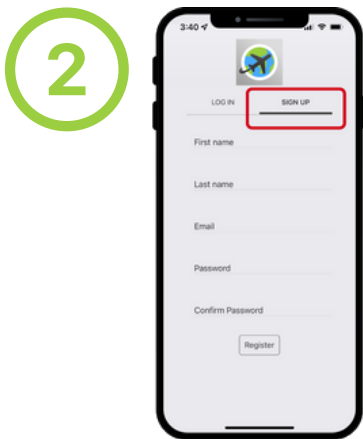


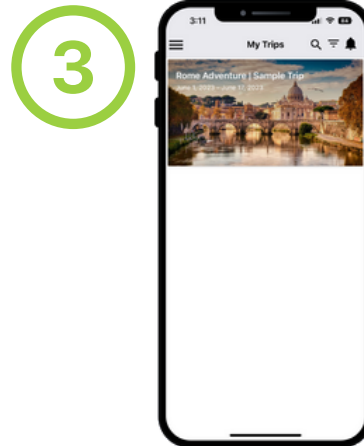
Trips2Go Mobile App for Travellers

The **Trips2Go Mobile App** can be downloaded via the Google Play and Apple App stores for Travellers who want access to their Trip anywhere. If you're a first-time user, you must register for an app account using the same email address you received your welcome email.

1 Download the Trips2Go app from the Google Play or Apple App store.



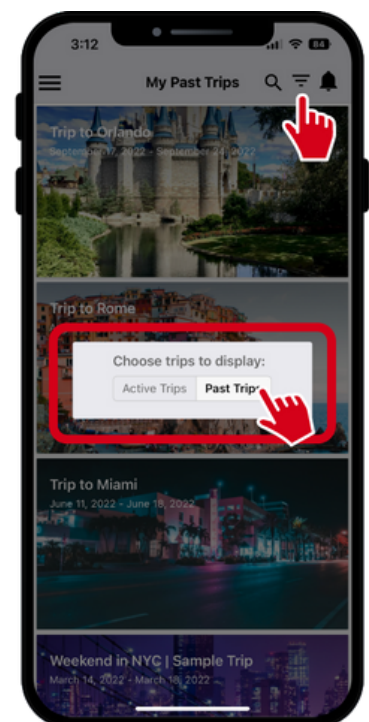
Click **Sign Up** to create your Mobile App account and then fill out all of the required information.



Once you have created your account, Trips will sync to your mobile device within a couple of minutes.

4 The **My Trips** page will display all your active Trips.

- Filter through active and past Trips by selecting the **Filter icon** in the top right-hand corner.



The Trips2Go Mobile App is accessible even without a network connection. Notes, photos and videos can be edited offline. Please note you must have a network connection for the original download of the trip. Any new or updated content from your Travel Advisor will be synced automatically the next time you use the Mobile App with a network connection. Certain functions like the map, Messenger and weather features will not be available offline.



Trips2Go Mobile App for Travellers

FREQUENTLY ASKED QUESTIONS

See below for some helpful troubleshooting tips.

1

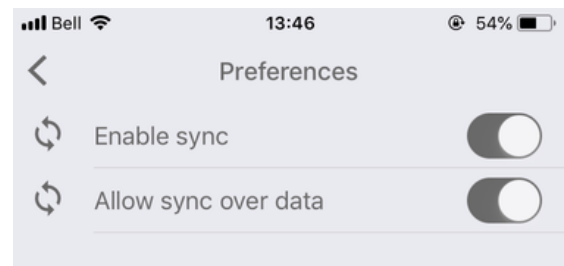
How can I view Past Trips?

- Click the Filter icon in the top right-hand corner of your app and select Past Trips.

2

Why aren't my Trips loading in the app?

- Please ensure that the Enable Sync button is toggled to the right in your Preferences in the app.



3

Why is a past Trip still in my active Trips?

- About 4-5 days after a trip has ended, it will automatically be sorted into "Past Trips." There is a slight delay before it will be sorted to your Past Trips to leave some time for any post-travel arrangements. Once the Trip has been sorted into Past Trips, it can be accessed by clicking on the filter icon in the top right-hand corner.

4

Can I delete past Trips from the Mobile App?

- If you would like to remove the Trip from your Mobile App account, please ask your Travel Agent to remove you as a Traveller from the Trip.