



# CTM Portal: Quick Start Guide

# CTM Self-Registration

To access CTM Self-Registration click [here](#).

Click link here to create your profile.

## USER REGISTRATION



Registering for your account is quick and easy. Please fill in the information requested below to continue. Your account will be created using your work email address.

Please log into your account and update your profile once registration is complete. There is required information that you will need to complete in order for the travel office to be able to make a reservation for you. If you need assistance creating your profile, please contact the CTM Technical Support team at [na.online@travelctm.com](mailto:na.online@travelctm.com).

### Your Name and Airport Security

The first, middle, and last names entered below must be identical to those on the photo identification you present at the airport or you may be turned away at the gate because the name on your ticket does not match your identification.

\* Required field

First Name \*  Middle Name

Last Name \*

### Contact Information

Work Email \*

Phone (Work) \*  Phone (Home)

### Additional Fields

Time Zone  Date Format

Date Of Birth (MM/DD/YYYY) \*  Gender \*

If you have any difficulties registering, please contact CTM Technical Support at [na.online@travelctm.com](mailto:na.online@travelctm.com) or by calling 877-208-1396 for assistance.

- Complete all required fields, indicated by an asterisk \*.
- Your company may limit usernames and work emails to the domains listed, on the registration page.
- Once your profile has been reviewed/approved, a Welcome Email from CTM will be sent to your registered work email.

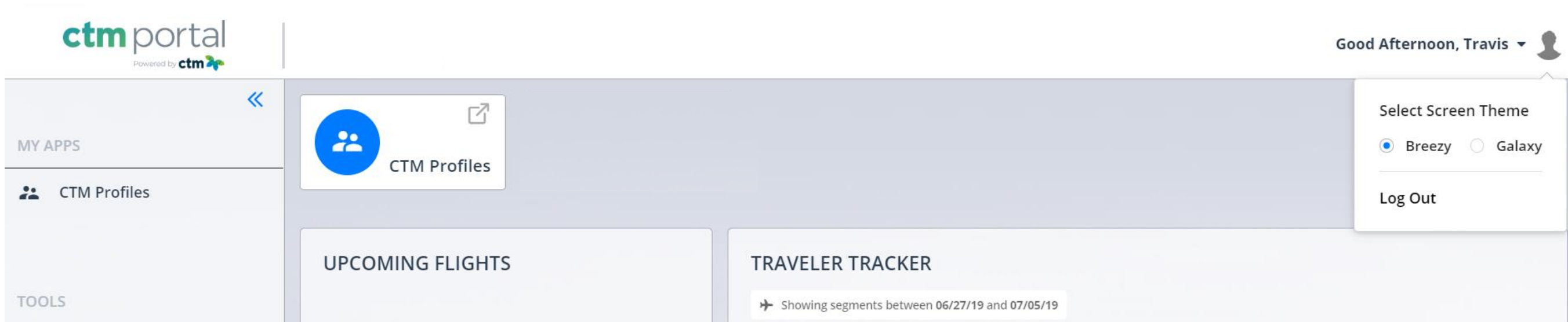
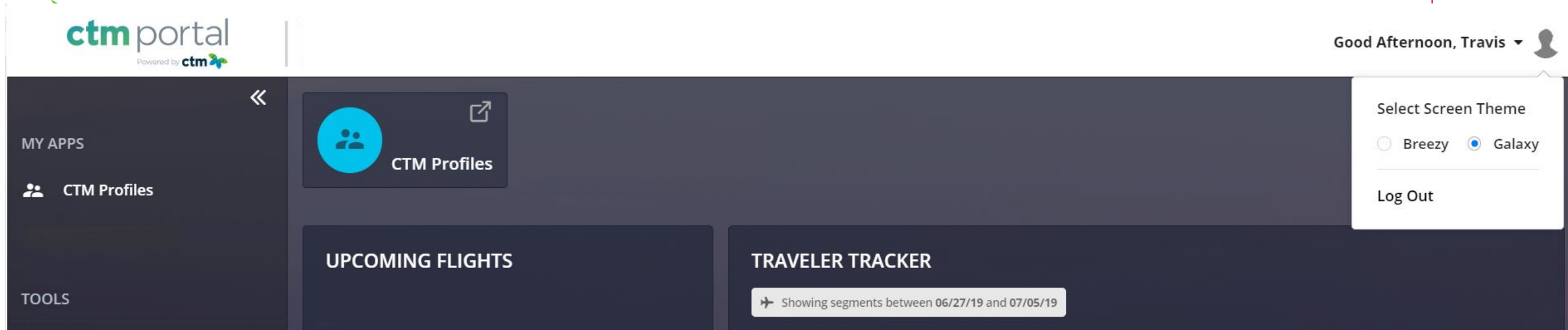
### Please Note:

Once you have submitted your registration form it can take up to 24 hours before you receive an ACTIVATION link. If you do not receive an activation link in 24 hours, please contact CTM Technical support at 1-877-208-1396 or email at [na.online@travelctm.com](mailto:na.online@travelctm.com).

# Welcome to Portal

CTM Portal offers two distinctive views to customize your user experience.

- Galaxy (Default View): Dark Background and White Text
- Breezy: White Background and Gray Text
- To set your background, click the Greeting to see theme options and select your preferred theme.



# Traveler Tracker

The screenshot displays the Traveler Tracker interface. On the left is a sidebar with 'TOOLS' (Traveler Tracker, Fare Forecaster) and 'WIDGETS' (Upcoming Flights, Traveler Tracker, Fare Forecaster, Business Intelligence, News, World Clocks, Currency Converter). The main area is divided into 'UPCOMING FLIGHTS' and 'TRAVELER TRACKER'. The 'UPCOMING FLIGHTS' section lists three flights: UA 344 (LAX to BOS) for ALIS COOPER, DL 342 (LAX to BOS) for DENZEL COOPER, JULIE DAVIS, and UA 349 (BOS to JFK) for ALIS COOPER. The 'TRAVELER TRACKER' section shows a world map with a date range filter for 06/10/19 to 06/18/19. Below the map is a summary bar with seven categories: On Time (4), Landed (4), Delayed (1), Not Departed (0), En-Route (1), At Risk (1), and All Travel (10).

Flight	Traveler	Departure	Arrival	Status
UA 344 LAX → BOS	ALIS COOPER	06/11/19 04:30AM	06/11/19 12:45PM	Landed
DL 342 LAX → BOS	DENZEL COOPER, JULIE DAVIS	06/11/19 09:20AM	06/11/19 05:35PM	Landed
UA 349 BOS → JFK	ALIS COOPER	06/11/19 03:00PM	06/11/19 03:40PM	Landed

Category	Count
On Time	4
Landed	4
Delayed	1
Not Departed	0
En-Route	1
At Risk	1
All Travel	10

## Travel Arrangers

Travel Arrangers can search, view, and communicate with travelers from within their company.

- To locate a traveler filter by location, traveler name &/or date range.
- Travelers are plotted on the map via geo location by travel sector. i.e. Flight is airport, hotel is hotel address.
- Traveler Tracker uses a technique called 'clustering' to allow users to view multiple people at the same location at the same time. i.e. Kennedy Airport.
- Arrangers can view the traveler's full itinerary details.
- Travel date range can be extended up to 30 days before and 30 days after the current date.

NOTE: The default date range list of travelers is the next 7 days.

## Travelers

Travelers can search and view their own past date or upcoming travel.

- To locate a trip filter by location, &/or date range.
- Travel is plotted on the map via geo location by travel sector. i.e. Flight is airport, hotel is hotel address.
- Travel date range can be extended up to 30 days before and 30 days after the current date.

NOTE: The default date range list of travelers is the next 7 days.

# Manage your Widgets

Portal's Widget display can be customized to show or hide by default in the dashboard. (Widgets will remain displayed in the navigation menu for user access.)

To set your display preference click the gear next to WIDGETS to see the available toggles.

The image shows a dark-themed user interface for managing widgets. On the left, a vertical menu lists widgets: Upcoming Flights, Traveler Tracker, News, World Clocks, and Currency Converter. A gear icon is at the top right of this menu. A pink arrow points from this gear icon to the 'WIDGETS' section of a larger dashboard screenshot. This dashboard screenshot shows a 'TOOLS' section with 'Traveler Tracker' and 'Fare Forecaster', and a 'WIDGETS' section with toggles for 'Upcoming Flights', 'Traveler Tracker', 'Fare Forecaster', 'Business Intelligence', 'News', 'World Clocks', and 'Currency Converter'. The 'Upcoming Flights' toggle is currently turned off. A second pink arrow points from the 'Upcoming Flights' toggle to a third screenshot below. This third screenshot shows the same dashboard but with the 'Upcoming Flights' toggle turned on. The main content area of the dashboard is split into two views: 'UPCOMING FLIGHTS' and 'TRAVELER TRACKER'. The 'UPCOMING FLIGHTS' view shows a list of flights with columns for flight number, origin, destination, departure, arrival, and status. The 'TRAVELER TRACKER' view shows a world map and a summary of flight status: 2 On Time, 4 Landed, 1 Delayed, and 0 Not Departed. The 'TRAVELER TRACKER' view also shows a summary of flight status: 2 On Time, 4 Landed, 1 Delayed, 0 Not Departed, 3 En-Route, 1 At Risk, and 10 All Travel.

# Additional Widgets

The screenshot displays three widgets on a dark-themed dashboard. The 'NEWS' widget on the left has three filter buttons: 'ALL', 'RISK', and 'CTM'. It lists three news items, each with a 'RISK' tag and a 'READ MORE...' link. The 'WORLD CLOCKS' widget in the middle shows three clocks for Pacific Time (05:46 AM), Central Time (07:46 AM), and Eastern Time (08:46 AM), each with a clock face and a dropdown arrow. The 'CURRENCY CONVERTER' widget on the right shows 'USD: United States Dollar' at 10 and 'EUR: Euro' at 8.8, with a line graph below showing exchange trends from May 12 to Jun 09.

## NEWS

View global news that may impact the upcoming travel. View all news listed by date/time from most recent or filter by RISK or CTM.

RISK: Alerts that have been identified as a potential security or safety hazard.

CTM: Weather alerts or general news that could potentially impact travel.

## WORLD CLOCKS

Add clocks in multiple time zones, to help plan arrival and departures, as well as meeting times for calls or events with attendees in various regions.

## CURRENCY CONVERTER





Easily view the current currency conversions and recent exchange trends

# Company Documents & Links


View customized documents and links that you may find helpful when planning travel.

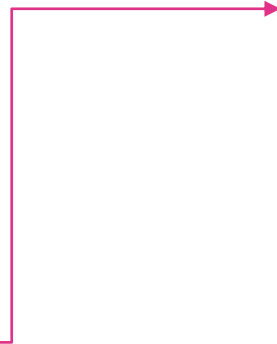
Some links may require you to be logged in to your corporate intranet to be able to access the content. When selecting a document to view a PDF version will be downloaded and can be saved for offline access.


**TOOLS**

-  Fare Forecaster Carrier Grou...
-  Traveler Tracker + GeoRisk
-  Docs & Links Admin
-  Fare Forecaster Carrier Grou...

**LINKS**

-  CTM Invoice Request





### Print My Invoice

Traveler First Name


Traveler Last Name

Search By:

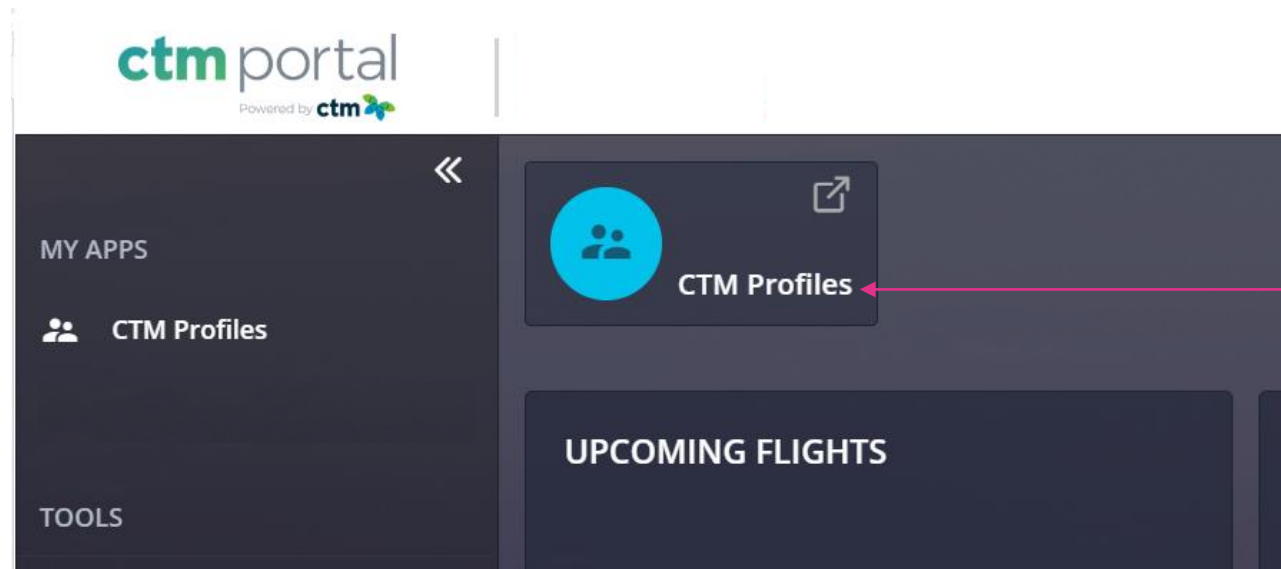
- Invoice #
- Record Locator
- Ticket / Confirmation #
- Credit Card Number (last 4 digits)

Show Invoices As:

- Single PDF
- List

I'm not a robot   
reCAPTCHA  
Privacy - Terms

# Completing Your Travel Profile



Click the CTM Profile widget to access your personal travel profile.



Read and accept the user Privacy Policy to view and update your profile.  
(You will only have to accept the policy the first time you login.)



# Travel Profile Update

Please review and complete the sections below:

To add another employee to arrange travel on your behalf: Under Administration, in the Arranger Section select "Add New" and search for employee name.

Your name should remain in the top arranger box. Remember to Save your changes.

The screenshot displays a multi-section form for updating a travel profile. The sections are:

- General:** Fields for Company (USA Client Demo), Gender (Male), Title (-), Legal First name (Travis), Legal Middle name (Demo), Legal Last name (Miles), Suffix (Jr, Sr, III) (-), Date of birth (01/22/1990), Citizenship (United States), Language (English (United States)), Phone business (+1 555-555-1212), Phone home, Mobile (+1 555-555-1313), E-mail (demo@elliemaeinc.com), Credit cards (Visa, 445070CVAZRJ9259, expires 04/20, Air Card), and Priority Remarks.
- Travel documents:** Fields for Nationality, Passport no., Issue date, Issue place, Issue country, Expires, Primary Passport (checked), Visa Information (Country, Number, Issue date, Expires, Entry type, Linked passport), and Identification cards (Country, Number, Issue date, Expires).
- Preferences:** Fields for Seat Request, Meal Request, Smoker, Web card, Frequent flyer (Airline, Number, PIN, Hotel Program, Hotel chain, Customer number, Customer request), Guarantee rental car (Company, Customer number, Customer request), and Carrier preference (2-letter-code, Car Type - Vehicle Category, Car Type - Body Type).
- Administration:** Fields for Arranger / Assistance (Travis Miles), Approver (Approver), Emergency Contact (First name, Surname, E-mail, Phone), and Employment Information (Employee ID, Cost Center, Department, Job Title). A "Save" button is highlighted in pink.

## SAVING PROFILE CHANGES AND BOOKING TRAVEL ON LIGHTNING

\* When editing the Traveler Profile make sure to click **Save**, on each updated page, before selecting another section.

\*\* If the profile requires any updates to an un-Editable field, please email [CTM Online Support](#), for assistance.

\*\*\* After the Traveler Profile has been reviewed and updated, as needed please close the CTM Profile browser tab to return to the CTM SMART Portal.

*For additional information or assistance please contact Online Technical Support at 1-877-208-1396, or email at [na\\_online@travelctm.com](mailto:na_online@travelctm.com).*

