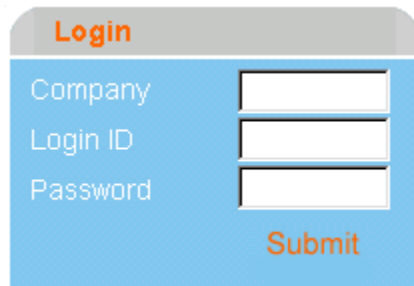


Logging in to the online reservation system

The Login page lets you access the online reservation system.



The image shows a login form with a light blue background and a grey header. The header contains the word "Login" in orange. Below the header, there are three input fields stacked vertically, labeled "Company", "Login ID", and "Password" in light blue text. To the right of each label is a white rectangular input box. At the bottom right of the form is an orange "Submit" button.

To log in

To log in, enter your company name, login ID and password, then click on submit. The password is case-sensitive. In some cases, you may be able to enter your e-mail address as your user name. If you have difficulty logging in, contact your administrator. The administrator can help you determine if you are using the correct user ID and password.

To retrieve your password if you have forgotten it

If you have forgotten your password, enter your user name and click on Retrieve password.

Your password will be sent to your e-mail address.

If you do not receive the e-mail or cannot remember your user name, contact your administrator.

The administrator can help you ensure you are using the correct user name and password.

To log in to another travel community (when available)

If permitted by the administrator, you may be able to log in to another travel community.

Different travel communities can have different travel policies, allowing you to book travel you could not book in your home community.

To do this, enter your user name and password, select Log in to a community other than your home community and click on Login.

To register as a user (when available)

This feature must be enabled by your administrator.

If you are not yet a registered user, you may be able to register yourself to have access to the online reservation system. In some cases you will need a community password, which your administrator will provide.

To register yourself, click on Create new user. This will take you to the Self Registration page where you can enter your details.

Security issues

If you use a Web address that begins with https when you log in to your online reservation system, you are using a secure connection. If your company uses such a connection, your login procedure will depend on the browser that you use. In addition, the messages you see during login will depend on your security settings.

Account lockout

Your company may implement a security feature that locks your online reservation system account after a certain number of login attempts with an incorrect password.

If this feature is in place and you exceed the maximum number of login attempts with an erroneous password, you can:

- Contact your system administrator to get the account unlocked. Your system administrator will then e-mail a new login password, which you will need to change the next time you log in successfully.

- Wait for the account to unlock automatically. The interval until the account becomes unlocked is specified in the message displayed by the reservation system when you try to log in to the locked account. Note that, if you specify an incorrect password on the first login attempt after the account is unlocked, the account will immediately be locked again.

Note: Your travel arranger can still log in to your online reservation system and make travel arrangements for you even while your own account is locked out.

Inactivity timeout

If you leave a session of the online reservation system open for an extended period of time without taking any action, the session may time out, in which case you will need to log in to the reservation system again. This feature prevents unauthorized use of your login if you step away from your computer for an extended period of time.

To log in to the online reservation system again, type your user name password, and click on Login.

Any travel arrangements that you had not finalized, put on hold, or submitted for approval before the timeout are lost. The interval of inactivity required to activate a timeout is determined by your system administrator.

Forgotten password

If you forget your password, click on Retrieve Password. Your password is then sent to the e-mail account that you specified in your personal profile settings.