



Portal User Guide: Self-Registration for Clients Without SSO

This guide explains how to complete the self-registration process for CTM Portal. It includes instructions for travelers creating an account and client admins reviewing registration requests.

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Overview

Self-registration allows travelers to create their own CTM Portal accounts using a secure link provided by their organization. It removes the need for manual account setup and supports both automated and approval-based workflows. This guide explains how travelers register and how client admins approve new users when required.

Travelers: Register for CTM Portal

Follow these steps to create your account using your organization's onboarding link.

Start registration

1. Select the **onboarding link** provided by your travel administrator. It's usually sent by email or posted on your company intranet.
2. The link opens the **CTM Registration** page in your browser.

A screenshot of the CTM Registration page. At the top, the CTM logo is displayed above the word 'Registration'. Below this is a white rectangular input field with the placeholder text 'Email Address'. At the bottom of the form is a wide, solid green button with the word 'Submit' in white text.

Initial registration screen with email entry field and Submit button.

3. Enter your **work email address**, then select **Submit**.
4. A confirmation pop-up appears – select **Close** to continue.
5. Open the email from CTM and select **Verify email address**.



Thank you!

We have received your registration request.

For security reasons, we need to verify your email address.

Please click the link below within 48 hours to complete the email verification, you will be able to complete the account creation once your email is verified.

Verify email address

If you have trouble with the link, please copy paste the below link in a web browser:

<https://register.ctmsmart.com/register/>

Expires in 48 hours.

[Contact](#) | [Privacy](#) | [Terms](#)



Verification email sent to the traveler.

Fill out the registration form

1. When the **User registration page** opens, enter your **first and last name**, **gender**, and **date of birth**. Your **work email** will already be filled in.
2. Select **Submit** to complete the registration request.

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.

Please fill out all fields. Typically, your login should be the same as the first part of your email address (before the "@"). * Required field

First Name*

Last Name*

Gender*
Select an option

Date of Birth*
mm/dd/yyyy

Contact information

Work email*

Submit

Reset

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

User Registration page where travelers enter required profile information.

What happens next

Your next steps depend on how your organization handles approvals:

- **If Auto-Approve is enabled:** You'll receive a **welcome email** with an activation link within two hours.
- **If approval is required:** Your request is sent to an internal approver. Once approved, you'll get a confirmation email followed by a separate welcome email with your activation link.

Your registration has been routed for approval



Check your email

You will receive an notification to log into the CTM Portal once your account has been approved.

*If you don't receive an notification email, please reach out to you program administrator.



Log into CTM Portal



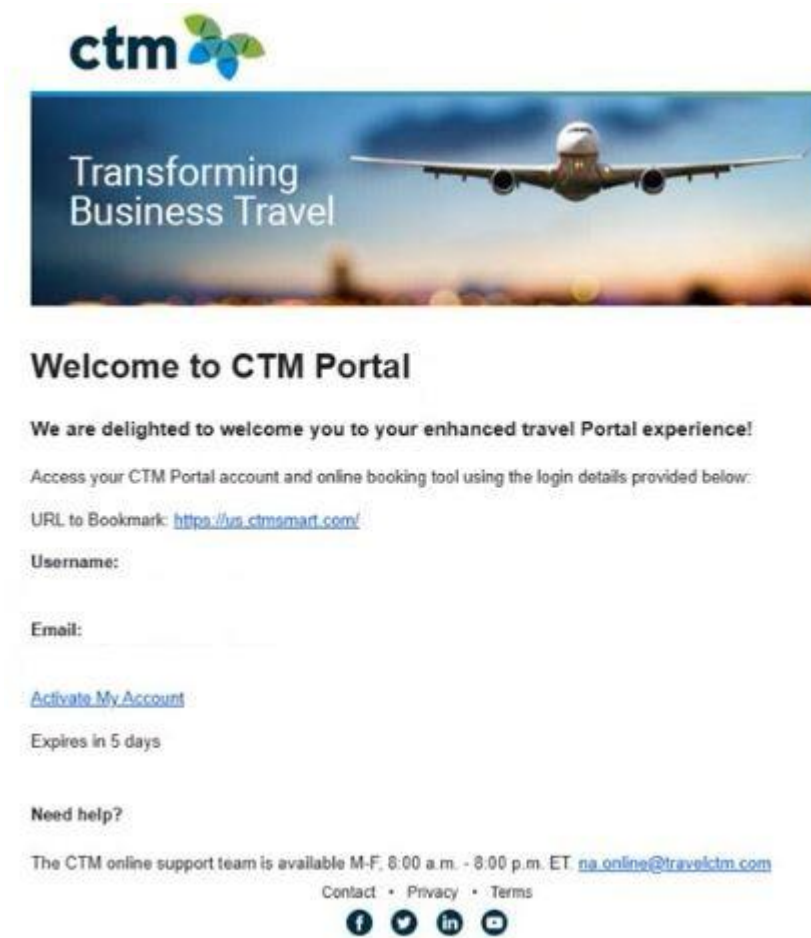
Fill out your profile

Help enable the booking process.

Message displayed after registration is submitted and routed for approval.

To complete your registration:

1. Open the welcome email and select **Activate my account**.



Welcome email sent to travelers with activation link and login details.

2. Create a password (unless your organization uses single sign-on (SSO)).
3. You'll be directed to **CTM Portal**, where you can update your traveler profile and start using your account.

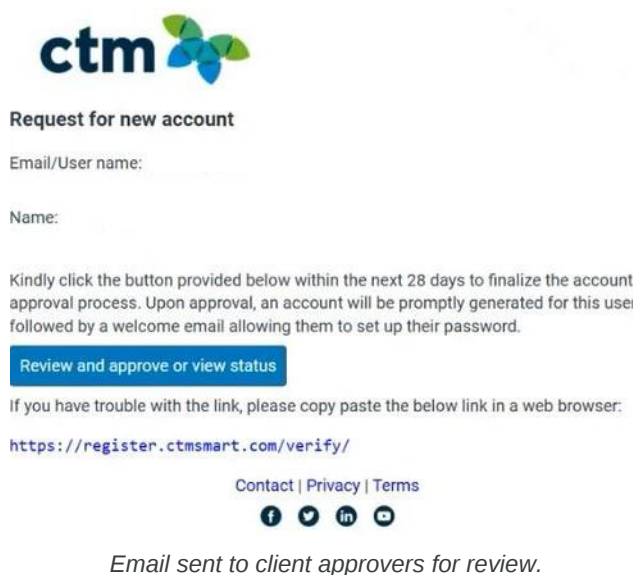
 **Note:** If your registration is denied, you'll receive an email from CTM. The message may include a brief explanation from the approver.

Client admins: Approve new registrations

If your organization uses manual approvals, designated approvers will receive an email when a traveler submits a request.

Approve or deny a registration

1. Open the email titled **New User Registration – Approval Required**.
2. Select **Review and approve or view status**.



3. Review the traveler's details, then select **Approve** or **Deny**:
 - a. If you **approve**, confirm the action in the pop-up window. A confirmation message appears once the approval is complete.
 - b. If you **deny**, a comment box appears. Add a brief explanation if needed—your message will be sent to the traveler.

User registration

ctm

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Please fill out all fields. Typically, your login should be the same as the first part of your email address (before the "@").

* Required field

First Name*
Documentation

Last Name*
Test

Gender*

Date of Birth*

Contact information

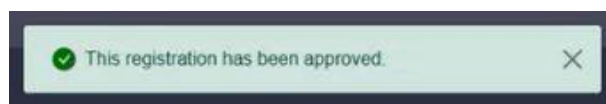
Work email*

Approve Deny

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

Approve?

Approve Cancel



Client approver reviews registration details, selects Approve, and receives confirmation.

Note: If another approver has already completed the request, the system displays a message confirming the action.

Need help?

If you have questions or need assistance, contact your organization's **travel administrator** or reach out to [CTM Support](https://us.travelctm.com).