Personal Travel Locator

User Guide
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1.0 About Personal Travel Locator

Personal Travel Locator (PTL) allows you to store business or leisure trips that are booked outside of a corporate travel agency in a secure system. Through this system you can manage your trips and store contact information. Your program administrator and International SOS can access this information to facilitate emergency responses and provide necessary communication with you in an emergency situation.

2.0 Login Process

PTL URL: http://ptl.internationalsos.com

It is highly recommended that you “bookmark” the URL at your office PC, as well as at home. In order to login to PTL you will need to enter the Membership Number, the User Name and your Password. If you don’t know your membership number, please contact your program administrator.

3.0 New User

If you are already a TravelTracker user, you can use the same TravelTracker username and password to login to Personal Traveler Locator. After successful logon, you can simply start filling out the “My Profile” and “My Trips” sections. It is not required to register as a new user through the PTL.

If you are a new user, you can create your account through the New User link located on the login page.

1. Click **New User** link at the bottom of the page
2. Enter User Information including Membership Number, Name, Desired Username, Password and Email Address. Please do not enter a period (.) when creating your username (E.g.: joe.doe). If you don’t know your Membership Number, please contact your Program Administrator.
3. Enter your **Challenge Questions**. The system requires the selection of two challenge questions. The challenge questions are utilized for identification, if a user has forgotten his/her password.

Please make a note of your Username, Password and Challenge Questions for future use. Once in the system, all users have the ability to modify their password or their challenge questions through **My Profile** section.
4.0 Locked Account

You have five total attempts for a successful login during login process. After five unsuccessful attempts to enter a User Name or Password your account will be locked. You will be asked to fill out a form and submit a request to get your account unlocked. During normal business hours an Online Service Manager at International SOS will unlock your account immediately. After business hours you can contact the Philadelphia Alarm Center at (1) (215) 942 8226 for assistance.

Once your account is unlocked, you will receive an email with a temporary password. Upon logging into the PTL, you will be prompted to change the temporary password.

NOTE: If you are an existing TravelTracker user, you will need to use this new password in order to login to TravelTracker.

5.0 Forget Username / Password

If you forget your User Name or Password, click on Forgot Password link on the main login screen. If you forget your Password you will be asked your user name and your challenge questions. After you answer them correctly a new auto-generated password will be sent to your e-mail address. Upon logging into the PTL, you will be prompted to change the temporary password.

You can also ask your administrator to reset your password. Once your administrator resets your password, you will receive an email with the new auto-generated password. Upon logging into the PTL, you will be prompted to change the temporary password.

NOTE: If you are an existing TravelTracker user, you will need to use this new password in order to login to TravelTracker.

If you forget your User Name you will be asked to enter your email address and your User Name will be sent to your e-mail address.

6.0 Creating a Trip

Upon creating your account, you will be taken to My Current Trips page where you can start creating your trip. Click Add a New Trip button to start creating your trip. Enter your trip name and click Save.
Once the trip name is saved, you can start entering the segments of your trip by clicking the appropriate sections. To add flight details, click **Add a Flight** section.

Once you start entering the Airline name, Departure and Arrival city you will be provided with a list of available options allowing you to enter the correct information.
The flight information can be verified by using the **Verify** button. After entering the airline name and flight number, when you click **Verify** button the available flight information will be automatically displayed for you. If the information is correct, you can click the **Airport Name** and all the flight information will be automatically populated into the form fields. If your departure and arrival date/time is different than what is provided on the screen, you can manually updated the date/time fields on the form.

Flight number can be verified by clicking the **Verify** button.

![Flight Details Form](image-url)
NOTE: When entering the flight details, please enter them as they appear on the PNR.

Click Save button after entering each segment of the itinerary. Once you finish adding all the sections (flight, hotel, and car) of your itinerary click Save Trips button.

When entering the hotel and car rental information if the country selected has multiple time zones (e.g.: Brazil, United States, Russia), then the user should select the appropriate time zone from the Time Zone dropdown based on the city.
Select the corresponding time zone based on the city.
7.0 Sending Automated Travel Advisory

Automated Travel Advisory provides destination-specific medical, safety, travel and cultural information and proactively informs you about the health and safety risks of the countries that you are visiting. The Automated Travel Advisory will be sent to your email address recorded in the system.

Upon creating and saving a new trip, you will be given the option to receive a travel advisory for your destination(s). Check the checkbox for the country or countries you would like to receive a travel advisory for.
8.0 My Current Trips Page

After successful logon you will be directed to My Current Trips page. This page will display your current and future trips along with the status, start date and end date. Regardless of the status (active or inactive) past trips will not be displayed on this page.

If your trip has to be postponed and rescheduled due to an unexpected reason you can deactivate your trip by selecting the checkbox and clicking Deactivate Selected Itineraries button at the bottom of the page. The status of the trip will be displayed as Inactive under the Status column. You can activate this trip later and update the appropriate sections in the itinerary. To activate an inactive trip, you need to simply check the checkbox for that trip and click the Activate Selected Itineraries button at the bottom of the page. Once you change the status of the trip, it will be reflected as Active.
9.0 Edit an Existing Trip

In order to edit an existing trip, go to My Current Trips section and click on the Trip Name. You will be taken to the Trip Details page.

If you would like to change the trip name, click the edit your trip’s name link, make the changes and click Save.
If you would like to make changes on a particular segment in the itinerary, click the corresponding **Edit** button. After you complete the changes on the selected itinerary segment, click **Save** button and you will be directed to the **Trip Details** page. On the Trip Details page click **Save Trips** button at the bottom of the page to save the changes on the itinerary. If you don’t click this button, the changes you made will not be saved.
10.0 Export Trips into Excel

If you would like to create a report of your trips, you can export your trips into Excel by clicking Export Your Trips button on My Current Trips page.
11.0 Information for Administrators

Administrators can view and edit the user's personal profile and reset password through the Manage Users section.

There are two additional administrative access roles to view or edit user's trip details through the TravelTracker. These access roles are assigned by your program administrator. If you have any questions about your access role, please contact your program administrator or Online Services Manager at International SOS.

If your access type allows you to view or edit the user's trip details in the TravelTracker, you can log into the TravelTracker and search for the user's trip information. You can login into the TravelTracker by using the same PTL login information and vice versa.

The traveler's past, current and future trips can be located in the TravelTracker by conducting the appropriate Traveler Type search.

11.1 Manage Users

View / Edit User's Profile

Administrators can view or edit a user’s profile information. To locate the user’s profile, click Manage Users on the horizontal navigation. You can search for the user by first or last name. Click the Edit button next to the traveler’s name. If changes are necessary on the user's profile, make the changes and click Update button at the bottom of the page.
11.2 Reset Traveler’s Password

Administrator can reset the user’s password through traveler’s Personal Profile section upon request. Go to Manage Users section and search for the user’s name. Once user is found, click Edit button next to the name. On user’s Personal Profile page click Reset This User’s Password link.
You will be taken to a page where you need to confirm the password reset. Once you reset the user’s password, he/she will receive an email with the new auto-generated password. Upon logging into PTL, the user will be prompted to change the password.