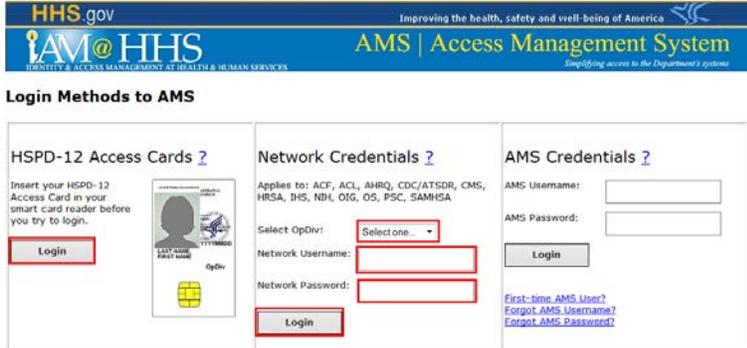
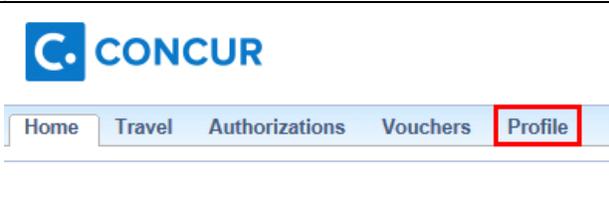
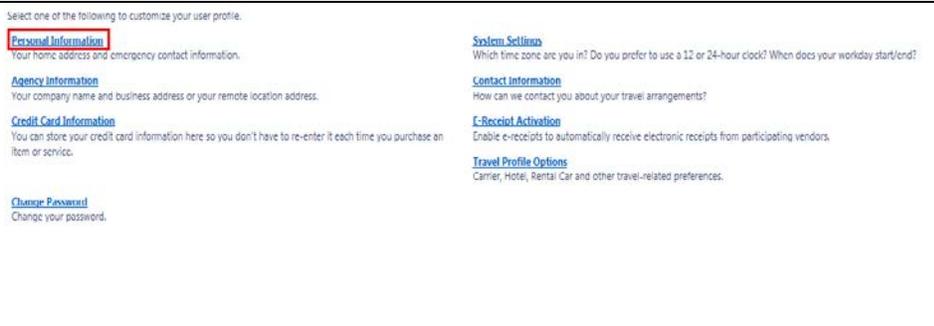


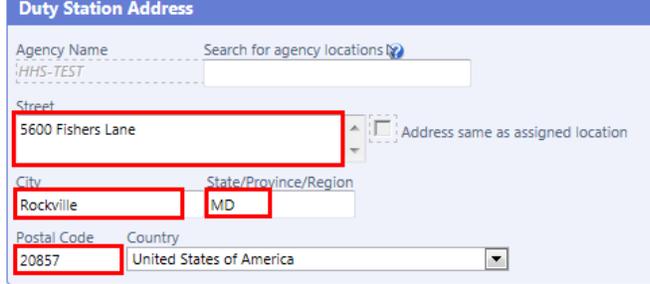
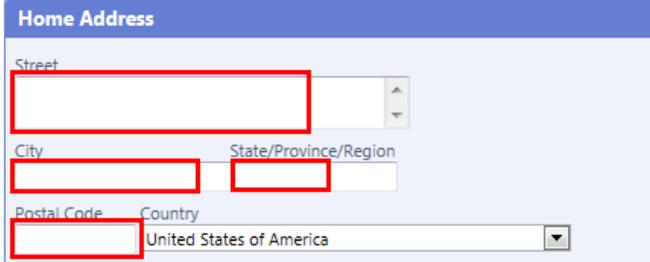
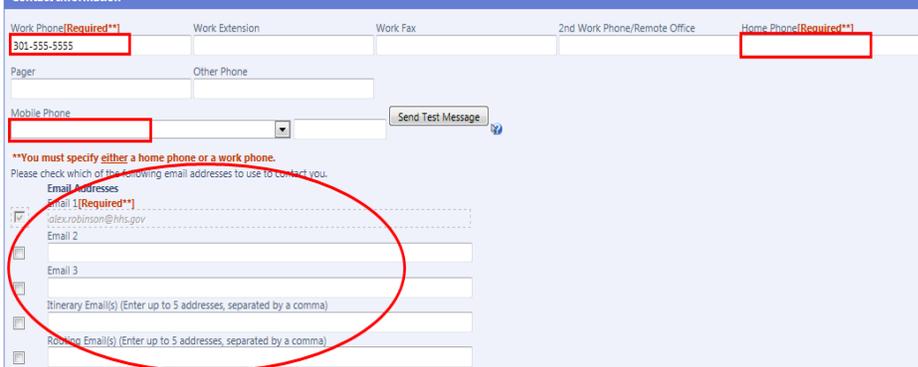
Concur Government Edition (CGE) Job Aid: Updating a User Profile

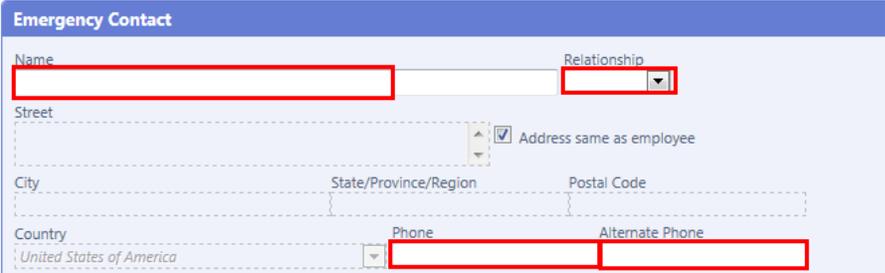


Purpose: To provide a step-by-step guide to updating information on a user profile in CGE.

Audience: Travelers and Preparers

Instruction:	Screenshot:
<p>Step 1: Log into AMS Log into CGE via AMS using either your PIV card or your network username and password.</p> <p>Note: AMS can be accessed through the HHS intranet or the internet at https://ams.hhs.gov</p>	
<p>Step 2: Select CGE From the Home page of AMS select the E-Travel link.</p>	
<p>Step 3: Select Profile Tab Select Profile tab from the CGE home page.</p>	
<p>Step 4: Select Personal Information Select the Personal Information link to begin updating information. Alternatively, you can select any of the links to skip to a specific section of the Profile page.</p> <p>Note: Many fields in the profile are greyed out and not editable. This information can only be updated by a FATA or the Help Desk.</p>	

<p>Instruction:</p> <p>Step 5: Locate another Traveler If you are a Preparer and need to update the profile of a Traveler, search for the Traveler by either selecting the drop down menu next to Select profile for: or selecting Search and entering in the name of the Traveler.</p>	<p>Screenshot:</p> 
<p>Step 6: Verify Name It is important that your name matches the photo ID that you will present at airport security. If this information is not correct, contact a FATA or the Help Desk to make the correction. You can add a Nickname if one is used.</p>	<p>Important Note Your Name and Airport Security: Please make certain that the first, middle, and last names shown below are identical to those on the photo identification that you will be presenting at the airport. Due to increased airport security, you may be turned away at the gate if the name on your identification does not match the name on your ticket.</p> 
<p>Step 7: Change Routing List (optional) You may have more than one routing list available in the drop down menu next to the Routing List field. Change this only if you are certain that the current routing list is incorrect.</p> <p>Note: The routing list can also be changed from the profile tab in a travel document.</p>	<p>Personal Information</p> 
<p>Step 8: Update Duty Station Update the address of your duty station by entering the street, city, state, and zip code.</p>	<p>Duty Station Address</p> 
<p>Step 9: Add Home Address (optional) Enter your personal home address.</p>	<p>Home Address</p> 
<p>Step 10: Add Contact Information Verify the Work Phone and update as needed. Enter a Home Phone and Mobile Phone if available. As a best practice, there should be at least 2 phone numbers on your profile.</p> <p>Verify your work email and add any additional email addresses that you would like to be used for the travel itinerary and CGE notification emails.</p>	<p>Contact Information</p> 

<p>Instruction:</p> <p>Step 11: Add Emergency Contact Enter the name, relationship, and phone numbers of the person who you would like contacted in case of an emergency while traveling.</p>	<p>Screenshot:</p> 							
<p>Step 12: Choose Travel Preferences Enter any information that you would like the airline, hotel, or car vendor to see, i.e., wheelchair accessible room. Entering an airport in the Preferred Departure Airport field will prepopulate this airport in the departure city field when booking travel. However, these preferences do not affect the search results when booking travel.</p> <p>Travel preferences are also visible by the TMC in the event that you need to call them to book travel for you.</p> <p>Note: When migrating from ETS1 (GovTrip) to ETS2 (CGE), travel preferences, including frequent traveler programs, will NOT transfer between systems. These will need to be reentered by the Traveler or Preparer.</p>	<p>Travel Preferences</p> <p>Eligible for the following discount travel rates/fare classes <input type="checkbox"/> AAA/CAA <input type="checkbox"/> Government <input type="checkbox"/> Military <input type="checkbox"/> Senior/AARP</p> <p>Air Travel Preferences Seat: Don't Care Special Meals: Regular Meal Ticket Delivery: E-ticket when possible Preferred Departure Airport: [field] Other Air Travel Preferences: [field] Medical Alerts: [field]</p> <p>Hotel Preferences Room Type: Don't Care Smoking Preference: Don't Care Message to Vendor: [field] <input type="checkbox"/> Foam pillows</p> <p>I prefer hotel that has: <input type="checkbox"/> a gym <input type="checkbox"/> a pool <input type="checkbox"/> a restaurant <input type="checkbox"/> room service <input type="checkbox"/> Early Check-in</p> <p>Accessibility Needs <input type="checkbox"/> Wheelchair access <input type="checkbox"/> Blind accessible</p> <p>Car Rental Preferences Car Type: Any Car Class Smoking Preference: Don't Care Car Transmission: Automatic Message to Vendor: [field]</p>							
<p>Step 13: Add Frequent Traveler Programs Add any traveler rewards programs by selecting the Add a Program link and entering in the program information.</p>	<p>Frequent-Traveler Programs Your Frequent Traveler, Driver, and Hotel Guest Programs</p> <p>Add a Program</p>							
<p>Step 14: Enter TSA Secure Flight Information Enter your gender, date of birth, and TSA Pre check information if available. If you intend to travel to foreign destinations enter your official (maroon) passport information. If you do not have a passport, check the box next to "I do not have a passport".</p>	<p>TSA Secure Flight The Transportation Security Authority (TSA) requires us to transmit information collected from you. Providing information is required. If it is not provided, you may be subject to additional screening or denied transport or authorization. TSA may share information you provide with law enforcement or intelligence agencies or others under its records notice. For more on TSA privacy policies or to view the records notice and the privacy impact assessment, see the TSA's web site at WWW.TSAGOV.</p> <p>Gender (Required): <input type="radio"/> Male <input type="radio"/> Female Date of Birth (mm/dd/yyyy) (Required): [field] DHS Redress No.: [field] TSA Pre✓ Known Traveler Number: [field]</p> <p>International Travel Adding your passport information to your profile will allow us to include it in your reservations. Having this information in your reservation can make international travel a little easier.</p> <p><input type="checkbox"/> I do not have a passport</p> <p>Passport Nationality: [field] Passport Number: [field] Passport Date Issued (mm/dd/yyyy): [field] Passport Expiration (mm/dd/yyyy): [field] Passport Place Issued (City, State): [field] Passport Place Issued (Country): [field]</p>							
<p>Step 15: Add Credit Cards You must have at least one charge card or credit card in your profile in order for CGE to book hotels and cars. To add a card, select the Add a Credit Card link.</p>	<p>Credit Cards Go to top</p> <p>You currently have the following credit cards saved with your profile.</p> <p>Add a Credit Card</p> <table border="1"> <tr> <td>VISA</td> <td>Travel Charge Card</td> <td>Government-Issued Charge Card</td> <td>xxxx-xxxx-xxxx-4411</td> <td>Exp: 12/2020</td> <td></td> <td></td> </tr> </table>	VISA	Travel Charge Card	Government-Issued Charge Card	xxxx-xxxx-xxxx-4411	Exp: 12/2020		
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<p>Instruction:</p> <p>Step 16: Enter Credit Card information In the Display Name field, enter the name of the card as you would like it to appear in CGE, i.e., Travel Charge Card. Verify the name on the card. Enter the card type, card number, choose government or personal card, and the expiration date. Check the box next to Car Rentals and Hotel Reservations to indicate that this should be used when booking car and hotel. If your OpDiv/StaffDiv uses the Travel Charge Card (IBA) as the default payment type for air and/or rail, also check the boxes next to Plane Tickets and/or Rail Tickets. Then enter a billing address for this card and select Save.</p>	<p>Screenshot:</p>
<p>Step 17: Save Select any of the Save buttons on the Personal Information page to complete.</p>	

You have successfully updated a profile in CGE!