

Frequently Asked Questions

PROFILE

- ❖ **How do I update my profile?**
 - There are two ways to access your profile.
 1. Click the **Profile Super Tab** located in the upper right section of the RESX screen,
 2. Scroll your mouse over **Profile** from the dynamic drop down menu in the upper left of the screen.
 - Update your profile data, then click **Save**.
- ❖ **How do I give permission to someone else to make my bookings?**
 - Access your **Profile**, click on the "Travel Planners" section, enter the RESX User ID of the person you wish to allow travel planner access, click **Save**. This person will now be able to make travel arrangements on your behalf.
- ❖ **How do I change my password?**
 - Click the **Profile Super Tab**, then click the **Change Password** link, enter your current password, new password and verify new password. Click **Save** to complete the password update.
- ❖ **How do I add/update my air, car or hotel membership numbers?**
 - Access your **Profile**, and click on the **Membership Numbers** link. Update your membership numbers and loyalty associations. Click **Save** to complete.

TRAVEL

- ❖ **How do I access my trips?**
 - There are two ways to access your trips.
 1. Scroll your mouse over **Travel** in the upper left corner of the RESX screen and select **Access a Trip**.
 2. Click the **Travel Super Tab** located in the upper right section of the RESX screen select the sub-tab labeled **Trip List**.
- ❖ **How do I customize my search criteria for air, car, or hotel?**
 - From the RESX **Travel** screen you can update your search criteria in the right pane of the screen, these changes will only be applied to the trip you are currently making. Permanent changes to these items can be made in your profile.
- ❖ **How do I start a completely new search when viewing results from a previous search?**
 - Click the **Cancel and Restart Search** link located above of the existing search results.
- ❖ **How do I Select another Traveler?**
 - Select a traveler from the Traveler dropdown list located in the upper right corner of the RESX screen. Note: You can only arrange travel for someone who has designated you as a Travel Planner in their RESX profile.

- (continued) -

- ❖ **How do I complete the car and hotel section of the Multi-City Search?**
 - If a car(s) and/or hotel(s) is needed when booking a multiple city trip, click the appropriate **Include Car** and/or **Include Hotel** checkbox. Car and/or Hotel search criteria can be customized by un-checking the **Based on Air Search Criteria** box.

- ❖ **Why do I not see all, or any, air options returned?**
 - Various settings in your profile or entries during the search request may impact your search results. We recommend taking the following actions for improved results:
 - From **Air Travel Preferences**, go to the **Minimum Connections** field (if available) - If this is set to "none" and the routing only offers connecting flights, RESX will return no options. Change setting to value other than "none".
 - 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.
 - Search Criteria - Ensure that you have correctly input your search criteria
 - 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.


- ❖ **What do I do if the Car Rental Company I want to rent from is not located at an airport?**
 - If this functionality is enabled for your company, on the **Car Home** page, next to the **Location** box, is a link for **Off Airport Cars**. Clicking this link will allow you to search for rental cars at non-airport locations.

- ❖ **I booked a trip outside of RESX, but through my booking agency, can I view it in RESX?**
 - Scroll your mouse over **Travel** in the upper left corner of the RESX screen and select **Import a Trip**. You will be directed to the **Trip List**. Enter the record locator for the trip and click **Import Trip**. Your reservation will then be accessible from your **Trip List** in RESX

GENERAL

- ❖ **What if I see a "red alert" at the top of the screen when I log in?**
 - 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
 - Scroll your mouse over **Alert** to display the notification.

- ❖ **How do I get help?**
 - At any point during your RESX session you can 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

 - Throughout RESX a  icon appears in the navigation bars. Click the icon and RESX will display screen specific help.