

# Pass travel enrollment for retirees

USER GUIDE

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## Introduction

This document is the property of United, for authorized use by United Airlines retirees. This guide and information contained within must not be given to or sold to any other entity. Contents must not be shown, copied or given to customers.

## Purpose

This User Guide will help you navigate through the pass travel enrollment tool for retirees.

## Scope

This guide applies to all retirees that are eligible for and utilize their pass travel privileges.

## Pass Travel Enrollment for Retirees

All eligible retirees will elect their enrolled friends for preset travel periods through our Dependent Management System.

## Login to Flying Together

1. Enter uID
2. Enter Password
3. Click “Login” or
4. Click Employee under Password Help to reset your password

The image shows a screenshot of the United Airlines login page and a graphic illustrating the core4 service principles. The login page features the United logo, input fields for 'uID or username' and 'Password', and a 'Login' button. Below the login fields is a 'Password help' link with options for 'Employee' and 'Non-United Pass rider'. The core4 graphic is set against a blue background and features a white airplane icon with the words 'Safe', 'Caring', 'Dependable', and 'Efficient' around it. The text 'core4' is prominently displayed. Below this, it states: 'The core4 is our hierarchy of service principles that will help us be even more customer focused.' To the right, four numbered icons represent the principles: 1 Safe (a woman), 2 Caring (a pilot), 3 Dependable (a person with a headset), 4 Efficient (a woman), and 5 (a pilot). At the bottom of the graphic, there are social media links: 'Follow us @weareunited' and 'and use #beingunited'. The footer of the graphic includes the copyright notice '© 2016 United Airlines, Inc. All rights reserved.', 'Important notice | Login issues', and 'A STAR ALLIANCE MEMBER' with the Star Alliance logo.

## Access Dependent Management System

1. Select the “Travel” tab
2. Select ‘Manage pass riders”

### Flying Together

The screenshot shows the United website's navigation menu with the 'TRAVEL' tab selected. Below the menu is a grid of links. The 'Manage pass riders' link is highlighted with a red box.

Top hits	Pass travel	Programs & policies	Travel News
Travel homepage	<b>Manage pass riders</b>	Types of travel	Travel advisories
Book a flight	United app and pass travel	Travel policies	CDC travel alerts
myUADiscount	Pass travel Q & A	Trusted traveler programs	
Other airline interline travel	Pass travel report	Retiree pass travel	
Contact the Employee Travel Center	Eligible pass riders		
Get a refund	Registering pass riders		

## Dependent Management System

To enter the election tool, click on **Manage Election** next to any **enrolled friend**.

The screenshot shows the 'Notifications' section with 'No new notifications' and a button to 'Click here to add a new Dependent or Pass Rider'. Below is the 'Issues with your pass rider info? Submit a correction request in Help Hub' section. A table lists dependents with columns for Name, Relationship, Status, Healthcare, Travel, DOB, Gender, and Action. A red arrow points to the 'Manage Election' link for Katherine Goode.

DEPENDENTS	RELATIONSHIP	STATUS	HEALTHCARE	TRAVEL	DOB	GENDER	ACTION
Katherine Goode	Enrolled Friend	Current	✘	✔	04/30/1987	Male	<a href="#">Manage Election</a>
Jack John	Spouse	Current	✔	✔	02/17/1955	Female	None
Robert John	Enrolled Friend	Current	✘	✔	01/07/1984	Male	<a href="#">Manage Election</a>

## Enrolled Friend Management Step 1/2: Make Election

Retirees are allowed to have up to two (2) enrolled friends per each six month travel period.

If no action is taken, your enrolled friends with the status of “Current” will be already checked for the upcoming travel period and will automatically roll over.

If you have an enrolled friend(s) current for this travel period and you want to make changes, you must uncheck a current enrolled friend(s) to open an available slot(s) to select a pass rider already listed or to add a new enrolled friend for the upcoming travel period. If unable to add a new enrolled friend, see the Removing Inactive Enrolled Friends section below.

You do not have to elect your spouse/domestic partner, children or parents for the upcoming travel period as they will automatically roll over as well. If you want to make them your enrolled friend, see the Electing Pass Riders Other Than Enrolled Friends section below.

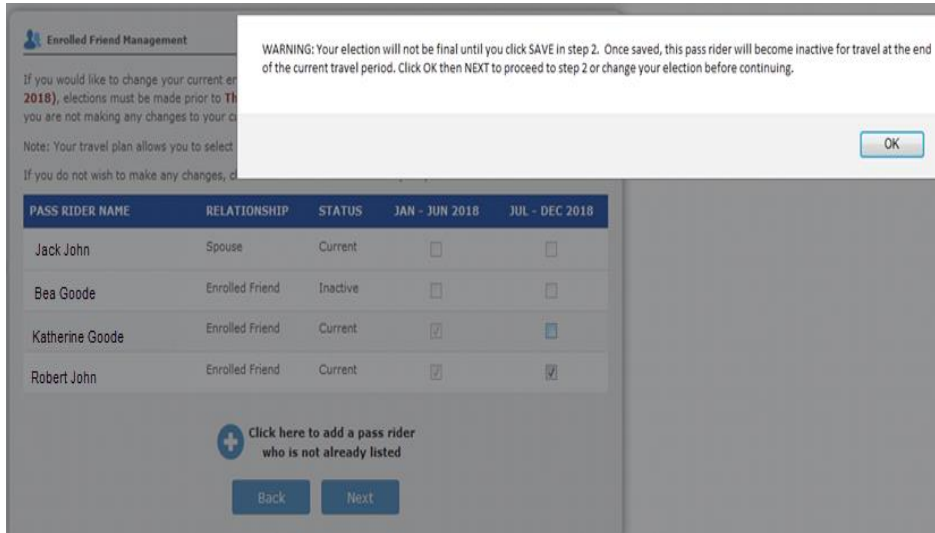
Note: current enrolled friend(s) you uncheck will become inactive for travel at the end of the current travel period.

The screenshot shows the 'Enrolled Friend Management' interface for 'Step 1/2 : Make Election'. It includes a table with columns for 'PASS RIDER NAME', 'RELATIONSHIP', 'STATUS', 'JAN - JUN 2018', and 'JUL - DEC 2018'. The table lists four pass riders: Jack John (Spouse, Current), Bea Goode (Enrolled Friend, Inactive), Katherine Goode (Enrolled Friend, Current), and Robert John (Enrolled Friend, Current). Below the table are buttons for 'Back' and 'Next', and a link to 'Click here to add a pass rider who is not already listed'.

PASS RIDER NAME	RELATIONSHIP	STATUS	JAN - JUN 2018	JUL - DEC 2018
Jack John	Spouse	Current	<input type="checkbox"/>	<input type="checkbox"/>
Bea Goode	Enrolled Friend	Inactive	<input type="checkbox"/>	<input type="checkbox"/>
Katherine Goode	Enrolled Friend	Current	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Robert John	Enrolled Friend	Current	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Notice there are no check marks for the current or upcoming travel period for the spouse. Spouses, domestic partners, children and parents will automatically roll over.

After you've read the warning message, click **OK** to close the box then click **Next** to continue to Confirmation Election.

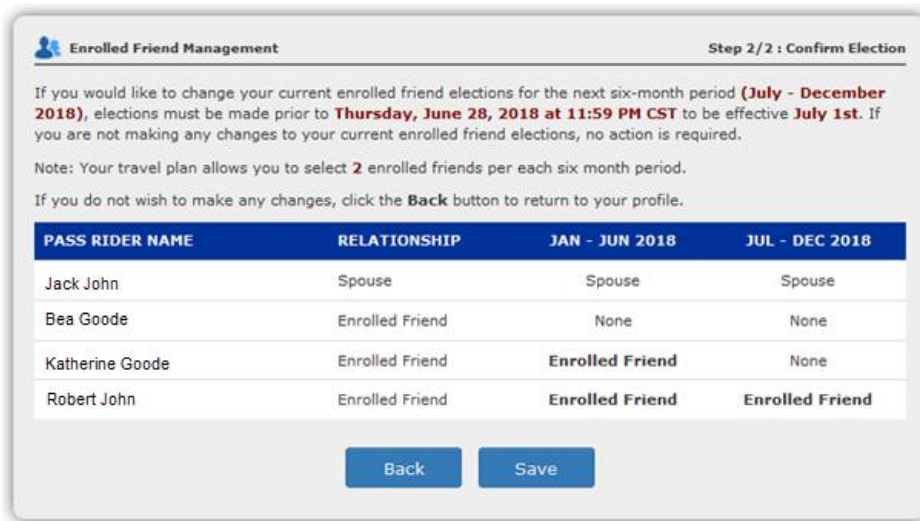


## Enrolled Friend Management Step 2/2: Confirm Election

You will be shown which pass riders you have elected as your enrolled friend for the upcoming travel period.

Reminder: Spouse/domestic partners, children and parents will automatically roll over.

Click **Save** to confirm your election.




Click **Close** to dismiss the confirmation box.

The screenshot shows the 'Dependent Management System (DMS)' interface. A white dialog box titled 'Election Confirmation' is open, displaying the message 'Your election has been saved!' and a 'Close' button. Below the dialog, the 'Enrolled Friend Management' page is visible, showing a table of enrolled friends and a 'Return to homepage' button.













PASS RIDER NAME	RELATIONSHIP	JAN - JUN 2018	JUL - DEC 2018
Jack John	Spouse	Spouse	Spouse
Bea Goode	Enrolled Friend	None	None
Katherine Goode	Enrolled Friend	Enrolled Friend	None
Robert John	Enrolled Friend	Enrolled Friend	Enrolled Friend

## Removing Inactive Enrolled Friends

When adding a new enrolled friend(s) and you do not see the Enrolled Friend relationship, you must remove **inactive** enrolled friend(s) from your profile before you can add someone new for the upcoming travel period.

1. Click on the purple “i” information icon  next to the inactive enrolled friend’s name
2. Click the Remove Dependent link from the Detail Summary section
3. Click Save

The screenshot shows the 'Issues with your pass rider info? Submit a correction request in HelpHub' section. It features a table of dependents with columns for Dependents, Relationship, Status, Healthcare, Travel, DOB, Gender, and Action. A red arrow points to the purple information icon next to the name 'Bea Goode'.

DEPENDENTS	RELATIONSHIP	STATUS	HEALTHCARE	TRAVEL	DOB	GENDER	ACTION
 Bea Goode	Enrolled Friend	Inactive			02/02/1980	Female	<a href="#">Manage Election</a>
 Katherine Goode	Enrolled Friend	Current			08/20/1991	Female	<a href="#">Manage Election</a>
 Mickey Gilley	Enrolled Friend	Inactive			01/01/1980	Male	<a href="#">Manage Election</a>
 Robert John	Enrolled Friend	Current			07/13/1989	Male	<a href="#">Manage Election</a>

**Detail Summary**

<b>Dependent:</b> Bea Goode	<b>Relationship:</b> Enrolled Friend	<b>Birth Date:</b> 02/02/1980	<a href="#">Employee Information</a> <a href="#">Edit Dependent</a> <a href="#">Remove Dependent</a>
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**Remove Dependent** Bea Goode (Enrolled Friend)

<b>Dependent:</b> Bea Goode	<b>Dependent Relationship:</b> Enrolled Friend	<b>Birth Date:</b> 02/02/1980
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**Attention:**  
Removal of this Pass Rider does not mean that the slot will be open for a replacement. This is true in the case of Spouse, Common Law Spouse Domestic Partners, Parents and Enrolled friends. These slots are all filled through periodic pre-set enrollment periods. Please contact Employee Travel if you have any questions.

Removal of Bea Goode will be permanent. Click SAVE to continue.

**Save** **Back**

### Electing Pass Riders Other Than Enrolled Friends

If you chose a pass rider with a relationship other than an enrolled friend, their relationship status will change to enrolled friend at the beginning of the upcoming travel period once you save your election.

Keep in mind, you cannot unselect that pass rider later without causing inactivation of their current relationship. You will not be able to revert this pass rider back to their previous relationship.

Example below: electing your spouse to be your enrolled friend.

**Enrolled Friend Management** Step 1/2 : Make Election

If you would like to change your current enrolled friend elections must be made prior to **Thursday, June 28** are not making any changes to your current enrolled friend.

Note: Your travel plan allows you to select 2 enrolled friends. If you do not wish to make any changes, click the **Back** button.

**WARNING:** You cannot unselect this pass rider without causing inactivation of their current relationship. Once saved in step 2, you will not be able to revert this pass rider back to their previous relationship. Click OK then Next to proceed to step 2 or change your election before continuing.

PASS RIDER NAME	RELATIONSHIP	Current	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Jack John	Spouse	Current	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Robert Tyson	Son	Inactive	<input type="checkbox"/>	<input type="checkbox"/>
Katherine Goode	Enrolled Friend	Inactive	<input type="checkbox"/>	<input type="checkbox"/>
Robert John	Enrolled Friend	Current	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Mickey Gilley	Enrolled Friend	Inactive	<input type="checkbox"/>	<input type="checkbox"/>
Bea Goode	Enrolled Friend	Inactive	<input type="checkbox"/>	<input type="checkbox"/>

**Back** **Next**

PASS RIDER NAME	RELATIONSHIP	JAN - JUN 2018	JUL - DEC 2018
Jack John	Spouse	Spouse	Enrolled Friend



## Helpful Resources

- [Pass Travel Enrollment for Retirees](#) page on Flying Together
- [Questions and Answers](#)

## Contact Information

The Employee Travel Center no longer has phone support. If you need assistance, you may:

- Use [Help Hub](#) to submit an inquiry
- Chat with a Travel team member through and [Travel](#) page on Flying Together