



Assign group check-in access right

Assign group check-in access right



- Assign specific group booking to internal user, tour leader or escort who can only perform online check in.
- Search, select RLOC from result and assign to tour leader.
- Tour leader sign in to CXagents.com, search RLOC when departure flight is ready for check in. All fare related information is hidden and restricted to access other functionalities and applications in CXA.

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Steps

1. Travel agent admin user or CX admin user:
Retrieve Agent profile > User role & site accessibility > Group Management > Online check-in
(*uncheck Group booking*)

User role & site accessibility

Select user role

General user  Advance user 

Select site accessibility

<input type="checkbox"/>	Site accessibility
<input checked="" type="checkbox"/>	Basic site content
<input type="checkbox"/>	Faresheet
<input type="checkbox"/>	Fare quoterequest
<input type="checkbox"/>	Service request
<input checked="" type="checkbox"/>	[Group Management]

Group booking Online check-in

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2. TA site: [Group management](#) > [Assign group check-in access right](#) > search RLOC(s)

The screenshot shows the Cathay Pacific Cathay Agents portal. The top navigation bar includes 'CATHAY PACIFIC Cathay Agents', 'Inbox', 'OLGM', 'Sign out', and a search icon. The main navigation menu has 'News', 'Fares & Service Request', 'Group management', 'Policies and Procedures', 'Experience', and 'Support'. The 'Group management' menu is expanded, showing three options: 'Assign group check-in access right' (highlighted with a red border), 'Manage group ID', and 'Booking summary'. The 'Assign group check-in access right' option is described as 'Assign group booking to designated agent to perform online check-in.' Below the navigation, the page title is 'Assign group check-in access right'. The main content area contains a search form with the following fields: 'First flight date (DDMMYYYY)', 'Origin' (dropdown), 'Destination' (dropdown), 'RLOC', and 'Group ID'. A 'Search' button is located to the right of the 'Group ID' field.

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3. Select RLOC(s) > click [Assign RLOC to agent](#)

Search result(s) for "First flight date (DDMMYYYY) : 21Apr2021"

1 - 6 of 6 booking(s) Showing 20 | 40 | 60 booking(s)

[Assign RLOC to agent](#) [Delete RLOC assignment](#)

<input type="checkbox"/>	RLOC	Group ID	Flight Number	First flight date	Origin	Destination	Assigned agent
<input checked="" type="checkbox"/>	5356XW	-	CX564	21Apr2021	HKG 08:10	TPE 10:05	-
<input type="checkbox"/>	5315UU	-	CX450	21Apr2021	HKG 09:50	TPE 11:50	-
<input type="checkbox"/>	53IZL2	-	CX450	21Apr2021	HKG 09:50	TPE 11:50	-
<input type="checkbox"/>	53HAM9	-	CX450	21Apr2021	HKG 09:50	TPE 11:50	-
<input type="checkbox"/>	53E9I5	-	CX312	21Apr2021	HKG 17:00	PEK 20:25	-
<input type="checkbox"/>	53H4E4	-	CX312	21Apr2021	HKG 17:00	PEK 20:25	-

To delete the assignment, click [Delete RLOC assignment](#), click [Delete](#) to save the record.

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4. Select agent account > click **Assign** to save the record

Assign RLOC to agent

Please select an agent for OLGC assignment :

AGENT ACCOUNT
O O (sndrsl@cathaypacific.com) ▼

Agent account
O O (sndrsl@cathaypacific.com)

RLOC	Group ID	Flight Number	First flight date	Origin	Destination	Assigned agent
5356XW	-	CX564	21Apr2021	HKG 08:10	TPE 10:05	-

[Group Management] Group booking Online check-in

User account(s) with only check-in access right will be appear in the list

1 - 6 of 6 booking(s) Showing 20 | 40 | 60 booking(s)

[Assign RLOC to agent](#) [Delete RLOC assignment](#)

<input type="checkbox"/>	RLOC	Group ID	Flight Number	First flight date	Origin	Destination	Assigned agent
<input type="checkbox"/>	5356XW	-	CX564	21Apr2021	HKG 08:10	TPE 10:05	2010001aa

Successfully assigned a RLOC to the user

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- After successful logged-in, user whom with only OLGC access right will divert to booking summary page,
- System will return “You do not have permission to access this application” when user access other application(s).

News | Fares & Service Request | Group management

Booking summary

You may search current booking(s) by following option(s).

Search by

RLOC

Search

CATHAY PACIFIC | Cathay Agents

News | Fares & Service Request | Group management | Policies and Procedures | Experience | Support

You do not have permission to access this application

Back to homepage

BOOKING SUMMARY

Search results

Search by

Reset

RLOC
5315UU

Search

Sorry, no results for "RLOC : 5315UU" . Please try again.

No search result when:

- User search a non-assigned RLOC;
- The assigned RLOC's first departure flight has not fall-in check-in window;
- The assigned RLOC has not been ticketed

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BOOKING SUMMARY
Search results

Refresh bookings

Search by

Reset

RLOC
532NTZ

Search

Search result(s) for "RLOC : 532NTZ"

1 - 1 of 1 booking(s) Showing 5 | 10 | 15 booking(s)

532NTZ Group size 5

Flight itinerary

Flight no.	Flight date	Departure	Arrival	Status	Cabin	Check-in status
CX408	18Apr2021	HKG 22:50	TPE 00:40 +1	HK	Economy	Check-in
CX467	20Apr2021	TPE 15:20	HKG 17:20	HK	Economy	Check-in

Services

Download e-Ticket View check-in summary

The assigned RLOCs will be displayed when departure flight is ready for check-in.

After successful checked-in, user is enable to;

- Cancel check-in
- Change seat
- Download e-ticket
- View/download check-in itinerary

BOOKING SUMMARY
Search results

Refresh bookings

Search by

Reset

RLOC
532NTZ

Search

Search result(s) for "RLOC : 532NTZ"

1 - 1 of 1 booking(s) Showing 5 | 10 | 15 booking(s)

532NTZ Group size 5

Flight itinerary

Flight no.	Flight date	Departure	Arrival	Status	Cabin	Check-in status
CX408	18Apr2021	HKG 22:50	TPE 00:40 +1	HK	Economy	Cancel check-in
CX467	20Apr2021	TPE 15:20	HKG 17:20	HK	Economy	Check-in

Services

Download e-Ticket View check-in summary