RezDesk
User Guide for Travel Arrangers
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RezDesk New User Guide for Travel Arrangers

We are pleased to announce that our RezProfiler system has been recently upgraded and re-branded as RezDesk. We believe this change reflects the full capabilities of our profile management system and the wide variety of travel related functions that can be accessed from this site. RezDesk now serves as the gateway to all ADTRAV technology tools. Think of it as your personal reservation desk, your RezDesk!

Part of the RezDesk system is a simple-to-use profile manager that will help ensure that you have the information required in order to be able to plan and/or book flights for your faculty and staff. The following is a guide to setting up a new profile to be identified as a travel arranger and updating an existing profile should you have the need to travel yourself.

Need assistance with RezDesk? Email RezDesk@adtrav.com or call (205) 444-4833-x-6475

Creating a New Profile
2. Click on the yellow “Create Your Travel Profile” button.
3. Please enter your Company ID/Worldfile ID, which is **UAB**. Select the **Submit** button to continue.

*If your organization’s information is still housed in *RezProfiler*, you will be redirected to *RezProfiler*. You will be asked to re-enter your Company ID/Worldfile ID and log-in credentials. ADTRAV apologizes for any inconvenience this may cause.

**You will now be guided step-by-step through creating your RezDesk Profile.**
4. Enter your basic information in the following fields:

   a. **Salutation**: Select a salutation from the drop box (this is an optional field).

   b. **First Name, Middle Name, Last Name**: Enter your first name *exactly* as it appears on your government issued ID in these fields. Examples of IDs include: U.S. passports, U.S. Military ID and Drivers Licenses. For a list of acceptable ids, see the following website: [http://www.tsa.gov/travelers/airtravel/acceptable_documents.shtm](http://www.tsa.gov/travelers/airtravel/acceptable_documents.shtm)

   c. **Suffix**: Select a suffix from the drop box if applicable (this is an optional field).

   d. **Preferred Name**: Enter a preferred name if it is different than the name that appears on your government issued ID. This is an optional field.

   e. **Company Id**: This field should be pre-populated with the name UAB.

   f. **PIN**: Enter *1111* in this field.

   g. **Primary Email**: Enter your UAB email address here.

   h. **Verify Email**: Re-enter your UAB email address here.

   i. Click in the checkbox entitled “I Arrange Travel for Other Travelers”.

   j. **Username**: This field should be pre-populated with your UAB email address. It is recommended that this remain as your user name, but you may change this if you prefer.

   k. **Password**: Enter a password here. A password can consist of numbers and letters, between 8 and 25 characters.

   l. **Confirm Password**: Re-enter your password here.
5. Your profile information page should look similar to the following example. When you are done entering your information, click on the Create Profile button.
Congratulations! You have created a basic profile!

6. At this point you have a profile in our RezDesk system. If you only intend on being a **travel arranger only** (a person who will book flights for your faculty and/or staff), you will not need to step through the **New Profile Wizard** to additional travel information. Click **Skip** to end this process.

   **Note:** If you will become a **traveler in the future**, you will still be able to add the **additional travel information** to your profile later.
7. Your profile dashboard will appear. At this point you may review your profile by selecting the corresponding tab.

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Additional Information is Required Before You Can Travel; See Red Tabs

- Hide My Info

Full Name: Ms. Jane Profile [EDIT]
TSA Secure Flight rules require that your name matches your Government issued ID.

Address [brief]
1510 3rd Avenue South
Birmingham, AL 35204
United States

Phone [brief]
Works: Home: Mobile:

Email [brief]
Primary: Alternate 1: Alternate 2:

Jane.profile@uab.edu

No questions are currently required by your company.

8. To log out of RezDesk, click on the Log Off button found in the top right-hand corner of the page.
Updating and Reviewing your Profile

Should you ever have the need to travel in the future, in order to use ADTRAV’s E-Rez online booking system, you must complete the profile information that you did not complete before. In order to do so, following the steps listed below:

1. Go to: www.RezDesk.com and login with your username and password.
2. You will see your company’s homepage, which will be similar to the image below.
3. Click on the “My Profile” option in the menu on the left.

From the “My Profile” page, you can edit your name, address, phone, and email information by clicking on the Edit link next to each item. You may also update any profile information by selecting the appropriate tab.

Note: Any updates made to a RezDesk profile will result in a 24-hour waiting period before the information is validated by the E-Rez online booking system.
Support

Online Fulfillment Team Help Desk

Toll Free:  (866) 862-3958

Local: (205) 444-4833 ext 6475

Email:  RezProfilerHelp@adtrav.com

Hours:  Monday – Friday 7am to 7pm CST