

Travelport ViewTrip™ Mobile for Galileo™ Apollo™ Worldspan™

Product Advisory Number:	1495												
Version:	02												
Load To Production:	27-Jun-12 00:01 EST 04:01 (28-Jun) GMT												
High Level Description:	New Travelport ViewTrip Mobile application for agencies currently using Travelport ViewTrip.												
Impact Summary:	<p>This release is for agencies within these countries:</p> <ul style="list-style-type: none"> Americas – Canada and US (Early adopters only) APAC - Australia, Hong Kong, India, Singapore, Thailand Europe - Belgium, Brazil, Denmark, Finland, France, Germany, Italy, Luxemburg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland MEA - Saudi Arabia, South Africa, UAE 												
Reason For Issue:	New Load to Production time. Added clarity on synchronizing the itinerary to the traveler's mobile device. Please see the Overview section.												
Customer Impact:	<table border="0"> <tr> <td><input type="checkbox"/></td> <td>Internal Only</td> <td><input checked="" type="checkbox"/></td> <td>Developers</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>Agency Customers</td> <td><input checked="" type="checkbox"/></td> <td>Airline Customers</td> </tr> <tr> <td><input type="checkbox"/></td> <td>eCommerce Customers</td> <td><input type="checkbox"/></td> <td>Car, Hotel, Rail or Cruise Customers</td> </tr> </table>	<input type="checkbox"/>	Internal Only	<input checked="" type="checkbox"/>	Developers	<input checked="" type="checkbox"/>	Agency Customers	<input checked="" type="checkbox"/>	Airline Customers	<input type="checkbox"/>	eCommerce Customers	<input type="checkbox"/>	Car, Hotel, Rail or Cruise Customers
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System:	<table border="0"> <tr> <td><input checked="" type="checkbox"/></td> <td>Galileo</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>Apollo</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>Worldspan</td> </tr> </table>	<input checked="" type="checkbox"/>	Galileo	<input checked="" type="checkbox"/>	Apollo	<input checked="" type="checkbox"/>	Worldspan						
<input checked="" type="checkbox"/>	Galileo												
<input checked="" type="checkbox"/>	Apollo												
<input checked="" type="checkbox"/>	Worldspan												
Load To Copy:	To be advised												
Web Services: (API and Messaging)	Not applicable												
Issue History:	Version 01 – Issued – 11-Jun-12												

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Overview

Travelport ViewTrip Mobile is a mobile application that will provide travel agencies the capability to push a traveler's itinerary to their mobile device. This mobile service provides traveller itinerary detail along with features such as weather, maps, parking reminders and useful airport and city guides. From the agency perspective, Travelport ViewTrip Mobile provides an effortless service by automatically pushing itinerary details to a customer's mobile device providing added value with no additional steps to the agency workflow. The agency simply continues generating the emailed itinerary to their customer as they do today.

For the itinerary to be automatically synchronized to the traveler's mobile device, the agency must continue to generate an email from Travelport ViewTrip using either host email commands or by generating an email from Travelport ViewTrip online. A secondary method for synchronizing the itinerary to the traveler's mobile device is when the traveler displays their itinerary in Travelport ViewTrip online or signs into Travelport ViewTrip Mobile from Travelport ViewTrip online.

The email address used by the agency to email the traveler's itinerary must be the same email address used by the travelers when they initially registered for Travelport ViewTrip Mobile.

In order to synchronize an itinerary generated by Enhanced Itinerary to Travelport ViewTrip Mobile, the traveler will have to click the link and retrieve the itinerary on Travelport ViewTrip online. (This action will cause the online itinerary to be pushed to Travelport ViewTrip Mobile for registered users)

Travelport has partnered with Mantic Point Solutions Ltd to develop these mobile services. Travelport ViewTrip Mobile is offered to Travelport serviced agencies and corporations currently using Travelport ViewTrip. The product is fully integrated to all Travelport systems; Galileo, Apollo and Worldspan.

- Travelport ViewTrip Mobile can be accessed via iPhone, iPad, and iPod Touch devices using iOS v3.2 or higher as well as Android devices using iOS v2.1 or higher.
- This 'soft launch' will be available to selected countries only.
- Itineraries already stored on the application will be updated with trip modifications when Travelport ViewTrip sends updates via Mantic Point.
- Air, car, hotel and rail segment information will display in the mobile application.
- Users will have the ability to manually add non GDS/ViewTrip itineraries or trips in the mobile application. However trips or events manually added will not be reflected in Travelport ViewTrip.
- Blackberry and Mobile Web services are in development, release date to be advised.

Customer Benefit

An easy to use mobile application with clear travel information and additional guides and services specific to the traveler's itinerary details.

There will be no change to the current workflow for agency users. The link to register or view an itinerary on the mobile device will automatically appear on the itinerary page. The itinerary will be automatically pushed to the mobile device for every Travelport ViewTrip registered mobile traveler when the email is generated from Travelport ViewTrip to that particular customer.

Detail and Customer Examples

Travelport ViewTrip Mobile access from Travelport ViewTrip Itineraries

When an agency PCC/SID is enabled, emails generated by the agency and itineraries displayed by the traveler will contain a link that invites the traveler to register. The PCC/SID will be enabled by default, if for any reason the agency does not want this service they can opt out at any time. For opt out processes please refer to ASKTravelport Answer 37568 which can be located at:

http://travelport-english.custhelp.com/app/answers/detail/a_id/37568

Signing up for Travelport ViewTrip Mobile is easy and straight forward. The traveler can click 'Get ViewTrip Mobile' when viewing their itinerary directly on viewtrip.com, mytripandmore.com or via the link that is provided when their itinerary is emailed to them by their travel agency. This is represented below:

A new link has been added on the itinerary page to access mobile registration and sign in

The screenshot shows the Travelport ViewTrip mobile interface. At the top, the logo "Travelport ViewTrip™" is displayed. Below the logo is a navigation bar with tabs for "Itinerary", "Travel Tools", "Travel Information", and "Travelport View Trip". Underneath the navigation bar are links for "Print Itinerary", "E-Mail Itinerary", "Add to Calendar", and "Log Off". The main content area shows a "Worldspan Trip Locator" with the value "4J8AM5". Below this is a "Traveler" section with the names "Danny Cheung" and "Merissa Cheung". A green button labeled "Get ViewTrip mobile!" is visible, followed by the text "Already have it? [sign in](#)". A red arrow points to the "sign in" link. Below the traveler information is a "Flight - Worldspan Airline" section for "Monday - 19th May 2008". The flight details include: Flight Number: 2227, Class: Economy, Confirmation Number: YIE88G, Depart: Gatwick Airport, London United Kingdom, Terminal N, 12:00 PM, and Arrive: Atlanta Hartsfield, Jackson Intl Airport, 4:15 PM.

mytripandmore.com example
with new link

Travelport ViewTrip™

Itinerary | e-Ticket | Expense | Travel Tools | Travel Information | Travelport ViewTrip

[Summary Itinerary](#) | [Print Itinerary](#) | [E-mail Itinerary](#) | [Log Off](#)

Itinerary Information


Today's Date: 25 May 2011
Reservation ID: ZHPRJ6

Agency Information

Galleo Travel Agency
9701 Travel The World Rd.
Rosemont, IL 60018
USA
Agency Phone: 708 565-4000 GALILEO TRAVEL - BETTY

Traveler

DANNY CHEUNG
MERISSA CHEUNG

 [Get ViewTrip mobile!](#) Already have it? [sign in](#) ←

Flight - United Airlines Inc (UA) - 7031 Thursday, August 10, 2006

United Airlines Inc	Confirmation Number:	JLMSF1
Depart:	6:05 AM	Hartsfield Jackson Intl Arpt (ATL), Terminal N ATLANTA, GA
Arrive:	7:03 AM	O'Hare Intl Arpt (ORD), Terminal 1 CHICAGO, IL
Flight 7031		Non-stop
Class of Service:		Y
Flight Operated By:		United Express/Mesa Airlines

viewtrip.com example with new link

Registering for Travelport ViewTrip Mobile

Registering for Travelport ViewTrip Mobile enables the mobile account. The traveler will then need to download the app onto their mobile device in order to start receiving itineraries.

Once the 'Get ViewTrip Mobile' link is clicked by the traveler the entire registration process is completed within 2-3 minutes. The travel agency is not involved in the registration process. Once registered, the email address stored in the account, will be used by Travelport ViewTrip Mobile to enable updates to itineraries and future itineraries to be pushed from Travelport ViewTrip to Travelport ViewTrip Mobile.

Travelport ViewTrip Registration Page – One traveler

There is a drop down list of traveler names when the itinerary contains more than 1 passenger so that the traveler can select the correct person knowing it's their itinerary that they will be registering. When there is only one traveler the name will be prefilled on the registration page to eliminate keystrokes and streamline the process. A field will appear for Blackberry users that can be filled in for the purposes of being notified when this platform operating system becomes available on Travelport ViewTrip Mobile.

In addition to the high level description of the features of the mobile service, a View Demo button is available that will link the traveler to a demonstration of Travelport ViewTrip Mobile where they will be walked through the service step by step.

The screenshot shows the 'Travelport ViewTrip™ Mobile' registration page. At the top, it says 'Welcome to your New Mobile Trip Assistant'. Below this is a 'Sign up for your mobile account' form with fields for 'Email address', 'Confirm email address', 'Password', and 'Confirm Password'. A callout box labeled 'City destination' points to a dropdown menu in the form. Below the form is a 'Blackberry Notify' section with an email address field and a 'Notify' button. A 'View demo' button with Apple and Android icons is also present, with a callout box labeled 'Demo' pointing to it. The bottom half of the page features a grid of feature descriptions, including 'Automatic itinerary delivery', 'Pro-active flight alerts', 'Flight status and travel alerts', '5-day weather forecast', 'Events guide', 'Trip list', 'Location-aware services', 'Travel guide', and 'Currency conversion'. A callout box labeled 'High level feature descriptions' points to this grid. The footer includes the Travelport logo and links for 'Privacy Policy', 'Terms & Conditions', 'Airline notice', and 'Opt out of mobile', along with the copyright notice '©2011 Travelport. All rights reserved.'

Travelport ViewTrip Mobile Registration Page – Multiple travelers

Example includes a drop down box representing multiple travelers are in itinerary.

Travelport ViewTrip™ Mobile

Welcome to your New Mobile Trip Assistant



Multiple travelers name drop down

Sign up for your mobile account

Sign up for **Jason Nash** including Orlando

Email address Confirm email address

Password Confirm Password

By signing up, I agree to the [mobile terms and conditions](#)

Sign up Already have an account? [Sign in](#)

Notify me when available for BlackBerry

Email address **Notify**

View demo

Automatic itinerary delivery
An itinerary of all travel arrangements is shown for each trip, including scheduled transport, hotels and car hire.

5-day weather forecast
Plan what clothes to take and schedule your days' activities while on your trip with detailed weather forecasts.

Location-aware services
Useful location-based information on everything from nearby restaurants, places to visit, landmarks, attractions and much more.

Pro-active flight alerts
You are alerted to relevant flight information, by a pop up message appearing on your phone.

Events guide
The location-based events guide lists full details of nearby events and entertainment.

Travel guide
Tapping on a particular attraction opens up a page with more information including contact details, directions, images, news, reviews and more.

Flight status and travel alerts
Up to date flight information and travel news, keeping you informed of anything that could affect your trip.

Trip list
Simply tap on the relevant trip listing to bring up all the details associated with that trip.

Currency conversion
A helpful currency converter allows you to keep track of how much things cost, and lets you know how much money you are really spending!

[Mobile app support](#)



[Privacy Policy](#) [Terms & Conditions](#) [Airline notice](#) [Opt out of mobile](#)
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Travelport ViewTrip Mobile Registration Page – Error Placement Example

Travelport ViewTrip™ Mobile

Welcome to your New Mobile Trip Assistant

Sign up for your mobile account

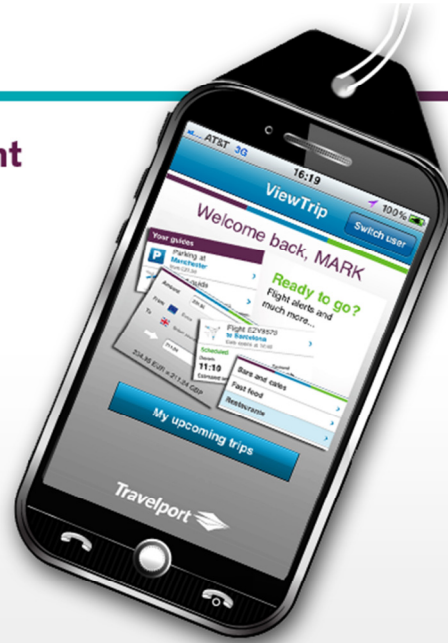
Jason, register your upcoming trip to Orlando.

❗ Password is required

<input type="text" value="Email address"/>	<input type="text" value="Confirm email address"/>
<input style="border: 2px solid red;" type="text" value="Password"/>	<input type="text" value="Confirm Password"/>

By signing up, I agree to the [mobile terms and conditions](#)

Sign up Already have an account? [Sign in](#)



Notify me when available for BlackBerry

Notify

View demo

Automatic itinerary delivery
An itinerary of all travel arrangements is shown for each trip, including scheduled transport, hotels and car hire.

5-day weather forecast
Plan what clothes to take and schedule your days' activities while on your trip with detailed weather forecasts.

Location-aware services
Useful location-based information on everything from nearby restaurants, places to visit, landmarks, attractions and much more.

Pro-active flight alerts
You are alerted to relevant flight information, by a pop up message appearing on your phone.

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[Mobile app support](#)



[Privacy Policy](#) [Terms & Conditions](#) [Airline notice](#) [Opt out of mobile](#)
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Travelport ViewTrip Mobile Demo in Light Box

Introducing Travelport ViewTrip™ Mobile
your free personal travel concierge

Step 1 of 14
Sign In Screen

There is a secure login system to identify all your travel information and also keep it safe from other people.

Use your account

Email address
abc@email.com

Password

Forgot password?

Sign in

Don't have an account?
How to sign up

Travelport ViewTrip Mobile Confirmation page

Once the traveler has completed filling out the pertinent information for obtaining a mobile account they will receive a confirmation page.

Travelport ViewTrip™ Mobile

Thank you for signing up

Your trip is now mobile ready!

What's next?

- Download the ViewTrip app
- Sign in with your email address and password

Get it for iPhone and Android smartphones.



[Mobile app support](#)



Privacy Policy | Terms & Conditions | Airline notice | Opt out of mobile
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 Travelport and the Travelport logo are trademarks of Travelport.

If the user has not already loaded the mobile application on their phone they can simply select the App Store button on the confirmation page.

In addition, the registered traveler will receive a confirmation email.


Travelport ViewTrip Mobile - Confirmation email

Travelport ViewTrip™ Mobile

Thanks for signing up, Danny!

PLEASE KEEP FOR YOUR RECORDS
 Your password is **abc123**


Ready to download the app?
 Get it from the app store



Pleasant Travels,
 Travelport ViewTrip team

Please do not reply. This is an unmonitored email address.

Travelport ViewTrip™ helps you get easy access to your reservation online.
 © 2011 Travelport Inc. All Rights Reserved

Travelport 


[mobile app support](#) | [give feedback](#) | [opt out of mobile](#)

Downloading the Travelport ViewTrip Mobile App

When the user selects the App Store button they will be taken to the Travelport ViewTrip Mobile App Store page where they will be able to download the app to their iPhone device.

Travelport ViewTrip Mobile App Store Page for iPhone

App Store > Travel > Mantic Point Solutions Ltd



Download

Category: Travel
 Updated: Jun 22, 2012
 Version: 1.4.0
 Size: 3.3 MB
 Language: English
 Seller: Mantic Point Solutions Ltd
 © 2011 Mantic Point Solutions and Travelport

Rated 12+ for the following:

- Infrequent/Mild Alcohol, Tobacco, or Drug Use or References
- Infrequent/Mild Profanity or Crude Humor

Requirements: Compatible with iPhone, iPod touch, and iPad. Requires iOS 3.2 or later

More iPhone Apps by Mantic Point Solutions Ltd

ViewTrip Mobile

Description

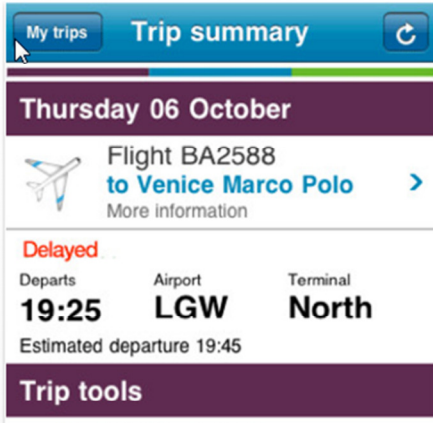
Looking for things to do while on the go or in the airport? Be ready to go with Travelport ViewTrip™ Mobile. Store all your itineraries in one place. Get up to the minute flight travel alerts, city guides, maps, directions, local weather and events, but also in-airport guides with information on dining and shopping!...

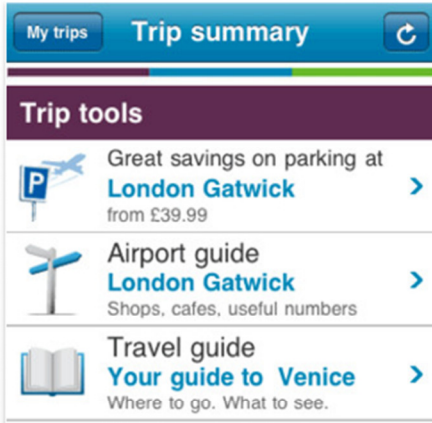
[Mantic Point Solutions Ltd Web Site >](#)
[ViewTrip Mobile Support >](#)
[Application License Agreement >](#)

What's New in Version 1.4.0

Now supports trips without flights.

iPhone Screenshots





- **Travelport ViewTrip Mobile app store page for Android**

ViewTrip Mobile
Mantic Point Solutions

★★★★★ (6)
INSTALL

Travelport

Monday 20 February
To Paris Charles De Gaulle
Flight AF1169
Departs Terminal Estimated arrival
19:50 T3 22:20
Scheduled [more](#)

Trip tools
Airport guide
Manchester
Shops, cafes, useful numbers

More from developer

- Vodafone Travel**
MANTIC POINT SOLUTIONS
★★★★★ (26)
Free
- Vodafone Travel Ireland**
MANTIC POINT SOLUTIONS
★★★★★ (4)
Free
- Gatwick Airport Guide**
MANTIC POINT SOLUTIONS
★★★★★ (15)
Free
- StreamThru**
MANTIC POINT SOLUTIONS
★★★★★ (9)
Free

Users who viewed this also viewed

- FlightView Free Flight Tra...**

Description

Be ready to go with Travelport ViewTrip™ Mobile. Looking for things to do while on the go or in the airport? Be ready to go with Travelport ViewTrip™ Mobile. Store all your itineraries in one place. Get up to the minute flight travel alerts, city guides, maps, directions, local weather and events, but also in-airport guides with information on dining and shopping!

Features:
All your upcoming trips in one place
Flight status and up to the minute travel alerts
In-airport activities and vouchers

Visit Developer's Website > Email Developer >

App Screenshots

Trip summary
Tuesday 24 January
To New York John F Kennedy
Flight AA101
Departs Terminal Estimated arrival
12:15 T3 15:20
Scheduled [more](#)

Your flight
Departs Terminal
08:30 T7
Cancelled
Arrives Terminal
20:15 T5
Monday 23 January
Your flight has been cancelled. Please contact your airline for more information.

Alternative flights
AA142 at 09:45
New York John F Kennedy To London Heathrow
American Airlines
V4 at 18:00
New York John F Kennedy To London Heathrow
Virgin Atlantic Airways
AA100 at 18:10
New York John F Kennedy To London Heathrow
American Airlines

ABOUT THIS APP
RATING: ★★★★★ (6)
UPDATED: June 14, 2012
CURRENT VERSION: 1.4.0
REQUIRES ANDROID: 2.1 and up
CATEGORY: Travel & Local
INSTALLS: 1,000 - 5,000
SIZE: 1.7M
PRICE: Free
CONTENT RATING:

Viewing new and changed itineraries on Travelport ViewTrip Mobile

Travelport ViewTrip itinerary emails have been enhanced so as to display new Travelport ViewTrip Mobile reminder messages once the user has registered. On occasions when the travel agency updates a PNR and sends a subsequent email to a traveler, Travelport ViewTrip will detect if the email address is already registered for Travelport ViewTrip Mobile and will send the itinerary information onto the mobile device. In addition, if a travel agency makes a new PNR and emails this to the traveler Travelport ViewTrip will detect the travelers email address and will push the itinerary to the registered mobile device.

If at any time the traveler indicates that Travelport ViewTrip Mobile does not have the latest version of the itinerary, the agency can resend the itinerary email again and Travelport ViewTrip will push the updated version to that registered traveler's mobile device.

Example of emailed itinerary on Galileo and Apollo ViewTrip

Travelport ViewTrip™


 **Get ViewTrip Mobile!**


This itinerary has been brought to you by Travelport ViewTrip and your travel provider.

For the latest information on your travel plans, view your itinerary at ViewTrip.com.

Reservation Number PWF5HO


[View Electronic Ticket Receipt](#)

 Itinerary Information	
Today's Date:	Tuesday, June 26, 2012
Reservation ID:	PWF5HO

 Agency Information	
DOCUMENT PRODUCTION1	
Galileo Centre Europe	
Swindon, WILTS SN5 9FX	
United Kingdom	
Agency Phone: 0793 888666-	

 Traveler	
ADAMS, DANETTE	

 **Get ViewTrip Mobile!**

 Flight - United Airlines Inc (UA) - 789		Monday, February 04, 2013	
United Airlines Inc Confirmation Number:	LC8RES		
Depart:	10:50 AM	Denver Intl Arpt (DEN)	
Arrive:	4:34 PM	Logan Intl Arpt (BOS), Terminal C Boston, MA	
Flight 789	Non-stop		
Class of Service:	ECONOMY (Y)		
Equipment:	Airbus A320	Flying Time:	3:44
Meal Service:	Food to buy		
In-Flight Services:	Non-smoking		

Status Confirmed (HK)



Flight - United Airlines Inc (UA) - 339

Thursday, February 07,
2013

United Airlines Inc Confirmation Number:	LC8RES		
Depart:	7:45 AM	Logan Intl Arpt (BOS), Terminal C Boston, MA	
Arrive:	10:33 AM	Denver Intl Arpt (DEN)	
Flight 339	Non-stop		
Class of Service:	ECONOMY (Y)		
Equipment:	Airbus A320	Flying Time:	4:48
Meal Service:	Food to buy		
In-Flight Services:	Non-smoking		

Status Confirmed (HK)

ViewTrip.com is a means of displaying your reservation via the Internet.
Please contact your Travel Provider for changes or reservation information.
Thank you.

Carriage and other services provided by the carrier are subject to conditions of carriage, which are hereby incorporated by reference. These conditions may be obtained from the issuing carrier.

[Airline Notice](#)

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Example of emailed itinerary on Worldspan ViewTrip[View itinerary online](#)

Travelport ViewTrip™

**Get ViewTrip Mobile!****Itinerary****Travel Plans for ISSEL CARSON**

Worldspan Reservation ID NBOCBC

Flight - Delta Air Lines Inc		Wednesday, March 20, 2013
Confirmation Number:	HGHYJD	
Flight Number:	DL1017	
Class:	COACH	
Depart:	Atlanta Hartsfield-Jackson Int'l Arpt Atlanta, GA USA Terminal S 12:15 , Wednesday, March 20	
Arrive:	Denver Int'l Arpt Denver, CO USA 13:28 , Wednesday, March 20	
Seat:	Not Assigned	
Meal:		
Aircraft:	Boeing 737-800	
Stopovers:	0	
Mileage:	1207	
Travel Time:	3:13	
Flight - Delta Air Lines Inc		Monday, March 25, 2013
Confirmation Number:	HGHYJD	
Flight Number:	DL1316	
Class:	COACH	
Depart:	Denver Int'l Arpt Denver, CO USA 12:00 , Monday, March 25	
Arrive:	Atlanta Hartsfield-Jackson Int'l Arpt Atlanta, GA USA Terminal S 16:50 , Monday, March 25	
Seat:	Not Assigned	
Meal:		
Aircraft:	Boeing 757-200/300	
Stopovers:	0	
Mileage:	1207	
Travel Time:	2:50	

Note: If your software does not open the hyperlink above, try clicking on the link below or copying the entire text of the link below and pasting it into your browser's address field:

<https://mytripandmore.com/NBOCBC.pnr?ID=6156457>

https://mytripandmore.com/MobileBeta/SignUp.aspx?pnr=NBOCBC&Link_Clicked=Mail

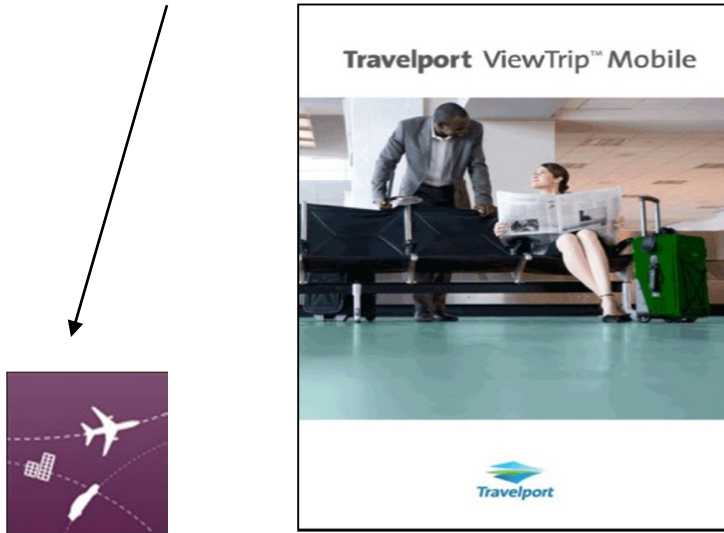
Travelport ViewTrip Mobile features

Once the user has registered and downloaded the Mobile application they can fully experience the many features that the application provides.

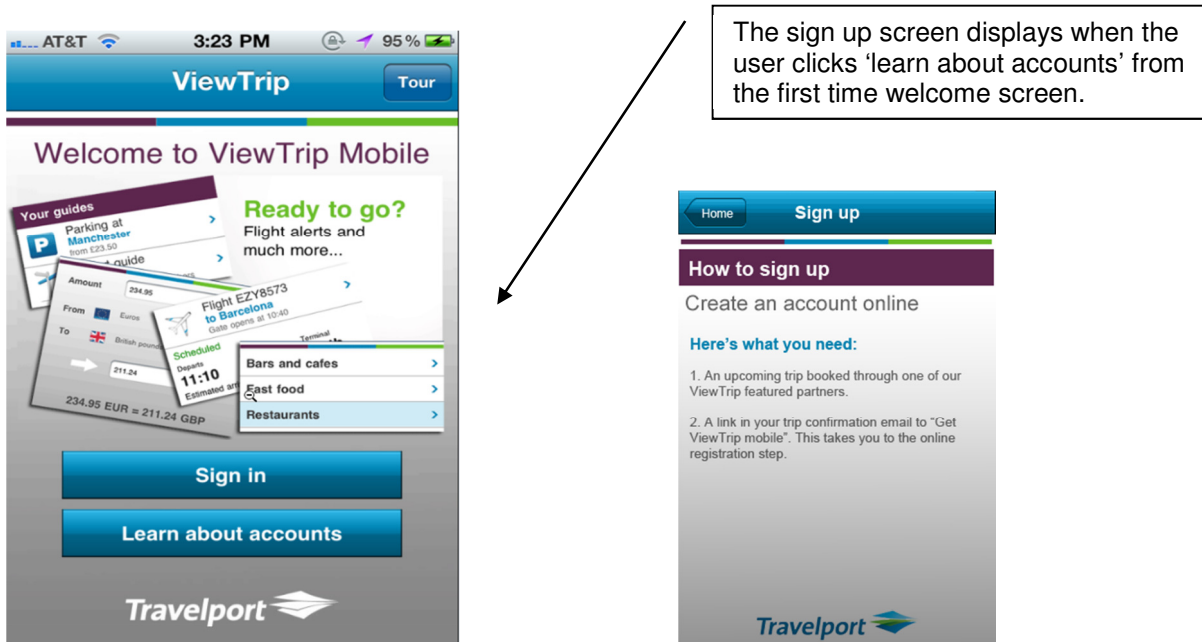
Travelport ViewTrip Mobile features

- **Trip List** of all the traveller's upcoming trips.
- **Itinerary is Automatically Sent** to the mobile device of the traveller.
- **Flight Status** and detailed **Airport Guides**.
- **Pro-Active Flight Alerts** the information is available on the mobile with the traveler being alerted by a pop-up message.
- **Push Messages** to pick up their currency as well as other helpful reminders to ensure a seamless passage on their journey.
- **5-day Weather Forecast**.
- **Currency Conversion** tool which offers conversions to and from most currencies.
- **Travel Guide** offers suggestions and information on top places, sightseeing, shopping, sleeping, eating, maps and more.
- **Events Guide** is useful for finding information on top events, festivals, arts, food, music, nightlife and more.
- **Itinerary Management** with a few easy touches you can add events you decide to track to your automated itinerary.
- **Location Aware Services** whether at your destination, origin or somewhere in between you can find local events and guides based on where you are located.

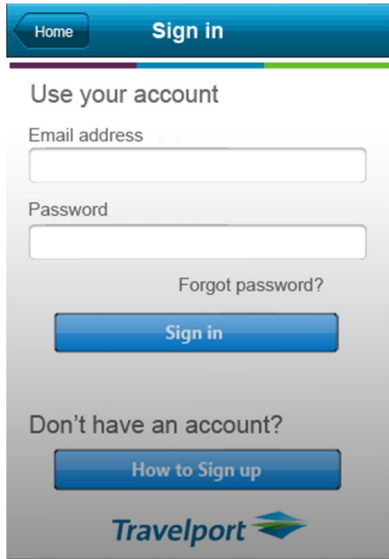
Access the App by tapping the Travelport ViewTrip Mobile icon



The Travelport ViewTrip Mobile welcome screen displays after the boot up screen.



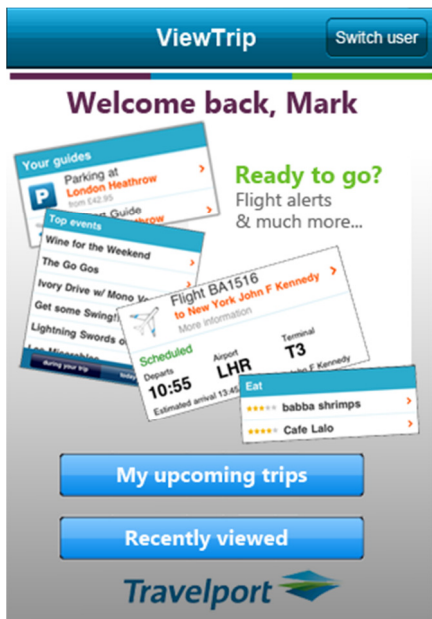
The Sign in screen displays when the traveler clicks 'Sign In'. The traveler only needs to sign in if they are not already or if they wish to sign in as a different traveler. If they are already signed in the Travelport ViewTrip home screen will display.



Clicking on 'sign in' will authenticate the traveler and display the trip list screen

Clicking on 'how to sign up' will display the sign up screen with information on how to register from Travelport ViewTrip

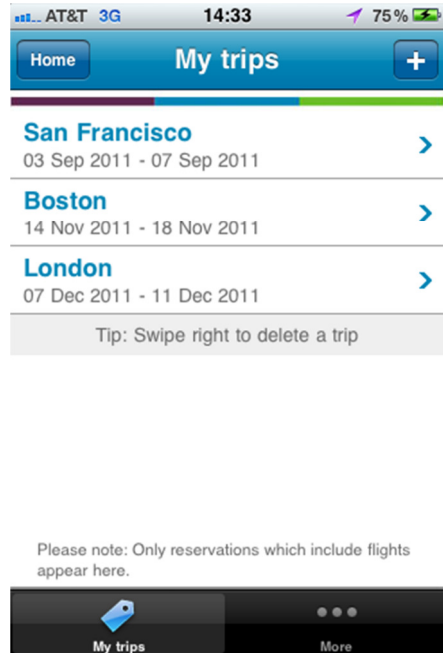
The Travelport ViewTrip home screen will display when the user is signed in and accesses the mobile application or when the user returns to the home screen.



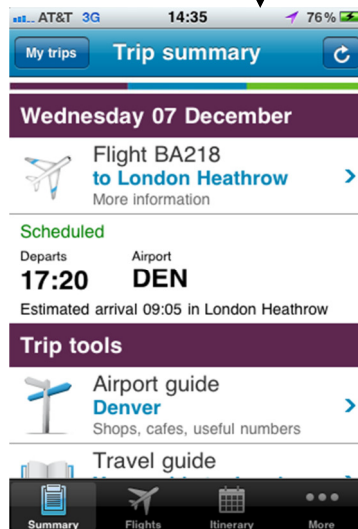
Clicking on 'My upcoming trips' will display the trip list

Trip List

The trip list displays a list of upcoming trips (itineraries) sorted by the first flight in the traveler's PNR. Passive segments will be displayed in the mobile app in the traveler's trip list. This screen displays after the traveler signs in or after the traveler navigates to this screen by either clicking on 'My upcoming trips' or by clicking the back button from other screens.

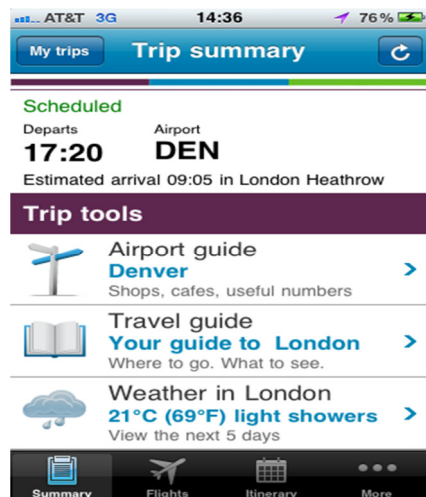


The trip summary page displays when the traveler selects a trip from their trip list



Trip Summary

From the Trip list page the traveler can select one of the trips to move to the Trip summary screen. If the traveler scrolls down on the Trip summary page they will see trip tools.

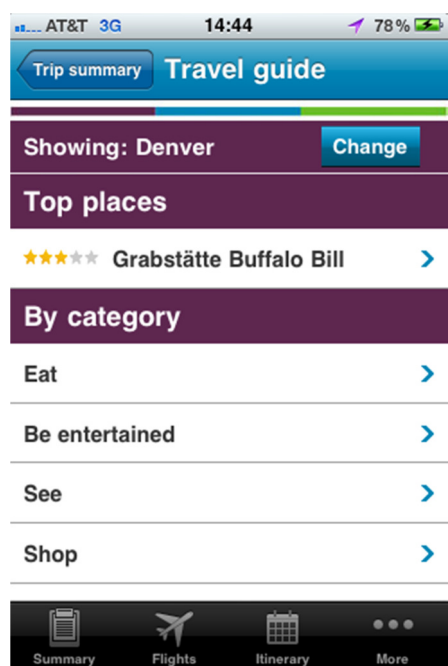
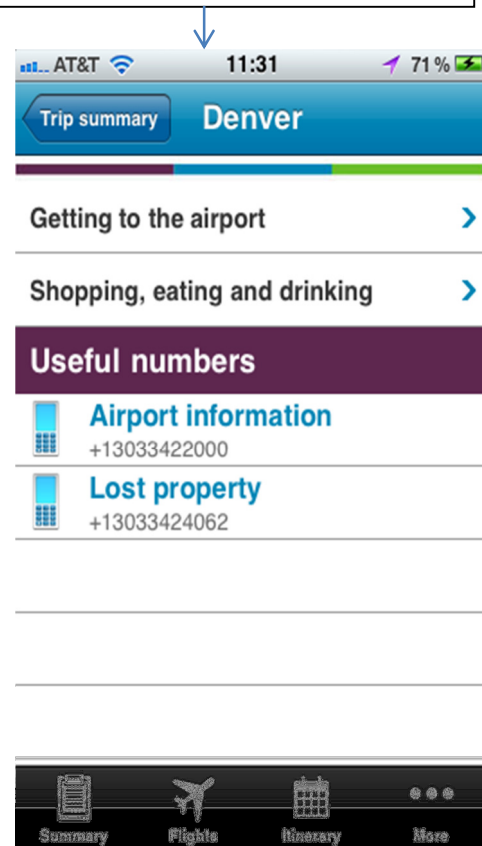


You will see in the trip tools; Airport guide Travel guide and Weather

If the user selects the Weather button they will get a 5 day forecast



If the user selects airport guide it will display useful numbers and airport information for departing city



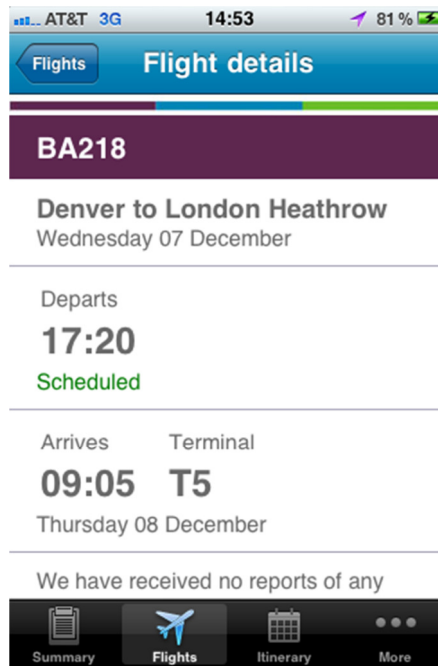
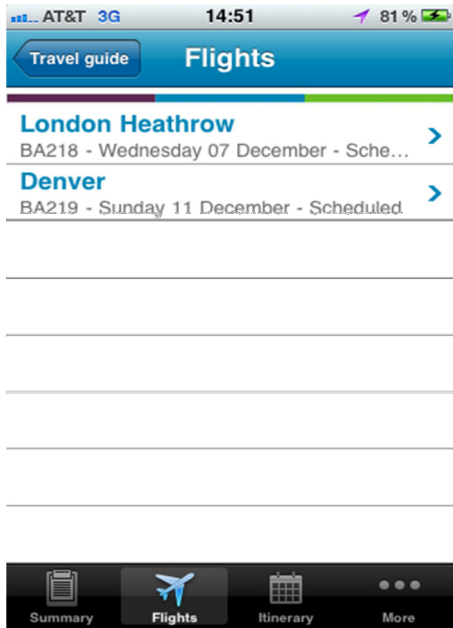
If the user selects travel guide they will be given information on such things as restaurants, shopping etc.

Trip Summary (continued)

From the Trip Summary page four icons appear on the bottom of the navigation bar. These are:

- Summary
- Flights
- Itinerary
- More

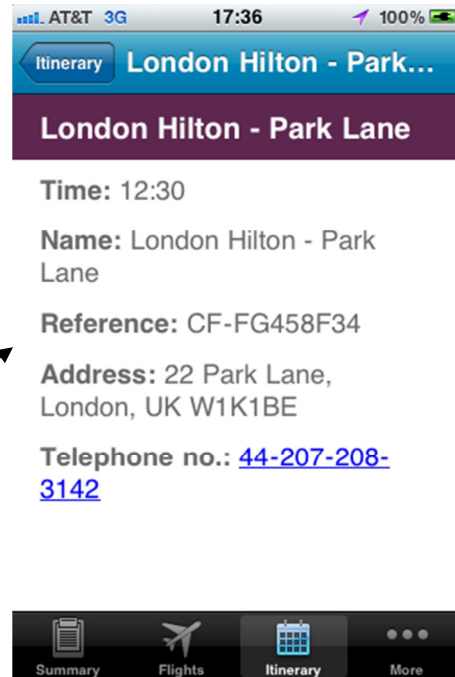
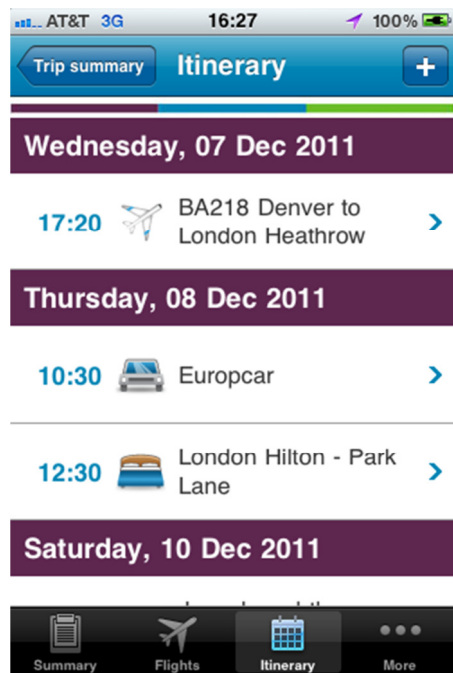
Flights



Itinerary

If the user then clicks the itinerary icon at the bottom of the navigation bar the flight details page will display. This is a copy of the complete itinerary if the user has a car and hotel booked they can simply scroll up and down to see all of the itinerary events.

Here is an example of what a hotel segment within the itinerary would look like:



Adding non GDS segments

The traveler can add additional segments to their Trip list in the mobile app. These would be segments that have not been booked or stored in a PNR. The Add a trip screen displays when the user clicks on the “+” sign from the trip list screen. Any additional information that the traveler may have added will only display on the Travelport ViewTrip Mobile app, it does not get sent back to Travelport ViewTrip and will not appear on viewtrip.com or mytripandmore.com.

My Trips Add a trip 1/4

Tell us about your trip

Select the date of your outbound flight

February	23	2009
March	24	2010
April	25	2011
May	26	2012
June	27	2013

Cancel Next

Password Reset

Clicking on the ‘forgot password’ link from the sign in page will direct the traveler to the ‘send me my password’ page. The system does not reset your password.

Travelport ViewTrip™ Mobile

Sign in

Email address:

Password: [Forgot password?](#)

Sign in

Why sign in?
Sign in to confirm your
ViewTrip mobile account.

The traveler needs to provide their email address and select ‘send password’. This will tell the system to retrieve the traveler’s password.

Password Reset (continued)

Travelport ViewTrip™ Mobile

Send me my password

Email address:

The system will generate this message and also send the traveler's password to their email address.

Travelport ViewTrip™ Mobile

Check your email

Password sent to iforgot@me.com

You can close this window to continue

Travelport ViewTrip™ Mobile

Hello, Danny!

PLEASE KEEP FOR YOUR RECORDS

Your password is **abc123**

Pleasant Travels,
Travelport ViewTrip team

Please do not reply. This is an unmonitored email address.

Travelport ViewTrip™ helps you get easy access to your reservation online.
© 2011 Travelport Inc. All Rights Reserved

[mobile app support](#) | [give feedback](#) | [opt out of mobile](#)



Traveler will receive their password by email

Travelport ViewTrip Mobile sign in page

The traveler will need to sign in to the mobile app if they are currently signed out. If the traveler is using a different laptop they may need to sign in to authenticate themselves.

Travelport ViewTrip™ Mobile

Sign in

Email address:

Password: [Forgot password?](#)

Why sign in?
Sign in to confirm your
ViewTrip mobile account.

 [Privacy Policy](#) [Terms & Conditions](#) [Airline notice](#) [Opt out of mobile](#)
© Travelport LP All rights reserved

The Mobile Opt Out page will display when the user clicks on the “mobile opt out” link from:

- The itinerary email
- The Travelport ViewTrip registration confirmation page
- The registration confirmation email
- The password sent email

Travelport ViewTrip™ Mobile

Thank you for using our service

Your mobile account has been deleted, you will no longer receive mobile access to trips and notifications.

Please give us feedback

We would like to hear from you.

 [Privacy Policy](#) [Terms & Conditions](#) [Airline notice](#) [Opt out of mobile](#)
© Travelport LP All rights reserved

Travelport ViewTrip Mobile sign in page (continued)**Travelport ViewTrip™ Mobile****Opt out of mobile****We're sorry to see you go**

Please confirm the account you wish to delete.

<p>Email address:</p> <input type="text"/>	<p>What is opt out? We will delete your ViewTrip mobile account which allows you to view your trips in a mobile app.</p>
<p>Password: Forgot password?</p> <input type="password"/>	
<input type="button" value="Opt Out"/>	



[Privacy Policy](#)
[Terms & Conditions](#)
[Airline notice](#)
[Opt out of mobile](#)
 © Travelport LP All rights reserved

Error Messages**Error messages that may be encountered during the registration process:**

The following Travelport ViewTrip form validation will be performed on the registration page before sending data to enable a successful registration:

- If the email is invalid or blank, the following error message will display: **"Provide a valid email address."**
- If the email is valid, but the email and confirm email fields do not match, the following error message will: **"Email addresses do not match."**
- If the password field is blank, the following error message will display: **"Provide a password."**
- If the password field doesn't meet rules, the following error message will display: **"Password must contain at least 6 characters, and include at least 1 number."**
- If the passwords do not match, the following error message will display: **"Passwords do not match."**
- If the mobile number is invalid or blank, the following error message will display: **"Provide a valid mobile number."**

Once the registration form has been completed and the 'submit' button clicked, the system will validate the registration. The registration page will display the error message:


- If the email is already registered, the following error message will display: **"You are already registered, [sign in](#)."**
- If the ViewTrip Mobile user account was not created because of technical issues, an error code will display.
**"Technical Difficulties
Sorry, we are unable to continue at this time.
Please try again later or send email to viewtripmobile@travelport.com for support."**

Clicking on the link will open an email with the address in the “to” field and with the subject “Mobile Support”

Error Example:

Travelport ViewTrip™ Mobile

Technical difficulties

 Sorry, we are unable to continue at this time.
Please try again later or send email to viewtripmobile@travelport.com for support.

Error messages that may be encountered during sign in of the mobile app:

- If the email field is blank, the following error message will display: “Provide your email address.”
- If the password field is blank, the following error message will display: “Provide your password.”
- If the email or password is invalid, the following error message will display: “Incorrect email address or password.”
- If the user account was not authenticated due to technical issues, the following error message will display:

“Technical Difficulties

Sorry, we are unable to continue at this time.

Please try again later or send email to viewtripmobile@travelport.com for support.”

Clicking on the link will open an email with the address in the “to” field with the subject “Mobile Support”

Error messages that may be encountered when traveler is providing feedback via email:

The following form field validation will be performed on this page:

- If the email field is blank, the following error message will display: “Please enter your email address.”
- If the password field is blank, the following error message will display: “Please enter your password.”
- If the email or password is invalid, the following error message will display: “Incorrect email address or password.”
- If the user account was not inactivated/deleted due to technical issues the following error message will display:

“Technical Difficulties

Sorry, we are unable to continue at this time.

Please try again later or send email to viewtripmobile@travelport.com for support.”

Clicking on the link will open an email with the address in the “to” field with the subject “Mobile Support”

Error messages that may be encountered when validating password;

- If the email is blank, the following error message will display: "Please enter your email address."
- If email is not valid, the following error message will display: "We could not find any record of member [email address]."
- If the system is unable to authenticate the account or retrieve the password due to technical issues, the following error message will display:

"Technical Difficulties
Sorry, we are unable to continue at this time.
Please try again later or send email to viewtripmobile@travelport.com for support."

Error messages that may be encountered when opting out of mobile service

- If the email field is blank, the following error message will display: "Please enter your email address."
- If the password field is blank, the following error message will display: "Please enter your password."
- If the email or password is invalid, the following error message will display: "Incorrect email address or password."

Additional Information**Mobile Product FAQs****1. What are the minimum requirements to run ViewTrip Mobile?**

ViewTrip Mobile will run on all apple devices that have iOS version 3.2 and above. Devices without telephone services (e.g. iPod) will not be able to utilise any click to call features. Devices without GPS will not be able to utilise location based services.

2. Is my personal information safe with ViewTrip Mobile?

We take your privacy seriously. ViewTrip Mobile is owned and operated by Travelport in partnership with Mantic Point Solutions Ltd, a UK company backed by Rolls-Royce plc. We promise to store your personal details safely and we fully comply with the requirements of the UK Data Protection Act.

3. Will ViewTrip Mobile work on my phone?

ViewTrip Mobile is currently available for iPhone (running iOS version 3.2 and above). We'll support other types of mobile devices in the coming months.

To use ViewTrip Mobile, you'll need to download the application from the App store.

You will incur data charges from your mobile operator when you use the ViewTrip Mobile app. We've tried to keep data access to a minimum, but if you are unsure about the potential data charges on your phone, please ask your mobile operator. Depending on your contract, you may find some costs are included in your existing price plan or that you can buy a data bundle that allows you to access data at a lower cost. And, in the UK if you don't have a specific data bundle, most mobile operators cap their data access charges at £1 per day.

4. Do I have to pay roaming charges when I use ViewTrip Mobile?

If you connect to the network when you are abroad, you will incur data roaming charges. For example, when the application is running, it checks the server for updates periodically, which involves the exchange of a small amount of data, and browsing the travel guide or events guide also involves data access.

If you are unsure of the potential charges for accessing data on your phone from abroad, we strongly advise you to check with your mobile operator.

5. I've registered for ViewTrip Mobile, what do I need to do to use the ViewTrip Mobile app?

To use the app, you will need to download the application from the App store and then sign in using your registered email address and password.

6. I have not booked my trip yet, can I still sign up for ViewTrip Mobile?

You will need to have an itinerary on ViewTrip to sign up for ViewTrip Mobile.

7. Why is my ViewTrip itinerary not showing up in the mobile app?

If you received your itinerary email from ViewTrip your mobile account should be updated with your trip information. If you don't see your trip in the app trip list do one of the following:

- from My Trips page, swipe down to refresh the list
- go to Switch user and sign in again with your credentials

If you still don't see your trip, do one of the following:

- Access your itinerary email and click on the link to view your itinerary on ViewTrip online. If the sign in link appears on the Itinerary, sign in to mobile.
- From the ViewTrip Itinerary page online, click on Email Itinerary and email the itinerary to your mobile email address.
- Ensure your travel provider uses the same email address with which you registered and ask your travel provider to email your itinerary to your mobile email address.

8. Why is some of my itinerary not showing up in ViewTrip Mobile?

ViewTrip mobile currently supports flight, car, hotel and train. Other types of travel itineraries will be added soon.

9. If my itinerary is cancelled will I see the update in ViewTrip Mobile?

Yes, if your itinerary is cancelled and an updated copy of the email is sent you will also get a refreshed copy on your mobile device.

10. How do I view my entire itinerary in the mobile app?

Click on the desired trip from the My Trips page. The trip summary displays. Click on the Itinerary icon at the bottom of the page to display your itinerary. Click on each itinerary item to view details for each item. In addition you can click on the Flights icon at the bottom to display all your itinerary flights.

11. I received my itinerary email from ViewTrip with the changes to my hotel reservation. The trip is in my app but I don't see the hotel update in the itinerary page on the app. What should I do?

If you received your itinerary email from ViewTrip and it was sent to your mobile email address, your mobile account should be updated with your trip information. If you don't see your changes in the tinerary on the app go to the trip summary page and click the refresh button on the top right corner. This will update the trip summary and itinerary pages.

If the email was not sent to your mobile email address do one of the following:

- Access your itinerary email and click on the link to view your itinerary on ViewTrip online. If the [sign in](#) link appears on the Itinerary, sign in to mobile.
- From the ViewTrip Itinerary page online, click on Email Itinerary and email the itinerary to your mobile email address.
- Ask your travel provider to email your itinerary to your mobile email address.

12. Can I change my mobile email address?

Once you have registered for mobile you will not be able to change the email address for your mobile account. If you need to use a different address you will need to register for mobile again, using the new email address and opt out of mobile using the old address. Mobile app information will not be transferred from the old email account to the new one, so you will lose all information that was in the previous account. You should advise your travel provider of your new mobile email address.

13. What happens if I upgrade to a new phone, I know I will need to download the app again, but will my existing trips transfer over to my new phone?

Trips will get sync'd from the server to the new phone when you first login. Trips that have expired during the phone switch over will not get sync'd to the new phone.

14. Can I view my trip details when I am offline?

For the trip you are currently viewing, the information you have already viewed will be available to view offline, the ability to view offline will be lost if you change trip. Offline capability is not available for the guides (airport, event, destination).

15. Can I download to my calendar?

This feature is not available.

16. Can I send my trip details from my phone to my friends or family? Can I forward to another email address?

This feature is not available.

17. Once I have completed my trip, is it automatically deleted from my trip list?

When the trip expires it will be deleted, 2 days after your last flight.

18. I have registered and downloaded the app, but I still see the 'Get ViewTrip Mobile' link on the ViewTrip email, what do I do?

If you are registered but are still seeing the link to register, one of the following may be the reason:

- A recipient of your email is not registered for ViewTrip mobile
- The email was not sent to your mobile registered email address

If you are seeing your trip in the mobile app then you don't need to do anything and you can ignore the link. If you are not seeing your trip in the app, ensure the email was sent to your mobile email address. If the email wasn't sent to your mobile email address, click on the link from the email to view your itinerary on ViewTrip online. From the Itinerary, go to Email Itinerary and email the itinerary to your mobile email address.

19. I booked my flight through my agency but my hotel directly with the supplier, how do I add it to the itinerary on my mobile and where does it display?

To add the hotel, select the "+" button on the top right of the itinerary page. The Add activity page will display. Select "hotel" from the list of activities and enter the desired hotel information on the subsequent pages. Once you have added the hotel, it will display in the itinerary page.

20. Do I need to sign into the app with my name/record locator to see my itinerary, as I have to on ViewTrip.com?

To sign into the mobile app, you will need to enter the email address and password you created during the mobile registration process. Once you are in the app, your ViewTrip itinerary should be in your trip list. After you've signed in, the app remembers who you are, so you shouldn't need to sign in again.

21. I want to check I have the latest version of my itinerary on my mobile, how do I ensure I have the latest version?

To ensure you have the latest version of the itinerary in the mobile app do one of the following:

- Access your itinerary email and click on the link to view your itinerary on ViewTrip online. If the [sign in](#) link appears on the Itinerary, sign in to mobile.
- From the ViewTrip Itinerary page, click on Email Itinerary and email the itinerary to your mobile email address.
- Ask your travel provider to email your itinerary to your mobile email address.

Access your mobile app and go to the trip summary page. Click on the refresh button on the top right corner to refresh the trip summary and itinerary pages.

22. If I registered for ViewTrip Mobile and I am cc'd in a subsequent ViewTrip email, will I receive the itinerary details to my mobile?

If you are a traveler on the itinerary and the itinerary is sent to your mobile email address, you should receive the itinerary update in your mobile app.

23. I deleted my cookies on my machine – what effect will this have on VT mobile?

ViewTrip uses a cookie to identify you as a mobile user. This cookie is needed for ViewTrip to send itinerary updates to your mobile app when you view your itinerary online. Next time you view your itinerary on ViewTrip online you will see the Get ViewTrip mobile and sign in links on your itinerary. Click on sign in and enter your mobile email address and password to sign into mobile. This will create a new cookie on your machine and will allow ViewTrip to recognize you as a registered mobile user.

24. What information do I need to provide Travelport to troubleshoot an issue with mobile?

You will need to provide the itinerary reservation number and mobile email address of the user.

25. I am seeing an “unable to connect to server error” when I try to use the app. What should I do?

This error occurs when there is no data connectivity on the phone. Go to the browser on your phone and try to access a web page. If you cannot access the page, you are not getting a proper connection to your phone. Try to go to a location where there is a mobile signal. If you are able to access a web page, try using the app again.

26. I no longer want to use the ViewTrip Mobile Services, how do I opt out of this app?

ViewTrip Mobile options for opting in or out can be located in ASKTravelport answer #37568, which can be located at:

http://travelport-english.custhelp.com/app/answers/detail/a_id/37568

Mobile App FAQs**1. How do I get started with the app?**

The first time you launch the ViewTrip mobile app, you'll see the option to sign in. You'll be asked to enter the email address and password you used to register for mobile. Once you've signed in, the app remembers who you are, so you shouldn't need to sign in again.

Note: you can sign in as a different user by choosing "More > Sign in / switch user" from the application menu.

2. How do I navigate around the app?

Each time you re-visit the ViewTrip mobile app, you'll be given the choice to visit your trip list or your last viewed trip. Your trip list, as its name suggests, lists all your ViewTrip trips and any trips you've entered manually into the app. You can add and delete trips from here or select a trip to view its summary. When viewing a trip, you'll see a menu bar at the bottom of the page allowing you to access the trip summary, a flights list, your itinerary and a more option.

The more option lets you go back to your trip list, switch users, add a new trip. It also lets you view other content relating to your trip that may or may not currently be visible on your trip home page. It also allows you to switch to offline mode.

3. How do I add a trip in the app?

When you register for mobile, ViewTrip will automatically send your trip information to the mobile app. In addition, subsequent trips booked by your agency will also appear in your app provided your itinerary is sent to your mobile email address.

If you need to add a non-ViewTrip itinerary, select the "+" button on the top right of the trip list page.

For each flight, select the date using the calendar control, enter the first few letters of your departure airport then choose "Next" to pick your airport from a list, do the same thing for your destination airport, then pick your flight from the list of flight numbers displayed. At this point, choose if you wish to add your return flight, in which case you'll need to pick your return date and then choose your flight from the list of flight numbers displayed.

You'll then have the option to add additional flights (e.g. if you are travelling on a multi-leg journey). Once, you've added all your flights choose "Finish" and the app then takes you back to your trip list.

To view the details of your new trip, select it from your trip list.

Note: If you add a trip and are departing on the same day, it can take up to 15 minutes to display the latest flight status.

To refresh your trip data, swipe down on the trip list page.

4. How do I delete a trip?

To delete a trip go to your trip list. Then stroke the trip entry you want to delete on your screen from left to right, to reveal a delete button. Click the delete button to delete your trip.

If you delete an agency booked trip from the app, it will not cancel your booking. The reservation will still be available on ViewTrip online.

Please note: use this feature with care; once you've deleted a trip this action cannot be undone.

5. What is in my trips?

My trips page displays a list of your upcoming trips. The Trip Destination displays for each trip in the list. The calculation of what the Trip Destination is differs depending on if you are on a return trip or not.

A return trip is one where you are returning on the last flight to the city you set off from on the first flight.

If the trip is a return trip, then the Trip Destination is the place you spend the most time. The time spent in one place is calculated as the difference between the arrival time at that location and the departure time of the next flight.

If a trip is considered not to be a return flight then the Trip Destination is considered to be the Arrival City of the last flight.

6. What is in the trip summary?

The trip summary page is the heart of the ViewTrip mobile app, it acts like a dashboard giving you a "here and now" view of the most important information for the current stage of your journey. The content of the trip summary page changes throughout your journey. For example when you are travelling to the airport you might see flight information and traffic reports, whereas when you are at your destination you'd see a travel guide and events guide.

The app uses a number of sources to calculate the current stage of your trip including your itinerary and real-time flight status data.

Each piece of content displayed on the trip summary is a button - you can click any button to get more information about the selected content. For example, the trip summary page will show today's weather forecast for your destination, click the button to view an extended 5-day forecast.

When viewing a trip, you can go back to the trip summary page at any time, by selecting the summary icon from the main menu bar.

To refresh the trip summary and itinerary pages, click on the refresh button on the top right corner of the trip summary page.

7. What is in the itinerary?

Your itinerary provides a day by day list of activities you've planned for your trip. Click on an item to view more detail.

You can add travel insurance, car hire, accommodation, taxis, etc. by clicking the "+" button on the top right of the itinerary page. You'll need to choose the type of event you'd like to add. Then enter the date (and if appropriate the time of the event), followed by some basic details about the event including booking references / policy numbers, etc.).

You can also add events to your itinerary from the app event guide - when viewing an event you plan to attend, simply select the 'Add to itinerary' option (and if the event takes place on multiple dates, select the date you plan to attend).

To delete an event from your itinerary, stroke the event you want to delete on your screen from left to right, to reveal a delete button. Click the delete button to delete the event from your itinerary.

When viewing a trip, you can access your itinerary at any time by clicking the itinerary icon on the main menu bar.

To refresh your itinerary, click on the refresh button on the top right corner of the trip summary page.

8. What information is displayed for flights?

A summary of your current flight's status is shown on the trip summary page, when you are travelling. You can click on the flight summary to view more detail about your flight.

At any time, you can check the status of any flight in your itinerary, by clicking the flight icon in the main menu. This will list all of your flights. You can click on the flight you are interested in to view more detail.

The extended detail view of your flight shows the scheduled and expected departure time of your flight, the scheduled and expected arrival time of your flight. You'll also see your departure and arrival terminals and, where available, your departure gate.

9. What are some of the travel tools available in the app?

a. Airport Guide

Currently, we have terminal level airport guides for around 100 of the largest airports worldwide. We're adding new airports all the time and increasing the content available in our existing guides. For major airports we've collected information about how to get to the airport, how to get from the airport, useful telephone numbers, and details of retail outlets, bars, cafes restaurants, etc.

You'll see the airport guide available as a link on your trip summary page, whenever you are travelling to or through an airport.

The content in the airport guides changes depending if this is your originating airport, if you're connecting to another flight at the airport, or if you've just arrived at your destination.

b. Traffic Reports

Traffic reports are currently available for departures from UK airports. We'll be adding other countries soon.

Traffic reports are accessed from the home page, when you're travelling to the airport. Click on the home page summary to view details of traffic incidents and road works that could affect your journey to the airport.

Select an incident to see more details and to view the location of the incident on a map.

c. Car Parking Reminder

When you reach the airport, you'll be able to store your parking space by clicking the reminder button on your home page. Enter your parking space or row number. This information is saved into your itinerary (on your return date) so it's available as a reminder when you get back to the airport.

d. Weather Forecast

Click on the weather summary from the trip summary page, or choose "More > Weather" from the menu bar, to view a 5-day weather forecast for your destination. By scrolling down you can also view a weather forecast for your departure point.

e. Travel Guide

Visit the travel guide to discover the best landmarks, restaurants, nightlife, culture, etc. at your destination. The content is provided by Qype and includes reviews and ratings provided by their community of users.

At certain stages of your trip, the travel guide will be accessible from your trip summary page, however at any time, you can view the travel guide by choosing "More > Travel guide" from the menu bar.

You can choose to view the travel guide for your trip destination (as calculated by the app when you added your trip) or for your current location.

By default, you'll be shown a list of the top-rated landmarks for your destination. To view other places, scroll down to view a list of place categories. Select the category you are interested in to view a list of associated places.

You can view the details of any listed place by clicking on it. Details available include the address and user rating. Click on the triangle next to "Reviews" to see what Qype users think of the place (note: these reviews may be in different languages). Click the link to view the location of your selected place on a map.

Qype was chosen for the app travel guide because they provide good coverage worldwide although inevitably, you will find more content available for major cities and resorts than for less popular destinations.

f. Events Guide

Visit the events guide to find out what's on at your destination during your stay. This content is provided by Eventful, the world's largest events database.

At certain stages of your trip, the events guide will be accessible from your trip home page, however at any time, you can view the events guide by choosing 'More > Events guide' from the menu bar.

You can choose to view the events guide for your trip destination (as calculated by the app when you added your trip) or for your current location. This way, if you go on an excursion to another town, you will still be able to see what's on locally.

By default, you'll be shown a list of the top-rated events for your destination during your stay across all categories. To view specific types of event scroll down to select a specific category of events.

You can view the details of any event by clicking on it. Details available include a description, the venue, the start time and the cost. Where the event has a physical location (excludes tours), click the link to view the venue on a map. If you decide to attend the event, you can click 'Add to itinerary' if the event runs on multiple days we'll let you pick the date you'd like to attend (and we only show dates when you're at this destination).

Eventful was chosen for the app events guide because of the extent of worldwide coverage offered although inevitably you may find events happening in major cities and resorts than for less popular destinations.

g. Notifications

Occasionally for example during periods of disruption, Travelport ViewTrip Mobile app may send ad-hoc messages to you providing useful information about your flight, airport or destination. This message will appear as a 'pop-up' within the mobile app. You can choose to cancel the message or to save it. If you choose to save the message you can view it again at any time by visiting 'More > Saved messages' from the main menu bar.

10. How do I switch between trips?

If you travel frequently, you may have more than one trip at a time set up in Travelport ViewTrip Mobile. Select 'More > Trip list' from the main menu bar to switch between trips in the app.

This will list your trips by destination in date order. Select the trip you would like to view. This will take you to the trip summary page for that trip.

11. What is the offline mode?

You can choose to work offline, which saves details of your trip locally on your phone so that you can view it when you don't have a network connection (e.g. to avoid roaming charges when you are abroad).

To work offline from the trip summary page of your current trip choose 'More > Offline mode' from the main menu bar and ensure Offline mode is switched to "On". You'll see a message box telling you that you are now working offline with saved data. Travelport ViewTrip Mobile saves the pages of the trip you've visited in the current session for later use offline.

The next time you open the app when you get to the trip summary of your last viewed trip, you'll be working offline using previously saved data.

In offline mode, you'll see your itinerary, the 5-day weather forecast, and the status of any upcoming flights but only if you had visited these pages before going offline.

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