User Guide for RezDesk
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RezDesk New User Guide

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 by your company, the government, the airlines and other travel vendors before you begin your trip. The following is a guide to setting up a new profile and updating an existing profile.

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. **“I Arrange Travel for Other Travelers” Checkbox.** Leave this checkbox blank if you are setting up a profile as a **traveler only.** If you are a traveler and are going to be responsible for booking flights for other travelers, click in this box.

   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!

At this point you have a profile in our RezDesk system, but it does not contain all the information required for travel. Click **Continue** to step through the **New Profile Wizard** where you will be provided the opportunity to include all the information required for travel.

**Note:** If you click “Skip” you will still be able to add this information to your profile later.

You will now fill out your travel information, including:

- a. Contact information (physical address, email address, and phone numbers)
- b. TSA secure flight requirements (required by the government for travel)
- c. Your personal travel preferences
- d. Emergency contact information
- e. Payment options
- f. Travel arranger information and settings
- g. Travel affiliations (air, car, hotel, rail, other)

Please note, if you exit the New Profile Wizard, your data will be saved up to the last stage you completed. You will be able to update your profile through the **My Profile** tab within RezDesk.
Contact Information
Enter your complete contact information in the appropriate fields. Select **Next** to continue.
TSA Secure Flight Requirements
Enter your gender and date of birth. These are required by the TSA and the airlines prior to ticket issuance and travel. You may also choose to enter your Passport information for international travel. Select Next to continue.

Note: Entering this information does not exclude you from having identification with you for travel. Appropriate documents will still be required.
Travel Preferences
Enter your travel preferences. This information is optional. Select Next to continue.
Emergency Contact

Enter your Emergency Contact information. This information is optional. Select **Next** to continue.
Payment Options

Enter your credit cards to be used for travel reservations. While this step is optional, certain travel reservations cannot be completed without payment information. Select Next to continue.

**Note:** Credit card information is not required if you are seeking to book airline tickets for UAB-related travel, as these items are acquired with a Purchase Order (PO) created within the Oracle system. If you are however, booking reservations for hotel and car rental, you will need to enter your credit card information here. Those costs will be charged to your personal credit card.
Travel Arranger

If you have someone that arranges your travel, select them from the travel arrangers list. If you are going to book your travel yourself, leave this screen blank. Select Next to continue.
If you selected a travel arranger on the previous screen, complete the travel arranger information and select Next to continue. If you did not select a travel arranger, you will be routed to the Travel Affiliations screen found on the next page.

**Note:** “Private details” do not include your credit card information. This will remain hidden from your arranger. If you are uncomfortable with your travel arranger having access to this information, leave the **Arranger can view private details** check box blank.
Travel Affiliations
Add any travel affiliation information. This includes any preferred partnership programs you belong to. You may enter multiple affiliations by selecting the Save and Add Another button. Once you have entered all of your preferred partnership programs select Next to continue. If you do not have any travel affiliations to add, leave this screen blank.
Profile Completion

You have almost completed your profile. Select **Complete My Profile** to finish the profile process.
Complete your profile by entering any company specific information. At this point you may review your profile by selecting the corresponding tab.
Updating and Reviewing your Profile

1. Go to: [www.RezDesk.com](http://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