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 Hotel

1. Click X in the corner of the Flight and Hotel 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. Either place the reservation on hold or purchase it, by clicking Continue.
6. Review the Purchase Trip page, enter any missing information, and click Purchase, to complete the reservation.

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. Either place the reservation on hold by clicking the Hold this trip* button or purchase by clicking Continue.
4. Review the Purchase Trip page and click Purchase to complete the reservation.
5. Navigate to the rooms tab, locate your desired room, review the cancellation policy, then click Select.

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).
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.