

## CREATE YOUR PROFILE

Your profile allows you to book your trip online with your corporate discount. Your profile registers all your reservations and your preferences. In your profile, you can see all the details of your reservations.

**IMPORTANT:** If you need to cancel a trip, you MUST do it before train departure time (online or by phone at 1-888-VIA-RAIL) if you wish to be reimbursed. The amount reimbursed will depend on the type of fare chosen to book. Some fares are non refundable.

### Instructions to create your online profile:

- Go to [www.viarail.ca](http://www.viarail.ca).
- At the top of the page, click on "My VIA profiles".
- Click on "Create a profile" (yellow rectangle).
- Complete the form and **don't forget to note your user name and password** – you will need them every time you make a reservation. The e-mail you will enter there is the e-mail that will be used to confirm your reservations.
- After creating your profile, many options are possible. You can join VIA preference, our reward program. You can edit your profile and choose your preferred options (window or aisle seat, vegetarian or regular meal, etc). (During COVID these options may differ)
- **YOU MUST edit your profile to enter your corporate discount. Go to passenger information and click on edit. In discount type, select corporate rate and next to it, enter your 6 digit code. Then click save.**
- If someone else will be making the reservations for you (travel manager, administrative assistant, or someone else), then this person will have to create a profile for themselves, and then "add passengers" to their profile. Every time that person needs to make a reservation for someone, he or she simply needs to enter his/her profile and select the passenger to travel.
- Once your profile is created, you can do your reservation on the left side of the page. Don't forget to login every time to be sure you get your discount!

The screenshot shows the VIA Rail Canada website's profile management interface. On the left is a 'TRAIN AND FARE SEARCH' sidebar with options for trip type (Round trip, One way, Multi-city), origin/destination, and dates. The main area is titled 'Profile information' and contains several sections: 'PASSENGER INFORMATION' with fields for First Name, Last Name, and Passenger type; 'VIA Preference' with a VIA Préférence # field; 'Promotional Discount' with a 'Discount Type' dropdown (set to 'Corporate rate') and a 'Discount Code' text input field; and 'Travel Preferences (optional)' with a 'Special Meal Request (Business only)' dropdown and a 'Seat Preference' dropdown. A 'Save' button is located at the bottom right of the profile information section. A red circle highlights the 'Discount Type' dropdown and the 'Discount Code' input field.

*Bon voyage!*