# CTM Profile Quick Start Guide

USER GUIDE

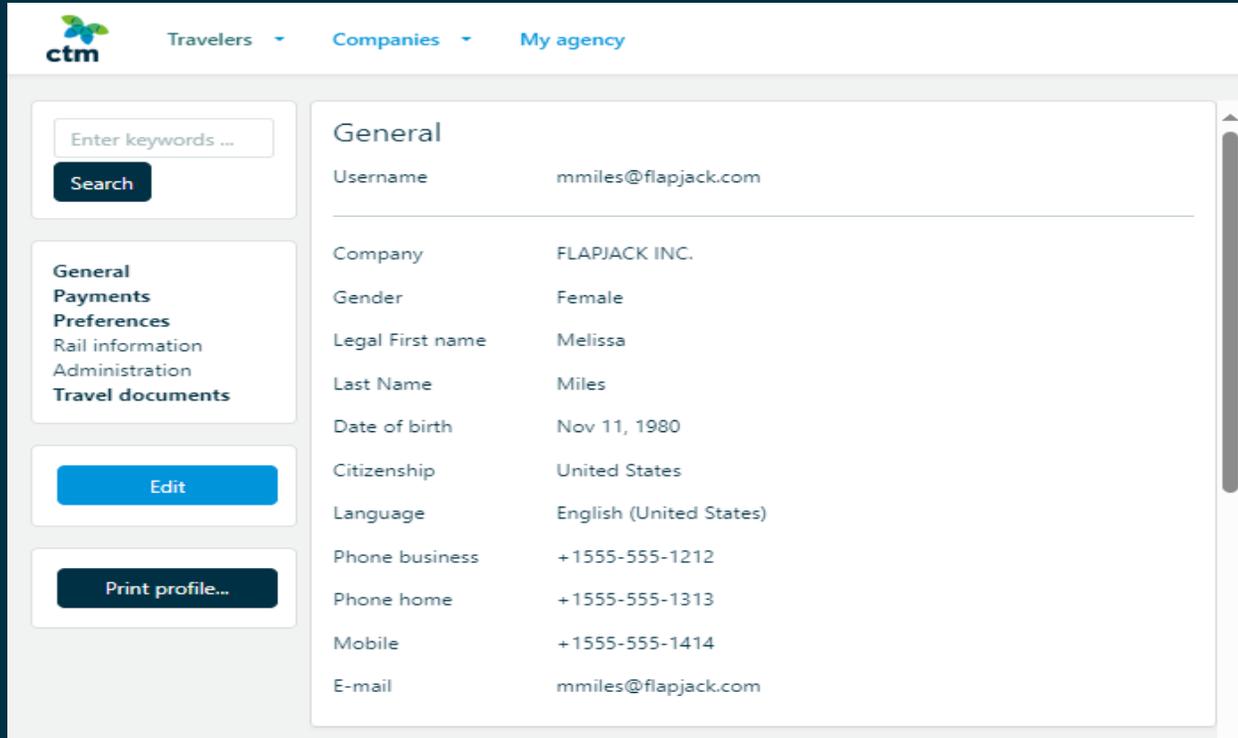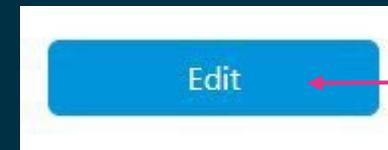Online Product Delivery Team | 09-12-2024

# Overview:

This guide will assist users with their initial login and setting up their profiles in the CTM Profile platform.

# Updating Your Profile



- Your username, email, phone number, gender and date of birth will be pre-populated.

- The username, email address, name, company, and publishing fields are non- changeable.

Click Edit to access your profile.

## SAVING, EDITING PROFILE CHANGES AND BOOKING TRAVEL ON LIGHTNING

* You must click **Edit** to add new items and see all the available fields in your 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 Portal.
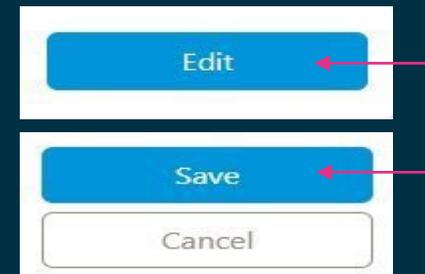
# Filling Out Your Profile

## CREDIT CARDS

In the **Payments** section, add the credit card information.

- Click on '**Add new**' to add alternate credit cards.
- Check the Use as Form of Payment Box if primary card for Airline Charges.

- The credit card can be selected below to be used for hotel guarantee, etc.

- Click the '**trash can**' to delete a credit card.

### Payments

| | |
|---|---|
| Card type | - |
| Creditcard no. | |
| Expiration | mm / yy |
| Remark | Remark |
| Name on Card | AMY HURRICANE MILES |

☐ Use as form of payment (Air Tickets)

**+ Add new**

| | |
|---|---|
| Web card | AX / 3758 XXXX XXXX 115 |
| Hotel guarantee | AX / 3758 XXXX XXXX 115 |
| Guarantee rental car | AX / 3758 XXXX XXXX 115 |
| Rail form of payment | - |

### Payments

| | | |
|---|---|---|
| Card type | American Express | 🗑 |

## EMPLOYMENT INFORMATION

Add Travel Rule class, Operating Unit, Company Code, Country of Employment, Department Code, Job Title, and Employee ID (if applicable and/or required by your company).

### Employment Information

| | |
|---|---|
| Travel Rule Class | General |
| Operating Unit | BREAKFAST |
| Company Code | FLP |
| Country of Employment | US |
| Department Code | 10001 |
| Job Title | Chief Culinary Officer |
| Employee ID | 58712546 |

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**Edit**

**Save**

Cancel

# Filling Out Your Profile cont.

## PREFERENCES

This section is where you fill out your airline frequent flyer, hotel frequent guest, and car membership numbers, as well as seat preferences, and special meal requests.

Each vendor type (airline, car, hotel) has its own section under "Preferences;" you can add more membership numbers by clicking on "Add new" below each section.

To remove a membership number, simply click on the 'trash' icon next to the company/chain name.

## RAIL INFORMATION

This is for rail only.

You can add frequent traveler numbers, your seat preference, and select a credit card for all rail travel.

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# Filling Out Your Profile cont.



## TRAVEL DOCUMENTS:

Information to be added to this section:

❖ Passports

❖ Visas

❖ Known Traveler Number (if applicable)

❖ Redress Number (if applicable)

***In the case of dual citizenship, you can add alternate passports; please ensure you select one as your "Primary Passport".

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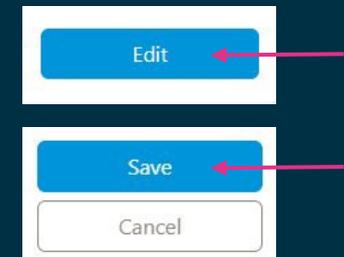
# Travel Arranger: Updating The Traveler Profile

## HOME WORK AND BILLING ADDRESS

This is an optional section to store:

Home Address

Work Address

Billing Address



## SPECIAL NOTES & CONSIDERATIONS

- You should fill out traveler profiles as completely as possible.

- Any changes/updates will only be applied to future reservations.

- CTM Profile will time out after a few minutes of inactivity.

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# Agency Contact

For additional information or assistance completing the CTM Profile, please contact CTM's Online Technical Support Desk:

Toll-free: 1-877-208-1396

Email: na.online@travelctm.com

us.travel**ctm**.com