



API My Crew Care Mobile Web Site Crew Member User Guide

MyCrewCare

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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:

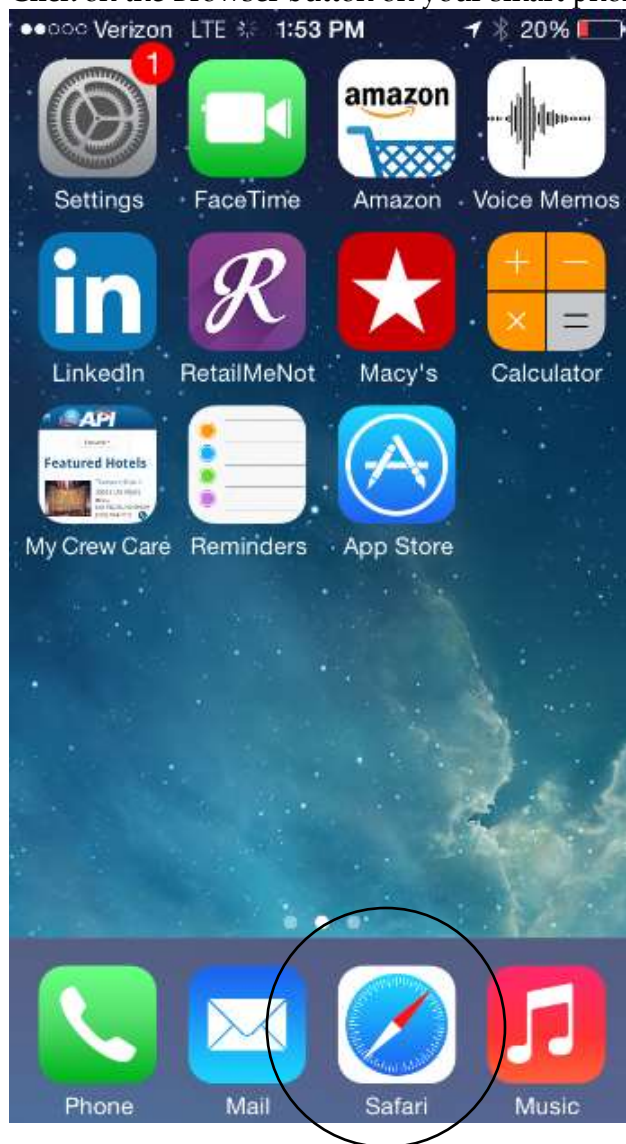
- Google Chrome (best viewed)
- Firefox
- Internet Explorer 9 or higher
- Safari

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)

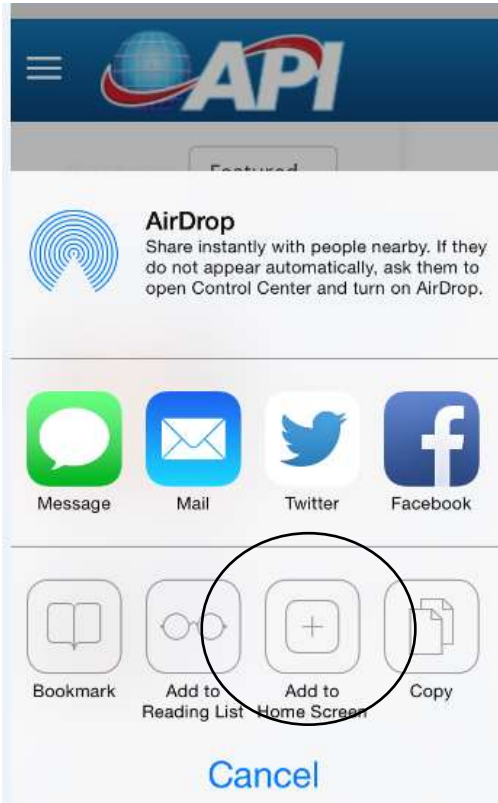
Follow these steps to create a shortcut on your home screen to the API My Crew Care Website on your smart phone or tablet (for single sign on users SSO):

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.

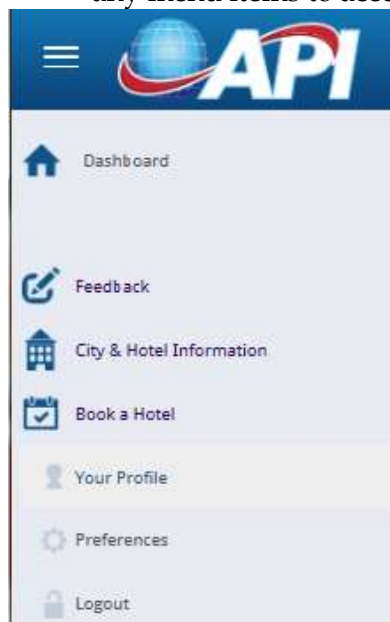
2. **Smart Phone Navigation Menu**

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

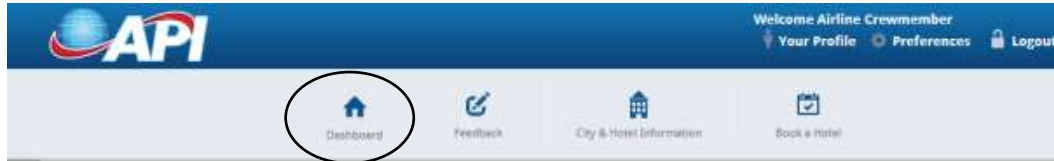
The Featured Hotels Dashboard provides crewmembers with the ability to:

- 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:

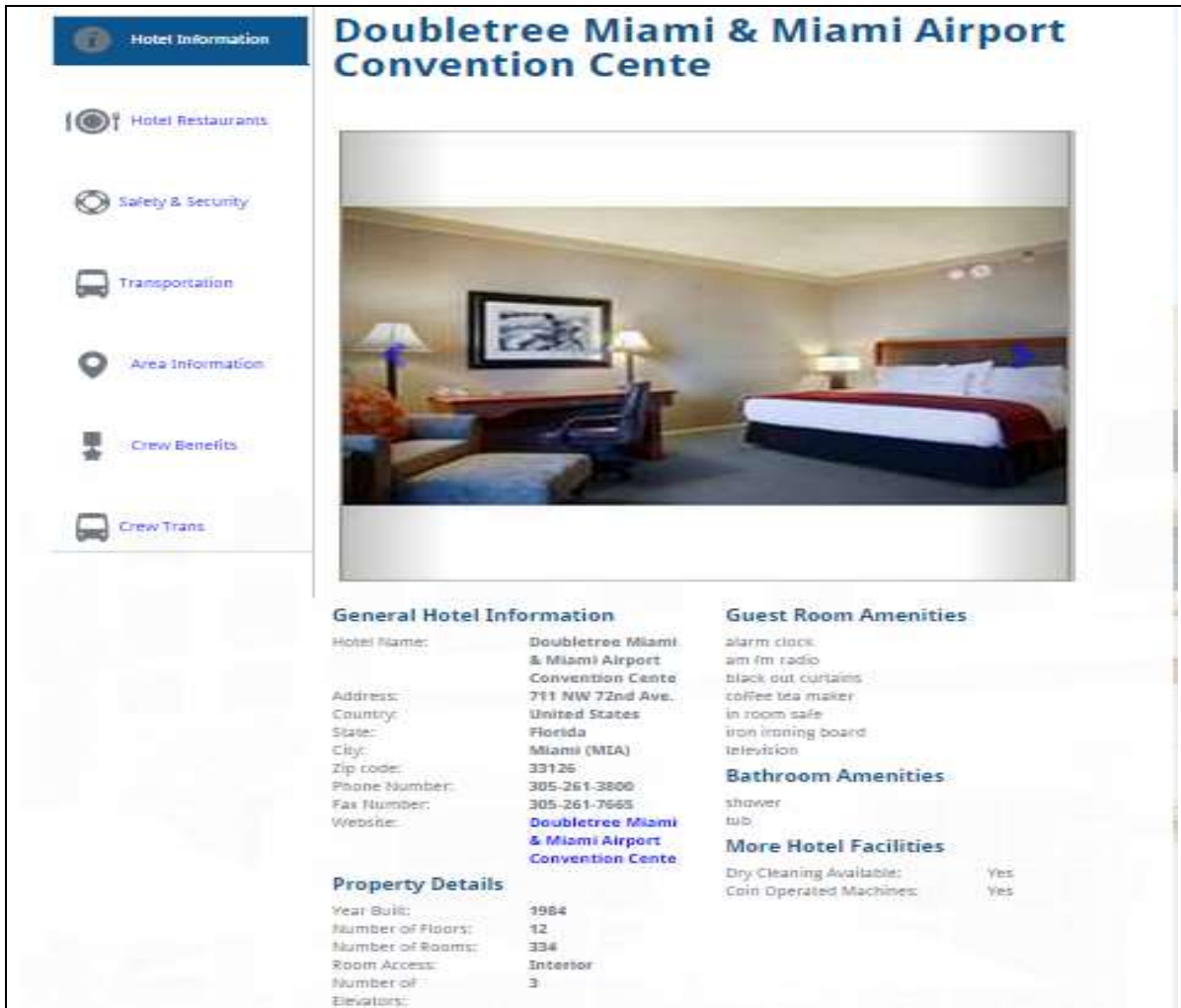
1. Users will click on the Dashboard button from the menu.



2. The Featured Hotels Dashboard will be displayed.



3. Users can click on the desired hotel to view more pertinent detail about the hotel.



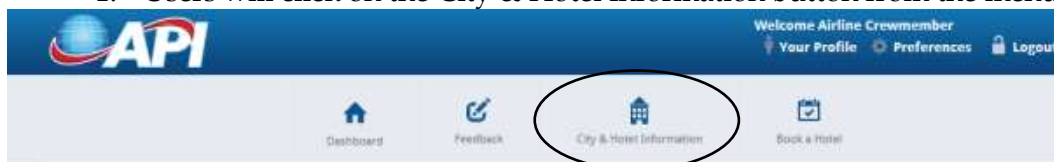
CITY & HOTEL INFORMATION

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.

City & Hotel Information

Show **ALL** entries

Search:

City	Hotel Name	State	Country
Flushing (LGA)	Wyndham Garden Inn Long Island City	NY	US
New York (JFK)	Hyatt Place Flushing / LaGuardia Airport	NY	US
New York (JFK)	Club Quarters, Wall Street	NY	US
Reno (RNO)	Eldorado Resort Casino	NV	US
San Francisco (SFO)	Aloft San Francisco Airport	CA	US

- User can perform their search by Hotel, City, State, Country or Airport Code by simply typing in their search criteria in the Search box.
- Users will be presented with a Results List.
- Users will click on the Hotel Name from the Results list to see more detail about the hotel.
- 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.

Hotel Information

 Hotel Restaurants

 Safety & Security

 Transportation

 Area Information

 Crew Benefits

 Crew Trans

Hyatt Place Flushing / LaGuardia Airport



General Hotel Information

Hotel Name: Hyatt Place
Flushing /
LaGuardia Airport
Address: 133-42 39th Avenue
Country: US
State: NY
City: New York (JFK)
Zip code: 11354
Phone Number: (718) 888-1234
Fax Number: (718) 888-1654
Website: [Hyatt Place
Flushing /
LaGuardia Airport](#)

Guest Room Amenities

air conditioning
alarm clock
black out curtains
coffee tea maker
in room movies
in room safe
individual climate
control
modern connection
refrigerator
t1 connection
television
two line phone

FEEDBACK

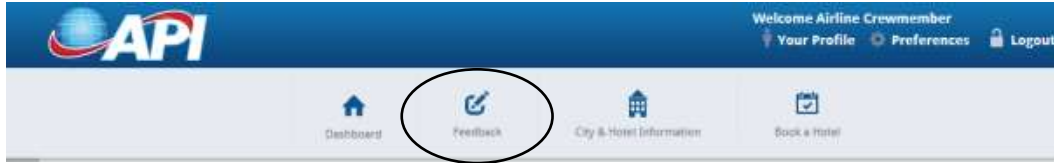
1. Feedback Overview

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.

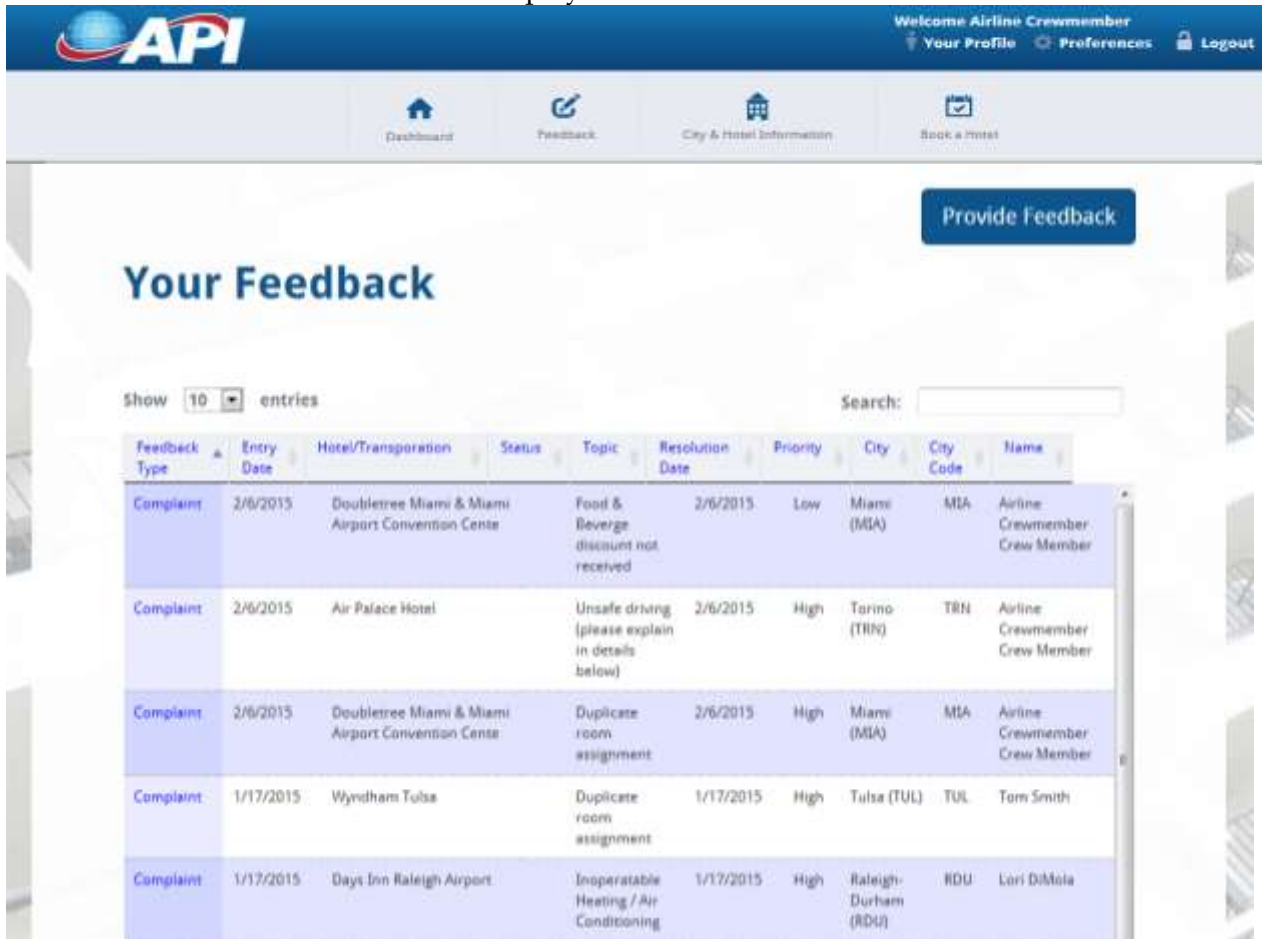
2. How to Submit Feedback for Previous Layovers

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 :

* Hotel Name :

* 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 :

* Last Name :

* Base :

Subject :

* Please Enter Your Comments :

☒ **Hotel**
☒ **Transport**
 * represents required fields to submit your feedback

* Feedback Type :

* Transport Companies :

* Arrival Flight No :

* Departure Flight No :

* Check-In :

* Check-Out :

* First Name :

* Last Name :

* Base :

Subject :

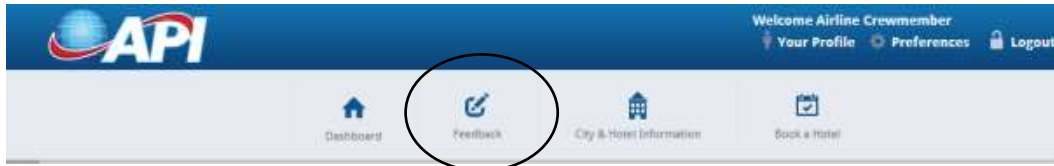
* Please Enter Your Comments :

Upload Document: (Max 5MB)

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.

