

## AirPortal 360™ | Quick Start Guide for Travel Planners

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# AirPortal 360™ Dashboard/ Basic Navigation



- Click on the **MENU** button to access a list of products such as Airtineraries®, AirBank®, ValueLogic®, ProfileLogic®, HotelPrepayLogic® and PolicyLogic®. The **MENU** also allows you to switch between the AirPortal 360™ & My Travel dashboards.
- To access the settings page, logout or access FAQ's/Training Resources click on the circle containing your initials next to the AirPortal® logo.



- A breadcrumb trail will be created as you begin navigating the system which gives you quick access to previously retrieved pages.



## Quick Links

- Another option to access Airtineraries®, AirBank®, Book a Trip – Agent, or Book a Trip - Online is by using **Quick Links**.
- Edit Quick Links** to create your own links for travelers and/or travel arrangers to access. Such as a link to your Hertz enrollment.

### Quick Links

[Airtineraries® - My Travelers' Itineraries](#)

[AirBank® - View Unused Tickets](#)

[Book a Trip - Agent](#)

[Book a Trip - Online](#) 

## Widgets

- The AirBank® and Account Travel Spend widgets give a high level view of your traveler's unused tickets and travel spend.
- The widgets can be rearranged by dragging and dropping them into the location you desire.
- Widgets can be added by selecting the **+** symbol, selecting the appropriate widget by clicking and dragging into an open spot on your dashboard.
- Additional widgets can be added by selecting the **+** symbol.



## Settings & Logging Out

- To access your user settings page select the circle with your initials.

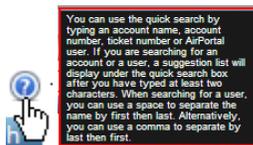


- My Settings** to manage your basic information change your password, user ID, add phone numbers, notifications preferences, authorize Tripit or email addresses. If you are also a travel planner for others in your organization you can view your list of travelers.
- Select **Log Out** from the settings menu to exit the system or close you browser (or window).



## Tool Tips

- Look for these **Tool Tips** symbols throughout the system to assist you. Simply click on the  icon located throughout the system to display additional information about a specific function.



## FAQ's/Tutorials

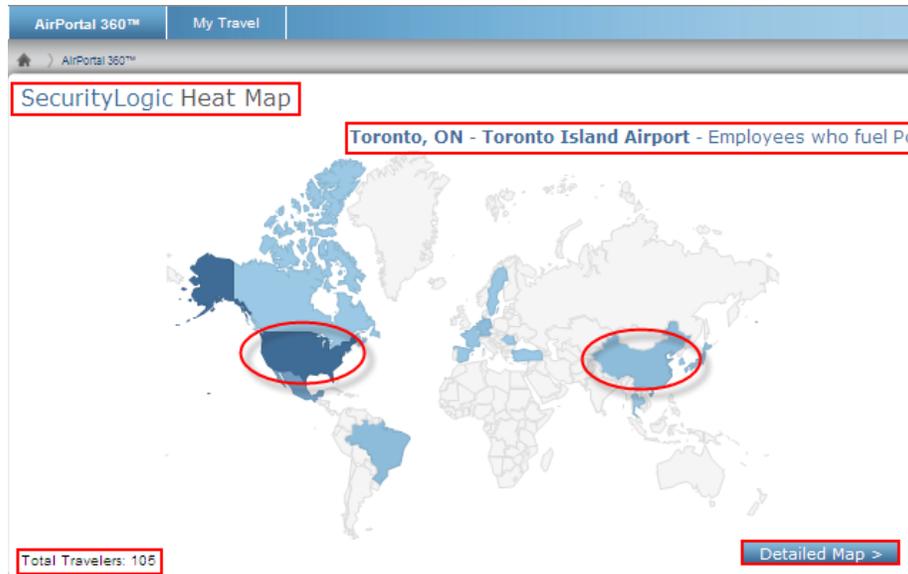
- To access FAQ's & Training Resources click on your initials next to the AirPortal® logo.



## SecurityLogic® Heat Map

SecurityLogic® allows you to identify who, when, and where travelers are and the ability to notify travelers when there is an incident that requires action. The SecurityLogic® Heat Map shows travelers who are currently traveling and worldwide travel alerts that might affect them.

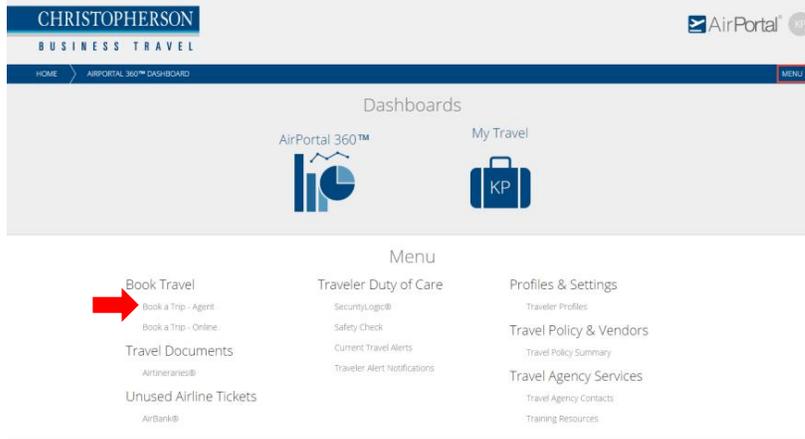
- a. The **Ticker Tape** running along the top displays the top “15” travel alerts occurring worldwide (source: etravelalerts.com) and is updated every 10 minutes.
- b. To view more details, and the link to the original news source, simply click on the ticker tape **Details** link located at the end of each alert.



- c. The darker areas on the map indicate a more concentrated amount of travelers; whereas the lighter areas indicate fewer travelers.
- d. **Total Travelers** represent all travelers currently traveling on active itineraries. To custom search options click on the **Detailed Map** Button, or selecting SecurityLogic® from the AirPortal® menu.

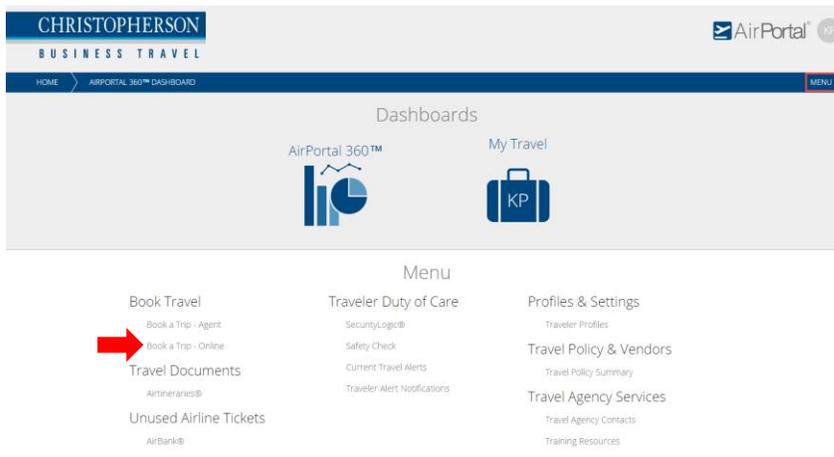
## Book a Trip - Agent

- Book a Trip – Agent can be used to send travel information for a trip you need booked by your Christopher agent.
- The Book a Trip feature can be accessed by selecting the MENU button or from the **Quick Links** area on the main AirPortal 360™ dashboard.

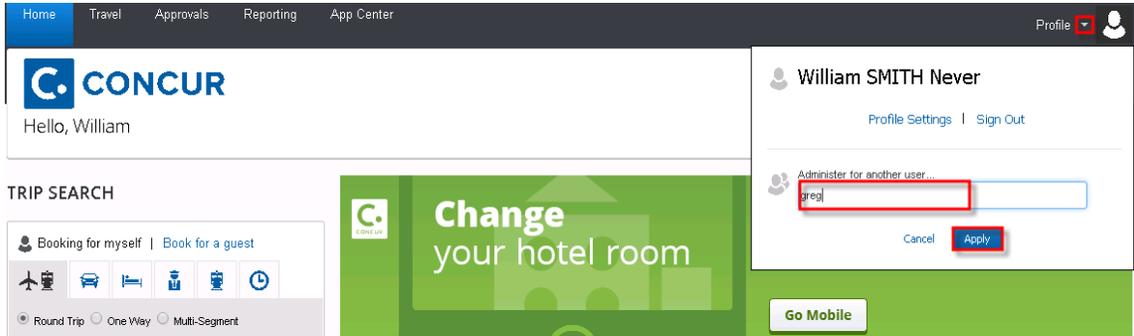


## Book a Trip – Online

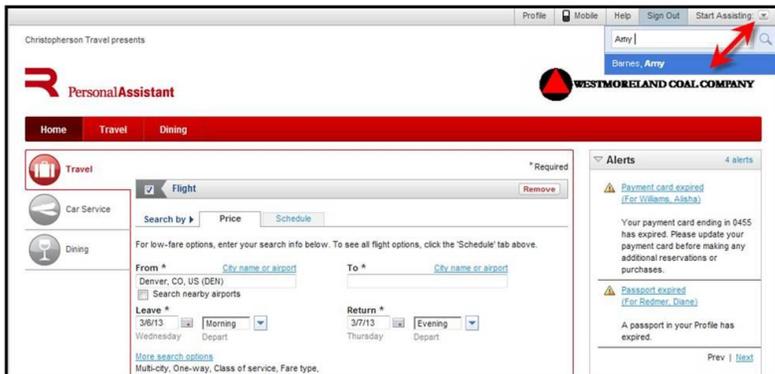
- Book a Trip – Online** will access your online booking tool and allow you to book travel for others.
- The Book a Trip feature can be accessed by selecting the MENU button or from the **Quick Links** area on the main AirPortal 360™ dashboard.
- Once inside the online booking tool follow the instructions below to select the traveler you wish to book travel for (instructions will vary depending on online booking tool).



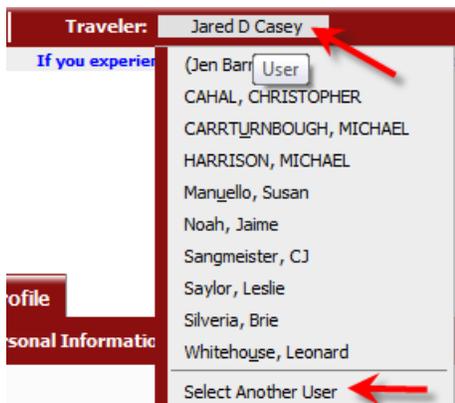
- d. **Concur** users will click on **Profile** in the upper right hand corner of the Concur page, enter the traveler's name and select Apply.



- e. **Reardon** users will select the “start assisting” option in the upper right hand corner of the page. Enter the traveler's name into the search box.



- f. **ResX** users will select the traveler from the pull down menu next to “travelers”.



## Airtineraries®

- Airtineraries® gives access to all travelers past, current, future itineraries.
- Click on the MENU button and select Airtineraries® from the menu or select Airtineraries® from the **Quick Links** area on the main AirPortal 360™ dashboard.

The screenshot shows the AirPortal 360™ dashboard. At the top, there is a header with 'CHRISTOPHERSON BUSINESS TRAVEL' and 'AirPortal 360™'. Below the header, there are two dashboard tiles: 'AirPortal 360™' and 'My Travel'. A 'MENU' button is located in the top right corner. The menu is expanded, showing several options: 'Book Travel', 'Travel Documents', 'Unused Airline Tickets', 'Traveler Duty of Care', 'Profiles & Settings', and 'Travel Agency Services'. A red arrow points to the 'Travel Documents' option, which has 'Airtineraries®' listed below it.

## Searching for Airtineraries®

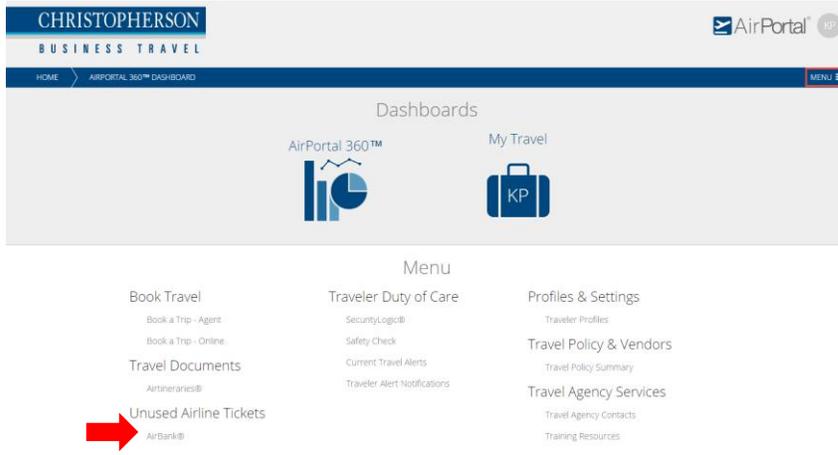
The screenshot shows the Airtineraries® search results page. At the top, there is a search bar with the text 'Account or Traveler Name'. Below the search bar, there are buttons for 'Advanced Search', 'Reset', and navigation arrows. The main content is a table of itineraries for Global Medical Services. The table has columns for Agent Name, First Name, Last Name, Departure City, Arrival City, Departure Date, and Return Date. The 'Last Name' column is highlighted with a red box. The table contains 20 rows of data. The first row is highlighted with a red box. At the bottom of the page, there is a 'Manage Columns' button and a page indicator 'Page 1 of 72'.

Agent Name	First Name	Last Name	Departure City	Arrival City	Departure Date	Return Date
Kevin Olsen	Cassidy	Barnes	Detroit, MI	Orlando, FL	May 19, 2013	May 23, 2013
Monique Areano	Levi	Vinson	Salt Lake City, UT	Seattle, WA	March 6, 2013	August 20, 2013
Monique Areano	Luis	Hebert	Salt Lake City, UT	Seattle, WA	March 6, 2013	August 20, 2013
Monique Areano	Shawn	Conrad	Salt Lake City, UT	Seattle, WA	March 6, 2013	August 20, 2013
Monique Areano	Laura	Medaniel	Salt Lake City, UT	Seattle, WA	March 6, 2013	August 20, 2013
Monique Areano	Jordan	Dale	Salt Lake City, UT	Seattle, WA	March 6, 2013	August 20, 2013
Kevin Olsen	Zoe	Valencia	Salt Lake City, UT	Detroit, MI	February 19, 2013	March 6, 2013
Kevin Olsen	Ellie	Alvarado	Detroit, MI	London, United Kingdom	February 18, 2013	March 5, 2013
Kevin Olsen	Ellie	Alvarado	Detroit, MI	London, United Kingdom	February 18, 2013	March 5, 2013
Kevin Olsen	Ellie	Alvarado	Detroit, MI	London, United Kingdom	February 18, 2013	March 5, 2013
Kevin Olsen	Ellie	Alvarado	Detroit, MI	London, United Kingdom	February 18, 2013	March 5, 2013
Patricia Kleckner	Addison	Clarke	Portland, OR	Shanghai, China	February 18, 2013	February 18, 2013
Monique Areano	Mario	Burnett	Denver, CO	Salt Lake City, UT	February 14, 2013	February 18, 2013
Monique Areano	Evelyn	Rivera	Denver, CO	Salt Lake City, UT	February 14, 2013	February 18, 2013
Monique Areano	Makayla	Lindsay	Denver, CO	Salt Lake City, UT	February 13, 2013	February 17, 2013
Monique Areano	Camila	Mendoza	Detroit, MI	Orlando, FL	February 13, 2013	March 3, 2013
Monique Areano	Camila	Mendoza	Detroit, MI	Orlando, FL	February 13, 2013	March 3, 2013
Monique Areano	Camila	Mendozas	Detroit, MI	Orlando, FL	February 13, 2013	March 3, 2013
Monique Areano	Camila	Mendoza	Detroit, MI	Orlando, FL	February 13, 2013	March 3, 2013
Monique Areano	Allison	Figueroa	Salt Lake City, UT	Dallas, TX	February 11, 2013	March 2, 2013

- To search by traveler or division name.
- Advanced Search** to filter itineraries by individual travelers, date, city, record locator, or agent.
- Reset** to default view; displays past, current, followed by future itineraries.
- Use the **Arrow Buttons** to search for past, current or future itineraries.
- Click on the **Column Headings** to change the view from ascending to descending order.
- Double click on a row to access a traveler's itinerary.
- Customize your view by using **Manage Columns** (settings will be saved).

# AirBank®

- To access AirBank®, click on the MENU button and select AirBank® or select AirBank® from the **Quick Links** area on the main AirPortal 360™ dashboard.



## Ticket Search

AirBank®

Global Medical Services

Ticket Number	Locator	Ticket Type	Airline	First Name	Last Name	Value	Status	Expire Date
0061961514736	2LSE4R	MCO	DL	COLBY	ALVARADO	\$956.00	UNUSED	Jun 13, 2013
0061961514747	3B58H7	MCO	DL	LUKE	ANDERSON	\$39.14	UNUSED	Aug 6, 2013
0167096786235	L6ZPF4	ELECTRONIC	UA	RUBY	ANTHONY	\$1,406.50	UNUSED	Oct 8, 2013
0067095844566	O3L240	ELECTRONIC	DL	SERENITY	ATKINSON	\$895.21	UNUSED	Oct 1, 2013
1397018743154	MSB0DH	ELECTRONIC	AM	COLE	BALDWIN	\$1,115.88	UNUSED	Apr 19, 2013
0168704672432	4PCPP8	ELECTRONIC	UA	ANDREA	BALL	\$89.70	UNUSED	Nov 2, 2012
1397093388144	MMWEPN	ELECTRONIC	AM	SIERRA	BARKER	\$726.64	PARTIALLY USED	Aug 13, 2013
0378706471128	MOXIS9	ELECTRONIC	US	Cassidy	Barnes	\$655.80	UNUSED	Nov 17, 2012
1397014383696	QNRZM9	ELECTRONIC	AM	Cassidy	Barnes	\$2,215.74	UNUSED	Mar 12, 2013
0067095844460	4UWAS3	ELECTRONIC	DL	Cassidy	Barnes	\$3,127.20	UNUSED	Sep 26, 2013

Download Report | Manage Columns | Page 1 of 25 | View 1 - 10 of 244 | Valuing \$215,058.33

Ticket Details | Reasons Not Used | Notes | History | Transactions | OBE Sync

**Ticket Number:** 0061961514736 **Ticket Type:** MCO  
**Status:** UNUSED **Refundable:** No  
**Record Locator:** 2LSE4R **Issue Date:** Jun 14, 2012  
**PCC (SID):** SCG **Expire Date:** Jun 13, 2013  
**Airline:** DL **GDS:** Unknown  
**Value:** \$956.00 **Company:** Global Medical Services (AUT100)  
**Penalty:** \$0.00 **Traveler:** Colby Alvarado

- Search for unused tickets by ticket number or by traveler user name.
- Click on the row to access details regarding an unused ticket.
- Click on the column heading to change the view from ascending to descending order.
- Use **Download Report** to generate reports in various formats.
- Customize your view by using **Manage Columns**. Your settings will be saved.
- Click on the **Ticket Details**, **Reasons Not Used**, **Notes**, **History**, and **Transactions** to view the details regarding the unused ticket.

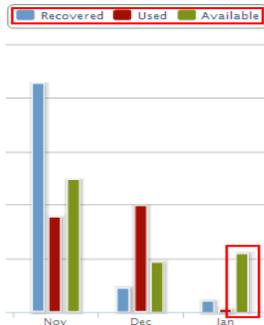
## AirBank® Unused Ticket Widget



- AirBank® works just like a bank account. Unused tickets are deposits and are listed as recovered. All re-used or expired tickets are withdrawals, and are listed as used. The balance represents the value currently available for re-use.
- Click on the **More Button** to view the **Summary by Month**, click again to view the **Summary by Day**, click again to view the daily transactions.
- Click on the **Recovered**, **Used** or **Available** columns to view information individually.
- Use the breadcrumb trail located below the main menu to navigate back to previous pages.

## AirBank® Summary

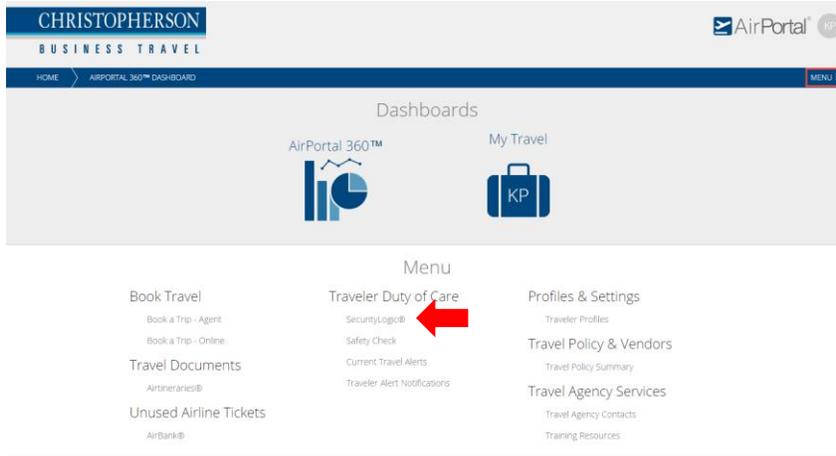
- To view “deposited” tickets only click on **Recovered** from the legend or the **Recovered** column.
- To re-used and expired tickets only click on **Used** from the legend or the **Used** column.
- Display unused tickets that are available click on **Available** from the legend or the available column.



# SecurityLogic®

SecurityLogic® allows you to identify who, when, and where travelers are and the ability to notify travelers when there is an incident that requires action.

- a. To access SecurityLogic®, click on the MENU button and select **SecurityLogic®**.



- b. The **Legend** defines all of the icons and symbols represented on the SecurityLogic® map.
- c. The **Map** tab allows you to change the map to road map, terrain, hybrid, or satellite view.
- d. Use **Zoom** to reset the map.
- e. Check warnings, alerts, airport delays, traffic, and weather using the **Overlays** feature.



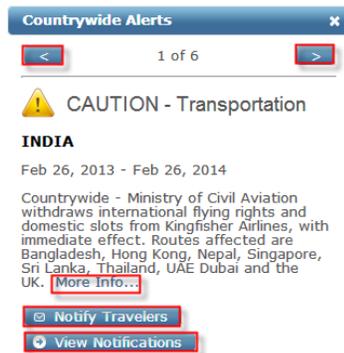
## Alerts

A list of alerts that apply to a general area of the world vs. a specific location can be access by clicking on the Global, Countywide or the Statewide Alert button.



- Once you select an alert, scroll through a list of alerts by using the **Arrow Buttons**.
- To read more details about the alert and to view the news source; select **More Info**.
- Use **Notify Travelers** to send a custom message to your travelers regarding this alert. Note: Your custom message along with the full details of the alerts will be send to the traveler.

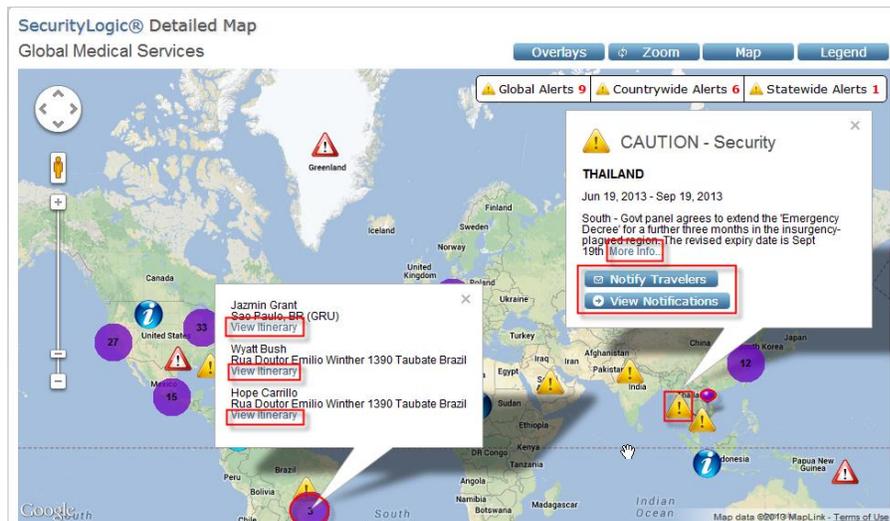
*Important Note: To ensure travelers receive these notifications it is imperative travelers have their cell phone number, phone carrier, current email address, and the notification method indicated on their “setting page”.*



- Select **View Notifications** to obtain a list of notifications that have been sent.

## Detailed Map

The travelers on the map are those travelers currently traveling or travelers with flights due to depart within the next 3 hours.



- Click on the purple **Clusters** to view travelers in located in that area. Select **View Itinerary** to view the traveler's itinerary.
- Click on any of the Info, Cautions, Warnings or Disaster icons on the map to view **More Info...** regarding the alerts, notify your travelers or view notifications.

### ALERTS Definitions and Criteria

**Disaster**  A major natural or terrorist event that has occurred or is to take place, such as hurricanes, typhoons, tsunamis, floods, earthquakes, that has created wide spread damage and destruction and has or will affect thousands of people or the country. For example: Typhoon Haiyan, Hurricane Katrina, Indonesian Tsunami, 9/11, London/Spain bombings, Haiti earthquake.

**Warning**  Events that **will** threaten the safety of a traveler or **will** significantly affect travel itineraries. For example: government sends do not travel warnings, terrorist events, violent demonstrations, weather events, flight/airline cancellations, airport closures, natural disasters.

**Caution**  For events that **might** affect traveler safety or **might** potentially disrupt travel itineraries, eg labour strikes, political demonstrations, crime, weather disruptions, etc.

**Info**  For events that travelers should be aware of when visiting a destination such as national elections, International sporting events. Some events may already be listed in the Public Holidays category in the Traveler's Advisory.

# Locating Travelers

SecurityLogic® displays a list of all travelers that are currently traveling in all locations; however there are several options to search for travelers who are en route.



- a. Search by departments or teams. This will allow you to search for those travelers assigned to a particular group. To create a group or to assign traveler's to a department or team see the Account Organization section of this document.



- b. You can search for travelers who traveled in the past, present, or future. Or search by specific times and/or dates.



- c. Search by location. Cities that appear in the list are cities in which there are travelers.



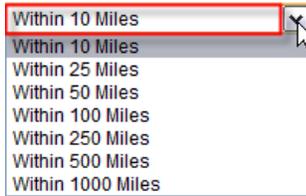
- d. Airline and/or flight number.



e. Search by specified traveler by entering the travelers name into the white **Search Box**.



f. Once search options are selected you can increase the radius. For example, if there is an incident in San Francisco you can increase the radius around San Francisco to see if you have travelers within that area.



e. Once you've narrowed down your search you have the ability to download a report into a .CSV or .PDF file using the **Download Report** feature located at the bottom and the top of the dashboard.

f. Use the **Manage Columns** button to customize, add or re-arrange the column headings.

g. The **Notify Travelers** button is another way to advise travelers.



13 Travelers 13 Locations

Download CSV Download PDF Notify Travelers Manage Columns View 1 - 13 of 13

Departure Date	First Name	Last Name	Location	Itinerary	Airport Delays	Alerts
October 9, 2014	Mary catherine	Anthony	Atlanta, US (ATL)	<a href="#">View Itinerary</a>		No Alert
October 9, 2014	Mary	Anthony	Atlanta, US (ATL)	<a href="#">View Itinerary</a>		No Alert
October 7, 2014	Natalie	Hollingsworth	Myrtle Beach, US (MYR)	<a href="#">View Itinerary</a>		No Alert
October 7, 2014	Brandilyn	Turner	Santa Ana, US (SNA)	<a href="#">View Itinerary</a>	No delays.	
October 7, 2014	Joselyn	Turner	Santa Ana, US (SNA)	<a href="#">View Itinerary</a>	No delays.	
October 7, 2014	Collin	Turner	Santa Ana, US (SNA)	<a href="#">View Itinerary</a>	No delays.	
October 7, 2014	Lauryn	Turner	Santa Ana, US (SNA)	<a href="#">View Itinerary</a>	No delays.	
September 29, 2014	Jelissa	Tucker	4100 Wailea Alanui Wailea HI 96753	<a href="#">View Itinerary</a>	No delays.	No Alert
September 29, 2014	Kevin	Tucker	4100 Wailea Alanui Wailea HI 96753	<a href="#">View Itinerary</a>	No delays.	No Alert
October 3, 2014	Diane	Hawkes	Seattle, US (SEA)	<a href="#">View Itinerary</a>	No delays.	No Alert
October 3, 2014	Chelsea	Carver	Seattle, US (SEA)	<a href="#">View Itinerary</a>	No delays.	No Alert
October 3, 2014	Camryn	Carver	Seattle, US (SEA)	<a href="#">View Itinerary</a>	No delays.	No Alert
September 26, 2014	Jenny	Barnett	Wellington, NZ (WLG)	<a href="#">View Itinerary</a>	No delays.	No Alert

Download CSV Download PDF Notify Travelers Manage Columns View 1 - 13 of 13

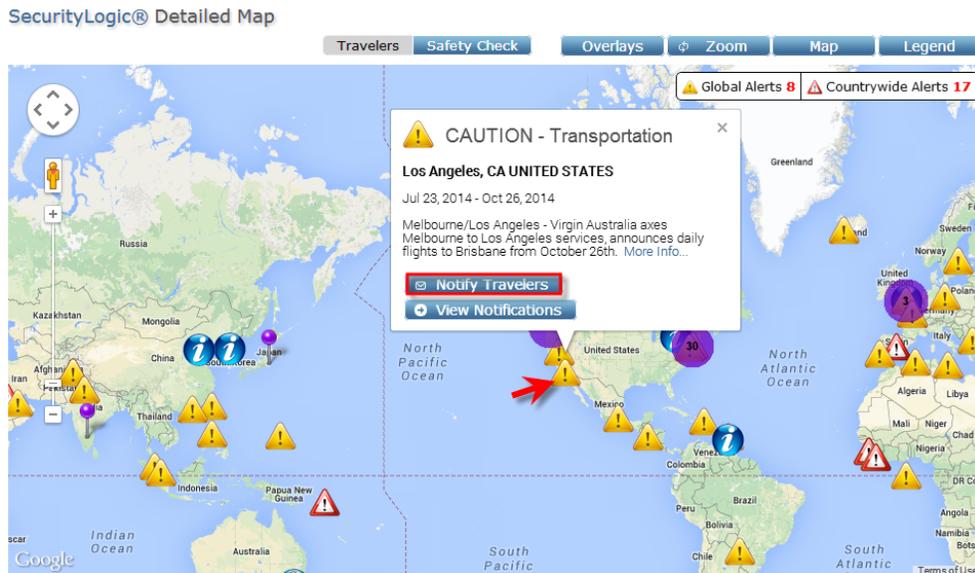
h. You can access traveler's itineraries as well as notifying specific travelers affected by alerts from the travelers table.

132 Travelers

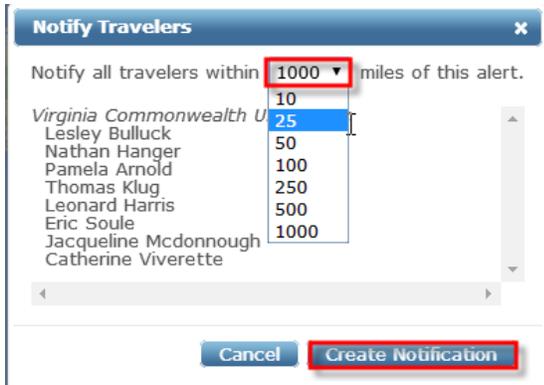
First Name	Last Name	Departure Date	Location	Itinerary	Airport Delays	Alerts
Kennedy	Coffey	August 4, 2013	Frankfurt, DE (FRA)	<a href="#">View Itinerary</a>	No delays.	No Alert
Alana	Boyle	August 11, 2013	Nashville, US (BNA)	<a href="#">View Itinerary</a>	No delays.	No Alert
Abraham	Duke	August 11, 2013	Grand Rapids, US (GRR)	<a href="#">View Itinerary</a>	No delays.	No Alert
Brooklyn	Moore	August 12, 2013	9 Nixon Road Westford MA 01886	<a href="#">View Itinerary</a>	No delays.	
Alan	Bryant	August 11, 2013	Storgatan 47 49 Trollhattan	<a href="#">View Itinerary</a>	No delays.	
Liam	Sosa	August 12, 2013	1380 Harbor Island Drive San Diego CA 92101	<a href="#">View Itinerary</a>	No delays.	No Alert

## Sending Notifications & Safety Requests

To help facilitate your company's duty of care responsibilities, SecurityLogic® provides the ability to send travelers custom notifications, alerts and the option to ask travelers to verify their safety.



- Notifications can be sent by clicking on one of the Info , Caution , Warning  or Disaster  icons located on the map and then selecting **Notify Travelers**.



- SecurityLogic® will locate travelers within a 10 mile radius of the Caution, Warning or Disaster that was selected. The radius can be increased by clicking on the down arrow button once inside the **Notify Travelers** box.
- Select **Create Notifications** to send travelers a custom message with the option to ask travelers to verify their **Safety**.

c. Click on **Add Recipient** to add to the list of recipients.

d. Select **Clear Recipients** to remove all recipients from the current list.

e. Click on the recipient's name to remove them from the list.

f. Enter a **Subject Line** and **Custom Message**.

g. Check the **Require Safety Check** box to request these travelers to verify their safety

h. Click on Send.

Once "Send" is selected the travelers will receive the following:

a. The **Custom Message** via text, email or both depending upon how they've set themselves up on their user's settings page (see User's Settings Page of this document for more details).

b. A brief summary of the alert or caution with an option to **Click Here** to read more information.

If the traveler(s) are asked to verify their wellbeing using the **Safety Request** they will receive the following:

- a. Your **Custom Message** via text, email or both depending upon how they've set themselves up on their user's settings page (see User's Settings Page of this document for more details).
- b. An **I'm Safe** button they can click on to verify their wellbeing.
- c. A brief summary of the alert or caution with a link, **Click Here**, directly to the news source (CNN, US Government, etc.) containing the full details pertaining to the caution or warning.

CHRISTOPHERSON  
BUSINESS TRAVEL

Phone: 801-327-7700  
After Hours: 888-312-0985

Please let us know you are safe

**I'm Safe**

 CAUTION - TRANSPORTATION

Orlando, FL UNITED STATES  
Sep 01, 2014 - Sep 30, 2014

This is just a test alert

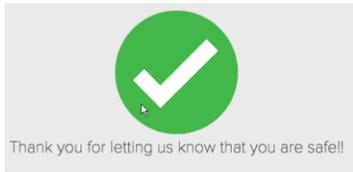
[Click here](#) for more information.

Salt Lake City Office  
Christopherson Business Travel  
5588 So. Green Street  
Suite 300  
Salt Lake City, Utah 84123

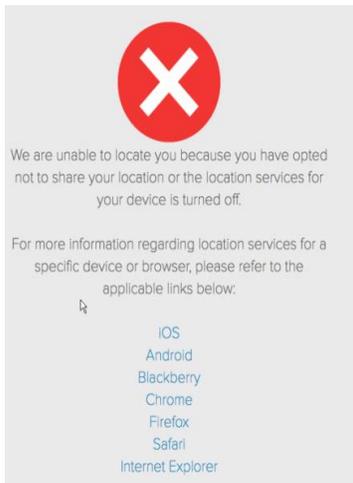
VIRTUOSO MEMBER  BCD® travel  
aMEX

## Safety Check Requests

- a. Once the traveler selects the  button contained within the text or email the system will mark the traveler as **Currently Verified** and the traveler receives this message:



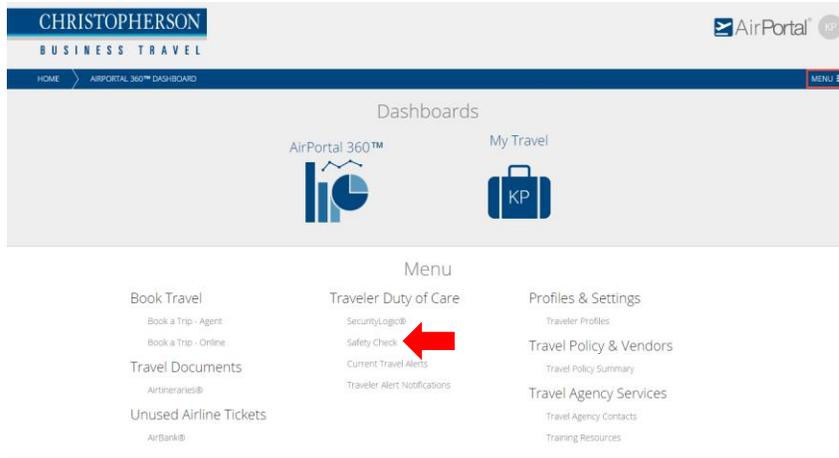
- b. If the traveler doesn't have the setting on their phone and/or computer allowing their current location to be disclosed they will receive the following message showing them how to enable it. Until the traveler enables this feature the system will mark the traveler as **Unverified**.



## Managing Safety Check Requests

Safety Check allows you to monitor, track and report on Safety requests sent as well as the current status of travelers; currently verified, previously verified and unverified.

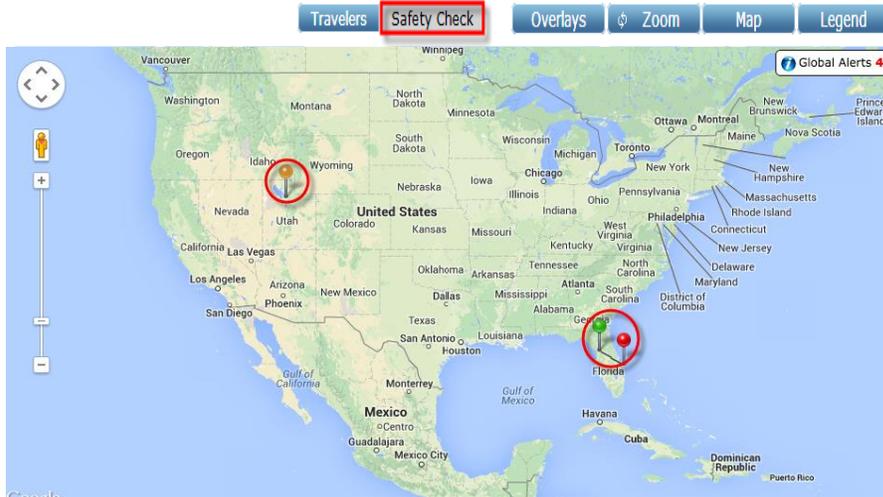
Safety Check can be accessed by clicking on the MENU button and then selecting Safety Check.



Safety Check can also be accessed once inside the SecurityLogic® dashboard by selecting the **Safety Check** tab.

### SecurityLogic® Detailed Map





- a. The push pins on the map indicate the travelers you sent Safety Requests to. **Green pins** are travelers who have been verified by selecting the **I'm Safe** button in the text or email they received. On occasion you may need to send multiple Safety Requests to the same travelers. **Yellow pins** denote travelers that verified their safety in the first Safety Request sent, but not the most recent request. **Red pins** are traveler's who have not verified their safety.

The **Traveler's Tab** shows a list of travelers who've received Safety Checks and indicate whether the traveler is currently verified (**I'm Safe** button was selected in the text or email they received), previously verified (multiple Safety Requests were sent and traveler has verified their safety in the first request sent, but not the most recent request). The time the request was sent and when the traveler checked-in is also shown.

Safety check requests for the past 24 hours

33% (1) 33% (1) 33% (1)

Currently Verified  Previously Verified  Unverified

**Travelers (3)** **Requests (2)**

Status	Traveler Name	Email	Phone	Verified Time	Verified Location	Itin Location	Itinerary									
<span style="color: red;">●</span>	Pablo Fernandez	pablofe@onetree.com				Orlando, US (MCO)	<a href="#">View Itinerary</a>									
<span style="color: yellow;">●</span>	Kurt Stauffer	kurt.stauffer@cbtravel.com		12:55:53 PM	Rio Grande, Salt Lake City...Orlando, US (MCO)		<a href="#">View Itinerary</a>									
<table border="1"> <thead> <tr> <th>#</th> <th>Request Times</th> <th>Check-In Times</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>12:58:22 PM</td> <td></td> </tr> <tr> <td>1</td> <td>12:55:32 PM</td> <td>12:55:53 PM</td> </tr> </tbody> </table>								#	Request Times	Check-In Times	2	12:58:22 PM		1	12:55:32 PM	12:55:53 PM
#	Request Times	Check-In Times														
2	12:58:22 PM															
1	12:55:32 PM	12:55:53 PM														
<span style="color: green;">●</span>	Dave McKenna	dave.mckenna@cbtravel.com	8018288390	12:58:17 PM	Florida	Orlando, US (MCO)	<a href="#">View Itinerary</a>									

- b. Use the  button to refresh the list of Safety Requests.
- c. The **Current Verified**, **Previously Verified** and **Unverified** buttons can be used to filter information to show only **Current Verified**, **Previously Verified** or **Unverified** travelers.
- d. Travelers with a ● next to their name are not verified, ● indicates previously verified and ● verified.
- e. Click on the row to expand and view the times the Safety Request was sent and the time the traveler verified themselves.
- f. To access the travelers complete travel itinerary select **View Itinerary**.
- g. **Download Report** to download information into Excel.

The **Requests Tab** shows the time Safety Requests were sent, the travelers it was sent to, status of traveler's verifications, and the ability to resend the request when needed.

Safety check requests for the past 24 hours 

33% (1)  33% (1)  33% (1) 

 Currently Verified  Previously Verified  Unverified

Travelers (3) **Requests (2)**

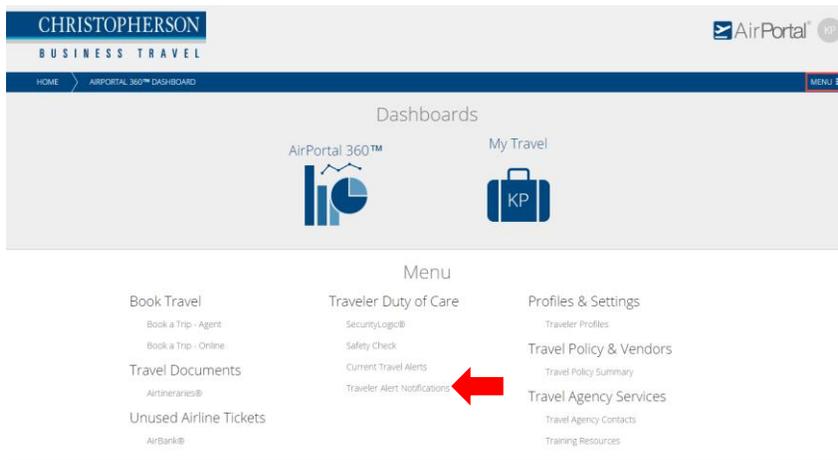
Request Time	Subject	# Notified	Actions
12:58:13 PM	Test safety check #2	3	Resend
<b>Requested Travelers</b> Pablo Fernandez Kurt Stauffer Dave McKenna			
12:55:21 PM	Test safety check #1	3	Resend

- The multi-colored status bar indicates travelers that have verified their safety (shown in green), travelers who verified their safety on the original request, but not the current request (shown in yellow), and travelers who have not verified their safety (shown in red).
- Click on the row to open to see which travelers the request was sent to.
- Select the **Resend** link to resend the Safety Request.

## Notifications Center

The notification center allows you to view all of the sent messages. It tracks the content of the alert that was sent, when it was sent and who it was sent to.

To access the Notification Center, click on the MENU button, and select Notifications Center



- The Notification Center will display all notifications; however you can search by account name, traveler's name or email address using the white search box.
- The default view shows notifications that were sent at the top and the recipient information below. You can reverse this view by selecting **Switch View**.
- Use **Reset View** to revert to the default view.
- Use the **Notification Type Filter** to view by type of notification (alert, warning, etc.)
- Notifications are organized by date, type, created by, subject, message, sent, failed and pending notifications.

The screenshot shows the Notification Center interface. At the top, there is a search box labeled 'Account, AirPortal User, or Email'. Below the search box are buttons for 'Switch View' and 'Reset Views'. A dropdown menu for 'Notification Type Filter' is set to 'All'. The main table lists notifications with columns: Date Created, Notification Type, Created By, Subject, Custom Message, Sent, Failed, and Pend.

Date Created	Notification Type	Created By	Subject	Custom Message	Sent	Failed	Pend
Aug 13, 2013 15:46:21	Travel Alert	Travel Manager	Northern - Winter storm late tonight... This is a test, please disregard.		1	0	0
Jul 29, 2013 18:34:43	Travel Alert	Travel Manager	Students protest at Victoria Square. Airport is experiencing delays due t...		1	0	0
Jul 29, 2013 18:32:27	Travel Alert	Travel Manager	Dallas-Ft. Worth Intl Airport - Due t... Weather may result in your flight b...		1	0	0

Below the table, there is a 'Recipients' section with a 'Travel Alert' tab. The recipient details table has columns: Status, Date Sent, Recipient, Account, Method, Addresses, and Error Messages.

Status	Date Sent	Recipient	Account	Method	Addresses	Error Messages
Sent	Aug 13, 2013 15:46:21	Alana Hart	Global Medical Services	Email	ty.cameron@cbtravel.com	

f. Click on the row of the alert to view the recipient details.

Notification Center  
Organized By Notifications

lock

Switch View Reset Views

Notification Type Filter: All

Date Created	Notification Type	Created By	Subject	Custom Message	Sent	Failed	Pend
Aug 13, 2013 15:46:21	Travel Alert	Travel Manager	Northern - Winter storm late tonight...	This is a test, please disregard.	1	0	0
Jul 29, 2013 18:34:43	Travel Alert	Travel Manager	Students protest at Victoria Square.	Airport is experiencing delays due t...	1	0	0
Jul 29, 2013 18:32:27	Travel Alert	Travel Manager	Dallas-Ft. Worth Intl Airport - Due t...	Weather may result in your flight b...	1	0	0

g. The details will display at the bottom showing the status, date sent, recipient, method, and email.

h. The **Travel Alert** tab can be selecting to view more details about the alert.

Recipients Travel Alert

Status	Date Sent	Recipient	Account	Method	Addresses	Error Messages
Sent	Jul 29, 2013 18:34:43	Jared Evans	Global Medical Services	Email	jared.evans@gmservices.co	

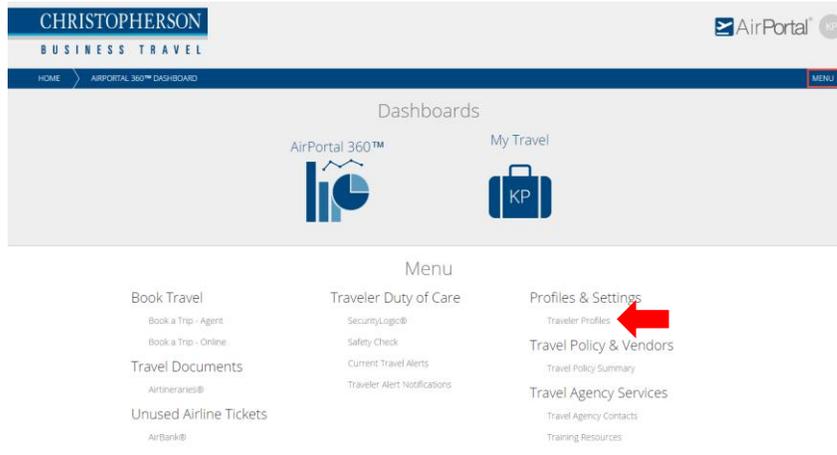
Download Report Manage Columns

1 Recipient(s)

i. The option to **Download Report** and **Manage Columns** (customize the columns) is also available.

# Profiles & Settings

Profiles & Settings gives you the ability to reset traveler's passwords, deactivate travelers, and authorize Tripit. To access traveler's profiles, select the AirPortal 360™ MENU and select **Traveler Profiles**.



- The green circle indicates the traveler is an active user in the system. Red circle indicates the traveler is inactive. To re-activate the traveler simple click on the red circle.
- The mail icons can be used to send a password reset email and/or a welcome email that contains the traveler's log in credentials.
- "X" to deactivate the traveler.

## ProfileLogic®

Caroline Adams

Travelers				
First Name	Last Name	Email	Last Emailed	Active
Jasmine	Acevedo	jasmine.acevedo@gmservices.com	Jan 31, 2011 5:16 PM	●
Oliver	Curry	oliver.curry@gmservices.com	Aug 14, 2009 3:21 PM	●
Jesse	Estes	jesse.estes@gmservices.com	Sep 02, 2009 8:07 PM	●
Jacqueline	Fischer	jacqueline.fischer@gmservices.com	Aug 14, 2009 3:23 PM	●
Edgar	Leon	edgar.leon@gmservices.com	May 27, 2010 11:31 AM	●
Grant	Payne	grant.payne@gmservices.com	Mar 24, 2011 4:38 PM	●

At the end of the row for Oliver Curry, there are four icons: a green circle, a red circle, a mail icon, and an 'X' icon. A yellow 'View User' button is also present.

- Select **View User** to change and/or add Travel Planners, authorize Tripit, view travelers settings, deactivate traveler, or reset password.

## ProfileLogic®

Oliver Curry

**User Settings**

User ID: 104863

Created: 08/10/2009

First Name: Oliver

Middle Name:

Last Name: Curry

Email: oliver.curry@gmservices.com

Cell Number:

Cell Carrier:

OBE Type: CLIQBOOK

OBE Username: autoliv-tracybutte

**Notifications**

Non-traveling notification method: Email

During travel notification method: Email

Deactivate User

Authorize Tripit

Reset Users Password

Send Welcome Email

Last Login:

Last Emailed: Aug 14, 2009 3:21 PM

Account:

Global Medical Services

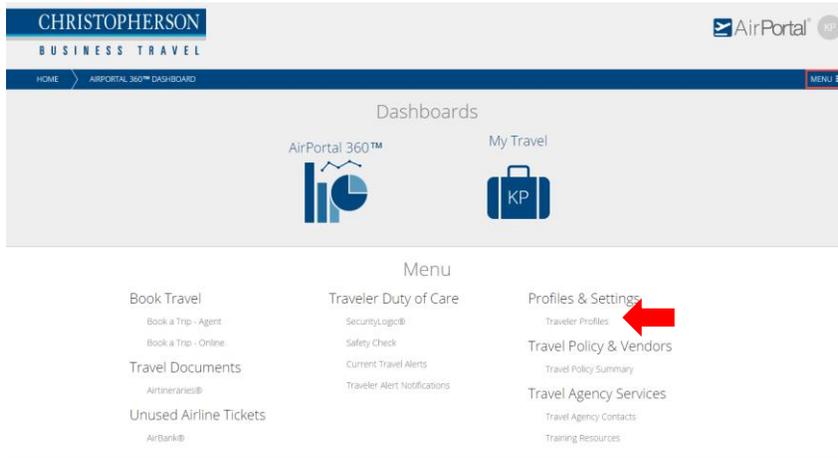
Planners:

Caroline Adams

# TripIt®

## Activating TripIt®

- a. To activate TripIt®, log into AirPortal 360™ and click on the MENU button then select **Traveler Profiles**.



- b. Search for the traveler by first name, last name or email address.

First Name	Last Name	Email
<input type="text"/>	<input type="text"/>	<input type="text"/>

- c. Click on the **View User's** button.



- d. Select **Authorize TripIt**.



- e. If the traveler has a TripIt® account select **Have an account? Sign In** and enter their log in credentials. If not, select **Sign Up** to create an account for the traveler.

Sign up for TripIt [Learn more](#)

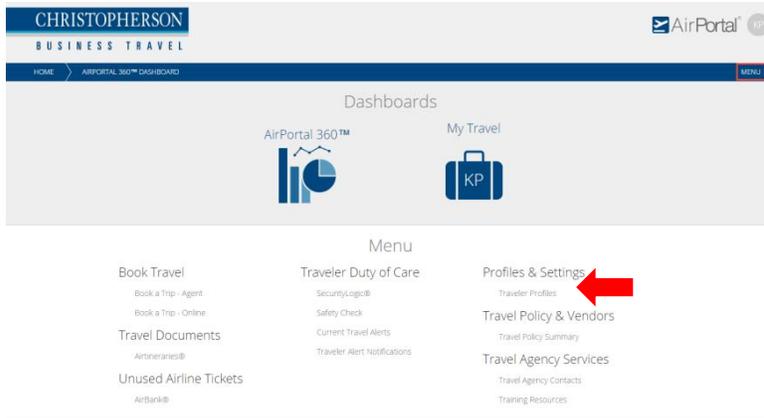
Email  Password

- f. Select **Allow** to permit AirPortal® to forward the traveler's itineraries to their TripIt® account. It is only necessary to do this once.

Allow AirPortal to access your TripIt account?

## Deactivating TripIt®

- a. To deactivate TripIt®, log into AirPortal 360™ and click on the MENU button, select Traveler Profiles.



- b. Search for the traveler by first name, last name or email address.

First Name	Last Name	Email
<input type="text"/>	<input type="text"/>	<input type="text"/>

- c. Click on the **View User's** button.



- d. Select Deauthorize TripIt.



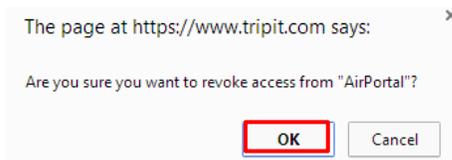
- a. Click on the **Remove** button.

### Applications you allow to access your plans stored in TripIt

These are applications that you've given permission to access your TripIt data. To read more about what each application does, click on the application name. If you have any feedback on these applications, please [contact us](#).

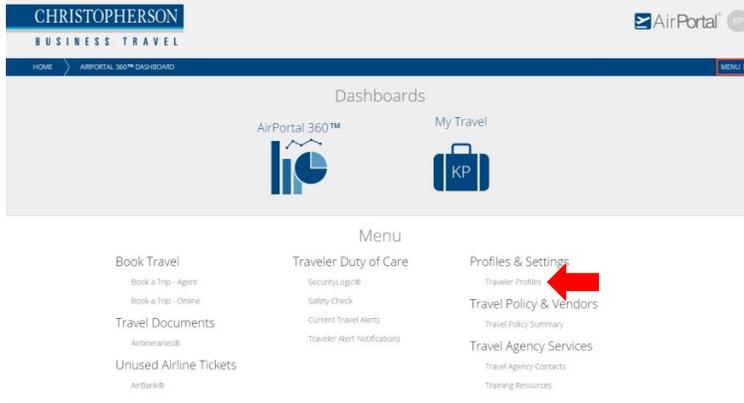
AirPortal	This application can access information in your account. Last date granted: Oct 3, 2013	<a href="#">Remove</a>
TripIt for iPhone	This application can access information in your account. Last date granted: Jan 30, 2013	<a href="#">Remove</a>

- e. Select **OK**.

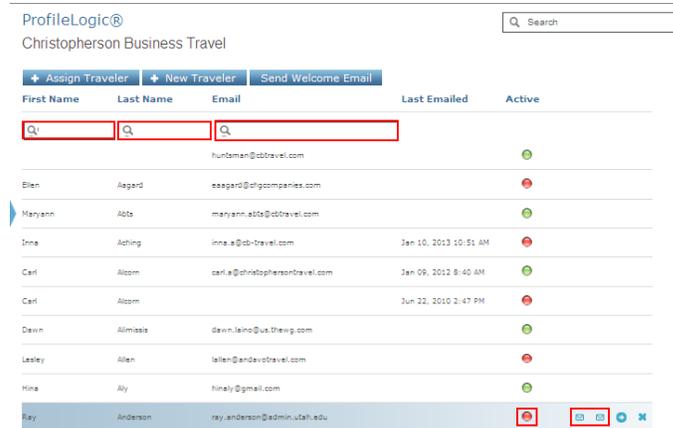


# Deactivating & Re-activating Users

- a. Click on the MENU button, select Traveler Profiles.



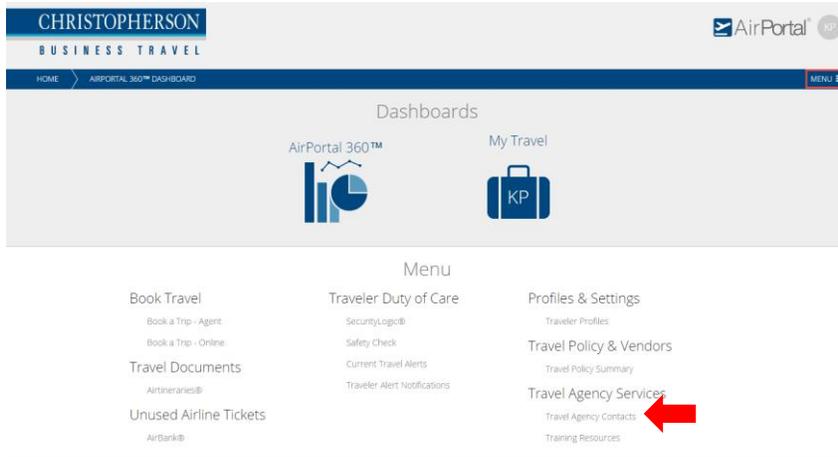
- b. Search for the traveler by first, last name, or email address.
- c. Click on the **Green Circle** next to the applicable traveler to deactivate the traveler.
- d. Click on the **Red Circle** next to the applicable traveler to reactivate.
- e. Click on the first **Envelope** to send a new enrollment email, or click on the second **Envelope** to send a reset password email.



## Travel Agency Services

Christopherson Business Travel's contact information can be found in Travel Agency Services (agents, account managers, hours of operation, after hours information, online support and account manager).

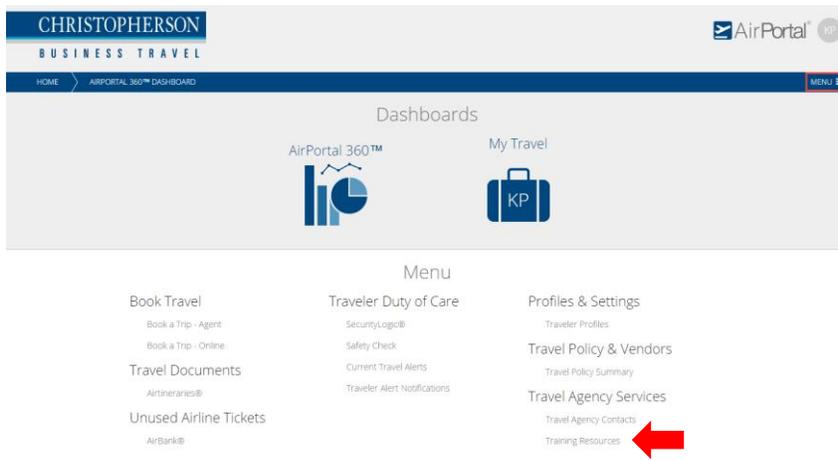
To access Travel Agency Services click on the MENU button and select Travel Agency Services.



## AirPortal 360™ Training & Support

- a. A list and description of upcoming training webinars can be found under **Training Resources**.
- b. Printable user's guides can be found under **Training Resources**.

To access Training Resources click on the MENU button and select Training Resources.



## FAQ's

Access frequently asked questions and view short training video clips on how to perform various functions within AirPortal 360™.

To access FAQ's and Training Resources click on your initials next to the AirPortal® logo.



## My Settings & Logging Out

Click on your initials next to the AirPortal® logo to access your settings page.



The **My Settings** page allows you to change your password, set up TriplT, set up notifications, and change user names, and add Travel Planners.

ProfileLogic®  
Travel Manager

Search

**User Settings**

User ID: 76573  
Created: 08/04/2009  
First Name: Travel  
Middle Name:  
Last Name: Manager  
Email Address: travel.manager@gmservices.com  
Cell Number:  
Cell Carrier:  
OBE Type: CLIQBOOK  
OBE Username: cbmanager@cbtat.com  
Travel GPA Login: jeanne.m@christophersontravel.com

**Notifications**

Automated notifications:   
Non-traveling notification method: Email  
During travel notification method: Email  
[View Notifications](#)

**Emails and Usernames**

travel.manager@gmservices.com  
tv/manager  
TM

**Account:**  
Global Medical Services

**Add a planner:**  
Brianna Payne [Add](#)

[Deactivate User](#)  
[Authorize TriplT](#)  
[Traveler OBE Sign In](#)  
[Make Travel Planner](#)  
[Reset Users Password](#)  
[Send Welcome Email](#)  
[Change My Password](#)

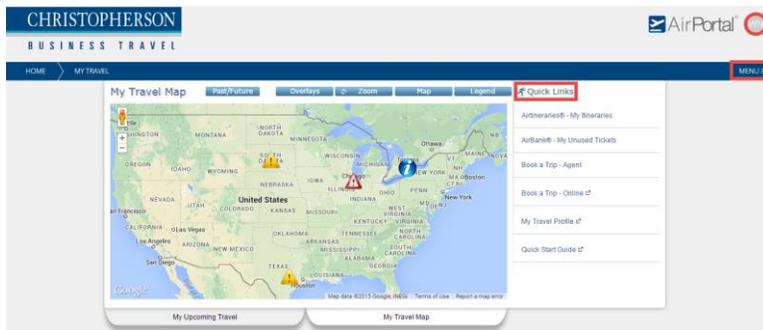
Last Login: Aug 01, 2013 12:17 PM  
Last Emailed: Sep 24, 2009 2:55 PM

[Save Changes](#)

# AirPortal® My Travel

The AirPortal® My Travel dashboard gives travelers everything they need before, during and after travel. It gives travelers access to their past, present and future travel itineraries, unused tickets, travel spend, online booking tool and much more!

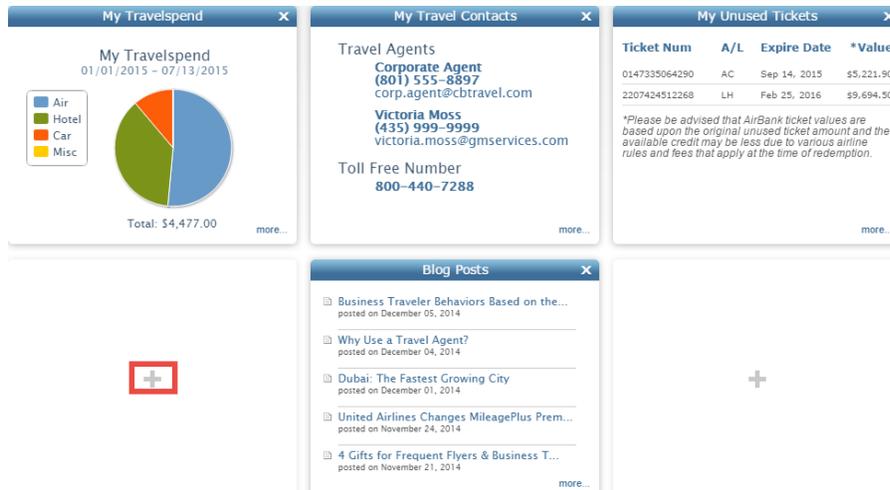
## Basic Navigation/My Travel Dashboard



- Click on your initials  to access your account settings page to change your password, access training resources or logout.
- Click on the  button to access products such as; AirBank® containing unused tickets, Airtineraries® your past, present and future travel itineraries, your company's travel policy, access your online booking tool, and obtain agency contact information.
- The main products can also be accessed from the "Quick Links" area.



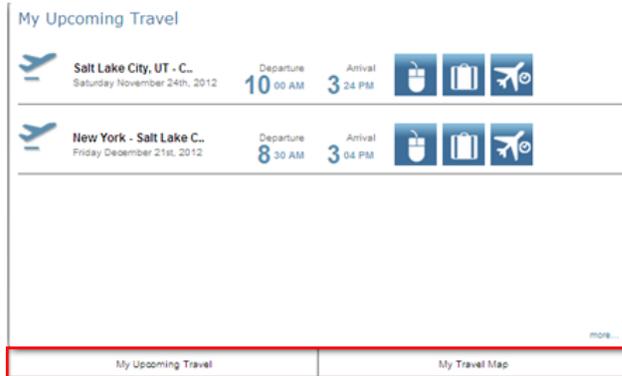
# Informational Widgets



- The My Travelspend widget shows travelers year-to-date travel spend for air, car, and hotel.
- The My Travel Contacts widget gives travelers agency contact information. This widget also allows travelers to email their agent by simply clicking on the agents email address. The "more..." link gives traveler's additional agency information such as hours of operation, after-hours information, etc.
- The Blog Posts widget contains travel related information helpful to travelers.
- The information inside each widget can be select to drill into the data. For example, you can click on an unused ticket inside the My Unused Tickets widget and obtain additional information regarding that unused ticket.
- The informational "widgets" can be rearranged by clicking and dragging them from one place to another. "Widgets" can be added by selecting the + symbol at the bottom of the page.

# Airtineraries®

- a. The first “3” upcoming trips will appear in the “My Upcoming Travel” section. If there are no upcoming trips then the “My Travel Map” will appear.
- b. Use the mouse icon to “check in” for a flight.
- c. Luggage icon can be used to view airlines baggage policy and fees.
- d. Airplane icon will display departure airport delays.
- e. The “My Upcoming Travel” tab will display all upcoming travel.

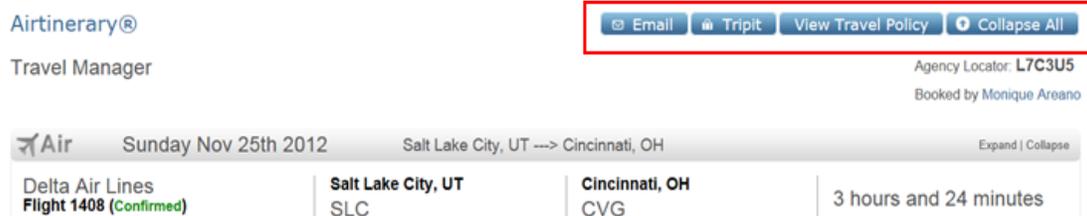


## Airtineraries® | Accessing Trip itineraries.

- a. Past, current, and future travel itineraries can be accessed by hovering over the “My Travel” tab and selecting Airtineraries® or by selecting Airtineraries® from the “Quick Links” area.
- b. Airtineraries® default displays all travel itineraries (past, current & future). Use the “Arrow” buttons to view only past, current or future trips.
- c. The “Manage Columns” button will allow customized viewing of itineraries.

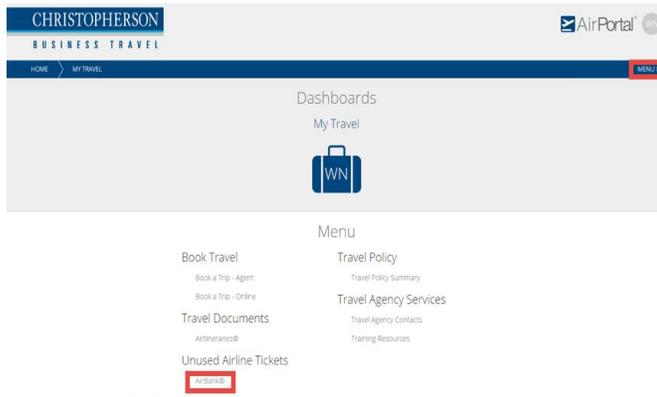


- d. Click on the individual line to view the entire itinerary. This will give the option to email trip, re-sync trip to Tripit, view travel policy, or collapse the itinerary to view by a glance.



# AirBank® | Unused Ticket Bank

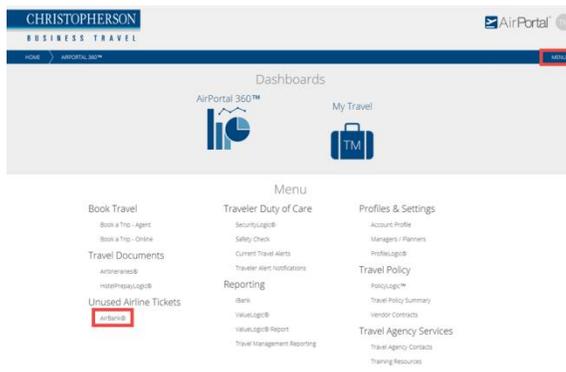
- a. AirBank® can be accessed by clicking on the MENU button and selecting AirBank® or by selecting AirBank® from the **Quick Links** area.



## Book a Trip - Agent

Book a trip by sending your travel information to a Christopherson Business Travel agent by hovering over the **My Travel** tab and selecting **Book a Trip – Agent** or selecting the **Book a Trip – Agent** option from the **Quick Links** area.

AirBank® can be accessed by clicking on the MENU button and selecting AirBank® or by selecting AirBank® from the **Quick Links** area.



Note: This is an optional function in which your company may have disabled.

## Book a Trip – Online

To book a trip using your online booking tool hovering over the **My Travel** tab and select **Book a Trip – Online** or click on **Book a Trip – Online** from the **Quick Links** area.



## My Travel Profile

To change or update your travel profile (add frequent flyer numbers, email addresses, phone numbers, TSA information, credit cards, etc.) select **My Travel Profile** from the **Quick Links** area.



## My Travel Map

The My Travel Map tab displays past and future trips on a world map powered by Google Maps. The My Travel Map also gives travelers information that may affect their travel such as airport delays, travel alerts/warnings, traffic information, weather and earthquake disturbances.

- The red pins indicate past trips and the green pins indicate future travel. Simply click on a pin to view the itinerary for that trip.
- Past/Future option will allow the user to view past trips, future trips or both.
- Map “Overlays” will display airport delays, travel alerts, traffic, weather and earthquake disturbances.
- The “Map” feature shows road map, terrain, and satellite views.
- The “+” and “-” symbols can be used to adjust the zoom.
- Use “Reset Zoom” to reset the view.



### ALERTS Definitions and Criteria

**Disaster**  A major natural or terrorist event that has occurred or is to take place, such as hurricanes, typhoons, tsunamis, floods, earthquakes, that has created wide spread damage and destruction and has or will affect thousands of people or the country. For example: Typhoon Haiyan, Hurricane Katrina, Indonesian Tsunami, 9/11, London/Spain bombings, Haiti earthquake.

**Warning**  Events that **will** threaten the safety of a traveler or **will** significantly affect travel itineraries. For example: government sends do not travel warnings, terrorist events, violent demonstrations, weather events, flight/airline cancellations, airport closures, natural disasters.

**Caution**  For events that **might** affect traveler safety or **might** potentially disrupt travel itineraries, eg labour strikes, political demonstrations, crime, weather disruptions, etc.

**Info**  For events that travelers should be aware of when visiting a destination such as national elections, International sporting events. Some events may already be listed in the Public Holidays category in the Traveler's Advisory.

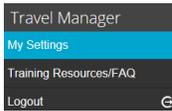
# TripIt®

## Activating TripIt®

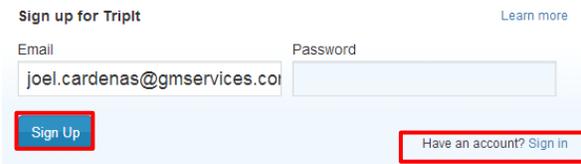
- a. To activate TripIt®, log into AirPortal®, click on your initials next to the AirPortal® logo.



- b. Select **My Settings**



- c. If you have a TripIt® account select **Have an account? Sign In.** If not, select **Sign Up** to create an account.



Sign up for TripIt [Learn more](#)

Email: joel.cardenas@gmservices.com Password: [ ]

**Sign Up** [Have an account? Sign in](#)

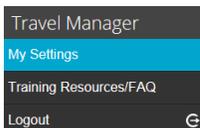
- d. Select **Allow** to permit AirPortal® to forward your itineraries to your TripIt® account. It is only necessary to do this once.

## Deactivating TripIt®

- a. To deactivate TripIt®, log into AirPortal®, click on your initials next to the AirPortal® logo.



- b. Select **My Settings**



- c. Select Deauthorize TripIt.



- d. Click on the **Remove** button.

### Applications you allow to access your plans stored in TripIt

These are applications that you've given permission to access your TripIt data. To read more about what each application does, click on the application name. If you have any feedback on these applications, please [contact us](#).

 AirPortal	This application can access information in your account. Last date granted: Oct 3, 2013	<b>Remove</b>
 TripIt for iPhone	This application can access information in your account. Last date granted: Jan 30, 2013	Remove

- e. Select **OK**.

## Settings & Logging Out

- a. Click on your initials in upper right hand corner of the page and select Settings.
- b. **My Settings** to change your password, user ID, notification preferences, add a travel planner, add phone numbers or email addresses.
- c. Select **Log Out** to exit the system.

