



## ClarityGo FAQ's

### How do I access ClarityGo?

If your organisation is set up with Single sign on access, please follow your internal process. Otherwise, you can access ClarityGo via this link: <https://ClarityGo.travel>

### Do I need to complete a profile?

If your organisation is set up with Single sign on access, please follow your internal process. Otherwise, you will receive a profile activation link. You must activate this profile in order to access ClarityGo.

### Will data from my old profile be transferred over to ClarityGo?

Only mandatory information as required by travel providers will be transferred. All additional personal information such as passport, loyalty schemes and travel preferences such as seating and meals can be entered by each user. You can retrieve this information from your old profile where applicable.

### What do I do if I haven't received my profile activation link, or it has expired?

Please call the Online Support Team as per the usual process and we will investigate.

### What is the difference between orders and trips?

A trip is a set of individual bookings grouped together to help travellers clearly see their itineraries. Bookings in a trip may be booked all at the same time or weeks apart in different orders.

An order is a set of individual bookings placed at the same date and time. Bookings in an order may belong to the same trip or different trips.

### Will there be an option to save my basket to email to the traveller?

Yes, this functionality will be available in 2024.

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## **Why can I no longer specify the airline or whether I want a direct flight on the search page?**

Based on client feedback we have moved the filtering to the results page, this will give you full visibility of all results. From here, you can then start to narrow down to your specific requirements.

We have also enhanced the speed of results returning. Keeping your search open will not affect the time it takes to return a full set of results.

## **Where is my Clarity Trip Planner?**

We are no longer sending Clarity Trip Planners. All booking details for an itinerary are now in your personalised trip area on ClarityGo. Confirmation of your booking is available as soon as it has been confirmed via your trip.

A pdf copy of your booking(s) can be downloaded from ClarityGo.

## **When searching for hotels and room options, there is only one room option to choose from and the others are greyed out.**

This automatically selects the cheapest room option, in order to select another room, you need to change this to 0 and the other room options will allow you to select.

## **How can I make an amendment to my booking on ClarityGo?**

Amend and Cancel will be coming soon, but to do this you need to click on 'Trips' from the main menu and select your trip you wish to amend, and the options will be on the right hand side.

## **How can I book for an external traveller (guest)?**

When you are doing your initial search and ClarityGo asks for the lead traveller, you need to select 'Book for Guest' this will then allow you to add the guest details in during the booking process.

## **Eurostar doesn't seem to be available on ClarityGo?**

Eurostar is in development and will be available in the coming weeks.

## **Will the ClarityGo mobile app be launched alongside the web portal?**

ClarityGo Mobile app will be launched mid-end Q1 2024.

## **Can ClarityGo be assessed easily through smartphones i.e., Apple and Android devices using their internet browsers?**

No, the ClarityGo web version is designed for desktops, laptops and larger tablets will be able to render the site. For Smartphone users please use the ClarityGo mobile app when launched mid-end Q1 2024.

## **Can train tickets be integrated with smartphone wallets i.e. a booking confirmation gives an option to add train ticket to Apple Wallet?**

This functionality will be coming soon.

## **Users are not receiving “forgotten password” reset emails.**

If you are not receiving this, please call the Online Support Team as per the usual process and we will investigate.

## **What notifications/emails should a booker/traveller receive once a booking is made?**

Booking confirmations are downloadable from the booking details page within ClarityGo - you can export the PDF and send to the traveller. Email confirmations with the pdf confirmation attached will be available from 29th January 2024.