Registration Guide

**Issue date:** July, 2020

For more information please contact [onlinehelp@internationalsos.com](mailto:onlinehelp@internationalsos.com)
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1. SFU Travel Registry

The SFU Travel Registry was established for students, staff, and faculty to register their SFU-affiliated travel with the SFU Travel Safety Program. The information provided will be used to locate and assist you in the event of an international incident. It is highly recommended that you register your travel prior to departing on your trip. SFU has partnered with International SOS (ISOS) to provide the Travel Registry service using ISOS TravelTracker*. 

To access the SFU Travel Registry click here.

Your use of ISOS TravelTracker at Simon Fraser University is voluntary. Please be advised that the personal information you disclose to ISOS TravelTracker or to an ISOS call centre (any information you provide to create an account, create a profile, report an emergency or medical incident, and any technical data that ISOS TravelTracker collects) is stored on servers located outside of Canada. Storage of your personal information outside Canada means the information resides in a foreign jurisdiction and will be subject to that jurisdiction’s laws. Privacy protection afforded by Canada’s privacy laws will not apply. You may wish to review the ISOS TravelTracker privacy policy before using the service.

The information you provide to SFU via ISOS TravelTracker is collected under the authority of the Freedom of Information and Protection of Privacy Act (R.S.B.C. 1996, c165) S. 26(c) and the University Act (R.S.B.C. 1996, c 468). It is related directly to and needed by the University to administer the Simon Fraser University Travel Safety Program. It will be used to administer your account, and may be used to locate and assist you in the event of an international incident with the potential to negatively impact you and contact your emergency contacts.

By choosing to use this service you consent to the disclosure of your personal information in this manner and for the purposes described above and to its storage outside Canada. If you do not consent, please send your trip details to srs_ts@sfu.ca where your information will be stored on-premises. If you have any questions about the collection, use or disclosure of your personal information please contact the Travel Safety Coordinator, Discovery 1 room 1300, 8888 University Drive, Burnaby, BC Canada V5A 1S6, +1 236 880 1566/srs_ts@sfu.ca.
2. Registering as a new user

Once you are on the registration page, click “New User? Register here” to create an account.

Enter the required information on the Registration page.

Your user name will be your SFU email address.

Set up your security questions and answers. If you forget your password or need your password to be reset, you will be required to provide these answers.

Click ‘Submit’ button.

Click ‘privacy policy’ to review the ISOS Privacy Notice.
Upon clicking the ‘Submit’ button, the next page will display a message indicating that a verification email was sent to your email address.

In order to activate your account please click on the link provided in the email. This link will only be active for 24 hours. If you do not activate your account within 24 hours, you will need to register for an account again. If you need any assistance, please contact the ISOS Online Help team at onlinehelp@internationalsos.com who will help you register for an account.

After you click on the link, you will be provided with a confirmation message that your account has been activated. At this point, you can click on the Login button and on the next page you can log in with your credentials.
If an existing user tries to register for an account again, the Registration page will display a message indicating that the account already exists. If you cannot remember your login details, you can use the ‘Forgot Password’ link on the Login Page to retrieve them.

### User Registration for Simon Fraser University Travellers

If you are not travelling for Simon Fraser University then please click here to contact our helpdesk for assistance with the registration.

<table>
<thead>
<tr>
<th>Title</th>
<th>First Name</th>
<th>MI</th>
<th>Last Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>John</td>
<td></td>
<td>Smith</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Organisation Email Address (User Name)</th>
<th>Password</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:Johnsmith@sfu.ca">Johnsmith@sfu.ca</a></td>
<td>*********</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Re-Enter Password</th>
<th>Security Question 1</th>
<th>Security Question 2</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Mother’s maiden name?</td>
<td>Father’s middle name?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Answer 1</th>
<th>Answer 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>xxx</td>
<td>xxx</td>
</tr>
</tbody>
</table>

**I have read the privacy policy**

[Submit] **[Cancel]**

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### 3. Creating your profile

When you first log in to your account you will be asked to complete all required fields. Once you have entered your profile information, click on the ‘Update’ button to save the information. Every time you log in to your account, your profile information will be available for you to view and update.
After you initially enter and save your profile information, every time you log in to your account you will be able to view and update your profile information. Click on the ‘Edit’ link to update your profile information.

Indicate your Citizenship here.

If you have a second or additional Citizenship, list them here.

This should be the cell number you will use in the country that you are travelling to including the international code and area code. If you do not have this number yet, it is very important to update this information once you have it.

To add an additional email address, click ‘Add Another’.

You must have at least one Preferred email record. This will be the primary email used to contact you in the event of an emergency. The non-preferred email record will be used as a secondary email in the event of an emergency.

To remove a record, click the trash can icon.
This is your 9-digit student or employee ID number. It can be found on your SFU ID card. If you are a guest, please use “000000000”.

This is who SFU will contact in the event of an emergency. Your Emergency Contact should be a personal contact that you trust, such as a close family member or friend.
4. Creating a new trip

In order to create a new trip, click on the 'Create New Trip' button on the horizontal navigation or at the bottom of the Profile page. Enter the trip name for your trip (e.g. Conference – New York). Based on your itinerary details, start adding trip segments by clicking on the appropriate tab. You do not need to complete all four tabs right away. You will be able to make changes to your itinerary at any time. For example, if you have only booked your flight at this time, you can add your flight details now by filling out the mandatory fields under the Flight tab and clicking ‘Save’. You can return later to add accommodation details to the same trip once that is booked. It is important to be as accurate as possible and to update your travel information so SFU has up-to-date information.

Adding basic trip details:

If you wish to provide only basic trip details such as your destination city, county, start and end dates you can use the Accommodation section to do this. In the address field, simply enter your destination city and country and use the check-in and check-out dates for your trip start and end dates.

Enter the trip name here e.g. Conference – New York.

Click on the appropriate tab to start creating your trip segments. Fill out the fields and click the 'Save' button.

Use the Check-in and Check-out dates to indicate your trip start and end dates.

You can use the Accommodation Name to indicate your trip type e.g. Conference

When you click on the Address field, a pop-up will open up. Enter your destination city and country and click Search. Then select the matching address from the list. The location will also be displayed on the map. You can also move the blue pin on the map to the expected location.

Click ‘Save’ to save your information.
Adding a flight segment:

As you enter the values for the Airline, the system will provide the matching results in a list below the field. You can enter the airline name or the airline code.

As you enter the values for the Departure and Arrival city fields, the system will provide the matching results in a list below the field. Select the value from this list. You can enter the city name, airport name or airport code.

Click 'Save' to save your information.
Adding an accommodation segment:

When you click on the Address field, a pop-up will open up. Enter the address and click Search. Then select the matching address from the list. If you can’t find the exact address in the list please select the closest address. The location will also be displayed on the map. You can also move the blue pin on the map to the expected location.

Enter your Accommodation Name e.g. Philadelphia Marriott

<table>
<thead>
<tr>
<th>Flight</th>
<th>Accommodation</th>
<th>Ground Transportation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name *</td>
<td>Accommodation Name</td>
<td></td>
</tr>
<tr>
<td>Address *</td>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>Phone Number</td>
<td>Phone number</td>
<td>Confirmation Number</td>
</tr>
<tr>
<td>Confirmation Number</td>
<td>Confirmation number</td>
<td></td>
</tr>
<tr>
<td>Check-In Date *</td>
<td>Check-In Date</td>
<td></td>
</tr>
<tr>
<td>Check-Out Date *</td>
<td>Check-Out Date</td>
<td></td>
</tr>
<tr>
<td>Type</td>
<td>Regular</td>
<td></td>
</tr>
</tbody>
</table>

Click ‘Save’ to save your information.
Adding a train segment:

Following train carriers are available to choose: Accesrail, Airport Express Rail, Amtrak, Deutsche Bahn, Eurostar International, Nuovo Trasporto Viaggiatori, SNCF/European Rail, Via Rail Canada.

SNCF/European Rail can be used to book major routes for the following train operators:

- AVE (high speed trains in Spain)
- City Night Line (overnight trains in Netherlands, Germany, Switzerland, Czech Republic, Poland, Italy)
- ICE (Deutsche Bahn high speed trains in Germany)
- Intercites France
- Italo – NTV operated high speed trains
- OUIGO (France low cost train)
- TGV (France high speed trains)
- TGV Lyria (France Switzerland cross border trains)
- TGV France Spain (cross border trains)
- TGV France Italy (cross border trains)
- SNCF (France local trains)
- Thalys (High speed covering major stations in Netherlands, plus cities in Northwest Germany, Brussels, Lille and Paris)
- Trenitalia (Italy)

Select the train carrier from the dropdown. Select the Departure/Arrival cities from the matching results list.

As you enter the values for the Departure and Arrival city fields, the system will provide the matching results in a list below the field. Select the value from this list. You can enter the city name, station name or station code.

Click ‘Save’ to save your information.
Adding a ground transportation segment:

As you enter the city name for the Pick-up and Drop-off city fields, the system will provide the matching results in a list below the field. Select the value from this list.

Click ‘Save’ to save your information.
5. Viewing / updating trips

When you log in to the Travel Registry, the landing page will display your profile information and all trips that have been recorded in the system. From this page, you can quickly view or update any of this information.

<table>
<thead>
<tr>
<th>Trips or PNR</th>
<th>Record Locator</th>
<th>Status</th>
<th>Start Date</th>
<th>End Date</th>
<th>Created By</th>
<th>Remove</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conference - New York</td>
<td>PTL070720202023402</td>
<td>Active</td>
<td>01 Jul 2020</td>
<td>31 Jul 2020</td>
<td>You</td>
<td></td>
</tr>
<tr>
<td>2020 Research Trip</td>
<td>PTL08072020202301330</td>
<td>Active</td>
<td>01 Jun 2020</td>
<td>30 Jun 2020</td>
<td>You</td>
<td></td>
</tr>
</tbody>
</table>

To edit an existing trip, click on the trip name or itinerary number. You will be taken to the Travel Information page where you can make changes to the trip information. After you complete your changes, click on the ‘Save Trip Information’ button to ensure that the changes are saved.

The trip list will include your past current and future trips that have been created by you, a system administrator or a travel agency. You can only update or delete the trips that you have created.