



## Frequently Asked Questions

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## PROFILE

### Q. How do I update my profile?

1. Access your Profile by clicking the **Profile Super Tab** located in the upper right section of the RESX screen or scroll your mouse over the **Profile** menu item at the top of the RESX screen.
2. Select the area of your profile you would like to update (Membership Numbers, Billing Information, etc.)
3. Make the appropriate changes and click the Save button.

### Q. How do I give permission to someone else to make my bookings?

1. Select the **Travel Planners** section of your Profile.
2. Select the **Add New Travel Planner** link.
3. Enter the RESX **Member ID** of the person you wish to allow travel planner access.
4. Click **Save**.

***Note:** This person will now be able to make travel arrangements and changes to your profile on your behalf.*

### Q. How do I change my password?

1. Select the **Change Password** section of your Profile.
2. Enter your **Current Password**, **New Password** and **Verify New Password**.
3. Click **Save** to complete the password update.

### Q. How do I add/update my air, car or hotel membership numbers?

1. Select the **Membership Numbers** section of your Profile.
2. Select whether you would like to **Add/Edit/Delete** your **Membership Numbers** or **Loyalty Association** programs.
3. Click **Save** to complete.

## TRAVEL

### Q. How do I access my trips?

1. There are two ways to access your trips:
  - a. Click the **Travel Super Tab** located in the upper right section of the RESX screen and select the **Trip List** tab.
  - b. Scroll your mouse over **Travel** menu item at the top of the RESX screen and select the **Access a Trip** menu item. This will display the **Trip List**.
2. You may View, Cancel, Delete and Refresh your trips from this list by selecting the appropriate link.

### Q. How do I customize my search criteria for air, car, or hotel?

1. On the **Travel** tab of the main RESX screen, the right pane hosts a **Travel Preferences** tab. When entering your search criteria in the **Air**, **Car** or **Hotel Home** screens (left side) you may view and update your preferences for that trip on the right side of screen.
2. If the **Travel Preferences** tab is not in focus there is a **View my preferences** link on the left side of the screen you may click.

***Note:** These changes will only be applied to the trip you are currently requesting. Permanent changes to these items must be made in your profile.*

### Q. How do I start a completely new search when viewing results from a previous search?

1. Click the **Cancel and Restart Search** link located above of the existing search results.
2. Provide new or additional information in the new search criteria areas and click **Search**.

### Q. How do make reservations for another traveler?

You must first have been given access by the traveler in their profile to book on their behalf.

1. Login to RESX with your assigned user information.
2. Select a traveler from the **Traveler** dropdown list located in the upper right corner of the RESX screen.
  - a. You last ten travelers will be saved in the drop down list. If you do not see the traveler you wish to access, you must select the **Select Another User** option and provide the travelers Member ID.

### Q. How do I complete the car and hotel section of the Multi-City Search?

1. If a car(s) and/or hotel(s) are needed when booking a multiple city trip, click the appropriate **Include Car** and/or **Include Hotel** checkbox.
2. The car and hotel search criteria can be customized by un-checking the **Based on Air Search Criteria** box.
3. The **View car preferences** and **View hotel preferences** links will dynamically display for car and hotel of the **Destination** you providing criteria. As you move to the next **Destination** you must select this link to change your default travel preferences. The information for each destination is stored until you select the **Search** button.

## **Q. Why do I not see all or any air options returned?**

1. Various settings in your profile or Travel Preference entries during the search request may impact your search results. We recommend taking the following actions for improved results:
  - a. From **Air Travel Preferences**, go to the Accept Connections checkbox. If this box is not checked, and the routing only offers flights with connections, RESX will not return any options. Check this box and try again.
  - b. Like above, also verify the **Maximum Number of Connections** field (if available). If this is set to "none" or "one" and the routing only offers flights with double connections, RESX not return any options. Change setting to a different Value and try again.
  - c. From **Air Travel Preferences**, go to the **Preferred Carriers** field (if available) - Try adding, or removing, carriers to your search preferences to modify search results.
  - d. Search Criteria - Ensure that you have correctly input your search criteria

**Note:** *If making the changes to the above selections does not work or you are still experiencing issues with your air search options, please contact your RESX administrator.*

## **Q. What do I do if the Car Rental Company I want is not located at an airport?**

If this functionality is enabled for your company, the **Car Home** page will have a link for **Off Airport Location**.

1. Click the **Off Airport Location** link.
2. Provide the city or airport of the off airport locations you wish to search.
3. A list of available locations, by vendor, will be returned.
4. Select which vendor and it's location you would like to search on.
5. Provide the remaining search criteria and select the **Search** button.

**Note:** *If you experience and error of: There are no off airport locations that matched your search criteria. Please modify your availability request or continue, make sure you have at least one preferred car company selected in your Car Travel Preferences.*

## **Q. I booked a trip directly through my booking agency, can I view it in RESX?**

1. Scroll your mouse over **Travel** in the upper left corner of the RESX screen and select **Import a Trip**.
2. On the **Trip List** tab there is a box for **Import a Trip**
3. Enter the record locator from the agency in this box and click the Import a Trip button.
4. Your record will be imported and accessible via RESX.

**Note:** *If your trip import failed, you may need to verify that the name of the reservation created is an exact match of your profile name in RESX. If this still doesn't work you should contact your RESX Administrator.*


## GENERAL

### Q. What if I see a "red alert" at the top of the screen when I log in?

1. The **Alerts** section advises that an update is needed to one of the following items:
  - An expired passport
  - An expired credit card
  - A Password Change
  - Trips Awaiting Purchase
2. Scroll your mouse over **Alert** to display the notification.
3. Select the Alert Type (above list) to display.
4. Select Update to make the changes directly in your profile, or Help to see the online help section for more information.
5. The exception to this is the Trips Awaiting Purchase alert. This menu item displays a list of trips, by name that have been reserved but not yet submitted for purchase. By selecting a trip name, you will be taken directly to that trip to take action.
6. Once the Alerts have been addressed, they will be removed from the list.

### Q. How do I get help?

1. At any point during your RESX session you may access the help options by scrolling over the **Help** menu item located at the top of the screen. **Help** menu options include:
  - **Online Help Guide** where you can search by keyword or specific subject
  - **Contact Travel Agent** to send an e-mail to your Travel Agent
  - **Report an error** to report issues to your RESX administrator
  - **Send a comment** to submit comments and suggestions to your RESX Administrator

**Note:** Throughout RESX an  icon appears in the navigation bars. Click the icon and RESX will display screen specific help.