CONNEXXUS
The University of California Travel Program

# Connexxus Traveler Profile
# Getting Started Guide for Travelers / Arrangers

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## Introduction

There are two types of users for Connexxus:

- 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**. Connexxus saves your new/updated profile information, and synchronizes the information throughout the Connexxus 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 Connexxus. 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 Connexxus 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:



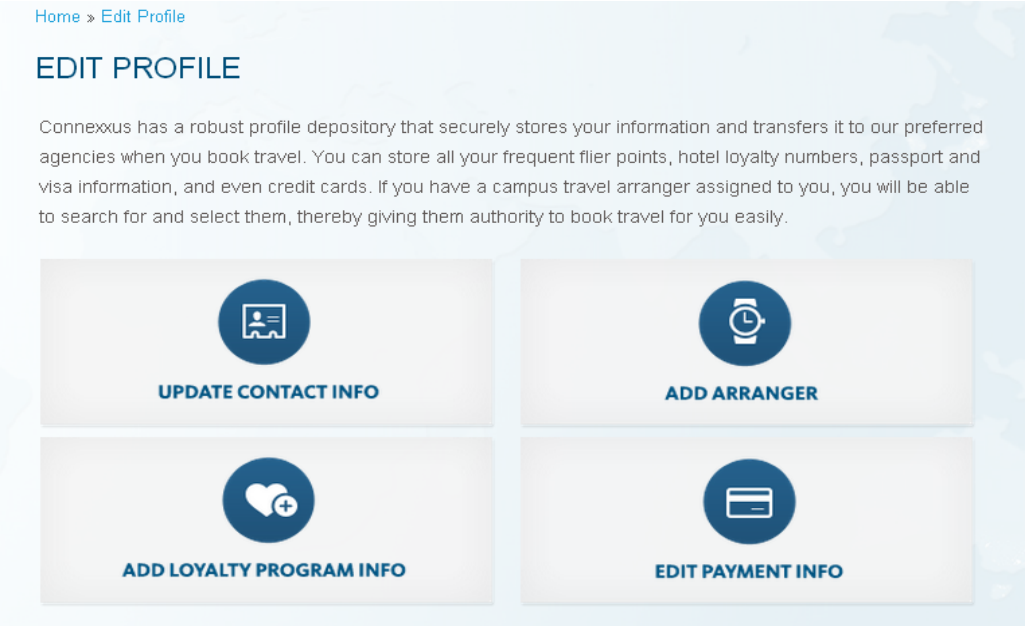

3. Read the text on the Login page, select any options, and use your username/ID and password to log in.

**Result**: The system logs you in and the Connexxus Homepage opens:



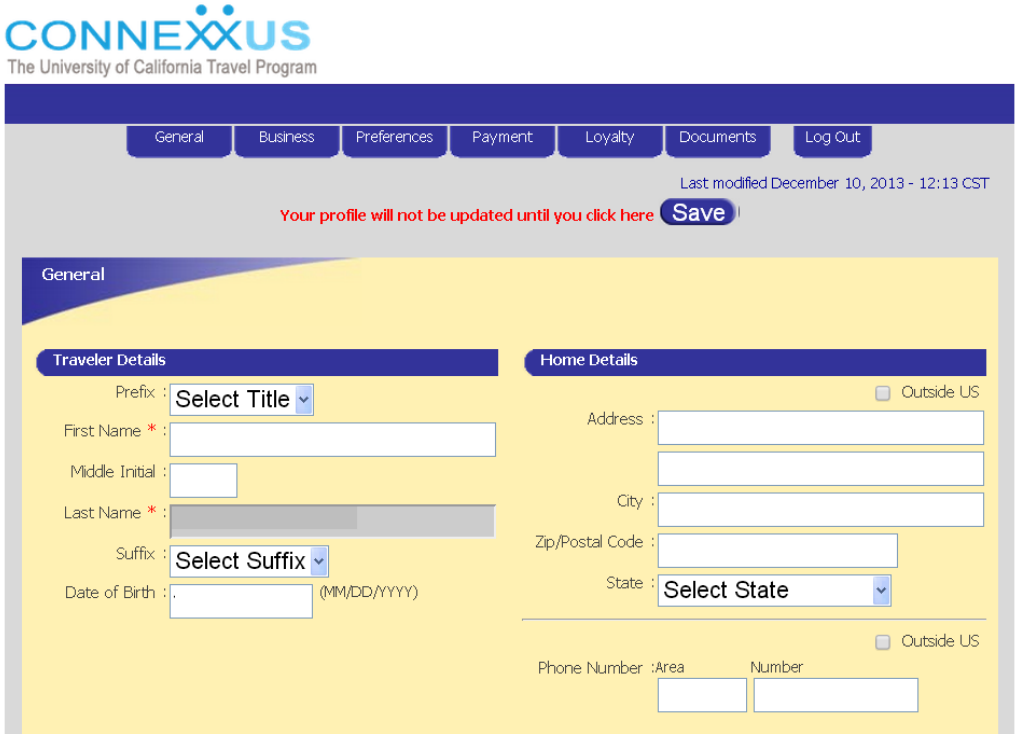
4. Click the *Edit Profile* box at the bottom of the homepage.

**Results:** Available profile options appear.

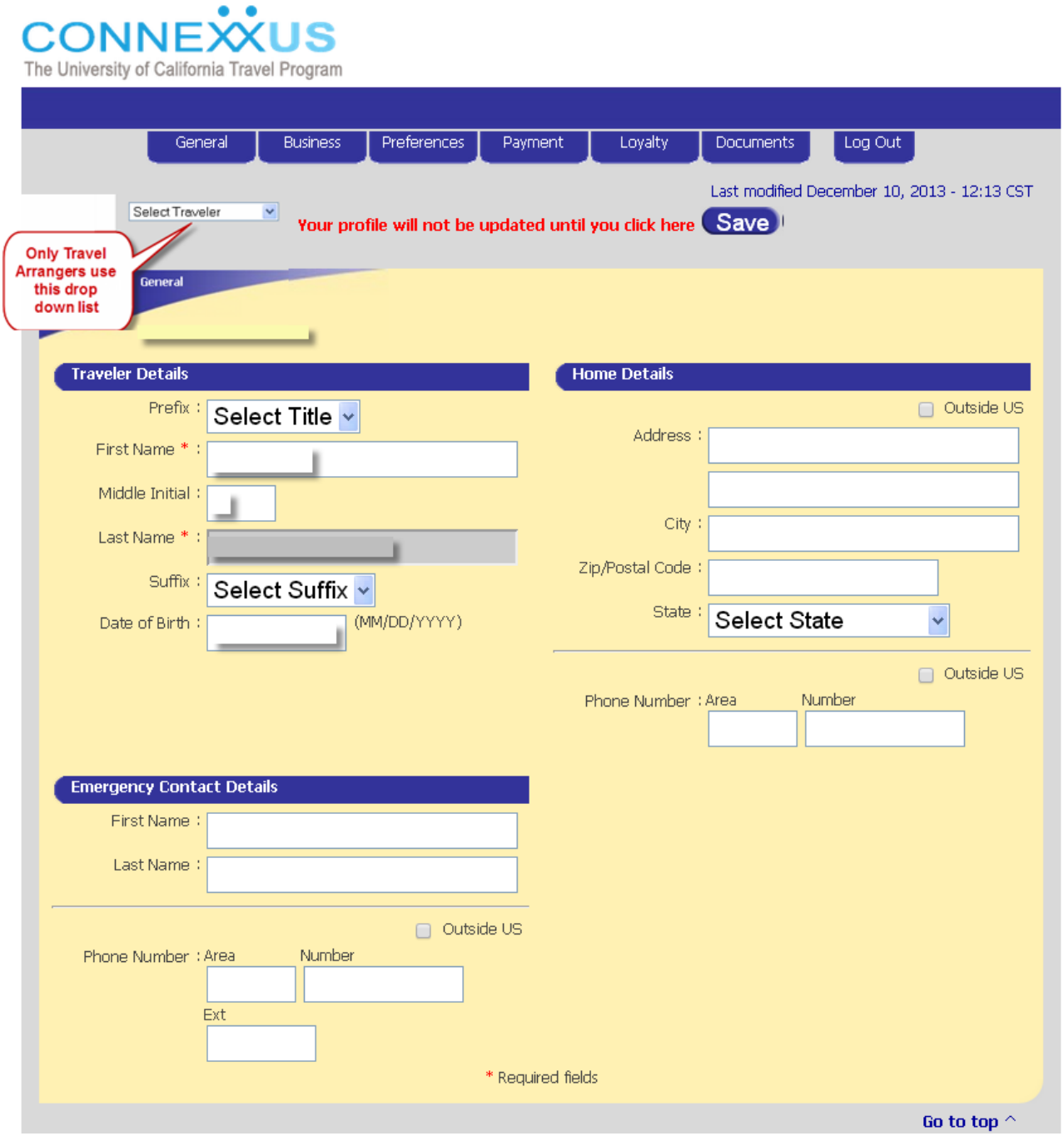



5. Click the *Update Contact Info* at the top.

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

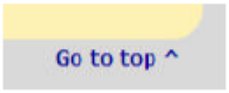
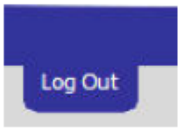


6. To access the profile of someone who has designated you as a travel arranger, select a name from the Select Traveler drop-down list.



## Navigating within the Connexxus Traveler Profile Page

All profile information is contained on one page, which is divided into sections. To navigate between sections, you can either scroll or use the tabs at the top of the page to jump to a section. Because there is only one page, you just have to click Save once to save information for all fields.

| Action | How |
|---|---|
| Navigate between sections | Either scroll to locate a section, or click a tab at the top of the profile page.   |
| Jump to the top of the profile page | Click the Go to Top link at the bottom of any section.   |
| Edit profile information | Click the edit button next to a field.  You can only edit information when the edit button is present. |
| Delete profile information | Click the delete button next to a field.  You can only delete information when the delete button is present. |
| Save profile information | Click the Save button at the top or bottom of the profile page.   |
| Log out | Click the Log Out tab at the top right of the profile page.   |

## Required Information

Connexxus has two types of required information:

- **Mandatory Fields**: These are fields that must contain information, such as your 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. The Date of Birth field in the General section is only required when you add passport information to your profile.

- **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, Connexxus 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**. Connexxus saves your profile information and synchronizes the information to the travel agencies (except SWABIZ)

## General Section

The General section contains fields for these subsections:

- Traveler Details (name must match travel documents)
- Home Details
- Emergency Contact Details

**Note**: The Date of Birth field is optional unless you add passport information in the Documents section.

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.

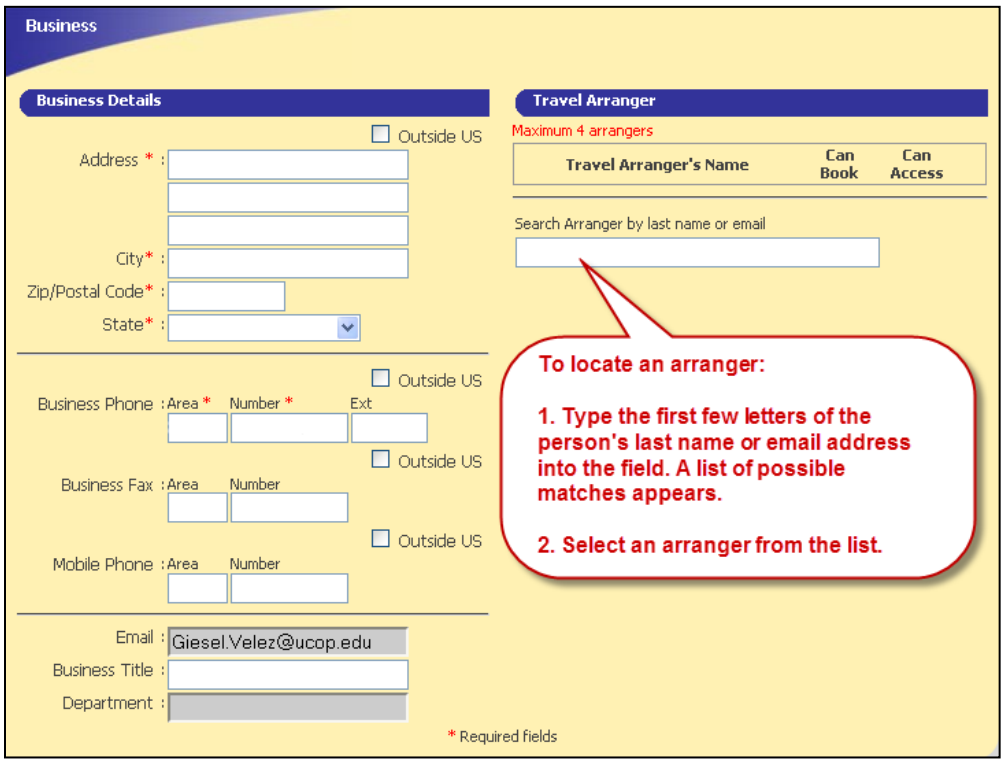


# Business Section

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.




## 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**.

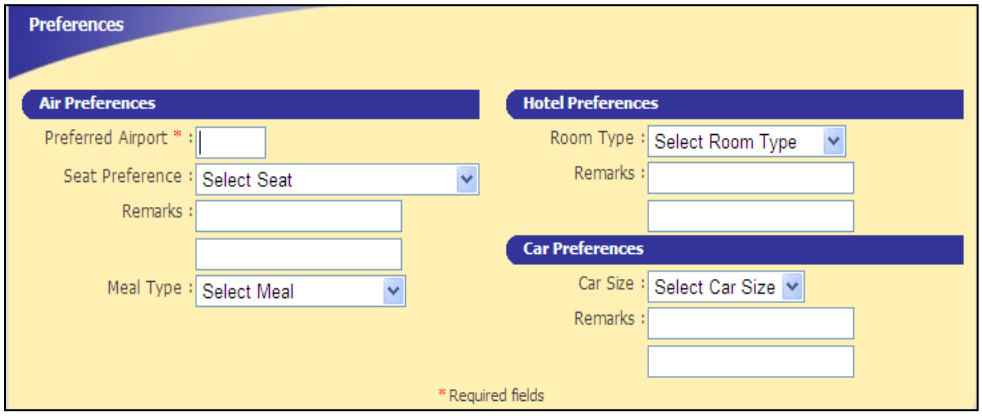
3. Repeat to add more travel arranger.

## 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.




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.

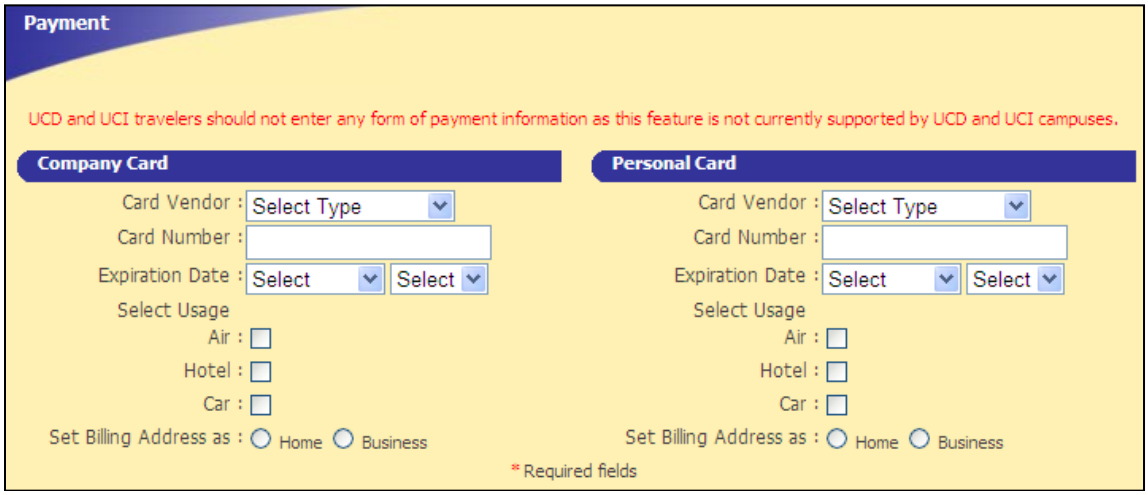
b) Select an airport from the list.

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



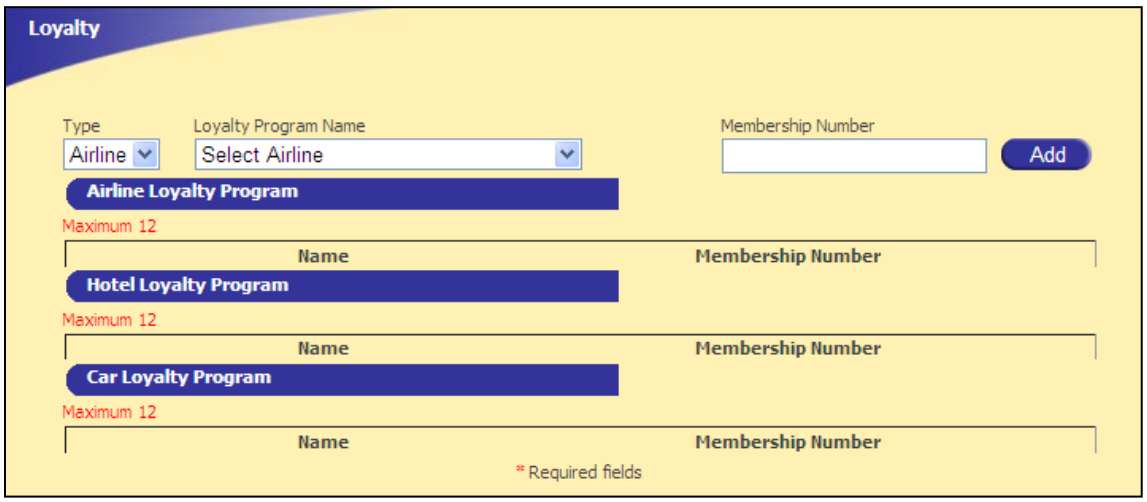

To enter information into the Payment section (except for UCD and UCI):

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




To enter information in the Loyalty section:

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

   **Result**: Connexxus 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.

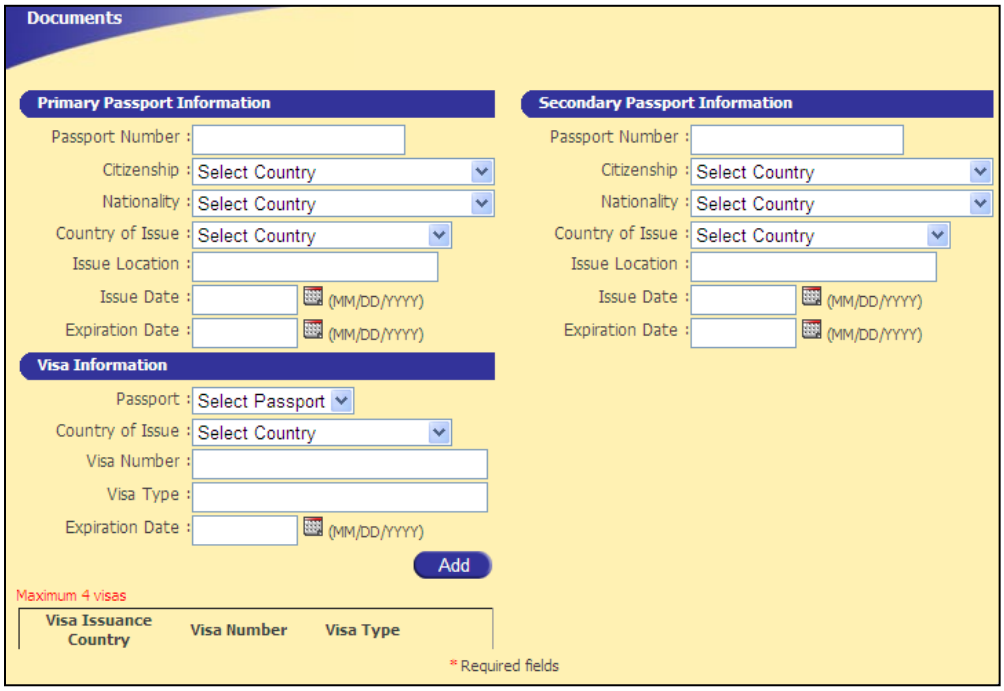
4. Verify that the information you entered is correct and make any changes if necessary.

5. Repeat for all loyalty programs you wish to associate with your travel profile, up to 12 for each type of program.

# Documents Section

The Documents section contains fields for these subsections:

- Primary Passport Information
- Secondary Passport Information
- Visa Information




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 Connexxus Traveler Profile window.

# Travel Arrangers

This section describes tasks that travel arrangers can perform within Connexxus. 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 Connexxus in order to perform those tasks.

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

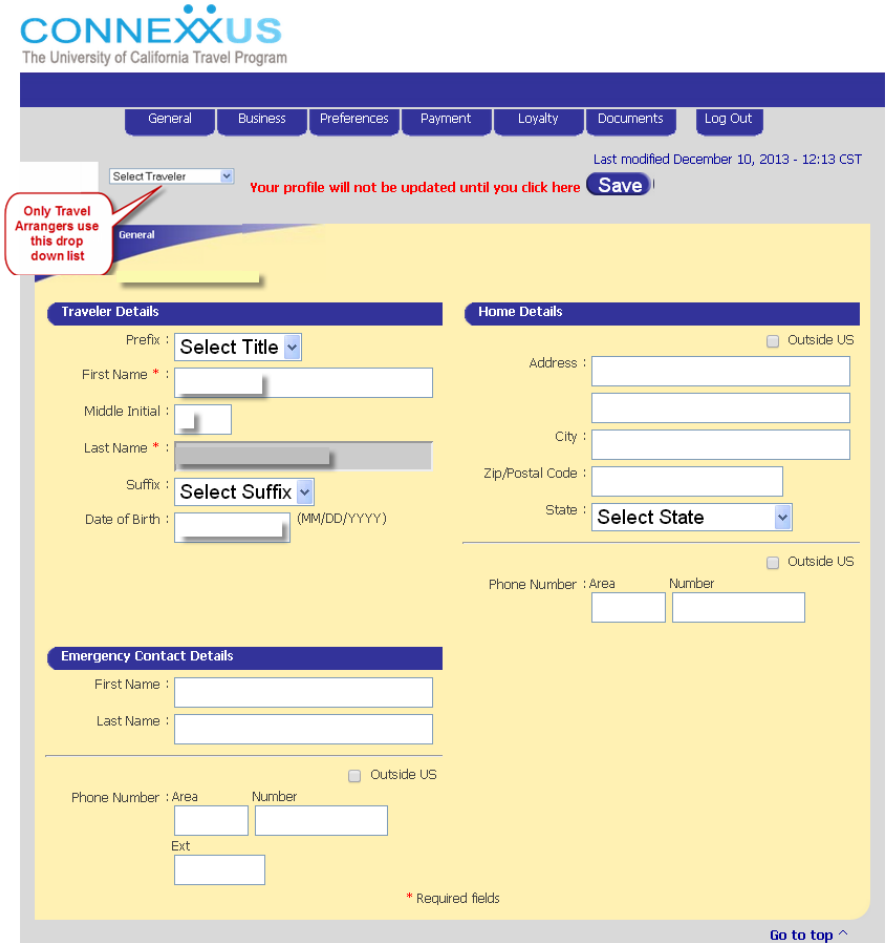
## Travel Arrangers – Accessing a Traveler's Profile

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 Connexxus portal. See **Accessing a Travel Profile**

   for the instructions.

   **Result**: Your Connexxus 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 Connexxus.

1. Open the traveler's profile in Connexxus.
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 Connexxus 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 Connexxus site?

**A.** Did you click the Save button? If you did and the changes are not reflected in the site, you should contact your travel provider 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 your travel provider 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.