

The logo for TAConnections, featuring the letters 'TA' in red and 'Connections' in black, all contained within a white rectangular box. The background of the entire slide is a photograph of an airplane wing in flight against a sunset sky.

TAConnections

Crew Member's guide to *CrewConneX*

Registration, News Feed, Feedback & History, My Reservations,
Help Desk, My Profile, Cancel Request

Download/Install & Registration

Download/Install App

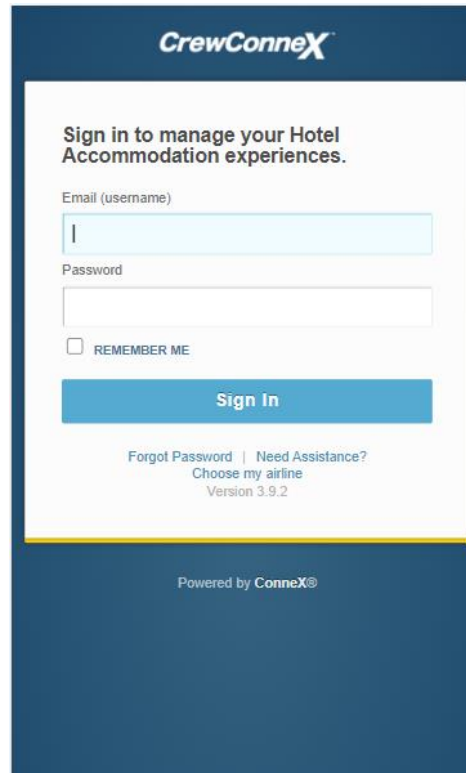
To Download the App:

- Go to your Device App Store
- Search for CrewConneX
- Install the App

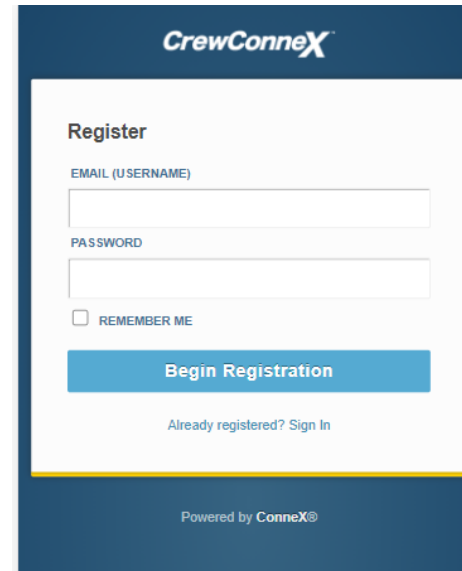
Access via Web

To access to the web version:

- Go to: <https://crew.tvlinc.com/> on any web browser



The image shows the 'Sign In' screen of the CrewConneX app. At the top, the CrewConneX logo is displayed. Below it, the text reads 'Sign in to manage your Hotel Accommodation experiences.' There are two input fields: 'Email (username)' and 'Password'. Below the password field is a checkbox labeled 'REMEMBER ME'. A blue 'Sign In' button is positioned below the form. At the bottom, there are links for 'Forgot Password' and 'Need Assistance? Choose my airline', and the version number 'Version 3.9.2'. The footer says 'Powered by ConneX®'.



The image shows the 'Register' screen of the CrewConneX app. At the top, the CrewConneX logo is displayed. Below it, the text reads 'Register'. There are two input fields: 'EMAIL (USERNAME)' and 'PASSWORD'. Below the password field is a checkbox labeled 'REMEMBER ME'. A blue 'Begin Registration' button is positioned below the form. At the bottom, there is a link for 'Already registered? Sign In'. The footer says 'Powered by ConneX®'.

Initial Registration

- Enter your Username by creating it with the following criteria:
 - IATA code (NKS) + Employee ID Example: If Emp ID= 12345, Username= NKS12345 (do not include any leading 0's)
- Initial Password is Welcome_NK
- Click Sign In
- Enter an Email address(which will become your new Username)
- Create a new password
- Click Begin Registration
- User will receive a Welcome Email
- Log in again, with your new Username and Password

My Profile

The screenshot shows the 'My Profile' page with a navigation bar at the top containing tabs for 'Today', 'Submit Feedback', 'My Feedback History', 'My Reservations', 'Help Desk', and 'My Profile'. The 'My Profile' tab is active. Below the navigation bar, the page title 'My Profile' is displayed. There are two links: 'Edit Profile' (circled in blue) and 'Edit Password'. The profile information is organized into sections: 'YOUR NAME' with a text input field containing 'Cheryl Sonnek' and a lock icon; 'COMPANY' with a text input field containing 'Piedmont (PT)' and a lock icon; 'USERNAME / EMAIL ADDRESS' with a text input field containing 'csonnek@tvlinc.com'; 'TEMPERATURE UNITS' with two buttons, '°F' (selected) and '°C'; and 'SELECT PREFERRED LANGUAGE' with a dropdown menu showing 'English-US'. At the bottom, there is a blue button labeled 'Update Information' (circled in blue).

My Profile (click on the tab)

This page is used to set your Profile preferences and Update your Password.

Since this application is used all over the globe, you can select the Temperature Unit, as well as the Language Preference. If items are updated, they'll be reflected upon your next login.

Edit Password

To update your password:

- Enter New Password
- Confirm New Password
- Click Update Password

This screenshot shows the 'Edit Password' and 'Notifications' sections of the 'My Profile' page. The 'Edit Password' tab is active. It features three text input fields: 'NEW PASSWORD', 'CONFIRM NEW PASSWORD', and another 'CONFIRM NEW PASSWORD' field. Below these fields is a blue button labeled 'Update Password' (circled in blue). At the bottom, there is a checkbox labeled 'ALLOW NATIVE NOTIFICATIONS' (circled in blue) and a blue button labeled 'Update Information' (circled in blue).

My Profile

Edit Profile Edit Password Notifications

This screenshot shows the 'Update Password' button (circled in blue) at the bottom of the 'Edit Password' section. The button is blue with white text.

Notifications

If the user installs the app from their app store, they can enable the Notifications

News Feed

News Feed

This page will show alerts applicable to the client

The screenshot shows a web interface with a top navigation bar containing the following items: Today, News Feed, Submit Feedback, My Feedback History, Cancel Request, My Reservations, Help Desk, and My Profile. Below the navigation bar, the page is titled "News Feed". A notification card is displayed, featuring a red information icon, the text "Spirit Airlines @corporate", and a date "Oct 30". The notification text reads: "Once the original Bid is loaded in CrewzIt, the system will automatically update your schedule for the 'next 14 days'. Anything greater than 14 days will remain with the Original Bid until it enters the 'next 14 days' window."

Submit Feedback

News Feed | **Submit Feedback** | My Feedback History | My Reservations | Help Desk | My Profile

Share your experience.

Manual Option

MY RECENT LAYOVERS: -- Select A Layover --

SELECT SUPPLIER: -- Select Market First --

SELECT DATE: M/D/YYYY

ROOMNUMBER:

FLIGHT NUMBER:

PRIORITY: High

FEEDBACK TYPE: -- Select a feedback type --

Submit Feedback

Submit Feedback (Click on the tab)

- Choose from drop down
- My recent layover city (must select first)
 - Select Supplier
 - Select Date

Enter Room Number & Flight Number

Choose the Priority from drop down

Select Feedback Type from Dropdown & Click Submit Feedback

Submit Feedback

Manual Option

MY RECENT LAYOVERS: ANC

SELECT SUPPLIER: The Lakefront Anchorage

SELECT DATE: 11/7/2020

ROOMNUMBER: 347

FLIGHT NUMBER: 2348

PRIORITY: Medium

FEEDBACK TYPE: Negative (Complaint)

CHOOSE THE TOPIC(S) THAT APPLY

- Bed Bugs
- Food Availability
- Hotel/Room Condition
- Lost/Damage Luggage
- Other Concerns
- Relocation
- Room Availability
- Safety
- Staff/Hotel service
- Transport ARP-HTL
- Transport HTL-ARP
- Transport Other

DID YOU TRY TO RESOLVE THE ISSUE WITH THE FRONT DESK/HOTEL MANAGER?*

Yes, they were able to resolve the issue Yes, but they were unable to resolve the issue No

PLEASE PROVIDE DETAILS

Upon arrival my room was not available. They got me in a room 30 minutes after arrival, but it was dirty. Front desk was able to get another room cleaned and get me into a new room about 30 minutes later.

You have 3796 characters remaining

Submit Feedback

Add Attachment

Submit Feedback cont.

Under Choose the Topic(s) that apply, select as many feedback topics that are applicable

Select whether you tried to resolve issue with the hotel:

- Yes, they were able to resolve the issue
- Yes, but they were unable to resolve the issue
- No

Provide the details of the feedback item. If you have pictures, you can also attach those by clicking the Add Attachment button.

Upon completion, click **Submit Feedback**

My Feedback History

News Feed | Submit Feedback | **My Feedback History** | My Reservations | Help Desk | My Profile

Search Feedback

STATUS: | EVENT START DATE: | EVENT END DATE:

Feedback #: 39031
Created: 10/13/2020
Event Date: 10/7/2020
Topic(s): Cleanliness, Room Availability
Status: Travelliance
Last Action: 10/13/2020
Location: FWA
Supplier: HILTON FORT WAYNE AT THE GRAND WAYNE CONV. CENTER

My Feedback History (click on the tab)

On this screen you can see all the Feedback items as well as any Updates to the Feedback you have submitted.

To view that information, you click on the feedback item and you'll see the screen below

Search | **Feedback Details**

FEEDBACK (# 39031) Assign to Travelliance

Customer Name: Piedmont	Reservation #: N/A
Employee #: 99999	Reservation Type: N/A
Employee Email: csonnek@tvilinc.com	Location: FWA
Employee Name: Cheryl Sonnek	Event Date: 10/7/2020
Employee Position: N/A	Supplier: HILTON FORT WAYNE AT THE GRAND WAYNE CONV. CENTER
Topic: Cleanliness, Room Availability	Supplier Type: Hotel
	Arrival Flight: 2348

+ Add Comment

Created on 10/13/2020 1:34 PM CST by Cheryl Sonnek (Crew)

Upon arrival my room was not available. They got me in a room 30 minutes after arrival, but it was dirty. Front desk was able to get an other room cleaned and get me into a new room about 30 minutes later.

Item was Assign to Travelliance when this comment was made.

My Reservations

My Reservations (click on the tab)

This page shows you all the reservations that you are confirmed at for a given period of time

You can see

- Date of stay
- Confirmation number
- Transportation provided by
- Pick up time
- Check In Time
- Check Out Time
- Transportation phone #
- Diagrams of amenities provided

To see more Reservation Details, click on the View Reservation Details button

The screenshot shows the 'My Reservations' page with a navigation bar at the top containing 'News Feed', 'Submit Feedback', 'My Feedback History', 'My Reservations', 'Help Desk', and 'My Profile'. The 'My Reservations' section is active and displays two reservation cards. The first card is for 'AGS - Augusta' at the Doubletree by Hilton Hotel Augusta, with dates from Tue, 13-Oct-2020 to Wed, 14-Oct-2020. It lists the confirmation number as 'Schedule Reservation', transportation provided by 'Hotel Shuttle', and transportation phone number as '1-706-855-8100'. Below the text are icons for a dining table and a wheelchair. A blue button labeled 'View Reservation Details' is circled in blue. The second card is for 'FLO - Florence' at the Comfort Inn Suites Florence, with dates from Wed, 14-Oct-2020 to Thu, 15-Oct-2020. It lists the confirmation number as 'Schedule Reservation', transportation provided by 'Red Top Cab Service', and transportation phone number as '843-346-9083'. A blue button labeled 'View Reservation Details' is also present at the bottom of this card.

My Reservations

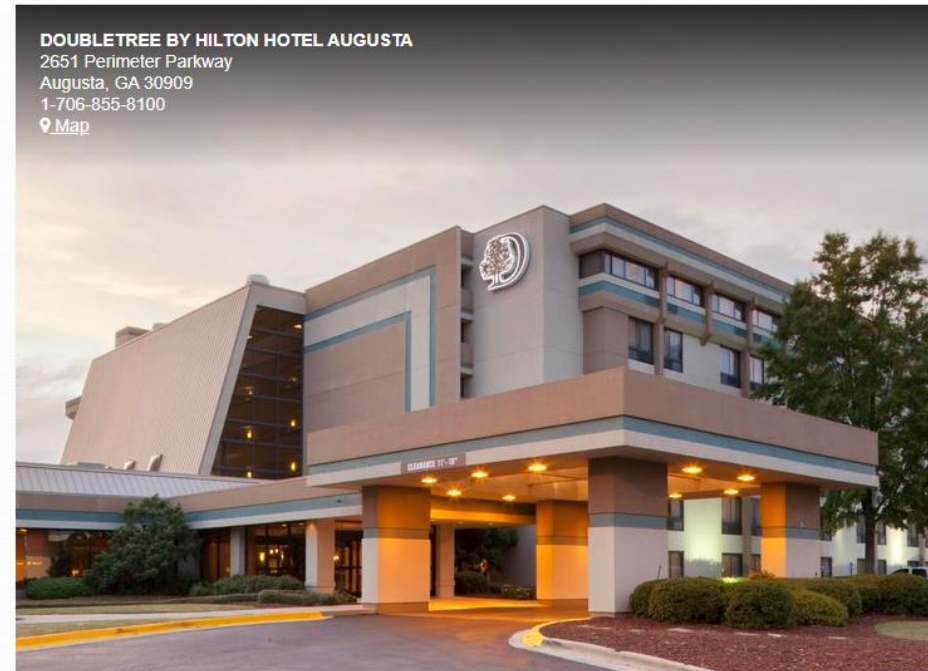
My Reservations cont.

Once you've selected the View Reservation Details, this screen includes:

- Hotel address & phone
- Picture of the hotel
- Dates of stay
- Confirmation number
- Transportation provided by
- Pick Up time
- Check In time
- Check Out time
- Hotel Amenities

AGS - Augusta

Confirmed



DOUBLETREE BY HILTON HOTEL AUGUSTA
2651 Perimeter Parkway
Augusta, GA 30909
1-706-855-8100
[Map](#)

Tue, 13-Oct-2020 → Wed, 14-Oct-2020

Confirmation #: Schedule Reservation

Transportation Provided

by: Hotel Shuttle

Transportation Phone #: 1-706-855-8100

Contract Amenities

Complimentary breakfast for Piedmont Crew

Grab & Go bags for crews

Microwaves are available for \$5 rental per night.

Refrigerators are available for \$5 rental per night.

Cancel Request

Cancel Request (click on the tab)

This option allows you to cancel a hotel request by filling the following information:

- Flight Number
- Airport
- Arrival Date
- Click Cancel Request

If you wish to Cancel a date range, click the Want to cancel a date range box and enter the Arrival Date End. Then click Cancel Request

This will send an email notification so your buyback request is processed accordingly.

The screenshot shows the 'Cancel Request' form in the CrewConnex system. The form is titled 'Cancel Request' and has two tabs: 'New Request' and 'Previous Requests'. The 'New Request' tab is active. The form includes a radio button for 'Hotel Reservation'. Below this are input fields for 'Flight Number', 'Airport', 'Arrival Date Start', and 'Arrival Date End'. A checkbox labeled 'Want to cancel a date range?' is checked. A red error message below the checkbox reads: 'Please ensure all fields are accurately completed including: Flight Number, Airport and Arrival Date. Failure to do so may result in your buyback not being processed.' A blue 'Cancel Request' button is at the bottom right. The bottom part of the image shows the same page with the 'Previous Requests' tab selected and circled in blue.

To Review the status of your cancelation requests, click on the Previous Requests tab

Help Desk

The screenshot shows a navigation bar with tabs: News Feed, Submit Feedback, My Feedback History, My Reservations, Help Desk (circled in blue), and My Profile. Below the navigation bar is the 'Help Desk' section. It contains a disclaimer: '*These messages are not monitored 24/7 and should not be utilized for urgent issues or reservation questions. Please contact your operations team directly for these matters.' There is an 'EMAIL ADDRESS' field with the text 'csonnek@tvflinc.com'. A checkbox labeled 'Please CC me on the email' is checked. Below this is a 'HOW CAN WE HELP?' text area. At the bottom of the form is a blue button labeled 'Send Support Request' (circled in blue). At the very bottom of the page are three links: 'Terms of Use', 'User Guide', and 'Privacy Policy'.

Help Desk (click on the tab)

This page is used only if you are having technical issues

If you have an urgent issue or need reservation assistance, please contact your operations team directly