Hi [NAME]

Welcome to your new Neo1 platform!

As a traveler, you will gain access to an enhanced booking experience and benefits, designed to make planning your travel more enjoyable and stress-free.

To get started, you will have received an email to set your password on Neo1. Your username is your email address.

Once you have successfully logged in, please complete your travel profile by clicking your initials in the upper left corner of Neo1, click on the guide below for assistance:

* [Guide – Complete your travel profile](https://knowledge.neo1.com/support/solutions/articles/47001193257-complete-your-travel-profile)

**Please give 24 hours for your travel profile to update in the booking tool then you will be ready to book travel.** Neo1 is very easy and intuitive for booking travel, however if you’d like a guide, here’s a video for you to watch:

* [Guide – How to book travel](https://knowledge.neo1.com/support/solutions/articles/47001193256)

You can download the Amex GBT Mobile App by following the guides in the link below - to book travel and manage your trip and more on the go. **Please allow for 48 hours to let your travel profile synchronize before downloading the app.**

* [Guides - Amex GBT mobile app for managing travel](https://knowledge.neo1.com/support/solutions/folders/47000778607)

Help with all travel related inquiries & booking: +44 (0)20 3788 4019 and press Option 3 (24/7 support line) or, add this number to WhatsApp

Please contact your Neo1 company administrator for any platform set up assistance or email our Customer Success team at [help@neo1.com](mailto:help@neo1.com).

Thank you

[ADMINISTRATOR NAME]