



travel & expense made easy

QUICK REFERENCE GUIDE

Version 2.10.16


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Company

Member ID

Password 

[Forgot Password?](#)

Remember Login

Resource
[Quick Reference Guide](#)
[Frequently Asked Questions](#)

For issues related to login, please contact your travel administrator.

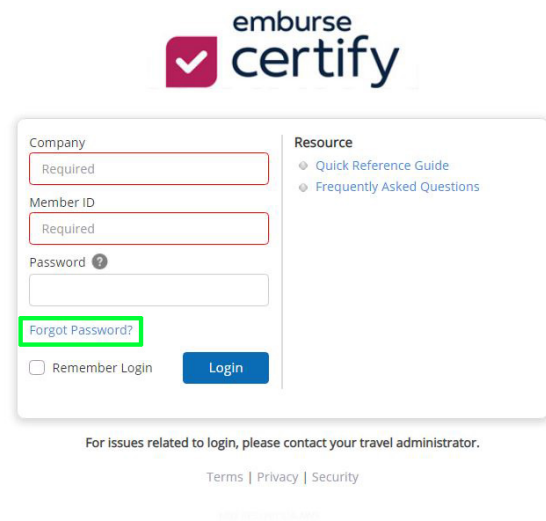
[Terms](#) | [Privacy](#) | [Security](#)

- To access your company's online booking website go to: **<https://CertifyTravel.com>** or to the specific URL given to you by your company.
- Enter your information in the following fields: **Company Name, Member ID & Password**
(Your login credentials will be provided by your Travel Manager or Online Administrator)
- Click **Login**. *We recommend entering your profile information once you log into the system to ensure proper use of the tool.*

LOST PASSWORD

- If you cannot remember your password to log into your company's online booking website, go to: <https://CertifyTravel.com>
- Click the **Forgot Password** link.

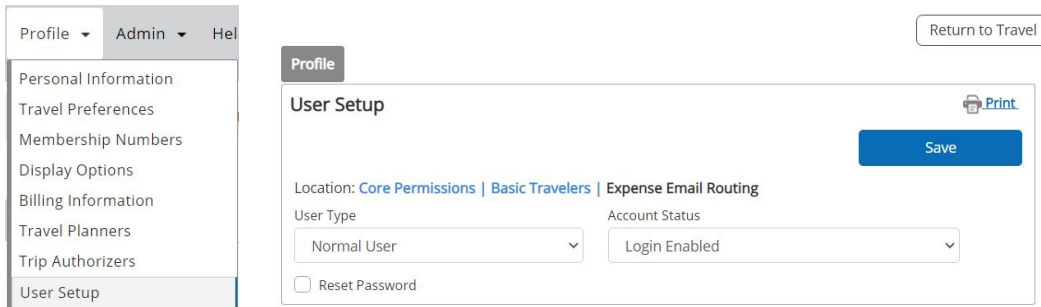
- On the **Forgot Password** form enter:
 - Last Name**
 - E-mail**
 - Company Name.**
- Click **Go**.
- If you have a valid e-mail address saved within your profile and the information you submit matches what we have on file, you will receive an e-mail with your login information.



The image shows a screenshot of the emburse certify login page. At the top right is the emburse certify logo. Below it is a login form with three input fields: 'Company' (Required), 'Member ID' (Required), and 'Password' (with a help icon). A 'Forgot Password?' link is highlighted with a green box. Below the password field is a 'Remember Login' checkbox and a blue 'Login' button. To the right of the form is a 'Resource' section with links for 'Quick Reference Guide' and 'Frequently Asked Questions'. At the bottom of the form area, there is a note: 'For issues related to login, please contact your travel administrator.' and links for 'Terms | Privacy | Security'.

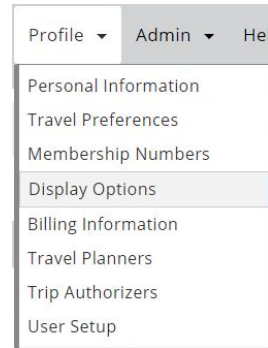
RESET MY PASSWORD

- Once logged in, hover over **Profile** from the Main Menu on the top of your home page.
- Select **User Setup** in the drop-down list.
- **Check the box for "Reset Password" and click Save**



DISPLAY OPTIONS

- To change your display options, hover over **Profile** from the Main Menu on the top of your home page.
- Select **Display Options** in the drop-down list.



Profile

Display Options

[Print](#) ?

Save

Complete the information below and click the Save button to update your profile.

(*) indicates required information

Date Format	Time Format	Distance Format
<input type="radio"/> Nov 22 or 11/22	<input type="radio"/> 12 hour clock Ex: 8:00pm	<input type="radio"/> Miles
<input type="radio"/> 22 Nov or 22/11	<input type="radio"/> 24 hour clock Ex: 20:00	<input type="radio"/> Kilometers

* Preferred language
English

* Show currency rates in the country's currency
USA

Default to Hotel Mapped Options

Display Up to air options per page

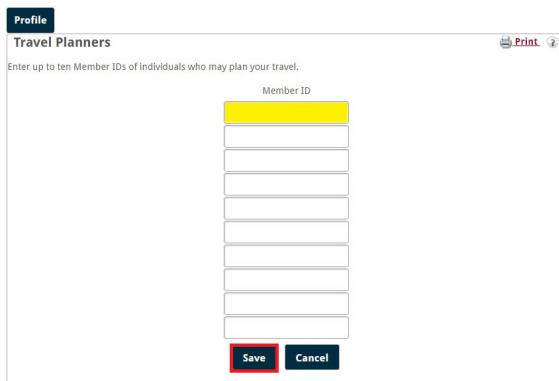
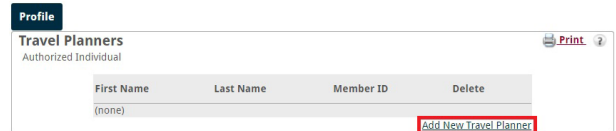
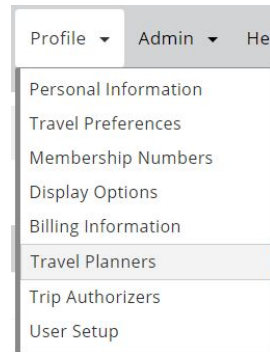
Display Up to car options per page

- The **Display Options** page will open.
- Here you can update your preference on the following:
 - Date/Time/Distance format*
 - Preferred language*
 - Currency format*
 - Hotel mapped options*
 - Number of Car/Air results per page*
- Once you choose your preferences, click the **Save** button.

ASSIGN MY TRAVEL PLANNER

- Once logged in, hover over **Profile** from the Main Menu on the top of your home page.
- Select **Travel Planner** in the drop-down list.

- Click the link for **Add New Travel Planner**.

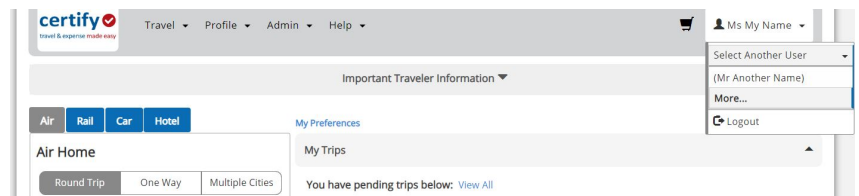


A screenshot of the 'Add New Travel Planner' form. The form title is 'Travel Planners' with a subtitle 'Authorized Individual'. Below the title is a text input field labeled 'Member ID'. The form contains ten empty text input fields for entering Member IDs. At the bottom of the form are two buttons: 'Save' and 'Cancel'.

- Enter the **Member ID(s)** for anyone you would like to plan your travel.
(There is no limit on how many total Travel Planners that can be entered.)
- Click **Save**.

SWITCH TRAVELERS

- Hover over your name in the upper right of the home page until the drop-down list appears and click **Select Another User**
- If the traveler doesn't appear in the list, click on **More...**



Travel Preferences **Travel Resources and Communications** **Trip List** **Select Another User**

To select a user, enter their member ID or other information to search for a specific user. If no search criteria is specified, all users will be returned.

Member ID

First Name

Last Name

Search

- Enter the **Member ID, First Name** or **Last Name** to access that traveler's profile.
- Click **Search**.

- Select the Traveler's name from the list you wish to switch to. Click **Select** to the left of the name.
- Once selected, that Traveler's name should now appear in the upper right of the menu bar.

Travel Preferences **Trip List** **Select Another User**

To select a user, enter their member ID or other information to search for a specific user. If no search criteria is specified, all users will be returned.

Member ID

First Name Last Name

Search

Click the user you wish to select in the list below.

Back

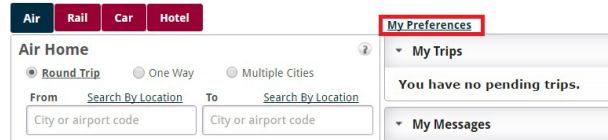
Select	Member ID	First Name	Last Name
Select	SOME_MEMBER	TheirFirstName	TheirLastName

Back

UPDATE TRAVEL PREFERENCES

For a single trip:

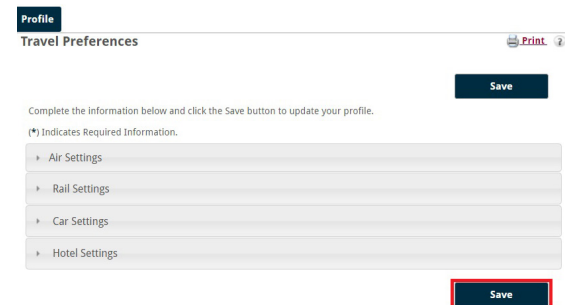
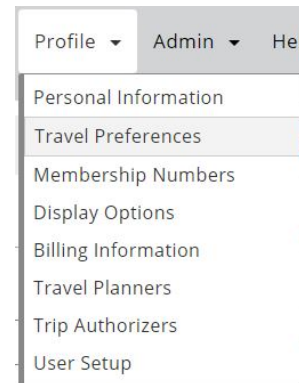
- On the home screen click on any of the **My Preferences** links to apply to the single trip you are booking.



- Select the various Travel preferences under Air, Rail, Car, or Hotel that you have available.
- Save is not necessary here as the selection is only for a single booking.

Within Profile:

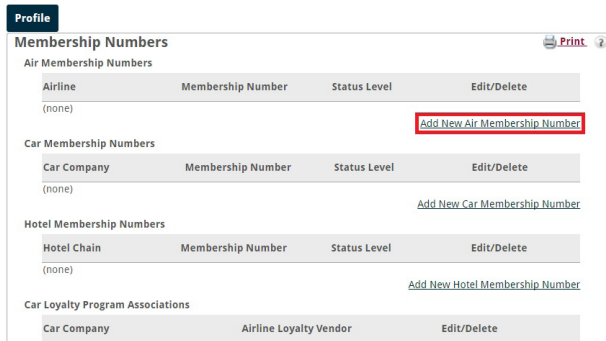
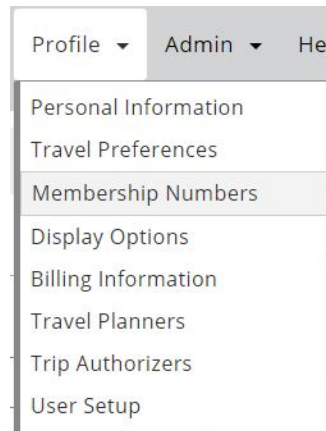
- Once logged in, hover over **Profile** from the Main Menu on the top of your home page.
- Select **Travel Preferences** in the drop-down list.



- Select the various Travel preferences under Air, Car, or Hotel that you have available.
- Click **Save**.

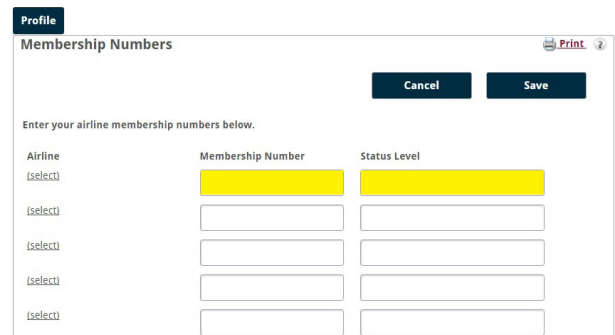
ADD/UPDATE MEMBERSHIP NUMBERS

- Once logged in, hover over **Profile** from the Main Menu on the top of your home page.
- Select **Membership Numbers** in the drop-down list.



- The Membership Numbers page will open. Here you can add your membership and/or loyalty numbers for airlines, cars and hotels.
- Click the **Add New [Air/Car/Hotel] Membership Number [Loyalty Association]** link.

- Select the **Airline** (Car or Hotel) Vendor, input your **Membership Number** and **Status Level**.
- Click **Save** to complete adding or updating your Membership information.
- To edit, go back to prior screen and click the **Edit** link next to the appropriate number you previously saved.



BOOK A TRIP

- Once logged in, select the appropriate travel button for One Way, Round Trip or Multiple Cities.
- Fill out the From and To fields with the city or Airport Code.
- Select the Date from the calendar and the Time from the drop-down list.
- If you'd like to include a car or hotel to your search, check off the appropriate selections.

Note: If you choose to include a Car or Hotel, the option for “based on air search criteria” will show up. By un-checking this box, you will be able to customize your search for these pieces.

The screenshot shows the 'Air Home' search interface. At the top are tabs for 'Air', 'Rail', 'Car', and 'Hotel'. Below these are radio buttons for 'Round Trip', 'One Way', and 'Multiple Cities'. There are input fields for 'From' and 'To', each with a 'Search By Location' link. Below these are 'Departure Date' and 'Return Date' fields with calendar icons. There are 'Time' dropdown menus for both departure and return. There are checkboxes for 'Search for Flight #' (two instances). Below that is a 'Promotional Code' input field. There are checkboxes for 'Include Car' and 'Include Hotel'. At the bottom are radio buttons for 'Display by Price' and 'Display by Schedule'. A red 'Search' button is at the bottom right.

Complete Options or Leg by Leg

- Once you click the Search button, your results page will open up with all your travel option.
(Your results may include flights to/from nearby airports based on your travel preferences. Also Note: if you hover over the airport code, the entire airport name will appear.)
- Complete priced itinerary options are available via the Air Matrix to add to your shopping cart.
- Alternatively, you may choose to build your own priced itinerary via the leg by leg tab options.
- Click the **Add to Cart** button or build your own itinerary.

The screenshot shows the search results page for RDU - EWR. At the top are tabs for 'Complete Options', 'RDU - EWR', and 'EWR - RDU'. There is a 'Shopping Cart' icon and links for 'Modify Air Flights', 'Cancel & Restart Search', and 'Email'. Below this is a table of flight options:

Carrier	Price	Results
United Airlines	\$175	38 Results
Delta	\$170	13 Results
American Airlines	\$180	60 Results
Mixed Carriers	\$219	4 Results
JetBlue Airways	\$264	4 Results
	\$214	8 Results
	\$344	3 Results
	\$222	15 Results
	\$274	12 Results

Below the table is a pagination control showing 'Displaying 157 of 157 Fares' and a range of page numbers from 1 to 12. Below that is a detailed view of an outbound flight:

OUTBOUND FLIGHT(S):
United Airlines Carrier #1849
RDU - 5:55 am Mon, Nov 14 2016
Co: (RDU) Raleigh-Durham Airport Steps(s): 0 Equip: Airbus 320 Jet On Time: 90%
EWR - 7:31 am Mon, Nov 14 2016
Seat Map
\$175 USD Penalty: Yes View Rules
Add to Cart

Include Car and/or Include Hotel option:

- The Car Availability page will now open.
- You can either click the **Continue Without Car** button or select the car rental vendor you prefer and **Add to Cart**.

Pick-Up Location: Newark Int'l Airport (EWR) Drop-Off Location: Newark Int'l Airport (EWR)
 Pick-Up Date: Fri, Oct 14 Drop-Off Date: Fri, Oct 21

All 39 results							
Economy 2 or 4 Door	198.10	206.87	207.00	226.95	235.91	240.00	248.65
Compact 2 or 4 Door	200.04	208.71	209.00	225.15	235.91	239.00	248.65
Intermediate 2 or 4 Door	204.87	213.26	214.00	228.95	241.91	243.00	254.78

Displaying 1 - 5 of 39 options

E Economy Car Rentals
 Off Airport/Rental Shuttle
 Economy 2 Or 4 Door / Unlimited Miles
 The Weekly Rate is **206.87 USD**
 The Total Rate is **285.91 USD**
 Special Request: None
 Equipment Request: None

[View Rules](#) [Vehicle Types](#) **Add to Cart**

Google Maps Area

Map data ©2016 Google Terms of Use Report a map error

Displaying 1 - 10 of 210 Hotels

Gansevoort Meatpacking Nyc
 Unknown
 545.00 USD / 3500.00 USD [Hotel Info](#)
 18 NINTH AVENUE
 NEW YORK NY 13TH STREET, 10014
 1-212-2066700
Show Rates

- The Hotel Availability page will now open.
- You can either click the **Continue Without Hotel** button or select the hotel you prefer and click **Show Rates** to choose your room preference.
- Click **Add to Cart** if you want to include on your itinerary.

- Review your itinerary choices in the shopping cart.
- Here you can:
 - Name your trip*
 - Save your research*
 - View more options*
 - View rules*
 - View any warnings*
 - View the seat map*
 - Cancel & restart search*
 - Remove Car or Hotel options*
- Once reviewed, click the **Purchase** button.

Note: Based on your company settings, you may have the option to Reserve (HOLD) your trip as well. This means your trip will be saved to go to ticketing at a later time.

Purchase Summary

Trip Name:

Save Research

Cost Summary
 Rates are approximate & subject to applicable taxes/fees. Car & Hotel rates are based on first day/night charge. View Rules for more details or contact your travel administrator. Additional Airline baggage fees may apply. Details [here](#).

Fare: **254.20 USD**
 Penalty: Yes [View Rules](#)

Estimated Total Trip Cost: **254.20 USD**

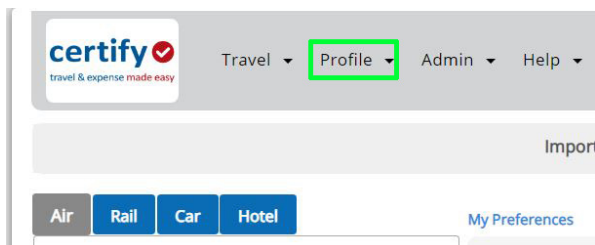
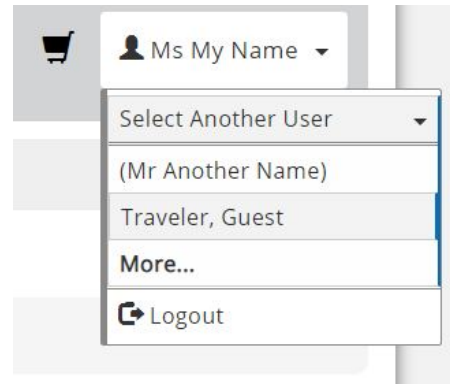
HOLD **Purchase**

[Add Car](#) [Add Hotel](#)

**These buttons have the ability to be customized based on your company's preferences and therefore may be labeled differently than what is on this document.

Guest or Variable Bookings

- Depending on your company settings, you may have the ability to book on behalf of a Guest Traveler (Variable Traveler).
- Once logged in, hover over your name within the Main Menu header on the top of your home page until the drop-down list appears. Select **Traveler, Guest**.



- Guest Traveler** should now appear in the Traveler section within the Main Menu header on the top of your home page.
Note: In some instances, pending company preference, the Profile section may be disabled. Guest Travelers do not have a profile, so the information housed there will not be saved or transfer through to the booking.

- Follow the previous steps to book the trip on behalf of a Guest (Variable) Traveler.
- Upon clicking the Purchase button, you will be required to fill out the Variable Traveler Information form with your contact and TSA information in order to complete the booking. Once you fill out all mandatory fields, click **Continue** to complete the booking process.

Variable Traveler Information

Complete the information below for the variable traveler. [Back to Itinerary](#)

Name

Prefix

*First Name Middle Name or Initial *Last Name

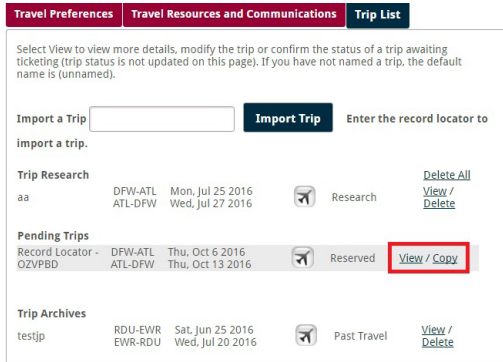
Suffix

*Primary E-Mail Address

Email completed itinerary to the Primary email address

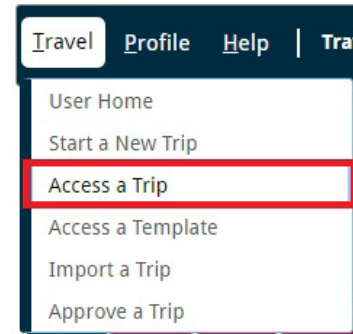
ACCESS A TRIP

- Once logged in, hover over **Travel** from the Main Menu on the top of your home page.
- Select **Access a Trip** in the drop-down list.



- Click **Modify** in the shopping cart to make adjustments to your air, car, or hotel segments.
- Choose the Reserve or Purchase button once your choices have been finalized.

**Please note that if you want to access a trip for a guest traveler, you will need to switch to Guest Traveler prior.



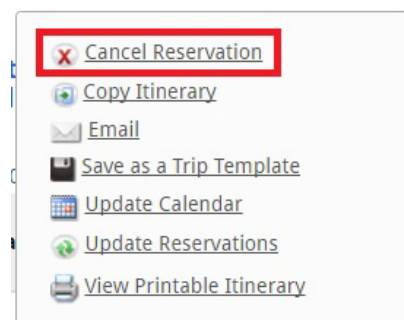
- The Trip List tab will open. Click the **View** link from the Pending Trips list next to the trip you wish to display or modify.



Cancel a Trip

- Follow the directions to Access a Trip. (*Travel Menu > Access a Trip > View*)
- Hover over the **Itinerary Actions** link.
- Select the **Cancel Reservation** option to cancel your trip.

You may receive a warning regarding a cancellation fee, if you accept, click OK.



COPY A TRIP

- Once logged in, hover over **Travel** from the Main Menu on the top of your home page.
- Select Access Trip in the drop-down list.
- Click the Copy link next to the trip you would like to duplicate.

Note: Trips eligible to be copied are all Pending Trips (Reserved, Purchased or Ticketed). If a trip is not eligible to be copied, the Copy link will be disabled.

Travel Preferences | Travel Resources and Communications | **Trip List**

Select View to view more details, modify the trip or confirm the status of a trip awaiting ticketing (trip status is not updated on this page). If you have not named a trip, the default name is (unnamed).

Import a Trip **Import Trip** Enter the record locator to import a trip.

Trip Research								Delete All
aa	DFW-ATL ATL-DFW	Tue, Jul 26 2016 Wed, Jul 27 2016		Research				View / Delete
Pending Trips								
PlannerTest	LAX-EWR EWR-LAX	Fri, Oct 14 2016 Sat, Oct 22 2016		Reserved	View	Copy		

Travel Preferences | Travel Resources and Communications | Trip List | **Copy Itinerary**

Select Another User ?

To select a user, enter their member ID or other information to search for a specific user. If no search criteria is specified, all users will be returned.

Member ID

First Name

Last Name

Search [Keep Current Traveler](#)

- The **Copy Itinerary** tab will open.
- If the logged in User has the right to select another traveler, they will be prompted to do so at this time by filling out the **Member ID, First Name** and **Last Name** or they can click the **Keep Current Traveler** link.

- The selected copied trip information will be auto-populated and asked to be confirmed before searching. Once you do so, click **Continue**.
- Confirm the additional copied trip itinerary and click **Search**.
- Your shopping cart will open and you can now continue to book or edit your trip prior to Reserving, Purchasing or Saving.

Travel Preferences | Travel Resources and Communications | Trip List | **Copy Itinerary**

When do you want to leave? FRI

How long do you want to stay? Nights

[Accept Penalty Fares](#)

Continue

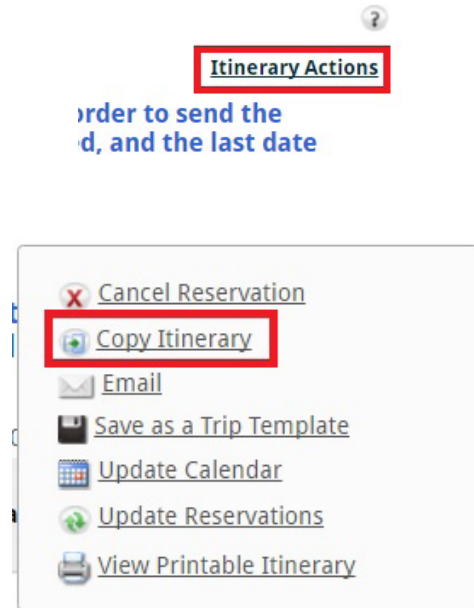
Travel Preferences | Travel Resources and Communications | Trip List | **Copy Itinerary**

Airline	Cities	Depart Date & Time
Include? <input checked="" type="checkbox"/> United Airlines	Depart: Los Angeles Int'l Airport	<input type="text" value="10/14/2016"/> FRI
Flight #502	Arrive: Newark Int'l Airport	<input type="text" value="6:00 AM"/> Arrive <input checked="" type="radio"/> Depart
		Class: <input type="text" value="Coach / Economy"/>
Airline	Cities	Depart Date & Time
Include? <input checked="" type="checkbox"/> United Airlines	Depart: Newark Int'l Airport	<input type="text" value="10/21/2016"/> FRI
Flight #786	Arrive: Los Angeles Int'l Airport	<input type="text" value="9:45 PM"/> Arrive <input checked="" type="radio"/> Depart
		Class: <input type="text" value="Coach / Economy"/>

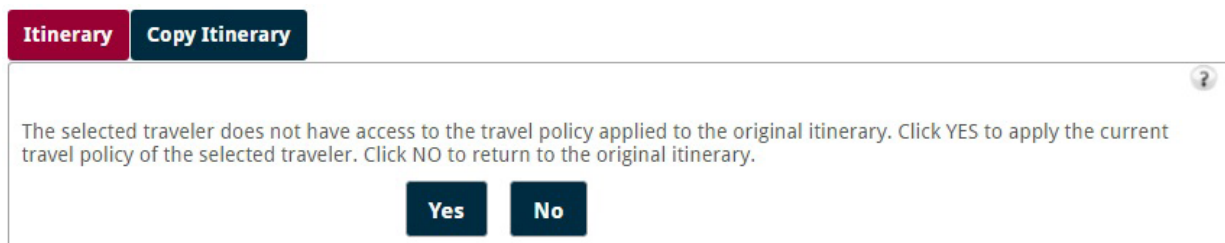
Back **Search**

Alternate Option

- If you would like to immediately copy a trip upon creation, click **Itinerary Actions** on the specific itinerary you would like to duplicate.
- Select **Copy Trip** in the drop-down list.
- The same **Copy Itinerary** tab will open, as it did in the previous option of copying a trip.
- To continue, the same steps can be followed in either instance to properly copy a trip.



Note: If the traveler selected has a different travel policy than the user from the trip being copied you may receive this notification. To continue and override the travel policy, click Yes. If you click No, you will be brought back to the selected trip.



CREATE A TRIP TEMPLATE

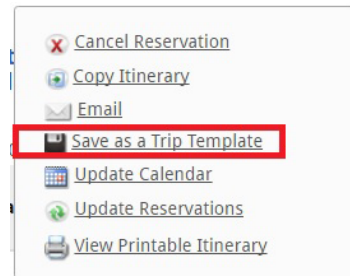
- Follow the directions to Access a Trip.
(*Travel Menu > Access a Trip > View*)

- Click on the **Itinerary Actions** link.

Itinerary Actions

order to send the
d, and the last date

- Click on the **Save as a Trip Template** link.

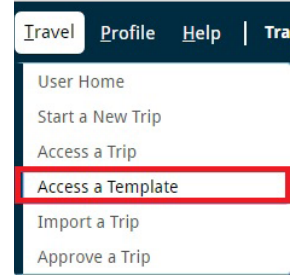
A screenshot of a web form titled 'Save as a Trip Template'. The form has a 'Save' button and a 'Cancel' button. It contains the following fields and options:

- Template Name:** A text input field.
- Template Type:** Radio button options: Personal, Company, Allow clone company template to personal template, Policy Branch Specific, and Shared.
- User Login IDs:** A text area with the instruction: 'Type the Login ID of the user(s) with whom you wish to share this template. Multiple IDs may be specified by pressing ENTER between each item.'

- Fill out the **Template Name**, **Template Type** and the **Login ID(s)** of anyone you would like to share this template with.
- Click the **Save** button.
- Your template has been saved.

ACCESS A TRIP TEMPLATE

- Once logged in, hover over **Travel** from the Main Menu on the top of your home page.
- Select **Access a Template** in the drop-down list.



Travel Preferences	Travel Resources and Communications	Trip List	Trip Templates	
You may reserve an itinerary or modify a template below: ?				
Template Name	Segments	Type	Use	Edit/Delete
testtemplate		Personal	Create Itinerary	Edit / Delete
testtemplate		Personal	Create Itinerary	Edit / Delete
DFW-ORD Monthly Site Visit		Company	Create Itinerary	Edit / Delete
PHL ORD		Personal	Create Itinerary	Edit / Delete
Dallas trip		Company	Create Itinerary	Edit / Delete
Atlanta HQ monthly trip		Company	Create Itinerary	Edit / Delete
Test template		Personal	Create Itinerary	Edit / Delete

- The Trip Templates tab will open.
- Here you can **Create Itinerary, Edit or Delete** from the template you saved or that was shared with you by clicking the appropriate links.