My Home User Documentation
(Traveler access)

Travel and Transport is pleased to offer our clients access to the My Home traveler portal that provides a one-stop connection to your travel information, both past and present. This document contains information for users with “Traveler” access. Once you complete the registration process in My Home and sync your travel data you can also utilize Dash Mobile with the same credentials.

Accessing your My Home account

- **Navigate to** [http://www.travelandtransport.com](http://www.travelandtransport.com) and click on “Customer Login” on the top of the page. If your company utilizes a Traveler Portal, navigate to your portal and click on the “My Home” icon in the bottom corner. Your Dash Mobile login can also be used for My Home.

- **Existing accounts** – if you have already registered on My Home or Dash Mobile, enter your username and password.

  If you can’t remember your password, click the “Forgot your password?” link and enter your email address. Instructions for resetting your password will be emailed to you.

  * If someone else registered for you then you should have received and email with instructions on how to retrieve your password.

  If an email is not received within a few minutes, one of the following may be the issue:
  
  1. You don’t have a My Home account (see new account setup).
  2. You registered under a different email address.
  3. The email has been moved or deleted based on rules that are setup in your email program.
  4. You registered for a My Home account in the past but never clicked on the “verification email” so your registration was not accepted. You’ll need to register again.
New account setup – (Registration process)

1. Click “Register” on the top of the Sign In page.

2. Enter the required information: username (your email address is recommended), email, new password, and first and last name. Then click “Create User”
3. **Click on the verification email** within 72 hours to complete the registration process.

   ![Verification Email]

   Thank you for registering. In order to complete your registration, please click or enter the link below into your web browser.
   
   This link will no longer work after 72 hours.
   

4. **Sync your travel** (optional). After clicking on the verification email, you will have the option to sync your travel data. This data sync will give you access to your travel information in My Home and access to Dash Mobile on your mobile device.

   Enter a recent Travel and Transport Record Locator and a date within the travel itinerary. If you don’t have current travel, then click “No thanks. Remind me later”.

**Syncing your travel later**

If you didn’t sync your travel during the initial registration process you can access this feature under the “Account ➔ Manage Account” menu. A current Travel and Transport record locator and the date of travel are required.

1. Click “here” under the “Sync My Travel Data” section
2. Enter a recent Travel and Transport Record Locator
3. Enter a date within the travel itinerary
4. Click “Sync”
5. You should now have access to your travel information in My Home and Dash Mobile.
Troubleshooting:

- The Record Locator must be for current travel (travel that was finished up to 14 days ago or for future travel). If you don’t have a current Record Locator, you may sync your travel later when you have a current booking.
- The last name that you registered in My Home must match the last name on your travel booking.
- Only one account can be associated with your travel information. You cannot register under 2 different email accounts.
- If you’ve already registered in Dash Mobile then you already have a My Home account. Please use your existing Dash Mobile login to also sign into My Home.

My Home features

- **My Invoices** – Displays traveler invoices for the past 18 months that can be printed or emailed in PDF (data sync is required). Travel Managers must contact their Travel and Transport Account Manager for initial setup in order to have access to all travelers. “Agent” permissions can be setup by a user with “Manager” permissions.
- **My Upcoming Trips** – Displays invoices and itin information for future trips (data sync is required).
- **My Unused Tickets** – Displays the traveler’s unused tickets (data sync is required).
- **My Mobile Solutions** - Displays links to Dash Mobile for use on your mobile device.
- **My Travel Alerts** - If elected (per client contract), this area shows travel alerts provided by iJet for a traveler’s upcoming trip. If there are no events this area will be blank.
- **Travel News** – Displays general news headlines about the travel industry.
“Traveler” Permission

Traveler Home Screen (view is shown after syncing travel)

Menu Options:
- **Home** – My Invoices, My Upcoming Trips, My Unused Tickets, My Mobile Solutions, My Travel Alerts and Travel News
- **Account**
  - **Manage Account** (edit user name, email or name and click “Save Changes”)  
  - **Change Password** - Use this option to change your password.

Traveler Information Sections:
- **My Invoices** – Traveler can look up previous invoices for the last 18 months and print or email a PDF representation of that invoice. Follow the steps below to search, open and email an invoice.
  1. Under the “My Invoices” section, enter the minimal amount of information and click “Search”.
  2. Click on the desired invoice link to open.
- **My Upcoming Trips** – Displays invoices and itinerary information for upcoming trips.
- **My Unused Tickets** – Displays traveler’s unused ticket.
- **My Mobile Solutions** - Links to Dash Mobile for access on a mobile device.
- **My Travel Alerts** - If elected (per client contract), this area shows travel alerts provided by iJet for a traveler’s upcoming trip. If there are no events this area will be blank.
- **Travel News** - Displays various travel related news.