

Connexus Traveler Profile Getting Started Guide for Travelers / Arrangers

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1 Introduction

There are two types of users for Connexus:

- Travelers
- Travel arrangers

This guide is intended for use by UC/CSU 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.

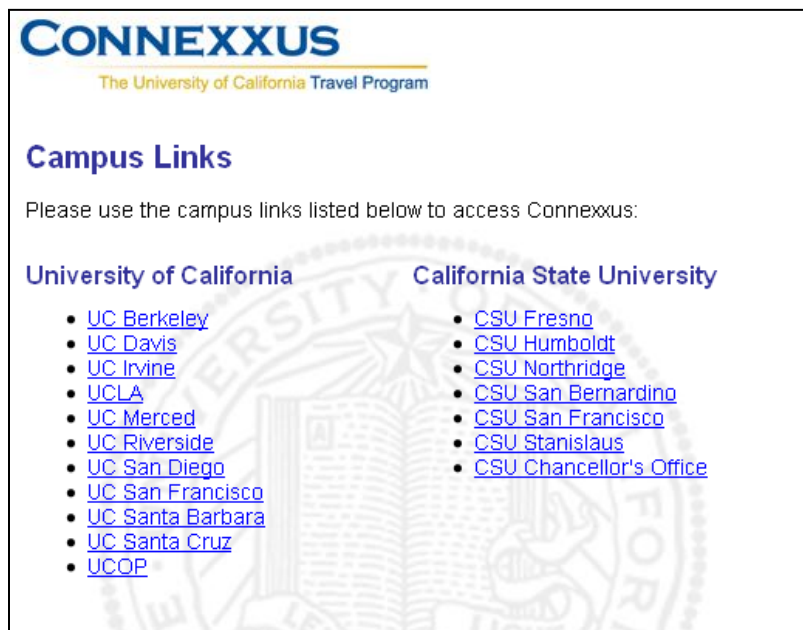
Note: After 30 minutes of inactivity, your session automatically ends and the system logs you out of Connexus. If you have made changes but did not click Save, your changes are lost when the system automatically logs you out.

2 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: www.ucop.edu/connexus/campuslinks.html

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.



University of California
It Starts Here

UCOP Applications Login

UCOP User name:

Password:

This login page is for current UCOP employees only.

- Use your Windows/AD user name and password.
- If you are associated with another institution, please use your institution's single sign-on function.
- For problems logging in, contact [TechDesk](#) or (510) 987-0457.

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 Welcome page opens.



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Welcome: DIESEL VELEZ | April 21, 2011 1:13:11PM

[Home](#) [Exit](#)

[Booking Travel](#) [Check-in](#) [Connexus Info](#) [Insurance](#) [UC Location](#) [CSU Location](#) [My Profile](#)

POLICY AND TOOLS

- Policy
- Profile Guidelines (pdf)
- Passport and Visa Info
- UC Travel Management Office
- UC Campus Visa Travel Card

PARTNER PROGRAMS

- Air
- Southwest
- Consolidator Fares
- Agency
- Car
- Hotel
- Amtrak

RESOURCES

- FAQs
- Contact Us
- Feedback

Welcome to CONNEXXUS your UC and CSU travel connection

Booking Options

BCD Travel for Connexus

- [Book Travel Online](#)
- [Contact a BCD Agent](#)

UC Travel Center for Connexus

- [Book Travel Online](#)
- [Contact a UCTC Agent](#)

Southwest Air for Connexus

- [UC: Book SWABIZ Travel Online](#)
- [CSU: Book SWABIZ Travel Online](#)
- [For Southwest Assistance](#)

Premier Gateway for Connexus

- [Information about Premier Gateway Consolidator Fares for International Flights \(pdf\)](#)

Fulfill Federal Small Business Requirement for Connexus

- [Contact an Agent](#)
- [Information about the Small Business Travel Program](#)

CONNEXXUS Views and News

TRAVELER INFO

- [Caltrans Traffic Info](#)
- [Currency Converter](#)
- [Destination Info](#)
- [Seat Guru](#)
- [Security Wait Times](#)
- [Other Helpful Web Links](#)

US Airport Status

[Airport Delays](#)

Flight Status

Airline:

Flight #:

Weather

[Weather.com](#)

- Click the My Profile link at the top of the Welcome page.

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

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CONNEXXUS TRAVELER PROFILE

General Business Preferences Payment Loyalty Documents Log Out

Select Traveler [v] Last modified November 12, 2010 - 12:55 CST

Your profile will not be updated until you click here Save

General

Traveler Details

Prefix : Select Title [v]
First Name * : GIESEL
Middle Initial :
Last Name * : VELEZ
Suffix : Select Suffix [v]
Date of Birth : (MM/DD/YYYY)

Home Details

Address * :
City * :
Zip/Postal Code * :
State * : California [v] Outside US

Phone Number : Area Number Outside US





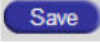

Emergency Contact Details

First Name :
Last Name :

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

3 Navigating within the Connexus 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. 

4 Required Information

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

5 General Section

The General section contains fields for these subsections:

- Traveler Details
- 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.

The screenshot displays the 'CONNEXXUS TRAVELER PROFILE' page. At the top, there are navigation tabs: General, Business, Preferences, Payment, Loyalty, Documents, and Log Out. Below the tabs, a dropdown menu shows 'Select Traveler' and a timestamp 'Last modified November 12, 2010 - 12:55 CST'. A red warning message states: 'Your profile will not be updated until you click here' followed by a 'Save' button.

The 'General' section is highlighted in yellow and contains three subsections:

- Traveler Details:** Includes fields for Prefix (Select Title), First Name (GIESEL), Middle Initial, Last Name (VELEZ), Suffix (Select Suffix), and Date of Birth (MM/DD/YYYY).
- Home Details:** Includes Address, City, Zip/Postal Code, and State (California). There is an 'Outside US' checkbox.
- Emergency Contact Details:** Includes First Name, Last Name, and Phone Number (Area, Number, Ext). There is an 'Outside US' checkbox.

A legend at the bottom right indicates that fields with an asterisk (*) are required.

6 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

Business Details

Address * : Outside US

City * :

Zip/Postal Code * :

State * :

Business Phone : Area * Number * Ext Outside US

Business Fax : Area Number Outside US

Mobile Phone : Area Number Outside US

Email :

Business Title :

Department :

* Required fields

Travel Arranger

Maximum 4 arrangers

Travel Arranger's Name	Can Book	Can Access
Search Arranger by last name or email		
<input type="text"/>		

To locate an arranger:

1. Type the first few letters of the person's last name or email address into the field. A list of possible matches appears.
2. Select an arranger from the list.

6.1 Business Details Subsection

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

6.2 Travel Arranger Subsection – 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.

7 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.

The screenshot displays the 'Preferences' section of a web application. It is organized into three main subsections, each with a blue header bar: 'Air Preferences', 'Hotel Preferences', and 'Car Preferences'.
- **Air Preferences:** Includes a 'Preferred Airport *' text input field, a 'Seat Preference' dropdown menu (currently showing 'Select Seat'), a 'Remarks' text area, and a 'Meal Type' dropdown menu (currently showing 'Select Meal').
- **Hotel Preferences:** Includes a 'Room Type' dropdown menu (currently showing 'Select Room Type') and a 'Remarks' text area.
- **Car Preferences:** Includes a 'Car Size' dropdown menu (currently showing 'Select Car Size') and a 'Remarks' text area.
At the bottom center of the form, there is a small asterisk followed by the text '* Required fields'.

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.

8 Payment Section

The payment section contains fields for these subsections:

- Company Card
- Personal Card

Payment

UCD and UCI travelers should not enter any form of payment information as this feature is not currently supported by UCD and UCI campuses.

Company Card

Card Vendor : Select Type ▼

Card Number :

Expiration Date : Select ▼ Select ▼

Select Usage

Air :

Hotel :

Car :

Set Billing Address as : Home Business

Personal Card

Card Vendor : Select Type ▼

Card Number :

Expiration Date : Select ▼ Select ▼

Select Usage

Air :

Hotel :

Car :

Set Billing Address as : Home Business

* Required fields

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

9 Loyalty Section

The Loyalty section contains fields for these subsections:

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

The screenshot shows a form titled "Loyalty" with a yellow background. At the top left, there is a "Type" dropdown menu set to "Airline". To its right is a "Loyalty Program Name" dropdown menu with "Select Airline" selected. Further right is a "Membership Number" text input field. To the right of the membership number field is a blue "Add" button. Below these fields, there are three sections, each starting with a blue bar containing the program type: "Airline Loyalty Program", "Hotel Loyalty Program", and "Car Loyalty Program". Each section is followed by a red "Maximum 12" label. Below each label is a table with two columns: "Name" and "Membership Number". At the bottom right of the form, there is a red asterisk and the text "* Required fields".

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.

10 Documents Section

The Documents section contains fields for these subsections:

- Primary Passport Information
- Secondary Passport Information
- Visa Information

The screenshot shows a web form titled "Documents" with a yellow background. It is divided into three main subsections:

- Primary Passport Information:** Includes fields for Passport Number, Citizenship (dropdown), Nationality (dropdown), Country of Issue (dropdown), Issue Location, Issue Date (calendar), and Expiration Date (calendar).
- Secondary Passport Information:** Includes fields for Passport Number, Citizenship (dropdown), Nationality (dropdown), Country of Issue (dropdown), Issue Location, Issue Date (calendar), and Expiration Date (calendar).
- Visa Information:** Includes fields for Passport (dropdown), Country of Issue (dropdown), Visa Number, Visa Type, and Expiration Date (calendar). An "Add" button is located below these fields.

At the bottom left, there is a table header for "Visa Issuance" with columns for "Country", "Visa Number", and "Visa Type". A red note says "Maximum 4 visas". A red asterisk at the bottom right indicates "* Required fields".

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.

11 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.

11.1 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.

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CONNEXXUS TRAVELER PROFILE

General Business Preferences Payment Loyalty Documents Log Out

Select Traveler [v] Last modified November 12, 2010 - 12:55 CST

Your profile will not be updated until you click here Save

General

Traveler Details

Prefix : Select Title [v]
First Name * : GIESEL
Middle Initial :
Last Name * : VELEZ
Suffix : Select Suffix [v]
Date of Birth : (MM/DD/YYYY)

Home Details

Address * :
City * :
Zip/Postal Code * :
State * : California [v] Outside US

Phone Number : Area Number Outside US

Emergency Contact Details

First Name :
Last Name :

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.

11.2 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.

12 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 clicked Save 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.