



CTM Portal: Quick Start Guide

Concur Self-Registration

OVERVIEW

Provide End Users the information necessary to create and manage their personal travel profiles, as unregistered travelers.

CREATING A NEW CONCUR TRAVEL PROFILE

Lehigh University Registration Page

To register, from your web browser, enter URL provided by your Travel Contact:

https://www.concursolutions.com/registration/register_form.asp?regcode=LEHI181227

User Registration

Welcome to Concur!
Registering for your account is quick and easy. Please fill in the information requested below to continue.
Your account will be created under the _____ account. If this is incorrect, please contact your administrator for the correct registration URL.

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

Account Information

Concur Login * @bioluxresearch.com

Contact Information

Your Name and Airport Security: Please make certain that the first, middle, and last names shown below are identical to those on the photo identification that you will be presenting at the airport. Due to increased airport security, you may be turned away at the gate if the name on your identification does not match the name on your ticket.

First Name *
Middle Name
Last Name *
Manager *
Work Email Address *
Work Phone *
Home Phone

Home Address

no p.o. boxes please

Street Address 1:
Street Address 2:
City
Country China
State/Province/Region
Postal Code

Configuration Settings

Time Zone * (UTC-05:00) Eastern Time (US & Canada)
Date Format * M/D/Y

* marked fields are mandatory

Please remember to review and update your travel profile before attempting to arrange travel. This can be done by clicking on **My Travel Profile** from the Travel Home page.

If you have any difficulties registering, please contact Customer Support at 888-662-6248 for assistance.

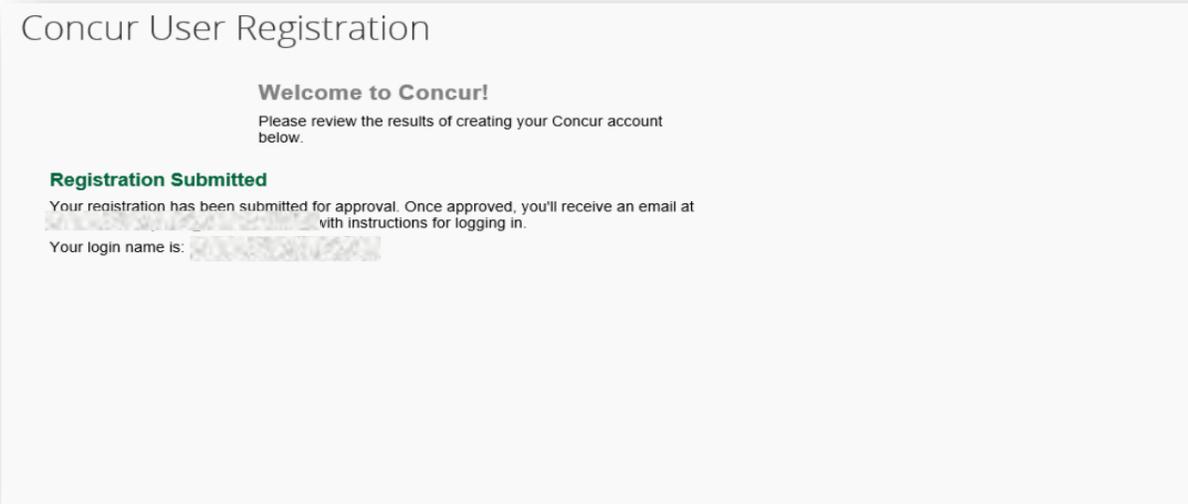
NOTE:

please defer to any company requirements, when creating your Concur Login.

Concur Account Creation

Account Creation

After submitting the profile, you will receive confirmation that your registration has been submitted for approval.



Once approved you will receive an email advising that your profile is complete, it will also include login instructions and a link to set your password. Please login to your account via the provided link, using the login name you created during registration.

Select a password that will be used for future access. (8-character minimum)

NOTE: PASSWORDS ARE CASE SENSITIVE

Hello Travis Miles,

To reset the password associated with Login ID [redacted] please click on the following link:

<https://www.concursolutions.com/v.asp?x=1&d=1&u=108224578&host=www%2Etravizon%2Eenet&t=17090121&h=priaBlwhM2yUJDa7d%2BDas3hkJs%3D>

This is a one-time only link that will expire in 24 hours.

Note: If the link above is split into multiple lines, you'll need to copy/paste the entire link into the Address field of your browser. If you are experiencing difficulty with this link and require assistance, please contact your program administrator at your company.

Kind Regards,
Customer Support
Concur Technologies, Inc.

Concur Account Creation

Follow the steps to create your password and click on Submit.

The screenshot shows a 'Change Password' form. At the top, there is a yellow warning banner that reads: 'Your password has expired. Please change your password.' Below this, a message states: 'A password must be at least 7 characters. It can contain numbers (0-9), upper and lower case characters (A-Z, a-z), and symbols (such as *%#@#). It cannot contain spaces. All fields are required.' A note below says: 'Note: Passwords are case sensitive.' There are two input fields: 'New Password' and 'Re-enter New Password'. Below these is a 'Password Hint (we will email this to you if you forget your password)' field. At the bottom left is a blue 'Submit' button with a pink arrow pointing to it from the right.

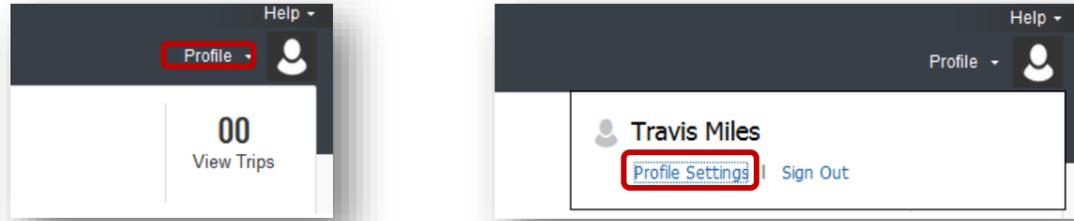
Successful creation of your password will take you to the home page of your company's main site.

The screenshot shows the SAP Concur home page. The top navigation bar includes 'SAP Concur', 'Travel', 'Reporting', and 'App Center'. On the right, there are links for 'Administration', 'Help', 'Profile', and a user icon. Below the navigation bar, the SAP Concur logo is displayed on the left, and '00 View Trips' is shown on the right. The main content area is divided into several sections: 'TRIP SEARCH' with options for 'Booking for myself' and 'Book for a guest', and a search form with 'From' (RDU - Raleigh/Durham Airport) and 'To' (Arrival city, airport or train station) fields, and a 'Search' button; 'ALERTS' with a message about connecting to Tript; 'COMPANY NOTES' with a large blue heading 'Welcome to Corporate Travel Management powered by Concur' and a sub-heading 'Supporting your company's travel management goals with personal service'; and 'MY TRIPS (0)' with a message 'You currently have no upcoming trips.' and a right-pointing arrow.

Concur Profile Update

Updating your Concur Travel Profile

Click on the Profile tab and select Profile Settings, then click on Personal Information.



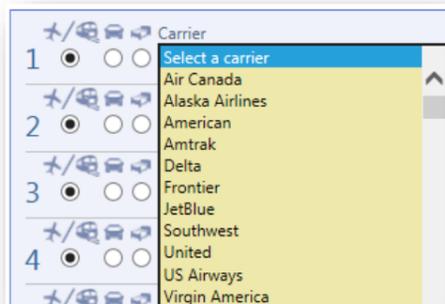
Proceed to add your personal information to your online profile.

- Fill in all applicable fields. Your profile will not save without the required information. Required information is labeled as such (see screen shot below).

- Any of the SAVE buttons can be used to save your profile information. It is not necessary to save after each profile section, but you must SAVE when you have finished.
- To enter your Frequent Traveler membership numbers for air, car, and hotel, click

[+ Add a Program](#)

- When the radio button for Carrier is selected, the drop-down menu will only contain airlines and train vendors.



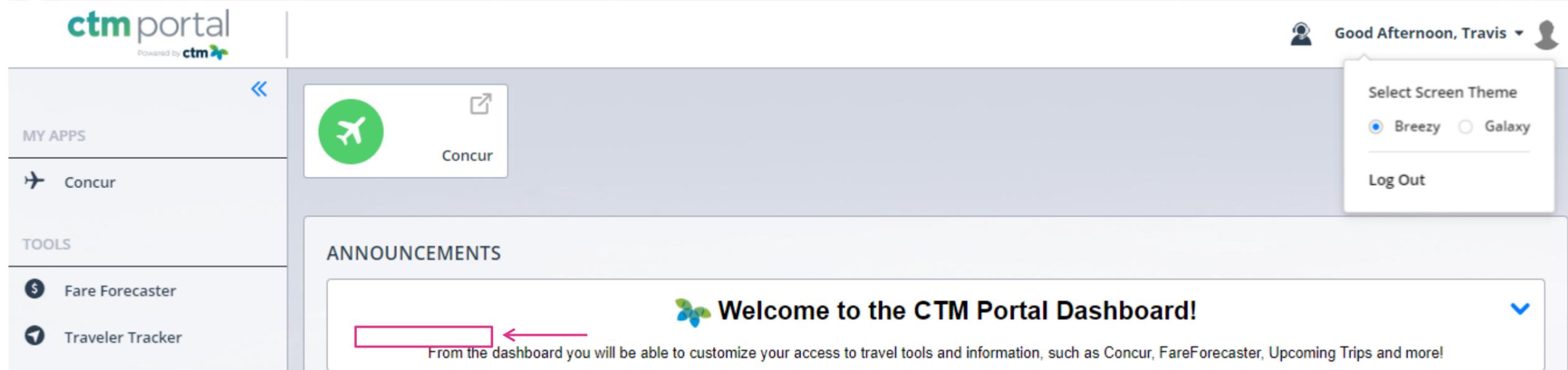
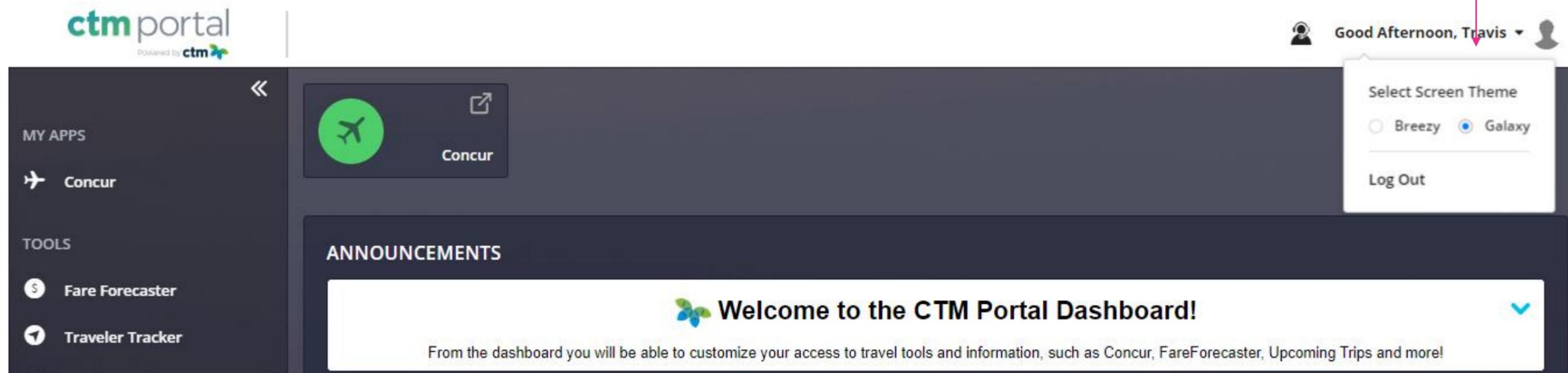
- Select the Car Rental Company radio button to enter car membership numbers. When the radio button for Car Rental Company is selected, the drop-down menu will only contain car rental companies

After your initial profile is submitted, please allow up to 15 minutes before returning to your intranet page to access the CTM Portal

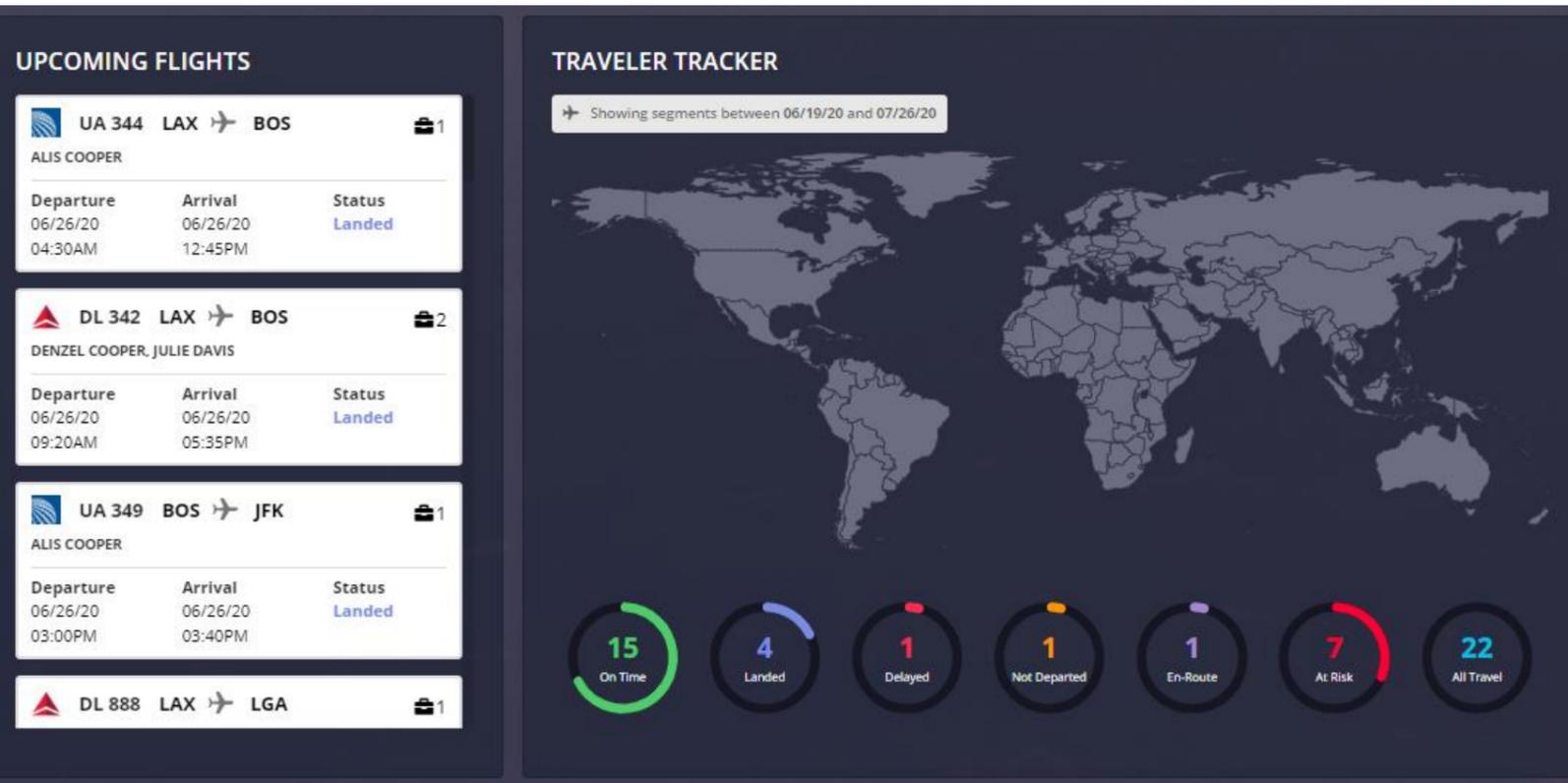
Welcome to CTM Portal

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



Travel Arrangers

Traveler 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.

Traveler Tracker: Risk & GeoRisk

CTM Smart Portal provides current travel risk information, through interactive maps and travel notifications sent via email and SMS texts. This risk information gives travel coordinators and other portal users a full understanding of real-time travel risks for flights at both the global and traveler levels.

Risk View (by Trip)



With GeoRisk off, you can select "At Risk," from the Traveler Tracker widget view or the expanded view. Risk will display a trip list of scheduled travel, *per segment*, with risk alerts based on the timeframe of the notification.

"FILTER BY RISK LEVEL" allows you to filter travel based on the risk levels associated with each of the individual flight segments. Both the trip list and map views will reflect the filtered information.

Each trip has a highlighted border based on the highest risk level tied to each segment, as some flight segments may have more than one risk.

Risk Levels:

- **EXTREME** – Extremely dangerous and unpredictable
- **HIGH** – Dangerous and unexpected
- **MODERATE** – Dangerous but predictable
- **LOW** – Some risk and predictable
- **TRIVIAL** – Calm and predictable

GeoRisk View (by Country)



The GeoRisk Map is nested within the Traveler Tracker and can be used in conjunction with Risk.

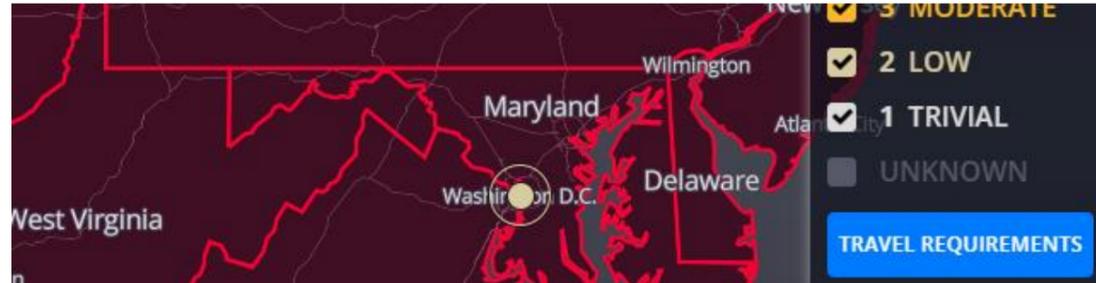
By selecting the checkboxes GeoRisk will highlight global risk advisories at a country level. These advisories are independent of the itinerary Risk Alerts.

This information can be used by Travel Coordinators to pre-emptively distinguish travel that might put their employees in danger.

Both Risk & GeoRisk services have the option to download a .csv file of the risk summary data that can be used for record keeping and importing purposes.

Traveler Requirements

Travel Requirements are available through the GeoRisk map or via a widget on CTM Portal



TRAVEL REQUIREMENTS

Passport: USA Fully vaccinated

Round Trip No Connections

Where from?

Where to?

Depart: Fri Feb 18 Return: Fri Feb 25

[See restrictions](#)

powered by **sherpa**

Passport: USA Fully vaccinated

Round Trip No Connections

From: Atlanta, ATL

To: Amsterdam, AMS

Depart: Tue Apr 19 Return: Tue Apr 26

[See restrictions](#)

Users can access global entry requirements - updated several daily - as well as download official underlying documentation or applications.

4/19/2022 - 4/26/2022 | Passport: USA | Fully vaccinated

Depart: ATL > AMS | Return: AMS > ATL **6** | [Edit my trip](#)

1 Most travelers from Atlanta, ATL with proof of full COVID-19 vaccination can enter Amsterdam, AMS, but there are restrictions.

[Search instead for Not fully vaccinated >](#)

- 1** Travel restrictions (2)
- 1** COVID-19 testing
- 1** Visa requirements
- 1** Documents required (5)

1 Mandatory proof of vaccination [See details >](#)

[See EU Digital COVID Certificate eligibility](#) →

1 Mandatory health declaration form before arrival in the Netherlands [See details >](#)

[Download PDF](#) ↓

1 Mandatory quarantine form [See details >](#)

[Download PDF](#) →

[Complete online](#) →

1 Mandatory COVID-19 test before arrival in the Netherlands [See details >](#)

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 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 next to the 'WIDGETS' header. A red arrow points from this gear icon to the 'WIDGETS' section of a larger dashboard screenshot. This dashboard screenshot shows the 'WIDGETS' section with toggle switches for each widget: Upcoming Flights (off), Traveler Tracker (on), Fare Forecaster (on), Business Intelligence (on), News (on), World Clocks (on), and Currency Converter (on). To the right of the 'WIDGETS' section are two main dashboard panels. The top panel, titled 'UPCOMING FLIGHTS', displays flight information for three flights: UA 344 (LAX to BOS, Landed), DL 342 (LAX to BOS, Landed), and UA 349 (BOS to JFK, Landed). The bottom panel, titled 'TRAVELER TRACKER', shows a world map and a summary of flight status: 2 On Time, 4 Landed, 1 Delayed, and 0 Not Departed. A second red arrow points from the gear icon to the 'WIDGETS' section of a second dashboard screenshot below. This second dashboard screenshot shows the 'WIDGETS' section with the 'Upcoming Flights' toggle switched off. The 'TRAVELER TRACKER' panel now displays a world map and 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 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 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 graph below showing exchange trends from May 12 to June 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.

To book travel directly with your CTM Travel Team or for assistance

LINKS



CTM Invoice Request



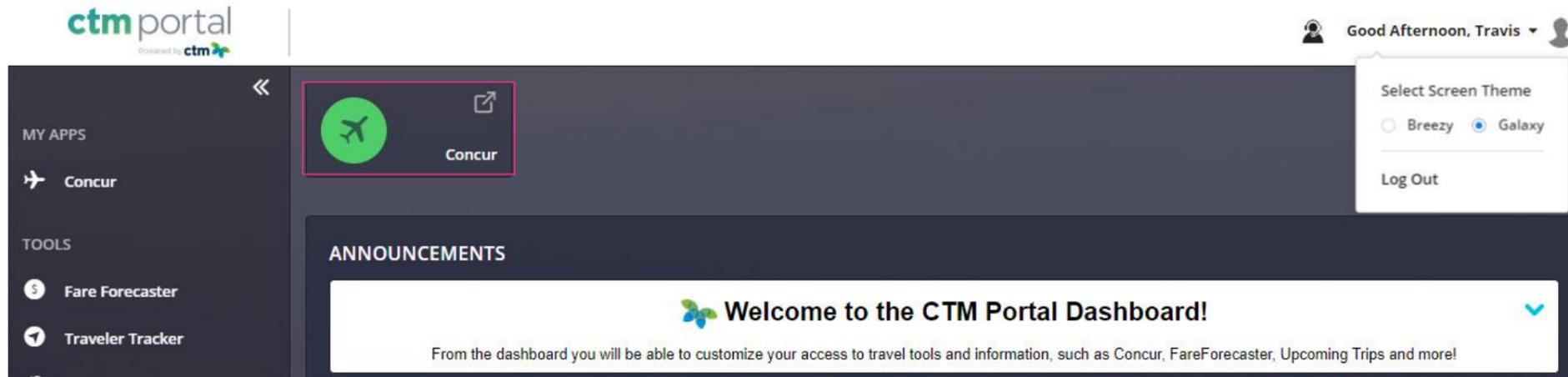
COVID-19 Travel Recommend...



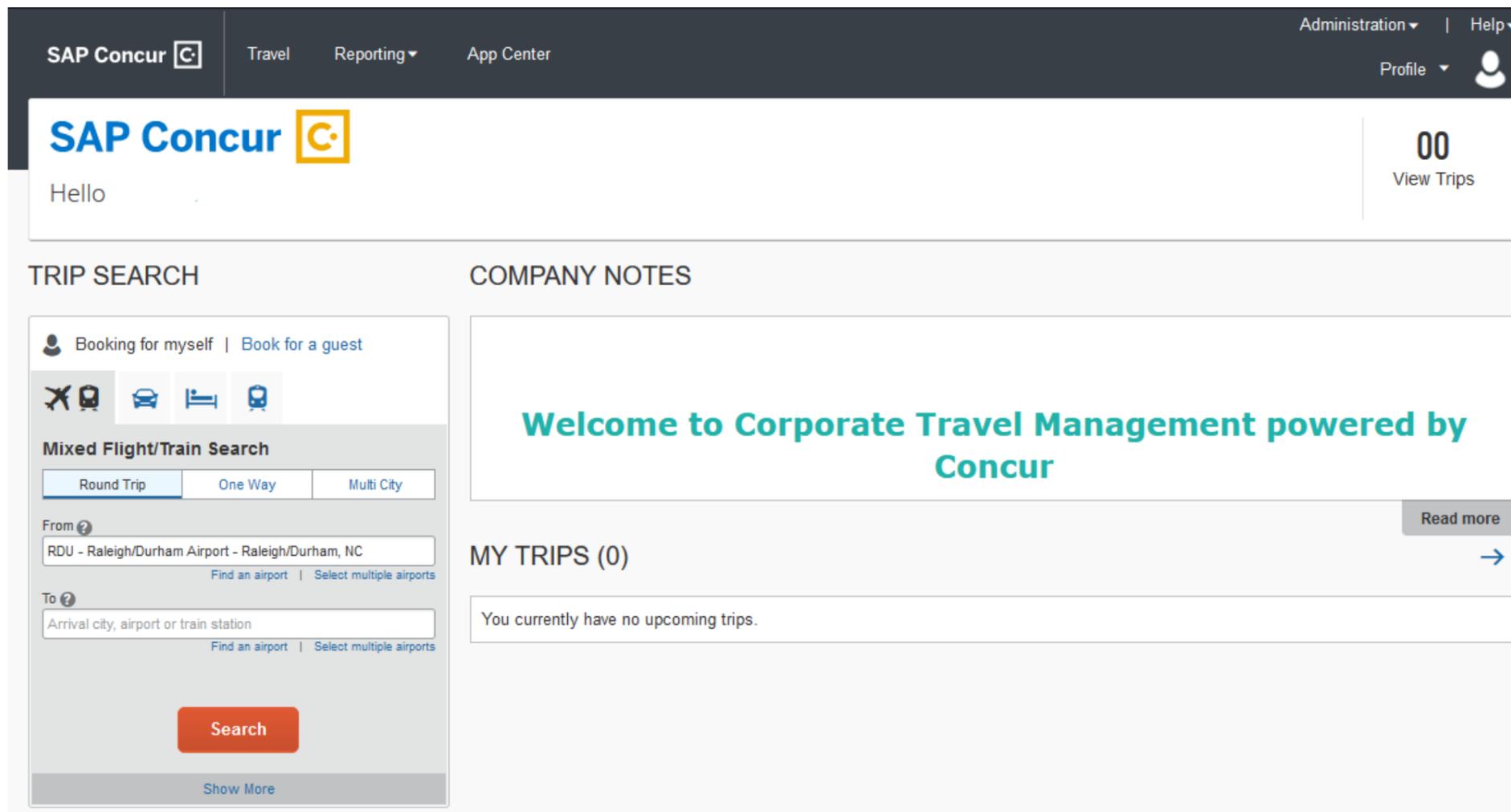
CTM Portal Quick Start Guide...

Concur Travel

Access to Concur is managed by SSO. Click on the Concur tile to be automatically logged in to your company's booking site.



The screenshot shows the CTM Portal Dashboard. At the top left is the 'ctmportal' logo. On the right, a user profile for 'Travis' is visible with a dropdown menu containing 'Select Screen Theme' (with 'Breezy' and 'Galaxy' options), and 'Log Out'. A sidebar on the left lists 'MY APPS' with a 'Concur' tile and 'TOOLS' with 'Fare Forecaster' and 'Traveler Tracker'. The main content area features an 'ANNOUNCEMENTS' section with a welcome message: 'Welcome to the CTM Portal Dashboard!' and a sub-message: 'From the dashboard you will be able to customize your access to travel tools and information, such as Concur, FareForecaster, Upcoming Trips and more!'.



The screenshot shows the SAP Concur interface. The top navigation bar includes 'SAP Concur', 'Travel', 'Reporting', and 'App Center'. On the right, there are links for 'Administration', 'Help', and 'Profile'. Below the navigation, the 'SAP Concur' logo is displayed next to a 'Hello' greeting and a 'View Trips' button showing '00' trips. The main content area is divided into two sections: 'TRIP SEARCH' and 'COMPANY NOTES'. The 'TRIP SEARCH' section includes a 'Mixed Flight/Train Search' form with options for 'Round Trip', 'One Way', and 'Multi City'. The 'From' field is set to 'RDU - Raleigh/Durham Airport - Raleigh/Durham, NC' and the 'To' field is empty. A 'Search' button is at the bottom of the form. The 'COMPANY NOTES' section displays a large welcome message: 'Welcome to Corporate Travel Management powered by Concur' with a 'Read more' button. Below this, the 'MY TRIPS (0)' section shows a message: 'You currently have no upcoming trips.' with a right-pointing arrow.

For additional information or assistance please contact Online Technical Support at 1-877-208-1396, or email at na.online@travelctm.com.

