Cytric Mobile

Cytric Mobile brings the key features from Cytric to your mobile device. It allows you to view your itinerary wherever you are, manage trip approval requests and even book and amend your whole trip. You can also access maps and weather information for your destinations as well as online check-in. Cytric Mobile puts your travel information at your fingertips.

This guide will help you get started with Cytric Mobile. In the guide you will find information on the following:

Downloading the App

Cytric Mobile is available for iOS and Android.

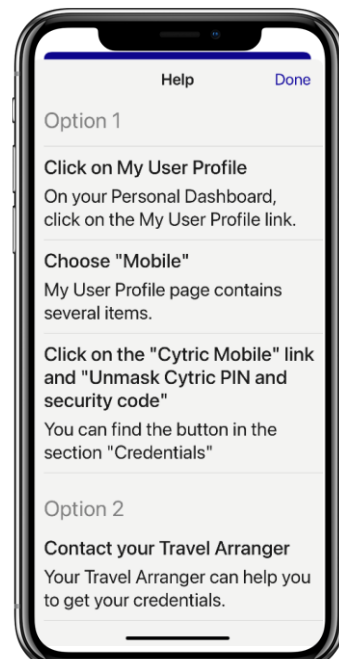**cytric Mobile**
Manage your business trips

Important note: The screens in this guide have been created using an iOS version of Cytric Mobile. They will not exactly match the screens in the Android App; however, the features are the same and the guide should inform you of included features and where to find them.

Logging in to the App

To log in to the App you will need your credentials (PIN and Security Code), that you can find in your Cytric User Profile. The help icon next to the Security Code input field provides you with step-by-step instructions on how to access your credentials from Cytric.
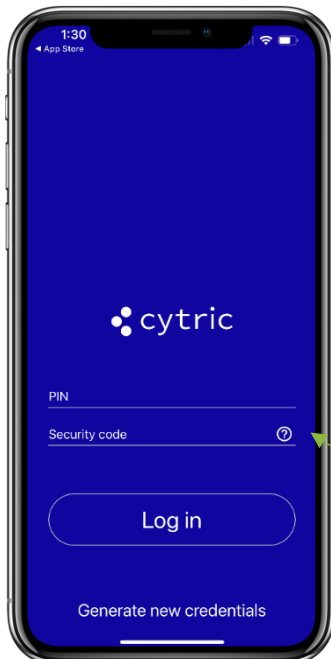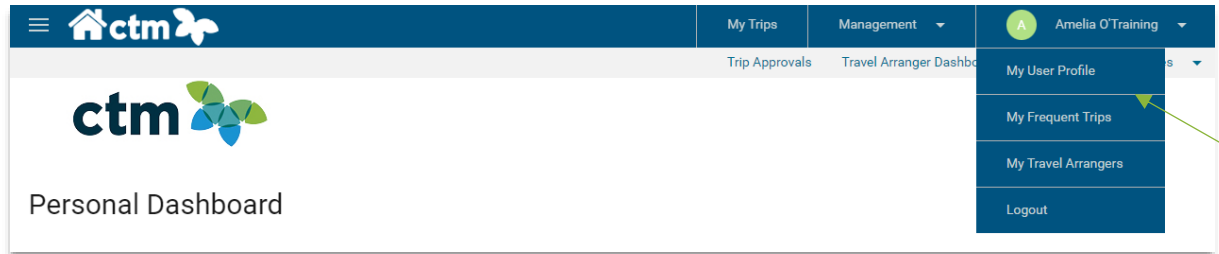

Select the Help icon to display instructions on how to access your credentials.
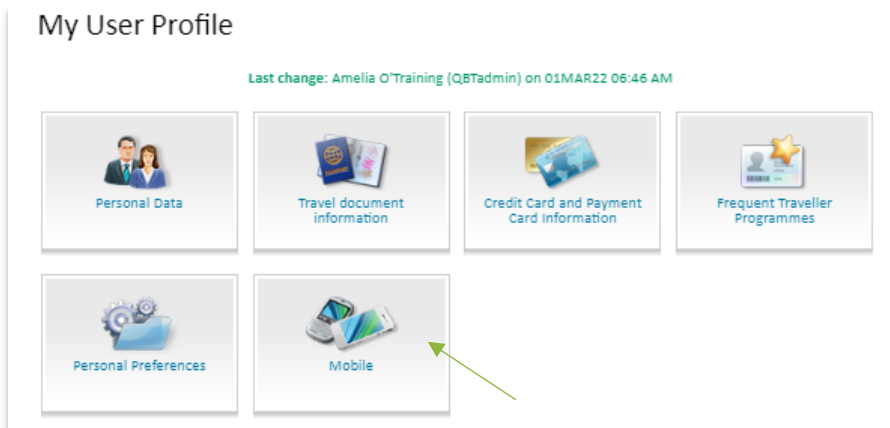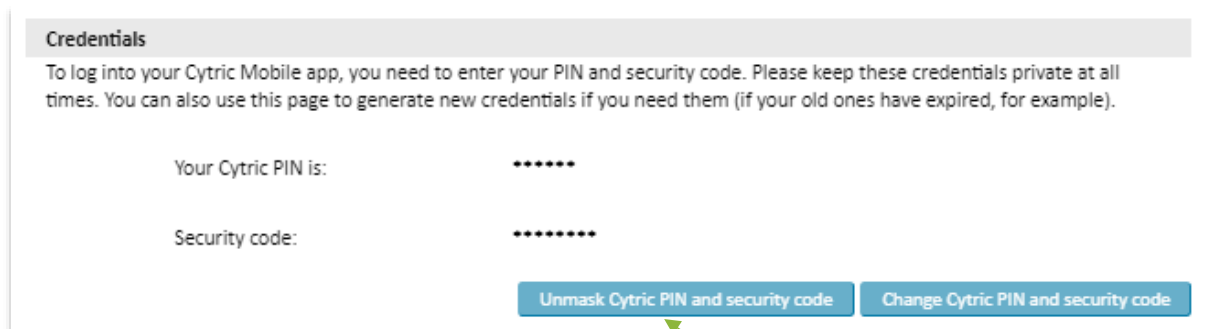
Accessing your credentials from Cytric

After logging into Cytric via the CTM Portal, click on My User Profile from your Personal Dashboard.

From the items on the My User Profile page, select Mobile.

At the bottom of the Cytric Mobile page you will see your Cytric PIN and Security code for mobile access. Select 'Unmask Cytric PIN and security code' to display your credentials.

# Sending your travellers their credentials from Cytric

If you are a travel arranger who books on behalf of travellers who do not have access to make bookings, you are required to send them their credentials for the mobile App.

From the Travel Arranger Dashboard, search and select the traveller who requires their credentials.

Once selected, you will see the 'Send the PIN to the traveller' option. Just click on this link, and an email with their credentials will be emailed to the traveller.
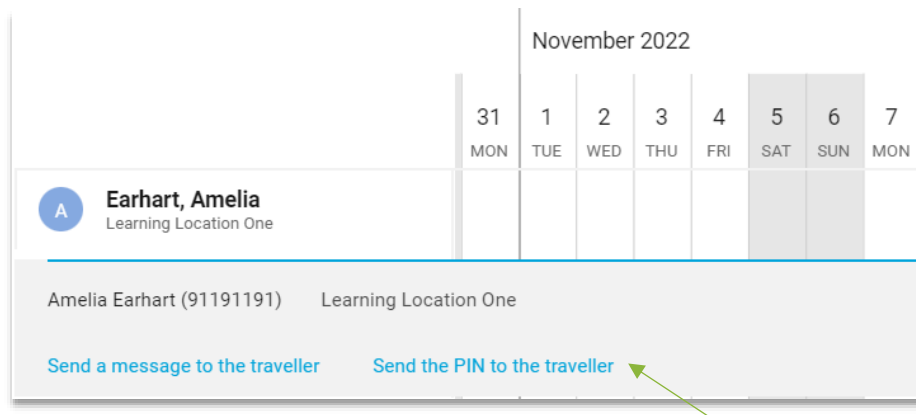

Generating new credentials
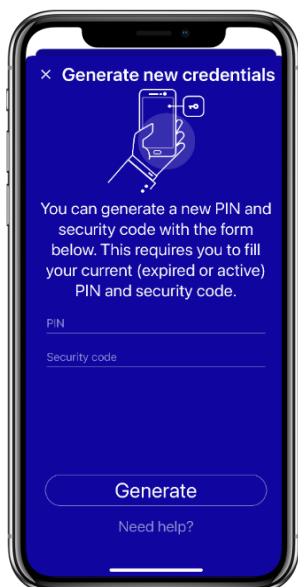
Sometimes it may be necessary to renew your login credentials (e.g., because they are about to expire or have already expired). This can be done via the Credential Regeneration screen, either from the login screen or from the settings in the 'More' section of the App.

You will be asked to enter your old ones, so please make sure you are able to access Cytric before generating new credentials. Once the generation is completed you will receive a confirmation email.

Note: you cannot choose a PIN or Security Code; both are generated by Cytric and stored in your profile.
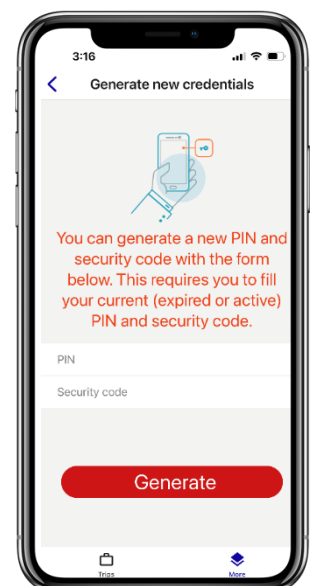
How to use the Cytric Mobile App

The Cytric Mobile App's interface consists of three main items that are displayed, depending on the type of user*:

Trips shows your current itinerary(s) and allows you to perform trip-related actions, such as booking, changing, and cancelling trips. This includes trips booked via the Cytric online booking tool and Cytric Mobile.

Note: On initial release of the App, only bookings made via Cytric, either via the online booking tool or the mobile App, will be viewable in Cytric Mobile. As part of a CTM project to introduce the importing of bookings created via a travel consultant into Cytric, travellers will be able to view all bookings in Cytric Mobile, regardless of whether they are made via the online version of Cytric, via the Cytric Mobile App or directly with a CTM consultant. Further information will be provided closer to implementation.

Tasks allows Approvers to approve or reject trips directly from the App.*

More is the place that contains miscellaneous features as well as app settings. The menu les you access online services such as maps online check-in, weather forecasts or the currency converter.

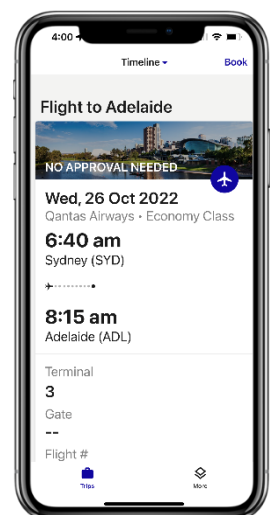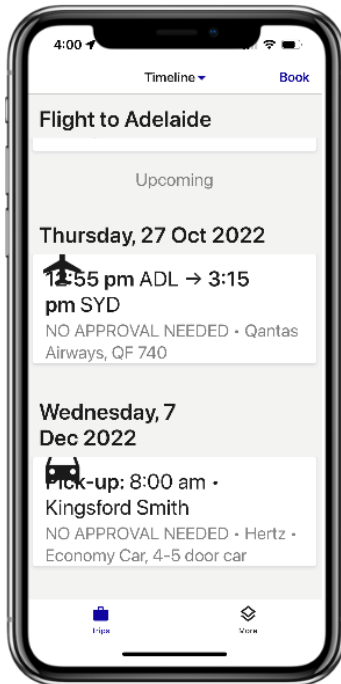* Users without Approver rights will not see the 'Tasks' item in their App.

Trips

Trips shows your upcoming trips. Via the switch at the top of the screen (Timeline <-> Trips) you may also see a list of your past trips.

Trip approval status is displayed (for customers who use the Approval function in Cytric).

When you select Timeline, the closest upcoming segment is displayed, with valuable information and quick actions to assist the traveller.
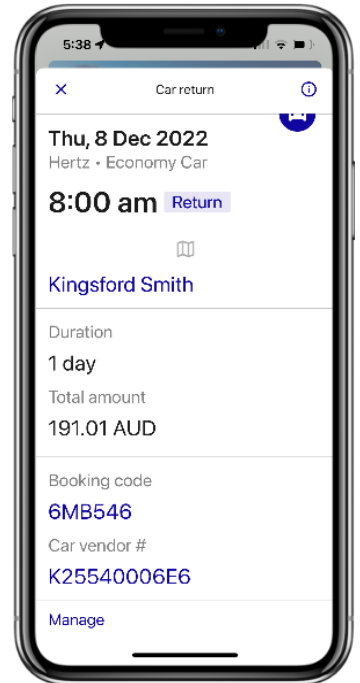
Subsequent segments are shown in date order.

Flight to Adelaide

Upcoming

Thursday, 27 Oct 2022

12:55 pm ADL → 3:15 pm SYD
NO APPROVAL NEEDED · Qantas Airways, QF 740

Wednesday, 7 Dec 2022

Pick-up: 8:00 am · Kingsford Smith
NO APPROVAL NEEDED · Hertz · Economy Car, 4-5 door car

Tapping on any segment will show more details, including easy access to airline, hotel and car reference codes and confirmation numbers.

It may also offer additional actions such as trip changes or cancellations.
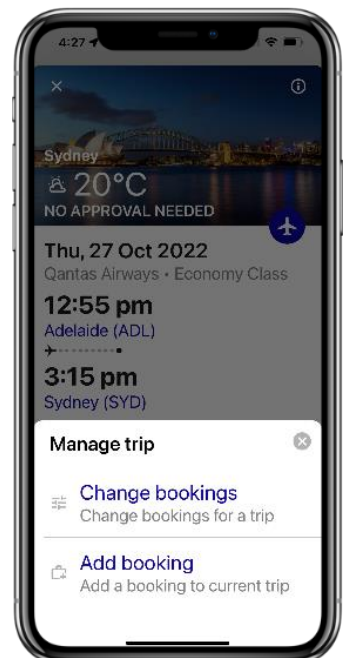
Car return

Thu, 8 Dec 2022
Hertz · Economy Car

8:00 am Return

Kingsford Smith

Duration
1 day

Total amount
191.01 AUD

Booking code
6MB546

Car vendor #
K25540006E6

Manage

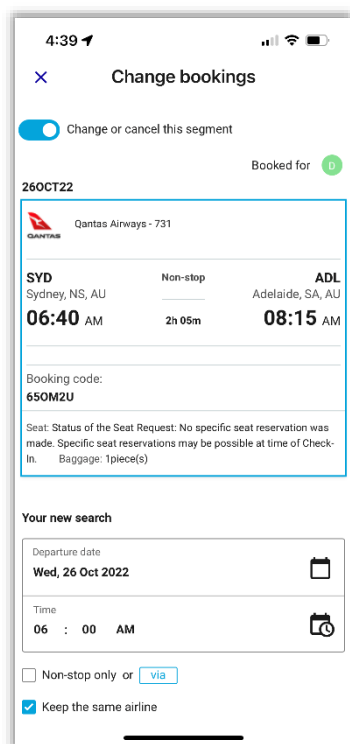## Changing, cancelling, or adding one or more segments for a trip

From the 'Manage' menu, the options to change a booking or add to an existing booking are displayed.

Tapping on **Change bookings** will allow you to select which segment(s) is to be changed or cancelled.

Sydney
20°C
NO APPROVAL NEEDED

Thu, 27 Oct 2022
Qantas Airways · Economy Class

12:55 pm
Adelaide (ADL)

3:15 pm
Sydney (SYD)

Track flight progress ›

Terminal
1

Gate
--

Manage   Check-in

Sydney
20°C
NO APPROVAL NEEDED

Thu, 27 Oct 2022
Qantas Airways · Economy Class

12:55 pm
Adelaide (ADL)

3:15 pm
Sydney (SYD)

Manage trip

Change bookings
Change bookings for a trip

Add booking
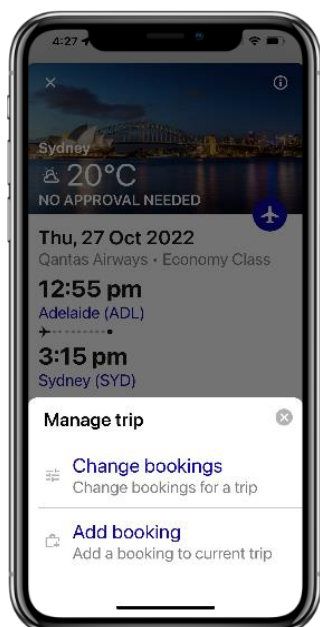Add a booking to current trip

Change

Cancel

New search criteria can be entered to change a segment.

For non-changeable segments or trips, the Change options item will not be available in the 'Manage' menu.
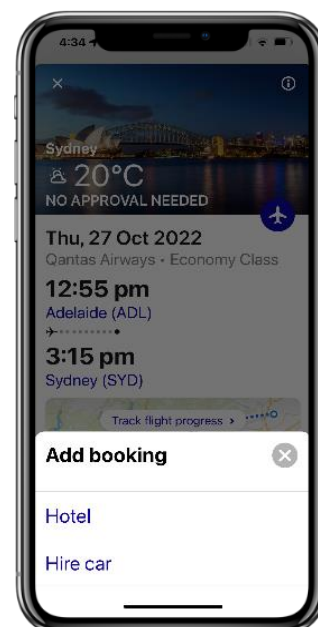
Cytric mobile retrieves all cancellable segments from Cytric and allows you to select which reservations to cancel. Select 'Cancel this segment' to proceed with the cancellation.
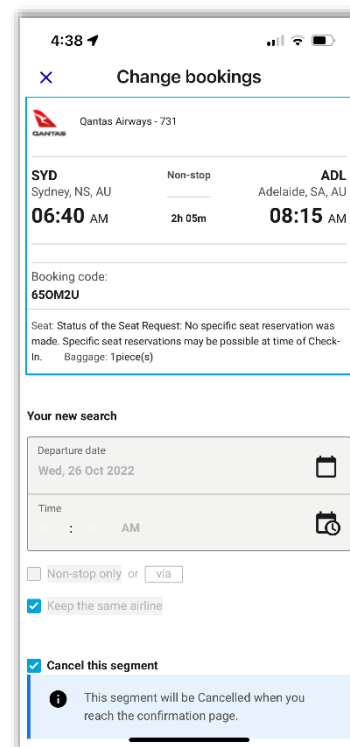
Add segments to a booking

Tapping on the 'Add booking' option allows you to add other segments to your existing trip.

AUSTRALIA | NEW ZEALAND | NORTH AMERICA | ASIA | EUROPE travelctm.com.au

Version 2.0

November 2023

Booking a new trip via Cytric Mobile

You can start a new booking from the itinerary view using the 'Book' button at the top of the Trips overview screen.

Important: A logged in user can only make bookings for themselves, they cannot select or choose other travellers.

Cytric Mobile applies the same policy settings, supplier preferences and booking flows as the Cytric online booking tool.

Important: A tip when booking domestic and trans-Tasman air segments:
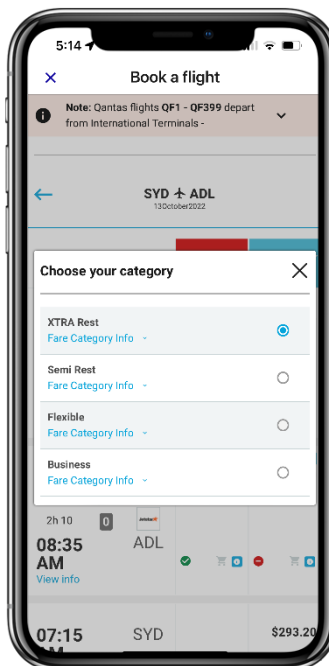
When booking domestic air segments, two fare buckets from the Fare Matrix are displayed on the screen at one time.

To adjust the fare buckets you wish to see in the display, simply tap on one of the fare bucket headers to allow you to change the fare category.

By selecting a different fare bucket via the buttons provided, your display will change, allowing a side-by-side comparison for each flight for the selected fare buckets.
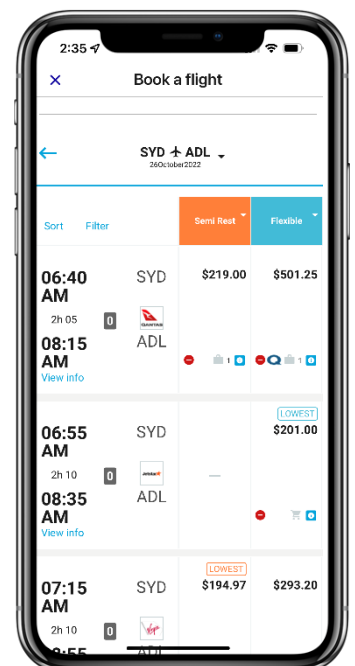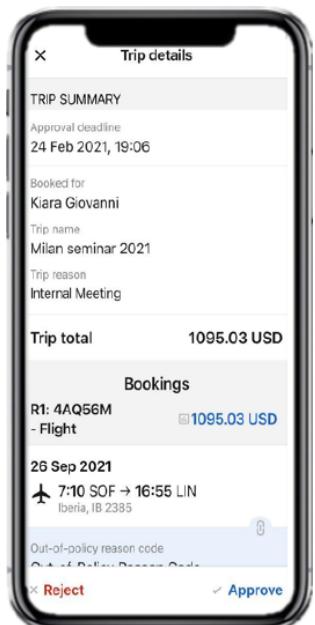
Add a note to your Trip

You can add a note to your trip before travelling, or during your stay. This is helpful if you need to remember a detail about the specific trip or segment. Notes are private, and cannot be seen by other travellers, even if you share your trip by email.
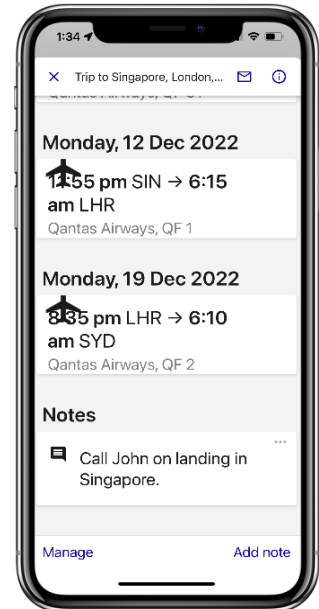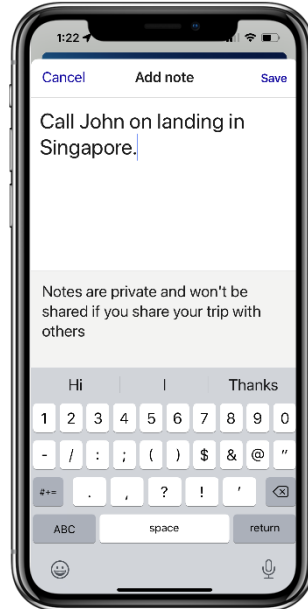
Tasks

Approving bookings

The Tasks section shows a list of pending approvals assigned to an Approve for their review, sorted by their deadline.

➤ Relevant information provided includes the total cost for a trip request, and highlights segments that are out of policy. Tapping on an approval request reveals more detail.

➤ The App enables you to approve or reject the request right from the list, or the detailed view.

# More
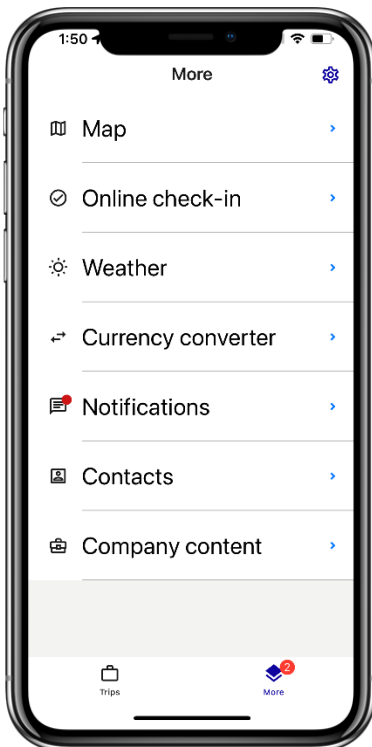
Apart from its key features, Cytric Mobile provides travellers with handy tools for their trip. From the 'More' view you can access:

- A map that lets you navigate and find important locations
- A list of links that let you check in for your flights
- Weather information for your destinations
- A currency converter
- Important contacts to assist you during your trip
- Content configured by CTM to assist you accessing important and useful sites for your travel

Maps
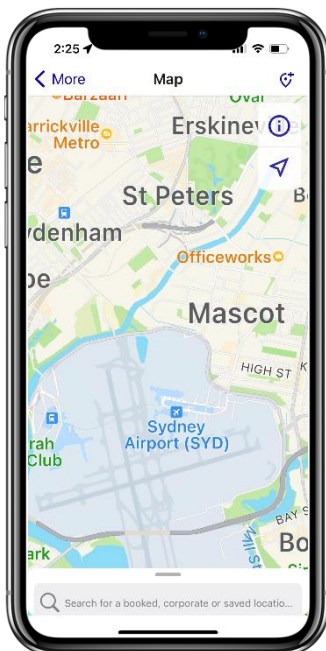
The **Map** features displays your current location as well as corporate locations loaded in Cytric.

It also lets you save your current location with a custom label to let you find it whenever you need.

The location search allows you to perform a combined search over booked, stored or corporate locations and passes on information to Google Maps or Apple Maps for accurate routing.
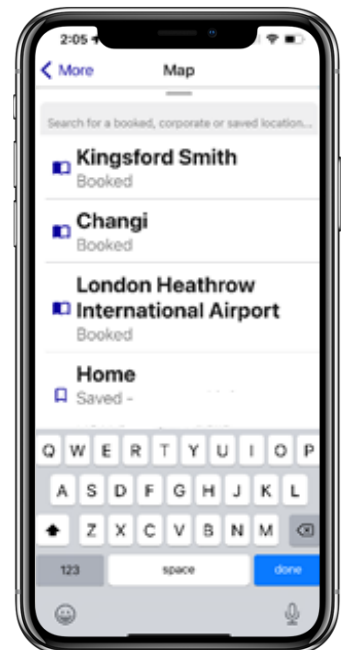
Online Check-in and Weather
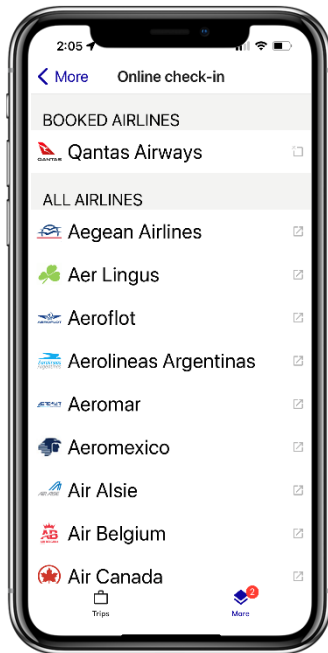
The **Online check-in** feature provides Check-in URLs to enable travellers to check in for flights with your mobile. Booked airlines are grouped separately for quick access.

Check your daily forecasts for booked destinations in the **Weather** feature, which provides highest and lowest temperatures for each destination.
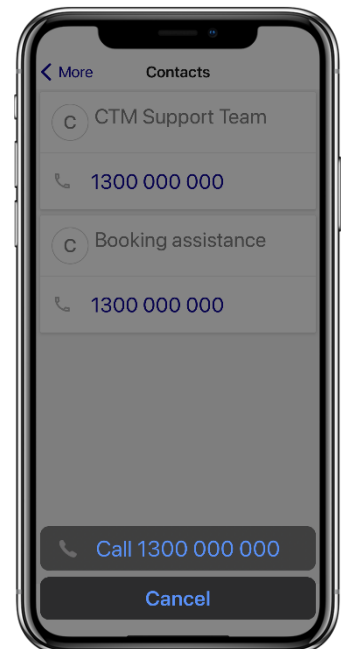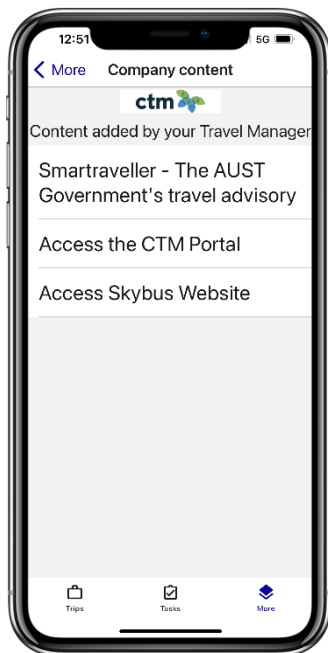
Currency converter and Contacts

The **Currency converter** allows you to quickly calculate amounts in foreign currencies.

In **Contacts** you will find stored telephone numbers and email addresses loaded by CTM to allow you to access the team at CTM when you require assistance. Tapping on a telephone number will start the dial process.
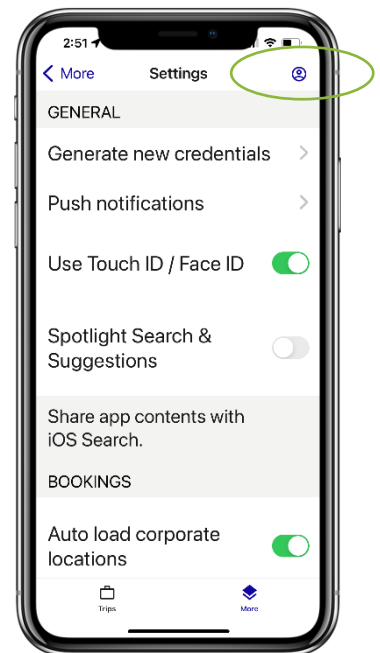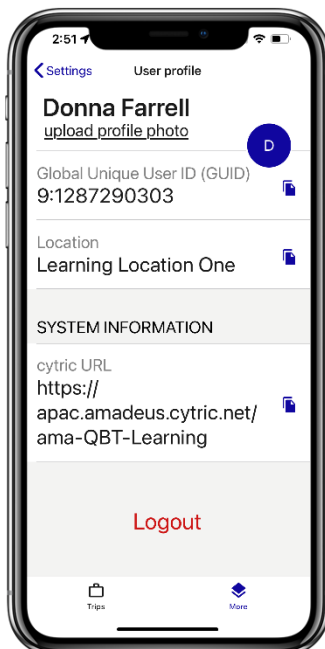
Company content and Contacts

In **Company content,** CTM have configured a list of links to allow you to easily access important and useful sites for your travel.

App settings allow you to control how your App behaves and access to the User Profile.

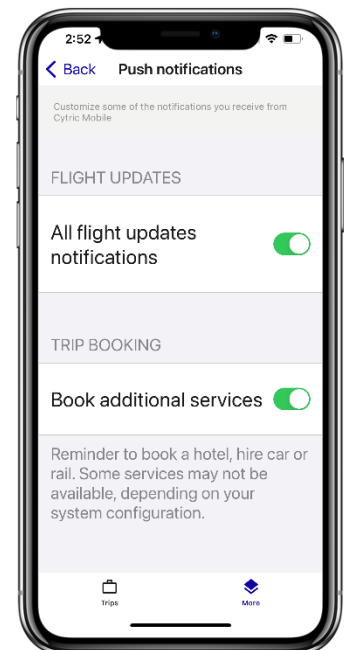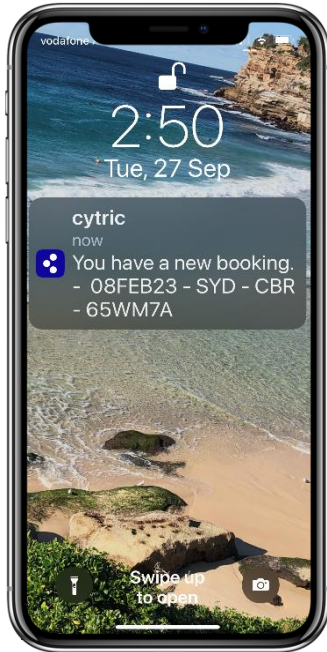

Push notifications and Logging Out

If you need to log out of the App, you can do this from the Logout button at the bottom of the **User Profile.**

The **Push notifications** option in Settings allows for the activation of flight update notifications to be sent for booked flights.

Push notifications help you stay informed by telling you about:

- New bookings, booking changes and cancellations
- New, approved, rejected, or withdrawn approvals
- Flight changes, delays, and cancellations as well as gate changes (if enabled in App settings).
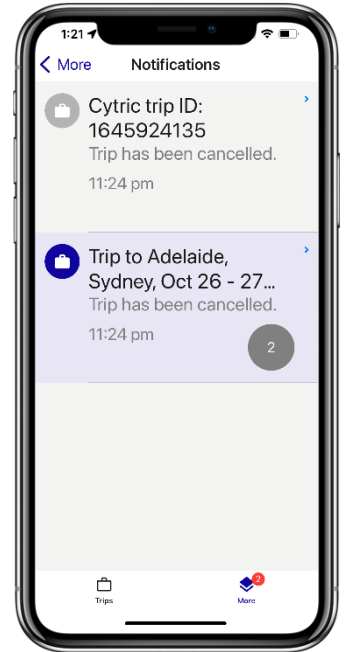
Where to find more information about using the App

Refer to the Knowledge Centre in the CTM Portal for more information on Cytric and Cytric Mobile.