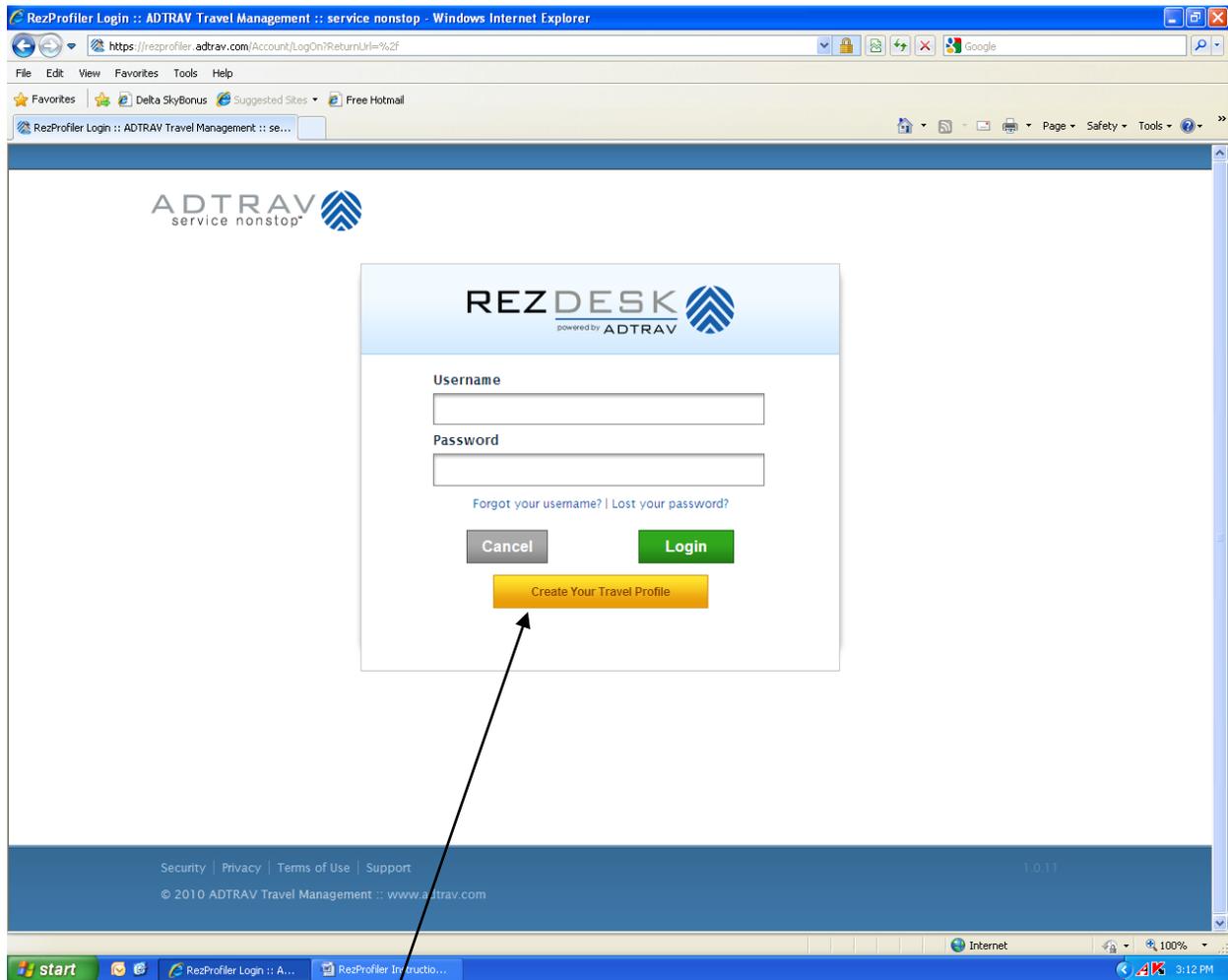


# REZDESK Instructions

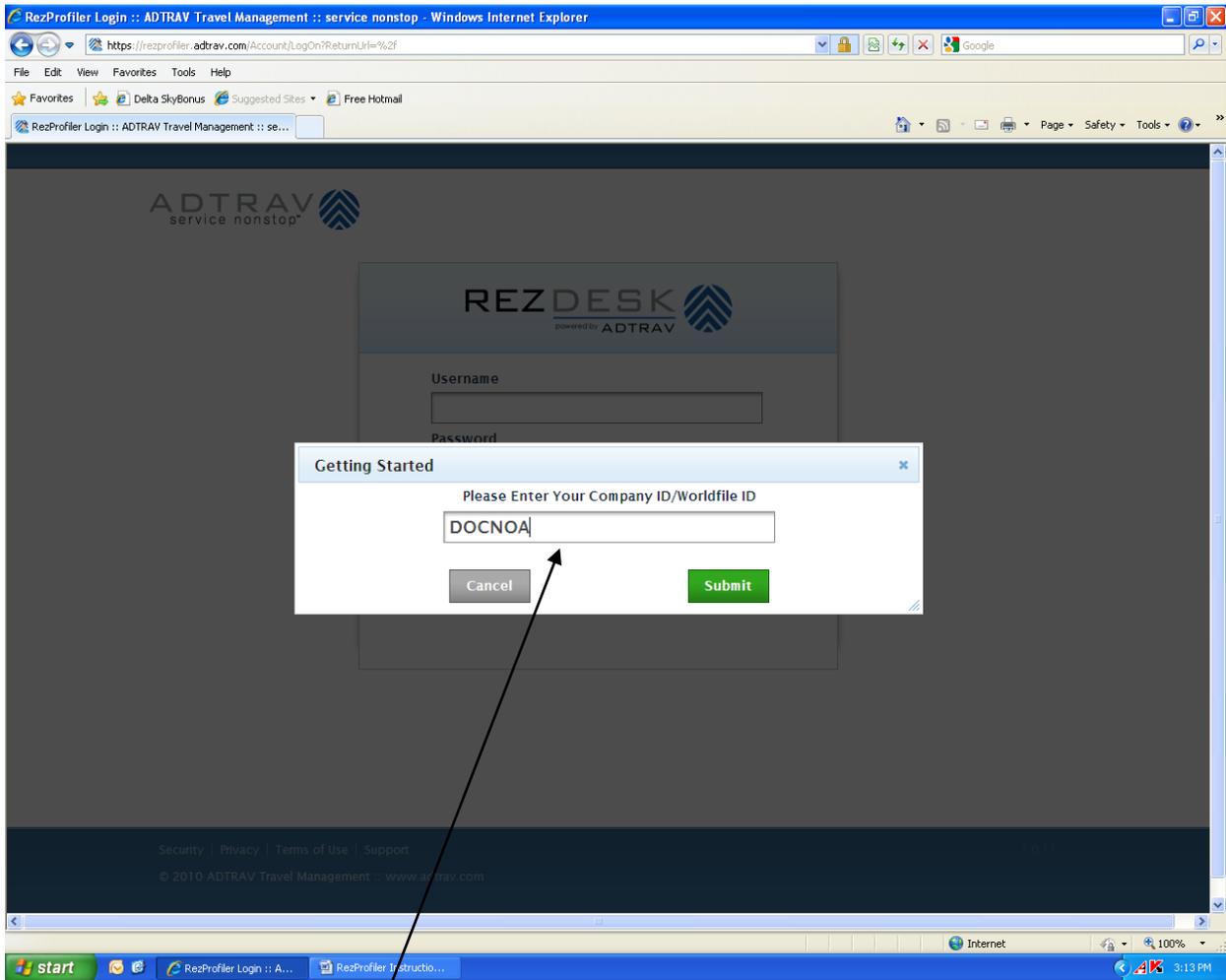
For help or questions please email [govrezprofiler@adtrav.com](mailto:govrezprofiler@adtrav.com)

To create a profile please go to: <https://rezprofiler.adtrav.com>

## First Time Users:



**Step 1:** Click on the "Create Your Travel Profile" tab.



**Step 2:** You will be prompted to enter your Company ID/Worldfile ID. The ID for NOAA is DOCNOA.

ADTRAV service nonstop

REZDESK powered by ADTRAV

Travelers must enter their name exactly as it appears on their government issued ID.

Salutation

First Name

Middle Name

Last Name

Suffix

Preferred Name

Company Id

PIN

Primary Email

Verify Email

I Arrange Travel for Other Travelers

Username

Password

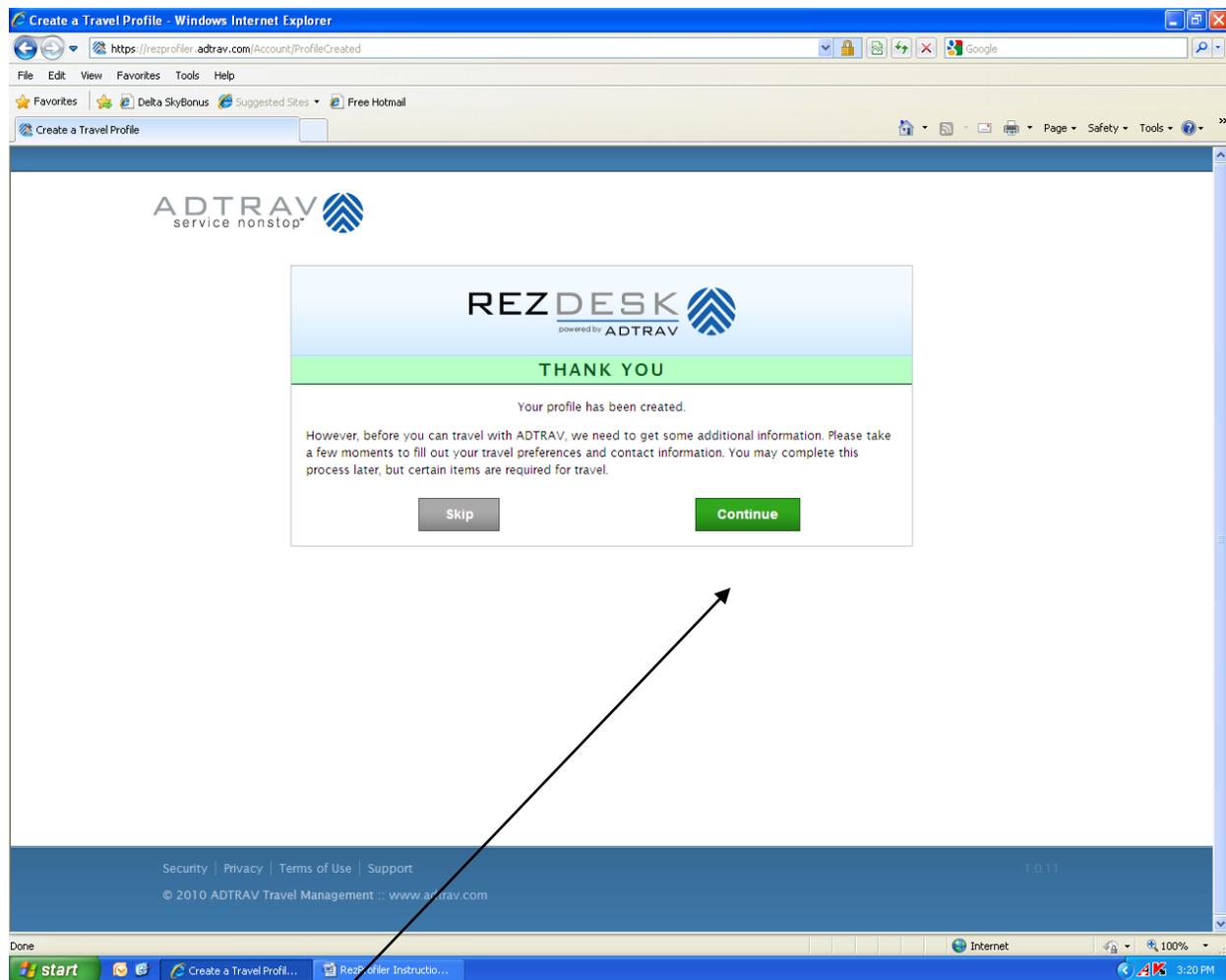
Confirm Password

Please enter your name exactly as it appears on your government issued ID.

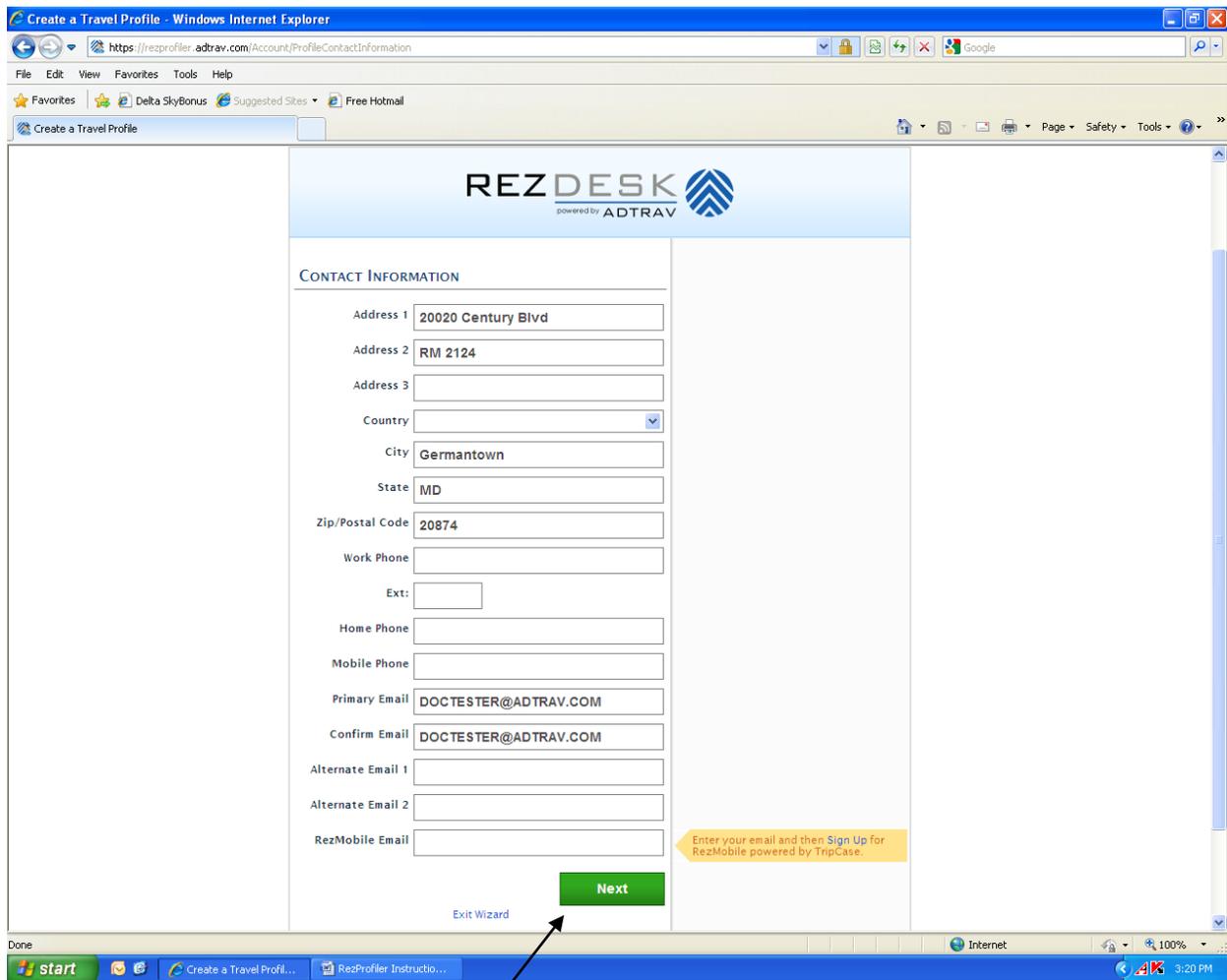
Your PIN should be provided to you by your travel manager.

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

**Step 3:** Complete all information for a new profile. A Company PIN will be requested. The pin will be 1111.



**Step 4:** Click “continue” to fill out your travel preferences and contact information. Parts of the preferences and information are mandatory for travel.



**Step 4 (Continued):** After completing each section of contact information and travel preferences, click the “next” button to continue.

The screenshot shows a web browser window titled "Create a Travel Profile - Windows Internet Explorer". The address bar shows the URL "https://rezprofiler.adtrav.com/Account/ProfilePassport". The page features the ADTRAV logo and the REZDESK logo, which is powered by ADTRAV. The main content area is a form titled "TSA SECURE FLIGHT REQUIREMENTS".

The form includes the following fields and options:

- Gender:  Male  Female
- Date of Birth: February 3, 1953
- Redress Number: [Text input field]
- Passport Section: "If you travel on more than one passport, you will be able to add them later."
- Issuing Country: [Dropdown menu]
- Passport Number: [Text input field]
- Issue Date: [Month/Day/Year dropdowns]
- Expiration Date: [Month/Day/Year dropdowns]
- Nationality: [Dropdown menu]
- Issuing Authority: [Text input field]

Navigation buttons include "Previous", "Next", and "Exit Wizard". A yellow callout box on the right side of the form says "What is this? Learn more about DHS Traveler Redress here." The browser's taskbar at the bottom shows the Windows start button, several open tabs, and the system clock at 3:23 PM.

**Step 4 (Continued):** Birth date and gender are both required for travel. These fields are located in the TSA Secure Flight Requirements section.

Continue to fill out contact and travel information. You will also be required to answer security questions for your account.

## NOTE: Travel Arrangers:

The new RezDesk **now requires** travel arranger's to have a profile filled out in RezDesk. Travel Arrangers will need to follow the same directions to create their profile as new users.

The screenshot displays the ADTRAV RezDesk user profile interface. At the top, it says "Welcome to RezDesk: DOC TESTER" with a "Log Off" link. The ADTRAV logo and "National Oceanic and Atmospheric Administration" are visible. A navigation menu on the left includes "Home", "My Profile", and "Contact Information". The main content area shows the user's name "DOC TESTER" and a red warning message: "A valid passport is Required Before You Can Travel; See Red Tabs". Below this, the user's full name is listed as "DOC TESTER" with an "Edit" link. A note states: "TSA Secure Flight rules require that your name matches your Government issued ID." Contact information is provided for Address (20020 Century Blvd, RM 2124, Germantown, MD 20874, United States), Phone (Work: (20) 544-4800, Home, Mobile), and Email (Primary: DOCTESTER@ADTRAV.COM, RezMobile, Alternate 1, Alternate 2). A horizontal menu contains tabs for "Account Questions", "Payment Options", "Government Requirements", "Travel Preferences", "Emergency Contacts", "Travel Arrangers", and "Travel Affiliations". The "Travel Arrangers" tab is active, showing an "Add" button and a message: "No Travel Arrangers Registers. Click Add to Register a new Travel Arranger." A black arrow points to the "Add" button. The footer includes "Security | Privacy | Terms of Use | Support", "© 2010 ADTRAV Travel Management :: www.adtrav.com", and "1.0.11". The Windows taskbar at the bottom shows the Start button, taskbar icons, and system tray with the time 3:24 PM.

Those wishing to add a travel arranger will now choose their travel arranger from a list of arranger's on file.

## For Current Users:

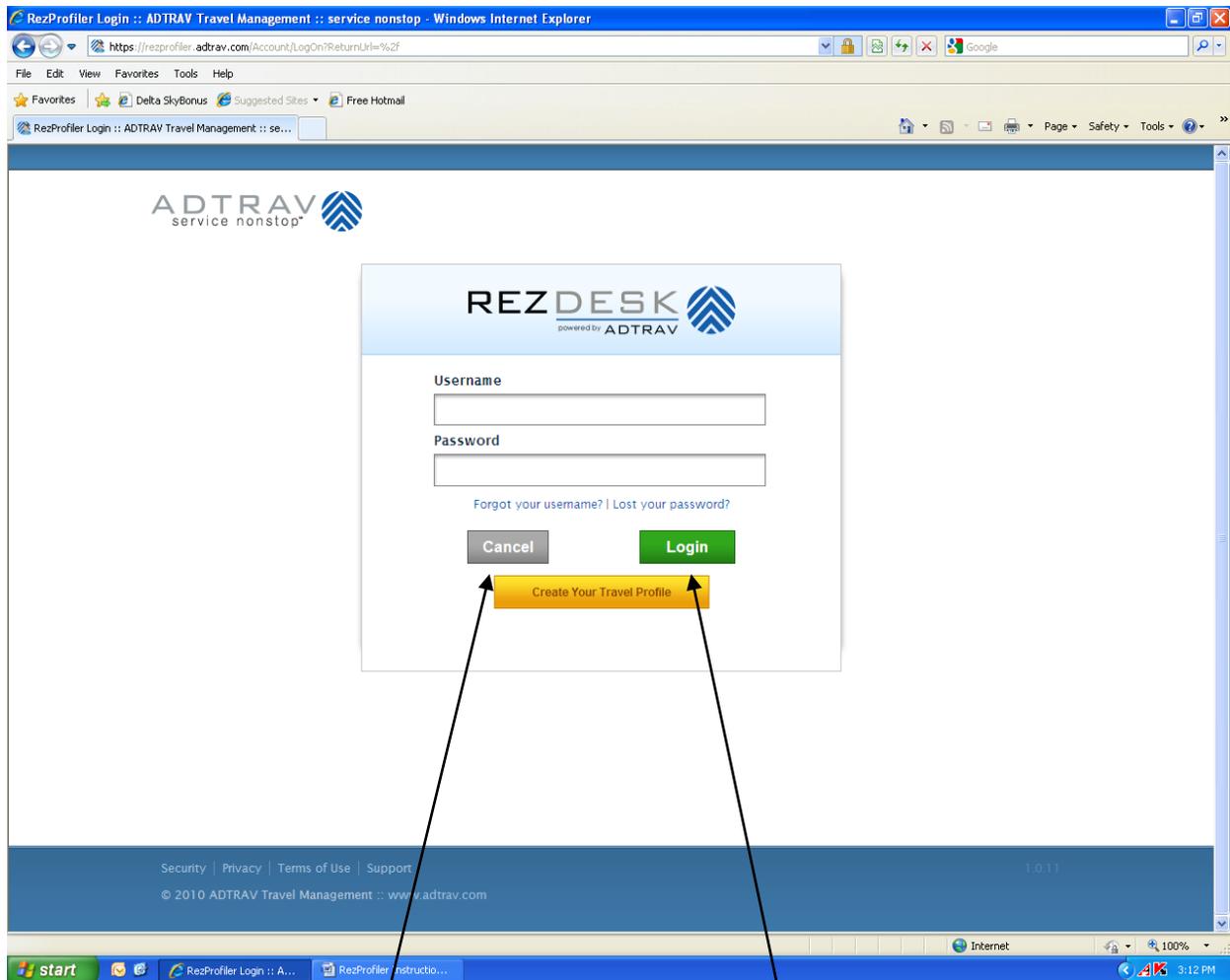
The screenshot shows a web browser window with the URL <https://rezprofilor.adtrav.com/Account/LogOn?ReturnUrl=%2F>. The page features the ADTRAV logo and the REZDESK login form. The form includes the following elements:

- Username field
- Password field
- Link: [Forgot your username? | Lost your password?](#)
- Buttons: [Cancel](#), [Login](#), and [Create Your Travel Profile](#)

Two arrows point from the text below to the Username and Password fields in the login form.

**Username:** is your work email address or email address that you used to create your profile

**Password:** Chosen at time of creation



If a user has forgotten their **username** they will need to click on “Forgot your username?” They will then be prompted to enter their primary email address. An email will arrive to them from the RezDesk system and will provide their user name.

If a user has forgotten their **password** they will need to click on “Lost your password?” They will be asked to enter their user name and primary email address. At this time most users’ username is their email address. If so, the email address will be entered twice here. An email will arrive to them from the RezDesk system and they will follow the link in the email back to a screen where the password can be changed.