



# CTM NA Product Guide

## Mobile Sign-in for SSO Clients

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## Overview

This information is intended to help Operations and Account Managers with client migrations and onboarding customers who have SSO enabled and need their itinerary information on the go from CTM Mobile.

CTM Mobile is not currently connected with the SSO authentication process for access to the app and will be addressed as a future enhancement.

CTM Mobile can have a separate password for access to the app, so the current process that can be used for mobile sign on is outlined in this document.

## Access

To access CTM Mobile, users need to do the following:

1. Use a device with a supported operating system
  - a. iOS devices running iOS 13 or later
  - b. Android OS 9 or later
2. Have a CTM Portal account
3. Have the CTM Mobile app installed on their device

### Download links:

Apple Store:

<https://apps.apple.com/us/app/ctm-mobile/id1396829738?platform=iphone>

Google Play:

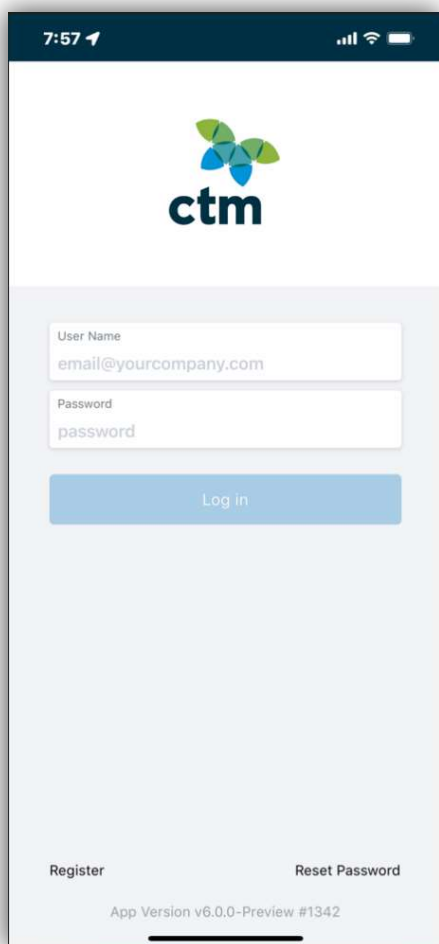
[https://play.google.com/store/apps/details?id=com.travelctm.us.mobile&hl=en\\_US](https://play.google.com/store/apps/details?id=com.travelctm.us.mobile&hl=en_US)

## Sign-in when SSO is enabled for CTM Portal user

At this time, CTM Mobile does not connect via the SSO authentication process and users must enter an email and password directly into the app. This creates a challenge for SSO users as they are not provided a password to access CTM Mobile.

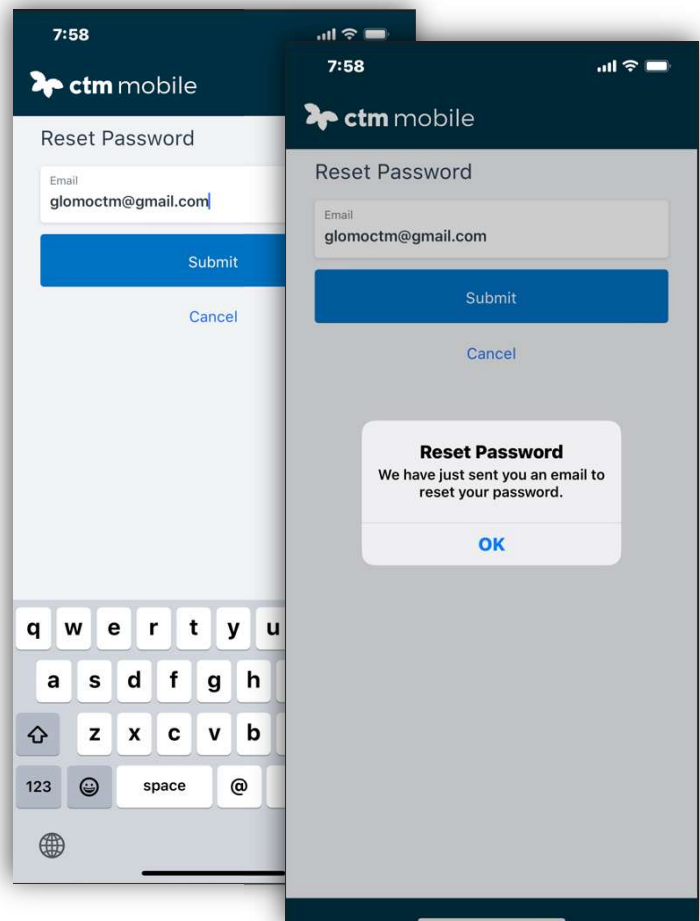
Those users can access CTM Mobile by downloading the mobile app and resetting their password by using the Reset my Password link. The resulting email and password can then be used for CTM Mobile.

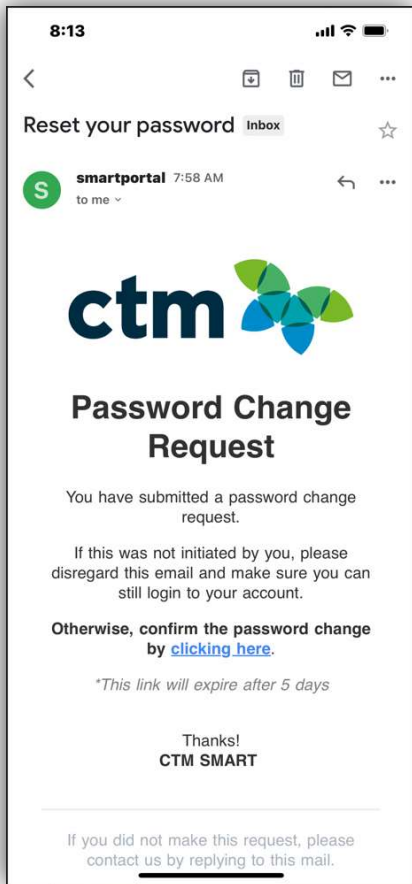
First, download and install the CTM Mobile app to the device.



Launch the app to view the log in screen.

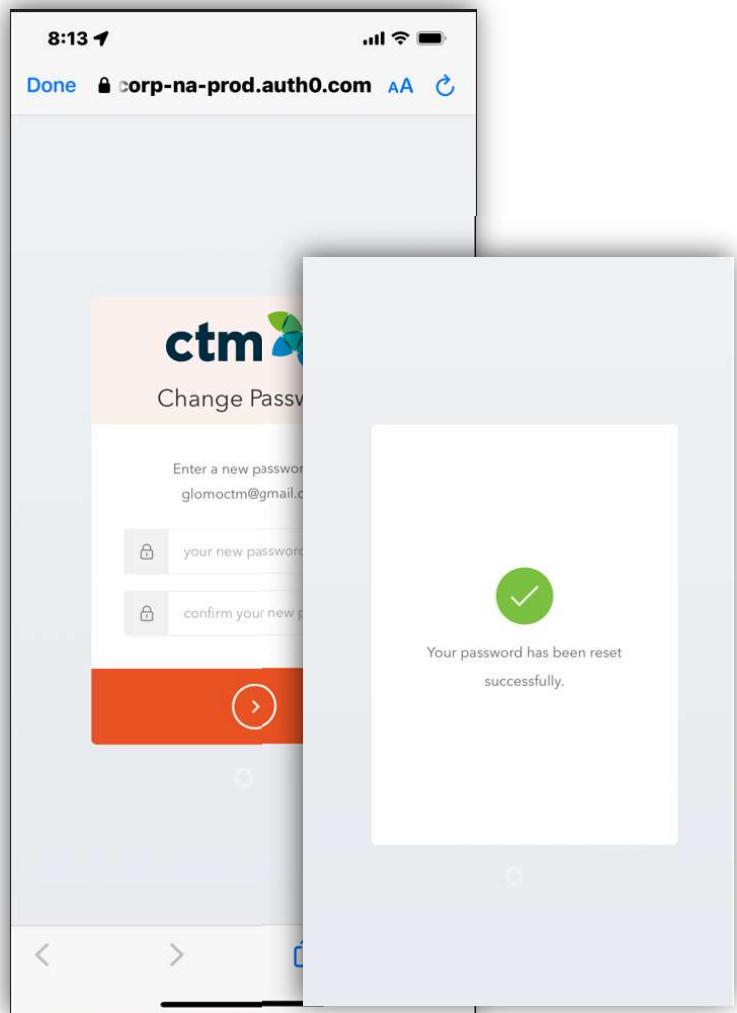
- Press the link: 'Reset Password'.
- Enter the user email address, press *Submit*.



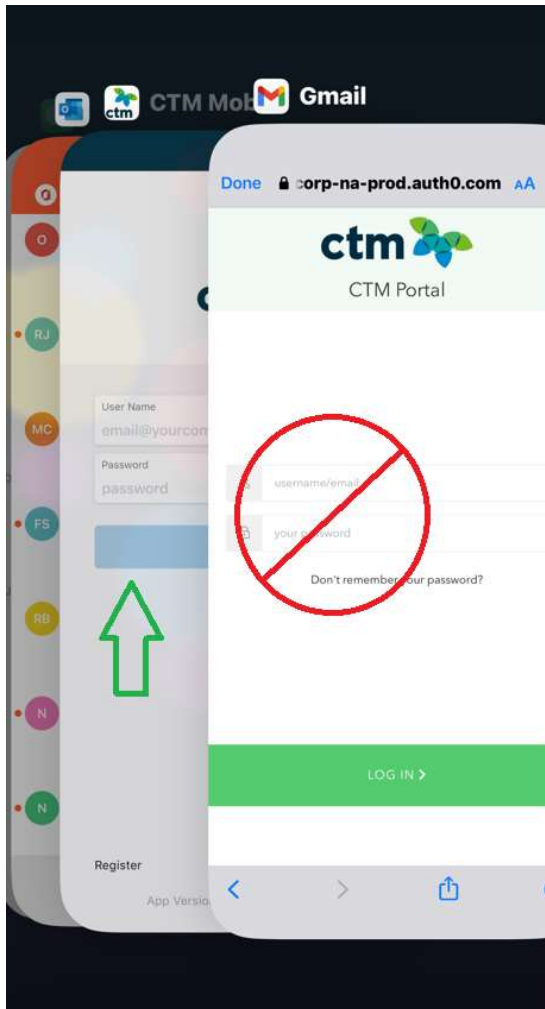


- An email will be sent to your registered email address to reset the password.
- Check your email from your device and click the link to confirm the password change.
- A window will be displayed to set a new password.

- Enter your new password and press the orange bar with arrow to submit.
- The confirmation page will be displayed that the password was successfully reset, as shown to the right.



- **Return to the CTM Mobile app** to enter the email address and new password to sign in.



This CTM Portal page will display automatically after confirming the password is reset since the password was changed with CTM Portal.

To continue using CTM Mobile, toggle back to the app to enter the credentials using the new password.

## FAQ

1. If I reset my password in CTM Portal, will it still be the same password for CTM Mobile?
  - a. Yes
  
2. Can the company put a link on their intranet for access to CTM Mobile?
  - a. A link can be provided to **launch** the app, however SSO access into the CTM Mobile app is not available at this time. The users would be required to enter their login credentials for access.
  
3. If the client has SSO into Concur from Portal, will they have SSO into Concur via the Mobile app?
  - a. Not currently. The Concur users will have access via Mobile to launch the Concur app and will be taken to the login screen for the app. They must know their Concur credentials for access.
  
4. How many times can I reset my password for CTM Mobile?
  - a. There is no limit
  
5. How many times can I try my password before I'm locked out?
  - a. There is no limit

## Considerations

1. After resetting the password via the mobile app, users are taken to the to the portal page in their browser.
  - i. Mitigation: After successfully resetting the password, users should toggle back to the CTM Mobile app to type in their email and new password.
  - ii. Long term solution: an enhancement to the workflow for password reset is being considered that will automatically display the app login page when the password reset is successful.
  
2. After password reset, users will be able to use the mobile password to access portal directly.
  - i. Mitigation: For access to Portal, users should be directed to continue to use their SSO link provided on their company intranet, which uses the authentication process.
  - ii. Long term solution: A solution for SSO clients can be created to restrict sign in using the direct Portal URL.