Cytric FAQ

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1. How do I log in to Cytric the first time?

You will receive the EMA meeting invitation containing the link to the online booking tool Cytric. Your credentials (username and password) will be sent to you shortly before or after by our travel agent Business Travel. During your first log in, you will receive a message from Cytric to welcome you in the system and ask you to confirm and complete your personal details as shown on your passport/ID and change your password. The system will give you the possibility to create your own profile with specific requirements and the detail of your loyalty programmes.

2. How can I amend/cancel my travel booking?

In order to cancel or make any amendments to an existing travel booking, please send an e-mail directly to MeetingsManagement@ema.europa.eu as the system will not allow for cancellations or amendments to an already issued travel ticket.

3. How can I amend/cancel my hotel booking?

In order to cancel your hotel booking or make any amendments to an existing hotel reservation, please send an e-mail directly to MeetingsManagement@ema.europa.eu as the "Cancel Hotel" tab on the Cytric home page will not allow to cancel or amend an existing hotel booking.

4. Can I add an additional hotel room to my original booking?

Additional rooms can be added during the hotel room booking clicking on the "Add another room" tab or, once the booking is already finalized, by sending an e-mail to
MeetingsManagement@ema.europa.eu

5. How can I cancel an entire booking?

In order to cancel your entire booking request, please send an e-mail to
MeetingsManagement@ema.europa.eu as the "Cancel Entire Booking" tab on the Cytric home page will not allow cancellations of an existing booking.

6. Where can I enter specific requests or comments?

If you have any specific requests related to your booking such as special assistance requirements etc., these can be entered in the "Comments" field at the last step the booking process.

7. Can I select my seats or my meal options?

Seat selection can be made visiting directly the official airline/train website; certain basic seat/meal

selections can already be made in Cytric but for any specific dietary requirement, please visit the official airline/train website.

8. Do I need my meeting code in order to be able to make a booking?

Yes, the meeting code will have to be entered in order to process the booking; enter the full code in the "meeting code" field ex. V/009/14 and only the code letter in the "meeting letter" field ex. V. The system will ask for these mandatory details during the booking process.

9. How can I check in for my flight?

Check in for flights booked through the Cytric system can be done directly through the airline official website using the booking reference number provided in the booking confirmation e-mail sent to the e-mail address registered in the User Profile. There are direct links to airline/supplier website

For check-in in Cytric. Access the check-in function at Cytric>>Services>>Check-in

10. Will I receive a confirmation of my booking request?

Following your booking, an automatic confirmation e-mail will be generated showing the pending status of your request. Once the booking has been validated (in accordance with the reimbursement rules) it will be processed and confirmed directly by our travel agent to the e-mail registered in the User Profile. Therefore, the details of your hotel and travel arrangements will be sent to you via e-mail.

11. Can I book an airline ticket with low cost airlines?

Booking of low cost airline tickets will not be possible through Cytric. Delegates wishing to request low cost airline tickets will need to contact directly EMA's travel agent Business Travel by sending an e-mail to ema-delegates-travel@businesstravel.ro In order for the travel agent to be able to process the booking, please include in your message the following information: Meeting Code, airline, date, exact time, departure/arrival airport. Booking confirmation will then be sent via email by Business Travel.

12. How do I download the Cytric Mobile app on my phone?

Cytric Mobile app is available for iOS and Android and enables delegates to easily organize trips and stay up to date using their phone. To log into your Cytric Mobile app, you need to enter your PIN and security code. In order to get your credentials for the app, log in to the Cytric website, go to "My User Profile", choose "Mobile", click on the "Cytric Mobile" link and "Unmask Cytric PIN and security code". You will then be able to use these credentials (PIN and security code) to access the app on your mobile phone.

13. Who do I contact if I have a technical query regarding Cytric?

For any technical queries regarding the Cytric booking system, please contact

Cytric support at: cytric.bookings@businesstravel.ro or by clicking on the EMA logo in Cytric.