

# The CTA Renewal Process Snapshot

## STEP ONE:

Log in to your account at [www.CTANetwork.com](http://www.CTANetwork.com). If you do not remember your Username or Password, click on the link below your login box for more assistance. Continued problems may be solved by contacting your CTA Program Manager.



The image shows a login form titled "MyCTALogin". It has a blue header. Below the header, there are two input fields: the first contains the username "christine" and the second contains a masked password ".....". Below the password field is an orange "LOGIN" button and a link that says "Forgot Username/Password".

## STEP TWO:

**RENEW YOUR CERTIFICATION.** Click on the blue button to the right of your Profile Picture to get started Recording Your Points!



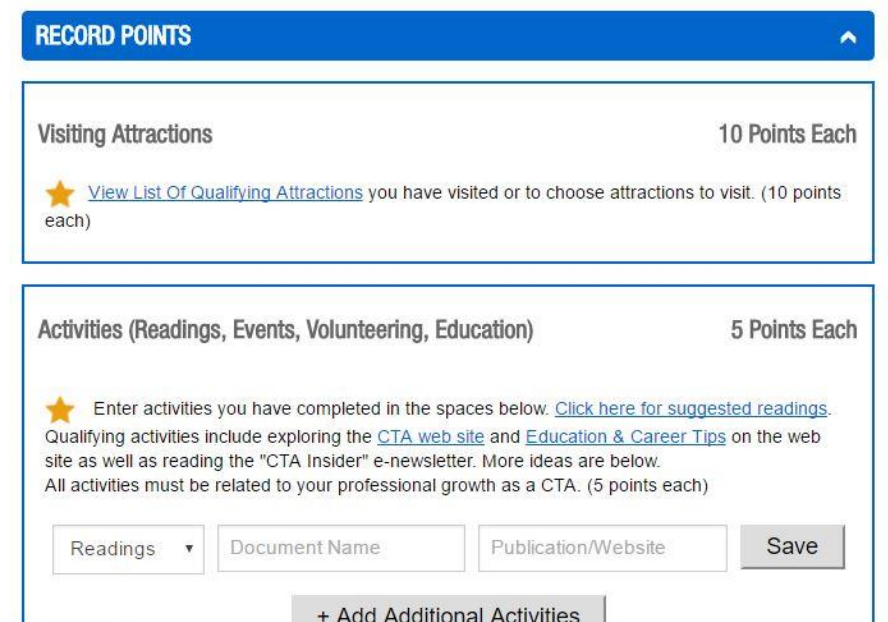
The image shows the "MyCTA Portal" user interface. It features a profile picture of a woman, the name "Hello, Christine Salmon", and two links: "My Profile" and "Change Password".



The image shows a blue button with a gold star icon containing the letters "CTA". The text on the button reads "RECORD MY POINTS" and "RENEW MY CERTIFICATION".

## STEP THREE:

Record Your Points. You need a minimum of 50 points to renew your certification each year. If you are not recording the minimum at this time, you can record what you'd like and then close this screen.



The image shows the "RECORD POINTS" form. It has a blue header with the text "RECORD POINTS" and an upward arrow. Below the header, there are two sections: "Visiting Attractions" (10 Points Each) and "Activities (Readings, Events, Volunteering, Education)" (5 Points Each). The "Visiting Attractions" section includes a link to "View List Of Qualifying Attractions". The "Activities" section includes a link to "Click here for suggested readings" and a list of qualifying activities. At the bottom, there are input fields for "Readings", "Document Name", and "Publication/Website", along with a "Save" button and a "+ Add Additional Activities" button.

# The CTA Renewal Process Snapshot

## STEP FOUR:

If you record the minimum of 50 points (or more), you will see the following screen. Put a check mark in the box below the agreement, then click "Submit and Finalize".

By submitting this CTA Renewal Application I agree that I:

- Currently work and/or volunteer in the hospitality or tourism industry and that my current duties include directly or indirectly serving the region's tourists/visitors or that I am no longer directly working at this time but I am still committed to building tourism for our region.
- Will continue to demonstrate my commitment to maintaining my designation as a Certified Tourism Ambassador™ (CTA) which I understand is an official industry designation presented by the local Accredited Provider on behalf of the Tourism Ambassador Institute™ (TAI™), that the TAI™ reserves the right to revoke certification or refuse renewal of certification at their sole discretion and I understand and agree that certification as a Certified Tourism Ambassador™ (CTA) does not constitute TAI's warranty or guarantee of my fitness or competency to practice in the hospitality or tourism industry.
- Will work to earn annual certification renewal points every year in order to maintain my CTA designation and that it is my responsibility to be aware of current requirements for renewal of certification, as the TAI™ may update or revise the materials/requirements over time.
- Will continue my education by learning about how to best serve my customers and what the region has to offer.
- Will keep the local Accredited Provider informed of any changes to my contact information, authorize the local Accredited Provider to submit my name to be listed in TAI's nationwide list of CTAs, authorize use of any CTA-related event photos in which I may appear in TAI or Accredited Provider print or online media, and understand and agree that TAI may also use anonymous and aggregate application and examination data for statistical and research purposes.
- Will provide input to the local Accredited Provider on how the program can be enhanced to meet my needs and the needs of my customers.
- Will uphold the status of the CTA by pledging to maintain the highest standard of personal conduct and ethics.

If this application has been completed on behalf of someone else, [click here](#) to print a copy of these terms and have the applicant read and sign. Thank you!

Click here to Agree to the Terms Above:

Cancel

Submit and Finalize

## STEP FIVE:

Update Your Profile. Please confirm that all of your information is correct: name, mailing address, email, telephone, etc. This is how we reach you with new and exciting announcements, or reminders of deadlines and..... sometimes prizes available to CTAs!!!

### Update My Profile

An important part of renewing your certification is maintaining a current profile. Help us keep you "In the Know". Please update your contact information below.

#### CTA Renewal Application

Christine Salmon

ID: 28045

You are Currently Certified Through: 12/31/2016

Deadline for Submitting this Renewal Application: 10/31/2016

All fields in red are required. If a field does not apply enter "NA".

Save and Continue

Cancel

# The CTA Renewal Process Snapshot

## STEP SIX:

Paying Your Renewal Fee. Payments can be made through the below:


- **Credit Card:** We take both Visa and Mastercard
- **Bank Transfer:** BNTB account 0600029710016 (please include CTA and your name and in the reference)
- **Cash:** Please bring to our offices located on 22 Church Street, Hamilton HM11
- **Cheque:** Please make out to the Bermuda Tourism Authority

When you come to the below screen, please ignore and use one of the payment methods above to complete your CTA renewal.

### Payment

You may pay by credit card or check. Your renewal fee is non-refundable and non-transferable.

For Credit Card Payments: If your credit card is not accepted please check your information to be sure the card number, expiration date, and the address match your credit card company's record. The system will accept a second submission of your card information but, if it is declined again, you will be prompted to pay by check. If this occurs, please return to the previous screen, print the invoice, and enclose a copy with your check.

 Red fields are required.

**Payment Information**

<b>Payment Type:</b>	--choose one--
----------------------	----------------

Back

Continue

## STEP SEVEN:

Review all of the information inserted. Once everything looks fine, kindly follow one of the payment methods above and we will go ahead and SUBMIT your application.

### Review/Submit

Review your submission and click the *Return to Form* button below to make changes. Once your application is complete, click *Submit*.

**Thanks for taking time to renew this important designation!**

Back

Return To Form

Submit

## STEP EIGHT (final step):

Please email us advising that your points have been inserted and how you are proceeding with payment. Once payment is received, we will advise that your application has been successful.