UPCOMING TRIPS

- The 'Upcoming Trips' tab (on the Travel Center home page) displays all current trips, booked online or with a Connexxus CSU Travel Agent.
- The 'Status' column indicates the current status of a trip (e.g. Confirmed, Sending trip to agency, etc.)
- Select a Trip Name (shown in blue text) to display the Trip Actions menu.
- The Trip Actions menu enables a user to View Itinerary, Email Itinerary, View Request, Create Template, Share Trip, Clone Trip, Pre-Ticketing Change, Add car or hotel, and Cancel (Cancel will allow 24 hour Void if allowed by the airline and applicable).

MY TEMPLATES

- A 'Trip Template' is a record of your trip that you can use at a later date to make travel reservations for the same trip and travel cities speeding up the reservation process. The 'Trip Action Menu' above helps you create the template from an existing trip.
- To use a trip template, select 'Templates' from the Cliqbook navigation bar.
- Select a trip from the list of Travel Templates.
- Click on the 'Book' link next to the template you wish to use. Enter new dates. Cliqbook will use your pre-defined details to book your trip.
- Click on the 'Edit' link next to the template if you wish to change some of the pre-defined information (e.g. time of travel).
- To create a 'Personal Travel Template', click on the 'Add New Template' link. New templates can be created from an empty template or by using an existing trip.

TRIPS ON HOLD

- 'Hold Trip' will hold a trip within Cliqbook until the last ticketing date (this will vary depending on fare and airline selected).
- Trips on hold must be purchased before the last ticket date, otherwise the trip will be cancelled.
- The last ticket date is displayed within the following areas in Cliqbook: Trip Booking Information, Confirmation screen, and the Upcoming Trips tab on the Travel Center home page.

MAKING CHANGES TO A BOOKING

- Changes to flights booked on Cliqbook can only be completed prior to ticket issue. For post-ticket flight changes or changes to reservations that you have booked over the phone, please contact your Connexxus CSU Travel Agent. You can add a car or hotel to a ticketed reservation.
- Most trips can be cancelled online. Unused tickets will be filed for future or refunded if the fare allows.
- If you have an un-ticketed trip and wish to make a change, select the Trip Name from the 'Upcoming Trips' tab. This will activate the 'Trip Actions' menu.
- Choose 'Change Trip' or 'Cancel Trip' from the Trip Actions menu. The Cliqbook travel wizard will open the trip so you can make changes.

FINDING HELP

- Select 'HELP' from the Cliqbook navigation bar to display quick links to online help information, including training video and user guides. (This section is not customized to CSU specifics.)
- For Site Navigation and Online Reservation Support: 1-800-682-6170
  CSUSupport@balboa.com

Quick Reference Guide

Cliqbook for Connexxus is Connexxus CSU Travel's online booking tool customized for the California State University. You can access Cliqbook through the Connexxus Portal.

UNIVERSITY OF CALIFORNIA & CALIFORNIA STATE UNIVERSITY TRAVEL PROGRAM

TRAVEL PROFILE

Your travel profile is managed at the Connexxus Portal, by selecting the "Profile" link in the blue horizontal menu bar. Information entered into this profile is forwarded to your Connexxus reservations and will automatically be transferred to your new trips.

Connexxus Suppliers

Cliqbook is programmed to highlight Connexxus preferred suppliers.

Preferred Suppliers are noted with a gold or silver diamond and are prioritized in your search results.
MAKING A RESERVATION
- Select the 'Flight' tab from the Travel Center home page.
- Complete the 'Departure City' and 'Arrival City' fields or use the 'Clikbook Map' to select cities.
- Clikbook defaults to 'Round Trip' bookings. Select 'One Way' or 'Multi-Segment' radio buttons if required.
- Clikbook defaults the return date to the day after your departure. Remember to change this date if necessary.
- Clikbook assumes a 'Departure' time of 9:00 am and a 'Return' time of 5:00 PM. Adjust these to meet your travel needs.
- Clikbook defaults to search the time window of +/-3 for domestic, +/-8 for international; this can be adjusted to expand your flight results.
- If a car at the airport is required, check the 'Pick-up/Drop-off car at airport' box.
- If a hotel is required, check the 'Find a Hotel' box.
- Car/Hotel only reservations can be booked using the car/hotel tabs on the Travel Center home page if flights are not required.
- Click on the 'Search' button to check availability.

ARRANGING TRAVEL FOR OTHERS
For Travel Arrangers
- Use the 'Travel For' drop down on the right hand side of the Travel Center home page to book a trip for another CSU user or guest.
- If a traveler has noted you as their arranger in the Connexxus Profile, their name will be in the drop down menu.

FLIGHT AVAILABILITY
- Airport and airline codes can be decoded to full names by hovering the cursor over the code.
- The symbol indicates a Connexxus preferred vendor.
- The symbol allows you to view the seat map for a specific flight.
- Select the tab to shop by fares or schedules.
- Clikbook uses a grid to present flight options, prices, and suppliers. Click on the column, row, or cell in the grid to filter flight results. Select 'All' in the upper right hand corner to return to all options view.
- Use the 'Modify Search' panel (located to the right of flight availability) to: View Previous Searches, Change Search or search nearby airports (filters).
- Select flights and click on the 'Reserve' button.
- A pop up message will be displayed if a non-refundable ticket is chosen.

LOW FARE REMINDER
- Clikbook highlights the lowest fares with a green reserve button.
- If the flight you have chosen has a yellow reserve button, Clikbook will ask if you can consider the lower fares. If you are unable to use, select 'continue' from the drop down menu and then 'save'. If you can consider an alternate flight, select 'cancel' to return to the flight selection page.

TRIP PAYMENT
- The Trip Payment page will list all credit cards added to your Connexxus profile.
- If you have not listed the credit card that you would like to use in your profile, select the 'add a new credit card' link. This only adds the card to Clikbook, not your Connexxus profile.
- Hotel Reservations are guaranteed to the credit card you have noted for this purpose. You may be prompted to add a card.
- Service Fees will be charged to the credit card you have chosen for your airline ticket.

BOOKING A CAR
- The 'Pick up/Drop off' date and time will default to match your flights. Remember to change these if necessary.
- Clikbook returns your car results in a grid. Click on the car type or price to show the ‘reserve’ buttons.
- To select a car, choose the appropriate reserve button.

BOOKING A HOTEL
- Check in / out dates and times will default to match your flights. Remember to change these dates if necessary.
- Use the hotel search options to find hotels near an airport, address, company location, reference point or postal code.
- The symbol indicates a Connexxus preferred hotel.
- 'Map of hotels' will adjust to changes in your filters.
- Select the 'Info' link to view cancellation policy and display a description of the hotel.

CONFIRMING YOUR BOOKING
- The 'Travel Details' page provides an opportunity to review your selections prior to purchase.
- Select 'Change Flight' to change flight details.
- Select 'Change Seat' to change any pre-assigned seat numbers (if available).
- Select the 'Add Car' or 'Add Hotel' links to add a car rental or hotel booking.

TRIP BOOKING INFORMATION
- A user may enter additional information such as a trip name/description, or send an email copy of the trip confirmation to someone not listed in your profile.
- You can also send a ‘Comment for the Travel Agent’ if you need special assistance. Please note that comments in this area will remove your reservation from the automated process and be fulfilled by an agent for an additional fee.
- Enter your CSU Reference Number and additional items noted as mandatory.
- If you have an unused ticket credit for the airline you have chosen, the credits are automatically applied. (Except for instant purchase fares.)
- Note your Jet Blue and Virgin America seat preference here if applicable.
- Select either ‘Purchase’ or ‘Hold Trip’