

## TravelCert: Instructions for Users.

The TravelCert website, which allows users to log their upcoming travel and download insurance Cover Notes, has been updated. The new system will be launching in September and we need to tell you what is changing and the actions you will need to take to ensure you can continue to use the system.

### Registration and User Profile

The biggest change for TravelCert users is the requirement to register and create a User Profile. This change has been brought about by the enhanced security features of the new site, which are required under Data Protection regulations.

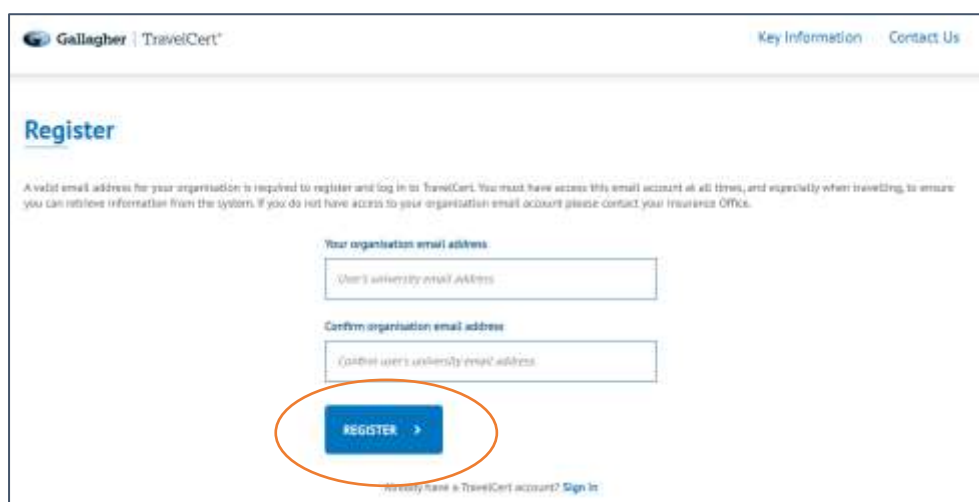
#### To create a User Profile you must have access to a University domain email address.

You cannot create a profile using webmail providers such as gmail, hotmail, yahoo etc. as the system uses the Queen Mary University of London domain name to validate that the attempt to create an account is genuinely linked to your organisation.

You will need to make sure you have access to your QMUL email account in order to receive registration emails and One Time Password (OTP) details or you will not be able to register and log in. If you do not have access to a QMUL email account please contact the Insurance Manager.

### TO REGISTER

1. Go to <https://travelcert.ajg.com/>
2. Click on "Register"



The screenshot shows the registration page on the TravelCert website. At the top left is the Gallagher | TravelCert logo. At the top right are links for 'Key Information' and 'Contact Us'. The main heading is 'Register'. Below the heading is a note: 'A valid email address for your organisation is required to register and log in to TravelCert. You must have access this email account at all times, and especially when travelling, to ensure you can retrieve information from the system. If you do not have access to your organisation email account please contact your Insurance Office.' There are two text input fields: 'Your organisation email address' and 'Confirm organisation email address'. Below these fields is a blue button labeled 'REGISTER' with a right-pointing arrow, which is circled in orange. At the bottom of the form, there is a link: 'Already have a TravelCert account? Sign in'.

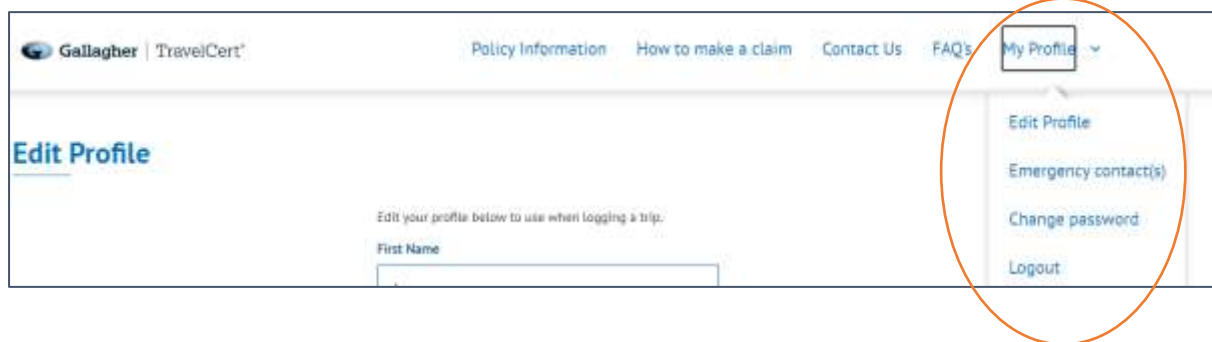
3. Enter your organisation email address to receive a registration link.
4. Check your emails and click on the link within the email you receive from TravelCert – make sure you check your spam / junk folder if the email hasn't arrived within a few minutes.
5. The link will take you back to the TravelCert website where you can now set up your profile.
6. Create a password, you will need this to log in each time you access TravelCert.
7. From now on, every time you log in you will be sent a one-time passcode (OTP) to your registered email address, which you will need to enter to access your account. The passcode is valid for 15 mins, after which time if you haven't used it to log in you will need to request another one.

## CREATE YOUR PROFILE

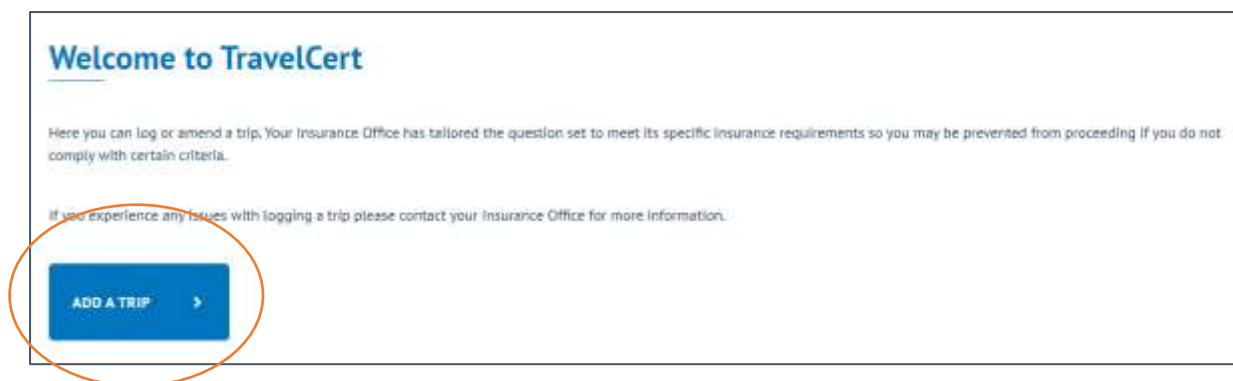
The first time you log in you will need to create your Profile and add at least one Emergency Contact. Follow the instructions on the screen to add your details.

Once you have done this you will not need to enter your details again, unless you wish to update any of your details, which you can do from within your account.

You can also edit your Emergency Contacts and change your password.



You are now ready to start logging trips.



## ADDING A TRIP

Add your start and end dates, select the destination from the drop down list and click "Add Destination". Trips cannot be backdated and can only be of a maximum 12 months duration.

A screenshot of the 'Add Destination' form. The form has a heading 'Add Destination' with a blue information icon. Below the heading is a sub-heading: 'Add the start date, end date and destination(s) for your trip. You can add multiple destinations for one trip.' There are two date input fields: 'Start Date' and 'End Date', both with calendar icons. Below these is a 'Select Destination' dropdown menu with the text 'Please Select'. At the bottom of the form is a blue button labeled 'ADD DESTINATION' with a plus sign. Below the button, there is a message: 'No destinations have been added.' At the very bottom of the form is a blue button labeled 'SAVE AND CONTINUE' with a right-pointing arrow.

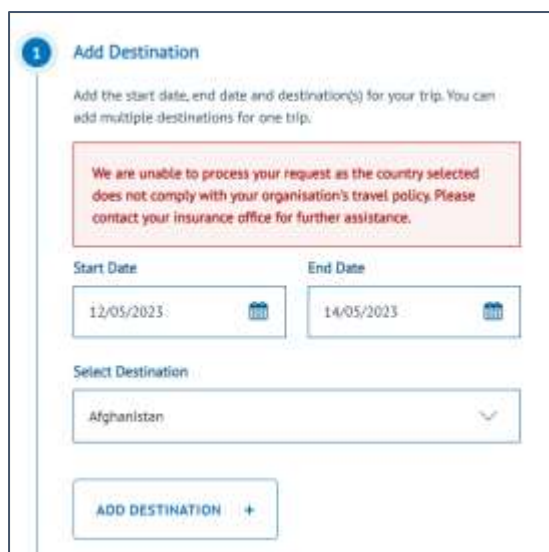
## MULTI DESTINATION TRIPS

If you are logging a multi- destination trip repeat the above for each leg of your trip.

**Note:** multi-destination trip dates must run concurrently, if there are any gaps then you must log as a separate trip.

## RESTRICTED DESTINATIONS

Travel is not permitted to some destinations under the terms of your organisation's travel insurance policy. If you receive the notification below, please contact the Insurance Manager.



The screenshot shows a form titled "Add Destination" with a blue header and a blue "1" in a circle. Below the title is a sub-header "Add Destination" and a paragraph: "Add the start date, end date and destination(s) for your trip. You can add multiple destinations for one trip." A red-bordered box contains the error message: "We are unable to process your request as the country selected does not comply with your organisation's travel policy. Please contact your insurance office for further assistance." Below this are two date pickers: "Start Date" with "12/05/2023" and "End Date" with "14/05/2023". A "Select Destination" dropdown menu shows "Afghanistan" selected. At the bottom is a blue button labeled "ADD DESTINATION +" with a plus sign.

## COMPLETE QUESTIONS

Continue to work your way through the question list which depending on your University's set up may include:

- Medical
- Risk & Assessment
- Purpose of trip
- Equipment
- Trip approval
- Additional travellers

If any of your responses do not comply with your organisations Travel Policy you will be referred to the Insurance Manager.

## ADD EMERGENCY CONTACT DETAILS

Select you chosen Emergency Contact from the drop down list or add a new one for this trip only.

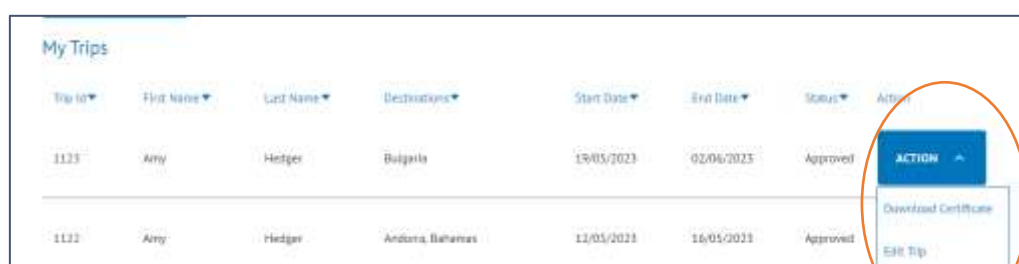
## SUBMIT DETAILS

Click on "SAVE AND CONTINUE" to log your trip

If your trip has been logged successfully, you will receive an email confirmation, which includes a link to download your certificate. You can also download your document at any time from your "My Trips" dashboard.

## ACCESSING / EDITING YOUR TRIP

You can access and edit your trip details and certificate at any time from your account home page under "MY TRIPS":



The screenshot shows a dashboard titled "My Trips" with a table of trips. The table has columns for Trip ID, First Name, Last Name, Destinations, Start Date, End Date, Status, and Action. Two rows are visible: one for trip 1121 to Bulgaria and one for trip 1122 to Andorra, Bahamas. The "ACTION" button for the first row is circled in orange, and a dropdown menu is open showing "Download Certificate" and "Edit Trip".

Trip ID	First Name	Last Name	Destinations	Start Date	End Date	Status	Action
1121	Any	Hedger	Bulgaria	15/05/2023	02/06/2023	Approved	ACTION Download Certificate Edit Trip
1122	Any	Hedger	Andorra, Bahamas	11/05/2023	16/05/2023	Approved	