Please read this entire message for important information regarding steps you must take upon logging into E2 Solutions the first time. In addition, this email provides Travel Management Center (TMC) contact numbers and information on where to find training and support for the E2 Solutions travel system.

How do I log into E2 Solutions the first time?

For your initial login to E2 Solutions, you must use the customized link that will be provided to you shortly from etravelservices@cwtsatotravel.com. This link is valid for only 72 hours. For additional details, please refer to the instructions included in this documentation.

If this link does not work you will need to contact Client Services to request that your account be re-initialized.

What do I need to do the first time I log into E2 Solutions?

Once you have logged in, please immediately follow the instructions in the *E2 New User Checklist.*

How do I access E2 Solutions after I have completed my initial setup?

Once your initial login and set up is complete, E2 Solutions should be accessed using the following link https://e2.gov.cwtsatotravel.com.

How do I book travel reservations?

There are two ways to book travel reservations using the E2 Solutions travel system.

- Through the Online Booking Engine (OBE) connected to E2 Solutions (Will incur a lower transaction fee)
- By contacting your servicing Travel Management Center (TMC) (Will incur a higher transaction fee)
    - SATO Travel (1-855-813-2844) – Used by all travelers assigned to an office that is not located in Alaska or Hawaii

    - El Sol (1-844-355-0383) – Used by all travelers assigned to an office that is located in Alaska or Hawaii

Please note your servicing TMC is based on the location of the office to which you are assigned. It is not based on your physical location or duty station. For example, you might be assigned to an office in Juneau AK, but physically located in Seattle WA. In this case, your servicing TMC would be El Sol. **Users must use their assigned TMC.**

Please refer to the TMC Contact Information provided in this documentation for further details.

What should I do if I have not taken training for E2 Solutions?

Classes are currently being offered by the vendor, CWTSatoTravel, via webinar. Users may register for training via the NOAA CLC.

A short video explaining the CLC registration process using the E2 Training Page in the CLC can be found at https://drive.google.com/open?id=0B3j- eUomv4SObnM2eFVfd3UyNDA. New employees or contractors who do not have access to the CLC should contact cbs.trainingservices@noaa.gov for further guidance.

Questions about E2 Solutions?

If you have any questions please utilize the following resources:

- E2 Solutions has excellent documentation and support materials that users can access by clicking the **Find Answers** link from within the E2 Solutions travel system. Please note that you must be logged into E2 Solutions to access Find Answers.
- The Client Services Training Materials webpage also contains helpful information regarding E2 Solutions. The webpage link is: http://www.corporateservices.noaa.gov/finance/training_materials.html.
- Your FMC Travel Coordinators can answer general questions about your office specific travel scenarios, document routing, user profiles, and general E2 Solutions functionality. For a list of FMC Travel Coordinators, please refer to the E2 Travel Information webpage found at http://www.corporateservices.noaa.gov/finance/e2travel.html.
- Contact the NOAA Finance Office Client Services Helpdesk – clientservices@noaa.gov or call 301-444-3400, Option 2, Monday - Friday, 7:00 am - 5:00 pm (ET).
    - o If you need to unlock or re-initialize your account you may contact Client Services via phone
    - o If you need to have your login credentials provided you will need to contact Client Services in writing via email at clientservices@noaa.gov. Client Services cannot provide account login credential requests via phone.

Department of Commerce ♦ E-Gov Travel Service 2 (ETS2)

Implementation of E2 Solutions System

Welcome to E2: Initial Log In

Please see below for the initial log in process to E2. This process is unique to the initial log in and must be followed properly to ensure access to the travel system

1 Receive E2 Log In Credentials from DOC with information for how to log into the system on *(Log in credentials to be sent 5/19/2017*

2 On 5/22/2017, you will receive an email from E2 with the subject line of "E2 New User Access" notifying you that your account is created.

3 Click the "Sign In Using This Link" link in the email **WITHIN 72 HOURS** (please see below for example). If it has been more than 72 hours, contact your Tier 1 Help Desk

Dear NEW USER,

This email is to notify you that your E2 Solutions account has been established. To create your security profile, please click on the following link to log on for the first time, Sign In Using This Link. This link will expire in 72 hours from the date of this email.

If you have any questions or this email has expired, please contact your Agency System Administrator or your agency's designated E2Solutions Customer Support Center.

Thank you for using E2Solutions.

Please note: Replies to this mailbox are not monitored.

4 Enter your User Credentials (from 5/19/2017 email from your Tier 1 Help Desk, referenced in Step 1)

Password Maintenance

Initialize Security Information

E2 User Id:*   JOHNHOLT

Social Security Number or Employee Id:* ●●●●●●●●

*Required

[Continue] [Cancel]

*DO NOT ENTER YOUR SSN

5 You will be prompted to set your password and security questions in E2.

6 Please accept the warning message in E2.

7 Please accept the Rules of Behavior in E2.

8 Welcome to E2 Solutions!

If you have questions or comments about E2 Solutions, please contact your Tier 1 Help Desk at clientservices@noaa.gov

E2 New User Checklist: Welcome to E2!

Welcome to E2 Solutions, DOC's new automated travel system! As a new user, after the initial account/password set up, please take the time to do the following activities in the E2 System:

URL to Favorites: Save the E2 URL in your "Favorites" for future easy access to the system: e2.gov.cwtsatotravel.com

Update your Profile: Click the **PROFILE** tab in the top right hand corner of the E2 screen.

1. Update your Mailing Address and Homesite in your E2 Profile
2. Add Alternative Email Addresses (for emergency contact, travel preparers, etc) if necessary
3. Input your Travel Charge Card Information (if you have a Travel Charge Card)
4. Link your E2 Profile to the Online Booking Engine for Travel Reservations:
   1. Click the "Edit Travel Preferences" link in your account.
   2. E2 will link you to the online TMC account.
   3. Once you are linked, you can update your Passport Number, Date of Birth, and any additional information you would like to store for the TMC.
5. Search for and Add your Travel Preparer/Arranger to your account (if applicable)

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What should I Update in My Profile?

- Click the [Edit Profile](#) link to change reservation name information. Your reservation name is the name used for your reservations and must match the government-issued ID you use when traveling.
- Click the [Edit Homesite](#) link to change your home site or default departure airport.
- Click the [Edit Address Information](#) link to change your mailing address.
- Click the [Edit Email Information](#) link to change your primary email address and add or change alternate email addresses.
- Click the [Edit Arrangers](#) link to manage the list of users who can create travel documents on your behalf.
- Click the [Edit Credit Card Information](#) link to manage credit card data and default methods of payment for airfare and hotel guarantees.
- Click the [Edit Password Information](#) link in Other Features to change your password and security credentials. Passwords may be active for a maximum of 90 days. However, your agency may require more frequent changes for security purposes. You are notified as your password nears expiration; you will receive a warning message on your landing page after you log on.
- Click the [Printable Profile](#) link in Other Features to print your profile.

Effective May 22, 2017, NOAA and BIS will use the newly implemented <u>E2 Solutions</u> for all travel bookings and travel processing.

<u>New TMC Contact Number for SATO Customers</u> If you would like to call the TMC to make reservations (or to make changes to an existing reservation), after 5/22/2017 please use the following **<u>NEW</u>** TMC Number: **1-855-813-2844** This number will be active starting 5/22/2017 for all NOAA and BIS E2 users whose travel is processed by SATO.	**<u>TMC Contact Number for El Sol Customers</u>** If you would like to call the TMC to make reservations (or to make changes to an existing reservation), after 5/22/2017 please use the following TMC Number: **1-844-355-0383** This number will be active starting 5/22/2017 for all NOAA and BIS E2 users whose travel is processed by El Sol.

If you have questions or comments about E2 Solutions, please your Tier 1 Help Desk at <u>clientservices@noaa.gov</u>