



## Self-Registration

### Frequently Asked Questions

**Q:** If a user self-registers for Dash Portal, will they be registered for their online booking tool (OBT)?

**A:** No. Dash Portal does not use the same credentials for booking tools. Users may need to manually log in to their OBT and/or follow the steps their OBT has set up to complete access (i.e. self-register, manual log in, reset password, etc.)

**Q:** Why is country of employment needed for multi-country/multi-region portals?

**A:** Dash Portal is configured to provide content based on a user's country of employment code in the user file provided by the client. Different countries/regions may require access to different content, especially the online booking tool. To ensure the user receives the correct content assigned to countries/regions, they are asked to enter a country of employment. For example, a country with U.S. and U.K. employees would need access to different booking tools. For the U.K. employee to have correct access to their tools, they would enter U.K., while a U.S. traveler would enter U.S.

**Q:** Why is travel manager verification of country of employment needed?

**A:** It isn't all the time. It only needs to be updated if a **correction needs to be made**. If there are no updates needed, the travel manager can disregard.

**Q:** Who will receive the travel manager verification email?

**A:** Any user who is given Travel Manager permission within Dash Mobile will receive the email.

**Q:** Can a travel manager unsubscribe and/or turn off the email?

**A:** Yes. There is a link on the bottom of the email to unsubscribe from ALL Travel Manager Verification emails. Additionally, the travel manager can turn on/off the email within Dash Mobile, similar to the Upcoming Trip Summary email in the Settings page of Dash Portal.

**Q:** Are there any potential pitfalls if a travel manager decides to unsubscribe/turn off the Travel Manager Verification email?

**A:** Yes. Without the email, the travel manager will not be notified that a correction may be needed. If a traveler enters the wrong country of employment, they may not be able to access the correct tools and would need to notify their travel manager who would need to update the user role in Dash Portal.