myCWT

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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 on web and mobile.

Categories

Overview:
- General Information

Registration and log-in

Features:
- Global profile management system
- Itineraries
- Mobile check-in
- Travel arranger feature
- Calendar sync

- Hotel booking
- Flight booking
- Safety and Security Alerts
- Other features

Technical assistance/troubleshooting

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 a part 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

- iPhone, iPod Touch and iPad
  - All devices with OS 9, 10, 11

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, 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, 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 application
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	Set your Home city
5	Review Traveler Notice and click continue or review Data Protection Statement and agree	Registration is complete
6	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.

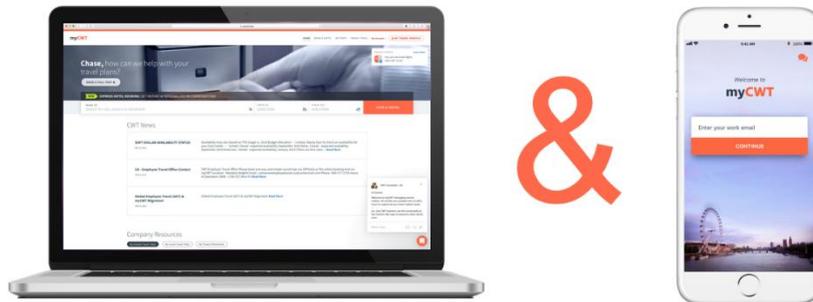## I am not sure if I have **myCWT** credentials (and, therefore, a CWT account). What do I do?
Enter your work email address in the appropriate field and the app will direct you through the registration process step by step.

CWT

Features

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

Global Profile Management System (CWT Portrait)

What is CWT's global profile management system?
It is a single, global tool for employee travel profiles. You can access it from the top right corner on the website, by pressing on: "my travel profile" or from the profile section in the mobile application.
It includes all the details about you, your passport details, credit card numbers, your loyalty card numbers…
You can only edit your full profile from the myCWT website and some parts can be edited from the mobile application.

What can be edited from the **myCWT** mobile application?
All your details can be edited from the mobile application, except the "Traveler Information" which consists about your general details such as name, family name, date of birth….

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 application, 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 application manually.

Back to Categories

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.

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 check-in and paperless boarding passes are available. When you click to check in, the application 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.

Will I receive a notification about my check-in time?
If push notifications are activated on your mobile for **myCWT**, you will receive an alert when the online check-in is available for your flight. This is only relevant for airlines that have this option available.

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?
All travelers are accessible on web and mobile via the search bar.

Can I reorder the list of travelers?
Travel arrangers can set select travelers as 'followed' in order to view only those travelers' trips in the 'Followed Trips' tab on myCWT mobile rather than all travelers' trips.

Back to Categories

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**.

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 application.

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.

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** mobile, 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 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.

Calendar sync is on. Why didn't 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** application permission to access your calendar. You can change your permission setting on the device by going to Settings > Privacy > Calendars.

Back to Categories

CWT

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 and web 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 and web 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.

Flight booking

Is Flight Booking available on myCWT?
Flight booking is available myCWT mobile and web, the functionality is turned off by default.

What functionalities are available now?
You can book either a round trip or one-way flight 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 is available in 20 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.

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 within the global profile management system.
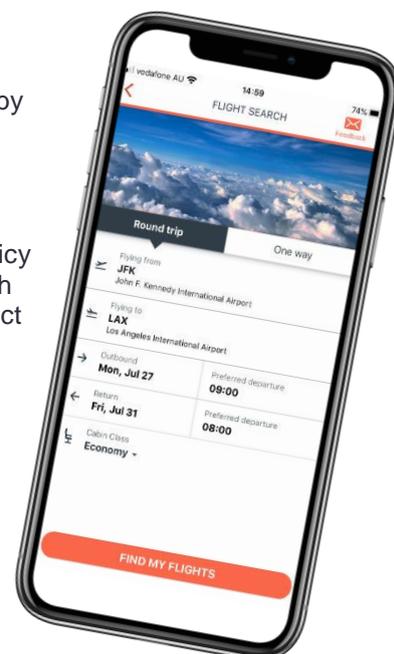
Can I cancel a flight booking on myCWT?

Yes, you can cancel flight bookings on **myCWT** mobile (not web) before or after the ticket has been issued, regardless of the booking channel (myCWT, OBT or via your CWT travel counselor).

Which types of bookings cannot be cancelled on myCWT mobile?

- Flight(s) + any other product in the same booking (hotel, car or rail)
- Rail tickets
- Flights of low cost carriers
- Car reservations

Can I amend a flight booking on myCWT?

No, you can't amend a flight booking on **myCWT** mobile or web. Please contact your CWT travel counselor should you need to change your flight booking.

How can I access flight booking?

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

Safety and security alerts:

Will I receive safety alerts?

Yes, safety and security alerts based on your booked itinerary are available on both mobile and web. This will help you know of any events in your area that might affect your trip or pose a health threat on you.

Other features

What types of alerts will I receive in myCWT?

There are two types of alerts –

Trip alerts:

You could get an alert on myCWT mobile to inform you of anything that may be related to your trip: gate number, gate change (if applicable by the airline), flight delay, online check-in...

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 flight data 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 **myCWT** 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 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.

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	NORAM: +1 866-299-7374	tsc.us@contactcwt.com	24/5 Monday – Friday
APAC	Philippines	Manila	SG: +65- 6309 0513 HK: +852- 2213 5130 AU: 1300 132 149 NZ: +64- 09 925 3700 IN: +91- 0124 4747460 UK: +44 0845 603 3021 NORAM: +1 866-299-7374	technical.services.apac@contactcwt.com (APAC) txcare_ukshared.ww@contactcwt.com (UK&IE) tsc.us@contactcwt.com (NORAM)	24/5 (NORAM clients, global Accounts) 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	Bogotà	+57 1 3275109	latam.tsc.ww@contactcwt.com	Mon-Fri 7:00am-6:00pm
EMEA	United Kingdom		44 0845 603 3021	txcare_ukshared.ww@contactcwt.com	Local business hours Mon- Fri 8:00am-5:00pm
	Austria	Vienna	+43 1 24060 1810	txcare.at@mycwt.com	Local business hours Mon- Fri 8:00am-5:00pm
	Belgium	Brussels	BE +32 (2) 258 87 15 LU +32 (2) 258 87 00	txcare.be@mycwt.com	Mon-Fri 8:30am-5:30pm
	Denmark	Copenhagen	+45 7020 1987	txcare.dk@mycwt.com	Mon-Thu 8:30am-4:30pm Fri: 08:30-4.00pm
	Finland	Helsinki	+358 205 615 531	txcare.fi@mycwt.com	Mon-Fri 8:00am-5:00pm
	France	Belfort	+33 3 84 98 41 04	txcare.fr@mycwt.com	Mon-Fri 9:00am-6:00pm
	Germany	Leinfelden Echterdingen	+49 711 97500 550	txcare.de@mycwt.com	Mon-Fri 8:00am-6:00pm
	Hungary	Budapest	+36 1 8145844	txcare.hu@mycwt.com	Mon-Fri 8.30am-5.00pm
	Italy	Rome	+39 6 8207 4894	txcare.it@mycwt.com	Mon-Fri 9:00am-7:00pm
	Poland	Warsaw	+48 22 505 5074	txcare.pl@mycwt.com	Mon-Fri 8:00am-6:00pm
	Romania	Bucharest	+40 21 304 6713	txcare.ro@mycwt.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	txcare.se@mycwt.com	Mon-Fri 8:30am-5:00pm
	Switzerland	Zurich Nyon	+41 58 322 25 50	txcare.ch@mycwt.com	Mon-Fri 8:00am-6:00pm
	The Netherlands		+31 (0) 20 200 00 05	txcare.nl@mycwt.com	Mo-Fri 8:30am-5:30pm

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