



THE UNIVERSITY OF
CHICAGO

Quick Reference Guide

How to Log In to Cliqbook	
1	To begin booking online, you must login here: https://gems.uchicago.edu/login/auth.php
2	Enter your CNET ID and Password, then click continue to log into Cliqbook.

How to Change Your Time Zone, Date Format, or Language	
1	Select Profile .
2	Click System Settings (left side of the screen).
3	Update the System Settings section.
4	Save your Changes.

How to Update Your Travel Profile	
1	Select Profile .
2	Enter or update your information and select any Save button on the screen.

How to Set up a Travel Arranger or Assistant	
1	Select Profile .
2	Click the Assistants link at the top of the Profile screen.
3	Click Add an Assistant to search for your assistant's last name. Your assistant must have a Cliqbook account created before you can add him or her to your profile.
HINT: Trouble searching? Try this format: LastName, FirstName (no spaces). For example: Smith, June	

How to Make a Travel Reservation	
1	Choose the Flight, Rail, Car, or Hotel tab at the left side of the screen.
2	For flights, choose the type of flight.
3	Enter the cities for your travel. Choose from the Cliqbook Map tab or type into the Departure and Arrival City fields.
4	Enter the date and time preferences for your travel.
5	If you need a car, check the Pickup/Dropoff Car at Airport box.
6	If you need a hotel, check the Find a Hotel box. You can choose how to search for the hotel: by Address , by Reference Point (a city, neighborhood, or zip code), by Airport .
7	Choose to search for flights by Price or by Schedule .
8	If you prefer refundable tickets, select the applicable check box.
9	Select your airfare.
10	Select your car (if requested).
11	Select your hotel (if requested).
12	Review that the Itinerary is correct on the Itinerary screen.
13	On the Itinerary screen you can: <ul style="list-style-type: none"> • Select or change a seat • Change your car or hotel • Change a flight (pre-ticketing)
14	On the Trip Booking Information screen you can: <ul style="list-style-type: none"> • Change the trip name • Enter a trip description
15	Select your preferred format for the email from Cliqbook: HTML or Text
16	Confirm the final itinerary.
17	Once the travel wizard is complete, click the Close button.

How to Select a Hotel	
1	If you choose to add a hotel, you can choose to search by: <ul style="list-style-type: none"> • Airport – enter the airport code. You do not have to search near the airport you are flying to. • Address – enter all or part of the address. • Reference Point or Zip Code – enter a nearby location, such as a school or hospital, or the postal code.
2	The search radius can be from 1 to 99 miles or kilometers.
3	Once you see your results, click Get More Hotels to pull more hotels into the list.
4	Click Map of Hotels to see a map of the location you chose and nearby hotels. Company preferred hotels show up as pink dots.
5	When you select a hotel, click the Info link to see more information for the hotel.
6	Select the specific rate you prefer within the hotel tab you select.



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How to Select a Car	
1	If you check that you need a car on the Flight tab, you will see car results after you choose your flight. (If you check Automatically Reserve this Car , Cliqbook will add the car without showing you flight results.)
2	Select the car you would like to rent and go to the next step.
3	If you need an off-airport car, choose to add the car from the Itinerary page, or choose the Car tab.
4	Use the same search criteria for off-airport cars that you use to search for hotels.

How to Select a Seat	
1	Anywhere in Cliqbook where you see the seat map button, you can click it to select a seat.
2	Green seats mean the seat is available.
3	Hold your cursor over the seat to see the seat number.
4	Yellow highlighted seats are preferred – you can only select these seats if you have preferred status on the airline.
5	You will usually be automatically assigned a seat. From the Itinerary page, you can view your seat or click Change Seat to change it.

How to Cancel or Change an Airline, Car Rental, or Hotel Reservation (PRE-Ticketing ONLY)	
1	From the Upcoming Trips tab, click the name of the trip.
2	Click Change Trip (add car or hotel) .
3	From the Itinerary, choose: <ul style="list-style-type: none"> • Change Seat • Change Flight to change your day or time for travel – you cannot change the airline • Change or cancel car rental • Change or cancel hotel
4	To cancel your entire trip, click Cancel from the menu.
HINT: If the status of the trip says Ticketed, you cannot change or cancel your flight, you must contact Tower's travel consultants for assistance. They can be reached at 866.625.6491 (option #3).	

How to Get Assistance	
1	Select Help on the main menu at the top of any page to access the Help Center .
2	Or you can call Tower's Online Solutions Specialists at 866.625.6491 (Option #2) or email them at: onlinesolutions@towertravel.com
3	The Tower Online Solutions team is available Mon-Fri, 8:30am – 5:30pm CST.

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