GO.gov® Quick Reference Guide

User Profile

This Quick Reference Guide (QRG) provides step-by-step instructions for reviewing and completing your GO.gov user profile. It includes guidance on updating personal information, setting travel preferences including reasonable accomodations, adding a credit card, registering a personal vehicle, and ensuring TSA compliance to enable accurate and efficient booking.

Note: All fields marked **[Required]** and **[Required**]** in GO.gov must be completed to save your profile. All other fields are optional.

Why Complete Your GO.gov Profile?

- You must complete your profile before you can book travel.
- A GO.gov profile consolidates and applies important travel information, including:
  - Payment information
  - Travel preferences
  - Frequent traveler programs
  - TSA information
  - Passport information

Access Your GO.gov Profile

1. Login to GO.gov.
2. If the GO.gov WalkMe pop-up displays, select **Update My Profile**.
3. If the GO.gov wizard does not display, select your initials or person icon and then select **Settings**.

Locate **Personal Information** in the left navigation bar under **Your Information** or from the center section under **Profile Options**.

Complete Your Personal Information

1. Review and complete the following sections, as needed:
   a. **Name**: Title, First Name, Middle Name, Preferred Name, Last Name, Suffix.
   b. **Company Information**: Employee ID, Manager, Employee Position/Title, Employee Type, Org Level 1, Org Level 2, Org Level 3, Org Level 4, Org Level 5.
   c. **Work Address**: Company Name (Search for Company Locations, Street, City, State/Province, Postal Code, Country/Region (auto filled).
   d. **Home Address:** Street, City, State/Province, Postal Code, Country/Region (auto filled).
   e. **Contact Information**: Work Phone, Work Extension, Work Fax, 2nd Work Phone/Remote Office, Home Phone, Pager, Other Phone, Mobile Phone Country/Region, Mobile Phone.
   f. **Email address**: Verify your email address, which is autofilled.
   g. **Emergency Contact**: Name, Relationship, Street, City, State/Province, Postal Code, Country/Region, Phone, Alternate Phone.
2. Select **Save**.

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Travel Preferences

Select **Travel Preferences** in the left navigation bar under **Travel Settings** or select **Travel Profile Options** in the center section under **Profile Options**, then select which preference to edit.

Set Discount Travel Rates/Fare Classes

From the **My Profile - Personal Information** page:

- Select applicable **Discount Travel Rates/Fare Classes**:
  - AAA/CAA
  - Government
  - Military
  - Senior/AARP

Air Travel Preferences

From **My Profile - Personal Information** page:

- Complete the **Air Travel Preferences** section:
  - Preferred Seat Type
  - Preferred Seat Section
  - Special Meals
  - Ticket Delivery
  - Preferred Departure Airport
  - Other Travel Preferences
  - Medical Alerts

Hotel Preferences

From **My Profile - Personal Information** page:

- Complete the **Hotel Preferences** section:
  - Room Type
  - Smoking Preference
  - Select amenity preferences
  - Message to Hotel Vendor
  - Accessibility Needs (Reasonable Accommodations) Wheelchair access, Blind accessible

Car Rental Preferences

From **My Profile - Personal Information** page:

- Complete the **Car Rental Preferences** section:
  - Preferred Car Type
  - Smoking Preference
  - Car Transmission Type
  - Message to Car Vendor

TSA Secure Flight

From **My Profile - Personal Information** page:

1. Select **Gender**. This field is required.
2. Enter **Date of Birth**. This field is required.
3. Enter **DHS Redress Number**.
4. Enter **TSA PreCheck Known Traveler Number**.
5. Select **Save**.

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Frequent Traveler Programs

From the **My Profile - Personal Information** page, complete the **Frequent Traveler Programs** section:

1. Select **Add a Program**. This displays the Add Travel Programs window.
2. Select the **Air/Rail, Hotel**, or **Car** radio button.
3. Select the **Air/Rail Carrier, Car Rental Company**, or **Hotel** from the drop-down.
4. Enter your **Frequent Traveler/Driver/Guest** number.
5. Select the **Search this vendor** checkbox to have GO.gov search this vendor.
6. Select **Save**.

Advantage Programs

From **My Profile - Personal Information** page. Complete **Advantage Programs for Travel Discounts** section:

1. Select **Add a Program**. This displays the Add Travel Programs window.
2. Select **Air/Rail Carrier**.
3. Select the **Advantage Program**.
4. Enter your **Advantage Program Number.**
5. Select the **Expiration Date**.
6. Select **Save**.

Personal Car

From the **My Profile** page:

1. Select **Personal Car**. This displays the Personal Car Registration screen.
2. Select **New**.
3. Enter a **Vehicle ID** (Enter an easily identifiable name for your vehicle like “My POA, color, etc.).
4. Select **Vehicle Type = Privately Owned Automobile**.
5. Select **Save**. The vehicle will be displayed in the vehicles table.

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International Travel: Passports and Visas

From **My Profile - Personal Information** page.

Complete **International Travel: Passports and Visas** section.

1. If you do not have a passport, check the box for **I do not have a passport**.
2. If you have a passport, select **Add a Passport** and complete the following fields:
    - Passport Nationality
    - Passport Number
    - Passport Date Issued
    - Passport Expiration
    - Passport Place Issued, City and State
    - Passport Place Issued, Country/Region
3. If you have a Visa, select **Add a Visa** and complete the following fields:
    - Visa Nationality
    - Visa Type
    - Visa Number
    - Visa Expiration
4. Select **Save**.

Credit Cards

From **My Profile - Personal Information** page. Complete **Credit Cards** section.

1. Select **Add a Credit Card**. This displays the Add a Credit Card window.
2. Complete the following fields:
    a. Display Name for the credit card. This will help you identify the credit card later.
    b. Your name as it appears on the card
    c. Card Type
    d. Credit Card Number
    e. Expiration Date
3. Select the appropriate checkbox to designate this card as the default for Car Rentals or Hotels.
4. Complete the Billing Address section.
5. Select **Save**.