



**GLOBAL  
BUSINESS  
TRAVEL**

# **GBT Account & Amex GBT Mobile App**

## **Technical Specifications**

**Edition: February 2023**

**Version 3.2**

EAR

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# Introduction

This document describes technical requirements, so your travelers can take advantage of all the features and functionality your American Express Global Business Travel (Amex GBT) account and Amex GBT Mobile app offers.

# Device, Web Browser, & OS Compatibility

The GBT portal is built to the latest web standards to provide visitors with a seamless experience. The site is optimized to work with the latest versions and responsive design based on device. Microsoft Internet Explorer and Microsoft Edge (non-Chromium) browsers are no longer supported. Supported browsers are:

PLATFORMS	APPLE SAFARI (LATEST VERSION)	GOOGLE CHROME (LATEST VERSION)	MICROSOFT EDGE (CHROMIUM – LATEST VERSION)	MOZILLA FIREFOX (LATEST VERSION)
Apple Mac OS Desktop	●	●		●
Microsoft Windows Desktop		●	●	●
MOBILE DEVICES				
Android Phone and Tablet		●		
iOS Phone and Tablet	●			

\* Not available for Admin Capability

The Mobile app supports both Apple and Android phones. The app actively supports the **last three versions of iOS** and the **last seven versions of Android OS**. For example, as of this writing:

- Apple: the latest version of iOS is 15.4.1 and the Amex GBT Mobile app supports version 13 and newer.
- Android: the latest version of Android OS is 12 and the GBT Mobile app supports version 6 and newer.

When configuring SSO for the Mobile app, the Mobile app requires the client Identity Provider (IdP) solution to support the user default browser which is used to web wrap the SSO. The standard for iOS is Safari and for Android is Chrome.

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# Domain Safelisting

When travelers register for their GBT account and/or the Amex GBT Mobile app, GBT sends a registration email to the user. The email contains the activation code (link) to verify the user's email address and complete the registration process or service terms.

Emails are sent from: [donotreply@notifications.amexgbt.com](mailto:donotreply@notifications.amexgbt.com). The following email address must be added to traveler's browser trusted site settings: [noreplyemail@amexgbt.com](mailto:noreplyemail@amexgbt.com), [noreply@access.amexgbt.com](mailto:noreply@access.amexgbt.com)

## Email domain checklist:

GBT encourages clients to rely on SPF, DKIM, and DMARC technique to validate incoming emails claiming to have originated at GBT are legitimately from GBT.

Some clients choose to also safelist email domains. If you choose to safelist email domains, here's the list to include:

- Add the web domain "[@notifications.amexgbt.com](https://notifications.amexgbt.com)" to the browser trusted site settings, proxy and content inspection safelists
- Ensure email domain "[@notifications.amexgbt.com](https://notifications.amexgbt.com)" is not blocked or marked as SPAM
- Ensure email domain "[noreplyemail@amexgbt.com](mailto:noreplyemail@amexgbt.com)" is not blocked or marked as SPAM
- Ensure email domain "[noreply@access.amexgbt.com](mailto:noreply@access.amexgbt.com)" is not blocked or marked as SPAM

GBT does not endorse safelisting email domains given it increases risk of phishing attacks.

## Other domains to safelist:

The following domains (recommended with [\*.] to support all subsites) should also be safelisted. These should include provisions for messaging-based communications:

```
[*.]access.amexgbt.com ^  
[*.]global.amexgbt.com  
[*.]digital.amexgbt.com  
[*.]amexgbt.com  
[*.]liveperson.net  
[*.]liveperson.com ^  
[*.]prnd.net  
[*.]psnmedia.net  
[*.]jokta.com  
[*.]joktacdn.com  
[*.]jokta-emea.com  
[*.]mykds.com
```

[\*].amplitude.com  
[\*].mytrips.amexgbt.com  
[\*].static.lightning.force.com  
[\*].cdn.amexgbt.com  
[\*].gibtcdnstorage.blob.core.windows.net  
[\*].service.force.com  
[\*].salesforceliveagent.com

In addition, enable each of these domains to include 3rd party allowance for cookies.

## Chat function

If the chat function popup loads and an error occurs or if the chat function does not appear, the issue may reside outside the American Express GBT network. Use the following steps to troubleshoot:

1. Close all browser windows, then open one browser tab to open History, clear all cookies, then try again.
2. Open browser console (or press F12) and check if any URL is getting blocked/aborted by proxy. Normally a blocked URL can be identified with "403 Forbidden" status code in browser console, allow or safelist the URL.
3. If an extension is manually installed by a user, check if the extension installed within the browser (eg. popup blocker) is blocking chat from loading. Find the extension that is blocking the popups and disable accordingly in browser settings.
4. If popups are being blocked within the browser, work with your IT to ensure company enforced guidelines include enabling popups for GBT Account. To verify, refer to:  
<https://support.google.com/chrome/answer/95472?hl=en&co=GENIE.Platform%3DDesktop>
5. Try logging into GBT Account using a different network to and confirm if chat is visible. If chat loads for the same user outside of the network, chat is being blocked by client network.

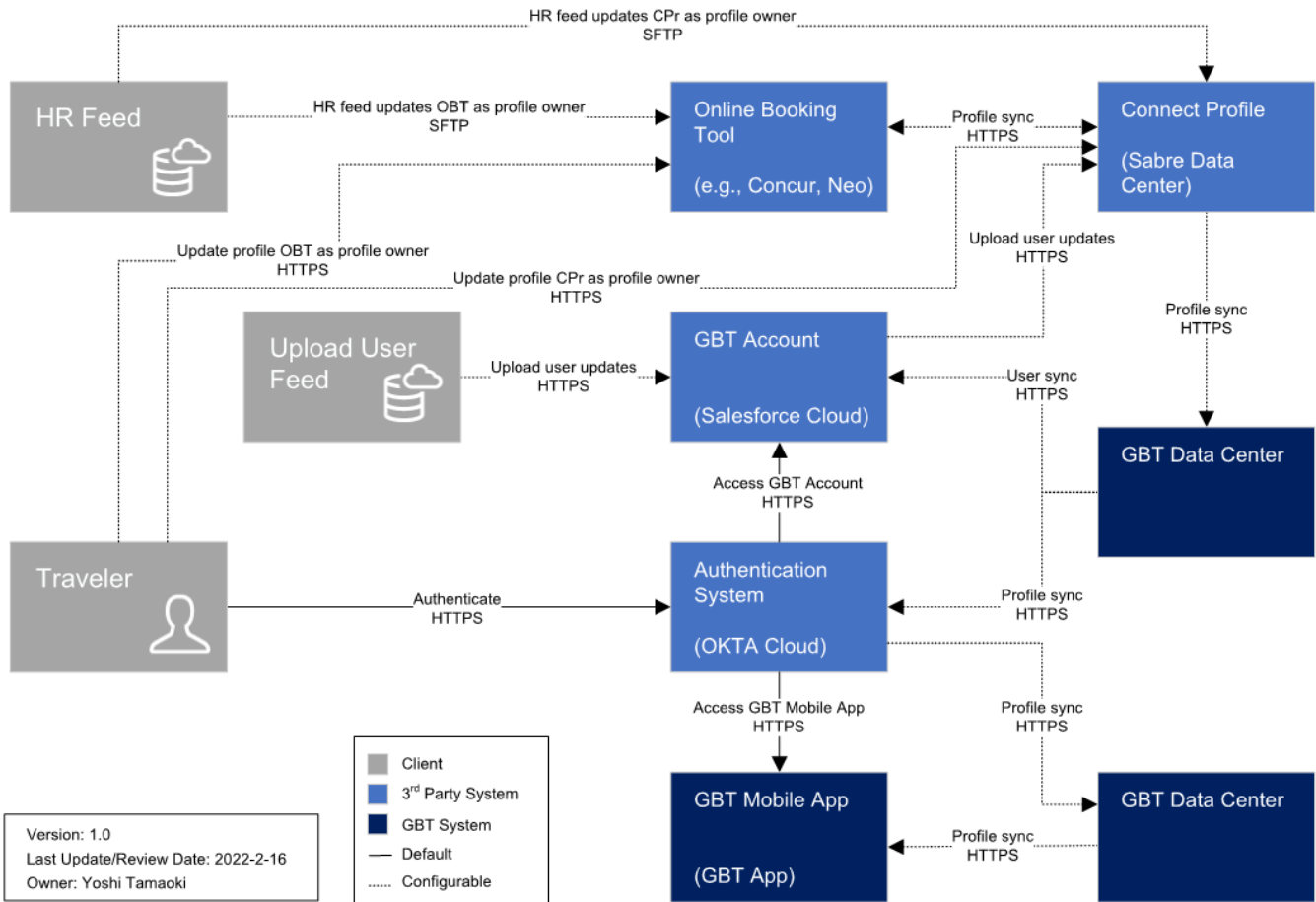
# Languages

GBT portal and the Amex GBT Mobile app supports the fourteen languages below. If a traveler has their browser or OS set to an unsupported language, GBT portal defaults to English.

LANGUAGES	
▪ Czech	▪ Hungarian
▪ Danish	▪ Italian
▪ Dutch	▪ Japanese
▪ English	▪ Norwegian
▪ Finnish	▪ Polish
▪ French	▪ Portuguese
▪ German	▪ Spanish
▪	▪ Swedish

# Architecture Flow

Below is an overview of the technical interactions in the GBT portal and Amex GBT Mobile app solution:





# FAQs

- 1. Do we support MFA for users accessing product with username and password?**  
Yes, AMEX GBT uses email validation during initial authentication and when users try to access product from a different IP address, device or browser. Today all user validation is done via email.
- 2. Do we support MFA for SSO users?**  
Yes, MFA rules are determined and managed by client's authentication configuration in this scenario. AMEX GBT connects to the client's IDP for user authentication on access and trusts authentication performed by client.
- 3. Can we support different MFA or user authentication settings for a client?**  
AMEX GBT only supports standard configurations for all clients today on supported browsers.

# Version History

A list of changes to this document:

Version	Publish Date	Summary of Changes
1.0	Aug 08 2019	Initial document
2.0	Aug 27 2019	Updates to email domain checklist
2.1	Oct 08 2019	For IE 11 added * and footnote that it is not available for Admin Capabilities
2.2	Oct 01 2020	Updated branding Added Architecture diagram Added Languages supported
2.3	Feb 28 2022	Updated arch. flow diagram and added version history page.
2.4	Apr 1 2022	Expanded reference to browser cookies to all browsers.
2.5	Apr 21 2022	Added safelist links
2.6	May 24 2022	Added FAQs section
2.7	May 25 2022	Added Personalization
2.8	June 3 2022	Added Amex GBT Mobile App Removed Personalization Fixed typo to @notifications.amexgbt.com
2.9	August 8, 2022	Updated IOS support to last three versions
3.0	August 25, 2022	Added Chat function section
3.1	February 2, 2023	Added chat and additional safelist domains
3.2	February 23, 2023	Added email domain instruction