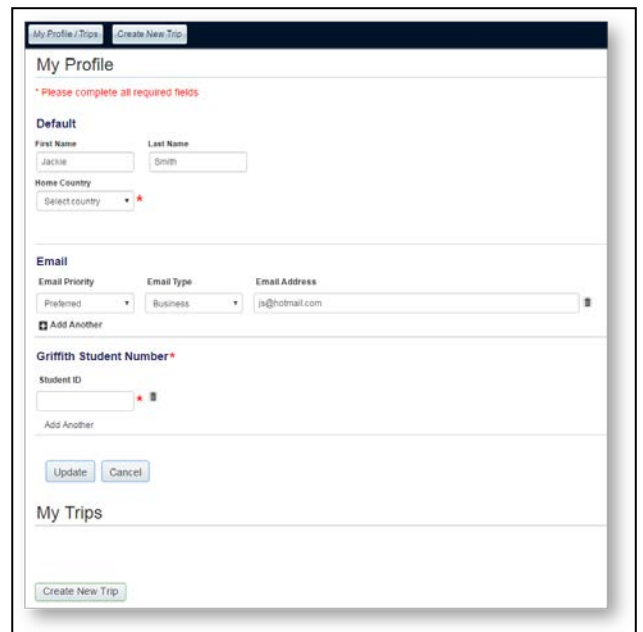
Once your account is activated you will need to login to MyTrips.

Enter all relevant information and click **update** to save.

Next, click **Create New Trip**.

Can I edit/update my trip details?

Every time you login to MyTrips, your profile information will be available for you to view and update.



Step 4: Create new trip and add accommodation

1. Enter the **Trip Name** (it is a mandatory field and will help you distinguish this program from past or future programs)
2. Click **Add Accommodation** tab

Add Trip Segments

Add Flight	Add Accommodation	Add Train	Add Ground Transportation
Name * <input type="text" value="Hotel name"/> <small>Please enter a Hotel Name.</small>	Check-in Date * <input type="text"/>	Check-Out Date * <input type="text"/>	
Address * <input type="text" value="Address"/>	Latitude <input type="text" value="Latitude"/>	Longitude <input type="text" value="Longitude"/>	
Phone Number <input type="text" value="Phone number"/>	Confirmation Number <input type="text" value="Confirmation number"/>	Type <input type="text" value="Regular"/>	<input type="button" value="Save"/> <input type="button" value="Cancel"/>

Step 5: Complete accommodation details

Hotel name: you can name this anything you like

Check-in date: actual check-in date (for accommodation) or start date of program (for local address)

Check-out date: actual check-out date (for accommodation) or end date of program (for local address)

Address: this field will begin to populate when you start typing. Please check the map to ensure the address is where you intend it to be as foreign addresses can sometimes appear in different cities or countries.

Latitude: this will automatically populate. You do not need to change.

Longitude: this will automatically populate. You do not need to change.

Phone number: this field is optional

Confirmation number: this field is optional

Note: If you do not have accommodation details for the duration of your program, you can instead put a relevant local address, such as host university/organisation address. If you cannot find another relevant local address, you may choose the City instead.



You will also need to include each different location (and accommodation) for each part of your program (if applicable).

Example:

Add Trip Segments

Add Flight	Add Accommodation	Add Train	Add Ground Transportation
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Travel Itinerary

Accommodation						
Name	Address	Telephone	Check-In Date	Check-Out Date	Confirmation Number	Type
ICC Internship	3-16-3, Higashi, Shibuya-Ku, Tokyo, 1500011, Japan 35.64950, 139.71030		01 Jul 2019	31 Oct 2019		Regular  

Step 8: Submit a screenshot to Griffith Global Mobility

You are **required** to submit a screenshot to Griffith Global Mobility via [Ask Us](#) (or by responding to the email we have sent you). Receipt of your MyTrips screenshot will be the trigger to finalise the assessment of your short-term program and send you insurance information and grant payment (if eligible).

Can I add flight details?

Yes, of course! The more information, the more useful it will be for you.

What if I have booked personal travel before/after my program?

You are only required to include the details of your approved program destination. You can add your personal travel, however, please note it will not be covered by insurance.

What if I don't know my accommodation address yet?

Please input a relevant local address, such as host university address or internship location.

Can I change these details?

Yes, you can change these details at any time.