

## User Guide – Club Travel HRG Ireland

December 2018

### Note:

Umbrella Faces Travel Profiles is fully PCI compliant. Your personal profile data is secure within this platform. In addition, Club Travel/HRG complies with all GDPR requirements as per the GDPR law that became effective MAY 2018.



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## Introduction

Welcome to Umbrella Faces Travel Profiles, the new profile storage system supported by Club Travel/HRG.

We will be using Umbrella as our new platform to store your traveller details, which our consultants can then use to book travel that caters to your requirements.

On the next few pages, we will outline the system basics and explain what we require from you and how we can most effectively cater to your travel needs.

### System URL

**URL:** <https://tenzing.umbrella.ch/faces/login>

## How to login and setup your User Profile

### First log in

You will receive an email with your **User name** and URL to the system.

In this email, there will be a link (which expires within 48 hours) where you can set your password for logging into the system.

This will be a required step unless your password has been sent to you by other means.

Dear Mr. Test User

Welcome to Umbrella Faces, a traveller profile management tool provided by your travel agency Club Travel. Once you've logged in, you'll be able to easily correct and complete your traveller profile.

Your access credential are as follows:

- URL: <https://tenzing.umbrella.ch/faces/login>
- Username: test.user2
- Password: Set your password by clicking on [this link](#). Please note that this link will expire in 48 hours.
- Agency key: Club Travel

The Club Travel team

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As a security measure, passwords for the system must contain at least 1 letter, 1 Capitalized letter, 1 number, 1 Special character (e.g: ! ? . > ) and be at least 8 characters long in total.

### Change password


Welcome Mr. Test User

New password	<input type="text" value="New password"/>
Confirm password	<input type="text" value="Confirm password"/>

Once you have set a password for yourself, you are ready to login and update your profile details.

### Change password

The password was successfully changed. You can now log in with your login data.



**Umbrella Faces**  
Travel Profiles

With Faces you can update and maintain your personal travel profile. You thereby contribute to the quality of service.

Username	<input type="text" value="test.user2"/>
Password	<input type="password" value="....."/>
Agency	<input type="text" value="Club Travel"/>

[Forgot your password](#)

To log in, you must use the information provided to you in the email:

Username – must be entered exactly as provided to you in the email that you received.

Password – must be exactly how you set previously

Agency – Will always be entered as Club Travel

## First Sign in

Upon your first login, you will be asked to read and accept a privacy policy statement. Once you have read and accepted this, you can continue through to update your traveler info.

You will need to accept this privacy policy in order to use Umbrella Faces.

**Data Privacy Policy for Umbrella Faces,**  
**Umbrella Organisation U&O AG**

**Introduction**

The word "we" is used to refer to Umbrella Organisation U&O AG, hereinafter also identified as "Umbrella", whose head office is in Wetzikon (Switzerland).

The purpose of this document is to inform users of our services about our policy regarding the collection, use and disclosure of personal data in the application Umbrella Faces.

This privacy policy is not intended as a legally binding guarantee or statement. The applicable guarantees and statements with regards to data protection, permitted uses and security measures are set out in the contracts drawn up with our customers.

This privacy policy examines the following issues:

- Which data is collected?
- Who collects travel profile data?
- How is travel profile data collected?
- Purpose of data collection, data transfer, analysis and reports
- Where is the data stored?
- Disclosure of information to third parties
- Information about links and public websites
- Who has access to personal data that is stored in Umbrella?
- How long is personal data stored in Umbrella?
- Access to personal data and correction/deletion of personal data

Users who have any questions, concerns or suggestions regarding this privacy policy should contact the travel department of their company and/or the travel agency through which they access this site. If they are not satisfied with the answers they obtain, users can also contact Umbrella (see section 6 for address details).

I have read the privacy policy and accept it

Accept

## Traveller Profile

We have created basic profiles within this system for all users who we previously had data for, we took as much Profile Information from the old system as we could and migrated it into Umbrella. However, some information may not have been transferred during the process.

We ask that you review the following user profile guidelines and update your profile with any relevant information accordingly.

***Note: Some information in your profile will be mandatory to fill in – this will be denoted with a red box. A profile can only be saved once all of these highlighted fields have been filled in.***

## Login

This section relates to your login information.

Your username is static and cannot be changed.

If you wish, you may change your password from here.

## Publishing

This section does not require any action from you and simply gives notification that the information that you have entered on this page has been sent to Club Travel/HRG's internal systems.

If, after you save your profile, you receive any errors or failure messages here, we ask that you attempt to save again. If you continue to have issues, we would ask that you log out (upper right corner) and log back in and attempt to save your info once more.

If the issue persists any more than this, we ask that you log the issue with your travel consultant and they will be able to administrate the issue from there

## General

This section is where we will gather the majority of your basic traveller info.

Your First name, Surname & email will always be mandatory information. Depending on your company's travel policy, there may be other mandatory fields, which will need to be entered before attempting to save.

## Credit Cards

Please note that if your company has been set up as a Cash account, you will not see this section

For storing your credit card details, you must enter a valid credit card number, Expiration, & CVV number in order to be able to save.

The system will then tokenize these numbers (scramble them into a random series of characters) in order to keep the data safe.

Credit cards	
Card type	<input type="text" value="Visa"/> <span style="float: right;">✖</span>
Creditcard no.	<input type="text" value="431935YEVWPX0867"/>
CVC / CVV	<input type="text" value="0QfuV_TMTiWb_3uDiU-Z5K3H"/>
Expiration	<input type="text" value="12 / 34"/>
Remark	<input type="text" value="Remark"/>
<a href="#">Add new</a>	

Our consultants will then be able to securely access this information to use these details for your bookings without having to contact you by telephone and getting your number that way.

### Priority Notes

Here you will be able to define any additional info that you might want your consultant to know when they are making bookings for you.

This could include things like preferred seat numbers for flights, hotel preferences such as where your room should be situated, or any other notes that you think our consultants might be able to cater to.

Please note – these requests cannot be guaranteed, but our consultants will try to book in accordance with them as best they can.

### Preferences

In this section you can specify any meal types which you would prefer, as well as whether you would like a window or aisle seat. If you wish to be more specific about any of this info, you can use the priority notes section for this.

You can also enter any Frequent Flyer Numbers/Frequent Traveller Numbers that you might have for airlines/hotel chains. Your consultant can then use this information when they are making bookings for you.

### Administration

In this section, you will be given the option to enter any emergency contact details that we can have stored in case of an emergency that might happen while you are away on a trip. This will allow us to contact the specified contact to inform them of the issue.

Depending on your company's policy, you may also have the option here to enter in an arranger/approver for your travel. This will allow our travel consultants to know who is also supposed to be copied into itineraries of your travel.

### Rail Information

Here you will have the option to provide any preferences you might have should you book any rail travel with us. You can also enter any Frequent Traveller Numbers that you might have for rail.

### Travel Documents

Here you can enter in the information for any Passports or Visas that you may need our consultants to know. Depending on your company’s travel policy, passport information may be a mandatory field. This will be identifiable by a red highlighted box.

**Passport(s)**

Nationality	<input style="background-color: #f8d7da;" type="text" value="Nationality"/> <input style="float: right; width: 20px; height: 20px; border: 1px solid #ccc; border-radius: 50%; text-align: center; line-height: 20px; font-size: 10px;" type="button" value="Q"/>
Passport no.	<input style="background-color: #f8d7da;" type="text" value="Passport no."/>
Issue date	<input style="width: 90%; border: 1px solid #ccc;" type="text" value="Issue date"/>
Issue place	<input style="width: 90%; border: 1px solid #ccc;" type="text" value="Issue place"/>
Issue country	<input style="background-color: #f8d7da;" type="text" value="Issue country"/> <input style="float: right; width: 20px; height: 20px; border: 1px solid #ccc; border-radius: 50%; text-align: center; line-height: 20px; font-size: 10px;" type="button" value="Q"/>
Expires	<input style="background-color: #f8d7da;" type="text" value="Expires"/>
Primary Passport	<input checked="" type="checkbox"/>

[Add new](#)

### Additional Fields & References

You may have other fields that are not mentioned in the above.

These are most likely going to be specific for your company and will require information that is tailored to you.

These will sometimes be mandatory, and sometimes require specific inputs in order to be able to save them. Our consultants will use this information during bookings as agreed upon with your company.

### Finalizing profile

Once you are happy that all your information has been updated and all of your preferences have been listed, you can save the profile.

The option for this can be found down the very bottom of the page. This will be then sent to Club Travel’s systems and our consultants will be able to cater to your travel needs.

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Cancel

Save

Delete

BEWARE! Changes apply to new bookings only!

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### Profile Managers

Your company may have nominated individuals who are going to manage the traveller profiles.

For information on how to edit other users, when you have been nominated as a profile manager, please see the below information.

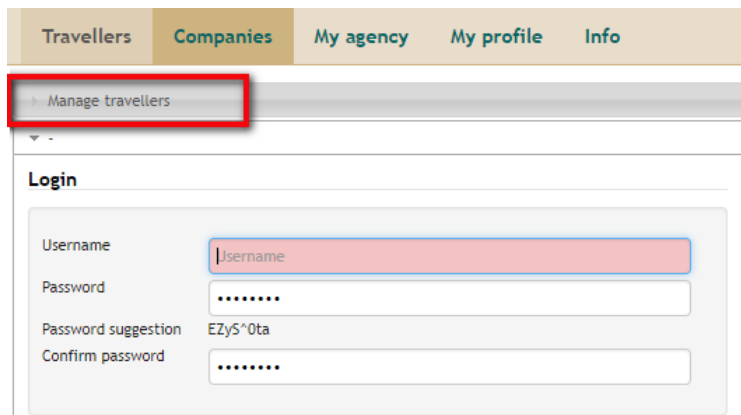
If you are supposed to be managing traveller profiles, but do not have access to do any of the below, please contact your consultant and they will be able to assign the rights for you.

### Creating a new traveller

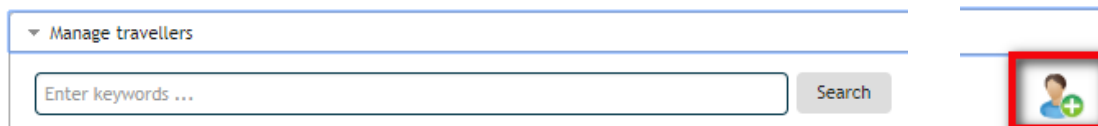


If you wish to set up a new traveller on the system, you will need to ensure that you are on the Travellers tab of the system.

From there, you will select the 'Manage Travellers' bar near the top of the page.



From there, you will select the icon on the right side of the page to add a new traveller



Once you have selected this icon, you will be brought to a blank user profile, where you can enter in all details using the same steps as I have outlined above.

If you are unsure of whether a traveller has a profile already, you can use the search bar to find them.

***NB – Please use the traveller's email address as their username when creating a new profile***

### Editing an already existing profile

To update the profile of a traveller who is already listed on the system, you follow the same first steps as creating a new profile. Select 'Manage Travellers' up the top of the page.

Travellers Companies My agency My profile Info

Manage travellers

**Login**

Username	<input type="text" value="Username"/>
Password	<input type="password" value="....."/>
Password suggestion	EZyS^0ta
Confirm password	<input type="password" value="....."/>

You can then use the search bar to search for a traveller on the system.

If there are multiple users who meet your search criteria, you will be shown a drop-down list with all of them. You simply must select the correct traveller from this list to begin updating their profile.

You can then update this traveller's profile details with any new information and save as normal.

### Email Reminders:

Umbrella sends reminder emails from time to time regarding expiration dates for Passports and credit card.

You will receive these reminder emails 1 month in advance of a Credit Card expiry & 6 months in advance of a passport expiry.

The email will come from [info@umbrella.ch](mailto:info@umbrella.ch) and subject will be *Umbrella Faces: Reminders*

Please see below as an example case of how this email will look for you.




Fri 15/02/2019 20:38

support@umbrella.ch

Umbrella Faces: Reminders

To Sean Maples

 You forwarded this message on 18/02/2019 09:06.

Dear Mr. Sean Maples

Your profile held by Club Travel in Umbrella Faces, last updated on 15-Feb-2019, contains the following outdated information:

- Passport, expires on 04-Mar-2019

We kindly ask you to update your information.

Your access credential are as follows:

- URL: <https://tenzing.umbrella.ch/faces>
- Username: [smaples@clubtravel.ie](mailto:smaples@clubtravel.ie)
- Agency key: Club Travel

## Issue/Bug Reporting

As with any online tool, you may encounter some bumps along the way.

If you encounter any difficulties, issues or bugs using the system, please use the support form on our support site.

<http://clubhrgtraining.com/umbrella>

The link for this has also been included on the pages of the system, in the upper right hand corner.

