



Quick Guide –  
ADX Technical Support  
June 2022

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## 1. Accessing Support Overview

ADX is supported by several different Trip Arc support teams. Accessing support can be done directly from ADX for air and technical and direct by email for finance. ADX is supported by:

- ADX technical support
- ADX Air - Air Support Team (during office hours)
- Air After Hours
- 247 VIP Support
- Travelex Insurance Support
- Advisor Reporting Tool – Finance support
- Client Profile support – CB support team
- ADX and Travel Edge Training

 **REQUEST SUPPORT** ×

Please tell us about the ADX Technical Support issue that you are encountering(ADX errors, question about ADX usability, ADX training help) :

 If you require Air Team assistance (ticketing support, questions about a PNR, rules and restriction inquires) then please use "Ask Air Support" option on a trip.

**DESCRIBE YOUR REQUEST**

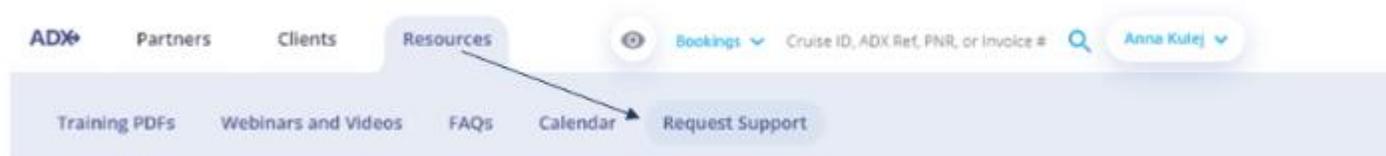
Tell us your inquiry.

**SEND AS / ON BEHALF OF ADVISOR** Me (Anna Kulej) ▼ **CC REQUEST TO**

This request is urgent.

## 1.1. ADX TECHNICAL SUPPORT

ADX Technical support is available to assist with any errors or issues you encounter within the platform. ADX technical support should always be accessed from within ADX directly by pressing the request support button either from the resources page or within the error message directly.



- **Hours of operation:** Monday to Friday 8:30 am -7:30 pm EST
- **How to contact support:** Via the request support buttons within ADX
- **How does support communicate:** Via email. There is no phone number at this time
- **When to contact technical support**
  - A technical error has occurred
  - You have questions with ADX usability
  - You have a suggestion or feedback to improve the tool
  - Need access to a module that we currently have available
  - The system is telling you to contact ADX support
- **Best Practices: A few tips on accessing better support**
  - Press the support request button directly from the ADX itinerary when possible, to send all of the relevant information to the support team
  - Use the Access support button within the error message if your request is relating to an error
  - Note your support ticket when submitting the request and avoid sending duplicate tickets!

### 1.1.1 General ADX Request

When requesting general technical support, utilize the button within ADX to send your ticket request. Sending the request from the trip reference page directly will send the reference information automatically to the team to research.

1. ADX Ref. 7IX6E3 | Archive | Link Bookings

2. Bookings

3. Request Support

4. DESCRIBE YOUR REQUEST

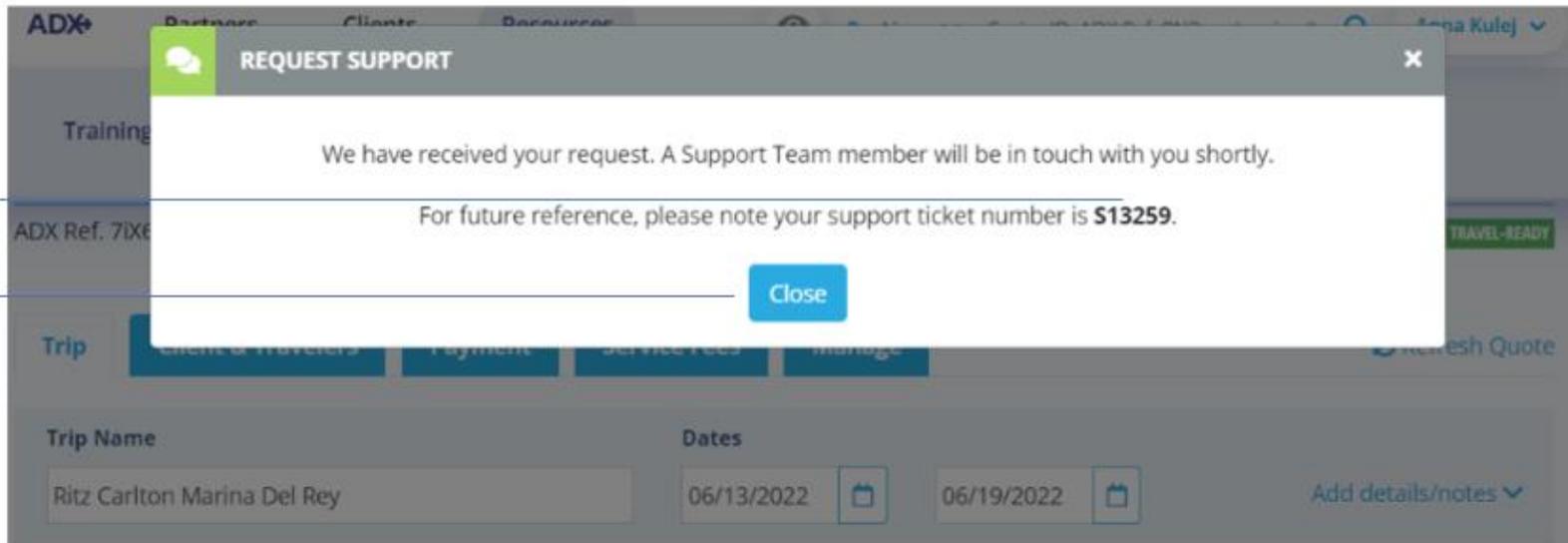
5. SEND AS / ON BEHALF OF ADVISOR

6.  This request is urgent.

7. CC REQUEST TO

8. Submit Request

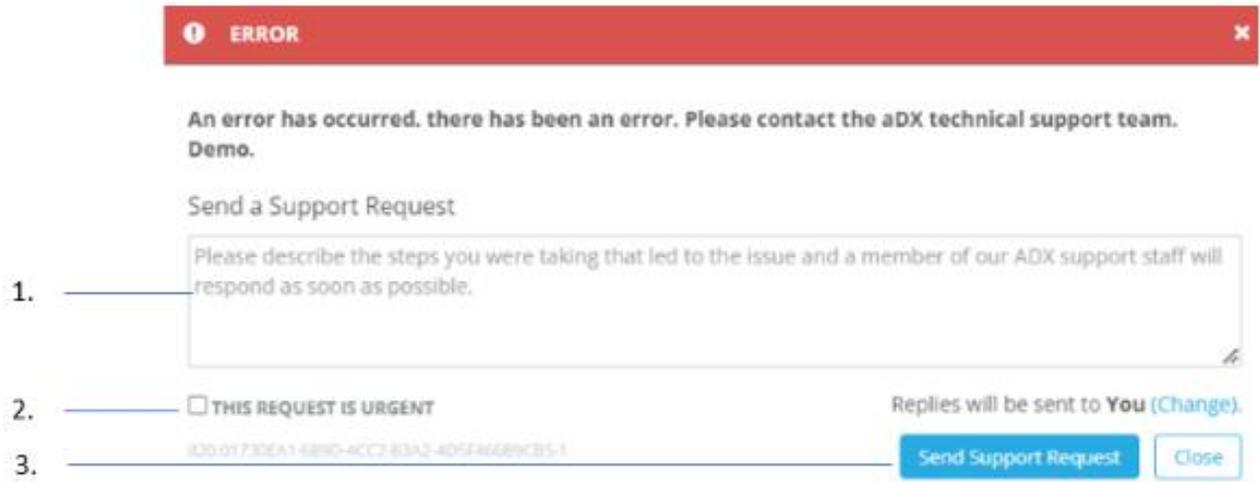
	Steps	 Notes
1.	Open itinerary	<ul style="list-style-type: none"> <li>•</li> </ul>
2.	Press RESOURCES	<ul style="list-style-type: none"> <li>• <i>Located at the top header</i></li> <li>• <i>Will expand down</i></li> </ul>
3.	Press REQUEST SUPPORT	<ul style="list-style-type: none"> <li>• <i>Sending request from the specific trip the request is regarding will send support team information such as trip reference, client information, etc.</i></li> <li>• <i>Form will open</i></li> </ul>
4.	Describe what you need help with	<ul style="list-style-type: none"> <li>• <i>Be as specific as you can</i></li> </ul>
5.	Select support request owner	<ul style="list-style-type: none"> <li>• <i>Related to delegation access</i></li> <li>• <i>Will show delegated agent names in the list</i></li> </ul>
6.	Check the Request is Urgent box – if required	<ul style="list-style-type: none"> <li>• <i>Urgent requests are ones where travel is within 48 hours</i></li> </ul>
7.	Add CC email	<ul style="list-style-type: none"> <li>• <i>Will be sent to anyone added into CC</i></li> </ul>
8.	Press SUBMIT REQUEST	<ul style="list-style-type: none"> <li>•</li> </ul>



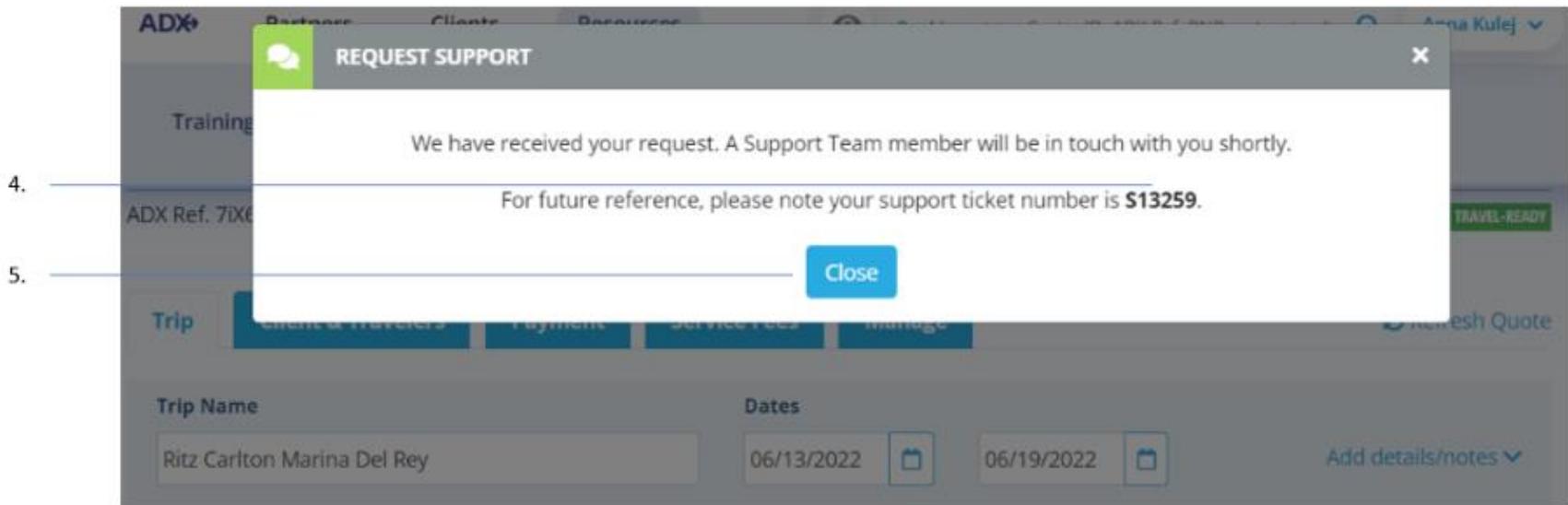
	Steps	Notes
9.	Note support ticket number	<ul style="list-style-type: none"> <li>• <i>Internal number associated with your request</i></li> <li>• <i>Need this number to follow up on your support request</i></li> </ul>
10.	Press CLOSE	<ul style="list-style-type: none"> <li>•</li> </ul>

### 1.1.2 Error Message Support Request

If the request is related to an error you are receiving in the platform, press the REQUEST SUPPORT button from the error message directly. This will send all of associated logs that go with your error to make it easier for the team to investigate the issue.



	Steps	Notes
1.	Enter details	<ul style="list-style-type: none"> <li>• Give information as to what page you were on, what button you pressed before the error came up</li> <li>• The more information you provide the faster the team can investigate the issue</li> </ul>
2.	Check Urgent flag – as required	<ul style="list-style-type: none"> <li>• Urgent requests are ones where travel is within 48 hours</li> </ul>
3.	Press SEND SUPPORT REQUEST	<ul style="list-style-type: none"> <li>•</li> </ul>



	Steps		Notes
4.	Note support ticket number		<ul style="list-style-type: none"> <li>• <i>Internal number associated with your request</i></li> <li>• <i>Need this number to follow up on your support request</i></li> </ul>
5.	Press CLOSE		<ul style="list-style-type: none"> <li>•</li> </ul>

