How to use the iOS App as a Traveller (TravelKey)

The Itinerary App, named **TravelKey**, allows you to travel with all the required travel documentation on your mobile device.

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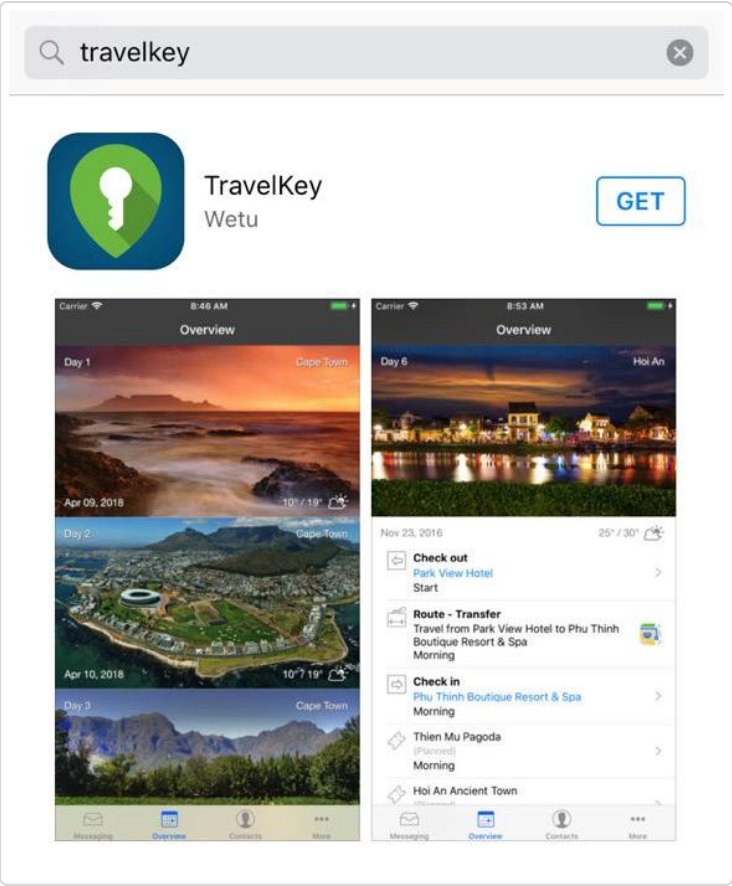
Downloading the App

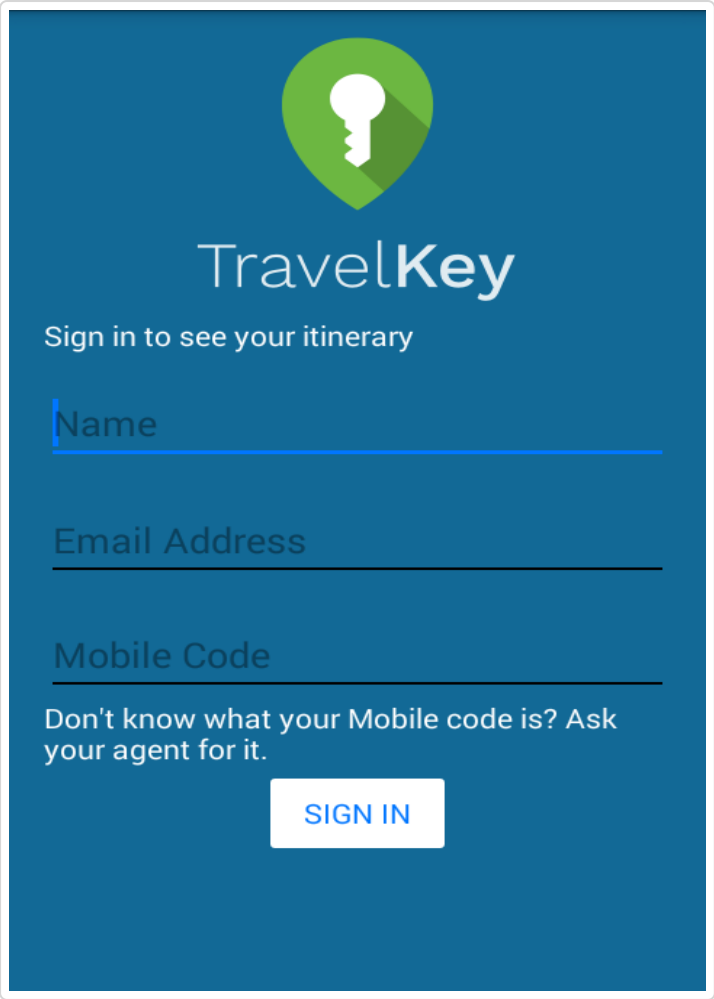
From a mobile device navigate to the Apple App Store and search for " TravelKey (https://itunes.apple.com/WebObjects/MZStore.woa/wa/viewSoftware?id=1287152475&mt=8)".



Note: when searching on a tablet, please ensure that you are searching for cellphone apps, as it is not listed under tablet apps.

Navigating through the App

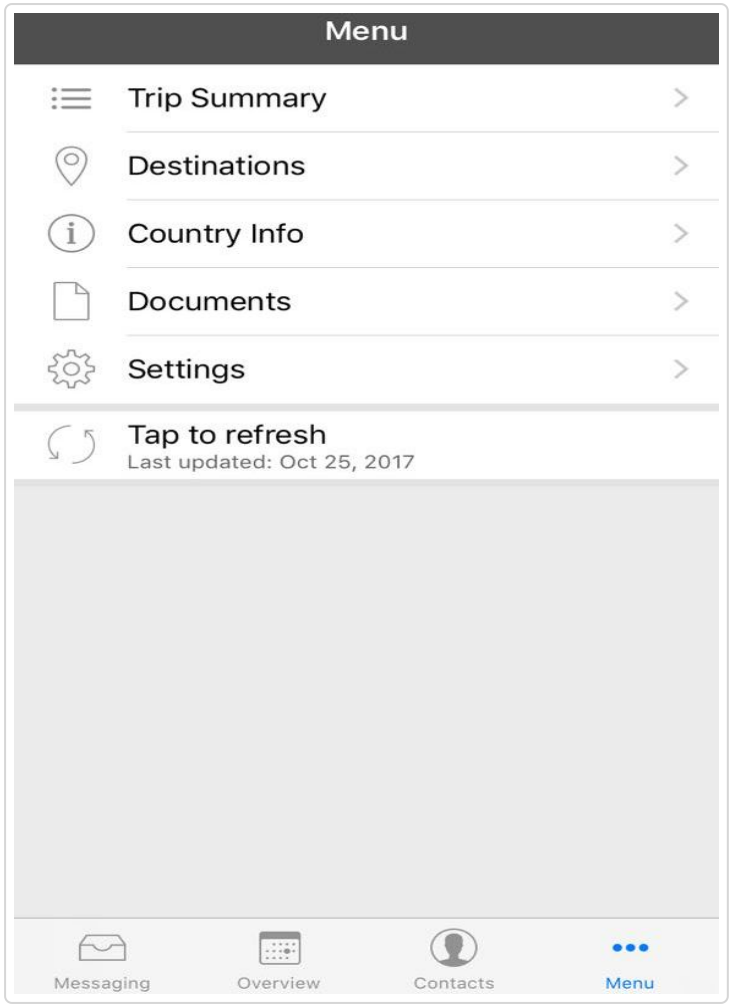
Once the app has been downloaded to a cell phone or tablet, simply navigate to the app and launch it. Once you have launched the app, you will also be prompted to enter a name and email address, this information is used for personalised notifications and for the chat function (more on these later).



The 6 digit code that you need to enter can be obtained from your Travel Agent, DMC or Tour Operator.

Once this has been done, the Personal Itinerary will then download and open.

Within the app, you will have access to the below options via the menu depending on the information that was entered by your Travel Agent, DMC or Tour Operator. Below we will explain what information will display, as well as where in the Itinerary Builder that information needs to be entered to display on the app.



Trip Summary:
This will return the user to the entry screen of the app, where the general information of your itinerary can be found.

Overview:
Here you will find the majority of the information pertaining to the trip. For each day or collection of days, you will be able to find details regarding your accommodation, transport, activities, daily information, inclusions, exclusions, weather and more.

Destinations:
Each of the Destinations you will be visiting during your trip will be outlined here.

Country Info:
In addition to information about the Destinations included in the itinerary, the user will have access to information for Countries as well. This section includes details on electricity, cuisine, climate, transport, dress code and more.

Directions:
If the trip includes any self-drive sections, this section will include the static map and turn by turn directions.

Documents:
You can access and download any document found here.

Contacts:
The main contact for the itinerary will display at the top, either the consultant or company details. These are then followed by the contact details of the accommodation's included in the itinerary and finally any additional contact details that were entered.

Settings:
Within the Settings option, you will have the ability to click on/off the local push notifications. These notifications are scheduled to go off automatically at 19:00 local time (based on the device).

Within the Settings option, you can also change the itinerary that is loaded on TravelKey, simply by selecting "Change Itinerary" and entering a new 6 digit App code.

Tap to Refresh:
This allows you to quickly update the itinerary. If any changes have been made in the Itinerary Builder, you will have to 'Tap to Refresh' for those changes to reflect. At this stage, there is no push notification to advise you automatically if a change has been made.

Offline Functionality

TravelKey has been designed to have functionality that works even if you are not connected to mobile data or Wi-Fi. You will need to download and access their itinerary at least once, while connected to the internet, to allow the initial content to load. Once offline, the following is affected:

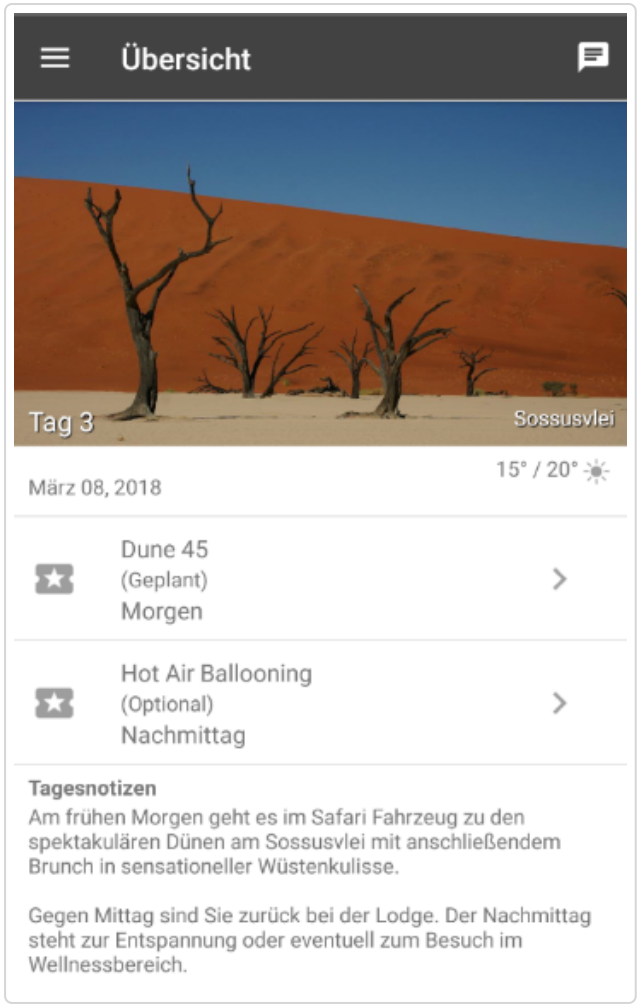
- All image galleries are no longer available (accommodation, activity, country, destination, day tour, etc)
- Documents will not download
- Chat functionality will be disabled

All the other information is text based and as this all loads when the itinerary is loaded initially, it will be available offline.

TravelKey in Different Languages

TravelKey supports a variety of languages. In order for the itinerary to appear in any language other than English, the correct language needs to be selected on the device itself.

You can select the language by accessing Phone Settings and navigating to Langauge and Input. Here you can select the language to match what is selected in the Itinerary Builder and when then the app is loaded, the framework will translate into the correct language.



Still need help? Contact Us (#contactModal)

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