Frequently Asked Questions

December 2015

This is an interactive document.

Click on each question category for a series of questions and answers to help you learn more about *CWTSato To Go's* features.

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TRIP MANAGEMENT

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GENERAL INFORMATION

What is *CWTSato To Go*?

CWTSato To Go™ is a complimentary mobile travel app available to all CWTSatoTravel travelers through their smart phone's app store. Before and during a trip, *CWTSato To Go* gives travelers immediate access to traveler services such as itineraries, flight alerts and mobile check-in, all via their smartphone.

Powered by WorldMate, the industry-leading and award-winning travel app, CWTSato to Go gives U.S. Government (including military) travelers the premium features and helpful services that they need to stay informed and efficient on the road, without the risks associated with non-approved, third-party apps.

Once your organization has approved the use of *CWTSato To Go*, all of your official trips booked through CWTSatoTravel will automatically sync to your mobile device. If you are an E2 Solutions user and your organization receives travel reservation and fulfillment services from a company other than CWTSatoTravel, please contact us at support@cwtsatotogo.com to inquire about app availability.

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How much does *CWTSato To Go* cost?

The *CWTSato To Go* app is complimentary to all CWTSatoTravel customers, including military and civilian government travelers.

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Is *CWTSato To Go* available for my device?

The *CWTSato To Go* app is available for the following devices:

- **Android** smartphones with OS 2.3 or above
- **BlackBerry** smartphone with OS 6, 7, 10 or above
- **iPhones** with IOS 7.0 or above

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How do I get the app?

Click here for Android, here for BlackBerry or here for iPhone to go directly to that device's app store. You must have data enabled on your smart device and a valid account with your respective app store to download and use the app.

Tip: Your agency may provide a different location for the app other than the public app store. If available, always download the app from an agency-specified location.

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What is the current version of *CWTSato To Go*?

Version 1.0.2 for all supported smart devices.

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How do I access the *CWTSato To Go* app?

After downloading the *CWTSato To Go* app, follow the simple self-registration process within the app to establish your *CWTSato To Go* account. Enter your government email address and the app will walk you through the remaining steps.

What email address should I use to register?

You must use your official U.S. Government or military email address. This should also be the same email address that you provide when booking trips.

- If you book your travel online through E2 Solutions, this email address must be your E2 primary email address.
- If you book your travel online through GetThere, this email address must be stored in the mandatory email address field in your GetThere profile.

CWTSato To Go allows email addresses from all domains ending in .gov and .mil, and several ending in .org. If you are unsure if your organization's email domain is open for *CWTSato To Go* use, please contact us at support@cwtsatotogo.com.

Tip: If your current E2 primary email address or GetThere address does not meet these domain requirements, you would need to change your primary email address in your E2 profile or your GetThere profile to your official U.S. Government or military email address in order to use the app.

Does my agency need to take any actions?

Yes. Your agency must approve the use of the tool before your government travel itineraries automatically appear in the app.

Are all features available on all devices?

No, some features vary by device.

Itineraries

I booked a trip through CWTSatoTravel – with a travel agent, through DTS, through E2 Solutions, or through GetThere. Will my reservation sync with *CWTSato To Go*?

Yes. Upon your agency's approval of this feature, if you book your trip through CWTSatoTravel, your trip details (air, hotel, rental car, etc.) will automatically sync with *CWTSato To Go*. You can view those reservations and even combine them with information booked via another source.

Travelers who use E2 Solutions, but book their trips with a TMC other than CWTSatoTravel can still use *CWTSato To Go*. Some TMCs are configured to have your trips automatically sync with the app. In other cases, simply forward your itinerary emails from your official email address to plans@cwtsatotogo.com. To verify TMC support for the app, contact your agency's travel management team or our technical help desk at support@cwtsatotogo.com.

How long will it take for a newly booked reservation to appear in *CWTSato To Go*?

Your trip information may take up to 30 minutes to sync to the app.

On my list of upcoming trips, why does the trip name differ from my destination city?

The "Trip to" name comes from the city where you stay the longest. This location typically corresponds to the location of your hotel reservation. You can easily change the "Trip to" name using the app's edit trip feature.

Are rail itineraries available in the app?

Yes, rail itineraries are available in the app. Depending on the way the rail booking is processed, it may or may not sync automatically. If your rail itinerary did not sync automatically with the *CWTSato To Go* app, email your confirmation to plans@cwtsatotogo.com to have it added. You may also add the details manually.

How do I add non-CWTSatoTravel reservations / itineraries that do not automatically sync to the *CWTSato To Go* app?

Forward your non-sync reservations / itineraries from the same email address that you use to access *CWTSato To Go* to plans@cwtsatotogo.com. Your trip reservations will be automatically loaded into your app and you will receive an email confirmation when your information is successfully uploaded. You can also forward emails from a personal email address if that address is stored in *CWTSato To Go* Tools > Settings > Email Addresses. You can also add trip details to the app manually.

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How do I know if my non-CWTSatoTravel itinerary can be accepted by email?

Go to http://www.worldmate.com/supported_providers.php for a list of the more than 600 supported suppliers. If you still have questions, contact our technical help desk at support@cwtsatotogo.com.

Tip: Did you book a personal trip under a non-official email address? You can still forward that trip to *CWTSato To Go*! Add your personal email address to your *CWTSato To Go* account by opening the app, accessing Tools > Settings > Email Addresses, and add your personal email. You can now forward itinerary confirmations from that email address to *CWTSato To Go*.

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I sent my non-CWTSatoTravel itinerary to plans@cwtsatotogo.com, but it does not appear in my *CWTSato To Go* app. Why?

You must send your itinerary confirmation from the same email address you use to log on to *CWTSato To Go* or from the secondary personal email address stored in the app under Settings. In addition, the travel confirmation must be from a supported travel provider.

Tip: You cannot forward a "forwarded" itinerary confirmation.

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I received a confirmation saying my reservations were successfully added, but I cannot find them in my *CWTSato To Go* account. How do I get the itineraries to display?

Initiate a manual sync on your device.

- On **iPhone**, tap the sync button at the top right in the "My Trips" screen. The sync button is represented by one circular arrow.
- On **Android** or **Blackberry** OS 10 or higher drag down the "My Trips" menu to sync.
- On **BlackBerry** OS 7 or lower, press the device's menu button and select "Synchronize Trips."

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My travel provider is supported, but the confirmation email is being rejected. Why?

Make sure you follow these rules:

- Forward the confirmation email as is. Do not alter it in any way.
- Make sure the subject and content of the email are in its original format. (Some email programs automatically add the "FW" prefix in the subject line. That is okay.)
- If the mailing program allows it, forward the email in HTML format rather than plain text.
- Some mailing programs may forward emails as attachments. *CWTSato To Go* will import a confirmation email sent as a PDF attachment if it is sent by a supported carrier, such as TripCase or Travel Advisor. If you experience problems, however, make sure the text of the original email is in the body of the forwarded email and is not sent as an attachment.

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Manually Add and Edit Trip Information

How do I add a trip manually?

If you do not want to email your non-CWTSatoTravel itinerary to plans@cwtsatotogo.com:

- On **Android, iPhone, Blackberry** OS 10 and higher:
    1. In the app, tap "My Trips" and then click the plus sign (+) on the top left (iPhone) or top right (Android and Blackberry).
    2. On the "Add Trip" screen, enter trip information in these fields:
        a. City
        b. State (or province; optional for non-U.S./Canada destinations)
        c. Country
        d. Trip name
        e. Start date and End date *
    3. Tap "Done" to save.

    * Start date will default to today's date. End date will default to tomorrow's date. Tap the field to bring up a calendar.

- On **BlackBerry** OS 7 and lower:
    1. In the app, access "My Trips" and then press the menu button on your device and choose "Add New Trip."
    2. On the "Add New Itinerary" screen, enter trip information in these fields:
        a. Primary destination
        b. City
        c. Start date and End date **
        d. Trip name
    3. Tap or click "Add to My Trips" to save.

  ** Start and end date will default to today's date. Tap the field to bring up a calendar.

How do I change the name of a trip?

To edit the trip information:

1. Tap or access "My Trips" and then tap or click the trip that you want to edit.
   - On **Android** and **Blackberry** OS 10 and above, tap your phone's menu key (upper right) and then tap "Edit Trip."
   - On **BlackBerry** OS 7 and below, press the menu button on your device and select "Edit Trip."
   - On **iPhone**, tap the pencil icon.
2. Change the trip name by retyping the information in the Trip Name field.
3. Tap or click "Done" or "Save Changes" when you are finished.

How do I manually add a booked flight to a trip?

On the "My Trips" screen, locate the trip you want to update and tap or click the trip name. (If you do not have a trip listed, follow the instructions to add a non-CWTSato itinerary or to manually add a trip.)

1. Go to the "Add Flight" screen:
   - On **Android** and **Blackberry** OS 10 and above, tap your phone's menu key (upper right) and then tap "Add Flight."
   - On **BlackBerry** OS 7 and below, tap or click "Add Item" in the upper right hand corner of the screen and then choose "Add New Flight."
   - On **iPhone**, tap the plus sign (+) and then tap "Add Flight."
2. Add the flight information in the required fields.
3. Tap or click "Get Details" or "Submit" to bring up the flight's details.
4. Scroll down to enter additional information and tap or click "Done" or "Add to Trips" to add the flight to your trip itinerary.

How do I manually add a booked hotel reservation to a trip?

On the "My Trips" screen, locate the trip you want to update and tap or click the trip name. (If you do not have a trip listed, follow the instructions to add a non-CWTSato itinerary or to add a trip manually.)

1. Go to the "Add Hotel" screen:
   - On **Android** and **Blackberry** OS 10 and above, tap your phone's menu key (upper right) and then tap "Add Hotel."
   - On **BlackBerry** OS 7 and below, tap or click "Add Item" in the upper right hand corner of the screen and then choose "Add New Hotel."
   - On **iPhone**, tap the plus sign (+) and then tap "Add Hotel."
2. Add the hotel information in the required fields.
3. When you are finished, tap or click "Done" or "Add to Trips" to add the hotel reservation information to the trip itinerary.

How do I manually add a booked rental car reservation to a trip?

On the "My Trips" screen, locate the trip you want to update and tap or click the trip name. (If you do not have a trip listed, follow the instructions to add a non-CWTSato itinerary or to add a trip manually.)

1. Go to the "Add Car" screen:
   - On **Android** and **Blackberry** OS 10 and above, tap your phone's menu key (upper right) and then tap "Add Car."
   - On **BlackBerry** OS 7 and below, tap or click "add item" in the upper right hand corner of the screen and then choose "Add New Car."
   - On **iPhone**, tap the plus sign (+) and then tap "Add Car Rental."
2. Add the rental car information in the required fields.
3. When you are finished, tap or click "Done" or "Add to Trips" to add the rental car reservation information to your trip itinerary.

How do I manually add other booked transportation information, such as rail or limo, to a trip?

On the "My Trips" screen, locate the trip you want to update and tap or click the trip name. (If you do not have a trip listed, follow the instructions to add a non-CWTSato itinerary or to add a trip manually.)

1. Go to the "Add Ground Transportation" screen:
   - On **Android** and **Blackberry** OS 10 and above, tap your phone's menu key (upper right) and then tap "Add Transportation."
   - On **BlackBerry** OS 7 and below, tap or click "Add Item" in the upper right hand corner of the screen and then choose "Add New Public Transportation."
   - On **iPhone**, tap the plus sign (+) and then tap "Add Ground Transportation."
2. Add the transportation information in the required fields. Scroll to access all fields.
3. When you are finished, tap or click "Done" or "Add to Trips" to add the information to the trip itinerary.

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How do I add a meeting to a trip?

On the "My Trips" screen, locate the trip you want to update and tap or click the trip name. (If you do not have a trip listed, follow the instructions to add a non-CWTSato itinerary or to add a trip manually.)

1. Go to the "Add Meeting" screen:
   - On **Android** and **Blackberry** OS 10 and above, tap your phone's menu key (upper right) and then tap "Add Meeting."
   - On **BlackBerry** OS 7 and below, tap or click "Add Item" in the upper right hand corner of the screen and then choose "Add New Meeting."
   - On **iPhone**, tap the plus sign (+) and then tap "Add Meeting."
2. Add the meeting information in the required fields.
3. When you are finished, tap or click the "Done" or "Add to Trips" to add the meeting to the trip itinerary.

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What happens when I delete a trip or a trip component? Are my reservations cancelled?

When you delete a trip or remove a trip component, such as a flight or hotel, you are only removing that view of the information from the *CWTSato To Go* app. You will continue to book, change or cancel your trip by using your online booking site or contacting your CTO or TMC directly.

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Mobile Check-In

How do I check in for my flight and get my paperless boarding pass?

Based on your itinerary information, *CWTSato To Go* determines whether online check-in and paperless boarding passes are available. When you tap or click to check in, the app connects you to your airline's mobile website to complete the process. Paperless boarding passes are available only for certain airlines and airports. For more information about paperless boarding pass programs, check with your country's governing agency— for example, TSA's website in the U.S.

Tip: Mobile check-in functionality is not available for BlackBerry v7 and below devices.

How many airlines are available for mobile check-in?

There are more than 250 airlines worldwide offering mobile check-in.

Is mobile check-in available on all devices?

No. The mobile check-in feature is available on Android smartphones, iPhones, and BlackBerry smartphones OS 10 and above. It is not available on BlackBerry smartphones OS 7 and below.

Calendar Sync

* Agency-specific mobile device settings may make calendar sync unavailable.

How do I turn on the calendar sync feature of *CWTSato To Go*?

If calendar sync is available, log on to the *CWTSato To Go* app and do the following:

- On **Android and Blackberry** OS 10 and above:
    1. Push the menu button on your phone and select "Settings." (You can also go to the "General" screen and tap "Settings.")
    2. Tap "Calendar Sync."
    3. Tap the box next to the "Sync trips to calendar" to check it.
    4. Select a calendar from the list. Your *CWTSato To Go* trips will sync to the selected calendar.
- On **BlackBerry** OS 7 and below:
    1. Go to Menu > Settings > Calendar sync settings.
    2. Select "Open."
    3. Change "Sync your calendar with *CWTSato To Go*" to "Yes."
    4. Select "Yes" for each travel type you would like to sync.
- On **iPhone**:
    1. Tap "Tools" and then tap "Settings."
    2. Scroll down and tap "Calendar Sync."
    3. Turn on "Sync trips to calendar." If prompted to grant CWTSato To go access to your calendars, tap "OK" or "Allow."
    4. Select a calendar from the list. Your *CWTSato To Go* trips will sync to the selected calendar.

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Calendar sync is on. Why didn't my *CWTSato To Go* trip details immediately appear on my calendar?

When a trip is added to *CWTSato To Go*, there may be a delay seeing the details on your calendar. This is due to the sync settings on your device, which differ for each device type and user.

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I am an iPhone user. Why did I receive a message requesting permission for *CWTSato To Go* to access my calendar?

Apple introduced a new feature in iOS version 6 to provide users control over apps accessing private information, such as calendars. After enabling calendar sync for the first time, you will receive a pop-up message asking you to grant the *CWTSato To Go* app permission to access your calendar. You can always change your permissions on your device by going to Settings > Privacy > Calendars.

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Other Features

Who provides the local search service? Are there any device or country limitations?

The local search service is based on Yelp and is available for iPhone and BlackBerry OS 7 and below. The countries covered are: Australia, Austria, Belgium, Canada, France, Germany, Ireland, Italy, the Netherlands, Spain, Sweden, Switzerland, the U.K. and U.S.

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How do I change the temperature display between Celsius and Fahrenheit?

Log on to the *CWTSato To Go* app and follow these instructions:

- On **Android** and **Blackberry** OS 10 and above:
    1. Push the menu button on your phone and select "Settings" (or go to the General screen and tap "Settings").
    2. Tap on "temperature format" and choose Celsius or Fahrenheit.
- On **BlackBerry** OS 7 and below:
    1. Go to Menu > Settings.
    2. Choose the temperature format from the list.
- On **iPhone**:
    1. Go to Tools > Settings.
    2. Scroll down and tap Fahrenheit or Celsius.

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How do I change the time format (12-hour clock versus 24-hour clock) on my device?

CWTSato To Go uses your device's time settings.

- On **Android** and **Blackberry** OS 10 and above:
    1. Push the menu button on your phone and select "Settings" and "More" (if necessary).
    2. Scroll down and tap "Date & Time."
    3. Tap the box next to "Use 24-hour format" to select it or clear it (enable or disable).
- On **BlackBerry** OS 7 and below:
    1. From the device, go to Options > Display > Date and Time.
    2. Choose the desired time format.
- On **iPhone**:
    1. Go to Settings > General > Date & Time.
    2. Check to see if 24-hour time is set to on.

Tip: Changing your device's time settings may impact other apps on your device.

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Does the flight schedule feature display low-cost carriers?

OAG, an aviation intelligence company, provides the flight schedule information. If the low-cost carrier provides flight schedule information to OAG, it will likely appear within the search results.

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Who supplies the information for the travel alerts?

FlightStats, a leading provider of day-of-travel data services to the travel industry and traveling public, supplies all flight-data information for the travel alerts that are pushed to your smart device. CWTSatoTravel encourages travelers to continue to check with their airline carrier for updated information.

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Who provides foreign currency conversion?

CWTSato To Go uses the services of XE.com to provide currency conversion.

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Android-Specific Features

How do I change the distance format (kilometers versus miles) within the app?

Log on to the *CWTSato To Go* app and follow these instructions.

1. Push the menu button on your phone and select "Settings." (You can also go to the "General" screen and tap "Settings.")
2. Tap "Distances Format."
3. Choose miles or kilometers.

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How do I activate/deactivate voice notifications on my Android device?

To activate or deactivate the weather narration, go to the "Settings" screen of the *CWTSato To Go* app. Tap "Travel notifications" and verify the following settings:

- Under the **evening notification** heading:
  1. Tap on "Notification Display."
  2. Enable or disable.
     - Choose "Every day" or "Only while traveling" to enable voice notifications.
     - Choose "Never" to disable voice notifications.
  3. Tap on "Weather Narration."
  4. Enable or disable.
     - Choose "On" to enable.
     - Choose "Off" to disable.
- Under the **morning notification** heading:
  1. Tap on "notification display."
  2. Enable or disable.
     - Choose "Every day" or "Only while traveling" to enable voice notifications.
     - Choose "never" to disable voice notifications.

Blackberry OS 7 and below-Specific Features

What is the TripCatch feature?

TripCatch automatically identifies non-CWTSato travel confirmation emails and synchronizes them with *CWTSato To Go* without needing to manually forward the confirmations. Simply put, TripCatch knows a certain email is a travel confirmation email and automatically takes care of it for you. With TripCatch, you decide the level of automation you want. You can choose to have TripCatch alert you whenever a travel confirmation email is detected—at which point, you can decide if you want to integrate that booking into your itinerary or not. You can also have a fully automated process by allowing TripCatch to integrate all the travel bookings it detects.

I have downloaded the app but cannot complete my registration. I have received an email that says, "You are receiving this email because you have requested access to CWT To Go or CWT Portal." What is CWT Portal? Help!

Oops, sounds like you may have downloaded the wrong app. Make sure you have downloaded the *CWTSato To Go* app.

- Our CWTSatoTravel military and government customers should download *CWTSato To Go*, which has a dark blue icon.

- If your app icon says CWT To Go and it is teal in color, with orange, aqua, purple and pink stripes on the right side, you have the wrong app. This app is meant for CWT corporate business travel customers.

Return to your device's app store or your specified agency location and download the *CWTSato To Go* app.

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I am using *CWTSato To Go* for the first time. Why can't I see my upcoming trips?

When you access the app for the first time, it may take up to 30 minutes for upcoming trips to appear. The amount of time depends on the number of reservations per user. After 30 minutes, you may need to initiate a manual sync on your device.

- On **iPhone**, tap the sync button at the top right in the "My Trips" screen. The sync button is represented by two arrows in a circle on Android devices and one circular arrow on iPhones.
- On **Android** or **Blackberry** OS 10 and above, drag down the "My Trips" menu to sync.
- On **BlackBerry** OS 7 and below, press the device's menu button and select "Synchronize Trips."

Tip: You may also need to contact your CWTSatoTravel office to add your email address as your "mobile email address" to an upcoming trip.

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Why is my completed trip still showing in the upcoming trips section of the app?

A trip moves to the past trips section approximately one full day after the last day of the trip. For example, if your trip ended on June 20, it will move to past trips on June 22.

Tip: You can view past trips on Android and iPhone. Past trips are not available on BlackBerry.

Why didn't I receive my flight notification?

Flight update notifications start 48 hours before the flight's departure time. To verify that notifications are turned on within the app:

- On **Android** and **Blackberry** OS 10 and above:
    1. Log on to the *CWTSato To Go* app and go to the "Settings" screen.
    2. Tap "Travel Notifications."
    3. Verify the following settings under the "Flight Notification" heading:
        o Notification display: Enabled.
        o Time before flight: Choose number of hours before flight.
        o Notification sound: On.
    4. To receive an audio alert, verify that the box next to "Audio flight alert" is checked. (If the box is empty, tap on it one time to check the box.)
- On **BlackBerry** OS 7 and below:
    1. Log on to the *CWTSato To Go* app and go to the "General" screen.
    2. Go to Menu > Settings.
    3. Select "Flight reminder" and then select the number of hours in advance for reminders.
    4. Turn "Trip reminder" to on.
    5. Turn "Notification to" on.
- On **iPhone devices**:
    1. Go to Settings > Notifications.
    2. Locate and tap *CWTSato To Go*.
    3. Enable and set all of the following to on:
        o Show in notifications center
        o Alert style (select banners or alerts)
        o Badge app icon
        o Sounds
        o View in lock screen

Flight notifications are enabled. Why am I not receiving alerts?

If flight data is missing or late, it is probably due to one of the following reasons:

- Airlines occasionally provide data on their respective websites but do not provide that same data to the flight-tracking industry.
- Some airlines do not provide actual gate departure or arrival times.
- Some airlines share no data.
- Budget and charter airlines tend not to share data or only share limited data, so the flight may not be listed until near the departure time.
- Some airlines – particularly carriers outside the U.S. – do not share any gate data with the flight-tracking industry.
- In many causes, gates and terminals are not provided until approximately 60 minutes prior to departure.

If you encounter longer delays or inaccurate information, please email us and include the following:

- Airline, flight number and departure date
- The information that you expected to see
- The information that the app displayed
- The device you are using

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Where can I get additional technical support and assistance?

Submit an email to support@cwtsatotogo.com. You can also tap the "Send us your feedback" bar found at the bottom of the main menu screens in the app.

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Android

Where is the *CWTSato To Go* widget?

Due to Government security mandates, there is no *CWTSato To Go* widget available.

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The *CWTSato To Go* app isn't on my home screen. Where is it?

The *CWTSato To Go* app is in the App Drawer.

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Blackberry

How do I reset the application permission settings?
Follow these instructions:

1. Go to Menu > Options and depending on which BlackBerry smartphone you are using, select one of the following paths:
   - Advanced Options > Applications
   - Device > Application Management
   - Applications
2. Scroll down the list of applications until you find *CWTSato To Go*, highlight it and press the menu button on your device.
3. Select "Edit permissions" from the menu.
4. Make sure that all three options on top (connections, interactions and user data) are set to "Allow" or "Custom."
5. Press the menu button and select "Save."
6. Launch *CWTSato To Go* and go to the "Connection Setup" screen (Menu > Settings > Connection).
7. Select "Automatically configure connection" and the application will detect your connection.
   - Follow the recommended options.
   - If the automatic detection fails, choose "Manual Configuration" and select your carrier from the list.
   - If your carrier is not on the list, then you need to add a new operator manually. Contact your carrier and request the following settings details: APN address, port number and IP address.

I downloaded *CWTSato To Go*, but the icon is missing from my home screen. How can I make the icon visible?
For the icon to be visible, ensure that the device is set properly.

- Make sure that the icon is present in either the "Applications" or "Downloads" folder from the home screen. (The app should reside on the home screen.)
- Select the "Show All" option on the BlackBerry home screen.

iPhone

Why doesn't *CWTSato To Go* recognize my current location?

On iPhones, there are three requirements for *CWTSato To Go* to be able to identify your current location:

- The location service on your device must be on. (Go to Settings > Privacy > Location Services and set location services to on.)
- The *CWTSato To Go* app on your device must be allowed to access the location service. (Go to Settings > Privacy > Location Services > and set CWTSato to on.)
- Your device must be connected to the internet. (Go to Settings and enable either Wi-Fi or Cellular.)

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