



*Travel***Link**

**Travelink Online Booking**

**FAQs**





## Frequently Asked Questions

### PROFILE

#### **How do I update my profile?**

- Scroll your mouse over **Profile** from the drop down menu in the upper left of the screen and select the section you wish to update.
- 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 User ID (email address) of the person you wish to allow travel planner access, and click **Save**. This person will now be able to make travel arrangements on your behalf.

#### **How do I change my password?**

- Scroll your mouse over **Profile** from the drop down menu in the upper left of the screen.
- 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.

- Scroll your mouse over **Travel** in the upper left corner of the system screen and select **Access a Trip**.
- Click the **Trip List Tab** located above your travel preferences from the online booking tool home screen.

#### **How do I customize my search criteria for air, car, or hotel?**

- From the online booking tool **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 the existing search results.

#### **How do I select another Traveler?**

- Select a traveler from the Traveler dropdown list located in the center of the top navigation bar on the screen. **Note:** You can only arrange travel for someone who has designated you as a Travel Planner in their profile.

#### **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.

#### **What do I do if the car rental company I want to rent from is not located at an airport?**

- 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 the online booking tool, but through Dart Corporate Travel. Can I view it in the system?**

- Your trip should automatically appear in the **Trip List** area of your login. Alternatively, scroll your mouse over **Travel** in the upper left corner of the online booking tool screen and select **Import a Trip**, or click on the **Trip List** tab. 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**.

### **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, credit card or password change
  - Trips awaiting purchase

*Scroll your mouse over **Alert** to display the notification.*



### How do I get help?

- At any point during your session you can access the help options by clicking on 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 system administrator
  - *Send a comment* to submit comments and suggestions to your system Administrator

*An "?" icon appears in the navigation bars throughout the system. Click the icon and specific help will be displayed.*