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

From the June 2021 session, reservations for Frankfurt, Stuttgart, Basel-Mulhouse and Baden-Baden airports will no longer be processed by email.

The City of Strasbourg is actively working on the modernisation of the travel services of the delegations of the Parliamentary Assembly of the Council of Europe. This new platform aims to facilitate the follow-up of requests for PACE members and secretaries of delegations.

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 PACE Member account? 3

How to create a delegation secretary account? 5

How to link the account of a PACE Member with that of a delegation secretary? 7

How can a delegation secretary create an arrival request for a PACE Member? 9

How can a delegation secretary create a request to leave for a PACE Member? 14

Where to track the evolution of transportation demands? 20

How to track the evolution of transportation demands? 20

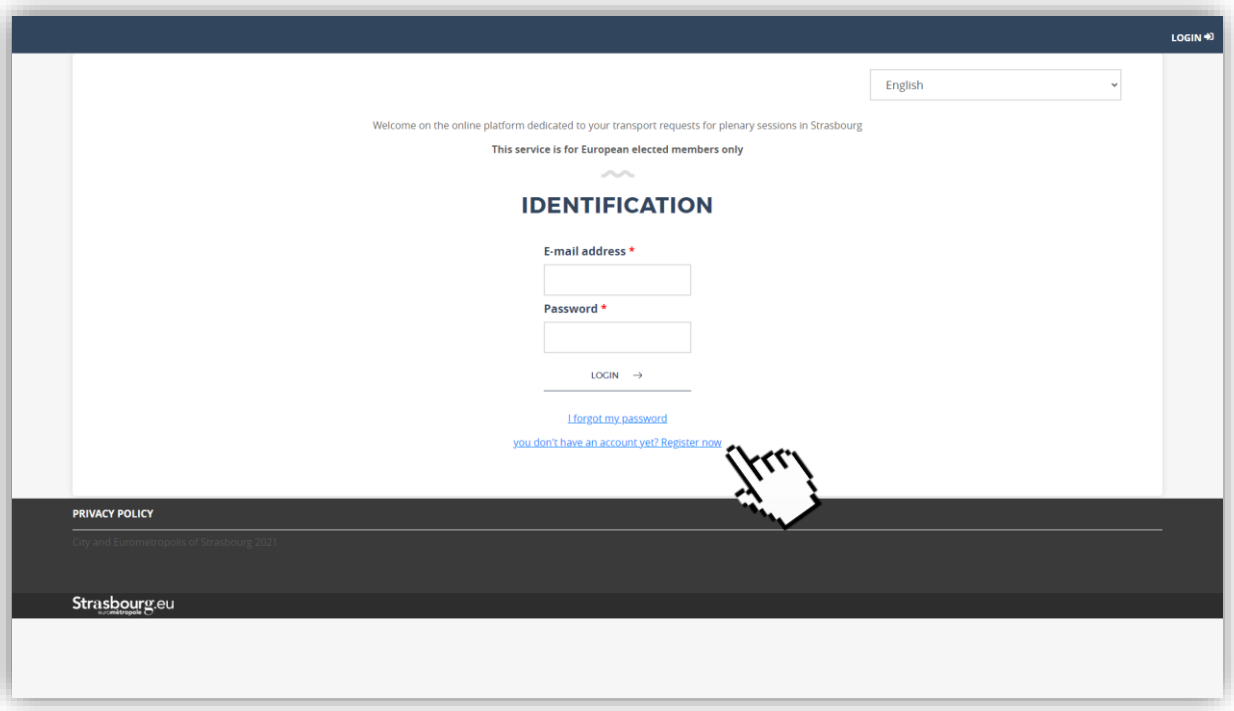
How to view news and FAQs (Frequently Asked Questions)? 21

How to create a PACE Member account?

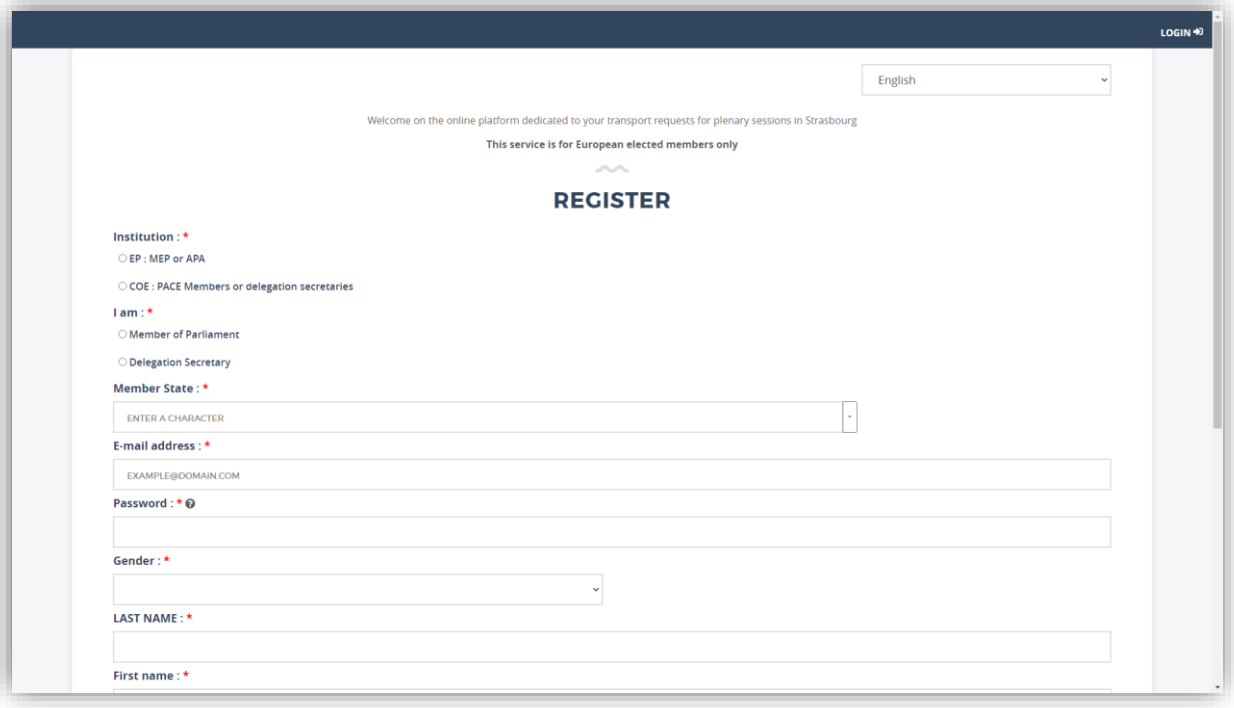
As delegation secretary, you can create an account on our platform for each PACE Member you manage. PACE Members must be registered individually and by a single e-mail address. Once the PACE Members accounts are created, you can log into your personal account in order to add them to your online parliamentary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

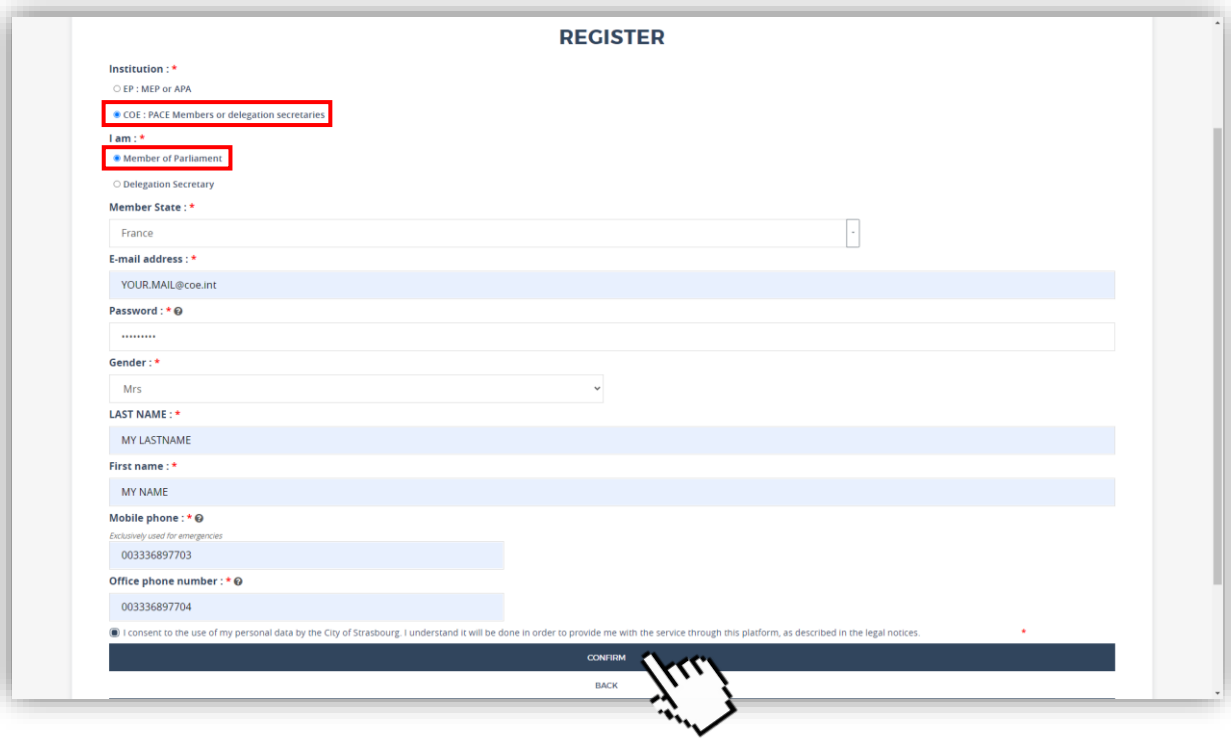


You are now directed to the account creation window.



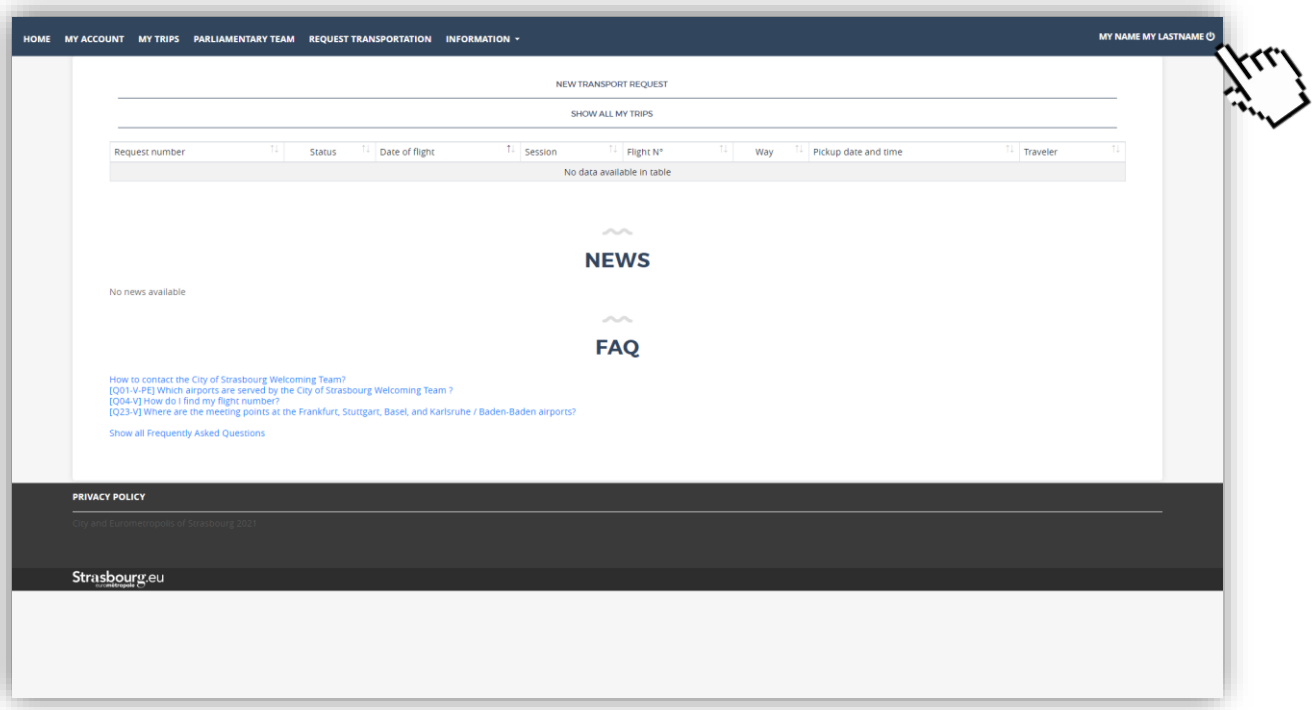
Fill in the fields based on the information of the PACE Member you are creating the account of, and click on *"Confirm"*.

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.



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.

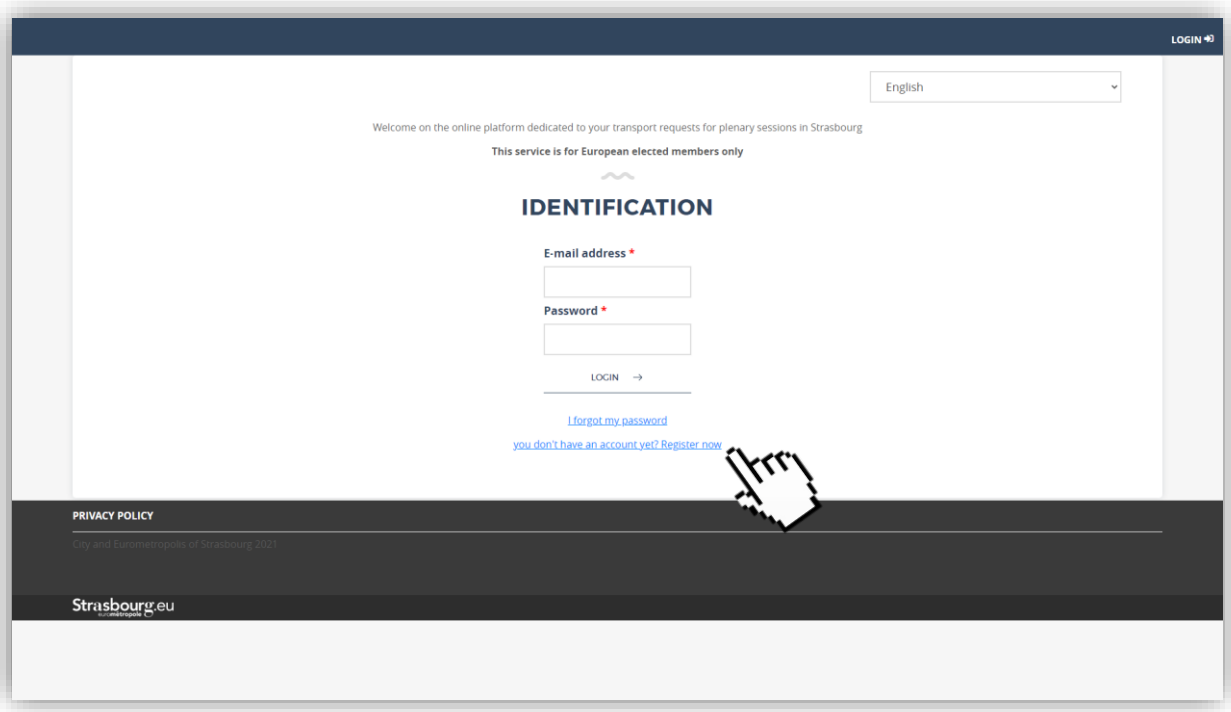


Once the PACE Members accounts are created, provide access to them so they can change their password in the *"My Account"* tab. They can also access the platform and click on *"I forgot my password"*.

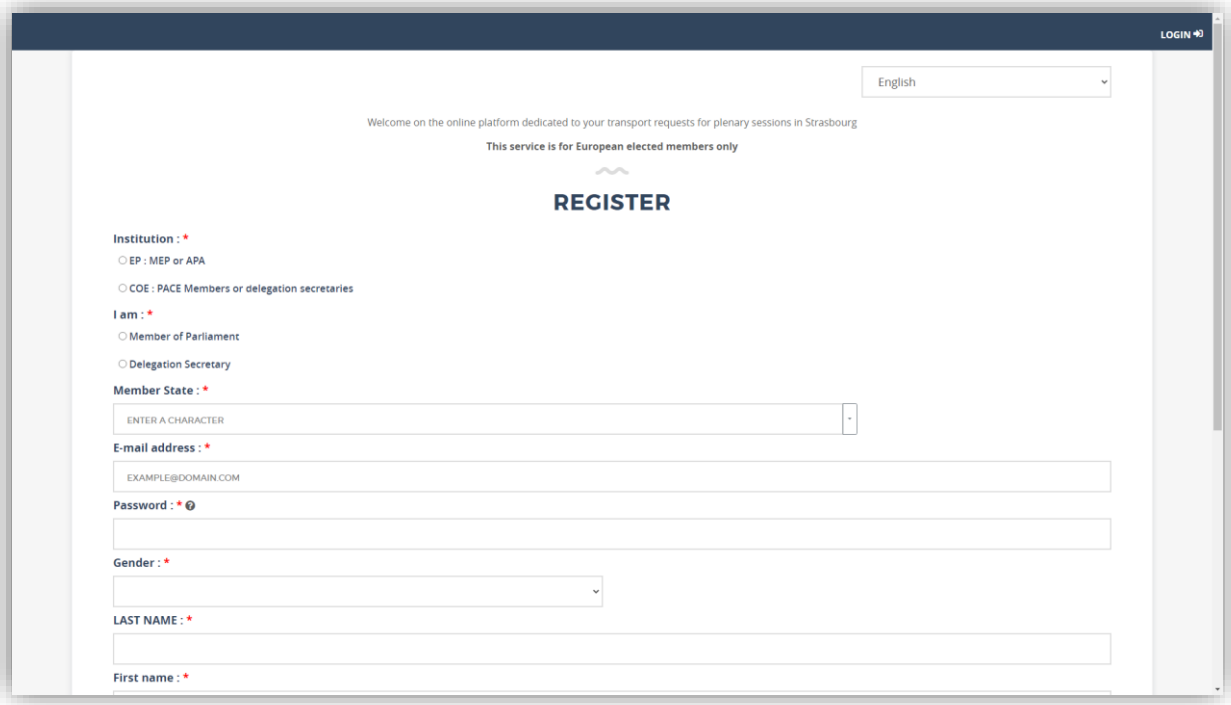
How to create a delegation secretary account?

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/.

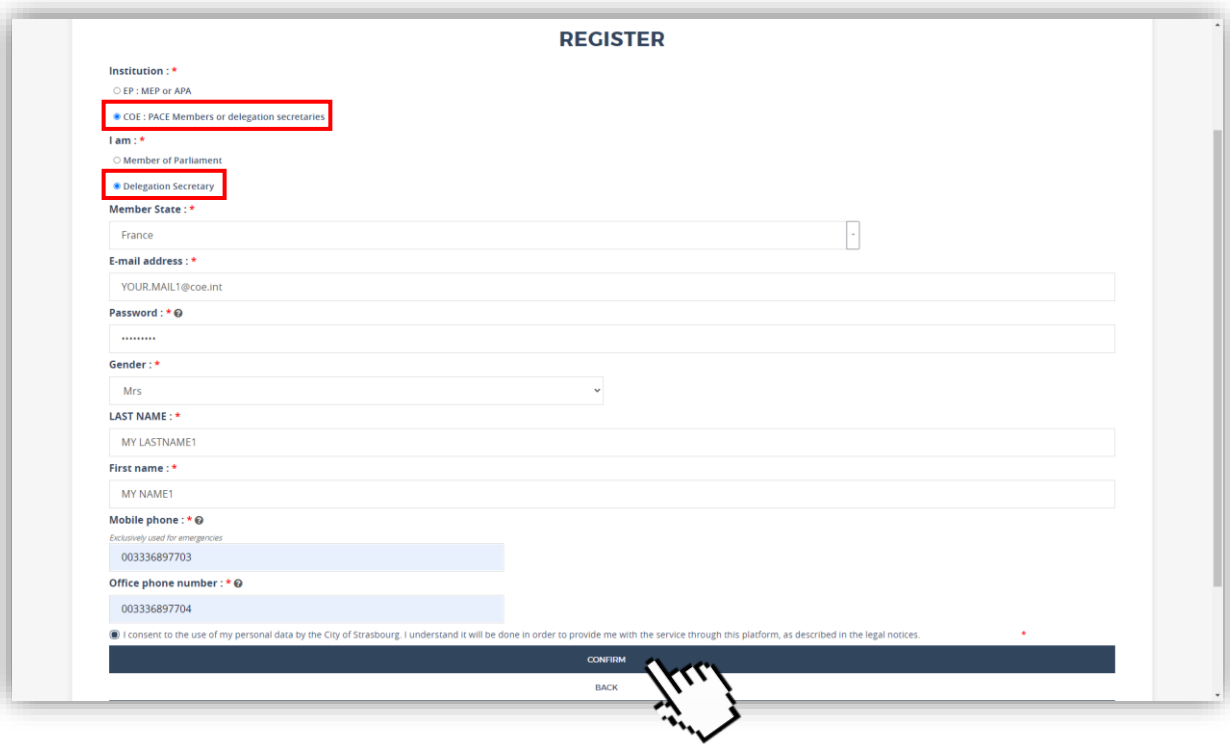
You will arrive at the login window. Please click on *"You don't have an account yet? Register now"*.



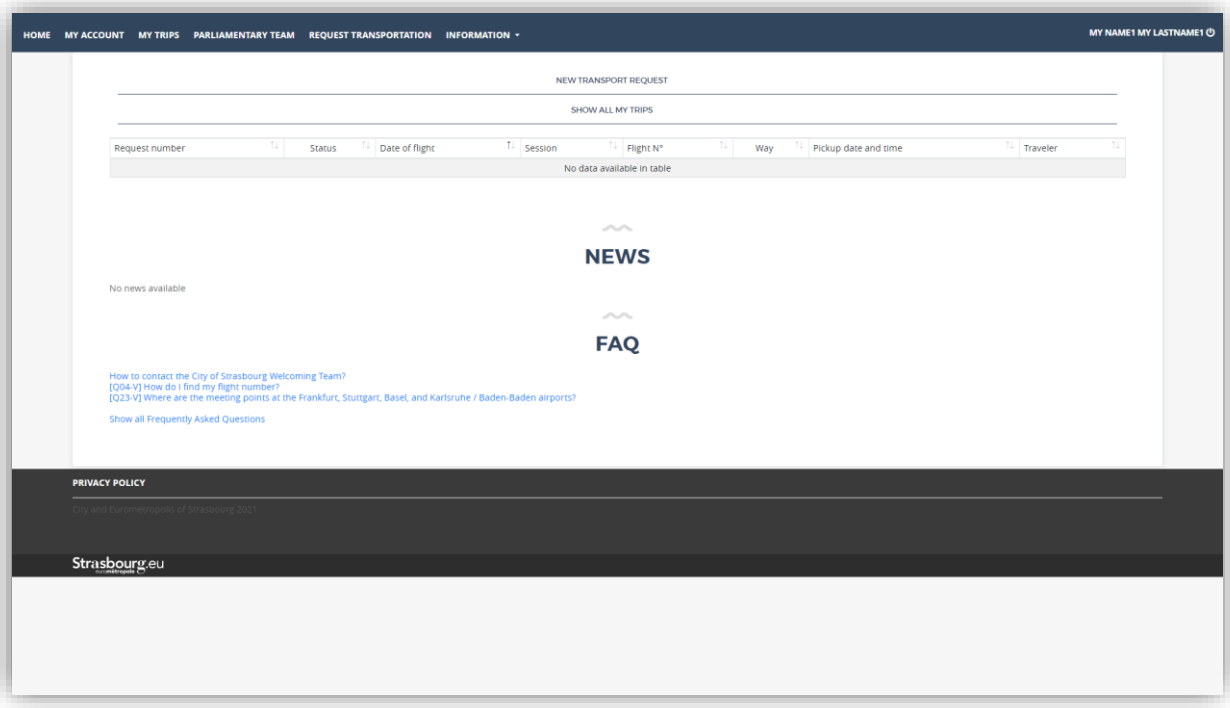
You are now directed to the account creation window.



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



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

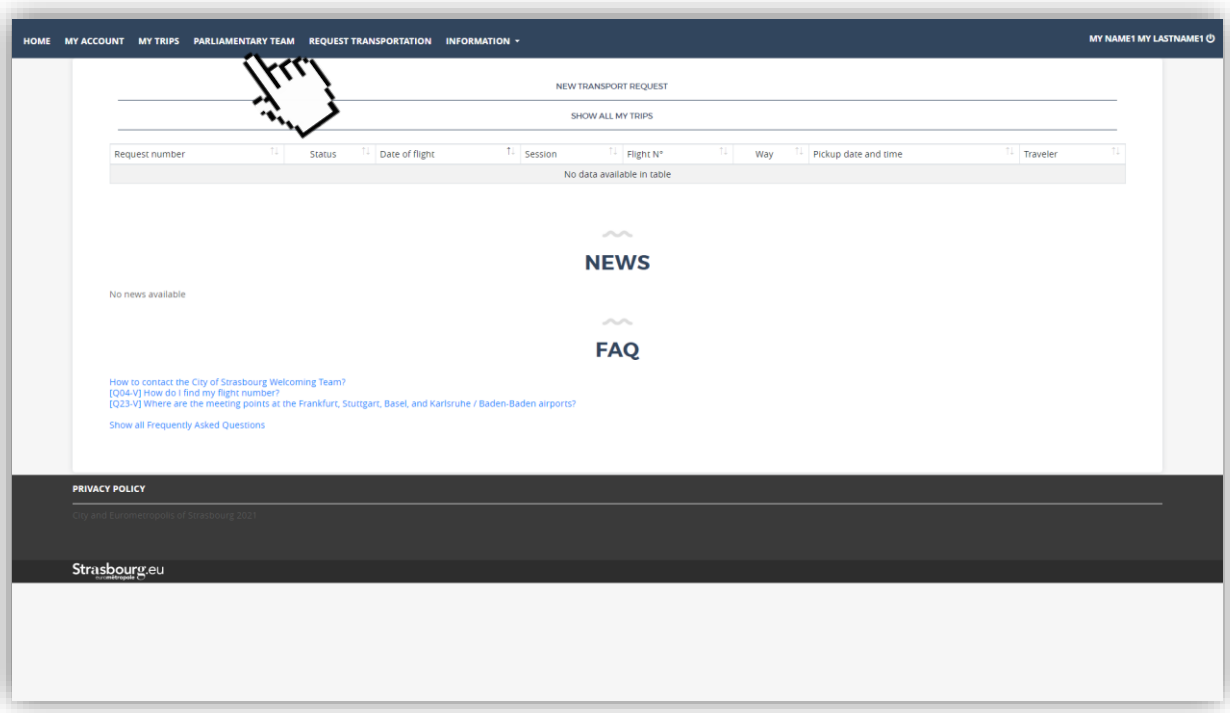


If you would like a second person (another delegation secretary or the assistant of the PACE Member) to also receive the e-mails sent during the transport confirmations, you have the possibility to insert a second e-mail address in the tab *"My account"*. Confirmation emails will be sent to both addresses.

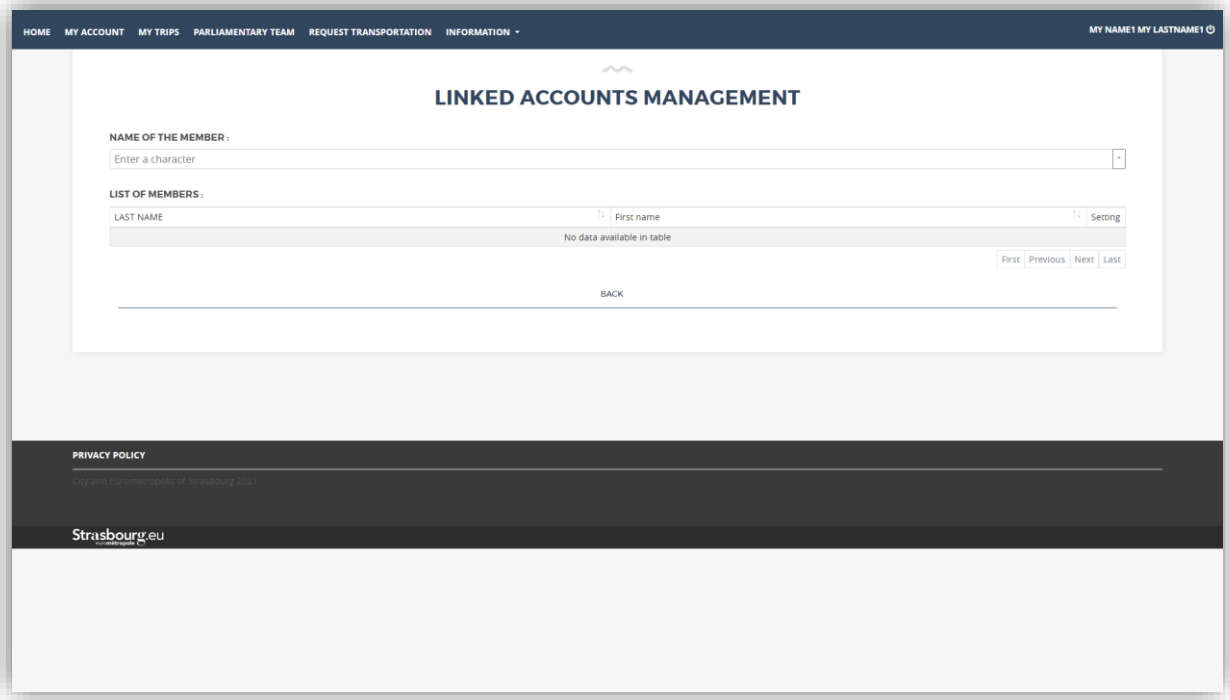
However, this secondary email address will only allow you to receive emails. It will not allow you to connect to the platform. The second email address will therefore only allow information to be transmitted, it will not be possible to ask for new requests or changes with this second email.

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

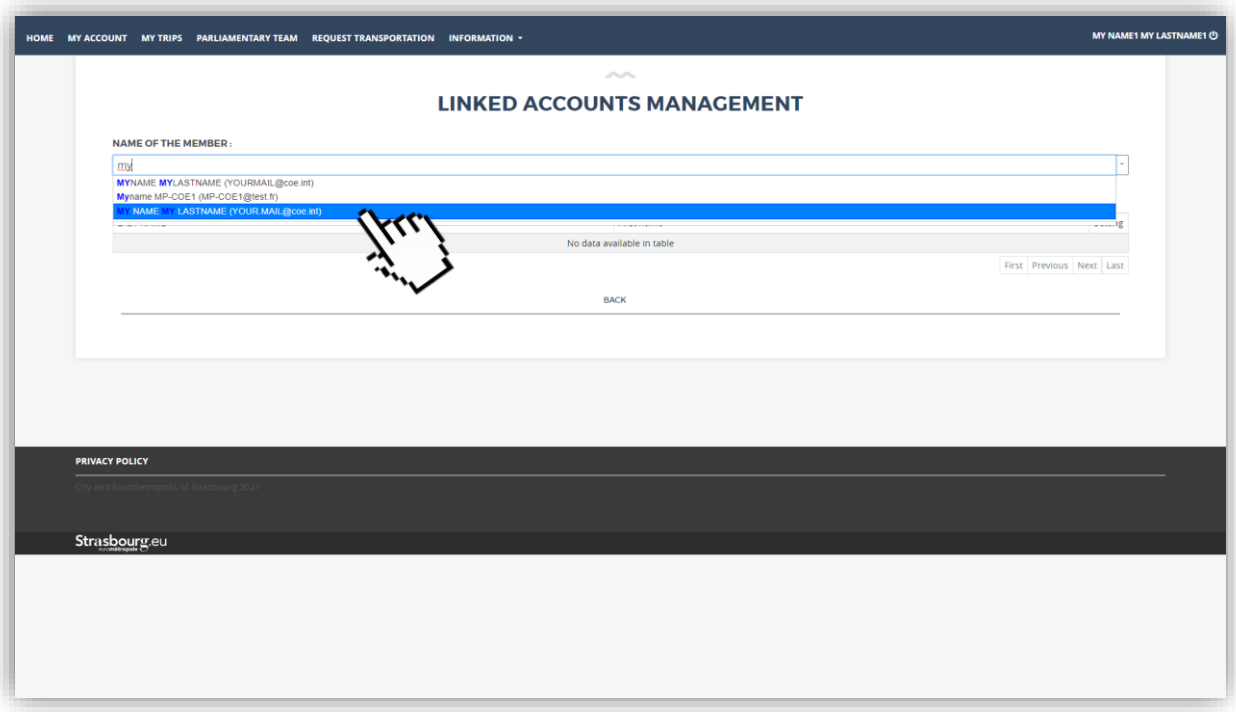
If you wish to make requests on behalf of one or more delegation members, you can add them *via* the *"Parliamentary Team"* tab. In order to do this, log in to your delegation secretary account. Then, go to the dedicated page to add the desired delegation members.



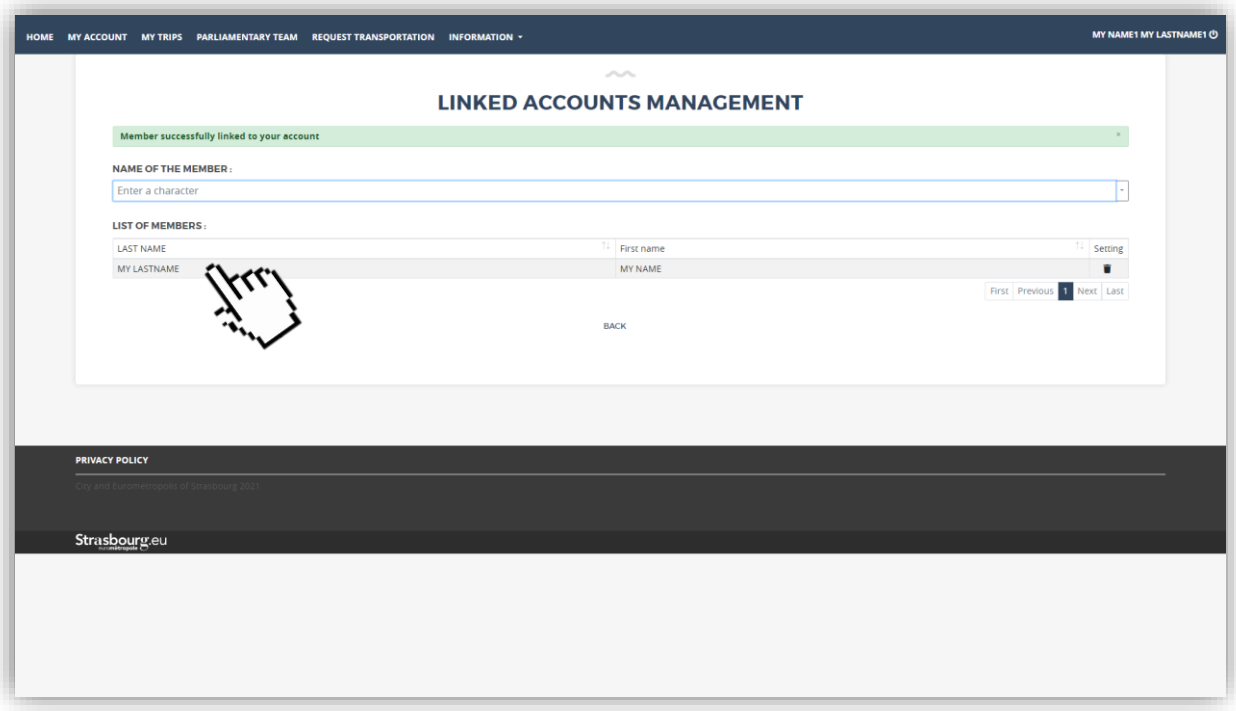
You are redirected to the linked accounts management page.



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



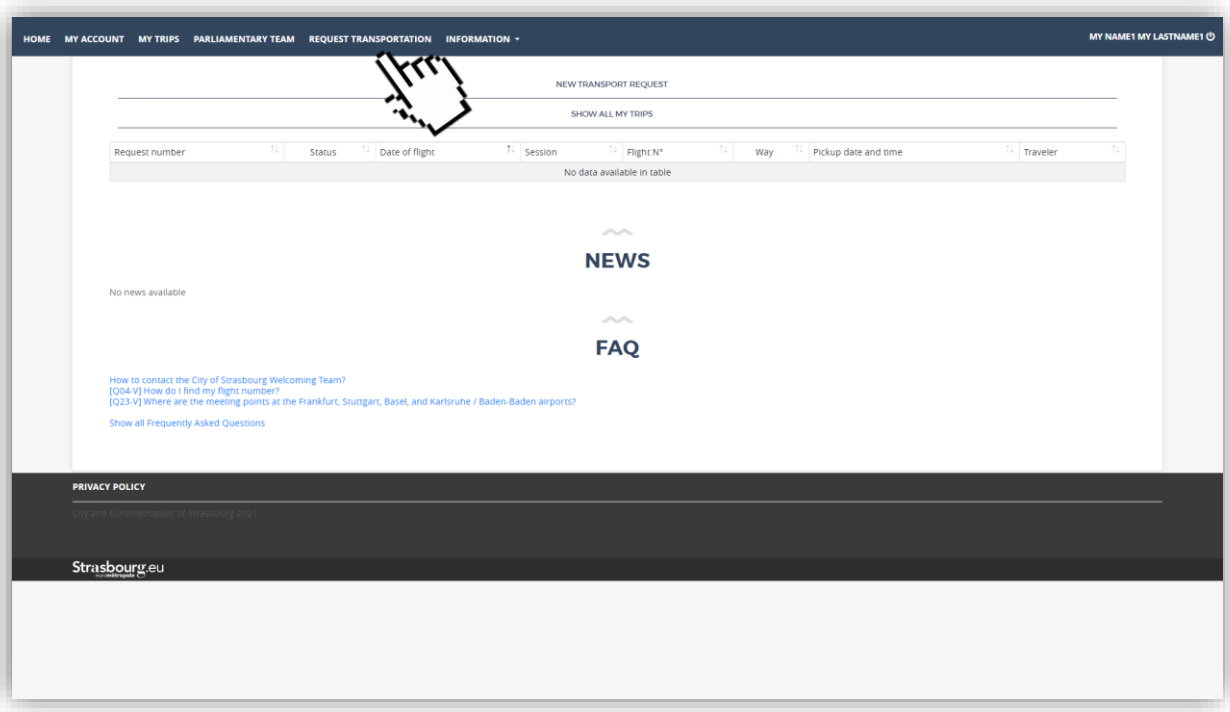
Their names appear in the *"List of Members"*. **If a member of your delegation does not appear, check that their account has been created beforehand.** If not, please create an account. To do so, you can refer to the *"How to create a PACE Member account?"* section.



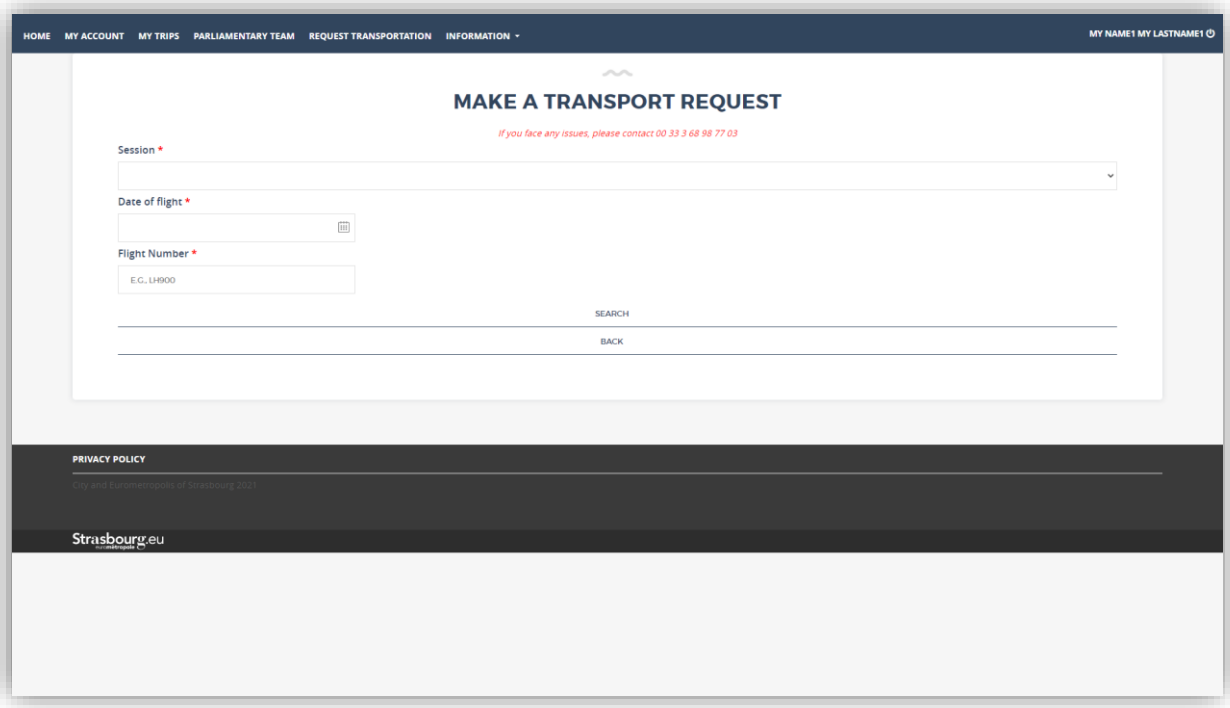
How can a delegation secretary create an arrival request for a PACE Member? ➔🏢

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

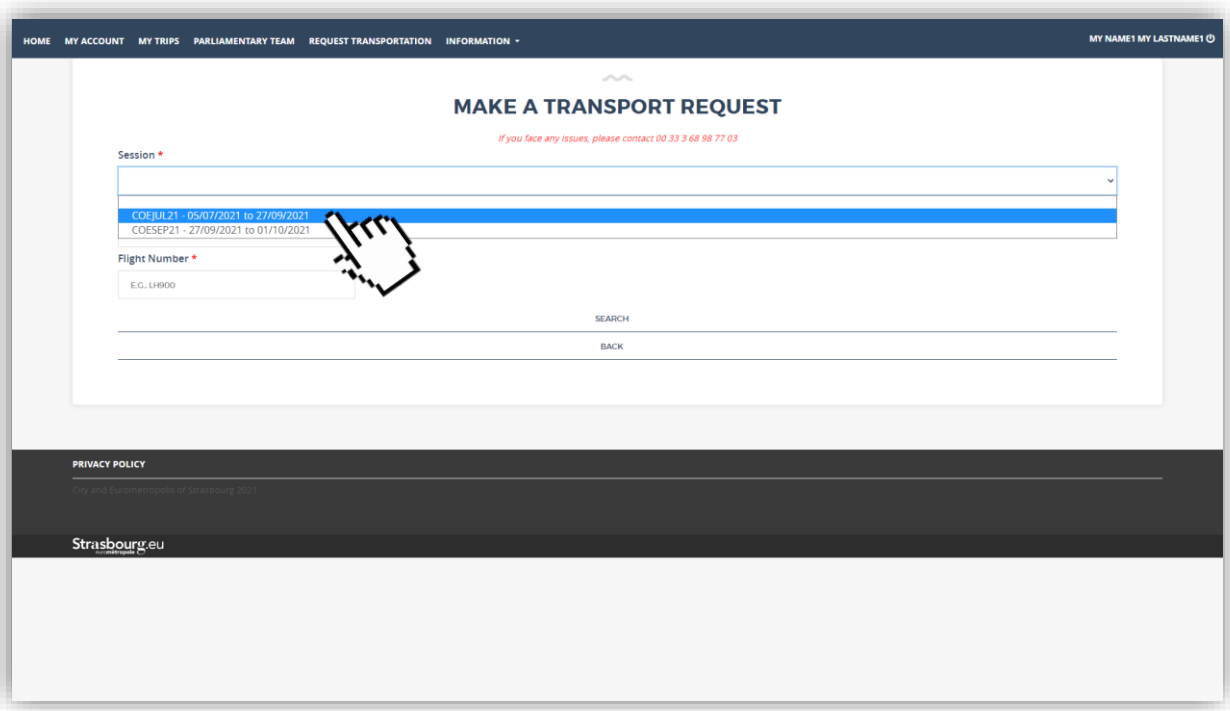
To do this, from your account home page, click on *"Request transportation"*.



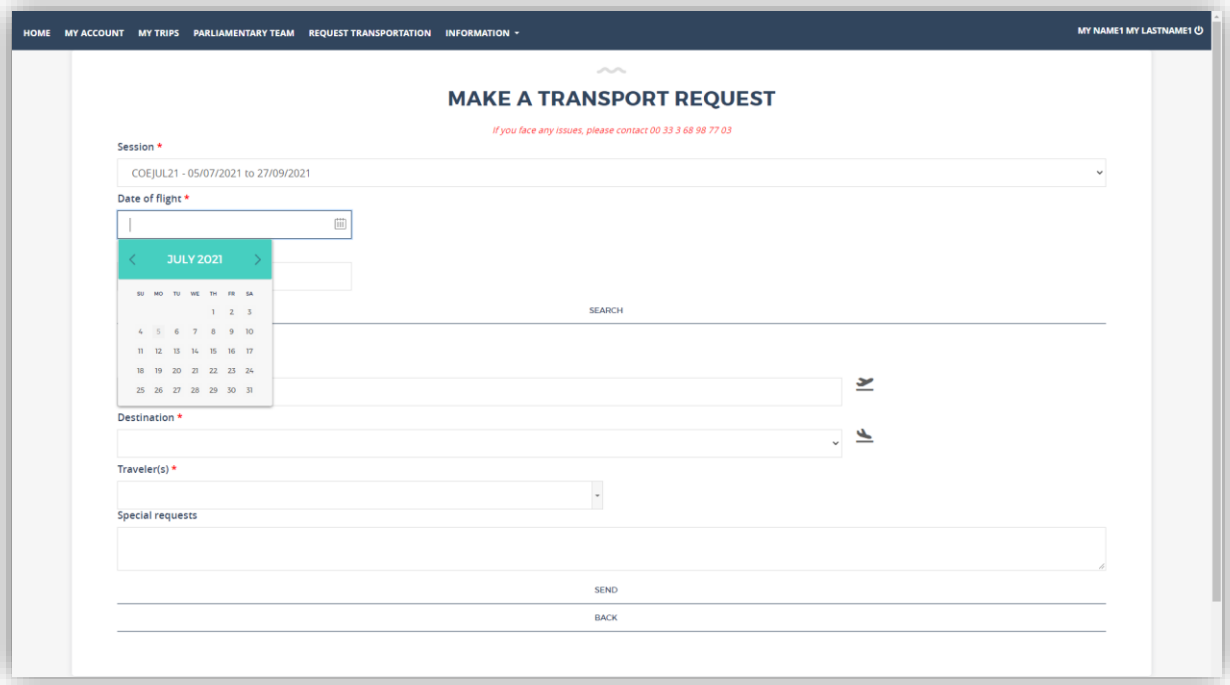
You are redirected to the transport request page.



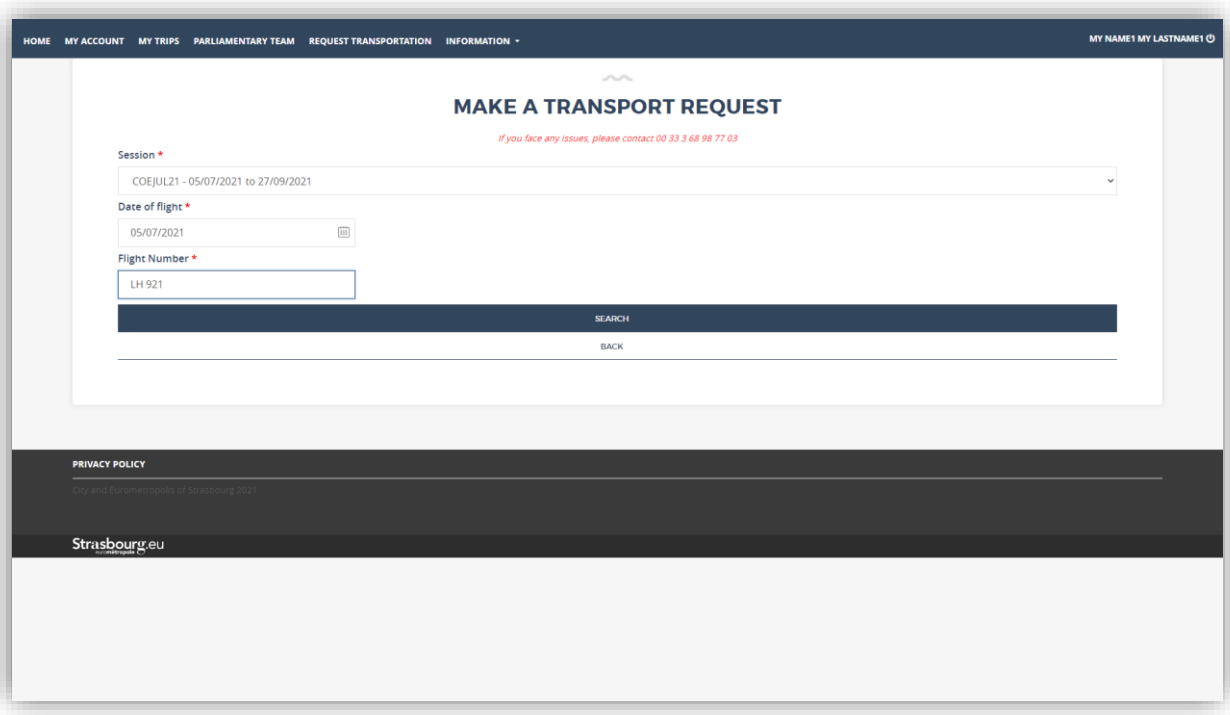
Select the relevant session for the request.



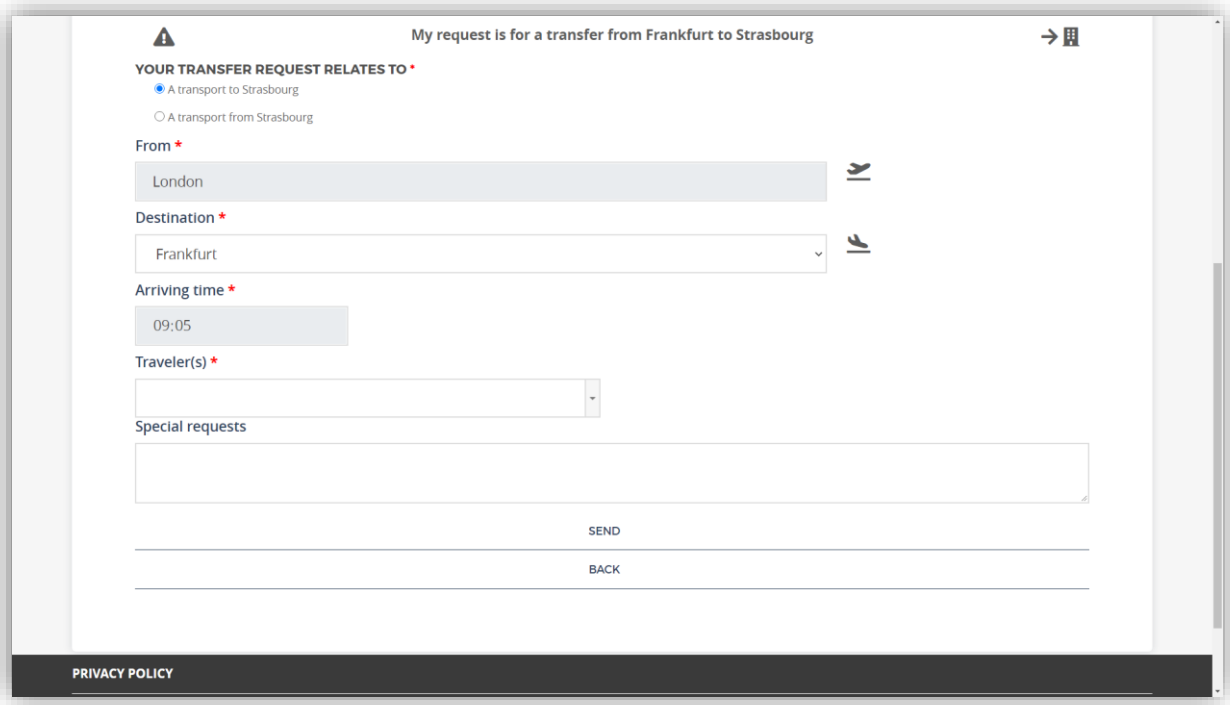
Select the date of the flight.



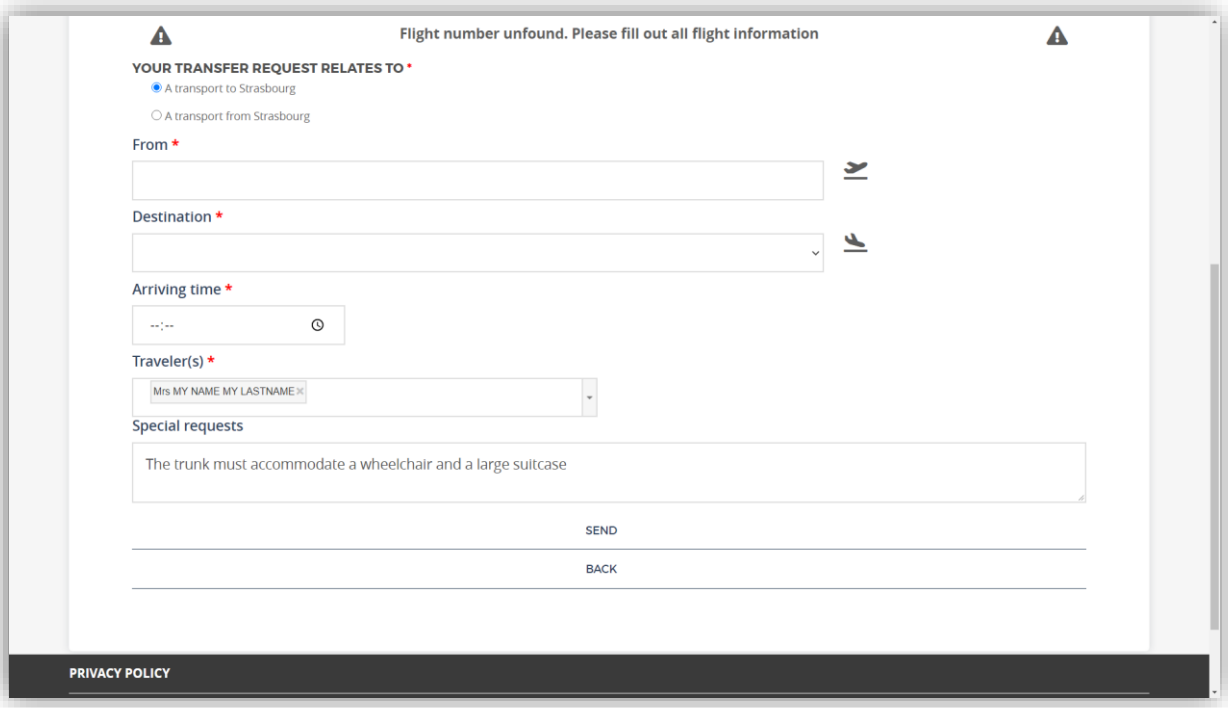
Finally, enter the flight number. You will find this number on your plane ticket. It usually consists of 2 to 3 letters and 3 to 4 numbers. For example, LH 921 or EZY 1234.



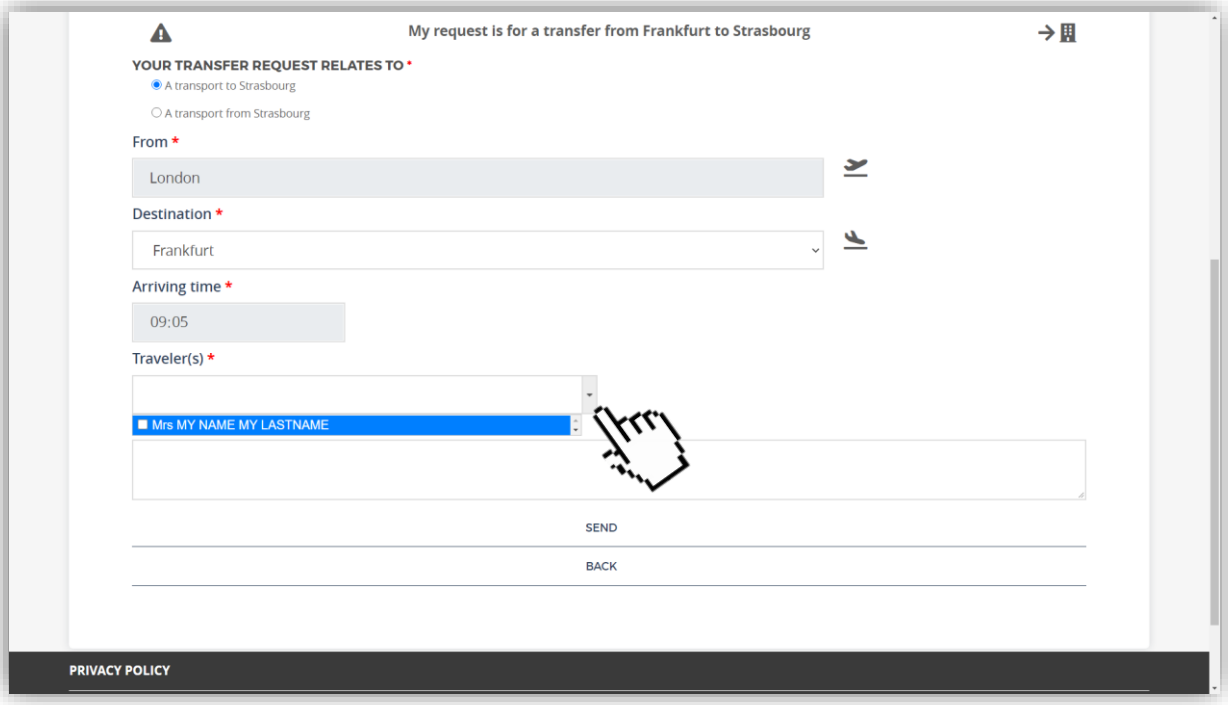
The platform will then automatically display the flight details. If this is not the case, retype the number by adding a space between letters and numbers. For example, LH 921 instead of LH921.



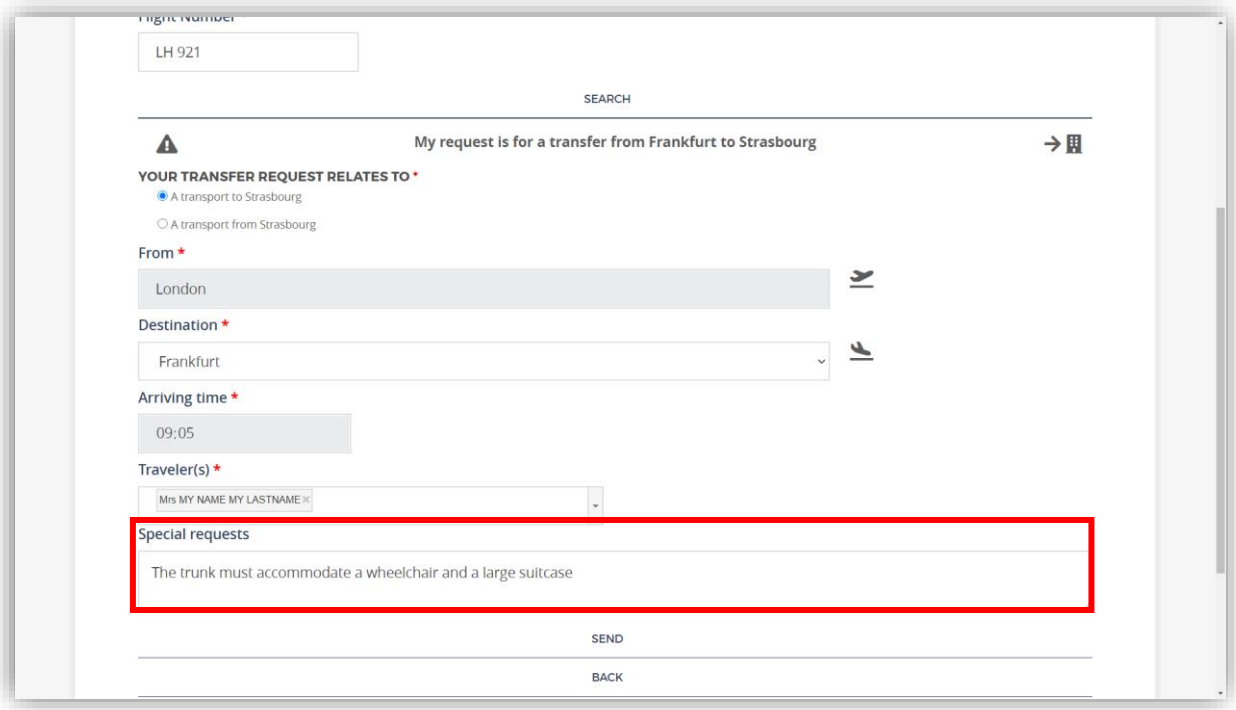
If your flight number is not recognized by the platform, you can fill in the fields of your transport request manually. The remainder of the procedure is identical for both cases.



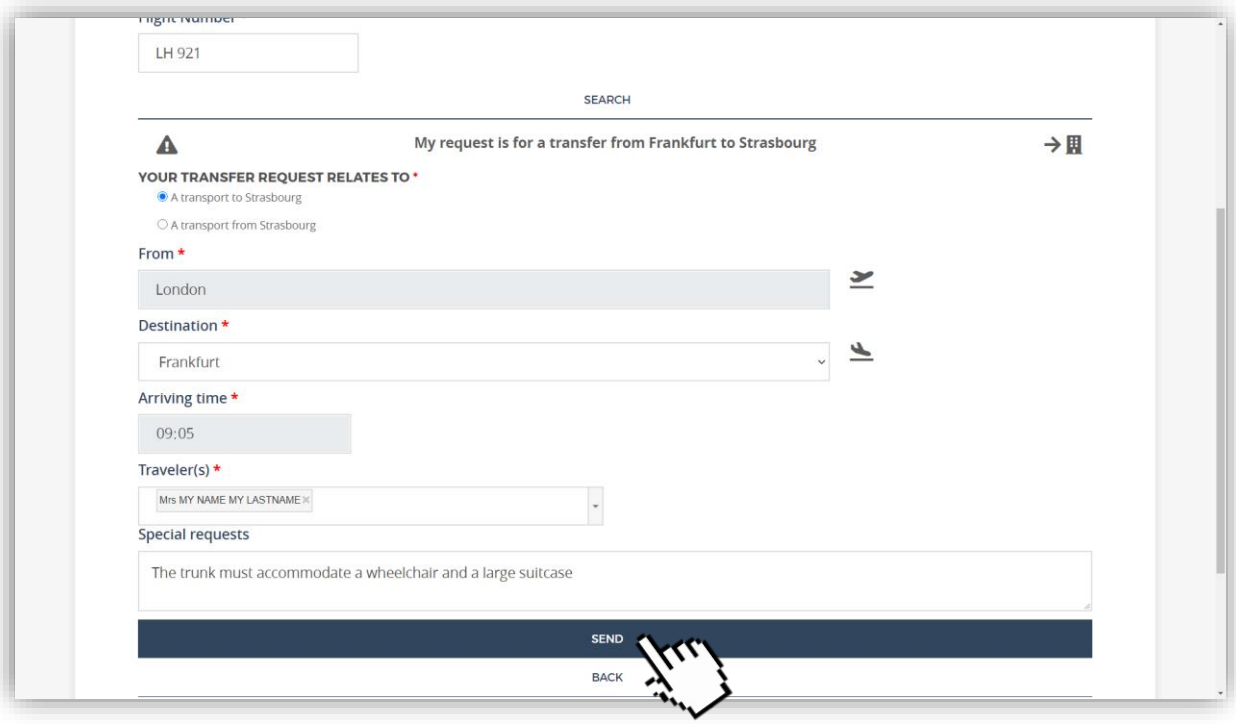
Select the PACE Member(s) receiving the transport. **You can only select PACE Members previously linked to your account, and you cannot add other delegation secretaries through this process.**



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.



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



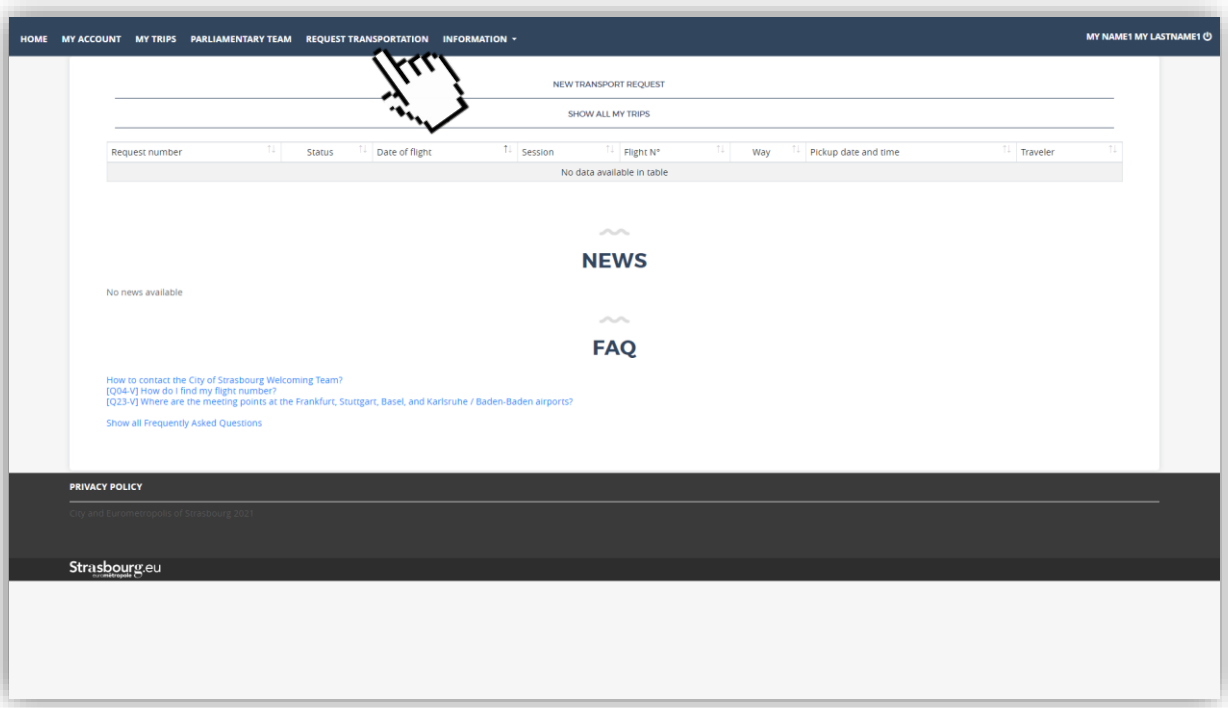
The delegation secretaries may make transport requests for one or more PACE Members under their management. Conversely, PACE Members can only make reservations for themselves via their personal accounts.

If delegation secretaries wish to travel with their delegation members, simply indicate this in the *"Special Requests"* field. Generally speaking, this service is reserved for PACE Members and we cannot always guarantee transport for delegation secretaries. However, we can offer you this service if seats remain available and you have requested them.

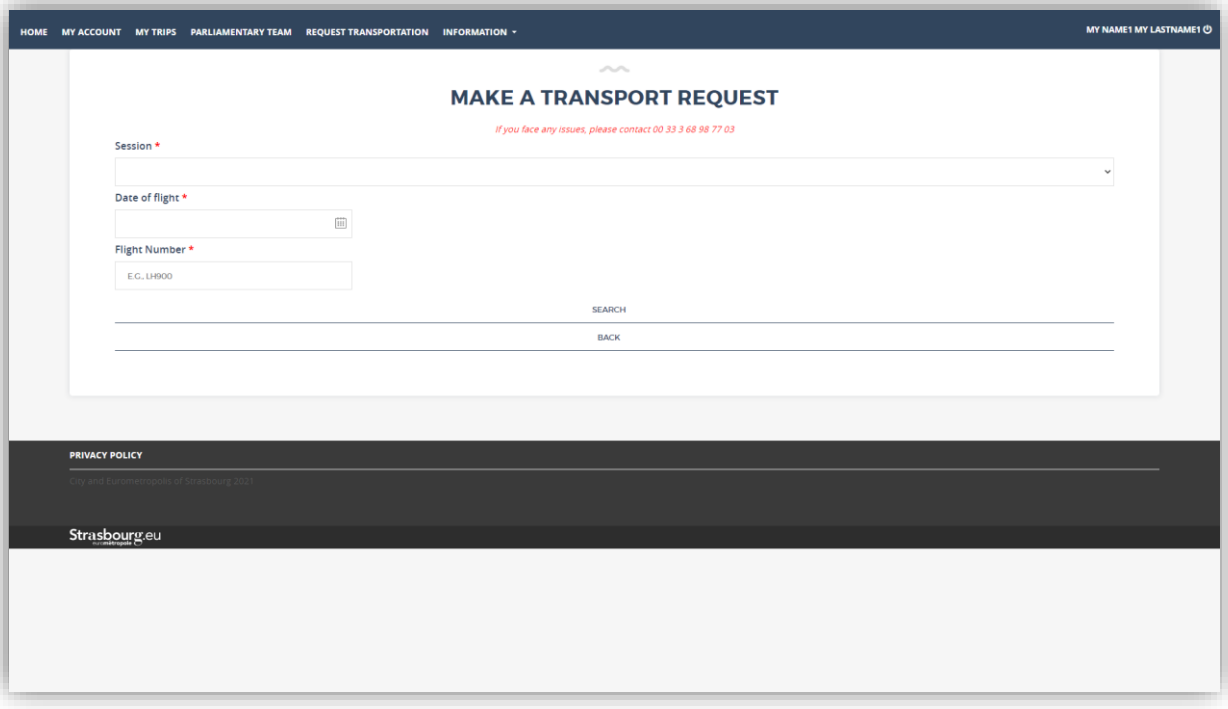
How can a delegation secretary create a request to leave for a PACE Member? ➔✈

The addition of the managed PACE Members in your *"Parliamentary 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.

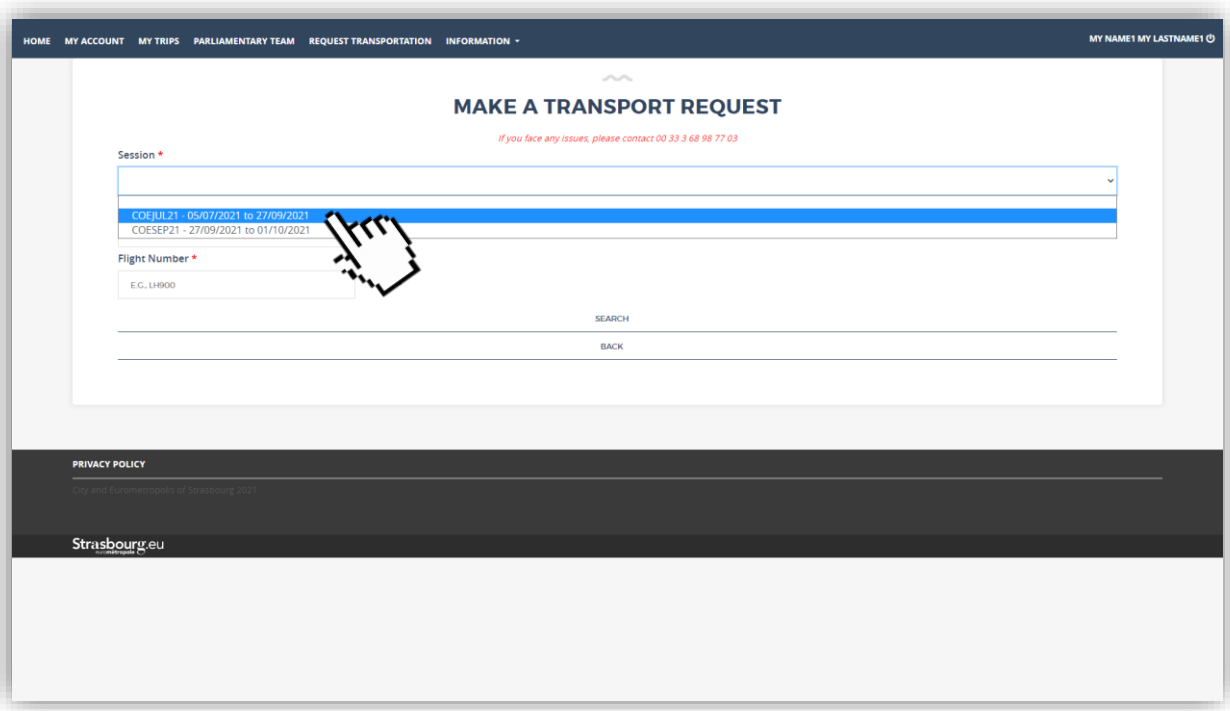
To do this, from your account home page, click on "*Request transportation*".



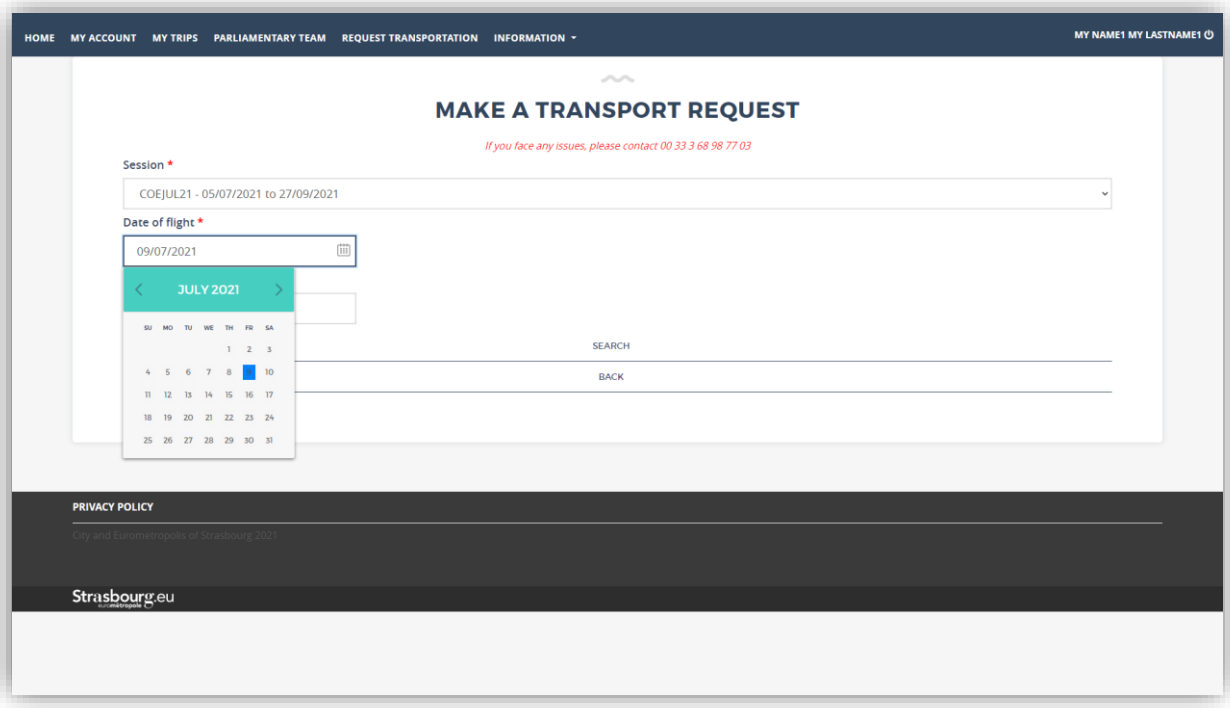
You are redirected to the transport request page.



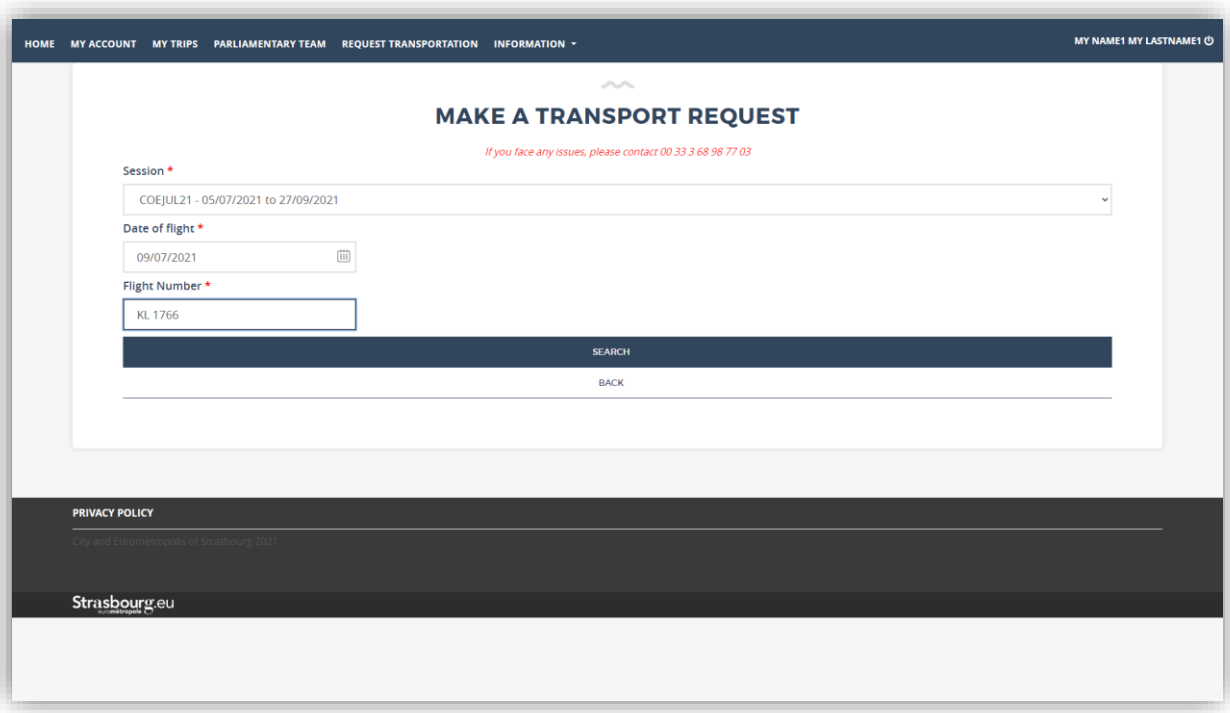
Select the relevant session for the request.



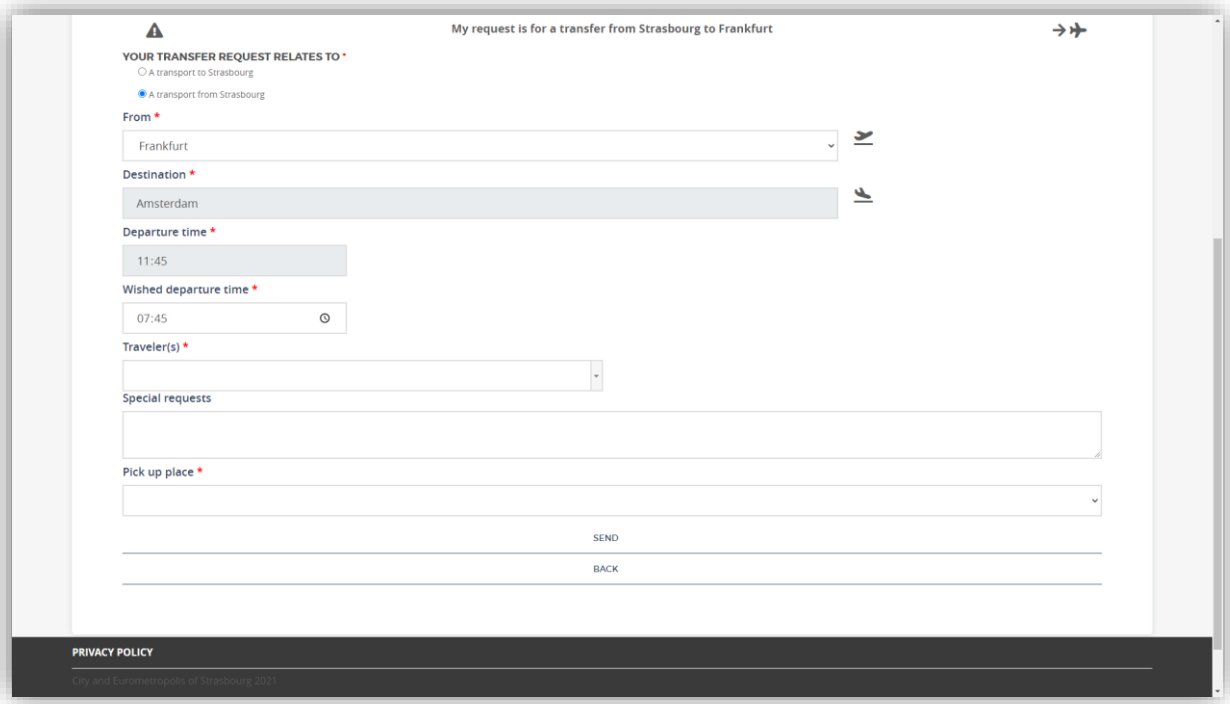
Select the date of the flight.



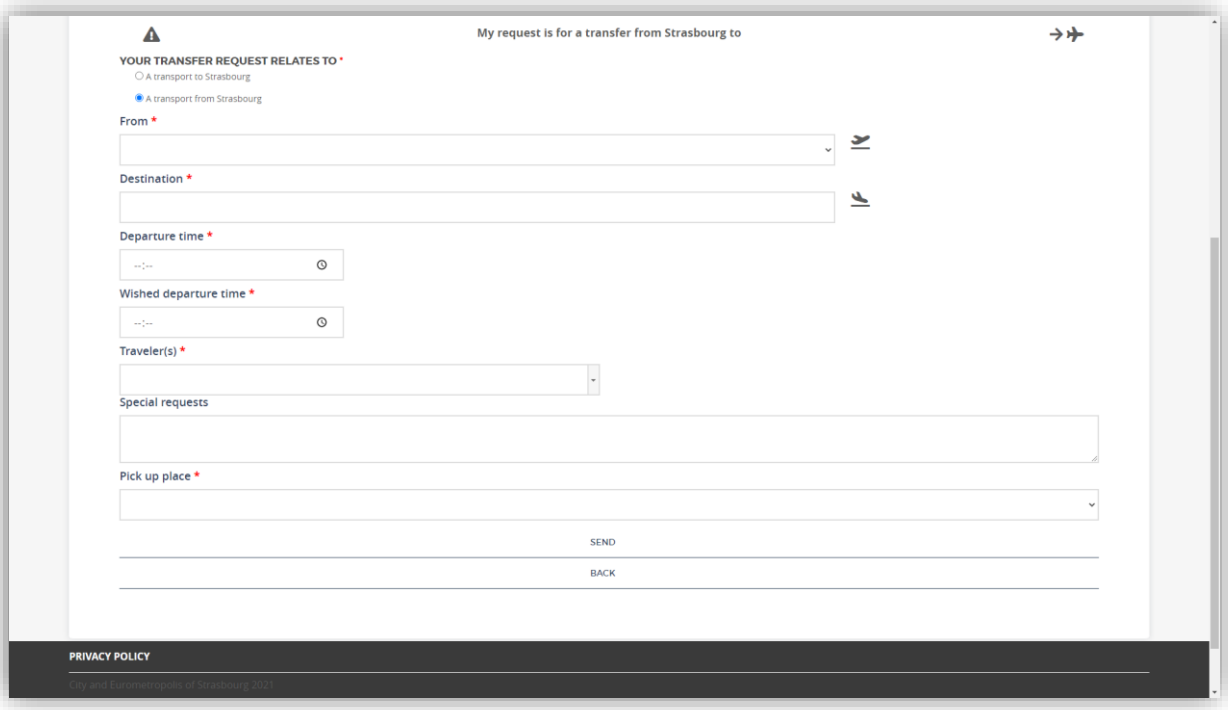
Finally, enter the flight number. You will find this number on your plane ticket. It usually consists of 2 to 3 letters and 3 to 4 numbers. For example, LH 921 or EZY 1234.



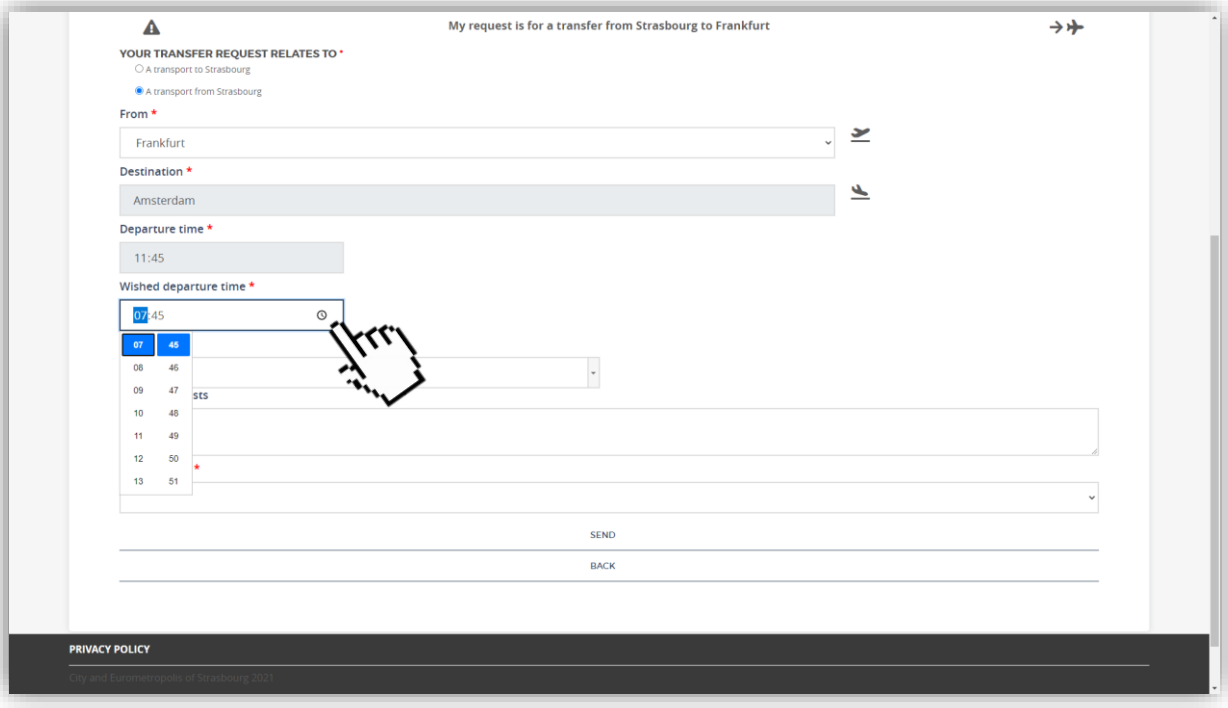
The platform will automatically display the flight details. If this is not the case, retype the number by adding a space between letters and numbers. For example, LH 900 instead of LH900.



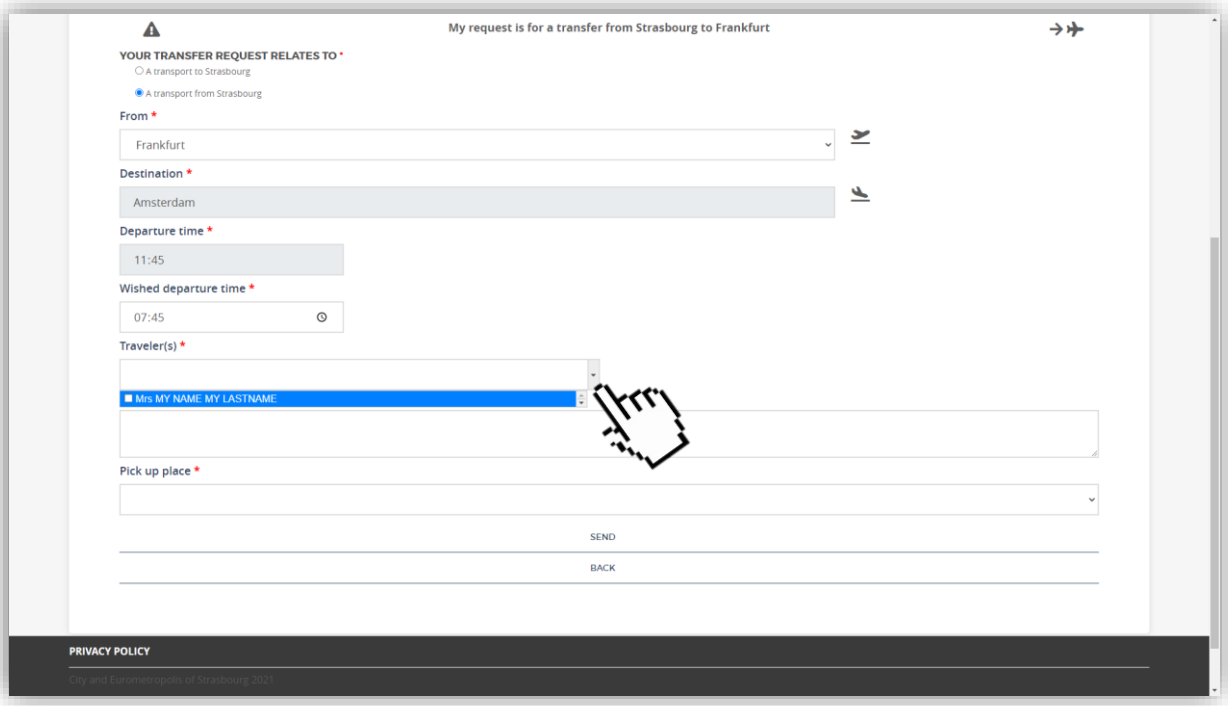
<u>If your flight number is not recognized by the platform</u>, you can fill in the fields of your transport request manually. The remainder of the procedure is identical for both cases.



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

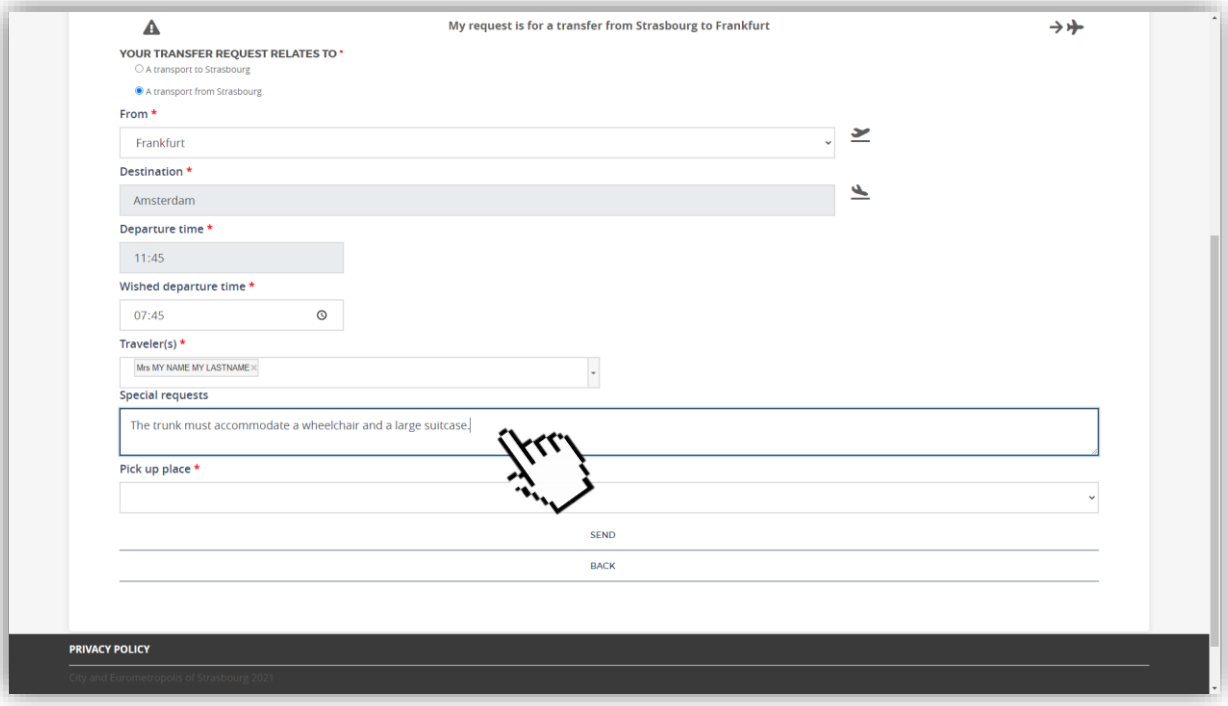


Select the PACE Member(s) receiving the transport. **You can only select PACE Members previously linked to your account, and you cannot add other delegation secretaries through this process.**

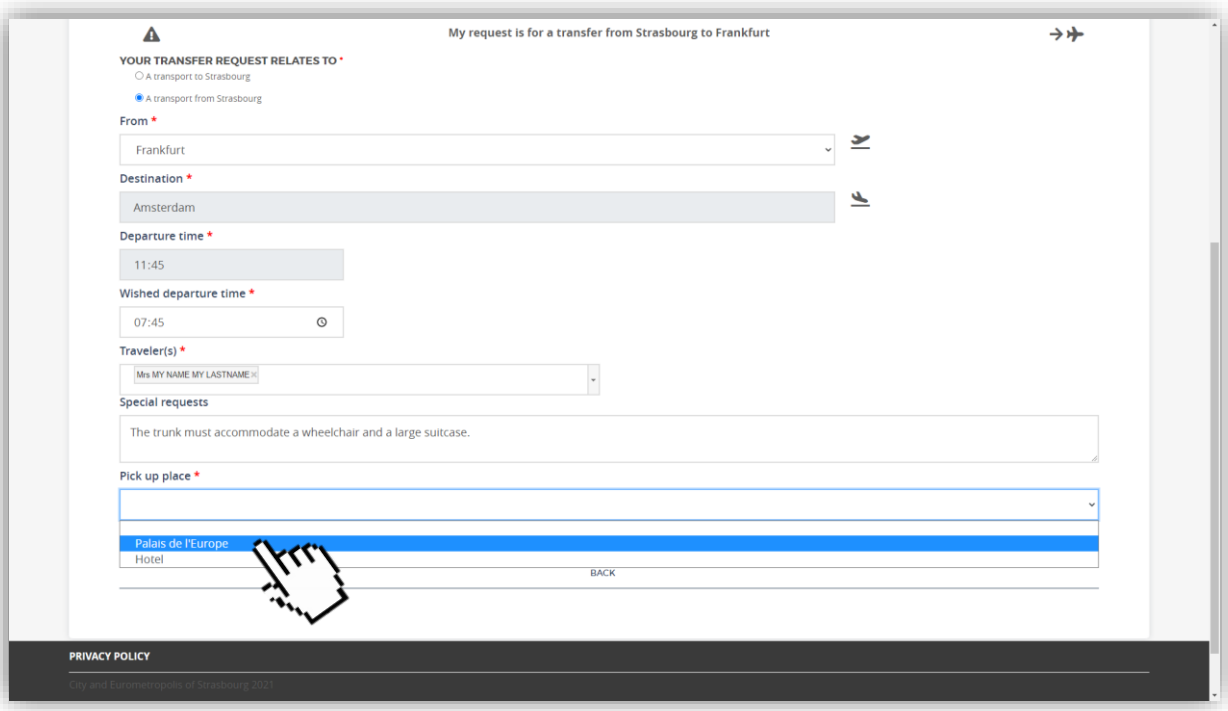


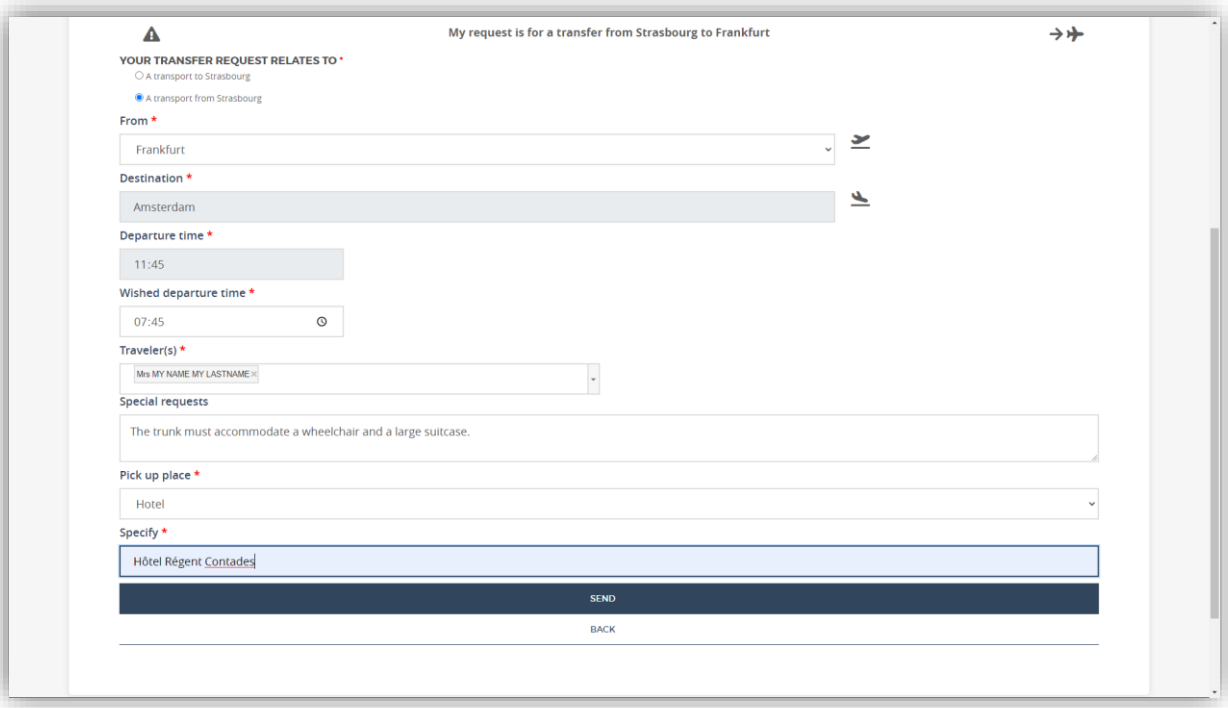
Specify any transportation special request. **For example, if you wish to travel with your delegation members and other delegation secretaries, you can specify this in this space *"Special Requests"*.**

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.



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





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

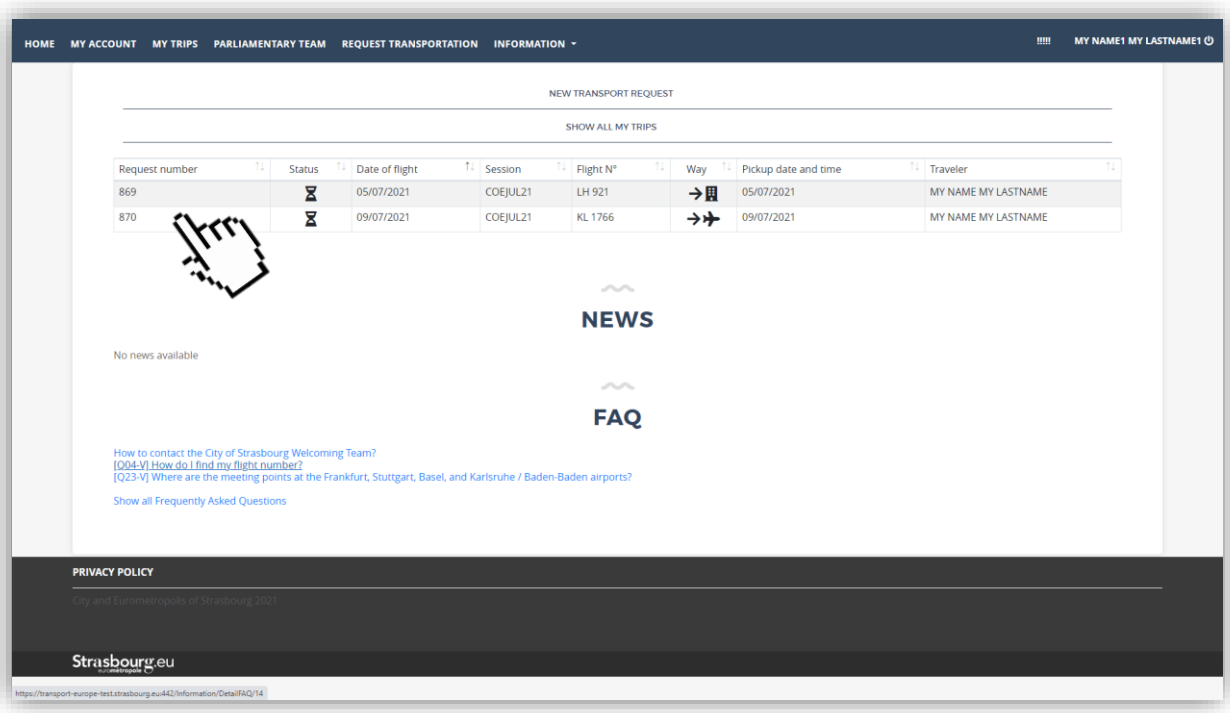
<u>The delegation secretaries may make transport requests for one or more PACE Members under their management. Conversely, PACE Members can only make reservations for themselves *via* their personal accounts.</u>

If delegation secretaries wish to travel with their delegation members, simply indicate this in the *"Special Requests"* field. Generally speaking, this service is reserved for delegation members and we cannot always guarantee transport for delegation secretaries. However, we can offer you this service if seats remain available and you have requested it.

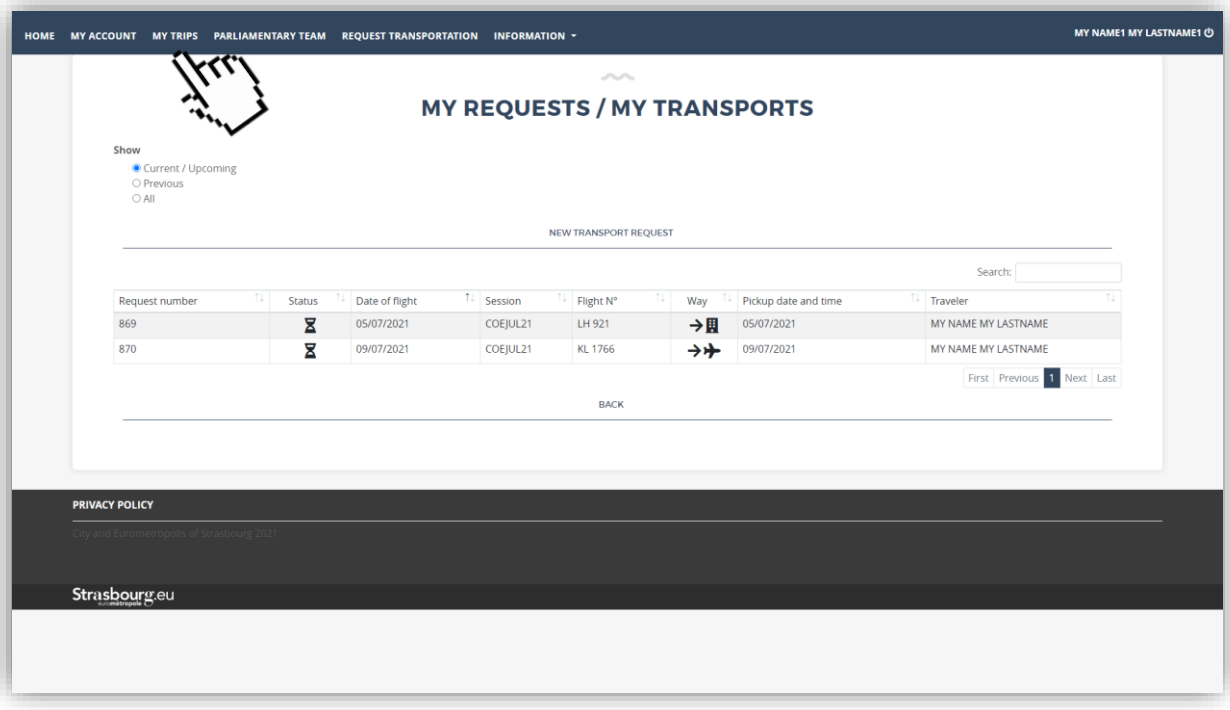
Where to track the evolution of transportation demands?

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):



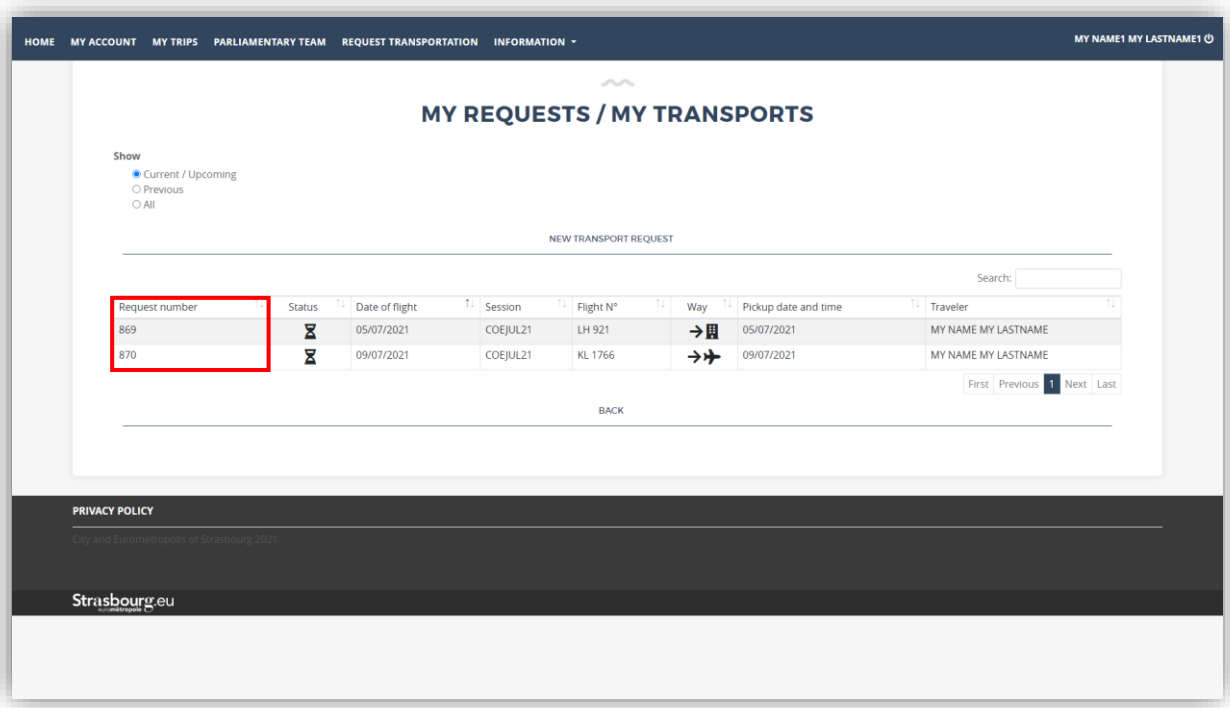
- Or by clicking on the *"My Trips"* tab (you will find all your trips, including your history):



How to track the evolution of transportation demands?

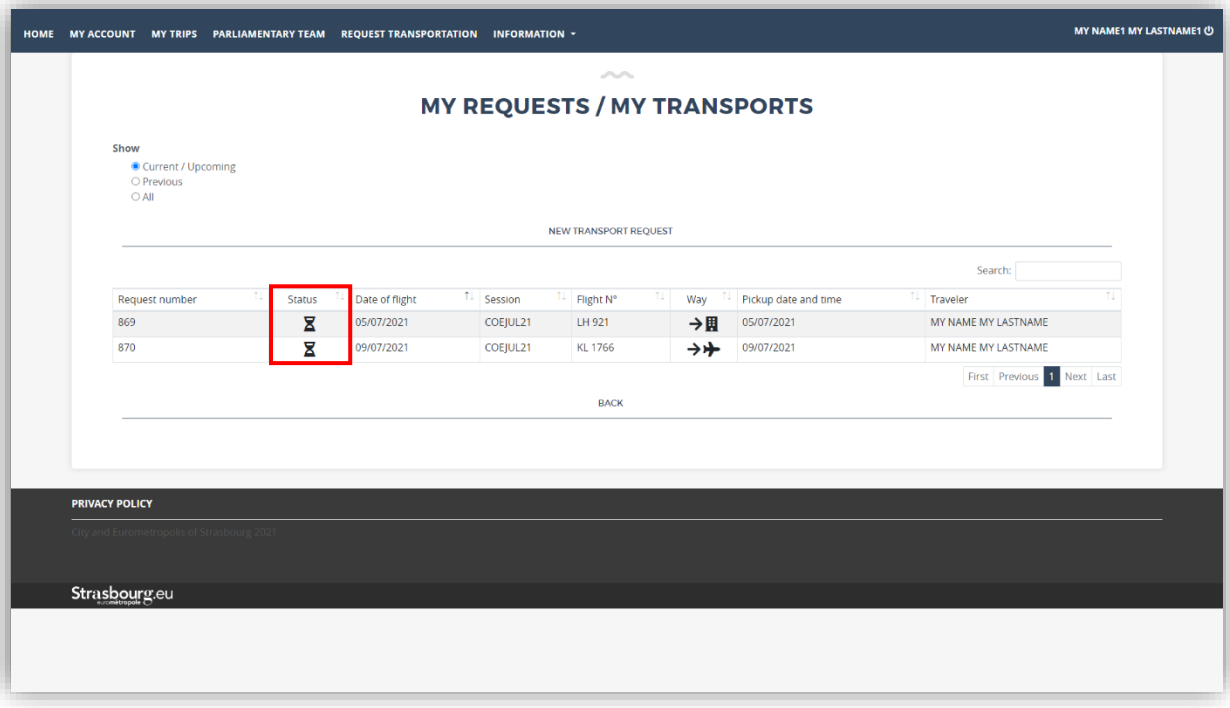
In the *"My Trips"* tab, you have access to all your trips, including your history. You will find several information.

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



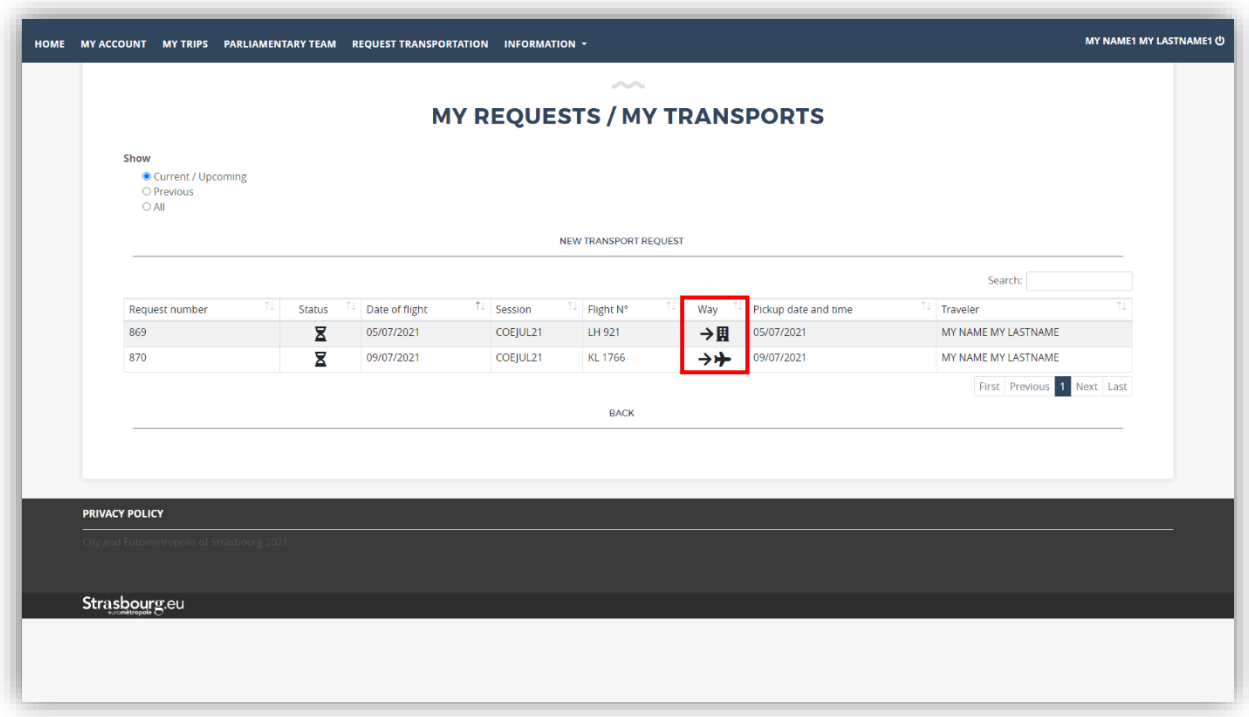
Then, you are informed of the status of your application. This can be:

- Pending validation
- Validated
- Refused or cancelled



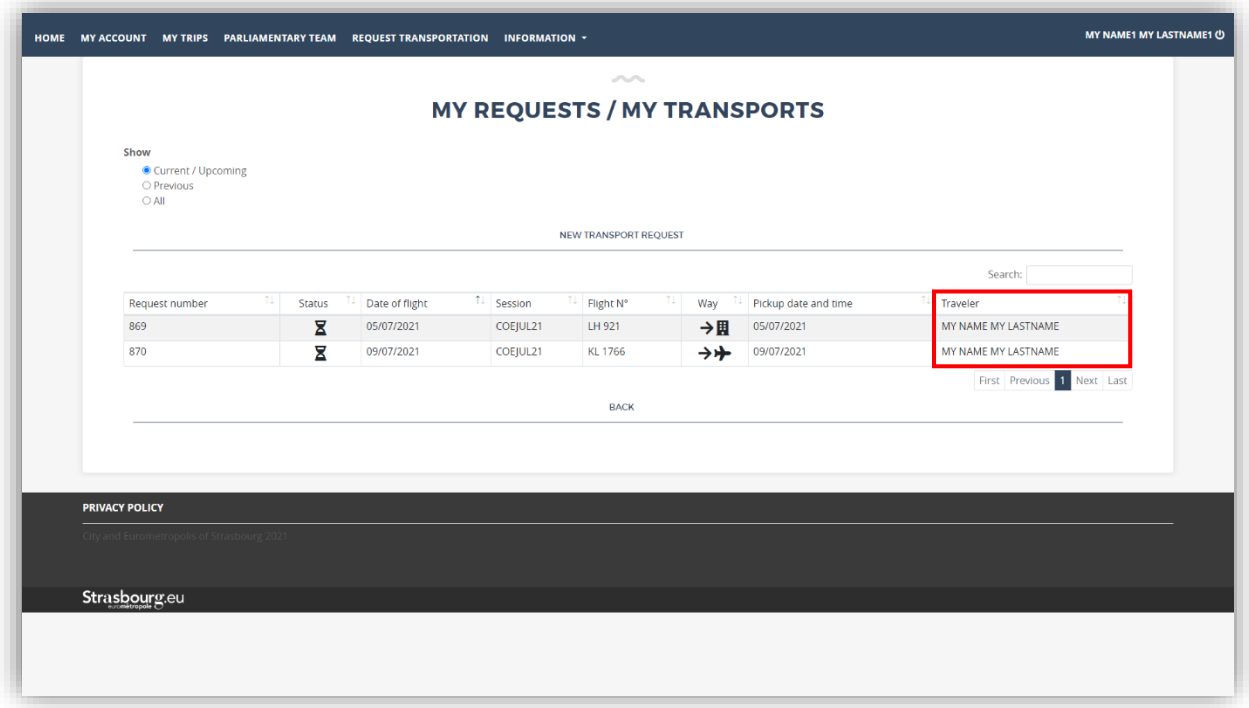
The direction of your transport is also indicated:

→🏢 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.

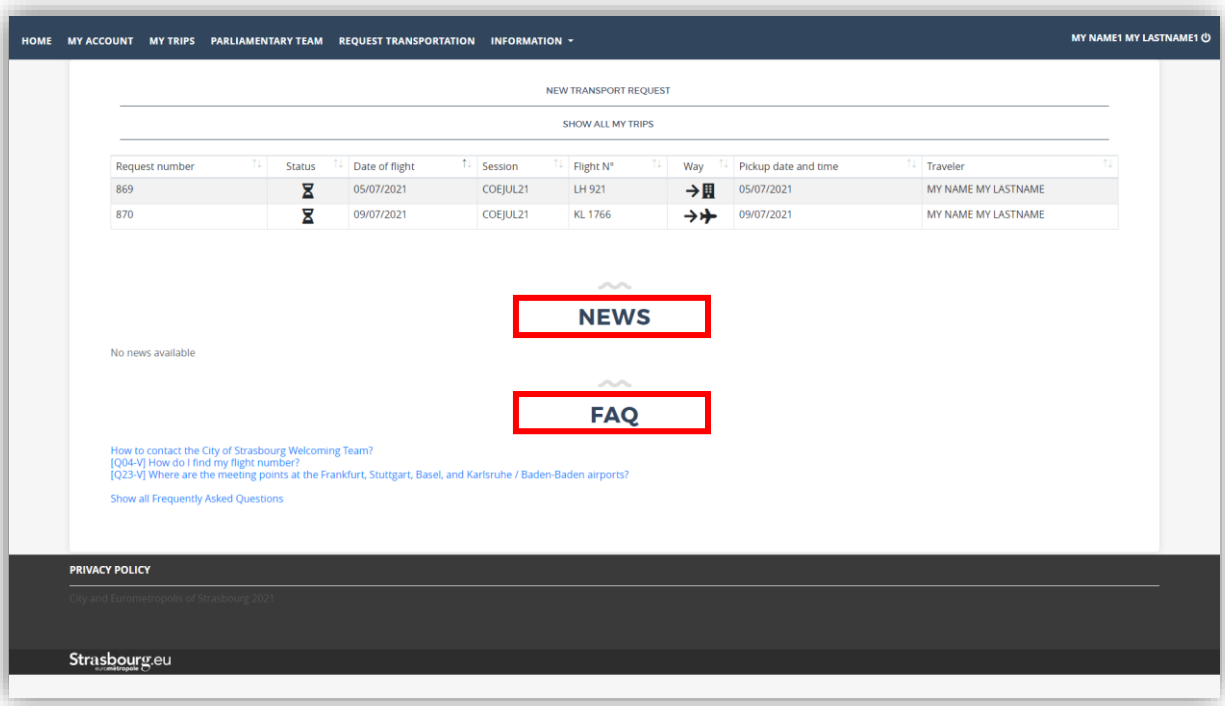
In order to facilitate the possible individual modifications for each traveller, transport requests for several PACE Members give rise to the creation of several order numbers. You can modify or cancel a member's request without altering the requests of the other beneficiaries of the journey.



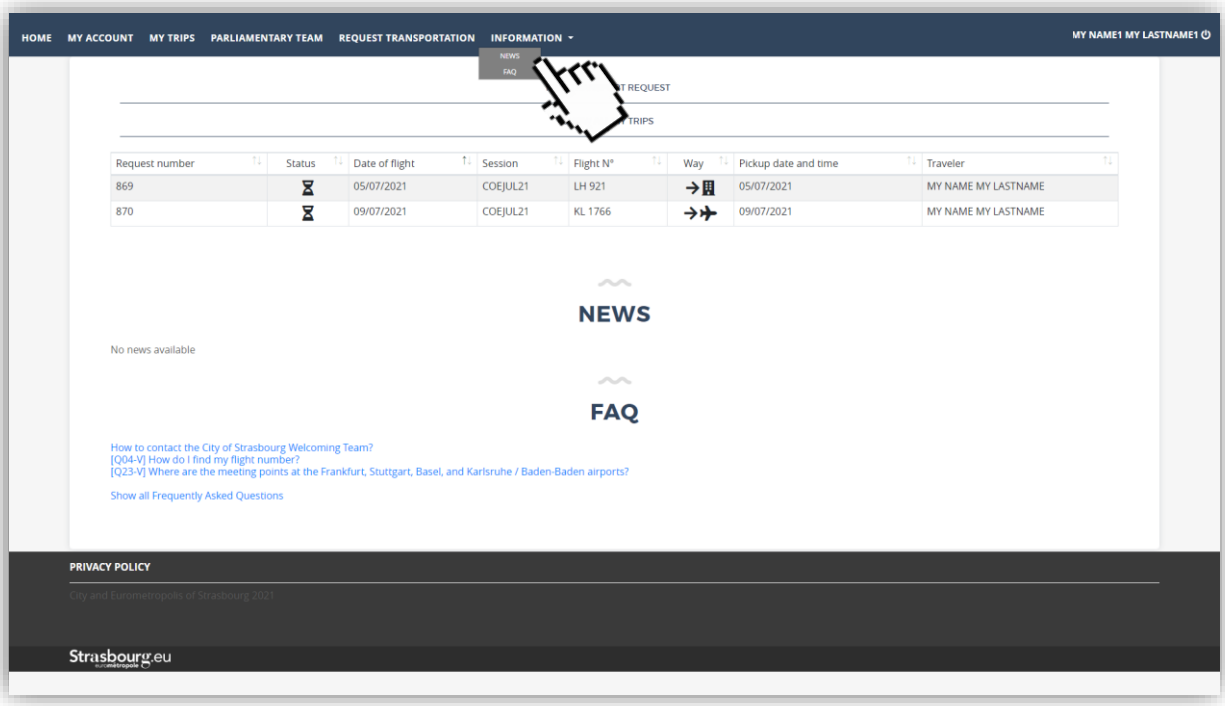
How to view news and FAQs (Frequently Asked Questions)?

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.

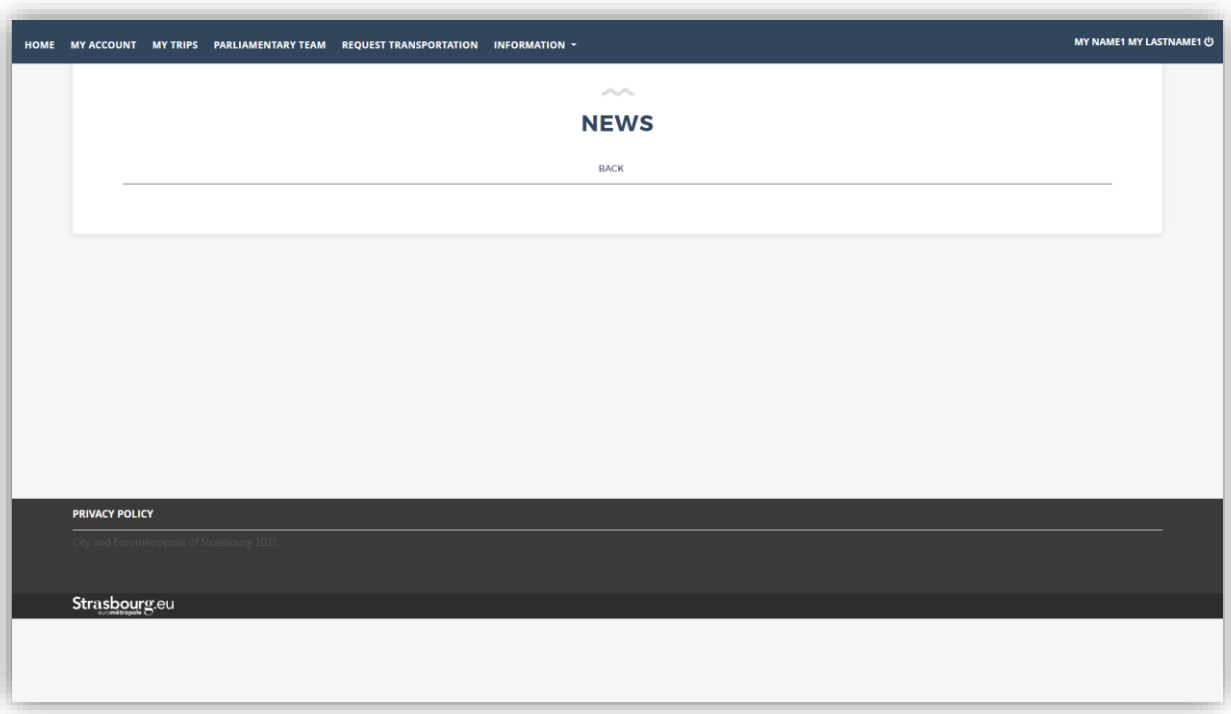
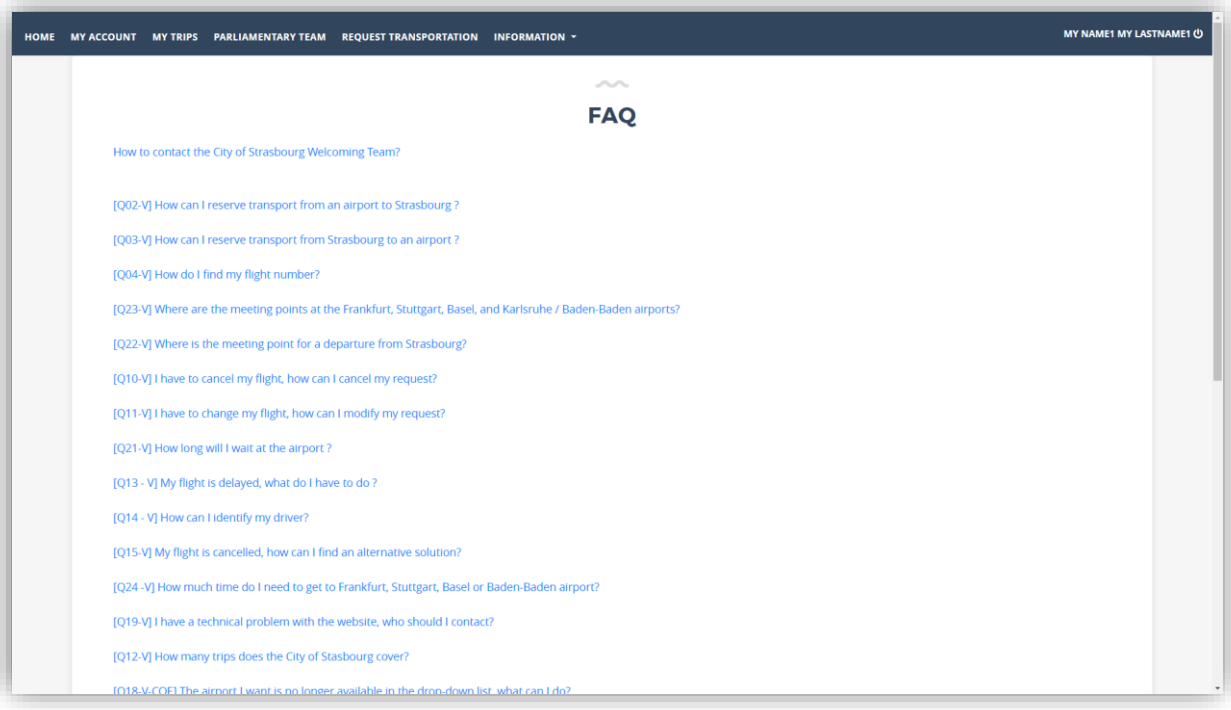


It is also possible to access the dedicated sections via the *"Information"* tab at the top of the page.



You are redirected to the chosen page:

- “News”



- “Frequently Asked Questions”