



TRIPS

My client didn't get their portal invite

Walk through the five common reasons a portal invite never reaches the client — spam folder, wrong email on the contact record, expired claim link, domain-level delivery block, or an old link the client clicked after you resent.

You hit **Invite to portal** and the toast said the invite went out — but your client says nothing arrived. Five things to check, in the order that usually finds the problem fastest.

ADVISOR TIP

Quick fix first: just resend. From the trip's travelers strip or the contact's **Access** tab, click **Resend invite**. That mints a fresh 7-day claim token and re-sends the same email. If the client clicks the new link instead of the old one, half the common problems disappear.

Frequently asked

Is it in their spam folder?

The invite ships from `noreply@urtravelpro.com` via Postmark by default (or from your connected Gmail, if you have one linked). First-time senders frequently land in Spam or Promotions on Gmail, and clients miss them. Have the client search their mailbox for "*urtravelpro*" or your agency name — and add the sender to their contacts so future invites land in the inbox.

Is the right email on the contact record?

The invite goes to whatever email is on the contact's Core identity (or the per-account override you typed if you used one at invite time). Open the contact and double-check the email is current and spelled correctly. Typos are the second most common cause; even one wrong character means the invite hit a stranger or bounced silently.

Did the claim link expire?

Claim tokens are good for 7 days. If the client found the email but the link errors with "That link is no longer valid," the token has expired. Click **Resend invite** to mint a new one — or have the client use **Forgot password** on the login page, which does the same thing.

Is the client's domain blocking the email?

Corporate inboxes and some smaller domains aggressively block mail from senders they don't recognize. If the email isn't in spam AND the address is correct, ask the client whether they can receive a test from any `@urtravelpro.com` address. If not, try a personal email instead (Gmail/iCloud) — that's the fastest workaround.

Did the client click an OLD link after you resent?

Each resend invalidates the previous token. If the client clicks the original email after you've already resent, they'll hit "link no longer valid" even though a working invite is sitting in their inbox. Tell them to use the most recent email, not the first one.

When to open a support ticket

Open a ticket when you've confirmed the email address is right, the client has checked spam and corporate quarantine, and a fresh resend still isn't arriving after 10 minutes. **Include:** the trip ID or contact ID, the email address you're inviting, the exact time you clicked Resend, and (if connected) whether the invite was supposed to ship via your Gmail or via Postmark. We can trace the delivery directly in Postmark and confirm whether it left our side at all.

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