

# Western's International Travel Registry

## User Guide for Faculty and Staff Leading Student Trips Abroad

All Western students participating in University sanctioned international activities are required to enrol in Western's International Travel Registry prior to departing Canada. As the activity sponsor, it is highly recommended that you complete the following step of the Travel Registry. This step includes entering your own travel information (such as flight information, dates, locations) into MyTrips with International SOS (ISOS), no later than 3 weeks prior to travel, to ensure that you as the trip leader are also receiving the same level of ISOS support, travel and medical alerts, as the students participating in the trip.

This information also enables Western to monitor the student group's safety, update you and the students on travel advisories from the Canadian Government and locate and provide assistance in case of an emergency overseas.

If you have questions about this process, please email [travelregistry@uwo.ca](mailto:travelregistry@uwo.ca).

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## Register in MyTrips/International SOS

(Step-by-step illustrations are available below the instructions)

Western International has invested in the services of International SOS (ISOS), providing access 24-hours a day worldwide to expertise and assistance with travel preparations, medical, security and emergency needs.

### Be prepared. Access pre-travel information and guidance.

Understand the risks, local environment, health care system and security precautions related to the location(s) you are visiting by accessing detailed country guides. You can contact ISOS Help Centres (call directly or call collect) for general travel advice or if you have questions about the locations you are travelling to. You will need to provide the Western University membership number when you contact ISOS. The membership number can be found [online](#).

Philadelphia	+1 215 942 8226
London	+44 (0) 20 8762 8008
Singapore	+65 6338 7800
Sydney	+61 2 9372 2468

### Register your itinerary with MyTrips.

1. Go to this [International SOS web link](#) and register your account **using your Western email address**.
2. You will be asked to select a password and two security questions. You will be required to activate your account by clicking on the link that will be sent to you via email. Your account will need to be activated within 24 hours, otherwise it will expire. Please monitor your email spam/junk folder(s) as this email may be filtered to these folders.
3. Once your account is activated, login using your Western email address and the password you created in the step above to complete your profile.
4. Enter your travel itinerary by selecting 'Create New Trip'.
5. Choose a trip name, then create your trip segments through the respective tabs (e.g. Add Flight, Add Accommodation, Add Train, Add Ground Transportation).
6. You are required to complete the trip segment relating to your **round trip flight(s)**, the other segments are optional.
  - a. Enter your flight information by selecting the 'Add Flight' tab and completing the corresponding information, then select 'Save'.
  - b. Each flight (e.g. departure, transit and return) must be entered individually.
  - c. If all your flight details are not yet confirmed, you can save the information you currently have available and edit your trip at a later date. Please ensure that to the extent possible your flight details are up to date in MyTrips **before** you depart Canada.
  - d. **NOTE: For travel to the United States**, if you are travelling by car instead of by air, please complete the information in the Ground Transportation tab instead of the Flight tab. Use the 'Pickup' and 'Dropoff' fields to list your equivalent departure and arrival information. If you are driving independently with your own car or a rental (not using a ground transportation company), please include your name in the 'Name' field. If you are using a ground transportation service, please include the company name in the 'Name' field. Each travel segment (e.g. drive to and from the US location) must be entered individually.

7. You will receive a confirmation email, sent to your Western email account, from ISOS with specific information related to your upcoming travel. Please note this email might take up to 24 hours. Please monitor your email spam/junk folder(s) as this email may be filtered to these folders.
  - a. **NOTE:** This email confirmation will refer to Western’s International Travel Registry as a two-step process. Faculty and staff leading student trips abroad are not required to complete the first step of the process. However, you must request that participating students complete both steps of the Travel Registry.

**Returning Users:** Once you have activated your account with MyTrips (steps 1-3 above), you can login any time to make changes to your itinerary or add new trips by simply completing steps 4-7 above.

**Illustrations:**

**Register your itinerary step 1**



 A screenshot of the "Login" page. It features a dark blue header with the word "Login" in white. Below the header are two input fields: "Username" with a person icon and "Password" with a lock icon. At the bottom left, there are two links: "Forgot Password" and "New User? Register here", both of which are circled in red. A "Login" button is located at the bottom right.

**Register your itinerary step 2**



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

 A screenshot of the "User Registration" form. It contains several input fields: "Title" (a dropdown menu), "First Name", "MI", and "Last Name" (all text boxes). Below these are "Organisation Email Address (User Name)", "Password" (with an eye icon), and "Re-Enter Password" (text boxes). Further down are "Security Question1" and "Security Question2" (dropdown menus), and "Answer 1" and "Answer 2" (text boxes). At the bottom left, there are "Submit" and "Cancel" buttons, with the "Submit" button circled in red.

### Register your itinerary step 3

The screenshot shows a 'Login' form with a dark blue header. Below the header, there are two input fields: 'Username' with a person icon and 'Password' with a lock icon. A red oval highlights both of these fields. Below the fields, there are links for 'Forgot Password' and 'New User? Register here', and a 'Login' button.

### Register your itinerary step 4

The screenshot shows a dark blue navigation bar. On the left, there is a button labeled 'My Profile / Trips'. To its right is a button labeled 'Create New Trip'. Both buttons are circled in red.

## My Profile

\* Please complete all required fields

### Primary Profile Information

First Name  \* Last Name  \*

Home Country  
 \*

Faculty  
 \*

Career  
 \*

Campus Affiliation  
 \*

### Phone\*

Phone Priority  \* Phone Type  \* Country Code  \* Phone Number  \*

Add Another

## Register your itinerary steps 5-6

Create New Trip

Trip Name \*

Trip Name/Confirmation#/PNR Record Locator

Click on the tabs to create your trip segments

**Add Flight** | Add Accommodation | Add Train | Add Ground Transportation

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

Departure City \*  
Departure city

Arrival City \*  
Arrival city

Confirmation Number  
Confirmation number

Flight Number \*  
Flight number

Departure Date/Time \*  
[Calendar] [hr] [min]

Arrival Date/Time \*  
[Calendar] [hr] [min]

**Save** | Cancel

## >>> For travel to the United States by car (step 6 d)

Click on the tabs to create your trip segments

Add Flight | Add Accommodation | Add Train | **Add Ground Transportation**

Name \*  
Name

Pickup City, Country \*  
Pickup City, Country  
Please select closest city.

Dropoff City, Country \*  
Dropoff City, Country  
Please select closest city.

Confirmation Number  
Confirmation number

Telephone  
Telephone

Pickup Date/Time \*  
[Calendar] [hr] [min]

Dropoff Date/Time \*  
[Calendar] [hr] [min]

**Save** | Cancel

**NOTE:** For users who require additional support, a MyTrips user guide can be accessed providing additional illustrations of the instructions above. To access the guide, log in to MyTrips and select the 'User Guide' link on the top menu.



Sign up for health and security email alerts.

Stay informed of health, safety or security risks in your travel destination(s).

### To sign up for health and security email alerts:

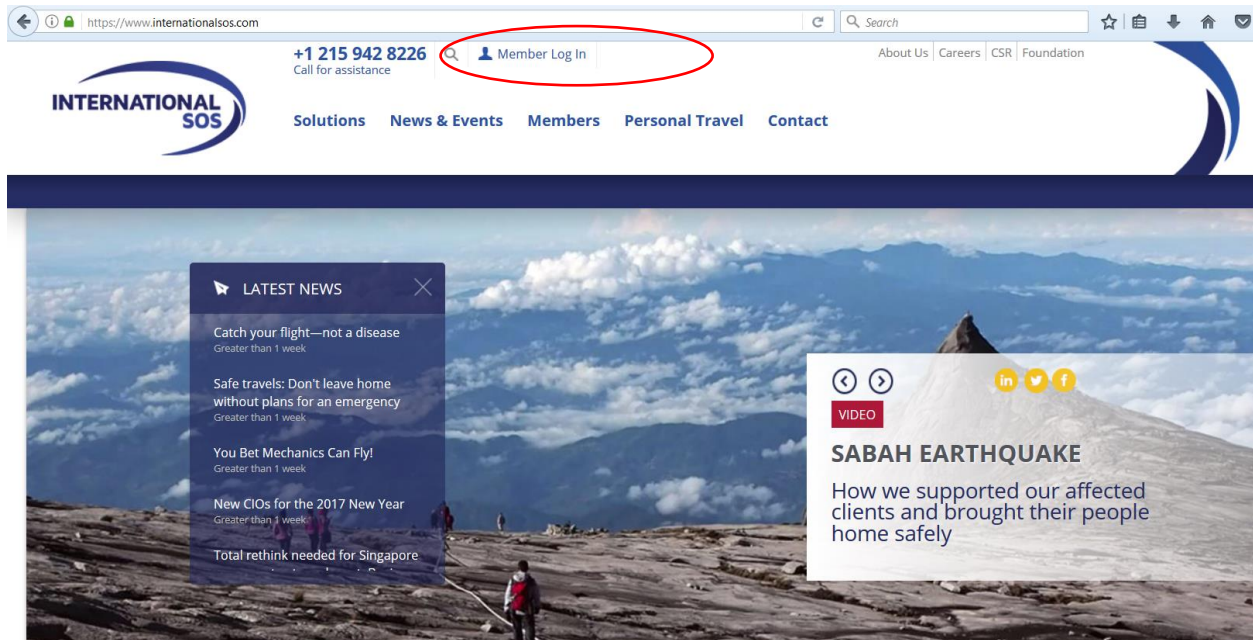
1. You have the option to select which countries and what type of alerts you wish to receive.
2. Go to the International SOS website ([www.internationalsos.com](http://www.internationalsos.com)) and enter Western's membership number under 'Member Log In'.
3. Select 'Email Alerts' in the left hand menu.
4. Enter your name and email address under 'How do I register'.
5. You will receive confirmation of registration by email along with a link to activate your account.
6. Log in using your email address.
7. Select 'Email Alerts' from the left hand menu.
8. Check the box next to the type of alerts you wish to receive.
9. Use the drop down menu to select 'All updates' or 'Special Advisories'.
10. Place check marks in the boxes next to your country/countries of interest.
11. Select 'Save Changes' when you have completed your selections.

## Other updates and scheduled summaries:

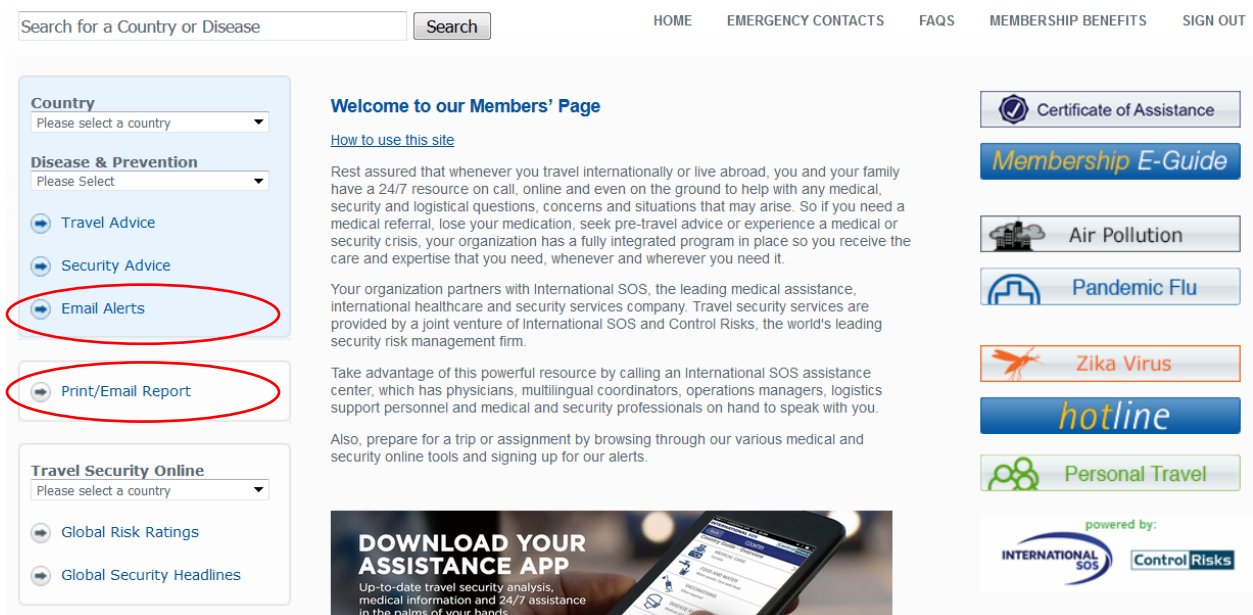
1. You can also choose to receive emails regarding global issues, changes to health or security risk ratings, daily digests, monthly digests and regional security forecasts.
2. Select the respective tabs for 'Other Updates' and/or 'Scheduled Summaries' to set your preferences.
3. Check the boxes next to items that interest you under these tabs.
4. Select 'Save Changes' when you have completed your selections.

## Illustrations:

### Health & security email alerts steps 1-2



### Health & security email alerts step 3



## Health & security email alerts steps 4-6

### My Alerts | Logon

#### Email alerts

You can choose to receive a number of email alerts to keep you up to date with the latest developments around the world.

#### How do I register

If you have not registered to receive email alerts before, then enter your name and email address to register.

Name:

Email address:

**Register**

#### Login for existing users

If you have already registered to receive email alerts, enter your email address in the form below and click Login.

Email address:

**Login**

## Health & security email alerts steps 7-11

#### My Alerts

- Settings
- Email Alerts**
- RSS and Apps
- Log out of My Alerts
- Logout of site

To update your name or email address, go to settings and make your changes there. Please ensure that you are viewing the page in the same language that you wish to receive your emails alerts in.

I am interested in

Medical updates  Travel security updates

**Real time country updates** Other updates Scheduled summaries

This service emails you country specific Medical and Travel security updates as they happen.

**Country Picker**

Please set your alert delivery options:

When updates are published to one of my subscribed countries below

Email me all updates

Enter country name

MED NON-MED

**Select All**

Afghanistan

Albania

Algeria

American Samoa (US)

Andorra

Angola

You have not selected any countries

Medical Non-Medical

#### Summary

**You have chosen to receive:**

**1** Daily Digest sent at 01:00

You have unsaved changes.

**Save Changes**

## Other updates & scheduled summaries steps 1-4

#### My Alerts

- Settings
- Email Alerts**
- RSS and Apps
- Log out of My Alerts
- Logout of site

To update your name or email address, go to settings and make your changes there. Please ensure that you are viewing the page in the same language that you wish to receive your emails alerts in.

I am interested in

Medical updates  Travel security updates

**Real time country updates** **Other updates** Scheduled summaries

This service emails you Rating changes and Global Issues when they are updated.

#### Global Issues

**Frequency: when changes occur**  
Updates on transnational issues.

**Select All**

Medical Multi-country Alerts

Worldwide travel

#### Rating changes

**Frequency: when changes occur**  
An update on the latest risk rating change.

Rating changes

**Preview email**

#### Summary

**You have chosen to receive:**

**1** Daily Digest sent at 01:00

You have unsaved changes.

**Save Changes**

- Settings
- Email Alerts**
- RSS and Apps
- Log out of My Alerts
- Logout of site

To update your name or email address, go to settings and make your changes there. Please ensure that you are viewing the page in the same language that you wish to receive your emails alerts in.

I am interested in

- Medical updates
- Travel security updates

- Real time country updates
- Other updates
- Scheduled summaries**

This service emails you Medical and Travel security summaries at your scheduled time(s).

#### Daily Digest

**Frequency: daily**

A collation of all Medical and Travel security updates published in the last 24 hours. Regional subscription only.\*

- Select All**
- Africa
- Americas
- Asia & the Pacific
- Europe & CIS
- Mid East & N Africa

**Choose your time**

Send my Daily Digest at 01:00 GMT

- Add another Digest at choose GMT

**Preview email**

\* Please note that if no updates have been published in the last 24 hours, the Daily Digest will not be sent.

#### Monthly Medical Digest

**Frequency: monthly**

A collation of all live medical updates.

- Monthly Medical Digest

#### Regional Security Forecast

**Frequency: weekly**

A forecast that looks ahead over the next week at potential flashpoints and provides a synopsis of upcoming travel-related events, by country.

- Select All**
- Africa
- Americas
- Asia & the Pacific
- Europe & CIS
- Mid East & N Africa

**Preview email**

#### World Calendar

**Frequency: weekly** A calendar of upcoming security dates over the next three months.

- World Calendar

**Preview email**

#### Summary

**You have chosen to receive:**

**1** Daily Digest sent at 01:00

You have unsaved changes

**Save Changes**

Stay safe throughout your travel. Download the Assistance App.

Take advantage of instant access to ISOS services through the free Assistance App, including:

- One-touch dialing to the closest International SOS Assistance Centre, for immediate help.
- Mobile-friendly medical and travel security information to prepare for your travel, with deeper content a further tap away.
- The latest medical and travel security alerts, delivering travel advice before and during trips, allowing you to quickly adjust your plans if needed.

#### To download the App:

1. Open the Internet browser on your phone and enter the following address <http://app.internationalsos.com>. You will find various versions of the app for your device.

OR

Open Google Store from your phone and search for ISOS Assistance App. You will be able to install the app directly to your phone.

2. Once the app is downloaded on your phone, open the app and enter the Western University membership number into the app to sign in. You will then be connected to the member services.



## Additional Resources

The following additional resources have been made available by ISOS to help you learn about their services and membership benefits.

- [Membership eGuide](#) – Illustrates the scope of your benefits with a comprehensive representation of how to navigate ISOS services.
- **Membership Benefits** overview and **Frequently Asked Questions** can be accessed once you log in to the ISOS website ([www.internationalsos.com](http://www.internationalsos.com)) using Western’s membership number.

The screenshot shows the International SOS website interface. At the top, the navigation bar includes the phone number +1 215 942 8226, a search bar, and a 'Member Log In' button circled in red. Below this is a main navigation menu with links for Solutions, News & Events, Members, Personal Travel, and Contact. A secondary navigation bar contains a search box for countries or diseases, and links for HOME, EMERGENCY CONTACTS, FAQs, MEMBERSHIP BENEFITS (circled in red), and SIGN OUT. The main content area features a 'Welcome to our Members' Page' with a 'How to use this site' link. A sidebar on the left offers filters for Country and Disease & Prevention, along with options for Travel Advice, Security Advice, Email Alerts, and Print/Email Report. On the right, a vertical menu lists various services: Certificate of Assistance, Membership E-Guide (circled in red), Air Pollution, Pandemic Flu, Zika Virus, hotline, and Personal Travel.