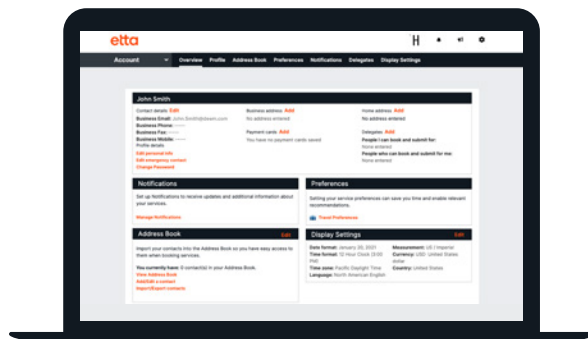


# Etta

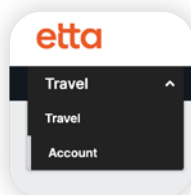
## Quick Start Guide

### Edit Your Account Profile



Review and update your account profile prior to booking travel on your desktop or via mobile:

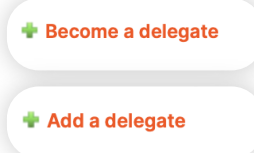
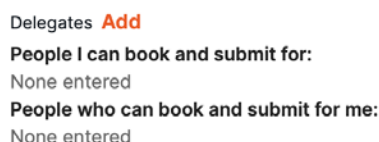
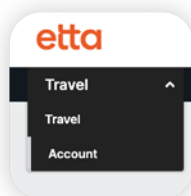
- 1 Hover over the **Travel** tab, and select **Account** from the menu.
- 2 Click **Edit** next to Contact details, to update your Business and/or Home address, and click **Save**.
- 3 Next, edit Delegates, Travel Preferences, and Payment Methods. Below are the step-by-step guidelines for each.



### Add or Become a Delegate

A delegate has access to another employee's account and can book services on their behalf.

- 1 Hover over the **Travel** tab, and select **Account** from the menu.
- 2 Click **Add** next to **Delegates**, to display the Delegate Access page.
- 3 Click **Become** a delegate, or **Add** a delegate.

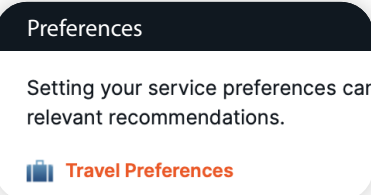
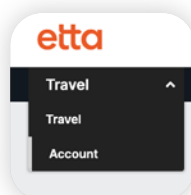


- 4 Search by name or email address.
- 5 Locate the person you wish to add, and click **Select**.

### Edit Your Travel Preferences

Update this section to set your home airport, seat preferences, air / hotel / rental car membership numbers, special requests, and travel documents. Your preferences are the default, when booking travel.

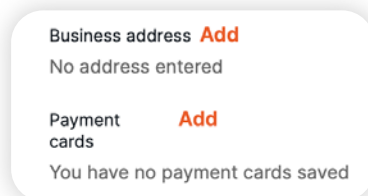
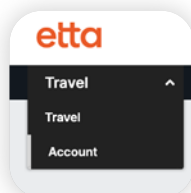
- 1 Hover over the **Travel** tab, and select **Account** from the menu.
- 2 Click the **Travel Preferences** link in the Preferences section.
- 3 Enter your travel preference and click **Save**.



## Add Payment Methods

Add multiple credit cards if needed.

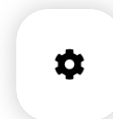
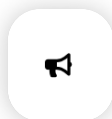
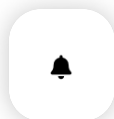
- 1 Hover over the **Travel** tab, and select **Account** from the menu.
- 2 Click **Add** next to **Payment cards**.
- 3 Enter the required payment card information, and click **Save**.



## Home Page Icons

Hover over these icons for additional actions:

- 1 **Bell:** System alerts or expiring profile information.
- 2 **Megaphone:** Display Company Information and Resources.
- 3 **People:** If present, use the **Start Assisting** icon to book travel on behalf of another employee (see **Add or Become a Delegate**).
- 4 **Cog:** Access your **Account** profile or close/exit your session.



## Book a Flight

**Note:** Log in to your Deem site with your username and password, to complete the following actions on the Trip Planner page:

- 1 In the Flight section, enter your **From** and **To** airports, departure and return dates, and desired flight times.  
**Hint:** Select the **Multi-Destination** button or **One-Way** link, to book these types of trips.
- 2 Click **Search**  
**Hint:** Use the **More Search Options** link, for additional Cabin Classes or Fare types
- 3 Use the **Filters** on the flight search results page, to refine the options by Stops, Airline(s), Flight Times, Nearby Airports, Fare Tier, or Policy.
- 4 Click the **Select** button, to choose departure and return flights.
- 5 Review the trip details, and either place the reservation on hold by clicking the **Hold this trip** button,\* or purchase it by clicking **Continue**.
- 6 Review the **Purchase Trip** page, and click **Purchase** to complete the reservation.

**\*Note:** Not all companies enable Hold functionality

## Book a Rental Car

- 1 Click **X** in the corner of the **Flight** and **Hotel** sections to remove these from the search.
- 2 Enter the **pick-up** and **drop-off** Airport, Station or Address, select your dates, and click **Search**.
- 3 View the results and **Select** the desired Rental Car and rate.
- 4 Either place the reservation on hold by clicking the **Hold this trip\*** button or purchase by clicking **Continue**.
- 5 Review the **Purchase Trip** page and click **Purchase** to complete the reservation.

## Book a Hotel

- 1 Click **X** in the corner of the **Flight** and **Car Rental** sections, to remove these from the search.
- 2 Search for a hotel by entering an Address, Airport, City, Hotel Name, or Reference Point.
- 3 Select your **Check-in** and **Check-out** dates, and click **Search**.
- 4 Use the buttons above the map, to sort results by Distance, Brand, and other options, to **Refine Your Search**.
- 5 Click a Hotel Name, to view Rooms & Rates, Hotel Details, Reviews, and Photos.
- 6 Navigate to the rooms tab, locate your desired room, review the cancellation policy, then click **Select**.
- 7 Either place the reservation on hold\* or purchase it, by clicking **Continue**.
- 8 Review the **Purchase Trip** page, enter any missing information, and click **Purchase**, to complete the reservation.

## Book a Trip with Flight + Hotel + Car Rental

- 1 With Flight, Hotel, and Car Rental options expanded on the **Trip Planner** page, enter your **Flight** search criteria.
- 2 Deem will match Hotel and Car Rental search options based on your flight search.
- 3 Click **Search**, and allow the system to guide you through the process of booking each element of the trip.

## Change, Modify, or Cancel a Trip

- 1 Click the **Reservations** tab, to display your upcoming trips.
- 2 Click the upcoming trip, to expand the trip information.
- 3 Click the **View Details** link on the bottom right side of the section.
- 4 When changing part of the trip, select the **Change** link below the trip element (Flight, Hotel, or Rental Car).  
  
Alternatively, select **+Add Flights**, **+Add Hotel** or **+Add Rental Car** to add a new itinerary element to your trip.
- 5 The system guides you through the change. After adding or changing a segment, review the reservation, and click the **Purchase** button.
- 6 To cancel an entire trip, click the **Cancel Trip** link. This will cancel all elements (Flight, Hotel, and/or Rental Car). The cancellation cost will display, before you make the final decision.