

RezDesk USER GUIDE



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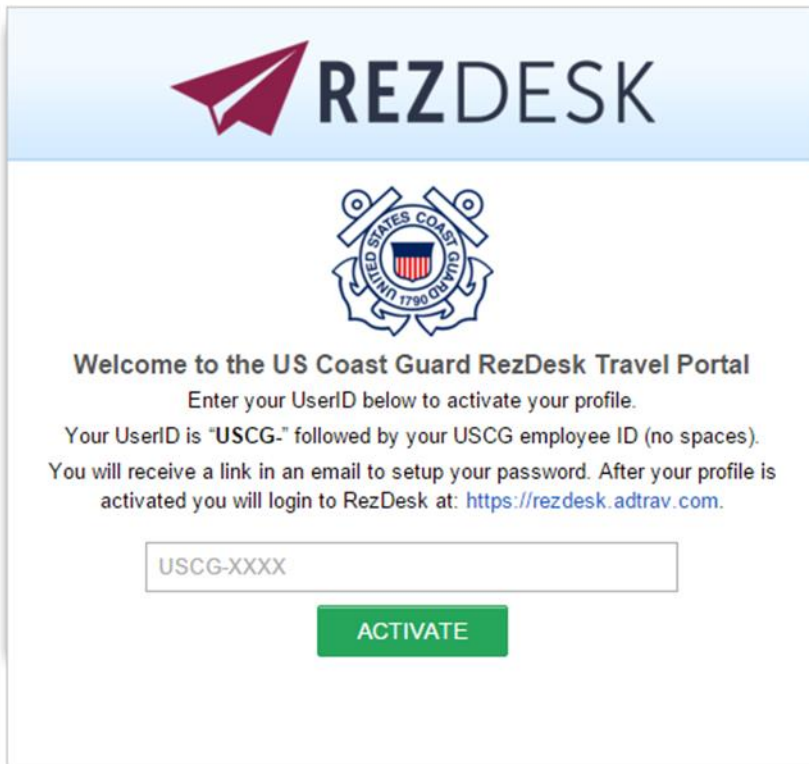
Introduction to RezDesk

ADTRAV is committed to bringing our customers the best in travel technology and RezDesk serves as the gateway to all the ADTRAV travel tools.

From RezDesk, you can edit your travel profile, create or change travel arrangements, access your GetThere account with no additional log-in, contact an ADTRAV representative, offer suggestions or compliments to ADTRAV agents and much more. Secured behind each traveler's unique profile, RezDesk offers a custom landing page that includes important announcements, program documents, industry updates and other account management tools. RezDesk is just another example of ADTRAV's commitment to "Service Nonstop."

Activating your Account

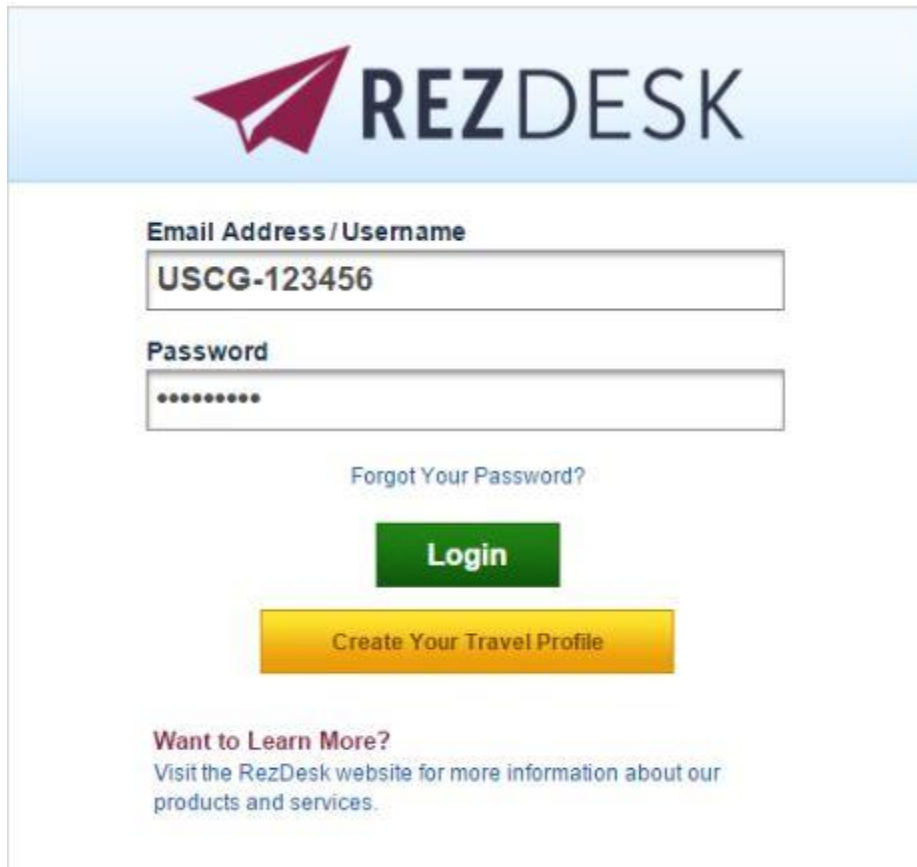
To activate your RezDesk account go to: <https://uscg.rezdesk.com/welcome> and enter your UserID, which will be "USCG-" followed by your USCG employee ID. Do not include spaces.



The screenshot shows the 'Welcome to the US Coast Guard RezDesk Travel Portal' page. At the top is the RezDesk logo, which consists of a red paper airplane icon and the word 'REZDESK' in bold, dark blue capital letters. Below the logo is the US Coast Guard emblem, a circular seal with 'UNITED STATES COAST GUARD' and '1790' around a central shield. The text on the page reads: 'Welcome to the US Coast Guard RezDesk Travel Portal', 'Enter your UserID below to activate your profile.', 'Your UserID is "USCG-" followed by your USCG employee ID (no spaces).', and 'You will receive a link in an email to setup your password. After your profile is activated you will login to RezDesk at: <https://rezdesk.adtrav.com>.' There is a text input field containing 'USCG-XXXX' and a green button labeled 'ACTIVATE'.

After you have selected "Activate" to activate your profile, you will receive a link in an email to set up your password for *RezDesk*. **The activation process will only need to be completed once.**

Logging In



The image shows the RezDesk login interface. At the top, there is a blue header with the RezDesk logo, which consists of a red paper airplane icon and the word "REZDESK" in blue. Below the header, there are two input fields. The first is labeled "Email Address / Username" and contains the text "USCG-123456". The second is labeled "Password" and contains a series of dots. Below the password field, there is a link that says "Forgot Your Password?". Underneath the link is a green button with the word "Login" in white. Below the login button is a yellow button with the text "Create Your Travel Profile". At the bottom, there is a section titled "Want to Learn More?" followed by a link that says "Visit the RezDesk website for more information about our products and services."



Log into RezDesk, navigate to: <https://rezdesk.adtrav.com>. On the login screen enter your username, which will be "USCG-" followed by your employee ID with no spaces included. **Use the password created from the link you received in the email discussed above.** Click "Login" to continue.

Editing a New Travel Profile

From the RezDesk home page, select **[Profile]** on the left-hand side of the page.

Welcome to RezDesk: Vernon Bear

Log Off



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ADMIN TOOLS


Travel Arranger

Travel Manager

Unused Tickets

Refunded Tickets

Create a New Trip



Documents & Links

[Coast Guard GTCC Program - Traveler Information Page](#)

Your ADTRAV Team

Your ADTRAV Team is here to help you with all your travel needs.
Local: (205) 745-3823
Toll Free: (855) 576-4781
Toll Free (Cape May): (855) 576-4782
Fax - Local: (205) 949-4218
Fax - Toll Free: (888) 225-2884
Email: uscg.travel@adtrav.com or uscg.groups@adtrav.com or capemay.travel@adtrav.com
Business Hours: 6:30am -8:00pm CST
After Hours: Anytime outside of business hours (After hours also applicable to standard US holidays)
After Hours Code: L52G

Welcome to your Travel Management Center

Your RezDesk Dashboard contains all the documents and links you will need to plan a worry-free and successful business trip. ADTRAV is committed to bringing our customers the best in travel technology and RezDesk serves as the gateway to all the ADTRAV travel tools.
From RezDesk, you can edit your travel profile, offer suggestions or compliments to ADTRAV, create or change travel arrangements, contact an ADTRAV representative and much more. RezDesk is just another example of ADTRAV's commitment to "Service Nonstop."

Alerts & Notices

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Contact Information

Contact information can be updated by selecting the blue **[Edit]** option next to “Phone,” and “Email.”

Welcome to RezDesk: William Never

Log Off



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Contact

William Never

Hide My Info

Full Name: William Never Validated

TSA Secure Flight rules require that your name matches your travel ID.

Phone [Edit]

Work: (205) 555-2234

Home:

Mobile:

Email [Edit]

Primary: testbooking-william@uscg-rezdesk.com

Email 2:

Email 3:

RezMobile:

Addresses

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Settings

WORK ADDRESS [Edit]

125 Main Street
Birmingham, AL 35071
United States

HOME / SECONDARY ADDRESS [Edit]

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Profile - Continued

Select the appropriate tab to update your profile information. You will see tabs for “Addresses,” “Account Questions,” “Payment Options,” “Government Requirements,” “Travel Preferences,” “Emergency Contacts,” “Travel Arrangers,” “Travel Affiliations,” “Contact Settings,” and “Settings.”

Welcome to RezDesk: William Never

Log Off



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Contact

William Never

Hide My Info

Full Name: William Never Validated

TSA Secure Flight rules require that your name matches your travel ID.

Phone Edit

Work: (205) 555-2234

Home:

Mobile:

Email Edit

Primary: testbooking-william@uscg-rezdesk.com

Email 2:

Email 3:

RezMobile:

Addresses

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Settings

WORK ADDRESS Edit

125 Main Street
Birmingham, AL 35071
United States

HOME / SECONDARY ADDRESS Edit

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Addresses

The “Addresses” tab will allow you to add or edit your current work address, as well as your home or secondary address.

Welcome to RezDesk: William Never

Log Off



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Contact

William Never

Hide My Info

Full Name: William Never Validated

TSA Secure Flight rules require that your name matches your travel ID.

Phone Edit

Work: (205) 555-2234

Home:

Mobile:

Email Edit

Primary: testbooking-william@uscg-rezdesk.com

Email 2:

Email 3:

RezMobile:

Addresses

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Travel Affiliations

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WORK ADDRESS Edit

125 Main Street
Birmingham, AL 35071
United States

HOME / SECONDARY ADDRESS Edit

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Account Questions and Payment Options

The “Account Questions” tab contains questions that are specific to your organization’s travel requirements. In this case, the tab will appear on your profile, but no account specific questions are detailed at this time.

The “Payment Options” tab includes pre-populated payment information that does not need to be edited. There is no need for edits or updates to this information.

Welcome to RezDesk: William Never

Log Off



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Contact

William Never

Hide My Info

Full Name: William Never Validated

TSA Secure Flight rules require that your name matches your travel ID.

Phone Edit

Work: (205) 555-2234

Home:

Mobile:

Email Edit

Primary: testbooking-william@uscg-rezdesk.com

Email 2:

Email 3:

RezMobile:

Addresses

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Settings

No questions are currently required by your company.

Welcome to RezDesk: William Never

Log Off



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Contact

William Never

Hide My Info

Full Name: William Never Validated

TSA Secure Flight rules require that your name matches your travel ID.

Phone Edit

Work: (205) 555-2234

Home:

Mobile:

Email Edit

Primary: testbooking-william@uscg-rezdesk.com

Email 2:

Email 3:

RezMobile:

Addresses

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Add

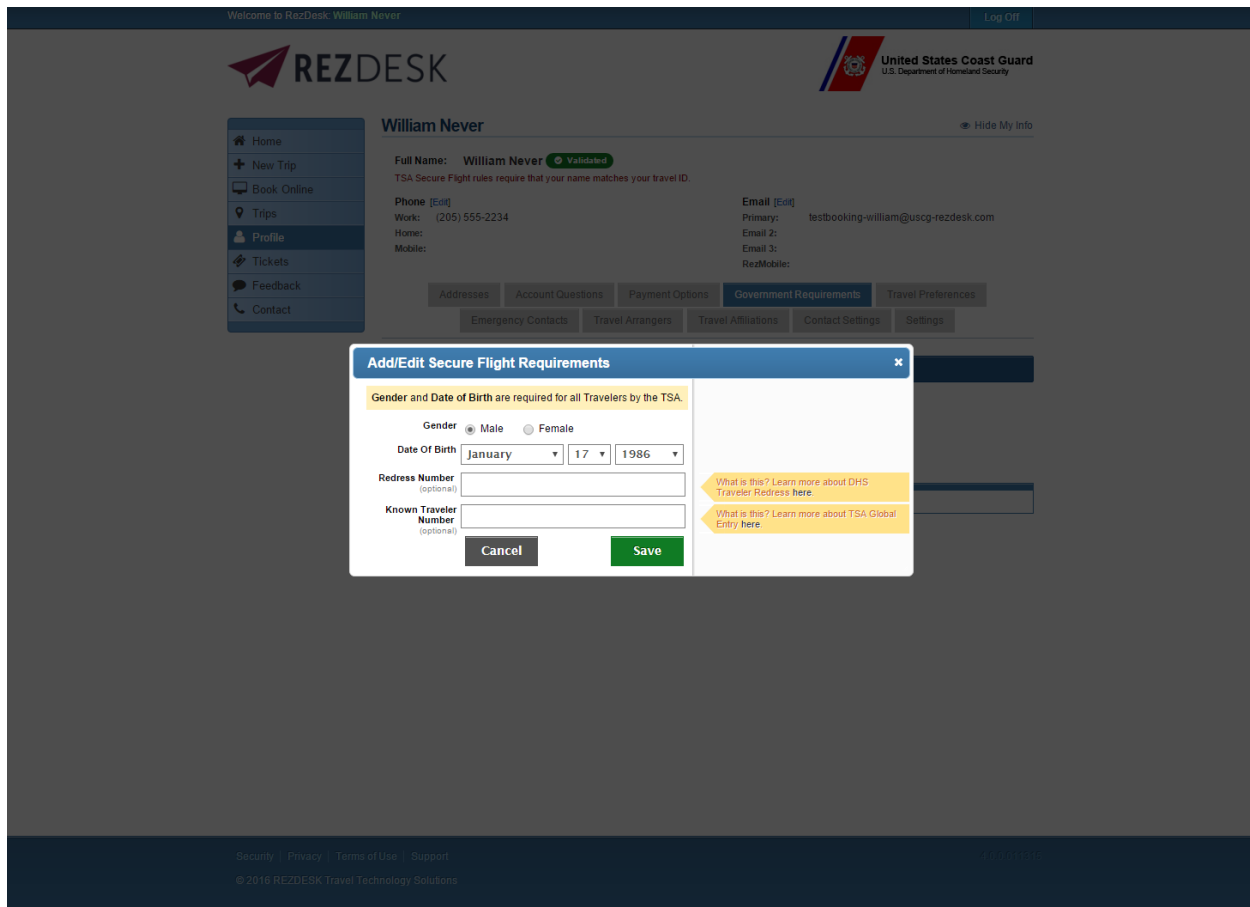
Payment Options

Edit	Delete	Type	Name on Card	Card Number	CVW / CSC	Expiration	Used For
			Demo Card	xxxxxxxxxxxx1881	xxx	08/2023	Air

Government Requirements

TSA Secure Flight requires that your date of birth and gender be submitted on all flight reservations. The redress number and known traveler number fields are optional.

Note: A redress number is provided by the TSA to the traveler whose name appears on the “No-Fly” list through no fault of their own. Please observe that this field will remain blank for the majority of travelers and not to be confused with a “Known Traveler Number”, which is obtained through the TSA Pre-Check program.



The screenshot displays the REZDESK user interface for a user named William Never. The user is logged in, and the page shows their profile information, including full name, phone, and email. A modal window titled "Add/Edit Secure Flight Requirements" is open, prompting the user to provide gender and date of birth for TSA Secure Flight requirements. The modal includes fields for gender (Male/Female), date of birth (Month/Day/Year), and optional fields for Redress Number and Known Traveler Number. There are also links for more information about DHS Traveler Redress and TSA Global Entry. The background shows the user's profile page with various tabs like Addresses, Account Questions, Payment Options, Government Requirements, and Travel Preferences.

Welcome to RezDesk, William Never Log Out

REZDESK United States Coast Guard
U.S. Department of Homeland Security

William Never Hide My Info

Full Name: **William Never** Validated
TSA Secure Flight rules require that your name matches your travel ID.

Phone [Edit]
Work: (205) 555-2234
Home:
Mobile:

Email [Edit]
Primary: testbooking-william@uscg-rezdesk.com
Email 2:
Email 3:
RezMobile:

Addresses Account Questions Payment Options **Government Requirements** Travel Preferences
Emergency Contacts Travel Arrangers Travel Affiliations Contact Settings Settings

Add/Edit Secure Flight Requirements

Gender and Date of Birth are required for all Travelers by the TSA.

Gender ☒ Male ☐ Female

Date Of Birth January 17 1986

Redress Number (optional)

Known Traveler Number (optional)

Cancel Save

What is this? Learn more about DHS Traveler Redress [here](#).

What is this? Learn more about TSA Global Entry [here](#).

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Passport

To add a passport, click on the “Add” option next to passports and enter your passport information. This will allow your passport information to be stored and used on all future reservations in which the information is required.

Welcome to RezDesk: William Never

Log Off



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William Never

Hide My Info

Full Name: William Never Validated

TSA Secure Flight rules require that your name matches your travel ID.

Phone Edit

Work: (205) 555-2234

Home:

Mobile:

Email Edit

Primary: testbooking-william@uscg-rezdesk.com

Email 2:

Email 3:

RezMobile:

Addresses

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TSA SECURE FLIGHT REQUIREMENTS Edit

Date of Birth: xxxxxxxx

Gender: Male

Redress Number:

Known Traveler Number:

Add

Passports

No Passports Registered. Click Add to Register a new Passport

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Travel Preferences

Travel Preferences should be updated to reflect your preferences for air travel, car travel, and hotel preferences. Click “Edit” beside the category in which you would like to specify preferences.

Welcome to RezDesk: William Never Log Off



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William Never Hide My Info

Full Name: William Never Validated

TSA Secure Flight rules require that your name matches your travel ID.

Phone Edit
Work: (205) 555-2234
Home:
Mobile:

Email Edit
Primary: testbooking-william@uscg-rezdesk.com
Email 2:
Email 3:
RezMobile:

Addresses

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AIR TRAVEL PREFERENCES Edit

Home Airport: [ATL] Hartsfield-Jackson International Airport
Seat Row: Aisle **Seat Section:** Front **Meal Type:**

CAR TRAVEL PREFERENCES Edit

Car Type: Compact **Smoking Preference:** Non-Smoking
Other Preferences: GPS

HOTEL TRAVEL PREFERENCES Edit

Room Type: Queen **Smoking Preference:** Non-Smoking
Other Preferences: Internet Access

NOTES TO THE AGENT Edit

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Emergency Contacts

Provide the information for your emergency contact(s).

Selecting **[Add]** will allow a new emergency contact to be added. Selecting **[Edit]** will allow you to update a current emergency contact.

Welcome to RezDesk: William Never [Log Off](#)



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William Never [Hide My Info](#)

Full Name: William Never Validated

TSA Secure Flight rules require that your name matches your travel ID.

Phone [\[Edit\]](#)

Work: (205) 555-2234

Home:

Mobile:

Email [\[Edit\]](#)

Primary: testbooking-william@uscg-rezdesk.com

Email 2:

Email 3:

RezMobile:

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Add

Emergency Contacts

No Emergency Contacts Registered. Click Add to Register a new Emergency Contact.

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Travel Arrangers

If you are going to be arranging travel for others, you will designate yourself as Travel Arranger, You will indicate this in your *RezDesk* profile under the “Settings” tab. Simply check the box next to “I Arrange Travel for Others”

Welcome to RezDesk: William Never

Log Off



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ADMIN TOOLS

Travel Arranger

Unused Tickets

Refunded Tickets

William Never

Hide My Info

Full Name: William Never Validated

TSA Secure Flight rules require that your name matches your travel ID.

Phone [Edit]

Work: (205) 555-2234

Home:

Mobile:

Email [Edit]

Primary: testbooking-william@uscg-rezdesk.com

Email 2:

Email 3:

RezMobile:

Addresses

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SETTINGS

Password: [Update Your Password](#)

Travel Arranger: ☒ I Arrange Travel for Other Travelers

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If you are a traveler who needs to select a Travel Arranger, proceed with the following steps.

Review the individual designated as your travel arranger. Travel arrangers will have the ability to review and update your profile, as well as book your travel.

To add a new travel arranger, select **[Add]**. Find your arranger on the screen list and **[Select]** them.

Welcome to RezDesk: William Never [Log Off](#)

**United States Coast Guard**
U.S. Department of Homeland Security

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ADMIN TOOLS
[+ Travel Arranger](#)
[Unused Tickets](#)
[Refunded Tickets](#)

William Never [Hide My Info](#)

Full Name: William Never Validated
TSA Secure Flight rules require that your name matches your travel ID.

Phone [\[Edit\]](#)
Work: (205) 555-2234
Home:
Mobile:

Email [\[Edit\]](#)
Primary: testbooking-william@uscg-rezdesk.com
Email 2:
Email 3:
RezMobile:

[Addresses](#) [Account Questions](#) [Payment Options](#) [Government Requirements](#) [Travel Preferences](#)
[Emergency Contacts](#) **[Travel Arrangers](#)** [Travel Affiliations](#) [Contact Settings](#) [Settings](#)

[Add](#) **Travel Arrangers**

No Travel Arrangers Registered. Click Add to Register a new Travel Arranger.



Designate the arranger as primary and select if the arranger should have access to private details.
Select [Save] to continue.

Travel Affiliations

Update frequent flyer numbers, hotel and car loyalty programs, etc.

Select **[Add]** to add a new affiliation. Select the type of affiliation from the 'type' list. Enter the appropriate information and select **[Save]** to continue.

Welcome to RezDesk: William Never Log Off

**United States Coast Guard**
U.S. Department of Homeland Security

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William Never Hide My Info
Full Name: William Never Validated
TSA Secure Flight rules require that your name matches your travel ID.
Phone [\[Edit\]](#)
Work: (205) 555-2234
Home:
Mobile:
Email [\[Edit\]](#)
Primary: testbooking-william@uscg-rezdesk.com
Email 2:
Email 3:
RezMobile:

[Addresses](#) [Account Questions](#) [Payment Options](#) [Government Requirements](#) [Travel Preferences](#)
[Emergency Contacts](#) [Travel Arrangers](#) **[Travel Affiliations](#)** [Contact Settings](#) [Settings](#)

Add **Travel Affiliations**

No Program Affiliations Registered. Click Add to Register a new Program Affiliation.



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Contact Settings

Update the contact settings to control when and how e-mails are received. Each e-mail address in the profile will be listed. Check or uncheck the appropriate boxes for the settings for each e-mail address.

Welcome to RezDesk: William Never

Log Off



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Contact

William Never

Hide My Info

Full Name: William Never Validated

TSA Secure Flight rules require that your name matches your travel ID.

Phone Edit

Work: (205) 555-2234

Home:

Mobile:

Email Edit

Primary: testbooking-william@uscg-rezdesk.com

Email 2:

Email 3:

RezMobile:

Addresses

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Contact Settings

Save Settings

	Email Format		RezConfirm							RezDesk	
			Your Travel Itinerary								
	HTML	Text	Which Ones				When			System Alerts	Expiration Messages
			New	Changed	Final	All	I Book Travel	Arranger Books Travel	Anyone Else Books Travel		
testbooking-william@uscg-rezdesk.com	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

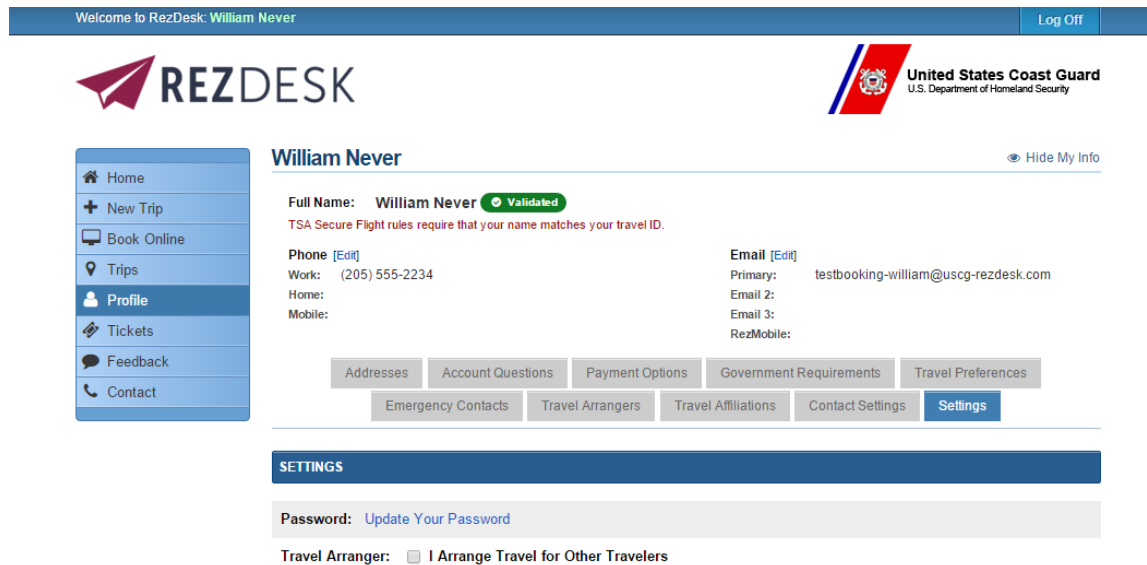
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Settings

The settings tab will allow you to update your password to your *RezDesk* profile.



Welcome to RezDesk: William Never [Log Off](#)

REZDESK  **United States Coast Guard**
U.S. Department of Homeland Security

William Never [Hide My Info](#)

Full Name: William Never Validated
TSA Secure Flight rules require that your name matches your travel ID.

Phone [\[Edit\]](#)
Work: (205) 555-2234
Home:
Mobile:

Email [\[Edit\]](#)
Primary: testbooking-william@uscg-rezdesk.com
Email 2:
Email 3:
RezMobile:

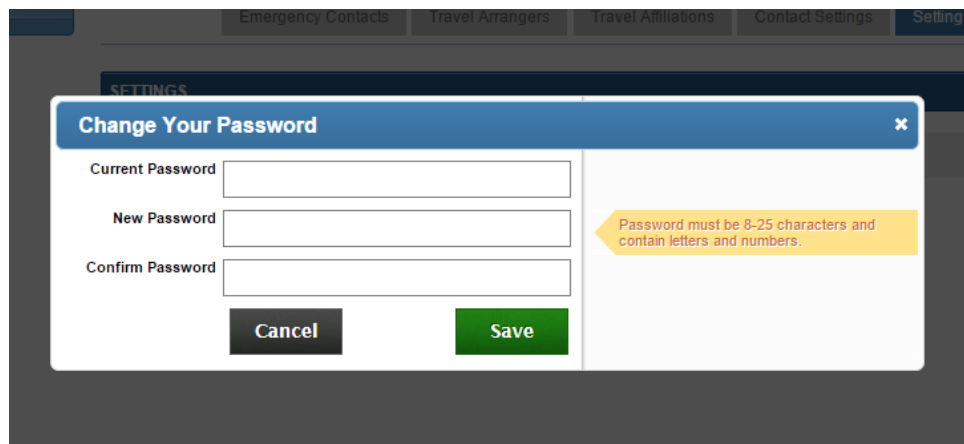
[Addresses](#) [Account Questions](#) [Payment Options](#) [Government Requirements](#) [Travel Preferences](#)
[Emergency Contacts](#) [Travel Arrangers](#) [Travel Affiliations](#) [Contact Settings](#) **[Settings](#)**

SETTINGS

Password: [Update Your Password](#)

Travel Arranger: ☐ I Arrange Travel for Other Travelers

Simply select the “Update your Password” option in blue and you will be prompted to the following screen. Select the “Save” button in green, to ensure your updated password is saved for future use.



Change Your Password ×

Current Password

New Password

Confirm Password

[Cancel](#) [Save](#)



Password must be 8-25 characters and contain letters and numbers.

Creating a New Trip with *RezRequest*

To begin, access your *RezDesk* travel profile and click on the “Create a New Trip” button.

Welcome to RezDesk. William Never

Log Off



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Documents & Links

Coast Guard GTCC Program - Traveler Information Page

Your Travel Team

Your dedicated travel team is here to help you with all of your travel needs.
Call: (855) 576-4781
Email: uscg.travel@adtrav.com
Business Hours: 7am - 7pm CST
After-Hours Code: L52G

Welcome to your Travel Management Center

Your RezDesk Dashboard contains all the documents and links you will need to plan a worry-free and successful business trip. ADTRAV is committed to bringing our customers the best in travel technology and RezDesk serves as the gateway to all the ADTRAV travel tools.
From RezDesk, you can edit your travel profile, offer suggestions or compliments to ADTRAV, create or change travel arrangements, contact an ADTRAV representative and much more. RezDesk is just another example of ADTRAV's commitment to "Service Nonstop."

Alerts & Notices



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Next, choose the option of booking either with an agent or online with GetThere.

Welcome to RezDesk: Vernon Bear Log Off



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Travel Manager

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Feel free to book with a travel agent for any travel requirements. ADTRAV Agents are happy to assist you at any time.

AGENT BOOKING
Book with a Travel Agent by clicking on the button below to complete a simple RezRequest form. If you prefer to speak with an agent or need to cancel or modify an existing reservations, please call: 855-576-4781
Domestic Travel
International Travel
Hotel
Car
Rail
Any Non-employee Travel
Any CBA travel request

Book with Agent

ONLINE BOOKING
Select this booking type if ANY of the following conditions apply
Domestic Travel
International Travel
Hotel
Car
Rail
Employee Travel
Any IBA travel

Book Online

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Book with an agent if your reservation concerns CBA travel.

Book online with GetThere if your reservation concerns IBA travel.

Domestic travel, international travel, hotel, car, and rail travel can all be booked either online or with an agent.

If “Book Online” is the chosen option, you will be redirected to the GetThere online booking tool to complete your trip. If “Book with an Agent” is chosen, you will be prompted to the following form.



- Home
- + New Trip
- Book Online
- Trips**
- Profile
- Tickets
- Feedback
- Contact

NEW TRIP

* Denotes Required Element

Complete this simple form to create your trip.

GETTING STARTED

Trip Name

Trip Begin Date *

Trip End Date *

Please note that the dates entered above will restrict your available dates in the travel details section later in this form.

COMMENTS

Add a comment

EMAIL SETTINGS

Send Email To:



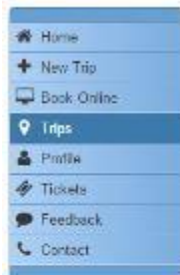
Travel Arranger — William Never – testbooking-william@uscg-rezdesk.com

Cancel

Save Draft

Submit

After filling in the information for “Trip Name,” “Trip Begin Date,” and Trip End Date,” you will be prompted to complete the remainder of the form, below.



NEW TRIP * Denotes Required Element

Complete this simple form to create your trip.

GETTING STARTED

Trip Name

Trip Begin Date Trip End Date

Please note that the dates entered above will restrict your available dates in the travel details section later in this form.

TRIP PURPOSE AND TYPE

Trip Purpose

TRAVEL DETAILS

Select an option below to start building your trip request.

COMMENTS

Add a comment

EMAIL SETTINGS

Send Email To: ☒ Travel Arranger — William Never — testbooking.william@uscg.rezdesk.com

After populating all fields for the required trip destination, simply “Submit” your trip request by selecting the green “Submit” button at the bottom of the request form.

After submitting your travel request (either online or directly with an agent), a confirmation email will be submitted to your preferred email address listed in your profile. Next, you will receive a list of travel segment options from an ADTRAV agent. These segment options will require you to choose the best suited selection for your travel. After options have been selected, an electronic (yellow banner) confirmation is sent to your email. Once reservations are confirmed and tickets purchased, a final electronic (green banner) confirmation is sent to your email with all trip details. This generally takes less than ten minutes to process a final RezConfirm itinerary. Once confirmation is received, the reservation process is complete and you are ready for your trip!