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@internationalos.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@internationalos.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.