NYU Traveler and WorldCue

NYU has become renowned for its prominent, successful, and fast-growing global presence. As more and more members of the NYU community have begun to engage its global network - thousands of members of our community study, teach, and conduct research abroad each year- it has become clear that we need practices that keep students and employees secure and that provide them with information and tools to make travel safer. This was brought into particularly sharp focus for us during the earthquake in Haiti and the uprisings in Egypt, when we needed to ensure the well-being of NYU students, faculty, and staff, and to evacuate them.

So, we have created **NYU Traveler**, a web-based portal backed by a traveler safety service (Worldcue) for all members of the NYU community, either to book their NYU travel or to register the travel plans they booked elsewhere. By doing so, their travel plans will be registered with Worldcue, NYU's travel safety service, so that travelers can be armed with information about their destination; the University can help prepare employees for traveling to areas where there may be hazards; and NYU will have information that would enable it to assist travelers who are encountering difficulties, or even evacuate them.

**Please note, if you book your travel with AMEX or Egencia via the NYU Traveler home page, your itinerary will automatically be passed to Worldcue and Public Safety will have access to it in the event they need to contact you or assist in an emergency. Thus if you booked with either AMEX or Egencia, you need not Self Register with Worldcue.**
How to Self Register your travel plans with WorldCue:

1. If you have booked your travel with an agency other than American Express or Egencia, you may register your travel plans with WorldCue. Go to http://www.nyu.edu/nyutraveler and click on REGISTER.
2. Then click on **NEW**
3. The WorldCue Manual Trip Entry page will open.

4. Complete the form with the traveler’s name and Employee ID. Please note that Employee ID refers to the traveler’s NET ID, and is a required field.

5. Click the NEXT button.

PLEASE NOTE: Employee ID in this case refers to the traveler’s NetID. It is essential that you populate this field to ensure your trip makes it into the system.
Contact Information:

6. Continue completing the form with the traveler’s NET ID style (abc3@nyu.edu) email address and phone number.
   - Additional email addresses (i.e.: an email address of an assistant/administrator, or a personal email address may be added in the secondary or tertiary fields).
   - To receive SMS alerts, enter a mobile number in SMS address format (i.e.: 2125551212@txt.att.net)
   - Please keep in mind, any updates to your emergency contact information should be done via NYU HR systems first. This field may be utilized to repeat that information, or to provide emergency contact info which may differ from what the traveler has on file with NYU (i.e.: perhaps the traveler only wishes to update their emergency contact for this one trip).

7. Click the NEXT button to proceed.
Itinerary Information:

8. Enter the trip confirmation number provided by the travel management company, agency, or airline on your itinerary. This number will usually be a six digit alphanumeric code that looks like “ENQX9M”. If you do not have a confirmation number, you can populate this field with a unique code of your own design, but it must be under 25 characters (you will need to count characters). Please do not enter a random number such as all zeros.

9. Select whether the trip or assignment purpose is business or personal. Students, please select “business” for NYU related trips, and “personal” for vacation type travel.

10. Select the type of trip leg you want to add by clicking on the green link. Choices are:

- Air
- Car (optional)
- Hotel
- Rail (major rail such as Amtrak or Euro rail)

11. Add an air leg (if applicable)

Enter the travel details for the first air leg of your trip (i.e.: your flight departs JFK on April 30th, and arrives in LHR on April 30th). Please note, if your air reservation is a round trip flight you must add an air leg for the outbound flight, and also for the return flight. Please include your flight number.

- You may enter the airport codes instead of using the drop down menu to select Region, Country, City
- If you would like for the alerts you will receive from Worldcue to be more specific to the City you are traveling to, please use the drop down menus to select the location you are traveling to, instead of only using the airport codes.
- If the drop down menu fails to list a city which you frequently travel to, please alert Public Safety and we will have the city added.

When you are finished, click the “Save” button at the bottom of the form. See screen shot below.
Enter details about the flight here. Please enter flight number.
12. **Add a car travel leg** (optional)

Enter the travel details for the car leg of your trip.

* Indicates required field

Enter car travel data, if applicable.
13. **Add a hotel leg** (if applicable)

Enter your hotel reservation details here. At minimum, please enter the hotel name and phone number. When you are finished, click the “Save” button at the bottom of the form.

*Indicates required field

14. **Add a rail leg** (if applicable)

Enter the travel details for the rail leg of your Amtrak or Euro Rail trip. When you are finished, click the “Save” button at the bottom of the form.
15. Complete your Self Registration/Manual Entry

When you have entered all of the information about your trip, click the “Finish” button.

![LEGS](LEGS.png)

You will receive a confirmation email from Worldcue and Public Safety will have access to your information in the event of an emergency.

**What happens after I register with WorldCue?**

1. Receiving your Trip Confirmation/Welcome Email

After you have completed the self-registration/manual trip entry process, your trip will automatically populate into the Worldcue system. Next, you will receive a Welcome email with information about the locations you are traveling to as well as a link inviting you to login to WorldCue and create a profile and a password.

See below for a sample of the Welcome email....
This is a sample of the Welcome email you will receive from WorldCue:

Dear Kim,

Thank you for using NYU Traveler.

When you book or register your NYU-related travel plans through NYU Traveler, the University can respond quickly to help you in an emergency, and you will receive safety-related information for the regions where you are traveling. Safety

Worldcue is the travel safety service we have connected to NYU Traveler. It constantly scans for developing problems around the world, and will automatically send information to you when you are in areas where there may be a threat to your safety (please pay particular attention to “critical” alerts). In emergency situations, Worldcue will automatically notify the University so that NYU will be able to rapidly contact and assist you. If you have questions about your safety or the content of Worldcue information, contact Public Safety at 212-998-2222. It is staffed 24/7 and available even if you are dialing from abroad.

NYU Traveler – Quick and Easy to Use, and Flexible

Using NYU Traveler to book or register University-related travel is straightforward and flexible.

Simply BOOK your travel through one of the two travel management companies on the NYU Traveler site – American Express or Egencia -- and your information will pass to Worldcue automatically. This will save you time.

But NYU Traveler is also flexible: if you prefer to make your travel arrangements in some other fashion, just go to NYU Traveler right afterwards and REGISTER your travel plans through Worldcue (for the purpose of using NYU Traveler, we define travel as all air travel, rail (Amtrak or Euro Rail), or a hotel stay).

Worldcue is also a resource to travelers: it contains a wide range of information about travel destinations, global travel tips, and travel tools.

To access Worldcue’s in-depth reports about a specific destination, or to update your
2. Creating your Profile and Password to log into WorldCue for the first time

After you have clicked on the link provided in the Welcome Email, you will be prompted to create a password for your initial login to the WorldCue system where you will be able to browse intelligence information for locations around the world or update a trip you have already manually entered.

![Profile and Password Creation](image)

- **First Name**: John
- **Last Name**: Traveler
- **User Name**: j1234@nyu.edu
- **Password**:
- **Verify Password**:
- **Existing User**: *
- **I accept the TERMS OF USE**: *

Passwords must be at least 8 characters long and include:
- One upper case letter (A, B, C...)
- One lower case letter (a, b, c...)
- One number (1, 2, 3...)
- One of the following special characters: @ # $ & \% ?

To contact iJET Customer Service:
- **CALL**: 1-877-609-4530 (U.S. Toll Free)
- **Email**: customerservice@iJET.com

Please note the guidelines for creating a secure password

After creating your password, check the “I accept the TERMS OF USE” box and click “Submit”

3. After creating your password, you will be redirected to the screen below. From here you can gain access directly into WorldCue and begin using the system.

![Login Screen](image)

This link will direct you straight into WorldCue
4. When you login to WordCue Traveler you can click on the **Location Intel** tab to find out research the destination you may be planning travel to, or will be planning travel to.

![Location Intel Tab](image)

5. If you need to edit a trip you have previously entered, click on the **My Trips** tab and click on the trip you wish to edit.

![My Trips Tab](image)
6. Then click on the EDIT

7. That will open the trip for Editing. Click on SAVE.
8. That will open the details of the trip and allow the traveler to edit accordingly. Click on the appropriate leg you wish to add or “Add” a leg if applicable. Keep in mind, if the travel was booked with AMEX or Egencia, the updated itinerary will pass to Worldcue and Public Safety automatically, thus eliminating these steps.

If you have any questions, please contact the NYU Help Desk at (212)998-3333, or AskITS@nyu.edu or iJET Customer Service at (443)716-2419, toll free (877)606-4538 or Customerservice@ijet.com