



What is CIS?

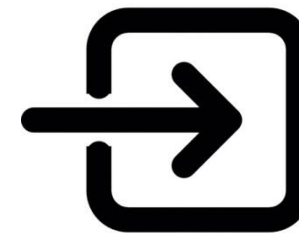
- CIS is a *Hotel Issue Tracking Application*
- It allows crew members to submit issues related to their layover hotel.
- It provides us the ability to track and respond to crewmembers hotel complaints as well as take corrective actions.

How to register for the 1st time:



1. Go to: <http://portal.hotelconnections.com/register>
2. Enter your Email address and Employee ID
***The email is your employee email address.**
3. Enter basic security questions (for your log in)
4. Create your User ID and Password

How to log in:



1. Go to: <http://portal.hotelconnections.com/cis>
2. Enter your User ID and password
***Your user ID is your employee email address.**



CIS – Crew Information System



After logging in, how to report an issue:

HOTELCONNECTIONS®
CREW INFORMATION SYSTEM

Issue: Go > **+ Report New Issue** < **1** New

Select a Hotel

Please select a hotel using the filters below. Check In Date and Check Out Date are required.

Airport Code:

Hotel Name:

Check In Date:

Check Out Date:

Use Selected **3**

- 1** You can report a new issue by clicking on **Report New Issue**
- 2** You will then have to select the Airport Code, Hotel Name and Check In/ Check Out date
- 3** Click on **Use Selected** in order to be able to file the report



CIS – Crew Information System



How to file a report:

Issue Details **4**

Hotel: FOUR POINTS BOSTON LOGAN Airport Code: BOS City: Revere Phone: 781-284-7200

Issue Type:	<input type="text"/>	Crew Member:	TEST TEST
Priority:	Medium	Crew Type:	CA (Captain)
Date of Occurrence:	12-Jul-2017	Flight Number:	<input type="text"/>
Room Number:	<input type="text"/>		
	<input type="checkbox"/> Room number unknown		

Issue Description: **5**

Include Issue Description in Hotel View

Related Attachments:

Attach Files




6

Submit Issue

Please enter the following:

- 4** Issue Details
 - 5** Issue Description
- and click on **Submit Issue**. **6**

Once the issue is submitted you will receive a reply from Hotel Connections within 24 hours.

Please note: you can **attached a file**  to this report.

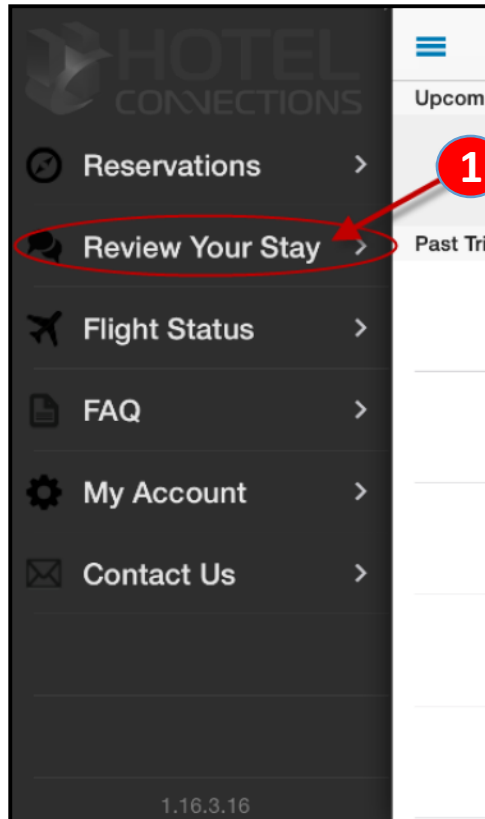


CIS – Crew Information System

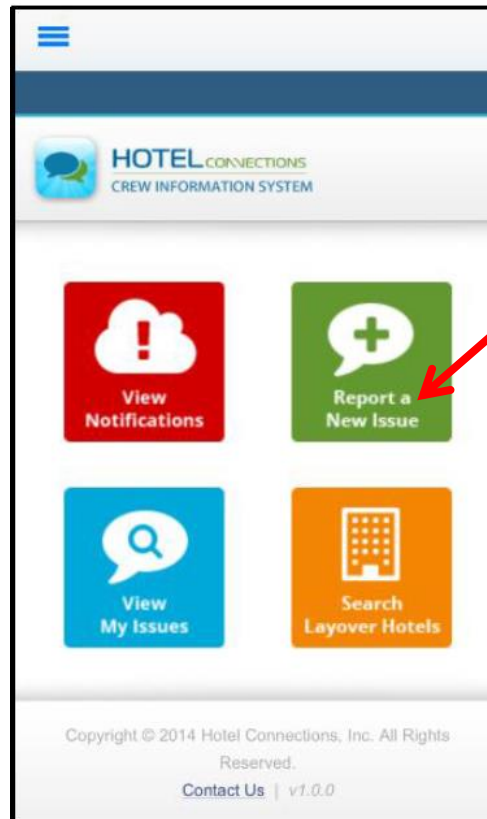


How to use CIS via ICREW:

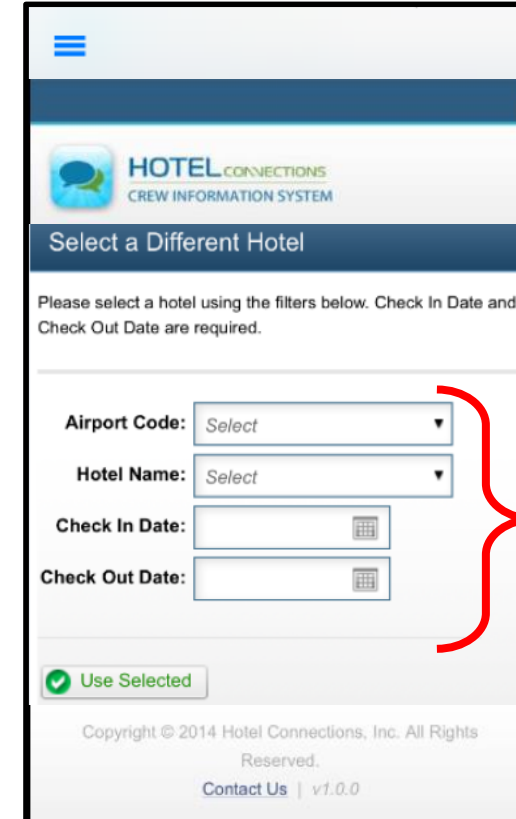
- 1 Select the main menu and click on **Review Your Stay**



- 2 To create a new issue click on **Report New Issue**



- 3 Select the Airport Code, Hotel Name and Check In/ Check Out date



CIS – Crew Information System



How to use CIS via ICREW:

Issue Details

Hotel:
SHERATON PARIS AP HOTEL CDG
Airport Code: CDG
City: Roissy
Phone: 33-1-49197070

1 Issue Type:

Priority:

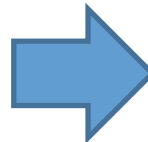
Date of Occurrence: 2

Room Number: 3
 Room number unknown

Crew Member:

Crew Type: 4

Flight Number: 5



Issue Description: 6

Related Attachments:

Attach Files 7

8

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- 1 Issue type
- 2 Date of occurrence
- 3 Room number
- 4 Crew type
- 5 Flight number
- 6 Issue description
- 7 Attach files
- 8 Submit issue



What if I do not have ICREW?



DOWNLOAD THE APP NOW !

1

Opt In for iCrew

Email your 'crew employee ID' and 'cell phone number' to: Spirticrew@hotelconnections.com (the email must match the email your airline has on file for you). 2 business days from when you sent your Opt-in email, proceed to Step 2...

2

Download the App

Go to the AppStore on iPhone/iPad device or to the Google Play Store on Android device. Search for Hotel Connections iCrew and Download the app. Continue to Step 3...

3

Sign in and done!

Enter your airline and employee ID, click on 'Request New Access Code' and hit send. Once you receive your access code go back to the app, click on 'I Have My Access Code' and enter it!

