

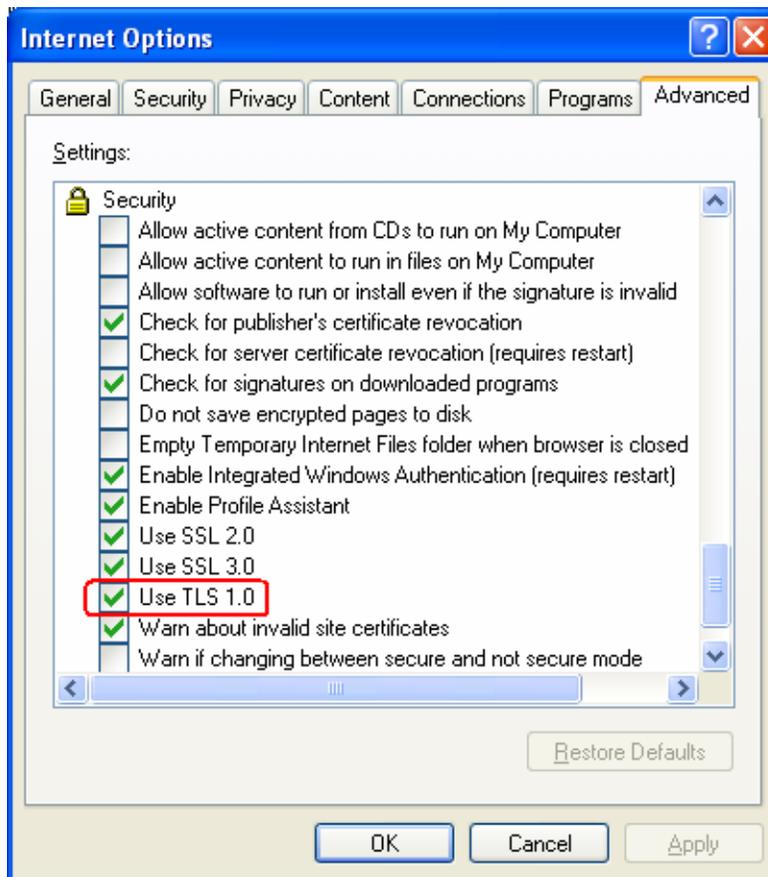
Welcome To Global e-Travel!

Welcome to Global e-Travel! Please follow the instructions starting on page 3 to create your password and complete your profile.

After your initial account setup, you will access the Global e-Travel (E² Solutions) application by typing the following link in the URL line of your web browser: <https://ets.prod.carlson.com>. Please bookmark this link as one of your favorite websites.

If you are unable to access the link, please follow the steps below to confirm that TLS 1.0 is enabled.

1. From your web browser menu bar, select Tools
2. Select the Internet Options...
3. Select the Advanced tab
4. Scroll down to the *Security* settings



5. If it is not, please contact your local information systems office to enable this setting.

New User Access Process

When a user is added to E² Solutions, they will receive two emails. The first email (**Subject: E2 Solutions Account Successfully Created**) will inform the user that their E² Solutions account has been activated and will provide the eTravel Login (user's E² Solutions Username) information. A second email (**Subject: E2 New User Access**) will be sent with the "**please sign in using this link**" that the user must use within **72 hours** to create their security profile and login for the first time.

The following steps describe the new user access process:

1. When the user clicks the link in the email, a browser window opens to the **Initialize Security Information** screen.

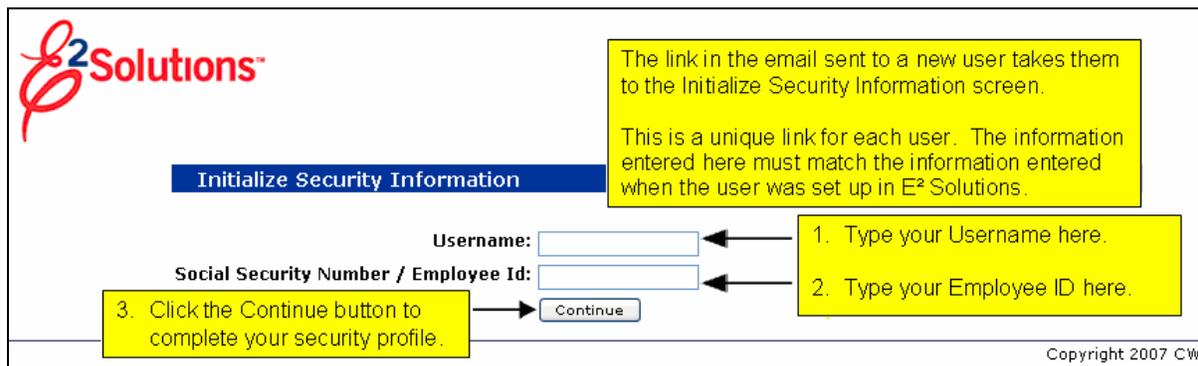


Figure 1 – Initialize Security Information Screen

Note: The user must enter the correct Username and Employee ID on this screen. The Username is the eTravel Login that was sent in the email entitled "E2 Solutions Account Successfully Created." **Do Not enter your SSN in the Employee Id field.** Government employees use their Employee Identification Number (EIN) as their Employee ID. The EIN is located on SF-50 (Notification of Personnel Action) as item #44. For other contractors and consultants their Employee ID is a two-digit bureau code followed by the last 4 digits of their Social Security Number. Your bureau E² Solutions coordinator can provide the bureau code. If any of the data that is entered does not match the information used to generate the email link, the security initialization process terminates and an error message is displayed. If you received the error message, contact your bureau E² Solutions coordinator to have your account initialized.

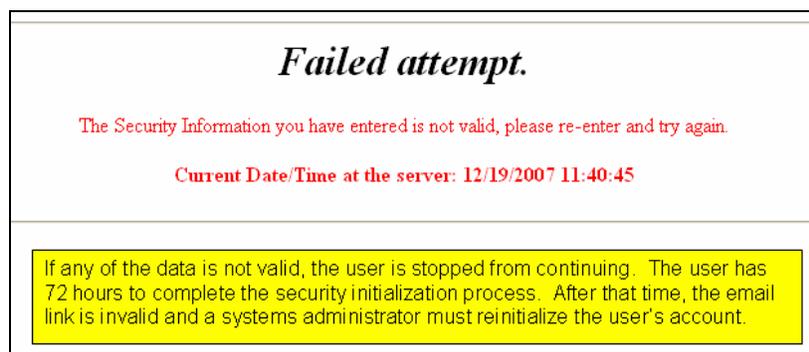


Figure 2 – Failed Attempt Message

Logging into the E² Solutions application for the first time after your account has been created will require you to create a personalized password. The following rules apply when creating a password:

- ❖ Each password must contain 8 - 12 characters. The password must contain at least:
 - 1 numeric character
 - 1 upper case letter (e.g., **T** instead of **t**)
 - 1 lower case letter (e.g., **h** instead of **H**)
 - 1 special character (e.g., @, #, \$, etc.)

Note: An ampersand (&) is not permissible as a special character.

2. If all of the entered data is correct, the screen updates and then the user can complete the security profile information, including password and security questions.

The screenshot shows the 'Security Profile Screen' with the E²Solutions logo in the top left. At the top, a yellow box contains the text: 'Informational text describes the password requirements for the user.' Below this is a red-bordered box with the text: 'Enter your password. Passwords must be between 8 and 12 characters. Must contain at least 1 numeric character. Must contain at least 1 upper case character. Must contain at least 1 lower case character. Must contain at least 1 special character.' The form includes fields for 'New Password:' and 'Confirm New Password:'. A yellow box with an arrow points to the 'Confirm New Password' field, containing the text: '1. Type the password in the New Password field and then confirm the password by retyping it in the Confirm New Password field.' Below the password fields is a section for security questions. It starts with the text: 'Choose a security question and enter an answer. In the event that you forget your password, the security information will be used to verify your identity and assist you with resetting your password.' There are two 'First Security Question' and 'Second Security Question' sections, each with a 'Security Answer:' and 'Confirm Security Answer:' field. A yellow box with arrows pointing to the question drop-down menus contains the text: '2. Select two different security questions from the drop-down lists.' At the bottom right, there are 'Save' and 'Cancel' buttons. A yellow box with an arrow pointing to the 'Save' button contains the text: '4. Click the Save button to save your security profile. If all data passes validation, the user is automatically logged in.' On the left side, a yellow box with arrows pointing to the 'Security Answer' and 'Confirm Security Answer' fields contains the text: '3. Type the answer to each security question in the appropriate Security Answer field, and then confirm the answers by retyping them in the appropriated Confirm Security Answer field.' The bottom right corner of the screenshot has the text 'Copyright 2007 CW Government'.

Figure 3 – Security Profile Screen

3. When the user clicks the “**Save**” button, the data is validated. If all the data passes validation, the user is logged in and sees the “**Rules of Behavior**” screen.

Note: If any of the data fails validation, the user is prompted to correct the error and click the “**Save**” button again.

4. Read **The Rules of Behavior**.
5. Click the **I have read and Acknowledge the Rules of Behavior** button.

Note: User has successfully created their security profile and logged in for the first time.

Please continue to the next section to complete your E² Solutions My Profile tab.

Completing the E² Solutions My Profile Tab

When accessing the E² Solutions application for the first time, it is imperative to complete the **My Profile** tab. This document is to assist any user in completing their user profile. This section will also provide information as to why it is vital to the successful use of E² Solutions that all users, *especially travelers*, **MUST** complete their user profile.

To access your profile follow the steps below:

1. From the E² Solutions menu select the **My Profile** tab.
2. Review the profile information and make adjustments as needed to the pre-loaded information.

Note: There are seven essential sections on the **My Profile** tab that **MUST** be completed by all users at the initial login.

- ❖ Default Homesite
- ❖ Address Information
- ❖ Payment Information
- ❖ Email Information
- ❖ Travel Arrangers
- ❖ Credit Card Information
- ❖ Travel Preferences

Welcome **ZACH TURNER****User Profile****Traveler Name**

ZACH TURNER

Last Login Information

Login Time: not found

Personal Profile[Edit Profile](#)**Position Title:****Employee ID:** 123456**Ticket Preference:** Electronic**Default Homesite**[Edit Homesite](#)**Default Homesite:** WASHINGTON, DC**Default Depart Airport:** DCA-National Airport (Reagan)**Address Information**[Edit Address Information](#)**Mailing Address:** 2201 C Street N.W.
Washington, DC 20520
UNITED STATES**Telephone Number:** 202-647-0000
202-647-0000**Payment Information**[Edit Payment Information](#)**Primary Account:** Click 'Edit Payment Information' to select a primary account**Email Information**[Edit Email Information](#)

The primary email address should be the address where you want to receive information about travel arrangements made through E2 Solutions

Primary Email: TurnerZO@State.Gov

The alternate email addresses can be an alternate email for you, supervisor, or a manager to receive information about travel arrangements made through E2 Solutions

Alternate Email: Not on record**Alternate Email:** Not on record**Travel Arrangers**[Edit Arrangers](#)**Credit Card Information**[Edit Credit Card Information](#)**Travel Charge Card:** None**Without a Travel Charge Card or a Personal Credit Card you will not be able to book hotel reservations****Personal Credit Card:**
None**Travel Preferences**[Edit Travel Preferences](#)**TMC Profile ID:** N/A[Register PKI Certificate](#)**Other Features**[View Approval Routing](#)[Edit Favorite Accounting Code](#)[Edit Password Information](#)[Printable Profile](#)**Figure 1 – User Profile Screen**

Review and Complete the Default Homesite Information

3. Click the **Edit Homesite** link from the **My Profile** tab.
4. Click the **Edit Homesite** link from the **Default Homesite** screen.
5. Select the Default Homesite.

Note: If the Default Homesite is not correct, it could affect the traveler's per diem calculation and reimbursement.

6. Click the **Edit Airport** link.

The screenshot displays the 'Default Homesite' configuration page. At the top, the user is identified as ZACH TURNER. The current settings are 'Default Homesite: WASHINGTON, DC' and 'Default Airport: DCA'. Two links, 'Edit Homesite' and 'Edit Airport', are visible and highlighted with red boxes. Below this, the 'Edit Default Homesite' section features a 'Country' dropdown set to 'UNITED STATES' and a 'State' dropdown set to 'DISTRICT OF COLUMBIA'. A search button is located below the dropdowns. A list of airports is displayed, with 'WASHINGTON' highlighted by a red box. The footer contains a 'Privacy Policy' link and a copyright notice for 2003-2008 CW Government Travel.

Figure 2 – Default Homesite Screen

Note: Based on the Default Homesite selected, the screen will display all the airports in that area.

7. Click on the **code** of the desired airport or select a state to search for the appropriate airport code.

8. Click the **Return to User Profile** button to continue.

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[Home](#) [My Profile](#) [Travel For Others](#)

Welcome **ZACH TURNER**

Default Homesite:

Default Homesite: WASHINGTON, DC [Edit Homesite](#)
Default Airport: DCA [Edit Airport](#)

[Return to User Profile](#)

Edit Default Homesite Airport

Airport: %

Country: UNITED STATES
A state may only be selected if the country is the United States.

State: VIRGINIA

Code:	Airport Name:	State:	Country:
CHO	Charlotteville	VA	US
IAD	Dulles Intl Airport	VA	US
LYH	Lynchburg	VA	US
ORF	Northfolk Intl Airport	VA	US
PHF	Patrick Henry Intl Airport	VA	US
RIC	Richmond	VA	US
ROA	Roanoke	VA	US
SHD	Staunton	VA	US

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Figure 3 – Edit Default Homesite Airport Screen

Review and Complete the Address Information

9. Click the **Edit Address Information** link from the **My Profile** tab.

Note: Asterisks denote required fields. This address and phone information is used most often in case of the need for a paper ticket to be issued. It will be delivered to this address. It is highly recommended that users enter their office address so as to not miss a ticket delivery.

10. Complete the address information.

11. Click the **Save** button to continue.

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Welcome **ZACH TURNER**

Edit Address Information

Please enter your mailing address below. [Click here if your mailing address is outside of the United States](#)

This address and telephone number will be used by the on-line booking engine when making travel reservations, and for disbursements when a mailing address is required.

Add or edit your mailing address and then select Save.

***Required Information**

Address line 1*:

Address line 2*:

City*:

State*:

Zip Code*:

Work Phone*: (Area code and telephone number)

Home Phone*: (Area code and telephone number)

Figure 4 – Edit Address Information Screen

Select the Payment Information

12. Click the **Edit Payment Information** link from the **My Profile** tab.

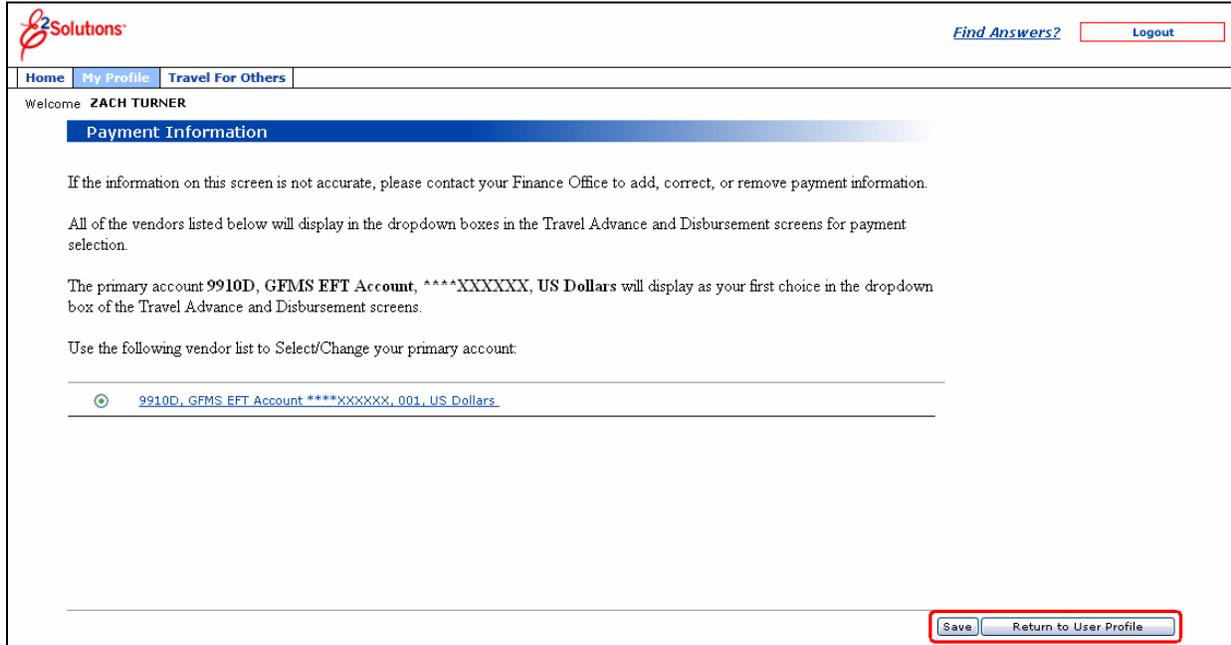
Note: A primary account is required for Travel Advance and Voucher disbursements. Once the primary account is selected it will display as your first choice in the drop-down list of the Travel Advance and Disbursement screens.

13. Select your primary account.

Note: If no account information is displayed, please contact your bureau Global e-Travel point of contact.

14. Click the **Save** button.

15. Click the **Return to User Profile** button to continue.



The screenshot shows a web application interface for "e2Solutions". At the top right, there are links for "Find Answers?" and a "Logout" button. A navigation bar includes "Home", "My Profile", and "Travel For Others". Below the navigation bar, the user is greeted with "Welcome ZACH TURNER". The main heading is "Payment Information". The content area contains the following text: "If the information on this screen is not accurate, please contact your Finance Office to add, correct, or remove payment information.", "All of the vendors listed below will display in the dropdown boxes in the Travel Advance and Disbursement screens for payment selection.", "The primary account 9910D, GFMS EFT Account, ****XXXXXX, US Dollars will display as your first choice in the dropdown box of the Travel Advance and Disbursement screens.", and "Use the following vendor list to Select/Change your primary account:". Below this text is a single vendor entry: "9910D, GFMS EFT Account ****XXXXXX, 001, US Dollars". At the bottom right of the screen, there are two buttons: "Save" and "Return to User Profile".

Figure 5 – Payment Information Screen

Review and Complete the Email Information

16. Click the **Edit Email Information** link from the **My Profile** tab.

There is space for three email addresses. The primary email address field will contain your work email address. If desired, personal email addresses can be added to the alternate email address fields.

Note: Some users may wish to include their travel arranger's email address. It can be listed as the second or third email address in their profile. Adding the travel arranger's email address is highly recommended.

17. Complete the email information.

18. Click the **Save** button to continue.

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[Home](#) [My Profile](#) [Travel For Others](#)

Welcome **ZACH TURNER**

Edit Email Information

You are allowed up to three email addresses. The primary must be for you.
Alternate email addresses can be used for yourself, Travel Arrangers, or other co-workers who need to receive emails about your trips.

***Required Fields**

Primary Email Address: *

Alternate Email Address:

Alternate Email Address:

Figure 6 – Edit Email Information Screen

Complete the Traveler Arranger Information

19. Click the **Edit Arrangers** link from the **My Profile** tab.

Note: At the initial login there will not be any names entered in the Travel Arrangers section. If a traveler does not search for and enter his or her traveler arranger's name, their travel arranger **CANNOT** create travel documents or reservations for them. **Completing this section is the responsibility of the traveler.**

There is no limit to the number of travel arrangers that can be added to the traveler's profile. The travel arrangers can be deleted from the traveler's profile at anytime.

20. Search for the travel arranger by entering a first name, last name, or both within the **Travel Arranger Search** section. The user can search by entering part of the name as well.

21. Click the **Search** button.

The screenshot displays the 'Travel Arrangers' management interface. At the top, the user is logged in as ZACH TURNER. The main content area is divided into two sections. The upper section, titled 'Travel Arrangers', includes a link to 'Show Email Addresses' and a table with columns for 'Name:' and 'Delete Arranger:'. The lower section, titled 'Travel Arranger Search', contains a 'Return to User Profile' button and a search form. The search form has three input fields: 'Arranger's First Name' (with 'Bob' entered), 'Arranger's Last Name' (with 'Van' entered), and 'Arranger's Login Name'. Red arrows point to the first and last name fields. A 'Search' button is located at the bottom right of the search form.

Figure 7 – Travel Arrangers Screen

22. Scroll down to the bottom of the **Travel Arrangers** screen to review the search results.

23. Click on the **Name** of the travel arranger from the search results.

Note: Some searches will bring back more than one name due to partial search entries.

Travel Arranger Search

Arranger Search Criteria

Arranger's First Name:

Arranger's Last Name:

Arranger's Login Name:

Name:

Figure 8 – Travel Arranger Search section

24. Click the **Return to User Profile** button to continue.

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Welcome **ZACH TURNER**

Travel Arrangers

[Show Email Addresses](#)

Name: Delete Arranger:

Travel Arranger Search

Arranger Search Criteria

Arranger's First Name:

Arranger's Last Name:

Arranger's Login Name:

Figure 9 – Travel Arrangers Screen

Note: If the traveler does not designate a travel arranger(s), the travel arranger will not be able to assist in processing the traveler's travel authorization and voucher.

Complete the Credit Card Information

25. Click the **Edit Credit Card Information** link from the **My Profile** tab.

26. Click the **Edit** link to add the Travel Charge Card to the profile.

The screenshot shows a web application interface for managing credit cards. At the top, there is a navigation bar with 'Home', 'My Profile', 'Travel For Others', and 'My Approvals'. Below the navigation bar, the user is identified as 'ZACH TURNER' with a 'Return To Traveler Profile' link. The main content area is divided into three sections:

- Credit Cards**: A section header.
- Traveler Name**: A field containing 'ZACH TURNER'.
- Online Booking Charge Card Defaults**: A section header with instructions: 'Select which charge card the Online Booking Engine should use for Air Travel and Hotel Guarantees and click Save Defaults.' Below this are two dropdown menus: 'Charge Card to use for Airfare:' (set to 'CBA (Centrally Billed Account)') and 'Charge Card to use for Hotel Guarantee:' (set to 'No Default'). A 'Save Defaults' button is located below these menus.
- Credit Card Information**: A table with the following data:

Card Name	Card Type	Card Number	Expiration Date	Delete Card	Edit Card
Travel Charge Card	No Card on File			<input type="checkbox"/>	Edit
Personal Credit Card	No Card on File			<input type="checkbox"/>	Edit

At the bottom right of the table, there are 'Delete' and 'Save' buttons.

Figure 10 – Credit Cards Screen

27. Select the **Type of Card** from the drop-down list.

28. Add the credit card number in the **Card Number** field.

29. Select the **Expiration Month** from the drop-down list.

30. Select the **Expiration Year** from the drop-down list.

31. Repeat **Steps 25 - 30** to add the Personal Credit Card information to the profile.

Note: Personal Credit Card information can be used to reserve hotels within the GetThere Online Booking Engine (OBE).

32. Click the **Save** button.

Note: All card information within the profile is masked. Only the last four digits of the card number as well as the card's expiration date are visible.

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[Home](#) [My Profile](#) [Travel For Others](#) [My Approvals](#)

Welcome **ZACH TURNER**
[Return To Traveler Profile](#)

Credit Cards

Traveler Name
ZACH TURNER

Online Booking Charge Card Defaults

Select which charge card the Online Booking Engine should use for Air Travel and Hotel Guarantees and click Save Defaults.

Charge Card to use for Airfare: CBA (Centrally Billed Account) ▼
Charge Card to use for Hotel Guarantee: No Default ▼
[Save Defaults](#)

Credit Card Information

Card Name	Card Type	Card Number	Expiration Date	Delete Card	Edit Card
Travel Charge Card	VISA ▼	1234567890123456	November 2011	<input type="checkbox"/>	Edit

Personal Credit Card No Card on File [Edit](#)

[Delete](#) [Save](#)

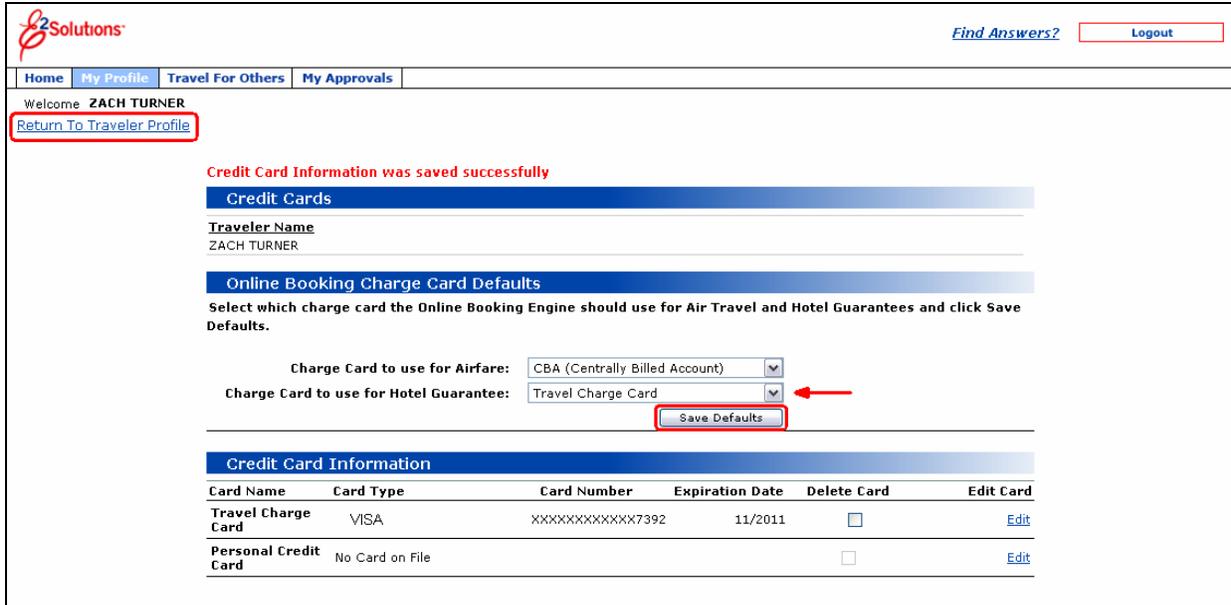
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Figure 11 – Credit Cards Screen

33. Select the **Charge Card to use for Hotel Guarantee** from the drop-down list.

34. Click the **Save Defaults** button.

35. Click the **Return To Traveler Profile** link to continue.



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[Home](#) [My Profile](#) [Travel For Others](#) [My Approvals](#)

Welcome **ZACH TURNER**
[Return To Traveler Profile](#)

Credit Card Information was saved successfully

Credit Cards

Traveler Name
ZACH TURNER

Online Booking Charge Card Defaults
Select which charge card the Online Booking Engine should use for Air Travel and Hotel Guarantees and click Save Defaults.

Charge Card to use for Airfare: CBA (Centrally Billed Account)

Charge Card to use for Hotel Guarantee: Travel Charge Card 

Credit Card Information

Card Name	Card Type	Card Number	Expiration Date	Delete Card	Edit Card
Travel Charge Card	VISA	XXXXXXXXXXXX7392	11/2011	<input type="checkbox"/>	Edit
Personal Credit Card	No Card on File			<input type="checkbox"/>	Edit

Figure 12 – Credit Cards Screen

Complete the Travel Preferences Information

Note: All users are required to have a TMC Profile ID in order to use the E² Solutions application. If a TMC Profile ID already exists then it will be displayed in the user's E² Solutions My Profile tab.

36. Click the **Edit Travel Preferences** link from the **My Profile** tab.

37. Complete the **GetThere Profile** page as necessary.

Note: To complete your **GetThere** profile you will need to click on each of the blue links within the **Travel Preferences** section.

38. Click the [Click Here](#) link in the **Profile** section to close window.

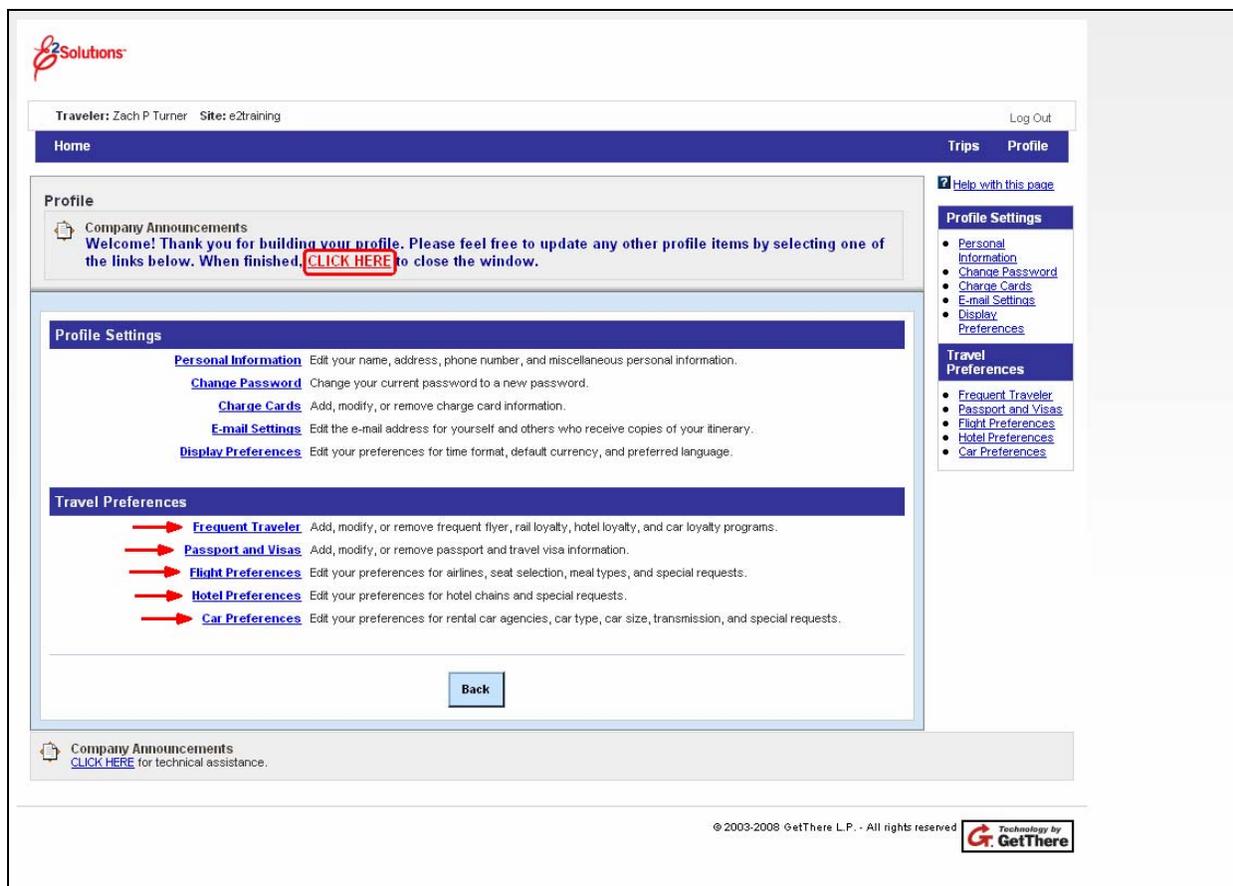


Figure 13 – GetThere Profile Screen

Note: User has successfully completed their **My Profile** tab.

To access **E² Solutions** application in the future type the following website;
https://ets.prod.carlson.com in the Address line of your web browser. Please bookmark this website as one of your favorite websites.

Department of State Global e-Travel Support Information

E² Solutions Production

<https://ets.prod.carlson.com>

Carlson Wagonlit Online Training

https://e2solutions-gov.custhelp.com/cgi-bin/e2solutions_gov.cfg/php/enduser/cci/cbt_home.php

E² Solutions Password Reset

E2DomPwd@State.Gov

❖ **Carlson Wagonlit Customer Support Center** ❖

1-866-654-5593

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