

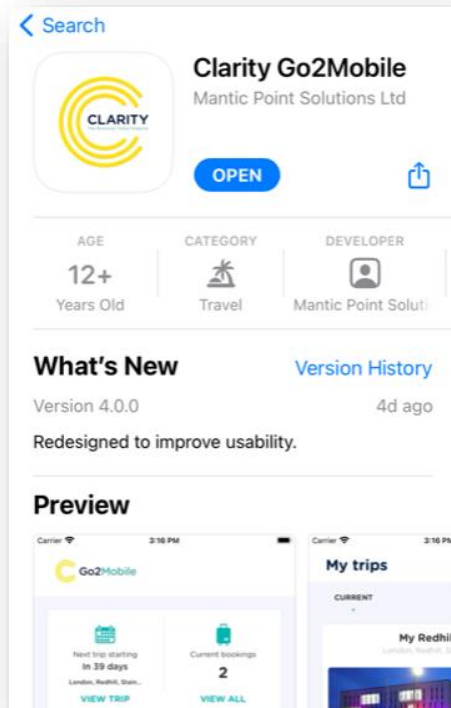
**Go2Mobile**

# **Go2Mobile Quick Start Guide**

Clarity guide to using the mobile traveller app

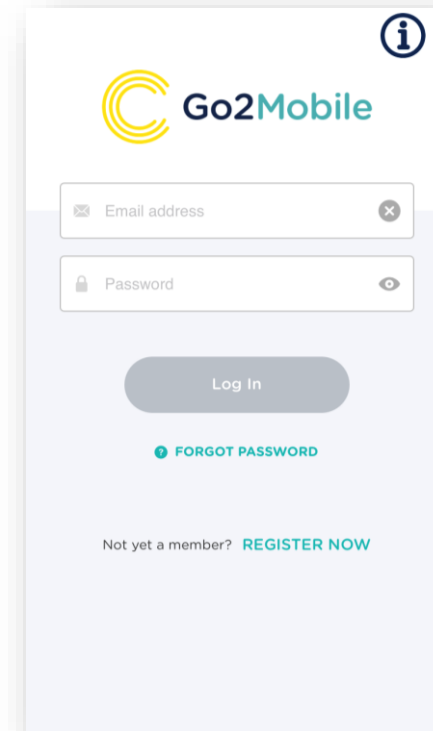
## Step 1

Download the app from app store or google play store. In the search function, please enter "Go2Mobile" and install.



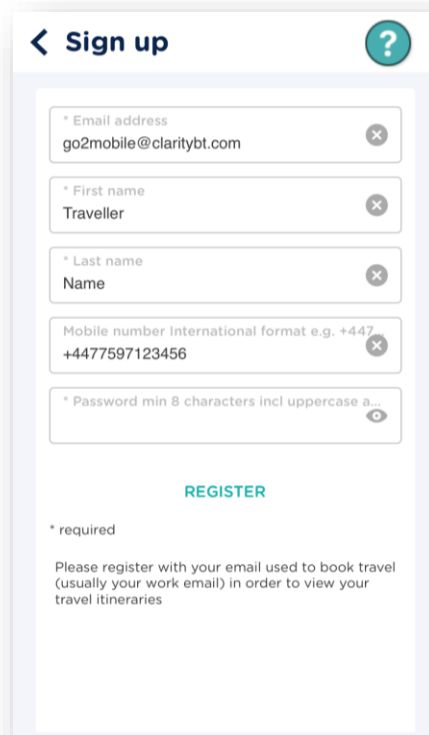
## Step 2

Register - before you access the Go2Mobile App you will need to go through an initial set up. Please click the green "Register Now" button to do this.



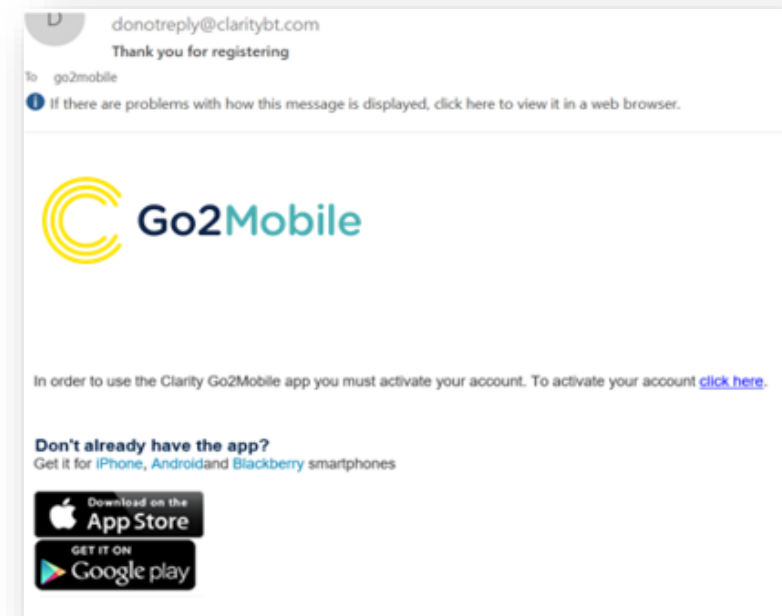
### Step 3

Sign Up - This requires an email address. Please ensure you use the same email address as your Clarity Go2Book profile.

A mobile app sign-up form with a teal header containing a back arrow and a question mark icon. The form has five input fields: 'Email address' (go2mobile@claritybt.com), 'First name' (Traveller), 'Last name' (Name), 'Mobile number International format e.g. +447' (+4477597123456), and 'Password min 8 characters incl uppercase a...'. A teal 'REGISTER' button is at the bottom. Below the button, there is a note: '\* required' and 'Please register with your email used to book travel (usually your work email) in order to view your travel itineraries'.

### Step 4

Email Verification - You will receive an email advising that a Go2Mobile app account has been registered. Please activate your account by clicking on the link in the email received.



## Step 5

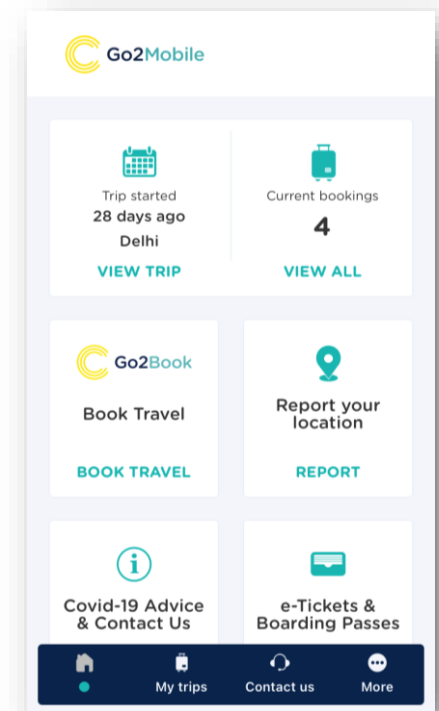
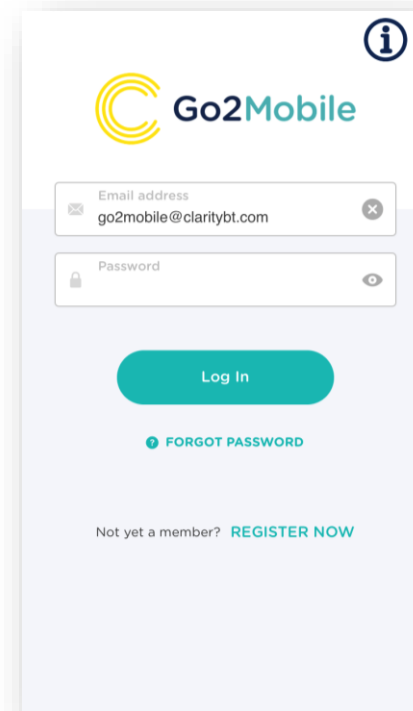
A notification will appear in your browser, stating your account has been successfully activated.



## Step 6

Open the Go2Mobile app and complete your login details. You can now access and view your trips.

Go2Mobile is designed to be easy and intuitive. Please take a minute to look around and familiarise yourself.



### Adjust Auto Lock-out

Go2Mobile will sign you out after a period of inactivity. You can set this period within Settings, by selecting the *Log me out after* tab.

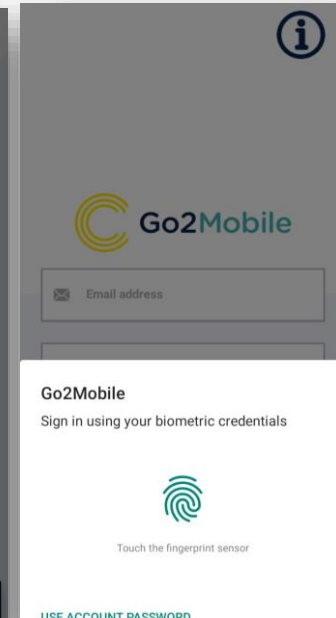
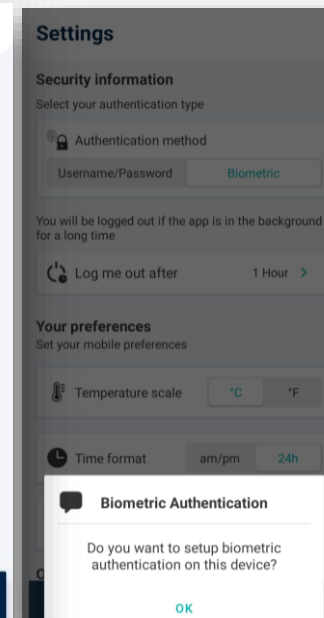
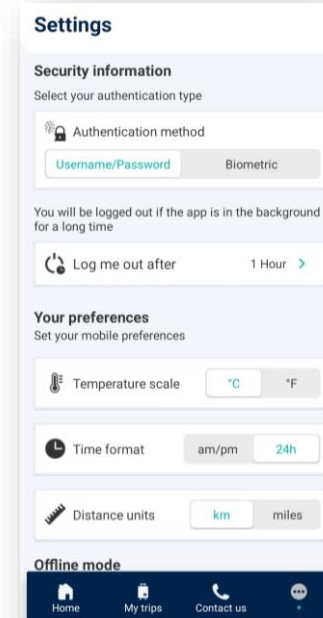
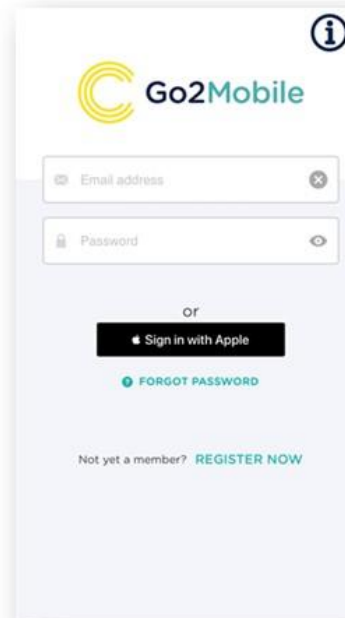
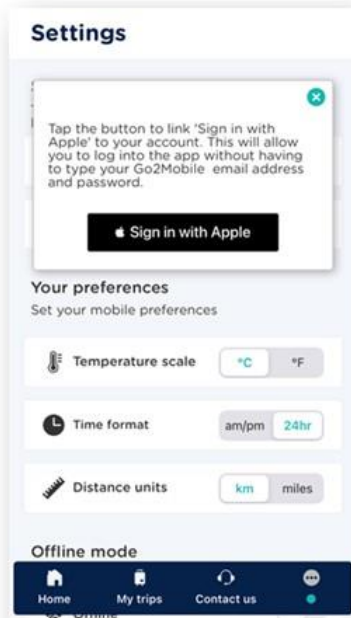
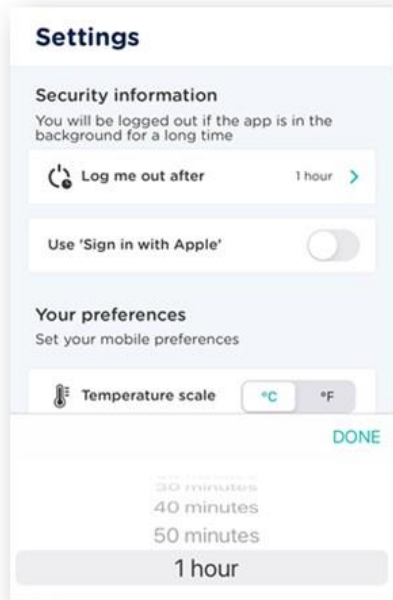
### How to set-up Apple ID Sign In (iPhone)

Once you have Apple ID enabled on your iPhone settings, log in to Go2Mobile, go to settings and select tab *use 'Sign in with Apple'*. A pop-up will ask you to confirm, then an Apple ID pop-up will confirm your Apple ID Sign in and ask you to input your passcode / biometric credential, then offer to log you out of Go2Mobile. Click ok to log out. The login screen will now show the **Sign in with Apple** tab. Touch this tab and provide your iPhone passcode / biometric credentials. You will then be logged straight into your homepage.

### How to set-up Biometric Sign In (Android)

Once you have biometric authentication enabled on your Android phone settings, log in to Go2Mobile, go to settings and for tab *Authentication method* select *'Biometric'*. A pop-up will ask you to confirm. Once you have confirmed, log out of Go2Mobile.

Now when you go to the login screen, a **pop-up will ask you to sign in using biometric credentials**. Provide your biometric credentials and you will then be logged straight into your homepage.



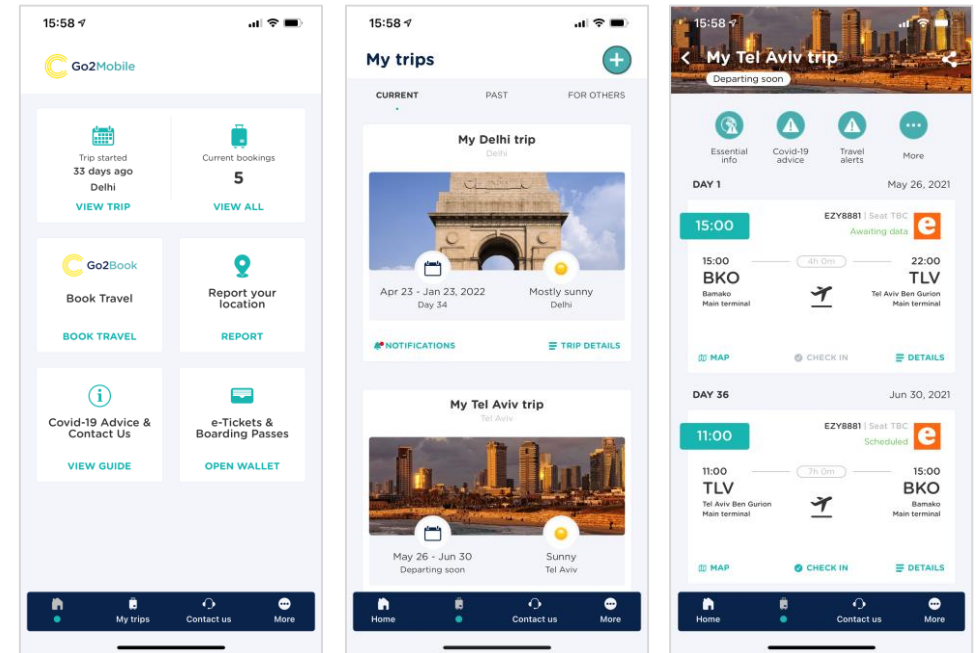
## What does the Go2Mobile offer?

Here are some of the highlights of Go2Mobile:

- Delay push notifications for your journey
- Real-time flight and rail departure status
- View your upcoming trips, all accessible in one place
- Simple Secure Sign-in options using Apple ID or Android Biometric Authentication
- Wallet Pass integration for direct access to your e-tickets.
- Contact Us section for 24h travel support.
- Add your own activities to a trip and share trip info with other Go2Mobile users.
- Travel Booker trip view and memo notification send.

In addition, for clients who also use Risk Management tool Go2Track:

- GPS location share with Go2Track
- Go2Track Trip Brief and immediate Risk Alert notifications provided by Crisis24



If you have any further questions,  
please contact  
[go2mobile@claritybt.com](mailto:go2mobile@claritybt.com)