FCm Mobile User Guide

About this guide
Travelers can now access their itinerary, flight status notifications and other features on their mobile device via FCm Mobile. This guide provides instructions for users to sign in and get started with FCm’s Mobile App.

Login
- Once you have downloaded the FCm Mobile App, locate the FCm icon on your application menu. Start the application.
- First time users may be prompted to allow FCm Mobile to use their current location for trip-relevant messaging, depending on your device. Click OK if you will allow.
- In order to receive important flight status notifications, you also need to allow ‘Push Messaging’ from FCm Mobile, depending on your device.

The welcome page:

If you use the FCm portal: Choose ‘Sign in’ and login with your username (email address) and password.

If your company does not use the FCm Portal or uses ‘Single Sign On’ into the portal: You do not need to select ‘Don’t have an account?.’ Instead choose ‘Sign in’ and select ‘Forget Password.’ Enter your primary business email address as it appears in your profile. An email will be generated to you in order to establish a password. They you can click on ‘Sign in.’

Once you’ve signed into the app, it could take approximately one hour for any live trips you may have booked to be synced to the app. Initially you will see a message that says you currently have no valid trips. Click OK.

Key features:
- Access to itineraries
- Flight status notifications
- Access to airport guides
- A currency converter
- Access to weather forecasts
- Allows travelers to add events to their itinerary
- A worldwide network of offices
- On the ground teams
- 24/7/365 emergency assist teams

Compatible devices:
The mobile app has been produced for:
- iPhone (iOS v4.3 or higher)
- iPad (iOS v4.3 or higher)
- iPod Touch devices (iOS v4.3 or higher)
- Android (v2.2 or higher)
- BlackBerry (6.0.0 or higher but not the Z10)
Viewing my upcoming trips

To view an itinerary that has been booked online or through an FCm consultant, select 'My upcoming trips.'

The 'My trips' page displays with a list of currently available itineraries to view. From the 'My Trips' page, select the itinerary you wish to view in more detail.

Viewing itinerary details

The trip summary screen will then display. To drill further down into segment details, select the relevant segment for more information.

Better travel ideas. Greater savings.
The flight details screen contains detailed information about the flight booking including departure and boarding times, terminal and whether there are any delays.

**Additional features available**

Be sure to check out the 'Menu & Settings' page for more features by selecting 'More' in your menu bar.

**Support and further information**

If you need assistance, please contact FCm Online Support at +1 866 540 1205 or online@us.fcm.travel