



## Getting Connected, Username, and Password

Connect to the Internet through your company's intranet or through your Internet Service Provider (ISP).

- ▶ Access the American Express portal to be directed to the booking site.
- ▶ Enter your **Username** and **Password** into the appropriate field and click on the **Sign In** button.

Your sign in information is listed in your activation letter. If you have not received your activation letter, contact your Travel Administrator.

## My Account

Create or edit your personal profile to store all of your personal preferences and contact information by clicking on **My Account** at the top of the **Begin Search** page. (Note: The My Account link will be accessible from every page.)

1. In your My Account page, enter **Personal Information** such as payment methods and emergency contacts.
2. **My Account Options** (located on the right of the page), allows you to access any section of your My Account pages when editing.
3. When editing your My Account pages all required fields will be highlighted with a **blue star**.
4. Use the **My Account** links to access and edit passwords, e-mail settings for your itinerary distribution, travel preferences such as frequent flyer programs, select people I arrange travel for, and people allowed to arrange my travel.
5. Click on the **Save** button located at the bottom of each profile screen when you are finished editing and entering information.
6. All of the selections in your My Account will be stored for use in the booking process.

## Changing Your Password

1. To change your password, click on the **My Account** link located at the top of the Begin Search page.
2. Click on the **Change Password** link located in the Account Settings section, to change your existing password. Enter your **current password**, then enter your **new password** (*passwords must be at least five characters long but no more than 39 characters*) and finally **confirm** your new password.
3. Click on the **Save** button to activate your new password.

## Forgotten Password Setting

Set up your **Forgotten Password Setting** by clicking on the **My Account** link located at the top of the Begin Search page.

1. Click on the **Forgotten Password Setting** link located in the Account Settings section.
2. You can select sample security questions from a pre-populated drop down menu or you can create your own and insert it into the **My Question** field.

Finally type your answer to your security question and click on the **Save** button.

## Booking a Flight

1. On the **Begin Search** page, first select your **Trip Type** (round trip, one way or multiple destinations) from the drop down menu.
2. Proceed to the **Travel Destinations** section, and select **I Will Fly** to choose the nature of your reservation (client visit, conference, convention or other).
3. Next enter the airport codes for your departure and destination cities. If you have already entered your home airport into your personal profile, this will automatically show as your departure city. (Note: if you do not know your airport code you can search by airport name or city by clicking on the **Find an Airport** link.)
4. Select your desired departure and arrival times, dates, class of service and ticket type (lowest available, no penalty, or no restrictions).
5. **Important time saving tip!**: If you do not require hotel or car reservations select "**Will Not**" from the **Hotel and Car Requirements** drop down menu before booking a flight.
6. Click on the **Begin Search** button.
  - ▶ **Departing Flights** appear, click on the **Select** button to select your departing flight.
  - ▶ **Returning Flights** page appears next. Click the **Select** button to select your return flight.
  - ▶ **Low Price Options** page returns your itinerary along with low fare options. Click on the **Select** button to select your preferred itinerary.
  - ▶ **Reserve Seats** is next. You can click on available seats and click on the **Reserve Seat** button, or click on the **Skip Seat Selection** button to continue. If you skip the seat selection process ticketing will default to your seat preference in your personal profile (aisle or window).
  - ▶ **Review Trip** is the next step where you can Modify, Remove or Add an Item to your itinerary.
  - ▶ You can also save the itinerary as a template by inputting a name and clicking on the **Save As Template** button at the bottom of the page. Click on the **Purchase Trip** button to proceed to purchase your ticket.
  - ▶ A **Passenger Information** page appears with the option to input your trip preferences and emergency contacts. Click on the Continue button to proceed.
  - ▶ **Purchasing Information** appears, click on the **Purchase Trip** button to book your ticket.
  - ▶ A confirmation will be e-mailed to you shortly.

## Change or Cancel An Existing Reservation

1. Click on **My Trips** link located at the top of the Begin Search page.
2. Select the itinerary you want to **Modify** or **Remove** by clicking the appropriate View button.
3. You may **Modify** or **Remove** any active segment of your itinerary by clicking the appropriate button.





## Checking Arrival/Departure Information

### Important time saving tip!

1. You can access arrival or departure information without signing in to the system. If you are checking the status of a flight, select flight from the drop down menu, then the date, select an airline, input the flight number and Click on the **Flight Status** button.
2. A Flight Information page appears where you can click the **Refresh Information** button or **Exit Flight Status** button.

## Reserving a Car Only

1. From the **Begin Search** page, click on **I don't need transportation** option.
2. Enter the city name or airport code of the location you are traveling to in the **Travel Destinations** section, and select dates and times.
3. **Important time saving tip!** If you do not require hotel reservations select **will not** from the **Hotel and Car Requirements** drop down menu before you continue.
4. Click on **Begin Search** button.
5. Select your car preferences such as size, number of doors and transmission type, from the **Car Requirements** section. (Note: Click on **More Search Options** to view additional options available.)
6. Then click the **Search Cars** button.
  - ▶ **Select Car** is the next step where you can choose the car vendor.
  - ▶ **Review Trip** is the next step where you can Modify, Remove or Add an Item to your itinerary.
  - ▶ You can also save the itinerary as a template by inputting a name and clicking on the **Save As Template** button at the bottom of the page.
  - ▶ Click on the **Purchase Trip** button to proceed to purchase your ticket.
  - ▶ A **Passenger Information** page appears with the option to input your trip preferences and emergency contacts.
  - ▶ Click on the **Continue** button to proceed.
  - ▶ **Purchasing Information** appears, click on the **Purchase Trip** button to book your reservation.
  - ▶ A confirmation will be e-mailed to you shortly.

## Designating a Travel Arranger

- Click on the **My Account** link at the top of the Begin Search page.
2. In the Travel Arranger Settings click on **People Allowed to Arrange My Travel**. Select **Yes** from the drop down menu in order to let others designate themselves as your travel arranger.
  3. **Important time saving tip!** As long as the **Permit other users to self designate as my travel arranger** field on your User Profile is set to **Yes**, your travel arranger may take the necessary steps to make reservations for you.
  4. In the **Add a Travel Arranger** section click on the **Add** button to add a travel arranger. Search by first and last name. A list of user will appear at which point you can identify your travel arranger and click the **Add** button again next to the name.

## Arranging Travel for Someone Else

1. Click on the **My Account** link at the top of the Begin Search page.
2. In the Travel Arranger Settings click on **People I Arrange Travel For**.
3. In the Add Traveler section click on the **Add** button to add travelers you arrange travel for. Search by first and last name. A list of travelers will appear at which point you can identify your traveler and click the **Add** button again next to the name. (Note: after you add travelers, the names will appear in the People I Arrange Travel For section.)
4. Begin the booking process as you normally would. All reservations made from this point will be done in the name of person chosen from the **Arrange Travel For** drop down menu, located on the Begin Search page.
5. To choose another traveler to arrange travel for or restore yourself as the default traveler, click on the **Home** button, at the top of the page. Then make a selection from the **Arrange Travel For** drop down menu (on the top of the Begin Search page), which lists travelers you have added as well as yourself. Make your selection and begin the booking process.

## Creating and Using Trip Templates

Use Trip Templates to save reservation information for frequently traveled destinations. A Trip Template will allow you to quickly and easily plan return trips to the same destination.

Saving an itinerary as a **Trip Template**:

1. From the **Review Trip** page or **Confirmation** page of any of your trips, you can save the itinerary as a template by designating it a name and clicking on the **Save As Template** button at the bottom of the page.
2. You may also use itineraries from the My Trips page, which contains upcoming, cancelled and past trips. You can recall itineraries from **My Trips** and save them as template.

**Using your trip templates:**

1. From the **My Trips** page click on the **Trip Templates** link located **My Trip Options** box under **Reservation Tools**. Click the **Select** button next to the trip template you would like to use.

## Help

You access online help from any page by clicking on the **Help** link button located at the top of each page.

- ▶ Click the **Contents** link to display the table of contents and select a topic.
- ▶ Click the **Glossary** link to display a list of booking tool terms and their definitions.
- ▶ Click the **Tutorials** link to display a list of tutorials you can take.