

Setting up Your VAX Account

A Getting Started Guide



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2021 ALG Vacations®

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Introduction

The purpose of this guide is to provide site managers with the information necessary to establish and manage a VAX VacationAccess account and register to sell all of the ALG Vacations® brands for their agency.

Only a site manager should register their agency with VAX and add, edit, or remove users. Agents should not create their own individual accounts on VAX.

This guide will introduce you to the different settings and easy-to-use features available with your VAX VacationAccess account. You should become familiar with these settings as they will help you submit and manage travel bookings and allow VAX VacationAccess to become a key piece of your agency's profitability.

VAX VacationAccess System Requirements

For optimal system performance, it is recommended that travel agents meet the following system requirements:

Requirements	
Screen Resolution	<ul style="list-style-type: none">• 1024 x 768 pixels
Browsers	<ul style="list-style-type: none">• Internet Explorer 9.0 – 11.0 (with latest service packs and security updates)• Firefox 26 or higher (with latest service packs and security updates)• Chrome 32 or higher• Safari 5 or higher
Computer Processor	<ul style="list-style-type: none">• Intel Pentium 4 or higher• A new AMD or Intel Dual Core Processor
Computer Memory	<ul style="list-style-type: none">• 2G of RAM or more with a minimum of 10G free hard disk space• If you are running Windows 7, you can improve performance using Windows ReadyBoost
Operating System	<ul style="list-style-type: none">• Apple, Google and Microsoft supported operating systems
Internet Connectivity	<ul style="list-style-type: none">• Run at T1 speeds or higher• Cable or DSL – 2Mb or higher• Wireless – 3G or higher
Login Security	<ul style="list-style-type: none">• Set screen saver to display logon screen after 15 minutes of inactivity as a security best practice

VAX VacationAccess is not liable for the result of any technology decisions made based on the above information. Agents are responsible for performing their own due diligence and should speak with their manager or IT personnel to determine if their operating system and internet browser is right for their business.

Note

For the best performance, users should not use multiple internet browser tabs to view separate pages within VAX VacationAccess.

Step One: Register with VAX

Before registering, please verify your agency does not already have access to VAX VacationAccess through a host agency or consortia. If your agency already has access, contact your agency's Site Manager to request login credentials.

Note

Site Manager status is given to the person identified in the original VAX Registration form for the agency. All agents with login credentials under the same agency number will have the ability to sell registered suppliers' products.

During the registration process you will be asked to appoint a Site Manager to manage your VAX account. The Site Manager will have administrative control over the agency's VAX account, providing permissions to control access by adding, editing, and removing agent users, as well as modifying agency preference settings and control access to certain VAX functionality.

To register your agency with VAX:

1. Click the **Register Now** button on the home page (vaxvacationaccess.com) to open the registration form.

Travel Agent Login

Agency Number:

User Name:

Password:

[Forgot password?](#)

[Login](#)

Say aloha to major savings
Take up to 25% off Hawaii the entire month of December. It's hard to find a better gift than an island vacation.

Blue Sky tours HAWAII

Register Now

Welcome to VAX VacationAccess

Join over 100,000 of your fellow travel agents to earn, learn and grow in the premier leisure travel marketplace.

[Learn More](#) [Register Now](#)

The Compass on VAX

Your daily destination for industry-leading editorial content created exclusively for travel agents.

[Read The Compass](#)

2. Complete the online registration form.

VAX VacationAccess

[Login](#) [Register](#) [About Us](#)

[Home](#) [Reservations](#) [Offers & Incentives](#) [Suppliers](#) [Destination Info](#) [Specialty Travel](#) [Education](#) [Resources](#)

Registration

Welcome to VAX VacationAccess®

Before registering, please verify your agency does not already have access to VAX VacationAccess through a host agency or consortia. If your agency already has access, contact your VAX Site Manager to request login credentials.

Agency Information

*** - Required Field**

(Enter your agency's phone number if you do not have an ARC number.)

*ARC Number or Agency Phone Number: (No spaces or dashes)	*Agency Phone Number: (###-###-####)	*Agency Name:
<input type="text"/>	<input type="text"/>	<input type="text"/>
*Address 1:	Address 2:	*City:
<input type="text"/>	<input type="text"/>	<input type="text"/>
*State/Province (required for U.S./Canada only):	*Zip (required for U.S. only):	*Country: United States
<input type="text"/>	<input type="text"/>	<input type="text"/>
*Owner/Manager:	GDS:	
<input type="text"/>	<input type="text"/>	

Site Manager Information

Agencies new to VAX VacationAccess must designate a Site Manager upon signup. Site Managers are responsible for establishing and managing the VAX account for their agency. Only a Site Manager should register their agency with VAX and add, edit or remove users. By completing this registration form you are designating yourself as the Site Manager.

**If you register as an individual agent, you will be registered as the agency Site Manager and will be communicated with by VAX as a Site Manager. This individual VAX account will not be a part of your host agency or consortia.*

*User Name:	*Password: (Min. 8 characters, 1 number)	*Retype Password: (Min. 8 characters, 1 number)
<input type="text"/>	<input type="text"/>	<input type="text"/>
Prefix:	*First Name:	*Last Name:
<input type="text"/>	<input type="text"/>	<input type="text"/>
Suffix:	*Hire Date:(DDMMYY)	*Email Address:
<input type="text"/>	<input type="text"/>	<input type="text"/>
*Phone Number: (###-###-####)		
<input type="text"/>		

VAX VACATIONACCESS WEBSITE TERMS AND CONDITIONS

Welcome to the VAX web site (the "Web Site"). **VAX VacationAccess Worldwide, LLC and its affiliates. ("VAX," "We," "Us," "Our")** provides this Web Site subject to the following terms of use (these "Terms"). Your ("Agency", "Travel Agency", "User", "You," "Your") use of this Web Site constitutes Your agreement to the Terms. You warrant that You are at least 18 years of age and possess the legal authority to enter into this Agreement and to use this web site in accordance with the terms and conditions herein. Please read the Terms carefully before using this web site. Please note, VAX reserves the right, in Our sole discretion, to modify, alter or otherwise update these Terms at any time. Such modifications, alterations, and updates shall be effective immediately upon posting. You agree to be bound by such modified, altered, and updated Terms if You access or use this Web Site after We have posted notice of such modifications, alterations or updates. You may use this Web Site and the services and/or products offered hereunder as long as You comply with the Terms. **IF YOU DO NOT AGREE WITH THE TERMS, DO NOT USE THIS WEB SITE.**

The goal of this Web Site is to provide You with access to information about VAX applications, products and services, and other related goods and services (the "Content"). The Terms are meant to protect all of Our visitors to this Web Site.

Consistent with Our goals, this Web Site will permit You to link to other web sites that may or may not be affiliated with this Web Site and/or with VAX. The other linked web sites have different terms of use that are not the same as these Terms. Your access to and use of such linked web sites through links provided on this Web Site is governed by the terms of use and policies of those sites, not this Web Site. We do not endorse nor are We responsible or liable for any content, information, or other related materials found at any such linked web site or any links contained within such linked web site.

1. Definitions. For purposes of this Agreement, the following words and terms will have the following meanings:

"Booking" shall mean one (1) Booking of a reservation for a travel product VAX by the Travel Agency for a consumer, which Booking includes at least one (1) passenger.

"Cancellation" shall mean one (1) cancellation of a Booking for at least one (1) passenger.

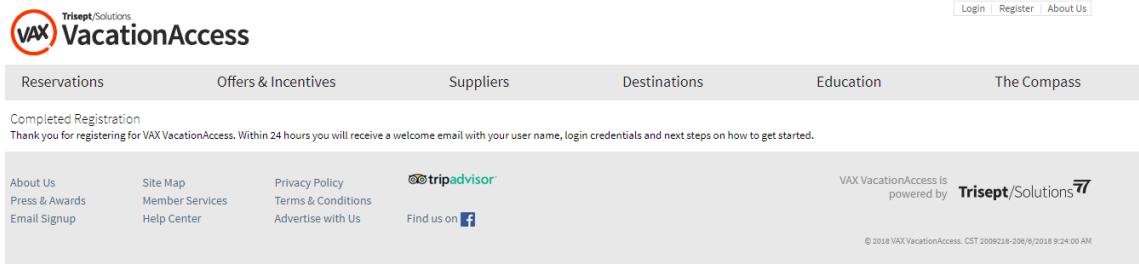
"Confidential Information" shall mean all information and materials concerning a party's business, plans, pricing, customers, technology, and products that are confidential and of substantial value to such party, which value

I have read and accepted the VAX VacationAccess Travel Agency Agreement.

[Register Agency](#)

3. Read the VAX VacationAccess Travel Agency Agreement. If you accept the terms and conditions of this agreement, click **Register Agency**.

4. After clicking the **Register Agency** button, you will receive a welcome email within 24 hours containing your username, login credentials and next steps on how to get started.



Welcome Email:

From: VAXRegistration@triseptsolutions.com
To: Michael Flynn
Cc:
Subject: Welcome to VAX VacationAccess

Welcome Reilly Flynn

Thank you for registering your agency with VAX VacationAccess. Use the following login credentials and the password you selected at registration to access VAX:

Agency Number: 4149341901
User Name: Reilly Flynn

Upon login you can create individual logins for other users in your agency and set agency preferences. As site manager you are responsible for registering with the suppliers you want your agency to book in VAX.

GET STARTED >
<https://www.vaxvacationaccess.com/pages/getting-started-on-vax/>

Your agency's identification information:

Agency Name: TEST AGENCY
Agency Number: 4149341901
Phone Number: 4149341901
Address1: 8907 N. PORT WASHINGTON ROAD
Address2:
City: MILWAUKEE
State/Province: WI
Zip/Postal Code: 53217
Country: US

Issues logging in?
VAX Tech Support is available Monday-Friday 7:00am - 10:00pm Central Time. Call 414-934-2900 to speak with a representative.

KEEP THIS EMAIL FOR YOUR RECORDS

IMPORTANT NOTICE: This message and any attachment may contain privileged and/or confidential information. This transmission is not intended nor may it be construed to create a binding legal obligation in the absence of a writing signed by an authorized officer of the company. If you are not the addressee indicated in this message, (or responsible for its delivery to such person), you may not copy or disseminate this message and any attachment to anyone. In such case, you should destroy this message, any attachment, and all copies and kindly notify us by reply email. We do not assure the security of information electronically transmitted, and your communication with us through such means shall signify

Get Started Page:

VAX Trisept/Solutions **VacationAccess**

New Reservation | Retrieve Reservation | Retrieve Saved Itinerary | Retrieve Trip Bookmark | Groups |  Search

Reservations Offers & Incentives Suppliers Destinations Education The Compass

Finish Your Registration and Start Using VAX



Register with Suppliers >

Before you can make any bookings on VAX you'll need to register with each of your preferred travel suppliers.



Add Agency Users >

As Site Manager, it's your responsibility to add users for your agency. Agents cannot register themselves through VAX.



Manage Preferences >

Member Services is the place to manage user and agency preferences, set your commission and add your agency logo.



Meet the Marketplace >

Ready to immerse yourself in VAX? We've compiled all the essentials you need to get to know VAX and the industry.

How do I tell my agents about VAX?

Once you've added all the new users for your agency, share the following link to help them get started:

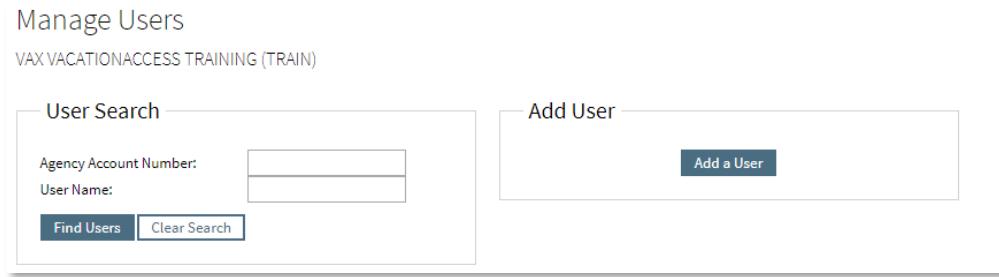
vaxvacationaccess.com/newagent

Setting Agency Preferences

- Once you receive login credentials, you may log in to VAX and set your agency's preferences and add agent users. You can access Member Services by clicking the gear drop-down in the upper right corner of the page.



- Select **Manage Users** in the Administrative Tools section of the Member Services page to provide all agent users with login credentials. Guidance for managing users can be found later in this document.



Note

Agents should not individually register with VAX. If an agent within your agency registers himself/herself, an account will be created separate from your agency's account.

- Your agency must register with suppliers before selling their products. Register your agency to sell specific suppliers by hovering your mouse over the Reservations tab and then clicking Vacation Packages from the drop-down menu. Finally, select the **Register to Book Suppliers** link under the Supplier Registration section of the page.

Supplier Registration

To start booking on VAX you must be registered with each travel supplier you want to sell:
[Register to Book Suppliers](#)

- We encourage you and your agency to participate in the [Educational Opportunities](#) with VAX VacationAccess to learn how to best use the tools and resources within the VAX platform.

Registration Rejection

If there is a problem with the data you provided on the registration form, you may receive a rejection email within two business days of submission.

Under this circumstance, please call VAX VacationAccess Customer Support at 414-934-2900 to let us assist you.

Thank you for your interest in VAX VacationAccess. We are unable to process your online registration for one of the following reasons:

- 1. The ARC number you have registered is invalid. You must register with your 8-digit ARC/IATA number. If you do not have an ARC number, please register with your 10 digit phone number.*
- 2. Your agency is already registered to book on VAX VacationAccess. Please contact your agency's site manager for your user ID or to add you as a new user.*

If you are the Site Manager, and want to register other agents as users of your agency, please log in, click on the MEMBER SERVICES tab in the upper right corner, then click on MANAGE USERS.

Account Number: 1231231231

Site Manager: Theresa Travel

If you do not know your site manager's name, call VAX VacationAccess Tech Support at 414-934-2900.

Lengthy Period of Inactivity

If you register and then do not book in VAX, we may reach out to you with another email to provide resources that will help get you started.

Step Two: Register with the ALG Vacations® Brands

The ALG Vacations® (ALGV) brands include:

- Apple Vacations
- Travel Impressions
- Blue Sky Tours
- Funjet Vacations
- Southwest Vacations
- United Vacations

You only need to register once to sell all ALG Vacations® brands; you do not need to register individually with each brand. If you are already registered to sell one ALGV brand, you are registered to sell all ALGV brands and do not need to register again. Click [here](#) to register in VAX or email or fax the following materials:

- [New Agency Application](#) including tax identification information
- [W9 form](#)

ALG Vacations® requires that your agency has an address within North America and an email address. It will take 24 to 48 business hours for your account to be approved and established in our system. At that time, your agency will be notified via email with the confirmation of account setup.

Contact Information

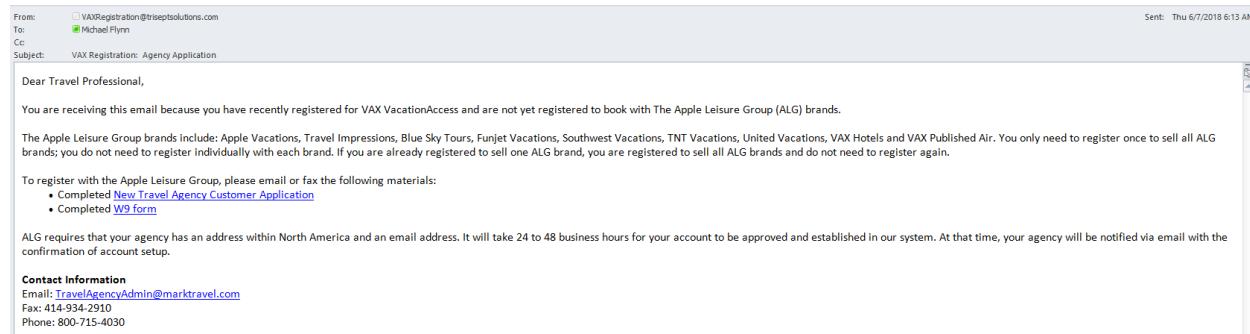
Email: travelagencyadmin@appelg.net

When you register to sell ALG Vacations® brands, you are also automatically registered to sell the following VAX VacationAccess brands:

- VAX Hotels
- VAX Published Air

1. If you have not yet registered for the ALG Vacations® brands, you will receive an automated email after your VAX registration with links to next steps for registration.

Automated Email:



New Agency Application:

NEW AGENCY APPLICATION

Dear Travel Professional,

Thank you for your interest in selling the following brands:

Apple Vacations	Travel Impressions
Blue Sky Tours	United Vacations
Funjet Vacations	VAX Hotels
Southwest Vacations	VAX Published Air

Before completing this application, please verify that your agency is not already registered with these suppliers through a host agency or consortia. If you are an agent working with a host agency or consortia, work directly with your agency to have your VAX login credentials set up. In creating this account number separate from your host agency, you may not have the same benefits or commission levels.

Please verify that your agency is not already registered with these suppliers before continuing with this application.

To process your request, we must receive the **completed** New Agency Application and **completed** IRS Form W-9, W-8BEN or W-8BEN-E. The approval process will include verification of the agency profile information in addition to business and financial references. It is very important that this information is accurate or we will be unable to process your application.

In order to approve your account, it is required that your agency has an address within North America and an email address. It will take 5 to 7 business days for a thorough review of your agency to be approved and established in our system. At that time, your agency will be notified via email with the confirmation of account setup.

Upon approval of this application you will be able to sell all of the products listed above. We will accept your client's credit card, certified check or wire transfer of funds as forms of payment. The agency will be held liable for all payments applied to a reservation.

Congratulations on your new business venture. We look forward to working with your agency.

Best Regards,

Travel Agency Administration

W9 Tax Information Form:

W-9 Form (Rev. November 2017) Department of the Treasury Internal Revenue Service		Request for Taxpayer Identification Number and Certification <small>► Go to www.irs.gov/FormW9 for instructions and the latest information.</small>				
Give Form to the requester. Do not send to the IRS.						
<div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> <p>1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.</p> <p>2 Business name/disregarded entity name, if different from above</p> <p>3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes.</p> <p><input type="checkbox"/> Individual/sole proprietor or <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate single-member LLC</p> <p><input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ► <small>Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.</small></p> <p><input type="checkbox"/> Other (see instructions) ► <small>(Applies to accounts maintained outside the U.S.)</small></p> </div> <div style="width: 30%;"> <p>4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):</p> <p>Exempt payee code (if any) _____</p> <p>Exemption from FATCA reporting code (if any) _____</p> </div> </div> <p>5 Address (number, street, and apt. or suite no.) See instructions. 6 City, state, and ZIP code 7 List account number(s) here (optional) Requester's name and address (optional)</p> <p>Part I Taxpayer Identification Number (TIN) Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a TIN</i>, later. <small>Note: If the account is in more than one name, see the instructions for line 1. Also see <i>What Name and Number To Give the Requester</i> for guidelines on whose number to enter.</small></p> <p>Social security number _____ - _____ - _____ or Employer identification number _____ - _____ - _____</p> <p>Part II Certification Under penalties of perjury, I certify that: 1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and 2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and 3. I am a U.S. citizen or other U.S. person (defined below); and 4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.</p> <p>Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%; padding: 2px;">Sign Here</td> <td style="width: 60%; padding: 2px;">Signature of U.S. person ►</td> <td style="width: 25%; padding: 2px; text-align: right;">Date ►</td> </tr> </table> <p>General Instructions Section references are to the Internal Revenue Code unless otherwise noted. Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.</p> <p>Purpose of Form An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.</p> <ul style="list-style-type: none"> • Form 1099-INT (interest earned or paid) • Form 1099-DIV (dividends, including those from stocks or mutual funds) • Form 1099-MISC (various types of income, prizes, awards, or gross proceeds) • Form 1099-B (stock or mutual fund sales and certain other transactions by brokers) • Form 1099-S (proceeds from real estate transactions) • Form 1099-K (merchant card and third party network transactions) • Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition) • Form 1099-C (canceled debt) • Form 1099-A (acquisition or abandonment of secured property) <small>Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.</small> <p><i>If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See <i>What is backup withholding</i>, later.</i></p>				Sign Here	Signature of U.S. person ►	Date ►
Sign Here	Signature of U.S. person ►	Date ►				

2. Once your account is approved, you'll receive an email confirmation from ALG Vacations®, typically within 24-48 hours.

Registering with Non-ALG Suppliers

VAX VacationAccess is proud to offer a wide variety travel options that are provided by the most popular travel suppliers. A select number of these suppliers require that you register with them before selling their products. Visit the [Register with Suppliers](#) page for a list of suppliers that require registration and guidance on how to proceed with the registration process.

Logging in to VAX VacationAccess

VAX VacationAccess is designed exclusively for travel professionals. Access to all of the site's valuable resources and booking tools is securely located behind a password-protected login.

To log in to VAX:

1. Navigate to vaxvacationaccess.com.
2. On the login page, enter your agency number, user name and password, and then click the **Login** button. Passwords must be 8 or more alpha/numeric characters and are case sensitive.

Trisept/Solutions
VAX VacationAccess

Travel Agent Login

Agency Number:

User Name:

Password:

Forgot password? [Link](#)

Login

72-hours only!
It's all on sale.
Up to \$250 off instantly
+ additional hotel savings.

Southwest Vacations

Welcome to VAX VacationAccess

The premier leisure travel marketplace and industry resource for today's travel agent.

Not Registered?

Join over 90,000 of your fellow travel agents on the industry's leading platform.

Register Now

Note

For security purposes, if after six unsuccessful attempts to log in without success, the agent will be locked out and must contact the site manager for a password reset. In addition, users will be automatically logged out of VAX if they have been idle on the site for two hours or more. **Any incomplete work will NOT be saved.** These features limit unwanted access to the reservation tool.

Logging out of VAX VacationAccess

When you are finished with your session, it is recommended that you log out to prevent access to your information. If you do not log out before you leave the site, your session will remain active until the six-hour session time-out limit has been reached.

To log out from any page in VAX, click the arrow next to the gear at the top of the page and select **Logout**.



Managing Your VAX Password

VAX VacationAccess provides site security features that ensure information is safe and secure from unwanted access that could expose clients to fraudulent use of their information.

Resetting Your Password

Users will automatically be prompted to reset their passwords every six months.

Passwords must contain a minimum of eight characters and include at least one letter and one number. Passwords are case sensitive. The four previous passwords cannot be used.

Account Lock and Password Resets

Users are required to reset their passwords every six months. If an account has been inactive for more than six months, users will be locked out of their account and should contact their site manager to have their account unlocked. Once the account has been unlocked and the correct password is entered, the user will be required to change their password. If the password is

unknown, the agent should click the **Forgot password?** link on the login page to retrieve a temporary password before establishing a new one.



An agent with a locked account, who cannot remember who his/her site manager is, must call VAX Customer Support at 414-934-2900. Customer Support will inform the agent who his/her site manager is. The agent must then contact the site manager to request his/her account be unlocked.

Important

An agent's account must be unlocked by the site manager and will not be unlocked by VAX's Customer Support for security reasons.

If a site manager's account becomes locked, contact VAX's Customer Support at 414-934-2900 to request the account be unlocked.

Managing Users in Member Services

An agency's site manager can add, edit or remove users, reset passwords, and lock or unlock accounts. To manage users, select the **Member Services** link from the gear drop-down menu at the top, right corner of any page within VAX.



What is Secure Agent Access?

Site managers have the ability to control access to reservation information with Secure Agent Access. You can give selected agents access to all agency reservations and saved itineraries and limit access for other agents.

Note

If you do not set Secure Agent Access, agents will have access to all agency reservations and saved itineraries. Site managers always have full access to all agency reservations and saved itineraries.

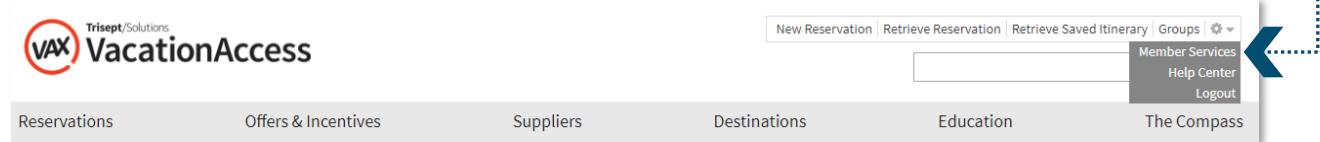
Setting Secure Agent Access requires two simple steps:

1. Enabling Secure Agent Access
2. Setting individual agent access for existing and new users

Enabling Secure Agent Access for Your Agency

You will need to enable Secure Agent Access for your agency before you set individual agent access.

1. Click the gear icon in the top right hand corner of VAX and then click on the *Member Services* link.



2. Select Agency Preferences from the Administrative Tools menu.

Administrative Tools

[User Preference](#) Customize your default city and vendor display settings

[Personal Information](#) Edit your email address and more

[Change Password](#) Change your password

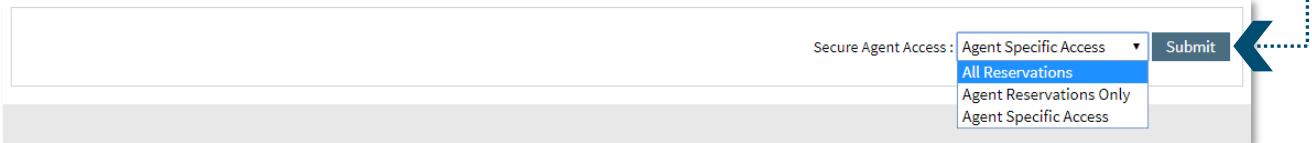
[Agency Preferences](#) Set vendor and supplier display. Set secure agent access.

[Manage Users](#) Add, edit and remove users for your agency. Reset user passwords

[Commission Payouts](#) Set up your agency to have commissions deposited electronically

[Update Agency Profile](#) Make changes to your agency information

3. Click the **Secure Agent Access** drop-down located at the bottom of the Agency Preferences page.



Choose from three access options:

- **All Reservations** – all users can access all agency reservations and saved itineraries
- **Agent Reservations Only** – all users can only access their own reservations and saved itineraries
- **Agent Specific Access** – you have the flexibility to select the access level – All Reservations or Agent Reservations Only – for each individual user

4. Click **Submit** after selecting the Secure Agent Access option to update. The message Agent Security Access has been updated appears at the top of the Agency Preferences screen.

Setting Individual Agent Access for an Existing User

If you selected Agent Specific Access for your agency, you can set Secure Agent Access for each individual user within the Member Services menu. The default setting is *All Reservations* for all existing users.

To establish individual access for an existing user:

1. Select *Manage Users* from the Administrative Tools menu.

Administrative Tools

[User Preference](#) Customize your default city and vendor display settings

[Personal Information](#) Edit your email address and more

[Change Password](#) Change your password

[Agency Preferences](#) Set vendor and supplier display. Set secure agent access.

 [Manage Users](#) Add, edit and remove users for your agency. Reset user passwords

[Commission Payouts](#) Set up your agency to have commissions deposited electronically

[Update Agency Profile](#) Make changes to your agency information

2. Click on the agent's name from the list of users. A Personal Information window will open on top of the current screen.



3. Select the Agent Access level for this user, and then click **Update**. The window will close and return you to the Manage Users page.

Personal Information

Help us keep our records up to date. Verify that your email address is correct so that we can send you system notices and other important travel advisories.

Update User Oliver McDonald

Prefix (optional):	First Name:
<input type="text"/>	<input type="text" value="Oliver"/>
Last Name:	Suffix (optional):
<input type="text" value="McDonald"/>	<input type="text"/>
Position:	Hire Date: (DDMMYY)
<input type="text" value="Agent"/>	<input type="text" value="21Apr17"/>

Site Manager(s):

Jane Smith, Karanam Kumar, Lori Bellows, Truste, Yusuf Rampurawala

Agent Email Address:	Agent Phone Number: (###-###-####)
<input type="text" value="omcdonald@domain.com"/>	<input type="text" value="414-934-2900"/>

Agent Access:

<input type="text" value="All Reservations"/>
<input style="background-color: #0070C0; color: white; font-weight: bold; font-style: italic; text-decoration: underline; border: 1px solid #0070C0; border-radius: 5px; padding: 2px 10px; margin-bottom: 5px;" type="text" value="All Reservations"/>
<input type="text" value="Agent Reservations Only"/>
<input type="button" value="Update"/> <input type="button" value="Cancel"/>

Setting Individual Agent Access for a New User

If you selected Agent Specific Access for your agency, you can set individual Secure Agent Access for each new user within the Member Services menu. The default setting is *All Reservations* when you add a new user.

To establish individual agent access for a new user:

1. Select **Manage Users** from the Administrative Tools menu on the Member Services page.

Administrative Tools

[User Preference](#) Customize your default city and vendor display settings

[Personal Information](#) Edit your email address and more

[Change Password](#) Change your password

 [Agency Preferences](#) Set vendor and supplier display. Set secure agent access.

[Manage Users](#) Add, edit and remove users for your agency. Reset user passwords

[Commission Payouts](#) Set up your agency to have commissions deposited electronically

[Update Agency Profile](#) Make changes to your agency information

2. Click *Add a User* within the User Search panel.

Manage Users

VAX VACATIONACCESS TRAINING (TRAIN)

User Search

Agency Account Number:

User Name:

[Find Users](#)

[Clear Search](#)

Add User

[Add a User](#)

3. A Manage Users window will open on top of the current screen. Complete the fields by entering the user's information, select the access level from the Agent Access drop-down for this new user, and then click **Add User**.

Manage Users

Add User to VAX VACATIONACCESS TRAINING (TRAIN)

User Name:	Prefix (optional):
<input type="text" value="Aaron Rogers"/>	<input type="text"/>
First Name:	Last Name:
<input type="text" value="Aaron"/>	<input type="text" value="Rogers"/>
Suffix (optional):	Position:
<input type="text"/>	<input style="width: 100px;" type="text" value="Agent"/>
Hire Date: (DDMMYY)	
<input type="text" value="22Dec17"/>	
Site Manager(s):	
Jane Smith, Karanam Kumar, Lori Bellows, Truste, Yusuf Rampurawala	
Agent Email Address:	Agent Phone Number: (###-###-####)
<input type="text" value="Aaron@gbay.com"/>	<input type="text" value="414-933-1111"/>
Agent Access:	
<input style="width: 150px;" type="text" value="All Reservations"/>	<input type="button" value="▼"/>
<input type="button" value="Add User"/> <input type="button" value="Cancel"/>	

4. The window will close to return you to the Manage Users page. The new user's name will appear in the list of users.

Adding a User with No Access Restrictions

If you assign full access for all users within your agency (All Reservations), you will not need to determine an access setting for each new user.

1. To add a user, select **Manage Users** from the Administrative Tools menu. The Manage Users page appears.

Administrative Tools

[User Preference](#) Customize your default city and vendor display settings

[Personal Information](#) Edit your email address and more

[Change Password](#) Change your password

[Agency Preferences](#) Set vendor and supplier display. Set secure agent access.

[Manage Users](#) Add, edit and remove users for your agency. Reset user passwords

[Commission Payouts](#) Set up your agency to have commissions deposited electronically

[Update Agency Profile](#) Make changes to your agency information

2. Click **Add a User** within the User Search panel.

Manage Users

VAX VACATIONACCESS TRAINING (TRAIN)

User Search

Agency Account Number:

User Name:

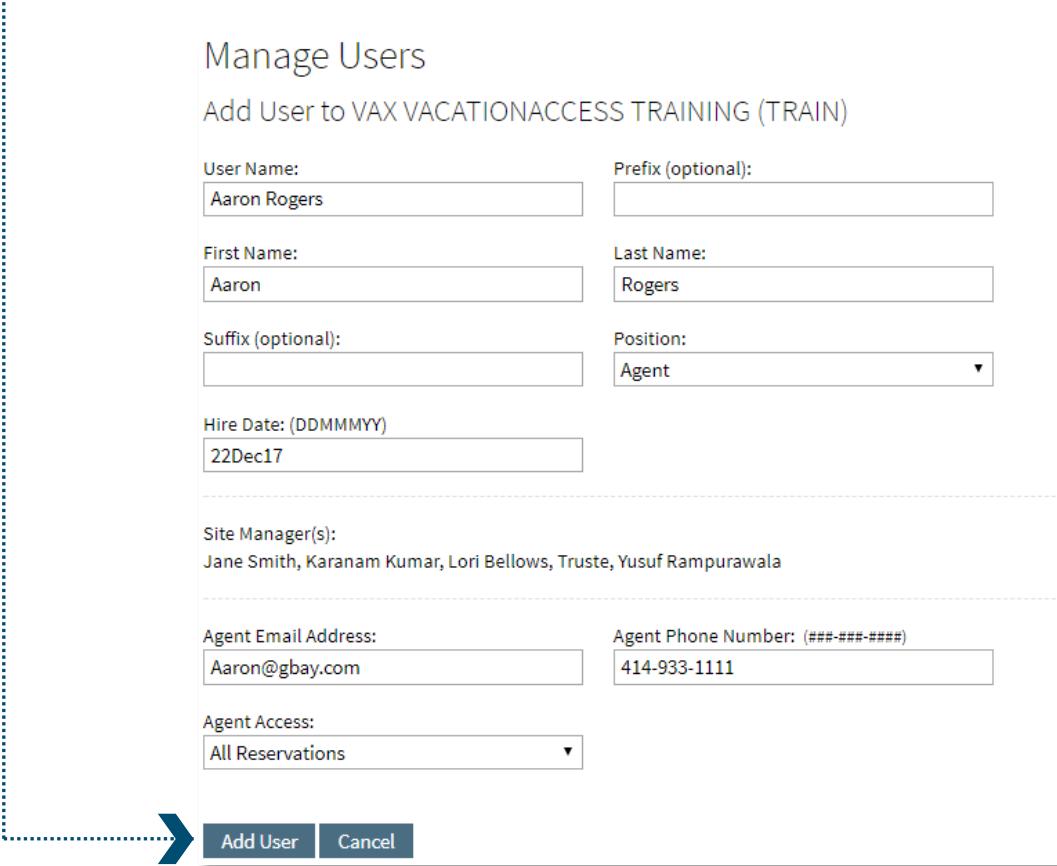
Find Users

Clear Search

Add User

Add a User

3. A Manage Users window will open on top of the current screen. Complete the fields by entering the user's information and then click **Add User**.



Manage Users

Add User to VAX VACATIONACCESS TRAINING (TRAIN)

User Name:	Prefix (optional):
Aaron Rogers	
First Name:	Last Name:
Aaron	Rogers
Suffix (optional):	Position:
	Agent
Hire Date: (DDMMYY)	
22Dec17	
Site Manager(s):	
Jane Smith, Karanam Kumar, Lori Bellows, Truste, Yusuf Rampurawala	
Agent Email Address:	Agent Phone Number: (###-###-####)
Aaron@gbay.com	414-933-1111
Agent Access:	
All Reservations	

→ **Add User** **Cancel**

4. The screen refreshes to display a message with the user's temporary password. Communicate the temporary password to the user. For security purposes, do not email passwords; instead, contact the user via telephone to communicate this information.

Manage Users

Added account for Meghan Flynn. Temporary password: TadbX2jA

Your agent will need this temporary password to login and will be asked to create a new password at that time.

OK

Password Reset

To reset a password from the Manage Users page, click **Reset Password** after the user's name. The screen refreshes to display a message with the user's temporary password above the list of user names. For security purposes, do not email passwords; instead, communicate the temporary password via telephone.

Oliver McDonald	2017-04-21	Agent	Lock Account	Reset Password	Remove Account
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Manage Users

VAX VACATIONACCESS TRAINING (TRAIN)

Password reset for Oliver McDonald. Temporary password: pbcaF3Dh

Your agent will need this temporary password to login and will be asked to create a new password at that time.

Note:

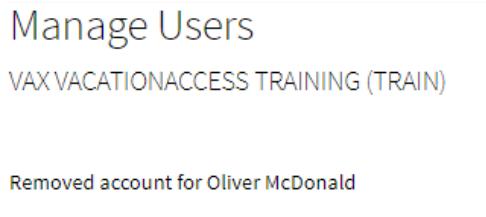
The system will prompt users to change passwords every six months. Passwords need to be a minimum of eight characters and include at least one letter and one number and are case sensitive. Users may not reuse their four previous passwords.

Remove a User

From the Manage Users page, locate the user's name in the list of user names. Click **Remove Account** after the user's name. The screen will refresh to display a message stating the user's account has been removed.

Important: *When an agent leaves your agency, remove their user account immediately.*

Oliver McDonald	2017-04-21	Agent	Lock Account	Reset Password	Remove Account
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Manage Users
VAX VACATIONACCESS TRAINING (TRAIN)

Removed account for Oliver McDonald

Lock or Unlock an Account

VAX VacationAccess user accounts will be locked under the following circumstances:

- If a user tries to log in unsuccessfully more than six times
- If a user has not logged into the system for more than six months

A site manager has the authority to lock or unlock account access for their agency's users. To lock a user account, navigate to the Manage User's page, locate the user's name and then click the **Lock Account** button after the user's name.



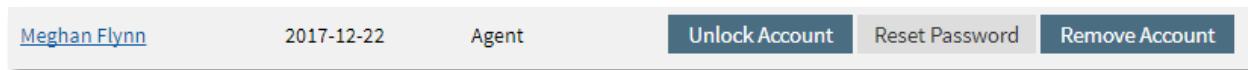
Meghan Flynn 2017-12-22 Agent Lock Account Reset Password Remove Account



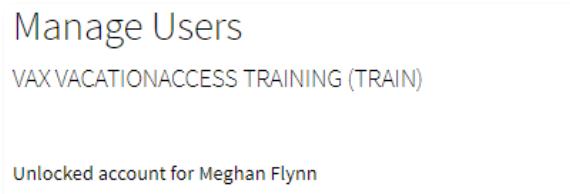
Manage Users
VAX VACATIONACCESS TRAINING (TRAIN)

Locked account for Meghan Flynn

To unlock an account, navigate to the Manage User's page, locate the user's name and then click the **Unlock Account** button after the user's name.



Meghan Flynn 2017-12-22 Agent Unlock Account Reset Password Remove Account



Manage Users
VAX VACATIONACCESS TRAINING (TRAIN)

Unlocked account for Meghan Flynn

Customizing Your Personal Vacation Package Search Features

Save time and increase your productivity by customizing your vacation search display to meet your specific needs.

Setting Your Origin and Destination Cities Default

Reduce search time by setting your city pair to display those you most commonly use.

1. Click the gear icon in the top right corner of the page and then click the **Member Services** link.



2. In the Administrative Tools menu, select *User Preference*.

Administrative Tools

- [User Preference](#) Customize your default city and vendor display settings
- [Personal Information](#) Edit your email address and more
- [Change Password](#) Change your password
- [Agency Preferences](#) Set vendor and supplier display. Set secure agent access.
- [Manage Users](#) Add, edit and remove users for your agency. Reset user passwords
- [Commission Payouts](#) Set up your agency to have commissions deposited electronically
- [Update Agency Profile](#) Make changes to your agency information

3. In the Default Cities panel, enter your preferred airport codes, and then click **Update Default Cities**.

User Preferences

Default Cities

Type the code for the city you want as your default origin and destination cities that appear on the Vacation Search screen.

Default Origin Code:

MKE

Default Destination Code:

MCO

Update Default Cities

Customizing Your Agency's Search Display Settings

Agency Managers can set default permissions for all of the agency users through the **Agency Preferences** page.

Setting Supplier Display Content and Order

1. Click on the Member Services link in the upper-right corner of any page.
2. In the Administrative Tools menu, select **Agency Preferences**.

Administrative Tools

[User Preference](#) Customize your default city and vendor display settings

[Personal Information](#) Edit your email address and more

[Change Password](#) Change your password

[Agency Preferences](#) Set vendor and supplier display. Set secure agent access.

[Manage Users](#) Add, edit and remove users for your agency. Reset user passwords

[Commission Payouts](#) Set up your agency to have commissions deposited electronically

[Update Agency Profile](#) Make changes to your agency information

3. Select the desired supplier(s), and then click the arrows on the right side of the list to rearrange the order in which the suppliers display and to remove suppliers that you do not book. Click Set Suppliers to set your preferences.

Agency Preferences

Supplier Display

Select the suppliers you want to appear and the order in which they display on the Supplier drop-down menu of the Quick and Advanced Vacation Search panels. Remove the suppliers you do not wish to appear in the Quick and Advanced Vacation Search panels, Offer Wizard, and Promotions and Incentives pages. All removed suppliers will continue to display in showcases and advertisements on the site; however, you will be unable to book.

Suppliers to appear in order:

Funjet Vacations
Blue Sky Tours
Southwest Vacations
United Vacations
American Airlines Vacations
Discovery Cove Vacations
Universal Parks and Resorts Vacations
Fithad Vacations

These Suppliers will not show:

Busch Gardens Vacations

[Set Suppliers](#) [Reset Suppliers](#)

Use the left and right arrows to add or remove suppliers from the display. Use the up and down arrows to shift suppliers higher or lower in the list.

Resetting Supplier Display Order

To reset the supplier display order to show all suppliers, click on the **Reset Suppliers** button. All suppliers will return to the left side of the supplier menu and reorder in alphabetical order. A message above the panel will confirm the supplier display has been reset.

Agency Preferences

Supplier Display

Select the suppliers you want to appear and the order in which they display on the Supplier drop-down menu of the Quick and Advanced Vacation Search panels. Remove the suppliers you do not wish to appear in the Quick and Advanced Vacation Search panels, Offer Wizard, and Promotions and Incentives pages. All removed suppliers will continue to display in showcases and advertisements on the site; however, you will be unable to book.

Suppliers to appear in order:

- Funjet Vacations
- Blue Sky Tours
- Southwest Vacations
- United Vacations
- American Airlines Vacations
- Discovery Cove Vacations
- Universal Parks and Resorts Vacations
- Etihad Vacations

These Suppliers will not show:

- Busch Gardens Vacations

Buttons:

- Set Suppliers
- Reset Suppliers

Track Changes

You are able to track the changes on the Agency Preferences screen with the last user/timestamp. User information is displayed when a save is made in a label at the bottom of the screen.

PERSONALIZE CLIENT EMAILS WITH YOUR AGENCY LOGO

Add a logo for your agency or for specific users to display on sales emails, offers, promotions, e-itineraries, e-confirmations and e-documents*. Only site managers may submit agency logos.

Submitting an Agency Logo request:

- Review [How to Submit a Logo Request](#)
- Logos can be added for your entire agency or for specific users
- Logos will be processed within 5 business days once received
- You will receive an email notification when your logo has been loaded

*Agent Logo on e-documents includes limited suppliers. [Included Suppliers](#)

Secure Agent Access :

Agency Preferences last updated by Michael Flynn on 2/4/2021

Personalize Client Emails with Your Agency's Logo

VAX provides the ability to add a logo for your agency or for specific agents to display on all sales emails, offers, promotions, e-itineraries, e-confirmations and travel itineraries for specific suppliers. Use your logo to increase your brand exposure when using email tools in VAX to help close sales. **Only site managers are authorized to submit a logo on behalf of their agency.** More guidance is available in the Agency Preferences section of the Member Services page in VAX.

PERSONALIZE CLIENT EMAILS WITH YOUR AGENCY LOGO

Add a logo for your agency or for specific users to display on sales emails, offers, promotions, e-itineraries, e-confirmations and e-documents*. Only site managers may submit agency logos.

Submitting an Agency Logo request:

- Review [How to Submit a Logo Request](#)
- Logos can be added for your entire agency or for specific users
- Logos will be processed within 5 business days once received
- You will receive an email notification when your logo has been loaded

*Agent Logo on e-documents includes limited suppliers. [Included Suppliers](#)

Logos may be submitted for individual agents that are part of your agency or on behalf of the agency overall to apply to all agent users. VAX VacationAccess will only process logos submitted by the site manager for your agency.

Logos will be processed within five business days once your request is received. You will receive an email notification when the submitted logos have been loaded and made available for your use in email communications with VAX VacationAccess.

There are two options for submitting a logo:

1. SUBMITTING ONE AGENCY LOGO FOR MULTIPLE AGENTS

Email subject line: Agency Logo – Multiple Agents

Include the following in the email:

- Agency Name
- VAX Agency Number
- Attach the logo to the email
 - Logo must be at least 260 pixels wide by 80 tall
 - Logo must be in an acceptable image file format: .jpg .png .eps .psd .tif
 - Use the following naming convention for your logo: *AgencyNumber.jpg*
- Send your email to VAXLogo@vaxvacationaccess.com

LOGO SPECIFICATIONS

260 pixels wide by 80 pixels tall
Acceptable file formats: .jpg .png .eps .psd .tif

2. SUBMITTING UNIQUE AGENCY LOGOS FOR SPECIFIC AGENTS

Email subject line: Agency Logo – Specific Agents

Include the following in the email:

- VAX Agency Number
- Agent user name(s)

(Agent user names are listed in Member Services > Manage Users)

- Attach the logo to the email
 - Logo must be at least 260 pixels wide by 80 tall
 - Logo must be in an acceptable image file format: .jpg .png .eps .psd .tif
 - Use the following naming convention for your logo:
AgencyNumber_User_Name.jpg

Examples: 12345678_Mike_Smith.jpg; 12345678_Johnny.png; 12345678_54321.tif

- Send your email to VAXLogo@vaxvacationaccess.com

Logos will be processed within five business days once received. You will receive an email notification when your logo has been loaded.

Agents can verify their logo in Member Services – User Preferences. The logo will display in the Agency Logo section upon processing.

User Preferences

Default Cities

Type the code for the city you want as your default origin and destination cities that appear on the Vacation Search screen.

Default Origin Code:

MKE

Default Destination Code:

[Update Default Cities](#)

Supplier Display

Your Site Manager has configured the default settings for your agency.

AGENCY LOGO

Add your logo to sales emails, offers, promotions, e-itineraries, e-confirmations and e-documents*. Only your agency site manager may submit your agency logo on your behalf.

*Agent Logo on e-documents includes limited suppliers. [Included Suppliers](#)

Your logo will appear here when loaded:

If you do not see a logo above, please contact your site manager to have it submitted. Your agency site manager can access instructions by visiting the [Agency Preferences](#) section of Member Services.

Support

The Help Center page can be accessed by clicking the **Help Center** link in the lower banner of any page or from the gear menu at the top of each page, even if you're not logged in. The Help Center provides answers to many common questions as well as helpful contact information.

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