


# Connexus Training

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## Setting Up a Connexus Traveler Profile

**Note:** You must establish a profile to book university business through Connexus.

**Travel Arrangers:** The initial profile must be created by the traveler. If the traveler prefers to have you complete their profile, they must first complete the required fields (first name and middle initial, address, city, state, zip code, country, business phone, and preferred airport) and assign you as the arranger with **Can Access** privileges as described in Step 2 below.

What to do	How to do it
<p><b>1</b> <b>Log into Connexus</b></p>	<p>1. Go to <a href="#">Connexus</a>.</p> <p>2. The Connexus welcome page appears:</p> 
<p><b>2</b> <b>Create a traveler profile.</b></p> <p><b>Note:</b> Sessions will time out after 30</p>	<p>1. Click <b>Profile</b> on the top bar of the welcome page.</p>

minutes. Remember to click **Save** as you're entering information to prevent losing your work.



2. Wait for the Connexus Traveler Profile page to appear:



3. Complete the required fields in the following sections:
- **General:** Enter your name, home, and emergency contact.
  - **Business:** Enter your work address, phone, and e-mail.
    - **To assign up to 4 travel arrangers:**
      - Enter the arranger's last name in the search field.
      - Select travel arranger's name from the drop-down list.
      - Click the **Can Book** and/ or **Can Access** check boxes to assign travel arranger's privileges.
        - **Can Access:** Arranger can view and update your profile information.
        - **Can Book:** Arranger can book travel for you.
  - **Preferences:** Enter your air, hotel, and car preferences.
  - **Payment:** Enter your UCSF Corporate Card information under Company Card and select how your card should be applied for travel reservations.
  - **Loyalty:** Enter any airline, hotel, or car loyalty program information.
  - **Documents:** Enter your passport and visa information.

**Note:** The traveler's last name is read-only. UCSF provides last names in a specific format to meet airline ticketing requirements (no hyphens, apostrophes, spaces, or non-alpha characters).

		<ol style="list-style-type: none"> <li>4. Click <b>Save</b>.</li> <li>5. Manage and update your profile information in the future, as needed.</li> </ol>
3	<p><b>If you need to book travel, choose a booking option.</b></p>	<ol style="list-style-type: none"> <li>1. For guidance on which option best fits your travel situation, click <b>Compare all Booking Options</b> on the Connexus welcome page.</li> <li>2. To review booking fees, click <b>Agency</b> under Partner Programs in the left-side bar.</li> <li>3. Select 1 of the 3 Connexus travel agencies: <ol style="list-style-type: none"> <li>1. <b>BCD Travel</b></li> <li>2. <b>Orbitz</b></li> <li>3. <b>UC Travel Center</b></li> </ol> </li> <li>4. Select either <b>Book Online</b> to make reservations or <b>Contact an Agent/ For Assistance</b>, depending on your travel situation.</li> <li>5. Make your travel reservations either online or with an agent.</li> <li>6. Print your confirmation if booked online.</li> </ol>


## Changing/Canceling a Booking

**Before changing or canceling a booking,** review the following information:

- You can cancel most airfare within 24 hours of the booking, and only the original booking fee applies.
- If you exchange a ticket after 24 hours, a new booking fee will apply to the new ticket.
- If you cancel your ticket after 24 hours, the original booking fee applies. The ticket becomes an unused ticket, and you can apply the credit to future travel.

**To change or cancel a booking,** select the Connexus agency with which you booked travel:

- BCD (Balboa Travel)
- Orbitz
- UC Travel Center

Travel Agency	To change or cancel
1 BCD Cliqbook	1. To change or cancel a booking, call a BCD agent for assistance.
2 Orbitz	<p>1. Go to <a href="#">Connexus</a>.</p> <p>2. Under Orbitz, select <b>Book Online</b>. The Orbitz application opens a new window.</p> <p>3. Click the <b>My Trips</b> tab, and find the trip you want to change or cancel.</p> 

4. Click **Change/Cancel Ticket**, and the system guides you through the process.

**New Orleans 7/22/08** [Rename trip](#)

This trip includes flights:

[View full trip details](#)

[Change/cancel ticket](#)

**Trip tools**

[Print itinerary](#)

[E-mail trip itinerary](#)

[Create / edit itinerary note](#)

[Save to template](#)

[Book this trip for another travel](#)

**Flight reservation**

**Tue, Jul 22, 2008**

Departs 6:00am, Arrives 1:51pm

United Airlines 1472 / 1601

Ontario, CA to New Orleans, LA

[Add to calendar](#)

**Thu, Jul 24, 2008**

Departs 8:45am, Arrives 1:49pm

United Airlines 1602 / 1439

New Orleans, LA to Ontario, CA

[Add to calendar](#)

View real-time airport conditions and traveler updates at: [MSY](#)

**Flight reservation tools**

[Change/cancel airline ticket](#)

[View/change seats](#)

[Request upgrades](#)

[Move reservation](#)

[Add to calendar](#)

[Add a Hotel](#)

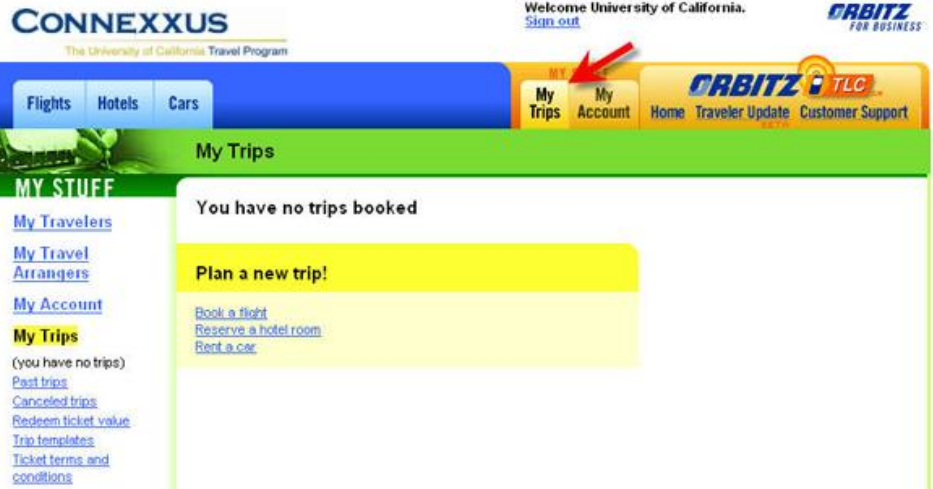
[Add a Car](#)

**3 UC  
Travel  
Center**

1. To change or cancel a booking, call a UC Travel Center agent for assistance.

## Viewing An Itinerary

Travel Agency	How to do it
<p>1 <b>BCD Cliqbook</b></p>	<ol style="list-style-type: none"> <li>Go to <a href="#">Connexus</a>.</li> <li>Under BCD Travel, select <b>Book Online</b>. The Cliqbook application opens a new window. <ul style="list-style-type: none"> <li><b>If you're the traveler</b>, click the <b>Upcoming Trips</b> tab. Then select the trip you want to view. <div data-bbox="641 527 1440 705" data-label="Image"> </div> </li> <li><b>If you're the travel arranger</b>, select <b>Arranger</b>. Then click the <b>Upcoming Travelers</b> tab, and enter the search dates to see your travelers' upcoming trips. <div data-bbox="646 873 1377 1226" data-label="Image"> </div> </li> </ul> </li> </ol>
<p>2 <b>Orbitz</b></p>	<ol style="list-style-type: none"> <li>Go to <a href="#">Connexus</a>.</li> <li>Under Orbitz, select <b>Book Online</b>. The Orbitz application opens a new window. <ul style="list-style-type: none"> <li><b>If you're the traveler</b>, click the <b>My Trips</b> tab. Then select the trip you want to view.</li> </ul> </li> </ol>





- **If you're the travel arranger**, click the **My Trips** tab. Then click **My Travelers**, and select the desired traveler and event you want to view.



3. **Note:** All bookings remain available under **My Trips** for 13 months, including:
  - Past trips
  - Canceled trips
  - Unused tickets
  - Trip templates

## Booking Travel For A Non-Employee

Travel Agency	How to do it
<p>1 <b>BCD Cliqbook</b></p>	<ol style="list-style-type: none"> <li>Go to <a href="#">Connexus</a>.</li> <li>Under BCD Travel, select <b>Book Online</b>. The Cliqbook application opens in a new window.</li> <li>In the top-right corner, select the drop-down arrow next to "You are administering travel for." Change the traveler from Me to <b>Guest traveler</b>.</li> </ol>  <ol style="list-style-type: none"> <li>Enter the booking information, and click <b>Search</b>.</li> <li>Enter the traveler's name, e-mail, and phone number. Click <b>Next</b>, and complete the traveler's booking.</li> </ol>
<p>2 <b>Orbitz</b></p>	<ol style="list-style-type: none"> <li>Go to <a href="#">Connexus</a>.</li> <li>Under Orbitz, select <b>Book Online</b>. The Orbitz application opens in a new window.</li> <li>Click <b>Change Traveler</b>.</li> </ol>  <ol style="list-style-type: none"> <li>Select <b>Type in the name</b>. Enter the name of the traveler, and click <b>Change</b>.</li> </ol>

**CONNEXXUS**  
The University of California Travel Program

Welcome University of California.  
[Sign out](#)

Flights | Hotels | Cars

MY STUFF  
My Trips | My Account

ORBITZ  
Home | Traveler Update

Traveler: JANE SMITH [Change Traveler](#)

Round-trip  One-way  Multi-city

From City name or airport: SAN

To City name or airport: [ ]

Include airports within 80 miles  Include airports within 100 miles

Leave: mm/dd/yy [ ]

Return: mm/dd/yy [ ]

Depart: [ ] Anytime [ ]

Additional search options  
[Find low fares for weekends and flexible trips](#)  
 Search one day before and after (US and Canada)

Each traveler's name must match the name on his/her government-issued photo ID. Airlines **do not** allow passengers to transfer tickets or to change names on tickets.

Select myself as traveler  
 Select from my traveler list  
 Type in the name

If you are booking travel for someone who is not a member of...

**Traveler** Enter traveler you are booking for here

First given name	MI	Last name	Suffix
[ ]	[ ]	[ ]	[ ]

[Change](#) [Cancel](#)

5. Complete the traveler's booking.