



CTM Portal: Quick Start Guide

CTM Self-Registration

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

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.

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 * Work Email Domain *

Phone (Work) * Phone (Home)

Home Address

Street Address 1 Street Address 2

City State/Province/Region Postal Code

Country

Additional Fields

Time Zone Date Format

Title Employee ID *

Manager Date Of Birth (MM/DD/YYYY) *

Gender * Department *

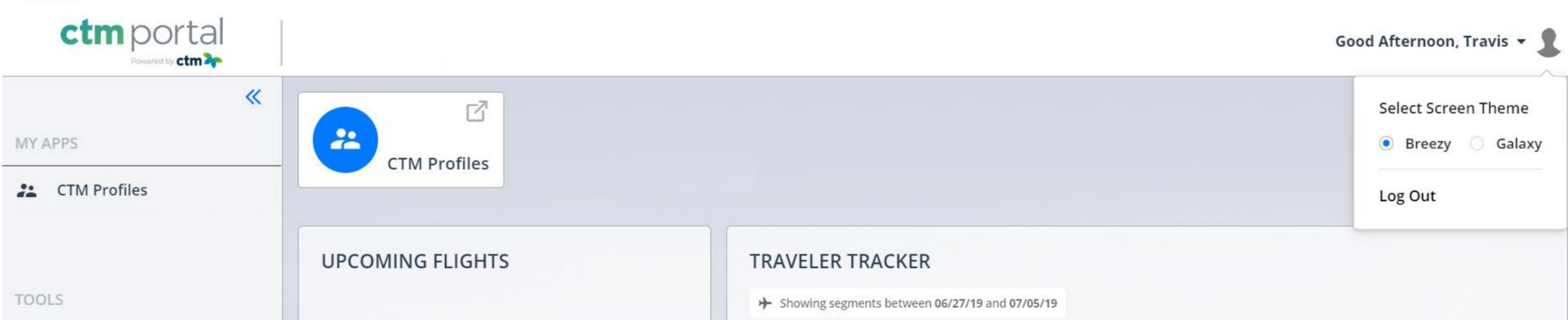
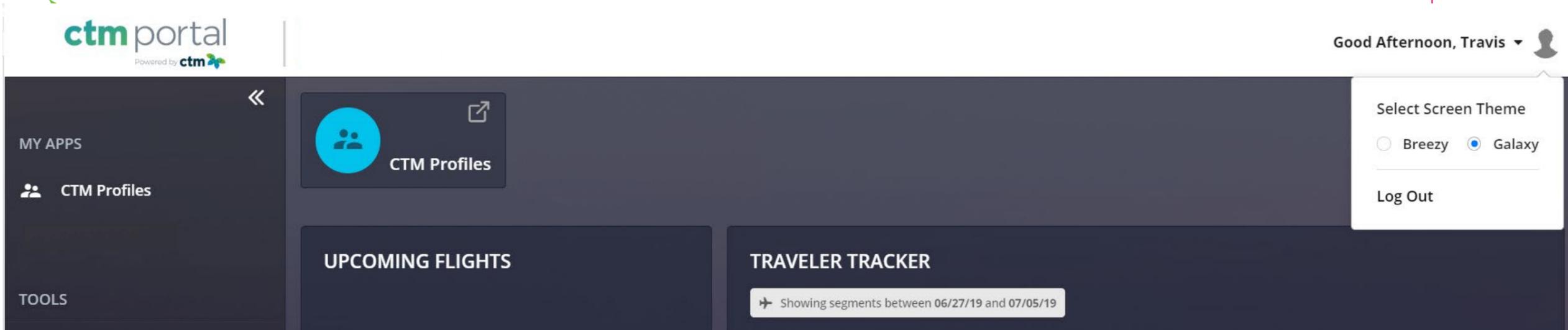
If you have any difficulties registering, please contact CTM Technical Support at na_online@travelctm.com or by calling 877-208-1396 for assistance.

- 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.

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 split 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 and 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 and 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(s)	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 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 the gear icon to the top-right screenshot. The top-right screenshot shows the 'WIDGETS' section with all widgets toggled on. The bottom-right screenshot shows the 'WIDGETS' section with 'Upcoming Flights' toggled off and all other widgets toggled on. The background of the screenshots shows a dashboard with flight information and a world map.

WIDGETS

- Upcoming Flights
- Traveler Tracker
- News
- World Clocks
- Currency Converter

TOOLS

- Traveler Tracker
- Fare Forecaster

WIDGETS

- Upcoming Flights
- Traveler Tracker
- Fare Forecaster
- Business Intelligence
- News
- World Clocks
- Currency Converter

UPCOMING FLIGHTS

Flight	Origin	Destination	Passenger	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
DL 888	LAX	LGA				

TRAVELER TRACKER

Showing segments between 06/10/19 and 06/18/19

Category	Count
On Time	2
Landed	4
Delayed	1
Not Departed	0
En-Route	3
At Risk	1
All Travel	10

Additional Widgets

The screenshot displays three widgets on a dark-themed dashboard. The **NEWS** widget has three filter buttons: 'ALL' (black), 'RISK' (red), and 'CTM' (green). It lists three news items, each with a 'RISK' tag and a 'READ MORE...' link. The **WORLD CLOCKS** widget features an 'Add New Clock' button and three clock cards for Pacific Time (05:46 AM), Central Time (07:46 AM), and Eastern Time (08:46 AM). The **CURRENCY CONVERTER** widget shows 'USD: United States Dollar' at 10 and 'EUR: Euro' at 8.8, with a line chart 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.

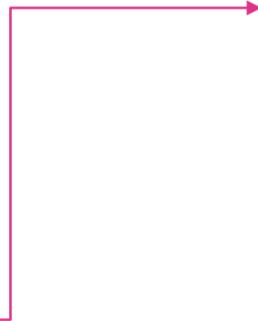
Some links may require you to be logged in to your corporate intranet to be able to access the content. When selecting a document to view a PDF version will be downloaded and can be saved for offline access.

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:

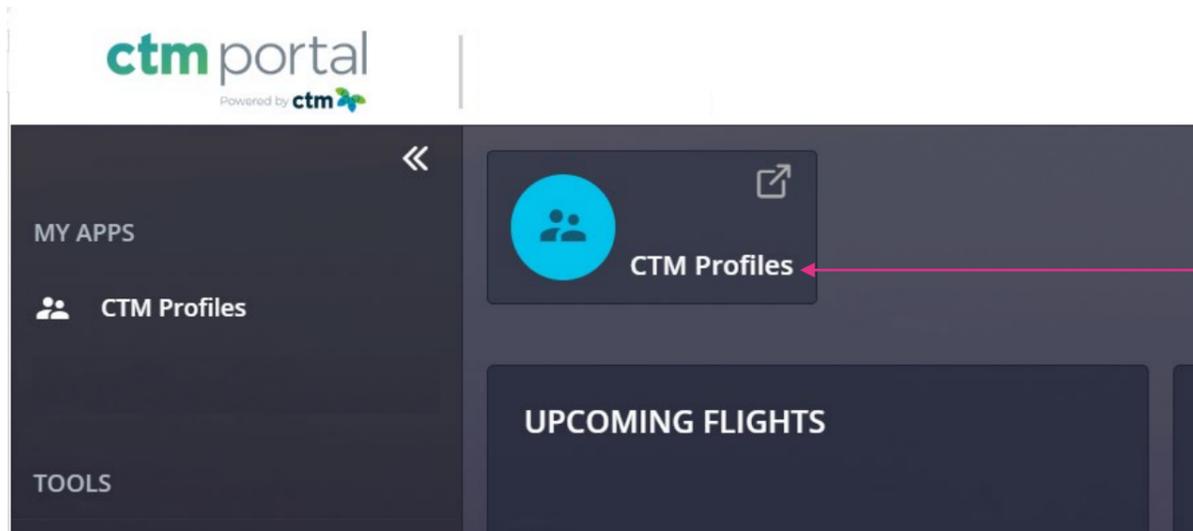
- Invoice #
- Record Locator
- Ticket / Confirmation #
- Credit Card Number (last 4 digits)

Show Invoices As:

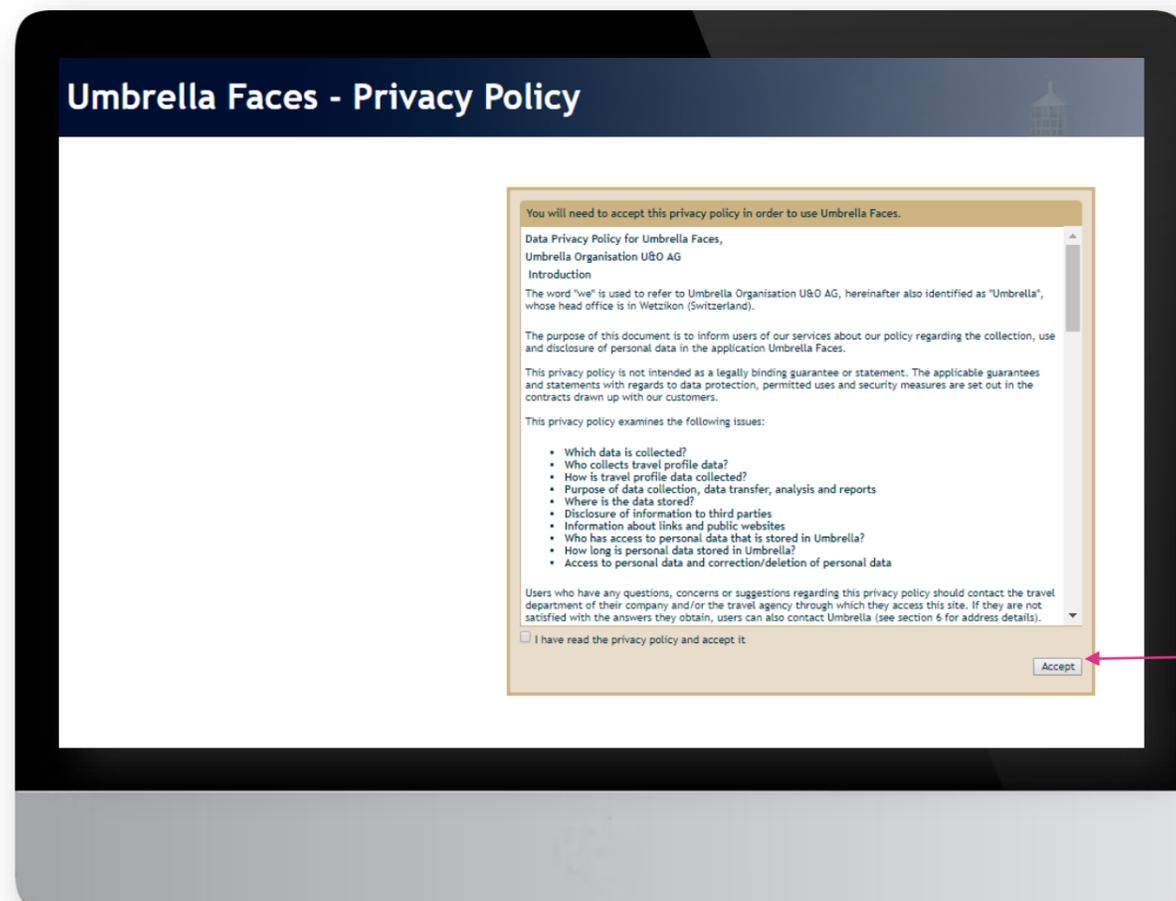
- Single PDF
- List

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:

General

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

Card type: Visa

Creditcard no.: 445070CVAZRJ9259

Expiration: 04 / 20

Remark: Air Card

Use as form of payment:

Priority Remarks: Priority Remarks

Travel documents

Passport(s)

Nationality: Nationality

Passport no.: Passport no.

Issue date: Issue date

Issue place: Issue place

Issue country: Issue country

Expires: Expires

Primary Passport:

Add new

Visa information

Country: Country

Number: Number

Issue date: Issue date

Expires: Expires

Entry type: -

Linked passport: -

Add new

Identification cards

Country: Country

Number: Number

Issue date: Issue date

Expires: Expires

Add new

Known Traveler Number: Known Traveler Number

Redress Number: Redress Number

Preferences

Seat Request: -

Meal Request: -

Smoker:

Web card: -

Frequent flyer

Airline: Select a carrier

Number: Number

PIN: PIN

Add new

Hotel guarantee: -

Hotel Program

Hotel chain: Select a hotel chain

Customer number: Customer number

Customer request: Customer request

Add new

Guarantee rental car: -

Car Program

Company: Select a rental company

Customer number: Customer number

Customer request: Customer request

Add new

Carrier preference (2-letter-code): Carrier preference (2-letter-code)

Car Type - Vehicle Category: -

Car Type - Body Type: -

Administration

Arranger / Assistance

Arranger / Assistance: Travis Miles

Add new

Approver

Approver: Approver

Add new

Emergency Contact

First name: First name

Surname: Surname

E-mail: E-mail

Phone: -

Employment Information

Employee ID: Employee ID

Cost Center: Cost Center

Department: Department

Job Title: Job Title

Cancel Save

BEWARE! Changes apply to new bookings only!

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.

