

Lufthansa City Center
ALR Business Travel

onesto2go

Download the app

- The onesto2go app is available on the App Store or Google Play.

Laden im App Store

Minimum requirement: iOS 18

JETZT BEI Google Play

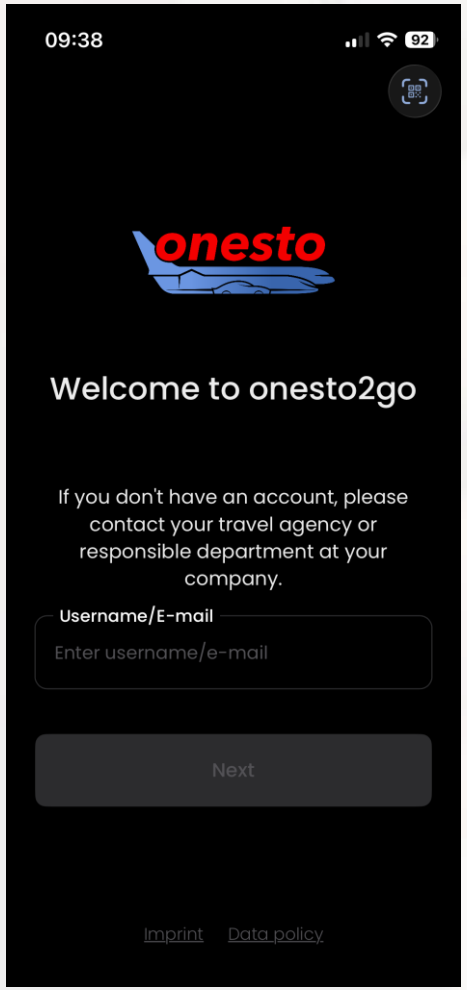
Minimum requirement: Android 8

- Search for "onesto2go" and install the app on your mobile device.



! To use the app, your company must authorize the access.

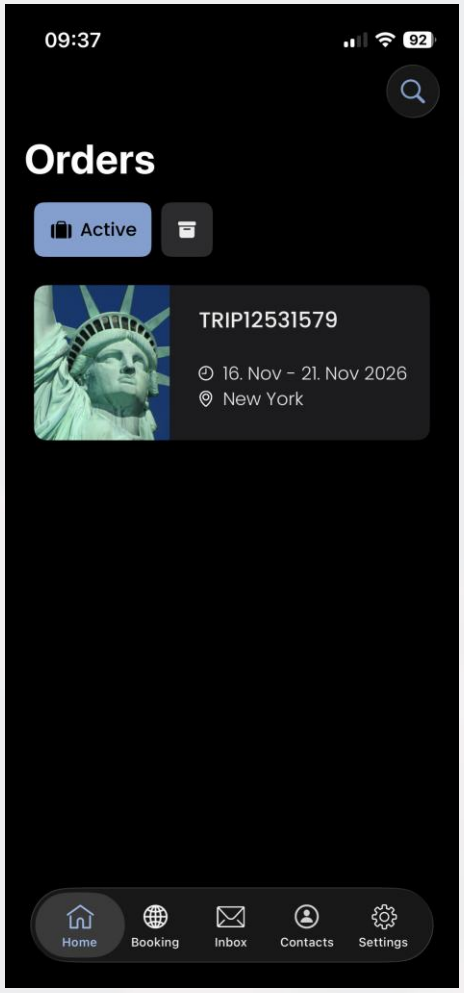
Registration in the app



- To register in the app, use your onesto username or your business email address.
- Clicking "Next" will send you an email containing a QR code, which must be scanned to complete the registration process.
- To protect your data and the app, you will then be asked to set a 4- to 6-digit PIN for the app.
- For future access to your booking details, you can enable biometric authentication (such as Face ID or fingerprint) on devices that support it.
- Additionally, the app requests permission to access your location and send push notifications. onesto2go uses these features to keep you informed about updates and changes regarding your trips.

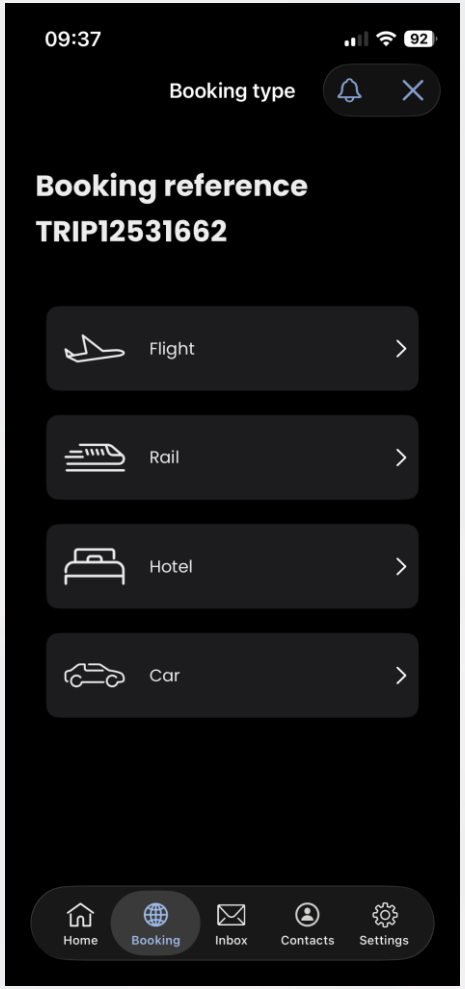
Home – Overview of all trips

- The app displays all bookings made online or through the travel agency.
- The "Home" tab in the navigation bar lists the user's active and archived trips in chronological order based on departure date.
- Users can switch between the views using the "Active" and "Archived" tabs.
- Tapping on a specific trip opens the itinerary along with all other details and documents related to that trip. Long-pressing a trip opens a menu with options to open or share the trip, or to add a service.
- Travel arrangers or substitutes can view all trips for the travelers they are responsible for, and they can also manage these trips.
- The search function (magnifying glass icon in the top-right corner) allows users to search for trips by destination, reason for travel or traveler.



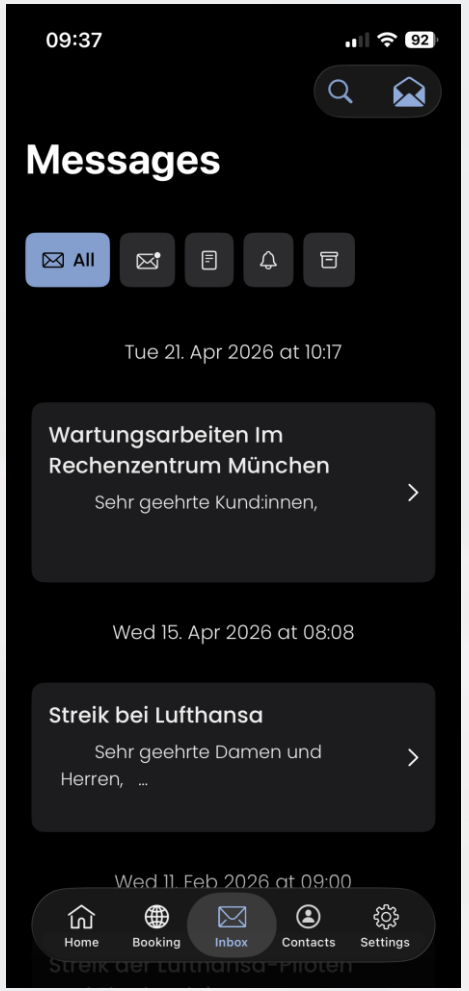
Booking – Book or add travel service

- Every booking process begins with the selection of the mode of travel.
- The mobile application considers your company's settings, payment methods, and travel policies.
- All travel options feature consistently designed search interfaces for entering travel details. Search result lists can be managed using standard sorting and filtering criteria.
- An overview of selected travel options can be viewed at any time during the booking process via the shopping cart icon (top right). These selections are also summarized in the final step before the booking is confirmed.
- After every successful booking, you have the option to open the corresponding itinerary or add another service to the trip.
- All tabs within onesto2go can be used simultaneously at any time. For example, you can switch to the "Inbox" while in the middle of a booking process without interrupting it. You can also search for and book different travel options at the same time.



Inbox – Overview of all messages

- The "Inbox" tab in the navigation bar displays all of the user's messages. If the user has new messages, a red count indicator appears above the envelope icon.
- The search function (magnifying glass icon in the top-right corner) allows users to search for specific messages based on subject or content.
- For trip-related messages, users can immediately open the corresponding trip using the itinerary Icon (top right).
- If messages are archived, they can be viewed at any time in the “archived messages” tab.



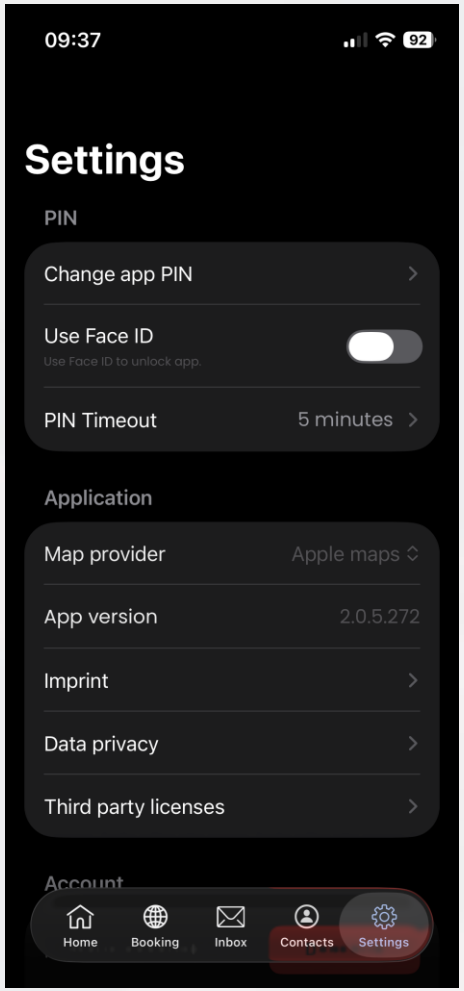
Contacts – Overview of all contacts

- Should you wish to change or cancel your booked trip, or if you would like personal advice regarding your business trip, the phone number for your Business Travel Team is provided.
- You can initiate the call directly from the app.



Settings – Manage and Customize

- The "Settings" tab in the navigation bar displays all available app settings. Here, you can modify or disable defined login options — such as PIN or biometric authentication (e.g. Face ID) — and select your preferred map provider (Apple Maps or Google Maps, provided they are installed on the device).
- Within the app settings, the “PIN Timeout" feature allows you to specify the time interval (ranging from immediately to one hour) after which the app should automatically lock. Once this period has elapsed, you must unlock the app using your chosen login method.
- Users can enable error logging and, at the request of onesto support, send error reports for the purpose of investigating and resolving the issue.
- The registered account can be removed from the device using the "Remove account" function. This action deletes only the account from the user's device, along with any locally stored settings and data. The onesto account itself is not deleted and can be re-registered on the same device at any time.





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Contact

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Do you have any questions or suggestions regarding onesto?

The Online Solutions Team is happy to assist you.

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