



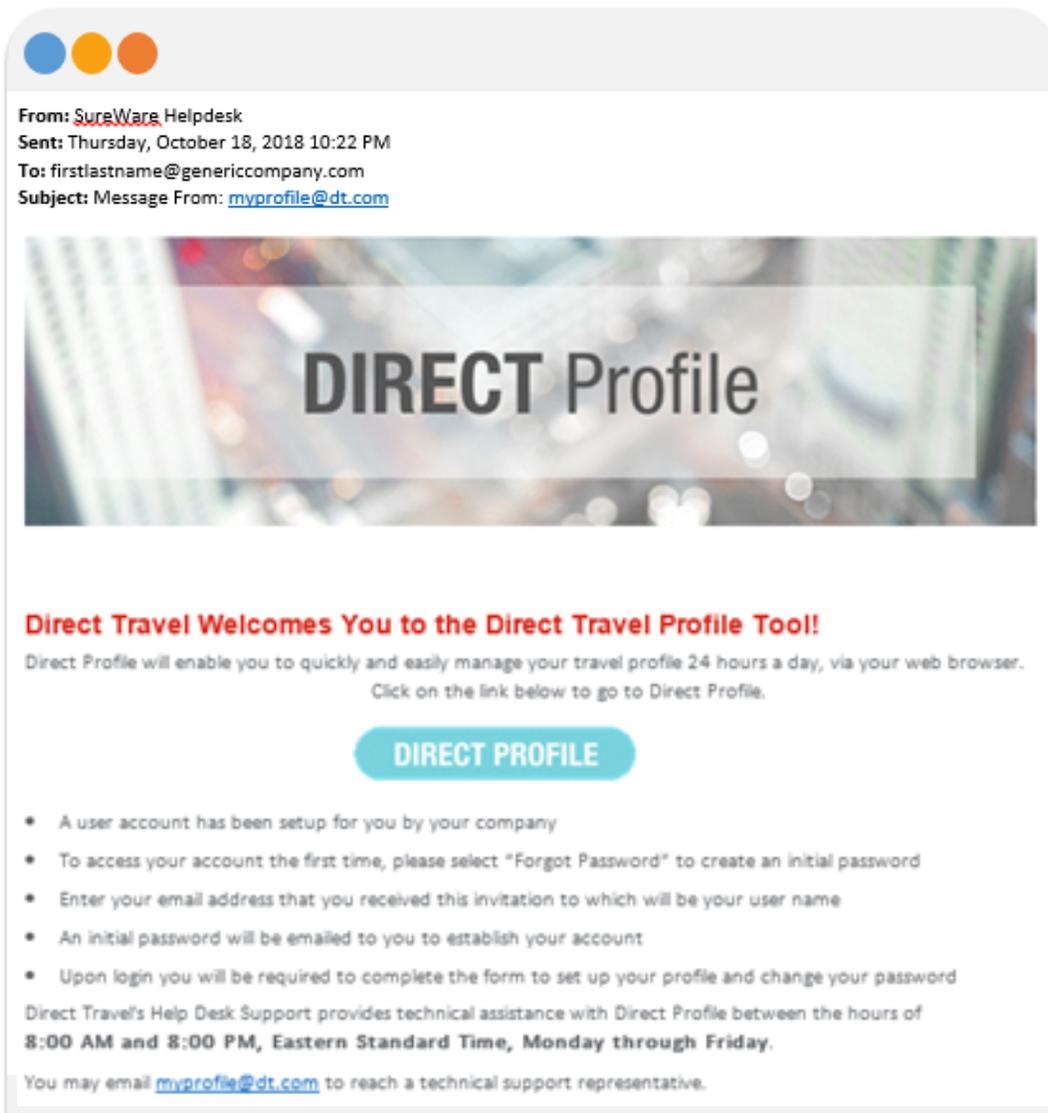
# Create & Update Direct Profiles



# STEP 1

Each traveler will receive an email from **SureWare Helpdesk**, it appears as is below in the subject line

SureWare Helpdesk  
Message From: [myprofile@dt.com](mailto:myprofile@dt.com) 10:22 PM  
Direct Travel Welcomes You to the Direct Travel Profile Tool! Direct Profile



**From:** SureWare Helpdesk  
**Sent:** Thursday, October 18, 2018 10:22 PM  
**To:** firstlastname@genericcompany.com  
**Subject:** Message From: [myprofile@dt.com](mailto:myprofile@dt.com)



**Direct Travel Welcomes You to the Direct Travel Profile Tool!**

Direct Profile will enable you to quickly and easily manage your travel profile 24 hours a day, via your web browser.  
Click on the link below to go to Direct Profile.

**DIRECT PROFILE**

- A user account has been setup for you by your company
- To access your account the first time, please select "Forgot Password" to create an initial password
- Enter your email address that you received this invitation to which will be your user name
- An initial password will be emailed to you to establish your account
- Upon login you will be required to complete the form to set up your profile and change your password

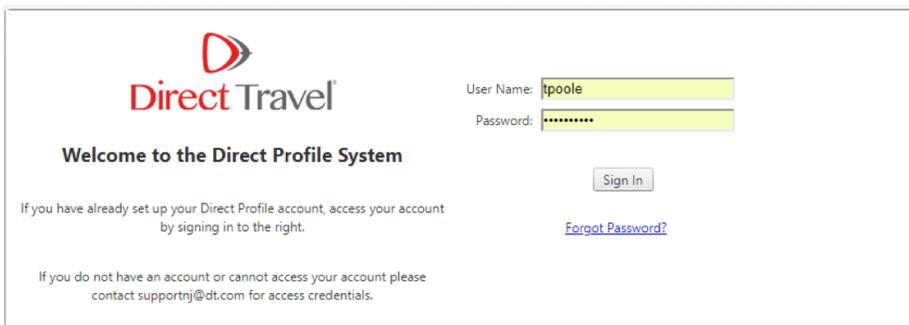
Direct Travel's Help Desk Support provides technical assistance with Direct Profile between the hours of **8:00 AM and 8:00 PM, Eastern Standard Time, Monday through Friday.**

You may email [myprofile@dt.com](mailto:myprofile@dt.com) to reach a technical support representative.

# STEP 1 cont.

Once you click on the **“Direct Profile”** link, it takes you to the **Traveler Portal** Page

- To access your account the first time, please select **“Forgot Password”** to create an initial password
- Enter your *email address which was used for your Direct Profile invitation*, which will be your user name



The screenshot shows the Direct Travel login interface. On the left is the Direct Travel logo. Below it is the heading "Welcome to the Direct Profile System". Underneath, there are two lines of text: "If you have already set up your Direct Profile account, access your account by signing in to the right." and "If you do not have an account or cannot access your account please contact supportnj@dt.com for access credentials." On the right side, there are two input fields: "User Name:" with the text "tpoole" and "Password:" with a masked password of "\*\*\*\*\*". Below the password field is a "Sign In" button. A blue link labeled "Forgot Password?" is positioned below the "Sign In" button.

# STEP 2

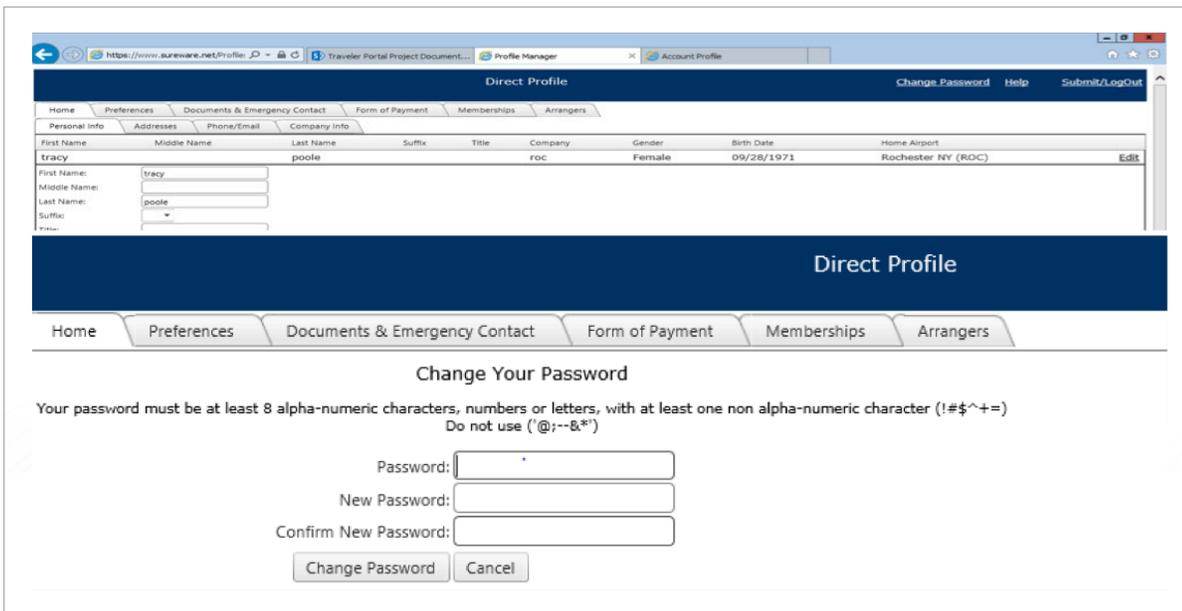
## TO CREATE PASSWORD

1. Click **forgot password**
2. Enter **Direct Profile email** as User Name



**Forgot Your Password?**  
Enter your User Name to receive your password.  
User Name:

3. Sureware will take you back to the login page
4. You will receive temporary password email from [helpdesk@sureware.com](mailto:helpdesk@sureware.com)
5. Enter in your **Direct Profile email** as User name
6. Copy/Paste your temporary password and click sign in
7. You will then be logged in
8. Click **change password** so you can create your own unique password



Direct Profile

First Name	Middle Name	Last Name	Suffix	Title	Company	Gender	Birth Date	Home Airport
Tracy		poole			roc	Female	09/28/1971	Rochester NY (ROC)

Change Your Password

Your password must be at least 8 alpha-numeric characters, numbers or letters, with at least one non alpha-numeric character (!#\$%^+=)  
Do not use ('@:--&\*')

Password:   
New Password:   
Confirm New Password:

## STEP 3

- Once you are logged in you can work through the tabs to add your profile information
- For each tab click the **+ Add New** in the top left
- When data has been added click **Insert** at the bottom left
- Make sure to click **Insert** at every tab you enter data
- When you are completed with all updates, click **submit/logout** in the top right corner

Direct Profile

Home Preferences Documents & Emergency Contact Form of Payment Memberships Arrangers

Personal Info Addresses Phone/Email Company Info

**Phone**

+ Add New Phone Refresh

Type	Phone Number
Type: Business	Phone Number: <input type="text"/> This field is required

Insert Cancel

 Email us at [supportnj@dt.com](mailto:supportnj@dt.com) with any questions