

myCWT

mobile and web

This is an interactive document.

Click on each question category for a series of questions and answers to help you learn more about myCWT™'s features.

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Overview

myCWT is a platform with both mobile and web capabilities available to all CWT travelers and travel managers. Through their smart and user friendly interface, CWT travelers have immediate access, via their smartphone, tablet or laptop, to traveler services, such as itineraries, flight alerts and mobile check-in.

General Information

How much does myCWT cost?

myCWT mobile is complimentary to CWT clients and their travelers.

CWT's core travel management services include myCWT web as apart of each client's agreement with CWT.

Is myCWT available on my device?

myCWT web is available in the following browser: Chrome, IE9 +, Firefox and Safari

myCWT mobile is available on these device platforms:

- Android.
 - All devices with OS 4.4
 - Kindle Fire
- iPhone, iPod Touch and iPad
 - All devices with OS 9, 10, 11

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Is myCWT available in my preferred language?

myCWT mobile is available in English for all devices. It's also offered in French, German, Italian and Spanish for Android, Kindle Fire, iPhone, iPod Touch and iPad devices.

myCWT web is available in languages: English (United States, U.K., Canada), Danish, Dutch, Finnish, French (France, Canada), German, Italian, Norwegian, Portuguese (Brazil), Russian, Spanish (Spain, Latin America), Swedish.

How do I access to myCWT?

For web, please contact your travel arranger to understand if you have access to it or go directly to myCWT.com.

For the app version, click here for [Android](#), here for [iPhone/iPad](#), or here for [Fire](#) 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.

Registration and log-in

How do I access myCWT?

Step 1: choose your registration path Desktop (1) or mobile (2)

Step	Desktop (1)	Mobile (2)
1	Go to myCWT.com page and click Sign in	Ensure you have downloaded the app
2	Enter your work email address and click on next	Enter your work email address
3	Check your email, and click Activate Account	Create your username and create a password
4	Enter your username and create a password	Create your username and create a password
5	Review Traveler Notice and click continue or review Data Protection Statement and agree	Set your Home city
6	Registration is complete	Registration is complete

What is a CWT account?

For those non SSO (single sign-on) users who already access **myCWT** web with an email address as their user ID and a password, their **myCWT** credentials are also their CWT account credentials. With a CWT account, users have the same login details to access **myCWT**, making it easier to manage their travel. For SSO users, they will be automatically logged in.

What if I don't have myCWT credentials (and, therefore, a CWT account)?

If you do not have **myCWT** credentials established, you will follow a simple self-registration process within the app to establish your CWT account. Simply enter your work email address, and the app will walk you through the steps.

I am not sure if I have myCWT credentials (and, therefore, a CWT account). What do I do?

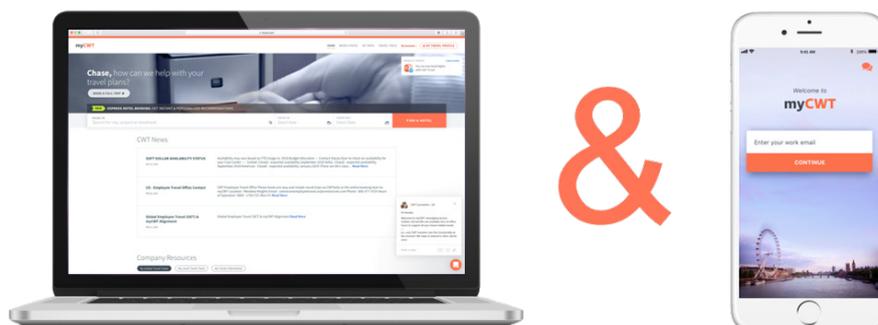
Enter your work email address in the appropriate field and the app will direct you through the registration process step by step.

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Features

Are the same features available on all devices?

No, some features vary by device and on **myCWT** web and mobile.



Itineraries

I booked a trip through my company's online booking tool or CWT travel counselor. Will my reservation sync with **myCWT**?

Yes, your trip details (air, hotel, rental car, etc.) will automatically sync with **myCWT** and be able to be viewed and managed as one master trip, whether you book online using your online booking tool or offline through your CWT travel counselor.

How long will it take for a newly booked CWT reservation to populate in **myCWT**?

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

Are rail itineraries available in **myCWT**?

Yes, rail itineraries are available in **myCWT** web and mobile. 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 **myCWT**, email your confirmation to plans@mycwt.com to have it added. You may also add the details manually on Android, and iOS devices.

How do I add my non-CWT booked reservations/itineraries to **myCWT**?

On all devices, you can forward your non-CWT itinerary from the same email address that you use to access **myCWT** to plans@myCWT.com. Your trip reservation(s) will be automatically loaded into your app, and you will receive an email confirmation upon successful upload of the information. Android, and iPhone/iPad users also have the option of adding trip details to the app manually.

I sent my non-CWT booked itinerary to plans@myCWT.com, but it does not appear in **myCWT**. Why?

You must send your itinerary confirmation from the same email address you use to access **myCWT**. In addition, the travel confirmation must be from a [supported travel provider](#).

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

myCWT web works like any webpage -> click on the "my trips" tab to refresh the page.

On Android and iPhone devices, initiate a manual sync on your device by tapping the sync button at the top right in the "My Trips" menu of the application. (The sync button is represented by two arrows in a circle on Android devices and one circular arrow on iPhone.) On iPad, drag down the "My Trips" menu to sync.

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

The "Trip to" name comes from the city where the traveler stays the longest, which typically corresponds to the address of the traveler's hotel. That said, Android, iPhone and iPad users easily can change the "Trip to" name using the app's edit trip feature. Editing the trip location on mobile will reflect on web. Travelers who are not mobile users cannot edit the name on web.

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

Please make sure:

- You forward the confirmation email as is. Do not alter it in any way.
- The subject and content of the email are in its original format.
 - If your email program automatically adds the "FW" prefix in the subject line, it is okay.
- If the mailing program allows it, forward the email in HTML format, rather than plain text.
- Make sure the text of the original email is in the body of the forwarded email and is not sent as an attachment.

Mobile check-in

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

Based on your itinerary information, **myCWT** determines whether online checkin and paperless boarding passes are available. When you click to check in, the app connects you to your airline's mobile website to complete the process.

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?

Mobile check-in is available on all devices.

Calendar sync

Calendar sync is only available through mobile on Android, iOS devices.. Exporting trips from mobile will reflect in the traveler's calendar. Importing calendar's itinerary through mobile will reflect on web.

How do I turn on the calendar sync feature of myCWT?

Within the **myCWT** app, please do the following:

- **For iOS devices (iPhone/iPad):**
 - Go to Tools > Settings.
 - Scroll down and tap "calendar sync."
 - Turn on "sync trips to calendar."
 - Select a calendar to sync the trips to from the list displayed.
- **For Android and Kindle Fire devices:**
 - Push the menu button on your phone, and select "settings." (Or, go to the "General" screen and tap "settings.")
 - Tap "calendar sync."
 - Tap the box next to "sync trips to calendar" to check it.
 - Select a calendar to sync the trips to from the list displayed.

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Calendar sync is on. Why didn't my **myCWT** trip details immediately populate in my calendar?

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

I'm an iPhone/iPad/iPod Touch user. Why did I receive a message requesting permission for **myCWT** to access my calendar?

Apple offers a feature that provides 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 to grant the **myCWT** app permission to access your calendar. You can change your permission setting on the device by going to Settings > Privacy > Calendars.

Hotel booking

On which devices is hotel booking available?

Hotel booking is available on **myCWT** mobile on iPhone, iPad, and Android smartphones and on **myCWT** web via **myCWT** Express hotel.

Why am I not seeing hotel booking options on **myCWT**?

Hotel booking is a client policy setup item; please speak with your Travel Manager to enable hotel booking. In some cases, you may be in a country which doesn't yet offer the mobile hotel booking option.

What criteria can I use when searching for hotels?

You can search for hotels using your device's current location, a city name, airport, landmark or address. Searching by address will ensure that only hotels close to that location are shown.

Will my company's preferred hotel rates be available in hotel booking?

Yes, clients' preferred hotels will be available and prioritized in the search results.

Will **myCWT** advise me if a hotel is over my company's nightly cost allowance?

Yes. In the results page, **myCWT** will call out which hotels exceed your company's spend policy.

Do I need to update or download a new version of **myCWT** mobile to begin using hotel booking?

You do not have to update or download a new version as long as you are currently using the latest version of **myCWT** app. To validate which version is in use, go to your device's app store.

Will hotels booked on **myCWT** appear in my online booking tool (OBT) trip library?

Viewing your hotel bookings made on **myCWT** in your trip library on your OBT may vary on your company's setup. If you are able to view Travel Counselor reservations on your OBT, you will also be able to see your mobile hotel bookings on your OBT.

Can all hotel reservations be cancelled in **myCWT**?

You are only able to cancel the hotel bookings that were made via **myCWT**. All other hotel bookings must be cancelled with a counselor or online booking tool. You can connect directly with your travel counselor through the mobile app.

Flight booking

Is Flight Booking available on myCWT?

Flight booking is only currently on **myCWT** mobile, the functionality is turned off by default.

What functionalities are available now?

You can book only round trip for the time being in Economy and Business. You also have access to your own client and CWT negotiated fares as well as policy guideline reminders. Enjoy access to our "Best Time to Buy" indicator, too – which shows how much the fare is likely to increase by if you delay booking early. Product is available on IOS & Android.

In which countries is flight booking available now?

Flight booking will initially be available in 19 markets, including Australia, Austria, Belgium, Brazil, Canada, Denmark, France, Germany, Hong Kong, Ireland, Italy, Luxemburg, Netherlands, Poland, Spain, Sweden, Switzerland, the US and the UK. Spain, Germany, Italy, Switzerland, Brazil and Australia. With plans to extend this out to additional markets in 2019.

Are Low-cost carriers content available on myCWT?

Yes, for enabled clients.

Will my air loyalty program(s) be taken into account?

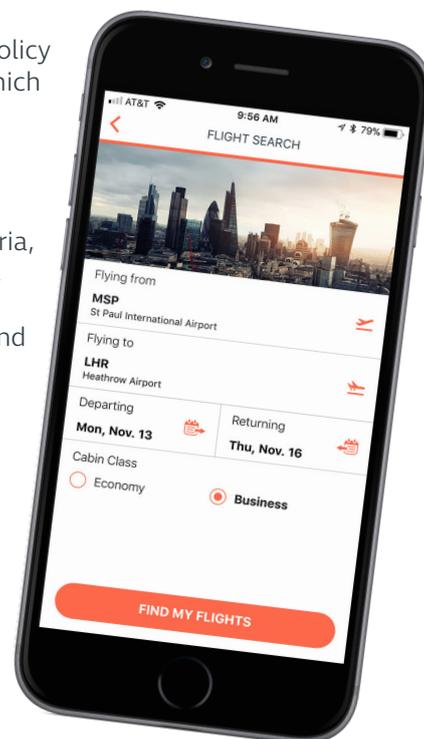
Yes, in case the traveler has updated the info in the profile on portrait.

Can I cancel or modify a flight booking on myCWT?

You can't change or modify a flight booking on **myCWT** just yet. This is on our future roadmap. In the interim, please contact your local Traveler Services Center for trip amendments.

How can I access flight booking?

If you are interested in **myCWT** Flight Booking, please contact your CWT representative.



Travel arranger feature

How will the app identify me as a travel arranger?

Anyone that is configured as an arranger in their **myCWT** profile is able to use the Travel Arranger Trip Monitor view.

How many travelers can I view on the travel arranger dashboard?

Up to 25 travelers will appear on the dashboard. The system displays the first 25 travelers that are received.

Can I reorder the list of travelers?

No. The order of travelers is determined by the date the traveler arranger was associated to the traveler in **myCWT**. The order is from oldest to most recent.

Are my travelers' trips automatically synced to the Travel Arranger Trip Monitor?

Yes, trips booked via CWT will automatically sync to the Travel Arranger Trip Monitor. Should you need to add a non-CWT booked itinerary to a traveler's trip in **myCWT**, you may forward the itinerary from your email address to your traveler with a cc to plans@mycwt.com.

Will a traveler appear in the dashboard even if he/she is not using myCWT?

Yes, travelers using **myCWT**, as well as those that are not, will appear in the dashboard. For those that are not, you may use the SMS feature to send a message to your travelers recommending they use **myCWT**.

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Can I sync my travelers' trips to my calendar?

No, the ability to sync your travelers' trips to your calendar is not currently available, but you can view them in the Trip Monitor View.

Can I sync my traveler's trips to their calendar, if the traveler is not a **myCWT** user?

No, the traveler must be a **myCWT** user for their trips to sync to their calendar. You can use the SMS feature to send their traveler a recommendation to use the app.

Can I book hotels for my travelers?

Yes, if you are using the app on an iPhone and your company has enabled hotel booking in the app.

Can I book flights for my travelers?

No, this feature is currently not available in the **myCWT** Travel Arranger feature.

Other features

What are CWT Alerts?

You could get alert on **myCWT** to inform you of anything that may affect your trips, pose a health threat, or increase risk to your safety and security.

Does **myCWT** hold my loyalty numbers?

Your air, car, hotel and rail loyalty numbers that are housed in your traveler profile will appear in the app in the My Travel Profile section.

Is my credit card number in the app?

Your payment cards from your traveler profile are listed with only the last four digits of the number appearing.

Can I edit my traveler profile in **myCWT**?

The ability to edit your traveler profile within the app depends on how your company's specific setup within CWT's traveler profile tool.

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..

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 flightdata information for the travel alerts that are pushed to your smart device. CWT encourages travelers to continue to check with their airline carrier for updated information.

Who supplies the airport maps shown within **myCWT** mobile?

Airport map are provided by HERE.

How many airports are accessible via **myCWT** mobile?

Over 350 airports worldwide.

Technical assistance/Troubleshooting

I'm using **myCWT** for the first time. Why can't I see my upcoming trips?

Upon accessing the app for the first time, it may take up to 30 minutes for upcoming trips to populate. 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.

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.

Why didn't I receive my flight notification on **myCWT** mobile?

Flight update notifications start 48 hours before the flight's departure time. Please ensure notifications are turned on within the app.

- **For iOS devices (iPhone/iPad):**
 - Go to Settings > Notifications > locate *CWT To Go* and tap on it.
- **Ensure Allow Notifications is enabled:**
 - Enable and set one or more of the following to on:
 - Show in Notification Center.
 - Alert style (select banners or alerts).
 - Badge app icon.
 - Sounds.
 - View in lock screen.
- **For Android, BlackBerry 10 and Kindle Fire devices:**
 - To enable flight notifications, tap "Travel Notifications" from the "General" screen of the **myCWT** app.
 - Verify the following settings under the "Flight Notification" heading:
 - Notification display: Enabled.
 - Time before flight: Choose number of hours before flight.
 - Notification sound: On.
 - 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.

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 not to the flight-tracking industry.
- Some airlines do not provide actual gate departure or arrival times.
- Some airlines do not share their 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.
- Gates and terminals often 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.

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Where can I get additional technical support and assistance?

Please refer to the list below and submit an email to the Technical Service Center for your country or region. You may also tap on the "Support and Feedback" to send feedback from the app.

Region	Country	City	Phone number	Email address	Service hours
NORAM	All	All	866-299-7374	tsc.us@contactcwt.com (NORAM)	24x7 (Global Accounts, NORAM clients)
APAC	Philippines	Manila	SG: +65- 6309 0513 HK: +852- 2213 5130 AU: 1300 132 149 NZ: +64- 09 925 3700 IN: +91- 0124 4747460 NORAM: 866-299-7374 UK : +44 0845 603 3021	technical.services.apac@contactcwt.com (APAC) onlinesupport.warr.uk@contactcwt.com (UK&IE) tsc.us@contactcwt.com (NORAM)	24x7 (Global Accounts, NORAM clients) Local business hours (UK and APAC clients)
LATAM	Brazil	Sao Paulo	+55 11 3443 3765	tscbrasil.br@contactcwt.com	Mon-Fri: 9:00am-6:00pm
	Colombia	Bogotá	+57 1 3275109	tsc.bog.co@contactcwt.com	Mon-Fri: 7:00am-6:00pm
EMEA	Austria	Vienna	+43 1 24060 1810	onlinesupport@carlsonwagonlit.at	Mon-Fri 8:00am-5:00pm
	Belgium	Brussels	BE +32 (2) 258 87 15 LU +32 (2) 258 87 00	onlinesupport.be@contactcwt.com	Mon-Fri 8:30am-5:30pm
	Denmark	Copenhagen	+45 7020 1987	tsc.dk@contactcwt.com	Mon-Thu: 8:30am-16:30pm Fri: 08:30-16:00
	Finland	Helsinki	+358 205 615 531	tsc.fi@contactcwt.com	Mon-Fri: 8:00am-5:00pm
	France	Belfort	+33 3 84 98 41 04	tscfrance.fr@contactcwt.com	Mon-Fri: 9:00am-6:00pm
	Germany	Leinfelden Echterdingen	+49 711 97500 550	onlinesupport@carlsonwagonlit.de	Mon-Fri: 8:00am-6:00pm
	Hungary	Budapest	+36 1 8145844	onlinesupport@carlsonwagonlit.hu	Mon-Fri: 08.30-17.00
	Italy	Rome	+39 6 8207 4894	onlinesupport.it@contactcwt.com	Mon-Fri: 9:00am-7:00pm
	Poland	Warsaw	+48 22 505 5074	onlinesupport.waw.pl@contactcwt.com	Mon-Fri: 8:00am-6:00pm
	Romania	Bucharest	+40 21 304 6713	onlinesupport.ro@contactcwt.com	Mon-Fri: 9:00am-6:00pm
	Spain	Seville	+34 95 505 2505	onlinesupport.es@contactcwt.com	Mon-Fri: 8:30am-7:00pm
	Sweden	Stockholm	+46 771 95 96 00	tsc.se@contactcwt.com	Mon-Fri: 8:30am-5:00pm
	Switzerland	Zurich Nyon	+41 58 322 25 50	onlinesupport@carlsonwagonlit.ch	Mon-Fri: 8:00am-6:00pm
	The Netherlands		NL +31 (0) 20 200 00 05	onlinesupport.nl@contactcwt.com	Mon-Fri: 8:30am-17:30pm

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