



MyTrips

Common Issues



INTERNATIONAL SOS
PEPPERDINE

Forgot *MyTrips* Password?

Because International SOS is an outside service,
if you forget your password you will need to email:

onlinehelp@internationalsos.com

from your **Pepperdine Gmail address** and ask them to reset your password. Neither the Malibu IP Office nor your program staff can reset your password for you. If you enter the wrong password too many times you will be locked out of your account, so be sure to remember or write down your password!

Don't enter only one way flights/trains

Incorrect. This is just your outbound flight.

Travel Itinerary

Flight						
Airline	Flight Number	Departure City	Departure Date/Time	Arrival City	Arrival Date/Time	Confirmation Number
Swiss (LX)	456	(GVA) Geneva, Switzerland - Geneva Intl Airport	13 Aug 2018, 08:00	(LAX) Los Angeles, United States - Los Angeles International Apt	17 Aug 2018, 14:00	123

Travel Itinerary

Flight						
Airline	Flight Number	Departure City	Departure Date/Time	Arrival City	Arrival Date/Time	Confirmation Number
Swiss (LX)	456	(GVA) Geneva, Switzerland - Geneva Intl Airport	13 Aug 2018, 08:00	(LAX) Los Angeles, United States - Los Angeles International Apt	13 Aug 2018, 20:00	123

Correct! After you add your departing flight, click 'add flight' and enter return flight details

Travel Itinerary

Flight						
Airline	Flight Number	Departure City	Departure Date/Time	Arrival City	Arrival Date/Time	Confirmation Number
Swiss (LX)	456	(GVA) Geneva, Switzerland - Geneva Intl Airport	13 Aug 2018, 08:00	(LAX) Los Angeles, United States - Los Angeles International Apt	13 Aug 2018, 20:00	123
Swiss (LX)	321	(LAX) Los Angeles, United States - Los Angeles International Apt	17 Aug 2018, 14:00	(GVA) Geneva, Switzerland - Geneva Intl Airport	17 Aug 2018, 23:30	654

Full Year Students:

You must create *two separate* trips. One for each semester.

Incorrect. Both
semester dates
under same trip:

Travel Information: Lausanne Fall 2019

Collapse 

Trip Name *

Lausanne Fall 2018

Save Trip Information

Success! Accommodation deleted successfully. 

Add Travellers

Search by first name or last name or email address

Add

Mark Barneche



Add Trip Segments

Add Flight



Add Accommodation

Add Train

Add Ground Transportation

Travel Itinerary

Accommodation

Name	Address	Telephone	Check-In Date	Check-Out Date	Confirmation Number	Type
Maison du Lac	Avenue Marc-Dufour, 1007, Lausanne, Vaud, CHE		07 Sep 2018	26 Apr 2019		Regular  

Full Year Students:

You must create *two separate trips* for each semester

Correct!

Trips or PNR	Record Locator	Status	Start Date	End Date	Created By	Remove	Copy Trip
Spiritual Retreat	PTL1701201806504750	Active	26 Jan 2018	28 Jan 2018	Traveller		Copy Trip
Belgium with BFF	PTL1701201806475747	Active	18 Jan 2018	21 Jan 2018	Traveller		Copy Trip
Lausanne Fall 2017	PTL0104201712553555	Active	10 Jan 2018	20 Apr 2018	Traveller		Copy Trip
Lausanne Spring 2018	PTL0104201712564056	Active	10 Jan 2018	20 Apr 2018	Traveller		Copy Trip
LAST WEEKEND LAUSANNE!	PTL0412201712453245	Active	07 Dec 2017	10 Dec 2017	Traveller		Copy Trip
Basel Weekend	PTL3011201703332233	Active	30 Nov 2017	03 Dec 2017	Traveller		Copy Trip

Right city, wrong location

The image displays three side-by-side screenshots of a map application interface, each showing a search for an address and a map with a pin. The search bars are highlighted with red underlines.

- Left Screenshot:** Search bar contains "Heidelberg Settlement, NC, USA". The map shows a pin in the eastern United States, near the Virginia-North Carolina border.
- Middle Screenshot:** Search bar contains "London, Ontario, CAN". The map shows a pin in the Great Lakes region, near Toronto, Ontario, Canada.
- Right Screenshot:** Search bar contains "Lausanne Twp, PA, USA". The map shows a pin in the northeastern United States, near New York and Pennsylvania.

Each screenshot includes a search bar with a magnifying glass icon, a map with a blue pin, and a "Save" button. The text "OpenStreetMap contributors Design © ... esri" is visible at the bottom of each map.

Here are just a few examples.
Make sure you select city in the
[correct country!](#)

Don't enter the same trip multiple times

If you are having trouble entering a trip, and refresh the page, or exit your browser and re-enter your trip, you may accidentally create multiple trips. You can delete trips or make trips inactive in the status bar.

Trips or PNR	Record Locator	Status	Start Date	End Date	Created By	Remove	Copy Trip
Weekend Trip	PTL1701201801400540	Active	13 Aug 2018	14 Aug 2018	Administrator		Copy Trip
Weekend Trip	PTL1701201801515951	Active	13 Aug 2018	13 Aug 2018	Administrator		Copy Trip
Weekend Trip	PTL1701201801525752	Active	13 Aug 2018	13 Aug 2018	Administrator		Copy Trip
Croatia	ESDCWQ2	Active	19 Jul 2017	25 Jul 2017	Forwarded Itinerary		Copy Trip
VZBHSB	VZBHSB	Active	21 May 2017	27 May 2017	Forwarded Itinerary		Copy Trip
Lausanne SP17 EFT: Morocco	PTL1402201711351435	Active	12 Mar 2017	12 Mar 2017	Administrator		Copy Trip