

**CONNEXXUS TRAVELER PROFILE
GETTING STARTED GUIDE FOR TRAVELERS / ARRANGERS**

Contents

Introduction	2
Accessing a Travel Profile.....	2
Navigating within the Connexus Traveler Profile Page.....	4
Required Information	4
Personal Section.....	5
Business Section.....	7
Business Details.....	7
Travel Arranger – Assigning a Travel Arranger	8
Preferences Section	9
Payment Section	10
Loyalty Section	11
Documents Section	12
Travel Arrangers.....	14
Travel Arrangers – Accessing a Traveler’s Profile	14
Travel Arrangers – Modifying a Traveler’s Profile	14
FAQ.....	15

Introduction

There are two types of users for Connexus:

- Travelers
- Travel arrangers

This guide is intended for use by travelers and travel arrangers to view, update, and save travel profiles.

When you have finished entering information, click Save. Connexus saves your new/updated profile information, and synchronizes the information throughout the Connexus system and travel databases within a few minutes. If you have begun to enter information in a section, you must complete all required fields in that section before you can save your profile.

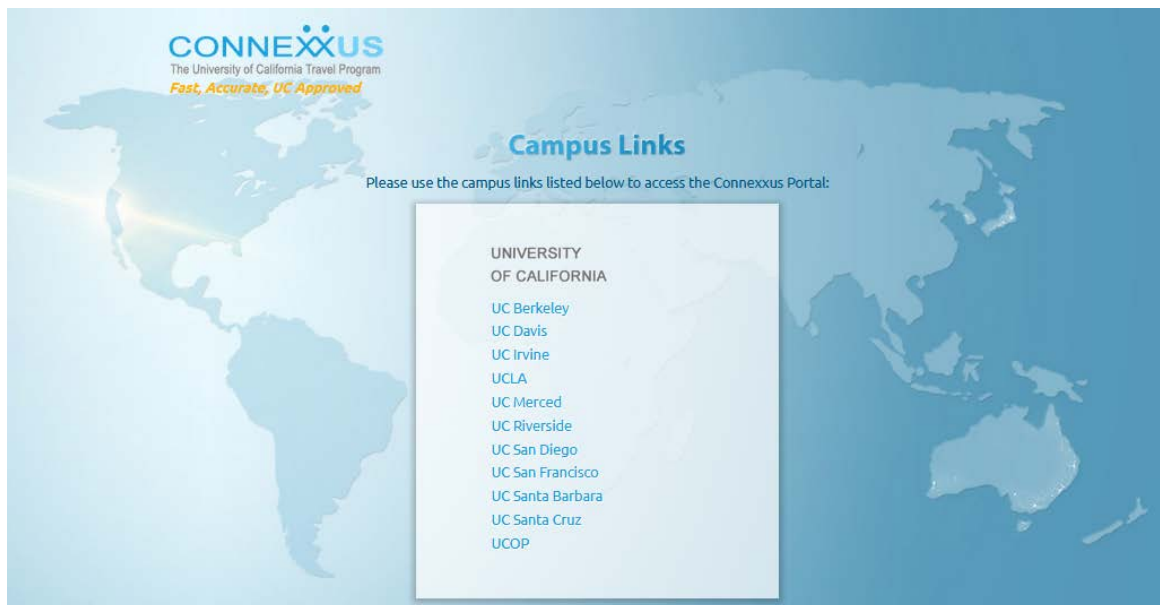
Note: After 30 minutes of inactivity, your session automatically ends and the system logs you out of Connexus. If you have made changes but did not click “Save”, your changes are lost when the system automatically logs you out.

Accessing a Travel Profile

This section provides basic login information. To access your profile, or the profile of someone who has designated you as a travel arranger:

1. Launch the Connexus portal URL: travel.ucop.edu

Result: The Campus Links page opens:



2. Select your campus

Result: The Login page for your campus opens. The following example shows the Login page for the UCOP. The Login page for your campus will vary:



3. Read the text on the Login page, select any options, and use your username/ID and password to log in.

Result: The system logs you in and the Connexus Homepage opens:



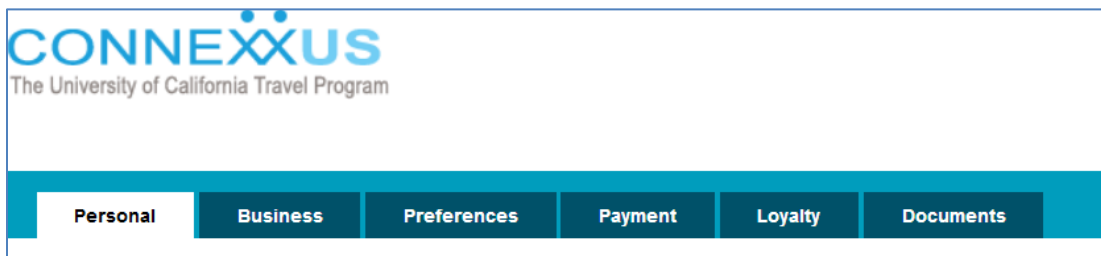
- Click the *Edit Profile* in the top navigation bar.
- To access the profile of someone who has designated you as a travel arranger, select a name from the Select Traveler drop-down list.

Results: The Connexus Traveler Profile page opens, displaying your profile.

The screenshot shows the Connexus Traveler Profile page. At the top, there are navigation tabs: Personal, Business, Preferences, Payment, Loyalty, and Documents. The 'Personal' tab is selected. Below the tabs, the 'Personal' section is displayed. It includes a 'Name' section with fields for Prefix, First Name, Middle Name, Last Name, and Suffix. There are also fields for Date of Birth, Address Number, and Known Traveler Number. On the right side, there is a 'My Account' sidebar with a 'Manage Accounts' dropdown menu. A red callout box points to this dropdown with the text: 'Arrangers use this section to update a designated traveler's profile'.

Navigating within the Connexus Traveler Profile Page

All profile information is contained on one page, which is divided into sections. To navigate between sections, use the tabs at the top of the page to jump to a section. You have to click Save to save information for all fields.



Required Information

Connexus has two types of required information:

- Mandatory Fields:** These are fields that must contain information, such as your date of birth, gender, address, city, state, zip code, country, business phone, and preferred airport. If these fields are blank, you will not be able to save/update your profile. Some of these fields appear when you select a related option. For example, the State field only appears when you select a country that has states.
- Conditional Fields:** These are fields that must be completed only if you have entered information in other fields of the same section. For example, in the Payment section, if you select a card vendor from the drop-down list in the Company Card subsection, you must

also enter your card number, expiration date and set the billing address. This applies to all fields that are not mandatory fields as described above.

If you click the Save button but have not completed all required information, the profile displays a list of the fields that you must revise before you can save your profile. Important: None of your information is saved until you revise all fields in the error list.

When you have finished entering information, click Save. The profile information is then synchronized to the travel agency(ies) (except SWABIZ).

The screenshot shows a user interface for the Connexus system. At the top left, there is a green success message: "Your submission was successful." Below this, a "Welcome," message is partially visible. Underneath, a "Status" section displays the following information: "Last successful login: Monday, 12 February, 2018" and "Last profile update: Tuesday, 13 February, 2018". On the right side of the page, there is a "My Account" sidebar with a "Log Out" link.

Personal Section

The Personal section contains fields for these subsections:

- Name (name must match government issued identification)
- Home Details
- Emergency Contact Details

To enter information in the General section:

1. Complete the fields in the Traveler Details, Emergency Details, and Phone Details section.
2. Verify that the information you entered is correct and make any changes if necessary.



Personal Business Preferences Payment Loyalty Documents

Personal

Fields marked with an asterisk * are required.

Name

Please enter your legal name exactly as shown on your valid passport, driver's license, or other ID allowed for travel.

Prefix First Name* Middle Name Last Name* Suffix

Date of Birth*

Redress Number [What is this?](#) Known Traveler Number [What is this?](#)

Gender*
 Female
 Male

Home Details

Home Address Country

Home Phone Country Home Phone Number

Emergency Contact Details

First Name Last Name

Emergency Contact Country Emergency Contact Phone Number Extension

Relationship

My Account

- [Home](#)
- [Log Out](#)

Manage Accounts

Business Section

The Business section contains fields for these subsections:

- Business Details
- Travel Arranger

The fields in the Business section are based on the campus associated with your profile and might vary from what is shown in the following image.

Personal
Business
Preferences
Payment
Loyalty
Documents

Business

Fields marked with an asterisk * are required.

Business Details

Business Title

Country*

Company Name*

Address*

City* State* Postal Code*

Primary Phone Country* Primary Phone Number* Extension

Mobile Phone Country Mobile Phone Number

Business Email*

Department Number

Department Name

Travel Arranger

Search arranger by last name or email

Travel Arranger
Can Book
Can Access
Delete

Business Details

1. Complete the address fields.
2. Complete the business phone fields.

Travel Arranger – Assigning a Travel Arranger

Assigning a travel arranger is optional. If you assign a travel arranger, you can then choose options that give travel arrangers permission to book travel for you and have access to view/modify your travel profile information. You can assign up to four travel arrangers.

To enter information in the Travel Arranger subsection:

1. Search for a travel arranger by name or email address.

Note: There is no Search button.

- a) Type the first few letters of the person's last name or email address.

Result: A list of possible matches appears.

- b) Select the person's name from the list.

Result: The person's name appears in the Travel Arranger's Name field next to two checkboxes where you can assign permissions.

Note: You can either assign permissions to the travel arranger now, or come back at some future time to perform this task. We recommend that you assign permissions now.

2. Assign permissions:

- If you want the arranger to book your travel, select Can Book.
- If you want the arranger to view and modify your travel profile information, select Can Access.

3. Repeat to add more travel arranger.

Preferences Section

The Preferences section contains fields for these subsections:

- Air Preferences
- Hotel Preferences
- Car Preferences

Note: The Remarks fields in the Preferences section are always optional.

Personal	Business	Preferences	Payment	Loyalty	Documents
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Preferences

Fields marked with an asterisk * are required.

Air

Primary Airport*

Secondary Airport

Special Service Request Meal Type

Seat Preferences

Remarks

Hotel

Room Type

Remarks

Car

Car Type

Remarks

To enter information in the Preferences section:

1. Type a three-letter code into the Preferred Airport field.

Note: There is no Search button. If you do not know the airport code:

- a) Type the first few letters of the city name or airport. A list of possible matches appears.
- b) Select an airport from the list.

2. Complete the rest of the fields in the Air Preferences, Hotel Preferences, and Car Preferences subsections.

Payment Section

The payment section contains fields for these subsections:

- Company Card
- Personal Card

Personal
Business
Preferences
Payment
Loyalty
Documents

Payment

Fields marked with an asterisk * are required.

Credit Card Details

Vendor

Number Name on Card Expiration

Description (e.g. John Smith's Visa)

Select Usage
Each usage can be used only once. Credit card is not required to have a usage option.

Air
 Hotel
 Car

Billing Address

Description (e.g. John Smith's Visa)	Vendor	Number	Expiration	Billing Address	Usage

To enter information into the Payment section (except for UCD and UCI, this feature is not currently supported by UCD and UCI campuses):

1. Complete the fields in the Company Card and Personal Card subsections.
2. Select usage options for Air, Hotel, and Car.
3. Select a billing address option.
4. Verify that the information you entered is correct and make any changes if necessary.

Loyalty Section

The Loyalty section contains fields for these subsections:

- Airline Loyalty Programs
- Hotel Loyalty Programs
- Car Loyalty Programs

Personal	Business	Preferences	Payment	Loyalty	Documents
----------	----------	-------------	---------	---------	-----------

Loyalty

Fields marked with an asterisk * are required.

Loyalty Memberships

Type
Airline ▼

Vendor Membership Number Membership Level

Add

Type	Vendor	Membership Number	Membership Level
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To enter information in the Loyalty section:

1. Select an option from the Type drop-down list: Airline, Hotel, or Car.

Result: Connexus populates the Loyalty Program Name drop-down list based on the program type you selected.

2. Select a program from the Loyalty Program Name drop-down list.

3. Complete the Membership Number field and click Add.

Result: The loyalty program, including your membership number, appears below the blue loyalty program indicator.

4. Verify that the information you entered is correct and make any changes if necessary.
5. Repeat for all loyalty programs you wish to associate with your travel profile, up to 12 for each type of program.

Note: The name in the Connexus profile must match the name in the loyalty program in order to avoid errors during the booking process.

Documents Section

The Documents section contains fields for these subsections:

- Primary Passport Information
- Secondary Passport Information
- Visa Information

Documents

Fields marked with an asterisk * are required.

Passport Details

Number Country of Issue

Place of Issue

Nationality

Issue Date Expiration Date

Add

Visa Details

Number Country of Issue

Valid From Valid Until

Type

Add

Save Changes

To enter information in the Documents section:

1. In the Primary Passport Information subsection, select your country of citizenship from the drop-down list.
2. Select your nationality from the drop-down list.

3. Complete the remaining fields in the Primary Passport Information subsection. Important: When using the calendar feature to select issue and expiration dates, be sure to select the correct year.
4. In the Visa Information subsection, select primary or secondary passport from the Passport drop-down list.
5. Select the country from the Visa Issuance Country drop-down list.
6. Complete the remaining fields in the Visa Information subsection. Important: When using the calendar feature to select issue and expiration dates, be sure to select the correct year.
7. Verify that the information you entered is correct and make any changes if necessary.
8. Click Add.

Result: The visa information appears at the bottom of the Visa Information subsection.

9. Repeat to add more visas for this passport. Note: At the time this guide was written, each profile could have a maximum of four visas. If you try to add a fifth visa, you receive an error message.
10. To enter visa information for a second passport, complete the fields in the Secondary Passport Information subsection, and enter visa information for the passport, if any.
11. Verify that the information you entered is correct and make any changes if necessary.
12. Click Add.
13. Repeat to add more visas for this passport.
14. Go to the General section at the top of the profile page and verify it contains your date of birth. If your date of birth does not appear, you must add it now or you will not be able to save your travel profile information.
15. Click Save.
16. If you receive any error messages because of incomplete/improperly formatted information, update the fields and click Save.

Important: None of your information is saved until you revise all fields in the error list.
17. Click the Log Out tab at the top of the profile page.
18. Close the Connexus Traveler Profile window.

Travel Arrangers

This section describes tasks that travel arrangers can perform within Connexus. When a traveler assigns you as an arranger, he/she can give you permission to book travel and view/modify the traveler's profile information. You must log in to Connexus in order to perform those tasks.

You can be the arranger for multiple travelers; travelers can assign up to four arrangers.

Travel Arrangers – Accessing a Traveler's Profile

This section provides basic login information for travel arrangers. The method you use to log in will vary depending on your campus. To access the profile of someone who has designated you as an arranger, you first must login to the system using your own login credentials.

1. Login to the Connexus portal. See [Accessing a Travel Profile](#) for the instructions.

Result: Your Connexus profile page opens.

2. Select a name from the Select Traveler drop-down list.

Result: The traveler's profile appears, displaying options based on the permissions they granted you when assigning you as a travel arranger.

Travel Arrangers – Modifying a Traveler's Profile

This section describes how travel arrangers modify someone else's profile in Connexus.

1. Open the traveler's profile in Connexus.
2. Go to the section you wish to modify and make the changes.
3. Verify that the information you entered is correct and make any changes if necessary.
4. If you receive any error messages, update the information and click Save. Important: None of your information is saved until you revise all fields in the error list.
5. Close the Connexus Traveler Profile window.

FAQ

This section contains answers to frequently asked questions.

Q. I am an assigned travel arranger, but when I log in, why are there no names in the drop-down list above the General section?

A. Confirm with the traveler that you are an assigned travel arranger, and that the traveler has given you permission to access their profile.

Q. Why don't the changes I made to my profile appear on the Connexus site?

A. Did you click the Save button? If you did and the changes are not reflected in the site, you should contact uctravel@ucop.edu for assistance.

Q. Why can't I log in to the online booking tool?

A. Your profile might not have fully synchronized with the online booking tool. If you just saved your profile, it will be a few minutes before synchronization is complete. If you have waited a number of minutes and still cannot log in to the booking tool, please contact uctravel@ucop.edu for assistance.

Q. What if I don't know my airport preference code?

A. There is no Search button for the airport code. To find your airport code, go to the Preferences section and type the first few letters of the city or airport name into the Preferred Airport field. A list of possible matches appears. Select the airport from the list.