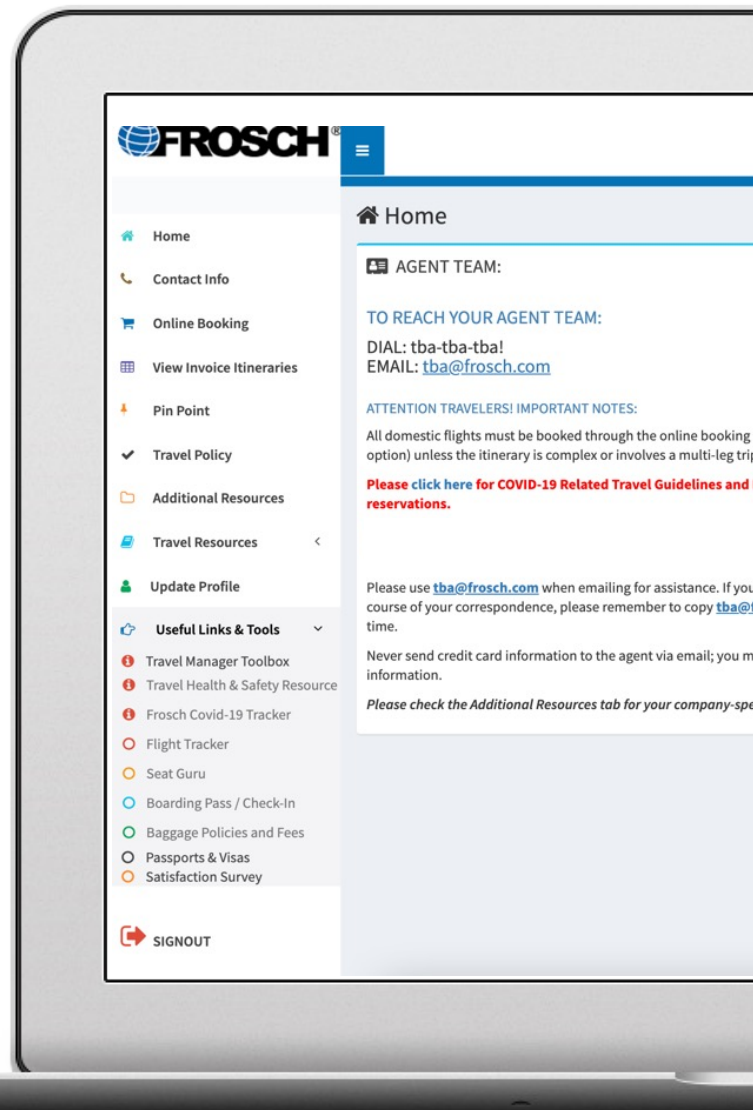# We're excited to get you started!

First, you'll need to register for the FROSCH Travel Portal in order to update your traveler profile.

In order to book travel as part of Colorado Community College System's travel program with FROSCH, you must have a current traveler profile. This enables your Travel Advisor to provide the best possible service. Your traveler profile can be securely updated from the Travel Portal. Once complete, you'll be able to book travel with a set group of Travel Advisors.

EVERYTHING YOU NEED IS JUST A CLICK AWAY ON THE TRAVEL PORTAL

A seamless gateway for travelers, travel arrangers, and travel managers to access travel-related tools, resources, and information.

✓ Secure access to update traveler profiles

✓ Contact information for FROSCH Travel Team

✓ Integrated dashboard for past, present & future itineraries and invoices

✓ Links to additional travel tools, including airline check-in sites, Seat Guru, and more

✓ Travel alerts & other duty of health resources via GuideMe

✓ Resources, including training materials, FAQs, and policies

⊕ FROSCH ≡

☆ Home

AGENT TEAM:

TO REACH YOUR AGENT TEAM:
DIAL: tba-tba-tba!
EMAIL: tba@frosch.com

🏠 Home
📞 Contact Info
🛒 Online Booking
▦ View Invoice Itineraries
📍 Pin Point
✓ Travel Policy
📁 Additional Resources
📑 Travel Resources ‹

ATTENTION TRAVELERS! IMPORTANT NOTES:

All domestic flights must be booked through the online booking option) unless the itinerary is complex or involves a multi-leg trip

Please click here for COVID-19 Related Travel Guidelines and reservations.

👤 Update Profile

🔄 **Useful Links & Tools** ⌄

Please use **tba@frosch.com** when emailing for assistance. If you course of your correspondence, please remember to copy **tba@f** time.

🅘 Travel Manager Toolbox
🅘 Travel Health & Safety Resource
🅘 Frosch Covid-19 Tracker
◯ Flight Tracker
◯ Seat Guru
◯ Boarding Pass / Check-In
◯ Baggage Policies and Fees
◯ Passports & Visas
◯ Satisfaction Survey

Never send credit card information to the agent via email; you m information.

Please check the Additional Resources tab for your company-spe

↪ SIGNOUT

⊕FROSCH®

How to Self-Register for the Travel Portal

FROSCH has created a secure, customized portal for Colorado Community College System travelers: https://client.frosch.com.

LOGGING INTO THE TRAVEL PORTAL FOR THE FIRST TIME

1 Make sure you are connected to the Internet and open your browser. Google Chrome works best.

✓ Click **HERE** or navigate to **https://client.frosch.com** and at the bottom of the page, click on the link to register in the third bullet.

2 Follow the prompts on the form, filling in all relevant details. Required information is marked with a red asterisk.

- First*, Middle, and Last Name* as it appears on your government issued ID.

- Email* – Enter your Colorado Community College System provided email address.

- Password* – Choose a unique password.

- Corporate ID* – 15775 is the 5-digit number assigned to Colorado Community College System.

- Corporate Code* – colcc is the 5-letter code assigned to Colorado Community College System.

- Country** – This field will default to the United States of America; please update if applicable.

- Mailing List Checkbox – Check if you want to subscribe to FROSCH's email list for exclusive travel deals and newsletters.

- Alternate Email & Phone – Enter an email only if you would like to subscribe with a different email address.

- Security Question & Answer – Choose a security question and enter an answer, which will be used to reset your password should you forget it.

- Enter the CAPTCHA codes as they appear on your form.

→ Make note of your password; you will need it to access the Travel Portal in the future.

✓ After completing registration, you will be taken to Colorado Community College System's Travel Portal.

Importance of Your Traveler Profile

An accurate profile ensures the best possible service.

Your traveler profile securely houses your personal info and travel preferences. Your team of Travel Advisors leverage this information to ensure your travel reservations and our service exceeds expectations.

24/7 ACCESS FOR TRAVELERS & TRAVEL ARRANGERS

Access and update your profile information at any time without the need to contact your Travel Advisor.

YOUR PERSONAL DATA IS SECURE

Our online travel profile system provides a secure way of handling your personal data.

UPDATE PROFILES FROM ANYWHERE

Change your travel preferences from anywhere with access from your desktop via the FROSCH Travel Portal or smartphone with Obex for Business (if applicable).

CENTRAL REPOSITORY FOR BETTER SERVICE

Storing all travel preferences and profile data in the same location enables your team of Travel Advisors to provide optimal service.

IMPORTANT PROFILE REMINDERS

✓ It is imperative that your full name be entered as it appears on the legal identification you will travel with.

✓ Notice that your email address is pre-populated.

✓ All memberships (Airline Frequent Flier Memberships, Car Rental Programs, Hotel Rewards Programs, etc.) must match the name in your profile.

✓ Mandatory fields include Name, Phone Number, Date of Birth, and Gender. Mandatory fields are customized for each client and will be marked with a red [REQUIRED] notice.

✓ When updating your profile, make sure to scroll through the entire page to be sure all required fields are completed.

✓ Profiles should be reviewed periodically for accuracy.

How to Update Your Traveler Profile

NAVIGATING TO MYID TO UPDATE YOUR PROFILE

1 Log into the **Travel Portal** using your company-provided email address and the password you created the first time you logged in.

✓ Click on the MyID icon or "Online Profile" tab to access the profile management tool.

→ From here, you will be directed your Traveler Profile page.

2 Fill out all mandatory items (per your company travel policy), which are identified with bolded red font.

✓ After all mandatory items on the Personal Information tab are complete, click Save.

→ To ensure all changes have been captured, make sure you receive the message box that confirms your changes were saved successfully.

3 You may then continue to navigate the different Profile sections by clicking the tabs at the top of the page.

✓ As you scroll through each section, fill out all mandatory items per your company travel policy, which are indicated using a red exclamation mark and triangle symbol. ⚠

✓ Additional tabs include:

- Personal Information: Core Information, TSA Information, Emergency Contacts, Seating Preferences & Assignments, General Preferences for Air, Car, Hotel

- Address: Physical Address (optional)

- Air/Rail Memberships, Car Memberships & Hotel Memberships: Membership Numbers, Levels, Preferences

- Travel Documents: Travel Documents: Visa & Passport Details , Known Traveler Numbers, Citizenship

- Payment Information: Credit Card Information must be entered and selected for both Air and Hotel to ensure the correct credit card is used for each travel type.

→ To ensure all changes have been captured, make sure to click the Save button within each section.

Logged in as general@companyabc.com. Account: Company ABC. Security Level: Traveler.

MY PROFILE +   SEARCH +   LOGOUT

⊕FROSCH®

WILLIAM NEVER (GENERAL@COMPANYABC.COM)
TRAVELER PROFILE

🏠 PERSONAL INFORMATION   💳 PAYMENT INFORMATION   📖 ADDRESS   ✈ AIR/RAIL MEMBERSHIP   🚗 CAR MEMBERSHIP   🛏 HOTEL MEMBERSHIP   📖 TRAVEL DOCUMENTS

Please complete this form in as much detail as possible. Information indicated in ⚠ **BOLD** text is required. Information submitted on this form will be utilized for all of your purchases.

IDENTIFICATION

Name as it appears on Government Issued ID (e.g. Driver's license)

⚠ First Name:	William
Middle Name:	Middle Initial
⚠ Last Name:	Never
Suffix:	- Select an Option -

Cancel   Save

TSA / SPECIAL TRAVEL DOCUMENTATION

Book Travel with FROSCH Advisors
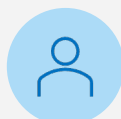
We're here to assist you 24/7.

TEAM OF TRAVEL ADVISORS

Direct to FROSCH: 800-783-9929
Email: cotravel@frosch.com
Hours: 8:00AM - 5:30PM MT (Mon-Fri)

IN-HOUSE AFTER-HOURS

Direct to FROSCH: 800-783-9929
Local: 303-874-7122
Access Code: Sabre 9ZYC

FROSCH ACCOUNT MANAGER

Gerald Rubio
Direct: 713-590-8275
Email: gerald.rubio@frosch.com

PROFILE SUPPORT

Toll-Free: 877-686-3374
Email: onlinesupport@frosch.com
Hours: 7:00AM - 7:30PM CT (Mon-Fri)

PERSONAL & VACATION TRAVEL

Toll-Free: 888-601-8490
Email: froschleisure@frosch.com

MEETINGS & EVENTS

Toll-Free: 650-762-1834
Email: meetings@frosch.com

EMAIL COLORADO COMMUNITY COLLEGE SYSTEM'S TEAM OF FROSCH TRAVEL ADVISORS

To correspond with your Travel Advisors, please use your dedicated email address: **cotravel@frosch.com**. Please always keep **cotravel@frosch.com** copied in your email exchanges to ensure prompt assistance.

CALL FROSCH 24/7 VIA A SINGLE DEDICATED TOLL-FREE PHONE NUMBER

A dedicated toll-free number has been set up for Colorado Community College System travelers to directly reach FROSCH's Travel Advisors: **800-783-9929**. There is no need to dial a separate number outside of the service hours listed above; this phone number automatically forwards to FROSCH's in-house After-Hours service. Calls received after standard service hours may incur an additional After-Hours fee.

IMPORTANT RESERVATION NOTES

✓ **No fare or space is guaranteed until ticketed.** Once a reservation is ticketed, you will receive a confirmation and itinerary with a record locator via email.

✓ For most non-refundable tickets for travel in the US, you have 24 hours from the time of issuance to request that FROSCH void the ticket with no penalty incurred.

✓ **FROSCH has a price match guarantee!** FROSCH utilizes leading technology and creative faring techniques to ensure we provide you with the lowest possible airfare on every itinerary. Should you find a fare or rate that is more favorable, please immediately bring it to the attention of your Travel Advisors with screenshots of the final page of the booking process. If confirmed, FROSCH will match the price.

Best Practices for Bookings

At FROSCH, we're here for you.

The same team of Travel Advisors is available to assist with your bookings, as well as any changes to your travel before or while you're on the road. We pride ourselves on providing excellent customer service; below are some tips to help us exceed your expectations!

ALWAYS EMAIL CLIENT@FROSCH.COM

Always keep the team email address, **cotravel@frosch.com**, copied on your correspondence to ensure prompt assistance.

ADD YOUR PREFERRED ADVISOR TO THE SUBJECT LINE

If you prefer to work with a specific travel advisor, add their name to the subject line of your email.

BE AS DETAILED AS POSSIBLE WITH YOUR REQUESTS

Add as many details as possible in your original request, including traveler name(s), dates & times, origin & destination cities, accommodations, and car rentals.

ADD URGENT TO SUBJECT FOR SAME-DAY

If you are booking same-day travel, use the word "URGENT" in the subject line to alert the team.

ADD TO AN EXISTING RESERVATION

Let your advisor know if you are adding to an existing itinerary, instead of creating a new one for a new request.

NO FARE OR SPACE IS GUARANTEED UNTIL TICKETED.

Once a reservation is ticketed, you will receive a confirmation and itinerary with a record locator via email.

ENSURE DATA SECURITY; NEVER EMAIL SENSITIVE DATA.

Due to our security settings, emails with credit card information will not be delivered. Please also note that we cannot store CVV numbers for credit cards due to PCI and GDPR compliance regulations.

HAVING TROUBLE UPDATING YOUR PROFILE? EMAIL IN-HOUSE SUPPORT.

For assistance with this tool, email onlinesupport@frosch.com or call 877-686-3374 . If you need assistance modifying a booking, contact your team of advisors.

How to Access Itineraries & Invoices

Past to present, find everything you are looking for in MyItineraries.

Your FROSCH Itinerary will include important details about your upcoming trip, including:

- ✓ Agency Record Locator
- ✓ FROSCH 24/7 Contact Information
- ✓ Company-Specific Tracking (client matter numbers, department, etc.)
- ✓ Links to Check-In, Boarding Pass Info, & Baggage Policies
- ✓ Satisfaction Survey Link
- ✓ Travel Advice

ACCESS PAST & PRESENT ITINERARIES FROM THE TRAVEL PORTAL

1 Navigate to the **FROSCH Travel Portal**.

✓ Click on the Invoice/Itinerary tab in your Travel Portal.

→ Use the tabs under the MyItineraries heading to toggle between active and past itineraries.

→ Click the blue button at the top to open the MyItineraries application in a new window.

2 Search using the various fields. Click on Advanced Search to search by Ticket or Invoice Number.

→ Click on the plus sign next to any itinerary to view the PDF; from this view, you can print or save your itinerary.

→ Click on the envelope icon under Actions to email the itinerary to an email address as an HTML email, attached PDF or calendar reminder.

→ To view a corresponding invoice, click on the invoice icon on the far right.

How to Add Trips to Your Calendar

Travelers and travel arrangers can seamlessly integrate travel details into their calendar.

FROSCH itineraries support calendar integration via calendar files (with .ics file extension) attached to the trip email confirmation. This standard file format is supported by Microsoft Outlook, Google Calendar, Apple Calendar, and more. In addition to a PDF of the itinerary, your trip email confirmation includes a separate .ics calendar file for each booking.

HOW TO ADD AN ITINERARY TO YOUR OUTLOOK CALENDAR

1 In your trip confirmation email from FROSCH, double-click on the .ics file attachment.

✓ Click Yes to confirm in the pop-up window.

→ If you can not find your trip confirmation email, navigate to your FROSCH Travel Portal and click on the Invoice/Itinerary tab. Search for your trip and click on the envelope icon associated with it. Enter your email address and check PDF and Calendar Attachment.

2 Review the reservation's information and click Save & Close.

→ The reservation will be added to your main calendar.

3 Repeat steps 1 & 2 to add more reservations.
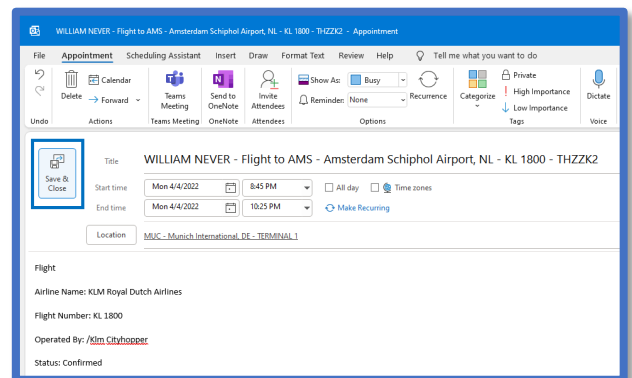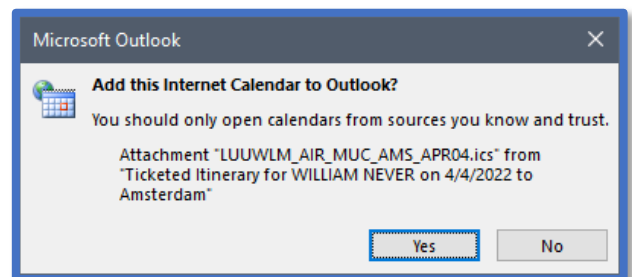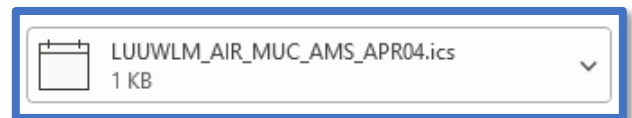
HOW WILL TRIP INFO BE DISPLAYED?

- Dates and times for calendar items are automatically converted to local times based on the device's time zone.

- If there is an air booking in the trip, the calendar item will display as "Busy" for the duration of the flight.

- If there is a hotel booking, the calendar item will display as "Busy" between 3 PM and 6 PM local time for check-in events and between 9 AM and 11 AM for check-out events.

- If there is a car booking, the calendar item will display as "Busy" for an hour at the scheduled pick-up and drop-off times.
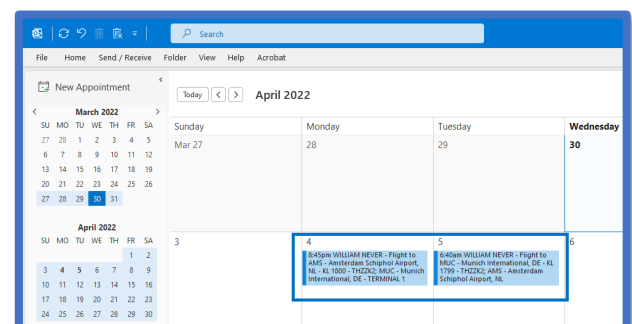
About FROSCH Global Travel Services

FROSCH is the preeminent provider of business travel services.

Founded in 1972, FROSCH is a full-service travel management company with locations across six continents. Recognized by Travel Weekly's Power List as the thirteenth largest TMC in the world, FROSCH utilizes our industry stature to ensure our clients receive the best possible travel experience. As a company, we aspire to define ourselves as the travel company of choice, to deliver industry-leading expertise and service to our customers while building on the tremendous pride our employees have in all they accomplish.

NO CALL CENTERS, EVER.

Colorado Community College System has been assigned a team of Travel Advisors who have been trained on your corporate policies, procedures and culture. The team will become personally familiar with all travelers.

TRUE EXPERTS IN TRAVEL

Our Travel Advisors are some of the savviest in the industry; familiar with creating complex global itineraries, utilizing creative ticketing to ensure lowest cost airfares, and servicing the most VIP of clients.

IN-HOUSE AFTER-HOURS

You'll reach a FROSCH Travel Advisor any time of day, any day of the year. Even in an emergency situation, you can rest assured that your calls will not be routed to call centers or third-party contractors.

SERVICE EXCELLENCE

Our goal is to respond as quickly as possible and deliver the unexpected, a FROSCH core value, at every touch point. We aim to answer the phone within five rings and respond to email in less than fifteen minutes.

INTERESTED IN PERSONAL TRAVEL?

Our team of Luxury Travel Advisors have spent years cultivating first-hand knowledge of destinations and experiences around the world. Coupled with our global portfolio of partners that help unlock extras, let FROSCH afford you the exclusive access and benefits necessary for the vacation of your dreams. Get inspired with our first-hand experiences on www.froschluxurytravel.com.

Email froschleisure@frosch.com to book your next dream journey!

You'll travel better with us.

Simply by booking with FROSCH, you'll enjoy the following benefits.

FROSCH's unique global technology solutions enable our Travel Advisors to service you locally, in your language and currency, while accessing global fares in over 50 markets. Our technology ensures the lowest applicable fare and availability, while the content is secured based on Colorado Community College System's travel policy.

AIRLINE RELATIONSHIPS

FROSCH has negotiated direct agreements with the world's leading airlines, including the One World, Sky Team and Star Alliance, resulting in up-front discounts and complementary upgrades when traveling internationally, based on availability.

HOTEL DISCOUNTS

As a FROSCH client, you'll enjoy discounted rates and complementary amenities at hotels around the world, with the FROSCH Hotel Collection, ABC Corporate Services, and Colorado Community College System's own preferred hotel directory, if applicable.

CAR PROGRAMS

FROSCH has negotiated agreements with the industry's leading car rental and black car service companies.

SIGN UP FOR COMMUNICATIONS!

We're dedicated to keeping you informed. Whether it's Colorado Community College System's customized Travel Portal, traveler training, or our publications, we strive to keep our travelers informed about not only their travel program, but the travel industry itself.

Click **HERE** to sign up for email communications from FROSCH. Choose to receive our daily travel bulletin, travel alerts, monthly digital magazine, vacation offers, and more.

How to Import Your Travel vCard

Keep FROSCH's contact information handy, no matter where you are.

A vCard, also known as virtual card or VCF, is a file format standard for electronic business cards; vCards can easily be shared as an email attachment and added to your Outlook or iPhone contacts. During implementation, you should have received a vCard, which contains all your FROSCH contact information.

IMPORT AS OUTLOOK CONTACT

1 To import the contact into Outlook, simply double-click on the email attachment to open the contact or vCard.

→ You can also save the .vcf file to your computer and open it in Outlook.

2 In the top-left corner, click Save & Close.

→ This will add the vCard to your Outlook Contacts.

IMPORT AS GOOGLE CONTACT

1 In your Gmail Account, click on the dotted square next to your profile icon in the top right to access Google Contacts.

✓ Save the .vcf file to your computer.

2 In the left menu, click on "More" if you do not see an option to Import.

✓ Click Import and select the .vcf file you saved to your computer. Click Import to finalize.

IMPORT AS CONTACT ON YOUR IPHONE

1 To import the contact into your Apple Contacts using your iPhone, open the .vcf email attachment by tapping on it.

✓ Tap the up-arrow icon in the top right corner, and select "Share File via..."

2 In the next pop-up, tap the Open in button in the second row of options.

✓ Select Copy to Contacts. This will open the .vcf file in your Apple Contacts.

✓ Tap Save at the top-right to finalize.