TOWER — The Travel Management Company   Cliqbook   THE UNIVERSITY OF CHICAGO

Quick Reference Guide

How to Log In to Cliqbook	
1	To begin booking online, you must login here: https://gems.uchicago.edu/login/auth.php
2	Enter your CNET ID and Password, then click continue to log into Cliqbook.

How to Change your Time Zone, Date Format, or Language	
1	Select **Profile**.
2	Click **System Settings** (left side of the screen)
3	Update the **System Settings** section.
4	**Save** your Changes.

How to Update your Travel Profile	
1	Select Profile.
2	Enter or update your information and select any **Save** button on the screen.

How to Set up a Travel Arranger or Assistant	
1	Select **Profile**.
2	Click the **Assistants** link at the top of the Profile screen.
3	Click **Add an Assistant** to search for your assistant's last name. Your assistant must have a Cliqbook account created before you can add him or her to your profile.
HINT: Trouble searching? Try this format: LastName, FirstName (no spaces). For example: Smith,June	

How to Make a Travel Reservation	
1	Choose the **Flight**, **Rail**, **Car**, or **Hotel** tab at the left side of the screen.
2	For flights, choose the type of flight.
3	Enter the cities for your travel. Choose from the **Cliqbook Map** tab or type into the **Departure** and **Arrival City** fields.
4	Enter the date and time preferences for your travel.
5	If you need a car, check the **Pickup/Dropoff Car at Airport** box.
6	If you need a hotel, check the **Find a Hotel** box. You can choose how to search for the hotel: by **Address**, by **Reference Point** (a city, neighborhood, or zip code), by **Airport**.
7	Choose to search for flights by **Price** or by **Schedule**.
8	If you prefer refundable tickets, select the applicable check box.
9	Select your airfare.
10	Select your car (if requested).
11	Select your hotel (if requested).
12	Review that the Itinerary is correct on the **Itinerary** screen.
13	On the **Itinerary** screen you can: • Select or change a seat • Change your car or hotel • Change a flight (pre-ticketing)
14	On the **Trip Booking Information** screen you can: • Change the trip name Enter a trip description
15	Select your preferred format for the email from Cliqbook: HTML or Text
16	Confirm the final itinerary.
17	Once the travel wizard is complete, click the **Close** button.

How to Select a Hotel	
1	If you choose to add a hotel, you can choose to search by: • Airport – enter the airport code. You do not have to search near the airport you are flying in to. • Address – enter all or part of the address. • Reference Point or Zip Code – enter a nearby location, such as a school or hospital, or the postal code.
2	The search radius can be from 1 to 99 miles or kilometers.
3	Once your see your results, click **Get More Hotels** to pull more hotels into the list.
4	Click **Map of Hotels** to see a map of the location you chose and nearby hotels. Company preferred hotels show up as pink dots.
5	When you select a hotel, click the **Info** link to see more information for the hotel.
6	Select the specific rate you prefer within the hotel tab you select.

How to Select a Car

1	If you check that you need a car on the **Flight** tab, you will see car results after you choose your flight. (If you check **Automatically Reserve this Car**, Cliqbook will add the car without showing you flight results.)
2	Select the car you would like to rent and go to the next step.
3	If you need an off-airport car, choose to add the car from the **Itinerary** page, or choose the **Car** tab.
4	Use the same search criteria for off-airport cars that you use to search for hotels.

How to Select a Seat

1	Anywhere in Cliqbook where you see the seat map button, you can click it to select a seat.
2	Green seats mean the seat is available.
3	Hold your cursor over the seat to see the seat number.
4	Yellow highlighted seats are preferred – you can only select these seats if you have preferred status on the airline.
5	You will usually be automatically assigned a seat. From the **Itinerary** page, you can view your seat or click **Change Seat** to change it.

How to Cancel or Change an Airline, Car Rental, or Hotel Reservation (PRE- Ticketing ONLY)

1	From the **Upcoming Trips** tab, click the name of the trip.
2	Click **Change Trip (add car or hotel)**.
3	From the Itinerary, choose: • Change Seat • Change Flight to change your day or time for travel – you cannot change the airline • Change or cancel car rental • Change or cancel hotel
4	To cancel your entire trip, click **Cancel** from the menu.

HINT: If the status of the trip says Ticketed, you cannot change or cancel your flight, you must contact Tower's travel consultants for assistance. They can be reached at 866.625.6491 (**option #3)**.

How to Get Assistance

1	Select **Help** on the main menu at the top of any page to access the **Help Center**.
2	Or you can call Tower's Online Solutions Specialists at 866.625.6491 (Option #2) or email them at: **onlinesolutions@towertravel.com**
3	The Tower Online Solutions team is available Mon-Fri, 8:30am – 5:30pm CST.