

TRAVEL FAQs

Q. What is MyTravel?

A. MyTravel is WVU's new travel booking tool provided by the University's new Travel Management Company, World Travel. WVU uses World Travel Service through an online tool by SAP Concur.

Q. When do I use MyTravel?

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

Q. How do I access MyTravel?

A. MyTravel can be found by logging in to MyAccess and choosing the "MyTravel" icon under "MyTools."

Q. Who should use MyTravel?

A. This tool should be used by all WVU and WVURC employees, with the exception of WVU Athletics.

Using MyTravel

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

A. Certain sections of your profile in MyTravel will need to be completed before you can book your first trip. Visit wvu.teamdynamix.com/TDClient/KB/?CategoryID=8947 for details.

Q. Can I still earn travel reward points?

A. Yes, you can enter your rewards program information to your profile. Per the WVU/WVURC Travel Manual, personal rewards programs may be used; however, booking at a higher cost to earn personal reward points is prohibited.

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

A. Online booking is encouraged, as it results in a lower fee; however, you can contact World Travel directly to have an agent assist you. For reservations or ticket changes, please call [877-778-7936](tel:877-778-7936) or email teamb@worldtrav.com during World Travel's normal business hours (Monday – Friday, 8:00 a.m. to 6:00 p.m. ET).

Q. Can another employee book travel on my behalf?

A. Yes. Any employee within WVU/WVURC can book travel on your behalf. You simply need to add them to your profile in MyTravel under the Assistants and Travel Arrangers section. Visit (insert training link).

Q. Can I use this tool to book through Southwest Airlines?

A. Yes, MyTravel can be used to book all Southwest fares (Wanna Getaway, Anytime and Business Select).

Q. Does World Travel price-match guarantee?

A. MyTravel uses a combination of WVU contract rates (i.e., Enterprise, Delta, etc.) as well as the lowest available rate offered through World Travel.

Q. Why should I use MyTravel?

A. MyTravel is an easy, cost-effective tool that allows better visibility of the University's travel. Employees currently use 20 different booking methods, preventing us from effectively leveraging WVU's buying power. This unmanaged approach also prevents WVU officials from knowing where employees and students are and providing assistance to them during emergencies in the U.S. or abroad.

Q. Is training available?

A. Yes. Training pdfs and FAQs are available at wvu.teamdynamix.com/TDClient/KB/?CategoryID=8947. In addition, World Travel offers several online tutorials, which can be found on the home screen of MyTravel.

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

A. Visit wvu.teamdynamix.com/TDClient/KB/?CategoryID=8947 for information on how to book for an outside party.

Q. What if I am having issues logging into MyAccess or MyTravel?

A. For login issues, go to login.wvu.edu to check your account status. Submit a ticket if you need additional help. If you need help with MyAccess, submit a ticket using the MyAccess service page.

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

A. If your name, email or department name is incorrect, please work with your business office to correct the information in WVU's HR system.

Q. Can I use this system to book personal travel?

A. MyTravel is to be used for business travel only. If you are traveling on business travel and would like to bring a guest, you can work with World Travel directly. Please call [877-778-7936](tel:877-778-7936) or email teamb@worldtrav.com during World Travel's normal business hours (Monday – Friday, 8:00 a.m. to 6:00 p.m. ET).

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

A. Employees should use sound business judgment when booking their travel, balancing cost, convenience and safety.

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

A. You can book through the conference directly or contact World Travel to see if an agent can assist you.