



Q&A Content:

- [The Basics](#)
- [Account/User Information](#)
- [Troubleshooting](#)
- [Android](#)
- [BlackBerry](#)
- [iPhone](#)

The Basics

What is *CWT To Go*™?

CWT To Go is a free mobile app available to all CWT travelers whose organizations participate in a travel management program with Carlson Wagonlit Travel and who have a valid *CWT Portrait* profile. *CWT To Go* provides instant access to important services—such as itineraries, flight alerts, and mobile check-in—all via mobile device. With *CWT To Go* you can:

- View your complete air, hotel, or car itinerary as well as updated information (flight times, terminal, gates, etc.)
- Receive updates on your flight's status including flight cancellations and delays
- Find earlier/later flights for your existing reservations (available on BlackBerry and iPhone only)
- Check-in for your flight and get your mobile boarding pass
- Access weather forecasts for your origin or travel destination
- Find the perfect restaurant, read reviews, and book a table online in the United States, Canada, and United Kingdom.

Is there a cost to download *CWT To Go*?

No. *CWT To Go* is complimentary for CWT travelers and clients.

Does my company need to register before I can use *CWT To Go*?

There is no specific company set-up or registration required. Simply download the app as available in the app store for your device, create a new *CWT To Go* mobile account, and begin enjoying the benefits.

Is my information secure?

Yes. CWT has taken multiple steps to provide security for travelers' information:

- Your email address and password are verified to initialize **CWT To Go**.
- All data is transferred through secure connections.

CWT encourages travelers to further secure their information by routinely locking their device and requiring a password to unlock it.

Will I get SPAM if I sign up for a CWT To Go account?

CWT will contact you only as appropriate. In addition, we do not sell your information to any company.

I lost my mobile device. What should I do?

Contact your wireless provider.

Where does the weather information come from?

The weather forecast for your origin and destination cities is provided by [Intellicast](#) and is updated every six hours.

Where do the travel alerts come from?

The travel alerts being pushed to your mobile device are received from [FlightStats](#). CWT encourages you to continue to check with your particular airline carrier for updated information.

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

Based on your itinerary information, CWT determines whether online check-in and paperless boarding passes are available. **CWT To Go** alerts you when online check-in is available, usually 24 hours prior to a flight. When you click to check-in you will be directed to your airline's mobile website to complete the check-in process. Note that 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, the [TSA's website](#) in the U.S.

Will CWT To Go work with my wireless provider?

CWT To Go is designed to function on most wireless providers.

Is CWT To Go available on all Smartphone devices?

CWT To Go is currently available on Android, BlackBerry, and iPhone. Please see links at the top of the document to navigate to the FAQs specific to your device.

Account/User Information

I attempted to sign-in using my CWT Portal credentials and received an error message.

New **CWT To Go** users must first create an account before signing in to the app. Please click the "Create new account" button and follow the steps below.

I am a new CWT To Go user, how do I create a mobile account?

First, availability of the app assumes a valid user account with an Android, BlackBerry or iPhone device's mobile app store. Once the app has been downloaded to your device via its mobile app store, create a new mobile account by completing the following steps:

- Click the "Create new account" link
- On the "Create Account" page, enter the unique email address from the work email field of your *CWT Portrait*/traveler profile, your complete first and last name, and a password.
- Upon user validation, a verification email will be sent to the email address used to create your account. Open this email from your device and click the link to activate your account. Note the activation link is only valid for 24 hours from validation.
- Once you receive the successful activation message, you may access the app and sign in using your email address and password.

What are the requirements of the password I choose?

Passwords must:

- Be at least 6* characters in length and contain at least one letter and one number
- Not be identical to any past passwords
- Not contain your name or user name
- Not include special characters

** Please note that if you use the CWT Traveler Assistant online booking tool, your password requirements may vary slightly.*

I have not received the verification email message. What should I do?

Please check your junk or SPAM mail folders. If the email is not in either of those folders, contact the Technical Service Center for your country or region (listed below).

How do I open the link in the email message you sent me?

Some mobile devices let you click the link in the message; others require you to use a menu key to select a command. Refer to your mobile device manual for further instructions.

My name and email includes special characters. Should I use them when creating an account?

To ensure successful account creation, we recommend avoid the use of special characters in your name or email address.

I do not have a CWT Portrait profile; can I still create a CWT To Go account?

Only travelers with a *CWT Portrait* profile are able to use **CWT To Go**.

I received an error message indicating 'Unable to locate account' or 'Multiple Matches found' when attempting to create a *CWT To Go* account.

Account creation requires a CWT traveler have a **unique e-mail address** in the work email field of their *CWT Portrait* profile. If your email address is used in multiple *CWT Portrait* profiles or if your personal assistant's email is in the work email field, you must access the profile used for your travel and delete or replace the email address from the work email field and submit. Immediately following, return to the same profile, add your unique email address in the work field, and submit again. Additionally, in subsequent profiles, replace the work email field with a different email address as needed and save.

I use my assistant or travel arranger's email address in my profile, can I still create a *CWT To Go* account?

In order to match your reservations to your mobile account and protect your privacy, a traveler's *unique* email address must be used in the work email field of the *CWT Portrait* travel profile. In order to be unique, the email address used cannot exist in the work email field of any other additional profiles. Accordingly, travelers should ensure, updating as necessary, that their *CWT Portrait* profile contains their unique email address in the work field and use the personal or alternate fields of their profile for the travel arranger's or assistant's email. Once updates have been made, you can begin the account creation process again. Please note, profile changes may take 1-2 business days.

I had the *CWT Traveler Assistant* app on my device; do I need to create a new *CWT To Go* account?

No. After downloading the app from your mobile device's app store or completing the *CWT Traveler Assistant* app update to *CWT To Go* (iPhone users only), you may simply sign-in using your existing username/email and password.

Will I see all my travel reservations within the app?

After successfully creating a *CWT To Go* mobile account, *CWT To Go* will display any future reservations made with CWT for flights, hotels, and rental cars. Itineraries booked prior to creating an account, as well as previously traveled or cancelled reservations, do not appear in the app.

Will reservations I make with a CWT travel counselor appear in *CWT To Go* or do I have to make my booking via my online booking tool?

Yes, reservations made with a CWT travel counselor will appear. Note that in most cases, changes made directly with a specific travel provider, such as an airline or hotel, rather than with CWT are not reflected.

Will I be able to view train itineraries in the app?

Train itineraries are currently not available in *CWT To Go* but are a planned future enhancement for the product.

Troubleshooting

I don't know my "Sign in" email. Now what?

Your "Sign in" email is the email you indicated when creating your *CWT To Go* mobile account. You may want to store this email address for future reference.

I don't know or forgot my password. How do I retrieve it?

Click the "Forgot Password" link on the **CWT To Go** "Sign In" page and follow the steps as requested.

Why does it say "Weather Not Available?"

Weather will appear within the app for the origin and destination cities of your Upcoming Itineraries. If you do not have any Upcoming Itineraries, weather will not appear in the app.

"Currently Unavailable" appears instead of a phone number. Is something wrong with the app?

The app is functioning correctly and populating the phone number is a future enhancement.

I know how to make the mobile application even better. Where can I submit my ideas?

We're continually working to improve our service, and we want to hear from you. Email us your feedback and ideas on how to improve *CWT To Go* at CWTTOGO.ggn.in@contactcwt.com.

In which languages is CWT To Go available?

CWT To Go is available in English, French, German, Spanish, and Italian. To view the app in one of these languages, please ensure your device setting indicates your preferred language.

Who can I contact for additional support and assistance?

Please refer to the list below and submit an email to the Technical Service Center for your country or region.

- Asia Pacific: technical.services.apac@contactcwt.com
- Austria: onlinesupport@carlsonwagonlit.at
- Belgium: onlinesupport.be@contactcwt.com
- Denmark: tsc.dk@contactcwt.com
- France: onlinesupport.ecenterbelfort.fr@contactcwt.com
- Germany : onlinesupport@carlsonwagonlit.de
- The Netherlands: onlinesupport.be@contactcwt.com
- Italy: onlinesupport@cwtbook.it
- Latin America - Brazil : tscbrasil.br@contactcwt.com
- Poland: onlinesupport@carlsonwagonlit.pl
- Sweden: onlinesupport@carlsonwagonlit.se
- Switzerland: onlinesupport@carlsonwagonlit.ch
- United Kingdom : onlinesupport.warr.uk@contactcwt.com
- United States or Canada: Tsc.us@contactcwt.com

Android

What do I need to get started?

There are 2 options to get the app:

1. From your mobile device, access Google Play (previously known as "Android Market") and search for *CWT To Go*. Download the app directly on to your phone.
2. From your desktop/laptop, go to <https://play.google.com/store> and search for *CWT To Go*. Download and sync your device to install the app.

To start the app after the download, look for the application icon in your Android applications folder or on the home screen, depending on your device model.

Is *CWT To Go* available for my specific Android device?

CWT To Go is supported and available on those devices with Android Operating System (OS) 2.2-2.3.7 and 4.0. To determine the OS on your device, go to Settings>About Phone to validate the system version. Please note Android OS 3.0 is applicable to tablets only and *CWT To Go* is currently only available for Smartphones.

What is the application size and how much space is needed to download the application?

The current app size is 1.1M. Your device must have at least this amount of space to successfully download. Note: the size may vary once downloaded based on the number of itineraries synced to the application.

I did not receive my flight alert notification. Why?

Please validate your notification settings by access the Settings folder on your device.

I searched for *CWT To Go* in Android Market on my device and it did not appear.

Check the following:

Validate your device's operating system by going to Settings>About Phone.

- The app will only appear in the search results for those devices with OS 2.2-2.3.7 and 4.0.
- Ensure Notifications are set to ON. To validate, go to Settings>*CWT To Go*.

Some or all of my current itineraries are not appearing. Why?

Once a new booking is created, the sync process can take a minimum of 20 minutes. When the app is open and you are connected to the Internet (either via WiFi or data plan), please select click the update button on the Upcoming Reservations screen to refresh the content.

Additionally, only new bookings made after creating a *CWT To Go* mobile account will appear in *CWT To Go*. Bookings made prior to registration will not appear in the app unless a modification or a change was made after account creation.

BlackBerry

How do I fix a "Permission Denied" error on my BlackBerry device?

You received this error because you clicked "Deny" when your mobile device asked for permission to connect to our servers. To fix this error, follow the instructions below:

- Go to "Options" (this is either on your Home screen, or inside "Settings" on your Home screen)
- Select "Advanced Options"
- Select "Applications"
- Select the **CWT To Go**
- Press the menu key and select "Edit Permissions"
- Press the menu key and select "Reset Firewall Dialogs/Prompts"
- Return to the Home screen
- Launch **CWT To Go**
- When your mobile device asks for permission to access our servers, click "Allow this connection"

How can I download CWT To Go on to my BlackBerry?

Simply visit [Blackberry App World](#), search for **CWT To Go** and download.

Please note, an account with BlackBerry App World (BlackBerry ID) is required in order to access and download the app. Visit the [BlackBerry App World](#) website for information on how to set-up an account/ID.

What is the application size and how much space is needed to download the application?

The current app file size is 494KB . Your device must have at least this amount of space to successfully download. Note: the size may vary once downloaded based on the number of itineraries synced to the application.

When attempting to download, I received the error message "Device not supported" or "Your download could not be completed. Please confirm that your mobile device is supported, and make sure you click the download link from your mobile device." What do I do?

- Step 1: Verify your device and OS version are in the list of supported devices below. To determine the OS version, access "Options" -> "About" on your device.
 - If your model and OS version are supported, proceed to Step 2.
 - If they are not supported, update your device and/or OS version to one on the supported list and attempt the download again.
- Step 2: Validate you are using the "Blackberry Browser."
- Step 3: Validate that your mobile browser has not been set to emulate "Netscape" or "Internet Explorer." To do this, go to the browser, use the menu key, choose "Options," look for a setting called "Browser Identification" - it should read "BlackBerry." If it reads "Internet Explorer," "Netscape," "FireFox," or another name, change it to "BlackBerry" and try the download again. Following successful download of **CWT To Go**, users can change the setting back to its previous value.

I cannot find the icon for *CWT To Go* on the home screen after downloading.

To ensure the device is set properly for the icon to be visible:

1. Validate the icon is present in either the "Applications" or "Downloads" folder from the Home screen. On 5.0 software version and above, the app should reside on the Home Screen.
2. Select 'Show all' option in BlackBerry home screen.

When and how will I receive flight status notifications?

You will always receive flight status notifications when you are running the mobile application. If you are running the mobile application in the background (i.e. you have started the application but switched to another application) your device will vibrate or flash, depending on your configuration, and the mobile application badge will indicate an alert with a **red "!"**.

I did not receive my flight alert notification.

This can occur for various reasons as follows. Please review the following possible causes and follow the instructions to correct.

- **Not running/Quit:** Users do not receive any FlightStats notifications. Re-open the application to make sure it is running.
- **Running in the background:** If a flight alert is received, then the application badge (a yellow "!" sign) will indicate an alert. Also the device will vibrate and the light will flash. Note this is built over the notification settings on the BlackBerry, for example, if the device is in silent mode, the app "honors" that setting. Validate the notification settings on your device.
- **Running in the foreground (i.e. user is interacting with it):** Users will see a "popup" within the app showing details of the alert. The device notification settings (vibration, lights flashing etc) will apply. Validate the notification settings on your device.

Some or all of my current itineraries are not appearing. Why?

Once a new booking is created, the sync process can take a minimum of 20 minutes. When the app is open and you are connected to the Internet (either via WiFi or data plan), please select the menu button and then "Update" screen to refresh the content.

Additionally, only new bookings made after creating a ***CWT To Go*** mobile account will appear in ***CWT To Go***. Bookings made prior to registration will not appear in the app unless a modification or a change was made after account creation.

What BlackBerry devices and operating systems are supported?

Device	Model	Operating System(s)
BlackBerry (Pearl)	8100, 8110, 8120, 8130	OS 4.2, 4.2.1, 4.3 & 4.5
BlackBerry (Pearl Flip)	8220, 8230	OS 4.6 & 4.6.1
BlackBerry	8700, 8703e, 8707, 8707g, 8707h	OS 4.1, 4.2.1, 4.2.2 & 4.5
BlackBerry (Curve)	8300, 8310, 8320, 8330, 8350i	OS 4.2.2, 4.3, 4.5 & 4.6.1
BlackBerry (Curve)	8350i	OS 5.0
BlackBerry	8800, 8820, 8830	OS 4.2.1, 4.2.2 & 4.5
BlackBerry (Curve)	8900, 8910	OS 4.6.1 and OS 5.0
BlackBerry (Curve)	8520, 8530	OS 4.6.1 and 5.0
BlackBerry (Bold)	9000	OS 4.6 and OS 5.0
BlackBerry (Bold)	9700	OS 5.0
BlackBerry (Bold)	9650	OS 5.0
BlackBerry (Tour)	9630	OS 4.7.1. and 5.0
BlackBerry (Pearl)	9100, 9105	OS 5.0
BlackBerry (Torch)	9800	OS 6.0
BlackBerry (Style)	9650	OS 6.0
BlackBerry (Bold)	9780	OS 6.0
BlackBerry (Curve)	9330	OS 6.0
BlackBerry (Style)	9670	OS 6.0
BlackBerry (Style)	9300	OS 6.0
BlackBerry (Bold)	9700	OS 6.0
Blackberry Bold	9900	OS 7.0, 7.1
BlackBerry Bold	9930	OS 7.0, 7.1
BlackBerry Torch	9810	OS 7.0
BlackBerry Curve	9360	OS 7.0
Blackberry Curve	9790	OS 7.0, 7.1

I searched for *CWT To Go* in BlackBerry App World and it did not appear.

The app will only appear in the search results on supported devices. Please validate your device is on the supported device list above.

iPhone

How do I install the mobile application and start using it?

There are 2 options to install the *CWT To Go* app for iPhone:

1. From your iPhone, access the App Store and search for *CWT To Go*. Download the app directly on to your phone.
2. From your desktop/laptop, open iTunes and search for *CWT To Go*. Download from iTunes to your desktop/laptop and sync your iPhone to install the app.

Once downloaded, follow the account creation process detailed above. Please note, an account with iTunes or App Store is required in order to access and download the application.

What is the application size and how much space is needed to download the application?

The current app size is 3.1MB. Your device must have at least this amount of space to successfully download. Note: the size may vary once downloaded based on the number of itineraries synced to the application.

Will the iPhone application work on my iPhone or iPod?

The following devices are supported:

- iPhone: all generations and operating systems 3.0 and higher.
- iPod Touch: all generations and operating systems 3.0 and beyond; you must have a wifi connection for the application to receive updates.

I did not receive my flight alert notification. Why?

Please ensure Notifications are set to ON. To confirm, go to Settings>Notifications and click on the *CWT To Go* icon. Sounds, alerts, and badges should all be set to ON.

Some or all of my current itineraries are not appearing. Why?

Once a new booking is created, the sync process can take a minimum of 20 minutes. When the app is open and you are connected to the Internet (either via WiFi or data plan), click the Refresh Arrow in the upper right corner of Upcoming Reservations.

Additionally, only new bookings made after creating a *CWT To Go* mobile account will appear in *CWT To Go*. Bookings made prior to registration will not appear in the app unless a modification or a change was made after account creation.

Will there be application updates?

The application will be updated periodically. Check for updates two ways:

1. From your desktop: In iTunes, click 'Applications' on the left side of the screen under 'LIBRARY'. From there, click the 'Check for Updates' link in the bottom right corner. Any application updates will be listed on the next screen. Download the updates and then connect your iPhone to your computer to sync.
2. From your iPhone: Go to the App Store. Select 'Updates' in the bottom right corner. Any application updates will be listed.