

Before departing on an international trip that involves Columbia Travel, register your trip details using ISOS **MyTrips**. Registration on **MyTrips** involves two processes; create a **MyTrips Profile** (or update an existing **MyTrips Profile**) and then, **Create a New Trip**. There are two options for this process:

Option A (simplest):

After creating or updating the **MyTrips Profile** and using the same email address that serves as **MyTrip Username**, forward the itinerary confirmation email (without editing it), that was received from the airline, hotel or travel booking site, to MyTrips@travelsecurity.com.

When using this option:

- Whenever an itinerary confirmation email is forwarded to the above mailbox, the traveler will receive an automated email regarding the processing status;
- The traveler can always log in to their **MyTrips** account to access the trip details;
- If they notice an issue with their trip in their **MyTrips** account, please submit queries or feedback to onlinehelp@internationalsos.com and cc: globaltravel@columbia.edu;
- If traveler makes a change to their booking, please repeat the step above and forward the latest version of the itinerary confirmation email to the mailbox;
- The confirmation email should be in English language and if it contains a PDF document, it should be included when forwarding the confirmation email;

Option B:

After creating or updating the **MyTrips Profile**, go back to **MyTrips** and manually "Create New Trip"...

- The name to be used for "**Trip Name/Reservation ID**" could be provided by the travel coordinator and used to standardize for the department/unit;
- The "Trip Name/Reservation ID"; "Flight" or "Accommodation" are required fields to be able to save a trip.

Notes:

- If you don't enter **Flight** information or **Accommodation** details, your trip will not be registered;
- **Flights:** Type first letter and an Airline or Airport list will pop-up: pick the correct one;
- **Flights:** Departure/Arrival Times: click on hours and then minutes and pick the correct one;
- **Accommodation:** Start typing address and a pop-up window will try searching for geocode match, pick one.
- Pay attention to the red asterisks; they mark all required data that you may have missed.
- When done, always remember to click "**Save**" and remember to update this information if your travel plans change during your trip.

If you have any technical difficulties, please contact onlinehelp@internationalsos.com or call them (US: +1 646-259-0477; France: +33 157324976; UK: +44 20 35644536; Singapore: +65-68185590). If you have any questions, please email us at globaltravel@columbia.edu.