



TROUBLESHOOTING

Adding items to your itinerary and syncing with your calendar

Walkthrough of the client-side add-item form on Pride Travelers itineraries, plus one-time calendar subscription setup for Apple, Google, and Outlook so every change syncs automatically.

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ADVISOR TIP

Quick summary: open your itinerary, tap the + in the top-right to add anything you want to remember (dinner reservations, meetings, sights), then tap **Add to my calendar** to sync the whole thing to Apple, Google, or Outlook — including anything you add.

Your Pride Travelers itinerary is more than a static list of what your advisor booked. You can add your own items to it — a dinner reservation you made yourself, a museum you want to hit on a free morning, a coffee with a friend who lives in town — and then sync the whole thing to your phone's calendar so it lives right alongside everything else in your day.

This guide walks through both pieces: adding items on the road, and one-time calendar setup so everything shows up on your phone automatically.

Before you start

- **You need a portal account.** Adding items and getting a calendar link both require you to be signed in to your Pride Travelers portal. If you clicked your itinerary link and it opened without asking you to sign in, you're viewing as a guest — look for the "Sign in" prompt at the top of the page.
- **It works from any device.** Phone, tablet, or laptop. All the buttons are in the same place.
- **Only itineraries.** If your advisor sent you a *proposal* (an option to review before booking), the add-item and calendar-sync buttons won't appear — those features only turn on once the proposal becomes an itinerary.

Part 1 — Adding an item to your itinerary

1. **Open your itinerary.** Use the link your advisor sent you (usually in the "Your trip is ready" email). If you're not already signed in, sign in when prompted.
2. **Look at the top-right of the page.** You'll see a small toolbar with a + button, a calendar icon, and a few others. The + is what you want.
3. **Fill in the details.** A form opens with:
 - **Title** (required) — what is this? "*Dinner at Da Mario*", "*Louvre reservation*", "*Coffee with Sarah*".
 - **Start** (required) — the date and time it kicks off. Use the date/time picker — your phone's native picker will appear.
 - **End** (optional) — when it wraps. Skip this for anything short like a reservation; use it for anything with a real duration like a half-day tour.
 - **Location** (optional) — the address or venue name. Useful for anything you'll need to navigate to.

- **Notes** (optional) — a confirmation number, a dress code reminder, whose treat it is. Anything you want in front of you when the event pops up.

1. **Tap Add to itinerary.** Your item appears on the day it belongs to, alongside your advisor's items. It's labeled with your name so both you and your advisor can tell it apart from what they booked.

IMPORTANT

Only you (and your advisor) can see it. Items you add are visible to anyone with your itinerary link — which is normally just you, your travel companions, and your advisor. They're never public.

Removing something you added

Made a mistake or plans changed? Find the item on the itinerary, tap it, and you'll see a small trash icon. Only items YOU added can be removed by you — items your advisor booked for you have to go through your advisor.

Part 2 — Syncing to your phone's calendar

Once your itinerary looks right, you can subscribe your phone's calendar to it. After that, every item on the itinerary — your advisor's AND yours — appears in your calendar app automatically. And any changes your advisor makes later show up on your phone within a few hours, no re-sync needed.

ADVISOR TIP

Subscribe, don't import. There are two options in the calendar panel — *"Open in Calendar app"* (the blue button) and *"Download snapshot .ics"*. Use the blue subscribe button for anything longer than a day trip — it stays up to date. The .ics download is just a one-time snapshot that won't change even if your trip does.

Get your calendar link (one-time setup)

1. Open your itinerary and sign in.
2. In the top-right toolbar, tap the **calendar icon** (next to the + you used earlier).
3. A panel slides in. Tap **Get my calendar URL**. This generates a private subscription link that's just for you.
4. **Keep the panel open.** You'll see your feed URL, a Copy button, and a big blue **Open in Calendar app** button. Where you go next depends on what device you're on.

IMPORTANT

Treat your feed URL like a password. Anyone who has it can see your itinerary. Don't post it publicly, don't share it with people you wouldn't share the itinerary with directly.

☐ iPhone or iPad (Apple Calendar)

This is the easiest one — Apple built subscription support right into the OS.

1. With the calendar panel open on your iPhone, tap **Open in Calendar app**.
2. iOS will pop up a dialog asking to add the calendar. Tap **Subscribe**, then **View Events**.
3. Open the Calendar app. Your Pride Travelers itinerary now lives there. Tap **Calendars** at the bottom to confirm it's enabled.

ADVISOR TIP

Choose the right color. In the Calendar app, tap **Calendars** → find your trip → tap the **(i)** next to it → pick a color. Something bright and distinct so trip events pop against your everyday schedule.

☐ Android + Google Calendar

Google Calendar on Android doesn't accept subscription URLs directly on the phone — you have to add it via Google Calendar on the web (from a computer). Once added, it syncs to your phone automatically.

1. On your phone, tap the **Copy** button next to the feed URL. Email the link to yourself so it's waiting on your computer.
2. On a computer, open calendar.google.com.
3. In the left sidebar, find **Other calendars**, click the **+** next to it, then choose **From URL**.
4. Paste your feed URL. Click **Add calendar**.
5. Give it a minute, then open Google Calendar on your Android phone. Your Pride Travelers trip is now there. If it doesn't appear, go to **Settings** → find the new calendar in the list → toggle **Sync** on.

IMPORTANT

Google's sync isn't instant. Google Calendar refreshes subscribed calendars every 8-12 hours. If your advisor makes a change today, expect it to appear on your phone tomorrow. This is a Google limitation — nothing we can speed up.

☐ Outlook / Microsoft 365

1. On your phone, tap **Copy** next to the feed URL.

2. Open Outlook on the web (outlook.com or your company's M365 login).
3. Go to the Calendar view. In the left sidebar, click **Add calendar**, then **Subscribe from web**.
4. Paste your feed URL. Give it a name (e.g. 'Italy trip'), pick a color, click Import.
5. Open the Outlook mobile app. The subscribed calendar syncs down within a few minutes.

What happens after you subscribe

- **Everything appears on your phone.** Your advisor's items (flights, hotels, tours) and your own additions all show up as events in your normal calendar app.
- **Changes flow automatically.** Advisor moves your flight? Adds a new tour? Corrects a hotel name? On Apple, it updates within an hour or two. On Google, it can take 8-12 hours (see note above). Outlook is somewhere in between.
- **New items you add go through the same pipe.** Add a "Dinner at Da Mario" item on the itinerary and it appears in your calendar on the next sync.
- **You control the calendar app side.** Change the display color, mute notifications for this calendar only, hide it during work weeks — all controlled inside your calendar app, not Pride Travelers.

Troubleshooting

The + button isn't showing on my itinerary

Two likely reasons:

- You're not signed in. Look for a prompt at the top of the page.
- What you're viewing is a *proposal*, not an itinerary. Proposals are for reviewing options before booking; only itineraries have the add-item and calendar-sync features. If you think this is a mistake, message your advisor.

The calendar link opened, but nothing appeared

- **Apple:** check Calendar → Calendars → make sure the new subscription is enabled (checkmark next to it).
- **Google:** subscription can take up to 15 minutes for the first sync to complete. Also make sure sync is enabled on the mobile side (Settings → your calendar list).
- **Outlook:** the desktop version syncs first; give the mobile app 5-10 min after that.

I subscribed to the wrong trip / need to remove it

Deletion happens in your calendar app, not in Pride Travelers. In Apple Calendar: Calendars → swipe left on the subscription → Delete. In Google Calendar (web): Settings → find the calendar → Unsubscribe. In Outlook: right-click the calendar in the sidebar → Delete calendar.

My advisor made a change but I don't see it

Give it up to a day on Google, a few hours on Outlook, an hour or two on Apple. If it's been longer than that and something obvious is missing, message your advisor — they can confirm the change is on their end. Nothing to do on your side.

One more tip

ADVISOR TIP

Add a "Departure day" alert. After you subscribe, most calendar apps let you add a default alert to every event on a specific calendar — a 1-hour warning for your flights, a 15-min warning for dinner reservations. Set it once and every trip you take with Pride Travelers benefits from it.

[Personalize Your Itinerary](#) → →

Questions about any of this? Reply to your advisor's last email or use the message thread on your itinerary page — we're happy to walk you through it.