

### Support for the use of the platform dedicated to managing your transport requests for Congress Session

From the October 2021 session, reservations for Frankfurt, Stuttgart, Basel-Mulhouse and Baden-Baden airports will be organised by the City of Strasbourg.

The City of Strasbourg is actively working on the modernisation of the travel services of the Congress delegations. This platform aims to facilitate the follow-up of requests for members and secretaries of delegations.

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

Capitale européenne

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#### How to create a Member account?

As delegation secretary, you can create an account on our platform for each Congress Member you manage. Members must be registered individually and by a single e-mail address. Once the 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: <u>https://transport-europe.strasbourg.eu/</u>

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

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English ~	
Welcome on the online platform dedicated to your transport requests for plenary sessions in Strasbourg	
This service is for European elected members only	
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You are now directed to the account creation window.

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		REGISTER		
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O COE : PACE Members or delegation secreta	ries			
l am : *				
O Member of Parliament				
O Delegation Secretary				
Member State : *				
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EXAMPLE@DOMAIN.COM				
Password : * 🔞				
Gender : *				
		~		
LAST NAME : *				

Fill in the fields based on the information of the Congress 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 Congress Members accounts with their own e-mail addresses, as you cannot use yours for other accounts.

				English	~
	Welcome on the online platform of	edicated to your transport requests for plenary se	ssions in Strasbourg		
	This ser	vice is for European elected members only			
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<ul> <li>A Delegation Secretary</li> </ul>					
Member State : *					
ENTER A CHARACTER			-		
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Gender : *					
		*			
LAST NAME : *					

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

Please note, currently the generic term used is Member of Parliamaent, but will be changed to "member" soon.

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

MY ACCOUNT MY TRIPS PARLIAMI	ENTARY TEAM REQUEST TRANSPORTATION INFO	PRMATION +			MY NAME MY LASTNAME ()
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Show all Frequently Asked Qu		e / bauen-bauen anports:			
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Strasbourg.eu					
Straspourg.eu					

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

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

Logi	in 🔊
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This service is for European elected members only	
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you don't have an account yet? Register now	
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City and Eurometropolis of Strasbourg 2021	
Strasbourg.eu	

You are now directed to the account creation window.

			English	
	Welcome on the online platform d	edicated to your transport requests for ple	enary sessions in Strasbourg	
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O Delegation Secretary				
Member State : *				
ENTER A CHARACTER			-	
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EXAMPLE@DOMAIN.COM				
Password : * 🖗				
Gender : *				
		~		
LAST NAME : *				

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

				English	~
	Welcome on the online platform	ededicated to your transport requests for plenary se	ssions in Strashourg		
		ervice is for European elected members only	anona in an anona P		
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O A Member of Parliament					
A Delegation Secretary					
Member State : *					
ENTER A CHARACTER			-		
E-mail address : *					
EXAMPLE@DOMAIN.COM					
Password : * 😡					
Gender : *					
		*			
LAST NAME : *					

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

HOME MY AC	COUNT MY TRIPS PARLIAMENTARY TEAM REQUEST TRANSPORTATION INFORMATION -	MY NAME1 MY LASTNAME1 ()
	NEW TRANSPORT REQUEST	
	SHOW ALL MY TRIPS	
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If you would like a second person (another delegation secretary or the assistant of the Congress 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 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.

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You are redirected to the linked accounts management page.

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NAME OF THE MEMBER:	NAME OF THE MEMBER:		~~	
Enter a character	Enter a character       I         LIST OF MEMBERS:       I         No data available in table       Image: Im		LINKED ACCOUNTS MANAGEMENT	
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		Strasbourg.eu		

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

HOME NY ACCOUNT MY TRIPS PARLIAMENTARY TEAM REQUEST TRANSPORTATION INFORMATION -	MY NAME1 MY LASTNAME1 ()
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LINKED ACCOUNTS MANAGEMENT	
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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 <u>"*How to create a Congress Member account?*"</u> section.

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

Adding the managed Congress 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".

	NEW TRANSPORT REQUEST SHOW ALL MY TRIPS	
	SHOW ALL MY TRIPS	
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PRIVACY POLICY			
Strasbourg.eu			

Select the relevant session for the request.

	MAKE A TRAN	SPORT REQUEST		
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Session *			~	
CPLR-OCT21 - Congress session - 26/1	/2021 to 29/10/2021			
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E.G., LH900				
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Select the date of the flight.

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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.

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		If you face any issues, please contact 00 33 3 68 98 77 03	
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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.

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Traveler(s) *		
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Special requests		
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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.

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○ A transport from Strasbourg		
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Traveler(s) *		
Mrs MY NAME MY LASTNAME ×	*	
Special requests		
The trunk must accommodate a wh	eelchair and a large suitcase	
		Å
	SEND	
	BACK	

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

A	My request is for a transfer from Frankfurt to Strasbourg		→Ⅲ
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○ A transport from Strasbourg			
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London		<u>×</u>	
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Frankfurt	~	<u>~</u>	
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09:05			
Traveler(s) *			
Mrs MY NAME MY LASTNAME	: [[trr]]		
	~		Å
	SEND		
	BACK		

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.

	SEARCH		
A	My request is for a transfer from Frankfurt to Strasbourg		→圓
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London		<u>×</u>	
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Frankfurt	~	<u>~</u>	
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Mrs MY NAME MY LASTNAME ×	•		
Special requests			
The trunk must accommodate	a wheelchair and a large suitcase		

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

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Traveler(s) *				
Mrs MY NAME MY LASTNAME ×		*		
Special requests				
The trunk must accommod	date a wheelchair and a l	arge suitcase		

#### <u>The delegation secretaries may make transport requests for one or more Congress Members</u> <u>under their management. Conversely, Congress Members can only make reservations for</u> <u>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 Congress 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 departure request for a Member? →→

The addition of the managed Congress 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.

То	do this,	from yo	ur account	home page,	click on '	<i>Request</i>	transportation".

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You are redirected to the transport request page.

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Select the relevant session for the request.

	MAKE A TRANSPORT REQUEST		
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Select the date of the flight.

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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.

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		MAKE A TRANSPORT REQUEST	
Session *		If you face any issues, please contact 00 33 3 68 98 77 03	
CPLR-OCT21 - Congress	session - 26/10/2021 to 29/10/2021		~
Date of flight *			
26/10/2021	(***)		
Flight Number *			
KL 1766			
		SEARCH	
		BACK	
PRIVACY POLICY			
Strasbourg.eu			

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.

	My request is for a transfer from Strasbourg to Frankfurt		→ <b>⊁</b>
YOUR TRANSFER REQUEST RELATES TO *			
A transport from Strasbourg			
From *			
Frankfurt		· <u>&gt;</u>	
Destination *			
Amsterdam		<u>~</u>	
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Traveler(s) *			
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Special requests			
special requests			
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<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.

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Once the information has been verified, select the wished departure time from Strasbourg. <u>The wished</u> <u>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.

A	My request is for a transfer from Strasbourg to Frankfurt		→ <b>}</b>
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Select the Congress Member(s) receiving the transport. <u>You can only select a Members previously</u> <u>linked to your account, and you cannot add other delegation secretaries through this process.</u>

	My request is for a transfer from Strasbourg to Frankfurt	→ <b>&gt;</b>
YOUR TRANSFER REQUEST RELATES TO •		
A transport from Strasbourg		
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Departure time *		
11:45		
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07:45 🔘		
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Pick up place *		v 
Pick up place *		v

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

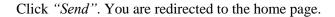
This *"Special Requests"* field is also used to request a van that can accommodate a wheelchair, a baby seat or an additional space available for a spouse.

A	My request is for a transfer from Strasbourg to Frankfurt		→ <b>⊁</b>
YOUR TRANSFER REQUEST RELATES TO •			
A transport from Strasbourg			
From *			
Frankfurt		, <u>&gt;</u>	
Destination *			
Amsterdam		<u>4</u>	
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 *	//?		2
			~
	<b>•</b>		
	SEND		
	BACK		
RIVACY POLICY			

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

A	My request is for a transfer from Strasbourg to Frankfurt	→ <b>⊁</b>
YOUR TRANSFER REQUEST RELAT	ES TO *	
A transport from Strasbourg		
From *		
Frankfurt	. 🎽	
Destination *		
Amsterdam	<u>~</u>	
Departure time *		
11:45		
Wished departure time *		
07:45	0	
Traveler(s) *		
Mrs MY NAME MY LASTNAME ×		
Special requests		
The trunk must accommodate a	wheelchair and a large suitcase.	
Pick up place *		h
		~
Palais de l'Europe Hotel	r1	
,,,,,,	ВАСК	
	2	
-	<b>Y</b>	
VACY POLICY		

A	My request is for a transfer from Strasbourg to Frankfurt	→ <del>}</del>
YOUR TRANSFER REQUEST RELATES TO	o.	
A transport from Strasbourg		
From *		
Frankfurt	, <del>2</del>	
Destination *		
Amsterdam	<u>~</u>	
Departure time *		
11:45		
Wished departure time *		
07:45 ©		
Traveler(s) *		
Mrs MY NAME MY LASTNAME ×		
Special requests		
The trunk must accommodate a whee	Ichair and a large suitcase.	
Pick up place *		Â
Hotel		~
Specify *		
Hôtel Régent Contades		
	SEND	
	BACK	



#### <u>The delegation secretaries may make transport requests for one or more Congress Members</u> <u>under their management. Conversely, Congress Members can only make reservations for</u> <u>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):

NE N	IT ACCOUNT MY T	IPS PARLIAMENTAR	RYTEAM	REQUEST TRANSPORTATION					 MY NAME1 MY LASTNAI
					NEW TRANSPORT REQUE	ST			
					SHOW ALL MY TRIPS				_
				A. [			41		
	Request number 962		Status	11 Date of flight 26/10/2021	Session     CPLR-OCT21 - Congress session	1 Flight Nº	°- wa		
	502	í kr	<u>^</u>	20/10/2021	CPER-OC121 - Congress session	LH 000	7	20/10/2021	
		11	• >						
		3	فر ا						
			$\sim$						
					$\sim$				
					NEWS				
	No news avail	aple							
					$\sim$				
					FAQ				
					FAQ				
	How to conta	t the City of Strasbourg to I find my flight numb	g Welcoming	g Team?					
	[Q23-V] When	are the meeting point	s at the Fra	nkfurt, Stuttgart, Basel, and Kar	Isruhe / Baden-Baden airports?				
	Show all Freq	ently Asked Questions							
	PRIVACY POLICY								
1	Strasbourg.eu								
	europe-test.strasbourg.eu:442/								

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

	<i>```\</i>		~~				
		MY	REQUESTS / MY TRA	ANSPORTS			
Show Current / Upo Previous All	coming						
			NEW TRANSPORT REQUEST				
Request number	1 Status	1 Date of flight	1↓ Session	1↓ Flight №	11 Way 1	Pickup date and time	
962	X	26/10/2021	CPLR-OCT21 - Congress session	LH 888	→ <b>⊁</b>	26/10/2021	
			BACK				
			BACK				
PRIVACY POLICY							
Strasbourg.eu							

## 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.

		MY	' RE	QUE	ST	<b>TS / MY T</b>	RANS	SPORTS		
Show Current / Upcoming Previous All										
					NEW	TRANSPORT REQUES	т			
									Search:	
Request number	↓ Status 1↓	Date of flight	†↓ s	ession		Flight N° 1	Way	Pickup date and time	11 Traveler	
869	X	05/07/2021	C	OEJUL21		LH 921	→Ⅲ	05/07/2021	MY NAME MY LASTNAME	
870	X	09/07/2021	C	OEJUL21		KL 1766	<b>→</b>	09/07/2021	MY NAME MY LASTNAME	
						BACK			First Previous 1	
PRIVACY POLICY	2021									
Strasbourg.eu										

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



Pending validation Validated Refused or cancelled

		MYI	REQUES	TS / MY TI	RANS	PORTS		
Show Current / Upcoming Previous All								
			NEV	W TRANSPORT REQUEST				
							Search:	
Request number 11	Status <sup>↑↓</sup>	Date of flight	Session 1	Flight N° <sup>↑↓</sup>	Way 斗	Pickup date and time	<sup>↑↓</sup> Traveler	
869	X	05/07/2021	COEJUL21	LH 921	→且	05/07/2021	MY NAME MY LASTNAME	
870	X	09/07/2021	COEJUL21	KL 1766	<b>→+</b>	09/07/2021	MY NAME MY LASTNAME	
				BACK			First Previous	1 Next Last

The direction of your transport is also indicated:

 $\rightarrow$  Transport from the airport to Strasbourg: <u>Arrival</u>

→ → Transport from Strasbourg to the airport: <u>Departure</u>

				Μ	YR	EQUES	TS / MY	TRANS	PORTS		
:	Show Current / Upcoming Previous All										
						NEV	V TRANSPORT REC	QUEST			
										Search:	
	Request number	Status	11	Date of flight	†↓	Session 1	Flight N°	î↓ Way î↓	Pickup date and time	Traveler	
	869	X	(	05/07/2021		COEJUL21	LH 921	→⊞	05/07/2021	MY NAME MY LASTNAME	
	870	×		09/07/2021		COEJUL21	KL 1766	→ <b>⊁</b>	09/07/2021	MY NAME MY LASTNAME	
							BACK			First Previous 1	Next Last
PRIVACY	POLICY	 			_					 	
	ourg.eu										

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 Congress 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.

			M	Y REQUES	TS/MY	TRANS	PORTS	
Show Currer Previo All	it / Upcoming us							
				N	EW TRANSPORT REQU	JEST		
								Search:
Request nu	mber ît	Status	Date of flight	<sup>↑↓</sup> Session	Flight N°	î↓ Way î↓	Pickup date and time	1 Traveler
869		X	05/07/2021	COEJUL21	LH 921	→Ⅲ	05/07/2021	MY NAME MY LASTNAME
870		X	09/07/2021	COEJUL21	KL 1766	<b>→</b>	09/07/2021	MY NAME MY LASTNAME
					BACK			First Previous 1 Next La
PRIVACY POLICY		_						

## 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 Congress Members.

You can view both of these topics from the platform hor	ome page.
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				NEW TRANSPORT REQU	ST			
				SHOW ALL MY TRIPS				
Request number	Status 1	Date of flight	<sup>↑↓</sup> Session	1J Flight N°	Way 🛍	Pickup date and time	Traveler	†↓
869	X	05/07/2021	COEJUL21	LH 921	→Ⅲ	05/07/2021	MY NAME MY LASTNAME	
870	X	09/07/2021	COEJUL21	KL 1766	→ <b>+</b>	09/07/2021	MY NAME MY LASTNAME	
	ourg Welcoming		and Karlsruhe / Bade	en-Baden airports?				
How to contact the City of Strasb [Q04-V] How do I find my flight m [Q23-V] Where are the meeting p Show all Frequently Asked Quest	imber? pints at the Fran	kfurt, Stuttgart, Basel, .						
[Q04-V] How do I find my flight nu [Q23-V] Where are the meeting p	imber? bints at the Fran	kfurt, Stuttgart, Basel, .						

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

					IT REQUEST				
	Request number	Status	Date of flight	1↓ Session	Flight N° <sup>11</sup>	Way 🛝	Pickup date and time	Traveler	†1
	869	X	05/07/2021	COEJUL21	LH 921	→Ⅲ	05/07/2021	MY NAME MY LASTNAME	
	870	X	09/07/2021	COEJUL21	KL 1766	→ <b>⊁</b>	09/07/2021	MY NAME MY LASTNAME	
					 EAO				
					FAQ				
	How to contact the City of Strasl [Q04-V] How do I find my flight r [Q23-V] Where are the meeting Show all Frequently Asked Ques	number? points at the Fra		and Karlsruhe / Baden-B	aden airports?				
	Show all Prequency Asked Ques	0015							
PRIVAC	Y POLICY								

You are redirected to the chosen page:

- "News"

ME MY ACCOUNT MY TRIPS PARLIAMENTARY TEAM REQUEST TRANSPORTATION INFORMATION -	
~	
NEWS	
Welcome - First news Published on 01/06/2021	
Tutorial for this platform Published on 10/09/2021	
BACK	
PRIVACY POLICY	
Strasbourg.eu	

- "Frequently Asked Questions"

HOME MY ACCOUNT MY TRIPS PARLIAMENTARY TEAM REQUEST TRANSPORTATION INFORMATION ~	MY NAME1 MY LASTNAME1 ()
~~	
FAQ	
How to contact the City of Strasbourg Welcoming Team?	
[Q02-V] How can I reserve transport from an airport to Strasbourg ?	
[Q03-V] How can I reserve transport from Strasbourg to an airport ?	
[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?	
[Q22-V] Where is the meeting point for a departure from Strasbourg?	
[Q10-V] I have to cancel my flight, how can I cancel my request?	
[Q11-V] I have to change my flight, how can I modify my request?	
[Q21-V] How long will I wait at the airport ?	
[Q13 - V] My flight is delayed, what do I have to do ?	
[Q14 - V] How can Lidentify my driver?	
[Q15-V] My flight is cancelled, how can I find an alternative solution?	
[Q24-V] How much time do I need to get to Frankfurt, Stuttgart, Basel or Baden-Baden airport?	
[Q19-V] I have a technical problem with the website, who should I contact?	
[Q12-V] How many trips does the City of Stasbourg cover?	
[018-V-COFLTbe airport I want is no longer available in the dron-down list, what can I do?	