



PREFERRED PARTNER



# World Travel, Inc. Concur Online User Guide

## Completing Your Concur Travel Profile

This document provides the basics for completing your Concur Travel profile.

**Please Note:** All travelers are **required** to update and save their profile with all required information **before** booking with a World Travel, Inc. agent or through Concur Travel.

**Step 1:** Once you sign in to Concur, go to your **Profile** section, then select **Profile Settings**.

The screenshot displays the Concur user interface. At the top, there is a navigation bar with the Concur logo and menu items: Travel, Approvals, Reporting, and App Center. On the right side of the navigation bar, there are links for Administration and Help, and a Profile dropdown menu with a user icon. Below the navigation bar, the main content area is divided into several sections. On the left, there is a 'TRIP SEARCH' section with options for 'Booking for myself' or 'Book for a guest', and an 'Air/Rail Search' section with fields for Departure City, Arrival City, and Departure/Return times. In the center, there is an 'ALERTS' section with messages like 'You haven't signed up to receive...' and 'You have unused tickets'. On the right, there is a 'COMPANY NOTES' section with contact information for the designated agent team and technical support. A blue arrow points to the 'Profile Settings' link in the user profile dropdown menu.

CONCUR

Travel Approvals Reporting App Center

Administration Help

Profile

William P Never

Profile Settings Sign Out

Administer for another user...

I am a delegate or travel assistant

I am a self-assigning travel arranger

Select a name

Cancel Apply

TRIP SEARCH

Booking for myself | Book for a guest

Air/Rail Search

Round Trip  One Way  Multi-Segment

Departure City

Find an airport | Select multiple airports

Arrival City

Find an airport | Select multiple airports

Departure

depart Morning ± 4

Return

depart Afternoon ± 4

Pick-up/Drop-off car at airport

Automatically reserve this car

Find a Hotel

ALERTS

You haven't signed up to receive...

You have unused tickets

COMPANY NOTES

Your Designated Agent Team Phone - 888-433-2556 / Email: [jhtravel@worldtravelinc.com](mailto:jhtravel@worldtravelinc.com)

Calling from outside the United States? Please call: 484-348-6310

For Concur technical support (M-F 8a-8p ET) - Phone: 800-221-4730 / Email: [onlinehelp@worldtravelinc.com](mailto:onlinehelp@worldtravelinc.com)

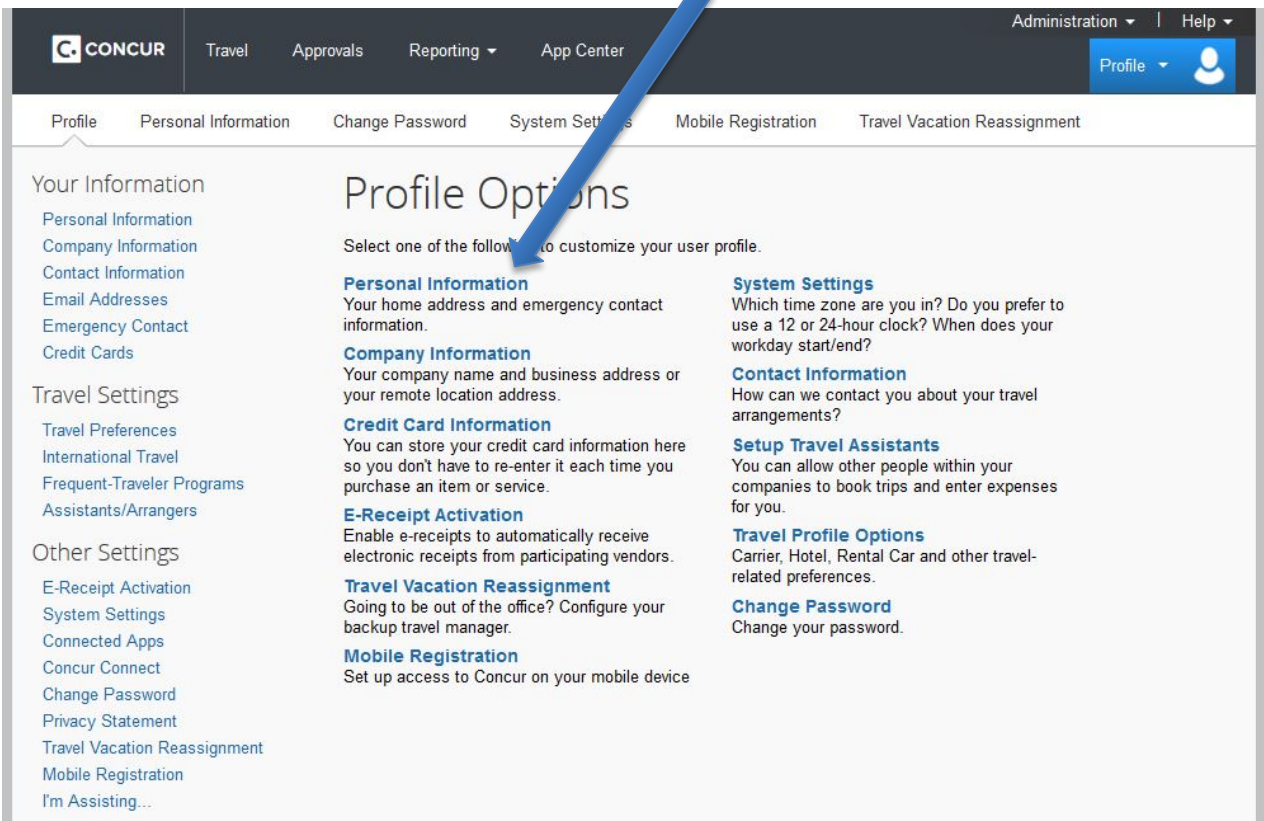
LIVE HELP online

Please click the Live Help Icon to chat with Online Support.

Support Hours: 9:00am to 5:00pm Eastern (Monday thru Friday)



**Step 2:** Under **Profile Options**, select **Personal Information**.



**CONCUR** | Travel | Approvals | Reporting | App Center | Administration | Help | Profile

Profile | Personal Information | Change Password | System Settings | Mobile Registration | Travel Vacation Reassignment

### Your Information

- Personal Information
- Company Information
- Contact Information
- Email Addresses
- Emergency Contact
- Credit Cards

### Travel Settings

- Travel Preferences
- International Travel
- Frequent-Traveler Programs
- Assistants/Arrangers

### Other Settings

- E-Receipt Activation
- System Settings
- Connected Apps
- Concur Connect
- Change Password
- Privacy Statement
- Travel Vacation Reassignment
- Mobile Registration
- I'm Assisting...

## Profile Options

Select one of the following to customize your user profile.

- Personal Information**  
Your home address and emergency contact information.
- Company Information**  
Your company name and business address or your remote location address.
- Credit Card Information**  
You can store your credit card information here so you don't have to re-enter it each time you purchase an item or service.
- E-Receipt Activation**  
Enable e-receipts to automatically receive electronic receipts from participating vendors.
- Travel Vacation Reassignment**  
Going to be out of the office? Configure your backup travel manager.
- Mobile Registration**  
Set up access to Concur on your mobile device.
- System Settings**  
Which time zone are you in? Do you prefer to use a 12 or 24-hour clock? When does your workday start/end?
- Contact Information**  
How can we contact you about your travel arrangements?
- Setup Travel Assistants**  
You can allow other people within your companies to book trips and enter expenses for you.
- Travel Profile Options**  
Carrier, Hotel, Rental Car and other travel-related preferences.
- Change Password**  
Change your password.



**Step 3:** Verify that your **First, Middle** and **Last Names** are identical to those on your photo identification that you will be presenting at the airport. If you find an error, please contact Amy Page at [apage@jhu.edu](mailto:apage@jhu.edu).

Administration | Help
CONCUR
Travel
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Reporting
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Profile

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Profile
Personal Information
Change Password
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Mobile Registration
Travel Vacation Reassignment

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## My Profile - Personal Information

Jump To: Personal Information Choose

Disabled fields (gray) cannot be changed. If there are errors in these fields, contact your company's travel administrator.

Fields marked **[Required]** and **[Required\*\*]** (validated and required) must be completed to save your profile.

**! Important Note**

**Your Name and Airport Security:** Please make certain that the first, middle, and last names shown below are identical to those on the photo identification that you will be presenting at the airport. Due to increased airport security, you may be turned away at the gate if the name on your identification does not match the name on your ticket.

Title	First Name	Middle Name <b>[Required]</b>	Nickname	Last Name	Suffix
	<input type="text" value="William"/>	<input type="text" value="P"/>	<input type="text" value="WTI Admin"/>	<input type="text" value="Never"/>	<input type="text"/>
	<input type="checkbox"/> No Middle Name				

**Company Information** Go to top


<input type="text" value="wtadmin"/>	
<input type="text"/>	<input type="text" value="WTI Admin"/>
<input type="text" value="TEST12"/>	<input type="text" value="235"/>
<input type="text" value="Deans/Executive"/>	<input type="text" value="Academic Centers"/>
<input type="text" value="TEST12"/>	<input type="text" value="TEST12"/>

Save



**Step 4:** Select your **Work Address** from the “Assigned Location” drop-down menu, or enter your Work Address manually.

**Work Address** Go to top

Company Name: *Johns Hopkins University*      Assigned Location: **East Baltimore Campus (Baltimore, MD)** 

Street: 615 North Wolfe Street  Address same as assigned location

City: Baltimore      State/Province/Region: MD

Postal Code: 21205      Country: United States of America

Save

**Step 5:** Enter your **Home Address**.

**Home Address** Go to top

Street: 620 Pennsylvania Drive

City: Exton      State/Province/Region: PA

Postal Code: 19341      Country: United States of America

Save



**Step 6:** Enter your **Contact Information**. You must provide either a Work Phone or a Home Phone, as well as a Mobile Phone.

### Contact Information Go to top

Work Phone <b>[Required**]</b>	Extension	Work Fax
<input type="text" value="222-222-2222"/>	<input type="text"/>	<input type="text"/>
2nd Work Phone/Remote Office	Home Phone <b>[Required**]</b>	
<input type="text"/>	<input type="text" value="333-333-3333"/>	
Pager	Other Phone	
<input type="text"/>	<input type="text"/>	
Mobile Phone <b>[Required**]</b>		<input type="button" value="Send Test Message"/>
<input type="text" value="United States of America (+1)"/>	<input type="text" value="444-444-4444"/>	<input style="font-size: 8px;" type="button" value="?"/>

**\*\*You must specify either a home phone or a work phone.**

**Step 7:** Your **email address** will already be listed in your profile. If you would like to add a personal email address or travel arranger's email address, select **[+] Add an email address**.

### Email Addresses Go to top

Please add at least one email address.

[▶ How do I add an email address?](#)

Email 1	<input type="button" value=" [+] Add an email address"/>
<input type="text" value="wtiadmin@jhu.edu"/>	Contact?
	Yes <input type="button" value="✎"/>



**Step 8:** Enter your **Emergency Contact** information. Select *Address same as employee* if applicable.

### Emergency Contact Go to top

Name		Relationship	
<input type="text" value="Verna Bear"/>		<input type="text" value="Spouse"/>	<input type="text"/>
Street			
<input type="text" value="620 Pennsylvania Drive"/>		<input checked="" type="checkbox"/> Address same as employee	
City	State/Province/Region	Postal Code	
<input type="text" value="Exton"/>	<input type="text" value="PA"/>	<input type="text" value="19341"/>	
Country	Phone	Alternate Phone	
<input type="text" value="United States of America"/>	<input type="text" value="777-777-7777"/>	<input type="text"/>	



**Step 9:** Enter your **Air Travel**, **Hotel**, and **Car Rental preferences**. You may also indicate whether or not you are eligible for special travel rates, such as AAA/CAA, Government, Military, and Senior/AARP. *Please note: special travel rates are contingent upon the traveler providing adequate documentation of eligibility while traveling.*

### Travel Preferences

[Go to top](#)

#### Eligible for the following discount travel rates/fare classes

AAA/CAA  Government  Military  Senior/AARP

#### Air Travel Preferences [?](#)

Seat:  Seat Section:  Special Meals:  Ticket Delivery:

#### Preferred Departure Airport [?](#)

#### Other Air Travel Preferences

#### Medical Alerts


#### Hotel Preferences

Room Type:  Smoking Preference:   Foam pillows  Rollaway bed  Crib

#### I prefer hotel that has:

a gym  a pool  a restaurant  room service  Early Check-in

#### Accessibility Needs

  Wheelchair access  Blind accessible

#### Car Rental Preferences


Car Type:  Smoking Preference:  Car Transmission:   In-car GPS system

#### Message to Car Rental Vendor [?](#)



**Step 10:** To add your **Frequent-Traveler Programs**, select **[+] Add a Program**.

#### Frequent-Traveler Programs

Your Frequent Traveler, Driver, and Hotel Guest Programs [+] Add a Program 

No programs defined

## Add Travel Programs

**i** Please enter programs EXACTLY as they appear on your card, excluding spaces and dashes. Do not add any additional characters. Do not include the carrier code. If you enter a program incorrectly, you will get a profile error from the reservation system. For example, if your card is printed "AA12345" or "John Doe/12345", your program number is "12345".

The page allows you to enter up to 5 travel programs at a time. First, select the type of program (carrier name, car rental, or hotel). Then, select the name of the company from the adjacent list. Finally, enter the program number (frequent traveler number, etc.).

	Air/Rail Carrier	Frequent Traveler / Driver/ Guest Number	Search this vendor
1 <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Select a carrier	AA126456	<input checked="" type="checkbox"/>
2 <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Select a carrier Air Canada Alaska Airlines American Airlines Amtrak Delta Frontier JetBlue Southwest United US Airways Virgin America	Frequent Traveler / Driver/ Guest Number H12345	<input checked="" type="checkbox"/>
3 <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="checkbox"/> Send airline	Frequent Traveler / Driver/ Guest Number	<input checked="" type="checkbox"/>
4 <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>		Frequent Traveler / Driver/ Guest Number	<input checked="" type="checkbox"/>
5 <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>		Frequent Traveler / Driver/ Guest Number	<input checked="" type="checkbox"/>








**Step 11:** Add your **TSA Secure Flight** required information, as well as any **Passports and Visas**.

### TSA Secure Flight

The Transportation Security Authority (TSA) requires us to transmit information collected from you. Providing information is required. If it is not provided, you may be subject to additional screening or denied transport or authorization. TSA may share information you provide with law enforcement or intelligence agencies or others under its records notice. For more on TSA privacy policies or to view the records notice and the privacy impact assessment, see the TSA's web site at [WWW.TSA.GOV](http://WWW.TSA.GOV).

Gender **[Required]** Date of Birth (mm/dd/yyyy) **[Required]** DHS Redress No.  TSA Pre  Known Traveler Number 

Male  Female


Save

### International Travel: Passports and Visas

[Go to top](#)

Adding your passport information to your profile will allow us to include it in your reservations. Having this information in your reservation can make international travel a little easier.

### Passports

 [\[+\] Add a Passport](#)


I do not have a passport

Passport Nationality	Passport Number	Date Issued	Place Issued (City, State)	Country Issued	Passport Expiration
----------------------	-----------------	-------------	----------------------------	----------------	---------------------

United States of America	3435545565				
--------------------------	------------	--	--	--	--



### International Visas

 [\[+\] Add a Visa](#)

Save





**Step 12:** If anyone within your organization will book travel on your behalf, add them as a **Travel Arranger** by selecting **[+] Add an Assistant**.

**Assistants and Travel Arrangers** Go to top

Please select the individuals within your organization that you would like to give permission to perform travel functions for you.

Refuse Self Assigning Assistants ?

Your Assistants and Travel Arrangers ➔ **[+] Add an Assistant**

Never, WTI Admin	Can book travel? <input checked="" type="checkbox"/>	
Never, William	Can book travel? <input checked="" type="checkbox"/>	 

## Add an Assistant

Please select the individuals within your organization that you would like to give permission to perform travel functions for you.

Assistant

Can book travel for me

Is my primary assistant for travel\*

\*Individuals/Groups with **no work phone number in their profile** cannot be designated as primary assistant for travel.



**Step 13:** Add your **Credit Card** to pay for your air, rail, car, hotel, and ground transportation reservations by selecting **[+] Add an Credit Card**.

Credit Cards
Go to top

You currently have the following credit cards saved with your profile.

Test Visa      xxxx-xxxx-xxxx-1111      Exp: 11/2017

[\[+\] Add a Credit Card](#)

## Add a Credit Card

Enter the appropriate information for the credit card you'd like to use below. Use the "Display Name" field to label the card so you can easily identify and select it when using features that require a credit card transaction. **All fields are required.**

Display Name (e.g., My Corporate Card)	Your name as it appears on this card		
<input type="text" value="My Corporate Card"/>	<input type="text" value="William Never"/>		
Card Type	Credit Card Number	Expiration Date	
<input type="text" value="VISA"/>	<input type="text" value="4111111111111111"/>	<input type="text" value="7"/>	<input type="text" value="2015"/>
<b>Use this card as the default card for:</b>			
<input checked="" type="checkbox"/> Plane Tickets <input checked="" type="checkbox"/> Rail Tickets <input checked="" type="checkbox"/> Car Rentals <input checked="" type="checkbox"/> Hotel Reservations			

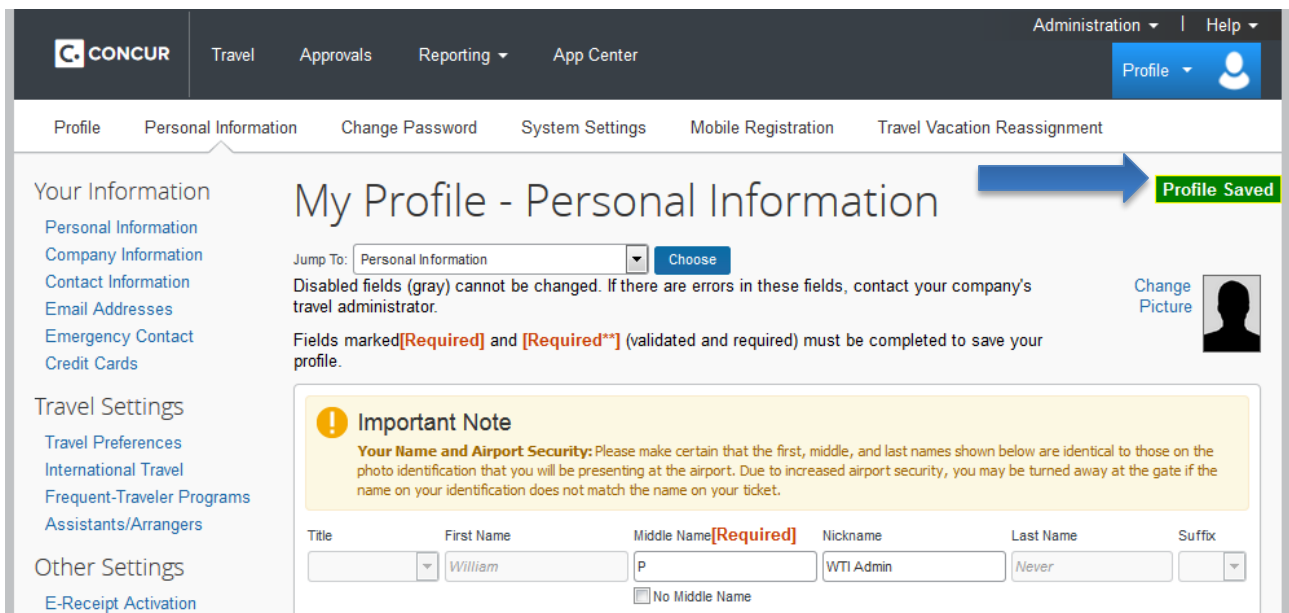
**Billing Address:** Enter the billing address for this credit card below. If this is a personal credit card, the billing address will typically be your home address. If it's a company card, the billing address might be your company address. The billing address **must** be the address where the bills for this card are **currently** delivered, not where you would prefer they be delivered. This information is used to verify your identity during credit card transactions. **Your credit card may be declined if your billing address is inaccurate.**

**Note:** Billing Addresses longer than 30 characters may cause certain Airlines (Direct Connects and Web Bookings) to decline your credit card. Please abbreviate long addresses if possible.

Street			<p><b>Tip:</b> If you complete your personal profile, we'll fill in this address information for you each time you add a new card.</p>
<input type="text" value="620 Pennsylvania Drive"/>			
City	State	Zip/Postal Code	
<input type="text" value="Exton"/>	<input type="text" value="Pennsylvania"/>	<input type="text" value="19341"/>	
Country			
<input type="text" value="United States of America"/>			



**Step 14:** Click any of the **Save** buttons to save your profile. If you see the **Profile Saved** banner once the page refreshes, you have successfully saved your profile!



**CONCUR** | Administration | Help | Profile

Travel | Approvals | Reporting | App Center

Profile | Personal Information | Change Password | System Settings | Mobile Registration | Travel Vacation Reassignment

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Title	First Name	Middle Name <b>[Required]</b>	Nickname	Last Name	Suffix
<input type="text"/>	<input type="text" value="William"/>	<input type="text" value="P"/>	<input type="text" value="WTI Admin"/>	<input type="text" value="Never"/>	<input type="text"/>
		<input type="checkbox"/> No Middle Name			

## World Travel Concur Online Support Team

**Phone:** 800-221-4730

**Email:** [onlinehelp@worldtravelinc.com](mailto:onlinehelp@worldtravelinc.com)

**Hours:** Monday – Friday, 8:00am – 8:00pm Eastern Time