Vision Travel Profiler

Vision Travel Electronic Traveller Profile System

Version updated 19 September 2018
Vision Travel is pleased to provide eligible travellers with a very efficient method of creating and modifying your specific personal traveller profiles. Vision ProFILER Express is a program that converts, migrates and uploads traveller profiles to our computer reservation system robotically providing travellers and travel arrangers with direct access and control over their own travel profile data via a secure, password-protected website.

Vision Travel asks that every traveller and travel arranger complete a travel profile per the detailed instructions below.

**IMPORTANT NOTICE TO TRAVEL ARRANGERS:**

If you are a travel arranger, you will need to create a basic profile for yourself and then have your name appended to each traveller's individual profile. All mandatory fields noted with a * must be completed.
**STEP ONE**

Go to the ProFILER website (you may wish to bookmark this for future visits). The URL is https://psi.profilerexpress.com

Click “Create a New Account”.

![Login form](image-url)
One:
Enter your Corporate ID – Your Corporate ID is **UVIC**

Click “Next”

Create New Account

Enter your corporate ID to begin.

- **Corporate ID**

  [Next]

Two:

Review the Privacy Agreement.

Click “I Accept”

Please read and accept the agreement below:

[Privacy Agreement]

[I Accept]  [Cancel]

Three:

Review the Disclaimer (not all customers have this step)

(Note: the disclaimer outlines that your travel profile information will be shared with travel suppliers such as airlines, hotels, and car rental companies when necessary in order to complete a booking).

Click “Next”
Four:

You are now on the “Create New Account” page. Enter your user name and business email address.

Note: You MUST use your business email address as your username.

As your username and business email will be the same, all 4 fields should have the same value.

Click Next.

Five:

Select your choice of “Secret Question” and complete the answer twice. Click Finish.

(Note: We strongly recommend you note your secret question and answer somewhere as you will need it if you need your password reset)
First Stage Complete!

You have completed the first stage of the profile completion and should see the screen shot detailed below. The system is registering your specific details, and you will receive email notification of this process being completed within a few minutes.

**PLEASE NOTE:** You must set your password and complete your profile within 48 hours. If you can't find the email, please check your spam or junk folder (the email is from noreply@trondent.com).
Create New Account

We have sent a message to the email address associated with your online account. Please open your email and click on the activation link in our message.

A few things to keep in mind:

The activation link expires within 48 hours.
If you can’t find our email, make sure that no-reply@trondent.com is in your safe senders list. You can also look for our message in your spam folder.
It can take up to 20 minutes for the email to be delivered to your inbox.
If you can’t access the email account associated with this online account, contact your administrator of the site.

**STEP TWO**

Within a few minutes you will receive the email shown below with the subject line “Travel profile activation”.

**Click the “activation link” in the email as seen below.**

![Activation Link](https://uniglobevision.travelprefs.com/profileer/validateloggin.do?token=XXR1664H)

Please complete the Change Password page as seen below. You should make the password something that is easily recognizable to you and that meets the number of digits and character requirements. You will need to answer your “secret question”.

**Click Save changes**
Within a few minutes, you will receive an email notification confirming that your travel profile password has changed.

**STEP THREE**

You are now ready to begin the final stage of the profile registration process. Please **complete the travel profile form in full**.

All mandatory fields are marked with an asterisk *. 

**In any free-flow field please do not use these characters: !,(,)&,#,[,],{,},:,,",.@**

Please ensure that you **enter your legal name** exactly as shown on your valid passport, driver's license or other approved travel document.
Special fields to note when completing your profile:

**Payment Field**

If an optional field – we strongly recommend that this still be completed by all travelers.

Ensure that you select Air and / or Hotel under usage and a billing address before clicking **Add** or the credit card information will not append to your future reservations correctly.

You must select at least one usage type option (air and/or hotel) for your credit card usage. Failure to do so will not allow Vision Travel to use the card for any type of travel.

When all data is entered, be sure to click “add” to finalize the credit card details and add this information to the profile:
Once successful, the credit card will show on the profile as follows:

<table>
<thead>
<tr>
<th>Description (e.g. John Smith’s Visa)</th>
<th>Vendor</th>
<th>Number</th>
<th>Expiration</th>
<th>Billing Address</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test Visa</td>
<td>Visa</td>
<td>44443332221111</td>
<td>02/2021</td>
<td>Home</td>
<td>Air</td>
</tr>
</tbody>
</table>

If “billing address” is selected, please ensure that the correct address is completed in the business or home address section of the profile.

**Note:** Many websites use the billing address entered as the verification point for any credit card transactions. It is crucial that you have entered the actual billing address attached to your credit card in the billing address field**

The following fields are auto-fill fields. You should begin typing the required value in the appropriate field and then select the correct choice from the drop down menu.

*In the description field please do not use these characters: !,(,),&,^,#,[,],{,]}:,",'@*

**Primary Airport field** (Mandatory field)

Begin typing the city name (i.e. Atla for Atlanta) and then select the correct city from the drop down list:
Loyalty Membership field (Optional field)

Once you’ve selected the Type of vendor (Air, Car, Hotel), begin typing the vendor name (i.e. Air Ca for Air Canada) and then select the correct vendor from the drop down list:

<table>
<thead>
<tr>
<th>Type</th>
<th>Vendor</th>
<th>Membership Number</th>
<th>Membership Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air</td>
<td>Air Canada</td>
<td>2345678910</td>
<td>Gold</td>
</tr>
<tr>
<td>Air</td>
<td>Air Caledonia</td>
<td>1234567899</td>
<td>Silver</td>
</tr>
<tr>
<td>Air</td>
<td>Air Canada</td>
<td>9876543210</td>
<td>Gold</td>
</tr>
<tr>
<td>Car</td>
<td>Budget</td>
<td>0987654321</td>
<td>Gold</td>
</tr>
<tr>
<td>Hotel</td>
<td>Fairmont Hotels</td>
<td>8765432109</td>
<td>Gold</td>
</tr>
<tr>
<td>Hotel</td>
<td>TravelClick</td>
<td>1234567890</td>
<td>Gold</td>
</tr>
</tbody>
</table>

You need to click ‘ADD’ to complete the process of adding this information.

Once successful, the frequent traveller information will show on the profile as noted below:

<table>
<thead>
<tr>
<th>Type</th>
<th>Vendor</th>
<th>Membership Number</th>
<th>Membership Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air</td>
<td>Air Canada</td>
<td>2345678910</td>
<td>Gold</td>
</tr>
<tr>
<td>Car</td>
<td>Budget</td>
<td>0987654321</td>
<td>Gold</td>
</tr>
<tr>
<td>Hotel</td>
<td>Courtyard Marriott</td>
<td>9876543210</td>
<td>Gold</td>
</tr>
<tr>
<td>Rail</td>
<td>Via Rail Canada</td>
<td>2109876543</td>
<td>Gold</td>
</tr>
</tbody>
</table>

Please be sure to compare your name listed on your membership card against the name you have entered for this profile. If they do not match, your membership number will not be transmitted to the vendor. Additionally, if your company uses Concur for online bookings, your reservation will not be completed.
Travel Arranger field (Optional field)

Begin typing the first or last name of your travel arranger and then select the correct arranger from the drop down list:

Note: Your Travel Arranger must have completed their own travel profile prior to you being able to select them as your Travel Arranger.

Save Changes

Once your profile is complete or up to date, you must click Save Changes at the very bottom of the profile form in order for the information to save.

When you see the screen shot displayed below, your travel profile submission is completed and you are successfully registered!

CONGRATULATIONS! - Your profile registration is complete!
Error?

If you see an error message like one shown below, you must update/complete the marked fields in order to save your profile.

Some fields are highlighted in red while other may have an exclamation mark (such as the billing field associated with the credit card details).

```
First Name*: Sumita
Last Name*: Good

Description (e.g. John Smith’s Visa)  Vendor  Number  Expiration  Billing Address  Usage
Test Visa  Visa  4444555666778899  02/2021  Home  Air
```

**Loyalty**

Fields marked with an asterisk * are required.

If you do see the exclamation mark next to the billing field, please go back up the page and complete the address section associated to the card for verification purposes.

Please click **Save Changes** once all updates are done. You should now have a Submission Successful note. If not, please contact onlinesupport@visiontravel.ca (or call 1-877-575-6868 – option 1) for assistance.
FREQUENTLY ASKED QUESTIONS

What if I don't know my password?

On the User Login page, click on "Forgot Your Password?" and follow the steps. The system will then email the password to your email address.

What if my account gets locked or I forget my security question?

Please contact onlinesupport@visiontravel.ca (or call 1-877-575-6868 – option 1) for assistance.

Why doesn’t the system accept the Primary Airport I entered?

Please start typing your airport and wait for the drop down menu to appear, then select the appropriate airport.

Why doesn’t the system accept Air Canada when I enter it in the Loyalty section?

Please start typing the vendor name and wait for the drop down menu to appear and then select the appropriate vendor you wish to add.

I received an error message saying that my company name isn't valid.

Company names must be entered in the same standardized format. Please enter the company name as noted above under “Company ID”.

Please contact Vision Travel at onlinesupport@visiontravel.ca (or call 1-877-575-6868 – option 1) if you have difficulties.

Why doesn’t my credit card get added?

You need to ensure that you are clicking on ‘Add’ to save this information before continuing with filling out your profile.

Why doesn’t my loyalty card get added?

You need to ensure that you are clicking on ‘Add’ to save this information before continuing with filling out your profile.

Why doesn’t my passport get added?

You need to ensure that you are clicking on ‘Add’ to save this information before continuing with filling out your profile.