



TRIPS

The portal sign-in prompt

What the "Sign in to your portal, or continue without signing in" splash is, when it appears on public share links, and the 7-day per-token skip cookie that keeps it from nagging clients.

When a client clicks a public share link — a proposal, an itinerary, or an invoice — they don't always land straight on the document. If they have a portal account on file, Trips shows a friendly splash first that says "Welcome — your {proposal/invoice} is ready" with two buttons: **Sign in to your portal** or **Continue without signing in**. This article explains when the splash appears, why, and the per-token skip behavior that keeps it from getting in the way.

When the splash appears

The decision runs in order — first match wins:

1. The visitor is already signed into the portal in this browser. **No splash.**
2. The visitor already clicked **Continue without signing in** on *this specific share link* in the last 7 days. **No splash.**
3. The intended recipient has no portal account on file. **No splash.** (No CTA the visitor could act on, so we don't show one.)
4. Otherwise — **show the splash.**

ADVISOR TIP

Recipients without portal accounts skip silently. If you've never invited the client to the portal, the splash never appears for them — they go straight to the document. The splash only shows up once an account exists.

The 7-day per-token skip

When a visitor clicks **Continue without signing in**, Trips stamps a signed cookie that suppresses the splash for that specific share link for the next 7 days. The cookie name is keyed off the token (a SHA-1 hash of it), so each share decides independently — skipping the splash on one proposal **does not** auto-skip the splash on the next invoice they receive.

That detail matters: clients who pick "continue without signing in" on a sneak-peek itinerary still see the prompt on the actual booking confirmation that follows, giving them a fresh nudge toward the portal when it counts.

ADVISOR TIP

The skip is per-share-link, not per-client. Two devices on the same client also decide independently — phone-skip doesn't carry to laptop. By design; the cookie is the source of truth, not the account.

Why this exists

Two opposing pulls. Some agencies want share links to "just work" — the client clicks, they see the document, no friction. Others want the client routed through the portal so they engage with the full surface (messages, files, future itineraries, the dashboard).

The splash compromises: clients with portal accounts get a soft nudge toward signing in (where the experience is richer), but can always continue to the document with one click. Clients without portal accounts get zero friction. And the skip cookie means even a determined-to-skip client only sees the prompt once per share link, not on every reload.

ADVISOR TIP

Custom domains and the splash. When you click **Continue without signing in**, the redirect preserves the original hostname — so a visitor on `mytrip.youragency.com` stays on `mytrip.youragency.com`, not the canonical Trips host. Keeps the skip cookie scoped to the right place.

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