

## Travel Profiles

***Please review these important reminders before building your profile:***

- Remember to save any changes to your profile. There is a “save” button at the bottom right of each profile page. The exception is the “delegate” page, which does not require saving.
- If you forget your user name or password click the “Forgot Your User Name or Password” button on the login page. You will receive an email with a reset function within seconds.
- Under no circumstances should you ever create two profiles. If you are unsure of whether you already have a profile, use the “Forgot Your User Name or Password” button on the login page to determine if one already exists.
- Your first, middle, and last names must exactly match your driver's license.
- Your date of birth will soon be required by the TSA – please be sure to provide it correctly.
- If you have an existing profile please review it carefully. Due to differences in the way the old and new systems validate information some passport and credit card information did not transfer and should be re-entered.
- To “opt in” to the free Flightstats service please complete the appropriate Notifications section of the profile.
- There is a phone number and email address for support at the bottom of each page, and a “Help” link in the top right corner.

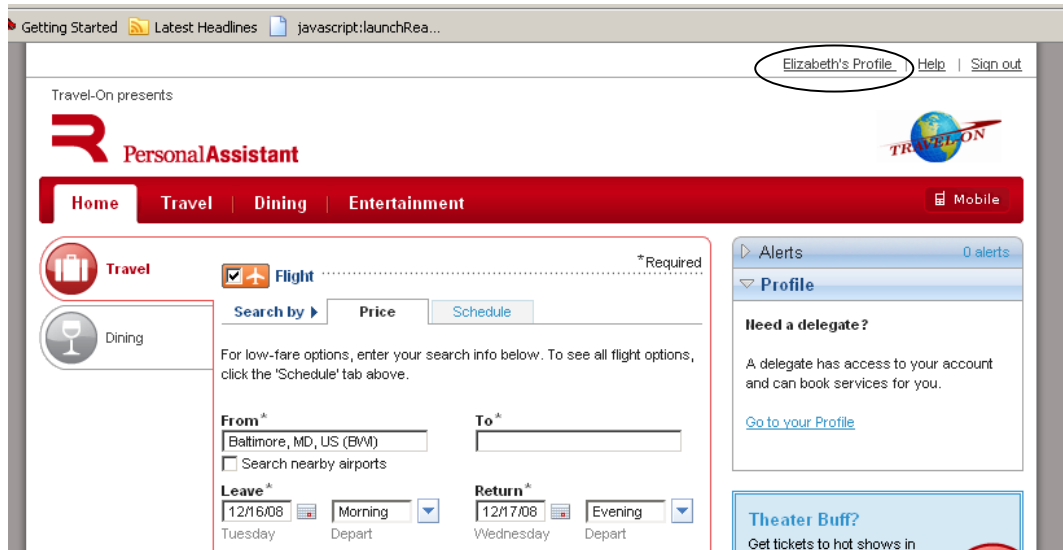
## Profile Build Instructions

### **Existing Profiles**

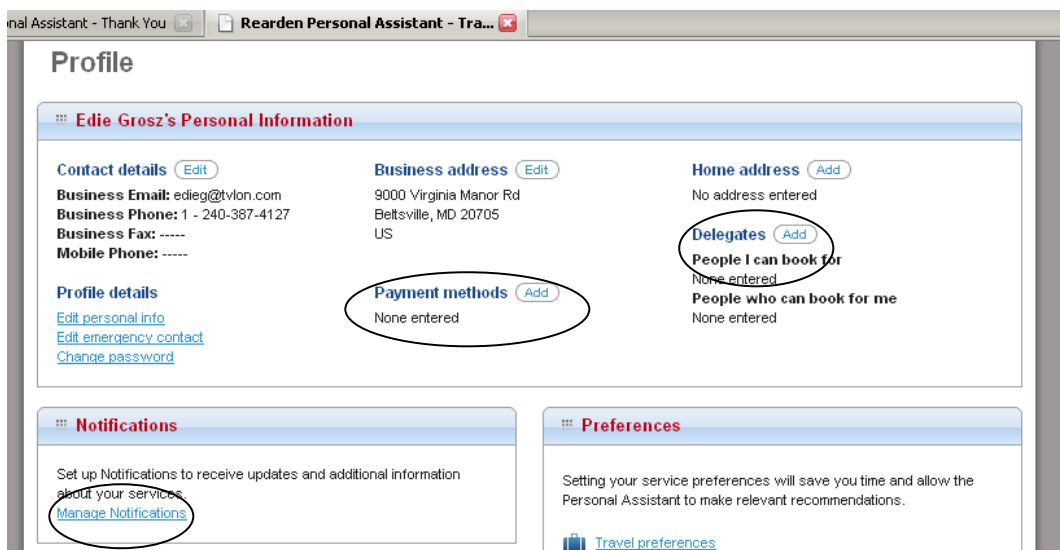
***If you had a profile in the old online system it has been transferred to Rearden Commerce for you. However, now is a good time to review it to be certain all the information is up-to-date. Also, this new system has some additional functionality that the old system didn't have, so there are several areas to be completed.***

- You will receive an automated email from “Rearden Personal Assistant”.  
NOTE: Sometimes this ends up in a spam or junk folder.  
NOTE: If you receive two activation emails it means you created two profiles at some point in the past. Please follow the instructions below for one of them only. Forward the other to [rearden@tvlon.com](mailto:rearden@tvlon.com) with a message to please delete to avoid future confusion.
- Click the “get started now” button/link within the email. This will take you to a password set-up page and then into the profile.

- NOTE: Your user ID is the same as it was in the old profile system.
- NOTE: Do not type your user name and password directly into the login page – you must use the link within the email to access the system for the first time.
- Review the transferred profile information and complete any missing fields. Fields marked with an \* are required. Clicking Continue at the bottom of each page will guide you through a total of three pages.
- After the three pages are complete the Rearden Personal Assistant home page will display.
- Click the profile link at the top right to continue building the profile.



- Please click on each area of the profile to review and update all of the information. In particular, please be sure to complete the three circled areas below – Payment Method, Delegates, and Notifications.



- Payment Methods  
NOTE: If your campus requires that air travel be purchased with a central-bill card, this card will override your personal card.
  - Click "Add" button next to the Payment Methods heading.
  - Complete the card information.

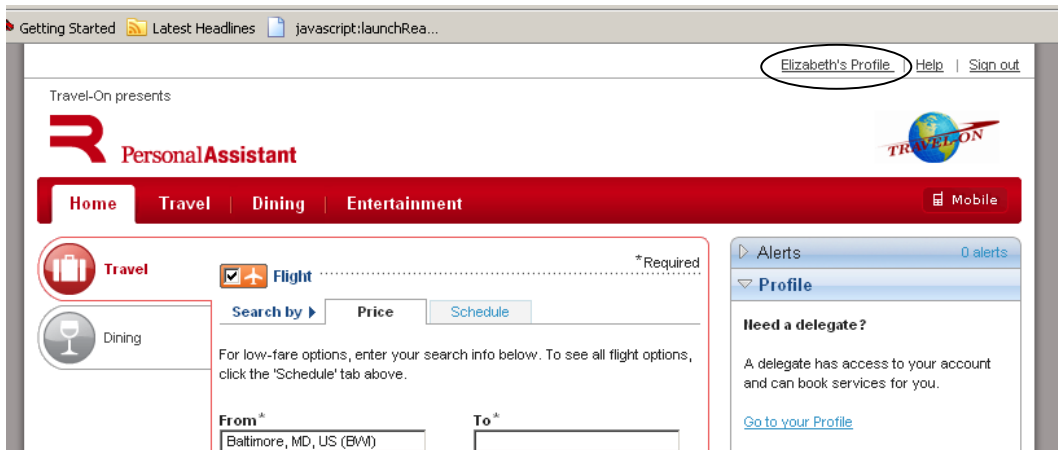
- Click “Save” at the bottom of the page.
  - When the profile screen displays again you will see the name of this card filled in for air, car, and hotel. If you wish to designate this card for as the default for hotel (or air or car, etc.) only, click “Edit” button next to the Payment Methods heading.
  - Use the drop down menus beside each entry (air, car, hotel, etc.) to select or de-select this card.
  - To add additional cards, repeat these steps.
  - Click “Save” at the bottom of the page.
- Delegates
    - Click the “Add” or “Edit” button next to the Delegates heading.
    - To designate someone else to book on your behalf, go to the “People Who Can Book For Me” section and click “Add A Delegate”. To designate yourself as a delegate to book for someone else, go to “People I Can Book For” section and click on “Become a Delegate”.
    - Type the name of the person in the box and click “Search”. If the name does not appear the person does not have a profile and will need to create one before you can complete this process.
    - If more than one name appears, click the radio button beside the correct name, and click “Select”.
  - Notifications
    - Click “Manage Notifications” under the Notifications section.
    - Trip Itineraries – email addresses, in addition to your own, where you want copies of all trip itineraries sent (e.g.: spouse, admin, etc.)
      - Click “Trip Itinerary” under To Add a Notification Click Below.
      - Enter the email address. (Repeat this step to add multiple recipients.)
    - Flight Status – notification of flight delays or cancellations, gate changes, etc.
      - Click “Flight Status Update” under To Add a Notification Click Below.
      - Select Email, Voicemail, or Mobile Text, and complete the email address, phone number, etc., as required. (Repeat this step to add multiple notifications.)
    - If desired, scroll down to the Quiet Times section and fill in times you do not wish to be notified (e.g.: midnight to 6a)
    - Click “Save” at the bottom of the page.

## New Profiles

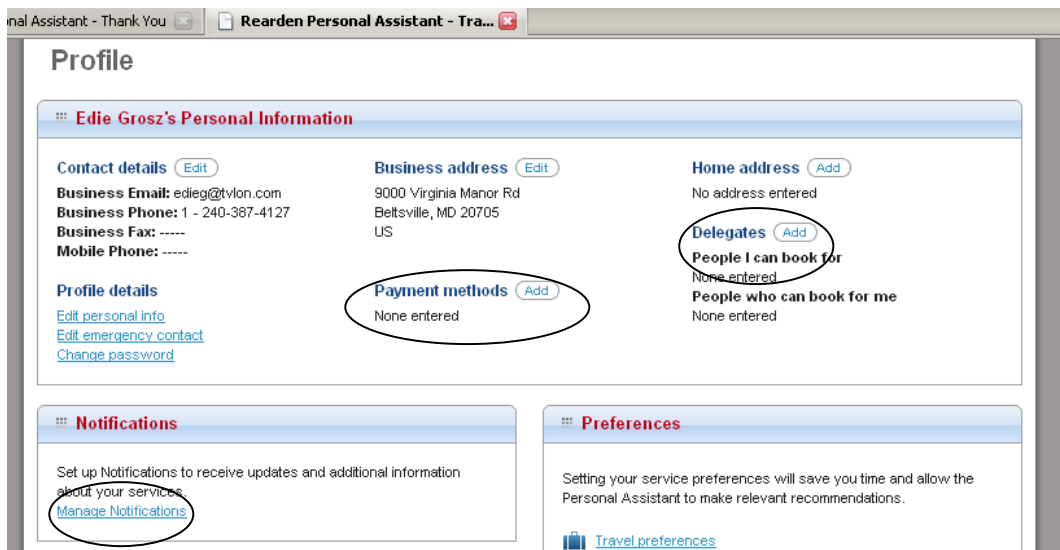
*If you are a new employee or are building a travel profile for the first time, please use the instructions below.*

- Go to you **www.tvlon.com/umd** webpage and click the Build/Review Profile link.
- Click on **Create a New Account** on the bottom right.
- Fill in the requested name, email, username, password, etc.
  - NOTE: The system will accept only business email addresses
  - NOTE: Your Username should be your corporate email address up to the @ symbol.
  - NOTE: Your password must be at least 6 characters and cannot be the same as your username.
  - NOTE: Your first, middle, and last names must match what is on your driver's license.
- Upon completion of the registration form you will receive an automated email from “Rearden Personal Assistant”.
  - NOTE: Sometimes this ends up in a spam or junk folder.
  - NOTE: The screen says the email will be received within 24 hours. This is a worst-case scenario – it arrives within 1-2 minutes.

- Click the button within the email – do not type your user name and password into the login page directly. This will take you to a password verification page.
- Enter the password you created earlier in this process. This will take you to the beginning of the profile.



- Please click on each area of the profile to review and update all of the information. In particular, please be sure to complete the three circled areas below – Payment Method, Delegates, and Notifications.



- Payment Methods

NOTE: If your campus requires that air travel be purchased with a central-bill card, this card will override your personal card.

- Click "Add" button next to the Payment Methods heading.
- Complete the card information.
- Click "Save" at the bottom of the page.
- When the profile screen displays again you will see the name of this card filled in for air, car, and hotel. If you wish to designate this card for as the default for hotel (or air or car, etc.) only, click "Edit" button next to the Payment Methods heading.
- Use the drop down menus beside each entry (air, car, hotel, etc.) to select or de-select this card.
- To add additional cards, repeat these steps.

- Click “Save” at the bottom of the page.
- Delegates
  - Click the “Add” or “Edit” button next to the Delegates heading.
  - To designate someone else to book on your behalf, go to the “People Who Can Book For Me” section and click “Add A Delegate”. To designate yourself as a delegate to book for someone else, go to “People I Can Book For” section and click on “Become a Delegate”.
  - Type the name of the person in the box and click “Search”. If the name does not appear the person does not have a profile and will need to create one before you can complete this process.
  - If more than one name appears, click the radio button beside the correct name, and click “Select”.
- Notifications
  - Click “Manage Notifications” under the Notifications section.
  - Trip Itineraries – email addresses, in addition to your own, where you want copies of all trip itineraries sent (e.g.: spouse, admin, etc.)
    - Click “Trip Itinerary” under To Add a Notification Click Below.
    - Enter the email address. (Repeat this step to add multiple recipients.)
  - Flight Status – notification of flight delays or cancellations, gate changes, etc.
    - Click “Flight Status Update” under To Add a Notification Click Below.
    - Select Email, Voicemail, or Mobile Text, and complete the email address, phone number, etc., as required. (Repeat this step to add multiple notifications.)
  - If desired, scroll down to the Quiet Times section and fill in times you do not wish to be notified (e.g.: midnight to 6a)
  - Click “Save” at the bottom of the page.

*After building/reviewing the profile for the first time, all users will access the system directly from the link on your **www.tvlon.com/umd** webpage using the username and password you created.*