



CrewConneX

Today, Feedback & History, My Reservations, Help Desk, My Profile

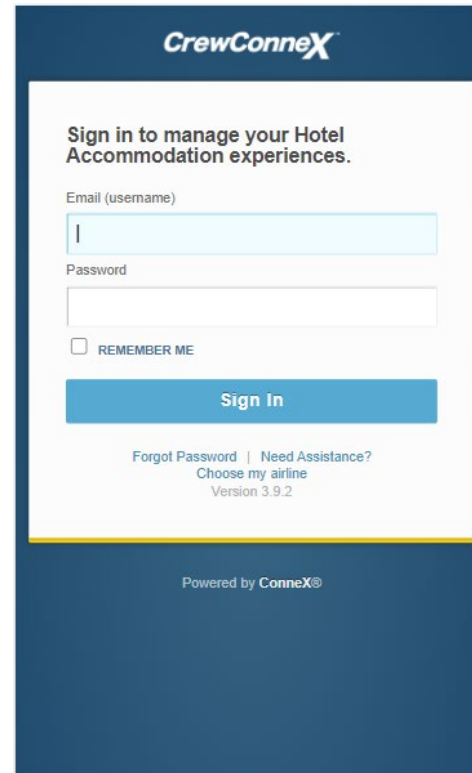
A Crew member's guide to CrewConneX

Download/Install & Registration

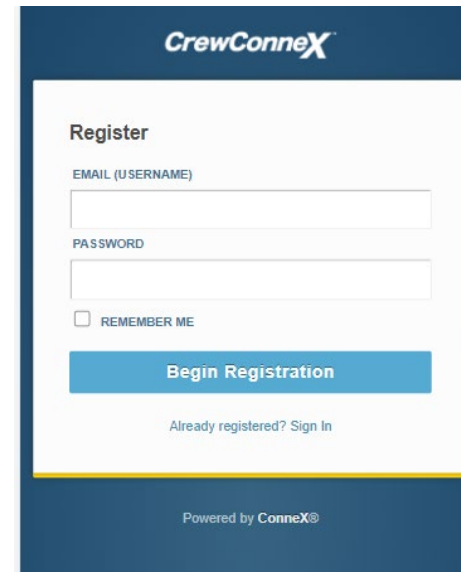
Download/Install App

To Download the App:

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



The screenshot 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'. A 'REMEMBER ME' checkbox is located below the password field. A blue 'Sign In' button is positioned below the input fields. At the bottom, there are links for 'Forgot Password', 'Need Assistance?', and 'Choose my airline', along with the text 'Version 3.9.2'. The footer indicates 'Powered by ConneX®'.



The screenshot 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'. A 'REMEMBER ME' checkbox is located below the password field. A blue 'Begin Registration' button is positioned below the input fields. At the bottom, there is a link for 'Already registered? Sign In'. The footer indicates 'Powered by ConneX®'.

Initial Registration

- Username – 2 letter IATA code, **ha**, a space, your employee number.
Example: **ha 12345** (do not include any leading 0's)
- Initial Password is **Welcome_HA**
- 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

Today

CrewConnex

Today	Submit Feedback	My Feedback History	My Reservations	Help Desk	My Profile
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Today

When you log into CrewConneX this will be the first page you see.

On this screen you will see the hotel and transport information for Today & Tomorrow's overnights

Today

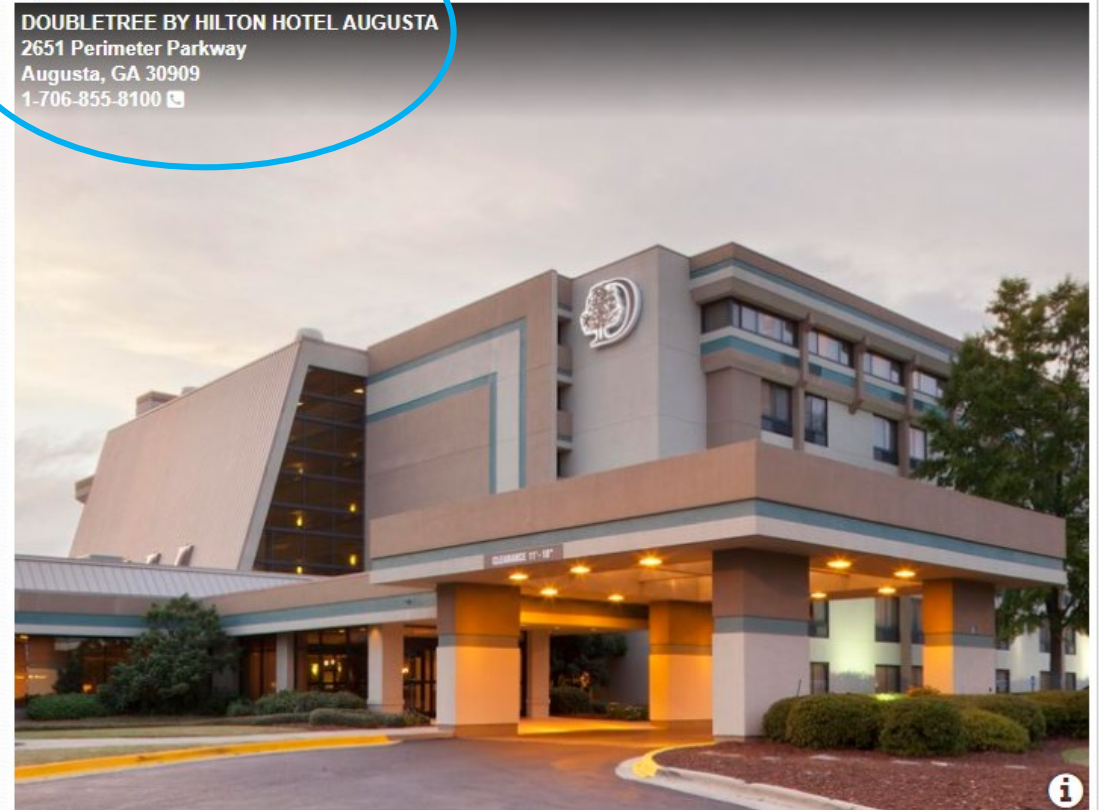
AGS - Scheduled

☀️ 87°F
Clear

Flight 453
Local Arrival Time 8:34 PM

Confirmed - #Schedule Reservation
Tue, 13-Oct-2020 → Wed, 14-Oct-2020

DOUBLETREE BY HILTON HOTEL AUGUSTA
2651 Perimeter Parkway
Augusta, GA 30909
1-706-855-8100 📞



Transport

Hotel Shuttle

Shuttle run for flight crew 24 / 7 8 seat passenger Van, Pick up @ "arrivals" in front of airport

Submit Feedback

Today Submit Feedback My Feedback History My Reservations Help Desk My Profile

Share your experience.

Recent Layovers **Manual Option**

MY RECENT LAYOVERS: -- Select A Layover --

SELECT SUPPLIER: -- Select Market First --

SELECT DATE: M/D/YYYY

ROOMNUMBER:

FLIGHT NUMBER:

FEEDBACK TYPE: -- Select a feedback type --

Submit Feedback

Submit Feedback (Click on the tab)

Select Manual Option

Choose from drop down

- My recent layover city (must select first)
- Select Supplier
- Select Date

Enter Room Number & Flight Number

Select Feedback Type from Dropdown & Click Submit Feedback

Submit Feedback

Recent Layovers Manual Option

MY RECENT LAYOVERS: FWA
SELECT SUPPLIER: HILTON FORT WAYNE AT THE GRAND WAY
SELECT DATE: 10/7/2020

ROOMNUMBER: 347
FLIGHT NUMBER: 2348
FEEDBACK TYPE: Negative (Complaint)

CHOOSE THE TOPIC(S) THAT APPLY

Bed Bugs Cleanliness Crew Amenities Customer Service Hotel Security

Internet Maintenance Noise Other Concerns Room Availability

Room Location Transportation

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 3794 characters remaining

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

Today Submit Feedback My Feedback History My Reservations Help Desk My Profile

Search Feedback

STATUS: -Select- EVENT START DATE: M/D/YYYY EVENT END DATE: M/D/YYYY

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@tvlinc.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
- Transportation phone #
- Diagrams of amenities provided

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

The screenshot shows a web interface with a navigation bar at the top containing links for 'Today', 'Submit Feedback', 'My Feedback History', 'My Reservations', 'Help Desk', and 'My Profile'. Below the navigation bar, the page title 'My Reservations' is displayed. Two reservation cards are shown. The first card is for 'AGS - Augusta' at the 'DOUBLETREE BY HILTON HOTEL AUGUSTA'. It includes the address '2651 Perimeter Parkway, Augusta, GA 30909' and phone number '1-706-855-8100'. The stay dates are 'Tue, 13-Oct-2020 → Wed, 14-Oct-2020'. The status is 'Confirmed'. The confirmation number is 'Schedule Reservation'. The transportation provided is 'Hotel Shuttle' with phone number '1-706-855-8100'. There are icons for a fork and knife, 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'. It includes the address '527 Woody Jones Blyd, Florence, SC 29501' and phone number '843-702-3300'. The stay dates are 'Wed, 14-Oct-2020 → Thu, 15-Oct-2020'. The status is 'Confirmed'. The confirmation number is 'Schedule Reservation'. The transportation provided is 'Red Top Cab Service' with phone number '843-346-9083'. A blue button labeled 'View Reservation Details' is also present.

My Reservations

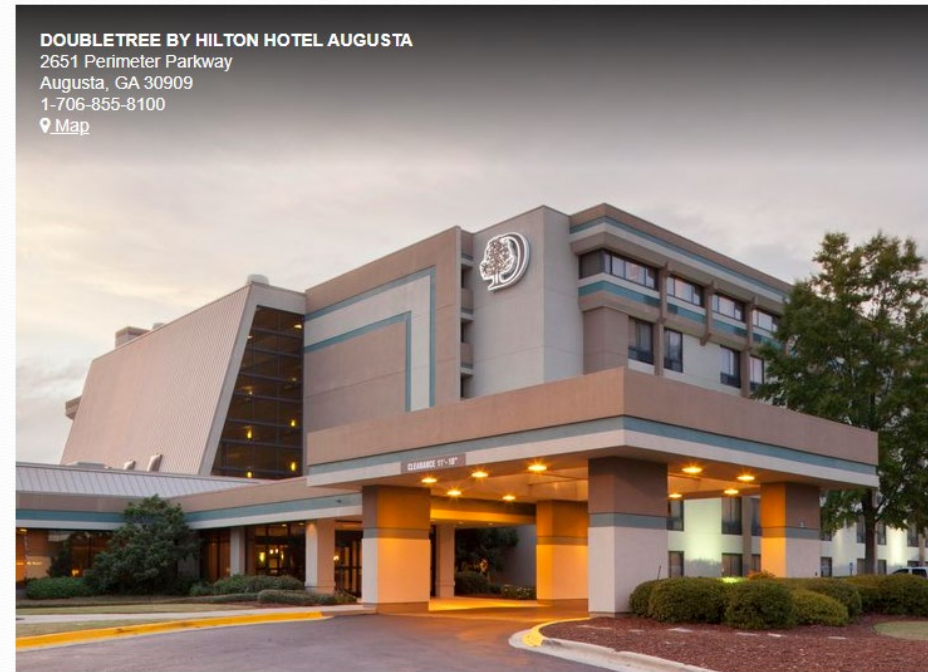
My Reservations cont.

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

- Hotel address & phone
- Pictures of the hotel
- Dates of stay
- Confirmation number
- Transportation provided by
- Transportation phone #
- Contracted Amenities (optional)
- Transportation Special Instructions (optional)

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.

Help Desk

Today	Submit Feedback	My Feedback History	My Reservations	Help Desk	My Profile
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Help Desk

*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.

EMAIL ADDRESS

Please CC me on the email

HOW CAN WE HELP?

[Send Support Request](#)

[Terms of Use](#) [User Guide](#) [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

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. Underneath, there are two tabs: 'Edit Profile' and 'Edit Password', with 'Edit Password' circled in blue. The main content area contains several form fields: 'YOUR NAME' with the value 'Cheryl Sonnek', 'COMPANY' with 'Piedmont (PT)', 'USERNAME / EMAIL ADDRESS' with 'csonnek@tvinc.com', 'TEMPERATURE UNITS' with '°F' selected, and 'SELECT PREFERRED LANGUAGE' with 'English-US'. At the bottom of the form is a blue 'Update Information' button, which is also 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 at which you'd like to display on the Today page, as well as the Language Preference. If items are updated, they'll be relected upon your next login.

To update your password, select Edit Password.

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

This screenshot shows the 'My Profile' page with the 'Edit Password' tab selected and circled in blue. The form contains three input fields: 'NEW PASSWORD', 'NEW PASSWORD', and 'CONFIRM NEW PASSWORD'. At the bottom of the form is a blue 'Update Password' button, which is also circled in blue.