



Deem@Work: Deem Travel Quick Start Reference Guide

October 2013

Edit your Profile

Prior to booking travel or services, it is useful to update your profile.

1. Log in to Deem@Work.
2. Click on **Your Profile** in the upper right hand navigation bar.
3. Under your **Personal Information**, click **Edit** next to **Contact details**, update your **Business** and/or **Home address** and click **Save**.
4. To edit your **Payment methods**, **Delegates**, or **Travel Preferences**, please see the following sections of this guide.

Add Payment Methods

Multiple credit cards can be added.

1. Log in to Deem@Work.
2. Click on **Your Profile** in the upper right hand navigation bar.
3. Under your **Personal Information**, click **Add** next to **Payment methods**, enter the required information and click **Save**.

Add or Become a Delegate

A delegate has access to someone else's account and can book services for them.

1. Log in to Deem@Work.
2. Click on **Your Profile** in the upper right hand navigation bar.
3. Under your **Personal Information**, click **Add** next to **Delegates**.
4. Click **Become a Delegate** or **Add a Delegate**.
5. Enter the person's name or email address and click **Search**.
6. Select the name of the person you wish to add and click **Select**.

Edit your Travel Preferences

Your travel preferences include information such as your home airport, seat preferences, preferred airlines or hotels, rental car type and much more. After updating this information, it will be the default setting when booking travel.

1. Log in to Deem@Work and choose **Preferences** under the **Travel** tab.
2. Enter or update your preference information and click **Save**.

Download the Deem@Work Mobile App

The mobile application provides one-click access to your upcoming travel reservations, travel details and weather. All companies do not make the Deem@Work Mobile App available.

1. Log in to Deem@Work.
2. Click on **Mobile** in the upper right hand navigation bar.
3. Provide the information on the left and click **Download**.
Then, on your mobile device:
4. Click the link in the SMS text message.
5. Enter your **PIN** and **mobile device number** to start using the Deem@Work Mobile App.

Book a Flight

1. Log in to Deem@Work.
2. Enter your **From** and **To** cities, select your **Leave** and **Return** dates and times, and click **Search**.
3. For Multi-City, One-way, different Classes/Fare types, click on the **More search options** link.
4. View the results by **Price** or Schedule and **Select** a departure and return flight.
5. Review the trip details and either place the reservation on hold (click **Hold this trip**) or purchase (click **Continue**). Hold functionality is not made available by all companies.
6. Review the **Purchase Trip** page and click **Purchase** to complete the reservation.

Book a Hotel

1. Log in to Deem@Work and either select **Hotel** under the **Travel** tab (or unselect the **Flight** checkbox and select the **Hotel** checkbox).
2. Enter the **Airport** or **Address**, select your **Check-in** and **Check-out** dates, and click **Search**.
3. View the results, click **Choose room** for the desired hotel (or click the name of the hotel) and **Select** the desired room type/rate.
4. Either place the reservation on hold (click **Hold this trip**) or purchase (click **Continue**).
5. Review the **Purchase Trip** page and click **Purchase** to complete the reservation.

Book a Rental Car

1. Log in to Deem@Work and choose **Rental Car** under the **Travel** tab (or unselect the **Flight** checkbox and select the **Rental car** checkbox).
2. Select desired **Car Type**, enter your Pick-up and Drop-off **locations**, select your **Dates** and **Times** and click **Search**.
3. View the results and **Select** the desired car company and rate.
4. Either place the reservation on hold (click **Hold this trip**) or purchase (click **Continue**). Hold functionality is not made available by all companies.
5. Review the **Purchase Trip** page and click **Purchase** to complete the reservation.

Book a Trip (Flight, Hotel and Rental Car)

Use this to simplify the process of separately booking a flight, hotel and car.

1. Log in to Deem@Work.
2. Enter your **Flight** info, click the checkbox for **Add a Hotel** and **Add a Rental Car** and click **Search**.
3. Deem@Work will guide you through the process of booking the trip.

Change, Add To or Cancel a Trip

This feature may not be made available for all services (air, hotel, rental car).

1. Log in to Deem@Work.
2. Identify the trip to modify/change in the **Upcoming Reservations** section of the Deem@Work home page.
3. Click on the trip to be modified / changed.
4. Look for **Travel Tools** and click on **View details**.
5. To change or add to or cancel part of the trip, click on **Change this trip**.
6. Deem@Work will guide you through change or cancelation of the trip. After adding, changing or cancelling the necessary flight segments, hotel and car reservations, click **Purchase**.
7. To cancel your trip, click on **Cancel this trip**. You will be shown the cost of cancelling before a final decision is needed.

Book Again

This feature simplifies the booking process, using details from previous trips.

1. Log in to Deem@Work.
2. Under **Upcoming Reservations** or **View archive** view the trip you'd like to duplicate and click **Book again**.
3. Select whether to **User your original trip** or **Modify your trip** and click **Continue**.
4. Deem@Work will guide you through the process of booking the trip.

Book Airport Parking

1. Log in to Deem@Work and choose **Airport Parking** under the **Travel** tab (or under **Upcoming Reservations** click on an existing trip and click **Airport Parking**).
2. Select your **Airport, Dates** and **Times** and click on **Search**.
3. View the results and **Select** a parking location.
4. Read the cancellation and change information, add notification requests (strongly recommended) and click **Purchase**.
5. Print out your Airport Parking receipt. It will be required as proof of purchase.

Book Car Service

1. Log in to Deem@Work and choose **Car Service** under the **Travel** tab (or under **Upcoming Reservations** click on an existing trip and click **Car Service to Airport** or **Car Service from Airport**).
2. Enter **Pick-up location, Drop-off location** – provide information requested in the popup.
3. **Enter Date and Time** and click **Continue**.
4. **Select** the car service provider.
5. Confirm reservation details and click **Reserve Now**.

Book a Web and/or Audio Conference

1. Log in to Deem@Work and choose the **Conferencing** tab.
2. Select **Schedule a Conference** and enter **Conference Name, Date, Time** and **Duration**.
3. Choose the appropriate service (Web and Audio, Web only or Audio Only).
4. For conferences including Web, enter your login credentials (only need to do this the first time you book a conference).
5. For conferences including Audio, enter your **Dial-in Numbers** and **Passcodes**.
6. Click **Schedule Conference**.