



TRAVEL INFORMATION & POLICY

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| Subject: ResX Website Change | Number: TIP 08-002 |
| References: TIP 08-002, Accounting Travel Guide | Date Issued: June 18, 2008 |
| | Expires: Until Rescinded |

What is New?

The Department's internet travel booking tool, ResX, is getting a new webpage design. The new design is customized for Caltrans and simplifies user access to ResX accounts. It also provides direct links to the Travel Guide and other travel information, including a link to frequently asked questions:

<http://www.dot.ca.gov/hq/asc/travel/ch10/faqlist.htm>

Implementation

ResX booking will not be available from 5:00 p.m. Friday, June 20, 2008 through 5:00 p.m. Saturday, June 21, 2008. This is necessary to implement the new webpage and also to format all ResX user e-mail addresses to the Department's standard as utilized in Lotus Notes. If your ResX account was established with an e-mail address that is not the same as your Lotus Notes address, it will be updated to your Lotus Notes address.

The changes you will notice on the new webpage are:

- No Company Name field is required (there is no longer the need to enter sw_caltrans)
- The Member ID field will now be Employee ID (this is your Caltrans employee ID **without the 'S'**)

Important!

The webpage will be available for use after 5:00 p.m. on June 21st. You may then access the webpage and bookmark to your favorites as needed. The link to the webpage is:

http://www.resx.com/login/sw_caltrans/

The Travel Guide will be updated to include the new link.

If you log into the existing ResX webpage, it will not include the changes noted. You will be required to login using the Company Name field, Member ID field and password as you do currently. After you log out of the existing webpage, a default setting will take you to the new webpage and you can then save it to your internet favorites. The current ResX website will remain the same as it is the site for all ResX users, not just Caltrans staff.

Please reduce the wait time for ResX EC Helpdesk requests by taking advantage of the Lost Password function on the webpage if you have forgotten your ResX password. This simple tool saves you time and it frees up ResX EC Helpdesk staff to work on other calls.

The ResX EC Helpdesk is available to assist you with the operations of ResX. Carlson Wagonlit Travel (CWT) is available to answer questions about travel that are not related to the ResX system. Information regarding contacting

ResX and CWT is available in the Department's Travel Guide at the following link:

<http://www.dot.ca.gov/hq/asc/travel/ch10/operation.htm>

Please be advised if you have an emergency travel request for the period the webpage is unavailable, you may utilize the emergency service process. To obtain this service, contact the After Hours Service staff at phone number (800) 860-3984. Please be advised this service should only be used for an emergency; it is not to be used for planning regular travel after the closing of routine business hours.

If you have questions regarding this information, please contact Asni Tefera at (916) 227-9330

To view the Department's travel policies, please visit the [Caltrans Travel Guide](#).

For individuals with sensory disabilities, documents may be obtained in alternate formats. To obtain such services, please e-mail iris_bettencourt@dot.ca.gov. TTY users may also call (800) 735-2922.

This Travel Information & Policy has been approved by Clark Paulsen, Chief of the Division of Accounting, to be sent to all Caltrans employees with a Lotus Notes account. Supervisors are responsible for providing a hard copy of this information to their employees that do not have a Lotus Notes account.