

General Questions

1. What is MyTravel?

MyTravel is West Virginia University's travel booking tool provided by WVU's new travel management company, American Express Global Business Travel (AMEX GBT). The University also uses AMEX GBT's online tool, which is called [Neo](#).

2. When do I use MyTravel?

Use MyTravel when booking WVU-related flights, hotels, rental cars and other ground transportation.

3. How do I access MyTravel?

MyTravel can be found by logging into portal.wvu.edu and choosing the **MyTravel** icon.

4. Who should use MyTravel?

This tool should be used by all WVU and WVU Research Corp. employees (with the exception of WVU Athletics).

5. Why should I use MyTravel?

MyTravel is an easy, cost-effective solution for all your travel booking needs. The platform provides a balance of competitive pricing and service with a global reach. Using MyTravel also allows WVU to provide enhanced support to those who travel on behalf of the University, including assistance for travelers during emergencies in the U.S. or abroad. Further, by using MyTravel now, you can help WVU secure even better rates in the future by leveraging our collective buying power. See the [MyTravel training page](#) for more information on the program benefits.

6. Is training available?

Yes. Training documents and FAQs are available through the [MyTravel training page](#). In addition, AMEX GBT offers several online tutorials, which can be found on the home screen of MyTravel.

Using MyTravel

Booking Travel:

1. What do I need to do to set up my profile?

A few sections of your profile in MyTravel (e.g., emergency contact, payment method, birth date, etc.) will need to be completed before you can book your first trip. Visit the [MyTravel training page](#) for information.

2. What if I would rather talk to a travel agent directly to book my travel?

Online booking is encouraged; however, you can contact AMEX GBT directly to have an agent assist you. For reservations or ticket changes, call 669-272-1301 or email us.travelercare@amexgbt.com.

3. Can another employee book travel on my behalf?

Yes. Any WVU or WVU Research Corp. employee can book travel on your behalf. You simply need to add them to your profile in MyTravel under the **Travel Arrangers** section. Visit the [MyTravel training page](#) for information.

4. How can I book for an outside guest/visitor?

Visit [MyTravel training page](#) for information on how to book for an outside party. When you log into the portal, click book travel button. This brings you to the **Neo** landing page, where you can create guest profile and fill in the required information. Once the system saves the profile, you can create a trip using the newly created profile.

5. May I use this system to book personal travel?

Yes. To use MyTravel for personal booking, click **Book Travel** and select on **Vacation Travel** on the announcement pop-up window.

6. How will I pay for my expenses through MyTravel?

WVU and WVU Research Corp. PCard is the preferred method for paying for your travel. If you do not have a PCard, you can have a proxy book your travel. You also can submit a **PCard Application & Maintenance** form in **Mountaineer Marketplace** to request a PCard. A personal credit card can be used to book business travel, but only as a last resort.

7. What if I want to bring a personal guest (e.g., significant other or family member) with me on my trip?

Users can book a guest in the tool, and this can be done on a separate itinerary from the University paid traveler. Secondly, you can call GBT at 669-272-1301, and an agent will assist you with your travel needs.

Pricing and Rewards:

1. Can I still earn travel reward points?

Yes. You can enter your rewards program information to your profile. Per the WVU and **WVU Research Corp. Travel Manual**, personal rewards programs may be used; however, booking at a higher cost to earn personal reward points is prohibited.

2. Does AMEX GBT offer a price-match guarantee?

AMEX GBT offers webfare guarantees for airfare. If you find a cheaper airfare outside of MyTravel for the exact same flight, contact AMEX GBT via phone or email. Be sure that the price you are looking at is the price on the purchase page (final step), as many travel booking sites do not add the taxes and other fees to the airfare until that page.

3. Does the booking tool use WVU's contract rates?

MyTravel uses a combination of WVU contract rates (e.g., Enterprise Car Rental, Delta Airlines, Southwest Airlines, etc.) as well as the lowest available rate offered through AMEX GBT.

4. Do I have to use certain airlines or hotels?

Travelers are encouraged to book airfare travel through WVU's partner airlines via MyTravel, as negotiated rates are available. Those airlines will be marked as preferred, and three hearts will display with the available options. Employees should use sound business judgment when booking their travel, balancing cost, convenience and safety.

5. What if my conference offers a special hotel rate?

You can book through the conference directly or contact AMEX GBT to see if an agent can assist you.

Technical Questions:

1. Is there a mobile app that I can use?

Yes, visit [How to Download the American Express GBT Mobile App](#) for instructions on downloading the mobile app.

2. I am having issues logging into MyTravel. What should I do?

For login issues, go to login.wvu.edu to check your account status. Submit a ticket if you need additional assistance. If you need help with WVU's portal page, submit a ticket through [Information Technology Services \(ITS\)](#).

3. My contact information in MyTravel is incorrect. What should I do to fix it?

If your name, email or department name is incorrect, please work with your Strategic Business Advisor or [HR Partner](#) to correct the information in WVU's Applaud HR system.