

MyTrips User Guide

Every student who participates in the Global Mobility Exchange Program must complete the MyTrips flight registration.

MyTrips involves registering each individual flight, both to and from your program destination, as well as accommodation for the entirety of your program.

Why MyTrips?

- Linked with Griffith's Corporate Travel Insurance, MyTrips feeds into the International SOS system providing 24/7 emergency support.
- Students will receive travel, medical and security alerts related to all travel plans registered in MyTrips.
- The Global Mobility office will also receive alerts in the event of an emergency, ensuring all students are supported and assisted throughout the entirety of their exchange 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

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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: forward your student emails to your personal account.

Submit Cancel

Step 3: Create your profile

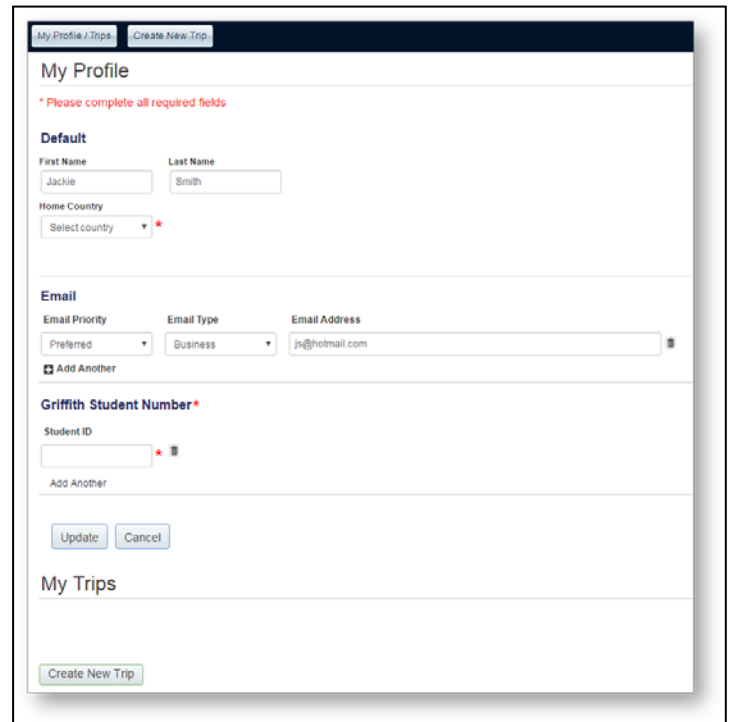
Once your account is activated you will need to login to MyTrips.

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.



The screenshot shows the 'My Profile' page with the following fields and options:

- Default**
 - First Name: Jackie
 - Last Name: Smith
 - Home Country: Select country (dropdown menu)
- Email**
 - Email Priority: Preferred (dropdown menu)
 - Email Type: Business (dropdown menu)
 - Email Address: js@hotmail.com
 - Buttons: Add Another, Update, Cancel
- Griffith Student Number***
 - Student ID: (text input)
 - Buttons: Add Another, Update, Cancel
- My Trips**
 - Buttons: Create New Trip

Step 4: Create new trip

It's important that you enter as much information as possible.

What if I'm doing two separate exchanges?

You must create a trip for each exchange program you undertake.

What is my trip name?

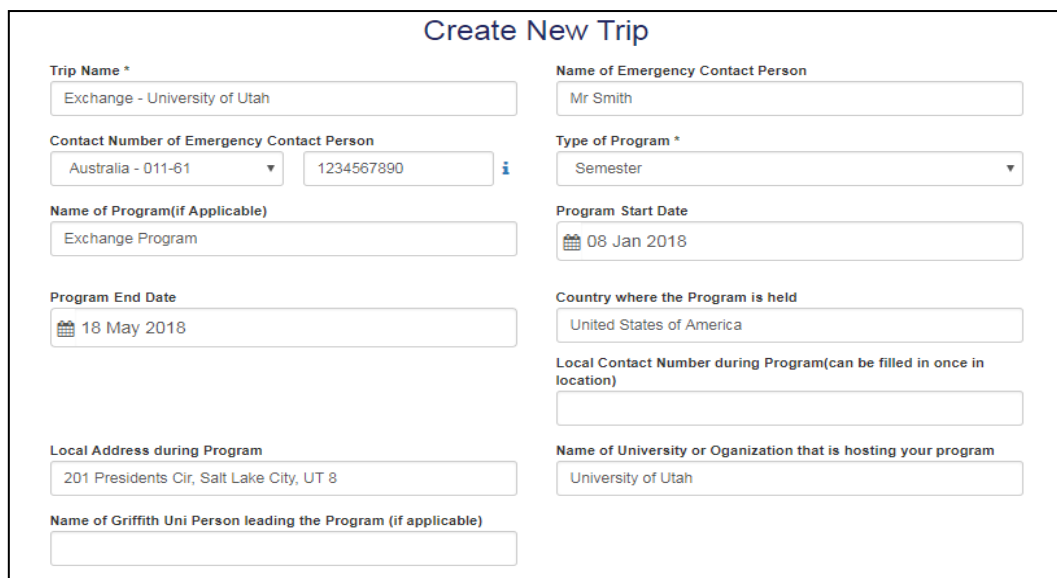
Please see screenshot for example: **"Exchange – University of Utah"**

What is the name of my program?

Please see screenshot for example: **"Exchange Program"**

What if I don't know the campus address of the exchange partner university?

Google it! It's important to enter an address to receive relevant health, travel and safety alerts, in the event of an emergency.



The screenshot shows the 'Create New Trip' form with the following fields and values:

- Trip Name ***: Exchange - University of Utah
- Name of Emergency Contact Person**: Mr Smith
- Contact Number of Emergency Contact Person**: Australia - 011-61 (dropdown), 1234567890 (text input)
- Type of Program ***: Semester (dropdown)
- Name of Program(if Applicable)**: Exchange Program
- Program Start Date**: 08 Jan 2018
- Program End Date**: 18 May 2018
- Country where the Program is held**: United States of America
- Local Contact Number during Program(can be filled in once in location)**: (empty text input)
- Local Address during Program**: 201 Presidents Cir, Salt Lake City, UT 8
- Name of University or Organization that is hosting your program**: University of Utah
- Name of Griffith Uni Person leading the Program (if applicable)**: (empty text input)

Step 6: Add flight(s)

Add Trip Segments

Add Flight
Add Accommodation
Add Train
Add Ground Transportation

Airline *

Please select Unknown Airline (YY) if you can't find the airline.

Departure City *

Arrival City *

Confirmation Number

Flight Number *

Departure Date/Time *

⌚ hr ▾ min ▾

Arrival Date/Time *

⌚ hr ▾ min ▾

Save
Cancel

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 return flight(s) – it **must** be updated **before** departing your host country.

What if I have booked personal travel before arriving at my host university?

You are required to enter your **full** itinerary including **any stop overs**. International SOS alerts are beneficial the entire time you are abroad.

What if I'm taking public transport or driving to my program destination?

You will need to include this information as well. Click **Add Train** or **Add Ground Transportation** and fill in the relevant fields.

Example:

Add Trip Segments

Add Flight
Add Accommodation
Add Train
Add Ground Transportation

Travel Itinerary

Flight						
Airline	Flight Number	Departure City	Departure Date/Time	Arrival City	Arrival Date/Time	Confirmation Number
Virgin Australia International (VA)	11	(BNE) Brisbane, Australia - Brisbane Intl Airport	29 Dec 2017, 11:10	(LAX) Los Angeles, United States - Los Angeles International Apt	29 Dec 2017, 07:05	✖ ✎
Delta Air Lines (DL)	111	(LAX) Los Angeles, United States - Los Angeles International Apt	29 Dec 2017, 11:20	(JFK) New York, United States - New York J F Kennedy International Apt	29 Dec 2017, 20:15	✖ ✎
American Airlines (AA)	222	(JFK) New York, United States - New York J F Kennedy International Apt	03 Jan 2018, 10:05	(SLC) Salt Lake City, United States - Salt Lake City Intl Airport	03 Jan 2018, 12:30	✖ ✎

Step 7: Add accommodation

Add Trip Segments

Add Flight
Add Accommodation
Add Train
Add Ground Transportation

Name *

Check-In Date *

Check-Out Date *

Address *

Phone Number

Confirmation Number

Type

Save
Cancel

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**. PLEASE NOTE: You **must** update as soon as you have booked/organised.

What if I have organised accommodation with friends or family?

You are required to enter **all** accommodation for the entirety of your program, including any temporary accommodation, e.g. hotels/hostels.

Example:

Accommodation						
Name	Address	Telephone	Check-In Date	Check-Out Date	Confirmation Number	Type
Hotel Pennsylvania	401 7th Ave, New York, NY 10001, USA	1 212 736 5000	29 Dec 2017	03 Jan 2018		Regular
University of Utah	201 Presidents Cir, Salt Lake City, UT, 84112, USA		03 Jan 2018	11 May 2018		Expat Residence

Step 8: Submit a screenshot to Global Mobility

You are **required** to submit a screenshot to Global Mobility as evidence that you have **created a new trip** and **added flight / accommodation / train / ground transport** details. Please submit via [Ask Us](#).

Example:

Create New Trip

<p>Trip Name * <input type="text" value="Exchange - University of Utah"/></p> <p>Contact Number of Emergency Contact Person Australia - 011-61 <input type="text" value="1234567890"/> <small>i</small></p> <p>Name of Program(if Applicable) <input type="text" value="Exchange Program"/></p> <p>Program End Date <input type="text" value="18 May 2018"/></p> <p>Local Address during Program <input type="text" value="201 Presidents Cir, Salt Lake City, UT 8"/></p> <p>Name of Griffith Uni Person leading the Program (if applicable) <input type="text"/></p>	<p>Name of Emergency Contact Person <input type="text" value="Mr Smith"/></p> <p>Type of Program * <input type="text" value="Semester"/></p> <p>Program Start Date <input type="text" value="08 Jan 2018"/></p> <p>Country where the Program is held <input type="text" value="United States of America"/></p> <p>Local Contact Number during Program(can be filled in once in location) <input type="text"/></p> <p>Name of University or Organization that is hosting your program <input type="text" value="University of Utah"/></p>
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Flight						
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Name	Address	Telephone	Check-In Date	Check-Out Date	Confirmation Number	Type
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