



## FCM HUB – Traveller User Guide

### Mandatory profile information

*PLEASE NOTE THE FCM HUB WILL TIME-OUT AFTER 20 MINUTES. Should this happen you must gain access by logging back in via the UQ Travel webpages.*

When you first log in you may find some mandatory profile information is missing. Look out for the alert at the top of the page and update any missing details in the relevant section. Should the mandatory missing profile information not be updated you will not be allowed to proceed with making a booking. You will not be able to access the online booking platform.

#### Tasks & Information

**ALERT**

**Please also look at the notifications below.**

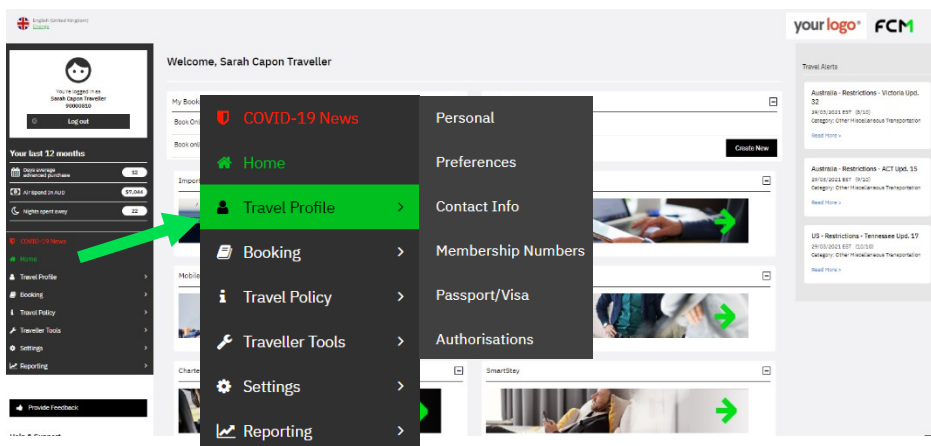
The collection of a mobile number is required against your profile. Please navigate to your Profile Contact Info page and update your details.

### Key profile information

It is important to always ensure your profile information is complete and correct. This must be done before you make your first booking. You must also update any changes (such as contact details or passport details) if and when they change.

There are 4 main areas to check when you first log in to HUB:

- Personal
- Contact info
- Membership numbers
- Passport/Visa



The following pages will explain what to check, and why, in each of these sections.

## Personal

Your Legal Name MUST match what is shown in your travel documents (e.g. passport or national ID card).

This is the information that will be displayed on your travel documentation. It is the traveller's/travel arranger's responsibility to check their personal details are correct before making a booking.

Your gender and date of birth MUST be added to your profile before you proceed. This information is required by certain countries and airlines prior to travel.

Other useful areas are listed below.

Your gender and date of birth must be added to your profile before you proceed.

This information is required by certain destinations prior to travel.

Save your changes.

## Contact info

Make sure your contact details are always up-to-date. This is important so you receive important information such as changes or emergencies whilst travelling.

## Membership numbers

Store your loyalty program details here to have them automatically added to your bookings, allowing you to take advantage of the benefits that go with your membership.

Membership Numbers
+

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Type  
Air

Required

Vendor  
Please Select

Required

**Number**

Required

Status  
NONE

Add New Membership Number...

## Passport/Visa

Storing passport details is very useful for two reasons:

- Details are automatically added to bookings for countries who require this before travel.
- A warning will be triggered on your homepage when your passport is within 6 months of expiry.

Passports/Visas
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Type  
Passport

Country

**Place of Issue**

**Number**

Citizenship

Expiration Date  
Month Day Year

Issue Date  
Month Day Year

Add New Passport or Visa...