



FAQ – Automated Registration of University Travel

- ***How is this different from manually registering travel?***

Automated registration takes away the need for the Traveler to manually forward their travel itinerary to Healix Sentinel.

- ***Is there a third-party vendor supporting the automation of travel registration?***

Yes, UMass is partnering with Traxo who will parse the itinerary data and send it to Healix Sentinel, our Travel Registry platform.

Traxo is the service currently used by Healix Sentinel to parse travel itinerary information when a Traveler forwards the itinerary to the UMass.Trips@healix.com email address.

- ***How does the automated Travel Registration work?***

UMass has enabled a Microsoft Exchange Rule (“Rule”) that will recognize travel confirmation emails coming into the UMass server from travel providers (such as Orbitz, airlines, hotels, etc.) and ONLY from those travel provider email addresses.

- Traxo provides the [list of travel provider email addresses](#) to be recognized by the Rule
- Upon recognition, the itinerary will be copied to Traxo for parsing into the UMass Travel Registry (Healix Sentinel)
- The Traveler still receives their emailed itinerary and will have a notice banner stating: *Travel associated with this itinerary has been shared with the UMass Travel Registry and has been automatically registered.*

Below is an example of how automated registration works:

you book a hotel room through a conference room block at a Marriott hotel using your UMass email address.

- ***Can you provide examples of travel provider confirmation email addresses?***

Yes, below is sampling of email addresses. The complete list of emails is provided [here](#).

- United Airlines – receipts@united.com
- American Airlines – no-reply@info.email.aa.com
- Hilton – noreply@h4.hilton.com
- Marriott – reservations@res-marriott.com

- ***Are UMass and Traxo scanning or reading my emails?***

No, neither UMass nor Traxo scan or read your emails.

The Microsoft Exchange Rule implemented by UMass recognizes only that an email is being sent from a specific email address; the email address must be an exact match to the travel provider email addresses programmed to the Rule. The Rule does not look at the content of the email, only the generating email address. In addition, the Rule does not recognize any other emails or email addresses.

Traxo has no connection to our email server. Traxo only receives emails that the Rule automatically forwards.

- ***What happens if I book personal travel with my UMass email address?***

There is no way to distinguish between personal and University travel. Therefore, all travel confirmations - whether for personal or University travel - delivered to your UMass email address will be registered. It is strongly recommended to use your personal email address to book personal travel, and your UMass email address to book University Travel.

- ***What happens if I book University Travel with my personal email address?***

Any University Travel booked with a personal email address will not be registered (unless you include your UMass email address as a recipient of your travel booking). It is strongly recommended to use your UMass email address to book University Travel and your personal email address to book personal travel.

Any University Travel booked with a personal email address will need to be forwarded to UMass.Trips@healix.com. Please follow these [instructions](#) on how to correctly forward your itinerary.

- ***Which UMass Campuses have implemented Automated Registration of University Travel?***

UMass President's Office implemented Automated Travel Registration effective March 27, 2024.