

Club Med 



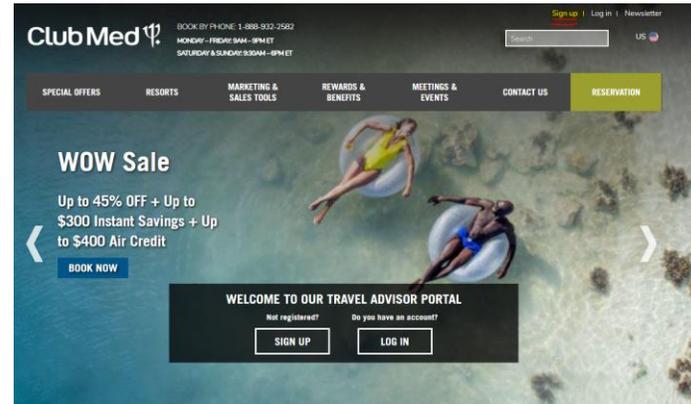
CMTA Login Troubleshooting



**The following next steps are to be followed
whether you already have or do not have an
account yet**

Creating your Great Advisor Account

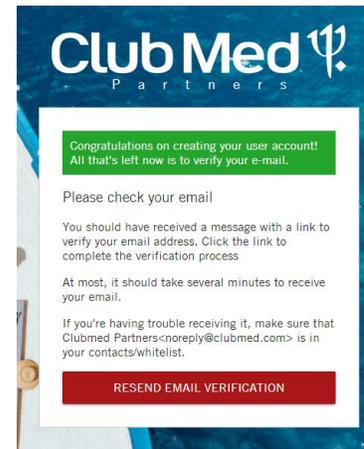
1. Go on Club Med Agents and click on Sign up
2. Fill in the form with your First Name, Last Name, Email and Password
3. You will get a confirmation message that your account was created and that you have received a verification email
4. Check your emails, spam and/or junk mail inbox
5. If you received the email follow the sign up process : click on « Verify your email » and go back on Club Med Agents and on login using your credentials.
6. Once you are logged in, check if you have your great agent points : if it's not the case, warn your sale rep, and give as many information (previous email used, sales man id...) as you can.



(1)



(2)



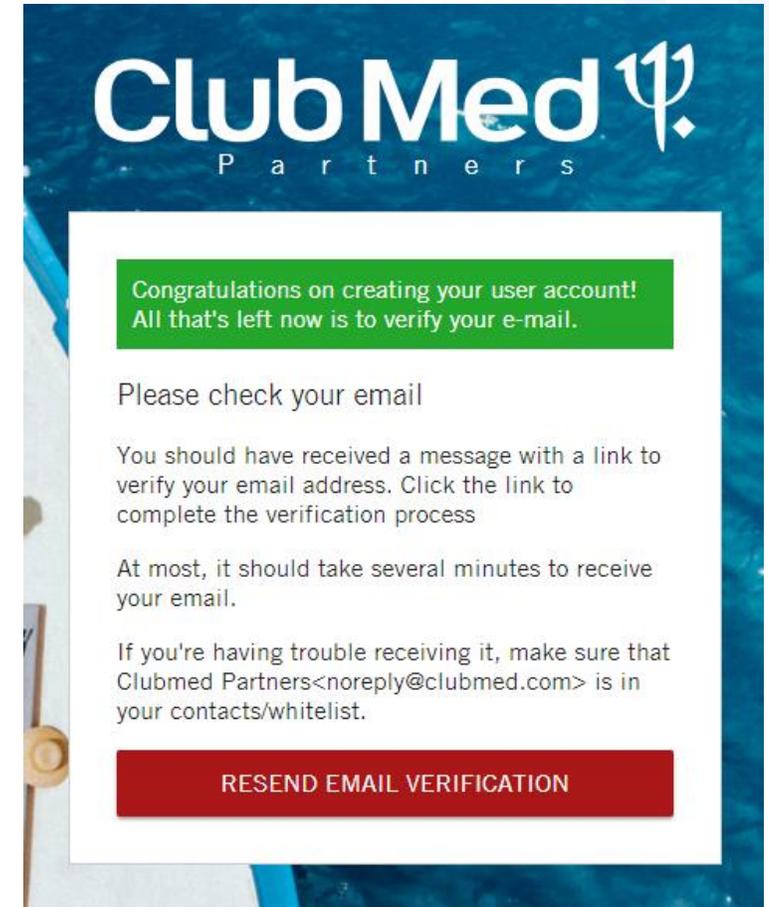
(3)



(5)

Issue while creating your Great Advisor Account

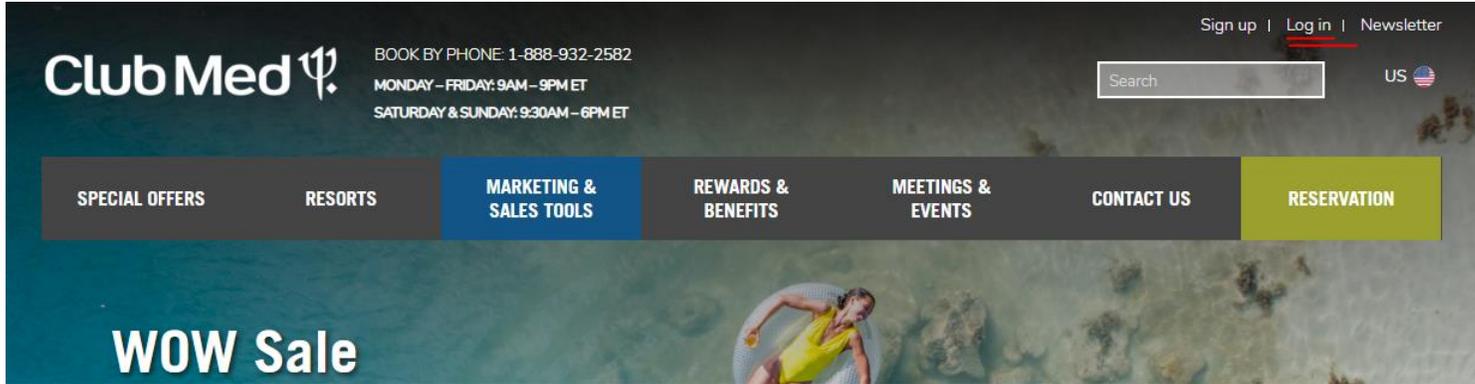
1. If you didn't received the email, retry using the resend button
2. Check your emails, spam and/or junk mail inbox
3. If you still do not receive the email, your company might have a firewall or IT security system in place. Ask them if the sender noreply@clubmed.com is whitelisted. If not, it should be.
4. After trying all this, if you still don't receive the email, contact us at canada.inside.sales@clubmed.com explaining that you followed this tutorial until this point, give as many information as you can (previous email if you changed, screenshots etc.)



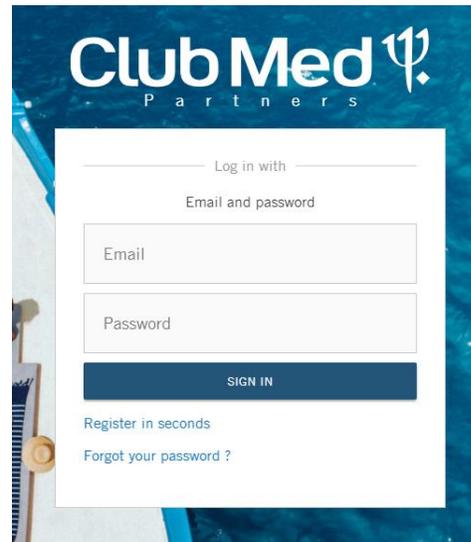
(1)

Connecting to your Great Advisor account

1. Empty your browser's cookies and cache
2. Go to Club Med Agent website and click on « Login ».

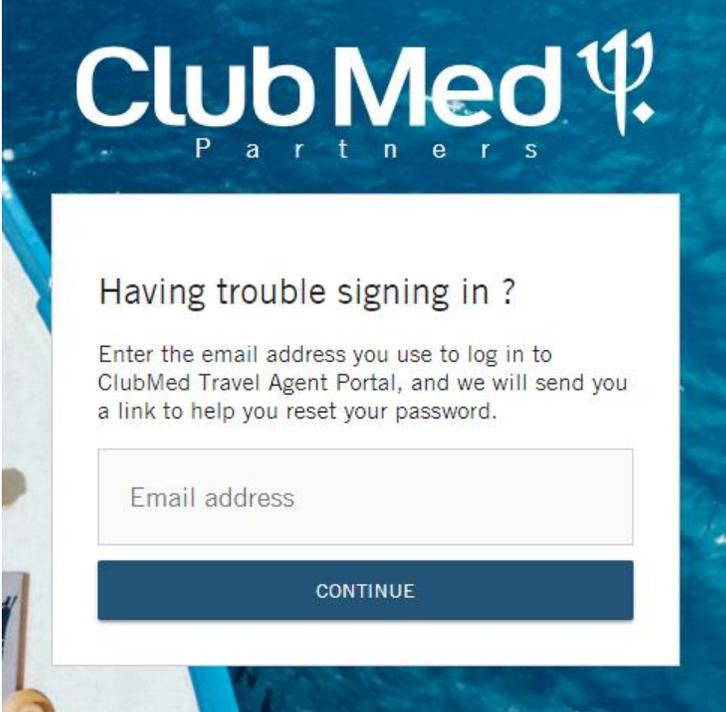


You should land on this screen :



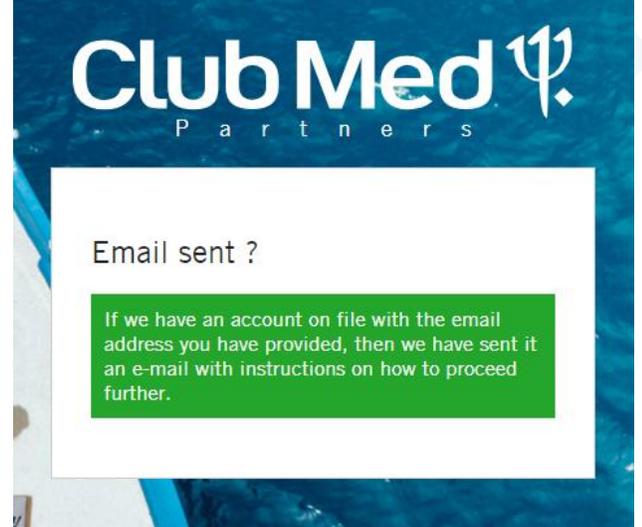
Resetting password

1. If you are unable to connect, click on « Forgot your password ? »
2. Fill the form with your email and validate
3. You will have a confirmation screen
4. Check your emails, spam and or junk mail inbox
5. If you still do not receive the email, your company might have a firewall or IT security system in place. Ask them if the sender noreply@clubmed.com is whitelisted. If not, it should be.



The screenshot shows the Club Med Partners logo at the top. Below it, the text reads "Having trouble signing in ?". Underneath, there is a paragraph: "Enter the email address you use to log in to ClubMed Travel Agent Portal, and we will send you a link to help you reset your password." Below this text is a text input field labeled "Email address". At the bottom of the form is a dark blue button with the word "CONTINUE" in white capital letters.

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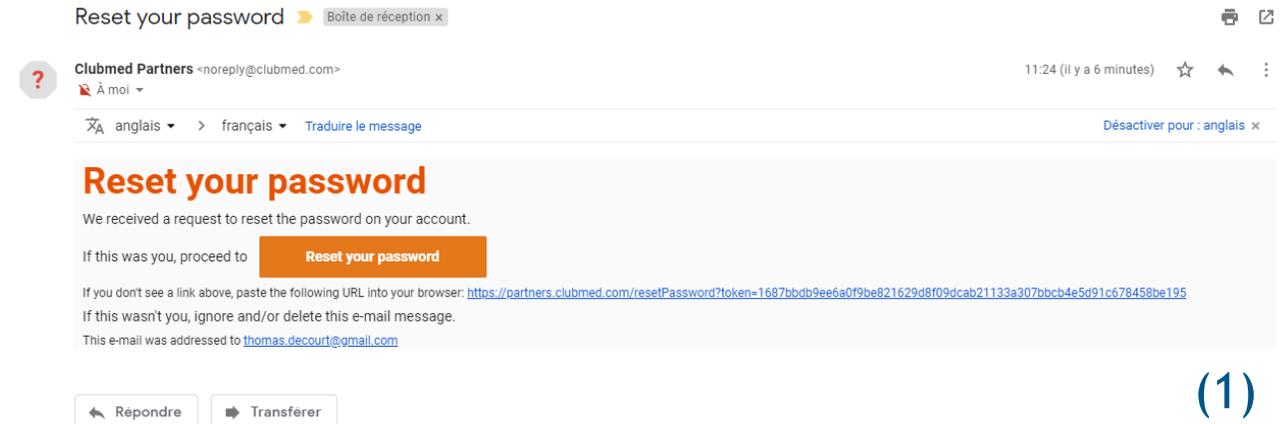
The screenshot shows the Club Med Partners logo at the top. Below it, the text reads "Email sent ?". Underneath, there is a green box with white text: "If we have an account on file with the email address you have provided, then we have sent it an e-mail with instructions on how to proceed further."

(3)

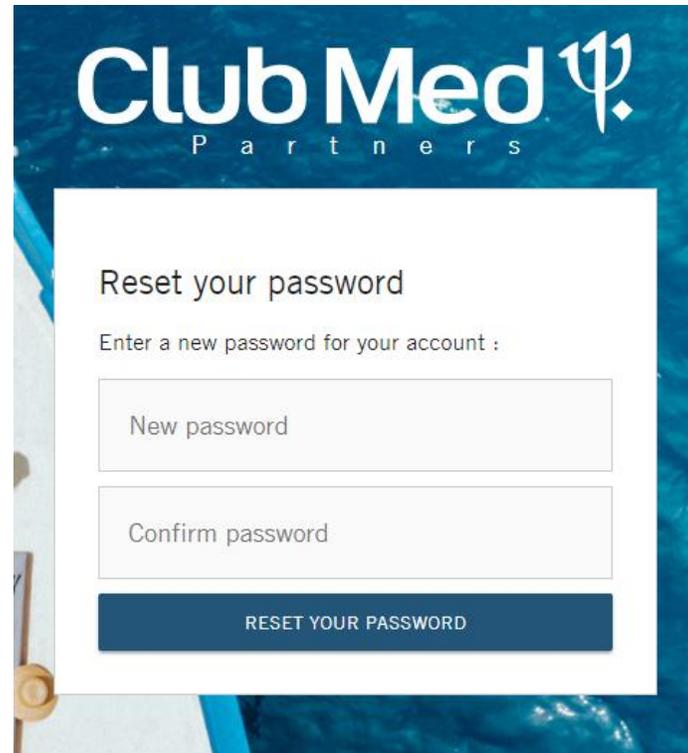
Reseting password

If you receive the email :

1. Click on the button « Reset your password »
2. You will land on this screen; note that it may open in a new tab, make sure to check it.
3. Create a new password
4. You will have a confirmation screen
5. Go back to the Club Med Agent website and login using your new password



(1)



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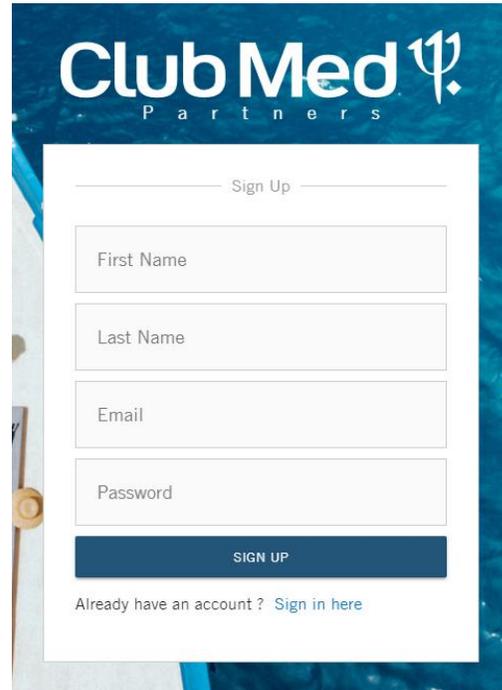


(4)

Resetting password issue

If you didn't receive the email to reset your password:

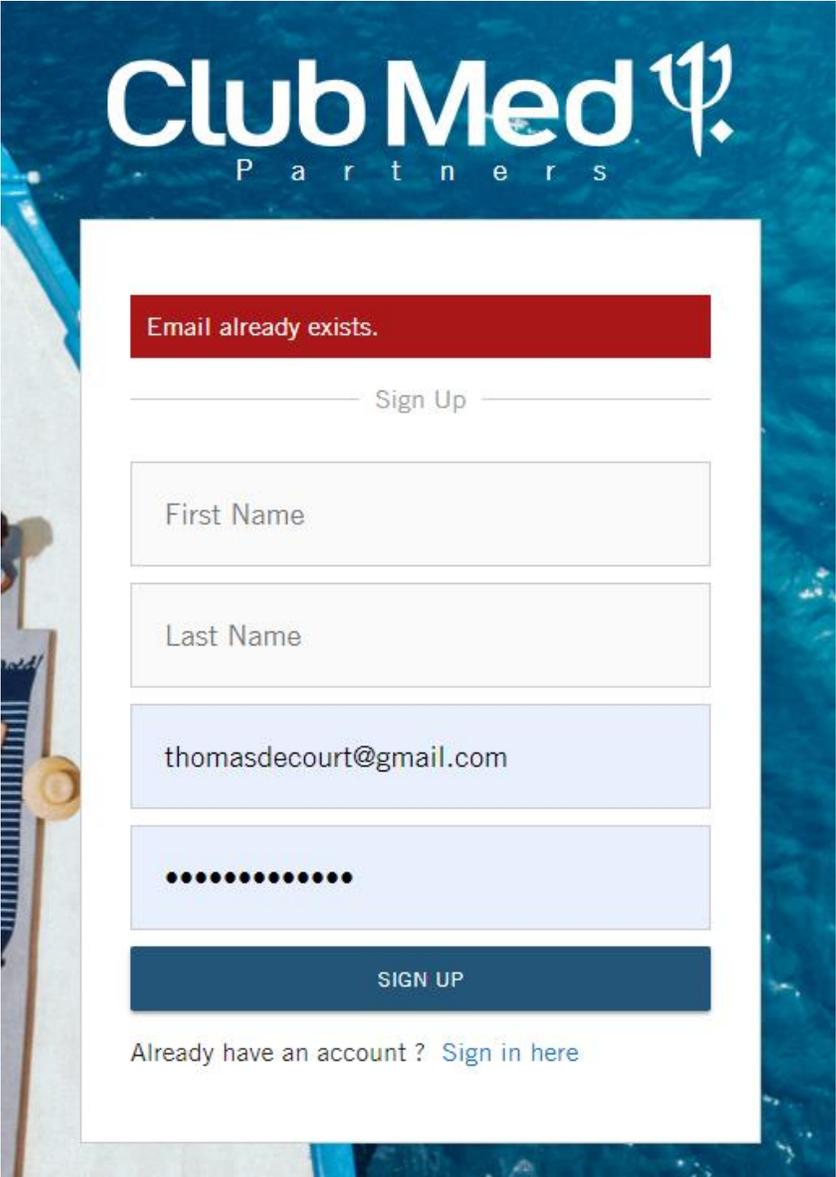
1. Go back on the Club Med Agent website and click on « Sign up »
2. Fill-in all the information, even if you already have an account.



Resetting password issue

If you receive the error message « Email already exists » :

1. Send an email to canada.inside.sales@clubmed.com explaining that you followed this tutorial until this point, give as many information as you can (previous email if you changed, screenshots etc.)



The screenshot shows the Club Med Partners sign-up page. At the top, the Club Med logo and the word "Partners" are displayed. Below the logo, a red error message box states "Email already exists." Below this, a "Sign Up" link is visible. The form fields include "First Name", "Last Name", and "Email" (containing "thomasdecourt@gmail.com"). A password field is shown with masked characters. A "SIGN UP" button is at the bottom of the form. Below the button, there is a link for "Already have an account ? Sign in here".