

Latest update: September 2024

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.

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Overview

myCWT is a platform with both mobile and web capabilities available to all CWT travelers, travel arrangers 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 flight, hotel, car rental and train travel booking, chat style messaging with a counselor, itineraries, flight alerts, safety 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 browsers: Chrome, IE9 +, Firefox and Safari

myCWT mobile is available on the latest versions of Android, iPhone and iPad

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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, Spanish and Mandarin for Android, iPhone, iPod Touch and iPad devices.

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

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	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.

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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.



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 edit your full profile from the myCWT website and 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 train itineraries (not booked via **myCWT**) available in **myCWT**?

Yes, train itineraries are available in **myCWT** web and mobile. Depending on the way the train booking is processed, it may or may not sync automatically. If your train 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.

Can I share my itinerary with my colleagues?

Yes, travelers can share their itinerary to appear in their colleagues myCWT web and mobile display or via email.

Once an itinerary is shared, what can I do with it?

You can join your colleagues trip by quickly booking the same shared itinerary.

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.

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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 reorder the list of travelers using the "favorite" feature (star icon), which allows you to prioritize and display favorite travelers at the top. Additionally, you can apply filters such as Favorites, On Trip, Upcoming Trip, and VIP. Travelers can also be sorted alphabetically (A to Z or Z to A) for easy navigation.

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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 their calendar?

No, the ability to sync a travelers' trips to an arranger's calendar is not currently available, but they can view their traveler's trip 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 travel (including flights, hotels, car rental and train travel) for my travelers?

Yes, travel arrangers can book a full itinerary for their travelers within myCWT web and mobile if booking capabilities are enabled.

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.

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.

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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, radius by distance, a city name, airport, landmark, address or office location. Searching by address and office location 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.

Can I see sustainability or eco-friendly indicators when booking a hotel on myCWT?

Yes, carbon indicators and EV charging station indicators are displayed at point of booking, empowering travelers to make more sustainable choices.

Can I see health indicators when booking a hotel on myCWT?

Yes, travelers will find an "Enhanced Health Measures" label when booking hotels on myCWT. The information includes specific hotel health measures in place.

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.

Can I amend a hotel booking in myCWT?

No. Should you wish to amend a hotel booking, you will need to cancel the existing booking and make a new booking.

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. You can also quickly rebook a past flight (and hotel) booking.

In which countries is flight booking available now?

Flight booking is available in 31 markets. Argentina, Australia, Austria, Belgium, Brazil, Canada, China, Colombia, Czech Republic, Denmark, Egypt, Finland, France, Germany, Hong Kong, Hungary, Ireland, Israel, Italy, Luxemburg, Mexico, Netherlands, New Zealand, Poland, Singapore, Spain, Sweden, Switzerland, United Arab Emirates, the US and the UK.

Are Low-cost carriers content available on myCWT?

Yes, for enabled clients.

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Can I select my seat when booking a flight on myCWT?

Yes, you can select your seat* when booking a flight on **myCWT** web and mobile. *Excluding paid seats.

Can I see carbon indicators when booking a flight on myCWT?

Yes, carbon footprint data is displayed at point of booking, empowering travelers to make more sustainable choices.

Can I see travel restriction information when booking my flights?

Yes, you can click on the link to CWT Travel Essentials when booking flights on **myCWT** mobile, to quickly see any guidelines and restrictions related to your trip.

What information passes from myCWT mobile to CWT Travel Essentials during the flight booking process?

Airport codes, vaccination information (defaults to full-vaccinated) and passport country from your travel profile.

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

Yes, if 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 web and mobile before or after the ticket has been issued, regardless of the booking channel (myCWT, OBT or via your CWT travel counselor). Available in EMEA and NORAM. LATAM and APAC to follow at a later stage.

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

Can I amend a flight booking on myCWT?

Yes, travelers can initiate the flight modification process on myCWT web and mobile. Travelers are able to quickly see if a flight is changeable, the associated change fee and shop for an alternative fare. Should they choose to proceed with the change, their itinerary will be passed through to a counselor with a description of their intent and relevant booking details (Message channel only) – saving the traveler time.

How can I access flight booking?

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

Car rental

Is car rental available on myCWT?

Yes, car rental is available **myCWT** mobile and web, 24/7. The functionality is turned off by default. If you are interested in **myCWT** car rental booking, please contact your CWT representative.

What functionalities are available now?

You can shop, book and cancel car rental. You can search for pick up/ drop off location, date and times. Preferred suppliers and car types that are in/out of policy will be indicated.

In which markets is car rental booking available now?

Car rental is available in wholly owned markets serviced on Sabre and Amadeus GDSs.

Can I see carbon indicators when booking car rental on myCWT?

Yes, carbon footprint data is displayed at point of booking, empowering travelers to make more sustainable choices. Electric and hybrid indicators are also viewable.

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

Yes, if the traveler has updated the info in the profile within the global profile management system.

Can I cancel or amend a car rental booking on myCWT?

You can cancel your car booking if made on myCWT. Modification will come in a future release. A CWT counselor can modify car rental bookings.

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Can travel arrangers book car rental?

Yes, travel arrangers can book car rental.

What forms of payment are supported?

Individual credit cards and company central payment (E-Voucher). Direct billing is currently not available

Train booking

Is train booking available on myCWT?

Train booking capabilities are available on myCWT web and mobile in the UK, France and Spain. Other core European train markets to follow.

What content is available?

Train is currently available in the UK point of sale from RDG carriers, SNCF for France point of sale and Renfe for Spanish point of sale.

Which features are currently supported?

- Shop & book
- Traveler profile synced with booking including name, email address and address
- Seat preferences automatically applied after first booking
- One way, return, open return tickets available
- Railcard discounts & corporate fares included
- E-ticket delivered via email or pick up at station
- Rail bookings appear within myTrips in myCWT
- Travel arranger booking

Can I cancel or amend a train booking on myCWT?

No, cancellation, modification and refunds can be processed via a CWT counselor.

What criteria can a traveler use when searching for train?

Travelers can search by: From, To, Dates, Times, Ticket Type, Passenger Type, and Railcards.

Will myCWT advise a traveler if a train booking is in/out of policy?

Not in the first release.

Will there be carbon indicators when booking train?

Yes, carbon emission estimate being displayed during the booking process.

Is a traveler able to book 24/7?

Yes, travelers can book 24/7.

Can travel arrangers book train?

Yes, travel arrangers can book train travel.

What forms of payment are supported for train booking?

In the initial release, company central payment (invoice & BTA/lodge cards) will be accepted. In 2023, we will accept personal credit card payments.

Why am I not seeing train booking options on myCWT?

Train booking is a client policy setup item; please speak with your CWT representative to enable.

Messaging

Can I connect directly with a CWT counselor via chat or messaging?

Yes, you can easily message a CWT counselor via the orange messaging icon on **myCWT** mobile and web, 24/7. Messaging is also available through Workplace from Meta, Microsoft Teams, WhatsApp and Slack.

How can I access messaging?

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

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Safety and security

Are my bookings fed to traveler tracking?

Yes, all bookings made with CWT (via OBT, myCWT web and mobile, messaging and via a counselor) are fed to traveler tracking reports and third party safety and security providers.

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.

What other types of alerts will I receive in myCWT?

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, flight cancelation, online check-in...

If my flight is delayed or canceled, how can I contact a counselor?

You can click to call a counselor or message a counselor*. If messaging a counselor, the message will be pre-populated for the counselor with the trip disruption information, so they can quickly respond to your needs.

**Click to call assistance is available in EMEA and NORAM only. Messaging is available for clients that enabled on messaging service.*

Do I have access to Destination Intelligence?

Yes, Destination Intelligence, including Political Insights, Destination Resources, Healthcare and Safety and Security information is available within myCWT mobile for those customers who use International SOS as their safety and security provider.

Can I check-in during a major incident to let my employer know I'm safe?

Yes, International SOS customers who are opted in for 'check-in', are able to check-in during a major incident from the myCWT app.

Other features

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 safety alerts?

Safety alert information is provided by [International SOS](#), a leading health and security services company.

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.

What other ancillary services are available within myCWT mobile?

Flight status, Weather Forecast, Currency Converter and a Tip Calculator

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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.

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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	NORAM: +1 866-299-7374	cts.ww@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	cts.ww@contactcwt.com	24/5 Monday – Friday (Global Accounts) Local business hours (APAC clients)
LATAM	Brazil	Sao Paulo	+55 11 3491 2600	tscbrasil.br@contactcwt.com	Mon-Fri 9:00-18:00
	Colombia	Bogotá	+57 601 323 9729	latam.tsc.ww@contactcwt.com	Mon-Fri 07:00-18:00
EMEA	United Kingdom		44 0845 603 3021	cts.ww@contactcwt.com	Mon- Fri 08:00-17:00
	Austria	Vienna	+43 1 24060 1810	txcare.at@mycwt.com	Mon-Fri 09:00-17:00
	Belgium	Brussels	BE +32 (2) 258 87 15 LU +32 (2) 258 87 00	txcare.be@mycwt.com	Mon-Fri 09:00-17:00
	Denmark	Copenhagen	+45 33637020	txcare.dk@mycwt.com	Mon-Thu 8:30 -16:30 Fri: 08:30 - 16:00
	Finland	Helsinki	+358 205 615 531	txcare.fi@mycwt.com	Mon- Fri 08:00-17:00
	France	Belfort	+33 3 84 98 41 04	txcare.fr@mycwt.com	Mon-Fri 08:30-17:00
	Germany	Leinfelden Echterdingen	+49 711 97500 550	txcare.de@mycwt.com	Mon-Fri 09:00-17:00
	Hungary	Budapest	+36 1 8145844	txcare.hu@mycwt.com	Mon-Fri 08.30-17:00
	Italy	Rome	+39 6 8207 4894	txcare.it@mycwt.com	Mon-Fri 09:00-18:00
	Poland	Warsaw	+48 22 505 5074	txcare.pl@mycwt.com	Mon-Fri 09:00-17:00
	Romania	Bucharest	+40 21 304 6713	onlinesupport.ro@contactcwt.com	Mon-Fri 08:30-17:30
	Spain	Seville	+34 95 505 2505	onlinesupport.es@contactcwt.com	Mon-Fri 8:30-19:00
	Sweden	Stockholm	+46 771 95 96 00	txcare.se@mycwt.com	Mon-Fri 8:30-17:00
	Switzerland	Zurich Nyon	+41 58 322 25 50	txcare.ch@mycwt.com	Mon-Fri 09:00-17:00
	The Netherlands		+31 (0) 20 200 00 05	txcare.nl@mycwt.com	Mon-Fri 09:00-17:00

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