

# employeeRES

Pass Rider Log In Access



Updated December 2016



# Overview

## Pass Rider employeeRES Access

Employees and retirees may now create a personalized user name and password for each of your eligible pass riders to access employeeRES.

Eligible pass riders will be able to book:


- personal/leisure travel pass travel for anyone listed on the travel profile
- vacation passes, if permitted, when the initial employeeRES access was created

You are responsible for all pass rider travel transactions which include but not limited to ePass allotment deductions and service charge payroll deductions created by you or your pass riders.

# Activate employeeRES Access

To activate a pass rider's user name and password :

- Go to employeeRES > Quick Links > Employee Profile
- Select "Activate" next to the pass rider's name under the "Login" column

Pass Rider(s) Profile				Pass Rider Access	
Name	Relation	User Name	Vacation ePasses	Login	Secure Flight/TCD
Jeremy Douglas	Spouse			 <a href="#">Activate</a>	<a href="#">Edit</a>

# Employee Accepts

## Pass Travel Guidelines

You will be prompted to accept the Pass Travel Guidelines below each time you activate or edit a pass rider's login access.

### **Pass Travel Guidelines:**

Employees are responsible for all pass rider travel transactions (and all confidential information on United's intranet). Employees are reminded not to share their personal United log-on identification or passwords with anyone. Employees must also advise pass riders not to provide their pass rider access password to anyone else. Any misuse or abuse of flight privileges will result in disciplinary action up to and including termination of employment. Travel passes and reduced rate tickets are for personal, leisure travel only and are not to be sold, bartered or used for personal gain or business purposes.

Clicking Continue below confirms your acceptance of all ePass allotment deductions, payroll service charge deductions created by you or your pass riders and that you and your pass riders understand and will comply with all Pass Travel Guidelines and Pass Travel Policies. The complete Pass Travel Guidelines may be viewed at any time on the Travel tab of Flying Together.



# Employee Creates Pass Rider Log on

Complete the following information for **your** pass rider.

Create User Name:

Create Temporary Password:

Phone Number:

Fax Number:

Email Address:

To authorize the booking of Vacation ePasses please select below.

Vacation ePasses:

Clicking Submit below confirms that I authorize my eligible pass riders to book ePasses for all eligible pass riders listed in my Employee Profile.

You will also have the choice to select “Permitted or “Not Permitted” to authorize a pass rider to be able to book vacation passes.

*Note: A detailed email containing their user name and temporary password will be sent to the email address provided above.*

# Pass Rider Accepts

## Sample Automatic Email

Your pass rider will receive an automatic email that states the following:

Welcome to employeeRES. You have been granted access to the United Airlines employee booking system.

<https://erespassrider.ual.com/employeeeres/passriderlogin.aspx>

User Name: **BeaGoode**

Password: **please contact the employee for initial password**

When you first access employeeRES, you will be asked to create a new password and a custom security question and answer. The security question and answer is needed to assist with resetting your password in the future. In the event you've forgotten your user name or the answer to the security question, you should contact the employee or retiree. A booking confirmation will be sent to the employee's or retiree's email address on file for all travel plans created. Please contact the employee or retiree for all pass travel related questions.

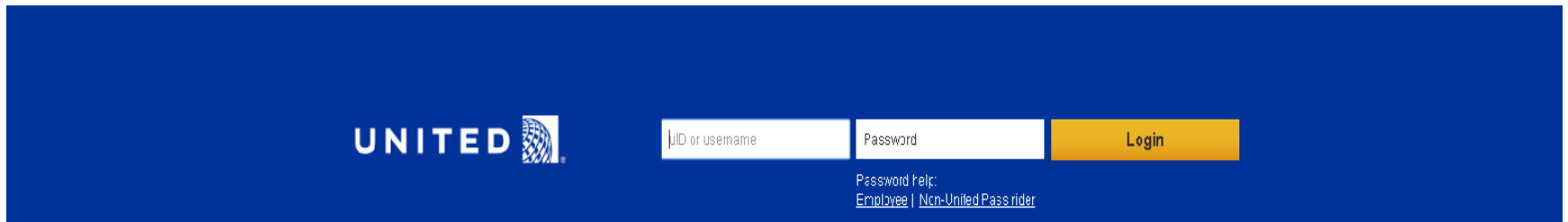
Please do not reply to this message as replies to this email address are not read.

# Pass Rider

## Log In Screens

Below is the pass rider initial login screen when your pass riders is logging in for the first time.

Pass riders will enter the user name and temporary password that was sent to them via email.



# Pass Rider Creates New Password

The pass rider will create a new password and establish a security question and answer used for future password resets.



User Name:

New Password:

Retype New Password:

Security Question:

Security Answer:

Retype Security Answer:



# Pass Rider

## Pass Travel Guidelines

The pass rider will be prompted to accept the following Pass Travel Guidelines each time they log on to employeeRES.

### Pass Travel Guidelines:

All employees, early-out participants and retirees are responsible for all pass travel transactions (and all confidential information on United's intranet) and are encouraged to safeguard their passwords, even from pass riders who wish to book pass travel. All employees, retirees and early-out participants are responsible for understanding the pass travel tax calculations and for providing pass travel information and practices to all persons using their flight privileges. Employees, retirees and early-out participants also are responsible for ensuring that their pass riders understand and comply with all United's pass travel policies including other airline pass travel policies, and these guidelines.

We expect employees, early-out participants and retirees to interact with customer service representatives, flight attendants, pilots and other employees in a professional manner. A pass rider is defined as any individual using pass travel privileges, such as, but not limited to the employee, early-out participant or retiree and their eligible spouse/domestic partner, enrolled friend, parents, children and buddy (if applicable) pass riders. We expect pass riders to treat employees and all other passengers with respect in every interaction, whether in person, on the phone, via email or external communications, including social or other media.

All travel passes and reduced-rate tickets are for leisure travel only and are not to be sold, bartered or used for personal gain or business purposes. Leisure travel is subject to audit. Those who travel frequently are advised to retain documentation that verifies travel is for leisure only. All will be held accountable for any misuse of travel privileges and for violation of the travel policy by themselves, pass riders and buddies.

Holding either a confirmed reservation or a positive-space booking takes a revenue seat out of inventory that could otherwise have been sold. Pass riders may not hold a confirmed reservation and a positive-space or space-available booking over the same routing for the same trip.

In the event of a flight delay or cancellation, pass riders are not eligible for accommodation on another airline or hotel and meal expenses that may be offered to revenue customers.

United's pass travel policy is a privilege and not a right of employment nor a vested right of any kind. The company may, at its sole discretion, take action to include: suspension and cancellation of pass travel privileges for conduct / actions deemed detrimental to United and/ or any of its subsidiaries, business partners, and successors or to any of our employees. The terms of the policy are subject to modification or termination, in whole or in part, by the company at any time and for any reason.

Clicking Submit confirms your acceptance and understanding of the [Pass Travel Guidelines](#), acknowledges your responsibility to be fully familiar with all of the [Pass Travel Policies](#) and Travel Tax Calculations. Employees, retirees and early-out participants will be prompted to accept these Guidelines every 90 days and may view the complete version at any time by selecting the Pass Travel Guidelines link on the Travel tab of Flying Together.



## Employee Receives Automatic Email

**Each time your pass rider creates a booking you will receive an email that states the following:**

**A vacation ePass <<*Confirmation Number*>> has been created for departure on <<*departure date*>> by <<*Pass Rider First/Last Name*>>. If you have not authorized this travel, please log on to employeeRES and cancel the Travel Plan.**

# Pass Rider

## Reset Password

Pass riders may reset their password from by selecting [Non-United Pass rider](#) located under “Password help:”



# Pass Rider

## Reset Password

Pass rider will enter their User Name and click “Submit”.



User Name

# Pass Rider

## Reset Password

Pass rider will be prompted to answer the security question they set up upon initial access. If the pass rider has forgotten the security question answer they will need to contact the you for assistance by resetting their activation.



Security Question:

Security Answer:



# Pass Rider

## Reset Password

If the pass rider answered the security question correctly they will be able to set up a new password.



New Password:

Retype New Password:

# Employee Edits


## Pass Rider Password

For an employee or retiree to reset the password for their pass rider:

- Go to employeeRES > Quick Links > Employee Profile
- Click “Edit” next to the pass rider’s name under the “Login” column
- Click “Change Password”

### Pass Rider(s) Profile

### Pass Rider Access

Name	Relation	User Name	Vacation ePasses	Login	Secure Flight/TCD
Jeremy Douglas	Spouse	BeaGoode	Permitted	 <a href="#">Edit</a>	<a href="#">Edit</a>

User Name: **BeaGoode**

Phone Number:

Fax Number:

Email Address:

Booking of Vacation ePasses:

