Logging on to REZDESK

Users can access REZDESK via the button located on the Administrative System page. Users will be redirected to the Financial Affairs webpage for Traveling, where they will select the **UAB Travel** button to log in to REZDESK via UAB Single Sign-on.
Updating Your Travel Profile

Before you use REZDESK for the first time, you must update your Travel profile. The required actions are noted below in Red.

**Personal Information**

**Full Name**
You must verify that the first, middle and last names shown are identical to those on the photo identification that you will be presenting at the airport. **Update any fields that do not match your photo identification.** Due to increased airport security, you may be turned away at the gate if the name on your identification does not match the name on your ticket.

**Addresses**
Here is where you will update your work address. Home/Secondary Address is optional.
Contact Information
Telephone information is required so that agents can contact you or the traveler. You must input either work or mobile phone number.

Email Address
Your primary email address defaults to your BLAZERID@uab.edu. You may add additional email addresses if needed.

Emergency Contact
Enter any emergency contact information in this section.

Travel Preferences
In this section, you can update any discount travel rates, air travel preferences, hotel preferences, and car rental preferences.

Travel Affiliations
In this section, you can add your frequent-traveler/advantage program information.

Government Requirements
The Transportation Security Authority (TSA) requires that REZDESK/Concur booking tool transmit information collected from you. Your gender and birth date are required fields. If not provided, you may be subject to additional screening or denied transport or authorization.

Settings
If you are arranging travel on behalf of another user, then you will need to check the I Arrange Travel for Other Travelers checkbox.

Travel Arrangers
You can choose an assistant/arranger to view and modify your profile as well as to book travel and trips on your behalf. (Note: your assistant/arranger must have completed their REZDESK profile and selected the I Arrange Travel for Other Travelers option located under the settings tab.)

To add or change an assistant or travel arranger:

1. Select the Travel Arrangers tab
2. Click Add then search by the user's name or email
3. Select the desired arranger from the search results
4. Please select the checkbox(es) to allow them to book travel for your or assign them as your primary arranger

If you are a travel arranger and you want to edit one of your travelers' profiles:

1. Select the Travel Arranger tab located on the side menu bar
2. Select the desired user’s name

Payment Options
Here you will add or edit any of your stored payment methods. If you do not add a credit card to your profile, then you will be required to enter your full payment details at the time of booking.
Booking a Flight

From the **REZDESK** menu, select the **Book Online** tab. You will then be directed to the SAP Concur home page.

- You can access the Flight 🛫 tab on the left side of the SAP Concur home page.
- Or, Select the **Travel** tab at the top of the screen.

### Identify the Traveler

A. Arranging travel for yourself: Select **Booking for Myself**

B. Arranging travel for a guest: Select **Book for a guest**

**DO NOT** use this option for **UAB Faculty, Staff or Students**

C. Arranging Travel for **UAB Faculty, Staff, or a Student**:

Look to the top right of the screen and select **Profile**. A pop up will open with the words “**Acting as other user.**” Select the appropriate user’s name and then click **Start Session**

Once you click, **Start Session**, your page header should change and display a green box stating the user you are acting as.
Step 1: Start the Search

To search for a flight

1. On the SAP Concur home page, on the **Flight** tab, select one of the following types of flight options:
   - Round Trip
   - One Way
   - Multi-City

2. In the **From** and **To** fields, enter the departure and arrival cities for your travel. When you type in a city, airport name, or code, Travel will automatically search for a match.

   **Note:** Use the Find an airport and Select multiple airports links as needed.

3. Click in the **Depart** and **Return** date fields, and then select the appropriate dates from the calendar. Use the remaining fields in this section to define the appropriate time range.

4. Click the **arrow** to the right of the time window to see a graphical display of nonstop flights available for the routing and date you have selected. This allows you to adjust your search criteria, and if necessary, to see/reserve nonstop flights.

   **Notes:**
   - The graphical display is based on flight schedule data. It will not show any rail options, and it cannot take refundability or class of service preferences into account.
   - Each green bar represents 30 minutes of time. Place your mouse pointer over a green bar to see all of the flights available for that time slot.
   - If you change locations or dates, click refresh graph for more data.

5. From the **Search by** dropdown list, select either **Price** or **Schedule**.

6. Click **Search**.
Step 2: Select a Flight

1. On the Select Flights page:
   a) If you selected Price on the previous page, the Shop by Fares tab is initially active. Click either the Shop by Fares or Shop by Schedule tab for the appropriate flight information.
   b) Select the fare button for the flights that you want to purchase.

2. If you selected Schedule on the previous page, the Depart tab is initially active. Select the fare button for the flights that you want to purchase form the Depart and Return tabs.

3. To filter the results, select a column, row, or cell in the airline matrix at the top of the results screen or use the sliding scales on the left. You can easily switch between the Shop by Fares tab and the Shop by Schedule tab by clicking on the tab.
2. Review the flight details for your trip.  
   **Note:** Depending on the airline, you can click **View seat map** link to select your seat on the flight. Select the appropriate **Available** seat from the **Seat Map**.

3. On the **Review and Reserve Flight** page you can:
   - Review the flight details
   - Enter traveler information (if creating a Guest Booking)
   - Select/Add frequent flyer programs
   - Select your seat assignment
   - Review the price summary
   - Select/Add your method of payment

4. Click **Reserve Flight and Continue**.
Step 3: Review the Travel Details page (itinerary)
Review and change your itinerary, if necessary.

1. In the Trip Overview section:
   a) Review the information for accuracy.
   b) In the I want to section, print or email your itinerary as appropriate.
2. In the Flight Section:
   a) Verify the information for accuracy.
   b) Click Select Seat or Change Seat to select or change your seat options (depending on the airline).
3. Review the remaining sections as necessary and make the appropriate changes.
4. Review the Total Estimated Cost section.
5. Click Next.

Step 4: Review the booking information
1. Use the Trip Booking Information page to enter additional information about your trip.

2. Enter or modify your Trip Name. This is how the trip will appear on your itinerary and in the automated email from SAP Concur.
3. Enter a Trip Description (optional).
4. Indicate if there is anyone else who should receive the initial confirmation email. Enter as many recipients as needed, separated by commas
   • If you book the trip, you will automatically receive the email.
   • If you book as an arranger, you will also receive the email.
5. Choose your preferred email format, either plain text or HTML.
6. Select the Trip Purpose from the dropdown. **REQUIRED**
7. Click Next.
SAP Concur displays your itinerary on the **Trip Confirmation** page. This itinerary will include any messages about ticketing policies.

**Step 5: Purchase the ticket**

1. Click on the **Purchase Ticket** button to finalize your trip.

You will receive an email from **Concur Travel** containing your **Pending itinerary**. Once your ticket has been issued, you will receive an email from **RezConfirm@adtrav.com**

Please notify **travelservices@uab.edu** if you have not received your **RezConfirm** email within 1-hour of purchasing your ticket.