



## ClarityGO - Frequently Asked Questions

### General

#### UCL Travel Policy

Please click [HERE](#) to access UCL's Travel Policy.

#### What is ClarityGO and why are we moving to this platform?

As a result of feedback from our staff and students, Clarity Travel will be replacing their current platform, "Go2Book", with an enhanced version, "ClarityGO", for booking flights, accommodation and rail.

In anticipation, we have been beta testing the platform with groups of UCL staff making travel bookings and collating further user feedback for the past months. Responses have indicated an improved user experience of functionality, responsiveness and useability.

#### What's changed?

The booking steps remain the same for staff and students to take, but ClarityGO offers enhanced functionality such as access to:

- More content with over a million hotels and air options from multiple channels.
- Simplified rail fare view highlighting the cheapest fares available and where there are limited tickets left available.
- Enhanced visuals across flights and hotels showing very clearly what's included in your fare or hotel rate including simplified cancellation terms, enabling you to make easier and more information decisions.
- Personalised trip management – link your travel products to a single trip, such as your flight and hotel under one Trip name e.g. "Sarah's annual conference in New York".
- Download your booking PDF confirmations and e-Tickets.

### Accessing the Platform

#### How do I access ClarityGO?

To access the platform, click this link: [ClarityGO](#) and select the "Sign in with Azure AD" option to access via UCL Single Sign On.

You can also access the platform by selecting the reset password option and entering your UCL named email address, reset your password and login via UCL email and password.

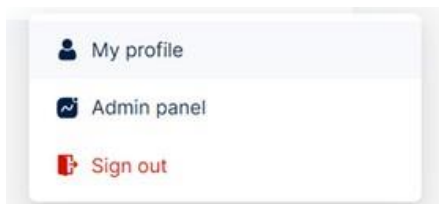
Please bookmark this URL for access to ClarityGO - <https://claritygo.travel/login?company=UCL>.

Please note that if you wish to make a personal booking where you pay for your own personal travel, you can do so by contacting your reservations team on [uclbusiness@claritybt.com](mailto:uclbusiness@claritybt.com). The old platform Go2Book will still be accessible to view, cancel and amend any travel bookings already made.

## What happens when I log in for the first time?

Once you have successfully signed into the ClarityGO platform via Single Sign On, you will be taken to the ClarityGO dashboard. This page will display information announcements and any actions or items that are specific to you or your travel.

Upon initial log in, we recommend that you click on the “My Profile” option at the top right of the page to complete your ClarityGO profile. Please complete as much information as possible to make sure you have the best booking and travel experience. You can access your profile at any time should wish to amend anything.



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

Only mandatory information as required by travel providers will be transferred. All additional information personal information such as passport, loyalty schemes and travel preferences such as seating can be entered by each user. If you do not have this information to hand, you can access your Go2Book profile to retrieve your old profile where required.

## Will Go2Book still be accessible?

Yes, Go2Book will still be accessible to view, cancel and amend any travel bookings already made.

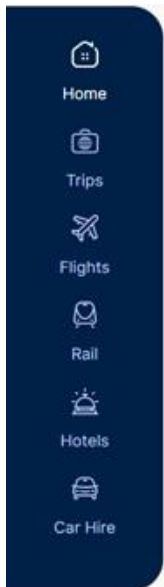
## Can ClarityGO be accessed on smartphones i.e. Apple and Android devices using their internet browsers?

ClarityGO web version is designed for desktops, laptops and larger tablets. The ClarityGO mobile app will be coming soon.

## Navigating the System

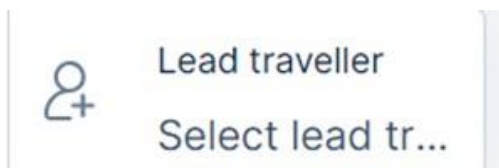
### How do I start a travel reservation?

You can start the booking process by using the bar on the left-hand side of the screen and by choosing the type of travel that you wish to book.



## How do I make a reservation on behalf of others?

At the top of the screen, towards the left, you can use the “Lead Traveller” icon to add the passenger into the booking. From here, you can enter yourself as the traveller or choose another UCL colleague to book on behalf of.



## 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.

## What is the difference between Orders and Trips?

A Trip is a set of individual travel products grouped together to help travellers clearly see their full itinerary. For example, you could have a flight and hotel booking grouped together under one trip called “Sarah’s trip to New York”.

Bookings in a trip may be booked all at the same time or even weeks apart. An order is a set of individual bookings placed at the same date and time.

## Flight Reservations

Click [HERE](#) to watch a short flight booking tutorial.

I cannot specify an airline or whether I want a direct flight on the search page?

Based on feedback from users, the filtering has been moved 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.

Keeping your search open will ensure the full set of results will display quicker.

## Why can't I book Ryanair flights on ClarityGO?

Ryanair have made the decision to heavily limit third-party travel management companies displaying Ryanair content in their online booking tools. Please contact Clarity's offline team on [uclbusiness@claritybt.com](mailto:uclbusiness@claritybt.com) for any Ryanair bookings which will be made through their authorised agent booking channel.

## Hotel Reservations

Click [HERE](#) to watch a short hotel booking tutorial.

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

The system automatically selects the cheapest room option. To select another room, you need to change this to 0 and the other room options will be available to select.

## Rail Reservations

Click [HERE](#) to watch a short rail booking tutorial.

## Where do I find my e-Ticket?

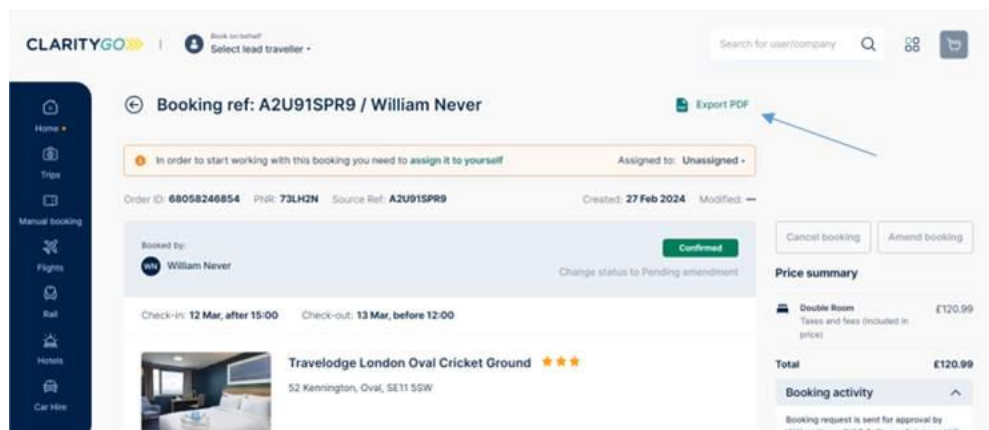
You can find your rail e-Tickets in your booking confirmation on the system.

The screenshot shows a booking confirmation page for a rail reservation. At the top, it displays the booking reference '95895039 / Wilma Never' and an 'Export PDF' button. A message states: 'In order to start working with this booking you need to assign it to yourself' with 'Assigned to: Unassigned'. Below this, the order ID is '67437428352' and the source reference is 'N/A'. The booking was created on '20 Feb 2024'. The booking is confirmed by 'Wilma Never' (WN). A 'Confirmed' button is visible, with a link to 'Change status to Pending amendment'. The travel dates are 'Outbound: 12 Mar 2024 at 07:14' and 'Return: 12 Mar 2024 at 16:39'. The route is 'Lichfield City (LIC) → Lichfield Trent Valley (LTV)' with a departure time of '07:14' and an arrival time of '07:17'. The ticket is for an 'Adult' and is an 'Anytime Day Return'. A note states: 'Travel is allowed via any permitted route.' An 'E-ticket' button is located at the bottom right of the booking details.

## Confirmations

### Why does my confirmation look different?

Clarity is no longer sending Clarity Trip Planners. When your booking has been confirmed, the traveller will receive an email to advise them along with an attached PDF confirmation. You will currently be only able to see bookings made by yourself in your Trips/Orders.



## Amending or Cancelling Reservations

### How can I make an amendment or cancel my booking on ClarityGO?

Firstly, you will need to locate your booking by clicking on “Trips” on the left-hand bar and select the relevant trip.

Click on the 3 dots beside your trip and you will be able to change or cancel your booking from here.



There are some bookings that cannot be cancelled online. If this is the case, a live chat box will open and connect you to a Clarity agent to make the amendment or cancellation on your behalf. Please contact [onlinetechsupport@claritybt.com](mailto:onlinetechsupport@claritybt.com) if you are experiencing any issues with the online portal of live chat functionality.

## Adding UCL Finance Codes to my Booking

### Why am I being asked to add certain codes to my reservation?

PTA (Project, Task, Award) codes are required to book with Clarity to ensure that each booking is charged and invoices are processed correctly. Please contact your Finance Administrator if you are unsure which PTA code to use.

### My PTA code is not recognised on the system, how can I get this added?

The UCL PTA codes are updated and loaded into the system on a weekly basis. If you cannot locate your code on the system, please contact [travel@ucl.ac.uk](mailto:travel@ucl.ac.uk) who can support with your query.

## Contact Us

### Internal UCL Support

If you have any general travel-related queries or ClarityGO feedback, please contact [travel@ucl.ac.uk](mailto:travel@ucl.ac.uk)  
More information can be found on the [Booking with Clarity](#) intranet page.

### Clarity Online Support

A centralised team is available to help support your online booking requirements with ClarityGO and can be reached on 0333 230 9110, selecting the online option or via email at [uclbusinesssupport@claritybt.com](mailto:uclbusinesssupport@claritybt.com). They are your first point of contact for all online enquiries.

### Clarity Offline Support

A designated UCL team offering support and advice when booking or sourcing complex travel requirements can be reached on 0333 230 9110, selecting the offline option or via email at [uclbusiness@claritybt.com](mailto:uclbusiness@claritybt.com). They are your first point of contact for all offline enquiries.

### Clarity24 Team

Your team are available Monday – Friday from 0800-1800 hours.

Outside these hours, the number 0333 230 9110 will divert to the Clarity24 team who will assist with emergency travel requests.

### Post-Travel Queries, Issues or Complaints

Please contact [customerservice@claritybt.com](mailto:customerservice@claritybt.com) for any post-travel queries, issues or complaints.

## Coming Soon – Roadmap

There are several exciting ClarityGO enhancements on their roadmap which we'll keep you updated on, such as:

- Personal travel
- Eurostar – until then, please book via the Clarity offline team on [uclbusiness@claritybt.com](mailto:uclbusiness@claritybt.com)
- Mobile check-in option for flights – until then, you can check in via the airline's direct website
- ClarityGO mobile app
- Integrated e-Tickets with smartphone wallets
- Multi-city itineraries
- Third party hotel reviews e.g. TripAdvisor

## Q1 – Roadmap

- Personal travel

- Eurostar
- Parking, lounges and fast track
- Loyalty cards
- Mobile traveller itinerary
- Mobile profile management
- Mobile biometrics

## **Q2 – Roadmap**

- Taxi bookings
- Rail split tickets
- Traveller dashboard enhancements
- CO2 enhancements by company and individual travellers
- Saved search and saved baskets facility
- Rail vs Air recommendations
- Notification enhancements
- Mobile rail bookings
- Mobile Single Sign On
- Mobile add to wallet functionality

## **H2 – Roadmap**

- International rail
- Visa integration
- US\$ currencies
- Pay on checkout options
- Seat maps
- Ability to hold flights
- Mobile flight, hotel and taxi bookings
- Mobile rail disruption notifications
- Mobile rail platform enhancements
- Mobile flight disruption notifications