

myIDTravel - User Guide and FAQ

What is myIDTravel?

Executive Aviation has partnered with myIDTravel to enable Team Members and their eligible travelers to book standby interline leisure travel with Air Canada. Bookings are made using the [myIDTravel website](#).

How do I access myIDTravel?

You will use your EA employee ID (six digits) and password you will set up following the later in this document.

Am I guaranteed a seat?

No. All tickets are standby (space available), and you are not guaranteed a seat. You may be last to board the aircraft and may not have choice for seat selection. Your traveling party may not be seated together. If you do not make your desired flight, you may be waitlisted on a later flight if available. All tickets are fully refundable.

Who is eligible to use myIDTravel?

- Air Canada Passes are available for eligible Team Members from the first day of employment with Executive Aviation on the following conditions:
 - Team Member must work at least 50% of their time on Air Canada flights
 - Team Member must have completed all required training and be current on all Air Canada and Executive Aviation safety and regulatory training
 - Team Member's performance, attendance, and reliability must meet Executive Aviation's standards
 - Executive Aviation reserves the right to remove travel privilege eligibility for Team Members who have culpable absences and or/or excessive lates
 - A no show automatically removes eligibility for AC travel privileges for a period of three months
 - Team Member must have their time off pre-approved by their manager prior to travel
 - Team Member is expected to attend all scheduled shifts even it means buying a confirmed ticket home in the event stand by space is not available
 - Missing a shift due to not being able to travel stand-by on your desired flight will be considered a no show
 - Travel Pass eligibility ends immediately upon employment termination including cancellation of any booked or in-progress stand by travel

How do I update my eligible travelers?

Eligible travelers can be updated by sending an email to: myIDtravel@executiveaviation.ca. Processing may take up to 5 business days. Please note that excessive changes to eligible travelers may flag an account review for potential abuse of the program.

Login Details

Your username is your EA Employee number. It cannot be changed.

First Time Login for New Users

1. Visit the [myIDTravel website](#).
2. Click on the **Request new password** link on the bottom of the page. Note: Do not input any information on the welcome page.

Welcome to
myIDTravel

Employing Airline
[Redacted] X

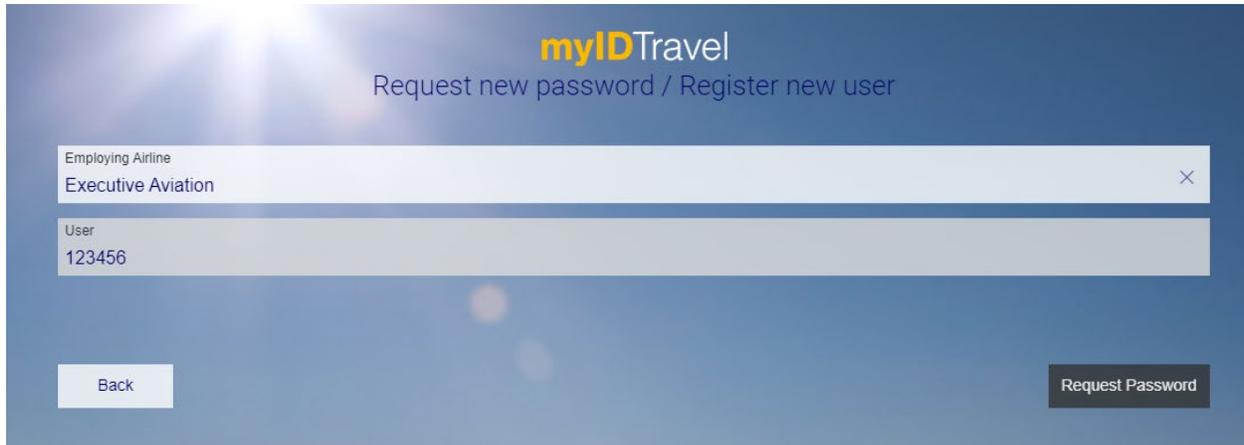
User
[Redacted]

Password
[Redacted]

Login

Don't have an account or lost your password? [Request new password](#)

3. You will be directed to the Request New Password / Register New User page. Enter “**Executive Aviation**” in the Employing Airline field and your EA Employee ID (6 digits) on the User field. Click on the Request Password button.



myIDTravel
Request new password / Register new user

Employing Airline
Executive Aviation

User
123456

Back Request Password

4. You should receive the message below and an email will be sent to your Company email address for you to create your password.



Welcome to
myIDTravel

✓ For security reasons we cannot tell, whether the creation of the account has been successful. But if so, an email is sent to the known address. Please check your e-mail for login information.

Employing Airline
Airline

User
User ID

Password
Your password

Travel Mode
Duty Leisure

5. You will receive an automated email from myIDTravel with instructions on creating your password.

- Use the link to change your password
- Please note that your link is valid only for 2 hours
- You must change your password on first login

myIDTravel
Change password

New Password
..... I

Confirm New Password
.....

! Password must be at least 10 characters long.
Environment: prod04
Log Date: 2022-04-05 12:12:41,455 (Session: 6F5F99E7F0F587F4884B94A92B9A67B2F66D66AEDF0FCD104624E9FF4840C3D4)

Change password

6. Once your password has been accepted you will receive the following message. You now have access to the system.

Welcome to
myIDTravel

Employing Airline
Airline

User
100189

Password
.....

Travel Mode

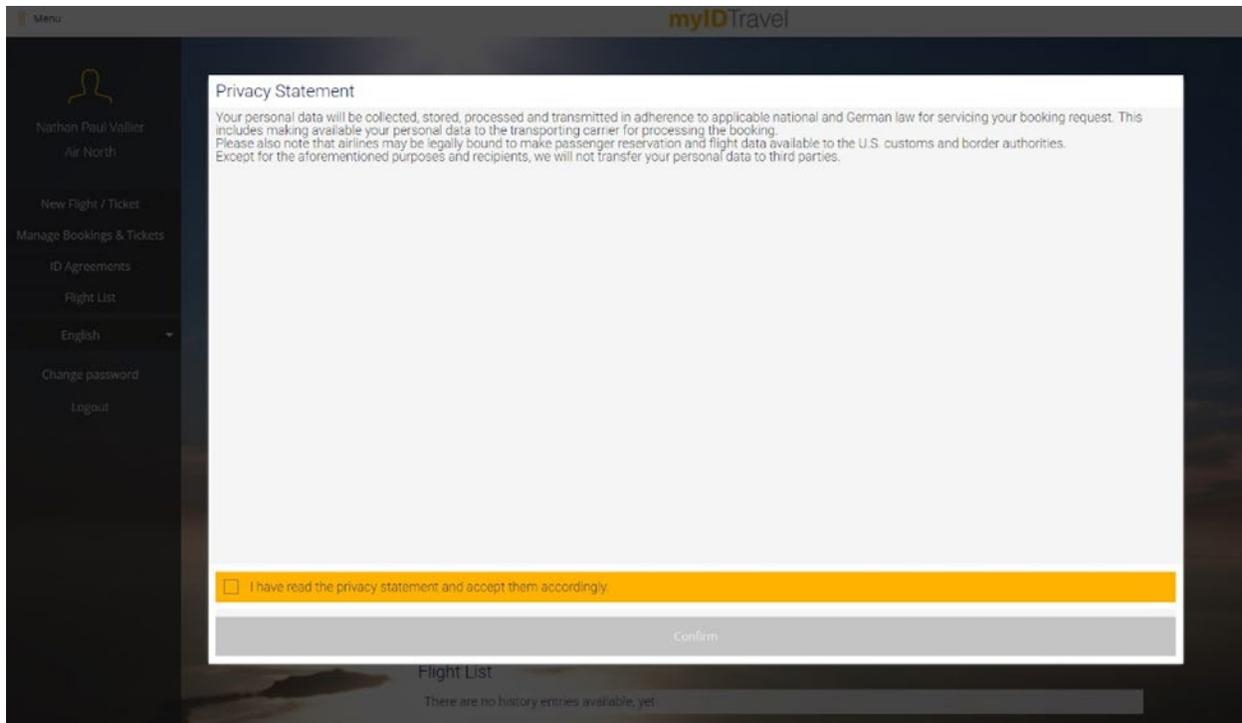
Duty Leisure

○ Password was successfully changed.

Using myIDTravel

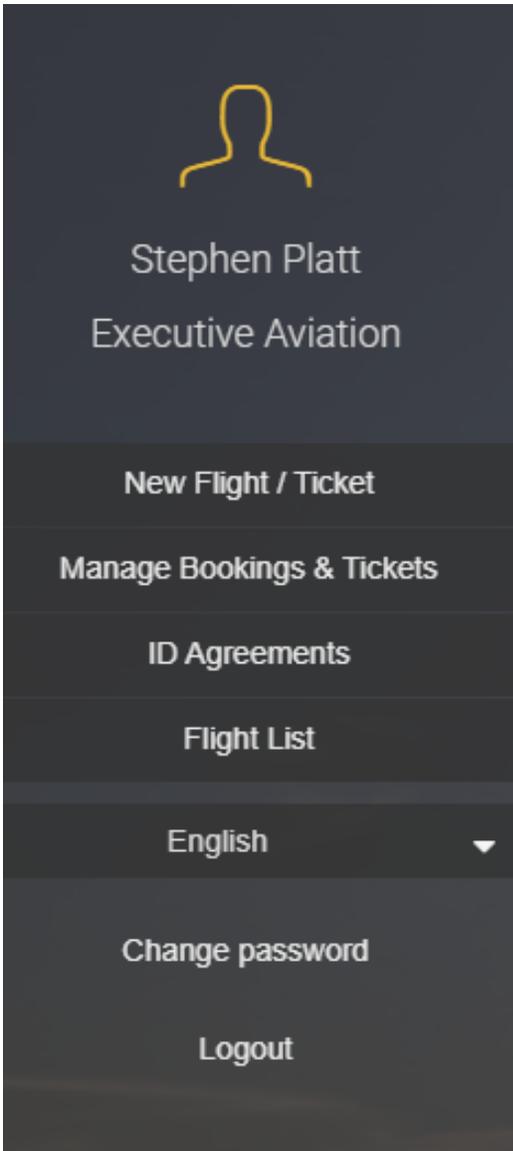
The first screen you will see is a privacy statement that informs you about the data processing that Lufthansa Systems is doing on behalf of Executive Aviation to give you the ability to use the myIDTravel system. Should you have any concerns regarding this statement, please contact myidtravel@executiveaviation.ca before proceeding.

If you agree to the statement, check the "Confirm" checkbox and click the "Next" button. You are now able to use the myIDTravel tool.



The screenshot displays the myIDTravel web interface. On the left is a dark sidebar menu with the following items: a profile icon for 'hathon Paul Valler', 'Air North', 'New Flight / Ticket', 'Manage Bookings & Tickets', 'ID Agreements', 'Flight List', 'English', 'Change password', and 'Logout'. The main content area is titled 'myIDTravel' and features a 'Privacy Statement' modal. The modal text reads: 'Your personal data will be collected, stored, processed and transmitted in adherence to applicable national and German law for servicing your booking request. This includes making available your personal data to the transporting carrier for processing the booking. Please also note that airlines may be legally bound to make passenger reservation and flight data available to the U.S. customs and border authorities. Except for the aforementioned purposes and recipients, we will not transfer your personal data to third parties.' Below the text is a yellow bar containing a checkbox and the text 'I have read the privacy statement and accept them accordingly.' To the right of this bar is a 'Confirm' button. Below the modal, the 'Flight List' section is visible, showing the text 'There are no history entries available, yet.'

To access the main functions of myIDTravel, use the navigation bar on the LEFT of the screen as shown below:



- **New Flight | Ticket** allows you to purchase standby tickets on Air Canada and list for a specific flight.
- **Manage Bookings & Tickets** allows you to retrieve and view all bookings done under your myIDTravel login. You can cancel, rebook, and refund from this menu selection.
- **ID Agreements** contains a list of the rules and regulations for travel on other carriers. Currently, our only agreement is with Air Canada for eligible Team Members.
- **Flight List** will display a list of any current or future travel
- **English** — you may change the language of your screen
- **Change Password** — Change your password
- **Logout** – Sign out of the system

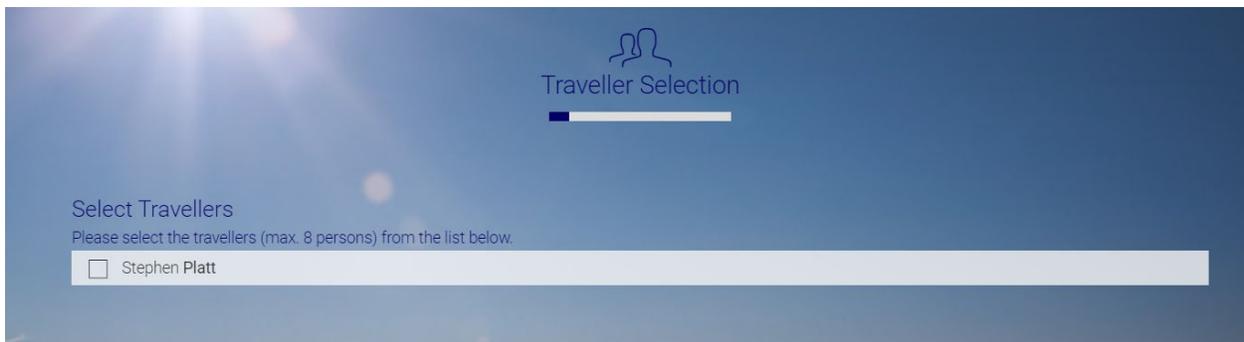
Creating a Listing

Throughout myIDTravel, the term "booking", and "listing" refers to standby (space available) listing for a flight.

To plan your trip, obtain your ticket and create a listing, click the New Flight/Ticket link in the navigation bar.

Traveler Selection

Once you are logged in, to leisure travel mode, the Traveller Selection screen (shown below) will be displayed. Select the individuals who will be travelling.



The names MUST match the official, government issued identification to be used at check-in and at the security checkpoints. If there is a typo (which can happen), please contact myidtravel@executiveaviation.ca as soon as possible — do NOT wait until the day someone needs to travel to verify the information.

For those team members and/or eligibles that are transgender, please mark the gender represented on your official government ID to ensure proper ticketing and/or international transit.

Flight Schedule Query

In this section of the page, please define your flight schedule query using the following input options before clicking the FIND FLIGHTS button to display flights matching your search criteria.

The screenshot shows a web form titled "Flight Schedule Query" with a background image of a sunset sky. The form includes the following fields and options:

- Find flights** section with three tabs: "One Way" (selected), "Round Trip", and "Multiple Legs".
- Airline** dropdown menu with "Air Canada" selected.
- Travel Status** dropdown menu with "R2 Standby" selected.
- From** text input field with "Origin" as a placeholder.
- To** text input field with "Destination" as a placeholder.
- Departure** section with:
 - Date** input field with placeholder "dd.MM.yyyy" and a calendar icon.
 - Time** dropdown menu with "00:00" selected.
 - Class** dropdown menu with "Economy" selected.
- Back** button on the bottom left and **Find flights** button on the bottom right.

Type of Travel

- One-way allows you to enter exactly one origin and one destination. Connecting flights require two coupons so the myIDTravel fee and taxes will be charged for each leg.
- Return will use the origin of the first flight as the destination of the second flight and vice-versa and will create a round-trip route with one destination.
- Multiple legs will extend the route rows to allow you to enter up to eight origin/destination pairs for your itinerary. Avoid using this!
- **You will only be able to select Air Canada**
- From / To
 - From defines the origin of the flight. Please enter the three-letter airport code; if you do not know the airport code, if you type out the airport it should appear. Make sure you are selecting the CORRECT airport.
 - To defines the destination airport. Please enter the three-letter airport code; if you do not know the airport code, type out the name of the city/airport and it should appear. Make sure you are selecting the CORRECT airport.
- Enter day and month into the respective fields or use the popup calendar to select a date. Please note that the day is entered in the first text field and the month into the second one. Most listings are limited to no more than 90 days from today's date.
- Selecting a time (24-hour clock) will only display flights departing at the specified time or later. This is important on routes with more than 4 flights a day.
- R2 is standby; this will always read R2 since you are listing for leisure standby travel.

Flight Schedule Display

For Display Purposes, you will see KLM flights in this example. You will always choose Air Canada as AC is the only airline we have access to in myIDTravel.

In a successful flight search, you may have only one or a variety of flights to select, with the "SELECT" button dark. Click on "Load more flights" at the bottom to view more.

In certain cases, you may not be eligible for an Air Canada flight due to restrictions enforced by Air Canada.

Click on a "SHOW DETAILS" to get additional information about the respective flight and the reason why a flight is not selectable.



Means there is currently good seat availability.



Means there is current medium seat availability.



Means there is extremely limited or no availability.



Flight Schedule Display

Outbound flight Switch to compact view

CALGARY INTERNATIONAL (YYC) - FRANKFURT INTERNATIONAL APT (FRA)
22.09.2023 | R2 Standby | Economy

Tue 19 Sep	Wed 20 Sep	Thu 21 Sep	Fri 22 Sep	Sat 23 Sep	Sun 24 Sep	Mon 25 Sep
------------	------------	------------	------------	------------	------------	------------

Selectable flights only. Please untick this box if you wish to see other flights in this market, including those that you may not be eligible to book.

Air Canada	AC848		
17:45 10:55+1	YYC CALGARY INTERNATIONAL FRA FRANKFURT INTERNATIONAL APT	9h 10m	0 Stops
Show details		Select	

Air Canada	AC324 AC844		
12:05 18:07 18:55 08:10+1	YYC CALGARY INTERNATIONAL YUL MONTREAL PIERRE ELLIOTT TRUDEAU INT APT YUL MONTREAL PIERRE ELLIOTT TRUDEAU INT APT FRA FRANKFURT INTERNATIONAL APT	12h 5m	1 Stops
Show details		Select	

To continue your listing, select a flight for each segment of your itinerary and click the next button.

Shopping Basket

Your flight segment choices will be added to your Shopping Basket.

To continue your listing, click CONTINUE.

The screenshot displays a flight selection interface. At the top, it says "Outbound flight" with a "Switch to compact view" button. Below this, the flight details are: "CALGARY INTERNATIONAL (YYC) - FRANKFURT INTERNATIONAL APT (FRA)" for "22.09.2023 | R2 Standby | Economy", accompanied by a green checkmark. The flight is operated by "Air Canada" on route "AC324 | AC844". The itinerary shows a departure from YYC at 12:05, a stop at YUL at 18:07, and arrival at FRA at 08:10+1. The total duration is "12h 5m" with "1 Stop". There are two green smiley face icons indicating a positive rating. At the bottom of the flight details, there are "Show details" and "Change flight" buttons. The interface also includes a "Back" button on the left and a "Continue" button on the right, all set against a background image of a sky with clouds.

Fare information

On the Fare Information page, all applicable fares, government taxes and myIDTravel fees will be shown for the selected itinerary. All amounts highlighted in yellow will be charged to your credit card by the ticket-issuing airline in the currency stated.

The screenshot displays the 'Fare Information' page with a blue header and a white content area. At the top, there is a currency icon (CAD) and the title 'Fare Information'. Below this, the text 'Total to be charged by Air Canada' is shown. The main content is a table with a white background and a light blue border, listing various charges and their amounts in CAD. The table includes a 'Grand Total' row and two buttons at the bottom: 'Back' and 'Continue'.

Total to be charged by Air Canada	
CALGARY INTERNATIONAL (YYC) - MONTREAL PIERRE ELLIOTT TRUDEAU INT APT (YUL)	
MONTREAL PIERRE ELLIOTT TRUDEAU INT APT (YUL) - FRANKFURT INTERNATIONAL APT (FRA)	
Stephen Platt MR	
Total Fare	0.00 CAD
Total Government or Airport imposed Taxes/Fees/Charges	62.66 CAD
myIDTravel Fee	4.08 CAD
Total to be charged by Air Canada	66.74 CAD
Grand Total	66.74 CAD

Back Continue

Contact, Fare & Payment Information

The Contact and Payment Information screen is pre-populated with your email information from your Team Member profile. You are required to complete the phone numbers and may change the email to another address if you prefer. Please double check all information on the page. Correct contact information will ensure the airlines can reach you if required.


 Contact and Payment

Your flights

YYC CALGARY INTERNATIONAL – FRA FRANKFURT INTERNATIONAL APT				22.09.2023
Air Canada	AC324 AC844	Economy / R2 Standby		
12:05	YYC CALGARY INTERNATIONAL	12h 5m	1 Stop	
18:07	YUL MONTREAL PIERRE ELLIOTT TRUDEAU INT APT			LISTED
18:55	YUL MONTREAL PIERRE ELLIOTT TRUDEAU INT APT			
08:10+1	FRA FRANKFURT INTERNATIONAL APT			LISTED

Travellers

Stephen Platt MR

Contact Information

Phone number 1 - including country code 14038366076	Phone number 2 - including country code (optional) +00 000 000 000
Mobile number - including country code (optional) +00 000 000 000	
E-mail address splatt@executiveaviation.ca	Repeat E-mail address splatt@executiveaviation.ca

Fare Information

Total to be charged by Air Canada

CALGARY INTERNATIONAL (YYC) - MONTREAL PIERRE ELLIOTT TRUDEAU INT APT (YUL) MONTREAL PIERRE ELLIOTT TRUDEAU INT APT (YUL) - FRANKFURT INTERNATIONAL APT (FRA)	
Stephen Platt MR	
Total Fare	0.00 CAD
Total Government or Airport imposed Taxes/Fees/Charges	62.66 CAD
myIDTravel Fee	4.08 CAD
Total to be charged by Air Canada	66.74 CAD
Grand Total	66.74 CAD

Payment for Air Canada

Please insert your credit card information. The ticket costs of 66.74 CAD will be charged on this card.

Credit Card Select	Number 0000 0000 0000 0000
Validation Code 0000	Expiry Date MM / YY

Please do not choose VISA if you have a VISA Electron card or vice versa as this might lead to ticketing errors.

Once you have provided your credit card information, click the Finish button to continue. You will receive a message that your credit card was successfully saved for the current listing (see image below). You may also edit the credit card information at this time.

Warning: There may be a few second delay, do NOT press F5 or the BACK button to avoid payment conflicts. If there is an error, you will need to close the browser, reopen, and start the process over.

You will also have to agree to TWO checkboxes referring to refunds and improper use of myIDTravel for uses outside the scope of the ZED & myIDTravel agreements.

I understand and I agree to the refund policies, rebooking policies and all other conditions listed in the ID agreements of the ticket issuing airline and the transporting airline of the requested PNR and ticket.

I understand that this is the last step in the request process. I confirm that all passenger information provided by me is valid and I will be liable for the cost and use of tickets purchased via my login account on this website. Applicable payment will be charged, and I will receive a PNR and/or ticket number for travel.

Double check the itinerary summary. If no changes are required, click the FINISH button to complete your listing. If you need to make a change, click the back button to return to the previous page.

Confirmation

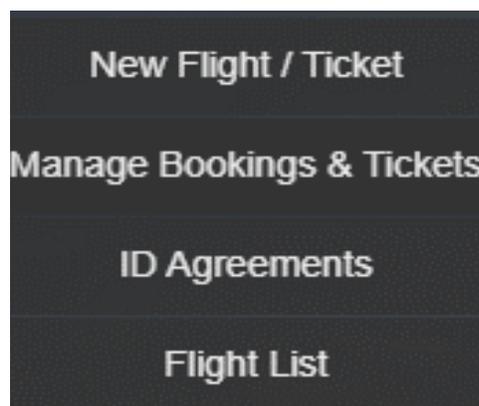
After the listing is complete, you will see a confirmation screen with a summary of your itinerary.

Please read the conditions of travel carefully.

A confirmation email with the subject line "myIDTravel Leisure Booking/Listing Confirmation" will be sent to your chosen email address.

PNR Retrieval — Used to Change or Cancel a Listing

To retrieve an existing booking to review, change or cancel, please select the Flight List option from the navigation bar.



From this display, you can view your listing. Most travelers will either rebook, cancel, or request refunds from this screen. You will need to select the empty box next to the DATE (in red circle) to do any of these changes. Once you select the flight, additional options will appear.

Split PNR is useful if you have multiple eligibles traveling on one reservation and not everyone can be accommodated on the flight, or if you need to cancel one party off the reservation.

Relisting One or More Segments

Relisting is only possible for flights on the same airline with the same origin and destination pair and within 90 days of the ticket is purchased. Changing any flight attribute is only possible if you cancel the segment and book a new one.

To change a segment, mark the segment by selecting the respective button in the TOP RIGHT column of the itinerary overview table then click the rebook segment button. Clicking the rebook all button allows you to change all the segment's flights at once. Use this feature when you want to rebook two segments in a connecting flight.

Click on the radio button and then select options from the bottom menu — rebook or cancel. Enter the new date for the segment and click the next button to choose new flights and complete the relisting.

Select the flight you would like and click **CONTINUE**.

You will then be asked to confirm the relisting.

Click on **Rebook Now**.

Relisting with Existing E-ticket



The screenshot shows a web form titled "Retrieval". At the top, there are two tabs: "Tickets" (which is selected and highlighted in dark blue) and "PNR". Below the tabs is a large text input field labeled "Ticket number" with the placeholder text "Ticket number". To the right of this field is a dark blue button with the text "Add +" in white. At the bottom of the form is a light blue button with the text "Retrieve ticket" in a lighter blue color.

Should you have cancelled a reservation but NOT refunded the e-ticket, you may reuse the electronic ticket if it is for the **exact** passenger, **exact** airline, and **exact** routing. You will need to input the entire electronic ticket number here and myIDTravel will provide you with a variety.

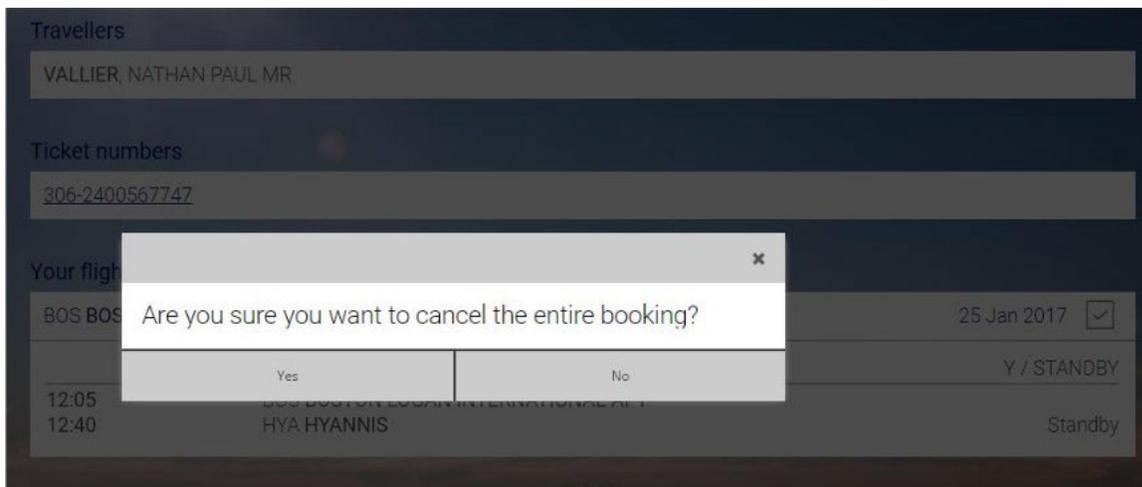
Once you have displayed a valid electronic ticket (in Open status), you have two options: Refund or Create booking/listing.

Should you click on "Create booking/listing", myIDTravel should default to the same routing and airline as the issuing ticket. From this screen, you can change the date and or time to build a new listing.

If you chose to REFUND your ticket instead, you can request a refund from the main selection screen.

Canceling One or More Segments

Canceling a single segment or the complete itinerary can be achieved by clicking either the cancel segment or cancel all button on the Your Flight List screen. You will get an alert (see below) to ensure this is what you would like to do.



Click OK if you wish to cancel this listing. Once you click OK, a screen will appear, showing that your listing has been cancelled.

If you would like a refund for your listing, you must now retrieve and refund your ticket as outlined in the next sections. **Simply cancelling the listing may not generate a refund.**

Refund Process

Refunds may be processed on any coupon with an "open" status. To initiate a refund, click on the **MANAGE BOOKINGS & TICKETS** and enter your e-ticket number. The following screen will appear.

The screenshot shows a 'Tickets' management interface. At the top, it displays the following information:

Ticket number	306-2400567747
Status	ISSUED
Traveller	VALLIER, NATHAN PAUL (MR)
Booking reference	204KJV

Below this, a 'Please note' section contains the text: "The associated booking reference needs to be cancelled before you can refund or book/list".

The main section of the screen is titled "BOSTON LOGAN INTERNATIONAL APT (BOS) - HYANNIS (HYA)". It shows the following details:

Coupon Status	airport control
Class	Y
Ticket Type	STANDBY

At the bottom of the screen, there are two buttons: "Show pricing" and "Refund".

You will then be prompted to confirm your refund. Click the refund now button. A confirmation of your refund will appear. A confirmation email will also be sent to your email address. Please note: Air Canada refunds are taking a significantly long amount of time to process — please be patient.

The screenshot shows a confirmation screen with a green checkmark icon and the text "Refund has been requested". Below this, the following information is displayed:

Travellers
VALLIER, NATHAN PAUL MR

Ticket number
306-2400567747

Please notice:
Refunds will be triggered by myIDTravel and performed by the ticketing carrier. myIDTravel will trigger a refund of all open segments. For further information please see the ID Agreements section.

At the bottom of the screen, there is a "Homepage" button.

Please note that depending on the ticketing airline and its ticketing system, it may take a while for the refund to be processed. Fares and taxes for unused segments will be transferred by the ticketing airline back to the credit card account used during the listing process. You will not receive an email notification that your refund has been processed.

Refunds will not be issued for the myIDTravel fee for any ticket if travel on one or more of the segments ticketed has been completed. Due to the variety of airline systems attached to myIDTravel, when you view an electronic ticket via the "Your Flight List" it may not appear. Status of refunds may not always be reflected in myIDTravel.

Tickets

Ticket number	230-21667- 43888
Status	REFUNDED
Traveller	VAt1150-1171011(MR)
Booking reference	DFC 4444
Please note	The associated booking reference needs to be cancelled before you can refund or book/list

PANAMA CITY TOCUMEN INTERNATIONAL (PTY) – ORLANDO INTERNATIONAL APT (MCO)

Coupon Status	refunded
Class	Y
Ticket Type	STANDBY

Show pricing Refund

The refund status is: Completed as full refund at Thu Dec 29 01:25:31 UTC 2016 (Thu Dec 29 01:25:31 UTC 2016)
Environment: Production (prod) / prod02
Log Date: Feb 2, 2017 12:48:43 246 AM

Your refund request has been triggered and the refund processing will be handled as per carrier's term and conditions. (Thu Dec 29 01:25:31 UTC 2016)
Environment: Production (prod) / prod02
Log Date: Feb 2, 2017 12:48:43 246 AM

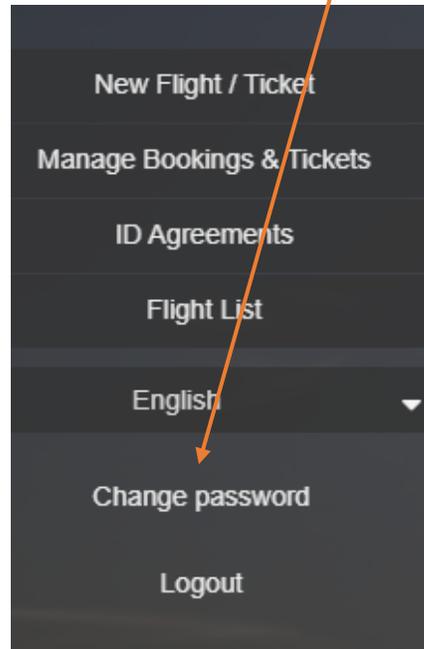
Your Flight List

Clicking Your Flight List will allow you to view all tickets purchased through myIDTravel. Coupon status (open or flown, for example) will be shown and you'll be able to refund unused coupons.

You may click on any PNR or e-ticket to determine status of listing.

Changing your Password

Your password can be changed at any time by clicking the Change password link in the navigation bar. If you try your password four or more times unsuccessfully, your account will be locked, and you'll need to change your password to access it.



Ticket Validity

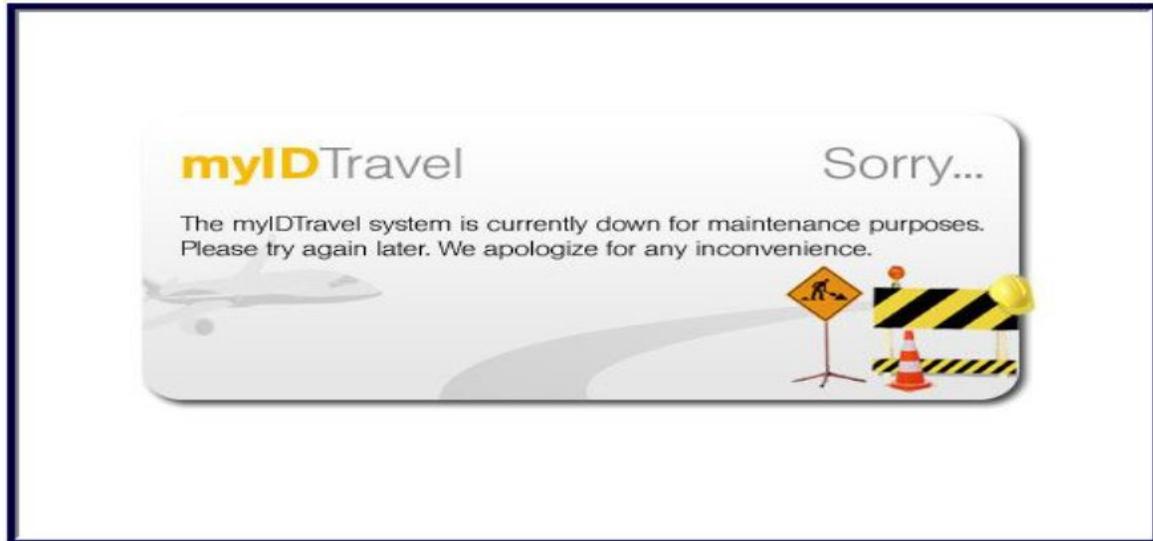
Tickets are valid for 90 days from date of issue. If a change is necessary past the expiration date of the ticket, please cancel your existing listing and create a new one. Note, you must have your e-ticket number to refund the ticket.

Refunds must be initiated within 365 days of the ticket's issue date.

Support

Should you have any questions that this manual does not answer, please refer to the online help pages within myIDTravel. If you still have questions, please send a detailed email to myidtravel@executiveaviation.ca

If myIDTravel is not available for any reason you will receive the following message:



If you have entered incorrect information into the system, an error message will appear in the top left corner of your screen (see below for an example).



Contact Information

I have a question that wasn't listed, who should I contact?

Refer to the myIDTravel.com

You can direct any additional questions to myidtravel@executiveaviation.ca