API My Crew Care
Mobile Web Site
Crew Member
User Guide

Version: 2.0

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API MY CREW CARE MOBILE WEB SITE

Welcome to the New API My Crew Care Mobile Web Site!

The new API My Crew Care Mobile Website replaces the pre-existing API Crew Care Website for both Single Sign On (SSO) and Non-SSO Crew Care users.

The new My Crew Care Mobile Web Site can be used by Crewmembers to:

- View and Search Featured Hotels
- View Hotels associated with the Airline & Hotel Details
- View and Leave Feedback

1. Technology Overview
The new My Crew Care Mobile Web Site was developed by Accommodations Plus International. My Crew Care Mobile website utilizes Responsive Design. Responsive design simply means that the Web Site will automatically resize itself based on the device type the user utilizes.

2. Devices
The new My Crew Care Mobile Web Site can be accessed via the following devices:

- Smart Phone
- Tablet
- PC

3. Browsers Supported
The new My Crew Care Mobile Web Site is accessible and best viewed via the following browsers:

- Google Chrome (best viewed)
- Firefox
- Internet Explorer 9 or higher
- Safari

Proprietary to Accommodations Plus International
GETTING STARTED WITH MY CREW CARE MOBILE WEB SITE

1. How To Create a Shortcut to the My Crew Care Website on Smart Phone Home Screen (SSO)
   Follow these steps to create a shortcut on your home screen to the API My Crew Care Website on your smart phone or tablet (for single sign on users SSO):

   1. Open your web browser on your smart phone or tablet.
   2. Click on the Browser button on your smart phone device.
   3. Enter the URL to your company Intranet in the Address field and click the Go Button.
4. On the bottom of the page users will click on the following icon.
5. User will click on the Add to Home Screen button.

6. User will type in the name of the website and then click the Add Button.
7. For Access to My Crew Care users will then access the new bookmark from their phone, login to your intranet and then click on the My Crew Care link to be able to access the system.

2. **Smart Phone Navigation Menu**
   When accessing My Crew Care via your smart phone users will access the Navigation Menu by following these steps.

   1. After successfully logging into My Crew Care mobile phone users will click on the mobile phone Navigation Menu icon to expand the site menu.
2. The My Crew Care navigation mobile menu will then be displayed. Users can click on any menu items to access those particular pages via the site.

FEATURED HOTELS DASHBOARD

1. **Featured Hotels Dashboard Overview**
   The Featured Hotels Dashboard provides crewmembers with the ability to:
   - View and search for featured hotels that their particular Airline has access to.
   - Provides users with hotel specifics such as the hotel name, address, images, phone number, crewmember discounts, hotel amenities, restaurant information, room information, security information, etc.
2. How to View Featured Hotels for Your Airline
   To access and utilize the Featured Hotels Dashboard users will follow these steps:

   1. Users will click on the Dashboard button from the menu.

   ![Dashboard Image]

   2. The Featured Hotels Dashboard will be displayed.

   ![Featured Hotels Image]

   3. Users can click on the desired hotel to view more pertinent detail about the hotel.
**CITY & HOTEL INFORMATION**

1. **How to Search for Cities & Hotels**
   Users will have the ability to Search for cities & hotels that are available to their particular airline via the My Crew Care website.

   To Perform a Search for City & Hotels users will follow these steps:

   1. Users will click on the City & Hotel Information button from the menu.

   2. The City & Hotel Search Page will be displayed.
3. User can perform their search by Hotel, City, State, Country or Airport Code by simply typing in their search criteria in the Search box.
4. Users will be presented with a Results List.
5. Users will click on the Hotel Name from the Results list to see more detail about the hotel.
6. Upon clicking on a hotel name from the Results list the Hotel information page will be displayed which will contain images and further detail about the hotel.
1. Feedback Overview
Crewmembers will have the ability to leave Feedback via the My Crew Care website. In addition, crewmembers will also have the ability to view the status of a previously submitted Feedback.
2. **How to Submit Feedback for Previous Layovers**
Crewmembers will have the ability to submit a Feedback for Previous Layovers.

1. To submit a Feedback for a previous layover crewmembers will click on the Feedback button from the main menu.

2. The Feedback Dashboard will be displayed.

3. Crewmembers will click on the Provide Feedback Button. The Provide Feedback page will be displayed. Crewmembers will click on the Hotel button or the Transport button and fill in the feedback fields for the previous layover and click on the Send Feedback Button.
Hotel □ Transport □ represents required fields to submit your feedback.

* Feedback Type: (Please Select)

* Hotel Name: (Please Select)

* Room Number:

Did you bring this to the attention of the Hotel during the stay?:

□ No □ Yes

* Arrival Flight No:

* Departure Flight No:

* Check-In:

* Check-Out:

* First Name: (Crew Member)

* Last Name: (User)

* Base: (Please Select)

Subject:

* Please Enter Your Comments:
3. **How to View a Previously Submitted Feedback**

Crewmembers will also have the ability to view the status of Previously Submitted Feedback(s) by accessing the Feedback page.

1. To access the Feedback page users will click on the Feedback button from the main menu.

2. The Feedback Page will be displayed. Users will be able to search for, sort on or open up the feedback that they want to see further detail about. Users will simply click on the desired feedback to see more detail about the feedback.