

United Connection ® **Help**

Select one of the options below to see a list of Help topics for that option.
For Help on Help, Press F1.



Introduction



Adding
Flights



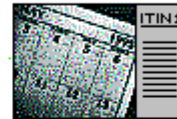
Using
FareShopper



Registration &
Communications



Adding
Rental Cars



Creating
Itineraries



Travelers
& Profiles



Adding
Hotels



Reservations
& Ticketing

See Also...

- Other Topics
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- Getting Technical Support

Travelers and Profiles

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Traveler information

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Profile information

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Selecting travelers

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Selecting a birthdate

1. Choose the  icon.
2. Select a month and year. The calendar for that month appears.
3. Select the traveler's birthdate from the calendar. The selected date appears in the date field.

Selecting a date

1. Choose the  icon. The calendar for the current month appears.
2. Select a month, then select the desired date. The selected date appears in the date field.



Introduction

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About United Connection

As employee owners of United Airlines, we would like to welcome you to United Connection... the most technologically advanced, customer-driven reservation system on the market.

You're in control

You've been telling us that you want to take control of your travel planning. United Connection lets you do exactly that, by providing a direct connection to the same extensive, up-to-the-minute fare and schedule information available to travel agencies and airlines.

With United Connection, you can:

- Make reservations with over 500 airlines, 50 rental car companies, and 30,000 hotel properties worldwide.
- Save your travel preferences in one or more profiles, then let United Connection use those preferences to streamline your travel planning.
- Purchase your ticket online and choose a delivery option. If you are flying on United or United Express, you may have the option of choosing Electronic Ticket. This option eliminates paper tickets by storing your ticket electronically in United Airlines' reservation system.
- Get up-to-the-minute flight status information, including arrival and departure times and gates for United and United Express flights.
- Check United Mileage Plus[®] account balance information.

The power of United Connection begins and ends with you... see for yourself all the good things that can happen when *you* take control of your travel plans!

See also

[Contents](#)

[Getting Started](#)



Will I be charged for using United Connection

The only cost associated with using United Connection will be any connection time charges assessed by your service provider in accordance with the terms of your agreement with that provider.

Some service providers give you unlimited online access for a flat monthly fee. Others charge by the minute once you exceed a certain number of hours each month. If you choose Internet Service Provider, MSN, or CompuServe, contact your service provider if you are unsure about your billing arrangement.

Currently, there is no charge for using the United Airlines Network except for the cost of the telephone call to the network (usually a local call). United reserves the right to change this policy at any time in the future.

See also

[Contents](#)

[Choosing a United Connection service provider](#)



The Welcome Window

When you start United Connection[®], the Welcome Window appears. This window displays five icons. Click on one of the icons to display the corresponding option.

Click on one of the icons below to see a description of that option.

WELCOME TO UNITED CONNECTION SM				
				
PERSONAL PROFILES	TRAVEL PLANNING	MILEAGE PLUS[®]	FLIGHT STATUS	UNITED INFORMATION
It's easy to streamline your travel planning with custom profiles for yourself and others... just choose your preferences, and United Connection does the rest.	United Connection puts you in control with convenient, up-to-the-minute information for over 550 airlines, 50 rental car companies, and 200 hotel chains.	Get instant access to Mileage Plus [®] account information for any traveler, including the current year-to-date balance and a summary of recent activity.	Need to check the status of a United or United Express flight? United Connection can show you the latest schedule and gate information at the click of a button.	Check here for the latest promotional offers, vacation packages, and opportunities to earn bonus miles... some only available to United Connection members!
<input checked="" type="checkbox"/> Show this menu at startup				

See also

[Displaying the Welcome Window](#)

[Getting Started](#)

Personal Profiles

Click on this icon to access the Traveler Editor, which lets you create customized travel profiles for yourself and others. Just tell us your preferences for flights, rental cars, and hotel accommodations... we'll forward the information when you reserve your trip!

See also

[Using the Traveler Editor](#)

Travel Planning

Click on this icon to access the Itinerary Window and begin planning a trip. You select travelers for your itinerary, then add flights by checking availability or shopping for a low fare. Add a rental car and hotel accommodations and you're ready to reserve your trip!

See also

[Overview of the Itinerary Window](#)

Mileage Plus[®]

Click on this icon to review Mileage Plus account information for yourself or other travelers.

Note: You'll need to register with United Connection[®] in order to use this option. To review Mileage Plus information for a traveler you must enter their Mileage Plus number in the Traveler Editor.

See also

[Reviewing Mileage Plus[®] Summary information](#)

Flight Status

Click on this icon to check the status of a specific flight. Complete, up-to-the-minute information (including gate numbers) is available for United and United Express flights leaving within 48 hours. Schedule information is provided for all other flights.

See also

[Checking flight status](#)

United Information

Click on this icon to get the latest information from United Airlines, including special offers, exciting promotions, and new features.

See also

[Reviewing United Information](#)

Show at Startup

Click in this box to remove the X if you do not wish to see the Welcome Window each time you start United Connection[®]. If this option is not selected, the Itinerary Window appears automatically at startup.

See also

[Displaying the Welcome Window](#)



Getting Started

The first time you use United Connection[®], you'll need to:

- [Register with United Connection.](#) If you are not already a Mileage Plus[®] member you will be instantly enrolled and assigned an account number.

From the Tools menu, choose Registration.

- Use the [Traveler Editor](#) to enter traveler information and create profiles by specifying flight, car, and hotel preferences for yourself and other travelers.

From the Tools menu, choose Traveler Editor.

When you're ready to create an itinerary, you:



[Select travelers for the itinerary](#) from those listed in the Traveler Editor. You select a traveler by choosing one of that traveler's profiles.

Choose the TRAVELERS icon from the toolbar.



[Add flights.](#) You can select flights based on schedule, or use FareShopperSM to find low fares for your itinerary.

Choose the ADD FLIGHT icon from the toolbar.



[Add rental cars.](#) You select the company you want to rent from at your destination, then choose a car type and rate.

Choose the ADD CAR icon from the toolbar.



[Add hotel accommodations.](#) You specify a city and reference point, then select the hotel, room type, and room rate that meets your needs.

Choose the ADD HOTEL icon from the toolbar.



[Reserve your itinerary](#) by selecting a ticketing option and (if you wish to guarantee your airfare) paying for your ticket online with a credit card.

Choose the RESERVE icon from the toolbar.

See also

[Overview of the Itinerary Window](#)

[United Connection menus](#)

[The United Connection toolbar](#)

Registration and Communications



Registration options

[How to register](#)

[Changing your registration information](#)

[Changing your password](#)



Communication options

[Connecting to the reservation system](#)

[Connecting via the Internet](#)

[Internet connection problems](#)

[Changing your United Connection[®] service provider](#)

[Changing your modem settings](#)

[Checking modem status while you are connected \(Windows 95\)](#)

[Changing your dialing information](#)

[Adding a dialing location](#)



Registering with United Connection

You will need to register before you can begin using United Connection. The United Connection Registration Wizard makes this process quick and easy by guiding you through the following steps:

- [Choosing a United Connection service provider](#)
- [Setting up your modem \(if necessary\)](#)
- [Entering dialing information \(if necessary\)](#)
- [Providing your name, phone number, and Mileage Plus[®] number](#)
(if you don't have a Mileage Plus number one will be instantly assigned to you)
- [Connecting to the reservation system](#)
- [Entering a password](#)
- [Providing credit card information](#)

Note Until you register, the Registration Wizard appears automatically each time you start United Connection. If you do not choose to register immediately, you can access the Registration Wizard at any time by choosing Registration from the Tools menu.

See also

[Will I be charged for using United Connection?](#)

[Registration and Communication Options](#)

Choosing a United Connection[®] service provider

The service provider you choose determines how you will connect to the reservation system. United Connection provides access to the reservation system in one of two ways: via the [Internet](#), or using the United Airlines Network (a private telephone network). You can use any Internet Service Provider with whom you have an account, including MSN The Microsoft Network[®] and CompuServe

[®]. Service provider options include:

[Internet Service Provider](#)

[MSN The Microsoft Network](#)

[CompuServe](#)

[United Airlines Network](#)

The first three options allow users to connect to the reservation system via the Internet. See [Connecting via the Internet](#) for additional information. If you do not have access to any of these service providers, choose the United Airlines Network.

Note United Connection uses Secure Sockets Layer encryption for all Internet communications.

Choosing a United Connection service provider:

1. The Choose United Connection Service Provider dialog box displays a list of available service providers. Highlight the service provider you want to use.

Note The default service provider is United Airlines Network.

2. To continue, choose OK.

See also

[Will I be charged for using United Connection?](#)

[Registering with United Connection[®]](#)

[Registration and Communication Options](#)

[Changing your United Connection[®] service provider](#)



Setting up your modem

You may or may not need to setup your modem during registration, depending on the United Connection[®] service provider you choose and your version of Windows.

Internet Service Provider/MSN/CompuServe. If you choose one of these as your United Connection service provider, you will NOT need to set up your modem during registration. Your modem setup is handled through the service provider you selected.

United Airlines Network. If you choose this service provider, you will need to setup your modem during registration. This process varies, depending on your version of Windows. Choose one of the following options for more information.

- [Windows 95 modem setup](#)
- [Windows 3.1/3.11/NT 3.51 modem setup](#)

See also

[Registering with United Connection[®]](#)
[Registration and Communication Options](#)



Windows 95 modem setup

Note This information applies to United Airlines Network users only.

If you chose United Airlines Network as your United Connection[®] service provider, you will need to select the modem you want to use. The Choose Modem dialog box appears automatically in the Registration Wizard.

To setup your modem during registration:

1. In the Choose Modem dialog box, select the modem you want to use with United Connection. If you have more than one modem installed, click on the arrow to display a list of installed modems and select the modem you want to use.
2. To change your COM port, baud rate, speaker volume, and other settings, choose the Properties button. The Windows 95 Modem Properties dialog box appears.

Note If you need help on the Modem Properties dialog, click the "?" button in the upper right corner of the dialog box, then click on an area of the dialog box to get help for that area.

3. To continue, choose OK.

See also

[Setting up your modem](#)

[Registering with United Connection[®]](#)

[Choose Modem dialog box](#)

[Registration and Communication Options](#)



Windows 3.1/3.11/NT 3.51 modem setup

Note This information applies to United Airlines Network users only.

If you chose United Airlines Network as your United Connection[®] service provider, you will need to setup your modem by choosing the modem vendor and model and specifying the correct modem settings (COM port, baud rate, etc.). The Modem Type and Modem Settings dialog boxes appear automatically in the Registration Wizard.

To setup your modem during registration:

1. In the Modem Type dialog box, scroll down the Vendor list and select the company that makes your modem.
2. In the Modem list, select the modem that matches (or most closely matches) the modem you will be using.

Note If you cannot find an exact match for your modem, select Hayes or Hayes-Compatible from the Vendor list and choose the most appropriate modem.

3. Choose Next. The Modem Settings dialog box appears.
4. Complete the modem settings as follows:

<u>In this field</u>	<u>You can</u>
COM Port	Select the communications port used by your modem. The default is COM1.
Find Port	Choose this button if you are not sure which COM port your modem is using. Note If you have an external modem, be sure to turn on the modem before selecting this option.
Modem Speed	Select the modem speed (baud rate) for your modem. The default is 9600.
Speaker Volume	Move the slide control left or right to adjust your modem speaker volume.
Initialization String	When you select a modem, United Connection automatically supplies the appropriate initialization string for that modem. Modify the initialization string <u>only</u> if your modem has special features or commands that you want to enable. See your modem manual for details.

5. To validate the selected modem settings, choose the Test Settings button. United Connection will check the settings and inform you of any problems.
6. After choosing your modem settings, choose Next to continue.

See also

[Setting up your modem](#)

[Registering with United Connection[®]](#)

[Modem Settings dialog box](#)


[Registration and Communication Options](#)

®

Checking modem status while you are connected (Windows 95)

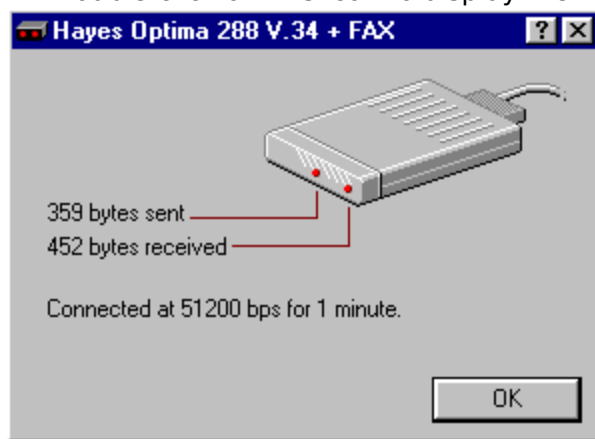
Windows 95 users can display real-time modem information while they are connected.

To check modem status while you are connected:

1. Once you are connected to the reservation system, a small modem icon appears in the Windows 95 status bar. 

Note If the modem icon does not appear in the Windows 95 status bar, choose Communications/Modem Settings from the Tools menu in United Connection[®]. Choose the Properties button, then select the Options tab and make sure that the "Display modem status" option is checked.

2. Double-click on this icon to display the modem status dialog box.



3. This dialog box shows you the number of bytes sent and received, the speed at which the modem is communicating, and the number of minutes you have been connected.

Note With data compression, your modem may be able to transmit and receive data at speeds higher than its maximum rated speed. You set the maximum speed in the General tab of the Modem Properties dialog box. See [Changing Windows 95 modem settings](#) for more information.

4. After reviewing the information, choose the OK button to close the dialog box.

See also

[Choose Modem dialog box](#)

[Registration and Communication Options](#)



Entering dialing information

Note This information applies to United Airlines Network users only.

If you chose United Airlines Network as your United Connection[®] service provider, you will need to enter dialing information and choose access telephone numbers. The Dialing Information dialog box appears automatically in the Registration Wizard.

To enter dialing information during registration:

1. In the Dialing Information dialog box, complete the appropriate fields.

<u>In this field</u>	<u>You can</u>
Location Name	Enter a name for your current location. For example, Home or Work.
Area Code at this Location	Enter the three-digit area code for this location.
Always dial area code	Check this box if you need to dial an area code for all calls (even calls within your own area code).
Dialing Prefix	Enter or select the prefix(es) you need to dial from this location. Dialing prefixes include the code needed to get an outside line, or the code needed to disable Call Waiting . Note If you are entering more than one code, separate the codes with a comma.
Dialing Suffix	Enter any number you need to dial after the primary (or backup) access number is dialed. For example, when you place a long distance call from work, you might need to dial an authorization number to complete the call.
Long Distance	Enter the number you need to dial before dialing long-distance from this location (usually 1).
Dialing Method	Choose Tone or Pulse Dialing. The default is Tone Dialing (used by touch-tone phones).
Calling Card Type (Windows 95 only)	If you will be using a calling card from this location, select your calling card provider. Note If your calling card provider is not listed, you can enter your access number(s) in this field. If you enter a series of numbers, be sure to separate the numbers with commas.
Calling Card Number (Windows 95 only)	If you will be using a calling card from this location, enter the calling card number.
Primary Number	In the Primary field, type the three-digit area code for this location and press the down arrow key. Access numbers for that area code are displayed in the list. Select an access number. Modem speeds are displayed next to each number. Choose a number that use the highest speed supported by your

modem. Do not select an access number whose modem speed is faster than your modem.

Note If you are not sure which access number to select, call the 800 number displayed on the dialog box for assistance.

Backup Number Select a backup access number just as you selected a primary number. United Connection automatically dials the backup number if the primary number is busy or does not respond.

2. After completing your dialing information, choose Next to continue.

See also

[Dialing Information dialog box](#)

[Registering with United Connection[®]](#)

[Registration and Communication Options](#)

® Entering personal information

During registration, you are asked to enter your name, phone number, and Mileage Plus[®] number (if you are already a Mileage Plus member). The Personal Information dialog box appears automatically in the Registration Wizard.

To enter personal information during registration:

1. In the Personal Information dialog box, complete the fields as follows:

In this field	You can
Title	Select a title (optional).
First Name and Last Name	Enter your first and last names.
Business Phone	Enter your business telephone number.
Home Phone	Enter your home telephone number. Note At least one phone number is required. Include the area code with the phone number, for example: (555) 123-4567.
Mileage Plus Account	Enter your Mileage Plus account number. This is the number that appears on your Mileage Plus card. Important: Do not enter any spaces or dashes between the numbers. If you are not a Mileage Plus member, leave this field blank. United Connection [®] will instantly enroll you in the Mileage Plus program and assign an account number automatically.

2. After entering your personal information, choose Next.

Note When you choose Next, United Connection establishes a connection to the reservation system to complete the registration process. If you are using an external modem, make sure that your modem is plugged in to a power source and turned on.

See also

- [Personal Information dialog box](#)
- [Registering with United Connection[®]](#)
- [Registration and Communication Options](#)

® Connecting during registration

United Connection[®] must establish a connection to the reservation system in order to complete the registration process. The Registration Wizard connects automatically and displays the progress of the connection in a status bar. Refer to [Troubleshooting](#) if you experience any problems connecting.

Important: If you chose Internet Service Provider, MSN, or CompuServe, see [Connecting via the Internet](#) for additional information.

See also

[Registering with United Connection[®]](#)
[Registration and Communication Options](#)

® Connecting via the Internet

United Connection[®] provides online access to the reservation system in one of two ways: via the Internet, or using the [United Airlines Network](#) (a private telephone network). When you choose [Internet Service Provider, MSN](#), or [CompuServe](#), you will be accessing the reservation system via the Internet.

Note United Connection uses Secure Sockets Layer encryption for all Internet Service Provider communications.

Establishing an Internet connection

When United Connection needs to connect to the reservation system, it will attempt to establish an Internet connection. If an Internet channel is already open, United Connection will automatically use the open channel to connect to the reservation system (whether or not this channel corresponds to the United Connection service provider you have specified).

If an Internet channel is **not** open, United Connection will request one and displays a message if any further action is required. Some Internet Service Providers (for example, MSN and CompuServe) automatically launch their [dialer](#) when an Internet connection is required. Others require you to launch the dialer yourself. If you are unable to establish an Internet connection, see [Internet connection problems](#).

Note to Windows 95 users: Windows 95 automatically launches your Internet dialer when a connection is required. If you have more than one Internet dialer, it uses the default dialer. To override this default, you should launch the dialer you want to use before starting United Connection.

Disconnecting from the Internet

Disconnecting from the reservation system in United Connection (or even exiting United Connection) does **not** automatically disconnect you from the Internet. Because your Internet connection is managed by your service provider's dialer, you will need to access the dialer to disconnect from the Internet.

See also

[Choosing a United Connection service provider](#)

[Connecting to the reservation system](#)

dialer

A user interface, normally provided to you by your Internet Service Provider, that allows you to establish a connection to the Internet via that provider. The dialer manages the communications link between your modem and your Internet Service Provider.

® Entering a password

You need to enter a password during registration. This password will control access to your information on the reservation system. The Enter Password dialog box appears automatically in the Registration Wizard.

Note If you forget your password, please call the United Connection Support Desk at 1-800-4UA-CNXXN to obtain a new one.

To enter a password during registration:

1. In the Password field, type the password you want to use. The password must be 6 to 10 characters long and can include both letters and numbers. Do not use symbols or spaces.
2. In the Verify Password field, re-type your password.
3. To save your password and continue, choose OK.

See also

[Registering with United Connection®](#)
[Registration and Communication Options](#)

® Entering registration credit card information

You are asked to enter credit card information during registration. Credit card information is required for address verification. The Registration Credit Card Information dialog box appears automatically in the Registration Wizard.

Note If you have already registered on another computer and are using the same United Connection[®] service provider, the Registration Wizard displays the credit card information you entered during the previous registration. Please verify that this information is accurate before continuing.

To enter credit card information during registration:

1. In the Registration Credit Card Information dialog box, complete the fields as follows:

<u>In this field</u>	<u>You can</u>
Card Name	Enter a descriptive name for the credit card. For example, Citibank Visa Card.
Type of Card	Select the credit card type you are entering.
Account Number	Enter the credit card account number. Important: Do not enter spaces or dashes between the numbers. For your security, the account number will not be displayed after credit card validation is complete.
Expiration Date	Enter the credit card expiration date using the format MM/YY or MM/DD/YY. For example, 12/99 or 12/31/99.
Series Number	If you selected the American Express/Optima card, a Series Number field appears. Enter the four-digit credit card series number (also referred to as the CID, or Customer ID).
Company	Refer to your credit card statement. If your company name appears on the statement, enter that name <u>exactly</u> as it is shown. Otherwise, leave this field blank.
Address, City, State, and Zip	Enter YOUR address <u>exactly</u> as it is shown on the credit card statement.

2. After entering your credit card information, choose Next to continue.

See also

[Registration Credit Card Information dialog box](#)

[Registering with United Connection[®]](#)

[Registration and Communication Options](#)

Choose Modem dialog box (Windows 95)

Note This information applies to United Airlines Network users only.

If you chose United Airlines Network as your United Connection[®] service provider, you will need to specify your modem settings (COM port, modem speed, etc.) during registration. The Choose Modem dialog box appears automatically in the Registration Wizard. After registration, you can access this dialog box from the Tools menu by choosing Communications/Modem Settings.



Dialog Box Options

Choose a modem for United Connection to use:

Displays a list of the modems you have setup in Windows 95. Choose the modem you want to use for United Connection.

Note To setup additional modems in Windows 95, choose Settings/Control Panel from the Start menu, then double-click on the Modems icon.

Properties button

Choose this button to display the Windows 95 Modem Properties dialog box, which allows you to change your COM port, baud rate, speaker volume, and other modem settings.

Note If you need help on the Modem Properties dialog, click the "?" button in the upper right corner of the dialog box, then click on an area of the dialog box to get help for that area.

See also

[Windows 95 modem setup](#)

[Registering with United Connection[®]](#)

[Changing Windows 95 modem settings
Registration and Communication Options](#)



Modem Type dialog box (Windows 3.1/3.11/NT 3.51)

Note This information applies to United Airlines Network users only.

If you chose United Airlines Network as your United Connection[®] service provider, you will need to identify your modem vendor and model during registration. The Modem Type dialog box appears automatically in the Registration Wizard. After registration, you can access this dialog box from the Tools menu by selecting Communications/Modem Settings, then choosing the Select Modem button.



Dialog Box Options

Vendor

Displays a list of modem companies in alphabetical order. After you select a vendor, a list of modems manufactured by that company appears in the Modem list.

Modem

Display a list of modems manufactured by the selected vendor. Select the modem you will be using to access the reservation system.

Note If you cannot find an exact match for your modem, choose a similar modem (one manufactured by the same vendor). If you cannot find a similar modem, select Hayes-Compatible from the Vendor list.

See also

[Windows 3.1/3.11/NT 3.51 modem setup](#)

[Registering with United Connection[®]](#)

[Changing Windows 3.1/3.11/NT 3.51 modem settings
Registration and Communication Options](#)



Modem Settings dialog box (Windows 3.1/3.11/NT 3.51)

Note This information applies to United Airlines Network users only.

If you chose United Airlines Network as your United Connection[®] service provider, you will need to specify your modem settings (COM port, modem speed, etc.) during registration. The Modem Settings dialog box appears automatically in the Registration Wizard.



Dialog Box Options

COM Port

Select the communications port your modem is using. The default is COM1.

Find Port

Choose this button if you are not sure which COM port your modem is using.

Note If you have an external modem, be sure to turn on the modem before selecting this option.

Modem Speed

Select the highest speed (baud rate) at which your modem operates. The default is 9600.

Speaker Volume

Move the slide control left or right to adjust your modem speaker volume.

Initialization String

Displays the default initialization string for the selected modem. You can modify the initialization string if your modem has special features or commands that you want to enable. See your modem manual for details.

Test Settings button

Choose this button to validate the selected modem settings. United Connection will check each setting and inform you of any problems.

See also

[Windows 3.1/3.11/NT 3.51 modem setup](#)

[Registering with United Connection[®]](#)

[Registration and Communication Options](#)



Dialing Information dialog box

Note This information applies to United Airlines Network users only.

If you chose United Airlines Network as your United Connection[®] service provider, you will need to enter dialing information and choose access telephone numbers. The Dialing Information dialog box appears automatically in the Registration Wizard. After registration, you can access this dialog box from the Tools menu by selecting Communications/Dialing Information.



Dialog Box Options

Location Name

Enter a name for your location. For example, Home or Work.

Area Code at this Location

Enter the three-digit area code for this location.

Always dial area code

Check this box if you need to dial an area code for all calls (even calls within your own area code).

Dialing Prefix

Enter or select any prefix(es) you need to dial from this location. Dialing prefixes can include either or both of the following codes:

- The code needed to get an outside line (usually 9)
- The code needed to disable [Call Waiting](#) (for example, *70)

Note If you enter more than one code, separate each with a comma.

Dialing Suffix

Enter any number you need to dial after the primary (or backup) access number is dialed. For example, when you place a long distance call from your workplace, you might need to dial an authorization number to complete the call.

Long Distance

Enter or select the number you need to dial before dialing a long-distance area code from your location (usually 1).

Dialing Method

Choose Tone or Pulse Dialing. The default is Tone Dialing (used by touch-tone phones).

Calling Card Type (Windows 95 only)

If you will be using a calling card from this location, select your calling card provider.

Note If your calling card provider is not listed, you can enter your access number(s) in this field. If you enter a series of access numbers, be sure to separate the numbers with commas.

Calling Card Number (Windows 95 only)

If you will be using a calling card from this location, enter the calling card number.

Primary

Select a primary access number to dial from location. To display a list of available numbers for your area code, type the three-digit area code and click on the down arrow. A modem speed (baud rate) is displayed next to each access number. Choose an access number that uses the highest speed supported by your modem. Do not select an access number whose modem speed is faster than your modem.

Tip If you are not sure which access number to select, call the 800 number displayed on the dialog box to speak with a customer service representative.

Backup

Select a backup access telephone number for your location.

See also

[Entering dialing information](#)

[Registering with United Connection[®]](#)

[Adding a dialing location](#)

[Changing dialing information](#)

[Registration and Communication Options](#)

Personal Information dialog box

During registration, you are asked to enter your name, phone number, and Mileage Plus[®] number (if you are already a Mileage Plus member). The Personal Information dialog box appears automatically in the Registration Wizard.



Dialog Box Options

Title

Select a title (optional).

First Name and Last Name

Enter your first and last names in the fields provided.

Business Phone and Home Phone

Enter your business phone number and/or your home phone number in the fields provided. Each phone number must include the area code, for example: (555) 123-4567.

Note You must provide at least one phone number (Business or Home).

Mileage Plus Account

Enter your Mileage Plus[®] account number. Do not enter spaces or dashes between the numbers. If you do not have a Mileage Plus number, leave this field blank and a number will be assigned to you.

Important After registration is complete, you will not be able to change the Mileage Plus account number entered during registration.

See also

[Entering personal information](#)

[Registering with United Connection[®]](#)

[Registration and Communication Options](#)

Registration Credit Card Information dialog box

You are asked to enter credit card information during registration. Credit card information is required for address verification. The Registration Credit Card Information dialog box appears automatically in the Registration Wizard. After registration, you can access this dialog box from the Tools menu by selecting Registration, then choosing the Edit Card button.

Note Refer to [Troubleshooting](#) if you experience credit-card related problems during registration.



Dialog Box Options

Card Name

Enter a descriptive name for the registration credit card. For example, Citibank Visa Card.

Type of Card

Select the type of credit card you want to use to register with United Connection[®]. United Connection accepts only the following credit cards for registration purposes: Discover, Visa, MasterCard, American Express/Optima, and Diners Club.

Note You may use additional credit cards for the purchase of air, car, and hotel reservations. You enter these credit cards in your personal profile. See [Entering payment credit card information](#) for details. United Connection accepts all of the following credit cards for travel purchases: Discover, Visa, MasterCard, American Express/Optima, Diners Club, United Airlines Travel Card, Universal Air Travel Plan, Carte Blanche, EnRoute, and Japan Credit Bureau.

Account Number

Enter the credit card account number. Do not enter any spaces or dashes between the numbers. To prevent unauthorized access, United Connection will not display the account number after credit card validation is complete.

Expiration Date

Enter the credit card expiration date using the format MM/YY or MM/DD/YY. For example, 12/99 or 12/31/99. You must update the expiration date when a new credit card is issued.

Series Number

If you selected American Express/Optima, the Series Number field appears. Enter the four-digit credit card series number (also referred to as the CID, or Customer ID) in the Series Number field.

Your address (as shown on credit card statement)

Note This is the address is the address to which the credit card company mails your statements. To ensure accuracy, please refer to a statement from your credit card company when completing the following fields.

Company

If your company name appears on the credit card statement, enter that name exactly as it is shown. Otherwise, leave this field blank.

Address

Enter your street address exactly as it appears on the credit card statement.

City

Enter your city name as it appears on the credit card statement.

State

Enter or select your state.

Note To quickly scroll through the State list, type the first letter of a state abbreviation. The list scrolls to the first state beginning with that letter.

Zip

Enter your 5- or 9-digit zip code.

See also

[Entering credit card information during registration](#)

[Changing your registration credit card information](#)

[Updating the registration credit card expiration date](#)

[Registering with United Connection[®]](#)

[Registration and Communication Options](#)

® United Connection Registration dialog box

You access the United Connection Registration dialog box if you want to view or change your registration information, including registration credit card information. To display the United Connection Registration dialog box, choose Registration from the Tools menu.



Dialog Box Options

Title

Displays the title you selected during registration (optional).

First Name and Last Name

Displays your first and last name as entered during registration.

Note If you need to change your name after registration (for example, due to marriage), you must contact Mileage Plus[®] directly. See [Changing the name of the registered user](#) for more information.

Business Phone and Home Phone

Displays the business and/or home phone numbers you entered during registration.

Mileage Plus Account

Displays the Mileage Plus[®] account number you entered (or were assigned) during registration. You cannot change this number after registration.

Registration Credit Card and Address

Displays the credit card name and address you entered during registration. To change your credit card information, choose the Edit Card button.

Edit Card button

Choose this button to display the [Registration Credit Card Information dialog box](#). You use this dialog box to edit your registration credit card information.

Agreement button

Choose this button to display the [United Connection Terms and Conditions dialog box](#), which contains the terms and conditions of United Connection[®] use.

See also

[Changing your registration information](#)

[Registration and Communication Options](#)

Establish Connection dialog box

You use the Establish Connection dialog box to request a connection to the reservation system.

Important: If you choose Internet Service Provider, MSN, or CompuServe, see [Connecting via the Internet](#) for additional information.



[How to display the Establish Connection dialog box](#)



Dialog Box Options

Mileage Plus Account

Displays the Mileage Plus[®] account number you entered or received during registration. This field is read-only.

Password

Enter your password.

Note If you select the Remember Password option, United Connection[®] will supply your password automatically each time the dialog box appears.

Remember this password for next time

Select this option if you want United Connection to supply your password automatically each time the dialog box appears.

Calling From (United Airlines Network only)

Select the location that you are calling from.

- To choose a different location, click on the down arrow to display a list of available locations.
- To add or edit a dialing location, choose the Dialing Info button.

Modem button (United Airlines Network only)

Choose this button to change your modem settings or select a different modem. Depending on your operating system, one of the following dialog boxes appears:

Windows 95: [Choose Modem dialog box](#)

Windows 3.1/3.11/NT 3.51: [Modem Settings dialog box](#)

Dialing Info button (United Airlines Network only)

Choose this button to display the [Dialing Locations dialog box](#), which allows you to add, edit, or delete a dialing location.

Connect button

Choose this button to connect to the reservation system. A dialog box displays the status of the connection process.

See also

[Connecting to the reservation system](#)

[Changing your password](#)

[Registration and Communication Options](#)

To display the Establish Connection dialog box:

- From the File menu, choose Connect To Reservation System.

Note The Establish Connection dialog box appears automatically whenever United Connection[®] requires a connection to the reservation system. This happens when you open an itinerary with Selected or Reserved items, or if you request flight, car, or hotel information and are not already connected.



Dialing Locations dialog box

Note This information applies to United Airlines Network users only.

The Dialing Locations dialog box displays a list of locations and the primary access telephone numbers to be dialed from those locations. You use this dialog box to add, edit, or delete a dialing location.



[How to display the Dialing Locations dialog box](#)



Dialog Box Options

Location Name

Displays the names of all dialing locations.

Primary Number

Displays the primary access telephone number associated with each dialing location. This is the first number that United Connection[®] will dial when attempting to connect to the reservation system from that location.

Add button

Choose this button to add a new dialing location. The [Dialing Information dialog box](#) appears.

Edit button

Choose this button to edit the selected dialing location. The [Dialing Information dialog box](#) appears.

Delete button

Choose this button to delete the selected dialing location.

See also

[Adding a dialing location](#)

[Changing dialing information](#)

[Registration and Communication Options](#)

To display the Dialing Locations dialog box:

- From the Tools menu, choose Communications/Dialing Information.

Note You can also display the Dialing Locations dialog box by choosing the Dialing Info button in the Establish Connection dialog box.



Modem Settings dialog box (Windows 3.1/3.11/NT 3.51)

Note This information applies to United Airlines Network users only.

You access the Modem Settings dialog box to view or change your modem settings. This includes the modem manufacturer and type, COM port, modem speed (baud rate), speaker volume, and other settings. If you're not sure whether you have selected the correct modem settings, choose the Test Settings button to validate the settings immediately.



[How to display the Modem Settings dialog box](#)



Dialog Box Options

Vendor

Displays the modem manufacturer selected in the [Modem Type dialog box](#).

Modem

Displays the modem selected in the Modem Type dialog box.

Select Modem button

Choose this button to display the Modem Type dialog box, which allows you to select or change your modem vendor and model.

COM Port

Select the communications port your modem is using. The default is COM1.

Find Port

Choose this button if you are not sure which COM port your modem is using.

Note If you have an external modem, be sure to turn on the modem before selecting this option.

Modem Speed

Select the highest speed (baud rate) at which your modem operates. The default is 9600.

Speaker Volume

Move the slide control left or right to adjust your modem speaker volume.

Initialization String

Displays the default initialization string for the selected modem. You can modify the initialization string if your modem has special features or commands that you want to enable. See your modem manual for details.

Time-Out

Select a time-out interval. This is the number of seconds United Connection[®] will wait before canceling when attempting to connect to the reservation system. The default is 60 seconds.

Test Settings button

Choose this button to validate the selected modem settings. United Connection will check each setting and inform you of any problems.

See also

[Changing Windows 3.1/3.11/NT 3.51 modem settings](#)

[Registration and Communication Options](#)

To display the Modem Settings dialog box:

- From the Tools menu, choose Communication/Modem Settings.

Note You can also display this dialog box by choosing the Modem button in the Establish Connection dialog box.

® Mileage Plus

® Enrollment dialog box

If you did not enter a Mileage Plus number in the Personal Information dialog box, United Connection[®] instantly enrolls you in the Mileage Plus Frequent Flyer Program and displays your Mileage Plus account number. Please make a note of it. After registration, your Mileage Plus number appears in the Establish Connection dialog box... choose Connect To Reservation System from the File menu to display this dialog box. After receiving a new Mileage Plus number, you must wait 1-3 days before you will be able to register United Connection on another computer.

Note If you were already a Mileage Plus member and received a new account number accidentally, you will need to contact Mileage Plus to deactivate one of the accounts. See [Registration problems](#) for more information.

See also

[Registering with United Connection[®]](#)
[Registration and Communication Options](#)

® Changing your registration information

[Changing your personal information](#)

[Changing your registration credit card information](#)

[Updating your credit card expiration date](#)

[Changing your password](#)

See also

[Registration and Communication Options](#)



Adding a dialing location

Note This information applies to United Airlines Network users only.

In order to connect to the reservation system using the United Airlines Network, you need to enter dialing information and select telephone access numbers for your location. Dialing information is initially requested during registration. You can create additional dialing locations if you will be using the same computer at more than one location (for example, if you have a laptop computer).

To add a dialing location:

1. From the Tools menu, choose Communications/Dialing Information.
The Dialing Locations dialog box displays a list of your current dialing locations and the primary access numbers associated with them.
2. Choose the Add button. The Dialing Information dialog box appears.
3. Complete the fields as follows:

<u>In this field</u>	<u>You can</u>
Location Name	Enter a name for your location. For example, Home or Work.
Area Code at this Location	Enter the three-digit area code for this location.
Always dial area code	Check this box if you need to dial an area code for all calls (even calls within your own area code).
Dialing Prefix	Enter or select the prefix(es) you need to dial from this location. Dialing prefixes include the code needed to get an outside line, or the code needed to disable Call Waiting . Note If you are entering more than one code, separate the codes with a comma.
Dialing Suffix	Enter any number you need to dial after the primary (or backup) access number is dialed. For example, when you place a long distance call from work, you might need to dial an authorization number to complete the call.
Long Distance	Enter the number you need to dial before dialing long-distance from this location (usually 1).
Dialing Method	Choose Tone or Pulse Dialing. The default is Tone Dialing (used by touch-tone phones).
Calling Card Type (Windows 95 only)	If you will be using a calling card from this location, select your calling card provider. Note If your calling card provider is not listed, you can enter your access number(s) in this field. If you enter a series of numbers, be sure to separate the numbers with commas.
Calling Card Number	If you will be using a calling card from this location, enter the calling card number.

(Windows 95 only)

Primary Number In the Primary field, type the three-digit area code for this location and press the down arrow key. Access numbers for that area code are displayed in the list.

Select an access number. Modem speeds are displayed next to each number. Choose a number that use the highest speed supported by your modem. Do not select an access number whose modem speed is faster than your modem.

Note If you are not sure which access number to select, call the 800 number displayed on the dialog box for assistance.

Backup Number Select a backup access number just as you selected a primary number. United Connection[®] automatically dials the backup number if the primary number is busy or does not respond.

4. To save your dialing information and return to the Dialing Locations dialog box, choose OK. The new location name and primary access number are displayed.
5. Choose OK again to close the Dialing Locations dialog box.

See also

[Changing dialing information](#)

[Dialing Locations dialog box](#)

[Dialing Information dialog box](#)

[Registration and Communication Options](#)

Call Waiting

If your telephone service includes Call Waiting, be sure to disable this option by entering or selecting the appropriate code in the Dialing Prefix field. Contact your telephone service provider if you are not sure which code to use. If you do not disable Call Waiting when you connect to the reservation system, incoming calls could cause United Connection[®] to disconnect.

®

Changing your modem settings

Note This information applies to United Airlines Network users only.

In order to connect to the reservation system using the United Airlines Network, you need to specify your modem type and select modem settings. Modem information is initially requested during registration, but can be changed at a later time. Different modem settings dialogs are displayed for Windows 95 and Windows 3.1/3.11/NT 3/51 users.

- [Changing Windows 95 modem settings](#)
- [Changing Windows 3.1/3.11/NT 3.51 modem settings](#)

Note You cannot change modem settings while you are connected.

See also

[Choose Modem dialog box](#)

[Modem Settings dialog box](#)

[Registration and Communication Options](#)

®

Changing Windows 95 modem settings

Note This information applies to United Airlines Network users only.

To change your modem settings in Windows 95:

1. From the Tools menu, choose Communications/Modem Settings. The [Choose Modem dialog box](#) appears.
2. To select a different installed modem, click on the arrow to display a list of modems and select the modem you want to use.

Note The modems that appear in this list are the modems that you have installed in Windows 95. To setup additional modems in Windows 95, choose Settings/Control Panel from the Start menu, then double-click on the Modems icon.

3. To change your COM port, baud rate, speaker volume, and other modem settings, choose the Properties button. The Windows 95 Modem Properties dialog box appears.

Note If you need help on the Modem Properties dialog, click the "?" button in the upper right corner of the dialog box, then click on an area of the dialog box to get help for that area.

4. To save your changes and close the dialog box, choose OK.

See also

[Changing your modem settings](#)

[Checking modem status while you are connected](#)

[Choose Modem dialog box](#)

[Registration and Communication Options](#)

®

Changing Windows 3.1/3.11/NT 3.51 modem settings

Note This information applies to United Airlines Network users only.

To change your modem settings in Windows 3.1/3.11/NT 3.51:

1. From the Tools menu, choose Communications/Modem Settings. The [Modem Settings dialog box](#) appears.

Note You can also display this dialog box by choosing the Modem button in the Establish Connection dialog box.

2. To select a different modem, choose the Select Modem button. The [Modem Type dialog box](#) appears.
 - a. In the Vendor list, select the company that makes your modem. A list of modems manufactured by that vendor appears in the Modem list.
 - b. Select your modem from the list. If you cannot find your modem, select a similar modem from the same vendor or choose Hayes-Compatible from the Vendor list.
 - c. Choose OK. The Modem Settings dialog box appears.
3. Change your modem settings as needed:

<u>In this field</u>	<u>You can</u>
COM Port	Select the communications port used by your modem. The default is COM1.
Find Port	Choose this button if you are not sure which COM port your modem is using. Note If you have an external modem, be sure to turn on the modem before selecting this option.
Modem Speed	Select the modem speed (baud rate) for your modem. The default is 9600.
Speaker Volume	Move the slide control left or right to adjust your modem speaker volume.
Initialization String	When you select a modem, United Connection [®] automatically supplies the appropriate initialization string for that modem. Modify the initialization string <u>only</u> if your modem has special features or commands that you want to enable. See your modem manual for details.
Time-Out	Select a time-out interval. This is the number of seconds United Connection waits before canceling when attempting to connect to the reservation system. The default is 60 seconds.

4. To validate the selected modem settings, choose the Test Settings button. United Connection will check each setting and inform you of any problems.
5. To save your changes and close the Modem Settings dialog box, choose OK.

See also

[Changing your modem settings](#)

[Modem Settings dialog box](#)

[Modem Type dialog box](#)

[Registration and Communication Options](#)

® **Changing your personal information**

If necessary, you can change the information you entered when you registered with United Connection®.

Note See below for more information about changing your name.

To change your registration information:

1. From the Tools menu, choose Registration. The United Connection Registration dialog box appears.
2. Change your registration information as needed:

<u>In this field</u>	<u>You can</u>
Title	Select a title (optional).
First Name and Last Name	Enter your first and last names. Note If you need to change your name after registration (for example, due to marriage), you must contact Mileage Plus® directly. See Changing the name of the registered user for more information.
Business Phone	Enter your business telephone number.
Home Phone	Enter your home telephone number.
Mileage Plus Account	Displays your Mileage Plus account number. You cannot change your account number after registration.

3. To change your registration credit card information, choose the Edit Card button. See [Changing your registration credit card information](#) for more information.
4. When you are finished, choose OK.

The Establish Connection dialog box appears. Next, you need to connect to the reservation system so that United Connection can update your registration information.
5. Choose the Connect button to connect to the reservation system. A message appears once your registration information has been updated.

See also

[United Connection Registration dialog box](#)

[Registration and Communication Options](#)

® **Viewing United Connection** ® **terms and conditions**

The United Connection Terms and Conditions dialog box appears automatically during installation. Acceptance of the terms stated in this license agreement are required for installation and use of United Connection. You can review these terms at any time.

To view the terms and conditions:

1. From the Tools menu, choose Registration. The [United Connection Registration dialog box](#) appears.
2. Choose the Agreement button. The Terms and Conditions dialog box appears.
3. Scroll through the license agreement to read the terms. When you have reviewed the terms, choose OK. The United Connection Registration dialog box appears.
4. Choose OK to close the United Connection Registration dialog box.

See also

[United Connection Registration dialog box](#)
[Registration and Communication Options](#)

® Connecting to the reservation system

You will need to connect to United Airlines' reservation system whenever United Connection[®] needs send or receive information. For example, you will need to connect when you open a reserved itinerary, or if you request flight, car, or hotel information. You request a connection in the [Establish Connection dialog box](#).

Note The Establish Connection dialog box appears automatically whenever United Connection requires a connection to the reservation system. To display this dialog box at any other time, choose Connect To Reservation System from the File menu.

To connect to the reservation system:

1. In the Password field, type your password.

Note If you want United Connection to supply your password each time this dialog box appears, select the Remember This Password For Next Time option.

2. If you are connecting via the United Airlines Network:
 - a. Verify the location displayed in the Calling From field. Click on the arrow to display a list of the locations you have entered.
 - b. To change your dialing information or create a new dialing location, choose the Dialing Info button. The [Dialing Locations dialog box](#) appears.
 - c. To change your modem settings, choose the Modem button. The [Modem Settings dialog box](#) appears.
3. When you are ready to connect to the reservation system, choose the Connect button. A dialog box displays the status of the connection process.

Important: If you choose Internet Service Provider, MSN, or CompuServe, see [Connecting via the Internet](#) for additional information.

To disconnect from the reservation system:

- From the File menu, choose Disconnect From Reservation System.

If you are connected to the reservation system and do not request information for a period of 10 minutes, United Connection will ask if you wish to remain connected. If you do not respond within 60 seconds, you will be disconnected automatically.

Important If you are connecting to the reservation system via the Internet, disconnecting from the reservation system in United Connection (or even exiting United Connection) does **not** automatically disconnect you from the Internet. Because your Internet connection is managed by your service provider's dialer, you will need to access the dialer to disconnect from the Internet.

Electronic software updates

Periodically, updates to the United Connection software will be released electronically. When this occurs, a message prompting you to download the software will appear after you connect to the reservation system. Some updates will be mandatory, others optional. Follow the on-screen instructions to download the software.

See also

[Establish Connection dialog box](#)

[Choosing a United Connection service provider](#)

[Registration and Communication Options](#)

® **Changing your registration credit card information**

Follow the steps below if you need to update your registration credit card information, or if you want to select a different credit card.

Note Have a credit card statement available for reference when you enter this information.

To change your registration credit card information:

1. From the Tools menu, choose Registration. The United Connection Registration dialog box appears. Choose the Edit Card button.
2. Make any necessary changes in the Registration Credit Card Information fields:

<u>In this field</u>	<u>You can</u>
Card Name	Enter a descriptive name for the credit card. For example, Citibank Visa Card.
Type of Card	Select the credit card type you are entering.
Account Number	Enter the credit card account number. Important: Do not enter spaces or dashes between the numbers. For your security, the account number will not be displayed after credit card validation is complete.
Expiration Date	Enter the credit card expiration date using the format MM/YY or MM/DD/YY. For example, 12/99 or 12/31/99.
Series Number	If you selected the American Express/Optima card, a Series Number field appears. Enter the four-digit credit card series number (also referred to as the CID, or Customer ID).
Company	Refer to your credit card statement. If your company name appears on the statement, enter that name <u>exactly</u> as it is shown. Otherwise, leave this field blank.
Address, City, State, and Zip	Enter YOUR address <u>exactly</u> as it is shown on the credit card statement.

3. When the changes to your credit card information are complete, choose OK. The United Connection Registration dialog box appears.
4. Choose OK again. The Establish Connection dialog box appears. Choose Connect to connect to the reservation system and update your registration credit card information.

See also

[Updating the registration credit card expiration date](#)

[Registration Credit Card Information dialog box](#)

[Registration and Communication Options](#)

® Changing the name of the registered user

If you change your name after registering with United Connection[®] (for example, due to marriage), you will need to contact Mileage Plus[®] and change your Mileage Plus account information, then update your registration information in United Connection.

Note If you request a name change by phone, the change will be made within 2 to 3 days. If you request a name change by mail, the change will be made within 7 to 10 days.

To change the registered user's name:

1. Call or write Mileage Plus to request a name change for your account. Refer to your Mileage Plus membership information for details.

After the change to your Mileage Plus account has taken effect, follow the steps below to change your name in United Connection.

2. From the Tools menu, choose Registration. The [United Connection Registration dialog box](#) appears.
3. If your first name has changed, enter the new name in the First Name field.
4. If your last name has changed, enter the new name in the Last Name field.
5. Choose OK. The Establish Connection dialog box appears.
6. Choose the Connect button to connect to the reservation system and initiate the name change request.

See also

[United Connection Registration dialog box](#)

[Registration and Communication Options](#)

® **Updating the registration credit card expiration date**

When your registration credit card is reissued with a new expiration date, you must update the information in United Connection®. On the first day of the month in which the credit card is due to expire, United Connection will begin reminding you to change the expiration date. After the credit card expires, you will not be able to connect to the reservation system until you enter the new expiration date (or provide a different credit card).

To update the expiration date for your registration credit card:

1. From the Tools menu, choose Registration. The United Connection Registration dialog box appears.
2. Choose the Edit Card button. The [Registration Credit Card Information dialog box](#) appears.
3. In the Expiration Date field, enter the new expiration date for that credit card using the format MM/YY or MM/DD/YY. For example, 12/99 or 12/31/99.
4. Choose OK. The United Connection Registration dialog box appears.
5. Choose OK again. The Establish Connection dialog box appears.
6. Choose the Connect button to connect to the reservation system and update your credit card expiration date.

See also

[Changing your registration credit card information](#)

[Registration Credit Card Information dialog box](#)

[Registration and Communication Options](#)

® **Changing your password**

To help prevent unauthorized access to your itineraries, a password must be provided each time you connect to the reservation system. You can change your password at any time.

To change your password:

1. From the Tools menu, choose Change Password. The Change Password dialog box appears.
2. In the Old Password field, type your current password.
Note If you have forgotten your password, please call the United Connection Support Desk at 1-800-4UA-CNXXN to obtain a new one.
3. In the New Password field, type the new password you want to use.
The password must be 6 to 10 characters long and can include letters and numbers. Do not use symbols or spaces.
4. In the Retype New Password field, re-type your new password.
5. To save your new password and continue, choose OK.

See also

[Registration and Communication Options](#)



Changing your dialing information

Note This information applies to United Airlines Network users only.

You can change your dialing information at any time. For example, you would need to change this information if your area code changed, or if you wanted to select a different telephone access number in your area. If you add [Call Waiting](#) to your telephone service, you should specify the code needed to disable that option.

To change your dialing information:

1. From the Tools menu, choose Communications/Dialing Information. The Dialing Locations dialog box appears.
2. Highlight the location you want to change and choose the Edit button. The Dialing Information dialog box appears.
3. Change your Dialing Information as needed:

<u>In this field</u>	<u>You can</u>
Location Name	Enter a name for your current location. For example, Home or Work.
Area Code at this Location	Enter the three-digit area code for this location.
Always dial area code	Check this box if you need to dial an area code for all calls (even calls within your own area code).
Dialing Prefix	Enter or select the prefix(es) you need to dial from this location. Dialing prefixes include the code needed to get an outside line, or the code needed to disable Call Waiting . Note If you are entering more than one code, separate the codes with a comma.
Dialing Suffix	Enter any number you need to dial after the primary (or backup) access number is dialed. For example, when you place a long distance call from work, you might need to dial an authorization number to complete the call.
Long Distance	Enter the number you need to dial before dialing long-distance from this location (usually 1).
Dialing Method	Choose Tone or Pulse Dialing. The default is Tone Dialing (used by touch-tone phones).
Calling Card Type (Windows 95 only)	If you will be using a calling card from this location, select your calling card provider. Note If your calling card provider is not listed, you can enter your access number(s) in this field. If you enter a series of numbers, be sure to separate the numbers with commas.
Calling Card Number (Windows 95 only)	If you will be using a calling card from this location, enter the calling card number.

Primary Number In the Primary field, type the three-digit area code for this location and press the down arrow key. Access numbers for that area code are displayed in the list.

Select an access number. Modem speeds are displayed next to each number. Choose a number that use the highest speed supported by your modem. Do not select an access number whose modem speed is faster than your modem.

Note If you are not sure which access number to select, call the 800 number displayed on the dialog box for assistance.

Backup Number Select a backup access number just as you selected a primary number. United Connection[®] automatically dials the backup number if the primary number is busy or does not respond.

4. To save your dialing information and return to the Dialing Locations dialog box, choose OK. Choose OK again to close the Dialing Locations dialog box.

See also

[Adding a dialing location](#)

[Dialing Information dialog box](#)

[Registration and Communication Options](#)

® Creating Itineraries

[The Itinerary Window](#)

Creating and managing itineraries

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Selecting travelers

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® Overview: Creating an itinerary

Creating a new itinerary

When you open United Connection[®], a new (empty) itinerary automatically appears in the Itinerary Window. By default, United Connection gives this itinerary the name ITIN1. You may also open a new itinerary by choosing New from the File menu.

Selecting travelers

The first thing you need to do when creating an itinerary is select travelers. Choose the Travelers icon from the toolbar, then select the travelers you want to include in this itinerary. See [Selecting travelers for an itinerary](#) for additional information.

Adding itinerary items

After selecting all of the travelers you want to include in the itinerary, you are ready to begin adding flights, rental cars, and hotel accommodations. Select one of the options below for more information about that topic.

[Adding flights](#)

[Adding rental cars](#)

[Adding hotel accommodations](#)

Important Do not begin selecting itinerary items (flights, rental cars, or hotel accommodations) until you have finalized the list of travelers for this itinerary. If you add or remove travelers after selecting itinerary items, you will need to re-select all of those items.

Reserving your itinerary

When you are ready to reserve your itinerary, choose the Reserve icon from the toolbar. The Pricing Summary dialog box appears. After you review the costs associated with your itinerary, you choose a ticketing option and (if you wish) pay for your tickets online with a credit card. See [Reserving your itinerary](#) for more information.

Saving your itinerary

You must save your itinerary file before exiting United Connection.

Note that saving an itinerary file does NOT reserve that itinerary. When you save an itinerary file, you are storing a copy of that itinerary in the specified directory on your computer's hard drive. In order to reserve your flights, rental cars, and/or hotel accommodations, you must select Reserve from the toolbar.

To save your itinerary file, choose Save (or Save As) from the File menu and enter the required information. See [Saving an itinerary](#) for more information.

See also

[The Itinerary Window](#)

® **Creating a new itinerary**

You create an itinerary by opening a new (empty) Itinerary Window.

To create a new itinerary, do one of the following:

- Start United Connection®. A new itinerary automatically appears in the Itinerary Window.
- From the File menu, choose New. United Connection will close the current itinerary and open a new one. If you have not saved changes to the current itinerary, you are prompted to do so at this time.

See also

[The Itinerary Window](#)

[Saving an itinerary](#)

[Opening an itinerary](#)

® Changing an itinerary

Before an itinerary is reserved, you can make any changes you wish without incurring a service charge. This includes adding, deleting, or modifying flights, rental cars, and hotel rooms, or changing service requests. Once an itinerary has been reserved, certain restrictions apply. Choose one of the options below for more information about that type of change.

Note If you chose to pick up your ticket at your preferred Apollo travel agency you will not be able to modify or cancel your itinerary through United Connection[®] once it has been reserved. To make any changes to this type of itinerary, please contact your travel agency directly.

Flights

[Changing flight reservations](#)

[Canceling a reserved flight](#)

[Changing or canceling flight service requests](#)

Cars

[Changing rental car reservations](#)

[Canceling a reserved rental car](#)

Hotels

[Changing hotel reservations](#)

[Canceling a reserved hotel room](#)

See also

[Deleting itinerary items](#)

[Canceling a reserved itinerary](#)



Changing flight reservations

Before an itinerary is ticketed, you can change or delete flights in that itinerary without incurring a service charge or cancellation penalty. If you make a change that affects the current airfare, United Connection® will immediately display the new fare in the Itinerary Window. Remember that your airfare is not guaranteed until you pay for your ticket.

Changing flights in a ticketed itinerary

If you change flights in an itinerary that has already been ticketed (as indicated in the Notices area of the Itinerary Window), the following conditions apply:

- Changing flights in a ticketed itinerary may result in a fare difference and/or service charge. Contact the appropriate airline(s) for more information.
- United Connection cannot re-price a ticketed itinerary. To get the revised fare, contact your ticket provider (United Airlines Reservations or your preferred Apollo travel agency).
- After changing a ticketed itinerary, you will need to take your ticket to a United Airlines airport ticket office or city ticket office for exchange.

Important You will not be able to change flights under certain conditions. See [Restrictions on changing and canceling flights](#) for more information.

To change a flight:

1. Open the itinerary that contains the flight you want to change.
2. In the Itinerary Window, double-click on the flight to be changed. The Edit Flight dialog box appears.

This dialog box displays the flight planning information you entered. If a flight has been selected, it also displays the airline and flight number, departure and arrival information, and service class.

3. If you wish, you can edit the Plan Information displayed at the top of the dialog box to choose a different origin, destination, date, or time.
4. To find available flights, choose the Find Flights button. See [Selecting flights based on schedule](#) for more information.
5. To view or edit flight service requests, choose the Requests button. See [Changing or canceling flight service requests](#) for more information.
6. To view flight details, choose the Details button. See [Viewing flight details](#) for more information.
7. To save your changes and return to the Itinerary Window, choose OK.
8. If you have made changes to a reserved itinerary, you will need to re-reserve that itinerary. See [Reserving your itinerary](#) for more information.

Note When you re-reserve a ticketed itinerary, you will not be able to change your ticketing option or payment credit card.

To delete a Planned or Selected flight:

1. Open the itinerary that contains the flight you want to delete.
2. In the Itinerary Window, highlight the flight to be deleted.
3. From the Edit menu, choose Delete (or simply press the Delete key).
4. To save your itinerary, choose Save from the File menu.

See also

[Changing an itinerary](#)

[Canceling a reserved flight](#)

[Canceling a reserved itinerary](#)



Canceling a reserved flight

Follow these steps to cancel a flight that you reserved through United Connection®. If the itinerary has not been ticketed, United Connection will re-price the itinerary and display the new fare. Note that the previous ticketing deadline still applies.

Important You will not be able to cancel flights under certain conditions. See [Restrictions on changing and canceling flights](#) for more information.

Canceling flights in a ticketed itinerary

If the itinerary has already been ticketed (as indicated in the Notices area of the Itinerary Window), the following conditions apply to cancellations:

- A cancellation fee may be charged — please call the airlines for details.
- United Connection cannot re-price a ticketed itinerary. To get the revised fare, contact your ticket provider (United Airlines Reservations or your preferred Apollo travel agency).
- After canceling the flight(s), you will need to take your ticket to a United Airlines airport ticket office or city ticket office for exchange.

To cancel a reserved flight:

1. Open the reserved itinerary that contains the flight(s) you want to cancel.
2. In the Itinerary Window, highlight the flight to be canceled.
3. From the Edit menu, choose Delete (or simply press the Delete key).
4. Choose the Reserve icon from the toolbar. The Pricing Summary dialog box appears.
5. Choose the Reserve button.

If the itinerary has not yet been ticketed, you will need to re-select a ticketing option and credit card. These dialog boxes do not appear for ticketed itineraries.

6. In the Confirm Reservation dialog box, choose Finish to send the revised itinerary to the reservation system. The Confirmation dialog box appears. Choose OK.

See also

[Changing an itinerary](#)

[Changing flight reservations](#)

[Canceling a reserved itinerary](#)

Restrictions on changing and canceling flights:

You will not be able to change or cancel flights under the following circumstances:

- If you chose to pick up the ticket at your preferred Apollo travel agency. To make a change to this itinerary, please contact your travel agency directly.
- If the itinerary is in the process of being ticketed.
- If certain pricing modifications have occurred in the reservation system.
- If the status of any flight is Waitlisted or Unavailable.
- If any flights are undergoing a schedule change.
- If the itinerary includes more than four travelers.
- If the first flight in the itinerary has already departed.

If flights cannot be changed or canceled, United Connection[®] will display a message informing you whom to contact for assistance with your reservation.



Changing or canceling flight service requests

Choose one of the following topics for more information about changing or canceling the corresponding flight service request:

[Changing a seat assignment](#)

[Changing a meal request](#)

[Changing a wheelchair request](#)

See also

[Changing an itinerary](#)

[Changing flight reservations](#)

[Canceling a flight reservation](#)

Changing rental car reservations

Before you reserve an itinerary, you can modify or delete any Planned or Selected rental car in that itinerary. Once you reserve a rental car, you must contact the rental company directly if you want to make any changes to that reservation.

Note You can cancel any rental car that you reserved through United Connection®. See [Canceling a reserved rental car](#) for more information.

To change a Planned or Selected rental car:

1. Open the itinerary that contains the rental car you want to change.
2. In the Itinerary Window, double-click on the rental car to be changed. The Edit Car dialog box appears.

This dialog box displays the rental car planning information you entered. If a rental car has been selected, it also displays the rental company and car type.

3. If you wish, you can edit the Plan Information displayed at the top of the dialog box.
4. To find rental companies with available cars, choose the Find Cars button. See [Selecting a rental car company](#) for more information.
5. To view or edit service requests for a Selected car, choose the Requests button. See [Requesting rental car services](#) for more information.
6. To view rental car company details for a Selected rental car, choose the Details button. See [Viewing rental car company details](#) for more information.
7. To return to the Itinerary Window, choose OK.
8. To save your itinerary, choose Save from the File menu.

To delete a Planned or Selected rental car:

1. Open the itinerary that contains the rental car you want to delete.
2. In the Itinerary Window, highlight the rental car to be deleted.
3. From the Edit menu, choose Delete (or simply press the Delete key).
4. To save your itinerary, choose Save from the File menu.

See also

[Changing an itinerary](#)

[Canceling a reserved rental car](#)

[Canceling a reserved itinerary](#)

Canceling a reserved rental car

Follow these steps to cancel a rental car reservation that you made through United Connection®. Cancellation fees may apply. For more information about rental company cancellation policies, display the Rental Car Company Details dialog box for that rental car or contact the rental company directly. See [Viewing rental car company details](#) for more information.

To cancel a reserved rental car:

1. Open the reserved itinerary that contains the rental car you want to cancel.
2. In the Itinerary Window, highlight the rental car to be canceled.
3. From the Edit menu, choose Delete (or simply press the Delete key).
4. Choose the Reserve icon from the toolbar. The Pricing Summary dialog box appears.
5. Choose the Reserve button. The Confirm Reservation dialog box appears.
6. To send the cancellation information to the reservation system, choose Finish. The Confirmation dialog box appears. Choose OK.

See also

[Changing an itinerary](#)

[Changing rental car reservations](#)

[Canceling a reserved itinerary](#)



Changing hotel reservations

Before you reserve an itinerary, you can modify or delete any Planned or Selected hotel room in that itinerary. Once you reserve a hotel room, you must contact the hotel directly if you want to make any changes to your reservation.

Note You can cancel any hotel room that you reserved through United Connection[®]. See [Canceling a reserved hotel room](#) for more information.

To change a Planned or Selected hotel room:

1. Open the itinerary that contains the hotel room you want to change.
2. In the Itinerary Window, double-click on the hotel room to be changed. The Edit Hotel dialog box appears.
This dialog box displays the hotel planning information you entered. If you have selected a hotel room, it also displays the hotel name, address, phone number, and rate.
3. If you wish, you can edit the Plan Information displayed at the top of the dialog box.
4. To find hotel with available rooms, choose the Find Hotels button. See [Selecting a hotel](#) for more information.
5. To view or edit service requests for a Selected hotel, choose the Requests button. See [Requesting hotel services](#) for more information.
6. To view hotel details for a Selected hotel room, choose the Details button. See [Viewing hotel details](#) for more information.
7. To return to the Itinerary Window, choose OK.
8. To save your itinerary, choose Save from the File menu.

To delete a Planned or Selected hotel room:

1. Open the itinerary that contains the hotel room you want to delete.
2. In the Itinerary Window, highlight the hotel room to be deleted.
3. From the Edit menu, choose Delete (or simply press the Delete key).
4. To save your itinerary, choose Save from the File menu.

See also

[Changing an itinerary](#)

[Canceling a reserved hotel room](#)

[Canceling a reserved itinerary](#)



Canceling a reserved hotel room

Follow these steps to cancel a hotel reservation that you made through United Connection®. Cancellation fees may apply. For more information about hotel cancellation policies, display the Hotel Details dialog box for that hotel room or contact the hotel directly. See [Viewing hotel details](#) for more information.

To cancel a hotel reservation:

1. Open the reserved itinerary that contains the hotel room you want to cancel.
2. In the Itinerary Window, highlight the hotel room to be canceled.
3. From the Edit menu, choose Delete (or simply press the Delete key).
4. Choose the Reserve icon from the toolbar. The Pricing Summary dialog box appears.
5. Choose the Reserve button. The Confirm Reservation dialog box appears.
6. To send the cancellation information to the reservation system, choose Finish. The Confirmation dialog box appears. Choose OK.

See also

[Changing an itinerary](#)

[Changing hotel reservations](#)

[Canceling a reserved itinerary](#)

® **Deleting itinerary items**

Before an itinerary is reserved, you can delete any Planned or Selected item (flight, rental car, or hotel room) in that itinerary.

Once an itinerary has been reserved, you will need to cancel any reservations you do not want to keep. In some cases cancellation penalties may apply — contact the appropriate airline, rental company, or hotel for information about their cancellation policy. You may also choose one of the topics listed below for additional information.

To delete a Planned or Selected item:

1. Open the itinerary that contains the item you want to delete.
2. In the Itinerary Window, highlight the flight, car, or hotel to be deleted.
3. From the Edit menu, choose Delete (or simply press the Delete key).
4. To save your itinerary, choose Save from the File menu.

See also

[Canceling a reserved flight](#)

[Canceling a reserved rental car](#)

[Canceling a reserved hotel room](#)

[Canceling a reserved itinerary](#)

® Deleting itinerary files

When you save an itinerary, United Connection[®] stores the itinerary file on your computer system using the file extension .ITN. By default, these files are stored in the United Connection directory which was created during installation.

You should maintain a reserved itinerary file until travel is complete. You can delete the itinerary file using the Windows File Manager (or whatever method you normally use to remove files from your system).

Note If you delete a reserved itinerary file from your system before travel has begun, you can retrieve a copy of that itinerary from the reservation system. See [Retrieving an itinerary from the reservation system](#) for more information.

See also

[Canceling a reserved itinerary](#)

[Saving an itinerary](#)

® **Overview: Selecting travelers**

When you want to create an itinerary, the first thing you need to do is select the travelers who will be included in the trip. You can select up to four travelers for each itinerary. Note that an itinerary does not have to include the United Connection® registered user. You also specify one traveler as the "primary" traveler. At your option, United Connection can use the primary traveler's preferences to find flights, cars, and hotels.

Notes:

- If you want to create a new traveler, or change information for an existing traveler, you can access the Traveler Editor directly from the Select Travelers dialog box. See [Using the Traveler Editor](#) for more information.
- Once you select specific flights, cars, or hotel rooms in an itinerary, you will not be able to add or remove travelers in that itinerary, or edit information for the current travelers.
- A credit card is required to reserve an itinerary (even if you are not purchasing your tickets online). If you have not entered credit card information for at least one person in the Traveler Editor you will be prompted to do so at this time.
- Infant travelers (under the age of two) may share a seat with a parent or guardian. Each adult may share a seat with only one infant. See [Seating options for infants](#) for more information.
- You cannot create an itinerary that includes unaccompanied minors (children under the age of 12). Under these circumstances, please contact the airline directly.

Changing travelers in an itinerary

If you add or remove travelers after selecting one or more itinerary items (flights, rental cars, and/or hotel accommodations), you will need to re-select all of those items. Once your itinerary has been reserved, you cannot add or remove travelers through United Connection®. See [Changing travelers in an itinerary](#) for more information.

See also

[Selecting travelers for an itinerary](#)

[Select Travelers dialog box](#)

® **Selecting travelers for an itinerary**

When you want to create an itinerary, the first thing you need to do is select travelers.

Note Once you select specific flights, cars, or hotel rooms in an itinerary, you will not be able to add or remove travelers in that itinerary, or edit information for the current travelers.

To select travelers for an itinerary:

1. In the Itinerary Window, choose the Travelers icon from the toolbar. The Select Travelers dialog box appears.

The Travelers and Profiles list displays the names and profiles of all travelers specified in the Traveler Editor.

2. Select a traveler by highlighting the profile you want to use for that traveler. (A suitcase icon appears in front of each profile name.)

The traveler and profile name will appear in the Travelers And Profiles For This Itinerary list. Repeat this process for each traveler you want to include in your itinerary.

3. If you want to include a traveler that is not shown in the Travelers And Profiles list, you must supply this traveler's identification and preference information. Choose the Traveler Editor button, then create a new traveler entry and profile.
 4. In the Primary Traveler field, select the traveler you want to designate as the primary traveler. At your option, United Connection® will use the primary traveler's preferences to find flights, cars, and hotels.
 5. To remove a selected traveler, highlight that traveler in the Travelers And Profiles list and choose the Remove button.
 6. When you choose an infant traveler (under the age of two), a Sharing Seat With Adult option appears next to the infant's name. Select this option if you want the infant to share a seat with a parent or guardian. See [Seating options for infants](#) for more information.
- Note** Each adult may share a seat with only one infant.
7. To return to the Itinerary Window, choose OK. The names of the selected travelers appear in the Travelers list.

See also

[Overview: Selecting travelers](#)

[Select Travelers dialog box](#)

[Using the Traveler Editor](#)

® **Changing travelers in an itinerary**

Adding or removing travelers in an itinerary will make it necessary for you to re-select all flights, rental cars, and hotels in that itinerary. For this reason, we recommend that you do not begin selecting itinerary items until you have finalized the list of travelers.

Note To change travelers in a ticketed itinerary, please contact the airline directly.

To change travelers in an itinerary:

1. From the File menu, choose Open and select the itinerary you want to change.
2. In the toolbar, choose the Travelers icon. The Select Travelers dialog box appears.
3. To remove a traveler, highlight that traveler's name in the Travelers And Profiles For This Itinerary list and choose the Remove button.
4. To add a traveler, highlight the profile you want to use for that traveler in the Travelers and Profiles list.
5. To return to the Itinerary Window, choose OK. Notice that the status of all itinerary items is Planned.
6. Re-select each planned flight, rental car, and hotel room. To reserve your itinerary, choose the Reserve icon from the toolbar.

See also

[Selecting travelers for an itinerary](#)

[Reserving your itinerary](#)

[Select Travelers dialog box](#)

® Seating options for infants

Two seating options are available for infants (under the age of 2):

- Reserving a seat for the infant
- Having the infant share a seat with a parent or guardian

Note Each adult may share a seat with only one infant.

Sharing Seat With Adult option

When you add an infant traveler to an itinerary, a Sharing Seat With Adult option appears next to the infant's name in the Select Travelers dialog box. Select this option to have the infant share a seat with a parent or guardian. If you do not select the Sharing Seat With Adult option, you will need to purchase a seat for the infant.

Note You will not be able to reserve your seats through United Connection[®] if your itinerary includes more than one infant who will be sharing a seat. Safety guidelines require that you contact the airline directly for your seat assignments.

Airfare considerations

On domestic U.S. flights, infants sharing a seat with an adult fly free of charge. On international flights, infants sharing a seat with an adult pay 10% of the adult fare.

If you choose to purchase a seat for an infant, a special fare may or may not be available. If a special fare is not available for the infant, the adult fare will be charged.

Changing the Sharing Seat With Adult option

You can change an infant's seating arrangement by selecting or de-selecting the Sharing Seat With Adult option. However, doing so will make it necessary to re-select all your flights. To change an infant's seating option after your itinerary has been ticketed, please contact the airline directly.

See also

[Selecting travelers for an itinerary](#)

[Select Travelers dialog box](#)

[Selecting seats](#)

® Select Travelers dialog box

You access the Select Travelers dialog box to choose travelers for this trip. You also specify one traveler as the "primary" traveler. At your option, United Connection[®] can use the primary traveler's preferences to find flights, cars, and hotels.

Note Once you select specific flights, cars, or hotel rooms in an itinerary, you will not be able to add or remove travelers in that itinerary, or edit information for the current travelers.

®

[How to display the Select Travelers dialog box](#)

®

Dialog Box Options

Travelers And Profiles

Displays the names and profiles of all travelers entered in the Traveler Editor. To select a traveler, highlight the profile you want to use for that traveler. The selected traveler's name and profile appear in the Travelers And Profiles For This Itinerary list.

Travelers And Profiles For This Itinerary

Displays the list of travelers currently selected for this itinerary. Each itinerary can include up to four travelers.

Sharing Seat With Adult

If you select an infant traveler (under the age of two), the Sharing Seat With Adult option appears next to the infant's name in the Travelers And Profiles For This Itinerary list. Select this option if you want the infant to share a seat with a parent or guardian. Do not select this option if you want to purchase a seat for the infant. See [Seating options for infants](#) for more information.

Note Each adult may share a seat with only one infant.

Primary Traveler

Select the traveler you want to designate as the primary traveler. At your option, United Connection will use the primary traveler's preferences to find flights, cars, and hotels. By default, United Connection uses the first adult traveler selected for this itinerary.

Traveler Editor button

Choose this button if you want to add a new traveler, or edit information for an existing traveler. The Traveler Editor dialog box appears. See [Using the Traveler Editor](#) for more information.

Remove button

Choose this button to remove the highlighted traveler from the Travelers And Profiles For This Itinerary list. Note that removing travelers will make it necessary for you to re-select all flights, rental cars, and hotels in your itinerary. If your itinerary has been ticketed, you will need to contact the airline directly to add or remove travelers. See [Changing travelers in an itinerary](#) for more information.

See also

[Selecting travelers for an itinerary](#)

[Selecting seats](#)

To display the Select Travelers dialog box:

- From the Itinerary Window toolbar, choose the Travelers icon. The Select Travelers dialog box appears.

® Overview of the Itinerary Window

The Itinerary Window is the first window that appears when you start United Connection®. All planning activities begin and end at the Itinerary Window – so take a few minutes to familiarize yourself with its contents.

Click on an area of the window below to see a description of that area.

See [The Itinerary Window](#) for more information.

Itin1 - United Connection

File Edit View **Itinerary** Tools Help

TRAVELERS ADD FLIGHT ADD CAR ADD HOTEL FIND FARESHOP RESERVE CANCEL PRINT

ITINERARY

Travelers	Totals	Notices
Mr Stephen Crawford	Flight Cost: \$401.00 USD Car Estimate: 0 Hotel Estimate: 0 MP Flight Miles: 3692	Itinerary Name: Conference Itinerary Confirmation Number: 7XH4T3 Your itinerary has been reserved. You must pick up your ticket by October 27.

Status	Date/Time	Location	Details
Reserved	United, #0805 Thu 12/14/95 09:30a	O'Hare Intl Arpt (Chicago, IL)	Class: Coach Seat: 36G
	Thu 12/14/95 12:06p	San Francisco Intl Arpt (San Francisc	
Reserved	Avis Thu 12/14/95 12:06p	San Francisco Intl Arpt (San Francisc	Type: Intermediate Rate Type: weekend Total: not available
	Mon 12/18/95 07:00a		Confirmation #: 31956750USD
Reserved	United, #0184 Mon 12/18/95 07:00a	San Francisco Intl Arpt (San Francisc	Class: Coach Seat: 26B
	Mon 12/18/95 12:53p	O'Hare Intl Arpt (Chicago, IL)	

Ready Thu 10/26/95 03:04p Connected

Title bar

Displays the name of the current itinerary.

Menu bar

Choose one of the menus below to get more information about that menu.



System Menu icon

Choose this icon to display a list of System Menu options.

Minimize icon

Choose this icon to minimize the United Connection[®] window.

Maximize icon

Choose this icon to maximize the United Connection® window.

®

TRAVELERS icon

Choose this icon to add travelers to your itinerary. See [Selecting travelers for an itinerary](#) for more information.

®

ADD FLIGHT icon

Choose this icon to add a flight to your itinerary. See [Planning a flight](#) for more information.

®

ADD CAR icon

Choose this icon to add a rental car to your itinerary. See [Planning a rental car](#) for more information.

®

ADD HOTEL icon

Choose this icon to add hotel accommodations to your itinerary. See [Planning a hotel stay](#) for more information.



FIND icon

Highlight a flight, rental car, or hotel item, then choose this icon to view availability for the selected item.



FARESHOP icon

Choose this icon to use the FareShopper[®] option. See [Using FareShopperSM](#) for more information.

®

RESERVE icon

Choose this icon when you are ready to reserve your itinerary. See [Reserving your itinerary](#) for more information.



CANCEL icon

Choose this icon to cancel your itinerary. See [Canceling a reserved itinerary](#) for more information.



PRINT icon

Choose this icon to print your itinerary. See [Printing an itinerary](#) for more information.

Travelers area

Displays the names of all travelers in the current itinerary. Each itinerary can include up to four travelers. The primary traveler's name appears at the top of the list. See [Selecting travelers for an itinerary](#) for more information.

Totals area

Displays the following totals:

- Total airfare for all travelers on all selected flights
- Estimated total for all car rentals
- Estimated total for all hotel reservations
- Total Mileage Plus[®] flight miles for all United and United Express flights in the itinerary

See [Totals](#) for more information about each type of total.

Notices area

Displays information relating to the current itinerary, including:

- The itinerary name
- The flight confirmation number (if flights are reserved)
- The ticketing deadline (if flights are reserved but not ticketed)

See [Notices](#) for a full list of items that can appear in the Notices area.

Status column

Displays the status of each item. See [Flight status](#), [Rental car status](#), or [Hotel status](#) for more information.

Note To re-size a column, use the mouse to drag the column divider left or right.

Date/Time column

Flights: Displays the departure and arrival dates and times.

Cars: Displays the pick-up and drop-off dates and times.

Hotels: Displays the check-in and check-out dates.

Note To re-size a column, use the mouse to drag the column divider left or right.

Location column

Flights: Displays the origin and destination airports.

Cars: Displays the pick-up/drop-off location.

Hotels: Displays the hotel location.

Note To re-size a column, use the mouse to drag the column divider left or right.

Details column

Flights: Displays service class and seat assignments.

Cars: Displays the car type and rate.

Hotels: Displays the room type and rate.

Note To re-size a column, use the mouse to drag the column divider left or right.

Itinerary items

Displays all flights, rental cars, and hotel reservations included in your itinerary, in date/time order. Click on each column heading to see a description of the information displayed in that column.

Note To re-size a column, use the mouse to drag the column divider left or right.

Status bar

Displays the following information:

- A description of each toolbar icon (when you point to that icon)
- A description of each menu option (when you highlight that option)
- The current date and time
- CONNECTED or NOT CONNECTED (indicates whether you are connected to the reservation system)

® The Itinerary Window

The Itinerary Window is the starting point for all United Connection[®] activities. From here, you can edit traveler profiles... view Mileage Plus[®] account information... get actual flight status information for today's flights... and, of course, plan an itinerary.

The Itinerary Window lets you see all itinerary information at a glance. It shows you the names of the selected travelers, the total current flight cost and flight miles, and detailed information for each flight, rental car, and hotel reservation you have included in your itinerary.

Each area of the Itinerary Window is described below. For an illustration of the Itinerary Window, see [Overview of the Itinerary Window](#).[®]

Window Options

Menu Bar

All United Connection menus appear in the menu bar at the top of the Itinerary Window. See [United Connection[®] menus](#) for more information about each menu and its options.

Toolbar

A toolbar at the top of the Itinerary Window provides immediate access to the most important United Connection features and functions. See [Using the toolbar](#) for information about each icon.

Travelers

The names of all travelers in the current itinerary appear on the left side of the Itinerary Window. Each itinerary can include up to four travelers. The primary traveler's name appears at the top of the list. See [Selecting travelers for an itinerary](#) for more information.

Totals

The following totals are displayed in the center of the Itinerary Window:

Flight Cost

Total airfare for all travelers on all selected flights.

Hotel Estimate

Estimated total for all hotel reservations.

Car Estimate

Estimated total for all car rentals.

MP Flight Miles

Total Mileage Plus flight miles for all United and United Express flights in the itinerary.

See [Totals](#) for more information about each type of total.

Notices

Displays information relating to the current itinerary, including:

- The itinerary name
- The flight confirmation number (if flights are reserved)
- The ticketing deadline (if flights are reserved but not ticketed)

See [Notices](#) for a full list of items that can appear in the Notices area.

Itinerary Items

All flights, rental cars, and hotel reservations included in your itinerary are displayed in the lower half of the Itinerary Window, in date/time order. The following information is provided for each itinerary item:

Status

Displays the status of each item. For example, Planned, Selected, Reserved, or Ticketed. See [Flight status](#), [Rental car status](#), or [Hotel status](#) for more information.

Date and Time

Flights: Displays the departure and arrival dates and times.

Cars: Displays the pick-up and drop-off dates and times.

Hotels: Displays the check-in and check-out dates.

Location

Flights: Displays the origin and destination airports.

Cars: Displays the pick-up/drop-off location.

Hotels: Displays the hotel location.

Details

Flights: Displays service class and seat assignments.

Cars: Displays the car type and rate.

Hotels: Displays the room type and rate.

Status Bar

The following information is displayed in a status bar along the bottom of the Itinerary Window:

- A description of each toolbar icon (when you point to that icon)
- A description of each menu option (when you highlight that option)
- The current date and time
- CONNECTED or NOT CONNECTED (indicates whether you are connected to the reservation system)

® **The toolbar**

The toolbar at the top of the Itinerary Window includes icons for many United Connection® features. Each icon is described below.

®

Choose this icon to add travelers to your itinerary. See [Selecting travelers for an itinerary](#) for more information.

®

Choose this icon to add a flight to your itinerary. See [Planning a flight](#) for more information.

®

Choose this icon to add a rental car to your itinerary. See [Planning a rental car](#) for more information.

®

Choose this icon to add hotel accommodations to your itinerary. See [Planning a hotel](#) for more information.



Highlight a flight, rental car, or hotel item, then choose this icon to view availability for the selected item.



Choose this icon to use the FareShopper® option. See [Using FareShopper](#)

SM for more information.

®

Choose this icon when you are ready to reserve your itinerary. See [Reserving your itinerary](#) for more information.



Choose this icon to cancel your itinerary. See [Canceling a reserved itinerary](#) for more information.

®

Choose this icon to print a copy of your itinerary. See [Printing an itinerary](#) for more information.

See also

[Overview of the Itinerary Window](#)

® **United Connection**
® **menus**

United Connection includes six menus. Choose one of the menus below to get more information about that menu.



® **File menu**

Choose an option in the menu below to see a description of that option.

File	
N ew	Ctrl+N
O pen...	Ctrl+O
Retrieve E rom Reservation System...	
S ave	Ctrl+S
Save A s...	
P rint Preview	
P rint...	Ctrl+P
P rint Setup...	
Recent File	
C onnect To Reservation System	
D isconnect From Reservation System	
E xit	

See also

[United Connection® _menus](#)

New option

Choose this option to create a new itinerary file. An empty Itinerary Window is displayed.

See also

[Creating a new itinerary](#)

Open option

Choose this option to open an existing itinerary file. The Open dialog box appears.

See also

[Opening an itinerary](#)

Retrieve From Reservation System option

Choose this option to retrieve a reserved itinerary from the reservation system. The Retrieve From Reservation System dialog box appears.

See also

[Retrieving an itinerary from the reservation system](#)

Save option

Choose this option to save the open itinerary file. If you have not yet saved the open file, the Save As dialog box appears.

See also

[Saving an itinerary](#)

Save As option

Choose this option to save an itinerary file for the first time, or to save the open file using a different name.

See also

[Saving an itinerary](#)

Print Preview option

Choose this option to view a trip report of itinerary in Print Preview mode.

See also

[Viewing an itinerary in Print Preview mode](#)

Print option

Choose this option to print your itinerary. The [Print dialog box](#) appears.

Shortcut: Choose the PRINT icon from the toolbar.

See also

[Printing an itinerary](#)

Print Setup option

Choose this option to setup your printer. The [Print Setup dialog box](#) appears.

See also

[Using the Print Setup option](#)

Recently Used Files option

Displays the names of the last four itinerary files you opened. Choose a file name to open that file.

Connect To Reservation System option

Choose this option to connect to the reservation system. The [Establish Connection dialog box](#) appears.

Note The Establish Connection dialog box appears automatically whenever United Connection[®] requires a connection to the reservation system.

See also

[Connecting to the reservation system](#)

Disconnect From Reservation System

Choose this option to disconnect from the reservation system.

See also

[Connecting to the reservation system](#)

Exit option

Choose this option to exit United Connection[®]. If you have not saved the open itinerary you will be prompted to do so before exiting.

® **Edit menu**

Choose an option in the menu below to see a description of that option.

<u>E</u>dit	
<u>C</u>opy	Ctrl+C
D elete	Del
<u>E</u>dit Item	
<u>F</u>ind Item	

See also

[United Connection® menus](#)

Copy option

Choose this option to place a trip report of the current itinerary on the Windows Clipboard. You can then Paste this information into other Windows applications that support the Paste command.

See also

[Viewing an itinerary in Print Preview mode](#)

[Printing an itinerary](#)

Delete option

Choose this option to delete the selected itinerary item.

See also

[Deleting itinerary items](#)

Edit option

Highlight a flight, car, or hotel item in the Itinerary Window, then choose this option to display the Plan dialog box for that item.

See also

[Add Flight dialog box](#)

[Add Car dialog box](#)

[Add Hotel dialog box](#)

Find option

Highlight a selected flight, car, or hotel item in the Itinerary Window, then choose this option to display the Select dialog box for that item.

See also

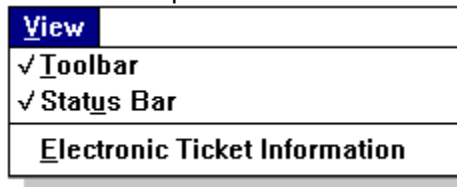
[Select Flight dialog box](#)

[Select Rental Car Company dialog box](#)

[Select Hotel dialog box](#)

® **View menu**

Choose an option in the menu below to see a description of that option.



See also

[United Connection® menus](#)

Toolbar option

Choose this option to display the toolbar at the top of the Itinerary Window. A ✓ appears next to this item when it is selected.

See also

[The toolbar](#)

Status Bar option

Choose this option to display the status bar at the bottom of the Itinerary Window. A ✓ appears next to this item when it is selected.

See also

[Status bar](#)

Electronic Ticket Information option

Choose this option to display electronic ticket receipt information for the current itinerary. This option is only available if you chose Electronic Ticket as your ticketing option when you reserved the current itinerary.

See also

[Electronic ticketing](#)

[Electronic Ticket Information dialog box](#)

® Itinerary menu

Choose an option in the menu below to see a description of that option.

I inerary	
Select T ravelers...	
Add F light...	Ctrl+F
Add C ar...	Ctrl+R
Add H otel...	Ctrl+H
Fare S hopper(sm)	
R eserve...	Ctrl+E
C ancel Reservation...	

See also

[United Connection® menus](#)

Select Travelers option

Choose this option to select travelers for the current itinerary. The [Select Travelers dialog box](#) appears.

Shortcut: Choose the TRAVELERS icon from the toolbar.

See also

[Selecting travelers for an itinerary](#)

Add Flight option

Choose this option to add a flight to your itinerary. The [Add Flight dialog box](#) appears.

Shortcut: Choose the ADD FLIGHT icon from the toolbar.

See also

[Planning a flight](#)

Add Car option

Choose this option to add a rental car to your itinerary. The [Add Car dialog box](#) appears.

Shortcut: Choose the ADD CAR icon from the toolbar.

See also

[Planning a rental car](#)

Add Hotel option

Choose this option to add a hotel room to your itinerary. The [Add Hotel dialog box](#) appears.

Shortcut: Choose the ADD HOTEL icon from the toolbar.

See also

[Planning a hotel stay](#)

FareShopper[®] option

Choose this option to find flights using FareShopper[®]. The [Select FareShopper](#)

[®] [Fares dialog box](#) appears.

Shortcut: Choose the FARESHOP icon from the toolbar.

See also

[Using Fare Shopper](#)

Reserve option

Choose this option to reserve your itinerary. The [Pricing Summary dialog box](#) appears.

Shortcut: Choose the RESERVE icon from the toolbar.

Note Before choosing Reserve, make sure that you have selected all of the flights, rental cars, and hotel accommodations you want to include in your itinerary.

See also

[Reserving your itinerary](#)

Cancel Reservation option

Choose this option to cancel your itinerary.

Shortcut: Choose the CANCEL icon from the toolbar.

See also

[Canceling a reserved itinerary](#)

® **Tools menu**

Choose an option in the menu below to see a description of that option.



See also

[United Connection® menus](#)

Traveler Editor option

Choose this option to add, delete, or edit traveler and profile information. The [Traveler Editor dialog box](#) appears.

See also

[Adding a traveler](#)

[Adding a profile](#)

[Using the Traveler Editor](#)

Flight Status option

Choose this option to view flight status information. The [Flight Status dialog box](#) appears.

See also

[Checking flight status](#)

Mileage Plus[®] Summary option

Choose this option to view Mileage Plus account balance information for a traveler. The [Mileage Plus Summary dialog box](#) appears.

See also

[Reviewing Mileage Plus Summary information](#)

Compute Mileage Plus[®] Miles option

Choose this option to calculate Mileage Plus miles between two airports. The [Mileage Plus Miles dialog box](#) appears.

See also

[Computing Mileage Plus miles between cities](#)

United Ticketing Offices option

Choose this option to find a United ticketing office location in your area. The [United Ticketing Offices dialog box](#) appears.

See also

[Finding United ticketing locations](#)

United Information option

Choose this option to view information about promotions, vacation packages, and other special offers from United Airlines. The United Information dialog box appears.

See also

[Reviewing United Information](#)

System Options option

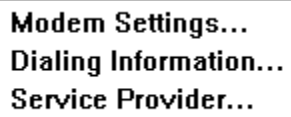
Choose this option to specify your system option settings. The [System Options dialog box](#) appears.

See also

[Reviewing system options](#)

Communications option

Choose this option to view or edit your communications options. The following menu options appear:



- Modem Settings...**
- Dialing Information...**
- Service Provider...**

See also

[Adding a dialing location](#)

[Connecting to the reservation system](#)

Registration option

Choose this option to review or edit your registration information. The [United Connection Registration dialog box](#) appears.

See also

[Changing your registration information](#)

Change Password option

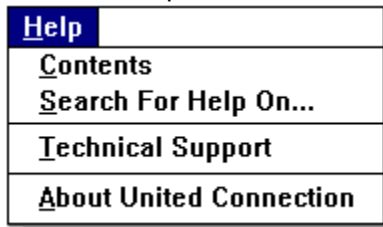
Choose this option to change your password. The Change Password dialog box appears.

See also

[Changing your password](#)

® **Help menu**

Choose an option in the menu below to see a description of that option.



See also

[United Connection® menus](#)

Contents option

Choose this option to display the Contents window for United Connection Help.

Search For Help On option

Choose this option to display the Search dialog box for United Connection Help.

Technical Support option

Choose this option to view information about contacting the United Connection Support Desk.

See also

[United Connection Technical Support](#)

About United Connection option

Choose this option to view version information for United Connection®.

® Totals

Four totals are displayed in the center of the Itinerary Window. They are: Flight Cost, Car Estimate, Hotel Estimate, and MP Flight Miles. These totals are updated automatically each time you add, remove, or modify an item in your itinerary. Each total is described below.

Flight Cost

Displays the total airfare for all selected flights. This is the cost for all travelers. A breakdown of the total cost by traveler is displayed in the Fare/Rules tab of the Pricing Summary dialog box. To display this dialog box, select Reserve from the toolbar. United Connection[®] will not display a flight total if:

- Changes are made to a ticketed itinerary
- The itinerary is canceled

Car Estimate

Displays the estimated total for all car rentals. This is only an estimate, and does not include all possible fees that might be charged. The rate for each rental car appears in the lower half of the Itinerary Window, along with other information for that car. United Connection will not be able to display a total rental car estimate if:

- The itinerary includes car rentals priced in different currencies.
- The discount program option is selected for one or more car rentals.
- The itinerary has been reserved. However, the rates for each rental car still appear in the lower half of the Itinerary Window.

Hotel Estimate

Displays the estimated total for all hotel reservations. This is only an estimate, and does not include all possible fees that might be charged. The rate for each individual hotel appears in the lower half of the Itinerary Window, along with other information for that hotel. United Connection will not be able to display a total hotel estimate if:

- The itinerary includes hotels priced in different currencies
- The discount program option is selected for one or more hotels

MP Flight Miles

Displays the total Mileage Plus[®] flight miles for all United and United Express flights in the itinerary. This is the total number of flight miles that will be awarded to each Mileage Plus member in the itinerary once travel has been completed.

Note A minimum of 500 flight miles is awarded for each United and United Express flight (even if the actual flight mileage is less). For Shuttle by United flights, the actual flight mileage is awarded.

® Notices

The following information can appear in the Notices area:

- The itinerary name.
- The flight confirmation number (if flights have been reserved).
- The ticketing deadline (if flights have been reserved but not ticketed).
- If you cancel a rental car or hotel reservation, the cancellation number is displayed.
- If you ticket the itinerary through an Apollo travel agency, you are advised to contact that agency if you need to change or cancel your itinerary.
- "Your air travel has been ticketed."
This message appears once the itinerary has been ticketed. You can ticket your itinerary immediately through United Connection[®] by paying online with a credit card. See [Ticketing options](#) for more information.
- "This itinerary has been canceled."
This message appears if the itinerary is canceled, either by the user or by the reservation system. The reservation system will cancel an itinerary if it has not been ticketed by the ticketing deadline.
- "This itinerary does not exist in the reservation system."
This message appears if the itinerary has expired (this normally occurs within 24 hours after the last flight has been flown).
- Fare restrictions. After an itinerary has been reserved, the fare restrictions associated with that itinerary are displayed. These can include one or more of the following:

<u>Message</u>	<u>Description</u>
"This is a non-refundable fare"	The fare is non-refundable.
"Cancellation fee applies"	A fee will be charged if the itinerary is canceled.
"Minimum stay required"	The fare applies to travel that meets the minimum stay requirements (for example, over a weekend).
"Maximum stay required"	The fare applies to travel that meets the maximum stay requirements (for example, not more than 60 days)
"Flight-specific fare"	The fare applies to specific flights only (for example, flights at certain times of day).
"Advance purchase required"	Tickets must be purchased a set number of days before departure.
"Change/cancellation fees apply"	A fee will be charged if the itinerary is changed or canceled.

® **Flight Status**

The following status options apply to flights:

- Planned** You have entered planning information in the Add Flight dialog box, but have not yet selected a specific flight. Planning information includes origin, destination, departure date, and departure time.
- Selected** You have selected a specific flight, but have not yet reserved that flight.
- Reserved** You have reserved the flight, but have not yet paid for your ticket. If you do not pay for your ticket online, your airfare is not guaranteed and your reservation will be canceled unless your ticket is purchased before the ticketing deadline (normally 24-72 hours after you reserve your itinerary). The actual ticketing deadline will appear in the Notices area of the Itinerary Window.
- Ticketed** Your itinerary has been ticketed and your airfare is guaranteed.
- Modified** You have changed one or more seat, meal, or special service requests for the flight but have not yet reserved the change(s).
- Requested** The flight has been requested but is not yet confirmed.
- Waitlisted** All travelers in the itinerary are waitlisted for the selected flight.
- Unavailable** The flight you requested is unavailable.

® **Rental car status**

The following status options apply to rental cars:

- Planned** You have entered planning information in the Add Car dialog box, but have not yet selected a specific car. Planning information includes the pick-up airport, pick-up date and time, and drop-off date and time.
- Selected** You have selected a specific rental car, but have not yet reserved that car.
- Reserved** Your rental car reservation has been confirmed.
- Requested** The rental car has been requested but is not yet confirmed.
- Unavailable** The rental car you requested is unavailable.

® **Hotel status**

The following status options apply to hotel accommodations:

- Planned** You have entered planning information in the Add Hotel dialog box, but have not yet selected specific hotel accommodations. Planning information includes a location (city or airport), a reference point (for example, Downtown), check-in date, and check-out date.
- Selected** You have selected specific hotel accommodations, but have not yet reserved those accommodations.
- Reserved** Your hotel reservation has been confirmed.
- Requested** The hotel room has been requested but is not yet confirmed.
- Unavailable** The hotel room you requested is unavailable.



Reservations and Ticketing

[Overview](#)

[Reserving your itinerary](#)

[Selecting a ticketing option](#)

[Electronic ticketing](#)

[Selecting a credit card](#)

[Guaranteeing hotel rooms](#)

[Confirming your reservation](#)



Overview: Reserving your itinerary

After you have finished selecting flights, rental cars, and hotel accommodations, you are ready to reserve your itinerary and send the information to the reservation system.

When you reserve your itinerary, you:

- Review the flights, rental cars, and hotel rooms you have selected.
- Choose a ticketing option (if your itinerary includes flights).
- Choose a credit card.
 - ◆ If you chose a ticketing option that requires you to pay for your ticket online, your airfare will be charged to the selected credit card.
 - ◆ If you chose a ticketing option that does not require immediate payment, the credit card will NOT be charged.

Note The billing address of the selected credit card is used as a contact address.

- Enter a descriptive name for the itinerary (up to 15 characters).
- Finalize your reservation. United Connection[®] sends the itinerary to the reservation system for processing and displays the response.

Before reserving your itinerary, make sure that the status of all items in the Itinerary Window is SELECTED. You cannot reserve an itinerary that includes PLANNED items.

If you make any changes to your itinerary after reserving, you will need to reserve the itinerary again to update the information in the reservation system. For example, you might want to add a rental car, or change your seat assignment on a flight.

See also

[Reserving your itinerary](#)

[Selecting a ticketing option](#)

[Selecting a credit card](#)

[Guaranteeing hotel rooms](#)

[Confirming your reservation](#)



Reserving your itinerary

In order to reserve an itinerary you'll need to select a ticketing option, specify a credit card, and enter a descriptive name. When you're ready to finalize your itinerary, United Connection® sends the information to the reservation system for processing.

Note When you re-reserve a ticketed itinerary, you will not be able to change your ticketing option or payment credit card.

To reserve an itinerary:

1. In the Itinerary Window, make sure that you have selected all of the flights, rental cars, and hotel accommodations you want to include in your itinerary.
2. Choose the Reserve icon from the toolbar. The [Pricing Summary dialog box](#) appears. Depending on the type of itinerary items you chose, this dialog box can include up to four tabs: Fares/Rules, Flights, Cars, and Hotels. Select each tab to view the information displayed on that tab.
3. When you are satisfied with the information displayed in the Pricing Summary dialog box, choose the Reserve button to continue. The [Ticketing Options dialog box](#) appears.
4. Highlight a ticketing option to see more information about that option in the Description area. Select a ticketing option, then choose Next>. The [Payment Method And Delivery Address dialog box](#) appears.
5. In the Choose A Credit Card From This Traveler field, select the person who will be paying for the ticket. If you are not paying for your ticket now, select the individual you want to designate as the contact person.

Note The person you select does not have to be included in the itinerary.

6. Select one of that individual's credit cards.
 - If you chose a ticketing option that requires you to pay for your ticket online, the airfare will be charged to the selected credit card.
 - If you chose a ticketing option that does not require immediate payment, the credit card will NOT be charged (the billing address is used as a contact address).
7. Choose the Next> button. The [Confirm Reservation dialog box](#) appears.
8. Review your itinerary one last time, then enter a descriptive name for the itinerary (up to 15 characters, including spaces).
9. When you are ready to confirm your reservation, choose the Finish button. United Connection sends your itinerary to the reservation system.
10. The Confirmation dialog box displays the response from the reservation system. Review this information carefully, then choose Done to return to the Itinerary Window.

Note Airlines do not release their inventory until you confirm your reservation. Therefore, it is possible that the flights and/or fare that you selected will no longer be available. If this occurs, United Connection displays a message informing you of your options.

See also

[Selecting a ticketing option](#)

[Selecting a credit card](#)

[Guaranteeing hotel rooms](#)

[Confirming your reservation](#)



Changing Acceptable Fare Restrictions

From the Pricing Summary dialog box, you can change the fare restrictions associated with the current itinerary and then re-price the itinerary. For example, you can increase the number of acceptable fare restrictions to see if a lower fare is available. (Lower fares generally have more fare restrictions associated with them.)

To change the Acceptable Fare Restrictions for this flight:

1. In the Itinerary Window, choose the Reserve icon. The Pricing Summary dialog box appears.
2. Select the Flight tab. This tab displays information for each flight in your itinerary.
3. Choose the Restrictions button. The Flight Preferences dialog box appears.

Note Because you have already selected your flights, you cannot change the Preferred Airlines and Preferred Service Class options.

4. In the Acceptable Fare Restrictions fields, select the fare restrictions you are willing to accept when pricing your flights. These include:

- [Minimum Stay Required](#)
- [Maximum Stay Required](#)
- [Advance Purchase Required](#)

United Connection[®] will look for fares based on the specified fare restrictions. If no available fare meets all of the selected restrictions, United Connection will return a less restrictive fare (it will never return a more restrictive fare).

Tip To find low fares, select all fare restrictions.

5. If you want to save the new fare restrictions in the primary traveler's profile, choose the Update Profile button (this is optional).
6. To apply the new fare restrictions to your itinerary, choose OK.
7. When prompted to re-price the airfare portion of the itinerary, choose Yes. The updated airfare appears in the Pricing Summary dialog.
8. When you are satisfied with the airfare for your itinerary, choose Reserve to continue.

See also

[Flight tab](#)

[Flight Preferences dialog box](#)

[Pricing Summary dialog box](#)



Selecting a ticketing option

If your itinerary includes flights, you need to indicate how you want to receive your ticket. United Connection® provides up to five ticketing options, depending on your itinerary and the information you provided. Three of the ticketing options require that you pay for your ticket online with a credit card. The other two ticketing options do not require immediate payment.

Important If you do not pay for your ticket online, your airfare is not guaranteed and your reservation will be canceled if the ticket is not purchased by the specified ticketing deadline.

To select a ticketing option for your itinerary:

1. In the Pricing Summary dialog box, choose the Reserve button. The Ticketing Options dialog box appears. One or more of the following ticketing options will be available:
 - [Electronic Ticket](#)
 - [First Class Mail Delivery](#)
 - [Express Delivery \(2 to 3 Business Days\)](#)
 - [United Ticketing Locations](#)
 - [Apollo travel agency](#)
2. In the Options list, highlight a ticketing option to see a description of that option.
3. To see information about United ticketing offices in your area, choose the Offices button. See [Finding United ticketing locations](#) for more information.
4. Select the desired ticketing option and choose the Next> button.
The Payment Method and Delivery Address dialog box appears. See [Selecting a credit card](#) for information about using this dialog box.

See also

[Ticketing options](#)

[Ticketing Options dialog box](#)

Electronic Ticket

Electronic ticketing eliminates paper tickets by storing your ticket electronically in United Airlines' reservation system. If you choose this option, you will be required to pay for your ticket online with a credit card and your airfare will be guaranteed once your reservation is confirmed. United Connection[®] displays the electronic ticket receipt information after the transaction has completed successfully. You can also print a copy of this receipt for your records. See [Electronic ticketing](#) for more information.

Important If you purchase electronic tickets, each traveler will be required to show photo ID at check-in. Also, the credit card used to purchase the electronic ticket **MUST** be presented by the cardholder at check-in.

First Class Mail Delivery

Choose this option to have your ticket delivered via first class mail within seven days. You will be required to pay for your ticket online with a credit card, and your airfare will be guaranteed once your reservation is confirmed. This option is available if the departure date of the first flight in your itinerary is at least ten days from the current date. First class mail delivery is available for U.S. addresses only. Your ticket will be delivered to the billing address of the credit card used for payment.

Note United Connection[®] assumes no responsibility for tickets that may be lost or stolen when shipping via First Class Mail with the U.S. Postal Service. If tickets are lost or stolen in the mail, the traveler will be responsible for filing a lost ticket application with the appropriate airline.

Express Delivery (2 to 3 Business Days)

Choose this option to have your ticket arrive by express delivery (for example, Federal Express), normally within two to three business days. You will be required to pay for your ticket online with a credit card, and your airfare will be guaranteed once your reservation is confirmed. This option is available if the departure date of the first flight in your itinerary is at least three days from the current date. Express delivery is available for U.S. addresses only, excluding Hawaii and Puerto Rico. Your ticket will be delivered to the billing address of the credit card used for payment. A signature will be required at time of delivery.

United Ticketing Locations

If you choose this option, you will need to go a United Airlines city ticket office or airport ticket office to purchase your ticket. Note that your airfare is not guaranteed, and your reservation will be canceled unless you purchase your ticket before the ticketing deadline. This ticketing option is always available. To find ticket office locations in your area, choose the Offices button. See [Finding United ticketing locations](#) for more information.

Apollo travel agency

This option only appears if you have specified the travel agency code for your preferred Apollo travel agency in the [System Options dialog box](#). If you choose this option, you will need to purchase your ticket through the specified Apollo travel agency. Note that your airfare is not guaranteed, and your reservation will be canceled unless you purchase your ticket before the ticketing deadline. After you reserve your itinerary, it will be available for viewing only. If you want to change or cancel the itinerary you will need to contact the travel agency directly.



Ticketing options

United Connection[®] provides up to five ticketing options, depending on your itinerary and the information you provided. Each of these ticketing options is described below.

Important If you choose an option that does not require you to pay for your ticket online with a credit card, your airfare is not guaranteed and your reservation will be canceled if the ticket is not purchased by the specified ticketing deadline.

Ticketing options

Electronic Ticket

Electronic ticketing eliminates paper tickets by storing your ticket electronically in United Airlines' reservation system. If you choose this option, you will be required to pay for your ticket online with a credit card and your airfare will be guaranteed once your reservation is confirmed. United Connection displays the electronic ticket receipt information after the transaction has completed successfully. You can also print a copy of this receipt for your records. See [Electronic ticketing](#) for more information.

Important If you purchase electronic tickets, each traveler will be required to show photo ID at check-in. Also, the credit card used to purchase the electronic ticket MUST be presented by the cardholder at check-in.

First Class Mail Delivery

Choose this option to have your ticket delivered via first class mail within seven days. You will be required to pay for your ticket online with a credit card, and your airfare will be guaranteed once your reservation is confirmed. This option is available if the departure date of the first flight in your itinerary is at least ten days from the current date. First class mail delivery is available for U.S. addresses only. Your ticket will be delivered to the billing address of the credit card used for payment.

Note United Connection assumes no responsibility for tickets that may be lost or stolen when shipping via First Class Mail with the U.S. Postal Service. If tickets are lost or stolen in the mail, the traveler will be responsible for filing a lost ticket application with the appropriate airline.

Express Delivery (2 to 3 Business Days)

Choose this option to have your ticket arrive by express delivery (for example, Federal Express), normally within two to three business days. You will be required to pay for your ticket online with a credit card, and your airfare will be guaranteed once your reservation is confirmed. This option is available if the departure date of the first flight in your itinerary is at least three days from the current date. Express delivery is available for U.S. addresses only, excluding Hawaii and Puerto Rico. Your ticket will be delivered to the billing address of the credit card used for payment. A signature will be required at time of delivery.

United Ticketing Locations

If you choose this option, you will need to go a United Airlines city ticket office or airport ticket office to purchase your ticket. Note that your airfare is not guaranteed, and your reservation will be canceled unless you purchase your ticket before the ticketing deadline. This ticketing option is always available. To find ticket office locations in your area, choose the Offices button. See [Finding United ticketing locations](#) for more information.

Your preferred Apollo travel agency

This option only appears if you have specified the travel agency code for your preferred

Apollo travel agency in the [System Options dialog box](#). If you choose this option, you will need to purchase your ticket through the specified Apollo travel agency. Note that your airfare is not guaranteed, and your reservation will be canceled unless you purchase your ticket before the ticketing deadline. After you reserve your itinerary, it will be available for viewing only. If you want to change or cancel the itinerary you will need to contact the travel agency directly.

See also

[Selecting a ticketing option](#)

[Ticketing Options dialog box](#)



Finding United ticketing locations

If you choose the United Ticketing Locations option, you need to go a United Airlines city ticket office or airport ticket office to purchase your ticket. You can get information about nearby locations simply by entering your zip code.

To find a United ticketing location:

1. In the Ticketing Options dialog box, choose the Offices button. The United Ticketing Offices dialog box appears.
2. In the Zip Code field, type the zip code in which you want to find ticketing offices.
3. Choose the Find button. United Connection[®] displays the names and addresses of all available ticketing offices located in or near the zip code you entered.
4. To see details for a particular ticketing office (for example, office hours), highlight that office. Additional information about the ticketing office appears in the Details area.
5. Choose Close to return to the Ticketing Options dialog box.

See also

[Ticketing options](#)

[United Ticketing Offices dialog box](#)

[Ticketing Options dialog box](#)

® **Selecting a credit card**

You must select a credit card each time you reserve an itinerary (even if you are not paying for your ticket online). United Connection® uses the billing address of the selected credit card as a contact address. If you chose a ticketing option that requires you to pay for your ticket online, your airfare will be charged to the selected credit card. Tickets delivered by First Class Mail or Express Delivery will be sent to the billing address associated with that card.

You select a credit card in the Payment Method And Delivery Address dialog box, which appears automatically after you select a ticketing option.

To select a credit card:

1. In the Payment Method and Delivery Address dialog box, select the person who will be paying for the ticket. (If you are not paying for your ticket now, select the individual you want to designate as the contact person.) The credit cards entered for that person in the Traveler Editor are displayed.

Note The person you select does not have to be included in the itinerary.

2. Highlight the credit card you want to select:
 - If you chose a ticketing option that requires you to pay for your ticket online, your airfare will be charged to this credit card. These options are Electronic Ticket, First Class Mail Delivery, and Express Delivery.
 - If you chose a ticketing option that does not require you to pay for your ticket online, this credit card will NOT be charged. These options are United Ticketing Locations and Preferred Apollo Travel Agency.
3. If your itinerary includes hotel reservations that require a deposit or guarantee, select the Guarantee Hotel tab and choose a credit card to guarantee your hotel accommodations. See [Guaranteeing hotel rooms](#) for more information.
4. To continue, choose the Next> button.

The Confirm Reservation dialog box appears. See [Confirming your reservation](#) for more information about this dialog box.

See also

[Payment Method And Delivery Address dialog box](#)

[Ticketing options](#)

® **Guaranteeing hotel rooms**

You must select a credit card to guarantee your hotel room if:

- The hotel requires a deposit.
- The hotel requires a credit card to guarantee your room.
- You selected the Guarantee Room For Late Arrival option for one or more hotels.

If a credit card is required by one or more hotels in your itinerary, the Guarantee Hotel tab appears automatically in the Payment Method and Delivery Address dialog box. Note that if your itinerary includes more than one hotel requiring a guarantee, the same credit card must be used to guarantee all hotels.

To guarantee your hotel room:

1. In the Payment Method and Delivery Address dialog box, select the Guarantee Hotel tab.
2. In the Choose A Credit Card From This Traveler field, select the person whose credit card you want to use to guarantee your hotel room. The credit cards entered for that person in the Traveler Editor are displayed.

Note The person you select does not have to be included in the itinerary.

3. Highlight the credit card you want to select and choose the Next> button.

The Confirm Reservation dialog box appears. See [Confirming your reservation](#) for more information about this dialog box.

See also

[Payment Method And Delivery Address dialog box](#)

[Guarantee Hotel tab](#)

® **Confirming your reservation**

After selecting a ticketing option and providing a credit card, you're ready to finalize your reservation and forward it to the reservation system. You complete the reservation process in the Confirm Reservation dialog box, which appears automatically after you select a credit card in the Payment Method and Delivery Address dialog box.

To confirm your reservation:

1. In the descriptive name field, type a name for your itinerary. You may use up to 15 characters. Spaces are permitted.

Note This is only a descriptive name, not a file name. You must also save your itinerary by choosing Save (or Save As) from the File menu and entering a file name.

2. Carefully review the reservation summary information. You may need to scroll down to review the entire summary.

3. **To finalize your reservation, choose the Finish button.** United Connection® immediately sends your itinerary to the reservation system.

Note Airlines do not release their inventory until you confirm your reservation. Therefore, it is possible that the flights and/or fare that you selected will no longer be available. If this occurs, United Connection displays a message informing you of your options.

4. When the reservation system has finished processing your itinerary, a Confirmation dialog box displays a message indicating how you will receive your ticket. You are also informed if the reservation system was unable to confirm any part of your itinerary.
5. To return to the Itinerary Window, choose Done. United Connection updates the Itinerary Window as follows:
 - The Notices area displays the itinerary name and confirmation number. If you have not paid for your ticket, the ticketing deadline is also displayed.
 - The Totals area displays the total airfare, estimated total hotel cost, and Mileage Plus® miles. Note that the estimated rental car cost is not displayed (this information is not returned by the reservation system).
 - If you paid for your ticket online, the status of all flights is Ticketed.
 - If you did not pay for your ticket, the status of all flights is Reserved.
 - The status of all rental car and hotel items is Reserved.
6. Save your itinerary by choosing Save from the File menu. If you have not saved your itinerary before now, you will need to enter a file name. See [Saving an itinerary](#) for more information.
7. To print a trip report of your itinerary, choose Print from the File menu. See [Printing an itinerary](#) for more information.

See also

[Confirm Reservation dialog box](#)

® Pricing Summary dialog box

You access the Pricing Summary dialog box to review your itinerary in detail before sending it to the reservation system. This dialog box can include up to four tabs, depending upon the items you included in your itinerary. Select one of the [®]

Tab Options below to see more information about that tab.

[®]

[How to display the Pricing Summary dialog box](#)

[®]

Dialog Box Options

<u>Select this tab</u>	<u>To review the following information</u>
Fares/Rules tab	Traveler names and types, airfare by traveler, total airfare, fare rules
Flight tab	Summary of the selected flights. If you wish, you can change the Acceptable Fare Restrictions to see if a lower fare is available. This tab only appears if you have selected one or more flights.
Car tab	Summary of the selected rental cars and an estimated rental car total (if available). This tab only appears if you have selected one or more rental cars.
Hotel tab	Summary of the selected hotels and an estimated hotel total (if available). This tab only appears if you have selected one or more hotel rooms.

Reserve button

When you are satisfied with the information displayed in the Pricing Summary dialog box, choose the Reserve button to continue. The [Ticketing Options dialog box](#) appears.

See also

[Reserving your itinerary](#)

[Changing Acceptable Fare Restrictions](#)

To display the Pricing Summary dialog box:

- In the Itinerary Window, choose the Reserve icon from the toolbar.

® Fares/Rules tab (Pricing Summary dialog box)

The Fares/Rules tab displays the names of all travelers in your itinerary, the airfare for those travelers, and the rules and restrictions associated with that airfare. You may need to scroll down to review all of the information.

®

[How to display the Fares/Rules tab](#)

®

Tab Options

Travelers

Displays the name of each traveler in your itinerary, their Traveler Type (Adult, Senior, or Child), and the airfare for that traveler.

Fare Total

Displays the total airfare for all travelers in your itinerary, as well as the ticketing deadline. This is the date by which you must purchase your ticket in order to qualify for the displayed airfare.

Fare Rules

Displays all rules, restrictions, and penalties associated with the quoted airfare. For example, to receive a particular fare a Saturday stay might be required.

Reserve button

When you are satisfied with the information displayed in the Pricing Summary dialog box tabs, choose the Reserve button to continue. The [Ticketing Options dialog box](#) appears.

See also

[Reserving your itinerary](#)

[Pricing Summary dialog box](#)

To display the Fare/Rules tab:

- In the Itinerary Window, choose the Reserve icon from the toolbar. The Fares/Rules tab of the Pricing Summary dialog box appears.

® Flight tab (Pricing Summary dialog box)

The Flight tab of the Pricing Summary dialog box displays information about the flights selected for this itinerary. You may need to scroll down to see all of the information. If you wish, you can change the Acceptable Fare Restrictions and re-price your itinerary to see if a lower fare is available.

®

[How to display the Flight tab](#)

®

Tab Options

Date/Time

Displays the airline, flight number, departure date and time, and arrival date and time for each flight.

Location

Displays the departure and arrival airports and city locations for each flight. If the flight is operated by another carrier, that airline's name is also shown.

Details

Displays the service class you selected (First, Business, or Coach/Economy), and the number of stops for each flight.

Flight Total

Displays the total airfare for all travelers in the itinerary.

Restrictions button

If you want to change the fare restrictions associated with your itinerary (to see if a lower fare is available), choose the Restrictions button. The Flight Preferences dialog box appears. See [Changing Acceptable Fare Restrictions](#) for more information.

Reserve button

When you are satisfied with the information displayed in the Pricing Summary dialog box tabs, choose the Reserve button to continue. The [Ticketing Options dialog box](#) appears.

See also

[Reserving your itinerary](#)

[Pricing Summary dialog box](#)

To display the Flight tab:

- In the Itinerary Window, choose the Reserve icon from the toolbar. The Pricing Summary dialog box appears. Select the Flight tab.

® Car tab (Pricing Summary dialog box)

The Car tab of the Pricing Summary dialog box displays information about all rental cars selected for this itinerary. An estimated total appears at the bottom of the tab.

®

[How to display the Car tab](#)

®

Tab Options

Date/Time

Displays the rental car company, pick-up date and time, and drop-off date and time for each rental car.

Location

Displays the pick-up and drop-off locations for each rental car.

Details

Displays the car type, rate type, rate, and mileage information.

Estimated Car Total

Displays the estimated total cost of all rental cars included in this itinerary.

Note If you selected the Discount Program option for any rental car, United Connection[®] will not be able to display an estimated total (program rate information is not available).

Reserve button

When you are satisfied with the information displayed in the Pricing Summary dialog box tabs, choose the Reserve button to continue. The [Ticketing Options dialog box](#) appears.

See also

[Reserving your itinerary](#)

[Pricing Summary dialog box](#)

To display the Car tab:

- In the Itinerary Window, choose the Reserve icon from the toolbar. The Pricing Summary dialog box appears. Select the Car tab.

® Hotel tab (Pricing Summary dialog box)

The Hotel tab of the Pricing Summary dialog box displays information about all hotel rooms selected for this itinerary. An estimated total appears at the bottom of the tab.

®

[How to display the Hotel tab](#)

®

Tab Options

Date/Time

Displays the hotel chain, check-in date and time, and check-out date and time for each hotel.

Location

Displays the location of each hotel.

Details

Displays the room type, rate category, late arrival guarantee request, room occupancy (single or double), and rate.

Estimated Hotel Total

Displays the estimated total cost of all hotel rooms included in this itinerary.

Note If you selected the Discount Program option for any hotel room, United Connection[®] will not be able to display a estimated total (program rate information is not available).

Reserve button

When you are satisfied with the information displayed in the Pricing Summary dialog box tabs, choose the Reserve button to continue. The [Ticketing Options dialog box](#) appears.

See also

[Reserving your itinerary](#)

[Pricing Summary dialog box](#)

To display the Hotel tab:

- In the Itinerary Window, choose the Reserve icon from the toolbar. The Pricing Summary dialog box appears. Select the Hotel tab.

® Ticketing Options dialog box

You use the Ticketing Options dialog box to indicate how you want to receive your ticket. Choose Electronic Ticket to create an electronic ticket that is stored in United Airlines' reservation system. You can also have your ticket delivered, or arrange to pick it up at a United ticketing office or an Apollo travel agency. Depending on the option you choose, you may be required to pay for your ticket online with a credit card.

Note If you do not pay for your ticket online, your airfare is not guaranteed and your reservation will be canceled if the ticket is not purchased by a specified ticketing deadline.

®

[How to display the Ticketing Options dialog box](#)

®

Dialog Box Options

Options

United Connection[®] provides up to five ticketing options, depending on your itinerary and the information you provided. These options are:

[Electronic Ticket](#)

[First Class Mail Delivery](#)

[Express Delivery \(2 to 3 Business Days\)](#)

[United Ticketing Locations](#)

[Apollo travel agency](#)

Description

Displays information about the highlighted ticketing option. For example, whether the fare is guaranteed, or any delivery restrictions.

Next> button

After selecting a ticketing option, choose this button to continue. The Payment Method And Delivery Address dialog box appears.

<Previous button

Choose this button to go back to the Pricing Summary dialog box.

Offices button

Choose this button to find United ticket offices in your area. The [United Ticketing Offices dialog box](#) appears.

Cancel button

Choose this button to exit the booking process and return to the Itinerary Window.

See also

[Selecting a ticketing option](#)

[Payment Method And Delivery Address dialog box](#)

[Pricing Summary dialog box](#)

To display the Ticketing Options dialog box:

- In the Pricing Summary dialog box, choose the Reserve button.

® United Ticketing Offices dialog box

You access the United Ticketing Offices dialog box to find United ticketing locations in your area. Simply enter a zip code to see a list of ticket offices in that vicinity.

®

[How to display the United Ticketing Offices dialog box](#)

®

Dialog Box Options

Zip Code

Enter the zip code in which you want to find ticketing offices.

Find button

After entering a zip code, choose this button to search for United ticketing offices.

Office

Displays the names and addresses of all available United ticketing offices in or near the zip code you entered.

Details

Displays additional information about the highlighted ticketing office (for example, office hours).

See also

[Finding United ticketing locations](#)

[Selecting a ticketing option](#)

[Ticketing Options dialog box](#)

To display the United Ticketing Offices dialog box:

- In the Ticketing Options dialog box, choose the Offices button.
- From the Tools menu, choose United Ticketing Offices.

® **Payment Method And Delivery Address dialog box**

You must select a credit card each time you reserve an itinerary (even if you are not paying for your ticket online). United Connection® uses the billing address of the selected credit card as a contact address. If you chose a ticketing option that requires you to pay for your ticket online, your airfare will also be charged to the selected credit card and your ticket (or receipt) will be mailed to the billing address associated with that card.

- If you chose Electronic Ticket, First Class Mail Delivery, or Express Delivery, your airfare will be charged to the credit card you select.
- If you chose United Ticketing Locations or your preferred Apollo travel agency, the selected credit card will NOT be charged.

Note If your itinerary includes one or more hotels that require a credit card to guarantee the room, you must also select a credit card on the [Guarantee Hotel tab](#).

®

[How to display the Payment Method And Delivery Address dialog box](#)

®

Dialog Box Options

Choose a credit card from this traveler

Select the person who will be paying for the ticket. If you are not paying for your ticket now, select the individual you want to designate as the contact person. The person you select does not have to be included in the itinerary.

Credit Card

Displays the name and expiration date of each credit card entered for the selected individual in the Traveler Editor. Select the credit card you want to use.

Billing/Delivery Address

Displays the credit card billing address. United Connection uses the billing address of the selected card as a contact address. If you select either First Class Mail Delivery or Express Delivery as your ticketing option, your ticket will be delivered to this address.

Next> button

After selecting a credit card, choose this button to continue. The [Confirm Reservation dialog box](#) appears.

<Previous button

Choose this button to go back to the Ticketing Options dialog box.

Cancel button

Choose this button to exit the booking process and return to the Itinerary Window.

See also

[Selecting a credit card](#)

[Guarantee Hotel tab](#)

[Ticketing Options dialog box](#)

To display the Payment Method And Delivery Address dialog box:

- In the Ticketing Options dialog box, choose the Next> button. The Flight tab of the Payment Method And Delivery Address dialog box appears.

® Flight tab **(Payment Method And Delivery Address dialog box)**

When you reserve an itinerary, you must select a credit card to guarantee your airfare. Your airfare will be charged to the selected credit card and your ticket (or receipt) will be mailed to the billing address associated with that card.

Note If your itinerary includes one or more hotels that require a credit card to guarantee the room, you must also select a credit card on the [Guarantee Hotel tab](#).

®

[How to display the Flight tab](#)

®

Tab Options

Choose a credit card from this traveler

Select the person who will be paying for the ticket. The person you select does not have to be included in the itinerary.

Credit Card

Displays the name and expiration date of each credit card entered for the selected individual in the Traveler Editor. Select the credit card you want to use.

Billing/Delivery Address

Displays the credit card billing address. Your ticket will be delivered to this address.

Next> button

After selecting a credit card, choose this button to continue. The [Confirm Reservation dialog box](#) appears.

<Previous button

Choose this button to go back to the Ticketing Options dialog box.

See also

[Selecting a credit card](#)

[Guarantee Hotel tab](#)

[Ticketing Options dialog box](#)

To display the Flight tab:

- In the Ticketing Options dialog box, choose Electronic Ticket, First Class Mail Delivery, or Express Delivery, then choose the Next> button. The Flight tab of the Payment Method And Delivery Address dialog box appears.

® Address tab (Payment Method And Delivery Address dialog box)

You must select a credit card each time you reserve an itinerary (even if you are not paying for your ticket online). United Connection[®] uses the billing address of the selected credit card as a contact address.

Note If your itinerary includes one or more hotels that require a credit card to guarantee the room, you must also select a credit card on the [Guarantee Hotel tab](#).
®

[How to display the Address tab](#) ®

Dialog Box Options

Choose a credit card from this traveler

Select the individual you want to designate as the contact person. The person you select does not have to be included in the itinerary.

Credit Card

Displays the name and expiration date of each credit card entered for the selected individual in the Traveler Editor. Select the credit card you want to use.

Billing/Delivery Address

Displays the credit card billing address. United Connection uses the billing address of the selected card as a contact address.

Next> button

After selecting a credit card, choose this button to continue. The [Confirm Reservation dialog box](#) appears.

<Previous button

Choose this button to go back to the Ticketing Options dialog box.

See also

[Selecting a credit card](#)

[Guarantee Hotel tab](#)

[Ticketing Options dialog box](#)

To display the Address tab:

- In the Ticketing Options dialog box, choose United Ticketing Locations or your preferred Apollo travel agency, then choose the Next> button. The Address tab of the Payment Method And Delivery Address dialog box appears.

® Guarantee Hotel tab (Payment Method And Delivery Address dialog box)

The Guarantee Hotel tab appears in the Payment Method and Delivery Address dialog box if a credit card is required by one or more hotels in your itinerary, or if you selected the Guarantee Room For Late Arrival option. Select a credit card to guarantee your hotel reservations.

Note If your itinerary includes more than one hotel requiring a guarantee, the same credit card must be used to guarantee all hotels.

®

[How to display the Guarantee Hotel tab](#)

®

Tab Options

Choose a credit card from this traveler

Select the person whose credit card you want to use to guarantee your hotel room. The person you select does not have to be included in the itinerary.

Credit Card

Displays the name and expiration date of each credit card entered for the selected individual in the Traveler Editor. Select the credit card you want to use to guarantee your hotel room.

Billing Address

Displays the credit card billing address.

Next> button

After selecting credit cards in both the Flight and the Guarantee Hotel tabs, choose this button to continue. The [Confirm Reservation dialog box](#) appears.

<Previous button

Choose this button to go back to the Ticketing Options dialog box.

See also

[Guaranteeing hotel rooms](#)

[Payment Method And Delivery Address dialog box](#)

[Ticketing Options dialog box](#)

To display the Guarantee Hotel tab:

1. In the Ticketing Options dialog box, choose the Next> button. The Payment Method And Delivery Address dialog box appears.
2. Select the Guarantee Hotel tab.

® Confirm Reservation dialog box

You finalize your itinerary in the Confirm Reservation dialog box. When you choose Finish, United Connection[®] immediately forwards your itinerary to the reservation system.

When the reservation system has finished processing your itinerary, a Confirmation dialog box displays a message indicating how you will receive your ticket. You are also informed if the reservation system was unable to confirm any part of your itinerary.

Note Airlines do not release their inventory until you confirm your reservation. Therefore, it is possible that the flights and/or fare that you selected will no longer be available. If this occurs, United Connection displays a message informing you of your options.

®

[How to display the Confirm Reservation dialog box](#)

®

Dialog Box Options

Descriptive name for this itinerary

Type a name for your itinerary. You may use up to 15 characters. Spaces are permitted.

Note This is a descriptive name, not a file name. You must also save your itinerary by choosing Save (or Save As) from the File menu and entering a file name.

Itinerary information

Displays a summary of your itinerary, including the ticketing option, airfare, selected credit card and billing/delivery address, and ticketing deadline (if you are not paying for your ticket online). You may need to scroll down to review the entire summary.

Finish button

Choose this button to send your itinerary to the reservation system.

<Previous button

Choose this button to go back to the [Payment Method And Delivery Address dialog box](#).

Cancel button

Choose this button to exit the booking process and return to the Itinerary Window.

See also

[Confirming your reservation](#)

To display the Confirm Reservation dialog box:

- In the [Payment Method And Delivery Address dialog box](#), choose the Next> button.

® Electronic ticketing

When you choose Electronic Ticket as your ticketing option and [complete your reservation](#), United Connection[®] sends your electronic ticket request to the reservation system. If the request is successful, United Connection displays a dialog containing your electronic ticket receipt information. This information includes:

- The reservation number and name
- The name of each traveler and their ticket number
- The price of each ticket (including detailed fare basis information)
- The Mileage Plus[®] number of each traveler (if available)
- The date the ticket was issued
- The credit card used to purchase the ticket(s)
- Passenger notices

You can view or print your electronic ticket receipt information at any time by selecting Electronic Ticket Information from the View menu.

Note United's Electronic Ticket option is not available for all flights. See [Electronic Ticket rules](#) for details.

Important If you purchase electronic tickets, each traveler will be required to show photo ID at check-in. Also, the credit card used to purchase the electronic ticket MUST be presented by the cardholder at check-in.

Credit card validation

Before issuing an electronic ticket request, United Connection[®] validates your credit card information. If a problem is detected during validation (for example, an invalid address), United Connection gives you the option of changing your credit card information or choosing a different credit card. See [Credit card validation problems](#) for more information.

Saving your receipt information

Electronic ticket receipt information is saved along with your itinerary when you choose Save or Save As from the file menu. We recommend that you save your itinerary before exiting United Connection.

Retrieving updated receipt information

When you select Electronic Ticket Information from the View menu, United Connection automatically retrieves the current receipt information from the reservation system and displays this information in the dialog box. The reservation system stores your electronic ticket receipt information until three days after travel is complete. After that, United Connection will display the electronic ticket receipt information from your saved itinerary.

Ticket exchanges and refunds

United Airlines' standard cancellation, refund, and exchange policies apply to electronic tickets purchased through United Connection[®]. Changes to a ticketed itinerary that results in a fare difference and/or a service charge will require you to contact United Airlines Reservations or a United Airlines city or airport ticket office to exchange the ticket.

See also

[Electronic Ticket Information dialog box](#)

[Ticketing options](#)

[Confirming your reservation](#)

Electronic Ticket rules

- All flights must be on United or United Express
- All flights must be within the U.S. and/or San Juan
- The itinerary can include a maximum of 4 segments

Other restrictions may also apply in certain markets.

® Electronic Ticket Information dialog box

The Electronic Ticket Information dialog box displays information about your electronic ticket(s), and allows you to print an electronic ticket receipt or a copy of the passenger notices.

Important If you purchase electronic tickets, each traveler will be required to show photo ID at check-in. Also, the credit card used to purchase the electronic ticket **MUST** be presented by the cardholder at check-in.

®

[How to display the Electronic Ticket Information dialog box](#)

®

Dialog Box Options

Reservation number

Displays six-character confirmation number for this itinerary.

Reservation name

Displays the name you entered for this itinerary in the [Confirm Reservation dialog box](#).

Party of ()

Indicates the number of travelers in this itinerary. The name of each traveler appears below this heading.

Ticket number

Displays the ticket number for each traveler.

Base

Displays the base fare for each traveler (detailed fare basis information is provided below).

Taxes

Displays all applicable taxes for each traveler. These can include U.S. tax, transportation fees, and facility taxes.

Total

Displays the total fare for each traveler (base + tax).

Mileage Plus[®] number

Displays the traveler's Mileage Plus account number (if available).

Ticket issued

Displays the date on which the electronic ticket was issued.

Credit card number

Displays the credit card number used to purchase the electronic ticket.

Fare details

Displays the fare basis information. This includes:

- Fare basis code
- Departure date of the first flight
- Origin, carrier, and destination codes
- Fare for each segment
- Total fare

- Departure tax (if applicable)

If the same fare applies to all travelers, the fare basis information is displayed once. If any fare is different, the fare details are displayed for each traveler.

United Airlines Passenger Notices

Displays the text of the United Airlines passenger notices. Scroll down to read the full text. To print the notices, click the Print Notices button.

Print Receipt button

Choose this button to print your electronic ticket receipt.

Print Notices button

Choose this button to print the passenger notices.

See also

[Electronic ticketing](#)

To display the Electronic Ticket Information dialog box:

If you chose Electronic Ticket as your ticketing option, the Electronic Ticket Information dialog box appears automatically after you click the Finish button in the [Confirm Reservation dialog box](#).

To display the Electronic Ticket Information dialog box at a later time, choose Electronic Ticket Information from the View menu.

® **Entering traveler information**

[Adding a traveler](#)

[Personal information](#)

[Payment credit card information](#)

[Travel program information](#)

[Discount program information](#)

® Changing traveler information

Personal information

[Changing a traveler's name, address, or phone numbers](#)

[Changing a traveler's home airport](#)

Credit card information

[Changing credit card information](#)

[Changing the expiration date](#)

[Deleting a payment credit card](#)

Travel program information

[Changing travel program information](#)

[Deleting a travel program](#)

Discount program information

[Changing discount program information](#)

[Deleting a discount program](#)

® **Entering profile information**

[Adding a profile](#)

[Flight preferences](#)

[Flight service requests](#)

[Rental car preferences](#)

[Rental car service requests](#)

[Hotel preferences](#)

[Hotel service requests](#)

® **Changing profile information**

[Changing flight preferences and services](#)

[Changing rental car preferences and services](#)

[Changing hotel preferences and services](#)

® **Changing flight preferences and services**

Flight preferences

[Changing the Preferred Airlines option](#)

[Changing the Preferred Service Class option](#)

[Changing the Acceptable Fare Restrictions option](#)

Flight services

[Changing the Preferred Seating option](#)

[Changing the Preferred Meal option](#)

[Changing the Special Services option](#)

® **Changing rental car preferences and services**

Rental car preferences

[Changing the Preferred Rental Companies option](#)

[Changing the Preferred Car Types option](#)

[Changing the Acceptable Rate Range option](#)

[Changing the Unlimited Mileage option](#)

[Changing the In Terminal Facilities option](#)

Rental car services

[Changing the Infant or Toddler Car Seat options](#)

[Changing the Car Equipped for Physically Challenged Driver option](#)

[Changing the Mobile Phone Requested option](#)

[Changing the Ski-Equipped Car option](#)

[Changing the Associated Frequent Flyer Program option](#)

® **Changing hotel preferences and services**

Hotel preferences

[Changing the Preferred Hotel Chains option](#)

[Changing the Preferred Occupancy option](#)

[Changing the Preferred Amenities option](#)

[Changing the Preferred Rate Category option](#)

[Changing the Acceptable Rate Range option](#)

[Changing the Which Is Most Important To You? option](#)

Hotel services

[Changing the Guarantee Room For Late Arrival option](#)

[Changing the Additional Adults/Children In Room option](#)

[Changing the Roll-Away Beds/Cribs Required option](#)

[Changing the Associated Frequent Flyer Program option](#)

Overview: Entering traveler and profile information

You need to provide two types of information for each traveler you want to include in a United Connection[®] itinerary: Traveler Information and Profile Information. You enter this information in the [Traveler Editor dialog box](#).

[®] **Traveler information includes:**

- [Personal information](#)
- [Payment credit card information](#)
- [Travel program information](#)
- [Discount program information](#)

You enter Traveler Information once for each traveler. See [Adding a traveler](#) for details. After entering traveler information, you need to create one or more profiles for that traveler.

[®] **Profile information includes:**

- [Flight preferences](#)
- [Flight service requests](#)
- [Rental car preferences](#)
- [Rental car service requests](#)
- [Hotel preferences](#)
- [Hotel service requests](#)

You must create at least one profile for each traveler. You can also create multiple profiles for each traveler, for example a Business Trip profile, a Family Vacation profile, etc. By choosing different preferences and service requests for different trip types, you can streamline the travel planning process with a minimum of effort. See [Adding a profile](#) for more information.

Note If you do not create a profile for a traveler, United Connection will supply the traveler with a default profile automatically. You can edit or rename this profile using the Traveler Editor.

How does United Connection use this information?

To add a traveler to an itinerary, you select one of that traveler's profiles. You also specify one traveler as the primary traveler. United Connection uses the primary traveler's preferences and service requests to customize the itinerary.

Can I change this information?

You can change traveler information and profile information using the Traveler Editor[®] just highlight the traveler or profile name in the [Traveler Editor dialog box](#) and choose the Edit button.

United Connection also lets you change the primary traveler's preferences on the fly, as you select flights, rental cars, and hotel rooms for your itinerary. You can save these changes in the primary traveler's profile, or use them for the current itinerary only.

See also

[Using the Traveler Editor](#)

[Traveler Editor dialog box](#)

[Traveler Information dialog box](#)

[Trip Profiles dialog box](#)

Personal information includes:

- Traveler's name
- Traveler's business phone and/or home phone
- Traveler type
- Traveler's home airport

Payment credit card information includes:

- Credit card name
- Credit card type
- Account number
- Expiration date
- Series number (American Express/Optima only)
- Billing address

Note Enter credit card information for at least one person in the Traveler Editor. A credit card is required to reserve an itinerary, even if you are not purchasing your tickets online.

Travel program information includes:

- Name of travel program (for example, Mileage Plus)
- Account number
- Sponsor type (Airline, Rental Agency, Hotel Chain)
- Company name

Note If the traveler is a Mileage Plus[®] member, be sure to enter their Mileage Plus account number in the Travel Programs tab.

Discount program information includes:

- Name of discount program
- Account number
- Sponsor type (Rental Agency or Hotel Chain)
- Company name

Flight preferences include:

- Preferred Airlines (United Airlines plus two additional)
- Preferred Service Class (First, Business, Coach/Economy, or Any)
- Acceptable Fare Restrictions (Minimum Stay Required, Maximum Stay Required, Advance Purchase Required)

Flight service requests include:

- Preferred Seating (for example, Aisle)
- Preferred Meal (for example, Low Sodium)
- Special Services (for example, Wheelchair)

Rental car preferences include:

- Preferred Rental Companies (up to three)
- Preferred Car Types (up to three)
- Acceptable Rate Range
- In-Terminal Facilities
- Unlimited Mileage

Rental car service requests include:

- Infant Car Seat
- Toddler Car Seat
- Car Equipped for Physically Challenged Driver (Left-Hand Controls or Right-Hand Controls)
- Mobile Phone Requested
- Ski-Equipped Car (ski rack, snow tires, etc.)
- Associated Frequent Flyer Program

Hotel preferences include:

- Preferred Hotel Chains (up to three)
- Preferred Occupancy
- Preferred Amenities (up to eight)
- Preferred Rate Category (for example, Corporate)
- Acceptable Rate Range
- Most Important Preference (Hotel Chain, Room Rates, or Amenities)

Hotel service requests include:

- Guarantee Room For Late Arrival
- Additional Adults in Room
- Additional Children in Room
- Roll-Away Beds Required
- Cribs Required
- Associated Frequent Flyer Program



Using the Traveler Editor

The Traveler Editor dialog box lets you create, edit, and delete both traveler information and profile information. You must provide traveler information and create at least one profile for each traveler you want to include in a United Connection[®] itinerary.

[How to display the Traveler Editor dialog box](#)

<u>To</u>	<u>Do this</u>
Enter information for a new traveler	Choose the Add Traveler button
Change information for an existing traveler	Select a traveler and choose the Edit button
Delete a traveler	Select the traveler you want to remove and choose the Delete button
Create a new profile for a traveler	Select a traveler and choose the Add Profile button
Change profile information	Select the profile you want to change and choose the Edit button
Delete a profile	Select the profile you want to remove and choose the Delete button

See also

[Overview](#)

[Traveler Editor dialog box](#)

® Adding a traveler

You need to enter traveler information for each person you want to include in a United Connection® itinerary. Traveler information includes traveler type and home airport, credit card information, travel program information, and discount program information.

To enter information for a new traveler:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. Choose the Add Traveler button. The Personal tab of the Traveler Information dialog box appears.
3. To enter traveler information, select the appropriate tab. Information on the Personal tab is required and must be entered first® all other information is optional.

<u>Select this tab</u>	<u>To enter the following information</u>
Personal	Traveler name, phone number(s), traveler type, and home airport.
Payment	Credit card type, account number, expiration date, and billing address for each credit card that will be used to pay for itinerary costs. Note Remember to enter credit card information for at least one person. A credit card is required to reserve an itinerary, even if you are not purchasing your tickets online.
Travel Programs	Travel program name, account number, sponsor type, and sponsor name. If the traveler is a Mileage Plus® member, be sure to enter their Mileage Plus account number.
Discount Programs	Discount program name, account number, sponsor type, and sponsor name.

4. When you have finished entering traveler information, choose OK. The Traveler Editor dialog box appears.

You can continue to add or edit traveler information, or you can return to the Itinerary Window by choosing Close.

See also

[Overview](#)

[Traveler Information dialog box](#)

® **Entering personal information**

Follow these steps to enter personal information for a traveler. The traveler's name, phone number, and traveler type are required. All other information is optional.

®

[How to display the Personal tab](#)

To enter personal information:

1. Display the Personal tab of the Traveler Information dialog box.
2. Complete the Personal information as follows:

<u>In this field</u>	<u>You can</u>								
Title	Select a title (optional).								
First Name and Last Name	Enter the traveler's first name and last name.								
Business and Home Phone	Enter the traveler's business and/or home phone number. At least one telephone number is required. Be sure to include the area code in front of the phone number, for example: (555) 123-4567.								
Type	Select Child, Adult, or Senior Citizen using the following age categories: <table><thead><tr><th>Age Range</th><th>Type</th></tr></thead><tbody><tr><td>0-11 years</td><td>Child</td></tr><tr><td>12-64 years</td><td>Adult</td></tr><tr><td>65 or more years</td><td>Senior Citizen</td></tr></tbody></table> Note Children under 2 are automatically classified as infants.	Age Range	Type	0-11 years	Child	12-64 years	Adult	65 or more years	Senior Citizen
Age Range	Type								
0-11 years	Child								
12-64 years	Adult								
65 or more years	Senior Citizen								
Birthdate	If you choose Child or Senior, a date field appears. Enter the traveler's birthdate using the format MM/DD/YYYY. For example, 08/10/1922. You can also choose the ® icon and select the birthdate .								
Home Airport	Enter or select the home airport for this traveler. This is the airport that he or she will be departing from most frequently. If you don't know the airport name, you can click on the down arrow next to the Home Airport field to search by city, airport, or airport code. See Using the Airport Search option for more information.								

3. To continue, choose the Payment tab and [enter the traveler's payment credit card information](#).
4. When you have finished entering traveler information, choose OK to return to the Traveler Editor dialog box.

See also

[Personal tab](#)

[Entering traveler information](#)

[Adding a traveler](#)

To display the Personal tab:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. Do one of the following:
 - To enter personal information for a new traveler, choose the Add Traveler button.
 - To update personal information for an existing traveler, select that traveler from the list and choose the Edit button.

The Personal tab of the Traveler Information dialog box appears.

® **Entering payment credit card information**

Follow these steps to enter information for each credit card that the traveler might want to use to pay for airline tickets or reserve hotel rooms.

®

[How to display the Payment tab](#)

To enter payment credit card information:

1. Display the Payment tab of the Traveler Information dialog box.
2. Choose the Add button. The Credit Card Information dialog box appears.
3. Complete the Credit Card Information fields as follows:

<u>In this field</u>	<u>You can</u>
Card Name	Enter a descriptive name for the credit card. For example, Corporate American Express.
Type of Card	Select the type of credit card you want to use.
Account Number	Enter the credit card account number. Do not enter spaces or dashes between numbers. For your security, the number will not be displayed after credit card validation is complete.
Expiration Date	Enter the credit card expiration date using the format MM/YY or MM/DD/YY. For example, 12/99 or 12/31/99.
Series Number	If displayed, enter the four-digit credit card series number (also referred to as the CID, or Customer ID). This field only appears if you selected the American Express/Optima card.
Company	If the credit card billing statement is sent to the traveler's company, enter the company name <u>exactly</u> as it appears on the statement. Otherwise, leave this field blank. Note When completing this field, refer to the traveler's credit card billing statement.
Address, City, State, and Zip	Enter the traveler's billing address <u>exactly</u> as it is shown on the credit card billing statement. Note This is the address to which the credit card company sends your billing statements. Refer to the traveler's credit card billing statement.

4. When you are finished entering credit card information, choose OK to return to the Payment tab.
5. To enter another payment credit card, repeat steps 2-4.
6. To continue, choose the Travel Programs tab and [enter the traveler's travel program information](#).
7. When you have finished entering traveler information, choose OK to return to the Traveler Editor dialog box.

See also

[Credit Card Information dialog box](#)

[Payment tab](#)

[Entering traveler information](#)

To display the Payment tab:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. Select a traveler from the list and choose the Edit button. The Traveler Information dialog box appears.

Note To add a new traveler, choose the [Add Traveler](#) button.

3. Select the Payment tab.

® Entering travel program information

Follow these steps to enter information for each flight, rental car, and hotel travel program in which this traveler is a member.

Note You cannot apply for membership to new programs through United Connection®

® only enter travel programs in which the traveler is already a member.

®

[How to display the Travel Programs tab](#)

To enter travel program information:

1. Display the Travel Programs tab of the Traveler Information dialog box.
2. Choose the Add button. The Frequent Traveler Program Information dialog box appears.
3. Complete the Frequent Traveler Program Information fields as follows:

<u>In this field</u>	<u>You can</u>
Name	Type the name of the travel program that you want to include for this traveler. For example, Mileage Plus.
Account	Type the traveler's account number or membership number.
Type	Select the type of company that sponsors the travel program. Options are Airline, Hotel Chain, and Rental Agency.
Company	Select the sponsor company name. For example, United Airlines sponsors Mileage Plus®

4. When you have finished entering travel program information, choose OK to return to the Travel Programs tab.
5. To enter another travel program, repeat steps 2-4.
6. To continue, choose the Discount Programs tab and [enter the traveler's discount program information.](#)
7. When you have finished entering traveler information, choose OK to return to the Traveler Editor dialog box.

See also

[Frequent Traveler Program Information dialog box](#)

[Travel Programs tab](#)

[Entering traveler information](#)

To display the Travel Programs tab:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. Select a traveler from the list and choose the Edit button. The Traveler Information dialog box appears.

Note To add a new traveler, choose the [Add Traveler](#) button.

3. Select the Travel Programs tab.

® **Entering discount program information**

Follow these steps to enter information for each rental car and hotel discount program in which this traveler is a member.

Note You are limited to one discount program per sponsor.

®

[How to display the Discount Programs tab](#)

To enter discount program information:

1. Display the Discount Programs tab of the Traveler Information dialog box.
2. Choose the Add button. The Discount Program Information dialog box appears.
3. Complete the Discount Program Information fields as follows:

<u>In this field</u>	<u>You can</u>
Name	Type the name of the discount program that you want to include for this traveler. For example, "TownLine Bank Employee Discount."
Account	Type the traveler's account or membership number.
Type	Select the type of company that sponsors the discount program. Options are Hotel Chain and Rental Agency.
Company	Select the company that sponsors the discount program.

4. When you have finished entering discount program information, choose OK to return to the Discount Programs tab.
5. To enter another discount program, repeat steps 2-4.
6. When you have finished entering traveler information, choose OK to return to the Traveler Editor dialog box.

See also

[Discount Program Information dialog box](#)

[Discount Programs tab](#)

[Entering traveler information](#)

To display the Discount Programs tab:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. Select a traveler from the list and choose the Edit button. The Traveler Information dialog box appears.

Note To add a new traveler, choose the [Add Traveler](#) button.

3. Select the Discount Programs tab.

® **Changing a traveler's name, address, or phone number**

If a traveler's name, address, work or business phone numbers change, follow these steps to update that traveler's personal information.

To change a traveler's name, address, or phone number:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. Select the traveler whose personal information you want to change, then choose the Edit button. The Traveler Information dialog box for that traveler appears.
3. In the Personal tab, change the appropriate fields.
4. To return to the Traveler Editor dialog box, choose OK.
5. To return to the Itinerary Window, choose Close.

See also

[Personal tab](#)

[Changing traveler information](#)

® **Changing a traveler's home airport**

If a traveler wants to specify a different home airport (the airport that he or she departs from most frequently), follow these steps to update that traveler's personal information.

To change a traveler's home airport:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. Select the traveler whose home airport you want to change, then choose the Edit button. The Traveler Information dialog box for that traveler appears.
3. In the Personal tab, enter or select a new home airport.

If you don't know the airport name, you can click on the down arrow next to the Home Airport field to search by city, airport, or airport code. See [Using the Airport Search option](#) for more information.

4. To return to the Traveler Editor dialog box, choose OK.
5. To return to the Itinerary Window, choose Close.

See also

[Personal tab](#)

[Changing traveler information](#)

® **Changing the credit card expiration date**

When a traveler's credit card is reissued with a new expiration date, you must change the expiration date stored in the Traveler Editor before that credit card can be used to purchase airline tickets or reserve hotel rooms.

To change the expiration date for a payment credit card:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. Select the traveler whose credit card expiration date you want to change, then choose the Edit button. The Traveler Information dialog box for that traveler appears.
3. Select the Payment tab.
4. Select the credit card that you want to update and choose the Edit button. The Credit Card Information dialog box appears.
5. In the Expiration Date field, type the new expiration date for that credit card using the format MM/YY or MM/DD/YY. For example, 12/99 or 12/31/99.
6. Choose OK. The Payment tab appears.
7. To return to the Traveler Editor dialog box, choose OK.
8. To return to the Itinerary Window, choose Close.

See also

[Payment Credit Card Information dialog box](#)

[Changing traveler information](#)

® **Changing credit card information**

You can modify information associated with a payment credit card, such as the card name or billing address.

To modify payment credit card information:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. Select the traveler whose credit card information you want to modify, then choose the Edit button. The Traveler Information dialog box for that traveler appears.
3. Select the Payment tab.
4. Select the credit card that you want to modify and choose the Edit button. The Credit Card Information dialog box appears.
5. Change the appropriate fields. A description of each field is provided in the [Payment Credit Card Information dialog box](#).
6. When you are finished, choose OK. The Payment tab appears.
7. To return to the Traveler Editor dialog box, choose OK.
8. To return to the Itinerary Window, choose Close.

See also

[Payment tab](#)

[Changing traveler information](#)

® Deleting a payment credit card

You can remove a traveler's payment credit card from the list of credit cards available to that traveler.

To delete a traveler's payment credit card:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. Select the traveler whose credit card you want to delete, then choose the Edit button. The Traveler Information dialog box for that traveler appears.
3. Select the Payment tab.
4. Select the credit card that you want to delete, then choose the Delete button. The credit card is removed from the list.
5. To return to the Traveler Editor dialog box, choose OK.
6. To return to the Itinerary Window, choose Close.

See also

[Payment tab](#)

[Changing traveler information](#)

® **Changing travel program information**

Follow these steps to change travel program information.

To change travel program information:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. Select the traveler whose travel program information you want to change, then choose the Edit button. The Traveler Information dialog box for that traveler appears.
3. Select the Travel Programs tab.
4. Select the travel program that contains the information you want to change and choose the Edit button. The Frequent Traveler Program Information dialog box appears.
5. Change the travel program information as necessary. A description of each field is provided in the [Frequent Traveler Program Information dialog box](#).
6. When you are finished, choose OK. The Travel Programs tab appears.
7. To return to the Traveler Editor dialog box, choose OK.
8. To return to the Itinerary Window, choose Close.

See also

[Travel Programs tab](#)

[Changing traveler information](#)

® **Deleting a travel program**

If a traveler no longer participates in a travel program, delete that program from the traveler information.

To delete a travel program:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. Select the traveler whose travel program you want to delete, then choose the Edit button. The Traveler Information dialog box for that traveler appears.
3. Select the Travel Programs tab.
4. Select the travel program that you want to delete, then choose the Delete button. Choose Yes to confirm your action. The travel program is removed from the list.
5. To return to the Traveler Editor dialog box, choose OK.
6. To return to the Itinerary Window, choose Close.

See also

[Travel Programs tab](#)

[Changing traveler information](#)

® **Changing discount program information**

Follow these steps to change discount program information.

To change discount program information:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. Select the traveler whose discount program information you want to change, then choose the Edit button. The Traveler Information dialog box for that traveler appears.
3. Select the Discount Programs tab.
4. Select the discount program that contains the information you want to change and choose the Edit button. The Discount Program Information dialog box appears.
5. Change the discount program information as necessary. A description of each field is provided in the [Discount Program Information dialog box](#).
6. When you are finished, choose OK. The Discount Programs tab appears.
7. To return to the Traveler Editor dialog box, choose OK.
8. To return to the Itinerary Window, choose Close.

See also

[Discount Programs tab](#)

[Changing traveler information](#)

® **Deleting a discount program**

If a traveler no longer participates in a discount program, delete that program from the traveler information.

To delete a discount program:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. Select the traveler whose discount program you want to delete, then choose the Edit button. The Traveler Information dialog box for that traveler appears.
3. Select the Discount Programs tab.
4. Select the discount program that you want to delete, then choose the Delete button. Choose Yes to confirm your action. The discount program is removed from the list.
5. To return to the Traveler Editor dialog box, choose OK.
6. To return to the Itinerary Window, choose Close.

See also

[Discount Programs tab](#)

[Changing traveler information](#)

® **Deleting a traveler**

You might want to delete a traveler from the Traveler Editor if you will no longer be including that traveler in your itineraries.

Important When you delete a traveler, all profiles associated with that traveler are also deleted.

To delete a traveler and all associated profiles:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. Select the name of the traveler that you want to delete, then choose the Delete button. When prompted, verify that you want to delete the traveler. The traveler's name and all associated profiles are removed from the list.
3. To return to the Itinerary Window, choose Close.

See also

[Traveler Editor dialog box](#)

[Deleting a traveler's profile](#)

® **Deleting a traveler's profile**

If you have created a profile that you do not intend to use again, you can delete it from the Traveler Editor. For example, you might have created a "Sales Meeting" profile for your monthly sales meeting in Chicago. However, you have now delegated the responsibility of attending this meeting to someone else. Since the Sales Meeting profile no longer meets your travel needs, you can delete it from the Traveler Editor.

Note Each traveler must have at least one profile. If a traveler has only one profile, you cannot delete it.

To delete a traveler's profile:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. Select the profile that you want to delete.
3. Choose the Delete button. When prompted, verify that you want to delete the selected profile. The profile is removed from the list.
4. To return to the Itinerary Window, choose Close.

See also

[Traveler Editor dialog box](#)

[Deleting a traveler](#)

Traveler Editor dialog box

You use the Traveler Editor dialog box to maintain two types of information: traveler information and traveler profiles. You must create a traveler information entry and at least one profile for each traveler that you want to include in a United Connection[®] itinerary.

[How to display the Traveler Editor dialog box](#)

Dialog Box Options

Travelers and Profiles

Displays a list of travelers and their associated profiles.

Edit button

This button performs two functions, depending on the item selected:

- If you select a traveler and choose the Edit button, the [Traveler Information dialog box](#) appears. From this dialog box, you can enter or edit traveler information for the selected traveler.
- If you select a profile and choose the Edit button, the [Trip Profiles dialog box](#) appears. From dialog box, you can enter or edit flight, car, and hotel preferences and service requests for the selected profile.

Close button

Choose this button to return to the Itinerary Window.

Delete button

This button performs two functions, depending on the item selected:

- If you select a traveler and choose the Delete button, the selected traveler and all profiles associated with that traveler are deleted.
- If you select a profile and choose the Delete button, the selected profile is deleted. The traveler information for this traveler is unchanged.

Add Traveler button

Choose this button when you want to create a traveler information entry for a new traveler. The [Traveler Information dialog box](#) appears.

Add Profile button

Choose this button when you want to create a new profile for an existing traveler. The [Trip Profiles dialog box](#) appears.

See also

[Using the Traveler Editor](#)

[Adding a traveler](#)

[Adding a profile](#)

To display the Traveler Editor dialog box:

- From the Tools menu, choose Traveler Editor.

® **Traveler Information dialog box**

You access the Traveler Information dialog box to enter or edit traveler information, including traveler type and home airport, credit card information, travel program information, and discount program information.

®

[How to display the Traveler Information dialog box](#)

®

Dialog Box Options

Tabs

The Traveler Information dialog box consists of four tabs:

<u>Select this tab</u>	<u>To enter the following information</u>
Personal	Traveler name, phone number(s), traveler type, and home airport.
Payment	Credit card type, account number, expiration date, and billing address for each credit card that will be used to pay for itinerary costs.
Travel Programs	Travel program name, account number, sponsor type, and sponsor company.
Discount Programs	Discount program name, account number, sponsor type, and sponsor company.

See also

[Adding a traveler](#)

[Entering traveler information](#)

[Changing traveler information](#)

To display the Traveler Information dialog box:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. To display the Traveler Information dialog box, do one of the following:
 - To enter traveler information for a new traveler, choose the Add Traveler button.
 - To enter traveler information for an existing traveler, select that traveler from the list and choose the Edit button.

® Personal tab (Traveler Information dialog box)

The Personal tab contains the traveler's identification information and home airport. You must enter this information for each traveler.

®

[How to display the Personal tab](#)

®

Tab Options

Title

Select a title from the list provided (optional).

First Name and Last Name

Enter the traveler's first name and last name in the fields provided.

Business Phone and Home Phone

Enter the traveler's business phone number and/or home phone number in the fields provided. Each phone number must include the area code, for example: (555) 123-4567.

Note Each traveler must provide at least one phone number (Business or Home).

Type

Specify whether the traveler is a child, adult, or senior using the following age ranges:

<u>Age Range</u>	<u>Type</u>
0-11 years	Child
12-64 years	Adult
65 or more years	Senior Citizen

Note Children under 2 are automatically classified as infants.

Birthdate

If you choose Child or Senior Citizen, a Birthdate field appears. Enter the traveler's birthdate using the format MM/DD/YYYY. For example, 08/10/1922.

You can also choose the  icon and [select the birthdate](#).

Home Airport

Select the airport from which this traveler usually departs.

If you don't know the airport name, you can click on the down arrow next to the Home Airport field to search by city, airport, or airport code. See [Using the Airport Search option](#) for more information.

See also

[Entering personal information](#)

[Changing traveler information](#)

[Traveler Information dialog box](#)

® Payment tab **(Traveler Information dialog box)**

The Payment tab contains a list of credit cards that the traveler can use to pay for airline tickets and reserve hotel rooms.

®

[How to display the Payment tab](#)

®

Tab Options

Credit Cards and Billing Addresses

Displays the name and billing address of each credit card entered for this traveler.

Add button

Choose this button to add a credit card to the list. The [Credit Card Information dialog box](#) appears.

Edit button

Choose this button to edit information for the selected credit card.

Delete button

Choose this button to remove the selected credit card from the list.

See also

[Entering payment credit card information](#)

[Changing traveler information](#)

[Traveler Information dialog box](#)

® Credit Card Information dialog box

You use the Credit Card Information dialog box to enter or edit credit card information. This includes the card name, account number, expiration date, and billing address.

®

[How to display the Credit Card Information dialog box](#)

®

Dialog Box Options

Card Name

Enter a unique name for the credit card. For example, Corporate American Express. The name you enter in this field, rather than the credit card account number, is displayed when United Connection[®] prompts you to select a credit card.

Type of Card

Select the card type.

Note To pay for itinerary costs using the United Airlines Travel Card, your itinerary must include at least one United flight.

Account

Enter the credit card account number. Do not enter any spaces or dashes between the numbers. To prevent unauthorized access, United Connection will not display the account number after credit card validation is complete.

Expiration Date

Enter the credit card expiration date. Use the format MM/YY or MM/DD/YY. For example, 12/99 or 12/31/99. Note that you must update the expiration date when a new credit card is issued.

Series Number

If you selected American Express/Optima, the Series Number field appears. Enter the 4-digit credit card series number (also referred to as the CID, or Customer ID).

Address on Billing Statement

Note The billing address is the address to which the credit card company mails the traveler's billing statements. Please refer to a billing statement from the credit card company when completing the following fields.

Company

If the traveler is using a company credit card, enter the company name exactly as shown on the credit card billing statement. If the billing statement is sent to the traveler's home address, leave this field blank.

Address

Enter the street address shown in the billing address on the credit card statement.

City

Enter the city shown in the billing address.

State

Enter or select the state shown in the billing address.

Zip

Enter the 5- or 9-digit zip code shown in the billing address.

See also

[Entering payment credit card information](#)

[Changing traveler information](#)

[Payment tab](#)

To display the Credit Card Information dialog box:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. Select a traveler and choose the Edit button. The Traveler Information dialog box appears.
3. Select the Payment tab, then do one of the following:
 - To add a credit card, choose the Add button. The Credit Card Information dialog box appears.
 - To change the information for a listed credit card, select the credit card and choose the Edit button. The Credit Card Information dialog box appears.

® Travel Programs tab (Traveler Information dialog box)

The Travel Programs tab contains a list of travel programs in which the traveler is a member (for example, frequent flyer programs). This information is optional. If provided, it will be forwarded to the appropriate sponsor (airline, rental car company, or hotel chain) when the traveler's itinerary includes a reservation with that sponsor.

®

[How to display the Travel Programs tab](#)

®

Tab Options

Frequent Traveler Programs

Displays the name and account number of each traveler program entered for this traveler.

Add button

Choose this button to add a travel program to the list. The [Frequent Traveler Program Information dialog box](#) appears.

Edit button

Choose this button to edit information for the selected travel program.

Delete button

Choose this button to remove the selected travel program from the list.

See also

[Entering travel program information](#)

[Changing traveler information](#)

[Traveler Information dialog box](#)

® **Frequent Traveler Program Information dialog box**

You use the Frequent Traveler Program Information dialog box to enter travel program membership information.

Note You cannot apply for membership to new programs through United Connection®
® only enter travel programs in which the traveler is already a member.

® [How to display the Frequent Traveler Program Information dialog box](#)
®

Dialog Box Options

Name

Enter the name of the travel program. For example, Mileage Plus.

Account

Enter the traveler's account or membership number for this program.

Type

Select the type of company that sponsors the travel program. Options are Airline, Hotel Chain, and Rental Agency.

Company

Select the company that sponsors the travel program. For example, United Airlines is the sponsor for Mileage Plus®.

Example

To enter travel program information for a spouse (named Glenn) that you are identifying as a traveler, you would complete these fields as follows:

<u>Field</u>	<u>Sample Contents</u>
Name	Glenn's Mileage Plus
Account	<i>account number</i>
Type	Airline
Company	United Airlines

See also

[Entering travel program information](#)

[Changing traveler information](#)

[Travel Programs tab](#)

To display the Frequent Traveler Program Information dialog box:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. Select a traveler and choose the Edit button. The Traveler Information dialog box appears.
3. Select the Travel Programs tab, then do one of the following:
 - To add a travel program, choose the Add button. The Frequent Traveler Program Information dialog box appears.
 - To change the information for a listed travel program, select the travel program and choose the Edit button. The Frequent Traveler Program Information dialog box appears.

® Discount Programs tab (Traveler Information dialog box)

The Discount Programs tab contains a list of discount programs in which the traveler is a member. This information is optional. If provided, it will be forwarded to the appropriate sponsor (rental car company or hotel chain) when the traveler's itinerary includes a reservation with that sponsor.

®

[How to display the Discount Programs tab](#)

®

Tab Options

Hotel and Rental Car Discount Programs

Displays the name and account number of each discount program entered for this traveler.

Add button

Choose this button to add a discount program to the list. The [Discount Program Information dialog box](#) appears.

Edit button

Choose this button to edit information for the selected discount program.

Delete button

Choose this button to remove the selected discount program from the list.

See also

[Entering discount program information](#)

[Changing traveler information](#)

[Traveler Information dialog box](#)

® Discount Program Information dialog box

You use the Discount Program Information dialog box to enter discount program membership information.

Note You cannot apply for membership to new programs through United Connection[®]

[®] only enter discount programs in which the traveler is already a member.

[®]

[How to display the Discount Program Information dialog box](#)

[®]

Dialog Box Options

Name

Enter the name of the discount program.

Account

Enter the traveler's account or membership number for this program.

Type

Select the type of company that sponsors the discount program. Options are Hotel Chain and Rental Agency.

Company

Select the company that sponsors the discount program.

Example

To enter information for a Hertz rental car discount program provided by Discover Card, you would complete these fields as follows:

Field	Sample Contents
Name	Discover Card discount
Account	<i>discount program number</i>
Type	Rental Agency
Company	Hertz Rent-a-Car Systems

See also

[Entering discount program information](#)

[Changing traveler information](#)

[Discount Programs tab](#)

To display the Discount Program Information dialog box:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. Select a traveler and choose the Edit button. The Traveler Information dialog box appears.
3. Select the Discount Programs tab, then do one of the following:
 - To add a discount program, choose the Add button. The Discount Program Information dialog box appears.
 - To change the information for a listed discount program, select the program and choose the Edit button. The Discount Program Information dialog box appears.

® **What is a profile?**

A profile consists of a traveler's preferences and service requests for flights, cars, and hotels. These include:

- **Airlines**
 - [Flight preferences](#)
 - [Flight service requests](#)
- **Rental Cars**
 - [Rental car preferences](#)
 - [Rental car service requests](#)
- **Hotels**
 - [Hotel preferences](#)
 - [Hotel service requests](#)

You supply this information by creating a profile in the Traveler Editor. See [Adding a profile](#) for more information.

Note You must create at least one profile for each traveler. If you do not create a profile after adding a new traveler, United Connection[®] automatically creates a default profile for that traveler. You can edit a default profile as you would any other.

Creating multiple profiles

You can create as many profiles for each traveler as you wish. For example, a traveler living in Minneapolis might want to create three profiles: one for routine business trips, one for monthly sales meetings in Chicago, and one for vacation and weekend leisure travel.

How are profiles used?

You add a traveler to an itinerary by selecting one of that traveler's profiles. If you also specify that traveler as the primary traveler, United Connection can use his or her preferences and service requests to customize the itinerary.

During planning, United Connection allows you to change the primary traveler's preferences on the fly. You can save these changes in the primary traveler's profile, or use them for the current trip only. Flight requests can be modified for each traveler in your itinerary.

Customizing your profiles

As you specify preferences and services, consider the purpose of the profile you are creating. Then, tailor your choices to suit the trip type. For example:

- For trips where dates are flexible: Select all fare restrictions and choose Coach/Economy as your service class to get a better fare.
- For trips that could require travel on short notice: Create a profile with few fare restrictions and choose Any as your service class.
- For business trips: Choose your company's preferred rental car company, and hotels with meeting facilities.
- For leisure travel with the family: Request car seats for the kids, and hotels that provide a pool and baby-sitting services.

See also

[Overview](#)

[Trip Profiles dialog box](#)

® Adding a profile

You need to create at least one profile for each traveler. Profiles contain a traveler's preferences and service requests for flights, rental cars, and hotels. You can create multiple profiles for each traveler, choosing different preferences and services for different trip types.

Note The Trip Profiles dialog box appears automatically after you create a new traveler. If you do not create a profile, United Connection® creates a default profile automatically.

To create a profile:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. Select the traveler for whom you want to create a profile and choose the Add Profile button. The Trip Profiles dialog box appears.
3. In the Profile Name field, type a unique name for this profile. For example, Business Meetings or Weekend Trips.
4. To enter preferences and service requests, select the appropriate tab. All information is optional.

<u>Select this tab</u>	<u>To enter the following information</u>
Flight	Preferred airlines, service class, acceptable fare restrictions
Flight Requests	Preferred seating, special meal, special services (i.e., a wheelchair at the airport)
Car	Preferred rental companies, car types, acceptable rate range, in-terminal facilities, unlimited mileage
Car Requests	Infant/toddler car seats, car phone, ski-equipped car, handicap controls
Hotel	Preferred hotel chains, occupancy, amenities, rate category, acceptable rate range
Hotel Requests	Late arrival guarantee, additional guests in hotel room, extra beds or cribs

5. When you have finished entering trip profile information, choose OK. The Traveler Editor dialog box appears.

You can continue to add or edit traveler information, or you can return to the Itinerary Window by choosing Close.

See also

[Overview](#)

[What is a profile?](#)

[Trip Profiles dialog box](#)

® **Specifying flight preferences**

Flight preferences include preferred airlines, preferred service class, and acceptable fare restrictions. At your option, United Connection® can use the primary traveler's flight preferences to narrow the search for acceptable flights. You specify flight preferences in the Flight tab of the Trip Profiles dialog box.

Important When adding a flight to an itinerary, you must indicate that you want to use flight preferences by choosing the Use Preferences option in the Select Flight dialog box.
®

[How to display the Flight tab](#)

To specify flight preferences:

1. Display the Flight tab of the Trip Profiles dialog box.
2. Enter the traveler's flight preferences as follows:

<u>In this field</u>	<u>You can</u>
Preferred Airlines	Select the traveler's preferred airlines. To remove a preferred airline without replacing it, choose the "None" option. Note United Airlines is preset as one of the preferred airlines. This selection cannot be changed. You can select two additional preferred airlines.
Preferred Service Class	Select a class. Options include First, Business, Coach/Economy, and Any. The default is Any.
Acceptable Fare Restrictions	Select the fare restrictions the traveler is willing to accept when pricing a flight. These include: <ul style="list-style-type: none">• Minimum Stay Required• Maximum Stay Required• Advance Purchase Required By default, all fare restrictions are selected.

3. To continue entering profile information, select the Flight Requests tab and [enter the traveler's flight service requests](#).
4. When you have finished entering profile information, choose OK to return to the Traveler Editor dialog box.

See also

[Flight tab](#)

[Entering profile information](#)

[Adding a profile](#)

Minimum Stay Required

Include fares that require you to stay at least a certain number of days. For example, over a weekend.

Maximum Stay Required

Include fares that require you to return within a specific time frame. For example, within 30 days.

Advance Purchase Required

Include fares that require you to purchase tickets within a specific time frame. For example, 21 days before departure.

To display the Flight tab:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. To display the Trip Profiles dialog box, do one of the following:
 - To create a new profile for a traveler, select that traveler and choose the Add Profile button.
 - To edit information in an existing profile, select that profile and choose the Edit button.

The Flight tab of the Trip Profiles dialog box appears.

® Specifying flight service requests

Flight services include preferred seating, preferred meal, and special services. All travelers' service requests are forwarded to the appropriate airlines when you reserve an itinerary. You specify flight service requests in the Flight Requests tab of the Trip Profiles dialog box.

Important United Connection[®] cannot guarantee flight service requests[®] please call the airline directly to confirm your requests.

[How to display the Flight Requests tab](#)

To request flight services:

1. Display the Flight Requests tab of the Trip Profiles dialog box.
2. Enter the traveler's flight service requests as follows:

<u>In this field</u>	<u>You can</u>
Preferred Seating	Select the traveler's seating preference. Seating options include: <ul style="list-style-type: none">• None• Aisle seat• Any seat• Window seat The default option is Aisle seat.
Preferred Meal	Select the traveler's special meal preference. The default option is No Special Request. Certain restrictions apply to special meal requests. Special meals must be requested at least 24 hours prior to departure. Note See Requesting special meals for information about available meals, dietary guidelines, and restrictions on special meals.
Special	Select any special services the traveler requires. For example, you can request a wheelchair for use at the airport. Note Wheelchair users <u>must</u> be able to ascend and descend stairs. If further assistance is required, please contact the airline directly.

3. To continue entering profile information, select the Car tab and [enter the traveler's rental car preferences](#).
4. When you have finished entering profile information, choose OK to return to the Traveler Editor dialog box.

See also

[Flight Requests tab](#)

[Entering profile information](#)

To display the Flight Requests tab:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. To edit information in an existing profile, select that profile and choose the Edit button. The Trip Profiles dialog box appears.

Note To create a new profile for a traveler, select that traveler and choose the [Add Profile](#) button.

3. Select the Flight Requests tab.



Requesting special meals

United Airlines and other carriers provide special meals to meet the dietary needs of their customers. A variety of special meals are available, including:

[Medical/dietary meals](#)

[Vegetarian meals](#)

[Religious meals](#)

[Children's meals](#)

[Lighter choice and other special meals](#)

Medical guidelines for special meals served by United Airlines are based on the latest information from the American Dietetic Association, the American Heart Association, the American Diabetes Association, and the American Cancer Society. In addition, most of the special meals offered by United meet the Heart Smart™ guidelines

® see [Heart Smart](#)
™ [meals](#) for more information about this program.

Note It is recommended that individuals with sensitive allergies or severe medical conditions consult a nutritionist/dietitian for assistance with special meal selections.

Special meal restrictions

Certain restrictions apply to special meal requests:

- All special meals must be requested at least 24 hours prior to departure.
- No special meals are offered on United or United Express flights under 90 minutes (1½ hours). Special meals may be requested from other airlines on flights of less than 90 minutes, but may not be available. Please contact the airline directly for more information.
- Special meals are not available on flights for which the meal service is designated as "No service" (as displayed in the Flight Details dialog box).
- McDonald's Friendly Skies children's meals are available on departures from certain U.S. cities only ® see [Children's meals](#) for a complete listing.
- The following special meals are offered as the primary meal service on each flight segment: Seafood, Chicken, Chef Salad, Fruit Plate, Obento, and McDonald's Friendly Skies meals. The regular provisioned menu selection will be boarded for any additional meals.
- Seafood, Chicken, and Chef Salad meals are not available on breakfast flights.
- Obento meals are only offered in First Class and Connoisseur (Business) Class on certain Pacific routes ® see [Lighter choice and other special meals](#) for a complete listing.

Confirmation of special meal requests

Special meal requests on United and United Express flights are confirmed (or denied) immediately when you reserve your itinerary. To confirm a special meal request on another airline, please contact the airline directly.

See also

[Specifying flight service requests](#)



Heart Smart ™ meals



United Airlines has joined efforts with Heart Smart Restaurants International[®] to provide nutritional analysis for all special meals served by United. The Heart Smart[™] seal appears next to all special meals that meet the Heart Smart[™] guidelines listed below:

- ♥ 30% or less calories from total fat
- ♥ 10% or less calories from saturated fat
- ♥ 150 mg. or less cholesterol
- ♥ 1100 mg. or less sodium

All medical/dietary, vegetarian, religious (except Kosher), and lighter choice special meals (Seafood, Chef Salad, Fruit Plate, and Chicken meals) served by United Airlines meet the Heart Smart[®] guidelines. The following meals do not meet these guidelines: Children's meal, Toddler meal, Baby meal, Obento meal, and Kosher meal.

For a listing of Heart Smart[®] approved restaurants in your area, call 1-800-SMART-19.

Note The Heart Smart[™] designation applies only to special meals served by United Airlines and United Express. To obtain nutritional information about special meals served by other airlines, please contact the airlines directly.

See also

[Specifying flight service requests](#)

[Medical/Dietary meals](#)

® **Medical/Dietary meals**

The following medical/dietary meals are available from United Airlines:

Meal type	Description
Diabetic	Meals are low in fat and relatively high in complex carbohydrates, with a controlled distribution of fat, protein, and carbohydrates.
Gluten-free	Meals are free from all products containing wheat, barley, rye, and oats. This includes breads, cakes, pasta, sauces, soups, and pastries.
Low sodium	Meals eliminate foods with high sodium content (including cheese and cured meats) and do not contain added salt or MSG. Meals are not salt-free.
Low cholesterol/ Low fat	Meals include lean meat and fish, low-fat dairy products, complex carbohydrates, and fresh fruits and vegetables. Saturated fats are restricted.
Low calorie	Meals provide reduced fat and protein portions using lean meat and fish, low-fat dairy products, complex carbohydrates, and fresh fruits and vegetables.
Low protein	Meals exclude complete protein foods such as meat, fish, eggs, and dairy products while increasing fats and carbohydrates to ensure adequate calorie intake.
High fiber	Meals emphasize the use of unrefined cereals and grains, raw fruits and vegetables, nuts, and legumes. Products made from white flour are restricted.
Bland	Meals provide a moderation of fiber, texture, and seasoning. Foods that are fried or highly seasoned, as well as strong tea, coffee, alcohol are excluded.
Low purine	Meals are free from foods which are rich in purine and fat, including liver, herring and fish with scales, shrimp, crab, anchovies, gravy mixes, and bouillon.
Non-lactose	Meals are free from milk and dairy products, including butter, cheese, cream, and yogurt. Milk products (casein, whey, etc.) are also restricted.

Note Because individual medical/dietary needs can vary greatly, United Airlines cannot guarantee that any meal will meet 100% of your requirements. Nutritional analysis is provided with each meal so that you can regulate your individual nutritional requirements.

See also

[Specifying flight service requests](#)

[Heart Smart meals](#)

® **Vegetarian meals**

The following vegetarian meals are available from United Airlines:

Meal type	Description
Lacto-ovo	Meals follow strict vegan requirements (no meat, poultry, fish, shellfish, eggs, dairy products, or other animal products) but may be supplemented with milk and other dairy products as available.
Vegan	Meals follow strict vegan requirements and exclude meat, poultry, fish, shellfish, eggs, dairy products, gelatin, honey, whey, and other animal products.
Asian vegetarian	Meals follow strict vegan requirements (no meat, poultry, fish, shellfish, eggs, dairy products, or other animal products) but are more spicy than the Lacto-Ovo or Vegan vegetarian meals.

See also

[Specifying flight service requests](#)

® **Religious meals**

The following religious meals are available from United Airlines:

Meal type	Description
Kosher	Meals are purchased from a certified Kosher vendor and are prepared under rabbinical supervision, wrapped, and sealed. Special Passover meals are served during Passover.
Moslem	Meals exclude pork, ham, and other pork products, animal fats, and alcohol. Main meals include poultry entrees. If locally available, poultry may be slaughtered according to the specified Halal methods.
Hindu	Meals follow strict vegan requirements (no meat, poultry, fish, shellfish, eggs, dairy products, or other animal products), but do not contain root vegetables and are spicy in content.

See also

[Specifying flight service requests](#)

® Children's meals

The following children's meals are available from United Airlines:

<u>Meal type</u>	<u>Description</u>
McDonald's Friendly Skies	<p>The McDonald's Friendly Skies meal is available for seat-occupying children age 18 months or older. Lunch/dinner services include a cheeseburger, applesauce, raisins, 2% milk, McDonald's cookies, and a puzzle box with a toy. This meal is available as the <u>primary</u> meal on multiple meal service flights. A regular meal will be provided for additional services.</p> <p>Note This meal is <i>only</i> available on departures from certain U.S. cities[®] see McDonald's meal availability for a complete list of these cities.</p>
Children's	<p>Children's meals are available for seat-occupying children age 18 months or older, and are served on flights departing from cities that do not provide McDonald's meals (see above). Meals include soft, easy-to-chew foods and are not highly seasoned. 2% milk and juices are available onboard.</p>
Toddler	<p>Toddler meals are available for children between the ages of one and two who are sharing a seat with an adult traveler (and are therefore not eligible for full tray meal service). Meals can include Cheerios, cheese sticks, graham crackers, 2% milk, and juice.</p>
Baby	<p>Baby meals are available for children up to two years of age who are sharing a seat with an adult traveler (and are therefore not eligible for full tray meal service). Meals include commercially prepared baby foods (strained fruits, vegetables, and meats). 2% milk and juices are available onboard.</p>

See also

[Specifying flight service requests](#)

® **Lighter choice and other special meals**

The following lighter choice and other meals are available from United Airlines:

Meal type	Description
Seafood	Cold seafood meals are available on dinner, lunch, or snack services. This meal is not available for breakfast.
Chef salad	Chef salads include fresh vegetables, meats, and cheeses and are available on dinner, lunch, and snack services. This meal is not available for breakfast.
Fruit plate	Chilled fresh fruit plates are available on all meal services.
Chicken	Chicken meals are available on dinner, lunch, and snack services. This meal is not available for breakfast.
Obento (Japanese)	Obento meals are available on lunch or dinner services in First Class and Connoisseur Class on the following routes: U.S.A. ® Japan ® U.S.A., Narita ® Hong Kong ® Narita, and Narita ® Singapore. These meals feature Japanese specialty food items presented in a lacquered box.

Note These meals are available as the primary meal on multiple meal service flights. A regular meal will be provided for additional services.

See also

[Specifying flight service requests](#)

McDonald's meal availability

McDonald's Friendly Skies Children's meal is available on United Airlines flights departing from the following cities/airports only:

Baltimore, MD	Newark, NJ
Boston, MA	O'Hare Airport, Chicago, IL
Dallas/Ft. Worth, TX	Oakland, CA
Denver, CO	Orlando, FL
Detroit, MI	Philadelphia, PA
Dulles, DC-VA	Phoenix, AZ
Hartford, CT	Portland, OR
J. F. Kennedy Airport, NY	San Diego, CA
La Guardia Airport, NY	San Francisco, CA
Los Angeles, CA	Seattle-Tacoma, WA
Miami, FL	Washington, DC
New Orleans, LA	

® Specifying rental car preferences

Rental car preferences include preferred rental companies, preferred car types, acceptable rental rate range, in-terminal facilities, and unlimited mileage. At your option, United Connection® can use the primary traveler's rental car preferences to narrow the search for acceptable cars. You specify rental car preferences in the Car tab of the Trip Profiles dialog box.

Important When adding a rental car to an itinerary, you must indicate that you want to use rental car preferences by choosing the Use Preferences option in the Select Rental Car dialog box.

®

[How to display the Car tab](#)

To specify rental car preferences:

1. Display the Car tab of the Trip Profiles dialog box.
2. Enter the traveler's rental car preferences as follows:

<u>In this field</u>	<u>You can</u>
Preferred Rental Companies	Select the three rental companies the traveler most prefers. The default is None.
Preferred Car Types	Select the three car types the traveler most prefers. The default is None.
Search Within Price Range	Select this option if the traveler wants United Connection to display only rental companies that offer rates within a specified price range. Then, do the following: <ol style="list-style-type: none">a. In the Highest Rate field, enter the highest daily rate the traveler wants to pay for a car.b. In the Lowest Rate field, enter the lowest daily

rate the traveler wants to pay for a car.

Note To have United Connection ignore the rate range search option, de-select the Search Within Price Range option.

In Terminal
Facilities

Select this option if the traveler prefers to rent cars from companies that have service desks located in the airport terminal, rather than at a remote airport location (that may require shuttle service).

Unlimited Mileage

Select this option if the traveler prefers to rent from car companies that offer an unlimited mileage plan.

3. To continue entering profile information, select the Car Requests tab and [enter the traveler's rental car service requests.](#)
4. When you have finished entering profile information, choose OK to return to the Traveler Editor dialog box.

See also

[Car tab](#)

[Entering profile information](#)

To display the Car tab:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. To edit information in an existing profile, select that profile and choose the Edit button. The Trip Profiles dialog box appears.

Note To create a new profile for a traveler, select that traveler and choose the [Add Profile](#) button.

3. Select the Car tab.

® Specifying rental car service requests

Rental car services include infant and toddler car seats, controls for physically challenged drivers, ski-equipped car, mobile phone, and associated frequent flyer program. Rental car service requests are forwarded for the primary traveler only. You specify rental car service requests in the Car Requests tab of the Trip Profiles dialog box.

Important United Connection® cannot guarantee rental car service requests
® please call the rental car company directly to confirm your requests.

[How to display the Car Requests tab](#)

To request car services:

1. Display the Car Requests tab of the Trip Profiles dialog box.
2. Enter the traveler's rental car service requests as follows:

<u>In this field</u>	<u>You can</u>
Infant Car Seat	Select an infant car seat.
Toddler Car Seat	Select a toddler car seat.
Car Equipped for Physically Challenged Driver	Select a rental car equipped for a physically challenged driver. You then select either: <ul style="list-style-type: none">• Left Hand Controls• Right Hand Controls
Mobile Phone	Select a car equipped with a mobile phone.
Ski-Equipped Car	Select a car with a ski rack, snow tires, etc.
Associated Frequent Flyer Program	Select the frequent flyer program that the traveler wants to associate with rental cars. Frequent Flyer Program Notes

3. To continue entering profile information, select the Hotel tab and [enter the traveler's hotel preferences.](#)
4. When you have finished entering profile information, choose OK to return to the Traveler Editor dialog box.

See also

[Car Requests tab](#)

[Entering profile information](#)

To display the Car Requests tab:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. To edit information in an existing profile, select that profile and choose the Edit button. The Trip Profiles dialog box appears.

Note To create a new profile for a traveler, select that traveler and choose the [Add Profile](#) button.

3. Select the Car Requests tab.

® Specifying hotel preferences

Hotel preferences include preferred hotel chains, occupancy, amenities, rate category, acceptable rate range, and most important preference. At your option, United Connection® can use the primary traveler's hotel preferences to narrow the search for acceptable hotel accommodations. You specify hotel preferences in the Hotel tab of the Trip Profiles dialog box.

Important When adding a hotel to an itinerary, you must indicate that you want to use hotel preferences by choosing the Use Preferences option in the Select Hotel dialog box.

®

[How to display the Hotel tab](#)

To specify hotel preferences:

1. Display the Hotel tab of the Trip Profiles dialog box.
2. Enter the traveler's hotel preferences as follows:

<u>In this field</u>	<u>You can</u>
Preferred Hotel Chains	Select the three hotel chains the traveler most prefers. The default is None.
Preferred Occupancy	Select Single or Double occupancy.
Preferred Amenities	Select up to eight amenities (health club, meeting rooms, baby-sitting, pool, etc.).
Preferred Rate Category	Select one of the following options: Standard, Corporate, Senior Citizen, Club Level, or Weekend. The default is Standard.
Search Within Price Range	Select this option if the traveler wants United Connection to display only hotels that offer rates within a specified price range. Then, do the following: <ol style="list-style-type: none">a. In the Highest Rate field, enter the highest rate (per night) the traveler wants to pay for a hotel room.b. In the Lowest Rate field, enter the lowest rate (per night) the traveler wants to pay for a hotel room. <p>Note To ignore the rate range search option, de-select the Search Within Price Range option.</p>
Which Is Most Important To You	Select the preference that is most important to the traveler when searching for a hotel. Options are Hotel Chain, Room Rates, or Amenities. The default is Hotel Chain. United Connection will try to find hotels that meet <u>all</u> of the specified preferences. However, a higher priority is placed on finding hotels that meet the Most Important preference.

3. To continue entering profile information, select the Hotel Requests tab and [enter the traveler's hotel service requests](#).
4. When you have finished entering profile information, choose OK to return to the Traveler Editor dialog box.

See also

[Hotel tab](#)

Entering profile information

To display the Hotel tab:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. To edit information in an existing profile, select that profile and choose the Edit button. The Trip Profiles dialog box appears.

Note To create a new profile for a traveler, select that traveler and choose the [Add Profile](#) button.

3. Select the Hotel tab.

® Specifying hotel service requests

Hotel services include guarantee for late arrival, additional guests in room, additional beds and/or cribs in room, and associated frequent flyer program. Hotel service requests are forwarded for the primary traveler only. You specify hotel service requests in the Hotel Requests tab of the Trip Profiles dialog box.

Important United Connection[®] cannot guarantee hotel service requests[®] please call the hotel directly to confirm your requests.

[How to display the Hotel Requests tab](#)

To specify preferred hotel services:

1. Display the Hotel Requests tab of the Trip Profiles dialog box.
2. Enter the traveler's hotel requests as follows:

In this field	You can
Guarantee Room For Late Arrival	Select this option to hold the room regardless of your arrival time. Important You will need to provide a credit card when you reserve the itinerary.
Additional Adults In Room	Specify the number of additional adults that will be sharing the room. Note This applies to double-occupancy rooms only. Do not include the first two occupants. To request double occupancy, enter a "2" in the Occupancy field (Hotel tab).
Additional Children In Room	Specify the number of additional children that will be sharing the room. Note This applies to double-occupancy rooms only. Do not include the first two occupants. To request double occupancy, enter a "2" in the Occupancy field (Hotel tab).
Roll-Away Beds Required	Specify the number of additional beds required.
Cribs Required	Specify the number of cribs required.
Associated Frequent Flyer Program	Select the frequent flyer program you want to associate with hotel reservations. Frequent Flyer Program Notes

3. When you have finished entering profile information, choose OK to return to the Traveler Editor dialog box.

See also

[Hotel Requests tab](#)

[Entering profile information](#)

To display the Hotel Requests tab:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. To edit information in an existing profile, select that profile and choose the Edit button. The Trip Profiles dialog box appears.

Note To create a new profile for a traveler, select that traveler and choose the [Add profile](#) button.

3. Select the Hotel Requests tab.

® **Changing the Preferred Airlines option**

Flight preferences include up to two of the traveler's preferred airlines (in addition to United Airlines). If you use preferences to find flights, United Connection® displays only flights operated by the primary traveler's preferred airlines.

To change preferred airlines:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. In the Travelers and Profiles list, select the profile that contains the flight preferences you want to change.
3. Choose the Edit button. The Flight tab of the Trip Profiles dialog box appears.
4. In the Preferred Airlines fields, select the traveler's preferred airlines. To remove a preferred airline without replacing it, choose the "None" option.

Note United Airlines is preset as one of the preferred airlines. This selection cannot be changed. You can select two additional preferred airlines. If preferences are used to find flights and the primary traveler has not selected second and third preferred airlines, only United Airlines flights will appear.

5. To update the profile, choose OK. The Traveler Editor dialog box appears.
6. To return to the Itinerary Window, choose Close.

See also

[Flight tab](#)

[Changing flight preferences and services](#)

® Changing the Preferred Service Class option

Flight preferences include the traveler's preferred service class. If you use preferences to find flights, United Connection[®] displays only flights that have seats available in the primary traveler's preferred service class.

To change preferred service class:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. In the Travelers and Profiles list, select the profile that contains the flight preference you want to change.
3. Choose the Edit button. The Flight tab of the Trip Profiles dialog box appears.
4. In the Preferred Service Class field, select one of the following options: First, Business, Coach/Economy, or Any.
5. To update the profile, choose OK. The Traveler Editor dialog box appears.
6. To return to the Itinerary Window, choose Close.

See also

[Flight tab](#)

[Changing flight preferences and services](#)

® **Changing the Acceptable Fare Restrictions option**

Flight preferences include the traveler's acceptable fare restrictions. If you use preferences to find flights, United Connection® will look for fares based on the primary traveler's acceptable fare restrictions.

To change acceptable fare restrictions:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. In the Travelers and Profiles list, select the profile that contains the flight preference you want to change.
3. Choose the Edit button. The Flight tab of the Trip Profiles dialog box appears.
4. In the Acceptable Fare Restrictions field, select the fare restrictions the traveler is willing to accept when pricing a flight. These include:

- [Minimum Stay Required](#)
- [Maximum Stay Required](#)
- [Advance Purchase Required](#)

By default, all fare restrictions are selected.

5. To update the profile, choose OK. The Traveler Editor dialog box appears.
6. To return to the Itinerary Window, choose Close.

See also

[Flight tab](#)

[Changing flight preferences and services](#)

® **Changing the Preferred Seating option**

Flight services include the traveler's preferred seat type. When you reserve a flight, each traveler's seating requests are forwarded to the airlines.

To change the seating preference:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. In the Travelers and Profiles list, select the profile that contains the flight service request you want to change.
3. Choose the Edit button. The Trip Profiles dialog box appears.
4. Select the Flight Requests tab.
5. In the Preferred Seating field, select the traveler's seating preference. Seating options include:
 - Any seat
 - Aisle seat
 - Window seat
6. To update the profile, choose OK. The Traveler Editor dialog box appears.
7. To return to the Itinerary Window, choose Close.

See also

[Flight Requests tab](#)

[Changing flight preferences and services](#)

® Changing the Preferred Meal option

If the traveler requires a special meal (for example, for medical or religious reasons), select their special meal preference in the Preferred Meal field. When you reserve a flight, each traveler's meal requests are forwarded to the airlines. Special meals must be requested at least 24 hours prior to departure. Note that certain restrictions apply to special meal requests [®] see [Requesting special meals](#) for information about available meals, dietary guidelines, and restrictions.

To change the meal preference:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. In the Travelers and Profiles list, select the profile that contains the flight service request you want to change.
3. Choose the Edit button. The Trip Profiles dialog box appears.
4. Select the Flight Requests tab.
5. In the Preferred Meal field, select the traveler's meal preference.
6. To update the profile, choose OK. The Traveler Editor dialog box appears.
7. To return to the Itinerary Window, choose Close.

See also

[Flight Requests tab](#)

[Changing flight preferences and services](#)

® **Changing the Special Services option**

Special services available through United Connection® include requesting a wheelchair for use at the airport. When you reserve a flight, each traveler's special service requests are forwarded to the airlines.

Note Wheelchair users must be able to ascend and descend stairs. If you need further assistance, please contact the airline directly.

To change special services:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. In the Travelers and Profiles list, select the profile that contains the flight service request you want to change.
3. Choose the Edit button. The Trip Profiles dialog box appears.
4. Select the Flight Requests tab.
5. In the Special field, select any special services the traveler requires.
6. To update the profile, choose OK. The Traveler Editor dialog box appears.
7. To return to the Itinerary Window, choose Close.

See also

[Flight Requests tab](#)

[Changing flight preferences and services](#)

® Changing the Preferred Hotel Chains option

Hotel preferences include up to three of the traveler's preferred hotel chains. If you use preferences to find hotel accommodations, United Connection[®] displays only the primary traveler's preferred hotel chains.

To change preferred hotel chains:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. In the Travelers and Profiles list, select the profile that contains the hotel preference you want to change.
3. Choose the Edit button. The Trip Profiles dialog box appears.
4. Select the Hotel tab.
5. In the Preferred Hotel Chains fields, select the traveler's preferred hotel chains. To remove a preferred hotel chain without replacing it, choose the "None" option.
6. To update the profile, choose OK. The Traveler Editor dialog box appears.
7. To return to the Itinerary Window, choose Close.

See also

[Hotel tab](#)

[Changing hotel preferences and services](#)

Changing the Preferred Occupancy option

Hotel preferences include the traveler's preferred occupancy for hotel rooms (Single or Double). If you use preferences to find hotel accommodations, United Connection[®] displays only hotels that offer the primary traveler's preferred occupancy.

To change the preferred occupancy type:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. In the Travelers and Profiles list, select the profile that contains the hotel preference you want to change.
3. Choose the Edit button. The Trip Profiles dialog box appears.
4. Select the Hotel tab.
5. In the Preferred Occupancy field, select the traveler's preferred occupancy type (Single or Double).
6. To update the profile, choose OK. The Traveler Editor dialog box appears.
7. To return to the Itinerary Window, choose Close.

See also

[Hotel tab](#)

[Changing hotel preferences and services](#)

® **Changing the Preferred Rate Category option**

Hotel preferences include the traveler's preferred rate category. If you use preferences to find hotel accommodations, United Connection® displays hotels that have rooms available in either of the following rate categories:

- Standard rate
- Primary traveler's preferred rate category (for example, Weekend)

To change the preferred hotel rate category:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. In the Travelers and Profiles list, select the profile that contains the hotel preference you want to change.
3. Choose the Edit button. The Trip Profiles dialog box appears.
4. Select the Hotel tab.
5. In the Preferred Rate Category field, select the one of the following options: Standard, Corporate, Senior Citizen, Club Level, or Weekend.
6. To update the profile, choose OK. The Traveler Editor dialog box appears.
7. To return to the Itinerary Window, choose Close.

See also

[Hotel tab](#)

[Changing hotel preferences and services](#)

® **Changing the Acceptable Rate Range option for hotels**

Hotel preferences include the traveler's preferred rate range. If you use preferences to find hotel accommodations and the Search Within Price Range option is selected in the primary traveler's profile, United Connection® displays only hotels that offer rates within the rate range specified in the primary traveler's profile.

To change the acceptable hotel rate range:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. In the Travelers and Profiles list, select the profile that contains the hotel preference you want to change.
3. Choose the Edit button. The Trip Profiles dialog box appears.
4. Select the Hotel tab.
5. If you have not selected the Search Within Price Range box, do so now. Then, do the following:
 - a. In the Highest Rate field, type the highest acceptable room rate (per night).
 - b. In the Lowest Rate field, type the lowest acceptable room rate (per night).

Note To see all available room rates, de-select the Search Within Price Range box.

6. To update the profile, choose OK. The Traveler Editor dialog box appears.
7. To return to the Itinerary Window, choose Close.

See also

[Hotel tab](#)

[Changing hotel preferences and services](#)

® **Changing the Preferred Amenities option**

Hotel preferences include the traveler's preferred amenities. If you use preferences to find hotel accommodations, United Connection® displays only hotels that offer all the primary traveler's preferred amenities.

To change the preferred hotel amenities:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. In the Travelers and Profiles list, select the profile that contains the hotel preference you want to change.
3. Choose the Edit button. The Trip Profiles dialog box appears.
4. Select the Hotel tab.
5. In the Preferred Amenities list, select up to eight amenities.
6. To update the profile, choose OK. The Traveler Editor dialog box appears.
7. To return to the Itinerary Window, choose Close.

See also

[Hotel tab](#)

[Changing hotel preferences and services](#)

® **Changing the Which is Most Important To You? option**

Hotel preferences include an option that lets the traveler specify which preference is most important: Hotel Chain, Room Rates, or Amenities. The default option is Hotel Chain. If you use preferences to find hotel accommodations, United Connection® will try to find hotels that meet all the primary traveler's preferences. However, it places a higher priority on finding hotels that meet the Most Important preference.

To change the most important hotel preference:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. In the Travelers and Profiles list, select the profile that contains the hotel preference you want to change.
3. Choose the Edit button. The Trip Profiles dialog box appears.
4. Select the Hotel tab.
5. In the group labeled Which Is Most Important To You?, select the traveler's most important hotel preference: Hotel Chain, Room Rates, or Amenities.
6. To update the profile, choose OK. The Traveler Editor dialog box appears.
7. To return to the Itinerary Window, choose Close.

See also

[Hotel tab](#)

[Changing hotel preferences and services](#)

® **Changing the Late Arrival Guarantee option**

Hotel service requests include a late arrival guarantee. When you reserve hotel accommodations and the primary traveler's profile includes a request for a late arrival guarantee, United Connection® forwards this request to the hotel. Hotel service requests are forwarded for the primary traveler only.

To change the late arrival guarantee option:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. In the Travelers and Profiles list, select the profile that contains the hotel service request you want to change.
3. Choose the Edit button. The Trip Profiles dialog box appears.
4. Select the Hotel Requests tab.
5. To hold the room regardless of arrival time, select the Guarantee Room For Late Arrival option.

Note If this option is selected, a credit card will be required to guarantee the room.

6. To update the profile, choose OK. The Traveler Editor dialog box appears.
7. To return to the Itinerary Window, choose Close.

See also

[Hotel Requests tab](#)

[Changing hotel preferences and services](#)

® **Changing the number of additional guests and/or beds**

Hotel services include requests for additional guests, beds, or cribs in the hotel room. When you reserve hotel accommodations and the primary traveler's profile includes a request for additional guests, beds, or cribs, United Connection® forwards this request to the hotel. Hotel service requests are forwarded for the primary traveler only.

To change the number of additional guests and/or beds:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. In the Travelers and Profiles list, select the profile that contains the hotel service request you want to change.
3. Choose the Edit button. The Trip Profiles dialog box appears.
4. Select the Hotel Requests tab.
5. In the Additional Adults In Room field, specify the number of additional adults that will be sharing the room.

Note This applies to additional adults in a double-occupancy room only. Do not include the first two occupants in this field. For example, if three adults will be sharing a double-occupancy room, select "1" for Additional Adults in Room.

To request double occupancy, select "2" in the Occupancy field (Hotel tab).

6. In the Additional Children In Room field, specify the number of children that will be sharing the room.

Note This applies to additional children in a double-occupancy room only. Do not include the first two occupants in this field. For example, if one adult and two children will be sharing a double-occupancy room, select "1" for Additional Children in Room.

To request double occupancy, select "2" in the Occupancy field (Hotel tab).

7. In the Roll-Away Beds Required, specify the number of roll-away beds required.
8. In the Cribs Required field, specify the number of cribs required.
9. To update the profile, choose OK. The Traveler Editor dialog box appears.
10. To return to the Itinerary Window, choose Close.

See also

[Hotel Requests tab](#)

[Changing hotel preferences and services](#)

® **Changing the frequent flyer program associated with hotel reservations**

Hotel services include selecting a frequent flyer program to associate with hotel reservations. When you reserve a hotel room and the primary traveler's profile includes an associated frequent flyer program for hotels, United Connection® will forward the primary traveler's frequent flyer membership number to the hotel.

If the selected frequent flyer program has a promotional agreement with the hotel, the primary traveler may be eligible for any benefits offered under that promotion. Hotel service requests are forwarded for the primary traveler only.

To change the frequent flyer program associated with hotel reservations:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. In the Travelers and Profiles list, select the profile that contains the hotel service request you want to change.
3. Choose the Edit button. The Trip Profiles dialog box appears.
4. Select the Hotel Requests tab.
5. In the Associated Frequent Flyer Program field, select the frequent flyer program the traveler wants to associate with hotel reservations.

Note The Associated Frequent Flyer Program field contains a list of frequent flyer programs entered for the current traveler. For help entering frequent flyer account information, see [Entering travel program information](#)

6. To update the profile, choose OK. The Traveler Editor dialog box appears.
7. To return to the Itinerary Window, choose Close.

See also

[Hotel Requests tab](#)

[Changing hotel preferences and services](#)

® Changing the Preferred Rental Companies option

Rental car preferences include up to three of the traveler's preferred rental companies. If you use preferences to find a rental car, United Connection[®] displays only the primary traveler's preferred rental companies.

To change preferred rental companies:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. In the Travelers and Profiles list, select the profile that contains the rental car preference you want to change.
3. Choose the Edit button. The Trip Profiles dialog box appears.
4. Select the Car tab.
5. In the Preferred Rental Companies fields, select the traveler's preferred rental companies. To remove a preferred airline without replacing it, choose the "None" option.
6. To update the profile, choose OK. The Traveler Editor dialog box appears.
7. To return to the Itinerary Window, choose Close.

See also

[Car tab](#)

[Changing rental car preferences and services](#)

® **Changing the Preferred Car Types option**

Rental car preferences include up to three of the traveler's preferred car types. If you use preferences to find a rental car, United Connection® displays only rental companies that offer the primary traveler's preferred car types.

To change preferred car types:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. In the Travelers and Profiles list, select the profile that contains the rental car preference you want to change.
3. Choose the Edit button. The Trip Profiles dialog box appears.
4. Select the Car tab.
5. In the Preferred Car Types fields, select the traveler's preferred car types. To remove a preferred airline without replacing it, choose the "None" option.
6. To update the profile, choose OK. The Traveler Editor dialog box appears.
7. To return to the Itinerary Window, choose Close.

See also

[Car tab](#)

[Changing rental car preferences and services](#)

® **Changing the Acceptable Rate Range option for rental cars**

Rental car preferences include the traveler's preferred rate range. If you use preferences to find a rental car and the Search Within Price Range option is selected in the primary traveler's profile, United Connection® displays only rental companies that offer rates within the rate range specified in the primary traveler's profile.

To change the acceptable rental car rate ranges:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. In the Travelers and Profiles list, select the profile that contains the rental car preference you want to change.
3. Choose the Edit button. The Trip Profiles dialog box appears.
4. Select the Car tab.
5. If you have not selected the Search Within Price Range box, do so now. Then, do the following:
 - a. In the Highest Rate field, type the highest acceptable rate amount.
 - b. In the Lowest Rate field, type the lowest acceptable rate amount.

Note To see all available rates, de-select the Search Within Price Range box.

6. To update the profile, choose OK. The Traveler Editor dialog box appears.
7. To return to the Itinerary Window, choose Close.

See also

[Car tab](#)

[Changing rental car preferences and services](#)

® **Changing the In Terminal Facilities option**

If you prefer rental companies that have facilities inside the airport terminal, select the In Terminal Facilities option. If you use preferences to find a rental car and the In Terminal Facilities option is selected in the primary traveler's profile, United Connection® displays only rental companies that have a service desk inside the airport terminal.

To change the in-terminal facilities preference:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. In the Travelers and Profiles list, select the profile that contains the rental car preference you want to change.
3. Choose the Edit button. The Trip Profiles dialog box appears.
4. Select the Car tab.
5. If you prefer to rent a car from companies that have a desk inside the airport terminal, select the In Terminal Facilities option.
6. To update the profile, choose OK. The Traveler Editor dialog box appears.
7. To return to the Itinerary Window, choose Close.

See also

[Car tab](#)

[Changing rental car preferences and services](#)

® **Changing the Unlimited Mileage option**

If you prefer rental companies that offer unlimited mileage rental plans, select the Unlimited Mileage option. If you use preferences to find a rental car and the Unlimited Mileage option is selected in the primary traveler's profile, United Connection® displays only rental companies that offer unlimited mileage rental plans.

To change the unlimited mileage preference:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. In the Travelers and Profiles list, select the profile that contains the rental car preference you want to change.
3. Choose the Edit button. The Trip Profiles dialog box appears.
4. Select the Car tab.
5. If you prefer to rent a car on an unlimited mileage plan only, select the Unlimited Mileage option.
6. To update the profile, choose OK. The Traveler Editor dialog box appears.
7. To return to the Itinerary Window, choose Close.

See also

[Car tab](#)

[Changing rental car preferences and services](#)

® **Changing the Infant/Toddler Car Seat request**

If the primary traveler's profile includes a request for an infant and/or child car seat, United Connection® forwards this request to the rental car company when you reserve a car. Rental car service requests are forwarded for the primary traveler only.

To change the infant/toddler car seat option:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. In the Travelers and Profiles list, select the profile that contains the rental car service request you want to change.
3. Choose the Edit button. The Trip Profiles dialog box appears.
4. Select the Car Requests tab.
5. If you need an infant car seat, select the Infant Car Seat option.
6. If you need a toddler car seat, select the Toddler Car Seat option.
7. To update the profile, choose OK. The Traveler Editor dialog box appears.
8. To return to the Itinerary Window, choose Close.

See also

[Car Requests tab](#)

[Changing rental car preferences and services](#)

® Changing the Car Equipped for Physically Challenged Driver option

If the primary traveler's profile includes a request for a car equipped for a physically challenged driver, United Connection® forwards this request to the rental car company when you reserve a car. Rental car service requests are forwarded for the primary traveler only.

To change the Car Equipped for Physically Challenged Driver option:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. In the Travelers and Profiles list, select the profile that contains the rental car service request you want to change.
3. Choose the Edit button. The Trip Profiles dialog box appears.
4. Select the Car Requests tab.
5. To request a car equipped for a physically challenged driver, select the Car Equipped for Physically Challenged Driver option. Then, select one of the following options:
 - Left Hand Controls
 - Right Hand Controls
6. To update the profile, choose OK. The Traveler Editor dialog box appears.
7. To return to the Itinerary Window, choose Close.

See also

[Changing rental car preferences and services](#)

[Car Requests tab](#)

® Changing the Mobile Phone Requested option

If the primary traveler's profile includes a request for a car equipped with a mobile phone, United Connection[®] forwards this request to the rental car company when you reserve a car. Rental car service requests are forwarded for the primary traveler only.

To change the Mobile Phone Requested option

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. In the Travelers and Profiles list, select the profile that contains the rental car service request you want to change.
3. Choose the Edit button. The Trip Profiles dialog box appears.
4. Select the Car Requests tab.
5. To request a car equipped with a mobile phone, select the Mobile Phone Requested option.
6. To update the profile, choose OK. The Traveler Editor dialog box appears.
7. To return to the Itinerary Window, choose Close.

See also

[Changing rental car preferences and services](#)

[Car Requests tab](#)

® **Changing the Ski-Equipped Car option**

If the primary traveler's profile includes a request for a ski-equipped car, United Connection® forwards this request to the rental car company when you reserve a car. Rental car service requests are forwarded for the primary traveler only.

To change the Ski-Equipped Car option:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. In the Travelers and Profiles list, select the profile that contains the rental car service request you want to change.
3. Choose the Edit button. The Trip Profiles dialog box appears.
4. Select the Car Requests tab.
5. To request a rental car equipped with a ski rack, snow tires, etc., select the Ski-Equipped Car option.
6. To update the profile, choose OK. The Traveler Editor dialog box appears.
7. To return to the Itinerary Window, choose Close.

See also

[Changing rental car preferences and services](#)

[Car Requests tab](#)

® Changing the frequent flyer program associated with car reservations

If the primary traveler's profile includes an associated frequent flyer program for rental cars, United Connection® will forward the primary traveler's membership number to the rental car company when you reserve a car.

If the selected frequent flyer program has a promotional agreement with the rental company, the primary traveler may be eligible for any benefits offered under that promotion. Rental car service requests are forwarded for the primary traveler only.

To change the frequent flyer program associated with car reservations:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. In the Travelers and Profiles list, select the profile that contains the rental car service request you want to change.
3. Choose the Edit button. The Trip Profiles dialog box appears.
4. Select the Car Requests tab.
5. In the Associated Frequent Flyer Program field, select the frequent flyer program the traveler wants to associate with rental car reservations.

Note The Associated Frequent Flyer Program field contains a list of frequent flyer programs entered for the current traveler. For help entering frequent flyer account information, see [Entering travel program information](#)

6. To update the profile, choose OK. The Traveler Editor dialog box appears.
7. To return to the Itinerary Window, choose Close.

See also

[Changing rental car preferences and services](#)

[Car Requests tab](#)

® Trip Profiles dialog box

You access the Trip Profiles dialog box to add or edit a traveler profile. Profiles contain a traveler's preferences and service requests for flights, rental cars, and hotels. You must create at least one profile for each traveler. You can also create multiple profiles for each traveler, choosing different preferences and services for different trip types.

Note The Trip Profiles dialog box appears automatically after you enter information for a new traveler. If you do not create a profile, United Connection[®] creates a default profile automatically.

®
[How to display the Trip Profiles dialog box](#)

Dialog Box Options

Traveler

Displays the name of the traveler associated with this profile.

Profile Name

For a new profile, enter the name of the profile.

For an existing profile, the name can be modified, if necessary. For example, you might want to rename a default profile. Simply delete the Default Profile text and type a meaningful name, such as Quarterly Sales Meetings.

Tabs

The Trip Profiles dialog box also includes six tabs:

<u>Select this tab</u>	<u>To enter the following information</u>
Flight	Preferred airlines, service class, acceptable fare restrictions
Flight Requests	Preferred seating, special meal, special services (i.e., a wheelchair at the airport)
Car	Preferred rental companies, car types, acceptable rate range, in-terminal facilities, unlimited mileage
Car Requests	Infant/toddler car seats, car phone, ski-equipped car, handicap controls
Hotel	Preferred hotel chains, occupancy, amenities, rate category, acceptable rate range
Hotel Requests	Late arrival guarantee, additional guests in hotel room, extra beds or cribs

See also

[Adding a profile](#)

[Entering profile information](#)

[Changing profile information](#)

To display the Trip Profiles dialog box:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box appears.
2. To display the Trip Profiles dialog box, do one of the following:
 - To create a new profile for a traveler, select that traveler and choose the Add Profile button.
 - To edit information in an existing profile, select that profile and choose the Edit button.

® Flight tab **(Trip Profiles dialog box)**

The Flight tab contains the traveler's flight preferences, including his or her preferred airlines, preferred service class, and acceptable fare restrictions. At your option, United Connection[®] can use the primary traveler's flight preferences to narrow the search for acceptable flights. You can also change flight preferences on the fly [®] see [Editing preferences for this flight](#) for more information.

Important When adding a flight to an itinerary, you must indicate that you want to use flight preferences by choosing the Use Preferences option in the Select Flight dialog box.
[®]

[How to display the Flight tab](#)
[®]

Dialog Box Options

Traveler

Displays the name of the traveler associated with this profile.

Profile Name

Enter a name for the profile. For example, Quarterly Sales Meetings.
[®]

Tab Options

Preferred Airlines

Select the traveler's preferred airlines. To remove a preferred airline without replacing it, choose the "None" option. If you use preferences to find flights, United Connection displays only flights operated by the primary traveler's preferred airlines.

Note United Airlines is preset as one of the preferred airlines. This selection cannot be changed. If the primary traveler has not selected second and third preferred airlines and preferences are used to find flights, only United Airlines flights will appear.

Preferred Service Class

Select a service class. Options include First, Business, Coach/Economy, and Any. The default option is Any. If you use preferences to find flights, United Connection[®] displays only flights that have seats available in the primary traveler's preferred service class.

Acceptable Fare Restrictions

Select the fare restrictions the traveler is willing to accept when pricing a flight. These include:

- [Minimum Stay Required](#)
- [Maximum Stay Required](#)
- [Advance Purchase Required](#)

By default, all fare restrictions are selected. If you use preferences to find flights, United Connection searches for fares based on the primary traveler's fare restrictions.

See also

[How flight preferences are used](#)

[Specifying flight preferences](#)

[Entering profile information](#)

[Changing flight preferences and services](#)

[Trip Profiles dialog box](#)

® Flight Requests tab (Trip Profiles dialog box)

The Flight Requests tab contains the traveler's flight service request information, including preferred seating, special meals, and special services. When you reserve a flight, each traveler's flight requests are forwarded to the airline. You can also change flight service requests when you add a flight to an itinerary [®] see [Requesting flight services](#) for more information.

Important United Connection[®] cannot guarantee flight service requests
[®] please call the airline directly to confirm your requests.

[®] [How to display the Flight Requests tab](#)

Dialog Box Options

Traveler

Displays the name of the traveler associated with this profile.

Profile Name

[®] Enter a name for the profile. For example, Quarterly Sales Meetings.

Tab Options

Preferred Seating

Select the traveler's seating preference. Seating options include:

- Any Seat
- Aisle Seat
- Window Seat

The default is Aisle Seat.

Preferred Meal

If the traveler requires a special meal (for example, for medical or religious reasons), select their special meal preference in the Preferred Meal field. The default option is No Special Request. When you reserve a flight, each traveler's meal requests are forwarded to the airlines. Special meals must be requested at least 24 hours prior to departure.

Note Certain restrictions apply to special meal requests [®] see [Requesting special meals](#) for information about available meals, dietary guidelines, and restrictions.

Special

Select any special services the traveler requires. For example, you can request a wheelchair for use at the airport.

Note Wheelchair users must be able to ascend and descend stairs. If the traveler needs further assistance, please contact the airline directly.

See also

[Specifying flight service requests](#)

[Entering profile information](#)

[Changing flight preferences and services](#)

[Trip Profiles dialog box](#)

® Car tab **(Trip Profiles dialog box)**

The Car tab contains the traveler's rental car preferences, including preferred rental companies, preferred car types, acceptable rental rate range, in-terminal facilities, and unlimited mileage. At your option, United Connection[®] can use the primary traveler's rental car preferences to narrow the search for acceptable rental cars. You can also change rental car preferences on the fly

® see [Editing preferences for the current rental car](#) for more information.

Important When adding a rental car to an itinerary, you must indicate that you want to use car preferences by choosing the Use Preferences option in the Select Rental Car dialog box.

®

[How to display the Car tab](#)

®

Dialog Box Options

Traveler

Displays the name of the traveler associated with this profile.

Profile Name

Enter a name for the profile. For example, Quarterly Sales Meetings.

®

Tab Options

Preferred Rental Companies

Select the three rental companies the traveler most prefers. The default option is None. If you use preferences to find rental cars, United Connection displays only the primary traveler's preferred rental companies.

Preferred Car Types

Select the three [car types](#) the traveler most prefers. The default option is None. If you use preferences to find rental cars, United Connection displays only rental companies that offer the primary traveler's preferred car types.

Search Within Price Range

Select this option if the traveler wants United Connection to display only rental companies that offer rates within a specified price range. After selecting this option, you must enter dollar amounts in the Highest Rate and Lowest Rate fields.

Note If this option is de-selected, any amounts specified in the Highest Rate and Lowest Rate fields are ignored.

Highest Rate

Enter the highest daily rate the traveler wants to pay for a rental car.

Lowest Rate

Enter the lowest daily rate the traveler wants to pay for a rental car.

If you use preferences to find rental cars, United Connection displays only rental companies that offer rates within the rate range specified in the primary traveler's profile.

In Terminal Facilities

Rental car company service desks are located either inside the airport terminal or at a remote airport location (which may require shuttle service). Select this option if the traveler prefers to rent a car from companies that have a desk inside the airport terminal. If you use preferences to find rental cars, United Connection displays only rental companies that have a service desk inside the airport terminal.

Unlimited Mileage

Select this option if the traveler prefers to rent from companies that offer an unlimited mileage plan. If you use preferences to find rental cars, United Connection displays only rental companies that offer unlimited mileage rental plans.

See also

[How rental car preferences are used](#)

[Specifying rental car preferences](#)

[Entering profile information](#)

[Changing rental car preferences and services](#)

[Trip Profiles dialog box](#)

® Car Requests tab (Trip Profiles dialog box)

The Car Requests tab contains the traveler's car request profile information, including requests for infant/toddler car seats, a mobile phone, a car equipped with hand controls for a physically challenged driver, or a car equipped for handling skis.

When you reserve a rental car and the primary traveler's profile includes rental car requests, United Connection[®] forwards those requests to the rental car company. You can also change rental car service requests when you add a rental car to an itinerary

® see [Requesting rental car services](#) for more information.

Important United Connection cannot guarantee rental car service requests[®] please call the rental car company directly to confirm your requests.

® [How to display the Car Requests tab](#)

Dialog Box Options

Traveler

Displays the name of the traveler associated with this profile.

Profile Name

Enter a name for the profile. For example, Quarterly Sales Meetings.
®

Tab Options

Infant Car Seat

Select this option to request an infant car seat.

Toddler Car Seat

Select this option to request a toddler car seat.

Car Equipped for Physically Challenged Driver

Select this option to request a car equipped for a physically challenged driver. You must also specify whether the traveler will need left-hand or right-hand controls.

Left-Hand Controls

Select this option to request a car with left-hand controls.

Right-Hand Controls

Select this option to request a car with right-hand controls.

Mobile Phone Requested

Select this option to request a car equipped with a mobile phone.

Ski-Equipped Car

Select this option to request a rental car equipped with a ski rack, snow tires, etc.

Associated Frequent Flyer Program

Select the frequent flyer program the traveler wants to associate with rental cars.

When you reserve a rental car and the primary traveler's profile includes an associated

frequent flyer program for rental cars, United Connection will forward the primary traveler's membership number to the rental car company. If the selected frequent flyer program has a promotional agreement with the rental company, the primary traveler may be eligible for any benefits offered under that promotion.

Important Other restrictions may apply [®] please contact the rental car company or your frequent flyer program for details. You may be required to show proof of program membership (for example, your frequent flyer card) at pick-up.

Note The Associated Frequent Flyer Program field contains a list of frequent flyer programs entered for the current traveler. For help entering frequent flyer account information, see [Entering travel program information](#).

See also

[Specifying rental car service requests](#)

[Entering profile information](#)

[Changing rental car preferences and services](#)

[Trip Profiles dialog box](#)

® Hotel tab **(Trip Profiles dialog box)**

The Hotel tab contains the traveler's hotel profile information, including preferred hotel chains, occupancy, amenities, rate category, acceptable rate range, and most important preference. At your option, United Connection[®] can use the primary traveler's hotel preferences to narrow the search for acceptable hotel accommodations. You can also change hotel preferences on the fly

® see [Editing preferences for the current hotel room](#) for more information.

Important When adding hotel accommodations to an itinerary, you must indicate that you want to use hotel preferences by choosing the Use Preferences option in the Select Hotel dialog box.

®

[How to display the Hotel tab](#)

®

Dialog Box Options

Traveler

Displays the name of the traveler associated with this profile.

Profile Name

Enter a name for the profile. For example, Quarterly Sales Meetings.

®

Tab Options

Preferred Hotel Chains

Select the three hotel chains the traveler most prefers. The default option is None. If you use preferences to find hotel rooms, United Connection displays only the primary traveler's preferred hotel chains (if available).

Preferred Occupancy

Select the traveler's preferred room occupancy (Single or Double). The default is double occupancy. If you use preferences to find hotel rooms, United Connection displays only hotels that offer the primary traveler's preferred occupancy type (if available).

Preferred Amenities

Select up to eight of the traveler's preferred [amenities](#). If you use preferences to find hotel rooms, United Connection displays only hotels that offer all the primary traveler's preferred amenities (if available).

Preferred Rate Category

Select the traveler's preferred [rate category](#) for this profile. The default option is Standard. If you use preferences to find hotel rooms, United Connection displays hotels that have rooms available in either of the following rate categories:

- Standard rate
- Primary traveler's preferred rate category

Search Within Price Range

Select this option if the traveler wants hotels that offer rates within a specified price range. After selecting this option, you must enter dollar amounts in the Highest Rate and Lowest

Rate fields.

Note If this option is de-selected, any amounts specified in the Highest Rate and Lowest Rate fields are ignored.

Highest Rate

Enter the highest acceptable room rate (per night).

Lowest Rate

Enter the lowest acceptable room rate (per night).

If you use preferences to find hotel rooms, United Connection displays only hotels that offer rates within the rate range specified in the primary traveler's profile (if available).

Which Is Most Important To You?

Select the hotel preference that is most important to the traveler: Hotel Chain, Room Rates, or Amenities. The default option is Hotel Chain. When United Connection checks for available hotels, it tries to find hotels that meet all the primary traveler's preferences. However, it places a higher priority on finding hotels that meet the Most Important preference.

See also

[How hotel preferences are used](#)

[Specifying hotel preferences](#)

[Entering profile information](#)

[Changing hotel preferences and services](#)

[Trip Profiles dialog box](#)

® Hotel Requests tab (Trip Profiles dialog box)

The Hotel Requests tab contains the traveler's hotel profile information, including late arrival guarantee, number of additional guests in room, and number of additional beds required.

When you reserve a hotel room and the primary traveler's profile includes hotel requests, United Connection[®] forwards those requests to the hotel. You can also change hotel service requests when you add hotel accommodations to an itinerary
® see [Requesting hotel services](#) for more information.

Important United Connection cannot guarantee hotel service requests[®] please call the hotel directly to confirm your requests.

® [How to display the Hotel Requests tab](#)
®

Dialog Box Options

Traveler

Displays the name of the traveler associated with this profile.

Profile Name

Enter a name for the profile. For example, Quarterly Sales Meetings.
®

Tab Options

Guarantee Room For Late Arrival

Select this option to hold the hotel room regardless of arrival time at the hotel. A credit card will be required to guarantee the room. See [Guaranteeing hotel rooms](#) for more information.

Additional Adults In Room

Specify the number of additional adults that will be sharing the room.

Note This applies to additional adults in a double-occupancy room only. Do not include the first two occupants in this field. For example, if three adults will be sharing a double-occupancy room, select "1" for Additional Adults in Room.

To request double occupancy, select "2" in the Occupancy field (Hotel tab).

Additional Children In Room

Specify the number of children that will be sharing the room.

Note This applies to additional children in a double-occupancy room only. Do not include the first two occupants in this field. For example, if one adult and two children will be sharing a double-occupancy room, select "1" for Additional Children in Room.

To request double occupancy, select "2" in the Occupancy field (Hotel tab).

Roll-Away Beds Required

Specify the number of roll-away beds required.

Cribs Required

Specify the number of cribs required.

Associated Frequent Flyer Program

Select the frequent flyer program you want to associate with hotel reservations.

When you reserve a hotel room and the primary traveler's profile includes an associated frequent flyer program for hotels, United Connection will forward the primary traveler's membership number to the hotel. If the selected frequent flyer program has a promotional agreement with the hotel, the primary traveler may be eligible for any benefits offered under that promotion.

Important Other restrictions may apply [®] please contact the hotel or your frequent flyer program for details. You may be required to show proof of program membership (for example, your frequent flyer card) at check-in.

Note The Associated Frequent Flyer Program field contains a list of frequent flyer programs entered for the current traveler. For help entering frequent flyer account information, see [Entering travel program information](#).

See also

[Specifying hotel service requests](#)

[Entering profile information](#)

[Changing hotel preferences and services](#)

[Trip Profiles dialog box](#)

®

Adding Flights

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®

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®

Overview: Adding flights

Adding flights to your itinerary is a two-step process: flight planning, followed by flight selection. You plan a flight by specifying an origin, destination, departure date, and departure time. Once this information is complete, you're ready to select a flight.

United Connection[®] gives you two ways to select flights:

- Based on schedule[®] choose flights that depart and arrive when it is most convenient for you.
- Using FareShopper[®]
® choose an acceptable fare, then select from flights available at that fare.

Choosing flights based on schedule gives you the most flexibility. If fare is not an issue, simply choose the flight that best meets your scheduling needs. After you select your flights, United Connection quotes a fare for those flights based on the service class and fare restrictions you specify.

If getting a low fare is important, use FareShopper[®]. When you select this option, United Connection finds a range of low fares for your itinerary and then displays flights offering that fare. Note that lower fares may have more restrictions, and may offer a limited selection of flights.

See also

[Planning a flight](#)

[Selecting flights based on schedule](#)

[Using FareShopper[®] to select flights](#)

®

Planning a flight

After you select travelers for your itinerary, you are ready to begin planning your flights.

To plan a flight:

1. In the Itinerary Window, choose the Add Flight icon from the toolbar. The Add Flight dialog box appears.
2. Complete the Add Flight fields as follows:

<u>In this field</u>	<u>You can</u>
From	Enter or select the departure city/airport. If you don't know the airport name, click on the down arrow next to the Airport field to search by city, airport, or airport code. See Using the Airport Search option for more information. Tip The primary traveler's home airport is supplied as the departure airport for the first flight in your itinerary. If necessary, edit the primary traveler's personal information and supply a home airport.
To	Enter or select the destination city/airport.
Date	Enter or select the departure date .
Time	Enter or select your preferred departure time. Note United Connection [®] searches for flights that depart up to 30 minutes before the time you specify, as well as flights at or after that time.

3. To continue, do one of the following:
 - To view a list of available flights, choose the Find Flights button. See [Selecting flights based on schedule](#) for more information.
 - If you plan to [use FareShopper[®]](#) (or simply want to leave the flight in Planned status for now), choose OK. The Itinerary Window is updated to include the planned flight.

Note If you create your own connecting flights, you **must** leave at least 60 minutes between flights (90 minutes for connections to or from international locations) to allow adequate time to change planes. If you select a flight that does not adhere to these guidelines you will not be able to add it to your itinerary.

See also

[Add Flight dialog box](#)

[Selecting flights based on schedule](#)

[Using FareShopper to select flights](#)



Using the Airport Search option

United Connection[®] lets you search for airports by city name, airport name, or airport code. The Airport Search option appears automatically when you click on the down arrow next to any field in which you need to specify a location. This includes:

<u>Dialog box:</u>	<u>Field name</u>
Personal tab (Traveler Information dialog box)	Home Airport
Add Flight dialog box	From, To
Add Car dialog box	Airport
Add Hotel dialog box	Location
Check Flight Status dialog box	From
Mileage Plus [®] Miles Between Cities dialog box	From, To

To search for an airport (or location):

1. Click on the down arrow next to one of the fields listed above. The Airport Search option appears.

Note The United Airlines logo appears next to airports and cities served by United or United Express.

2. To search for airports or locations in the United States only, select the U.S. Only option. If you do not select this option, the list will display both U.S. and foreign locations.

Setting the default: To choose U.S. Only as the default, double-click on this option. The text is displayed in blue when the default state is selected.

3. Select one of the following search options:
 - **Cities.** The left column displays a list of cities in alphabetical order. The right column displays the airport(s) associated with that city.
 - **Airports.** The left column displays a list of airport names in alphabetical order. The right column displays the city in which the airport is located.
 - **Location Codes.** The left column displays a list of three-letter airport and location codes in alphabetical order. The right column displays the airport name and the city in which the airport is located.

Setting the default: The name of the default search option is displayed in blue text. Double-click on the option you want to set as the default.

4. Scroll down the list to find the airport or location you want to select. To scroll quickly to a particular section of the list, type the first few letters of the city name, airport name, or airport code you are looking for.
5. When you find the airport or location you want to select, click on that entry to select it.

See also

[Personal tab](#)

[Add Flight dialog box](#)

[Add Car dialog box](#)

Add Hotel dialog box

®

Selecting flights based on schedule

Follow these steps to view and select flights based on your schedule.

Tip If finding a low fare is more important than schedule, use FareShopper[®] to select your flights. See [Using FareShopper to select flights](#) for more information.

To select a flight based on schedule:

1. In the Itinerary Window, choose the Add Flight icon from the toolbar and enter planning information for this flight. See [Planning a flight](#) for more information.

2. Choose the Find Flights button. The Select Flight dialog box appears.

Note If you are not already connected to the reservation system, you will be prompted to connect in order to display the Select Flight dialog box.

3. Review the list of available flights and determine whether one meets your needs. Flights are displayed by number of stops (non-stops, 1-stops, etc.), then by time. See the [Select Flight dialog box](#) for a full description of this dialog box.

Important To display flights based on the primary traveler's flight preferences, you must select the [Use Preferences](#) option. If Use Preferences is not selected, United Connection[®] displays all flights to your destination that have seating available.

4. To view operation and service details for a flight, highlight that flight and choose the Details button. The [Flight Details dialog box](#) appears. Choose Close to return to the Select Flight dialog box.

5. After reviewing the flight list, do one of the following:

- If you find a flight that meets your needs, highlight it and continue with step 6.

Note If you create your own connecting flights, you **must** leave at least 60 minutes between flights (90 minutes for connections to or from international locations) to allow adequate time to change planes. If you select a flight that does not adhere to these guidelines you will not be able to add it to your itinerary.

- If none of the flights meets your needs, you can modify the flight list by adding, removing, or changing flight preferences. See [Changing the list of available flights](#) for more information.

6. If you selected a United Airlines or United Express flight, you can use the seat map to select specific seat assignments for that flight.

Choose the Seat Map button, then select seats for all travelers in your itinerary. See [Selecting seats using the seat map](#) for more information. After selecting your seats from the seat map, continue with step 9.

7. If you are not using the seat map to select seats, choose OK in the Select Flight dialog box to select the highlighted flight. The Confirm Service Class dialog box appears.

8. Select a service class for this flight and choose OK. The Flight Service Requests Summary dialog box appears.

9. View and/or edit the flight services for each traveler. See [Requesting flight services](#) for more information.

Note The [Sit Together](#) option is automatically selected as the default seating option in all itineraries with two or more travelers. On airlines other than United and United Express, this is the only available seating option.

10. When you are satisfied with the service requests, choose OK. United Connection prompts you to add another flight:

- To plan another flight, choose Yes. The Add Flight dialog box appears. Enter the planning information for your next flight.
- To return to the Itinerary Window without adding another flight, choose No.

Note The airfare for your itinerary is displayed in the Totals area of the Itinerary Window. This airfare is not guaranteed until you pay for your tickets.

See also

[Viewing flight details](#)

[Selecting seats](#)

[Selecting a service class](#)

[Select Flight dialog box](#)

To display the Select Flight dialog box, do one of the following:

- To add a new flight to your itinerary:
 - a. Choose the Add Flight icon from the toolbar.
 - b. In the Add Flight dialog box, enter the required planning information and choose the Find Flights button.

- To modify a Planned or Selected flight:

In the Itinerary Window, highlight the flight and choose the Find icon from the toolbar.

Note If you are not already connected to the reservation system, you will be prompted to connect in order to display the Select Flight dialog box.

Use Preferences option

If you want to use preferences to limit the flights displayed by United Connection[®], you must select the Use Preferences option in the Select Flight dialog box. When you select this option, United Connection displays only flights operated by the primary traveler's preferred airlines that have seating available in the primary traveler's preferred service class. If you wish, you can edit these preferences for the current flight. See [Editing preferences for the current flight](#) for more information.

Sit Together option

Sit Together is the default seating option in all itineraries with two or more travelers. When you reserve your itinerary, United Connection[®] will forward the primary traveler's seating preference (for example, Aisle) to the airline and request adjoining seats for all other travelers in the itinerary. If you choose this option for a connecting flight, the airline will attempt to assign adjoining seats on all segments of that flight.

Note Selecting this option will remove any seats selected from the seat map.

® How flight preferences are used

Flight preferences are specified in the Flight tab of the traveler profile. United Connection[®] uses the flight preferences from the primary traveler's profile as the defaults. If you wish, you can change flight preferences on the fly[®] as you add flights to your itinerary. See [Editing preferences for the current flight](#) for more information.

Important When adding a flight to your itinerary, you must indicate that you want to use flight preferences by choosing the Use Preferences option in the Select Flight dialog box (or in the Select FareShopper[®] Fares dialog box).

Preferences are used as follows:

Preferred Airlines

Select Flight dialog box: United Connection displays only flights operated by the primary traveler's preferred airlines. If no flights are available on any preferred airline, United Connection displays available flights on other airlines.

Select FareShopper[®] Fares dialog box: United Connection displays only fares available on flights operated by the primary traveler's preferred airlines.

Preferred Service Class

Select Flight dialog box: United Connection displays only flights that have seats available in the primary traveler's preferred service class. If no flights have seats available in the preferred service class, or if the primary traveler has not selected a preferred service class, United Connection displays flights with availability in any service class.

The Preferred Service Class option is ignored in FareShopper, which returns the lowest available fares regardless of class.

Note If Business class is requested, the reservation system may also return First Class fares that are close in price to the Business class fares.

Acceptable Fare Restrictions

Fare restrictions include:

- [Minimum Stay Required](#)
- [Maximum Stay Required](#)
- [Advance Purchase Required](#)

United Connection prices the itinerary based on the primary traveler's fare restrictions. If no available fare meets all of the selected restrictions, United Connection will return a less restrictive fare (it will never return a more restrictive fare.)

See also

[Editing preferences for the current flight](#)

[Flight Preferences dialog box](#)

[Select Flight dialog box](#)

®

Changing the list of available flights

If the flights listed in the Select Flight dialog box do not meet your needs, you can update the list of available flights using one or more of the following options:

- If available, choose the More Flights button. United Connection[®] displays additional flights to your destination.
- If the Use Preferences option is not selected, select this option. United Connection updates the flight list to display all flights to your destination that conform to the flight preferences in the primary traveler's profile.
- If the Use Preferences option is selected, de-select this option. United Connection updates the flight list to display all flights to your destination that have seating available.
- Change flight preferences for this flight. See [Editing preferences for the current flight](#) for more information.

Note The Use Preferences option must be selected for the changes to take effect.

- If your schedule allows, consider planning your flight on a different date when more flights might be available. Choose Cancel to display the Add Flight dialog box, then change the specified departure date.

See also

[How flight preferences are used](#)

[Selecting flights based on schedule](#)

[Select Flight dialog box](#)

®

Requesting flight services

After selecting a flight, you can request flight services for all travelers. Flight services include seating, meals, and special services. The flight service requests from each traveler's profile are used as the default services for that traveler. When you reserve your itinerary, United Connection® forwards each traveler's service requests to the appropriate airline(s). You request flight services from the Flight Service Requests Summary dialog box.®

[How to display the Flight Service Requests Summary dialog box](#)

To request flight services:

1. Display the Flight Service Requests Summary dialog box.
2. To request specific seats using the seat map, choose the Seat Map button. See [Selecting seats using the seat map](#) for more information.
Note Seat maps are only available for United Airlines and United Express flights.
3. The [Sit Together](#) option is automatically selected as the default seating option for all itineraries with two or more travelers. On airlines other than United and United Express, Sit Together is the only available seating option.
4. To change a traveler's seating preference, meal request, or special service request, select that traveler in the Flight Services For field. That traveler's service requests are displayed.
5. Select the flight segment whose services you want to change and choose the Edit button. The Flight Service Requests dialog box appears.
Note For connecting flights, services apply to individual flight segments. Be sure to select and modify the services for each segment.
6. Select the desired flight service requests:

<u>In this field</u>	<u>You can</u>
Seating	Select the traveler's preferred seating option. If you have already selected a specific seat for this traveler, that seat number appears in the list.
Meal	If the traveler requires a special meal (for example, for medical or religious reasons), select their special meal preference in the Meal field. The default option is No Special Request. Special meals must be requested at least 24 hours prior to departure. Note See Requesting special meals for information about available meals, dietary guidelines, and restrictions on special meals.
Special	If the traveler requires any special services, select those services in the Special field. For example, you can request a wheelchair for use at the airport. Note Wheelchair users <u>must</u> be able to ascend and descend stairs. If further assistance is required, please contact the airline directly.

7. Choose OK. The Flight Service Requests Summary dialog box appears.

8. Repeat this process as necessary for each flight segment and traveler.
9. To exit the Flight Service Requests Summary dialog box, choose OK.

See also

[Selecting seats](#)

[Reviewing flight services](#)

[Flight Service Requests Summary dialog box](#)

[Flight Service Requests dialog box](#)

®

Reviewing flight services

You can review service requests for any flight in your itinerary. Service requests include seating, meals, and special services.

To review flight service requests:

1. In the Itinerary Window, double-click on the flight whose services you want to review. The Edit Flight dialog box appears.
2. Choose the Requests button. The Flight Service Requests Summary dialog box appears.
3. In the Flight Services For field, select the traveler whose flight services you want to review. That traveler's services are displayed.

Note For connecting flights, services are displayed for each segment.

4. If you arranged any special services directly through the airline (for example, allowance for excess or oversized baggage), choose the More Info button to display those services.
5. You can change seating, meal, or special service requests for any traveler. Select one of the following options to see more information about that option:

[Changing a seat assignment](#)

[Changing a meal request](#)

[Changing a wheelchair request](#)

6. To exit the Flight Service Requests Summary dialog box, choose OK.

See also

[Selecting seats](#)

[Flight Service Requests Summary dialog box](#)

[Flight Service Requests dialog box](#)

To display the Flight Service Requests Summary dialog box:

- If you are selecting a flight based on schedule, the Flight Service Requests Summary dialog box appears automatically after you select a flight.
- In the Select FareShopper[®] Flights dialog box, highlight a flight and choose the Requests button.
- From the Itinerary Window, double-click on a selected flight. The Edit Flight dialog box appears. Choose the Requests button.

®

Selecting seats

United Connection[®] gives you two ways to request seating on a flight:

- **By specific seat number.** The Seat Map option lets you choose specific seats for each traveler in the itinerary. This option is only available for United Airlines and United Express flights.
- **By seat preference.** Each traveler's seating preference is specified in his or her profile but can be changed for the current flight.

Note Some airlines, such as Shuttle by United, do not assign advance seating. If you need additional information, please contact the airline directly.

About the Seat Map option

United Connection's Seat Map option displays the aircraft seating layout. Available seats are shown in white. Separate "maps" are provided for each available service class. Note that you must select seats in the same service class for everyone in the itinerary.

Premier travelers can select seats in the Premier seating area (when available). If a Premier traveler is accompanied by a single non-Premier companion, both travelers may select seats in the Premier area.

You access the Seat Map option from either the Select Flight dialog box or the Flight Service Requests Summary dialog box. See [Selecting seats using the seat map](#) for additional information.

Exit row seat restrictions

On the seat map, exit rows are marked with an arrow. FAA safety rules require that passengers sitting in exit row seats must be able-bodied and willing to assist the crew in the event of an emergency. See [Exit row seat restrictions](#) for more information.

Seating preferences

When the Seat Map option is not available, or if you choose not to use it, the seating preference specified in each traveler's profile is forwarded to the airline. Seating preferences can be changed at the time of flight selection. See [Requesting flight services](#) for more information.

Sit Together option

United Connection provides a Sit Together option, which appears in the Flight Service Requests Summary dialog box. The Sit Together option is automatically selected as the default seating option in all itineraries with two or more travelers. On airlines other than United and United Express, this is the only available seating option.

When you reserve your itinerary, United Connection will forward the primary traveler's seating preference (for example, Aisle) to the airline, and request adjoining seats for all other travelers in the itinerary. If you choose this option for a connecting flight, the airline will attempt to assign adjoining seats on all segments of that flight.

Note Selecting this option will remove any specific seats selected from the seat map.

Seating options for infants (under the age of 2)

You are not required to purchase a seat for a child under the age of 2. However, certain restrictions apply:

- Each adult may hold only one infant in his or her lap.
- You will not be able to reserve your seats through United Connection if your itinerary includes more than one infant who will be sitting in a parent or guardian's lap. Safety guidelines require that you contact the airline directly for your seat assignments.

You specify whether you wish to purchase a seat for an infant in the Select Travelers dialog box, when you add the infant to your itinerary. See [Seating options for infants](#) for more information.

See also

[Select Seats dialog box](#)

[Flight Service Requests Summary dialog box](#)

[Flight Service Requests dialog box](#)

®

Selecting seats using the seat map

United Connection's Seat Map option lets you choose specific seats using a seating layout of the aircraft associated with the selected flight (for example, a 747 or DC-10).

The seat map appears in the Select Seats dialog box. Separate maps are provided for each available service class. Premier travelers can select seats in the designated Premier seating area (if available), as can a single non-Premier companion.

Note Seat maps are available for United Airlines and United Express flights only.

To select specific seats using the seat map:

1. [Display the Select Seats dialog box.](#)
2. In the From field, select the flight segment for which you want to choose seats.
Note If the selected flight is a Non-Stop flight, a single flight segment appears.
3. In the Traveler list, select the Traveler for whom you want to select a seat.
4. Select a tab (First, Business, or Coach/Economy) to display the seat map for that service class. You must select seats in the same service class for all travelers in the itinerary.
Note If you are selecting seats from FareShopper[®], only the Coach seat map will be available (unless the primary traveler has specified a preference for Business or First Class).
5. Click on the seat you want to choose. Available seats are shown in white. Unavailable seats are shown in gray. You can also select from the list of Available Seats.
Note Exit rows are marked with an arrow. FAA safety rules require that passengers sitting in exit row seats must be able-bodied and willing to assist the crew in the event of an emergency. See [Exit row seat restrictions](#) for more information.
6. Repeat this process to select a seat for each traveler on each flight segment.
7. When you are finished, choose OK.

Note If you change your seat assignment after receiving your ticket, your boarding pass will be invalid. Please contact the gate agent at check-in for a new boarding pass.

See also

[Selecting seats](#)

[Changing a seat assignment](#)

[Select Seats dialog box](#)

To display the Select Seats dialog box, do one of the following:

- In the Select Flight dialog box, highlight a flight and choose the Seat Map button.
- In the Select FareShopper[®] Flights dialog box, highlight a flight and choose the Seat Map button.
- In the Flight Service Requests Summary dialog box, choose the Seat Map button.
- In the Itinerary Window:
 - a. Double-click on a selected flight.
 - b. In the Edit Flight dialog box, choose the Requests button.
 - c. In the Flight Service Requests Summary dialog box, choose the Seat Map button.

®

Viewing flight details

Flight details include operation and service information about a selected flight.

®

[How to display the Flight Details dialog box](#)

To view the flight details:

1. Display the Flight Details dialog box.
2. Review the flight information.

Note Columns are resizable. If a column contains more information than can be displayed in the current width, an ellipsis (...) appears after the text. To re-size the column, use the mouse to drag the column divider left or right.

3. To exit the dialog box, choose Close.

See also

[Flight Details dialog box](#)

[Select Flight dialog box](#)

To display the Flight Details dialog box, do one of the following:

- In the Select Flight dialog box, highlight a flight and choose the Details button.
- In the Select FareShopper[®] Flights dialog box, highlight a flight and choose the Details button.
- In the Itinerary Window, double-click on a selected flight. In the Edit Flight dialog box, choose the Details button.

®

Editing preferences for the current flight

At your option, United Connection[®] can use flight preferences to narrow the search for acceptable flights (in the Select Flight dialog box) or fares (in FareShopper[®]). Flight preferences include Preferred Airlines, Preferred Service Class, and Acceptable Fare Restrictions. Flight preferences from the primary traveler's profile are used as the defaults. If you wish, you can edit these preferences as you add flights to your itinerary.

Important When adding a flight to your itinerary, you must indicate that you want to use flight preferences by choosing the Use Preferences option in the Select Flight dialog box (or in the Select FareShopper[®] Fares dialog box).

To edit preferences for the current flight:

1. [Display the Flight Preferences dialog box.](#)
2. Update the flight preference fields as follows:

<u>In this field</u>	<u>You can</u>
Preferred Airlines	Select the traveler's second and third preferred airlines. Note United Airlines is preset as the first preferred airline and cannot be changed.
Preferred Service Class	Select a service class. Options are First, Business, Coach/Economy, or Any. Note Because FareShopper is designed to find the lowest available fares, it ignores the Preferred Service Class option.
Acceptable Fare Restrictions	Select the fare restrictions the traveler is willing to accept when pricing a flight. These include: <ul style="list-style-type: none">• Minimum Stay Required• Maximum Stay Required• Advance Purchase Required United Connection will look for fares based on the specified fare restrictions. If no available fare meets all of the selected restrictions, United Connection will return a less restrictive fare (it will never return a more restrictive fare).

3. If you want to save the new preferences in the primary traveler's profile, choose the Update Profile button (this is optional).
4. To apply the new preferences, choose OK. An updated list appears.

See also

[How flight preferences are used](#)

[Flight Preferences dialog box](#)

[Select Flight dialog box](#)

[Select Fare Shopper Fares dialog box](#)

®

Selecting a service class

You must specify a service class for each flight in your itinerary. Service class is used to price your airfare and assign seats (if you do not select them from the seat map). You can select a service class in one of two ways:

- In the Select Seats dialog box (by selecting seats in that class)
- In the Confirm Service Class dialog box (after selecting a flight)

To select a service class in the Select Seats dialog box:

1. In the [Select Flight dialog box](#), highlight the flight you want to select and choose the Seat Map button. The Select Seats dialog box appears.
2. Seat maps are displayed by service class. Select the seat map for the service class you want to choose.
3. Select seats for all travelers in your itinerary. All travelers in an itinerary must sit in the same service class. If you selected a connecting flight, be sure to select seats for all flight segments.
4. Choose OK to display the Flight Service Requests Summary dialog box. The seats you selected are displayed in the table.

See [Selecting seats using the seat map](#) for more information.

To select a service class in the Confirm Service Class dialog box:

1. In the [Select Flight dialog box](#), highlight the flight you want to select and choose OK. The Confirm Service Class dialog box appears.
2. Select the desired service class. Unavailable service class options are grayed.
3. Choose OK to continue.

See also

[Flight Preferences dialog box](#)

[Select Seats dialog box](#)

[Confirm Service Class dialog box](#)

To display the Flight Preferences dialog box:

- In the Select Flight dialog box or the FareShopper[®] Fares dialog box:
 1. Select the Use Preferences option (if it is not already selected).
 2. Choose the Edit button. By default, United Connection[®] displays the flight preferences from the primary traveler's profile.

- In the Pricing Summary dialog box:
 1. Select the Flight tab.
 2. Choose the Restrictions button. By default, United Connection displays the flight preferences from the primary traveler's profile.

®

Using FareShopper®

FareShopper is a service provided exclusively by United Airlines to help you quickly find low fares for a specified itinerary. Use this option if your schedule is flexible, and if finding a low fare is more important than arriving or departing at a specific time. FareShopper also includes the SuperShopper® option, which allows you to extend your search for low fares over a full 24-hour period, or even over a range of days.

Planning your flights

To use FareShopper, simply enter basic planning information for each flight in your itinerary® that is, origin, destination, and departure date and time. FareShopper searches the reservation system for available low fares based on the information you provided, then shows you a list of these fares.

[Planning a flight](#)

Choosing a fare

For each displayed fare, United Connection® also shows you the airlines offering that fare, and the applicable fare restrictions® for example, minimum or maximum stay requirements, purchasing deadline, change fees, and refundability. If you wish, you can use flight preferences (preferred airlines and fare restrictions) to limit the available flights and fares. Choose the fare that best meets your needs.

[Selecting a fare in FareShopper](#)

Using SuperShopper

If your schedule is flexible, use the SuperShopper option to search for low fares over a full-24-hour period (midnight to midnight on the dates you selected). You can even extend this search over a range of days® up to two days before and after your planned travel dates. Note that this option is only available for itineraries of one or two segments.

[Using SuperShopper®](#)

Choosing flights

Once you choose a fare, United Connection displays lists of flights available at that fare. You can view flight details, view and edit flight service requests, and even select seats using a seat map (on United and United Express flights only). A separate list of available flights is provided for each planned flight in your itinerary. (Note that lower fares may offer a limited selection of flights.) Choose the flights that best meet your needs.

[Selecting flights in FareShopper](#)

See also

[Overview: Adding flights](#)

[Planning a flight](#)

[Selecting flights based on schedule](#)

®

Selecting a fare in FareShopper®

The first step in the FareShopper process is selecting a fare.

To select a fare in FareShopper:

1. After planning all of your flights, choose the FareShop icon from the Itinerary Window toolbar. The [Select FareShopper® Fares dialog box](#) appears.
2. Review the list of available fares. Fares are display from lowest to highest. If necessary, scroll down to view more fares. Next to each fare is shown:
 - The restrictions associated with that fare
 - The carriers offering that fare
 - The days of the week on which the fare is available

Note By default, United Connection® displays the most restricted Coach fares on all available airlines. To display fares based on the primary traveler's flight preferences, you must select the Use Preferences option (the Preferred Service Class preference will be ignored).

3. To see detailed fare restrictions for a particular fare, highlight that fare. The associated fare restrictions and change fees are displayed at the bottom of the dialog box.

Note Change fee information is not available for international flights. Please contact the airlines directly to obtain this information.

4. The setting of the Use Preferences option determines which fares and restrictions are displayed. See [using flight preferences](#) for more information about setting this option.
5. If your schedule is flexible (and your itinerary includes no more than two segments), choose the SuperShop button to shop for low fares over a full 24-hour period or over a range of days. See [Using SuperShopper®](#) for more information.
6. To choose a fare, highlighted that fare and choose the Next button. The Select FareShopper® Flights dialog box appears. See [Selecting flights in FareShopper](#) for more information.

See also

[Overview: Adding flights](#)

[Planning a flight](#)

[Editing preferences for the current flight](#)

[Select FareShopper Fares dialog box](#)

To display the Select FareShopper[®] Fares dialog box:

1. Plan all flights in your itinerary. See [Planning a flight](#) for more information.
2. In the Itinerary Window, select the FareShop icon from the toolbar.

®

Using flight preferences

The fares listed in the Select FareShopper® Fares dialog box are directly affected by the setting of the Use Preferences option:

- When the Use Preferences option is selected, United Connection® displays all available fares that conform to the primary traveler's Preferred Airlines and Acceptable Fare Restrictions. Because FareShopper is designed to find the lowest available fares, it ignores the Preferred Service Class option.
- When the Use Preferences option is not selected, United Connection displays the most restricted fares on all available airlines.

See [Editing preferences for the current flight](#) for more information about changing flight preferences.

See also

[How flight preferences are used](#)

[Selecting a fare in FareShopper](#)

[Flight Preferences dialog box](#)

®

Using SuperShopper®

United Connection's SuperShopper feature extends the power of FareShopper® by allowing you to shop for low fares over a greater time period. Normally, FareShopper looks for low fares within a limited time window, based on the departure times you selected in the Plan Flight dialog box. SuperShopper searches for low fares over a full-24-hour period, from midnight to midnight on your planned departure dates. You can even extend this search over a range of days

® up to two days before and after your planned travel dates.

Note This option is only available if your itinerary includes no more than two segments.

To use SuperShopper®:

1. After [planning your flights](#), choose the FareShop icon from the toolbar. The Select FareShopper® Fares dialog box appears.

Note For helpful hints about SuperShopper, [choose the Hints button](#).

2. Choose the SuperShop button. The SuperShopper® dialog box displays a date range selector for each flight, initially set to the planned date for that flight.
3. To search over the full 24-hour period on your original planned dates, choose the OK button without changing the date controls.
4. You can also extend your search over a range of days:
 - a. Move the Outbound slide controls left and right to specify the date range in which United Connection should search for outbound flights. You can set the controls up to two days before and after the original planned departure date.
 - b. Repeat this process with the Inbound slide controls to specify the date range in which to search for inbound flights. United Connection searches the full 24-hour period for each day.
 - c. To begin searching for low fares, choose the OK button.

Note The greater the date range, the longer it will take United Connection to find flights. The retrieval process may be quite lengthy if you choose the full 5-day range for both flights.

5. The Retrieving Fares dialog box shows the progress of the retrieval, and the lowest fare found so far. When the retrieval process is complete, all available fares are displayed in the Select FareShopper® Fares dialog box.
6. To stop the retrieval process before it is complete, choose the Stop button. The Select FareShopper® Fares dialog box displays the fares retrieved up to that point.
7. Review the fares displayed in the Select FareShopper® Fares dialog box. The days on which each fare is available appear in the Outbound/Inbound column.
8. To choose a fare, highlighted that fare and choose the Next button. The Select FareShopper® Flights dialog box appears. See [Selecting flights in FareShopper](#) for more information.

See also

[Selecting a fare in FareShopper](#)

[Select Fare Shopper® Fares dialog box](#)

[SuperShopper® dialog box](#)

Retrieving Fares dialog box

®

Shopping hints

FareShopper® hints

- [Shopping your preferred airlines](#)
- [Can I request a specific service class?](#)
- [How are flights displayed?](#)
- [Options that affect the fare display](#)
- [Cities with multiple airports](#)
- [Shopping for international itineraries](#)
- [Change fees](#)

SuperShopper® hints

- [What is SuperShopper?](#)
- [When should I use SuperShopper?](#)
- [How long will it take?](#)

See also

[Using Fare Shopper](#)

[Using SuperShopper®](#)

Shopping for international itineraries

Flights from the U.S. to international destinations often depart at a specific time of day. If you are traveling to an international destination, you may have better luck finding available flights if you enter the recommended departure time for that destination in the Plan Flight dialog box. See the table below for recommended departure times.

Traveling	West Coast	Midwest	East Coast
Via Atlantic	11 am - 1 pm	1-3 pm	3-5 pm
Via North Pacific	6 am	6 am	6 am
Via South Pacific	5-7 pm	3-5 pm	1-3 pm
To Central America	6-8 pm	2-4 pm	11 am - 1 pm
To South America	10 am - 12 pm	2-4 pm	4-6 pm
To the Caribbean	6-8 am or 8-10 pm	6-8 am	6-8 am

Also note:

- For flights to Europe via the Atlantic, lower fares are often displayed if you select the Use Preferences option in the Select FareShopper[®] Fares dialog box.
- For flights departing from India or Pakistan, select 1 AM as your departure time.
- For travel via both Atlantic and Pacific, or via both North Pacific and South Pacific, contact the over-water carrier to see if a lower published fare is available.

[®] [Print This Topic](#)

See also

[Using Fare Shopper](#)

[Using SuperShopper[®]](#)

What is SuperShopper[®]?

United Connection[®]s SuperShopper feature extends the power of FareShopper[®] by allowing you to shop for low fares over a greater time period.

FareShopper looks for low fares within a limited time window, based on the departure times you selected in the Plan Flight dialog box. SuperShopper searches for low fares over a full-24-hour period, from midnight to midnight on your planned departure dates. You can even extend this search over a range of days[®] up to two days before and after your planned travel dates.

Note SuperShopper is only available if your itinerary includes no more than two flight segments.

[®] [Print This Topic](#)

See also

[Using Fare Shopper](#)

[Using SuperShopper[®]](#)

When should I use SuperShopper[®]?

Unless you need to depart or arrive at specific times, you can use SuperShopper to find lower fares for just about any itinerary. SuperShopper searches for low fares over the entire day (from midnight to midnight), so it is able to find low fares that might otherwise be missed.

If you need to travel on specific days, just leave the SuperShopper date controls set to your original planned dates. If your schedule is more flexible, use the full power of SuperShopper to search over a full 5-day range for each flight.

Note SuperShopper is only available if your itinerary includes no more than two flight segments.

[®] [Print This Topic](#)

See also

[Using Fare Shopper](#)

[Using SuperShopper[®]](#)

How long will it take?

Because SuperShopper[®] is searching for low fares over a wide selection of flights (up to 4,800), retrieval time may be lengthy. Using a 14,400 baud modem, the approximate retrieval time for a two-person itinerary can range from 3 to 30 minutes, depending on the number of days you are searching.

Retrieval time can be affected by:

- **Number of days.** The greater the range of dates you are searching, the longer your search will take. You specify date ranges in the [SuperShopper[®] dialog box](#).
- **Number of travelers.** The more travelers in your itinerary, the longer it will take to retrieve fares.
- **Time of day.** Response time may be faster if you use SuperShopper during off-peak hours, from 7PM to 7AM.

Note This refers to the time at which you are using your computer, not the departure time you select for your flights.

- **Selected cities.** Retrieval time can vary widely from market to market. In particular, shopping for international fares will take longer than shopping for domestic fares.
- **Flight preferences.** Using flight preferences (select the Use Preferences option in the Select Fareshopper[®] Fares dialog box) can reduce retrieval times.

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See also

[Using Fare Shopper](#)

[Using SuperShopper[®]](#)

How are flights displayed?

Flights are not sorted in any particular order, so be sure to scroll down to view the entire list when choosing flights. You may find non-stop flights listed after connections, or earlier flights listed after flights that leave later in the day.

[Print This Topic](#)

See also

[Using Fare Shopper](#)

[Using SuperShopper](#)

Can I request a specific class?

You cannot shop for low fares in a specific class of service... for example, Business or First Class.

Because SuperShopper[®] is looking for the lowest fares it can find (regardless of service class), all available Coach fares will be displayed first. Business and/or First Class fares will be displayed if no Coach fares are available. If you specify a preference for Business or First Class the preference will be ignored.

[®] [Print This Topic](#)

See also

[Using Fare Shopper](#)

[Using SuperShopper[®]](#)

Cities with multiple airports

For cities with multiple airports, be sure to specify the airport you want to use.

If you specify only the city name for a city with more than one airport (for example, New York), you may get flights that depart from one airport and return to another. You specify departure and arrival airports in the [Add Flight dialog box](#).

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See also

[Using Fare Shopper](#)

[Using SuperShopper](#)[®]

Shopping your preferred airlines

Limiting the FareShopper[®] display to your preferred airlines will increase your chances of finding lower fares on those airlines.

If you prefer to travel with specific airlines, specify those airlines in the [Flight Preferences dialog box](#) (and be sure to select the Use Preferences option in the Select FareShopper[®] Fares dialog box). United Connection[®] will display only fares that are available on your preferred airlines.

[Print This Topic](#)

See also

[Using Fare Shopper](#)

[Using SuperShopper[®]](#)

Options that affect the fare display

United Connection[®] initiates a new search for low fares each time you:

- Select or de-select the Use Preferences option in the [Select FareShopper Fares[®] dialog box](#)
- Change your [flight preferences](#)
- Change one or both date ranges in the [SuperShopper[®] dialog box](#) and click OK

If you change one of these options and cannot find a previously displayed fare, return that option to its previous setting and repeat the search.

[Print This Topic](#)

See also

[Using Fare Shopper](#)

[Using SuperShopper[®]](#)

Change fees

For domestic itineraries, the change fee information for a particular fare is displayed below the fares list when you highlight that fare.

If your itinerary includes international flights, United Connection[®] may not be able to show the change fee information. If this information is not displayed when you highlight a fare, please contact the airlines directly to obtain it.

[®] [Print This Topic](#)

See also

[Using Fare Shopper](#)

[Using SuperShopper[®]](#)

®

Selecting flights in FareShopper®

After selecting a fare in FareShopper, you are ready to select your flights. You will need to select a separate flight for each planned flight in your itinerary. For example, if you have planned a round trip itinerary, you will need to select two flights.

Note If you selected a low fare with multiple restrictions, a limited number of flights may be available.

To select flights in FareShopper®:

1. Highlight a fare in the [Select FareShopper® Fares dialog box](#) and choose the Next button. The Select FareShopper

® Flights dialog box appears.

This dialog box displays a list of available flights to the first destination in your itinerary. A separate tab appears for each day of the week.

2. If you used the [SuperShopper® option](#) to search over a range of days, more than one day may be available. Choose a tab to see the available flights for that day. The tabs are disabled for days on which no flights are available.
3. Review the list of available flights to find one that meets your needs. If necessary, scroll down to view all available flights.

Tip [Click here to find out how United Connection® can automatically choose flights for you.](#)

4. To view operation and service details for a flight, highlight that flight and choose the Details button. The [Flight Details dialog box](#) appears. Choose Close to return to the Select FareShopper® Flights dialog box.
5. After reviewing flights, do one of the following:
 - If you find a flight that meets your needs, highlight it and continue with step 6.
 - If none of the flights meets your needs, choose the Fares button to return to the [Select FareShopper® Fares dialog box](#). Select a different fare, then choose the Next button to view an updated flight list.

6. To see service requests for the selected flight, choose the Requests button. The Flight Service Requests Summary dialog box appears.

View and/or edit the flight services for each traveler. See [Requesting flight services](#) for more information.

7. If you selected a United Airlines or United Express flight, you can use the seat map to select specific seat assignments for that flight. See [Selecting seats using the seat map](#) for more information.

8. When you are ready to select your next flight, choose the Next button. The Select FareShopper® Flights dialog box displays flights to the next destination in your itinerary.

Important If you create your own connecting flights, you **must** leave at least 60 minutes between flights (90 minutes for connections to or from international locations) to allow adequate time to change planes. If you select a flight that does not adhere to these guidelines you will not be able to add it to your itinerary.

9. Repeat steps 2-8 for each flight in your itinerary. When you have selected all flights in your itinerary, choose the Finish button to return to the Itinerary Window.

See also

[Viewing flight details](#)

[Selecting seats using the seat map](#)

[Requesting flight services](#)

[Select FareShopper[®] Flights dialog box](#)

Letting FareShopper[®] choose your flights automatically

If you wish, United Connection[®] can automatically choose flights for you in FareShopper. Simply choose Finish in the Select FareShopper

[®] Flights dialog box, then choose Yes when prompted to continue. United Connection will select flights closest to the departure times you specified.

®

Changing a seat assignment

In most cases, you can change your seat assignment up to one hour before departure (provided that seats are still available). Note that if you change seats after reserving your itinerary, the new seats must be selected from the same service class as the previous seats (Coach/Economy, Business, or First).

Note For more information about seating options, see [Selecting seats](#).

To change a seat assignment:

1. Open the itinerary that contains the flight you want to change.
2. In the Itinerary Window, double-click on the flight you want to edit.
3. In the Edit Flight dialog box, choose the Requests button. The Flight Service Requests Summary dialog box appears.
4. Do one of the following:
 - To select a different seat using the seat map, choose the Seat Map button. The Select Seats dialog box appears. Select a traveler, then click on the seat you want to choose. See [Selecting seats using the seat map](#) for more information.
 - To request that all travelers in the itinerary sit in adjoining seats, choose the [Sit Together](#) option. This option is automatically selected as the default seating option in all itineraries with two or more travelers. On airlines other than United and United Express, this is the only available seating option.
 - To change a traveler's seating preference:
 - a. Select that traveler in the Flight Services For field. The traveler's service requests are displayed.
 - b. Select the flight segment in which you want to change the seating preference and choose the Edit button. The Flight Service Requests dialog box appears.

Note For connecting flights, services apply to individual flight segments. Be sure to select and modify services for each segment.
 - c. In the Seating field, select the traveler's preferred seating option.
 - d. Choose OK. The Flight Service Requests Summary dialog box appears.
 - e. Repeat steps b-d for each flight segment in which you want to change a seating request.
5. To exit the Flight Service Requests Summary dialog box, choose OK.
6. In the Itinerary Window, choose the Reserve icon from the toolbar. The Pricing Summary dialog box appears.
7. Choose the Reserve button. The Confirm Reservation dialog box appears.
8. To finalize your seating change request, choose Finish. The Confirmation dialog box appears. Choose OK.

Note If you requested seating changes on a United Airlines or United Express flight, you will get an immediate response on the status of your request(s). The response from other airlines may be delayed. In this case, you should check your itinerary at a later time.

See also

[Select Seats dialog box](#)

[Flight Service Requests Summary dialog box](#)

[Flight Services Requests dialog box](#)

®

Changing a meal request

If the traveler requires a special meal (for example, for medical or religious reasons), you can select their special meal preference in the Preferred Meal field. You can change a meal request up to 24 hours before departure. When you request a special meal, United Connection® forwards this information to the appropriate airline but does not verify that the airline offers the requested meal type. After a meal request is made, United Connection will indicate whether the request has been confirmed or denied.

Note Certain restrictions apply to special meal requests ® see [Requesting special meals](#) for information about available meals, dietary guidelines, and restrictions.

To change your meal request:

1. Open the itinerary that contains the flight you want to change.
2. In the Itinerary Window, double-click on the flight you want to edit.
3. In the Edit Flight dialog box, choose the Requests button. The Flight Service Requests Summary dialog box appears.
4. In the Flight Services For field, select the traveler whose meal request you want to change. That traveler's service requests are displayed.
5. Select the flight segment you want to change the meal request for and choose the Edit button. The Flight Service Requests dialog box appears.

Note For connecting flights, services apply to individual flight segments. Be sure to select and modify services for each segment.

6. In the Meal field, select the traveler's preferred meal. To cancel a special meal request, choose the No Special Request option.
7. Choose OK. The Flight Service Requests Summary dialog box appears.
8. Repeat steps 5-7 for each flight segment in which you want to change a meal request.
9. To exit the Flight Service Requests Summary dialog box, choose OK.
10. In the Itinerary Window, choose the Reserve icon from the toolbar. The Pricing Summary dialog box appears.
11. Choose the Reserve button. The Confirm Reservation dialog box appears.
12. To finalize your meal request, choose Finish. The Confirmation dialog box appears. Choose OK.

Note If you requested a special meal on a United Airlines or United Express flight, you will get an immediate response on the status of your request. The response from other airlines may be delayed. In this case, you should check your itinerary at a later time.

See also

[Flight Service Requests Summary dialog box](#)

[Flight Services Requests dialog box](#)

®

Changing a request for a wheelchair

One of the special services offered through United Connection® is the ability to request a wheelchair for use at the airport. Note that the traveler requiring the wheelchair must be able to ascend and descend stairs. If the traveler will need additional assistance, please contact the airline directly.

To change a request for a wheelchair:

1. Open the itinerary that contains the flight you want to change.
2. In the Itinerary Window, double-click on the flight you want to edit.
3. In the Edit Flight dialog box, choose the Requests button. The Flight Service Requests Summary dialog box appears.
4. In the Flight Services For field, select the traveler whose service request you want to change. That traveler's service requests are displayed.
5. Select the flight segment you want to change the wheelchair request for and choose the Edit button. The Flight Service Requests dialog box appears.

Note For connecting flights, services apply to individual flight segments. Be sure to select and modify services for each segment.

6. In the Special field, select (or deselect) the Wheelchair option.
7. Choose OK. The Flight Service Requests Summary dialog box appears.
8. Repeat steps 5-7 for each flight segment in which you want to change a wheelchair request.
9. To exit the Flight Service Requests Summary dialog box, choose OK.
10. In the Itinerary Window, choose the Reserve icon from the toolbar. The Pricing Summary dialog box appears.
11. Choose the Reserve button. The Confirm Reservation dialog box appears.
12. To finalize your service request, choose Finish. The Confirmation dialog box appears. Choose OK.

Note If you requested a wheelchair in conjunction with a United Airlines or United Express flight, you will get an immediate response on the status of your request. The response from other airlines may be delayed. In this case, you should check your itinerary at a later time.

See also

[Flight Service Requests Summary dialog box](#)

[Flight Services Requests dialog box](#)

®

Add Flight dialog box

You access the Add Flight dialog box to specify the required flight planning information. This includes origin, destination, departure date, and departure time. Once you enter this information, you can either return to the Itinerary Window (leaving the flight in Planned status) or proceed immediately to flight selection.

Note After you select a flight, this dialog box is renamed "Edit Flight."

®

[How to display the Add Flight dialog box](#)

®

Dialog Box Options

From

Enter or select a departure city/airport. See [Using the Airport Search option](#) if you need help finding an airport name.

To

Enter or select a destination city/airport.

Date

Enter or [select the departure date](#).

Time

Enter or select the desired departure time.

Note United Connection[®] will search for flights that depart up to 30 minutes before the time you specify, as well as flights at or after that time.

Find Flights button

Choose this button to display the [Select Flight dialog box](#), which displays a list of available flights using the specified planning information.

Requests button

Choose this button to display the [Flight Service Requests Summary dialog box](#), which displays each traveler's flight services (seating, meals, special services) for the selected flight. This button is not available until a flight has been selected.

Details button

Choose this button to display the [Flight Details dialog box](#), which displays operation and service information for the selected flight. This button is not available until a flight has been selected.

See also

[Planning a flight](#)

[Selecting flights based on schedule](#)

[Reviewing flight services](#)

[Viewing flight details](#)

To display the Add Flight dialog box:

- From the toolbar in the Itinerary Window, choose the Add Flight icon. The Add Flight dialog box appears.

Tip If you have already planned or selected a flight, you can review the planning information by double-clicking on that flight in the Itinerary Window. The Edit Flight dialog box appears.

®

Select Flight dialog box

You access the Select Flight dialog box to choose a flight based on your flight plan. The Select Flight dialog box displays flights to your destination that have seats available. Flights are displayed by number of stops (non-stops, 1-stops, etc.), then by time (earliest to latest). At your option, United Connection[®] can display only flights that conform to specified flight preferences

® that is, Preferred Airlines and Preferred Service Class.

®

[How to display the Select Flight dialog box](#)

®

Dialog Box Options

Flight Information

Displays available flights that match the specified flight plan. Select the flight that best meets your needs. The following information appears for each flight:

Heading	Information
Flight	Airline and flight number Flights preceded by an asterisk (*) are operated by United Express or under a code share agreement.
Time	Scheduled departure and arrival times.
Location	Departure airport/city, Arrival airport/city
Class	Service classes with seating available. Classes are listed in order from left to right, using the codes below. F First B Business/Connoisseur C Coach/Economy A dash indicates that seating is not available in that class. For example: F-C indicates that seating is available in First and Coach classes.
Meal	Indicates what meal is offered in each class.
Information	Contains the following details: Stops The number of stops between the departure and destination city. On Time A percentage indicates how regularly this flight arrives at its destination on time. Aircraft The type of aircraft scheduled for the flight, such as a DC-10 or B727.

Advisory Information

If the U.S. State Department issues a Travel Advisory for travel to the selected destination, United Connection displays this message immediately below the flight list.

Flight Plan

Displays the following information:

From	The departure airport and city
To	The destination airport and city
Date	The departure date
Time	The planned departure time

Use Preferences

Choose this option to display only those flights that conform to the flight preferences specified in the Flight Preferences dialog box. The flight preferences from the primary traveler's profile are used as the defaults. If no flights are found that meet the specified preferences, United Connection displays all available flights. To edit preferences for the current flight, choose the Edit button. See [How flight preferences are used](#) for more information.

Include Full Flights

Choose this option to display all scheduled flights for the specified date, including flights that do not have seats available and those that have already departed. Full flights and departed flights appear in gray and cannot be selected. If the Use Preferences option is also selected, United Connection will limit the display to flights that meet the specified preferences.

Edit button

Choose this button to display the [Flight Preferences dialog box](#). The flight preferences from the primary traveler's profile appear in this dialog box by default. If you wish, you can change these preferences for the current flight. If you want United Connection to use the flight preferences to find flights and fares, select the Use Preferences option in the Select Flight dialog box.

Seat Map button

Choose this button to display the [Select Seats dialog box](#), which provides seat maps for all segments of the selected flight. The seat maps show the seating layout of the associated aircraft. Separate seat maps are provided for each service class. Available seats are shown in white.

Note Seat maps are available for United Airlines and United Express flights only.

Details button

Choose this button to display the [Flight Details dialog box](#), which contains operation and service information for the selected flight.

Print button

Choose this button to print the current flight list. The [Print dialog box](#) appears.

More Flights button

United Connection can display up to 16 flights at a time. If more than 16 flights are available, the More Flights button is enabled. Choose this button to view the additional flights. Scroll up to view the previous flights.

See also

[Selecting flights based on schedule](#)

[Editing preferences for the current flight](#)

[Selecting seats using the seat map](#)

[Viewing flight details](#)

®

Select FareShopper® Fares dialog box

You access the Select FareShopper® Fares dialog box to choose a fare for your itinerary. United Connection

® displays all available fares, the restrictions associated with those fares, and the airlines on which the fares are available. The default display shows the most restricted Coach fares on all available airlines. At your option, United Connection can display only fares that conform to the flight preferences specified in the primary traveler's profile (preferred airlines, service class, and fare restrictions).

®

[How to display the Select FareShopper® Fares dialog box](#)

®

Dialog Box Options

Available Fares and Restrictions

Displays available fares for your itinerary. Select the fare that best meets your needs. The following information appears for each fare:

Heading	Information
Fare	Displays the total fare for all travelers and all flights in your itinerary.
Min Stay	Displays Y or N to indicate whether a minimum stay is required.
Max Stay	Displays Y or N to indicate whether a maximum stay is required.
Purchase By	If the fare has an advance purchase requirement, the last purchase date is displayed.
Non-Refundable	Displays Y or N to indicate whether the fare is non-refundable
Carriers	Displays all carriers that offer one or more flights at the specified fare. Note that a particular carrier may not have available flights for the entire itinerary. For example, if you planned a round trip flight, you may be required to use one carrier for the outbound flight and another carrier for the return flight.
Outbound Inbound	Displays the days of the week on which flights are available. Outbound availability is displayed in the first row. Inbound (i.e., return) availability is displayed in the second row.

Fare Restriction Details

Displays detailed fare restriction information for the highlighted fare. For domestic itineraries, change fee information is also displayed. Change fee information is not available for international itineraries ® please contact the airlines directly to obtain this information.

Use Preferences

Choose this option to display fares that conform to the flight preferences specified in the Flight Preferences dialog box. The flight preferences from the primary traveler's profile are used as the defaults. To edit flight preferences for the current itinerary, choose the Edit button. See [How flight preferences are used](#) for more information.

Edit button

Choose this button to display the [Flight Preferences dialog box](#). The flight preferences from the primary traveler's profile appear in this dialog box by default. If you wish, you can change these preferences for the current itinerary. If you want United Connection to use the flight preferences to find flights and fares, be sure to select the Use Preferences option in the Select FareShopper[®] Fares dialog box.

SuperShop button

Choose this button to display the [SuperShopper[®] dialog box](#). This dialog box allows you to shop for low fares over a full-24-hour period (from midnight to midnight on your planned departure dates), or over a range of days [®] up to two days before and after your planned travel dates.

Note The SuperShopper option is only available for itineraries of one or two segments.

Next button

Highlight the flight you want to select, then choose this button to display the [Select FareShopper[®] Flights dialog box](#). This dialog box displays a list of available flights to the first destination in your itinerary.

See also

[Selecting a fare in FareShopper](#)

[Using SuperShopper[®]](#)

[Editing preferences for the current flight](#)

®

Select FareShopper® Flights dialog box

You access the Select FareShopper® Flights dialog box to choose a flight to each destination in your itinerary. This dialog box displays all flights that are available for the fare you chose. If necessary, scroll down to view all available flights.

A separate tab appears for each day of the week. If you used the [SuperShopper® option](#) to search over a range of days, more than one day may be available. Choose a tab to see the available flights for that day. The tabs are disabled for days on which no flights are available.

®

[How to display the Select FareShopper® Flights dialog box](#)

®

Dialog Box Options

FareShopper Flight Availability

Displays available flights that match the specified flight plan and fare. Select the flight that best meets your needs. The following information appears for each flight:

Heading	Information
Flight	Airline and flight number Flights preceded by an asterisk (*) are operated by United Express or under a code share agreement.
Time	Scheduled departure and arrival times.
Location	Departure airport/city, Arrival airport/city
Class	Displays the service class associated with the selected fare. Class codes are: F First B Business/Connoisseur C Coach/Economy
Meal	Indicates what meals are offered.
Information	Contains the following details: Stops The number of stops between the departure and destination city. On Time A percentage indicates how regularly this flight arrives at its destination on time. Aircraft The type of aircraft scheduled for the flight, such as a DC-10 or B727.

Advisory Information

If the U.S. State Department issues a Travel Advisory for travel to the selected destination, United Connection® displays this message immediately below the flight list.

Flight Plan

Displays the following information:

From The departure airport and city

To	The destination airport and city
Date	The departure date
Time	The planned departure time

Details button

Highlight a flight and choose this button to display the [Flight Details dialog box](#), which contains operation and service information for the selected flight.

Seat Map button

Highlight a flight and choose this button to display the [Select Seats dialog box](#), which provides seat maps of the selected service class for all segments of the selected flight. The seat maps show the seating layout of the associated aircraft. Available seats are shown in white.

Note Seat maps are available for United Airlines and United Express flights only.

Requests button

Highlight a flight and choose this button to display the [Flight Service Requests Summary dialog box](#), which displays each traveler's flight services (seating, meals, special services) for the selected flight.

Fares button

Choose this button to return to the [Select FareShopper[®] Fares dialog box](#), which displays a list of available fares for your itinerary.

Prev button

Choose this button to display the Select FareShopper[®] Flights dialog box for the previous flight in your itinerary.

Next button

Choose this button to display the Select FareShopper[®] Flights dialog box for the next flight in your itinerary.

Finish button

Choose this button to finalize your selections and return to the Itinerary Window.

Note If you wish, United Connection can automatically choose flights for you in FareShopper. Simply choose Finish in the FareShopper Flights dialog box, then choose Yes when prompted to continue. United Connection will select flights closest to the departure times you specified.

See also

[Selecting flights in FareShopper](#)

[Viewing flight details](#)

[Selecting seats using the seat map](#)

[Requesting flight services](#)

To display the Select FareShopper[®] Flights dialog box:

- In the Select FareShopper[®] Fares dialog box, highlight the fare you want to select and choose the Next button.

®

Flight Preferences dialog box

At your option, United Connection[®] can use flight preferences to narrow the search for acceptable flights (in the Select Flight dialog box) or fares (in FareShopper[®]). Flight preferences include Preferred Airlines, Preferred Service Class, and Acceptable Fare Restrictions. The default flight preferences are those specified in the primary traveler's profile. You can save your changes in the primary traveler's profile, or apply them to the current flight only.

Important When adding a flight to your itinerary, you must indicate that you want to use flight preferences by choosing the Use Preferences option in the Select Flight dialog box (or in the Select FareShopper[®] Fares dialog box).

®

[How to display the Flight Preferences dialog box](#)

®

Dialog Box Options

Using Primary Traveler's Preferences

Displays the primary traveler's name, and the profile selected for this itinerary.

Preferred Airlines

Select second and third preferred airlines. The first preference is United Airlines, which cannot be changed. If you use flight preferences, United Connection will display only flights operated by the preferred airlines.

Note If second and third preferred airlines are not selected and preferences are used to find flights, only United Airlines flights will appear.

Preferred Service Class

Select a preferred service class. Options include: First, Business, Coach/Economy, and Any. If you use flight preferences, United Connection will display only flights that have seats available in the preferred service class.

Note The Preferred Service Class option is ignored in FareShopper, which returns the lowest available fares regardless of class.

Acceptable Fare Restrictions

In the Acceptable Fare Restrictions field, select the fare restrictions you are willing to accept when pricing a flight. These include:

- [Minimum Stay Required](#)
- [Maximum Stay Required](#)
- [Advance Purchase Required](#)

United Connection will look for fares based on the specified fare restrictions. If no available fare meets all of the selected restrictions, United Connection will return a less restrictive fare (it will never return a more restrictive fare).

OK button

Choose this button to apply the changes to the current flight.

Update Profile button

Choose this button to save the changes in the primary traveler's profile.

See also

[How flight preferences are used](#)

[Editing preferences for the current flight](#)

®

Select Seats dialog box

You access the Select Seats dialog box to choose specific seats for a selected flight, either by seat number or from a seat map. Separate seat maps are provided for each service class. Available seats are displayed in white. You choose seats for all travelers in your itinerary. If you have chosen a connecting flight, you will need to select seats on each flight segment.

Note Seat maps are only available for United Airlines and United Express flights.

®

[How to display the Select Seats dialog box](#)

®

Dialog Box Options

From

Displays the departure airport and city. For connecting flights, a list of the flight segments appears. Highlight each flight segment to select seats for that segment.

To

Displays the destination airport and city.

Depart

Displays the departure date and time of the selected flight.

Arrive

Displays the arrival date and time of the selected flight.

Traveler

Select the traveler whose seat you want to choose.

Seats

Displays all available seat numbers and the associated seat type (Window, Middle, or Aisle). If you wish, you can select a seat from this list instead of using the seat map.

Seat Map Tabs

Displays a seat map for each service class in the selected flight segment. Select a tab to display the seating for that class. Seating may not be available in all classes. If you are using FareShopper[®], only the class associated with the selected fare is displayed.

Available seats are shown in white. Click on a seat to select that seat. To de-select a seat, click on it again.

Important Exit rows are marked with an arrow. FAA safety rules require that passengers sitting in exit row seats must be able-bodied and willing to assist the crew in the event of an emergency. See [Exit row seat restrictions](#) for more information.

First

Displays seats in First class for this flight segment.

Business

Displays seats in Business class for this flight segment.

Coach/Economy

Displays seats in Coach/Economy class for this flight segment.

See also

[Selecting seats](#)

[Selecting seats using the seat map](#)

[Changing a seat assignment](#)

The following travelers may not sit in exit row seats:

- Travelers who are not willing to assist in the event of an emergency
- Travelers who lack the strength, dexterity, mobility, or balance required to open the emergency exit and assist the crew in evacuating other passengers
- Travelers who cannot speak or understand English
- Elderly travelers, or those traveling with children
- Travelers with any other condition which would prevent them from assisting in the event of an emergency

If an exit row seat assignment is in question, airline personnel will have final authority in deciding how seats are assigned.

®

Flight Details dialog box

You access the Flight Details dialog box to view operation and service information for a selected flight. For connecting flights, information is provided for each flight segment.

Note Columns are resizable. If a column contains more information than can be displayed in the current width, an ellipsis (...) appears after the text. To re-size the column, use the mouse to drag the column divider left or right.

®

[How to display the Flight Details dialog box](#)

®

Dialog Box Options

Depart

Displays the scheduled departure date and time.

Arrive

Displays the scheduled arrival date and time.

Flight

The first line displays the airline abbreviation and flight number. The second line displays the full airline name.

Location

The first line displays the departure airport and city. The second line displays the destination airport and city.

Time

The first line displays the scheduled departure time. The second line displays the scheduled arrival time.

Information

Displays a summary of available flight services for this flight, including meals (by service class), aircraft type, movie, and audio.

See also

[Viewing flight details](#)

®

Flight Service Requests Summary dialog box

You access the Flight Service Requests Summary dialog box to view service requests for a selected flight. Service requests include seating, meals, and special services (for example, a wheelchair for use at the airport). You can view service requests for each traveler in the itinerary. For a connecting flight, separate services are displayed for each flight segment. If you wish, you can change a traveler's service requests for the current flight.

®

[How to display the Flight Service Requests Summary dialog box](#)

®

Dialog Box Options

Flight Services For

Displays all travelers in the current itinerary. Select the traveler whose flight services you want to view and/or edit.

Flight Segment

Displays the departure and destination airports and cities.

Seating

Displays the traveler's seating option for this flight segment. The seating preference from the traveler's profile is supplied by default. If a specific seat has been selected (or assigned), the actual seat number will appear.

Note If a seat cannot be assigned, the message "Available at Airport" is displayed.

Meal

Displays the traveler's meal request for this flight segment. The meal preference from the traveler's profile is supplied by default.

Note Certain restrictions apply to special meal requests ® see [Requesting special meals](#) for information about available meals, dietary guidelines, and restrictions.

Special Services

Displays any special services requested by the traveler for this flight segment (for example, a wheelchair for use at the airport). Special services selected in the traveler's profile are supplied by default.

Sit Together

The Sit Together option is automatically selected as the default seating option in all itineraries with two or more travelers. On airlines other than United and United Express, this is the only available seating option. When you reserve your itinerary, United Connection® will forward the primary traveler's seating preference (for example, Aisle) to the airline and request adjoining seats for all other travelers in the itinerary. If you choose this option for a connecting flight, the airline will attempt to assign adjoining seats on all segments of that flight.

Note Selecting this option will remove any seats selected from the seat map.

More Info button

If you arranged any special services directly through the airline (for example, allowance for

excess or oversized baggage), choose this button to display those services. This information is available for viewing only.

Seat Map button

Choose this button to display the [Select Seats dialog box](#). This dialog box allows you to choose specific seats for the selected flight, either by seat number or from a seat map. You choose seats for all travelers in your itinerary. If you have chosen a connecting flight, you will need to select seats for each flight segment.

Note Seat maps are only available for United Airlines and United Express flights.

Edit button

Choose this button to display the [Flight Service Requests dialog box](#), which allows you to change seating, meal, and special service requests for the selected traveler on the selected flight segment.

Show This Summary After Each Flight Selection

Select this option to display the Flight Service Requests Summary dialog box automatically after you select a flight. If you de-select this option, you will need choose the Requests button in the Edit Flight dialog box to access this information.

Note You can also select or de-select this option from the System Options dialog box. To display this dialog box, choose System Options from the Tools menu.

See also

[Selecting seats using the seat map](#)

[Requesting flight services](#)

[Reviewing flight services](#)

[Changing a seat assignment](#)

[Changing a meal request](#)

[Changing a wheelchair request](#)

®

Flight Service Requests dialog box

You access the Flight Service Requests dialog box to edit a traveler's service requests for a selected flight segment.

®

[How to display the Flight Service Requests dialog box](#)

®

Dialog Box Options

Traveler

Displays the name of the traveler whose flight requests appear in the dialog box.

From

Displays the departure airport and city.

To

Displays the destination airport and city.

Seating

Select the traveler's seating preference for this flight segment. If a specific flight has already been selected or assigned, that seat number will appear in the list.

Meal

If the traveler requires a special meal (for example, for medical or religious reasons), select their special meal preference for this flight segment. When you reserve a flight, each traveler's meal requests are forwarded to the airlines. Special meals must be requested at least 24 hours prior to departure.

Note Certain restrictions apply to special meal requests [®] see [Requesting special meals](#) for information about available meals, dietary guidelines, and restrictions.

Special

Select any special services that the traveler requires for this flight segment, such as a wheelchair (for use at the airport).

Note If you request a wheelchair, the traveler requiring the wheelchair must be able to ascend and descend stairs. If additional assistance is needed, please contact the airline directly.

See also

[Requesting flight services](#)

[Changing a seat assignment](#)

[Changing a meal request](#)

[Changing a wheelchair request](#)

To display the Flight Service Requests dialog box:

- In the Flight Service Requests Summary dialog box:
 - a. Select the traveler whose services you want to edit.
 - b. Highlight the flight segment you want to edit, then choose the Edit button.

- In the Itinerary Window:
 - a. Double-click on a flight segment.
 - b. In the Edit Flight dialog box, choose the Requests button.
 - c. In the Flight Service Requests Summary dialog box, select the traveler whose services you want to edit.
 - d. Highlight the flight segment you want to edit, then choose the Edit button.

®

Confirm Service Class dialog box

After you select a flight, United Connection[®] displays the Confirm Service Class dialog box and prompts you to select a service class. Unavailable service class options are grayed. United Connection uses the service class you select to price your airfare and reserve seats.

Note If you selected specific seats using the seat map, you have already chosen a service class. Therefore, the Confirm Service Class dialog box does not appear.

®

Dialog Box Options

First Class

Select this option to choose First class.

Business Class

Select this option to choose Business class.

Coach/Economy Class

Select this option to choose Coach/Economy class.

See also

[Selecting a service class](#)

®

Plan Another Flight dialog box

After you add a flight to your itinerary, the Plan Another Flight dialog box prompts you to add another flight. If the Remind Me To Plan Another Flight option is selected, this dialog box will appear automatically each time you select a flight.

®

Dialog Box Options

Yes button

Displays the Add Flight dialog box for the next flight.

No button

Displays the Itinerary Window.

Remind Me To Plan Another Flight

Select this option if you want to be prompted to plan another flight each time you add a flight to your itinerary.

Note If you de-select this option, you will need to access the System Options dialog box to select it again. To display this dialog box, choose System Options from the Tools menu. In the Flight Options area, select the Prompt For Return Flights option and choose OK.

See also

[Planning a flight](#)

[Add Flight dialog box](#)

®

SuperShopper® dialog box

The SuperShopper® dialog box appears when you choose the SuperShop button in the [Select FareShopper](#)

® [Fares dialog box](#). This dialog box allows you to shop for low fares over a full-24-hour period, or over a range of days.

To search over the full 24-hour period on your original planned dates, choose the OK button without changing the date controls. To extend your search over a range of days, use the controls to specify the date range in which United Connection® should search for flights. You can search up to two days before and after your original travel dates.

Note The SuperShopper option is only available for itineraries of one or two segments.

®

Dialog Box Options

Outbound Plan

Move the slide controls left and right to specify the range of dates within which United Connection should search for Outbound flights.

Inbound Plan

Move the slide controls left and right to specify the range of dates within which United Connection should search for Inbound flights.

OK button

Choose this button to begin searching for low fares. If you choose OK without changing the date ranges, United Connection searches for fares from midnight to midnight on your original planned dates.

See also

[Using SuperShopper®](#)

[Select Fare Shopper® Fares dialog box](#)

[Retrieving Fares dialog box](#)

®

Retrieving Fares dialog box

The Retrieving Fares dialog box appears when you choose the OK button in the [SuperShopper® dialog box](#). This dialog box shows you the status of your SuperShopper retrieval.

®

Dialog Box Options

Status bar

Visually indicates the elapsed and remaining time for the current retrieval.

Lowest fare found

Displays the lowest fare found for this itinerary during the current retrieval.

Searching for fares from

Displays the Outbound/Inbound date pair currently being checked for low fares. SuperShopper checks all possible combinations of Outbound and Inbound dates.

Stop button

Choose this button to stop the fare retrieval process. United Connection® displays the fares retrieved up to that point in the Select FareShopper® Fares dialog box.

See also

[Using SuperShopper®](#)
[SuperShopper® dialog box](#)
[Select Fare Shopper® Fares dialog box](#)

® United Connection

® Technical Support

If you have questions about United Connection, first look in the online Help for the information you need. For solutions to common problems, see [Troubleshooting](#). To search for Help on a specific topic, choose Search For Help On... from the Help menu. Also, be sure to check all README files included with the application. If you still cannot resolve your problem, call the United Connection Support Desk at:

1-800-4UA-CNXN (1-800-482-2696)

Before you call the Support Desk:

When you call the Support Desk, please have the following information available:

- Your Mileage Plus[®] number
- Computer make and model
- Operating system (Windows 3.1, 3.11, NT, or Windows 95)
- Modem type and speed
- What you were doing when the problem occurred
- The exact text of any error messages, and when those messages are displayed (at startup, during connection, etc.)
- The access numbers you are using to connect to the Reservation System

The Support Desk is available seven days a week from 6 a.m. to 1 a.m. (CT).

After hours

To contact the Support Desk after hours, you can send a fax to 847-427-6157. Please include the following information:

- Your name, address, and Mileage Plus number.
- Detailed descriptions of the problem and your operating environment.
- A phone number (and fax number, if possible) where we can contact you. Please indicate the best day and time to call you.

® **Adding Rental Cars**

[Overview](#)

Rental Car Planning and Selection

[Planning a rental car](#)

[Selecting a rental car company](#)

[Viewing rental car company details](#)

[Selecting a rental car type](#)

[Viewing rental car rate details](#)

Rental Car Preferences

[How rental car preferences are used](#)

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Rental Car Services

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® Overview: Adding rental cars

Adding a rental car to your itinerary is a four step process:

- Entering planning information
- Selecting a rental car company
- Selecting a car type and rate
- Specifying car service requests

You can view a range of available rental car companies and car types, or use car preferences to limit the display to companies and car types that meet the specified preferences. If the primary traveler belongs to one or more rental car discount programs and has entered this information in the Traveler Editor, you also have the option of selecting a rental car that qualifies for one of these programs.

Once you have selected a rental company and car type, you indicate any special service requests that you would like to have forwarded to the rental company [®] for example, a request for a car seat or a mobile telephone.

All rental cars must be rented at airport locations, and all cars must be returned to the location where they are picked up. In addition, some rental companies require an airline ticket for rental. See the Rental Car Rate Details dialog box for the selected car type, or contact the rental company for more information.

When you reserve your itinerary, your rental car selection and service requests are forwarded to the appropriate rental company. A confirmation number will appear in the Notices area of the Itinerary Window after your reservation has been confirmed.

Note Any changes to a rental car reservation must be made directly through the rental company, not through United Connection[®].

See also

[Planning a rental car](#)

[Selecting a rental car company](#)

[Selecting a rental car type](#)

[Requesting rental car services](#)

® Planning a rental car

Before you can select a rental car, you need to indicate where and when you want to pick it up.

To plan a rental car:

1. In the Itinerary Window, choose the Add Car icon from the toolbar. The Add Car dialog box appears.
2. Complete the Add Car fields as follows:

<u>In this field</u>	<u>You can</u>
Airport	Enter or select the airport at which you will pick up the rental car. If you don't know the airport name, click on the down arrow next to the Airport field to search by city, airport, or airport code. See Using the Airport Search option for more information. Tip The destination of the last flight without an associated rental car is displayed by default.
Pick-Up Date	Enter or select a pick-up date .
Pick-Up Time	Enter or select a pick-up time.
Drop-Off Date	Enter or select a drop-off date .
Drop-Off Time	Enter or select a drop-off time.

3. To continue, do one of the following:
 - To view a list of available car companies at the specified airport, choose the Find Cars button. See [Selecting a rental car company](#) for more information.
 - To leave the rental car in Planned status for now, choose OK. The Itinerary Window displays the rental car planning information you entered.

See also

[Add Car dialog box](#)

[Selecting a rental car company](#)

® **How rental car preferences are used**

Rental car preferences are specified in the Car tab of the traveler profile. To use rental car preferences, choose the Use Preferences option in the Select Rental Car Company dialog box. United Connection® uses the rental car preferences from the primary traveler's profile as the defaults. If you wish, you can change car preferences for the current rental car.

Preferences are used as follows:

Preferred Rental Companies

United Connection displays only the primary traveler's preferred rental companies. If none of the primary traveler's preferred rental companies are available, you will need to select different rental companies. If the primary traveler has not selected any preferred rental companies, United Connection displays all available rental companies.

Preferred Car Types

United Connection displays only rental car companies that offer the primary traveler's preferred car types. If none of the primary traveler's preferred car types are available, you will need to select different car types. If the primary traveler has not selected any preferred car types, United Connection displays all available car types.

Search Within Price Range

United Connection displays only rental car companies that offer rates within the rate range specified in the primary traveler's profile. If no available rental car companies offer rates within the specified range, you will need to change the rate range. If the primary traveler has not selected the Search Within Price Range option, United Connection displays a range of rates from low to high.

In Terminal Facilities

United Connection displays only rental car companies that have a service desk inside the airport terminal. If no available rental car company offers in-terminal facilities, you will need to de-select this option. If the primary traveler has not selected the In Terminal Facilities option, United Connection displays rental companies that have either in-terminal or remote facilities.

Unlimited Mileage

United Connection displays only rental car companies that offer unlimited mileage rental plans. If no available rental car company offers unlimited mileage plans, you will need to deselect this option. If the primary traveler has not selected the Unlimited Mileage option, United Connection displays rental companies that offer various mileage plans. See [Viewing rental car rate details](#) for more information.

See also

[Editing preferences for the current rental car](#)

[Car Preferences dialog box](#)

® **Selecting a rental car company**

After you enter your rental car planning information, you are ready to select a rental car company. You do this in the Select Rental Car Company dialog box, which displays a list of available companies at the location you specified.

Important To display companies based on the primary traveler's car preferences, select the [Use Preferences](#) option. If Use Preferences is not selected, United Connection® displays all rental car companies that have cars available at the specified location.

®

[How to display the Select Rental Car Company dialog box](#)

To select a rental car company:

1. Display the Select Rental Car Company dialog box.
2. Review the list of available rental car companies. Note that the list contains only rental agencies which have cars available for the dates you specified.

Companies are listed by rate range for the specified rental period, from lowest to highest. The planning information you entered and the total number of days for this rental appear at the bottom of the dialog box.

Note The Location column indicates whether the rental car company service desk is located inside the airport terminal or at a remote airport location (which may require shuttle service).

3. If the primary traveler's identification information includes a discount program number for one or more rental car companies, the notation "Discount program rate applies" appears below the table and an asterisk is displayed next to those company names. Choose one of those companies if you want to reserve a rental car at the primary traveler's discount rate for that company.
4. To see the address, hours of operation, additional charges, and other information for a particular rental car company, highlight that company and choose the Details button. The Rental Car Company Details dialog box appears. Choose Close to return to the Select Rental Car Company dialog box.
5. If you find a company that you want to select, highlight it and continue with step 6. If none of the rental car companies meet your needs, you can change the list using one of the following options:
 - Change car preferences for this rental. See [Editing preferences for the current rental car](#) for more information.
 - If the Use Preferences option is selected, de-select this option. United Connection ignores the primary traveler's car preferences and updates the list to display all rental companies at the specified location that have cars available.
6. Highlight the rental car company you want to select and choose OK. The Select Rental Car Type dialog box appears.

See also

[Select Rental Car Company dialog box](#)

[Editing preferences for the current rental car](#)

[Viewing rental car company details](#)

How to display the Select Rental Car Company dialog box:

- To add a new rental car to your itinerary:
 - a. Choose the Add Car icon from the toolbar.
 - b. In the Add Car dialog box, enter the required planning information and choose the Find Cars button.

- To modify a Planned or Selected rental car:

In the Itinerary Window, highlight the car and choose the Find icon from the toolbar.

Note If you are not already connected to the reservation system, you will be prompted to connect in order to display the Select Rental Car Company dialog box.

Use Preferences option

If you want to use preferences to limit the rental cars displayed by United Connection[®], select the Use Preferences option in the Select Rental Car Company dialog box. When you select this option, United Connection displays only rental cars that meet the primary traveler's car preferences. If you wish, you can edit these preferences for the current rental car. See [Editing preferences for the current rental car](#) for more information.

Note No rental companies will be displayed if one or more preferences cannot be met. To display a list of available rental companies you will need to change the affected preferences.

® Viewing rental car company details

You can view detailed information for any rental car company. This includes address and hours, extra charges, and other information.

Note All information is provided directly by the rental car company. United Airlines makes no claim of its accuracy.
®

[How to display the Rental Car Company Details dialog box](#)

To view rental car company details:

1. Display the Rental Car Company Details dialog box.
2. From the Type of Information list, select [Address and Hours](#) to view this information. If necessary, scroll down to view all the information.
3. From the Type of Information list, select [Extra Charges](#) to view this information. If necessary, scroll down to view all the information.
4. From the Type of Information list, select [Miscellaneous](#) to view this information. If necessary, scroll down to view all the information.
5. Choose Close to return to the Select Rental Car Company dialog box.

See also

[Rental Car Company Details dialog box](#)

[Selecting a rental car company](#)

Extra Charges includes:

- Applicable state and local taxes
- Refueling policies
- Loss damage waiver information

Miscellaneous includes:

- Shuttle service schedule and instructions (if applicable)
- Accepted credit cards
- Driver's license requirements
- Authorized drivers
- Age requirement
- Available car types/models

Address and Hours includes:

- Rental company address
- Hours of operation
- Telephone number

® **Editing preferences for the current rental car**

When you add a rental car to your itinerary, you indicate whether you want to use the primary traveler's rental car preferences to narrow the search for acceptable cars. If you use preferences, United Connection® attempts to find rental car companies that meet all the specified preferences. You can edit these preferences during the rental car selection process.

Note No rental companies will be displayed if one or more preferences cannot be met. To display a list of available rental companies you will need to change your preferences.

To edit preferences for the current rental car:

1. In the [Select Rental Car Company dialog box](#), choose the Edit button. The Car Preferences dialog box appears.
2. Update the rental car preference fields as follows:

<u>In this field</u>	<u>You can</u>
Preferred Rental Companies	Select the three rental car companies the traveler most prefers.
Preferred Car Types	Select the three car types the traveler most prefers. The default option is None.
Search Within Price Range	Select this option if you want United Connection to display only rental car companies that offer rates within a price range you specify. Then, do the following: <ol style="list-style-type: none">a. In the Highest Rate field, enter the highest daily rate you want to pay for a rental car.b. In the Lowest Rate field, enter the lowest daily rate you want to pay for a rental car. <p>Note To have United Connection ignore the rate range search option, de-select the Search Within Price Range option.</p>
In Terminal Facilities	Select this option if you prefer to rent from companies that have service desks inside the airport terminal, rather than at a remote airport location (that may require shuttle service).
Unlimited Mileage	Select this option if you prefer to rent from companies that offer an unlimited mileage plan.

3. If you want to save the updated preferences in the primary traveler's profile, choose the Update Profile button (this is optional).
4. To apply the updated preferences to the current rental car, choose OK. An updated list of rental car companies appears.

See also

[Car Preferences dialog box](#)

[How rental car preferences are used](#)

® Selecting a rental car type

After you enter your rental car planning information and select a rental car company, you are ready to select a rental car type. You make your selection in the Select Rental Car Type dialog box, which displays a list of available car types for the company you selected.

Note If the primary traveler's identifying information includes a discount program number for the selected rental car company, United Connection[®] by default displays only discount program options in the Select Rental Car Type dialog box. No discount program rates are displayed, since rates can vary between programs. To see standard rates, de-select the Discount Program Rates option.

To select a rental car type:

1. In the [Select Rental Car Company dialog box](#), highlight a rental company and choose OK. The Select Rental Car Type dialog box appears.
2. Review the list of available rental cars. The following information is displayed for each car:
 - [Car Type](#)
 - [Rate Type](#)
 - Total for rental period
 - Mileage options

Cars are listed by total rate for the specified rental period, from lowest to highest. The planning information you entered, the selected rental car company, and the total number of rental days appear at the bottom of the dialog box.

3. If the Discount Program Rates option is selected and you wish to see other available car types and rates, de-select this option.

Note This option is only available if the primary traveler's identifying information includes a discount program number for the selected rental car company.

4. To see additional information about the rate and mileage options for a particular car type, highlight that car and choose the Rate Details button. The Rental Car Rate Details dialog box appears. Choose Close to return to the Select Rental Car Type dialog box.

Note If you selected a discount program option, the Rate Details button will not be available (United Connection does not have specific rate and rules information for each discount program).

5. Highlight the rental car you want to select and choose OK. The Rental Car Service Requests dialog box appears.

Note If this dialog box does not appear after you select a rental car type, choose System Options from the Tools menu and select the Display Rental Car Service Requests After Planning option.

See also

[Select Rental Car Type dialog box](#)

[Viewing rental car rate details](#)

Car Types include:

- Mini
- Economy
- Compact
- Intermediate
- Standard
- Full Size
- Premium
- Luxury
- Sports Car
- Convertible
- Station Wagon
- Van
- 4-Wheel Drive
- Pick-Up

Rate Types include:

- Daily
- Weekend
- Weekly
- Monthly
- Hourly
- Package

® **Viewing rental car rate details**

Rental car rate information includes the rate calculation, mileage information, and rules and conditions for the selected car.

Note All information is provided directly by the rental car company. United Airlines makes no claim of its accuracy.

To view rental car rate details:

1. From the [Select Rental Car Type dialog box](#), highlight a car type and choose the Rate Details button.
2. Review the rate information for the selected car. You may need to scroll down to see all the rules information. Car rate information can include:
 - Total rate, and a breakdown of the total by rate type
 - Mileage information, including the cents/mile cost (if applicable)
 - Late fees
 - Availability restrictions (i.e., must keep over a Saturday night)
 - Advance reservation requirements
 - Rate guarantees
 - Whether an airline ticket is required for rental
 - Maximum rental period
3. Choose Close to return to the Select Rental Car Type dialog box.

See also

[Rental Car Rate Details dialog box](#)

[Selecting a rental car type](#)

® Requesting rental car services

After selecting a rental car, you can request rental car services. Rental car services include infant and toddler car seats, controls for physically challenged drivers, mobile phone, ski-equipped car, and associated frequent flyer program. You specify these service requests in the Rental Car Service Requests dialog box.

Important United Connection® cannot guarantee rental car service requests

® please call the rental car company directly to confirm your requests. Once you reserve a rental car, any changes must be made directly through the rental car company.

®

[How to display the Rental Car Service Requests dialog box](#)

To request car services:

1. Display the Rental Car Service Requests dialog box. The default services are those specified in the primary traveler's profile.
2. Select the desired rental car service requests:

<u>In this field</u>	<u>You can</u>
Infant Car Seat	Request an infant car seat.
Toddler Car Seat	Request a toddler car seat.
Car Equipped for Physically Challenged Driver	Request a car equipped for a physically challenged driver. Then, select one of the following options: <ul style="list-style-type: none">• Left Hand Controls• Right Hand Controls
Mobile Phone	Request a car equipped with a mobile phone.
Ski-Equipped Car	Request a car with a ski rack, snow tires, etc.
Associated Frequent Flyer Program	Select one of the primary traveler's frequent flyer programs to send that program number to the rental company. See About the Associated Frequent Flyer Program for more information.

3. Choose OK to return to the Itinerary Window, which is updated to display the rental car you selected.

Note When you are ready to reserve the selected flights, rental cars, and hotel rooms in your itinerary, choose the Reserve button from the toolbar. See [Reserving your itinerary](#) for more information.

See also

[Rental Car Service Requests dialog box](#)

[Reviewing rental car service requests](#)

[Changing rental car service requests](#)

How to display the Rental Car Service Requests dialog box:

- From the Itinerary Window, double-click on a selected rental car. The Edit Car dialog box appears. Choose the Requests button.

Note The Rental Car Service Requests dialog box appears automatically after you select a car type. If it does not appear automatically, choose System Options from the Tools menu and select the Display Rental Car Service Requests After Planning option.

About the Associated Frequent Flyer Program:

When you reserve a rental car and select one of the primary traveler's frequent flyer program as the Associated Frequent Flyer Program, United Connection® will forward the primary traveler's membership number for that program to the rental car company. If the selected frequent flyer program has a promotional agreement with the rental company, the primary traveler may be eligible for any benefits offered under that promotion.

Other restrictions may apply® please contact the rental car company or your frequent flyer program for details. You may be required to show proof of program membership (for example, your frequent flyer card) at pick-up.

Note The Associated Frequent Flyer Program field contains a list of frequent flyer programs entered for the primary traveler. For help entering frequent flyer account information, see [Entering travel program information.](#)

® **Reviewing rental car service requests**

You can review service requests for any rental car in your itinerary. Rental car services include infant and toddler car seats, controls for physically challenged drivers, ski-equipped car, mobile phone, and associated frequent flyer program.

To review rental car service requests:

1. In the Itinerary Window, double-click on the rental car whose services you want to review. The Edit Car dialog box appears.
2. Choose the Requests button. The Rental Car Service Requests dialog box appears.
3. Review the selected services.

Note You can make changes to rental car services only if you have not yet reserved the car. After a rental car has been reserved, you will need to contact the rental car company directly to make any changes.

4. Choose OK to exit the Rental Car Service Requests dialog box.

See also

[Rental Car Service Requests dialog box](#)

[Requesting rental car services](#)

[Changing rental car service requests](#)

® **Changing rental car service requests**

You can make changes to rental car services only if you have not yet reserved the car. After a rental car has been reserved, you will need to contact the rental car company directly to make any changes.

To change rental car service requests:

1. In the Itinerary Window, double-click on the rental car whose services you want to change. The status of the rental car must be SELECTED.
2. In the Edit Car dialog box, choose the Requests button. The Rental Car Service Requests dialog box appears.
3. Make any desired changes to the rental car services.
4. Choose OK to exit the Rental Car Service Requests dialog box.

See also

[Rental Car Service Requests dialog box](#)

[Requesting rental car services](#)

[Reviewing rental car service requests](#)

® **Add Car dialog box**

You access the Add Car dialog box to specify the required rental car planning information. This includes the pick-up airport, the pick-up date and time, and the drop-off date and time. Once you enter this information, you can either return to the Itinerary Window (leaving the rental car in Planned status) or proceed immediately to rental car selection.

Note After you select a rental car, this dialog box is renamed "Edit Car."

®

[How to display the Add Car dialog box](#)

®

Dialog Box Options

Airport

Enter or select the airport at which you will pick up the rental car. Cars may only be rented at airport locations. If you don't know the airport name, you can click on the down arrow next to the Airport field to search by city, airport, or airport code. See [Using the Airport Search option](#) for more information.

Tip The destination of the last flight without an associated rental car is displayed by default.

Pick-Up

Enter or [select the pick-up date.](#)

Time

Enter or select the desired pick-up time.

Drop-Off

Enter or [select the drop-off date.](#)

Time

Enter or select the desired drop-off time.

Car Selection

After a rental car has been selected, this area displays the rental company and the car type. The rate is displayed after the rental car has been reserved.

Find Cars button

Choose this button to display the [Select Rental Car Company dialog box.](#) which displays a list of available rental car companies using the specified planning information.

Requests button

Choose this button to display the [Rental Car Service Requests dialog box.](#) which displays requested services for the selected rental car. This button is not available until a rental car has been selected.

Details button

Choose this button to display the [Rental Car Company Details dialog box.](#) which displays address and hours, extra charges, and other information for the selected rental car company. This button is not available until a rental car has been selected.

See also

[Planning a rental car](#)

[Selecting a rental car company](#)

[Reviewing rental car service requests](#)

[Viewing rental car company details](#)

To display the Add Car dialog box:

- From the toolbar in the Itinerary Window, choose the Add Car icon. The Add Car dialog box appears.

Tip If you have already planned or selected a rental car, you can review the planning information by double-clicking on that car in the Itinerary Window. The Edit Car dialog box appears.

® Select Rental Car Company dialog box

The Select Rental Car Company dialog box displays a list of rental car companies at the specified airport that have cars available. At your option, United Connection[®] can display only companies that conform to the primary traveler's car preferences[®] for example, Preferred Rental Companies and Acceptable Rate Range. You select a rental car company, then choose OK to view available car types for that company.

Note The list contains only rental agencies which have cars available for the dates you specified.

®

[How to display the Select Rental Car Company dialog box](#)

®

Dialog Box Options

Car Company Information

Displays available rental car companies at the specified airport. Companies are listed by rate range for the specified rental period, from lowest to highest. The following information appears for each company:

Heading	Information
Rental Car Company	Rental company name.
Location	Location of the rental company's service desk. Options include Airport Terminal or Off-Airport. Off-Airport indicates a location at the airport but outside the terminal, requiring shuttle service.
Range of Total Rental	The rental company's range of available rates for the specified rental period. (For non-U.S. locations, rates are display in local currency.)

Discount Program Rate Applies

If the primary traveler's identification information includes a discount program number for one or more rental car companies, the notation "Discount program rate applies" appears below the table and an asterisk is displayed next to those company names. Choose one of those companies if you want to reserve a rental car at the primary traveler's discount rate for that company.

Rental Car Plan

Displays the following information:

Field	Information
Airport	Airport at which you will pick up the rental car.
Pick-Up	Planned pick-up date and time.
Drop-Off	Planned drop-off date and time.
Days	Total number of days for this rental.

Use Preferences

Choose this option to display only those rental car companies that conform to the primary traveler's rental car preferences. To change car preferences for this rental, choose the Edit button. See [Editing preferences for the current rental car](#) for more information.

Note No rental companies will be displayed if one or more preferences cannot be met. To display a list of available rental companies you will need to change the affected preferences.

Edit button

Choose this button to display the [Car Preferences dialog box](#). The car preferences from the primary traveler's profile appear in this dialog box by default. If you wish, you can change these preferences for the current rental car. If you want United Connection to use car preferences to find rental cars, select the Use Preferences option in the Select Rental Car Company dialog box.

Details button

Highlight a rental company and choose this button to display the [Rental Car Company Details dialog box](#), which includes the address, hours of operation, additional charges, and other information for the selected company.

See also

[Selecting a rental car company](#)

[Editing preferences for the current rental car](#)

[Viewing rental car company details](#)

® Car Preferences dialog box

The Car Preferences dialog box lets you view and/or edit preferences for the current rental car. The default car preferences are those specified in the primary traveler's profile. You can save your changes in the primary traveler's profile, or apply them to the current rental car only.

If you opt to use car preferences, United Connection[®] attempts to find rental car companies that meet all the specified preferences. Note that no rental companies will be displayed if one or more preferences cannot be met. To display a list of available rental companies you will need to change the affected preferences.

Important If you want United Connection to use the specified car preferences to find rental cars, select the Use Preferences option in the Select Rental Car Company dialog box.
®

[How to display the Car Preferences dialog box](#)

®

Dialog Box Options

Preferred Rental Companies

Select your three preferred rental car companies. United Connection will display only the specified rental companies.

Preferred Car Types

Select your three preferred car types. United Connection will display only rental car companies that offer the specified car types.

Search Within Price Range

Select this option if you want United Connection to display only rental car companies that offer rates within a specified price range. After selecting this option, enter dollar amounts in the Highest Rate and Lowest Rate fields.

Note If this option is de-selected, any amounts specified in the Highest Rate and Lowest Rate fields are ignored.

Highest Rate

Enter the highest daily rate you want to pay for a rental car.

Lowest Rate

Enter the lowest daily rate you want to pay for a rental car.

In Terminal Facilities

Rental car company service desks are located either inside the airport terminal or at a remote airport location (which may require shuttle service). Select this option to display only rental car companies that have a service desk inside the airport terminal.

Unlimited Mileage

Select this option if you prefer to rent from companies that offer an unlimited mileage plan. United Connection will display only rental car companies that offer unlimited mileage rental plans.

OK button

Choose this button to apply the changes to the current rental car.

Update Profile button

Choose this button to save the changes in the primary traveler's profile.

See also

[How rental car preferences are used](#)

[Editing preferences for the current rental car](#)

To display the Car Preferences dialog box:

- In the Select Rental Car Company dialog box, choose the Edit button. United Connection[®] displays the car preference from the primary traveler's profile.

® Rental Car Company Details dialog box

The Rental Car Company Details dialog box shows you the address, hours of operation, additional charges, and other information for the selected rental company.

Note All information is provided directly by the rental car company. United Airlines makes no claim of its accuracy.
®

[How to display the Rental Car Company Details dialog box](#)

®

Dialog Box Options

Type of Information

Select the type of information you want to see:

- Address and Hours
- Extra Charges
- Miscellaneous

The corresponding information is displayed in the Description box.

Description

Displays the selected information. All information is provided directly by the rental company. If necessary, scroll down to view all the information. This can include:

Address and Hours

- Rental company address
- Hours of operation
- Telephone number

Extra Charges

- Applicable state and local taxes
- Refueling policies
- Loss damage waiver information

Miscellaneous

- Shuttle service schedule and instructions (if applicable)
- Accepted credit cards
- Driver's license requirements
- Authorized drivers
- Age requirement
- Available car types/models

See also

[Viewing rental car company details](#)

[Select Rental Car Company dialog box](#)

To display the Rental Car Company Details dialog box, do one of the following:

- In the Select Rental Car Company dialog box, highlight the desired rental car company and choose the Details button.
- In the Edit Car dialog box, choose the Details button. This button is not available until you select a rental car.

® Select Rental Car Type dialog box

The Select Rental Car Type dialog box displays a list of available rental cars for the rental company you selected.

Note If the primary traveler's identifying information includes a discount program number for the selected rental car company, United Connection[®] by default displays only discount program options in the Select Rental Car Type dialog box.

®

[How to display the Select Rental Car Type dialog box](#)

®

Dialog Box Options

Car Type Information

Displays available car types for the selected rental company. Cars are listed by total rate for the specified rental period, from lowest to highest. The following information is displayed:

Heading	Information
Car Type	For example, Compact or Standard. Click here to see available car types.
Rate Type	For example, Daily or Weekend. Click here to see available rate types.
Total	Total rate for the specified rental period. Note that taxes and other charges may apply [®] see the Rental Car Company Details dialog box for more information about additional charges.
Mileage	Mileage information. For example, Unlimited Mileage, or the cost/mile cost.

Discount Program Rates

This option is available (and is selected by default) if the primary traveler's identification information includes a discount program number for the selected rental car company. When this option is selected, United Connection displays discount program options only. De-select this option to display standard car types and rates.

Note Since United Connection cannot display specific discount program rates, "N/A" appears in the Total column when this option is selected.

Rental Car Plan

Displays the following information:

Field	Information
Airport	The airport at which you will pick up the rental car.
Pick-Up	The planned pick-up date and time.
Drop-Off	The planned drop-off date and time.
Company	The rental company you selected.
Days	The total number of days for this rental.

Rate Details button

Highlight a car type and choose this button to display the [Rental Car Rate Details dialog box](#), which contains additional information about the rate and mileage options for that car type.

Note This button is not available if the Discount Program Rates option is selected (United Connection does not have specific rate and rules information for individual discount programs).

See also

[Selecting a rental car type](#)

[Viewing rental car rate details](#)

How to display the Select Rental Car Type dialog box:

- In the Select Rental Car Company dialog box, highlight the desired rental car company and choose OK.

® Rental Car Rate Details dialog box

The Rental Car Rate Details dialog box displays rate information for the selected car type, including the rate calculation, mileage information, and rules and conditions.

Note All information is provided directly by the rental car company. United Airlines makes no claim of its accuracy.
®

[How to display the Rental Car Rate Details dialog box](#)

®

Dialog Box Options

Rate Calculation

Displays the total rate for the selected car type, and a breakdown of the total by rate type. Also displays the mileage policy, including the cost/mile (if applicable).

Note Taxes and other charges may apply ® see the [Rental Car Company Details dialog box](#) for more information about additional charges.

Rules and Conditions

Displays the rules associated with the selected car type. You may need to scroll down to see all the rules information. This can include:

- Late fees
- Availability restrictions (i.e., must keep over a Saturday night)
- Advance reservation requirements
- Rate guarantees
- Whether an airline ticket is required for rental
- Maximum rental period

See also

[Viewing rental car rate details](#)

[Select Rental Car Type dialog box](#)

How to display the Rental Car Rate Details dialog box:

- In the Select Rental Car Type dialog box, highlight a car type and choose the Rate Details button.

® Rental Car Service Requests dialog box

The Rental Car Service Requests dialog box lets you indicate which services you want to request for the current rental car. By default, United Connection[®] displays the service requests from the primary traveler's profile. When you make a rental car reservation, United Connection forwards your service requests to the rental car company.

Important United Connection cannot guarantee rental car service requests[®] please call the rental car company directly to confirm your requests.
®

[How to display the Rental Car Service Requests dialog box](#)

®

Dialog Box Options

Infant Car Seat

Select this option to request an infant car seat.

Toddler Car Seat

Select this option to request a toddler car seat.

Car Equipped for Physically Challenged Driver

Select this option to request a car equipped for a physically challenged driver. You must also specify whether the traveler will need left-hand or right-hand controls.

Left-Hand Controls

Select this option to request a car with left-hand controls.

Right-Hand Controls

Select this option to request a car with right-hand controls.

Mobile Telephone

Select this option to request a car equipped with a mobile phone.

Ski-Equipped Car

Select this option to request a rental car equipped with a ski rack, snow tires, etc.

Associated Frequent Flyer Program

Select one of the primary traveler's frequent flyer programs to send that program number to the rental company.

When you reserve a rental car and select one of the primary traveler's frequent flyer program as the Associated Frequent Flyer Program, United Connection will forward the primary traveler's membership number for that program to the rental car company. If the selected frequent flyer program has a promotional agreement with the rental company, the primary traveler may be eligible for any benefits offered under that promotion.

Other restrictions may apply[®] please contact the rental car company or your frequent flyer program for details. You may be required to show proof of program membership (for example, your frequent flyer card) at pick-up.

Note The Associated Frequent Flyer Program field contains a list of frequent flyer programs entered for the primary traveler. For help entering frequent flyer account information, see [Entering travel program information](#).

Show these options after choosing a rental car

Select this option to display the Rental Car Service Requests dialog box each time you select a rental car. De-select this option if you do not wish to see this dialog box each time. Once this option has been turned off, you can turn it back on again by choosing System Options from the Tools menu and selecting the Display Rental Car Service Requests After Planning option.

See also

[Requesting rental car services](#)

[Reviewing rental car service requests](#)

[Changing rental car service requests](#)

® **Adding Hotels**

[Overview](#)

Hotel Planning and Selection

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Hotel Preferences

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Hotel Services

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® Overview: Adding hotels

Adding a hotel room to your itinerary is a four step process:

- Entering planning information
- Selecting a hotel
- Selecting a room type and rate
- Specifying hotel service requests

You can view a range of available hotels and room types, or use hotel preferences to limit the display to hotels and room types that meet the specified preferences. If the primary traveler belongs to one or more hotel discount programs and has entered this information in the Traveler Editor, you also have the option of selecting a hotel that qualifies for one of these programs.

Once you have selected a hotel and room type, you indicate any special service requests that you would like to have forwarded to the hotel [®] for example, a request for a late arrival guarantee or additional beds.

When you reserve your itinerary, your room selection and service requests are forwarded to the appropriate hotel. A confirmation number will appear in the Notices area of the Itinerary Window after your reservation has been confirmed.

Note Any changes to a hotel reservation must be made directly through the hotel, not through United Connection [®].

See also

[Planning a hotel stay](#)

[Selecting a hotel](#)

[Selecting a room type](#)

[Requesting hotel services](#)

® **Planning a hotel stay**

Before you can select a hotel, you need to specify a location, distance from reference point, and check-in and check-out dates.

To plan a hotel stay:

1. In the Itinerary Window, choose the Add Hotel icon from the toolbar. The Add Hotel dialog box appears.
2. Complete the Add Hotel fields as follows:

<u>In this field</u>	<u>You can</u>
Location	Enter or select the airport or city where you wish to stay. If you don't know the exact name, click on the down arrow next to the Location field to search by city, airport, or airport code. See Using the Airport Search option for more information. Tip The destination of the last flight without an associated hotel is displayed by default.
Within	Indicate (in number of miles) the greatest distance you are willing to stay from your reference point. The default is 20 miles.
Miles Of	Select the reference point you want to stay near. The default is the airport at the selected location. Reference points vary by location.
Check-In Date	Enter or select a check-in date .
Check-Out Date	Enter or select a check-out date .

3. To continue, do one of the following:
 - To view a list of available hotels at or near the specified location, choose the Find Hotels button. See [Selecting a hotel](#) for more information.
 - To leave the hotel in Planned status for now, choose OK. The Itinerary Window displays the hotel planning information you entered.

See also

[Add Hotel dialog box](#)

[Selecting a hotel](#)

® **How hotel preferences are used**

Hotel preferences are specified in the Hotel tab of the traveler profile. To use hotel preferences, choose the Use Preferences option in the Select Hotel dialog box. United Connection® uses the hotel preferences from the primary traveler's profile as the defaults. If you wish, you can change hotel preferences for the current hotel.

Preferences are used as follows:

Preferred Hotel Chains

United Connection displays only the primary traveler's preferred hotel chains. If no preferred hotels are available, or if the primary traveler has not selected any preferred hotel chains, United Connection displays hotels that meet the primary traveler's other preferences.

Preferred Occupancy

United Connection displays only hotels that offer the preferred occupancy type. If no available hotels offer the preferred occupancy, United Connection displays hotels that meet the primary traveler's other preferences.

Preferred Amenities

United Connection displays only hotels that offer all the primary traveler's preferred amenities. If no available hotels offer all preferred amenities, or if the primary traveler has not selected any amenities, United Connection displays hotels that meet the primary traveler's other preferences.

Preferred Rate Category

United Connection displays hotels that have rooms available in either the Standard rate category or the primary traveler's preferred rate category.

Search Within Price Range

United Connection displays only hotels that offer rates within the rate range specified in the primary traveler's profile. If no available hotels offer rates within the specified range, or if the primary traveler has not selected the Search Within Price Range option, United Connection displays hotels that meet the primary traveler's other preferences and offer varying rate ranges.

Which Is Most Important To You?

United Connection places a higher priority on finding hotels that meet the Most Important preference. For example, if you specify Amenities as your most important preference, United Connection will place a lower priority your other preferences (preferred rate range, rate category, and hotel chains) in order to find available hotels that offer all of your preferred amenities.

See also

[Editing preferences for the current hotel room](#)

[Hotel Preferences dialog box](#)

® Selecting a hotel

After you enter your hotel planning information, you are ready to select a hotel. You do this in the Select Hotel dialog box, which displays a list of available hotels at the location you specified. A message appears if one or more hotels do not meet the primary traveler's hotel preferences, including the distance from the specified reference point.

Important To display companies based on the primary traveler's hotel preferences, select the [Use Preferences](#) option. If Use Preferences is not selected, United Connection[®] displays a range of available hotels at the specified location.

®

[How to display the Select Hotel dialog box](#)

To select a hotel:

1. Display the Select Hotel dialog box.
2. Review the list of available hotels. Note that the list contains only hotels which have rooms available for the dates you specified.

Hotels are listed by rate, from lowest to highest. The planning information you entered and the total number of nights for this stay appear at the bottom of the dialog box.

Note The Distance column indicates the number of miles and direction from the reference point for each hotel.

3. If the primary traveler's identification information includes a discount program number for one or more hotels, the notation "Discount program rate applies" appears below the table and an asterisk is displayed next to those hotel names. Choose one of those hotels if you want to reserve a hotel room at the primary traveler's discount rate for that hotel.
4. To see the address, phone number(s), policies, location, services, and other information for a particular hotel, highlight that hotel and choose the Details button. The [Hotel Details dialog box](#) appears. Choose Close to return to the Select Hotel dialog box.
5. If you find a hotel that you want to select, highlight it and continue with step 6. If none of the hotels meet your needs, you can change the list using one of the following options:
 - If available, choose the More Hotels button. United Connection displays additional hotels at the specified location. Hotels are sorted by rate range from low to high.
 - Change hotel preferences for this stay. See [Editing preferences for the current hotel room](#) for more information.
 - If the Use Preferences option is selected, de-select this option. United Connection ignores the primary traveler's hotel preferences and updates the list to display a range of hotels at the specified location that have rooms available.
6. Highlight the hotel you want to select and choose OK. The Select Room Type dialog box appears. See [Selecting a room type](#) for more information.

See also

[Select Hotel dialog box](#)

[Editing preferences for the current hotel room](#)

[Viewing hotel details](#)

How to display the Select Hotel dialog box:

- To add a new hotel to your itinerary:
 - a. Choose the Add Hotel icon from the toolbar.
 - b. In the Add Hotel dialog box, enter the required planning information and choose the Find Hotels button.

- To modify a Planned or Selected hotel:

In the Itinerary Window, highlight the hotel and choose the Find icon from the toolbar.

Note If you are not already connected to the reservation system, you will be prompted to connect in order to display the Select Hotel dialog box.

Use Preferences option

If you want to use preferences to limit the hotels displayed by United Connection[®], select the Use Preferences option in the Select Hotel dialog box. When you select this option, United Connection displays only hotels that meet the primary traveler's hotel preferences. If you wish, you can edit these preferences for the current hotel room. See [Editing preferences for the current hotel room](#) for more information.

Note If one or more preferences cannot be met, United Connection displays available hotels that meet other specified preferences.

® Viewing hotel details

You can view detailed information for any hotel. This includes the hotel address, phone number(s), policies, location, services, and other information.

Note All information is provided directly by the hotel. United Airlines makes no claim of its accuracy.
®

[How to display the Hotel Details dialog box](#)

To view hotel details:

1. Display the Hotel Details dialog box.
2. In the Type of Information list, select [General Information](#) to view this information. If necessary, scroll down to view all the information.
3. In the Type of Information list, double-click on one of the remaining topics to display a list of available options for that topic. These topics are:

[Policies](#)

[Location](#)

[Services](#)

Highlight a topic to display the corresponding information. If necessary, scroll down to view all the information.

4. Choose Close to return to the Select Hotel dialog box.

See also

[Hotel Details dialog box](#)

[Selecting a hotel](#)

General Information includes:

- Full property name
- Address
- Phone number
- Fax number
- Check-in and check-out times
- AAA rating (if available)
- Descriptive text

Policies includes:

- Cancellation policies
- Credit cards accepted
- Deposit requirements
- Guarantee policy
- Taxation

Location includes:

- Directions
- Location
- Transportation

Services include:

- Facilities
- Services
- Other

® **Editing preferences for the current hotel room**

When you add a hotel room to your itinerary, you indicate whether you want to use the primary traveler's hotel preferences to narrow the search for acceptable hotel rooms. If you opt to use preferences, United Connection® attempts to find hotels that meet all the specified preferences. You can edit these preferences during the hotel selection process.

Note If one or more preferences cannot be met, United Connection displays available hotels that meet other specified preferences.

To edit preferences for the current hotel:

1. In the [Select Hotel dialog box](#), choose the Edit button. The Hotel Preferences dialog box appears.
2. Update the hotel preference fields as follows:

<u>In this field</u>	<u>You can</u>
Preferred Hotel Chains	Select the three hotel chains the traveler most prefers.
Preferred Occupancy	Select Single or Double occupancy.
Preferred Amenities	Select up to eight amenities .
Preferred Rate Category	Select one of the following options: Standard, Corporate, Senior Citizen, Club Level, Weekend.
Search Within Price Range	Select this option if you want United Connection to display only hotels that offer rates within a price range you specify. Then, do the following: <ol style="list-style-type: none">a. In the Highest Rate field, enter the highest rate (per night) you want to pay for a room.b. In the Lowest Rate field, enter the lowest rate (per night) you want to pay for a room. <p>Note To have United Connection ignore the rate range search option, de-select the Search Within Price Range option.</p>
Which Is Most Important To You?	Select the preference that is most important to you when searching for a hotel: Hotel Chain, Room Rates, or Amenities. United Connection will try to find hotels that meet <u>all</u> of your preferences. However, a higher priority is placed on finding hotels that meet the Most Important option.

3. If you want to save the new preferences in the primary traveler's profile, choose the Update Profile button (this is optional).
4. To apply the new preferences to the current hotel, choose OK. An updated list of hotels appears.

See also

[Hotel Preferences dialog box](#)

How hotel preferences are used

® **Selecting a room type**

After you enter your hotel planning information and select a hotel, you are ready to select a room type.

[Click here for more information about hotel discount programs.](#)

To select a room type:

1. In the [Select Hotel dialog box](#), highlight a hotel and choose OK. The Select Room Type dialog box appears.
2. Review the list of available hotel rooms. The following information is displayed for each room:
 - [Rate Category](#)
 - [Room Type](#)
 - Room rate
 - Total for stay

Hotels are listed by total cost, from lowest to highest. The check-in and check-out dates, hotel name, address, and telephone number also appear at the bottom of the dialog box.

3. If the Discount Program Rates option is selected and you wish to see other available room types and rates, de-select this option.

Note This option is only available if the primary traveler's identifying information includes a discount program number for the selected hotel.

4. If a late arrival guarantee or cancellation fee applies, a message will appear below the list of hotel rooms. If you select a room, you will be required to provide a credit card to guarantee the room when you reserve your itinerary. See [Hotel room guarantee requirements](#) for more information.
5. Highlight the room type you want to select and choose OK. The Hotel Service Requests dialog box appears.

Note If this dialog box does not appear after you select a room type, choose System Options from the Tools menu and select the Display Hotel Service Requests After Planning option.

See also

[Select Room Type dialog box](#)

Hotel discount programs

If the primary traveler's identifying information includes a discount program number for the selected hotel chain, United Connection[®] by default displays only discount program options in the Select Room Type dialog box. No discount program rates are displayed, since rates can vary between programs. To see standard rates, de-select the Discount Program Rates option.

Rate Category includes:

- Standard (Rack)
- Corporate
- Senior Citizen
- Club Level
- Weekend

Room Type includes:

- Standard
- Moderate
- Superior
- Deluxe
- Junior Suite
- 1 Bedroom Suite
- 2 Bedroom Suite
- Non-Smoking

Room types will also provide a choice of one or two beds in one or more of the following sizes: Twin, Double, Queen, or King.

Hotel room guarantee requirements

Some hotels require a credit card to guarantee a room for late arrival. Others require a credit card to guarantee any room reservation. Still others require a credit card and will apply a cancellation fee if you do not show up. If a guarantee is required, you will need to provide a credit card number for the hotel when you reserve your itinerary. See [Guaranteeing hotel rooms](#) for more information.

The following messages can appear below the list of available hotel rooms in the Select Room Type dialog box:

"Late arrival guarantee required for check-in after xx p.m."

If you plan to arrive after the specified check-in time you will need to provide a credit card to hold your reservation. To guarantee your room, select the Guarantee Room For Late Arrival option in the Hotel Service Requests dialog box. See [Requesting hotel services](#) for more information.

"Room must be guaranteed. See cancellation policy for details."

You will need to provide a credit card to hold your reservation. If you choose this hotel, the Guarantee Room For Late Arrival option in the Hotel Service Requests dialog box will be selected automatically.

"Cancellation fee applies. Please contact the hotel for details."

If you reserve a room at this hotel and do not keep the reservation, the credit card you provide will be charged for one night's stay at the requested rate. If you choose this hotel, the Guarantee Room For Late Arrival option in the Hotel Service Requests dialog box will be selected automatically.

More information about a particular hotel's cancellation policy, guarantee policy, deposit requirements, and accepted credit cards may be available in the Hotel Details dialog box.

To see guarantee and cancellation policies for a hotel:

1. Choose the Details button in the [Select Hotel dialog box](#). The Hotel Details dialog box appears.
2. Double-click on the Policies option.
3. Highlight one or more of the following options to display the corresponding information on the right side of the dialog box:
 - Cancellation Policy
 - Guarantee Policy
 - Deposit Requirements
 - Credit Cards Accepted
4. When you have finished reviewing the information, choose Close to return to the Select Hotel dialog box.

See also

[Viewing hotel details](#)

Select Hotel dialog box

Select Room Type dialog box

® Requesting hotel services

After selecting a hotel, you can request hotel services. Hotel services include guarantee for late arrival, additional guests in room, additional beds and/or cribs in room, and associated frequent flyer program. You specify these service requests in the Hotel Service Requests dialog box.

Important United Connection® cannot guarantee hotel service requests
® please call the hotel directly to confirm your requests. Once you reserve a hotel room, any changes must be made directly through the hotel.
®

[How to display the Hotel Requests Service Requests dialog box](#)

To request hotel services:

1. Display the Hotel Service Requests dialog box. The default services are those specified in the primary traveler's profile.
2. Select the desired hotel service requests:

<u>In this field</u>	<u>You can</u>
Guarantee Room For Late Arrival	Select this option to hold the room regardless of your arrival time. Important If you select this option, a credit card will be required to guarantee the room.
Additional Adults In Room	Specify the number of additional adults that will be sharing the room. Note The "Additional Adults In Room" option applies to double-occupancy rooms only. Do not include the first two occupants.
Additional Children In Room	Specify the number of additional children that will be sharing the room. Note The "Additional Children In Room" option applies to double-occupancy rooms only. Do not include the first two occupants.
Roll-Away Beds Required	Specify the number of additional beds required.
Cribs Required	Specify the number of cribs required.
Associated Frequent Flyer Program	Select one of the primary traveler's frequent flyer programs to send that program number to the hotel. See About the Associated Frequent Flyer Program for more information.

3. Choose OK to return to the Itinerary Window, which is updated to display the hotel room you selected.

Note When you are ready to reserve the selected flights, rental cars, and hotel rooms in your itinerary, choose the Reserve button from the toolbar. See [Reserving your itinerary](#) for more information.

See also

[Hotel Service Requests dialog box](#)

[Reviewing hotel service requests](#)

[Changing hotel service requests](#)

How to display the Hotel Service Requests dialog box:

- From the Itinerary Window, double-click on a selected hotel. The Edit Hotel dialog box appears. Choose the Requests button.

Note The Hotel Service Requests dialog box appears automatically after you select a room type. If it does not appear automatically, choose System Options from the Tools menu and select the Display Hotel Service Requests After Planning option.

About the Associated Frequent Flyer Program:

When you reserve a hotel room and select one of the primary traveler's frequent flyer program as the Associated Frequent Flyer Program, United Connection[®] will forward the primary traveler's membership number for that program to the hotel. If the selected frequent flyer program has a promotional agreement with the hotel, the primary traveler may be eligible for any benefits offered under that promotion.

Other restrictions may apply[®] please contact the hotel or your frequent flyer program for details. You may be required to show proof of program membership (for example, your frequent flyer card) at pick-up.

Note The Associated Frequent Flyer Program field contains a list of frequent flyer programs entered for the primary traveler. For help entering frequent flyer account information, see [Entering travel program information.](#)

® **Reviewing hotel service requests**

You can review service requests for any hotel in your itinerary. Hotel services include guarantee for late arrival, additional guests in room, additional beds and/or cribs in room, and associated frequent flyer program.

To review hotel service requests:

1. In the Itinerary Window, double-click on the hotel whose services you want to review. The Edit Hotel dialog box appears.
2. Choose the Requests button. The Hotel Service Requests dialog box appears.
3. Review the selected services.

Note You can make changes to hotel services only if you have not yet reserved the hotel room. After a hotel room has been reserved, you will need to contact the hotel directly to make any changes.

4. Choose OK to exit the Hotel Service Requests dialog box.

See also

[Hotel Service Requests dialog box](#)

[Requesting hotel services](#)

[Changing hotel service requests](#)

® **Changing hotel service requests**

You can make changes to hotel services only if you have not yet reserved the hotel room. After a hotel room has been reserved, you will need to contact the hotel directly to make any changes.

To change hotel service requests:

1. In the Itinerary Window, double-click on the hotel whose services you want to change. The status of the hotel must be SELECTED.
2. In the Edit Hotel dialog box, choose the Requests button. The Hotel Service Requests dialog box appears.
3. Make any desired changes to the hotel services.
4. Choose OK to exit the Hotel Service Requests dialog box.

See also

[Hotel Service Requests dialog box](#)

[Requesting hotel services](#)

[Reviewing hotel service requests](#)

® Add Hotel dialog box

You access the Add Hotel dialog box to specify the required hotel planning information. This includes the location (airport or city), distance from reference point, and check-in and check-out dates. Once you enter this information, you can either return to the Itinerary Window (leaving the hotel in Planned status) or proceed immediately to hotel selection.

Note After you select a hotel, this dialog box is renamed "Edit Hotel."

®

[How to display the Add Hotel dialog box](#)

®

Dialog Box Options

Location

Enter or select the airport or city where you wish to stay. If you don't know the exact name, you can click on the down arrow next to the Location field to search by city, airport, or airport code. See [Using the Airport Search option](#) for more information.

Tip The destination of the last flight without an associated hotel is displayed by default.

Within

Select the greatest distance you are willing to stay from your reference point (in miles). The default is 20 miles.

Miles Of

Select the reference point you want to stay near. The default is the destination airport of the most recent flight.

Note Reference points vary by location.

Check-In

Enter or [select a check-in date](#). The default is the arrival date of the most recent flight.

Check-Out

Enter or [select a check-out date](#). The default is one day after the check-in date.

Hotel Selection

After a hotel has been selected, this area displays the hotel name, address, telephone number, and room rate.

Find Hotels button

Choose this button to display the [Select Hotel dialog box](#), which displays a list of available hotels using the specified planning information.

Requests button

Choose this button to display the [Hotel Service Requests dialog box](#), which displays requested services for the selected hotel room. This button is not available until a hotel room has been selected.

Details button

Choose this button to display the [Hotel Details dialog box](#), which displays the address, phone number(s), policies, location, services, and other information for the selected hotel. This button is not available until a hotel room has been selected.

See also

[Planning a hotel stay](#)

[Selecting a hotel](#)

[Reviewing hotel service requests](#)

[Viewing hotel details](#)

To display the Add Hotel dialog box:

- From the toolbar in the Itinerary Window, choose the Add Hotel icon. The Add Hotel dialog box appears.

Tip If you have already planned or selected a hotel, you can review the planning information by double-clicking on that hotel in the Itinerary Window. The Edit Hotel dialog box appears.

® Select Hotel dialog box

The Select Hotel dialog box displays a list of hotels at the specified location that have rooms available. At your option, United Connection[®] can display only hotels that conform to the primary traveler's hotel preferences

[®] for example, Preferred Hotel Chains and Acceptable Rate Range. You select a hotel, then choose OK to view available room types for that hotel.

Note The list contains only hotels which have rooms available for the dates you specified.

[®]

[How to display the Select Hotel dialog box](#)

[®]

Dialog Box Options

Hotel Information

Displays available hotels at the specified location. Hotels are listed by rate, from lowest to highest. The following information appears for each hotel:

Heading	Information
Hotel	Hotel chain.
Property Name	Name of hotel property.
Location	Street address or other location information.
Distance	Number of miles and direction from the reference point.
Rate Range	Rate or range of available rates. (For non-U.S. locations, rates are display in local currency.)

Discount Program Rate Applies

If the primary traveler's identification information includes a discount program number for one or more hotels, the notation "Discount program rate applies" appears below the table and an asterisk is displayed next to those hotel names. Choose one of those hotels if you want to reserve a hotel room at the primary traveler's discount rate for that hotel.

Hotel Plan

Displays the following information:

Located	Selected location and distance from reference point.
Check-In	Planned check-in date.
Check-Out	Planned check-out date.
Nights	Total number of nights for this hotel stay.

Use Preferences

Choose this option to display only those hotels that conform to the primary traveler's hotel preferences. To change hotel preferences for this rental, choose the Edit button. See [Editing preferences for the current hotel room](#) for more information.

Note If one or more preferences cannot be met, United Connection displays available hotels that meet other specified preferences.

Edit button

Choose this button to display the [Hotel Preferences dialog box](#). The hotel preferences from the primary traveler's profile appear in this dialog box by default. If you wish, you can change these preferences for the current hotel room.

Details button

Highlight a hotel and choose this button to display the [Hotel Details dialog box](#), which includes the address, phone number(s), policies, location, services, and other information for the selected hotel.

More Hotels button

If United Connection finds more hotels than it can display at one time, the More Hotels button is enabled. Choose this button to display additional hotels. Hotels are sorted by rate range from low to high.

See also

[Selecting a hotel](#)

[Editing preferences for the current hotel room](#)

[Viewing hotel details](#)

® Hotel Preferences dialog box

The Hotel preferences dialog box lets you view and/or edit preferences for the current hotel. The default hotel preferences are those specified in the primary traveler's profile. You can save your changes in the primary traveler's profile, or apply them to the current hotel only.

If you opt to use hotel preferences, United Connection[®] attempts to find hotels that meet all the specified preferences. If one or more preferences cannot be met, United Connection displays available hotels that meet other specified preferences.

Important If you want United Connection to use the specified hotel preferences to find hotels, select the Use Preferences option in the Select Hotel dialog box.

®

[How to display the Hotel preferences dialog box](#)

®

Dialog Box Options

Using Primary Traveler's Preferences

Displays the primary traveler's name, and the profile selected for this itinerary.

Preferred Hotel Chains

Select your three preferred hotel chains. United Connection will display only the specified hotel chains (if available).

Preferred Occupancy

Select your preferred room occupancy. United Connection will display only hotels that offer the specified occupancy type (if available).

Preferred Amenities

Select up to eight preferred [amenities](#). United Connection will display only hotels that offer all the specified amenities (if available).

Preferred Rate Category

Select your preferred [rate category](#). United Connection will display hotels that have rooms available in either of the following rate categories:

- Standard rate
- Preferred rate category

Search Within Price Range

Select this option if you want United Connection to display only hotels that offer rates within a specified price range (if available). After selecting this option, enter dollar amounts in the Highest Rate and Lowest Rate fields.

Note If this option is de-selected, any amounts specified in the Highest Rate and Lowest Rate fields are ignored.

Highest Rate

Enter the highest acceptable room rate (per night).

Lowest Rate

Enter the lowest acceptable room rate (per night).

Which Is Most Important To You?

Select the hotel preference that is most important to you: Hotel Chain, Room Rates, or Amenities. When United Connection checks for available hotels, it tries to find hotels that meet all the specified preferences. However, it places a higher priority on finding hotels that meet the Most Important preference.

OK button

Choose this button to apply the changes to the current hotel.

Update Profile button

Choose this button to save the changes in the primary traveler's profile.

See also

[How hotel preferences are used](#)

[Editing preferences for the current hotel room](#)

To display the Hotel Preferences dialog box:

- In the Select Hotel dialog box, choose the Edit button. United Connection[®] displays the hotel preferences from the primary traveler's profile.

® Hotel Details dialog box

The Hotel Details dialog box shows you the address, phone number(s), policies, location, services, and other information for the selected hotel.

Note All information is provided directly by the hotel. United Airlines makes no claim of its accuracy.

®

[How to display the Hotel Details dialog box](#)

®

Dialog Box Options

Type of Information

Options include:

- General Information
- Policies
- Location
- Services

Select General Information to view this information in the Description box. Double-click on one of the remaining options (Policies, Location, and Services) to display a list of available topics for that option. Highlight a topic to display the corresponding information. Topics are listed below.

Description

Displays the selected information. All information is provided directly by the hotel. If necessary, scroll down to view all the information. This can include:

General Information

- Full property name
- Address
- Phone number
- Fax number
- Check-in and check-out times
- AAA rating (if available)
- Descriptive text

Policies

- Cancellation policies
- Credit cards accepted
- Deposit requirements
- Guarantee policy
- Taxation

Location

- Directions
- Location
- Transportation

Services

- Facilities
- Services
- Other

See also

[Viewing hotel details](#)

[Select Hotel dialog box](#)

To display the Hotel Details dialog box, do one of the following:

- In the Select Hotel dialog box, highlight the desired hotel and choose the Details button.
- In the Edit Hotel dialog box, choose the Details button. This button is not available until you select a hotel.

® Select Room Type dialog box

The Select Room Type dialog box displays a list of available hotel rooms for the hotel you selected.

Note If the primary traveler's identifying information includes a discount program number for the selected hotel, United Connection[®] by default displays only discount program options in the Select Room Type dialog box.

®

[How to display the Select Room Type dialog box](#)

®

Dialog Box Options

Room Type Information

Displays available room types for the selected hotel. Rooms are listed by total cost, from lowest to highest. The following information is displayed:

Heading	Information
Rate Category	For example, Standard or Weekend. Click here to see available rate categories.
Room Type	Room type and number and type of beds. For example, Deluxe Room 2 King Beds. Click here to see available room types.
Room Rate	Applicable room rate, usually per day.
Room Total	Total cost for the hotel stay. Note that taxes and other charges may apply [®] see the Hotel Details dialog box for more information about additional charges.

Late arrival guarantee or cancellation fee message

If a late arrival guarantee or cancellation fee applies, a message will appear below the list of hotel rooms. If you select a room, you will be required to provide a credit card to guarantee the room when you reserve your itinerary. See [Hotel room guarantee requirements](#) for more information.

Discount Program Rates

This option is available (and is selected by default) if the primary traveler's identification information includes a discount program number for the selected hotel. When this option is selected, United Connection displays discount program options only. De-select this option to display standard room types and rates.

Note Since United Connection cannot display specific discount program rates, "N/A" appears in the Room Cost column when this option is selected.

Hotel Plan

Displays the following information:

Check-In	The planned check-in date.
Check-Out	The planned check-out date.
Hotel Name	The name of the selected hotel.
Address	The address of the selected hotel.

Phone The telephone number of the selected hotel.

See also

[Selecting a room type](#)

How to display the Select Room Type dialog box:

- In the Select Hotel dialog box, highlight the desired hotel and choose OK.

® Hotel Service Requests dialog box

The Hotel Service Requests dialog box lets you indicate which services you want to request for the current hotel room. By default, United Connection[®] displays the service requests from the primary traveler's profile. When you make a hotel reservation, United Connection forwards your service requests to the hotel.

Important United Connection cannot guarantee hotel service requests[®] please call the hotel directly to confirm your requests.

®

[How to display the Hotel Service Requests dialog box](#)

®

Dialog Box Options

Guarantee Room For Late Arrival

Select this option to hold the hotel room regardless of arrival time at the hotel. A credit card will be required to guarantee the room. See [Guaranteeing hotel rooms](#) for more information.

Additional Adults In Room

Specify the number of additional adults that will be sharing the room.

Note This applies to additional adults in a double-occupancy room only. Do not include the first two occupants in this field. For example, if three adults will be sharing a double-occupancy room, select "1" for Additional Adults in Room. To request double occupancy, select "2" in the Occupancy field of the Hotel Preferences dialog box.

Additional Children In Room

Specify the number of additional children that will be sharing the room.

Note This applies to additional children in a double-occupancy room only. Do not include the first two occupants in this field. For example, if two adults and one child will be sharing a double-occupancy room, select "1" for Additional Children in Room. To request double occupancy, select "2" in the Occupancy field of the Hotel Preferences dialog box.

Roll-Away Beds Required

Specify the number of roll-away beds required.

Cribs Required

Specify the number of cribs required.

Associated Frequent Flyer Program

Select one of the primary traveler's frequent flyer programs to send that program number to the hotel.

When you reserve a hotel room and select one of the primary traveler's frequent flyer program as the Associated Frequent Flyer Program, United Connection will forward the primary traveler's membership number for that program to the hotel. If the selected frequent flyer program has a promotional agreement with the hotel, the primary traveler may be eligible for any benefits offered under that promotion.

Other restrictions may apply[®] please contact the hotel or your frequent flyer program for details. You may be required to show proof of program membership (for example, your frequent flyer card) at check-in.

Note The Associated Frequent Flyer Program field contains a list of frequent flyer programs entered for the primary traveler. For help entering frequent flyer account information, see [Entering travel program information](#).

Show these options after planning a hotel stay

Select this option to display the Hotel Service Requests dialog box each time you choose a hotel room. De-select this option if you do not wish to see this dialog box each time. Once this option has been de-selected, you can select it again by choosing System Options from the Tools menu and choosing the Display Hotel Service Requests After Planning option.

See also

[Requesting hotel services](#)

Amenities include:

- Baby Sitting
- Concierge
- Airport Transportation
- Entertainment
- Golf
- Handicap Facilities
- Health Club
- Kitchenette
- Meeting Rooms
- Movies
- Non-Smoking Rooms
- Parking
- Pool
- Indoor Pool
- Outdoor Pool
- Restaurant
- Room Service
- Small Pets
- Secretarial Service
- Tennis Courts

®

Checking flight status

United Connection[®] lets you check the status of any flight in the reservation system[®] all you need to provide is the airline, flight number, and departure date. United Connection can display actual operational information for all United and United Express flights leaving today, tomorrow, or yesterday. This includes gate information, and whether the flight is early or delayed. Schedule information is displayed for all other flights.

To check flight status:

1. From the Tools menu, choose Flight Status. The Check Flight Status dialog box appears.
2. Complete the Check Flight Status fields as follows:

<u>In this field</u>	<u>You can</u>
Airline	Enter or select the name of the airline whose flight you want to check.
Flight #	Enter the flight number whose status you want to check.
Date	Enter or select the departure date .
From	Enter or select the origin airport. This information is optional. See Using the Airport Search option if you need help selecting an airport name.

3. Choose OK. The Flight Status dialog box appears.
4. Review the flight status information. The flight number, airline, and departure date are displayed at the top of the dialog box. The table displays information for each segment of the selected flight.

Operational information is displayed for all United and United Express flights departing on the current day, the following day, or the previous day. **Schedule** information is displayed for all other flights.

[Operational information](#)

[Schedule information](#)

5. When you have finished reviewing the flight status information, choose Close to return to the Check Flight Status dialog box.
6. If you wish, you can enter new information to view flight status for another flight.
7. To return to the Itinerary Window, choose Cancel.

See also

[Check Flight Status dialog box](#)

[Flight Status dialog box](#)

Operational information includes:

- Departure and arrival airports
- Departure and arrival gates
- Actual (or estimated) departure time
- Whether the departure is delayed or early, and by what length of time
- If the flight has left the gate
- Actual (or estimated) arrival time
- Whether the arrival is delayed or early, and by what length of time
- If the flight has landed or is at the gate
- Information about any delays or cancellations (for example, delays due to equipment substitution or weather)

Schedule information includes:

- Departure and arrival airports
- Scheduled departure time
- Scheduled arrival time

® Reviewing Mileage Plus ® summary information

United Connection[®] lets you review Mileage Plus account balance information for all individuals in the Traveler Editor whose traveler information includes a Mileage Plus account number. This includes member level, Original Program Balance, New Program Balance, Year-to-Date Balance, and information about the last four credited flights.

To review Mileage Plus[®] summary information:

1. From the Tools menu, choose Mileage Plus[®] Summary. The Mileage Plus[®] Summary dialog box appears.
2. In the Name field, select the person whose Mileage Plus summary information you want to review. The list contains the names of all individuals in the Traveler Editor whose traveler information includes a Mileage Plus account number.
3. Choose the Retrieve button. United Connection displays the person's account number and [Mileage Plus level](#), along with the Mileage Plus customer service telephone number.
4. In the Account Summary table, review the Mileage Plus balance information. This includes:
 - [Original Program Balance](#)
 - [New Program Balance](#)
 - [Year-To-Date Balance](#)
5. In the Recent Account Activity table, review the last four flights for which Mileage Plus miles were credited. Miles, bonus miles, and total miles are displayed for each flight.
6. Choose Close to return to the Itinerary Window.

See also

[Mileage Plus Summary dialog box](#)

Mileage Plus[®] level

Mileage Plus membership levels include the following:

- 100,000 Mile Flyer (100,000+ miles)
- Premier Executive (50,000 - 99,999 miles)
- Premier (25,000 - 49,999 miles)
- Mileage Plus Member (less than 25,000 miles)
- Premier Emeritus (former Premier)

Original Program Balance

Displays the current balance in the selected member's original Mileage Plus[®] program account. This only applies to members who accrued Mileage Plus frequent flyer miles before 7/1/89.

New Program Balance

Displays the current balance in the selected member's new Mileage Plus[®] program account. This includes all Mileage Plus frequent flyer miles accrued since 7/1/89.

Year-To-Date Balance

Displays the total number of Mileage Plus[®] miles accrued in the current calendar year.

® Computing Mileage Plus ® miles between cities

United Connection[®] lets you compute the Mileage Plus frequent flyer miles between two airports served by United Airlines or United Express. Mileage information is available for most larger domestic and international airports.

Note Mileage is only available if United or United Express operates a scheduled non-stop flight between the specified airports.

To compute Mileage Plus[®] miles between cities:

1. From the Tools menu, choose Compute Mileage Plus[®] Miles. The Mileage Plus Miles Between Cities dialog box appears.
2. In the From field, enter or select the desired origin airport. See [Using the Airport Search option](#) if you need help finding an airport name.
3. In the To field, enter or select the desired destination airport.
4. Choose the Miles button. United Connection displays the origin, destination, and Mileage Plus flight miles between the two airports.

Note If you are not already connected to the reservation system, you will be prompted to connect in order to compute the mileage.

5. If you wish, you can repeat steps 2-4 to compute miles for additional origin/destination pairs. United Connection displays the mileage for each pair, as well as a running total.
6. To clear the displayed mileage information, choose the Clear button.
7. To return to the Itinerary Window, choose Close.

See also

[Mileage Plus Miles Between Cities dialog box](#)

® Reviewing United Information

United Connection[®] includes an information window that keeps you up-to-date with current promotions and special offers from United Airlines. United Connection checks for new information each time you connect to the reservation system and informs you when an update is available. You will have the opportunity to retrieve the new information immediately, or do so at a later time.

To review United Information:

1. Display the United Information window by doing one of the following:
 - From the Welcome window, choose the United Information option.
 - From the Tools menu, choose United Information.
2. Review the information.
3. Choose Close to return to the Itinerary Window.

® **Reviewing system options**

United Connection® lets you decide whether you want to display certain dialog boxes at startup and during planning. You can also enter the travel agency code for your preferred Apollo travel agency. You will need to provide this code if you want to pick up your tickets at that Apollo travel agency.

To review your system options:

1. In the Tools menu, choose System Options. The System Options dialog box appears.
2. The following options are available:
 - Display Flight Service Requests Summary after planning.
 - Display prompt to plan another flight.
 - Display Rental Car Service Requests after planning.
 - Display Hotel Service Requests after planning.
 - Display Welcome window at startup.

Select or de-select options by clicking in the boxes next to those options. An "X" appears next to an option when it is selected.

3. In the Airport Selection List Options, specify the following information:
 - a. In the Default Sort Order list, choose the sort option you want to use as the default when searching for airport names.
 - b. To show only U.S. locations in the airport selection list, click in the box next to Show US Locations Only.
4. If you want the option of picking up tickets at your preferred Apollo travel agency, enter the code for that agency in the Agency Code field.

Note Please contact your preferred Apollo travel agency to obtain their code.

5. Choose OK to save your changes and return to the Itinerary Window.

See also

[System Options dialog box](#)

® **Displaying the Welcome Window**

The Welcome Window is normally the first screen you see after starting the program. This screen allows you to go quickly to any of the following areas:

- Personal Profiles (Traveler Editor dialog box)
- Travel Planning (Itinerary Window)
- Mileage Plus (Mileage Plus® Summary dialog box)
- Flight Status (Check Flight Status dialog box)
- United Information (United Information window)

Select an icon to go directly to the associated dialog box. Follow the steps below if the Welcome Window does not appear automatically after you start United Connection®.

To display the Welcome Window:

1. In the Tools menu, choose System Options. The System Options dialog box appears.
2. Click in the box next to Display Welcome Screen At Startup to select that option.
3. Choose OK to save your change and return to the Itinerary Window. The Welcome Window will appear the next time you start United Connection.

See also

[Reviewing system options](#)

[System Options dialog box](#)

® Entering your preferred Apollo travel agency code

If you want the option of picking up airline tickets at your preferred Apollo travel agency, you must enter the code for that agency in the System Options dialog box. Please contact your Apollo travel agency to obtain their code. See [Ticketing options](#) for more information about the ticketing options available through United Connection[®], including Electronic-Ticket.

To enter your preferred Apollo travel agency code:

1. In the Tools menu, choose System Options. The System Options dialog box appears.
2. In the Agency Code field, enter the three- or four-character code for your preferred Apollo travel agency.
3. Choose OK to save the new information and return to the Itinerary Window.

United Connection validates the code and displays the name of the specified agency. This travel agency name will appear in the [Ticketing Options dialog box](#) as an available ticketing option the next time you reserve an itinerary.

See also

[Reviewing system options](#)

[System Options dialog box](#)

®

Check Flight Status dialog box

You access the Check Flight Status dialog box to request arrival and departure information for a specific flight. Actual operational data is available for all United and United Express flights leaving today, tomorrow, or yesterday. This includes gate information, and whether the flight is early or delayed. Schedule information is provided for all other flights.

®

[How to display the Check Flight Status dialog box](#)

®

Dialog Box Options

Airline

Enter or select name of the airline whose flight you want to check. The list contains the names of all airlines stored in the reservation system, in alphabetical order.

Flight #

Enter the flight number whose status you want to check.

Date

Enter or [select the departure date](#) of the flight you want to check.

From

Enter or select the origin airport. This information is optional. See [Using the Airport Search option](#) if you need help selecting an airport name.

See also

[Checking flight status](#)

[Flight Status dialog box](#)

To display the Check Flight Status dialog box:

- From the Tools menu, choose Flight Status.

®

Flight Status dialog box

You access the Flight Status dialog box to view arrival and departure information for the specified flight. Actual operational data is available for United and United Express flights leaving today, tomorrow, or yesterday. This includes gate information, and whether the flight is early or delayed. Schedule information is displayed for all other flights.

®

[How to display the Flight Status dialog box](#)

®

Dialog Box Options

Flight

Displays the flight number and airline name specified in the Check Flight Status dialog box.

Date

Displays the departure date specified in the Check Flight Status dialog box.

Location

Displays the departure and arrival airports and cities for each flight segment.

Actual Time/Sched Time

For United and United Express flights departing today, tomorrow, or yesterday, displays the actual (or estimated) departure and arrival times for each flight segment. For all other flights, displays the scheduled departure and arrival times.

Gate

For United and United Express flights departing today, tomorrow, or yesterday, displays the departure and arrival gates for each flight segment.

Information

For United and United Express flights departing today, tomorrow, or yesterday, indicates whether the flight is delayed or early and by what length of time.

Note Flights can be delayed or canceled for a variety of reasons. For example, airport conditions, holding for inbound connections, equipment substitution, gate congestion, custom hall delays, weather, etc. For United and United Express flights, any delay or cancellation information provided by the reservation system will be displayed below the flight segment.

See also

[Checking flight status](#)

[Check Flight Status dialog box](#)

To display the Flight Status dialog box:

1. In the Check Flight Status dialog box, enter the airline, flight number, and departure date of the flight whose status you want to check.
2. Choose the OK button.

® Mileage Plus

® Summary dialog box

You access the Mileage Plus® Summary dialog box to review Mileage Plus account balance information for any individual in the Traveler Editor whose traveler information includes a Mileage Plus account number. Summary information includes member level, Original Program Balance, New Program Balance, Year-to-Date Balance, and information about the last four credited flights.

®

[How to display the Mileage Plus® Summary dialog box](#)

®

Dialog Box Options

Name

Select the person whose Mileage Plus summary information you want to review. The list contains the names of all individuals entered in the Traveler Editor whose traveler information includes a Mileage Plus account number.

Note After selecting a name, you must choose the Retrieve button to display information for that person.

Account

Displays the selected person's Mileage Plus account number.

Phone Number

Displays the Mileage Plus customer service telephone number.

Level

Displays the selected person's Mileage Plus member level. This can include:

- 100,000 Mile Flyer (100,000+ miles)
- Premier Executive (50,000 - 99,999 miles)
- Premier (25,000 - 49,999 miles)
- Mileage Plus Member (less than 25,000 miles)
- Premier Emeritus (former Premier)

Account Summary

Displays the following Mileage Plus account summary information:

<u>Type of balance</u>	<u>Description</u>
Original Program Balance	Displays the current balance in the selected person's original Mileage Plus program account. This only applies to members who accrued Mileage Plus frequent flyer miles before 7/1/89.
New Program Balance	Displays the current balance in the selected person's new Mileage Plus program account. This includes all Mileage Plus frequent flyer miles accrued since 7/1/89.
Year-To-Date Balance	Displays the total number of Mileage Plus miles accrued in the current calendar year.

Recent Account Activity

Displays the last four flights for which the selected person received Mileage Plus miles. Information includes:

Column	Information
Date	Flight departure date
Description	Origin airport/city and destination airport/city
Miles	Mileage Plus miles awarded for that flight
Bonus	Bonus miles awarded for that flight
Total	Total miles awarded for that flight

Retrieve button

Choose this button to display Mileage Plus account balance information for the selected person.

Print button

Choose this button to print the displayed Mileage Plus account information. The [Print dialog box](#) appears.

See also

[Reviewing Mileage Plus Summary information](#)

How to display the Mileage Plus[®] Summary dialog box:

- From the Tools menu, choose Mileage Plus[®] Summary.

® Mileage Plus Miles Between Cities dialog box

You access the Mileage Plus Miles Between Cities dialog box to compute the Mileage Plus frequent flyer miles between two airports served by United Airlines or United Express. Mileage information is available for most larger domestic and international airports.

Note Mileage is only available if United or United Express operates a scheduled non-stop flight between the specified airports.

®

[How to display the Mileage Plus Miles Between Cities dialog box](#)

®

Dialog Box Options

From

Enter or select the desired origin airport. See [Using the Airport Search option](#) if you need help finding an airport name.

To

Enter or select the desired destination airport.

Miles button

Choose this button to compute the Mileage Plus miles between the specified airports.

Total Miles

Displays the total Mileage Plus miles for all displayed airport pairs.

Clear button

Choose this button to clear the displayed mileage information.

See also

[Computing Mileage Plus miles between cities](#)

How to display the Mileage Plus Miles Between Cities dialog box:

- From the Tools menu, choose Compute Mileage Plus[®] Miles.

Ⓜ System Options dialog box

You access the System Options dialog box to indicate whether or not you want to display certain dialog boxes at startup and during planning. You can also enter the travel agency code for your preferred Apollo travel agency. If you want to pick up your tickets at an Apollo travel agency you will need to provide this code.

Ⓜ

[How to display the System Options dialog box](#)

Ⓜ

Dialog Box Options

Display Flight Service Requests Summary after planning

Choose this option to display the [Flight Service Requests Summary dialog box](#) after you select a flight in the Select Flight dialog box.

Display prompt to plan another flight

Choose this option to display the [Plan Another Flight dialog box](#) after each flight you add to your itinerary.

Display Rental Car Service Requests after planning

Choose this option to display the [Rental Car Service Requests dialog box](#) after you select a rental car type/rate.

Display Hotel Service Requests after planning

Choose this option to display the [Hotel Service Requests dialog box](#) after you select a hotel room/rate.

Display Welcome window at startup

Choose this option to display the [United Connection Welcome Window](#) after starting the program.

Default Sort Order

Choose the sort order you want to use by default when searching for an airport name.

Show US locations only

Choose this option to display only U.S. locations in the airport list.

Agency Code

If you want the option of picking up tickets at your preferred Apollo travel agency, enter the three- or four-character code for that agency. See [Entering your preferred travel agency code](#) for more information.

Note Please contact your preferred Apollo travel agency to obtain their code.

See also

[Reviewing system options](#)

To display the System Options dialog box:

- From the Tools menu, choose System Options.

® **Retrieving an itinerary from the reservation system**

If you have saved a local copy of an itinerary file on your computer, you should open that itinerary by choosing Open from the File menu. This ensures that United Connection® has all of the traveler information used to create the itinerary.

However, after you reserve an itinerary you can also retrieve that itinerary directly from the reservation system. This allows you to view your reservation even if the itinerary file has been deleted from your computer, or if you are using United Connection on another computer that does not contain a copy of the file (for example, your work computer).

Note You cannot retrieve your itineraries from someone else's system. United Connection can only retrieve itineraries created on the current system, or on another system registered to the same user.

Dialog Box Options

Name

Displays the descriptive name of each reserved itinerary created on the current system (or on another system registered to the same user). This is the name entered in the [Confirm Reservation dialog box](#).

Confirmation Number

Displays the confirmation number of each reserved itinerary. This is the number assigned by the reservation system.

To retrieve an itinerary from the reservation system:

1. From the File menu, choose Retrieve From Reservation System. The Retrieve From Reservation System dialog box appears.
2. Review the list of available itineraries. The list shows the descriptive name and confirmation number of all reserved itineraries created on the current system (or on another system registered to the same user).
3. To retrieve an itinerary, highlight that itinerary name and choose OK.

Note If any travelers in the retrieved itinerary are not included in the Traveler Editor, United Connection will create entries for those travelers automatically.

See also

[Opening itineraries on different systems](#)

® **Canceling a reserved itinerary**

United Connection® lets you cancel a reserved itinerary at any time, with a few exceptions. You cannot cancel a reserved itinerary if:

- You chose to pick up your ticket at your preferred Apollo travel agency. To cancel this type of itinerary, please contact your travel agency directly.
- The itinerary is in the process of being ticketed.
- Certain pricing modifications have occurred in the reservation system.

A message will appear if you attempt to cancel an itinerary which cannot be canceled.

Note If you do not pay for your ticket online with a credit card and do not pick up your ticket by the ticketing deadline, the reservation system will cancel your reservation automatically.

Warning Potential charges and refund restrictions may apply if you cancel a ticketed itinerary. Please refer to the Notices area of the Itinerary Window, or contact the airline(s) for more information.

To cancel a reserved itinerary:

1. Open the itinerary you want to cancel.
2. Do one of the following:
 - From the toolbar in the Itinerary Window, choose the Cancel icon.
 - From the Itinerary menu, choose Cancel Reservation.
3. United Connection displays a message warning you that continuing will cancel all items (flights, rental cars, and hotel rooms) in your itinerary.
4. To cancel the itinerary, choose Yes. The status of all items in the itinerary changes to CANCELED, and the message "Itinerary has been canceled" appears in the Notices area of the Itinerary Window.

Note You can reinstate a canceled itinerary at any time prior to departure of the first flight® please call United Airlines Reservations for assistance.

See also

[Canceling a reserved flight](#)

[Canceling a reserved rental car](#)

[Canceling a reserved hotel room](#)

® Opening an itinerary

You open an itinerary by opening the corresponding itinerary file stored on your computer. United Connection® itinerary files are saved with the file extension ITN. By default, these files are stored in the United Connection directory which was created during installation. When you open a reserved itinerary, United Connection needs to update the information by retrieving that itinerary from the reservation system. If you are already connected to the reservation system, United Connection updates the itinerary automatically. If you are not connected, you will be prompted to do so.

The local copy of a reserved itinerary will be view-only until you update it by connecting to the reservation system. If you choose not to update your itinerary when prompted, you can do so at any time simply by choosing Open from the File menu and reselecting that itinerary.

Note You can also open a reserved itinerary directly from the reservation system using the Retrieve From Reservation System option in the File menu. This allows you to view your reservation even if the itinerary file does not exist on your local system. See [Retrieving an itinerary from the reservation system](#) for more information.

To open an itinerary:

1. From the File menu, choose Open. The Open dialog box appears.
United Connection itinerary files have an extension of .ITN. The File Name list displays all itinerary files in the current directory. The default directory is the United Connection directory created during installation.
2. If you see the itinerary you want to open, select that file. The selected file name appears in the File Name edit field.
3. If you do not see the itinerary you want to open, you can change drives and/or directories to display other itinerary files.
4. After selecting an itinerary file, choose OK to open that itinerary. The selected itinerary appears in the Itinerary Window.

See also

[Open dialog box](#)

[Retrieving an itinerary from the reservation system](#)

[Opening itineraries on different systems](#)

® **Opening itineraries on different systems**

Before you reserve an itinerary, you can view and edit that itinerary using any computer on which United Connection® is loaded. Just copy the itinerary file onto the computer's hard drive and open the file in United Connection as you normally would.

Once you reserve your itinerary, that itinerary can only be updated and modified using the computer on which it was created, or another computer registered to the same user. (Reserved itineraries can still be opened for viewing only on another person's computer.)

This restriction is imposed by the reservation system in order to ensure the privacy of your travel plans. The same restriction applies to the Retrieve From Reservation System option. When you choose this option from the File menu, the reservation system displays only itineraries created on that computer (or on another computer registered to the same user).

See also

[Opening an itinerary](#)

[Retrieving an itinerary from the reservation system](#)

® Saving an itinerary

You must save all itineraries you want to retrieve at a later time. When you save an itinerary, United Connection[®] stores the itinerary file on your computer system. By default, these files are stored in the United Connection directory which was created during installation. If you make any changes to the current itinerary, you will be prompted to save those changes before opening a new itinerary file or exiting United Connection.

Important Once you reserve an itinerary, we strongly recommend that you do not create duplicate copies of that itinerary using the Save As option. A reserved itinerary exists in two places: on your computer system, and in United Airlines' reservation system. If you have more than one copy of a reserved itinerary on your computer, all copies will remain linked to the same file in the reservation system and changes made in one file will be reflected in all others.

To save an itinerary using the existing name:

- From the File menu, choose Save.

If you have already saved the current itinerary, the file will be saved automatically using the existing name. If you have not already saved the current file, the Save As dialog box appears. See below for more information.

To save an itinerary using a new name:

1. From the File menu, choose Save As. The Save As dialog box appears. The File Name list displays all itinerary files in the United Connection directory.
2. In the File Name field, enter a name for the current itinerary file. The default name is ITIN1.ITN.

Note All United Connection itinerary files must use the file extension ITN. If you do not enter the extension, United Connection will append it automatically.

3. By default, itinerary files are saved in the United Connection directory created during installation. If you want to save the itinerary file in another directory, you can change the drive and/or the directory.
4. Choose OK to save the current itinerary file using the name specified in the File Name field. The file name is displayed in the title bar of the Itinerary Window.

See also

[Save As dialog box](#)



Printing an itinerary

As you create your itinerary, United Connection[®] places the information in a trip report that can be printed at any time. Choose one of the following options to see the type of information that can appear in the trip report:

[Flights information](#)

[Rental car information](#)

[Hotel information](#)

To view the trip report in Print Preview mode before printing, choose Print Preview from the File menu. See [Viewing an itinerary in Print Preview mode](#) for more information.

To print a trip report:

1. Open the itinerary you want to print.
2. Choose the Print icon from the toolbar (or choose Print from the File menu). The Print dialog box appears.
3. The name of the current printer appears at the top of the dialog box.

Window 3.1, 3.11, and NT 3.51: To select a different printer, choose the Setup button. See [Using the Print Setup option](#) for more information.

Windows 95: To select a different printer, click on the arrow next to the Name field and select the printer you want to use. To view and/or modify additional printer options, choose the Properties button.

4. Choose one of the Print Range options. The default is All. If you select the Pages option, be sure to specify the page range you want to print.
5. In the Print Quality field (Windows 3.1, 3.11 and NT 3.51 only), select the desired printer resolution.
6. If you want to print multiple copies of the trip report, enter the desired number of copies in the Copies field. Choose Collate to have each copy collated automatically.
7. To print the trip report, choose OK.

See also

[Print dialog box](#)

Flight information in the trip report includes:

- Airline and flight number
- Origin and destination
- Departure day, date, and time
- Arrival day, date, and time
- Number of stops
- Service class
- Aircraft type
- Seat requests (if applicable)
- Special meal requests (if applicable)
- Mileage Plus miles (for United and United Express)

Rental car information in the trip report includes:

- Rental company
- Pick-up airport
- Pick-up day, date, and time
- Drop-off day, date, and time
- Car type
- Rate and rate type
- Confirmation number (when reserved)
- Rental company phone number (when reserved)
- Unlimited mileage indicator (if applicable)

Hotel information in the trip report includes:

- Hotel name, address, and phone number
- Check-in day and date
- Check-out day and date
- Room type
- Rate
- Confirmation number (when reserved)
- Late arrival guarantee indicator (if applicable)



Using the Print Setup option

United Connection[®] lets you define certain printer setup options, including:

- Printer
- Orientation
- Paper size
- Paper source
- Printer-specific options

Note In order to select and configure a printer, you must have already installed the printer driver for that printer on your system using the Windows Control Panel. Refer to your Windows documentation for more information about this process.

[®] [Windows 95 Print Setup](#)

[®] [Windows 3.1/3.11/NT 3.51 Print Setup](#)

See also

[Viewing an itinerary in Print Preview mode](#)

[Printing an itinerary](#)

[Print Setup dialog box](#)

Windows 95 print setup

To setup your printer:

1. From the File menu, choose Print Setup. The Print Setup dialog box appears.
2. Select the printer you want to use. You can click on the arrow next to the Name field to display a list of installed printers. The status, type, output location, and any comments related to the selected printer are displayed below the printer name.
3. To view and/or modify additional printer options, choose the Properties button. Available options vary by printer.
4. In the Size field, choose the size of the paper you will be using. Available options vary by printer.
5. In the Source field, choose the paper source. Available options vary by printer.
6. Choose one of the Orientation options: Portrait (vertical orientation) or Landscape (horizontal orientation). The default is Portrait.
7. To save the print setup information, choose OK.

See also

[Printing options](#)

[Print Setup dialog box](#)

Windows 3.1/3.11/NT 3.51 print setup

To setup your printer:

1. From the File menu, choose Print Setup. The Print Setup dialog box appears.
2. Select the printer you want to use:
 - To use your system's default printer (as specified in the Windows Control Panel), select the Default Printer option. The name of the default printer is displayed below the option name.
 - To select a different printer, select the Specific Printer option. The list displays all printers whose printer drivers are currently installed on your system. Select the printer you want to use.
3. Choose one of the Orientation options: Portrait (vertical orientation) or Landscape (horizontal orientation). The default is Portrait.
4. In the Size field, choose the size of the paper you will be using. Available options vary by printer.
5. In the Source field, choose the paper source. Available options vary by printer.
6. To view and/or modify additional printer options, choose the Options button. Available options vary by printer.
7. To save the print setup information, choose OK.

See also

[Printing options](#)

[Print Setup dialog box](#)

® Viewing an itinerary in Print Preview mode

As you create your itinerary, United Connection® places the information in a trip report that can be printed at any time. If you wish, you can view the trip report in Print Preview mode before printing. The traveler names and itinerary status are displayed at the top of the report. After you reserve an itinerary, the itinerary name and reservation number are also displayed. Choose one of the following options to see additional trip report information:

[Flight information](#)

[Rental car information](#)

[Hotel information](#)

To view the trip report in Print Preview mode:

1. From the File menu, chose Print Preview. The Print Preview window appears. The trip report is displayed exactly as it will be printed.
2. To get a closer view of the text, choose the Zoom In button. Choose this button again to zoom in even closer.

Note You can also zoom in by clicking on the area of the window you want to view.

3. To zoom out, choose the Zoom Out button.
4. If the trip report includes multiple pages, you can:
 - Choose the Two Page button to display two pages at once.
 - Choose the Next Page and Prev Page buttons to move from page to page.
5. To print the trip report, choose the Print button. The [Print dialog box](#) appears.
6. To exit Print Preview mode, choose the Close button.

See also

[Print Preview window](#)

[Printing an itinerary](#)

® Open dialog box (Windows 3.1/3.11/NT 3.51)

You access the Open dialog box to open the local copy of an itinerary. By default, itinerary files are stored in the United Connection[®] directory which was created during installation. When you open a reserved itinerary, United Connection needs to update the information by retrieving that itinerary from the reservation system. If you are already connected to the reservation system, United Connection updates the itinerary automatically. If you are not connected, you will be prompted to do so.

The local copy of a reserved itinerary will be view-only until you update it by connecting to the reservation system. If you choose not to update your itinerary when prompted, you can do so at any time simply by choosing Open from the File menu and reselecting that itinerary.

Note You can also open a reserved itinerary directly from the reservation system using the Retrieve From Reservation System option in the File menu. This allows you to view your reservation even if the itinerary file does not exist on your local computer system. See [Retrieving an itinerary from the reservation system](#) for more information.

®

[How to display the Open dialog box](#)

®

Dialog Box Options

File Name

Displays all itinerary files in the current directory (itinerary files have the file extension ITN). Select the itinerary file you want to open.

List Files of Type

Displays a list of available file types. Select the type of file you want to display in the File Name list. The default is Itineraries (files with the extension ITN).

Directories

Displays the current directory. The default directory is the United Connection directory created during installation. To choose a different directory, double-click on the directory names to navigate through your system and select the directory containing the itinerary file you want to open.

Drives

Displays the current drive. The default drive is the drive on which United Connection is installed. To choose a different drive, click on the arrow next to the Drives field and select the drive containing the itinerary file you want to open.

Network button

Choose this button to display the Connect Network Drive dialog box. If the itinerary you want to open is located on a network drive that does not appear in the Drives list, use this dialog box to connect to that drive.

See also

[Opening an itinerary](#)

[Opening itineraries on different systems](#)

To display the Open dialog box:

- From the File menu, choose Open.

® Save As dialog box (Windows 3.1/3.11/NT 3.51)

You access the Save As dialog box to save the current itinerary file for the first time, or when you want to save it under a new name. When you save an itinerary, United Connection[®] stores the itinerary file on your computer system. By default, these files are stored in the United Connection directory which was created during installation.

Important Once you reserve an itinerary, we strongly recommend that you do not create duplicate copies of that itinerary using the Save As option. A reserved itinerary exists in two places: on your computer system, and in United Airlines' reservation system. If you make a copy of a reserved itinerary on your computer system, both copies will remain linked to the same file in the reservation system and changes made in one file will be reflected in all others.

®

[How to display the Save As dialog box](#)

®

Dialog Box Options

File Name

Displays the file name of the current itinerary. A list of all itinerary files in the current directory is displayed under the File Name field (itinerary files have the file extension ITN). Enter or select the name by which you want to save the current itinerary.

List Files of Type

Displays a list of available file types. Select the type of file you want to display in the File Name list. The default is Itineraries (files with the extension ITN).

Directories

Displays the current directory. The default directory is the United Connection directory created during installation. To choose a different directory, double-click on the directory names to navigate through your system and select the directory in which you want to save the current itinerary file.

Drives

Displays the current drive. The default drive is the drive on which United Connection is installed. To choose a different drive, click on the arrow next to the Drives field and select the drive on which you want to save the current itinerary file.

Network button

Choose this button to display the Connect Network Drive dialog box. If you want to save the current itinerary on a network drive that does not appear in the Drives list, use this dialog box to connect to that drive.

See also

[Saving an itinerary](#)

To display the Save As dialog box:

- From the File menu, choose Save As.

Note The Save As dialog box also appears if you choose Save from the File menu and have not yet save the current itinerary file.

Printing options

United Connection[®] lets you print the following information:

- [Flight Availability](#)
- [Mileage Plus Summary](#)
- [Electronic Ticket Receipt](#)
- [Passenger Notices \(for electronic tickets\)](#)
- [Full Itinerary](#)

See also

[Print dialog box](#)

[Print Setup dialog box](#)

[Viewing your itinerary in Print Preview mode](#)



Print dialog box

Choose one of the following options for more information:

[Windows 95 Print dialog box](#)

[Windows 3.1/3.11/NT 3.51 Print dialog box](#)

See also

[Print Setup dialog box](#)

[Printing an itinerary](#)

[Other Topics](#)



Print dialog box (Windows 95)

The Print dialog box lets you review your printer options before printing.



Dialog Box Options

Name

Displays the name of the current printer. To select a different printer, click on the arrow to display a list of installed printers and select the printer you want to use. The status, type, output location, and any comments related to the selected printer are displayed below the printer name.

Note In order to select a printer, you must have already installed that printer driver on your system using the Windows Control Panel. Refer to your Windows documentation for more information about this process.

Properties button

Choose this button to display the Properties dialog box for the selected printer. You access the Properties dialog box to define printer options, including paper size, orientation, paper source, graphics and font options, and other printer-specific options.

Print to file

Choose this option if you want to print to a file instead of to the selected printer. You will be prompted to enter a file name when you choose OK.

Print Range

Displays the following print range options:

All

Select this option to print all pages in the current trip report.

Pages

Select this option to print a range of pages. In the From field, enter the first page you want to print. In the To field, enter the last page you want to print.

Selection

Select this option to print only the highlighted information.

Number of copies

Enter the number of copies you want to print. The default is 1.

Collate

If you are printing more than one copy, choose this option to have the printer collate each copy automatically. Collating is assembling in page order (1, 2, 3, etc.).

See also

[Print Setup dialog box \(Windows 95\)](#)

[Printing an itinerary](#)

[Other Topics](#)



Print dialog box **(Windows 3.1/3.11/NT 3.51)**

The Print dialog box lets you review your printer options before printing.
®

Dialog Box Options

Printer

Displays the name of the current printer. To select a different printer, choose the Setup button. See [Using the Print Setup option](#) for more information.

Print Range

Displays the following print range options:

All

Select this option to print all pages in the current trip report.

Selection

Select this option to print only the highlighted information.

Pages

Select this option to print a range of pages. In the From field, enter the first page you want to print. In the To field, enter the last page you want to print.

Print Quality

Select the desired printer resolution. Resolution is expressed in terms of dots-per-inch (DPI). The options displayed in this list are dependent on the selected printer.

Setup button

Choose this button to display the [Print Setup dialog box](#).

Copies

Enter the number of copies you want to print. The default is 1.

Collate Copies

If you are printing more than one copy, choose this option to have the printer collate each copy automatically. Collating is assembling in page order (1, 2, 3, etc.).

See also

[Print Setup dialog box \(Windows 3.1/3.11/NT 3.51\)](#)

[Printing an itinerary](#)

[Other Topics](#)



Print Setup dialog box

Choose one of the following options for more information:

[Windows 95 Print Setup dialog box](#)

[Windows 3.1/3.11/NT 3.51 Print Setup dialog box](#)

See also

[Print dialog box](#)

[Printing an itinerary](#)

[Other Topics](#)



Print Setup dialog box (Windows 95)

You access the Print Setup dialog box to define printer options, including:

- Printer
- Printer properties
- Paper size
- Paper source
- Orientation

Note In order to select and configure a printer, you must have already installed that printer driver on your system using the Windows Control Panel. Refer to your Windows documentation for more information about this process.

Dialog Box Options

Name

Displays the name of the current printer. To select a different printer, click on the arrow to display a list of installed printers and select the printer you want to use. The status, type, output location, and any comments related to the selected printer are displayed below the printer name.

Properties button

Choose this button to display the Properties dialog box for the selected printer. You access the Properties dialog box to define printer options, including paper size, orientation, paper source, graphics and font options, and other printer-specific options.

Paper Size

Choose the size of the paper you will be using. Available options vary by printer.

Paper Source

Choose the paper source. Available options vary by printer.

Orientation

Choose one of the Orientation options: Portrait (vertical orientation) or Landscape (horizontal orientation). The default is Portrait.

See also

[Print dialog box \(Windows 95\)](#)

[Printing an itinerary](#)

[Other Topics](#)

® Print Setup dialog box (Windows 3.1/3.11/NT 3.51)

You access the Print Setup dialog box to define printer setup options, including:

- Printer
- Orientation
- Paper size
- Paper source
- Printer-specific options

Note In order to select and configure a printer, you must have already installed that printer driver on your system using the Windows Control Panel. Refer to your Windows documentation for more information about this process.

®

Dialog Box Options

Printer

Select the printer you want to use:

Default Printer

Select this option to use your system's default printer (as specified in the Windows Control Panel). The name of the default printer is displayed below the option name.

Specific Printer

Select this option to choose a different printer. The list displays all printers whose printer drivers are currently installed on your system. Select the printer you want to use.

Orientation

Choose one of the Orientation options: Portrait (vertical orientation) or Landscape (horizontal orientation). The default is Portrait.

Size

Choose the size of the paper you will be using. Available options vary by printer.

Source

Choose the paper source. Available options vary by printer.

Options

Choose this button to view and/or modify additional printer options. Available options vary by printer.

See also

[Using the Print Setup option](#)

[Print dialog box \(Windows 3.1/3.11/NT 3.51\)](#)

[Printing an itinerary](#)

[Other Topics](#)

® Print Preview window

You access the Print Preview window to view the trip report. The initial display reduces the size of the text to show a full page. Zoom in to read the text of the report. The traveler names and itinerary status are displayed at the top of the report. After you reserve an itinerary, the itinerary name and reservation number are also displayed. Choose one of the following options to see additional trip report information:

[Flight information](#)

[Rental car information](#)

[Hotel information](#)

®

[How to display the Print Preview window](#)

®

Dialog Box Options

Print button

Choose this button when you want to print the current trip report. The [Print dialog box](#) appears.

Next Page button

In a multiple-page report, choose this button to display the next page.

Prev Page button

In a multiple-page report, choose this button to display the previous page.

Two Page button

In a multiple-page report, choose this button to display two pages at once.

Zoom In button

Choose this button to get a closer view of the text. Choose this button again to zoom in even closer.

Zoom Out button

Choose this button to display more of the trip report in the window at one time. This option is only available if the display has been zoomed in.

Close button

Choose this button to close the Print Preview window.

See also

[Viewing an itinerary in Print Preview mode](#)

[Printing an itinerary](#)

To display the Print Preview window:

- From the File menu, choose Print Preview.



Troubleshooting

This section includes solutions to problems that may occur as you use United Connection[®]. If you don't find the answers you need, you can contact the Support Desk for assistance at:

1-800-4UA-CNXN (1-800-482-2696)

Choose one of the topics below to see related troubleshooting information.

[Not enough memory](#)

[Registration problems](#)

[Modem problems](#)

[Connection problems: Internet](#)

[Connection problems: United Airlines Network](#)

[Flights and fares](#)

[Selecting rental cars](#)

[Selecting hotel accommodations](#)

[Reserving your itinerary](#)

[Windows 95](#)

See also

[United Connection Technical Support](#)

[Comments and suggestions](#)



Connection problems: Internet

Choose one of the following topics for more information:

[I get the message: "Unable to find an Internet Service Provider. Please establish a connection with your Internet Service Provider before continuing."](#)

[I get the message: "Unable to establish a connection. Make sure that you are connected to the Internet via your Internet Service Provider. If you have a valid Internet connection but cannot access the reservation system, please try again later."](#)

[I get the message: "Internet connection has been lost. Please reconnect to the Internet via your Internet Service Provider."](#)

[I get the message: "A communication error has occurred. Please try again."](#)

[United Connection isn't using the Internet Service Provider I selected.](#)

[Why am I still connected to the Internet after I close United Connection?](#)

[I keep getting disconnected.](#)

Note If you still have problems connecting to the reservation system via your Internet Service Provider after troubleshooting using this Help file, select "United Airlines Network" as your United Connection service provider. See [Choosing a United Connection service provider](#) for more information.

See also

[Troubleshooting](#)

[United Connection Technical Support](#)



I keep getting disconnected

If you keep getting disconnected from the reservation system, please check the following:

Is someone else at your location trying to use the same phone line?

If someone at your location picks up a telephone that is connected to the same line as your modem, you will be disconnected from the reservation system.

Do you have Call Waiting?

If you have Call Waiting, you should disable it before using United Connection[®]. Choose the appropriate option below for more information.

[If you are using the Internet](#)

[If you are using the United Airlines Network](#)

See also

[Troubleshooting](#)

[United Connection Technical Support](#)

Disabling Call Waiting (Internet users)

If you are using the Internet to connect to the reservation system, you will need to use your Internet Service Provider's dialer to disable Call Waiting. Contact your Internet Service Provider if you need additional information.

Disabling Call Waiting (United Airlines Network users)

If you are connecting to the reservation system via the United Airlines Network, you can disable Call Waiting in the Dialing Information dialog box by entering or selecting the appropriate code in the Dialing Prefix field. See [Changing your dialing information](#) for details.



No Internet Service Provider

You must have an account with an Internet Service Provider in order to connect to the reservation system via the Internet. If United Connection[®] cannot find the necessary Internet software on your computer, it displays the following message:

"Unable to find an Internet Service Provider. Please establish a connection with your Internet Service Provider before continuing."

If you have an account with an Internet Service Provider, you should launch that service provider's [dialer](#) before proceeding. Contact your Internet Service Provider if you need help launching or configuring their dialer.

If you do not have an account with an Internet Service Provider, you should choose the United Airlines Network option. See [Choosing a United Connection service provider](#) for more information.

See also

[Troubleshooting](#)

[United Connection Technical Support](#)



Unable to establish a connection

If United Connection[®] is unable to connect to the reservation system via the Internet, it displays the following message:

"Unable to establish a connection. Make sure that you are connected to the Internet via your Internet Service Provider. If you have a valid Internet connection but cannot access the reservation system, please try again later."

If this message is displayed, please check the following information:

[Is your Internet dialer up and running?](#)

[Are you connected to the Internet?](#)

[Is your modem configuration correct?](#)

[Is your dialing information correct?](#)

[If you are using MSN, is your MSN software configured for Internet access?](#)

[If you have Windows 95 or NT, are you using 32-bit Internet software?](#)

[Are you connecting to the Internet via a network \(LAN or WAN\)?](#)

Note If you still have problems connecting to the reservation system via your Internet Service Provider after troubleshooting using this Help file, select "United Airlines Network" as your United Connection service provider. See [Choosing a United Connection service provider](#) for more information.

See also

[Troubleshooting](#)

[United Connection Technical Support](#)



Is your Internet dialer up and running?

Windows 3.1, 3.11, or NT 3.51

If you are using Windows 3.1, 3.11, or NT 3.51 and your Internet service provider does not automatically launch its [dialer](#) when an Internet connection is required, you will need to launch the dialer yourself. To verify whether your Internet dialer is running, press [Ctrl] [Esc]. If your dialer is running, the name should appear in the Task List. Contact your Internet Service Provider if you need help launching or configuring their dialer.

Windows 95

Windows 95 automatically launches the default dialer when an Internet connection is required. The dialer should appear in the Windows 95 Taskbar. Note that if the dialer is launched and you cancel it without connecting, Windows 95 will not automatically launch the dialer the next time a connection is required. If this occurs, or if your dialer does not launch for any other reason, simply launch the appropriate dialer yourself.

Note See [United Connection[®] isn't using the Internet Service Provider I selected](#) if the correct dialer is not being launched.

See also

[Troubleshooting](#)

[United Connection Technical Support](#)



Are you connected to the Internet?

If you're able to [display your Internet Service Provider's dialer](#), it should indicate whether or not you are connected to the Internet. If your Internet service provider is unable to establish a connection to the Internet, you will not be able to connect to the reservation system.

If you are not connected to the Internet, click on [Unable to establish a connection](#) and review the other items in the list to identify the source of the problem.

If you have verified that your Internet Service Provider is able to connect to the Internet, there may be a temporary problem connecting to the reservation system. Try connecting again at a later time. If you still experience problems after several attempts, please contact the United Connection Support Desk at **1-800-4UA-CNXXN** (1-800-482-2696).

See also

[Troubleshooting](#)

[United Connection Technical Support](#)



Is your MSN software configured for Internet access?

To verify that MSN is setup for Internet access, click on the Settings button in the MSN Sign In dialog box (or choose Connection Settings from the Tools menu in MSN Central). If your service type is not listed as "Internet and the Microsoft Network", you will need to configure your MSN software for Internet access. Refer to the MSN online Help or contact MSN Technical Support for more information.

See also

[Troubleshooting](#)

[United Connection Technical Support](#)



Is your modem configuration correct?

Access your Internet Service Provider's dialer and verify your modem settings. If you are using an external modem, make sure that it is plugged in to a power source and turned on.

See also

[Troubleshooting](#)

[United Connection Technical Support](#)

®

Is your dialing information correct?

Access your Internet Service Provider's dialer and verify the dialing information you entered.

See also

[Troubleshooting](#)

[United Connection Technical Support](#)

®

Are you using 32-bit Internet software?

The software required to establish an Internet connection is supplied to you by your Internet Service Provider. United Connection® requires 32-bit Internet software in Windows 95 and NT. Some providers supply 16-bit Internet software, which United Connection supports only in Windows 3.1 and 3.11. Contact your Internet Service Provider if you are not sure which type of Internet software you have, or to obtain the 32-bit Internet software.

Using Dial-Up Networking for 32-bit Internet access

Most Internet Service Providers use the Dial-Up Networking utility included with Windows 95 (or the Remote Access Service utility in NT) to setup a 32-bit Internet connection. Some providers automate the setup process for you, others do not. Either way, you will need to ensure that Dial-Up Networking (or RAS in NT) has been installed on your system.

In Windows 95, double-click on My Computer to display the Dial-Up Networking folder. If Dial-Up Networking is not present, you will need to install it. Refer to Windows 95 Help for more information about installing and using Dial-Up Networking.

Note Your Internet Service Provider will need to supply you with all of the information required by Dial-Up Networking. This includes an access phone number, the host name and domain name, and the Domain Name Server (DNS) server address. Contact your Service Provider for details.

See also

[Troubleshooting](#)

[United Connection Technical Support](#)

®

Are you connecting via a network (LAN or WAN)?

If you are connecting via a LAN (Local Area Network) or WAN (Wide Area Network), please contact your network administrator to verify that your system is properly configured for Internet access. Network administrators should refer to the United Connection[®] README.TXT file for additional information concerning LAN-based Internet access and United Connection.

See also

[Troubleshooting](#)

[United Connection Technical Support](#)

®

Internet connection has been lost

If your service provider loses its Internet connection, United Connection® displays the following message:

"Internet connection has been lost. Please reconnect to the Internet via your Internet Service Provider."

If you get this message, you will need to access your service provider's dialer and re-establish your Internet connection. Contact your service provider if you are unsure how to do this.

See also

[Troubleshooting](#)

[United Connection Technical Support](#)

®

A communication error has occurred

United Connection® will display the following message if it was unable to receive the requested information from the reservation system:

"A communication error has occurred. Please try again."

If you get this message, you should request the information again by reselecting whatever option you had just selected in United Connection. (For example, if you had just clicked on the Fareshop icon before the message appeared, click on this icon again.) If this message continues to appear, contact the United Connection Support Desk. Choose United Connection Technical Support below for more information.

See also

[Troubleshooting](#)

[United Connection Technical Support](#)

®

United Connection® isn't using the Service Provider I selected

To ensure that United Connection uses a specific Internet Service Provider, you should launch that Service Provider's [dialer](#) before starting United Connection.

When United Connection needs to connect to the reservation system, it will attempt to establish an Internet connection. If an Internet channel is already open, United Connection will automatically use the open channel to connect to the reservation system (whether or not this channel corresponds to the United Connection service provider you have specified).

If an Internet channel is **not** open, United Connection will request one. Windows 95 will then automatically launch the default dialer, which may or may not be the one you want to use with United Connection. In Windows 3.1 and 3.11, some Internet Service Providers (for example, MSN and CompuServe) automatically launch their dialer when an Internet connection is required. Others require you to launch the dialer yourself.

See also

[Troubleshooting](#)

[United Connection Technical Support](#)

®

Disconnecting from the Internet

If you are connected to the Internet, the following message is displayed when United Connection® disconnects from the reservation system:

"United Connection has disconnected from the reservation system. However, your Internet connection may still be active. If necessary, please access your Internet Service Provider to disconnect from the Internet."

Disconnecting from the reservation system in United Connection (or exiting United Connection) does **not** automatically disconnect you from the Internet. Because your Internet connection is managed by your service provider's dialer, you will need to access the dialer to disconnect from the Internet.

See also

[Troubleshooting](#)

[United Connection Technical Support](#)

®

Not enough memory

When I try to start United Connection[®], I get the message "Not enough memory to run application." What should I do?

- **Verify that your system has a minimum of 8MB of RAM (memory):**

If you don't know how much memory your system has, you can check it from DOS using the MEM command (DOS versions 5.0 and higher). [Click here for more information about using the MEM command.](#)

- **Make sure all other applications are closed:**

Windows 3.1/3.11/NT 3.51 users can check this by displaying the Windows Task List (press the **[Control]** and **[Escape]** keys at the same time). In Windows 95, press **[Control] [Alt] [Delete]** to display a list of open programs. If any other programs are running, close them before attempting to install United Connection.

- **Check your available memory, as follows:**

In Program Manager (Windows 3.1/3.11/NT 3.51), click on the Help menu and choose the last option, About Program Manager. An entry at the bottom of the dialog box indicates how much memory is free.

If this value is less than 12,000 KB, you will need to [increase your virtual memory.](#)

- **Use MemMaker (a utility included with DOS 6.0 and higher) to load device drivers and memory-resident programs (TSRs) into high memory:**

Do not use this command while Windows is running. Exit to DOS and type HELP MEMMAKER for more information about this utility, or refer to the chapter entitled "Making More Memory Available" in the MS-DOS 6 User's Guide.

See also

[United Connection Technical Support](#)

[Checking memory using DOS](#)

[Increasing virtual memory](#)

®

Checking memory using DOS (MEM)

One way to verify the amount of actual installed RAM (memory) on your system is to use the MS-DOS command **MEM** (available in DOS versions 5.0 and higher).

To check memory using MEM:

1. Display a DOS prompt (Windows 3.1/3.11/NT 3.51 users should double-click on the **MS-DOS Prompt** icon in the Main window).
2. Type the following command and press [Enter]: **MEM**
3. Find the amount of Total Contiguous Extended Memory (this is the number displayed in boldface type below):

```
651264 bytes total conventional memory
651264 bytes available to MS-DOS
439184 largest executable program size
```

```
19922944 bytes total contiguous extended memory
0 bytes available contiguous extended
memory
1048576 bytes available XMS memory
MS-DOS resident in High Memory Area
```

4. The total contiguous extended memory value should be **7,000,000** or larger for the system to run properly.
5. After checking memory, type **Exit** and press **[Enter]** to return to the Windows Program Manager.

See also

[United Connection Technical Support](#)

[Not enough memory](#)

[Increasing virtual memory](#)

®

Increasing virtual memory



Note: This information does not apply to Windows 95 users.

Virtual memory (also known as a "swapfile") is space on your hard drive that Windows 3.1/3.11 uses as additional memory.

If you have an 8MB system, you will also need a fair amount of virtual memory (at least 10,000 KB) to install and run United Connection[®]. If your virtual memory is already 20,000 KB or higher, it probably won't help to increase it any further.

Disk Compression users: If you are running a disk compression program (for example, DoubleSpace, Stacker, or SuperStor), you will need to follow a different procedure. [Click here for more information.](#)

How to increase Virtual Memory:

1. Close all open applications except Windows.
2. From Program Manager, display the Main program group and double-click on the **Control Panel** icon.

3. Double-click on the **Enhanced** icon.

4. Click on the **Virtual Memory** button and check the swapfile size and type. The size should be at least 10,000 KB, and the type should be "Permanent".

Important: Make a note of your current settings in case you want to change them back.

5. Click on the **Change>>** button to display the Virtual Memory dialog box. Look at the New Settings options (toward the bottom of the dialog box).
 - a. If the Type is set to None or Temporary, Change it to **Permanent**.
 - b. In the **New Size** edit field, type in a size somewhere between 10,000 KB and the Recommended Size (this is displayed immediately above the New Size field).

Note: The maximum value for the New Size is four times your installed memory (for example, 4 x 8MB = 32 MB). However, the New Size can never be greater than 1/2 of the available space on your hard drive.

6. Click on the **OK** button and respond **Yes** when asked if you are sure you want to change the Virtual Memory settings.
7. Click **OK** to complete the Virtual Memory settings change.
8. Choose **Restart Windows**.
9. Once Windows has restarted, start United Connection.

Note: If you decide to go back to the old settings, redo all steps using the old values.

See Also

[United Connection Technical Support](#)

[Not enough memory](#)

[Increasing virtual memory on systems using disk compression](#)



®

Increasing virtual memory with disk compression



Note: This information does not apply to Windows 95 users.

If you are running a disk compression program on your computer (for example, DoubleSpace, Stacker, or SuperStor), you may have problems creating enough virtual memory to run United Connection®. To solve this problem, you will need to delete your current swapfile, then create a new swapfile on your "host" drive.

Deleting the current swapfile:

1. Close all open applications (except Windows).
2. From Program Manager, display the Main program group and double-click on the **Control Panel** icon.

3. Double-click on the **Enhanced** icon.

4. Click on the **Virtual Memory** button, then click on the **Change>>** button to display the Virtual Memory dialog box.
5. Look at the Swapfile Settings at the top of the dialog box. Make a note of your current settings in case you want to change them back.
6. Look at the New Swapfile Settings options (toward the bottom of the dialog box). Verify that the **Drive** field is set to C or D. The **Type** will probably be Permanent.
7. Click on the arrow next to the **Type** field and select **None**.
8. Click on **OK**, then click on **Yes** to confirm the change.
9. You are now asked if you wish to restart Windows now. Click on **Restart Windows**. Now follow the steps below to create a new swapfile.

Creating a new swapfile:

1. From Program Manager, display the Main program group and double-click on the **Control Panel** icon.

2. Double-click on the **Enhanced** icon.

3. Click on the **Virtual Memory** button, then click on the **Change>>** button to display the Virtual Memory dialog box.
4. Look at the Swapfile Settings at the top of the dialog box. They should be:

Drive	blank
Size	0 KB
Type	None
5. Now go to the New Swapfile Settings options (toward the bottom of the dialog box) and choose the following options:

Drive Click on the arrow next to the Drive field. You should have an **H:** drive listed (or some letter other than C or D). Select this drive. Do not select C or D.

Type Permanent.

New Size Type in a size somewhere between 10,000 KB and the Recommended Size (this is displayed immediately above the New Size field).

Note: If the Recommended Size is less than 10,000, you will need to either delete files from the host drive or reduce the size of the compressed drive. [Click here for more information.](#)

6. Click on **OK**, then click on **Yes** to confirm the change. A message will inform you that a permanent swapfile has been created on the selected drive.
7. You are asked if you wish to restart Windows now. Click on **Restart Windows**.
8. Click on the United Connection icon to start the application.

See Also

[United Connection Technical Support](#)

[Not enough memory](#)

[Increasing virtual memory](#)

[Increasing available space on a host drive](#)

®

Increasing available space on a host drive

Note: This information does not apply to Windows 95 users.

If you are running a disk compression program on your computer (for example, DoubleSpace, Stacker, or SuperStor), and cannot create a swapfile large enough to run United Connection[®], you can try one of the following options:

Delete files from the host drive:

On a system with disk compression, the host drive will probably be defined as **H:** (or some drive letter above C:). Delete as many unnecessary files as possible from this drive (for example, old documents, memos, programs you no longer use, etc.). You can delete files from File Manager or from DOS. Alternatively, you can compress files using a file compression program such as PKZIP (available as shareware).

Defragment/optimize the C: drive:

To increase available disk space, you can also try defragmenting your C: drive. If you have DOS 6.0 or higher, exit Windows and type the following command at the DOS prompt, then press [Enter]:

defrag /h /q c:

You can also use any other defragmenter/disk optimization program (for example, the one supplied with Norton Utilities).

See Also

[United Connection Technical Support](#)

[Not enough memory](#)

[Increasing virtual memory](#)

[Increasing virtual memory on systems using disk compression](#)

®

Registration

Choose one of the following topics for more information:

[I'm having modem/dialing problems.](#)

[Connection problems: Internet](#)

[Connection problems: United Airlines Network](#)

[United Connection dials and connects but is unable to register.](#)

[United Connection won't accept my credit card number.](#)

[I'm able to connect but I get a credit card error.](#)

[I get a "Form of payment invalid" message.](#)

[I get an "Address error" message.](#)

[I already had a Mileage Plus[®] number, but I was assigned another one by United Connection[®]. What should I do?](#)

[I just registered and was instantly enrolled in Mileage Plus[®] why can't I use my new Mileage Plus number to register on another computer?](#)

[How do I change my name in United Connection?](#)

See Also

[United Connection Technical Support](#)

®

I already had a Mileage Plus® number...

If you were already a Mileage Plus member and received a new account number accidentally, you will need to contact Mileage Plus to deactivate one of the accounts.

To use the new Mileage Plus number exclusively, you will need to write to the Mileage Plus Service Center requesting that they close your old account and transfer all accrued miles and benefits (including earned Premier status) to your new account number. The address is:

Mileage Plus Service Center
P.O. Box 28870
Tucson, AZ 85726

Include your name, address, and a brief note indicating that you want to use the new Mileage Plus number exclusively. The transaction will be complete in four to six weeks.

To retain your previous Mileage Plus number, you will need to re-install the software and re-register using your original Mileage Plus number.

If you have earned any Mileage Plus miles with your new Mileage Plus number, you must write to the Mileage Plus Service Center at the address above to request consolidation of the accounts. Include your name, address, and a brief note indicating that you want to use your original Mileage Plus number exclusively. The transaction will be complete in four to six weeks. If you have purchased tickets with your new Mileage Plus number but have not completed the travel associated with those tickets, please contact United Airlines directly to ensure that the flight miles are credited to your original Mileage Plus account.

See Also

[United Connection Technical Support](#)

®

Why can't I register on another computer?

After receiving a new Mileage Plus® number, you must wait 1-3 days before you will be able to register United Connection

® on another computer. Please wait a few days and try again.

See Also

[United Connection Technical Support](#)

®

How do I change my name in United Connection®?

If you are not the registered user, simply access your traveler information in the Traveler Editor and change your name.

If you are the registered user, you first need to call or write Mileage Plus® to inform them of the name change. See [Changing the name of the registered user](#) for more information.

See Also

[United Connection Technical Support](#)

®

United Connection[®] is unable to register

United Airlines Network users can try a different local access number. If that fails, try connecting again later.

See Also

[United Connection Technical Support](#)

®

United Connection® won't accept my credit card number

Make sure that you have entered your credit card number without any spaces or hyphens.

See Also

[United Connection Technical Support](#)

®

I get a credit card error

If you are using a corporate credit card, you must enter the company name exactly as it appears on the credit card statement.

You must type your address exactly as it appears on the credit card statement or the card verification will fail.

Note: Try to fit the whole street address in the first line. It allows up to 20 characters. If the address is too long, delete the text for Apt or Suite but retain the number.

See Also

[United Connection Technical Support](#)

®

"Form of payment invalid" message

Please contact the United Connection Support Desk at **1-800-4UA-CNXN (482-2696)**.

®

"Address error" message

Please contact the United Connection Support Desk at **1-800-4UA-CNXN (482-2696)**.

®

Modem problems

Note This information applies to United Airlines Network users only.

If you are having problems dialing or connecting, check the following items:

- **Windows 3.1/3.11/NT 3.51 users:** Did you test your modem using the Test Settings button? If not, do this (from the Tools menu choose **Communications/Modem Settings**). See [Modem error messages](#) if you get an error when you click on the **Test Settings** button.
- **Other modem problems:**
 - [Modem not listed in the Modem Type dialog box](#)
 - [No response from the modem](#)
 - [Modem dials but can't connect](#)
 - [Modem fails at "Connecting to VAN"](#)
 - [Modem connects but can't access United Connection](#)

See Also

- [Modem error messages](#)
- [Problems connecting to the reservation system](#)
- [United Connection Technical Support](#)

®

Modem not listed

Note This information applies only if you have selected the United Airlines Network and are using Windows 3.1/3.11/NT 3.51.

Follow these steps if your modem is not listed:

1. In the Modem Type dialog box choose **Hayes Compatible** from the Vendor list, and **Any Hayes Compatible Modem** (the only option) from the Modem list.
2. Click on **OK**.
3. In the Modem Settings dialog box, set the baud rate to 9600 and then click on the **Test Settings** button. If you have problems at 9600, start at 2400 baud. If this works try 4800, then 9600.

Note: See [Modem error messages](#) if you get an error when you click on the **Test Settings** button.

See Also

[Modem problems](#)

[Modem error messages](#)

[United Connection Technical Support](#)

®

Modem error messages

Note This information applies only if you have selected the United Airlines Network and are using Windows 3.1/3.11/NT 3.51.

Click on one of the following messages for more information:

Test Settings messages

The following messages can appear after you click on the **Test Settings** button in the Modem Settings dialog box:

"The port is currently in use. Select another port or make sure the relinquish this port before connecting."

"The port is not present or is not responding. Select another port."

"Unable to initialize the modem. Make sure the modem is working properly or that the initialization string is valid."

"The port cannot handle the requested speed. Select a lower speed for the modem."

"The initialization string is invalid. Select another modem or modify the string."

Establishing Connection messages

The following messages can appear after you click on the **Connect** button in the Establish Connection dialog box:

Unable to establish connection. Please try again.

Unable to connect to the reservation system. Please try again.

"Reservation system not responding. Please try later."

See Also

[Modem problems](#)

[United Connection Technical Support](#)

®

"The port cannot handle the requested speed."

Note This information applies only if you have selected the United Airlines Network and are using Windows 3.1/3.11/NT 3.51.

The full text of this message is:

"The port cannot handle the requested speed. Select a lower speed for the modem."

This message appears if the speed (baud rate) you selected in the Modem Settings dialog box is too fast for your modem.

Troubleshooting:

1. Choose a lower Speed setting in the Modem Settings dialog box. If you don't know your modem speed, select 9600.
2. Click the **Test Settings** button. If the settings pass at 9600, you can try a higher speed and test them again.

Note: If 9600 doesn't work, try starting at 2400, then 4800, then 9600.

See Also

[Modem problems](#)

[Modem error messages](#)

[United Connection Technical Support](#)

®

"The port is currently in use."

Note This information applies only if you have selected the United Airlines Network and are using Windows 3.1/3.11/NT 3.51.

The full text of this message is:

"The port is currently in use. Select another port or make sure to relinquish this port before connecting."

This message appears if the port you selected in the Modem Settings dialog box is being used by another device or application.

Troubleshooting:

1. Make sure you have selected the correct COM port.
 - Internal modem: The correct COM port will probably be COM2 or COM3.
 - External modem: The COM port will probably be COM1 or COM2.

[Click here for information about testing the COM port using Terminal.](#)
2. Make sure no other software is running that might be using the COM port. Examples of this are Modem/Fax software or remote access programs.

See Also

[Modem problems](#)

[Modem error messages](#)

[United Connection Technical Support](#)

®

"Unable to establish connection"

Note This information applies to United Airlines Network users only.

The full text of this message is:

"Unable to establish connection. Please try again."

This message appears if both the Primary and the Secondary access numbers fail when you attempt to connect to the reservation system.

Troubleshooting:

1. Select different phone numbers for your area (if available).

Note: Be sure to check the modem speed for the line you are selecting (a modem speed or range of speeds is displayed next to each number). You should choose numbers that use the highest speed supported by your modem. You should not select a telephone number whose modem speed is faster than your modem.

2. Try connecting again later. Too many people may be trying to use that line at the present time.

See Also

[Modem problems](#)

[Modem error messages](#)

[United Connection Technical Support](#)

®

Using Terminal to check modem settings

Note This information applies only if you have selected the United Airlines Network and are using Windows 3.1/3.11/NT 3.51.

Follow the steps below to test your modem settings using Terminal:

1. In Program Manager, go to the **Accessories** program group and double-click on the **Terminal** icon. An empty Terminal window appears.
2. From the File menu, choose **Open**. If you have already saved your modem settings in Terminal, you will see a file with the extension **trm** (for example, **modem.trm**).
3. Highlight a **trm** file and click on **OK** to open that file.
If no **trm** files appear, you will have to enter your modem settings. From the Settings menu, choose **Communications**. The Communications dialog box appears.
 - a. From the **Connector** list, choose the COM port your modem is attached to.
 - b. Select the highest **Baud Rate** supported by your modem. Leave all other options at your default settings.
 - c. Click on **OK** to exit the Communications dialog box.
4. From the Phone menu, choose **Dial**.
5. In the Dial edit field, enter any phone number (it does not have to be a modem number) and click on **OK**.
6. If the modem dials and connects to that number, it is functioning properly. If the modem does not dial, you may have selected the wrong COM port.
 - a. From the Settings menu, choose **Communications** and select a different COM port.
 - b. Repeat steps 4 and 5 to test the COM port.

See Also

[Modem problems](#)

[Modem error messages](#)

[United Connection Technical Support](#)

®

"The port is not present or is not responding"

Note This information applies only if you have selected the United Airlines Network and are using Windows 3.1/3.11/NT 3.51.

The full text of this message is:

"The port is not present or is not responding. Select another port."

This message can appear when you click the **Test Settings** button in the Modem Settings dialog box. If you get this message, check the following items:

Troubleshooting:

1. Make sure you have selected the correct COM port.
 - Internal modem: The correct COM port will probably be COM2 or COM3.
 - External modem: The COM port will probably be COM1 or COM2.
[Click here for information about testing the COM port using Terminal.](#)
2. Make sure no other software is running that might be using the COM port. Examples of this are Modem/Fax software or remote access programs.

See Also

[Modem problems](#)

[Modem error messages](#)

[United Connection Technical Support](#)

®

"Unable to initialize modem"

Note This information applies only if you have selected the United Airlines Network and are using Windows 3.1/3.11/NT 3.51.

The full text of this message is:

"Unable to initialize the modem. Make sure the modem is working properly or that the initialization string is valid."

This message can appear when you click the **Test Settings** button in the Modem Settings dialog box. If you get this message, check the following items:

Troubleshooting:

1. Make sure you have selected the correct COM port.
 - Internal modem: The correct COM port will probably be COM2 or COM3.
 - External modem: The COM port will probably be COM1 or COM2.
[Click here for information about testing the COM port using Terminal.](#)
2. Reset the modem, as follows:
 - External modem: Turn the modem off and on.
 - Internal modem: Close all applications, turn off your computer, turn it back on again, restart Windows, restart United Connection, then click on the **Test Settings** button.
3. Go to the Modem Type dialog box and make sure you have selected the correct vendor and modem type.
4. Try choosing **Hayes Compatible** for the Vendor and **9600** for the modem speed, then click on the **Test Settings** button again. (**Note:** Selecting a slower speed will impact the performance of the application.)
Note: If 9600 baud doesn't work try 2400, then 4800, then 9600.
5. In the Modem Settings dialog box, edit the **Initialization String** to just "AT&F" (get rid of rest).

See Also

[Modem problems](#)

[Modem error messages](#)

[United Connection Technical Support](#)

®

"Initialization string is invalid"

Note This information applies only if you have selected the United Airlines Network and are using Windows 3.1/3.11/NT 3.51.

The full text of this message is:

"The initialization string is invalid. Select another modem or modify the string."

This message can appear when you click the **Test Settings** button in the Modem Settings dialog box. If you get this message, check the following items:

Troubleshooting:

1. Go to the Modem Type dialog box and make sure you have selected the correct vendor and modem type.
2. Try choosing **Hayes Compatible** for the Vendor and **9600** for the modem speed, then click on the **Test Settings** button again. (**Note:** Selecting a slower speed will impact the performance of the application.)

Note: If 9600 baud doesn't work try 2400, then 4800, then 9600.

3. In the Modem Settings dialog box, edit the **Initialization String** to just "AT&F" (get rid of rest).

See Also

[Modem problems](#)

[Modem error messages](#)

[United Connection Technical Support](#)

®

No response from the modem

Note This information applies only if you have selected the United Airlines Network and are using Windows 3.1/3.11/NT 3.51.

Check the following items if your modem does not respond when you attempt to connect to the reservation system:

Troubleshooting:

1. Make sure that your modem is connected to the phone line. If it is an external modem, make sure it is turned on.
2. Have you entered your modem settings? If not, click on the **Modem** button in the Establish Connection dialog box (or choose **Communications/Modem Settings** from the Tools menu) and enter this information.
3. Have you verified your modem setup information using the **Test Settings** button? If not, click on the **Modem** button and choose the Modem Settings dialog box, then click on the **Test Settings** button to verify that your modem setup is correct. See [Modem error messages](#) for help resolving any problems.
4. Test your modem using Terminal, a program supplied with Windows. [Click here for more information about using Terminal.](#)

See Also

[Modem problems](#)

[Modem error messages](#)

[United Connection Technical Support](#)

®

Modem dials but can't connect

Note This information applies to United Airlines Network users only.

Try the suggestions listed below if your modem dials the access number you selected but is not able to connect to the reservation system. You may not get past the "Dialing" message, or may receive the message "Unable to connect to the reservation system" or "Reservation system not responding."

Troubleshooting:

1. Try to connect again and note exactly what message is displayed on the dialog box when the problem occurs.
2. If you don't get past the "Dialing" message, you can try [changing the Flow Control setting to "Hardware"](#).
3. Select different phone numbers for your area (if available).
Note: Be sure to check the modem speed for the line you are selecting (a modem speed or range of speeds is displayed next to each number). You should choose numbers that use the highest speed supported by your modem. You should not select a telephone number whose modem speed is faster than your modem.
4. Try connecting again later. Too many people may be trying to use that line at the present time.

See Also

[Modem problems](#)

[Modem error messages](#)



[United Connection Technical Support](#)

®


Changing the Flow Control setting

If your modem dials but cannot connect to the reservation system, you can try changing the Flow Control option as follows:

Changing the Flow Control option in Windows 3.x:

1. Close United Connection.
2. From Program Manager, display the Main program group and double-click on the **Control Panel** icon.
Control Panel
3. Double-click on the **Ports** icon.
Ports
4. Click on the COM port their modem is using, then click on the **Settings...** button.
5. Click on the arrow next to the **Flow Control** field to display a list of options and select the **Hardware** option.
6. Click on **OK**, then click on **Close**.
7. Close the Control Panel window by choosing **Exit** from the Setting menu.
8. Restart United Connection and attempt to connect.

Changing the Flow Control option in Windows 95:

1. Close United Connection.
2. Click on Start and choose **Settings**, then choose **Control Panel**.
3. Double-click on the **Modems** icon.
Modems
4. Highlight the modem you are using and click on the **Properties** button.
5. Click on the **Connection** tab, then click on the **Advanced...** button.
6. Select the **Use flow control** option, then choose **Hardware**.
7. Click on **OK**.
8. Click on **OK** again, then click on **Close**.
9. Close the Control Panel window by clicking on the **X** in the upper right corner.
10. Restart United Connection and attempt to connect.

See Also

[Modem problems](#)

[Modem dials but can't connect](#)

[United Connection Technical Support](#)

®

Modem connects but can't access United Connection®

Note This information applies to United Airlines Network users only.

Try the suggestions listed below if your modem dials and connects ("Connecting to VAN" or "Connecting to TPE"), but is unable to access United Connection.

Troubleshooting:

1. Try to connect again and note exactly what message is displayed on the dialog box when the problem occurs.

See [Modem dials but can't connect](#) if you are stuck at "Connecting to VAN", then receive the message "Unable to connect to the reservation system" or "Reservation system not responding".

2. Select different phone numbers for your area (if available).

Note: Be sure to check the modem speed for the line you are selecting (a modem speed or range of speeds is displayed next to each number). You should choose numbers that use the highest speed supported by your modem. You should not select a telephone number whose modem speed is faster than your modem.

3. Try connecting again later. Too many people may be trying to use that line at the present time.

See Also

[Modem problems](#)

[Modem error messages](#)

[United Connection Technical Support](#)

®

Connection problems: United Airlines Network

Choose one of the following topics for more information:

[I'm having a problem with my modem.](#)

[I get the message: "Unable to establish connection. Please try again."](#)

[I get the message: "Unable to connect to the reservation system. Please try again."](#)

[I get the message: "Reservation system not responding. Please try later."](#)

[I get the message: "A communication error has occurred. Please try again."](#)

[I keep getting disconnected.](#)

See Also

[Modem error messages](#)

[United Connection Technical Support](#)

®

Flights and fares

Choose one of the following topics for more information:

[What's the best way to find low fares?](#)

[When I choose an international destination in the Add Flight dialog box, no flights are displayed. What should I do?](#)

[Why can't I select seats from a seat map for every flight?](#)

[Why was my special meal request denied?](#)

[Why did I get the wrong flight information when I requested Flight Status?](#)

[FareShopper[®] couldn't fare quote my itinerary
what's wrong?](#)

[FareShopper didn't display any flights for the fare I selected. What should I do?](#)

[Shopping hints](#)

See also

[United Connection Technical Support](#)

®

What's the best way to find low fares?

- Use FareShopper[®]. You provide your travel plans and preferences, then United Connection searches for low fares to your destinations. See [Using Fare Shopper](#) for information about using this option.
- Purchase your tickets as far in advance as possible. Many low fares require that you purchase tickets 7, 14, or 21 days in advance.
- Select round-trip flights[®] one-way flights are usually more expensive.
- To meet minimum stay requirements, plan your trip so that you stay over a Saturday night.
- Check flights at different times of day. Early morning and late evening flights can be less expensive.
- If your schedule permits, fly mid-week (flights are often less expensive).
- In Flight Preferences, make sure that you have selected all three Fare Restriction options (Minimum Stay Required, Maximum Stay Required, and Advance Purchase Required). See [Editing preferences for the current flight](#) for more information.

See also

[United Connection Technical Support](#)

®

No flights are displayed. What should I do?

International destinations have fewer scheduled flights. Try selecting an earlier departure time or a different departure date. See [Shopping for international itineraries](#) for suggested departure times.

See also

[United Connection Technical Support](#)

®

Why can't I get a seat map for every flight?

- Seat maps are provided for United and United Express flights only. If you have selected another airline, seat maps will not be available.
- If you can't display the seat map for a United or United Express flight, that seat map may be temporarily unavailable. If you wish, you can try to display the seat map again later and choose your seats at that time (even if you have already reserved the flight).
- Seat maps will not be available if you have selected connecting flights that require you to change planes.
- Seat maps cannot be displayed if the flight you selected is scheduled to depart within 60 minutes (seats will be assigned at the airport).

See also

[Selecting seats](#)

[United Connection Technical Support](#)

®

Why was my special meal request denied?

- You cannot request a special meal on flights that are scheduled to depart within 24 hours.
- The meal you requested may not be offered by the selected airline.
- The flight you selected may not offer meal service (meal service is not offered on flights lasting less than 90 minutes).

See also

[Requesting special meals](#)

[United Connection Technical Support](#)

®

Why did I get the wrong Flight Status information?

If the flight originated at an international location or on a different day, you may not get status for the correct flight segment. To ensure that you get the correct information, enter an origin airport in the From field.

See also

[Checking flight status](#)

[United Connection Technical Support](#)

®

FareShopper[®] couldn't fare quote my itinerary

If your itinerary includes more than four planned flights, FareShopper may not be able to return any fares. If an error message is displayed in this situation, you will need to exit FareShopper and select each flight individually. In the Itinerary Window, highlight a Planned flight and choose the Find icon from the toolbar to display available flights.

See also

[Using FareShopper](#)

[Shopping hints](#)

[United Connection Technical Support](#)

®

FareShopper® didn't display any flights

If FareShopper doesn't display any flights after you select a fare and choose Next, you need to select a different fare. Choose the Fares button to return to the FareShopper® Fares dialog box.

See also

[Using FareShopper](#)

[Shopping hints](#)

[United Connection Technical Support](#)

®

Selecting rental cars

I entered my rental car planning information and chose Find Cars, but no rental companies are displayed. What should I do?

- United Connection[®] only displays rental car companies that meet all of the preferences specified in the primary traveler's profile. If a message indicates that a particular preference could not be met, edit your rental car preferences to change that option. You can also turn off all preferences by de-selecting the Use Preferences option in the Select Rental Car Company dialog box.

See also

[Editing preferences for the current rental car](#)

[How rental car preferences are used](#)

®

Selecting hotel accommodations

I want to make reservations at a specific hotel. Why don't I see it in the list when I choose Find Hotels?

Because the reservation system contains a large number of hotel listings, United Connection® will probably not be able to display all of the listings for a particular location at one time (especially in larger metropolitan areas). To find the hotels you are looking for, do the following:

- Make sure that the hotel you want to choose is specified as one of the Preferred Hotel Chains in the primary traveler's profile.
- Make sure that the hotel is within the specified distance from the reference point you selected in the Add Hotel dialog box. Different reference points are provided for each location.
- In the Select Hotel dialog box, choose the More Hotels button to see additional properties at that location.

See also

[Selecting a hotel](#)

®

Reserving your itinerary

Why do I have to select a credit card if I'm not paying for my ticket now?

- United Connection[®] requires a contact address, in case we need to reach you concerning changes to your itinerary. The address of the credit card you select is used as the contact address. If you are not paying for your tickets online, the credit card will not be charged.

I reserved my itinerary yesterday but didn't pay[®] why is the airfare higher today?

- Your airfare is not guaranteed until you pay for your tickets... even if you reserve your itinerary. To guarantee your airfare immediately, choose Electronic Ticket, Express Delivery, or First Class Mail Delivery as your ticketing option. If you choose United Ticketing Locations or your preferred Apollo travel agency, your airfare is not guaranteed until you pay for your tickets.

United Connection couldn't confirm my reservation. What should I do?

- If time is not critical, wait a while and then try again. The reservation system may be able to confirm your reservation at a later time.
- If you are concerned about holding space on a flight or guaranteeing a particular airfare, you should call the airline directly. If your itinerary includes any rental cars or hotel rooms, call these providers to make your reservations.

See also

[Reserving your itinerary](#)

®

Windows 95

I am running Windows 95 and a software download was started. Now it's stuck on an open window that displays the word PATCH, and indicates the number of files being processed. What should I do?

- The open window has patched your software. To continue the upgrade process, click the "X" in the upper right corner of the window.

I am running Windows 95 and the download process stopped with an error saying that an invalid statement was being executed. What should I do?

- You have run out of hard disk space and need to either delete some files from the Recycle Bin or delete obsolete files or programs. Clear some space on your hard drive, then re-start United Connection® and select Connect To reservation system from the File menu to begin the software download process again.

We want your comments and suggestions...

As you use United Connection[®], you might have comments, suggestions, or experiences that you would like to share with us. We would particularly appreciate receiving your feedback on the issues listed below.

- Ease of use
- Features you frequently use
- Features you rarely use
- Your favorite product features
- Product features you dislike
- Anything you would like to see added to the product
- Features you would like to see improved
- Whether you used the online Help and the Quick Reference Guide
- If you could make one change, what would it be and why

To share your experiences with us, call 1-800-4UA-CNXN, choose the feedback option, and leave a voice mail message.

We are dedicated to making United Connection the travel reservation system of choice and we appreciate your ideas and suggestions.

See also

[United Connection Technical Support](#)

® United Connection ® service providers

United Connection provides online access to the reservation system in one of two ways: via the [Internet](#), or using the United Airlines Network (a private telephone network). You can use any Internet Service Provider with whom you have an account, including MSN The Microsoft Network[®] and CompuServe

®. Choose one of the following options for more information about that provider:

[Internet Service Provider](#)

[MSN The Microsoft Network](#)

[CompuServe](#)

[United Airlines Network](#)

Note If you are not sure who your current United Connection service provider is, choose About from the Help menu. The name of your current service provider is displayed in the About dialog box.

Using the Internet

When you choose Internet Service Provider, MSN, or CompuServe, you will be accessing the reservation system via the Internet. In order to connect to the reservation system, you must first establish a connection to the Internet. Some Internet Service Providers automatically launch their dialer when an Internet connection is required. Others require you to launch the dialer yourself. Before attempting to connect to the reservation system, United Connection will request an Internet connection and display a message if any further action is required.

Note that if an Internet communication channel is already open, United Connection will use the open channel to connect to the reservation system (whether or not this channel corresponds to the United Connection service provider you have specified). Also note that your Internet connection is managed by your service provider's dialer, and that disconnecting from the reservation system or even exiting United Connection does not automatically disconnect you from the Internet.

Note to Windows 95 users: Windows 95 automatically launches your Internet dialer when a connection is required. If you have more than one Internet dialer, it uses the default dialer (the last dialer used). To override this default, you should launch the dialer you want to use before starting United Connection.

See also

[Registration and Communication Options](#)

[Changing your United Connection service provider](#)

MSN (Microsoft Network)

Choose this option if you have an MSN account and would like to use the Internet access provided by this service to connect to the reservation system. If you do not have an MSN account and would like to obtain one, please call 1-800-386-5550. MSN is only available through Windows 95.

Note The only cost associated with using United Connection[®] will be any connection time charges assessed by your service provider in accordance with the terms of your agreement with that provider. See [Connection costs](#) for details.

CompuServe

Choose this option if you have a CompuServe account and would like to use the Internet access provided by this service to connect to the reservation system. If you do not have a CompuServe account and would like to obtain one, please call 1-800-848-8990.

Note The only cost associated with using United Connection[®] will be any connection time charges assessed by your service provider in accordance with the terms of your agreement with that provider. See [Connection costs](#) for details.

Internet Service Provider

Choose this option if you have an account with an Internet Service Provider and would like to use this service provider to connect to the reservation system.

Note The only cost associated with using United Connection[®] will be any connection time charges assessed by your service provider in accordance with the terms of your agreement with that provider. See [Connection costs](#) for details.

Internet

The Internet is an interconnected system of public and private computer networks maintained by academic, military, government, and commercial entities from the United States and over 40 countries. You need an account with an Internet Service Provider in order to access the Internet.

World Wide Web

The World Wide Web provides users with a way to explore the Internet using a graphical "point and click" interface. Companies, organizations, and individuals can create their own web pages[®] informational screens containing text, graphics, and links to other web pages.

United Airlines Network

United Airlines Network is a private telephone network which allows United Connection[®] users to access the reservation system without having to establish an account with an outside service provider. Any user may connect to the reservation system using the United Airlines Network option

[®] all you need is a modem and a phone line.

Note Currently, there is no charge for using the United Airlines Network except for the cost of the telephone call to the network (usually a local call). United reserves the right to change this policy at any time in the future.

® **Changing your United Connection** ® **service provider**

United Connection lets you change the service provider you are using to connect to the reservation system. If you choose MSN or CompuServe, you must have an account with that online service. If you choose Internet Service Provider, you must have an account with a specific Internet Service Provider and be prepared to connect to the Internet using that provider's dialer. No separate account is needed for the United Airlines Network option.

Note You cannot change service providers while you are connected to the reservation system.

To change your United Connection service provider:

1. From the Tools menu, choose Communications/Service Provider. The Choose United Connection Service Provider dialog box appears. The list box displays your current service provider.
2. Click on the arrow to display the list of service providers.
3. Highlight the service provider you want to select and choose OK.

Important Only choose MSN, CompuServe, or Internet Service Provider if you already have an account with the corresponding provider.

If you are switching to or from the United Airlines Network, a message informs you that you will need to register before you can connect to the reservation system using that provider. See [Registering with United Connection](#) for more information.

Note Choosing a service provider does not guarantee that United Connection will use that provider to connect to the reservation system. To ensure the use of a specific provider, you will need to launch that provider's dialer before starting United Connection. See [Connecting via the Internet](#) for more information.

See also

[United Connection service providers](#)

[Choosing a United Connection service provider](#)

[Registration and Communication Options](#)

Credit card validation problems

Credit card validation errors sometimes occur because the credit card address you entered does not match the mailing address that the credit card company has on file. It is also possible that the issuing bank does not subscribe to VisaNet (the credit card validation service), in which case the credit card will never pass automated validation.

To troubleshoot credit card validation problems:

1. The easiest way to resolve a credit card validation problem is to choose the "Select another credit card" option and choose a different card. If you do not want to use a different credit card, continue with Step 2.
2. Choose the "Change credit card information" option. The [Credit Card Information dialog box](#) appears.
3. Verify that you have entered your mailing address exactly as it appears on the credit card statement.

If your street name includes a number, make sure you follow the exact format used by the credit card company (e.g. **17th St.** vs. **Seventeenth St.**). Using the exact same punctuation (periods, spaces, etc.) is important, but capitalization is not.

If the mailing address on your credit card statement includes a company name or your spouse's name, you must include the name as part of the first address line (e.g. **XYZ Company 1234 Anywhere St.** in address line 1).

4. If you're sure that the mailing address you have entered is correct, it is likely that the bank which issued the credit card does not subscribe to VisaNet, or that VisaNet has an invalid (or old) address.

In this case, you can call your credit card's customer service center and ask if the issuing bank subscribes to VisaNet. If it does, ask the credit card company to contact VisaNet and update your address information.

Note If the issuing bank does not subscribe to VisaNet, your credit card will never pass validation.

5. If the credit card validation continues to fail, please contact the United Connection Support Desk at **1-800-4UA-CNXN** (1-800-482-2696).

See Also

[Selecting a credit card](#)

[Changing credit card information](#)

[Selecting a ticketing option](#)

