

Section 1: Getting Started	
Step 1: Log on to www.concursolutions.com	
1	In the User Name field, enter your user name (usually your company email address) and click Next .
2	In the Password field, enter your password .
3	Click Sign In .
<p><i>If you have forgotten your Password, click Forgot your Password?, enter User Name and click Submit to reset.</i></p> <p><i>If you do not yet have a profile in Concur please email your entire name (as it appears on your photo ID) and your company email to onlinebooking@covtrav.com and you will be sent an activation email.</i></p>	

Section 2: Home Page Options	
Step 1: Explore the available options	
1	Review Company Notes . These include a demo on Updating your Profile and Making a Travel Reservation .
2	Upcoming Trips is where you will find all active trips. You can find past date trips in the Trip Library section.
3	Sign up for E-Receipts (provided by vendors that participate) if desired.
4	Connect to Triplt for mobile itineraries.

5	Click on the Tools section for access to Google Maps, weather, currency converter, U.S. Passport info, foreign entry info, CDC Travel info, and other general info.
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Section 3: Updating Your Profile	
Step 1: Personal Info	
1	At the top of the Home page, click Profile .
2	Click the Personal Information link.
3	All Required Information must be entered before your profile can be saved. This includes name, phone, TSA info and passport nationality.
4	Once completed click Save .
Step 2: Travel Preferences	
1	At the top of the Home page, click Profile .
2	Click on the Travel Preferences link.
3	Complete any necessary information.
4	Once completed click Save .
<p><i>If you are eligible for AAA, AARP, Government or Military hotel rates please be sure to check these boxes under Travel Preferences for access these rates in the system.</i></p>	

Step 3: Set up a Travel Assistant	
1	At the top of the Home page, click Profile and Profile Settings .
2	Click on Setup Travel Assistants .
3	Click Add an Assistant located to the right of the section.
4	In the search field type the last name of the person you would like to add as your travel assistant. Select your assistant.
5	Select Can Book Travel For Me and if necessary also select Is my primary assistant for travel .
6	Click Save .
Step 4: Mobile Registration	
1	At the top of the Home page click Profile .
2	Click the Mobile Registration link.
3	Verify your login details.
4	Enter your email or mobile phone number and you will receive a link to access the Concur app.

<p>Covington Online Team 804-747-4192 800-472-9200 onlinebooking@covtrav.com</p> <p>Covington Full Service Teams Innsbrook – 888-747-7077 James Center – 888-344-3244</p>
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Section 4: Make a Travel Reservation	
Step 1: Searching for Travel Options	
1	On the Air/Rail tab, select if you will be making a Round Trip, One Way or Multi-Segment reservation.
2	In the Departure City and Arrival City fields, enter the cities for your travel. In the Departure and Return fields, select the appropriate dates and times. <i>You can choose to search by either price or schedule under the Search Flights By field and also search by a Specific Airline.</i>
3	If you need a car, select Pick-up/Drop-off car at airport .
4	If you need a hotel, select Find a Hotel . You can base your search on Airport, Address, Company Location, or Reference Point/Zip Code .
5	Click Search .
Step 2: Selecting your Flight Options	
1	Select the appropriate flight.
2	If you would like to select your seats before reserving your flights click the View Details link.

3	Click the Seat icon next to each flight. Select your seat for each of your flights.
4	You can then Reserve your flight.
<i>If you do not reserve seats Concur will attempt to assign seats based on your profile preference.</i>	
Step 2: Selecting a Car	
1	Select the appropriate rental car, and then click Reserve .
Step 3: Selecting a Hotel	
1	Hotels can be sorted by Distance, Price, Preference and Rating . You can also filter by Chain, Neighborhood, and Amenities .
2	A map will be available at the top of the page showing the location of the hotels.
3	Click More Info or the photo of the hotel for more detailed information on the hotel.
4	Rates will appear under each hotel. Scroll down until you find the appropriate rate. Click the button next to the rate you would like to book. Click Reserve .
5	You will be required to review the Rules and Restrictions before continuing.
Step 4: Completing the Booking	
1	Review your booking on the Trip Details page. Click Next .

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2	Give a Trip Description to identify your trip in the future. Include email addresses of anyone you would like to receive copies of your itinerary. Add any required company fields . Click Next .
3	You are now on the Trip Confirmation page. Review your trip and when ready click Purchase Ticket .

Section 5: Cancel or Change an Airline, Car Rental, or Hotel Reservation	
<i>Flight changes are available for e-tickets that include a single carrier.</i>	
<i>If the trip is already ticketed but has not occurred, you can change the time of the flight if an even exchange is available or the ticket is refundable. Your change options will be with the same airline and routing.</i>	
<i>Contact a Covington full-service counselor if you did not book your trip using Concur .</i>	

1	On the Home page, go to the Upcoming Trips section and click on the name of the trip.
2	Click Change Trip under Trip Actions .
3	On the itinerary, click the appropriate link to: <ul style="list-style-type: none">) Email your itinerary) Change seat) Change the flight day or time for travel (you cannot change the airline)) Add, change, or cancel car rental and hotel.) Add, change, or cancel a taxi, parking and dining
4	To cancel your entire trip, click Cancel Trip in the Action section next to your trip under Upcoming Trips on the Home page.