Crew Member's guide to *CrewConneX*

Registration, News Feed, Feedback & History, My Reservations, Help Desk, My Profile, Cancel Request

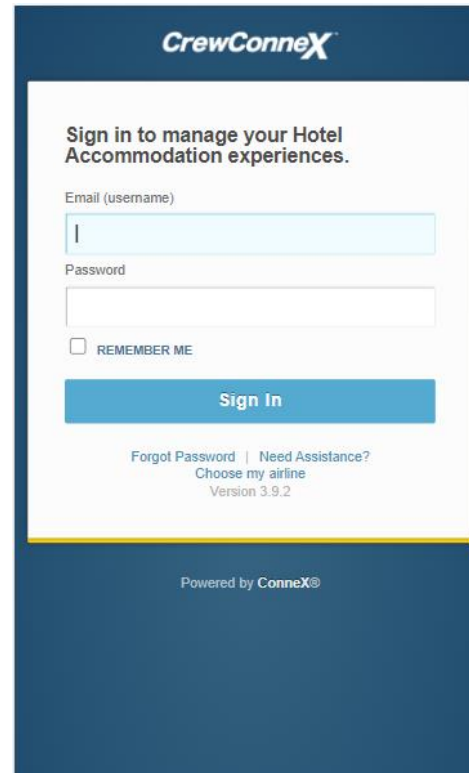# Download/Install & Registration

Download/Install App

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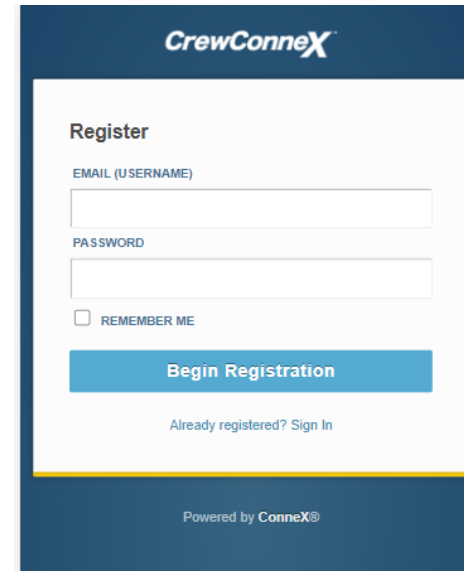- Go to your Device App Store
- Search for CrewConneX
- Install the App

Access via Web

To access to the web version:
- Go to: https://crew.tvlinc.com/ on any web browser

Initial Registration

- Enter your Username by creating it with the following criteria:
  - IATA code (NKS) + Employee ID Example: If Emp ID= 12345, Username= NKS12345 (do not include any leading 0's)
- Initial Password is Welcome_NK
- 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

CrewConneX

My Profile

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, as well as the Language Preference. If items are updated, they'll be reflected upon your next login.

Edit Password
To update your password:
- Enter New Password
- Confirm New Password
- Click Update Password

Notifications
If the user installs the app from their app store, they can enable the Notifications

News Feed

News Feed

This page will show alerts applicable to the client

Today	News Feed	Submit Feedback	My Feedback History	Cancel Request	My Reservations	Help Desk	My Profile

News Feed

❶ Spirit Airlines *@corporate*   ● *Oct 30*

Once the original Bid is loaded in CrewzIt, the system will automatically update your schedule for the "next 14 days". Anything greater than 14 days will remain with the Original Bid until it enters the "next 14 days" window.

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Submit Feedback

| News Feed | Submit Feedback | My Feedback History | My Reservations | Help Desk | My Profile |

Share your experience.

Manual Option

MY RECENT LAYOVERS
-- Select A Layover --

SELECT SUPPLIER
-- Select Market First --

SELECT DATE
M/D/YYYY

ROOMNUMBER

FLIGHT NUMBER

PRIORITY
High

FEEDBACK TYPE
-- Select a feedback type --

Submit Feedback

Submit Feedback (Click on the tab)

Choose from drop down
- My recent layover city (must select first)
- Select Supplier
- Select Date

Enter Room Number & Flight Number

Choose the Priority from drop down

Select Feedback Type from Dropdown & Click Submit Feedback

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Submit Feedback

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**

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My Feedback History

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

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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
- Pick up time
- Check In Time
- Check Out Time
- Transportation phone #
- Diagrams of amenities provided

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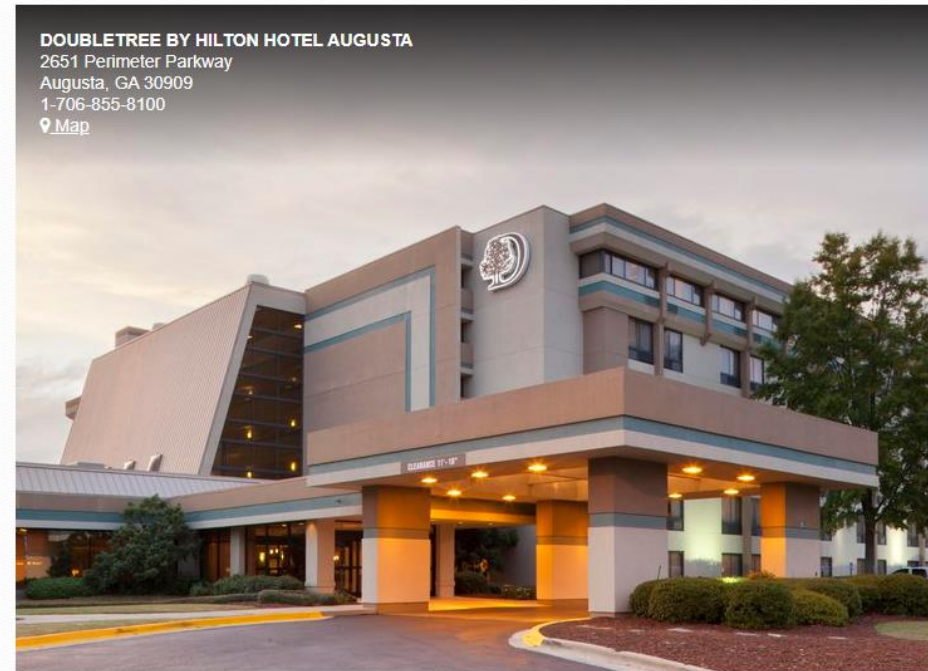
My Reservations

My Reservations cont.

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

- Hotel address & phone
- Picture of the hotel
- Dates of stay
- Confirmation number
- Transportation provided by
- Pick Up time
- Check In time
- Check Out time
- Hotel Amenities

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.

Cancel Request

Cancel Request (click on the tab)

This option allows you to cancel a hotel request by filling the following information:

- Flight Number
- Airport
- Arrival Date
- Click Cancel Request

If you wish to Cancel a date range, click the Want to cancel a date range box and enter the Arrival Date End. Then click Cancel Request

This will send an email notification so your buyback request is processed accordingly.
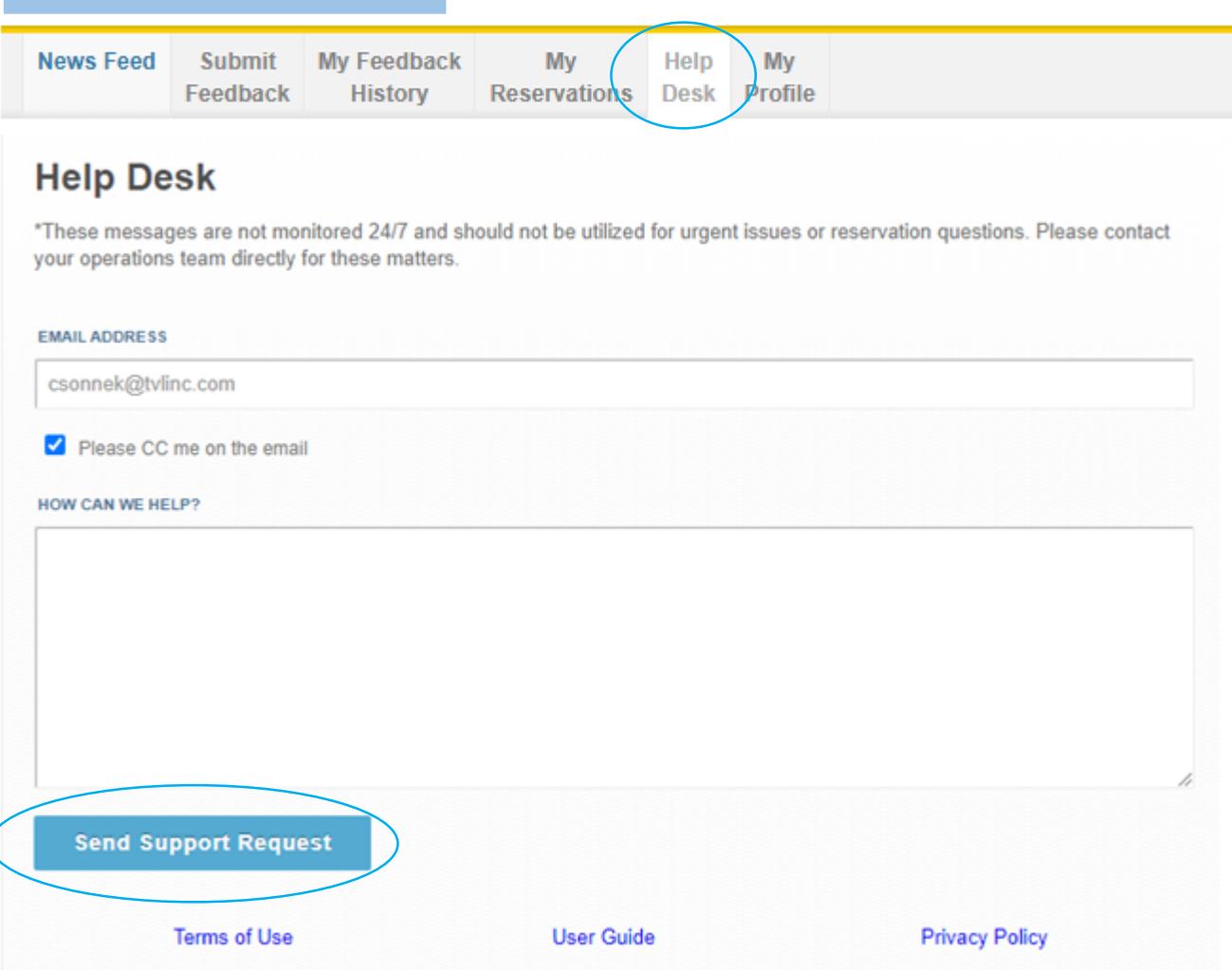
To Review the status of your cancelation requests, click on the Previous Requests tab

Help Desk

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

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