





# Profile Set-up Demo



# Welcome Email

**Welcome  
to CTMS Travel**

Dear Team,

Thank you for choosing CTMS as your new travel management partner!

We know that every business trip plays a vital role in your professional success, and we are committed to making sure that each journey is as seamless and effective as possible. Our goal is to deliver an experience that not only meets but exceeds your company's expectations.

To get started and fully enjoy the benefits we offer, please complete your profile on our website by following these simple steps:

- 1. Create Your Account:**
  - Go to [ctmstravel.travelprefs.com](http://ctmstravel.travelprefs.com).
  - Click on the "Create a New Account" link in the upper right hand corner.
  - Enter your Corporate ID: **DemoCTMS**. Please keep code confidential, for security purposes.
  - Fill out the required information on the next couple of pages.
- 2. Activate Your Account:**
  - Check your email for a message from "[nonreply@trondent.com](mailto:nonreply@trondent.com)" (subject line will be "**Travel profile activation**") containing an Account Activation Link.
  - Click the Activation Link promptly, as it will expire 48 hours after being issued.
  - Set a unique password and answer the Secret Question you selected earlier.
  - Click "Save Changes".

**3. Complete Your Profile:**

- Provide contact information requested (marked with asterisks). Include your first name, last name, date of birth, and cell phone number.
- Ensure that information entered matches your travel documents.
- Ensure all required fields are completed (scroll to the bottom).
- Click "Save Changes" to finalize your profile.

If you have any questions or need assistance, our dedicated team is here to help. Please contact us at [support@ctmstravel.com](mailto:support@ctmstravel.com) or **1.866.359.2867**.

We're excited to support your travel needs and look forward to providing you with an exceptional experience.

Welcome aboard!

Best regards,  
**Your CTMS Travel Team**

- A welcome email is sent to the Think Research team, introducing them to CTMS Travel and guiding them through setting up their travel profiles.
- To ensure a seamless experience, the email includes clear, step-by-step instructions for easy completion.

# Step 1: Create Your Account

## Login

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Use your username, password, and corporate ID to log in below.

Username\*

Password\*

Corporate ID\*

[Forgot Password?](#) | [Create a New Account](#)

- Go to [ctmstravel.travelprefs.com](http://ctmstravel.travelprefs.com)
- Click on the "Create a New Account" link

## Create New Account

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Enter your corporate ID to begin.

Corporate ID\*

- Enter your assigned Corporate ID: **Think1523**
- Please keep the code confidential for security purposes
- Click Next

# Step 1: Create Your Account

## Create New Account (Step 2 of 3)

Enter your information below.

New Username\*

Repeat New Username\*

Business Email\*

Repeat Business Email\*

Next

## Create New Account (Step 3 of 3)

New Secret Question

New Secret Answer\*

Repeat New Secret Answer\*

Finish

- Select a Username (repeat) and enter your Business Email Address (repeat)
- Click Next

- Use drop down to select a Secret Question
- Enter the answer to your Secret Question (repeat)
- Click Finish

# Step 2: Activate Your Account

## Create New Account

We have sent a message to the email address associated with your online account. Please open your email and click on the activation link in our message.

A few things to keep in mind:

The activation link expires within 48 hours.

If you can't find our email, make sure that [noreply@trondent.com](mailto:noreply@trondent.com) is in your safe senders list. You can also look for our message in your spam folder.

It can take up to 20 minutes for the email to be delivered to your inbox.

If you can't access the email account associated with this online account, contact your administrator of the site.

- This message will appear, advising that an email has been sent from [noreply@trondent.com](mailto:noreply@trondent.com)
- Subject line: **Travel profile activation**
- Email will contain an activation link, (expires in 48 hours)

## Travel profile activation



[noreply@trondent.com](mailto:noreply@trondent.com)

To: Liz Silva



4:08 PM

Click this password activation link

[https://url.avanan.click/v2/r03/\\_token=NPYulYL2.YXYyZpjdG1zdHJhdmVsOmE6bzpkMDNjZjk3MDYxYzBmZTU3NGNmMDBkNzY3NGQ1NmRjYTo3Ojg2NTE6ZWRRkNjk0Yzc3MDQ4YmMyMWJlZjk3ZWRRhNWQxMDQyNTA2MjlxMDMzOGM4OWZmZmQ2YzE3NmUzODJjYzAzMDc2ZTpwOlQ6Tg](https://url.avanan.click/v2/r03/_token=NPYulYL2.YXYyZpjdG1zdHJhdmVsOmE6bzpkMDNjZjk3MDYxYzBmZTU3NGNmMDBkNzY3NGQ1NmRjYTo3Ojg2NTE6ZWRRkNjk0Yzc3MDQ4YmMyMWJlZjk3ZWRRhNWQxMDQyNTA2MjlxMDMzOGM4OWZmZmQ2YzE3NmUzODJjYzAzMDc2ZTpwOlQ6Tg) to log in. When you log in for the first time, you will be redirected to the Change Password page, where you must set a permanent password before you can access your profile. Note: The activation link expires shortly and can be used just once.

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you need assistance, please contact your administrator.

- Copy of email message received from [noreply@trondent.com](mailto:noreply@trondent.com)
- Click on password activation link to continue

# Step 3: Complete Your Profile

### Change Password

New password must be:  
from 7 to 16 characters including at least following characters  
1 lowercase  
1 uppercase  
1 numeric

New Password\*

Repeat New Password\*

Secret Question: What was your least favorite food as a child?

Secret Answer\*

Save Changes

- Activation link will take you to the above screen
- Create a unique password and answer the Secret Question, you selected earlier
- Click Save Changes

### Personal

Fields marked with an asterisk \* are required.

#### Name

Please enter your legal name exactly as shown on your valid passport, driver's license, or other ID allowed for travel.

First Name\* Middle Name Last Name\*

Date of Birth\*

Redress Number [What is this?](#) Country Known Traveler Number [What is this?](#) Country

Gender\*

☐ Female

☐ Male

☐ Unspecified Gender

#### Emergency Contact Details

First Name Last Name Email

Emergency Contact Country Emergency Contact Phone Number Extension

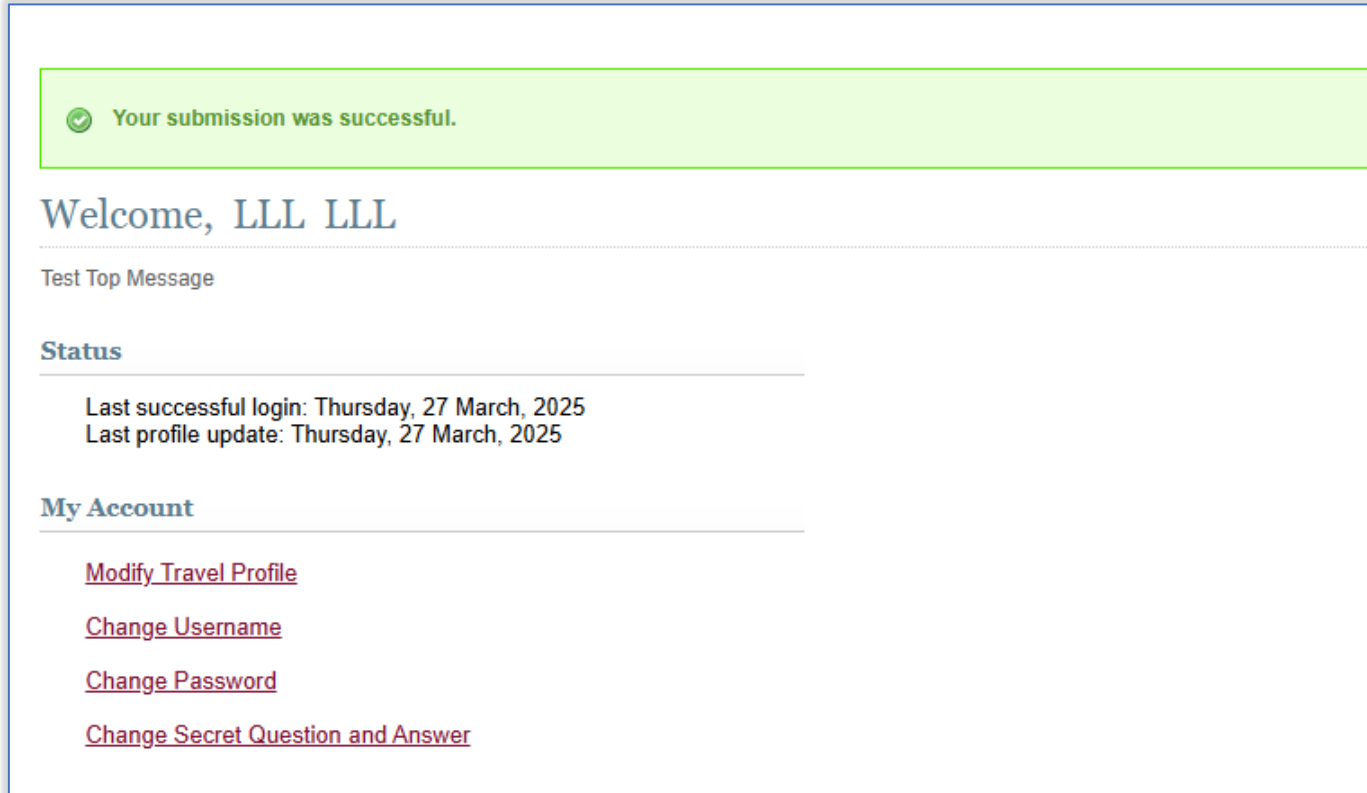
Relationship

Save Changes

- Provide information requested
- Fields marked with asterisks are mandatory
- Include first & last name, date of birth and cell phone number
- Personal data entered provided should match your travel documents
- Click on individual tabs to ensure all required information is entered
- Click Save Changes to finalize your profile



# Step 3: Complete Your Profile



A screenshot of a web interface showing a successful submission confirmation. At the top, a green banner with a checkmark icon and the text "Your submission was successful." is displayed. Below this, the user is greeted with "Welcome, LLL LLL". A section titled "Test Top Message" follows. Then, a "Status" section shows the last successful login and profile update as Thursday, 27 March, 2025. Finally, a "My Account" section lists four links: "Modify Travel Profile", "Change Username", "Change Password", and "Change Secret Question and Answer".

✓ Your submission was successful.

Welcome, LLL LLL

Test Top Message

**Status**

Last successful login: Thursday, 27 March, 2025  
Last profile update: Thursday, 27 March, 2025

**My Account**

[Modify Travel Profile](#)

[Change Username](#)


[Change Password](#)

[Change Secret Question and Answer](#)


- This final screen confirms that your submission was successful.
- My Account links will allow you to revise your profile information in future, if needed

- If you have any questions or require assistance, our dedicated team is available to help. We can be reached at [support@ctmstravel.com](mailto:support@ctmstravel.com) or 1.866.359.2867.

# Travel Portal Example – Contact Information


 [HOME](#) [PROFILE ▾](#) [LOG OUT](#)

**TORONTO AIRPORT WEATHER**




**-1°C**  
SNOW

Wednesday




4°C -1°C

Thursday




18°C 4°C

Friday




12°C 2°C

Saturday




11°C 4°C

Sunday




8°C 2°C

Monday



7°C 0°C

Tuesday



2°C -3°C

## Contact Information

CTMS Travel Group has assigned a dedicated travel team to assist with your travel arrangements. During business hours they can be reached by email at [team2@ctmstravel.com](mailto:team2@ctmstravel.com).

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**After Hours Support: Telephone service only**

Within North America: 1.866.359.2867

Outside North America: 1.416.665.2867 \*(A fee will apply)

Emails received outside of regular business hours will not be responded to until the following business day.

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## Dedicated Team

<b>Zarna Shah</b>	<b>Lina Brodsky</b>
Business Travel Consultant	Business Travel Consultant
P: 1.866.359.2867 Ext. 305	P: 1.866.359.2867 Ext. 308
E: <a href="mailto:team2@ctmstravel.com">team2@ctmstravel.com</a>	E: <a href="mailto:team2@ctmstravel.com">team2@ctmstravel.com</a>

## Management & Support

<b>Anna Chalkadryan</b>	<b>Lesley Bleiwas</b>
Director of Operations	Director of Client Relations
P: 1.866.359.2867 Ext. 330	P: 1.866.359.2867 Ext. 311
E: <a href="mailto:anna@ctmstravel.com">anna@ctmstravel.com</a>	E: <a href="mailto:lesley.bleiwas@ctmstravel.com">lesley.bleiwas@ctmstravel.com</a>

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<b>Technical Support</b>	<b>Finance Support</b>
E: <a href="mailto:support@ctmstravel.com">support@ctmstravel.com</a>	E: <a href="mailto:finance@ctmstravel.com">finance@ctmstravel.com</a>

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## Booking Process

Travellers and Travel Coordinators can arrange all travel requirements by selecting one of the following options: filling out the travel request form, emailing directly at [team2@ctmstravel.com](mailto:team2@ctmstravel.com) or by calling their dedicated Travel Team (listed above). Once travel arrangements are finalized, itineraries will be sent to the traveller and their travel arranger (if applicable).

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## Group Bookings

Please reach out to our Groups department if reserving the same destination with the same travel dates for groups of 10 people or more. This will include any air or hotel reservations. Contact our dedicated Groups team at [groups@ctmstravel.com](mailto:groups@ctmstravel.com).

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## Hours of Operation

Our regular hours of operation are from Monday to Friday, 9:00 am to 7:00 pm (EST).

- A customized portal is built to match your specifications, providing a convenient way to connect with your dedicated team or submit travel requests.
- For added security, portals can be configured with login credentials, or they can remain open for seamless access.



# Travel Portal Example – Request Form

 [HOME](#) [PROFILE](#) [LOG OUT](#)

## Travel Request Form

Red asterisk (\*) is a mandatory field.

Trip Category: \*

Economy

Mobile Phone Number:

Company Email \*

Approving Manager's Name

Approving Manager's Email

Travellers' Cost Centre / Department Code \*

Select your department

Title \*

Mr

First Name \*

Middle Name

Last Name \*

Traveller name must match Passport or government-issued photo ID exactly.

Gender \*

Male

DOB (mm/dd/yyyy) \*

TSA Information

Frequent Flyer Information

Airline / Number

Dietary Restrictions

### Trip Details

Departure City \*

Arrival City \*

Departure Date \*

Return Date \*

Preferred Departure Time \*

Preferred Return Time \*

Specific Flight # Inbound

Specific Flight # Outbound

Direct Flight Yes/ No

Yes

Is Return date flexible? Yes / No: if yes please detail

Is Departure date flexible? Yes / No: if yes please detail :

Add

Remove

Hotel Accommodation required YES / NO \*

Select the option

Car Rental YES / NO \*

Select the option

Submit

Save Draft

- Our comprehensive Travel Request Form allows you to easily submit your travel needs, including airfare, hotels, and car rentals.
- Once submitted, your dedicated team will research and provide the best available options.
- Travel policy requirements are automatically applied, ensuring compliance with approval processes, preferred fares, property types, and authorized suppliers.



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Toronto, ON M3J 2N2

1.866.359.2867  
[contact@ctmstravel.com](mailto:contact@ctmstravel.com)