

Off-Campus Activity and Travel Procedure FAQ

1. Why is the university rescinding the current Off-Campus Activity and Travel Policy and Procedure and replacing it with a new procedure?

The current policy and procedures are out of date, do not reflect best or current practices within the university, and make it difficult for the university to contact travellers in the event of an incident or medical emergency.

The new [procedure](#) presents the opportunity to improve traveller safety while simplifying the processes in undertaking off-campus activity and travel. It aligns with the goals of university governance to simplify the university's policy suite and reduce the number of standalone policies.

The new procedure went into effect on March 2, 2026

2. How will the new procedure make off-campus activity and travel safer?

Much has changed since 2011, when the first policy and procedure suite was approved. We are now faced with increasing geopolitical risks, the effects of severe weather events and the impacts of global pandemics.

Under the new procedure and through the use of new tools provided by [International SOS](#), automated registration processes and checklists, International SOS and the university can now more effectively contact you and provide immediate health and safety support if you are impacted by an adverse event when travelling.

3. Where can I access information on the procedure and new travel requirements?

Information on the new travel procedure can be found on the [Off-Campus Activity and Travel Requirements Webpage](#). You will find:

- resources to determine the risk level of your travel
- resources to determine if you require approvals to travel
- information on useful travel tools
- a link to the new procedure
- links to all the resources associated with off-campus activity and travel, including how to book travel through approved U of A vendors, travel and medical insurance coverages and travel expense reimbursement.



4. What has changed with the new procedure?

There are two main changes:

1. The procedure now groups travel into four categories of travel involving:
 - Administrative Affairs
 - Academic Programs
 - Field Research
 - Registered Student Groups, Community Recreation Programs, Varsity Athletics
2. All faculty and staff involved in international travel will register their travel with International SOS in order to ensure they receive the most up-to-date travel information for a particular region and that the university can reach them in the event of an incident or major emergency.

5. The procedure refers to the use of checklists for low-risk travel. What are these checklists, and how do they work?

Checklists are used when your travel, whether domestic or international, is low risk. The risk level is determined by [evaluating your travel needs against risk levels](#). There is one checklist that is designed for domestic and international travel involving administrative affairs, academic programs and research.

The checklists are simple reminders of the normal steps a prudent traveler would take to ensure safe travel. This includes informing your supervisor of your travel, providing up-to-date contact information, taking “normal” travel and security precautions for the location you are traveling to and registering your international travel with International SOS. There is no requirement to save or submit the completed checklist.

6. I understand I will now have to register all my international travel. Will this involve a lot more work?

Under the new procedure, you will be required to register your international travel; however, through enhanced services by International SOS, the process is simple:

1. If travel was booked through Maritime Travel, ISOS registration is automatic.
2. If travel is booked through another travel provider, register directly with ISOS following these steps using your @ualberta email address:
 - a. Forward itinerary to: universityofalbertaTravel@itinerary.internationalsos.com
 - b. If booking on behalf of someone, send the itinerary to the traveller and cc: universityofalbertaTravel-TO@itinerary.internationalsos.com



- c. Include as an attachment the original, unedited itinerary from the travel provider.
 - d. Email confirmation will be received once the email has been processed.
3. If you are involved in student travel and you have registered your travel in UGO, International Education and Enrolment (IEE) will register your travel with ISOS.

7. What is International SOS?

[International SOS \(ISOS\)](#) is a global organization that provides access to extensive information on international travel preparation and resources, travel registration services and crisis response in the event of an incident or medical emergency.

8. What is the ISOS Assistance app, and how do I access it?

The [ISOS Assistance App](#) helps you prepare for your international travel and allows you to get immediate updates on incidents or advisories in your region.

Please download the app prior to any international travel. It can be downloaded onto your iPhone or Android device through the Apple Store or Google Play. Once downloaded, using your @ualberta.ca email, set up your account and password. Note: under your profile, you must activate the alerts and notification feature to receive location-based alerts and auto emergency check-in if an incident occurs in your location.

The [ISOS Assistance App](#) :

- allows you to contact ISOS if you require any security or health assistance.
- allows ISOS and the university to contact you to assess if you require any assistance in the event of an incident.
- offers 24/7 access to live support for help when needed and can access proactive medical and security alerts.

Through the app, you can click on the following:

- Welcome to ISOS: Get an overview of the services provided by ISOS.
- Explore: Type in a country name to get an overview of the country, its risk levels, travel advisories and visa requirements. You can also access regional information within a specific country.
- My Trips: Enter your travel information to get updates from ISOS, which also allows the university and ISOS to contact you in the event of an emergency or incident.
- Travel Advisories: Get travel advisories for your destination country.
- Visa Requirements: Obtain visa requirements for specific countries.



- My Organization: Provides information about the U of A, including your membership ID when accessing ISOS services.
- Assistance: By clicking on one link, you will be provided a 24/7 phone number to call for assistance.

9. Does the ISOS Assistance app track my movements? Is this information confidential?

The ISOS Assistance App does not track you without your permission. ISOS is set up to track itineraries and not individual travellers. You can elect to activate location-based alerts in the app if you wish to receive alerts impacting your current location. This location information will only be shared with a small number of university officials if a major incident occurs in your travel region.

The app also allows you to elect to use an auto emergency check-in feature. When activated, and an incident happens in the location of travel based on the original itinerary, ISOS can identify if you are in the affected area. Identifying these affected travellers enables the university to reach out to you to assess if you need assistance. The university only receives your location if this feature is switched on and you are in an affected area.

If neither of these two features are activated by you, you can still manually check in via the app at your location. This information is only kept for 48 hours and only shows the location of check-in, not any subsequent travel.

Your privacy is protected since your information is only shared with a small number of university officials if a major incident occurs in your travel region.

10. What are the benefits to me of registering my international travel?

The requirement to have all staff and students register international travel is for your safety. By registering your travel, the university knows where you are, and in the event of an incident or emergency, we can reach out to you and assess if you need any type of medical or emergency assistance.

11. What good is providing my itinerary if I am flying into a specific city, but then traveling to a different location in the country or to multiple locations?

Your itinerary immediately allows the university to know how many university members are travelling internationally and to what regions. If you travel to a different location from your itinerary, the university or ISOS will not know this new location.



However, if you elect to activate location-based alerts in the app, the [ISOS Assistance App](#) will use geolocation to automatically check what area you are in and provide you with notices and updates for your travel region. You can also manually check in to show your new location. This will better enable the university to contact you and determine if you may need emergency or medical assistance.

12. What may happen if I don't register my international travel?

International SOS or the university may not be able to contact you or assist you if there is some type of incident, severe weather event or medical emergency. These tools will enhance your safety and provide you with assistance as soon as possible if required.

All staff and students are required to comply with university policies and procedures. Not complying with university policies and procedures may result in discipline by the university as outlined in the respective agreement or the Student Conduct Policy.

13. Most of my travel is associated with field research. How will the new procedure affect me?

There will be minimal impacts on you as a field researcher. You will continue to work with the Field Research Office and follow their processes when undertaking any field research, with the only difference being if you are travelling internationally. You and your research team will now have to register your international travel through ISOS.

14. Will the new procedure help to safeguard research and researchers during travel?

The new [procedure](#) and the supporting Checklist for Domestic or International Off-Campus Activity and Travel Involving Field Research include important links to travel security resources. This includes the [travel security briefings](#) provided by the [Safeguarding Research Office](#).

15. I'm travelling internationally to do research or attend a conference. What should (or shouldn't) I take with me?

You should limit what you're taking with you to that which is strictly necessary. This is particularly important if the assessed risk of your travel is medium or higher, or you conduct research in areas considered sensitive. Consult the [Safeguarding Research Office](#) Travel Security resources, including the [Travel Security Checklist](#), for additional guidance.

If you are going to a higher-risk destination, it is recommended that you also request a [Computing Travel Consultation](#). Remember to also seek the necessary export or import



authorizations if travelling with controlled information or goods. If unsure, travellers can consult [U of A Customs Services](#) and/or the [Safeguarding Research Office](#).

16. Who should I contact if I still have other questions regarding the procedure and its application?

- Travel involving administrative affairs: hse.info@ualberta.ca
- Travel involving academic programs: iee.rm@ualberta.ca International Education and Enrolment
- Travel involving field research: fieldoff@ualberta.ca
- Travel involving Varsity Athletics: [Vang Ioannides](#)
- Registered Student Groups: sgevents@ualberta.ca
- Campus and Community Recreation Club Sports: clubsports@ualberta.ca
- Campus and Community Recreation Adventure programs: activityreg@ualberta.ca