

## **Support for the use of the platform dedicated to managing your transport requests for plenary sessions to the Council of Europe**

Our platform only handles transport requests to and from Frankfurt Main, Stuttgart, Basel-Mulhouse and Baden-Baden airports.

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# How to create a PACE Member account?

As delegation secretary, you can create an account on our platform for each PACE Member you manage. PACE Members must be registered individually and by a single e-mail address. Once the PACE Members accounts are created, you can log into your personal account in order to add them to your online parliamentary team.

To do so, visit our platform here: <https://transport-europe.strasbourg.eu/>

You will arrive at the login window. Please click on : *“You don’t have an account yet? Register now”*.

Welcome on the online platform dedicated to your transport requests for plenary sessions in Strasbourg  
This service is for European elected members only

### IDENTIFICATION

E-mail address \*

Password \*

LOGIN →

[I forgot my password](#)  
[you don't have an account yet? Register now](#)

PRIVACY POLICY  
City and Eurometropolis of Strasbourg, 2021  
Strasbourg.eu

You are now directed to the account creation window.

Welcome on the online platform dedicated to your transport requests for plenary sessions in Strasbourg  
This service is for European elected members only

### REGISTER

Institution : \*

European Parliament  
 Council of Europe

I am : \*

An elected member  
 A Delegation Secretary

Member State : \*

ENTER A CHARACTER

E-mail address : \*

EXAMPLE@DOMAIN.COM

Password : \* @

Gender : \*

LAST NAME : \*

First name : \*

Fill in the fields based on the information of the PACE Member you are creating the account of, and click on “*Confirm*”.

An email address can be used to create a single account. Please create the PACE Members accounts with their own e-mail addresses, as you cannot use yours for other accounts.

English

Welcome on the online platform dedicated to your transport requests for plenary sessions in Strasbourg  
This service is for European elected members only

## REGISTER

**Institution :** \*

European Parliament

Council of Europe

**Assembly :** \*

PACE

Congress

**I am :** \*

An elected member

A Delegation Secretary

**Member State :** \*

ENTER A CHARACTER

**E-mail address :** \*

EXAMPLE@DOMAIN.COM

I consent to the use of my personal data by the City of Strasbourg. I understand it will be done in order to provide me with the service through this platform, as described in the legal notices.

CONFIRM

BACK

The PACE Member’s account is now created. You are redirected to the platform home page.

To create the accounts of other PACE Members you manage, log out by clicking on the button at the top right of your screen and repeat the above steps.

HOME MY ACCOUNT MY TRIPS MY TEAM REQUEST TRANSPORTATION INFORMATION -

MY NAME MY LASTNAME

### NEW TRANSPORT REQUEST

SHOW ALL MY TRIPS

Request number	Status	Date of flight	Session	Flight N°	Way	Pickup date and time	Traveler
No data available in table							

## NEWS

No news available

## FAQ

How to contact the City of Strasbourg Welcoming Team?  
[Q01-V-PE] Which airports are served by the City of Strasbourg Welcoming Team ?  
[Q04-V] How do I find my flight number?  
[Q23-V] Where are the meeting points at the Frankfurt, Stuttgart, Basel, and Karlsruhe / Baden-Baden airports?  
Show all Frequently Asked Questions

PRIVACY POLICY

City and Euroairport of Strasbourg 2021

Strasbourg.eu

Once the PACE Members accounts are created, provide access to them so they can change their password in the “*My Account*” tab. They can also access the platform and click on “*I forgot my password*”.

# How to create a delegation secretary account?

After registering the PACE Members you manage, you can create your account to link it to their account. To do so, visit our platform here: <https://transport-europe.strasbourg.eu/>.

You will arrive at the login window. Please click on “*You don’t have an account yet? Register now*”.

Welcome on the online platform dedicated to your transport requests for plenary sessions in Strasbourg  
This service is for European elected members only

## IDENTIFICATION

E-mail address \*

Password \*

LOGIN →

[I forgot my password](#)  
[you don't have an account yet? Register now](#)

PRIVACY POLICY  
City and Eurometropolis of Strasbourg 2021  
Strasbourg.eu

You are now directed to the account creation window.

Welcome on the online platform dedicated to your transport requests for plenary sessions in Strasbourg  
This service is for European elected members only

## REGISTER

**Institution :** \*

European Parliament  
 Council of Europe

**I am :** \*

An elected member  
 A Delegation Secretary

**Member State :** \*

ENTER A CHARACTER

**E-mail address :** \*

EXAMPLE@DOMAIN.COM

**Password :** \* @

**Gender :** \*

**LAST NAME :** \*

**First name :** \*

PRIVACY POLICY  
City and Eurometropolis of Strasbourg 2021  
Strasbourg.eu

Fill in the fields based on your information, and click on “*Confirm*”.

Welcome on the online platform dedicated to your transport requests for plenary sessions in Strasbourg  
This service is for European elected members only

## REGISTER

**Institution :** \*

European Parliament

Council of Europe

**Assembly :** \*

PACE

Congress

**I am :** \*

An elected member

A Delegation Secretary

**Member State :** \*

ENTER A CHARACTER

**E-mail address :** \*

EXAMPLE@DOMAIN.COM

I consent to the use of my personal data by the City of Strasbourg. I understand it will be done in order to provide me with the service through this platform, as described in the legal notices.

**CONFIRM**

BACK

Your account is now created. You will be redirected to the platform home page.

HOME MY ACCOUNT MY TRIPS MY TEAM REQUEST TRANSPORTATION INFORMATION - MY NAME! MY LASTNAME! O

### NEW TRANSPORT REQUEST

SHOW ALL MY TRIPS

Request number	Status	Date of flight	Session	Flight N°	Way	Pickup date and time	Traveler
No data available in table							

## NEWS

No news available

## FAQ

[How to contact the City of Strasbourg Welcoming Team?](#)  
[Q04-V] [How do I find my flight number?](#)  
[Q23-V] [Where are the meeting points at the Frankfurt, Stuttgart, Basel, and Karlsruhe / Baden-Baden airports?](#)  
[Show all Frequently Asked Questions](#)

**PRIVACY POLICY**

City and Euroregions of Strasbourg 2021

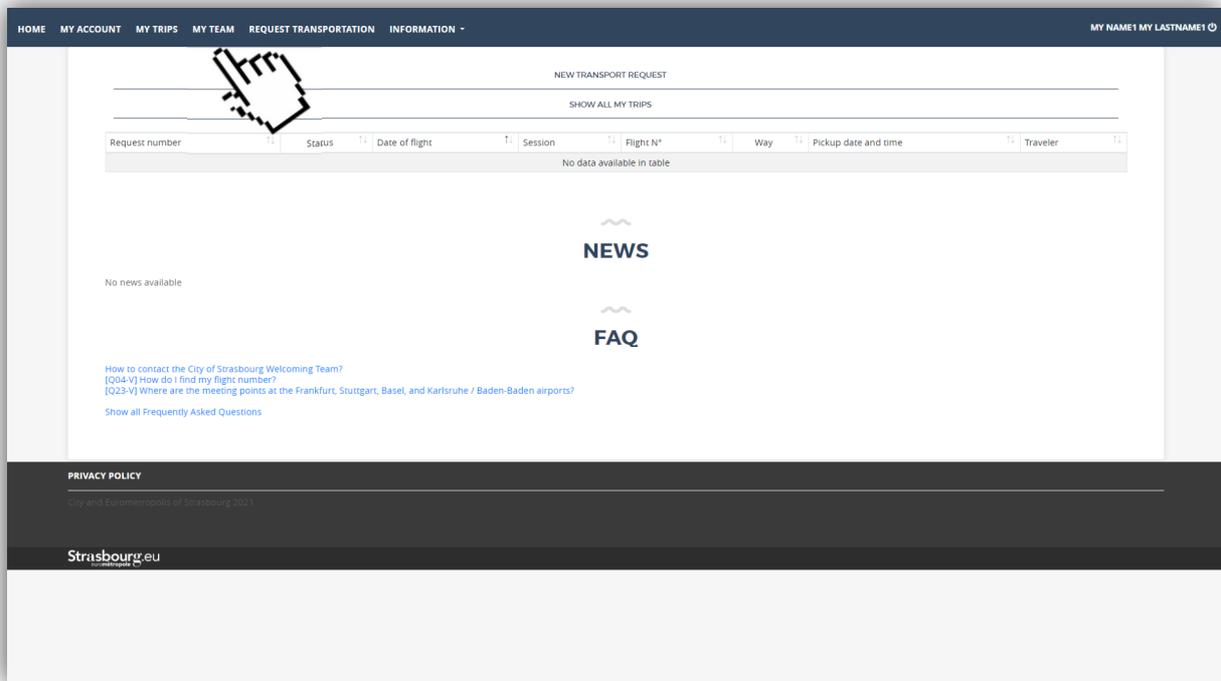
Strasbourg.eu

If you would like a second person (another delegation secretary or the assistant of the PACE Member) to also receive the e-mails sent during the transport confirmations, you have the possibility to insert a second e-mail address in the tab “*My account*”. Confirmation emails will be sent to both addresses.

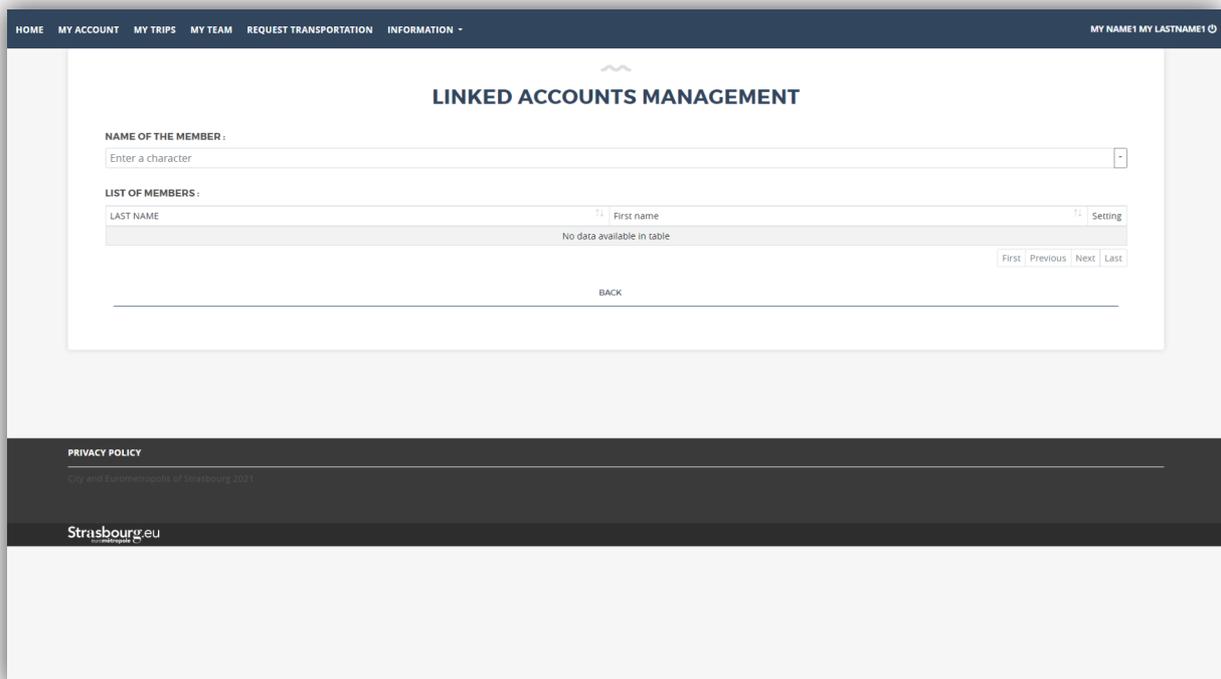
However, this secondary email address will only allow you to receive emails. It will not allow you to connect to the platform. The second email address will therefore only allow information to be transmitted, it will not be possible to ask for new requests or changes with this second email.

# How to link the account of a PACE Member with that of a delegation secretary?

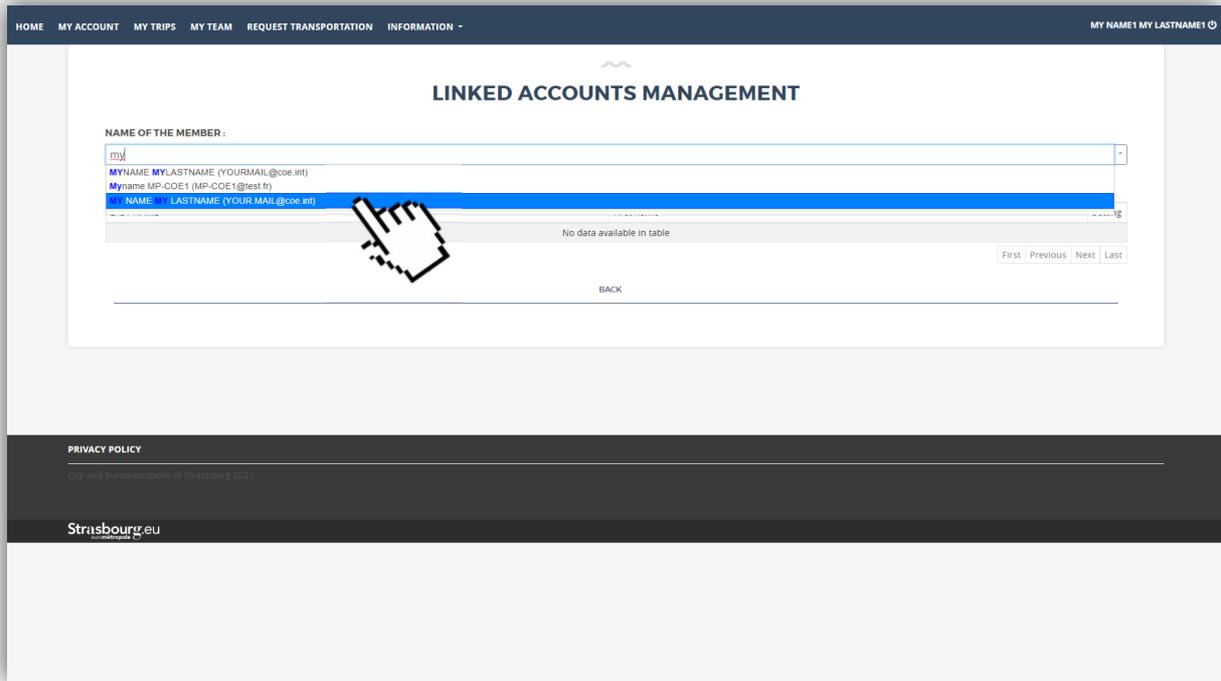
If you wish to make requests on behalf of one or more delegation members, you can add them *via* the “My Team” tab. In order to do this, log in to your delegation secretary account. Then, go to the dedicated page to add the desired delegation members.



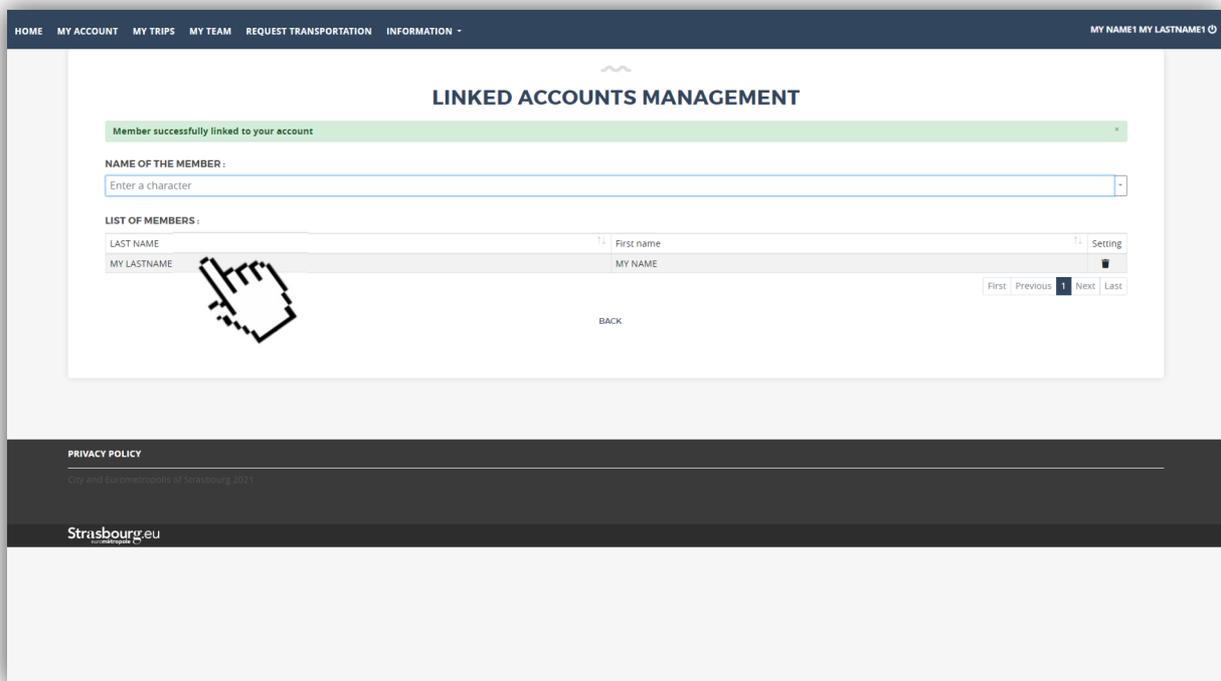
You are redirected to the linked accounts management page.



In the “Name of the Member” bar, type the names of PACE Members for whom you wish to make requests.



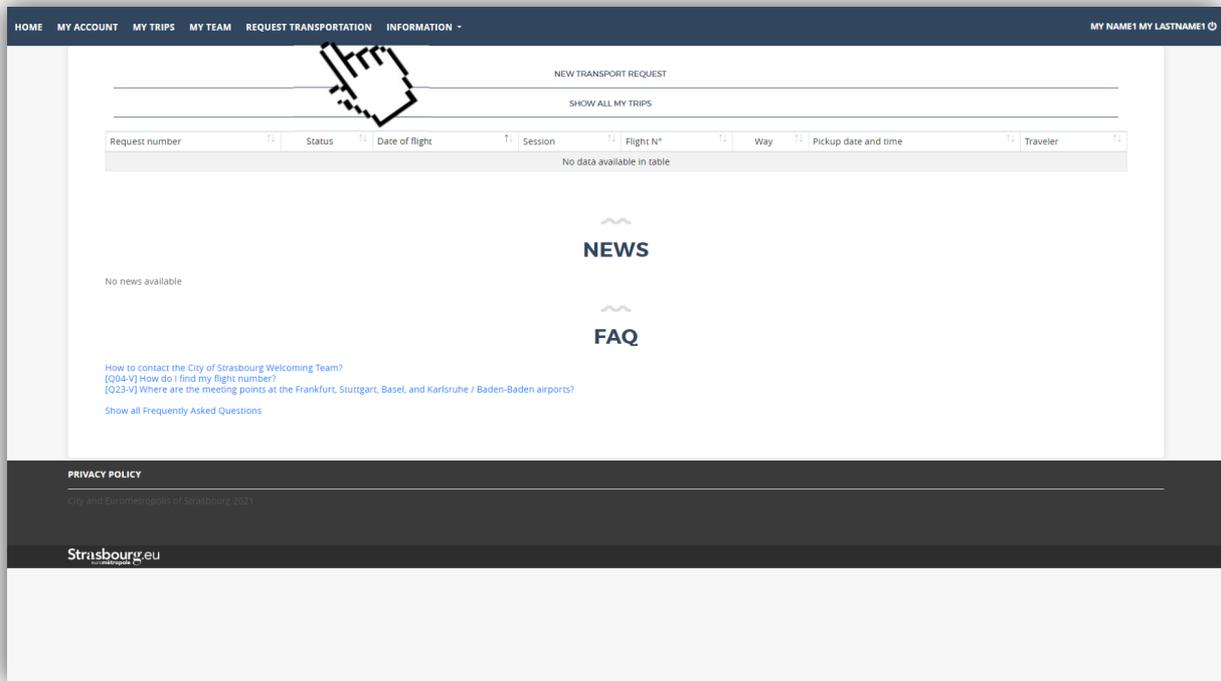
Their names appear in the “List of Members”. **If a member of your delegation does not appear, check that their account has been created beforehand.** If not, please create an account. To do so, you can refer to the [“How to create a PACE Member account?”](#) section.



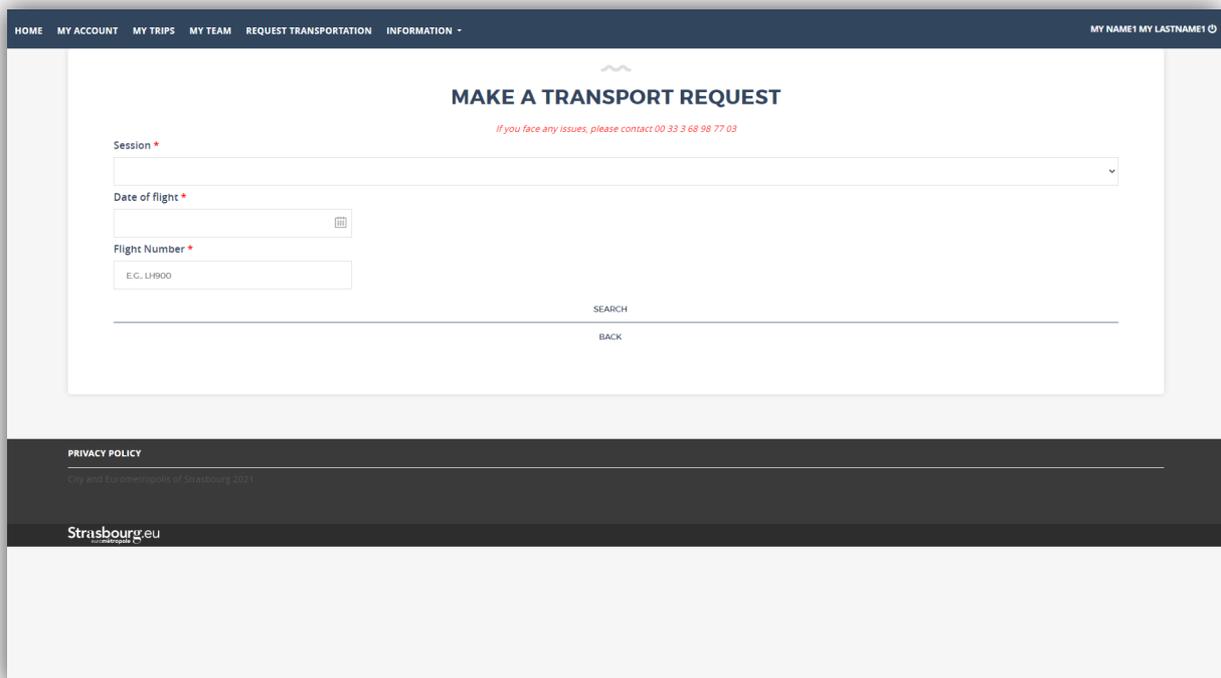
# How can a delegation secretary create an arrival request for a PACE Member? → 🏠

Adding the managed PACE Members in your “*My Team*” tab enables you to create a travel request for them for an arrival trip, until the Thursday preceding the beginning of the session.

To do this, from your account home page, click on “*Request transportation*”.



You are redirected to the transport request page.



Select the relevant session for the request.

The screenshot shows the 'MAKE A TRANSPORT REQUEST' form. At the top, there is a navigation bar with links: HOME, MY ACCOUNT, MY TRIPS, MY TEAM, REQUEST TRANSPORTATION, INFORMATION. The user's name 'MY NAME1 MY LASTNAME1' is visible in the top right. The main heading is 'MAKE A TRANSPORT REQUEST' with a sub-note: 'If you face any issues, please contact 00 33 3 68 98 77 03'. The 'Session \*' dropdown menu is open, showing two options: 'COEJUL21 - 05/07/2021 to 27/09/2021' (highlighted in blue) and 'COESEP21 - 27/09/2021 to 01/10/2021'. A hand cursor is pointing at the first option. Below the session dropdown is the 'Flight Number \*' field with the placeholder 'E.G. LH900'. At the bottom of the form are 'SEARCH' and 'BACK' buttons. The footer contains 'PRIVACY POLICY', 'City and Euroairport of Strasbourg 2021', and the 'Strasbourg.eu' logo.

Select the date of the flight.

The screenshot shows the 'MAKE A TRANSPORT REQUEST' form with the 'Date of flight \*' field selected. The 'Session \*' dropdown is now closed and shows 'COEJUL21 - 05/07/2021 to 27/09/2021'. The 'Date of flight \*' field has a calendar icon and a date picker is open, showing 'JULY 2021'. The calendar grid shows days from 1 to 31. Below the date picker is the 'SEARCH' button. Further down are fields for 'Destination \*', 'Traveler(s) \*', and 'Special requests'. At the bottom are 'SEND' and 'BACK' buttons. The navigation bar and footer are identical to the previous screenshot.

Finally, enter the flight number. You will find this number on your plane ticket. It usually consists of 2 to 3 letters and 3 to 4 numbers. For example, LH 921 or EZY 1234.

The screenshot shows a web form titled "MAKE A TRANSPORT REQUEST". At the top, there is a navigation bar with links: HOME, MY ACCOUNT, MY TRIPS, MY TEAM, REQUEST TRANSPORTATION, INFORMATION, and a user profile icon labeled "MY NAME1 MY LASTNAME1". Below the navigation bar, the form has a session dropdown menu showing "COEJUL21 - 05/07/2021 to 27/09/2021". A red note below the session says "If you face any issues, please contact 00 33 3 68 98 77 03". The "Date of flight" field is set to "05/07/2021". The "Flight Number" field contains "LH 921". At the bottom of the form, there are "SEARCH" and "BACK" buttons. The footer includes "PRIVACY POLICY", "City and Euroregions of Strasbourg 2021", and the logo "Strasbourg.eu".

The platform will then automatically display the flight details. If this is not the case, retype the number by adding a space between letters and numbers. For example, LH 921 instead of LH921.

The screenshot shows a form titled "My request is for a transfer from Frankfurt to Strasbourg". It includes a warning icon and a search icon. The form has a section "YOUR TRANSFER REQUEST RELATES TO" with two radio buttons: "A transport to Strasbourg" (selected) and "A transport from Strasbourg". The "From" field is "London", the "Destination" field is "Frankfurt", and the "Arriving time" field is "09:05". There is a "Traveler(s)" dropdown menu and a "Special requests" text area. At the bottom, there are "SEND" and "BACK" buttons. The footer includes "PRIVACY POLICY".

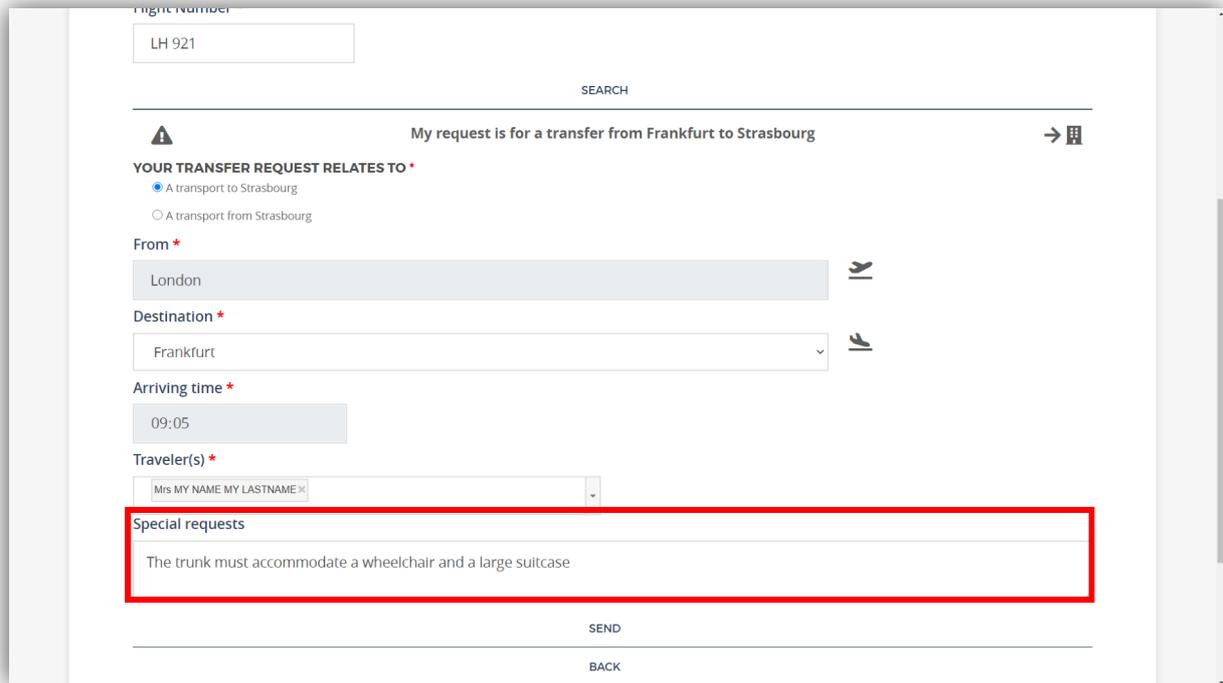
**If your flight number is not recognized by the platform**, you can fill in the fields of your transport request manually. The remainder of the procedure is identical for both cases.

The screenshot shows a web form titled "Flight number unfound. Please fill out all flight information". At the top, there is a warning icon and a message: "Flight number unfound. Please fill out all flight information". Below this, a section titled "YOUR TRANSFER REQUEST RELATES TO" contains two radio buttons: "A transport to Strasbourg" (selected) and "A transport from Strasbourg". The form includes several fields: "From" (text input), "Destination" (dropdown menu), "Arriving time" (time selection), and "Traveler(s)" (dropdown menu showing "Mrs MY NAME MY LASTNAME"). A "Special requests" text area contains the text "The trunk must accommodate a wheelchair and a large suitcase". At the bottom, there are "SEND" and "BACK" buttons. A "PRIVACY POLICY" link is visible in the footer.

Select the PACE Member(s) receiving the transport. **You can only select PACE Members previously linked to your account, and you cannot add other delegation secretaries through this process.**

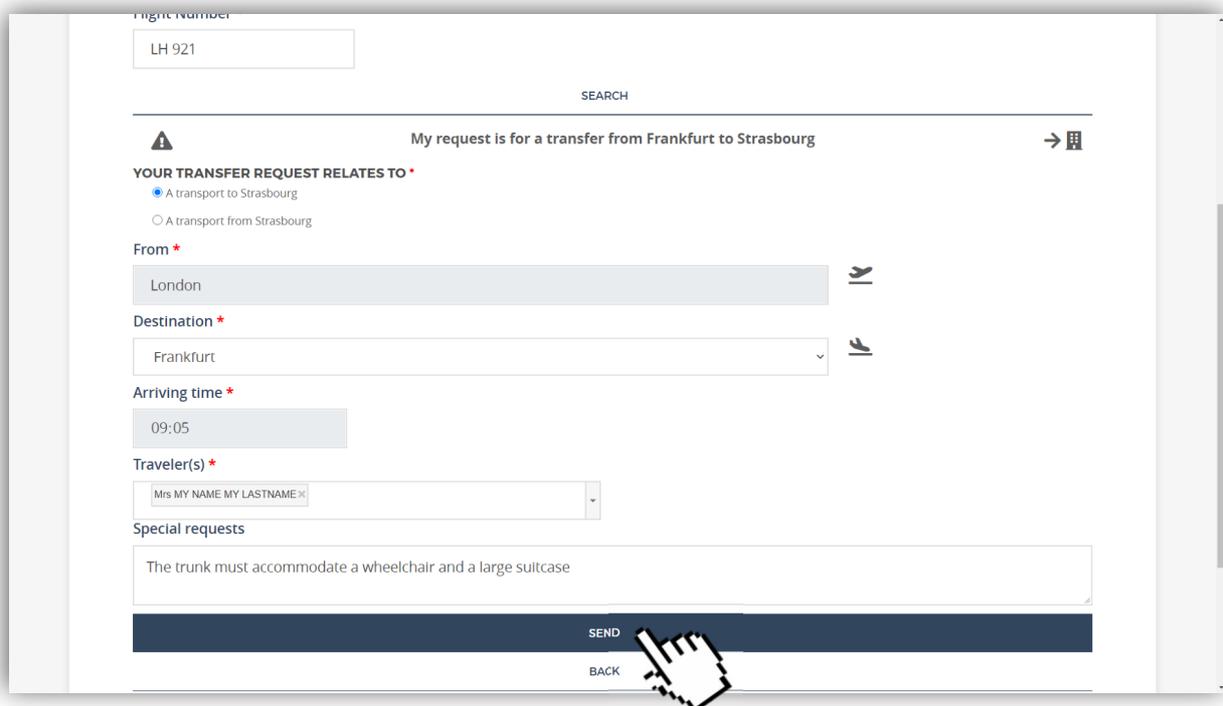
This screenshot shows the same web form as above, but with the fields filled in. The "From" field contains "London", the "Destination" dropdown shows "Frankfurt", and the "Arriving time" is set to "09:05". The "Traveler(s)" dropdown menu is open, showing a list of names with "Mrs MY NAME MY LASTNAME" highlighted in blue. A hand cursor is positioned over the dropdown menu. The "SEND" and "BACK" buttons are visible at the bottom, along with the "PRIVACY POLICY" link in the footer.

Specify any transportation special requests. **For example, if you wish to travel with your delegation members and other delegation secretaries, you can specify this in this space “Special Requests”.** This “Special Requests” field is also used to request a van that can accommodate a wheelchair, a baby seat or an additional space available for a spouse.



The screenshot shows a flight request form. At the top, there is a 'Flight Number' field with 'LH 921' and a 'SEARCH' button. Below this, a message states 'My request is for a transfer from Frankfurt to Strasbourg' with a right-pointing arrow and a printer icon. The form is titled 'YOUR TRANSFER REQUEST RELATES TO \*' and has two radio button options: 'A transport to Strasbourg' (selected) and 'A transport from Strasbourg'. The 'From \*' field is 'London', the 'Destination \*' field is 'Frankfurt', and the 'Arriving time \*' field is '09:05'. The 'Traveler(s) \*' field contains 'Mrs MY NAME MY LASTNAME'. The 'Special requests' field is highlighted with a red border and contains the text 'The trunk must accommodate a wheelchair and a large suitcase'. At the bottom, there are 'SEND' and 'BACK' buttons.

Click “Send”. You are redirected to the home page.



This screenshot is identical to the one above, but with a hand cursor pointing to the 'SEND' button at the bottom of the form.

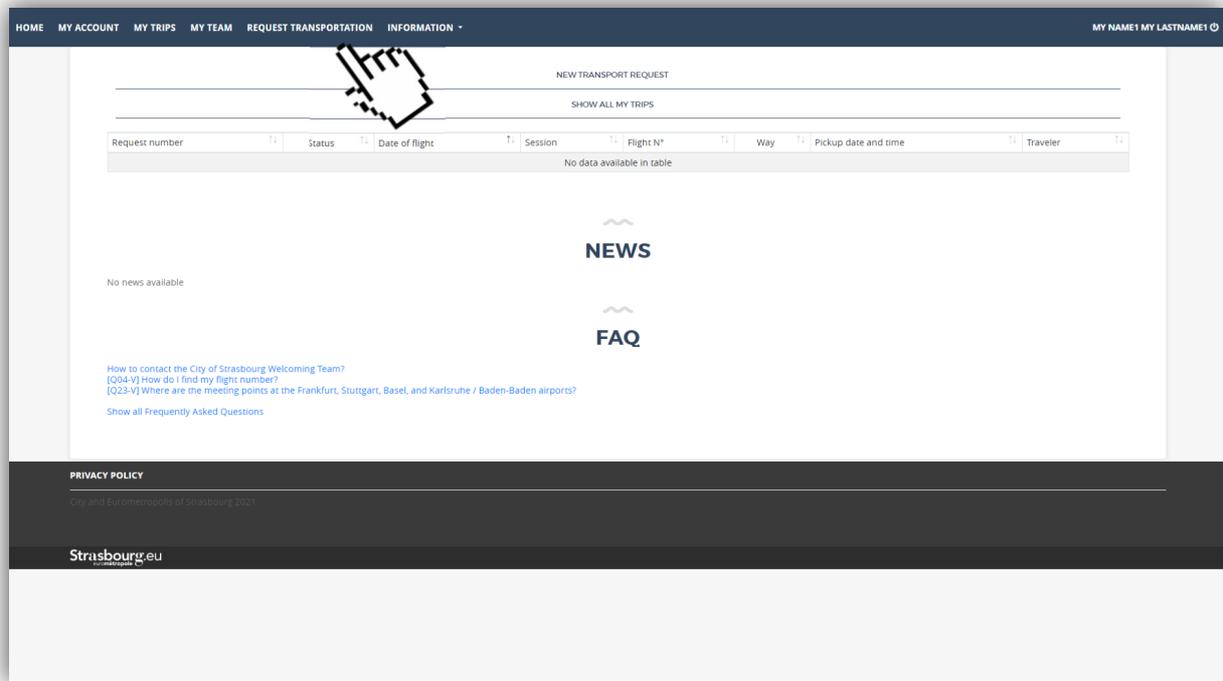
**The delegation secretaries may make transport requests for one or more PACE Members under their management. Conversely, PACE Members can only make reservations for themselves via their personal accounts.**

If delegation secretaries wish to travel with their delegation members, it has to be indicated in the “Special Requests” field. This service is for PACE Members only, we cannot guarantee transport for delegation secretaries. However, in some cases we might be able to offer this service if seats remain available and you have requested them.

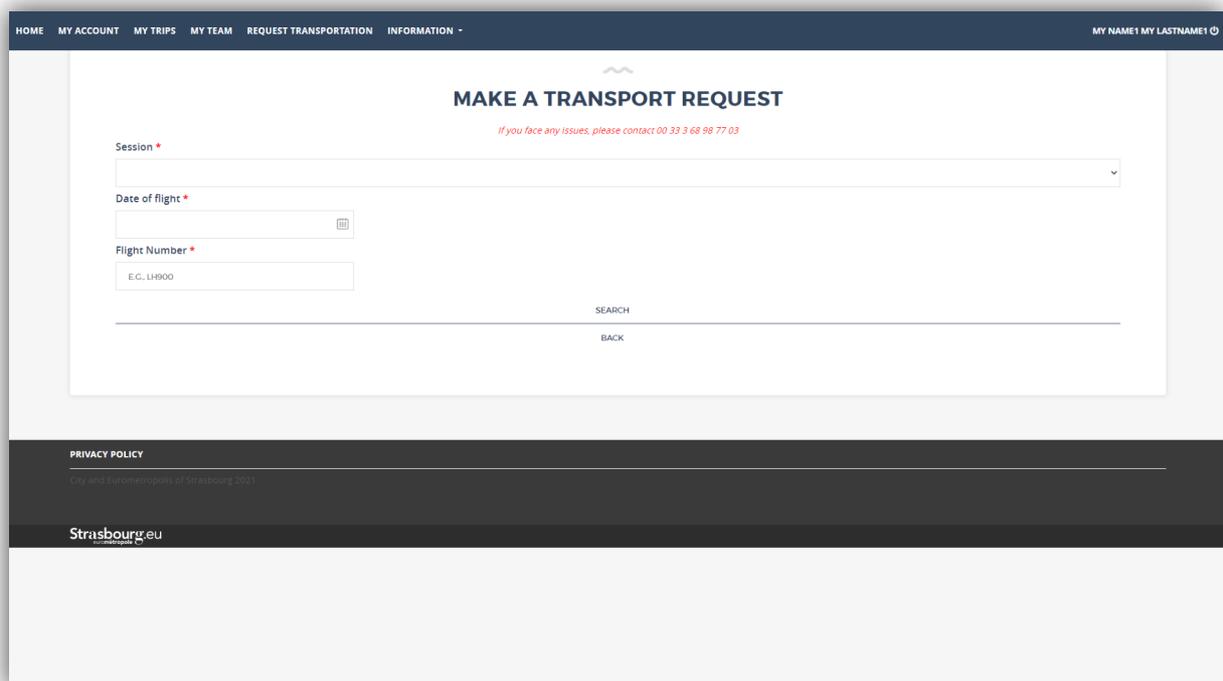
# How can a delegation secretary create a request to leave for a PACE Member? →✈

The addition of the managed PACE Members in your “*My Team*” tab enables you to create a transport request for them for a journey (return) from Strasbourg, until the day before departure before 12:00am.

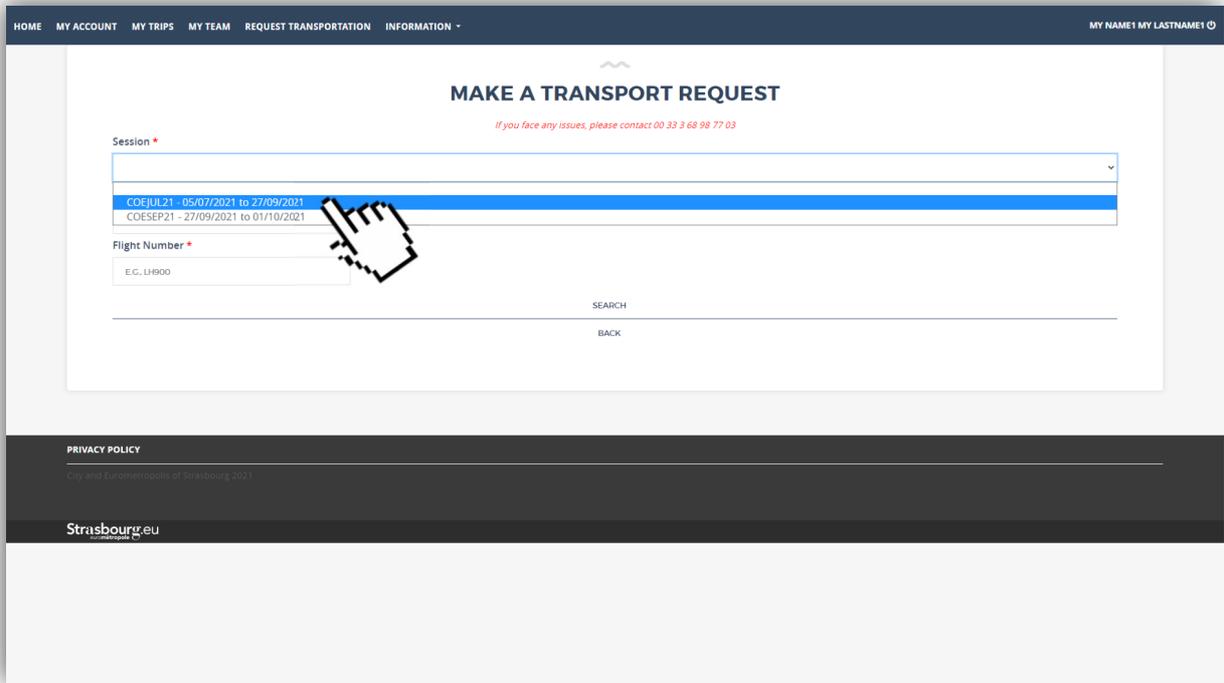
To do this, from your account home page, click on “*Request transportation*”.



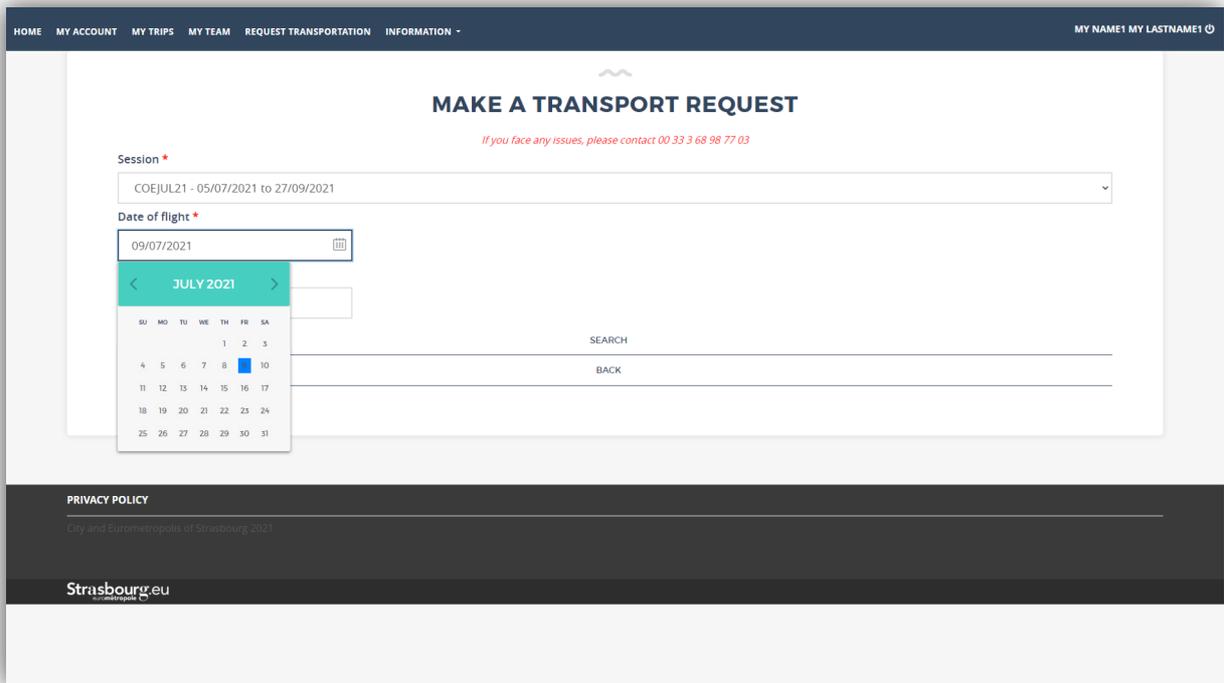
You are redirected to the transport request page.



Select the relevant session for the request.



Select the date of the flight.



Finally, enter the flight number. You will find this number on your plane ticket. It usually consists of 2 to 3 letters and 3 to 4 numbers. For example, LH 921 or EZY 1234.

The screenshot shows a web form titled "MAKE A TRANSPORT REQUEST" on the Strasbour.eu website. The form includes the following fields and elements:

- Session \***: A dropdown menu showing "COEJUL21 - 05/07/2021 to 27/09/2021".
- Date of flight \***: A date input field showing "09/07/2021" with a calendar icon.
- Flight Number \***: A text input field containing "KL 1766".
- SEARCH**: A dark blue button.
- BACK**: A text link below the search button.

At the top of the page, there is a navigation bar with links: HOME, MY ACCOUNT, MY TRIPS, MY TEAM, REQUEST TRANSPORTATION, INFORMATION. On the right, it says "MY NAME1 MY LASTNAME1". Below the form, there is a "PRIVACY POLICY" link and the Strasbour.eu logo.

The platform will automatically display the flight details. If this is not the case, retype the number by adding a space between letters and numbers. For example, LH 900 instead of LH900.

The screenshot shows a web form titled "YOUR TRANSFER REQUEST RELATES TO" on the Strasbour.eu website. The form includes the following fields and elements:

- My request is for a transfer from Strasbourg to Frankfurt**: A header text.
- YOUR TRANSFER REQUEST RELATES TO \***: Radio buttons for "A transport to Strasbourg" and "A transport from Strasbourg" (selected).
- From \***: A dropdown menu showing "Frankfurt".
- Destination \***: A dropdown menu showing "Amsterdam".
- Departure time \***: A dropdown menu showing "11:45".
- Wished departure time \***: A dropdown menu showing "07:45".
- Traveler(s) \***: A dropdown menu.
- Special requests**: A text input field.
- Pick up place \***: A dropdown menu.
- SEND**: A dark blue button.
- BACK**: A text link below the send button.

At the bottom of the page, there is a "PRIVACY POLICY" link and the Strasbour.eu logo.

**If your flight number is not recognized by the platform**, you can fill in the fields of your transport request manually. The remainder of the procedure is identical for both cases.

The screenshot shows a web form titled "My request is for a transfer from Strasbourg to". The form includes the following fields and options:

- YOUR TRANSFER REQUEST RELATES TO \***
  - A transport to Strasbourg
  - A transport from Strasbourg
- From \***: A dropdown menu.
- Destination \***: A dropdown menu.
- Departure time \***: A time selection field showing "--:--".
- Wished departure time \***: A time selection field showing "--:--".
- Traveler(s) \***: A dropdown menu.
- Special requests**: A text input field.
- Pick up place \***: A dropdown menu.

At the bottom of the form, there are two buttons: "SEND" and "BACK".

At the bottom of the page, there is a "PRIVACY POLICY" link and a small text "City and Euroregion of Strasbourg 2021".

Once the information has been verified, select the wished departure time from Strasbourg. **The wished departure time is subject to change by the city of Strasbourg** depending on the groups or to guarantee a timely arrival at the airport so as not to miss your flight.

The screenshot shows the same web form as above, but with the "Wished departure time" dropdown menu open. The form is now titled "My request is for a transfer from Strasbourg to Frankfurt".

The "From" field is set to "Frankfurt" and the "Destination" field is set to "Amsterdam". The "Departure time" field is set to "11:45".

The "Wished departure time" dropdown menu is open, showing a list of times:

07	45
08	46
09	47
10	48
11	49
12	50
13	51

A hand cursor is pointing at the "07:45" option. The "12:50" option has a red asterisk next to it. The "STB" logo is visible next to the "09:47" option.

At the bottom of the form, there are two buttons: "SEND" and "BACK".

At the bottom of the page, there is a "PRIVACY POLICY" link and a small text "City and Euroregion of Strasbourg 2021".

Select the PACE Member(s) receiving the transport. **You can only select PACE Members previously linked to your account, and you cannot add other delegation secretaries through this process.**

My request is for a transfer from Strasbourg to Frankfurt

**YOUR TRANSFER REQUEST RELATES TO \***

A transport to Strasbourg

A transport from Strasbourg

**From \***

Frankfurt

**Destination \***

Amsterdam

**Departure time \***

11:45

**Wished departure time \***

07:45

**Traveler(s) \***

Mrs MY NAME, MY LASTNAME

**Pick up place \***

SEND

BACK

PRIVACY POLICY

City and Euroregion of Strasbourg 2021

Specify any transportation special request. **For example, if you wish to travel with your delegation members and other delegation secretaries, you can specify this in this space “Special Requests”.**

This “Special Requests” field is also used to request a van that can accommodate a wheelchair, a baby seat or an additional space available for a spouse.

My request is for a transfer from Strasbourg to Frankfurt

**YOUR TRANSFER REQUEST RELATES TO \***

A transport to Strasbourg

A transport from Strasbourg

**From \***

Frankfurt

**Destination \***

Amsterdam

**Departure time \***

11:45

**Wished departure time \***

07:45

**Traveler(s) \***

Mrs MY NAME, MY LASTNAME

**Special requests**

The trunk must accommodate a wheelchair and a large suitcase.

**Pick up place \***

SEND

BACK

PRIVACY POLICY

City and Euroregion of Strasbourg 2021

Finally, select the **wished/desired** pick up place of the PACE Member, and specify the information.

My request is for a transfer from Strasbourg to Frankfurt

**YOUR TRANSFER REQUEST RELATES TO \***

A transport to Strasbourg

A transport from Strasbourg

**From \***

Frankfurt

**Destination \***

Amsterdam

**Departure time \***

11:45

**Wished departure time \***

07:45

**Traveler(s) \***

Mrs MY NAME MY LASTNAME

**Special requests**

The trunk must accommodate a wheelchair and a large suitcase.

**Pick up place \***

Palais de l'Europe  
Hotel

BACK

PRIVACY POLICY

City and Euroregion of Strasbourg 2021

My request is for a transfer from Strasbourg to Frankfurt

**YOUR TRANSFER REQUEST RELATES TO \***

A transport to Strasbourg

A transport from Strasbourg

**From \***

Frankfurt

**Destination \***

Amsterdam

**Departure time \***

11:45

**Wished departure time \***

07:45

**Traveler(s) \***

Mrs MY NAME MY LASTNAME

**Special requests**

The trunk must accommodate a wheelchair and a large suitcase.

**Pick up place \***

Hotel

**Specify \***

Hôtel Régent Contades

SEND

BACK

Click “Send”. You are redirected to the home page.

**The delegation secretaries may make transport requests for one or more PACE Members under their management. Conversely, PACE Members can only make reservations for themselves via their personal accounts.**

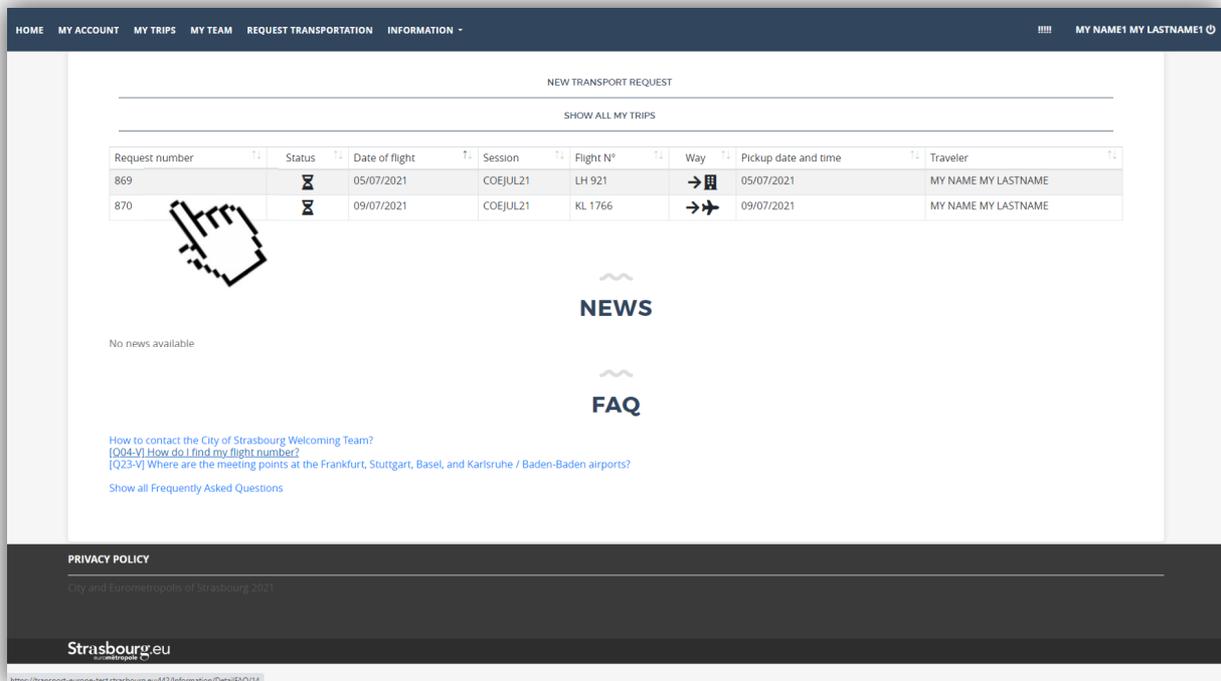
If delegation secretaries wish to travel with their delegation members, it has to be indicated in the “Special Requests” field. This service is for delegation members only, we cannot guarantee transport for delegation secretaries. However, in some cases we might be able to offer this service if seats remain available and you have requested them.



# Where to track the evolution of transportation demands?

You will be able to consult all your trips and follow the evolution of their status:

- On the home page (only the next 4 trips are visible):

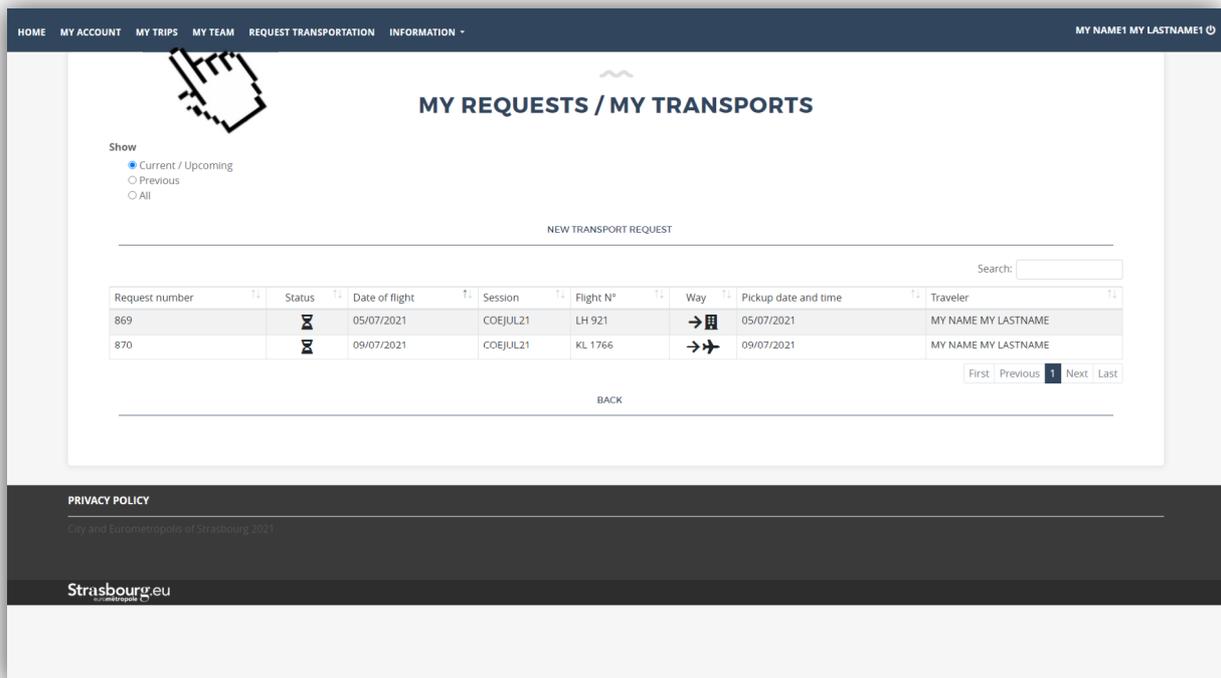


The screenshot shows the home page of the transport system. At the top, there is a navigation bar with links: HOME, MY ACCOUNT, MY TRIPS, MY TEAM, REQUEST TRANSPORTATION, INFORMATION. The main content area is titled "NEW TRANSPORT REQUEST" and "SHOW ALL MY TRIPS". Below this is a table with the following data:

Request number	Status	Date of flight	Session	Flight N°	Way	Pickup date and time	Traveler
869		05/07/2021	COEJUL21	LH 921	→	05/07/2021	MY NAME MY LASTNAME
870		09/07/2021	COEJUL21	KL 1766	→	09/07/2021	MY NAME MY LASTNAME

Below the table, there are sections for "NEWS" and "FAQ". The "NEWS" section says "No news available". The "FAQ" section has a link "How to contact the City of Strasbourg Welcoming Team?" and other links. At the bottom, there is a "PRIVACY POLICY" link and the "Strasbourg.eu" logo.

- Or by clicking on the "My Trips" tab (you will find all your trips, including your history):



The screenshot shows the "MY REQUESTS / MY TRANSPORTS" page. At the top, there is a navigation bar with links: HOME, MY ACCOUNT, MY TRIPS, MY TEAM, REQUEST TRANSPORTATION, INFORMATION. The main content area is titled "MY REQUESTS / MY TRANSPORTS". Below this is a "Show" section with radio buttons for "Current / Upcoming", "Previous", and "All". Below this is a table with the following data:

Request number	Status	Date of flight	Session	Flight N°	Way	Pickup date and time	Traveler
869		05/07/2021	COEJUL21	LH 921	→	05/07/2021	MY NAME MY LASTNAME
870		09/07/2021	COEJUL21	KL 1766	→	09/07/2021	MY NAME MY LASTNAME

Below the table, there is a "BACK" link and a pagination control with "First", "Previous", "1", "Next", and "Last". At the bottom, there is a "PRIVACY POLICY" link and the "Strasbourg.eu" logo.

# How to track the evolution of transportation demands?

In the “My Trips” tab, you have access to all your trips, including your history. You will find several information.

First, a unique transport request number. You can contact us if you have any problems with your booking, by mail or by phone.

The screenshot shows the 'MY REQUESTS / MY TRANSPORTS' page. At the top, there is a navigation bar with 'HOME', 'MY ACCOUNT', 'MY TRIPS', 'MY TEAM', 'REQUEST TRANSPORTATION', and 'INFORMATION'. The user's name 'MY NAME1 MY LASTNAME1' is visible in the top right. Below the navigation bar, the page title 'MY REQUESTS / MY TRANSPORTS' is centered. There are radio buttons for 'Show' with options: 'Current / Upcoming' (selected), 'Previous', and 'All'. A 'NEW TRANSPORT REQUEST' button is present. A search bar is located on the right. Below the search bar is a table with the following columns: Request number, Status, Date of flight, Session, Flight N°, Way, Pickup date and time, and Traveler. The first two rows of the table are highlighted with a red box. The first row has Request number 869, Status (hourglass icon), Date of flight 05/07/2021, Session COEJUL21, Flight N° LH 921, Way →, Pickup date and time 05/07/2021, and Traveler MY NAME MY LASTNAME. The second row has Request number 870, Status (hourglass icon), Date of flight 09/07/2021, Session COEJUL21, Flight N° KL 1766, Way →, Pickup date and time 09/07/2021, and Traveler MY NAME MY LASTNAME. Below the table is a 'BACK' button and pagination controls: 'First', 'Previous', '1', 'Next', 'Last'. At the bottom of the page, there is a 'PRIVACY POLICY' link and the 'Strasbourg.eu' logo.

Request number	Status	Date of flight	Session	Flight N°	Way	Pickup date and time	Traveler
869		05/07/2021	COEJUL21	LH 921	→	05/07/2021	MY NAME MY LASTNAME
870		09/07/2021	COEJUL21	KL 1766	→	09/07/2021	MY NAME MY LASTNAME

Then, you are informed of the status of your application. This can be:

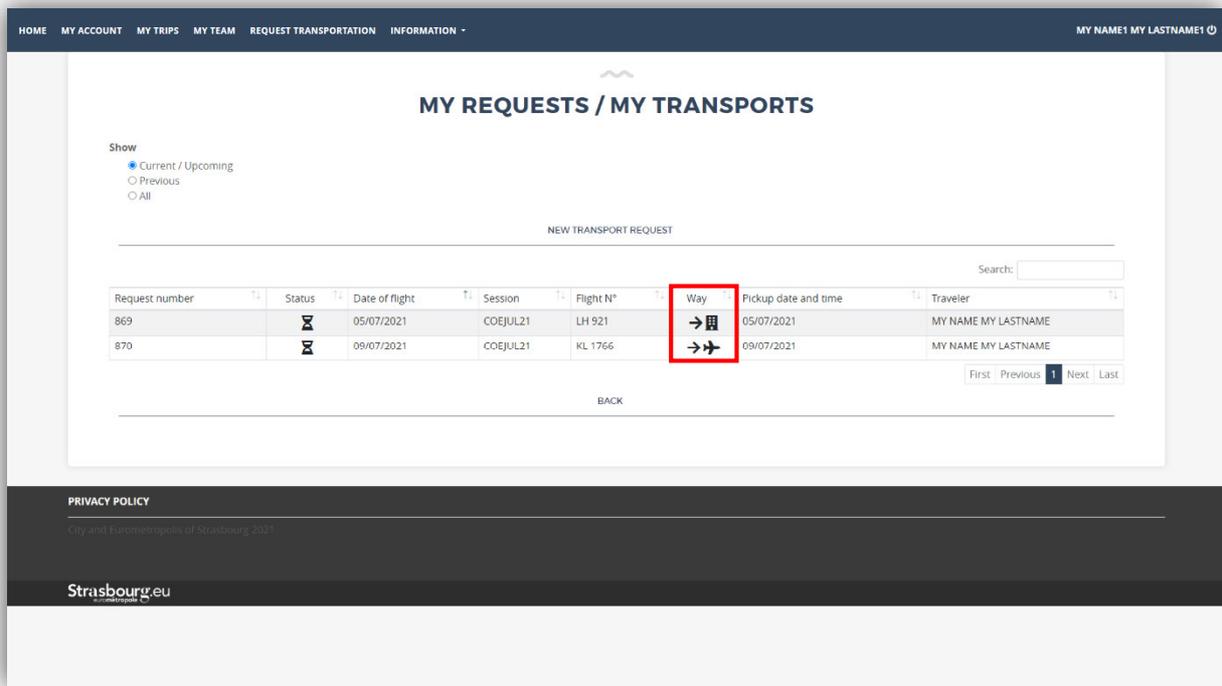
- Pending validation
- Validated
- Refused or cancelled

The screenshot shows the 'MY REQUESTS / MY TRANSPORTS' page. At the top, there is a navigation bar with 'HOME', 'MY ACCOUNT', 'MY TRIPS', 'MY TEAM', 'REQUEST TRANSPORTATION', and 'INFORMATION'. The user's name 'MY NAME1 MY LASTNAME1' is visible in the top right. Below the navigation bar, the page title 'MY REQUESTS / MY TRANSPORTS' is centered. There are radio buttons for 'Show' with options: 'Current / Upcoming' (selected), 'Previous', and 'All'. A 'NEW TRANSPORT REQUEST' button is present. A search bar is located on the right. Below the search bar is a table with the following columns: Request number, Status, Date of flight, Session, Flight N°, Way, Pickup date and time, and Traveler. The first two rows of the table are highlighted with a red box. The first row has Request number 869, Status (hourglass icon), Date of flight 05/07/2021, Session COEJUL21, Flight N° LH 921, Way →, Pickup date and time 05/07/2021, and Traveler MY NAME MY LASTNAME. The second row has Request number 870, Status (hourglass icon), Date of flight 09/07/2021, Session COEJUL21, Flight N° KL 1766, Way →, Pickup date and time 09/07/2021, and Traveler MY NAME MY LASTNAME. Below the table is a 'BACK' button and pagination controls: 'First', 'Previous', '1', 'Next', 'Last'. At the bottom of the page, there is a 'PRIVACY POLICY' link and the 'Strasbourg.eu' logo.

Request number	Status	Date of flight	Session	Flight N°	Way	Pickup date and time	Traveler
869		05/07/2021	COEJUL21	LH 921	→	05/07/2021	MY NAME MY LASTNAME
870		09/07/2021	COEJUL21	KL 1766	→	09/07/2021	MY NAME MY LASTNAME

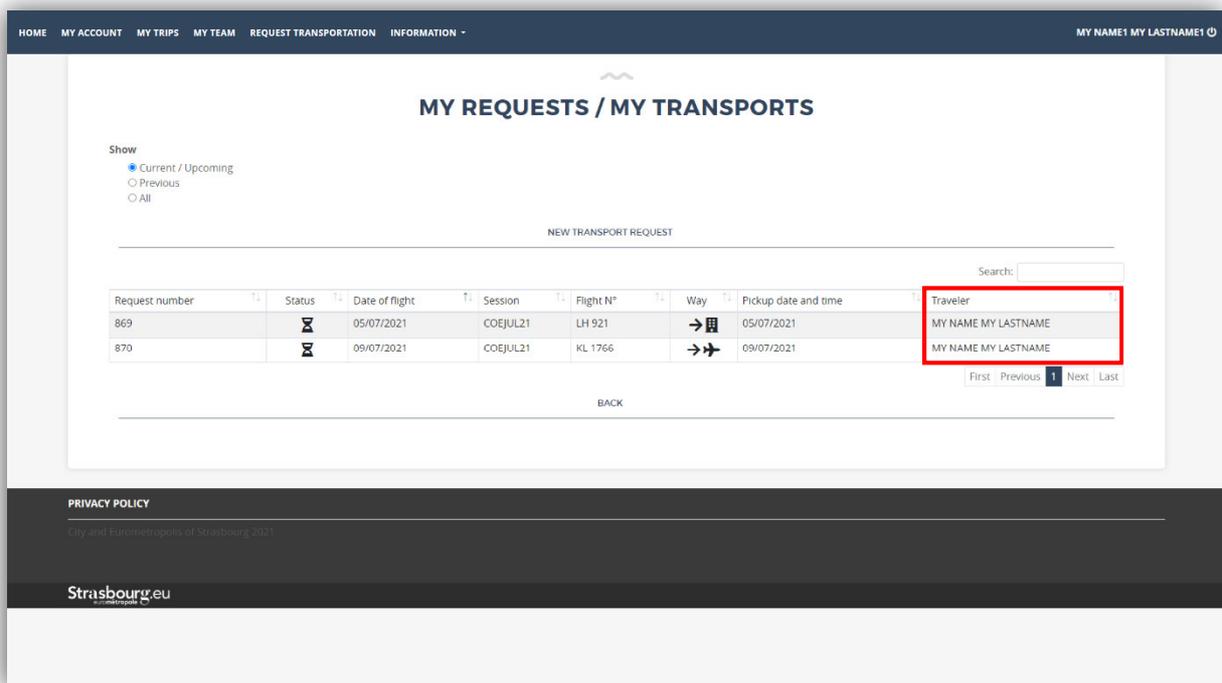
The direction of your transport is also indicated:

- 🏠 Transport from the airport to Strasbourg: **Arrival**
- ✈ Transport from Strasbourg to the airport: **Departure**



Finally, the beneficiary(ies) of the requested transport is/are visible. When you request transportation for multiple travellers, you can do so *via* a single form on our platform.

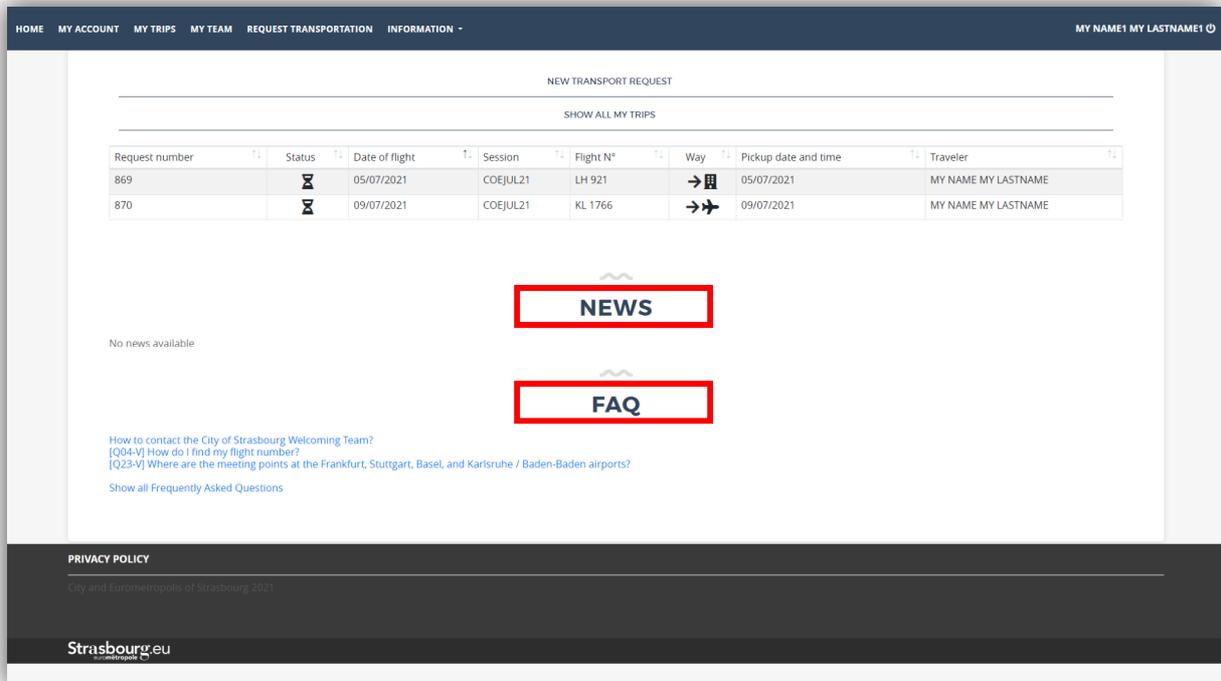
In order to facilitate the possible individual modifications for each traveller, transport requests for several PACE Members give rise to the creation of several order numbers. You can modify or cancel a member's request without altering the requests of the other beneficiaries of the journey.



# How to view news and FAQs (Frequently Asked Questions)?

You will find a “FAQ” (Frequently Asked Questions) on our platform to answer any questions concerning its use, as well as a “News” section, dedicated to information related to the transport of PACE Members.

You can view both of these topics from the platform home page.



HOME MY ACCOUNT MY TRIPS MY TEAM REQUEST TRANSPORTATION INFORMATION - MY NAME1 MY LASTNAME1

NEW TRANSPORT REQUEST

SHOW ALL MY TRIPS

Request number	Status	Date of flight	Session	Flight N°	Way	Pickup date and time	Traveler
869	✘	05/07/2021	COEJUL21	LH 921	→	05/07/2021	MY NAME MY LASTNAME
870	✘	09/07/2021	COEJUL21	KL 1766	→✈	09/07/2021	MY NAME MY LASTNAME

No news available

**NEWS**

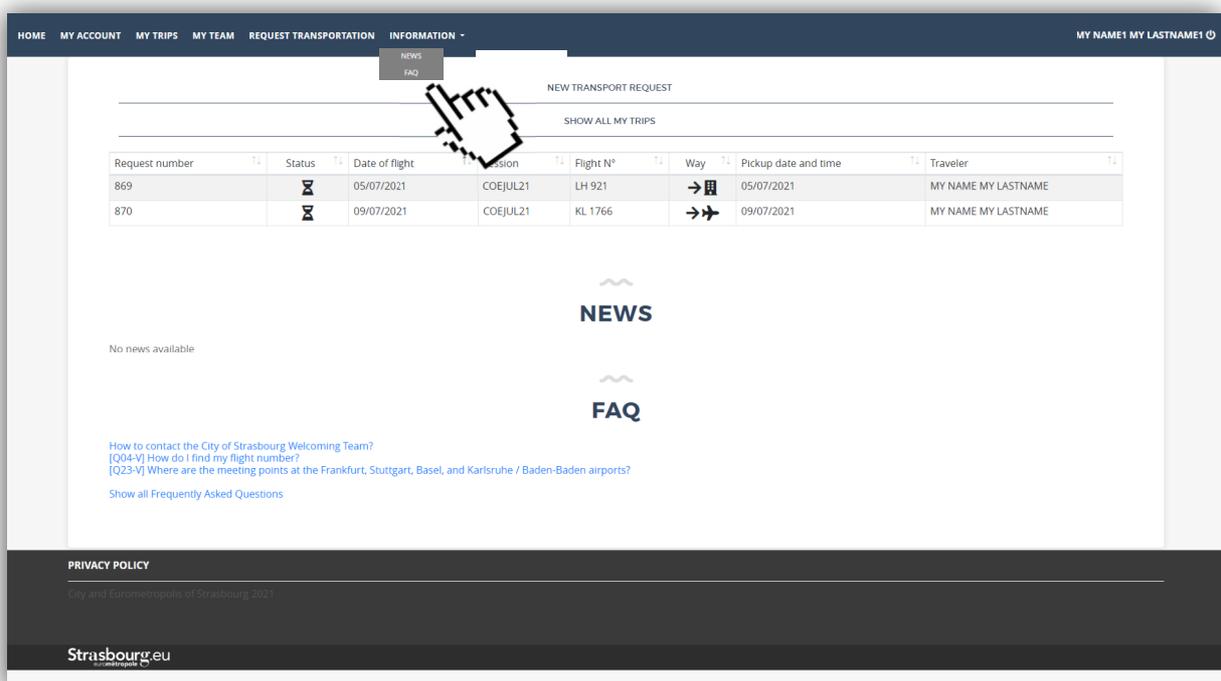
**FAQ**

[How to contact the City of Strasbourg Welcoming Team?](#)  
[\[Q04-V\] How do I find my flight number?](#)  
[\[Q23-V\] Where are the meeting points at the Frankfurt, Stuttgart, Basel, and Karlsruhe / Baden-Baden airports?](#)  
[Show all Frequently Asked Questions](#)

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It is also possible to access the dedicated sections via the “Information” tab at the top of the page.



HOME MY ACCOUNT MY TRIPS MY TEAM REQUEST TRANSPORTATION INFORMATION - MY NAME1 MY LASTNAME1

NEW TRANSPORT REQUEST

SHOW ALL MY TRIPS

Request number	Status	Date of flight	Session	Flight N°	Way	Pickup date and time	Traveler
869	✘	05/07/2021	COEJUL21	LH 921	→	05/07/2021	MY NAME MY LASTNAME
870	✘	09/07/2021	COEJUL21	KL 1766	→✈	09/07/2021	MY NAME MY LASTNAME

No news available

**NEWS**

**FAQ**

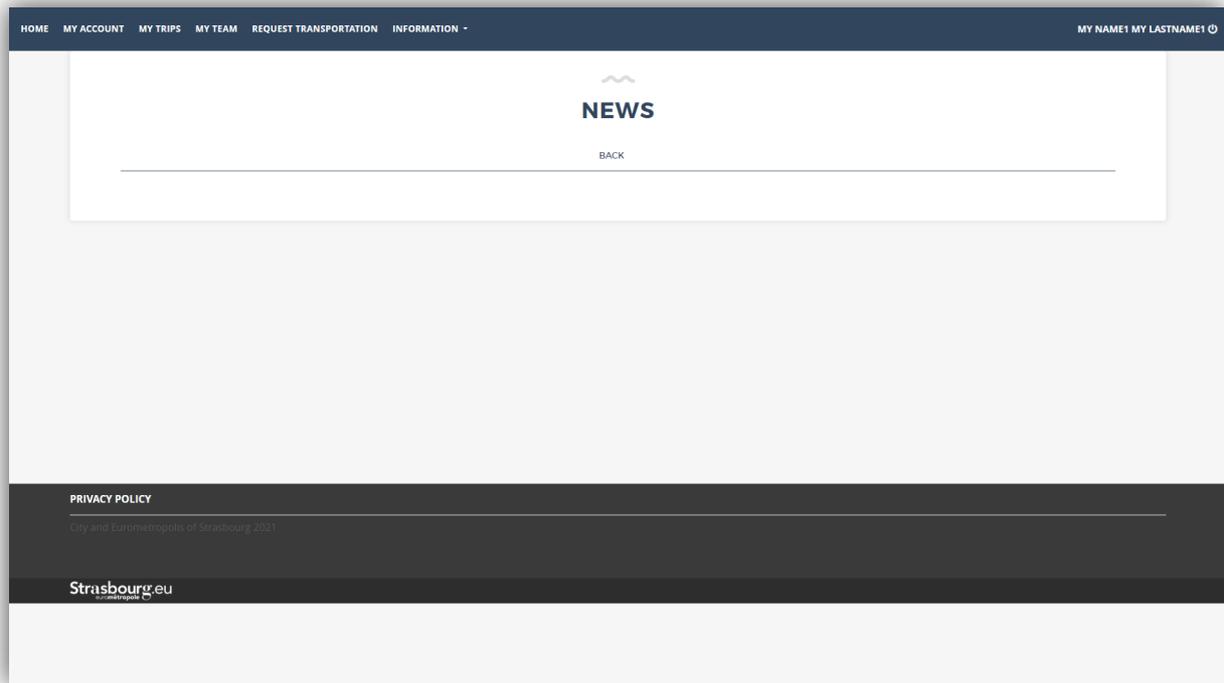
[How to contact the City of Strasbourg Welcoming Team?](#)  
[\[Q04-V\] How do I find my flight number?](#)  
[\[Q23-V\] Where are the meeting points at the Frankfurt, Stuttgart, Basel, and Karlsruhe / Baden-Baden airports?](#)  
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You are redirected to the chosen page:

- “News”



- “Frequently Asked Questions”

