Support for the use of the platform dedicated to managing your transport requests for plenary sessions to the European Parliament

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

TABLE OF CONTENTS

How to create a MEP account?

As an assistant, you can create an account on our platform for each MEP you manage. MEPs must be registered individually and by a single e-mail address. Once the MEP 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".*

You are directed to the account creation window.

Fill in the fields based on the information of the MEP you are creating the account of, and click on *"Confirm"*.

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

The MEP's account is created. You are redirected to the platform home page.

In order to create the accounts of other MEPs you manage, log out by clicking on the button at the top right of your screen and repeat the above steps.

Once the MEP 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 an APA account?

After registering the MEPs you manage, you can create your APA 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"*.

You are directed to the account creation window.

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

Your account is created. You are redirected to the platform home page.


If you would like a second person (another APA for example) to also receive the transport confirmations e-mails, 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 second 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 MEP with that of an APA?

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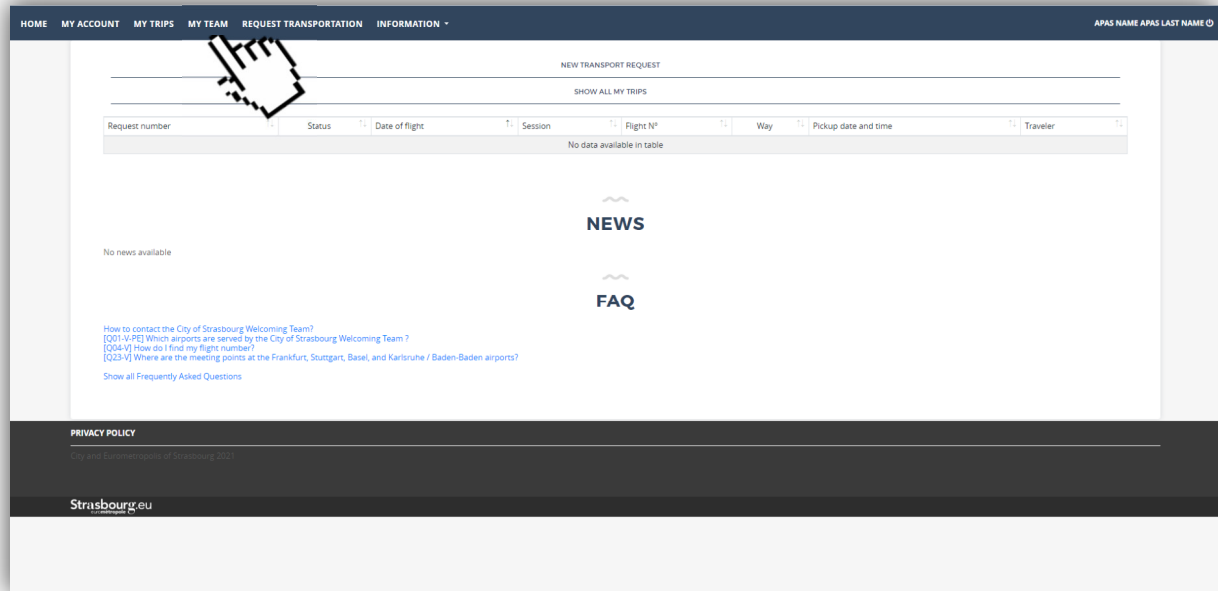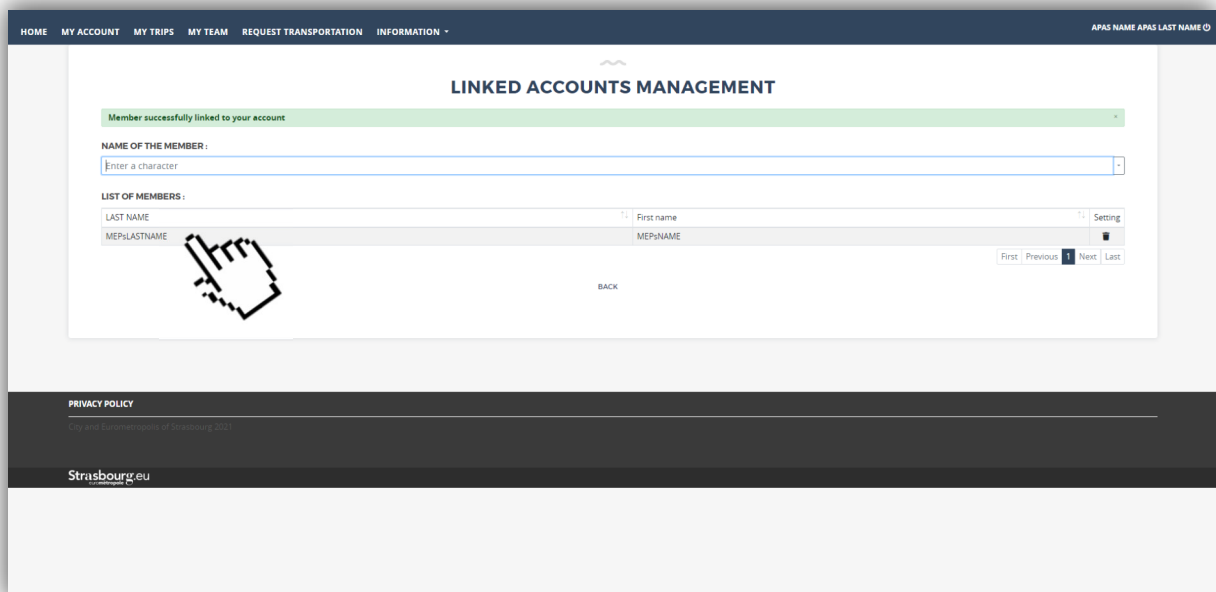

You are redirected to the linked accounts management page.
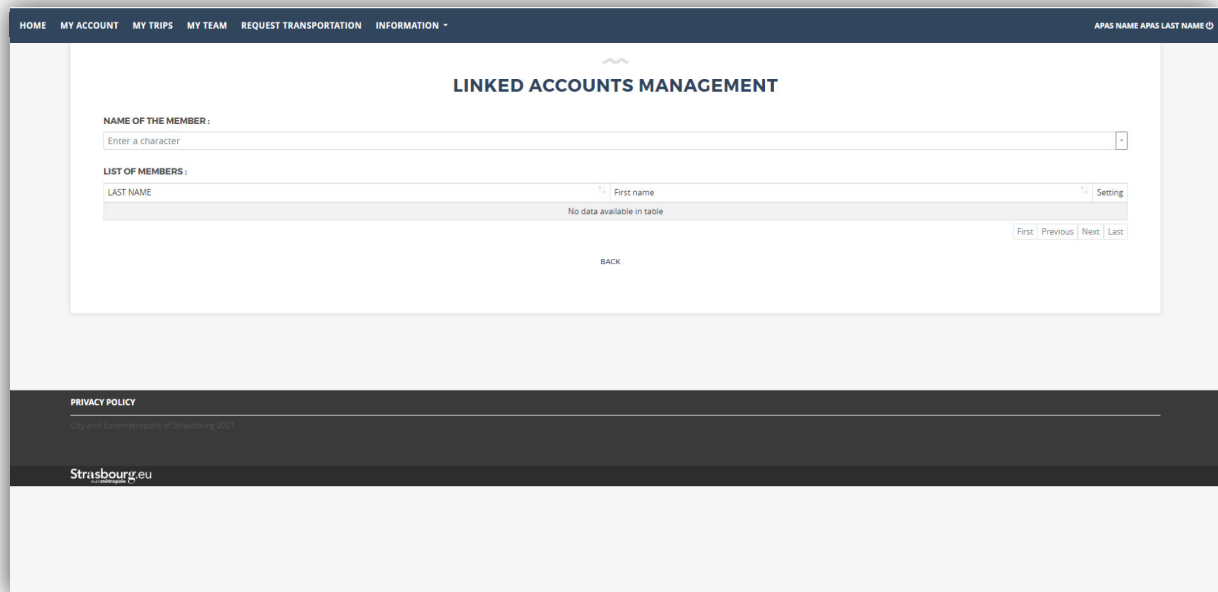
In the *"Name of the Member"* bar, type the names of MEPs for whom you wish to make requests.
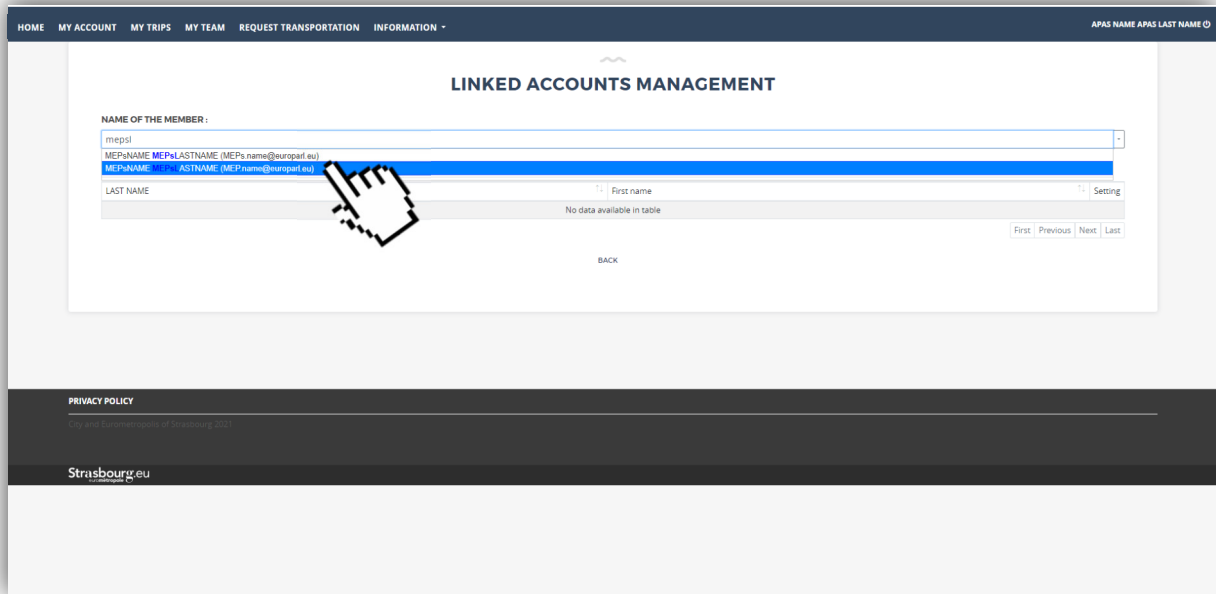
Their names appear in the *"List of Members"*. **If a MEP does not appear, check that their account has been created beforehand.** If not, please create an account. To do so, you can refer to the *"How to create a MEP account?"* section.
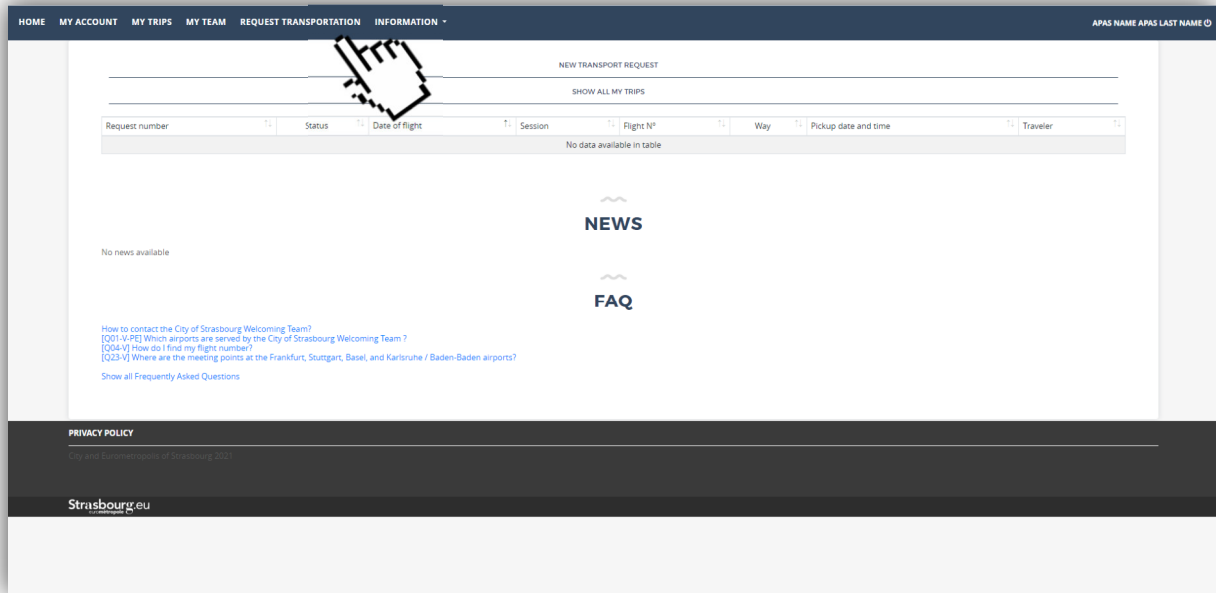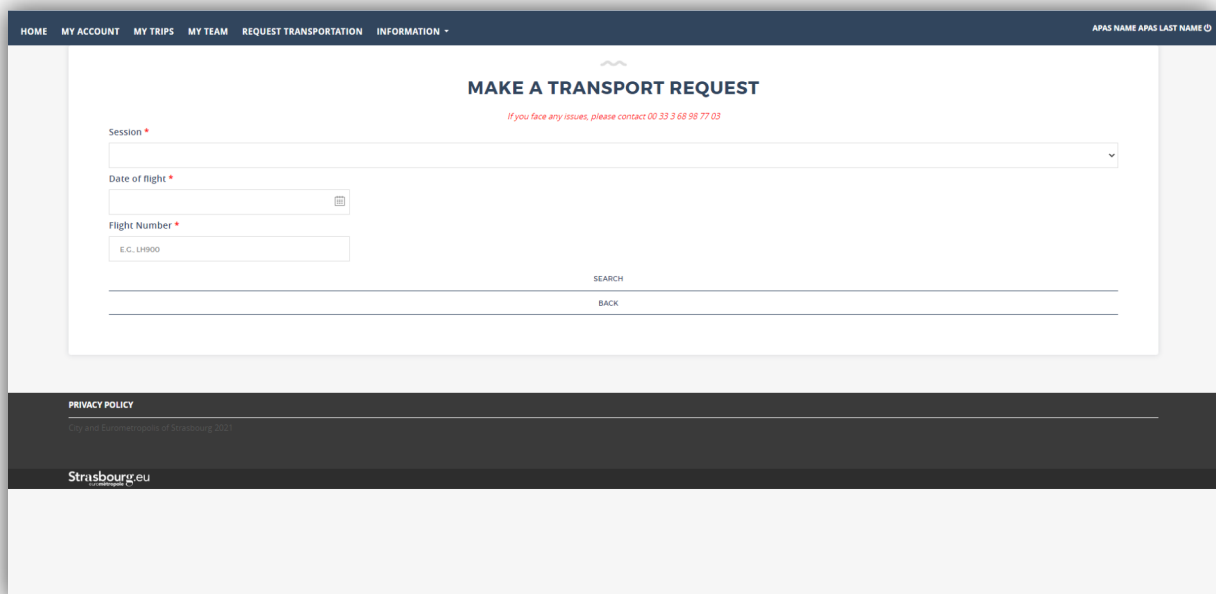
How can an APA create an arrival request for a MEP? ➜ 🏢

Adding the managed MEP 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.

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 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.

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.

Select the MEP(s) receiving the transport. **You can only select MEP previously linked to your account, and you cannot add other APAs through this process.**

Then, specify any transportation special requests. **For example, if you wish to travel with your MEP,** or if you want to request a van that can accommodate a wheelchair, a baby seat or an additional space available for a spouse.
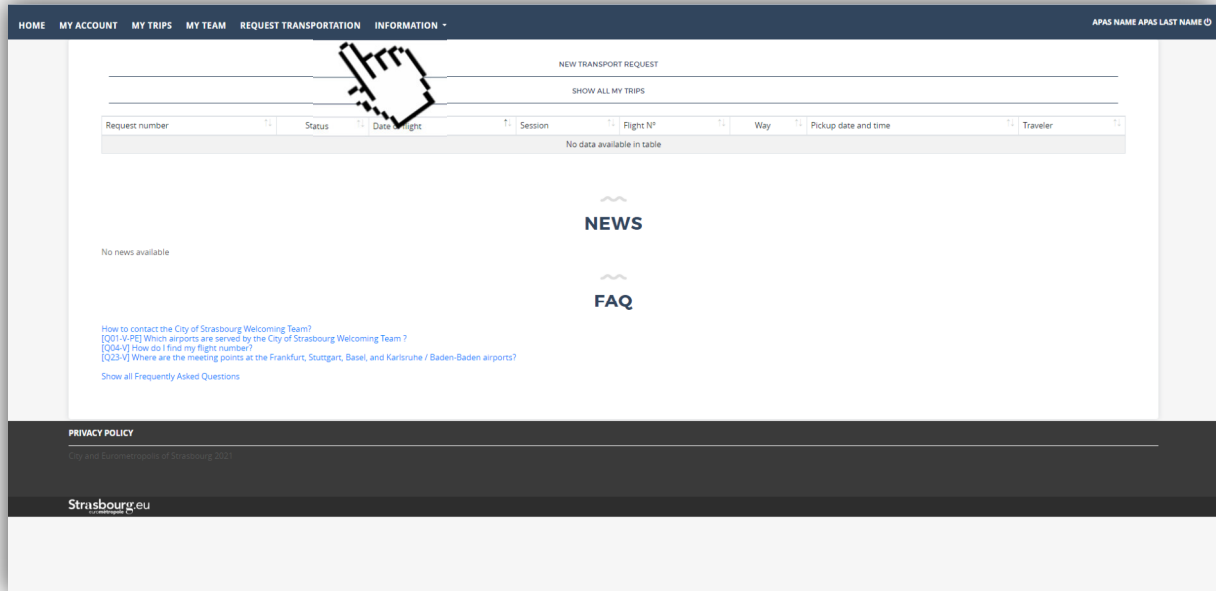

Click *"Send"*. You are redirected to the home page.

APAs may make transport requests for one or more MEPs under their management. Conversely, MEPs can only make reservations for themselves via their personal accounts.

As an APA, if you wish to travel with your MEP, indicate this in the *"Special Requests"* field. This service is for MEPs 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.
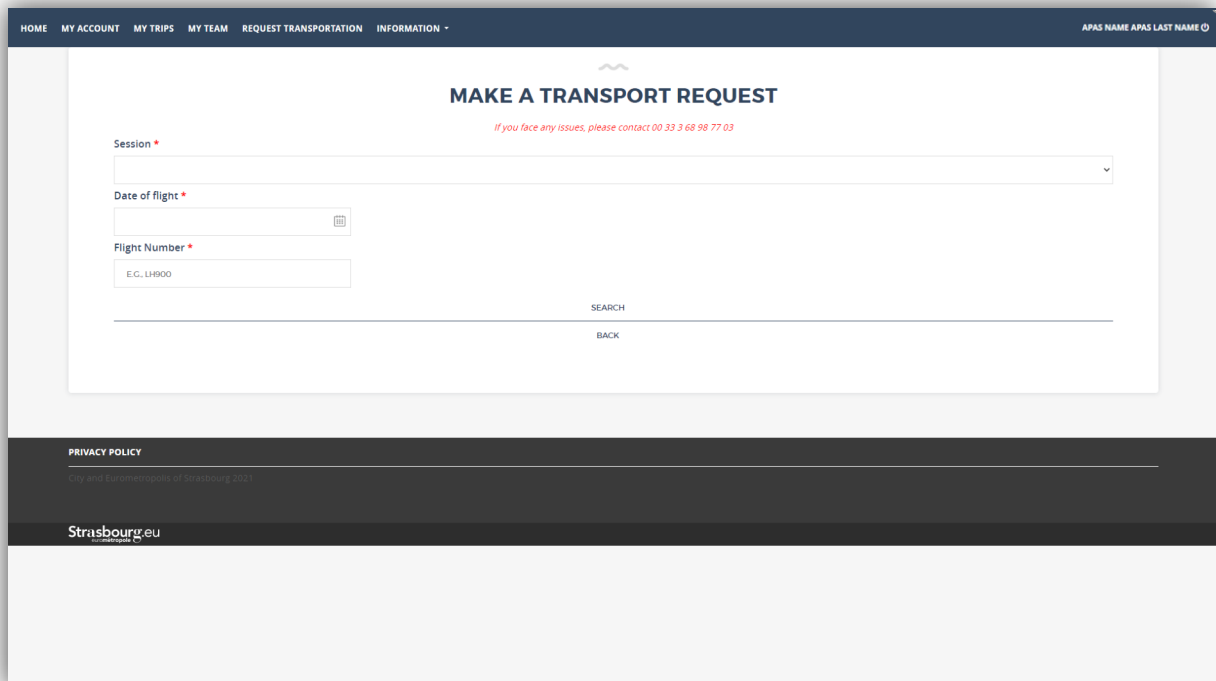
How can an APA create a request to leave for a MEP? ✈

Adding MEPs 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 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.

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.

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.

Select the MEP(s) receiving the transport. **You can only select MEPs previously linked to your account, and you cannot add other APAs through this process.**

Then, specify any transportation special requests. **For example, if you wish to travel with your MEP,** or if you want to request a van that can accommodate a wheelchair, a baby seat or an additional space available for a spouse.

Finally, select the wished pick up place of the MEP, and specify the information.

Click *"Send"*. You are redirected to the home page.

The APAs may make transport requests for one or more MEPs under their management. Conversely, MEPs can only make reservations for themselves *via* their personal accounts.

As an APA, if you wish to travel with your MEP, indicate this 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):

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

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.

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

⌛ Pending validation
✅ Validated
❌ Refused or cancelled

The way 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 MEP give rise to the creation of several order numbers. You can modify or cancel a MEP'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 MEPs.

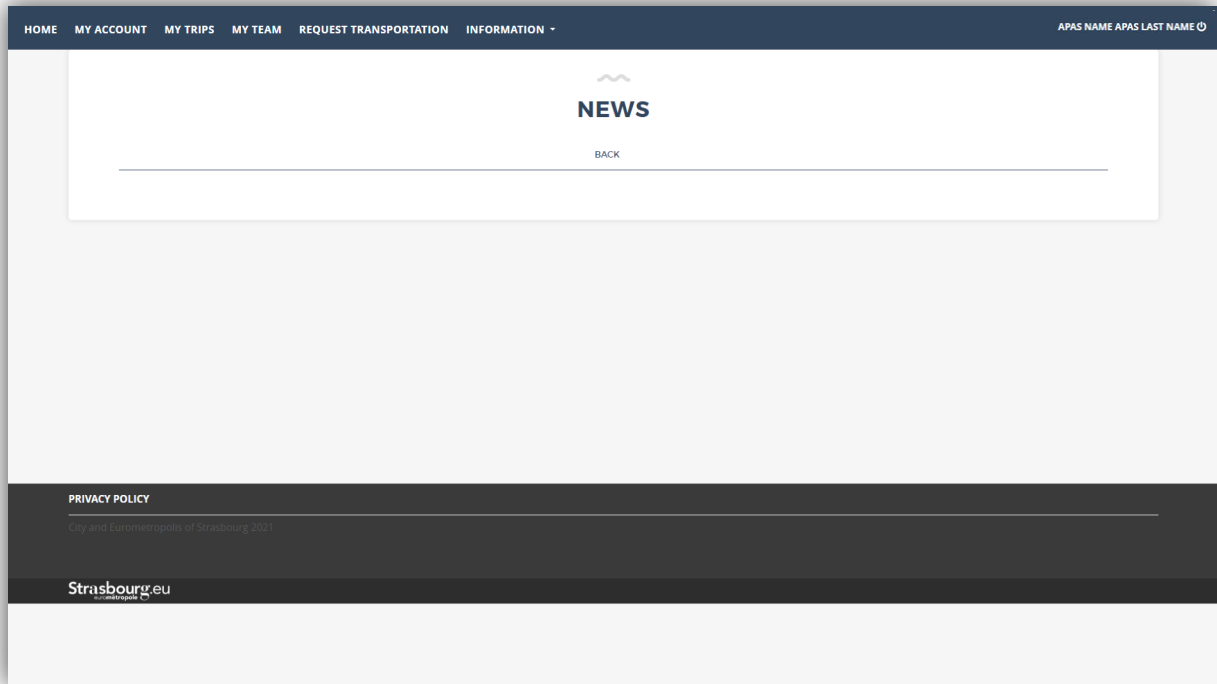You can view both of these topics from the platform home page.
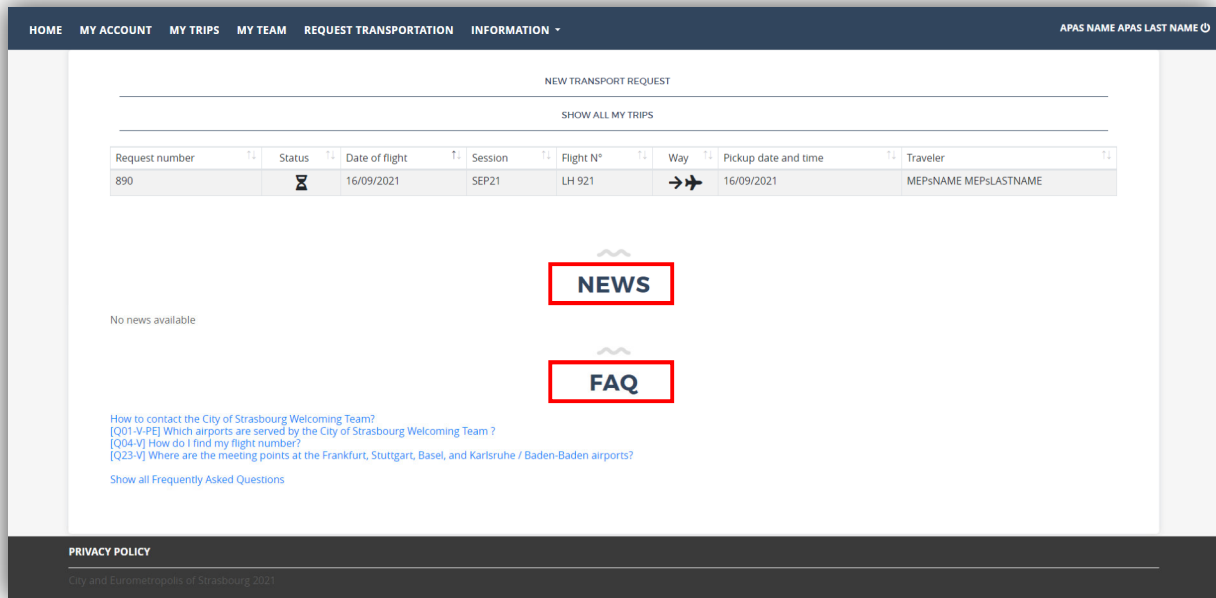
It is also possible to access the dedicated sections via the *"Information"* tab at the top of the page.
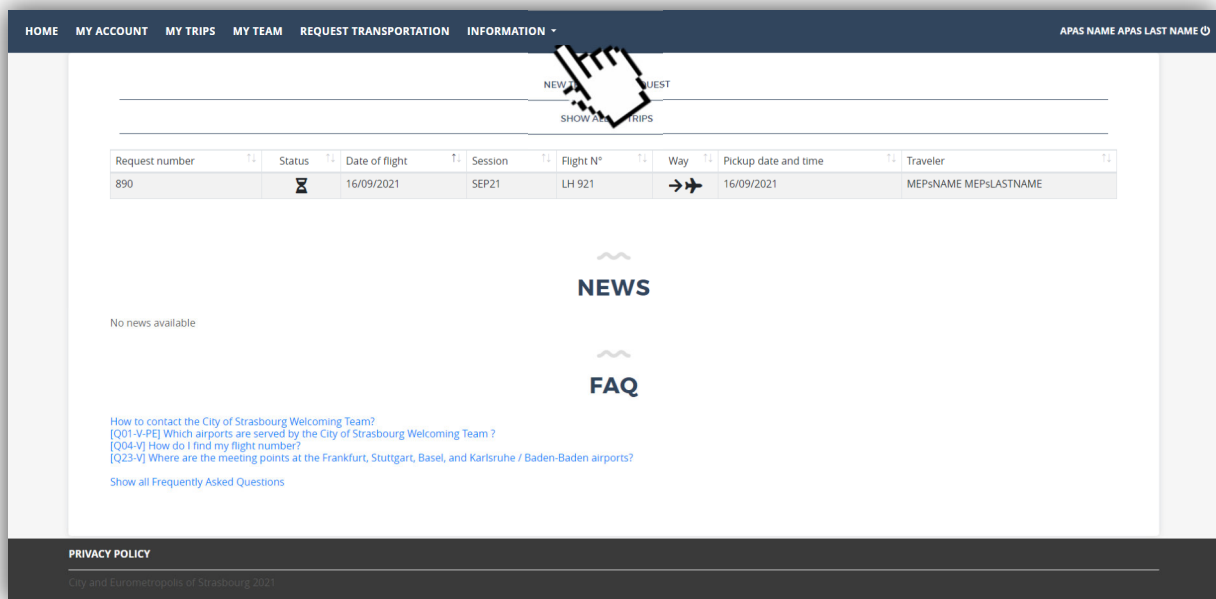
You are redirected to the chosen page:

- "News"

- "Frequently Asked Questions"