***Creating a Profile:***

Good Morning/Afternoon [Name],

To get started please go to: travel.msu.edu

**Logging into Concur:** To access Concur to complete or update your travel profile and to make reservations, you will be using 2-Factor Authentication.  This means that when you click on “Book Now”, you will need to sign in using your MSU NetID and Password as well as authenticating who you are.

**Completing your profile:**  To complete or update your profile, please click on the word “Profile” in the header to right. Choose “Profile Settings” from the menu that pops up. Select “Personal Information” to view the entire profile. Be sure to save when you have completed or updated your profile.

**Booking travel:**  Once your profile is completed, you can book your travel via Concur (Book Now tab) or you can contact an agent by calling either from campus at 884-9400, locally at 517-827-2719, or toll free 844-434-5026. Click [here](https://www.conlintravelhub.com/msu/docs/MSUtravelbooking.pdf) for a guide to booking travel online.

If you have any questions regarding Concur or booking online, please feel free to call Conlin Travel eServices.  We are available from campus at 884-9400 (option 3) or 888-387-3536. eServices is available Monday through Friday from 8:00 am until 5:30 pm Eastern time

***Already Have a Profile:***

IF,they already have a profile, add this sentence right before, “Logging into Concur.”:

I noticed that you had your account created in [Month of Year]. This means you can log into Concur using your MSU NetID and password. Below I will provide more information about logging into Concur and finishing/updating your profile. Please let me know if you have any questions.

***Direct Travelers to Create a Profile:***

To create a profile for Michigan State University, start by going to <http://travel.msu.edu> and click on Build Travel Profile. Fill out the form which includes your fiscal officer’s name and email. When you submit it will send your request to your fiscal officer via email, they will approve it and forward the approval on to us. We create your login and then email you all the information you need to complete your profile and book travel.

***How to Access Their Profile:***

Good Morning/Afternoon [Name],

I see that you already have a Concur Profile. To access your profile, go to: <https://www.conlintravelhub.com/som/>. Click on: “Online Access”



From there, you will be taken to the Concur login page.

Your username is: [Username]

Your temporary password is: **welcome19**

To change your password, simply go to Profile >> Profile Settings >> Change Password

Please let me know if you have any questions.

*Direct Travelers to Create a Profile:*

Good Morning/Afternoon [Name],

The creation of a profile is done all online. Start by going to [www.somtravel.com](http://www.somtravel.com), click on Create a Profile. Fill out the short form, be sure to read through the information at the top and bottom of the form as this is the only place this information is displayed. You may even want to print it.

Once you click Submit it is sent to an approver at the State of Michigan, once they approve your request you will receive email, as discussed at the top of the form. Follow the rest of the directions to set your password, complete your profile and book travel.

*Reactivating their Travel Profile:*

Good Morning/Afternoon [Name],

I have reactivated your profile in Concur. Go to [www.conlintravelhub.com/plantemoran](http://www.conlintravelhub.com/plantemoran). On the left click on “Online Access”. This will take you to the Concur login screen. Your username is your company email address, [Their Email Address].  Your password is: **welcome19**. (All lower case)

**Information to help complete your profile:**

* **To change your password, click on ‘Profile’, in the header to the right, select ‘Profile Settings’ and select ‘Change Password’ in the menu. After changing your password choose ‘Personal Information’. Using the scroll bar on the far right fill in the blanks to complete your profile.**
* Any field in your profile that is marked with an orange **‘(required)’** is required and must have data entered. All other fields are optional.
* Any "Save" will save the entire profile (you do not have to click a save at each section). There are two sections in the profile that require a double save: Travel preferences (frequent-traveler programs) and Credit card (add a credit card). You will save after clicking on the link and adding the information and then again before exiting the profile.

**After you have completed your profile:**

* Once the profile is completed, click on the ‘Travel’ tab where you can search for and complete air, hotel and/or car reservations.
* When completing a reservation, you will continue through three confirmation screens, please make sure to scroll to the bottom of each page and click “Next” to continue through the process. The last screen will say **“FINISHED!  You have successfully booked your trip!”.**  If you do not get to that screen, your trip has not been completed and will automatically be cancelled by Concur. Go to the “Travel Center” (the default screen at login) to complete or cancel the “Unfinished” trip.

Lastly, if you need to consult with an agent for any reason call 866-211-1778. Our professional agents can book travel that may be difficult to book online or if Concur does not allow you to cancel or change a current reservation online. Additionally, Conlin Travel agents are available at this phone number 8:00 am until 8:00 pm Eastern time, Monday through Friday.

Please feel free to call eTravel Services, 888-387-3536, if you have any questions regarding Concur or booking online, we are here to help. Our hours are Monday through Friday from 8:00 am until 5:30 pm Eastern time.

*Direct Travelers to Create a Profile:*

Good Morning/Afternoon [Name],

The creation of a profile is done all online. Start by going to [www.trinityhealthtravel.com](http://www.trinityhealthtravel.com), click on Create a Profile. Fill out the short form, be sure to read through the information at the top and bottom of the form as this is the only place this information is displayed. You may even want to print it.

Once you click Submit it is sent to an approver at Trinity Health, once they approve your request you will receive an email, as discussed at the top of the form. Follow the rest of the directions to set your password, complete your profile and book travel. 

 Let me know if you have any questions.



Good Morning/Afternoon [Name],

I have created you a login for the ESI North America Concur Travel site. This will allow you to access Concur, complete your travel profile and take advantage of the full range of the Concur reservation system. To get started go to [www.conlintravelhub.com/esi](http://www.conlintravelhub.com/esi). On the left click on “Online Access”. This will take you to the Concur login screen. Your username is your entire company email address, [Email Address].  Your password is: **welcome19**. (all lowercase, no spaces)

Information to help complete your profile:

* **To change your password, click on ‘Profile’, in the header to the right, select ‘Profile Settings’ and select ‘Change Password’ in the menu. After changing your password choose ‘Personal Information’. Using the scroll bar on the far right fill in the blanks to complete your profile.**
* Any field in your profile that is marked with an orange ‘**(required)**’ is required and must have data entered. All other fields are optional.
* Any "Save" will save the entire profile (you do not have to click a save at each section). There are two sections in the profile that require a double save: Travel preferences (frequent-traveler programs) and Credit card (add a credit card). You will save after clicking on the link and adding the information and then again before exiting the profile.

After you have completed your profile:

* Once the profile is completed, click on the ‘Travel’ tab where you can search for and complete air, hotel and/or car reservations.
* When completing a reservation, you will continue through three confirmation screens, please make sure to scroll to the bottom of each page and click “Next” to continue through the process. The last screen will say **“FINISHED!  You have successfully booked your trip!”.** If you do not get to that screen, your trip has not been completed and will automatically be cancelled by Concur. Go to the “Travel Center” (the default screen at login) to complete or cancel the “Unfinished” trip.

Lastly, if you need to consult with an agent for any reason call 800-783-9559. Our professional agents can book travel that may be difficult to book online or if Concur does not allow you to cancel or change a current reservation online. Conlin Travel agents are available at this phone number 8:00 am until 8:00 pm Eastern time, Monday through Friday.

Please feel free to call eTravel Services, 888-387-3536, if you have any questions regarding Concur or booking online, we are here to help. Our hours are Monday through Friday from 8:00 am until 5:30 pm Eastern time.



Good Morning/Afternoon [Name],

I have created you a login for the Motus Integrated Technologies Concur Travel site. This will allow you to access Concur, complete your travel profile and take advantage of the full range of the Concur reservation system. To get started go to [www.conlintravelhub.com](https://www.conlintravelhub.com). On the left click on “Concur Online”. This will take you to the Concur login screen. Your username is your company email address, [Email Address].  Your password is: **welcome19.** (All lower case)

Information to help complete your profile:

* **To change your password, click on ‘Profile’, in the header to the right, select ‘Profile Settings’ and select ‘Change Password’ in the menu. After changing your password choose ‘Personal Information’. Using the scroll bar on the far right fill in the blanks to complete your profile.**
* Any field in your profile that is marked with an orange ‘**(required)**’ is required and must have data entered. All other fields are optional.
* Any "Save" will save the entire profile (you do not have to click a save at each section). There are two sections in the profile that require a double save: Travel preferences (frequent-traveler programs) and Credit card (add a credit card). You will save after clicking on the link and adding the information and then again before exiting the profile.

After you have completed your profile:

* Once the profile is completed, click on the ‘Travel’ tab where you can search for and complete air, hotel and/or car reservations.
* When completing a reservation, you will continue through three confirmation screens, please make sure to scroll to the bottom of each page and click “Next” to continue through the process. The last screen will say **“FINISHED!  You have successfully booked your trip!”.** If you do not get to that screen, your trip has not been completed and will automatically be cancelled by Concur. Go to the “Travel Center” (the default screen at login) to complete or cancel the “Unfinished” trip.

Lastly, if you need to consult with an agent for any reason call 800-783-9559. Our professional agents can book travel that may be difficult to book online or if Concur does not allow you to cancel or change a current reservation online. Conlin Travel agents are available at this phone number 8:00 am until 8:00 pm Eastern time, Monday through Friday.

Please feel free to call eTravel Services, 888-387-3536, if you have any questions regarding Concur or booking online, we are here to help. Our hours are Monday through Friday from 8:00 am until 5:30 pm Eastern time.



Good Morning/Afternoon [Name],

I have created you a login for the GLWA Concur Travel site. To get started go to [www.conlintravelhub.com](http://www.conlintravelhub.com). In the left navigation, click on “Concur Online”. This will take you to the Concur login screen. Your username is your entire company email address, [Email Address].  Your password is: **welcome19**. (all lower case)

Information to help complete your profile:

* **To change your password, click on ‘Profile’, in the header to the right, select ‘Profile Settings’ and select ‘Change Password’ in the menu. After changing your password choose ‘Personal Information’. Using the scroll bar on the far right fill in the blanks to complete your profile.**
* Any field in your profile that is marked with an orange ‘**(required)**’ is required and must have data entered. All other fields are optional.
* Any ‘Save’ will save the entire profile (you do not have to click a save at each section). There are two sections in the profile that require a double save: Travel preferences (frequent-traveler programs) and Credit card (add a credit card). You will save after clicking on the link and adding the information and then again before exiting the profile.

Please feel free to call eTravel Services, 888-387-3536, if you have any questions regarding Concur, we are here to help. eServices hours are Monday through Friday from 8:00 am until 5:30 pm Eastern time.



Good Morning/Afternoon [Name],

I have created you a login for the MI Farm Bureau Family of Companies Concur Travel site. To get started go to [www.conlintravelhub.com](http://www.conlintravelhub.com). In the left navigation click on “Concur Online”. This will take you to the Concur login screen. Your username is your company email address, xxxxxxxxxxxxx@michfb.com.  Your password is: **welcome19.** (all lower case)

Information to help complete your profile:

* **To change your password, click on ‘Profile’, in the header to the right, select ‘Profile Settings’ and select ‘Change Password’ in the menu. After changing your password choose ‘Personal Information’. Using the scroll bar on the far right fill in the blanks to complete your profile.**
* Any field in your profile that is marked with an orange ‘**(required)**’ is required and must have data entered. All other fields are optional.
* Any "Save" will save the entire profile (you do not have to click a save at each section). There are two sections in the profile that require a double save: Travel preferences (frequent-traveler programs) and Credit card (add a credit card). You will save after clicking on the link and adding the information and then again before exiting the profile.

After you have completed your profile:

* Once the profile is completed, click on the ‘Travel’ tab where you can search for and complete air, hotel and/or car reservations.
* When completing a reservation, you will continue through three confirmation screens, please make sure to scroll to the bottom of each page and click “Next” to continue through the process. The last screen will say **“FINISHED!  You have successfully booked your trip!”.** If you do not get to that screen, your trip has not been completed and will automatically be cancelled by Concur. Go to the “Travel Center” (the default screen at login) to complete or cancel the “Unfinished” trip.

Lastly, if you need to consult with an agent for any reason call 800-783-9559. Our professional agents can book travel that may be difficult to book online or if Concur does not allow you to cancel or change a current reservation online. Additionally, Conlin Travel agents are available at this phone number 8:00 am until 8:00 pm Eastern time, Monday through Friday.

Please feel free to call eTravel Services, 888-387-3536, if you have any questions regarding Concur or booking online, we are here to help. Our hours are Monday through Friday from 8:00 am until 5:30 pm Eastern time.



Good Morning/Afternoon [Name],

I have created you a login for the American Board of Emergency Medicine (ABEM) Concur Travel site. This will allow you to access Concur, complete your travel profile and take advantage of the full range of the Concur reservation system. To get started go to [www.conlintravelhub.com/abem](http://www.conlintravelhub.com/abem). On the left click on “Concur Online” in green. This will take you to the Concur login screen. Your username is your entire company email address, [Email Address].  Your password is: **welcome19**. (All Lower Case)

Information to help complete your profile:

* **To change your password, click on ‘Profile’, in the header to the right, select ‘Profile Settings’ and select ‘Change Password’ in the menu. After changing your password choose ‘Personal Information’ to access and complete your travel profile. Using the scroll bar on the far right fill in the blanks to complete your profile.**
* Any field in the profile that is marked with an orange ‘**(required)**’ is required and must have data entered. All other fields are optional.
* Any "Save" will save the entire profile (you do not have to click a save at each section). There are two sections in the profile that require a double save: Travel preferences (frequent-traveler programs) and Credit card (add a credit card). You will save after clicking on the link and adding the information and then again before exiting the profile.

After you have completed your profile:

* Once the profile is completed, click on the ‘Travel’ tab where you can search for and complete air, hotel and/or car reservations.
* When completing a reservation, you will continue through three confirmation screens, please make sure to scroll to the bottom of each page and click “Next” to continue through the process. The last screen will say **“FINISHED!  You have successfully booked your trip!”.** If you do not get to that screen, your trip has not been completed and will automatically be cancelled by Concur. Go to the “Travel Center” (the default screen at login) to complete or cancel the “Unfinished” trip.

Lastly, if you need to consult with an agent for any reason call 877-654-2179. Our professional agents can book travel that may be difficult to book online or if Concur does not allow you to cancel or change a current reservation online. Additionally, Conlin Travel agents are available at this phone number 8:00 am until 8:00 pm Eastern time, Monday through Friday.

Please feel free to call eTravel Services, 888-387-3536, if you have any questions regarding Concur or booking online, we are here to help. eServices hours are Monday through Friday from 8:00 am until 5:30 pm Eastern time.



Good Morning/Afternoon [Name],

To login to Concur, complete your profile go to [www.conlintravelhub.com](https://www.conlintravelhub.com). On the left click on “Concur Online”. This will take you to the Concur login screen. Your username is your company email address, xxxxxxxxxxxxxx@akwel.com.  Your password is: welcome1 …. all lower case.

Please note that when logging into Concur there will be a notification that says: “You are currently not set up to use any Concur products. Contact your Concur Administrator for assistance.” Disregard this notification, you do have access to your profile using the information below.

Information to help complete your profile:

* **To change your password, click on ‘Profile’, in the header to the right, select ‘Profile Settings’ and select ‘Change Password’ in the menu. After changing your password choose ‘Personal Information’ to access and complete your travel profile. Using the scroll bar on the far right fill in the blanks to complete your profile.**
* Any field in the profile that is marked with an orange ‘**(required)**’ is required and must have data entered. All other fields are optional.
* Any "Save" will save the entire profile (you do not have to click a save at each section). There are two sections in the profile that require a double save: Travel preferences (frequent-traveler programs) and Credit card (add a credit card). You will save after clicking on the link and adding the information and then again before exiting the profile.

Please feel free to call eTravel Services, 888-387-3536, if you have any questions regarding your profile, we are here to help. Our hours are M-F from 8:00 am until 5:30 pm Eastern time.

To book travel; once your profile is completed call 800-783-9559. A Conlin Travel corporate agent will assist you with your travel reservation.

Email Scripts Needed Daily:

**Hatch Stamping:** *Directing where to Create a Profile*

Good Morning/Afternoon [Name],

The creation of a profile is done all online. Click on this link <https://www.concursolutions.com/registration/register_form.asp?regcode=HatchStamping>. Fill out the short form, be sure to read through the information at the top and bottom of the form as this is the only place this information is displayed. You may even want to print it.

Once you click Submit it is sent to an approver at Hatch Stamping, once they approve your request you will receive email, as discussed at the top of the form. Follow the rest of the directions to set your password and complete your profile. Be aware that travel cannot be booked until your travel profile has been completed.

Let us know if you have any questions, we are here to help.

**Any Company –** *Directing to Agents*

You have actually emailed the Conlin eTravel Services Help Desk. We are here to offer technical assistance with our online booking tool, Concur. We can assist with getting a traveler profile set up which is needed before any travel arrangements can be made. We can also help travelers with login issues, navigational issues, and even walk them through making a reservation online, etc.

However, we are not actually corporate agents. If you’d like to reach out to one of our Conlin Travel corporate agents, they will be able to give you a quote for travel and for your spouse’s travel also.

The corporate agents can be reached at 877-654-2179, Monday through Friday, 8A-8P EST.

**Any Company—** *Admin Resave Error*

I have looked at your profile and resaved it on our end to ensure it was properly saved and it seemed to have fix the issue.

Please try using Concur again to make sure you don’t receive the message again. If you do, please reach out to us.

**Any Company –** *Password Reset*

I have reset ‘s password and given him/her a temporary one.

Username: [Email]

Temporary Password: **welcome19** (all lowercase, no spaces.)

Once you get logged in, to change your password go to: **Profile >> Profile Settings >> Change Password.**

Please let me know if you have any questions.