RezDesk
USER GUIDE

ADTRAV

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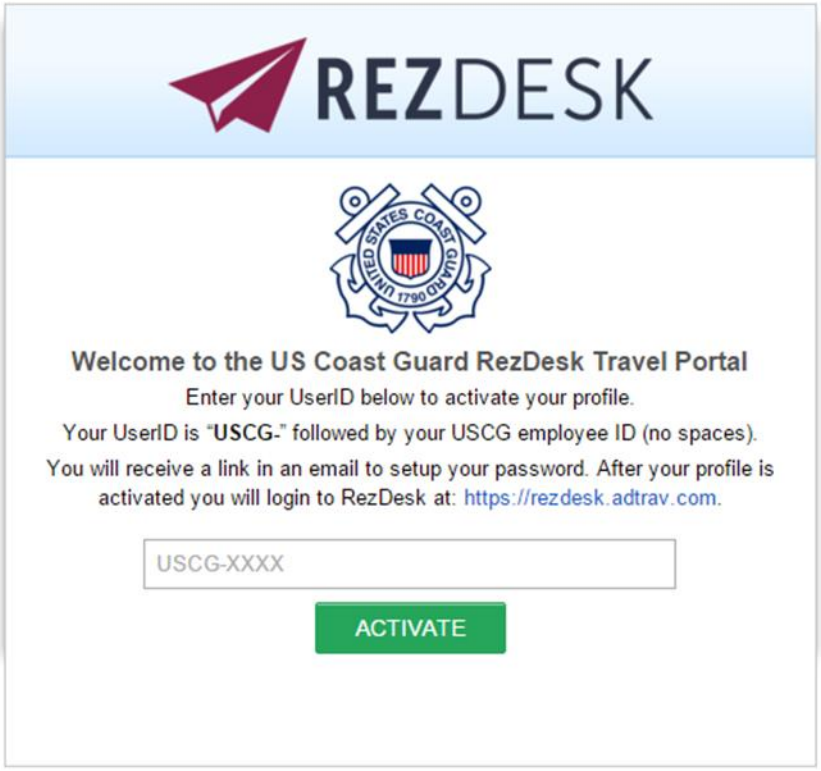
Introduction to RezDesk

ADTRAV is committed to bringing our customers the best in travel technology and RezDesk serves as the gateway to all the ADTRAV travel tools.

From RezDesk, you can edit your travel profile, create or change travel arrangements, access your GetThere account with no additional log-in, contact an ADTRAV representative, offer suggestions or compliments to ADTRAV agents and much more. Secured behind each traveler's unique profile, RezDesk offers a custom landing page that includes important announcements, program documents, industry updates and other account management tools. RezDesk is just another example of ADTRAV's commitment to "Service Nonstop."

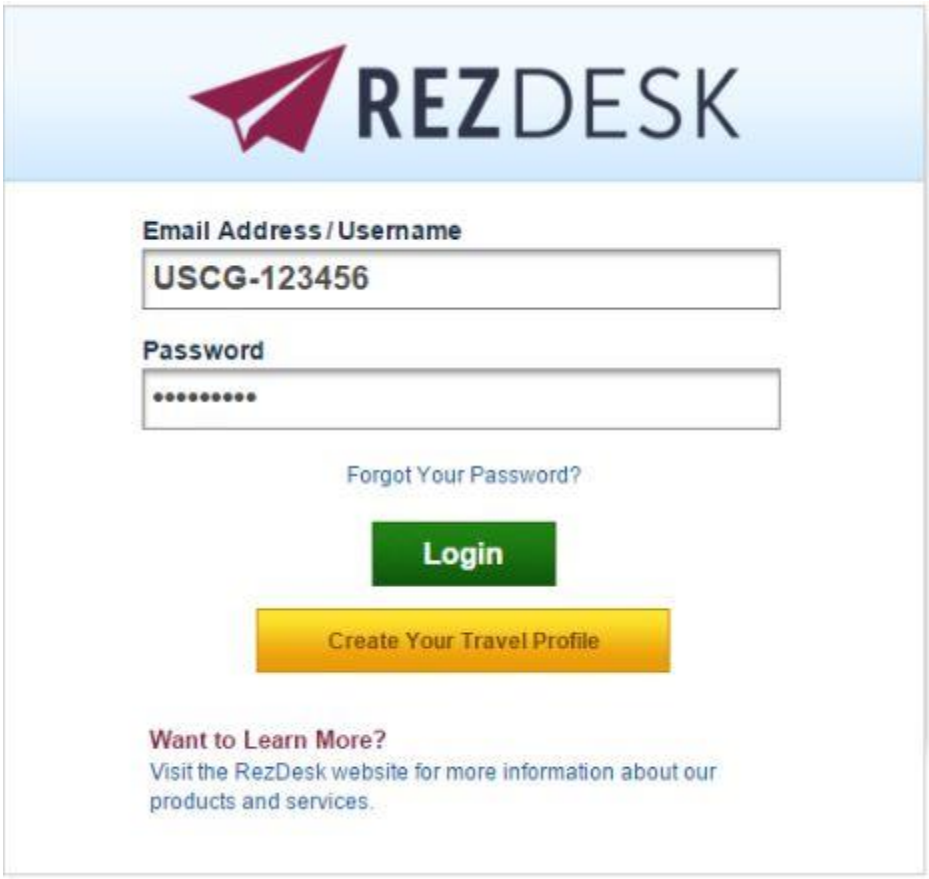
Activating your Account

To activate your RezDesk account go to: https://rezdesk.adtrav.com/USCG/Welcome and enter your UserID, which will be "USCG-" followed by your USCG employee ID. Do not include spaces.



After you have selected "Activate" to activate your profile, you will receive a link in an email to set up your password for *RezDesk*. **The activation process will only need to be completed once.**

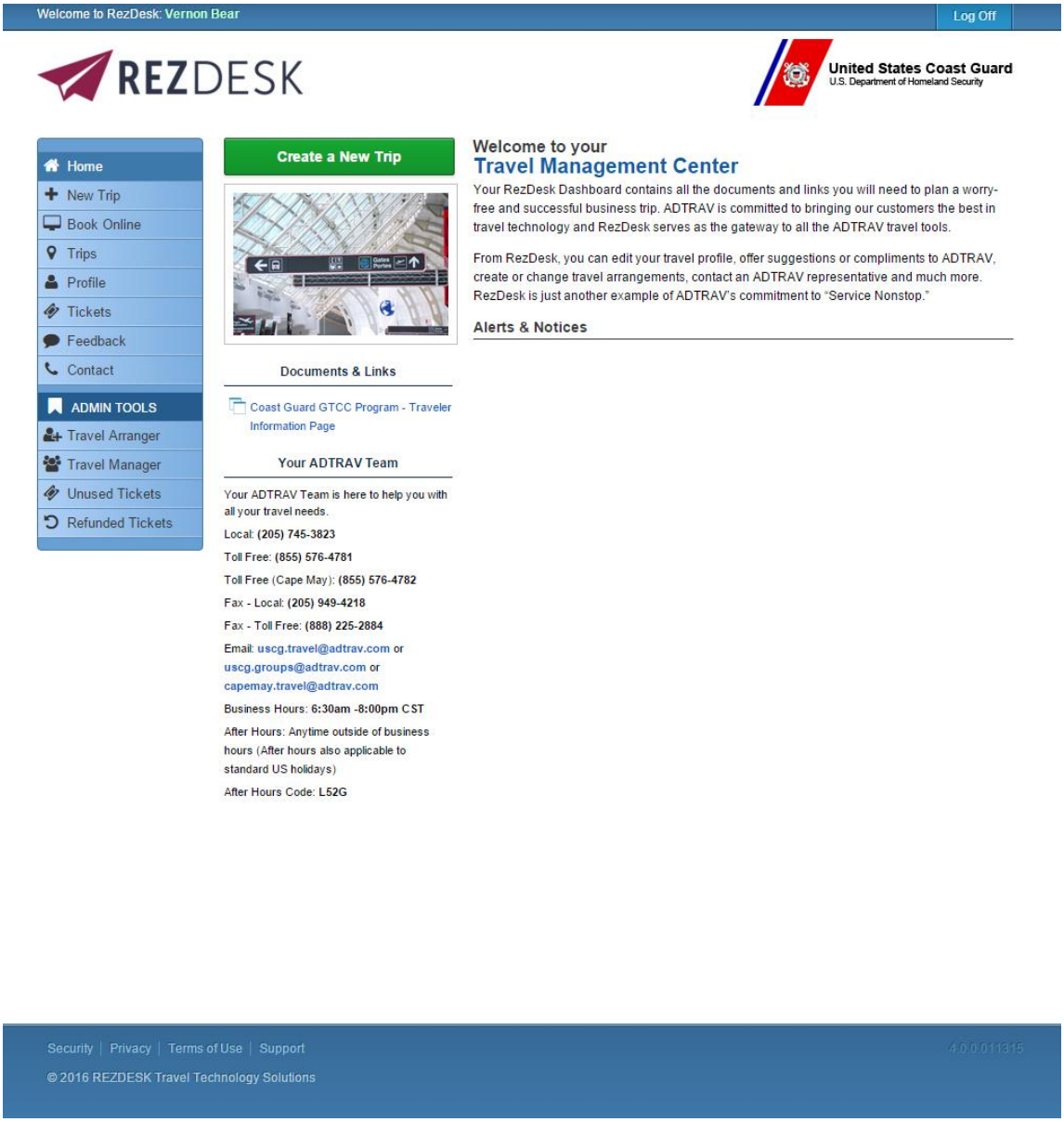
Logging In



Log into RezDesk, navigate to: https://rezdesk.adtrav.com. On the login screen enter your username, which will be "USCG-" followed by your employee ID with no spaces included. **Use the password created from the link you received in the email discussed above**. Click "Login" to continue.

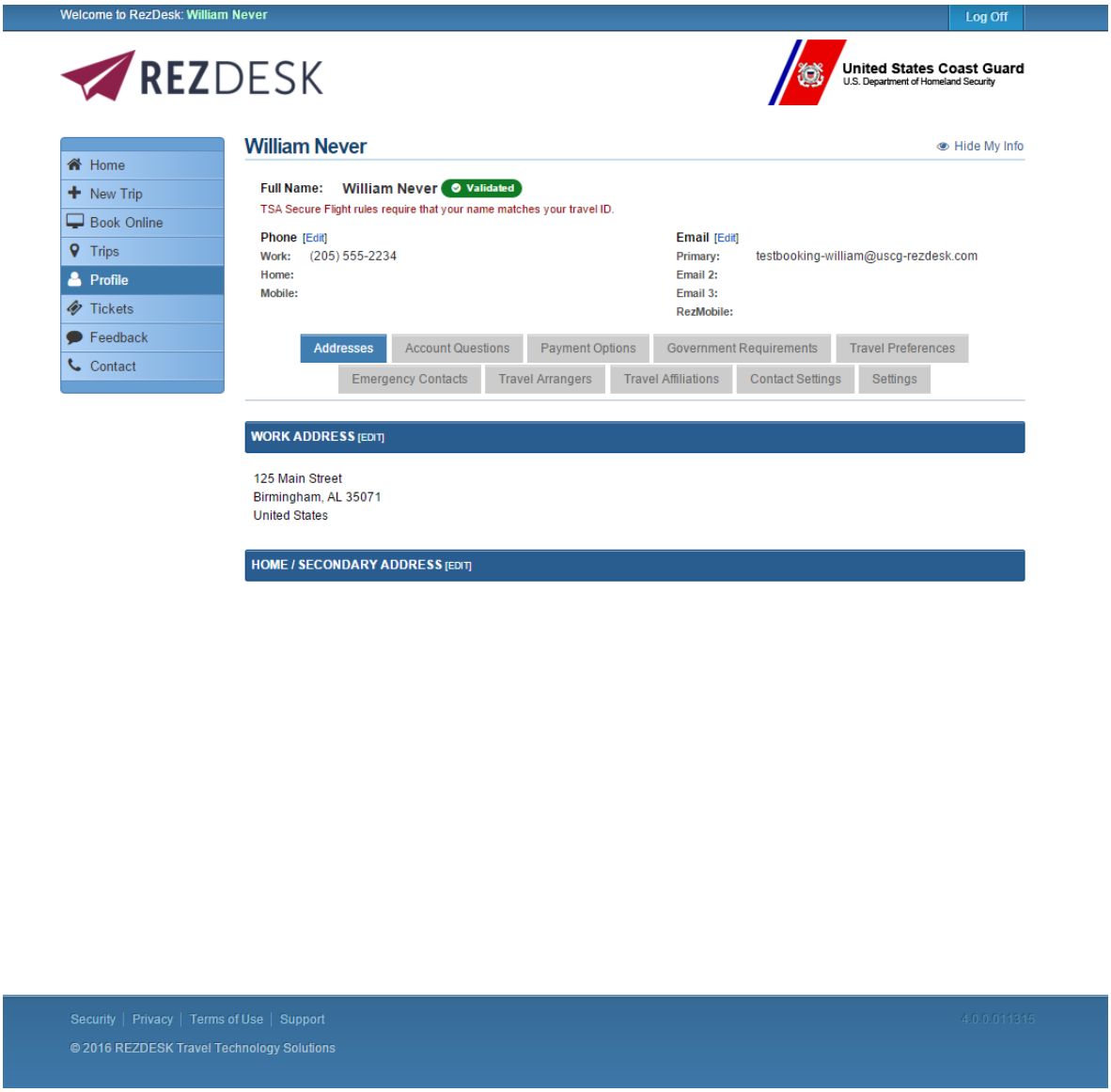
Editing a New Travel Profile

From the RezDesk home page, select **[Profile]** on the left-hand side of the page.



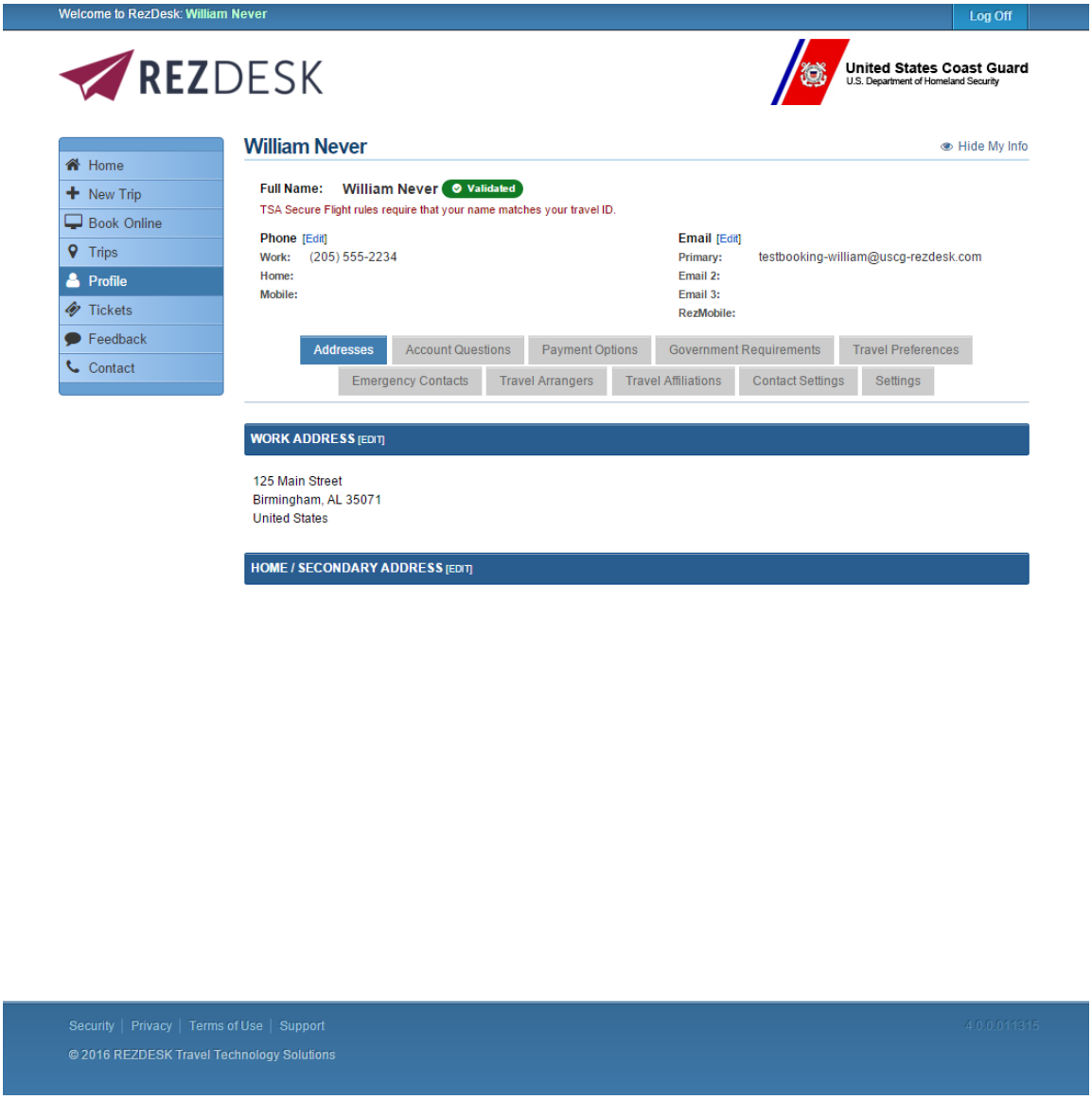
Contact Information

Contact information can be updated by selecting the blue **[Edit]** option next to “Phone,” and “Email.”



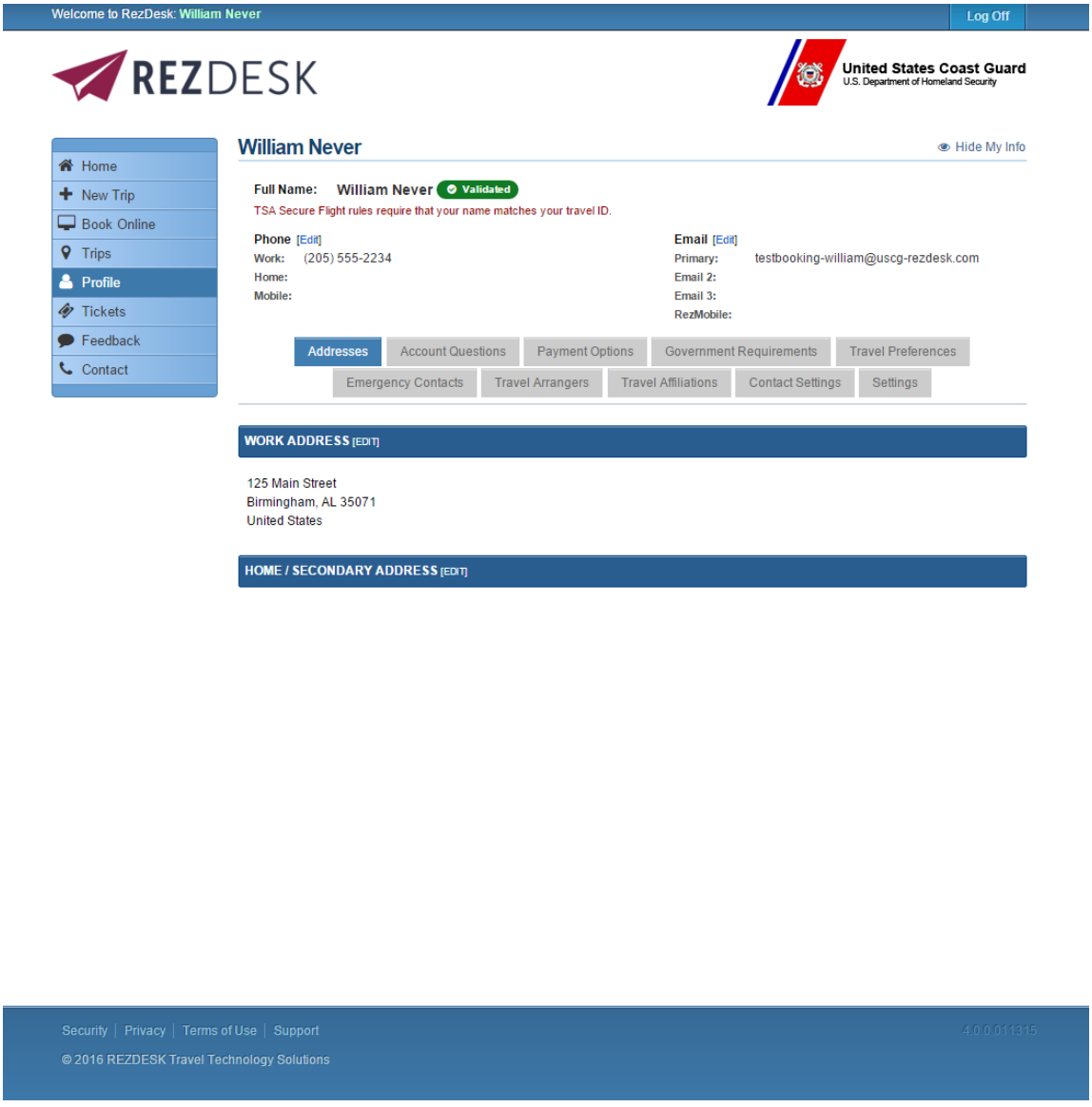
Profile - Continued

Select the appropriate tab to update your profile information. You will see tabs for “Addresses,” “Account Questions,” “Payment Options,” “Government Requirements,” “Travel Preferences,” “Emergency Contacts,” “Travel Arrangers,” “Travel Affiliations,” “Contact Settings,” and “Settings.”



Addresses

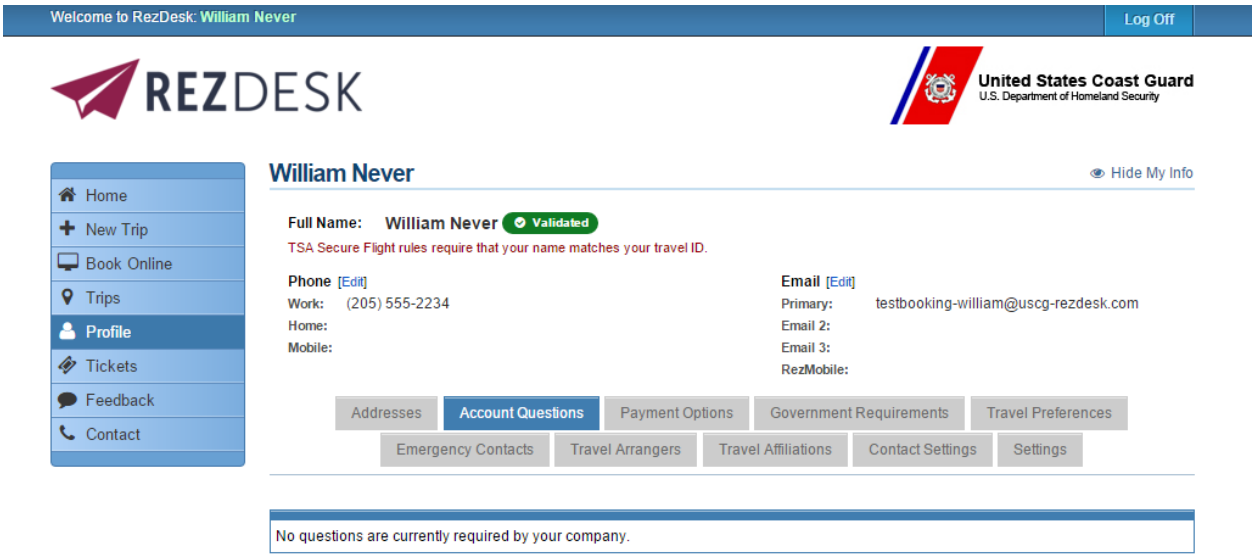
The “Addresses” tab will allow you to add or edit your current work address, as well as your home or secondary address.

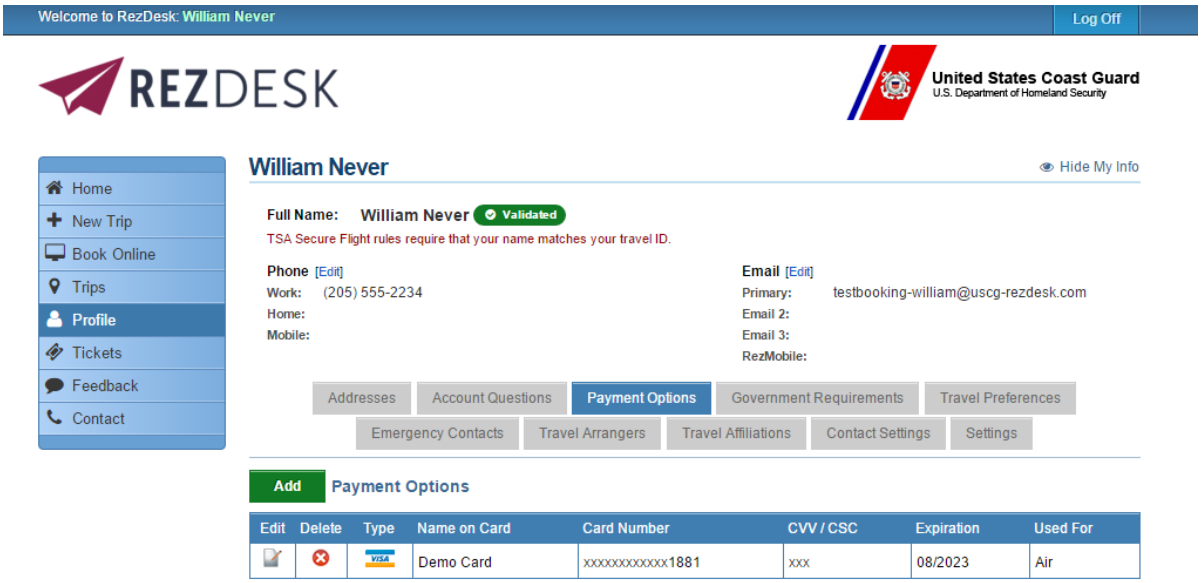


Account Questions and Payment Options

The “Account Questions” tab contains questions that are specific to your organization’s travel requirements. In this case, the tab will appear on your profile, but no account specific questions are detailed at this time.

The “Payment Options” tab includes pre-populated payment information that does not need to be edited. There is no need for edits or updates to this information.

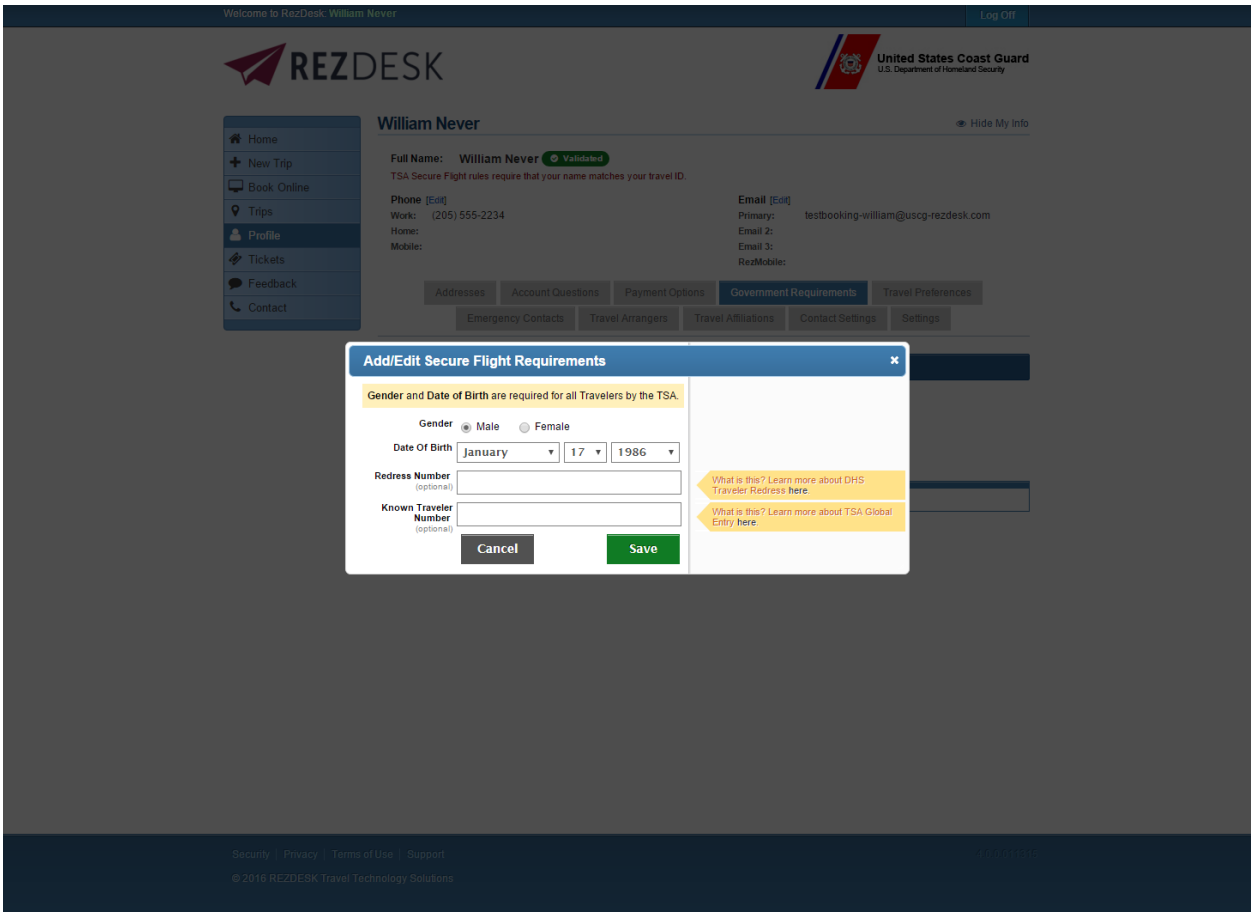




Government Requirements

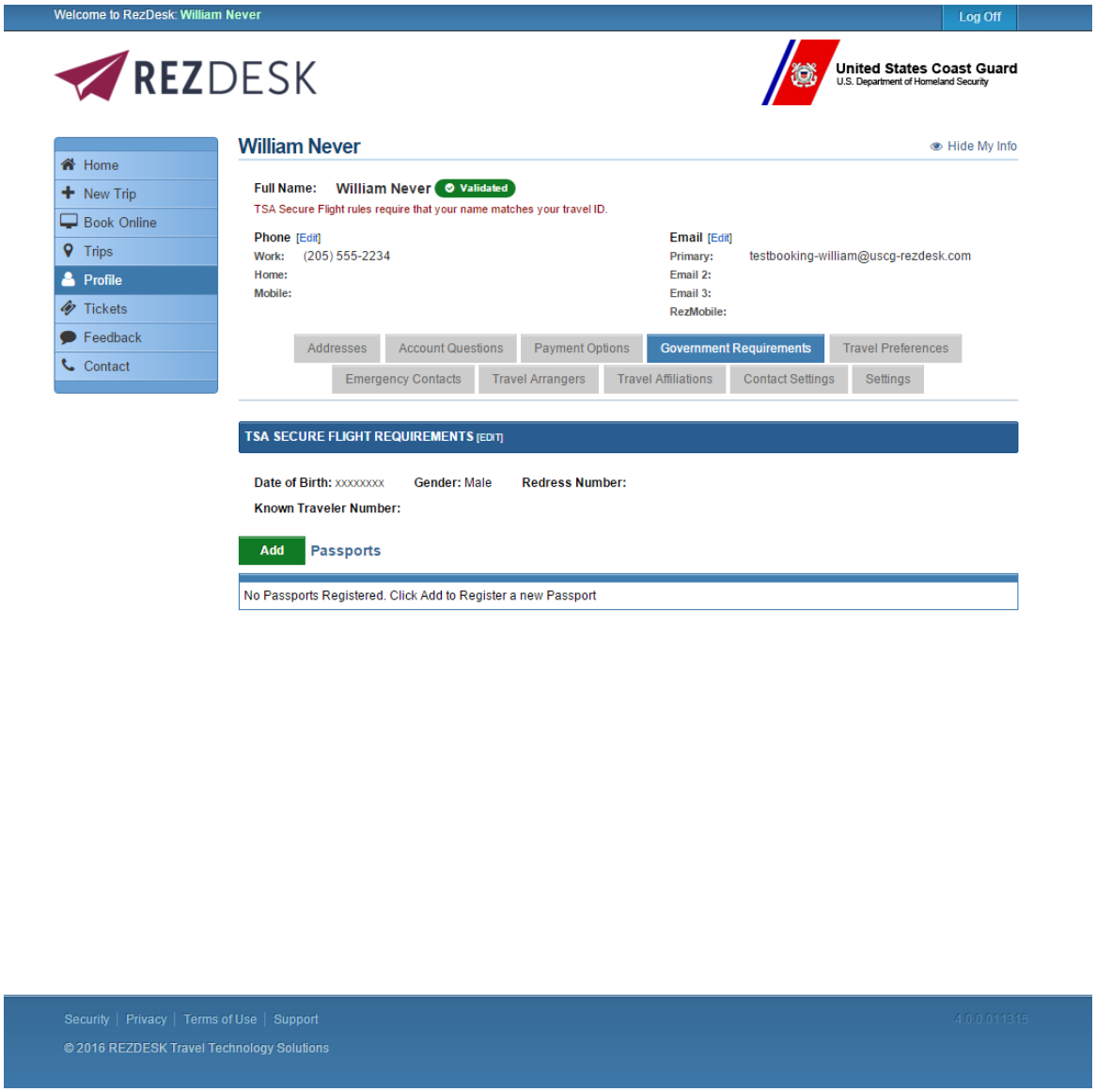
TSA Secure Flight requires that your date of birth and gender be submitted on all flight reservations. The redress number and known traveler number fields are optional.

Note: A redress number is provided by the TSA to the traveler whose name appears on the "No-Fly" list through no fault of their own. Please observe that this field will remain blank for the majority of travelers and not to be confused with a "Known Traveler Number", which is obtained through the TSA Pre-Check program.



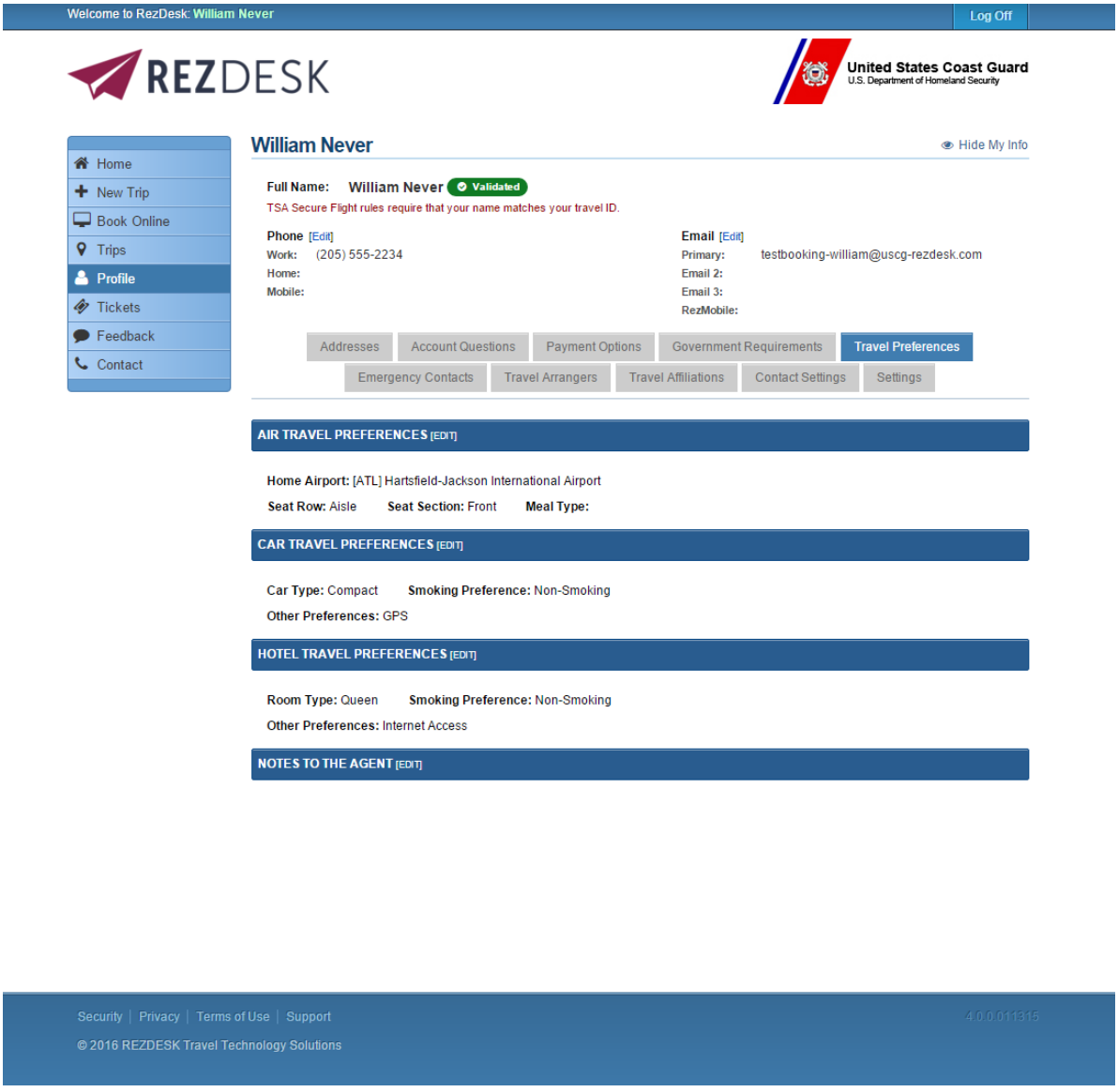
Passport

To add a passport, click on the “Add” option next to passports and enter your passport information. This will allow your passport information to be stored and used on all future reservations in which the information is required.



Travel Preferences

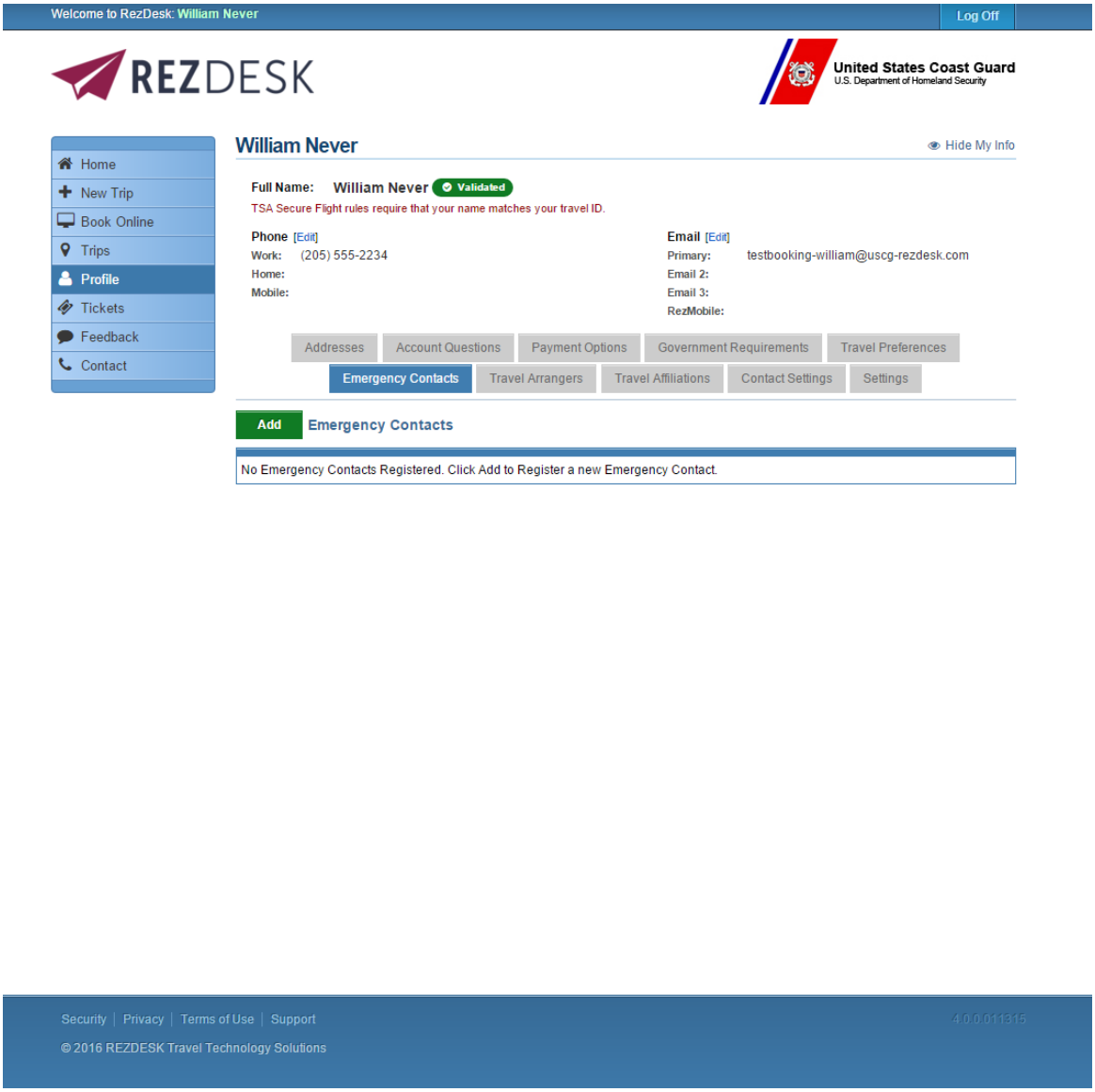
Travel Preferences should be updated to reflect your preferences for air travel, car travel, and hotel preferences. Click “Edit” beside the category in which you would like to specify preferences.



Emergency Contacts

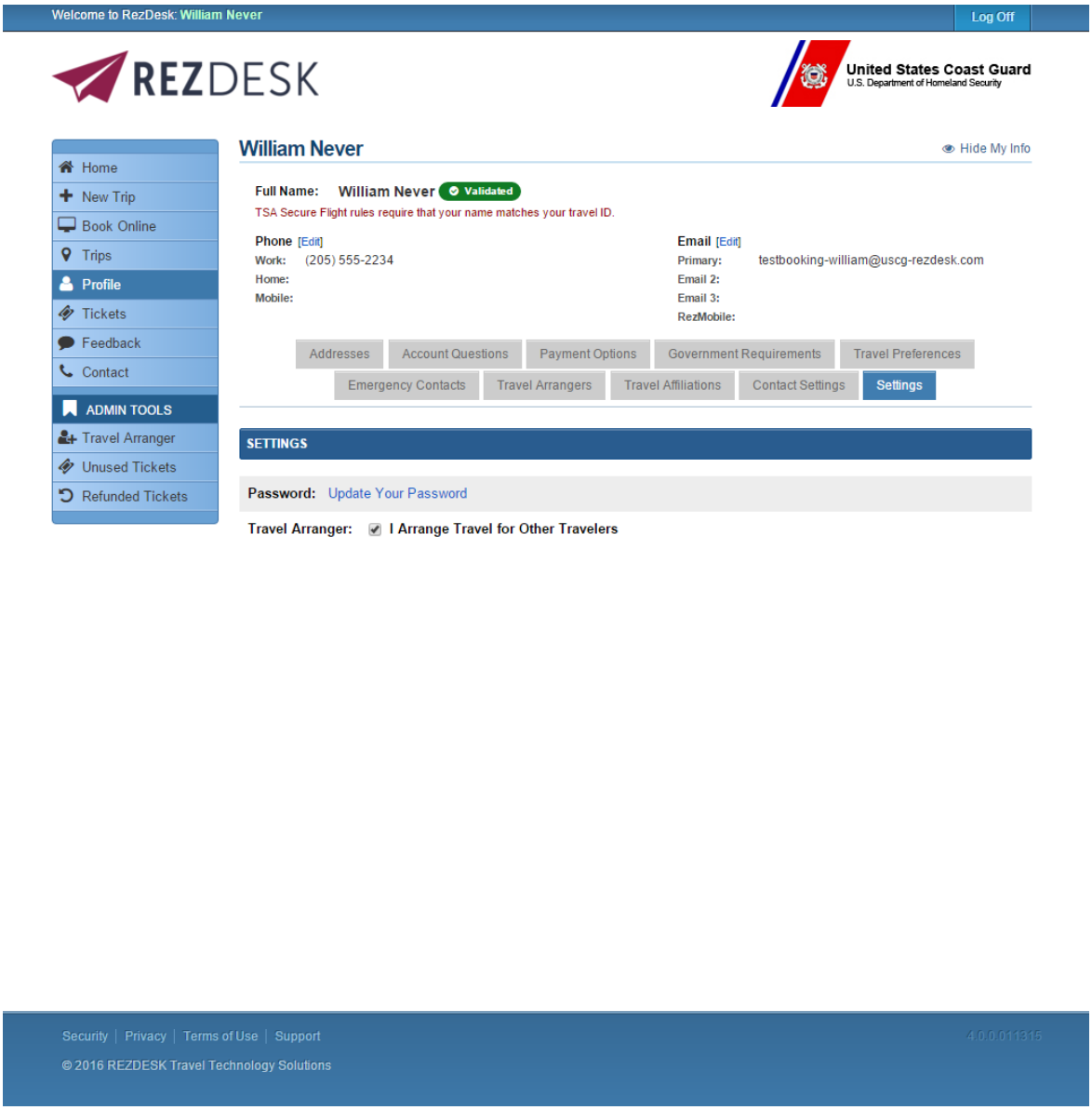
Provide the information for your emergency contact(s).

Selecting **[Add]** will allow a new emergency contact to be added. Selecting **[Edit]** will allow you to update a current emergency contact.



Travel Arrangers

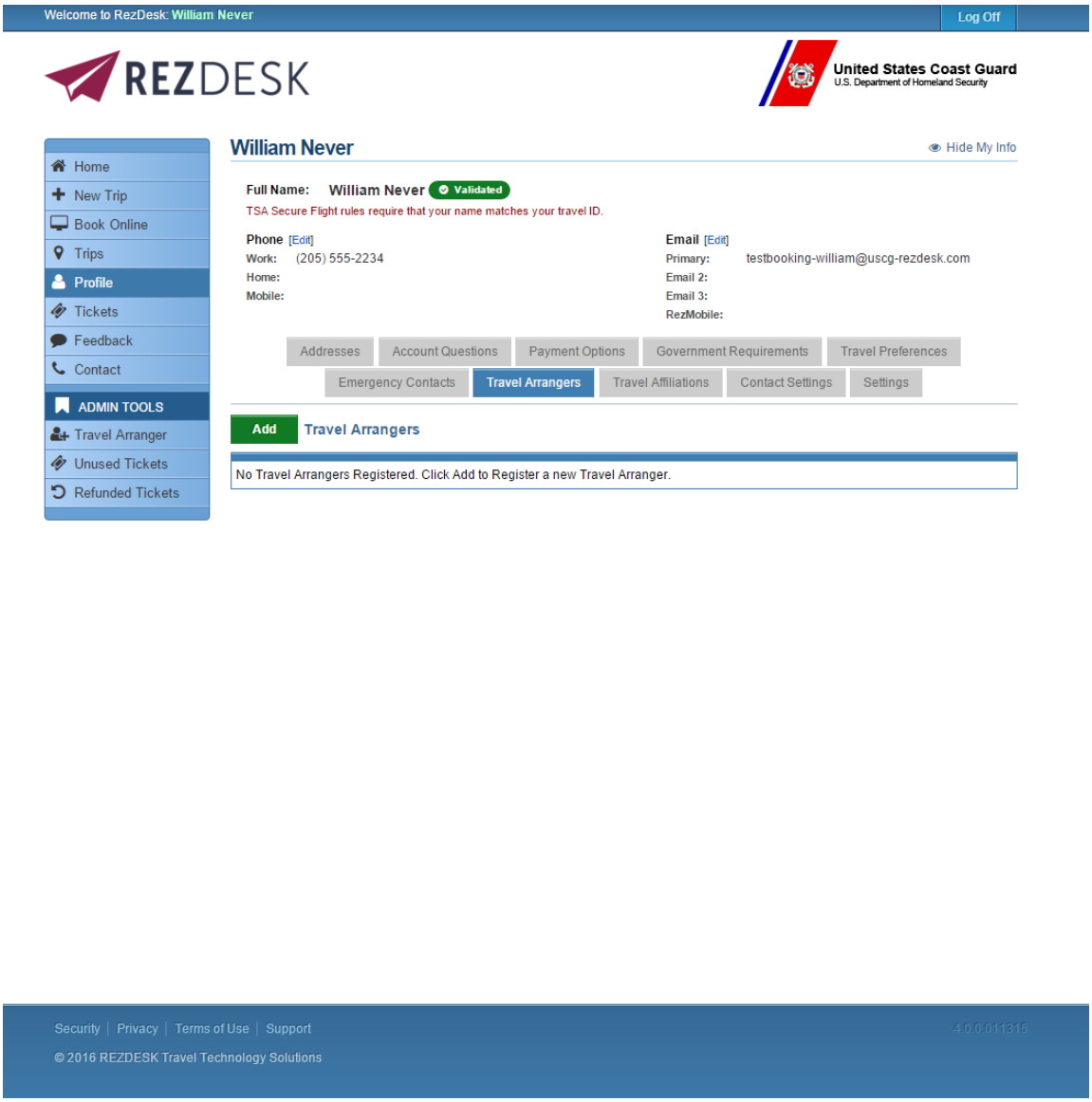
If you are going to be arranging travel for others, you will designate yourself as Travel Arranger, You will indicate this in your *RezDesk* profile under the "Settings" tab. Simply check the box next to "I Arrange Travel for Others"



If you are a traveler who needs to select a Travel Arranger, proceed with the following steps.

Review the individual designated as your travel arranger. Travel arrangers will have the ability to review and update your profile, as well as book your travel.

To add a new travel arranger, select **[Add].** Find your arranger on the screen list and **[Select]** them.

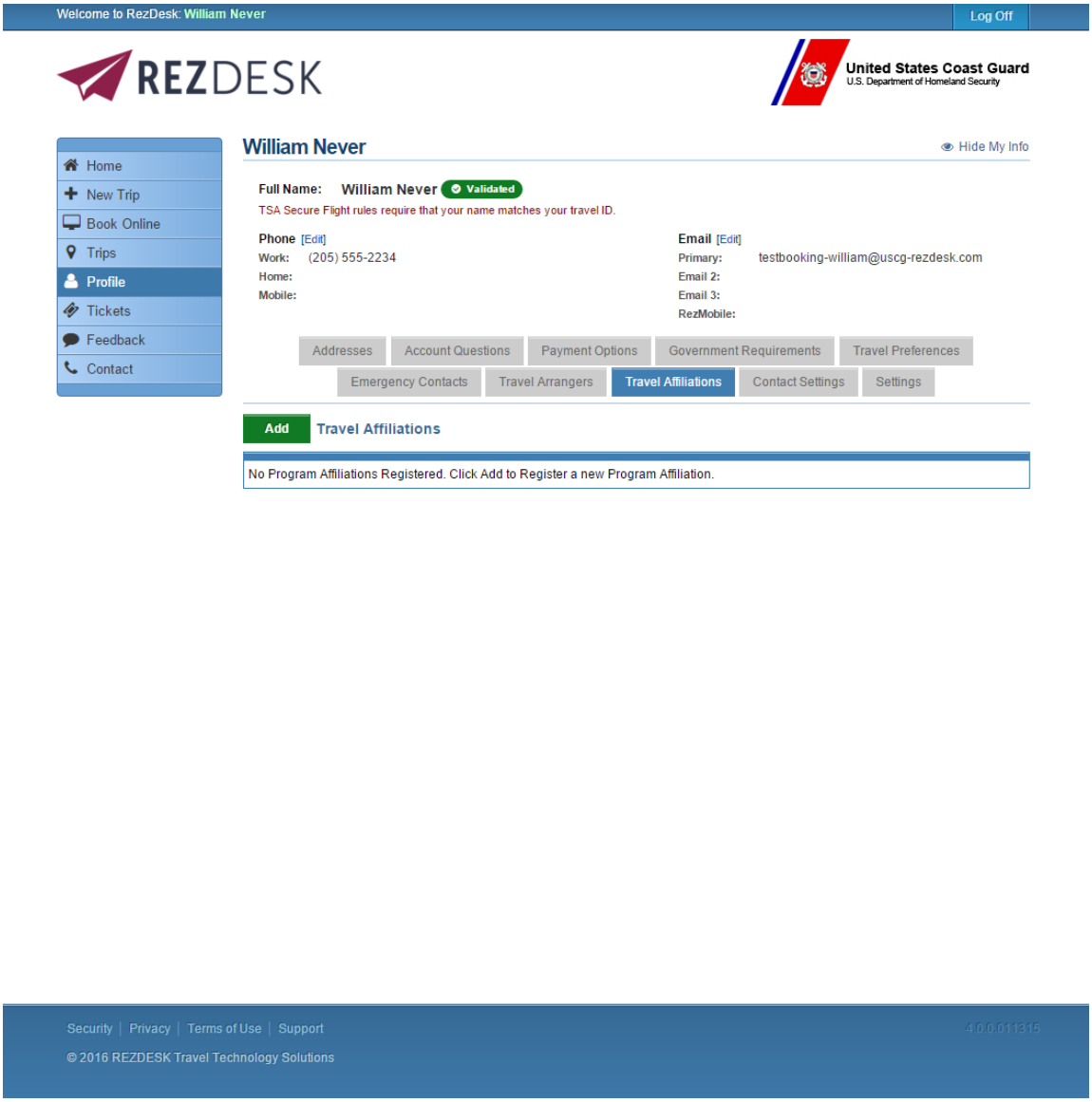


Designate the arranger as primary and select if the arranger should have access to private details. Select [Save] to continue.

Travel Affiliations

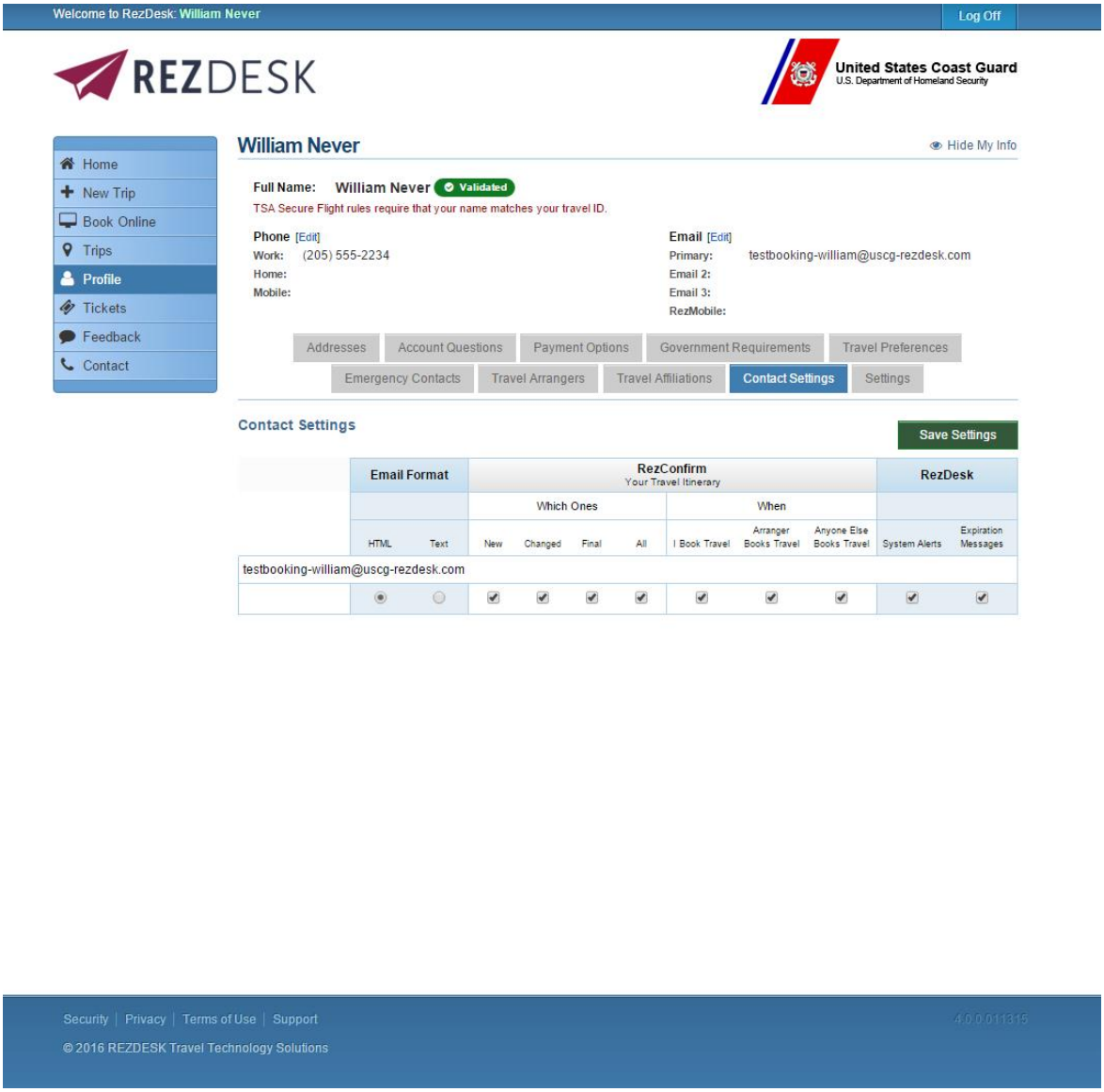
Update frequent flyer numbers, hotel and car loyalty programs, etc.

Select **[Add]** to add a new affiliation. Select the type of affiliation from the 'type' list. Enter the appropriate information and select **[Save]** to continue.



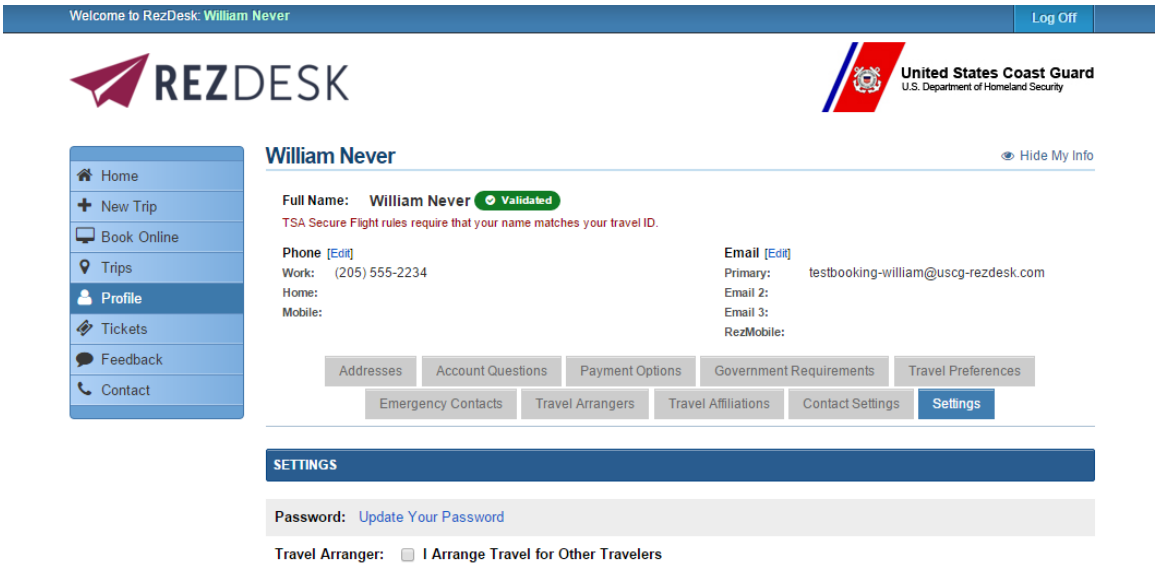
Contact Settings

Update the contact settings to control when and how e-mails are received. Each e-mail address in the profile will be listed. Check or uncheck the appropriate boxes for the settings for each e-mail address.

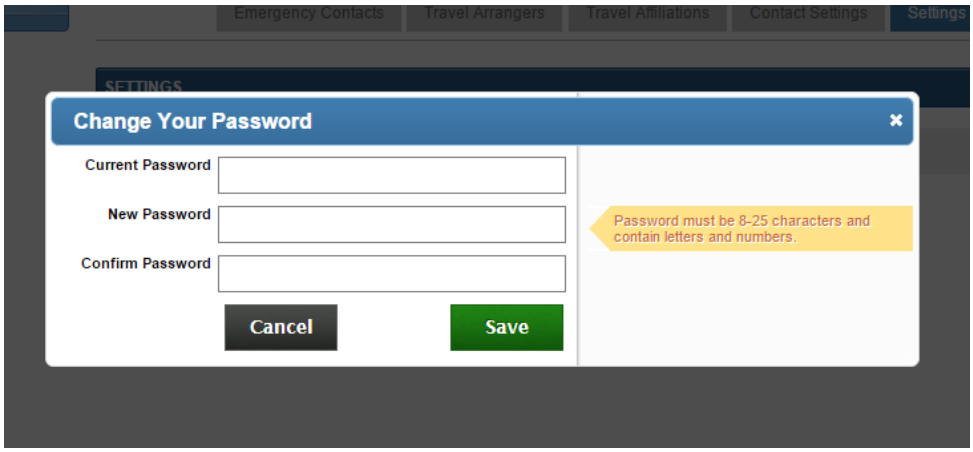


Settings

The settings tab will allow you to update your password to your *RezDesk* profile.

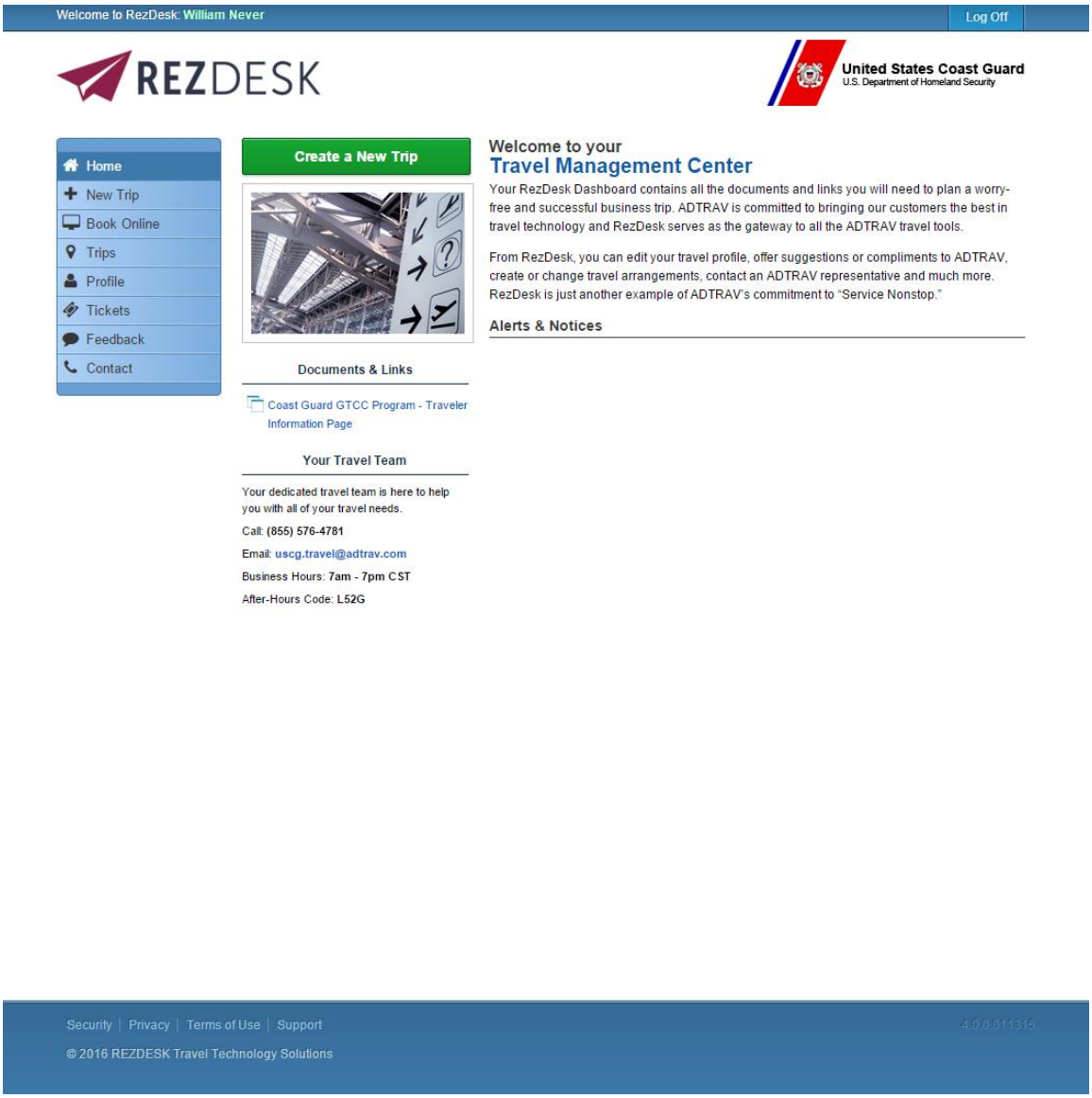


Simply select the "Update your Password" option in blue and you will be prompted to the following screen. Select the "Save" button in green, to ensure your updated password is saved for future use.

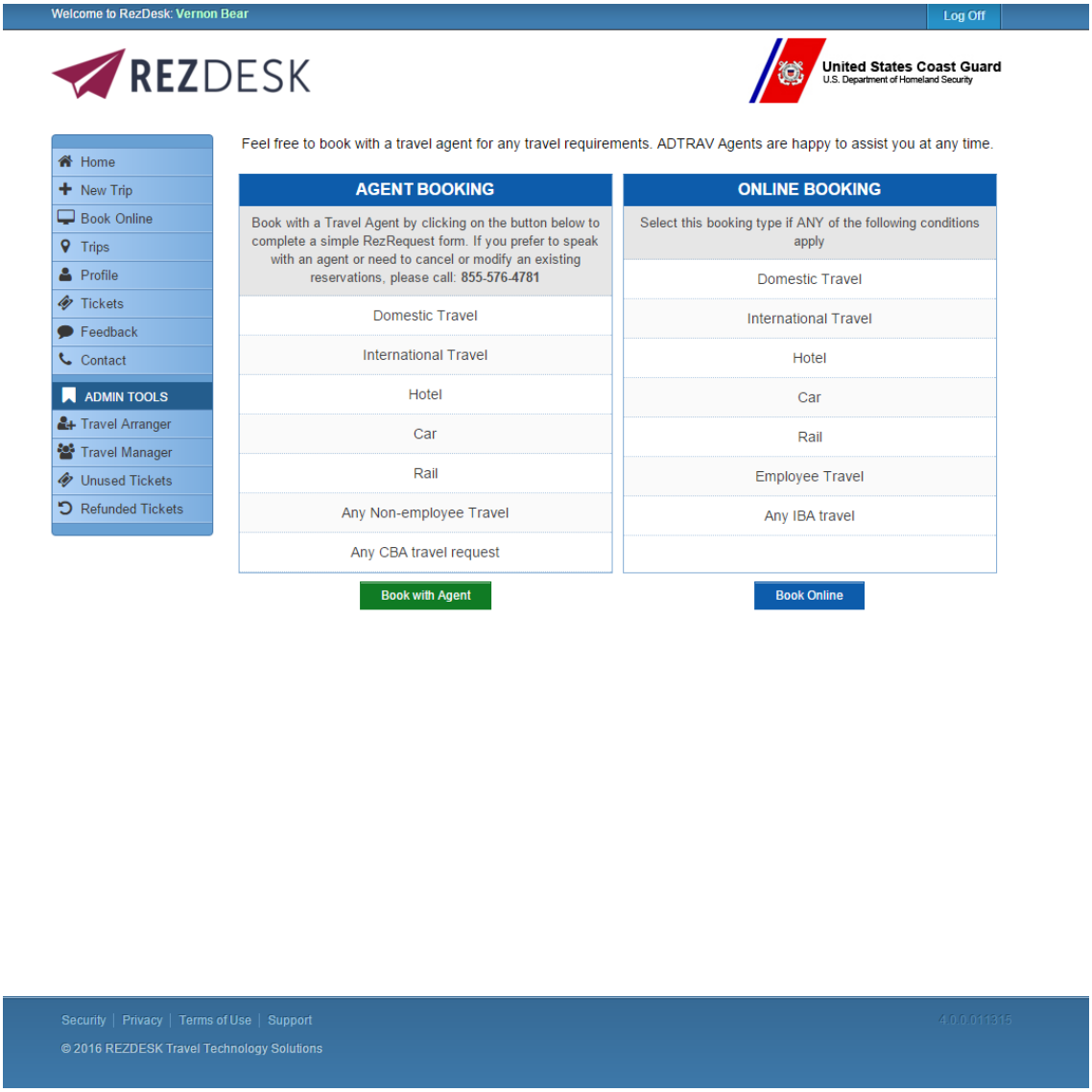


Creating a New Trip with *RezRequest*

To begin, access your *RezDesk* travel profile and click on the “Create a New Trip” button.



Next, choose the option of booking either with an agent or online with GetThere.

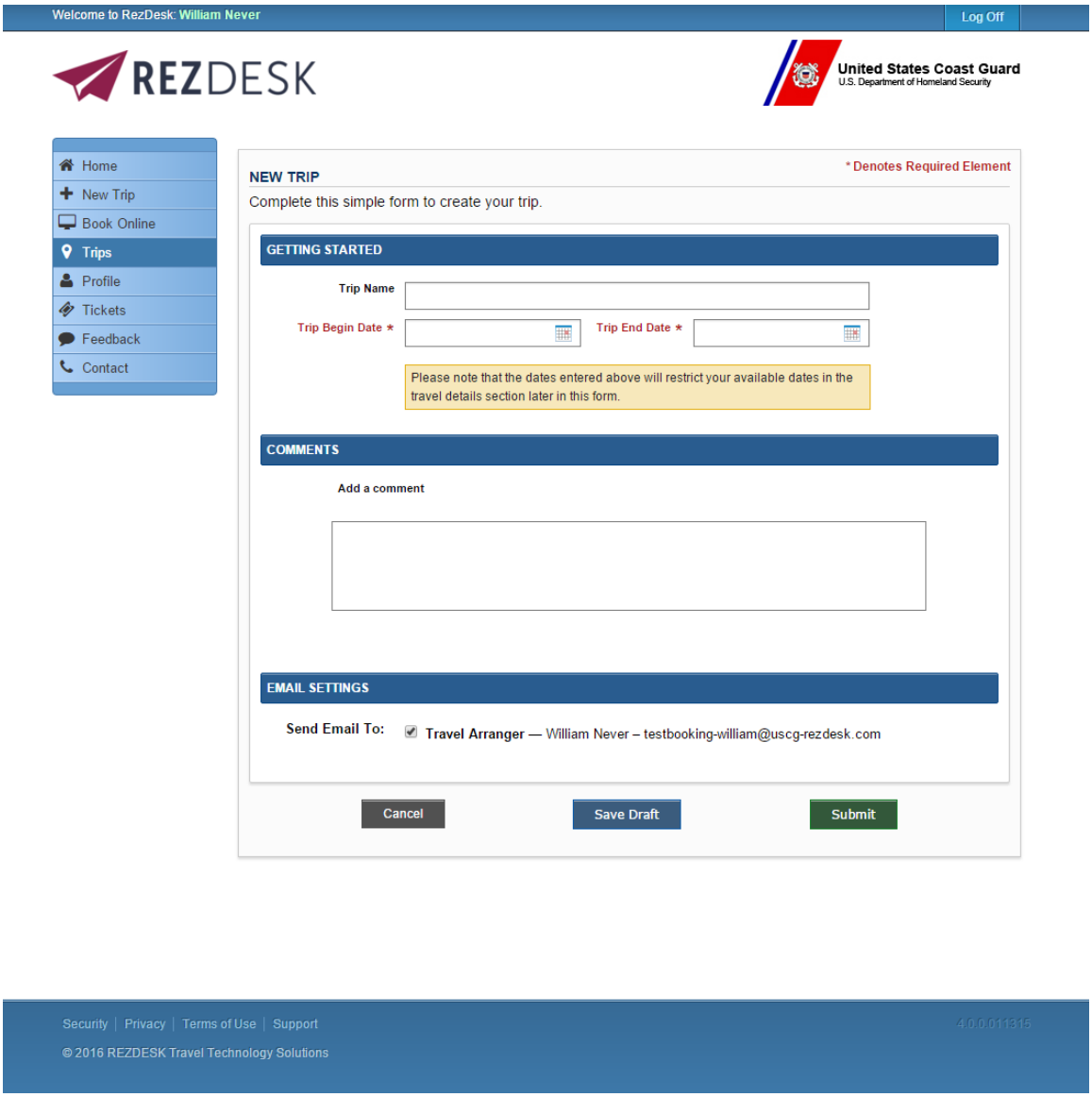


Book with an agent if your reservation concerns CBA travel.

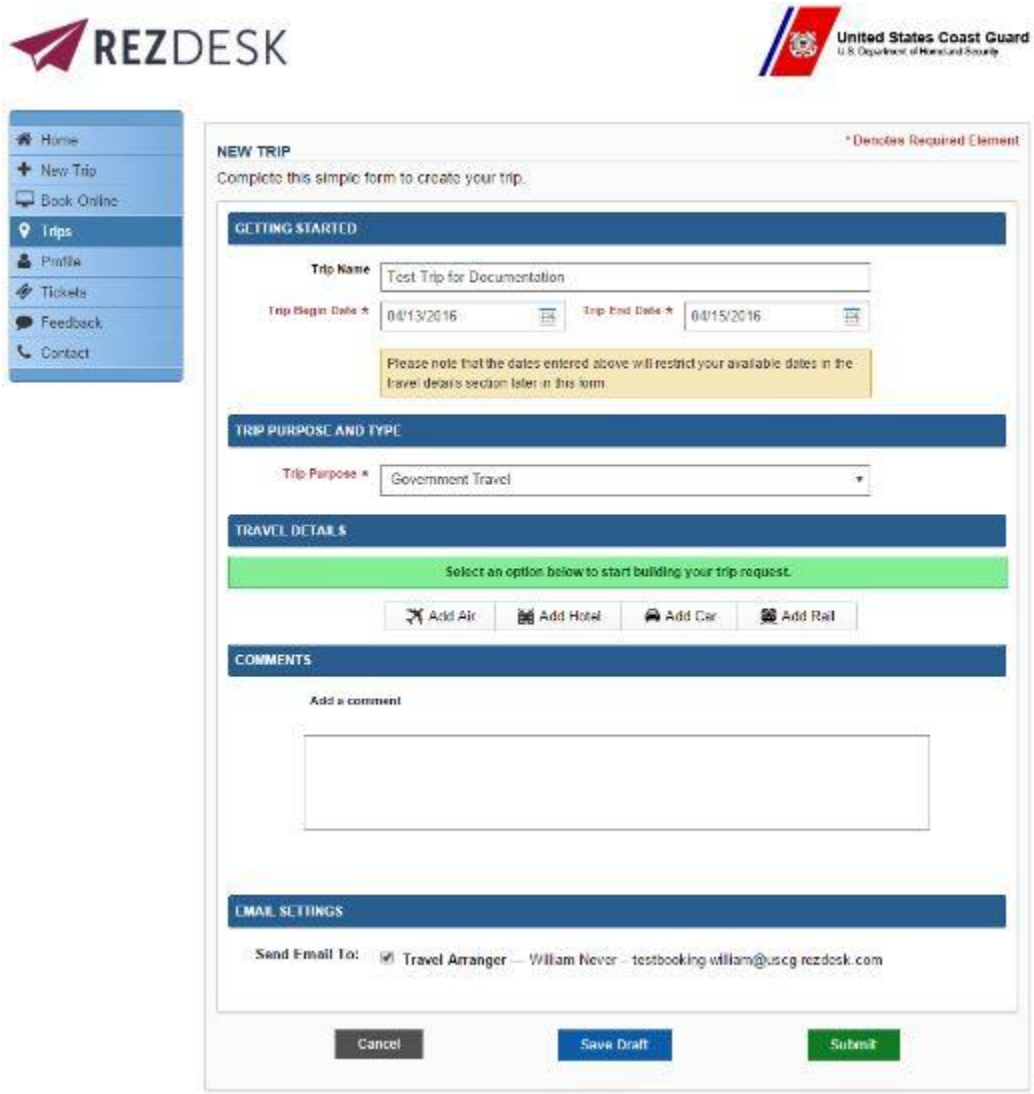
Book online with GetThere if your reservation concerns IBA travel.

Domestic travel, international travel, hotel, car, and rail travel can all be booked either online or with an agent.

If “Book Online” is the chosen option, you will be redirected to the GetThere online booking tool to complete your trip. If “Book with an Agent” is chosen, you will be prompted to the following form.



After filling in the information for “Trip Name,” “Trip Begin Date,” and Trip End Date,” you will be prompted to complete the remainder of the form, below.



After populating all fields for the required trip destination, simply “Submit” your trip request by selecting the green “Submit” button at the bottom of the request form.

After submitting your travel request (either online or directly with an agent), a confirmation email will be submitted to your preferred email address listed in your profile. Next, you will receive a list of travel segment options from an ADTRAV agent. These segment options will require you to choose the best suited selection for your travel. After options have been selected, an electronic (yellow banner) confirmation is sent to your email. Once reservations are confirmed and tickets purchased, a final electronic (green banner) confirmation is sent to your email with all trip details. This generally takes less than ten minutes to process a final RezConfirm itinerary. Once confirmation is received, the reservation process is complete and you are ready for your trip!