

UNSW SERKO® ONLINE

SYSTEM ADMINISTRATORS

Web Address: <https://unsw.serko.travel/Login/unsw>

ALLOCATE TRAVELLER TO A PROFILE

To access a Travellers Profile, the profile must be linked to your profile.

1. From the **My Profile** tab, select the tab **My Travellers**.

HOME BOOKING **MY PROFILE** REPORTING ADMIN Tracey Test Logout ?

My Profile

Name Ms Tracey Test Work Phone
Address Mobile* +61 434 526 625 Change
Default Division School Of Business - TMC Voyager

MY TRAVEL COORDINATORS **MY TRAVELLERS** PASSPORT/ VISA PREFERENCES CREDIT CARDS AUDIT

Filter
Traveller [Apply](#) [Reset](#)

Traveller	Email
<input type="checkbox"/> Mr Chris Test	traceys@serkoonline.com
<input type="checkbox"/> Hon Prof Jane Test	joannep@serkoonline.com
<input type="checkbox"/> Mr Peter Test	traceys@serkoonline.com

Total: 3

[Add My Traveller](#)

2. From the **Traveller filter** field, confirm if the traveller is already allocated to your profile.

MY TRAVEL COORDINATORS **MY TRAVELLERS** PASSPORT/ VISA PREFERENCES CREDIT CARDS AUDIT

Filter
Traveller [Apply](#) [Reset](#)

Traveller	Email
There are no Travellers available for your current filter.	

[Add My Traveller](#)

3. If the traveller is not allocated, select the **Add My Traveller** option.

MY TRAVEL COORDINATORS **MY TRAVELLERS** PASSPORT/ VISA PREFERENCES CREDIT CARDS AUDIT

Filter
Traveller [Apply](#) [Reset](#)

Traveller	Email
There are no Travellers available for your current filter.	

[Add My Traveller](#)

ALLOCATE TRAVELLER TO A PROFILE cont....

4. At **Search Criteria**, enter the surname and select **Search**.

Traveller Search

Select the Traveller(s) for this booking and click 'OK'.
To view all Travellers, select the option 'All My Travellers' and click 'Search'. To narrow down the results, enter the search criteria.

Search Type Search Criteria

Name [Select All](#) [Deselect All](#) ▲ ▼ Email ▲ ▼

<input type="checkbox"/>	Mr John Test	joanep@serkoonline.com
<input type="checkbox"/>	Ms Lorelle Test	joanep@serkonline.com
<input type="checkbox"/>	Mr Serko Test	johnk@serkoonline.com
<input type="checkbox"/>	Ms Serko Test	donnab@iact.co.nz
<input type="checkbox"/>	Mr Test Test Test	bounce@serkoonline.com

« First ◀ Prev 1 2 3 4 Next ▶ Last » (Page 3 of 4) Total Travellers: 17

5. Locate the relevant profile and select **OK**.

Traveller Search

Select the Traveller(s) for this booking and click 'OK'.
To view all Travellers, select the option 'All My Travellers' and click 'Search'. To narrow down the results, enter the search criteria.

Search Type Search Criteria

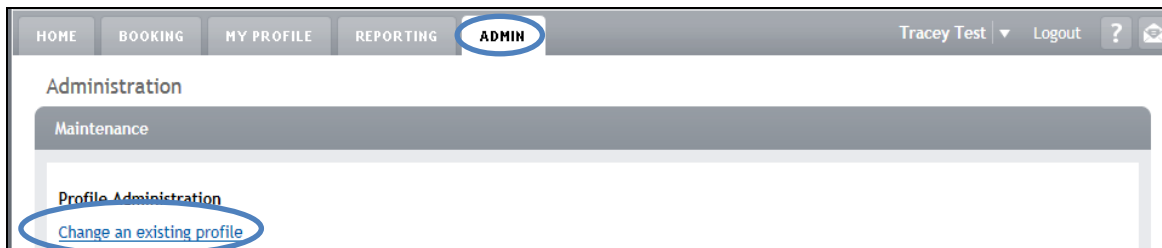
Name [Select All](#) [Deselect All](#) ▲ ▼ Email ▲ ▼

<input type="checkbox"/>	Mr John Test	joanep@serkoonline.com
<input checked="" type="checkbox"/>	Ms Lorelle Test	joanep@serkonline.com
<input type="checkbox"/>	Mr Serko Test	johnk@serkoonline.com
<input type="checkbox"/>	Ms Serko Test	donnab@iact.co.nz
<input type="checkbox"/>	Mr Test Test Test	bounce@serkoonline.com

« First ◀ Prev 1 2 3 4 Next ▶ Last » (Page 3 of 4) Total Travellers: 17

ALLOCATE ADDITIONAL ACCESS

1. From the **Admin tab**, select the **Change an existing profile** option.



2. At **Search Criteria**, enter the Surname and select **Search**.

Profile Search
Enter search criteria and click the 'Search' button.

Search Type:
 Division:

Search Criteria:

3. Locate the relevant profile and select **OK**.

Name	Profile Code	Email	Division
<input type="radio"/> Non Prof Jane Test	TEST0JAN0	joanep@serkonline.com	University of New South Wales***
<input type="radio"/> Ms Tracey Test	TEST0TRAC0	traceys@serkonline.com	School Of Business - TMC Voyager
<input type="radio"/> Mr Chris Test	Test0Chri0	traceys@serkonline.com	School Of Business - TMC Voyager
<input type="radio"/> Mr Peter Test	Test0Pete0	traceys@serkonline.com	School Of Business - TMC Voyager
<input checked="" type="radio"/> Ms Lorelle Test	UNSW/TesLo0	joanep@serkonline.com	Graduate Research School - TMC Voyager

4. Select the **Change** option.

Profile Administration
To change the profile details click 'Change'. To change a different profile, or create a new profile click the 'More Actions'.

Name	Ms Lorelle Test	Work Phone	
Address		Mobile*	+ 64 9 21 989 65
Default Division	Graduate Research School - TMC Voyager		

[Reset Password](#)

ALLOCATE ADDITIONAL ACCESS cont....

5. Allocate the required **Role Groups** then select **Save Details**.

Role Groups

Authoriser Access
 System Administrator
 Travel Co-Ordinator Access
 Traveller Access
 Unused Ticket Administrator

Profile Custom Fields

Salary Range*

Employee ID*

Default Departure City

Traveller Search Default

Show Recent Bookings on Home Page

Air Availability Display

Travellers

Title	First Name(s)	Surname	Birth Date	Gender	Email	Phone
Ms	Lorelle	Test		Female	joanep@serkonline.com	+ 64 9 21 989 65

Total: 1

RESET PASSWORD

1. From the **Admin tab**, select the **Change an existing profile** option.

HOME BOOKING MY PROFILE REPORTING **ADMIN** Tracey Test Logout ?

Administration

Maintenance

Profile Administration

Change an existing profile

2. At **Search Criteria**, enter the Surname and select **Search**.

Profile Search

Enter search criteria and click the 'Search' button.

Search Type Search Criteria

Division

RESET PASSWORD cont....

3. Locate the relevant profile and select **OK**.

Name	Profile Code	Email	Division
<input type="radio"/> Hon Prof Jane Test	TEST0JAN	joannep@serkonline.com	School Of Business - TMC Voyager
<input type="radio"/> Ms Tracey Test	TEST0TRAC0	traceys@serkonline.com	School Of Business - TMC Voyager
<input type="radio"/> Mr Chris Test	Test0Chri0	traceys@serkonline.com	School Of Business - TMC Voyager
<input type="radio"/> Mr Peter Test	Test0Pete0	traceys@serkonline.com	School Of Business - TMC Voyager
<input checked="" type="radio"/> Ms Lorelle Test	UNSW/TesLo0	joannep@serkonline.com	Graduate Research School - TMC Voyager

Ok Cancel

4. Select the **Reset Password** option.

Profile Administration
To change the profile details click 'Change'. To change a different profile, or create a new profile click the 'More Actions'.

More Actions...

Name	Ms Lorelle Test	Work Phone		Change
Address		Mobile*	+ 64 9 21 989 65	
Default Division	Graduate Research School - TMC Voyager			

Reset Password

5. Select **OK**.

Reset Password

Click 'Ok' to send a new generated password to the traveller's email address.

Ok Cancel