

CONNEXXUS

The University of California Travel Program

Q: What is Connexus?

A: Connexus is a secure Web portal for booking university business travel, eventually to be implemented by all UC Campuses. It links to booking options, agent contact information, and guidance for choosing the best option for your travel situation. By booking travel through Connexus, UC-negotiated prices with airlines, hotels, and car rental companies are automatically applied.

Q: Am I required to use Connexus?

A: UCSF strongly encourages using Connexus. Aside from the convenience of having a “one-stop shop” for booking air, hotel, and car and the flexibility of three travel agents, the benefits of using it include:

- Supporting our campus and UC in leveraging our collective travel to get the best possible value, services, and discounts.
- Helping travelers and administrative staff save time, cost, and gain efficiency.

Q: How do I request access to Connexus?

A: Send an e-mail to connexus@ucsf.edu providing us with your name and UCSF ID number (employee ID number). Note that a select group of individuals have automatically been granted access to Connexus based on prior business travel history, personnel classification, and likelihood of future business travel.

Q: Why do I need to set up a MyAccess account in order to access Connexus?

A: Connexus utilizes the MyAccess service to access the travel portal. Use of MyAccess reduces the number of additional system accounts that our customers must remember and supports the UCSF Strategic Plan initiative to improve access and delivery of information technology services.

Q: What if I see an access denied message when I try to log into Connexus?

A: Users are able to log into Connexus through MyAccess. If you have not activated your MyAccess account, contact the OAAIS Customer Support at 514-4100, option 2. If you have activated your MyAccess account and still see an access denied message, please notify the UCSF Connexus Administrator at connexus@ucsf.edu.

Q: Are Connexus rates better than those I can get from booking directly or shopping online?

A: Yes. Connexus keeps travel costs contained by providing a wide range of booking options for airfare, hotel, and car rental at discounted rates.

Q: Which Connexus booking option should I use?

A: Each option is slightly different. If you are not sure which one to use, click **Compare all booking options** on the Connexus welcome page.

Q: Can the preparer complete the traveler profile, or does the traveler have to do it?

A: The traveler must log in, designate a travel preparer, and check the **Can Access** checkbox. This allows the designated arranger to view and update profile info.

Q: Is date of birth required?

A: It's required only if passport information is entered in the profile.

Q: How often can I update the profile?

A: The traveler can update the profile anytime. Also, if the traveler designates a travel arranger and checks the **Can Access** checkbox, the designated arranger can view and update the profile information of the traveler.

Q: Can I book travel for a non-employee or visitor?

A: Yes, please refer to [Booking Travel for Non-Employee](#) Using Connexus.

Q: Can I use Connexus to book personal travel?

A: Booking personal travel using Connexus is allowed; however, keep in mind that Connexus was designed for business use with built-in policy compliance edits. Insurance coverage is not provided for personal trips.

Q: How are charges applied, and do travelers need a credit card?

A: A credit card is required to be listed in your profile. There are three options when booking airfare. For business trips, you may charge to the University directly (a valid speedchart is required and will be requested), charge to your corporate credit card, or charge to your personal credit card. For personal trips, you must charge to your personal credit card.

Q: How do I book a State Airfare?

A: You can book state airfare through UC Travel Center.

Q: Can I still book travel over the phone with the travel agents?

A: Yes, but additional fees may apply. See [details](#).

Q: How are preparers notified of traveler self-bookings?

A: E-mail itineraries are sent to the traveler and designated travel arranger.

Q: What if my name in Connexus appears different from how my name appears on my I.D.?

A: You can edit your first name and middle initials, and 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). If it is different, please contact the UCSF Connexus Administrator at connexus@ucsf.edu.

Q: How can I make changes or cancellations?

A: See instructions for [Changing or Canceling a Connexus Booking](#).

Q: How do I know what the booking fee is for each option?

A: In Connexus, on the left side bar, see the **Partner Programs** section and click on **Agency**. On the Agency page that opens, a **Fee Schedule** link is available for each Connexus agency.

Q: How do I view an itinerary?

A: See instructions for [Viewing a Connexus Itinerary](#).

Q: If a conference has a special hotel rate, should I use Connexus?

A: The hotel suggested by the conference organizer is usually an option, not a requirement. You can use Connexus for the hotel booking and receive a Connexus discount. However, if hotel arrangements are restricted to a

pre-determined arrangement made by the conference organizer, do not use Connexus.

Q: If a traveler already is a Starwood member / preferred guest, is the Connexus discount applied or does the traveler need to enroll via Connexus?

A: Enrollment for the Connexus discount on Starwood needs to be set up referencing a specific SET number for UCSF. This generates a member number that, once entered in the Connexus traveler profile, will ensure the Connexus discount is applied.

Q: Can I use UC's hotel discount program for personal travel?

A: Yes, you can book the hotel reservations through Connexus. UC's corporate ID number will be applied and the discount offered during the hotel search process. Note, for Starwood bookings, you must be enrolled in the Starwood Preferred Guest Program (SPG). To enroll, please visit:

https://www.spgpromos.com/gpsp/spgenroll/?landing_id=U2CA&EM=GPS_P_SPG_U2CAEnroll

Q: Will Connexus work on a Mac or browsers other than Internet Explorer?

A: Yes, it works on a Mac and with various browsers. However, only Internet Explorer is guaranteed.

Q: Is there a time limit to completing a profile? I entered my profile information but it did not save.

A: You have a 30 minute timeframe to enter your profile information and click the **Save** button. If you timed out before saving, exit Connexus, open a new browser session, log into Connexus, and retry. Make sure you click the **Save** button within the 30 minute timeframe.