



**User Guide**

**September 7, 2011**



Valid as through 07 September 2011. Please check [www.viewmytrip.com](http://www.viewmytrip.com) for the latest user information.

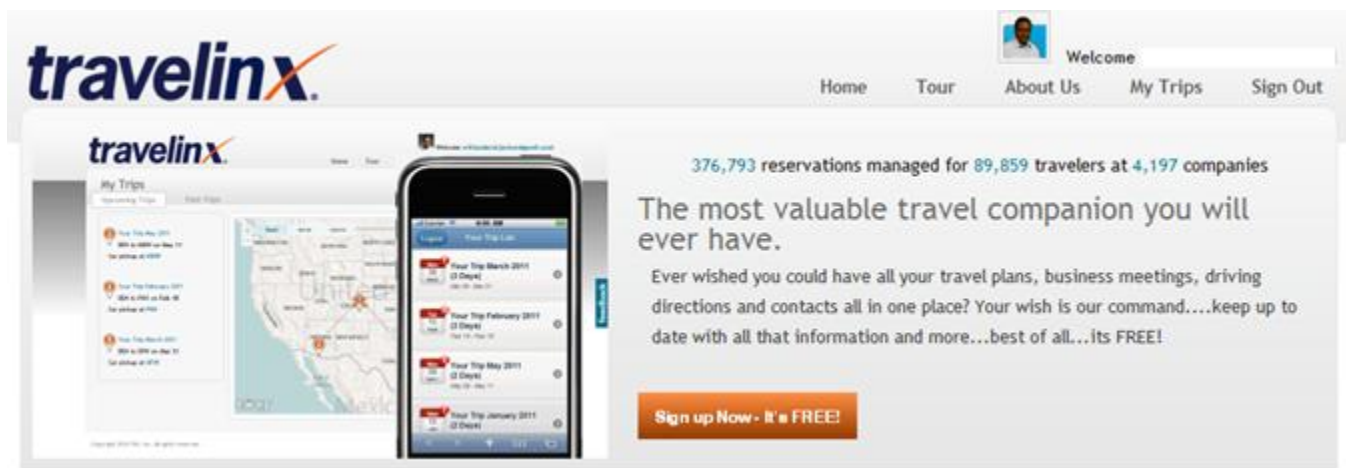


## Welcome to TRAVELINX

The purpose of this document is to outline the basic features and functionality of TRAVELINX, the new travel itinerary management tool from TRX. There is no set up or implementation needed to get started with TRAVELINX – all that is needed to get started is to simply register on the site with your email address and a password. For RESX users, it is advised to register with the same email that is used in RESX. This will ensure reservations booked in RESX will be automatically assigned to your account in TRAVELINX.

## Getting Started

All users will need to register with TRAVELINX prior to initial use. This is a onetime requirement to create the login credentials. From the home page, (<http://www.viewmytrip.com>) simply click on the Sign Up Now button (Figure 1) or go to <http://www.viewmytrip.com/account/register>, enter a valid email address and create a password. It is recommended to register with the same email used in RESX. As stated before, this will ensure all reservations booked in RESX will be automatically assigned to the TRAVELINX account upon initial log in. At first registration, the user will be required to accept TRX's terms and conditions before selecting the register button. Once that is complete, TRAVELINX will send an email to the email address provided with a link to click to complete the registration process. If the registered user's email address matches that of a RESX user, the TRAVELINX user will immediately see their past and upcoming trips in TRAVELINX.



[www.viewmytrip.com](http://www.viewmytrip.com)

Figure 1 - TRAVELINX Home Page

**My Trips:** At login, the user will be taken to the My Trips page. This page shows all upcoming trips as well as trips already traveled, or past date trips (2 tabs). The information on these trips is displayed two ways:

- List View – The list will appear to the user on the left side of the screen. The list shows details about the trip – date, departure and arrival cities, hotel and car rental information.
- Map View – The map will appear to the user on the right side of the screen. The map displays the actual beginning and ending points of the trip (when air travel is involved). The user will be able to select the trip and view more details by clicking on the trip in the list or hovering the mouse over one of the points on the map and clicking on the link in the tool tip. (Figure 2).

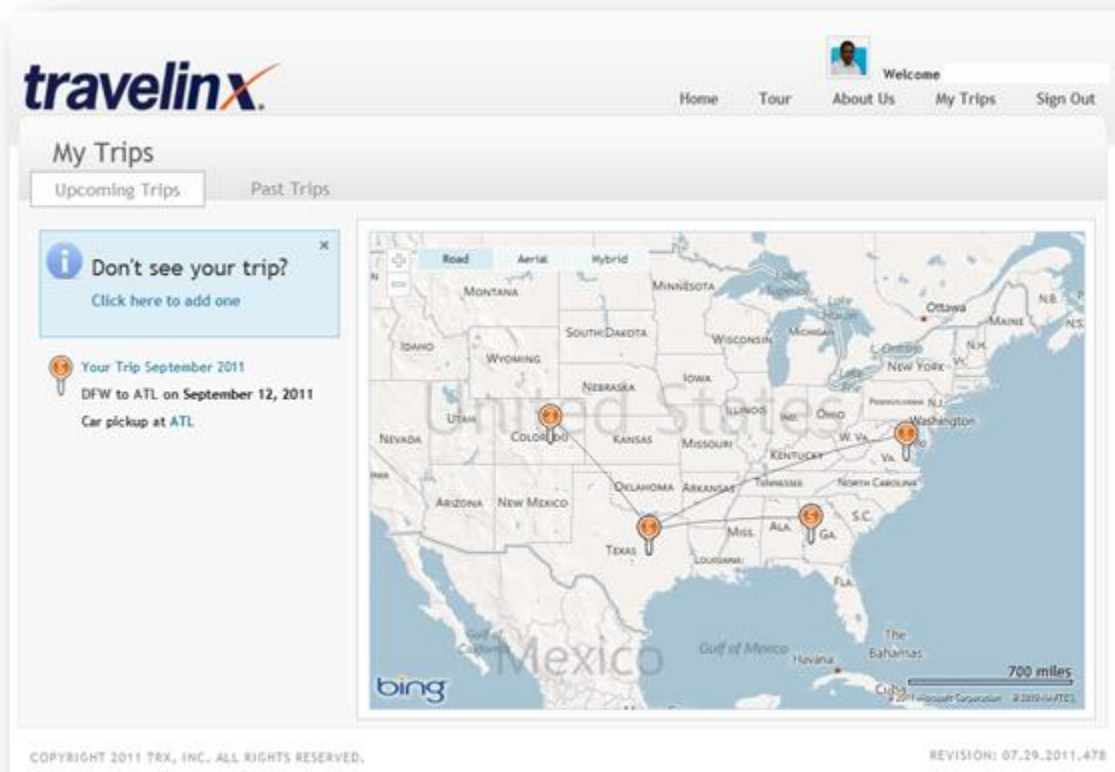


Figure 2 - My Trips

**Trip Information:** After selecting a trip, the user is taken to the details page (Figure 3).

- Trip Details – All trips are listed in chronological order on the left side of the screen. Travel segments are detailed in standard fashion with information such as departure and arrival times, carrier information, hotel addresses and phone numbers, etc. From this screen the user will be able to obtain more information and extend the functionality of the itinerary for each portion of the trip.
  - Air Itineraries – Users can view seat maps, gate information, online check-in for applicable carriers, and alternate flight schedules (day of departure only) including the ability to see available inventory on those flights.
  - Hotel Itineraries – Users can view photographs of hotels, and display interactive maps centered the confirmed hotel making locations near the property easy to find (restaurants, night life, pharmacies).
  - Car Itineraries – Users will be shown confirmation numbers and location contact information.
- Sharing Trips - Travel plans can be shared in a variety of ways: via Twitter, Facebook, or email the itinerary. Users have the ability to add an itinerary to their desktop calendar by clicking the *Add to Calendar* link and follow the prompts as directed.

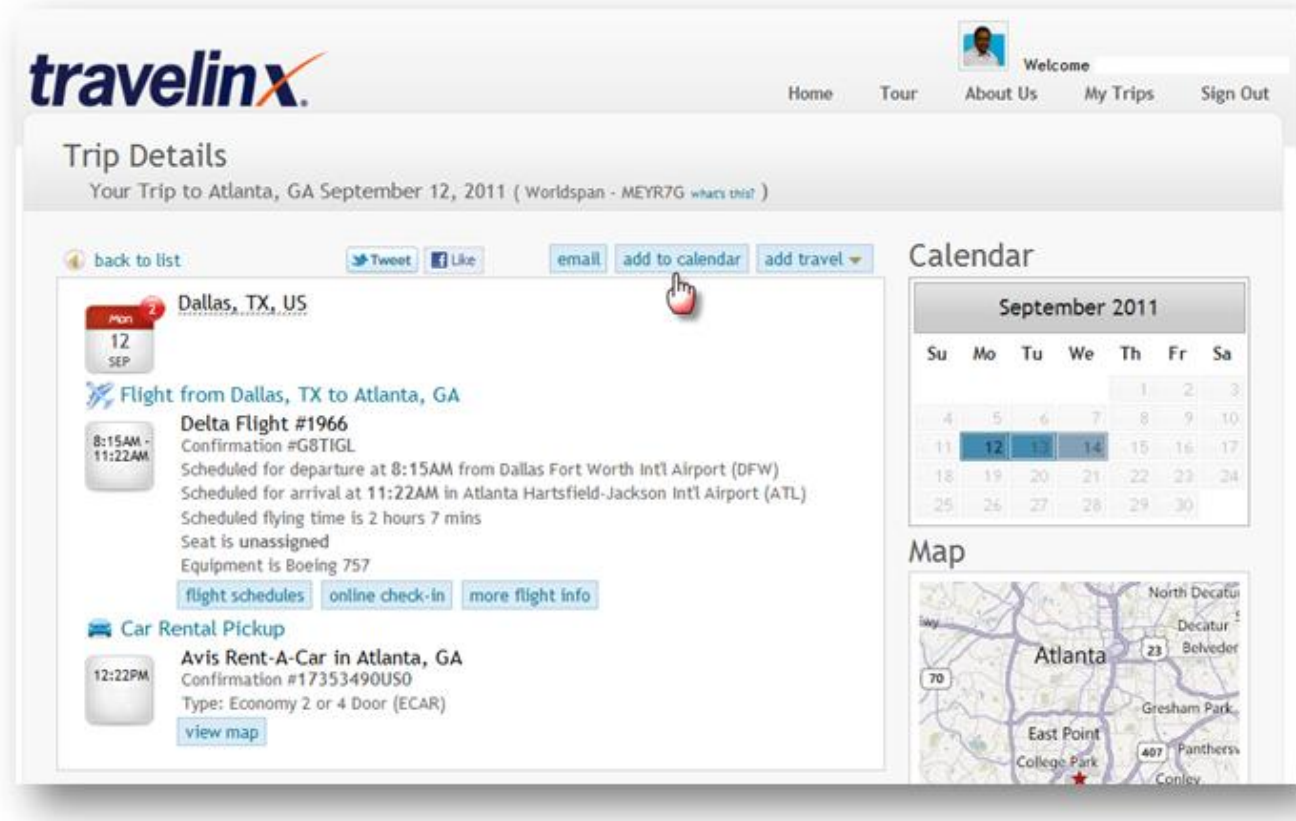


Figure 3 - Trip Details

Trip Data: There are additional manners in which to view trip data within TRAVELINX.

- Trip Calendar – Trips can be displayed in a calendar view (Figure 4). Users are able to add events to the calendar to have it appear within the travel itinerary, such as client meetings, dinner reservations, etc. This is helpful in keeping track of meetings with clients and other business related activities on the go. Events can be scheduled to trigger notifications, similar to reminders, to keep users up to date while traveling. These appointments can be shared with other users of TRAVELINX, or can be marked as private so no one else can view them.

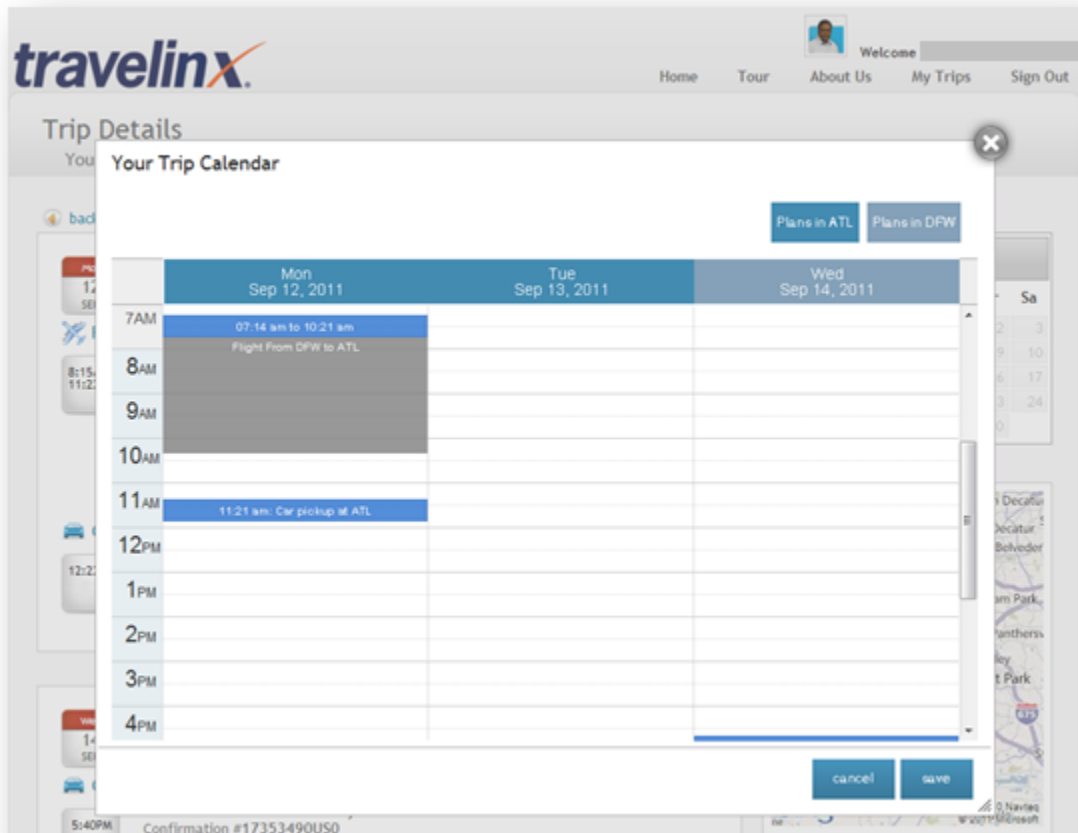


Figure 4 - Trip Calendar

- Trip Map - When adding events, locations and addresses can be incorporated to easily view appointments in the map display. This is also available on the right side of the travel details, providing a view of all the itinerary elements from the trip. (Figure 5)

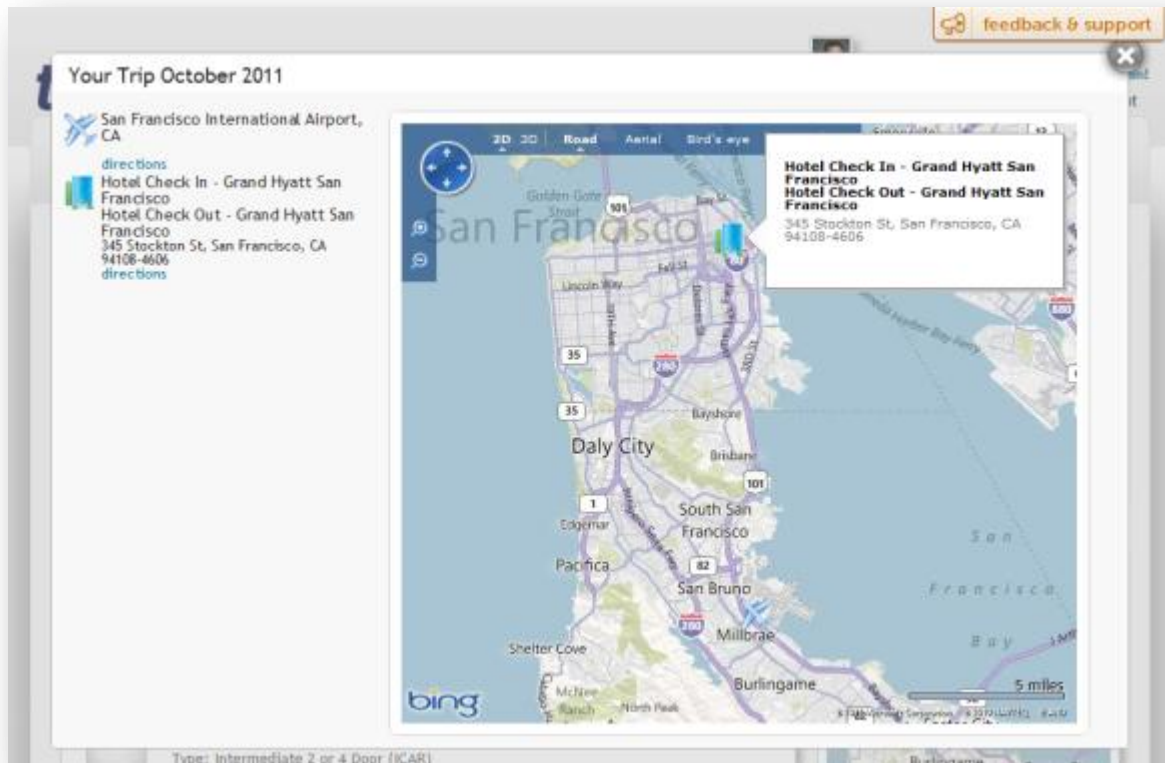


Figure 5 - Trip Map

Adding a trip: Users have the ability to manually add their itinerary to TRAVELINX for any reservation booked outside of RESX. The trip can then be modified with additional details as described above. The user can choose to add a trip manually via TRAVELINX by selecting the *Don't See Your Trip* link from the *My Trips* section and adding air, car and hotel individually.

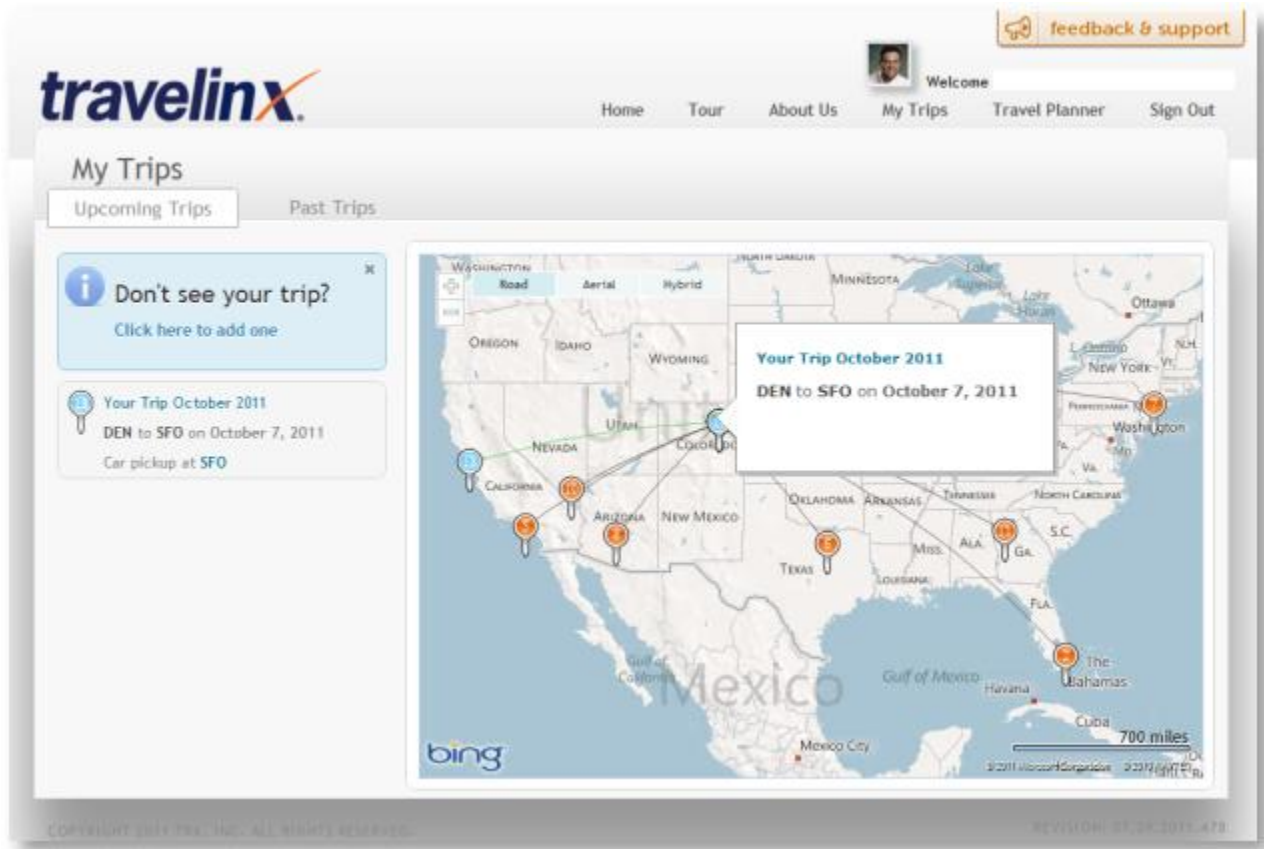


Figure 6 - Add trip

**Feedback:** TRX welcomes feedback and has made it easy to share that feedback. Users are required to create a separate login to the feedback and support area of the tool. When creating the login, it is recommended to use the same email and password for this area that is used for TRAVELINX. Whether the feedback is submitting a new idea for the product or asking a question about how something works, the process is the same. On each page, there is a link for feedback and support. Clicking on that link will display a screen (Figure 7) that contains a list of Helpdesk articles (FAQs or Knowledge Base), feedback submitted by other users, and a form to fill out to contact support or share a new idea.

Each registered user is allocated ten votes within the feedback and support area. Users can view and vote on any idea (feature request) within the tool that may be beneficial to them. Once the idea has been closed, the votes assigned will be re-allocated to the user for re-use. TRX will be managing the list and consolidating where necessary to ensure no duplicates exist.

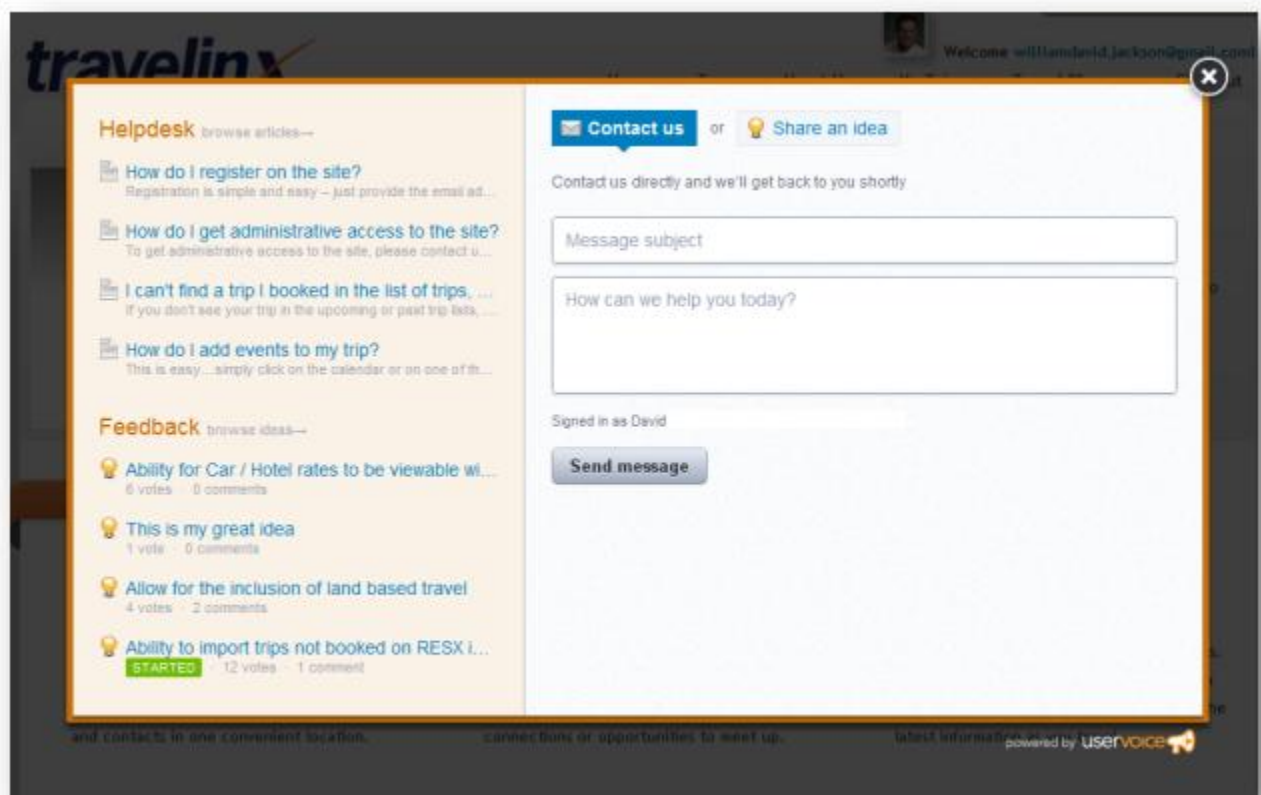


Figure 7 - Feedback and Support

**Mobile:** The mobile site is the same URL as the regular site, however, it displays in a mobile friendly format. It is designed to give the user the same (or similar) functionality as the web site when on the road and away from their normal work station. (Figure 8)

Upon login, a similar list of trips will display. When selecting one of those trips, the user is given the option of three different views – Details View, Calendar View and Map View. The user can access all the same information, functionality and views on their mobile device. Of the features discussed above, searching for points of interest around the hotel, and sharing trip information (via Twitter, Facebook, email) are the only pieces currently not supported via mobile.

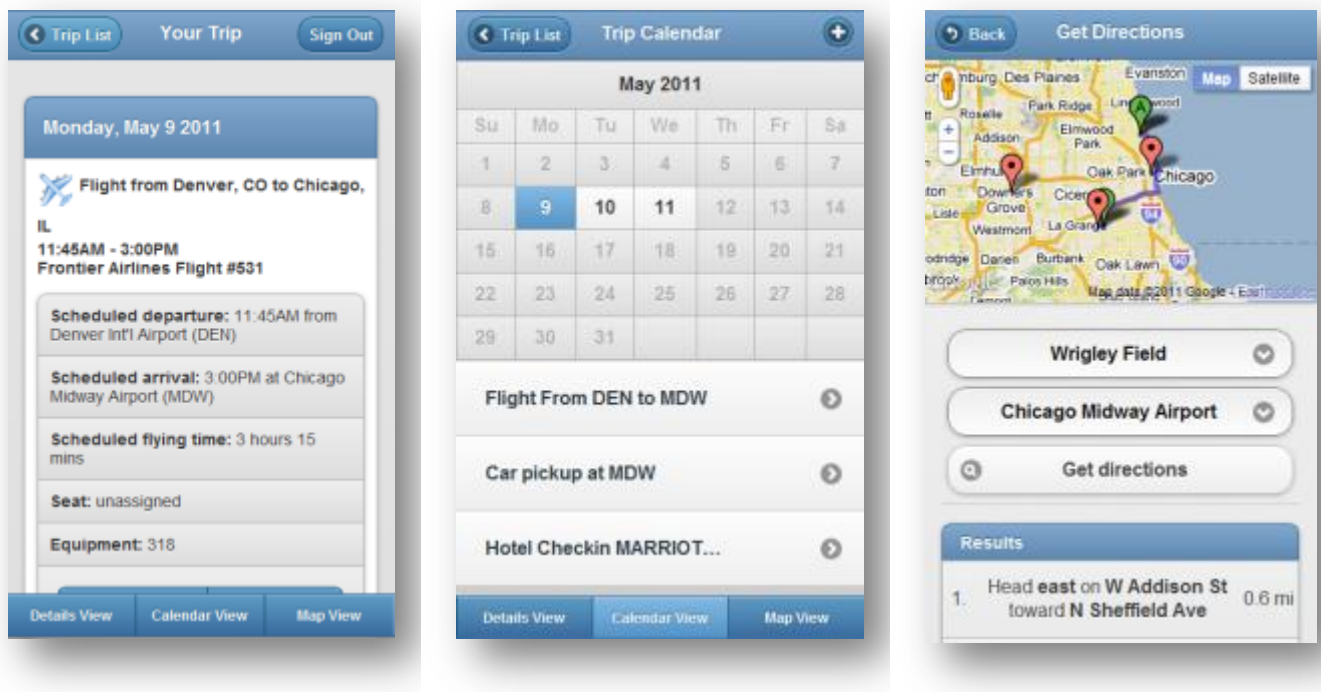


Figure 8 – TRAVELINX Mobile View