



Michelle Pritchett, Employee Travel Policy and Procedures Representative, Human Resources has sent two messages to all retiree group leaders for distribution to the respective organization`s members. The messages are in regard to the **release date of the new Flying Together website** and the **launching of Help Hub**, an upgrade and replacement of the United ServiceAnywhere (USAW).

The two messages are posted below and two attachments associated with the launching of Help Hub are also posted.

Message regarding the release date of the new Flying Together:

This message is being sent to Retiree Organization Leaders

Retiree Organization Leader -

The new Flying Together is ready to go, and we're in the process of switching employee teams and retirees over completely to the new site. Please share this message with your members accordingly.

Retirees are scheduled to switch over the night of **Monday, May 28**.

Starting the following morning (Tuesday, May 29) whenever you log in to Flying Together:

- You'll see the new home page
- You'll only be able to access the new version of Flying Together and Travel content
- You'll no longer have the ability to switch back to the previous version of Flying Together

Note that most department pages on Flying Together have already fully switched over to the new site.

We recommend that you start using the new site before your scheduled switch over date. The new site is very user-friendly (and mobile-friendly!) but it is different from the previous version, so it may take a little bit of getting used to. We've started providing some tips for using the new site on [Flying Together](#), so take a look at those. If you have any questions about the new Flying Together, please email flyingtogogether@united.com.

Thank you for your continued support.

Respectfully,
Michelle

Michelle Pritchett

Employee Travel Policy and Procedures Representative, Human Resources

Message regarding the launching of the New Help Hub:

This message is being sent to Retiree Organization Leaders

Retiree Organization Leader -

In an ongoing effort to provide you with the same quality of technology and level of overall experience that we deliver to our customers, the Human Resources and Digital Technology teams are launching Help Hub, an upgrade and replacement of the United ServiceAnywhere (USAW).

Help Hub makes it easy to find what you need, when you need it. It's a one-stop resource that allows you to easily find answers to questions and request services from a variety of United teams that support employees (Employee Travel Center and Badging). Help Hub provides you with information specific to your role and you can monitor the progress of your requests via email or directly through the portal.

Help Hub is launching on **May 17** and with this deployment, USAW will no longer be accessible. All USAW requests made prior to May 17 will be closed out using the legacy system and any new requests will be made in Help Hub.

Help Hub will be accessible via the Employee Services tab in Flying Together on both the web and personal devices. **Visit the Help Hub home page starting May 17 to watch a brief video** that will introduce you to this new resource and see the attached Help Hub FAQ and user guide.

Thank you for your continued support.

Respectfully,
Michelle

Michelle Pritchett

Employee Travel Policy and Procedures Representative, Human Resources

Here are the links to the two attachments:

[Link to Help Hub Getting Started Guide](#)

[Link to Help Hub FAQ's - Final PDF](#)



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