

Setting Up Your Account

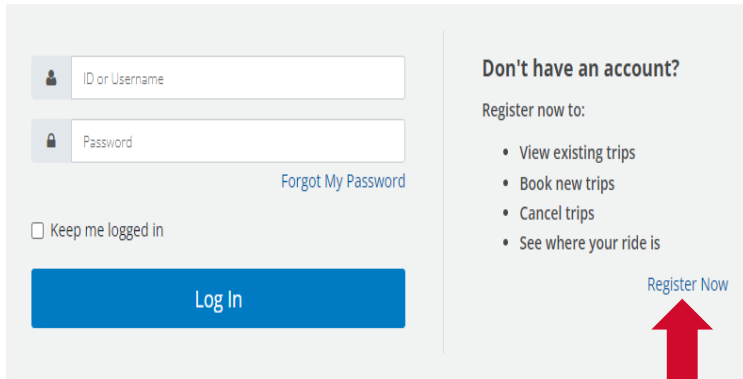
Laptop or Phone _ Web-based Portal



First Time Access – Registration - ACNH

Click this [link](#) to take you to the ACNH Registration page.

1. Registration Screen

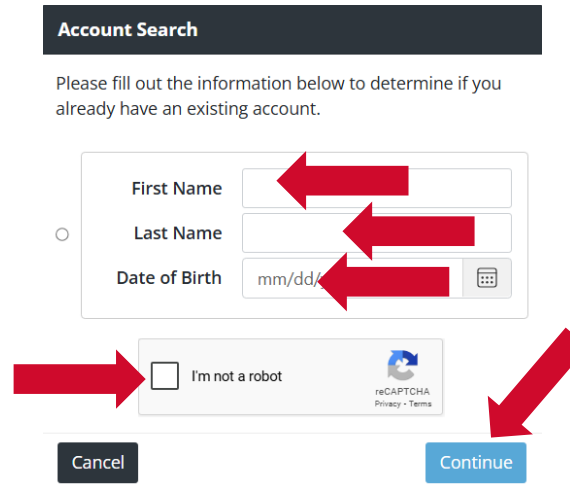
The registration screen features a login section on the left with fields for 'ID or Username' and 'Password', a 'Forgot My Password' link, a 'Keep me logged in' checkbox, and a 'Log In' button. On the right, under the heading 'Don't have an account?', there is a 'Register now to:' section with a list of benefits: 'View existing trips', 'Book new trips', 'Cancel trips', and 'See where your ride is'. A 'Register Now' link is located in the bottom right corner of this section.

Log In

Register Now

Click on “**Register Now**” in the bottom right-hand corner

2. You will be directed to Account Search

The 'Account Search' form prompts the user to fill out information to determine if they have an existing account. It includes fields for 'First Name', 'Last Name', and 'Date of Birth' (formatted as mm/dd/). Below these fields is a reCAPTCHA section with a checkbox labeled 'I'm not a robot' and a 'Continue' button. A 'Cancel' button is also present. Red arrows indicate the flow of input from the name and date fields to the reCAPTCHA checkbox and then to the 'Continue' button.

Account Search

Please fill out the information below to determine if you already have an existing account.

First Name

Last Name

Date of Birth mm/dd/

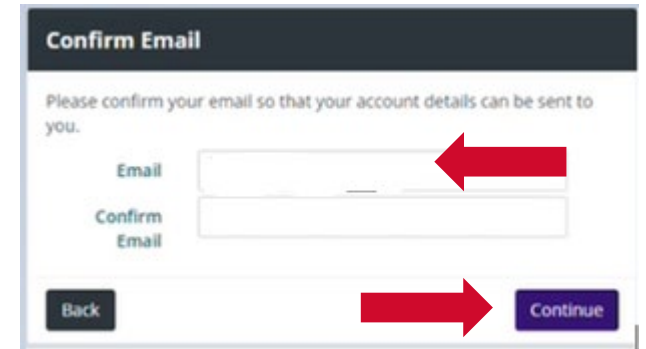
☐ I'm not a robot

Cancel Continue

Type in your **First Name**, **Last Name**, **Date of Birth**, and then click on the “**I’m not a Robot**” box.
Press Continue

3. You will then be directed to the Confirm Email screen.

Confirm your email address and press Continue

The 'Confirm Email' form asks the user to confirm their email address. It contains two input fields: 'Email' and 'Confirm Email'. At the bottom, there are 'Back' and 'Continue' buttons. A red arrow points to the 'Continue' button.

Confirm Email

Please confirm your email so that your account details can be sent to you.

Email

Confirm Email

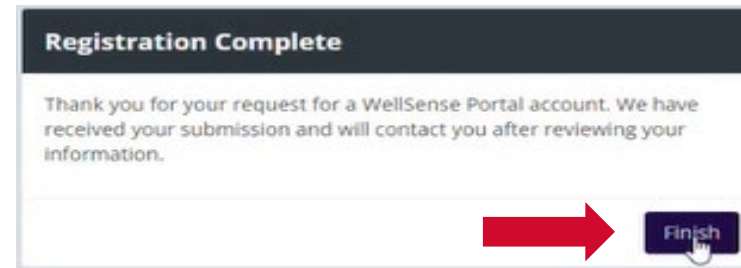
Back Continue

Accessing a Portal for the First Time – Continue with Registration

1. You will see this notification pop up on your screen



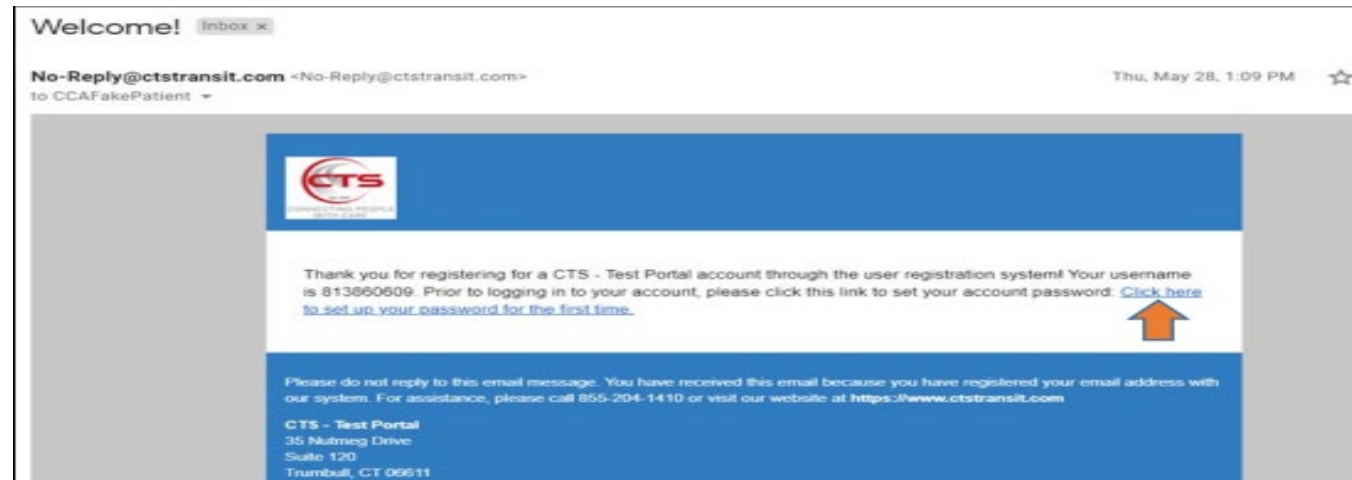
2. Once the registration has been submitted the notification will come up that it is complete. You must press on “Finish” to have the Log In link sent to your email



3. You will receive an email from CTS with a link to the Portal to set up your password. **Click on the link.**

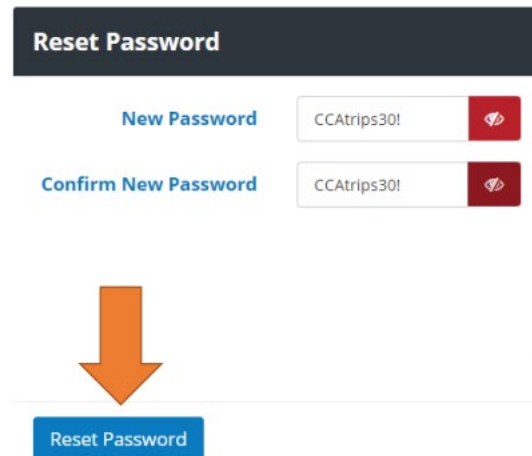
NOTE: It may take some time to receive your link to sign in (in some cases over 8 hours). If this occurs, please contact CTS on the Portal link provided for your Plan.

*****Please check your “Junk” folder frequently as the email may have been directed there if your computer does not recognize the sender*****



Accessing a Portal for the First Time – Setting Up Passwords

1. The link takes you to the Password reset page. Review Password requirement and type in and confirm your new password. **Click on Reset Password**



New Password Requirements:

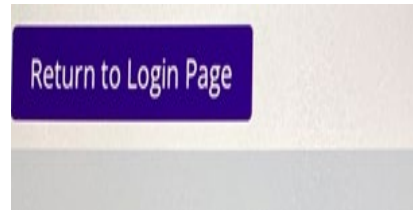
- ❓ Is at least 8 character(s) long.
- ❓ Includes at least 1 number(s).
- ❓ Includes at least 1 upper case letter(s).
- ❓ Includes at least 1 non-letter, non-number character(s).
- ❓ Has not been recently used.
- ❓ Passwords must match.

New Password Requirements:

- ✅ Is at least 8 character(s) long.
- ✅ Includes at least 1 number(s).
- ✅ Includes at least 1 upper case letter(s).
- ✅ Includes at least 1 non-letter, non-number character(s).
- ✅ Has not been recently used.
- ✅ Passwords must match.

2. You will then be asked to return to the login page.

Click on to Return to Login Page



3. Once at the Log In page, type in your ID or Username and type in your new password. **Click on Log In**



The Landing Page – You’re in!

You will land on the “home” page and see your name in the upper left-hand corner.

You can get acquainted with the site by clicking through the chooses in the left-hand navigation

**Mason Demo**
Birth Date: 2/20/2000

Home Address:
123 Main St, Manchester

Seat Type: TAXI LIVERY

Remaining Funding: ⓘ

Trips: 12
Distance: 0 mi
Amount: \$0

[Home](#)
[My Trips](#)
[Book a Trip](#)
[Driver Management](#)
[Reimbursement Form](#)
[Bulletins](#)
[Profile](#)
[Help](#)

My Upcoming Trips

Tomorrow at 1:00 PM

 **PICK UP**
1:00 PM123 Main St, Manchester

 **DROP OFF**
TBDconcord hospital sleep center, 18 Foundry St, Concord

[View Map](#)

[View All Trips »](#)

New Booking

One WayRound TripMulti Trip

 **BOOK AGAIN (OPTIONAL)**

Select a Recent Booking ▾

 **DATE** ☐ **REPEAT**



 **CHECK THE BOX HERE TO BOOK A MILEAGE REIMBURSEMENT TRIP** ☐

 **FROM**

TO

 **OUTBOUND TRIP**

Pick me up at ▾

Select a time ▾

RETURN TRIP

Pick me up at ▾

Select a time ▾

[Continue »](#)

Once you are registered, make a shortcut, or a bookmark, you can easily find in your browser.



Registering As A “Delegate” on Behalf of Family Members

If you need to book for multiple dependents, CTS can create a special account for this.

Please email ACNHdelegateportal@ctstransit.com and provide us with:

- Your Name and Email Address
- Names of the passengers to be added to the group
- What access you need (view trips or book trips)

You will hear back from us within 2 business days.



New Hampshire Registration – Helpful Hints

Registration

NOTE: Please ensure the email address you are registering with is what is on file with your plan's eligibility file to be able to register and/or avoid being locked out of the Portal.

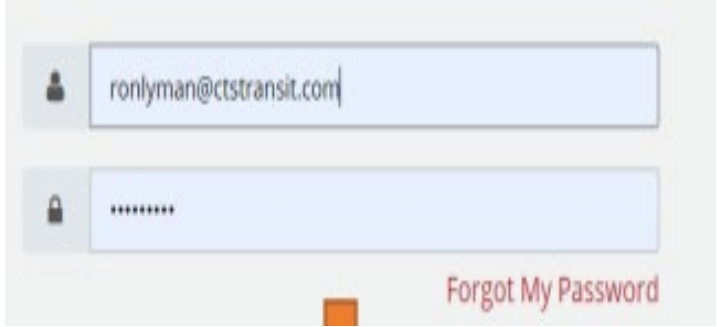
Should you ever change your email address (or any other contact information), it must be updated through the State (**DHHS: 844-275-3447**).

Once updated, it can take **24-48 hours** for CTS to receive the update.

You will have to re-register with a new account in the Portal using your new email address.

Password Reset

NOTE: If you are having trouble with your password when Logging In, use the "Forgot My Password" link on the Login



A screenshot of a login interface. It features two input fields: the top one contains the email address 'ronlyman@ctstransit.com' and is preceded by a person icon; the bottom one contains masked characters '.....' and is preceded by a lock icon. Below these fields, on the right side, is a red text link that reads 'Forgot My Password'. A small orange square is visible below the password field.



Access The Portal On Your Smartphone - ACNH

- Using a smartphone, go to your internet browser and type in
<https://acnh.ctspdportal.com>
- Make a shortcut, or a bookmark, on your browser so you can easily find this the next time.
- Login to the portal
- You can start the process of confirming trips on your landing page.