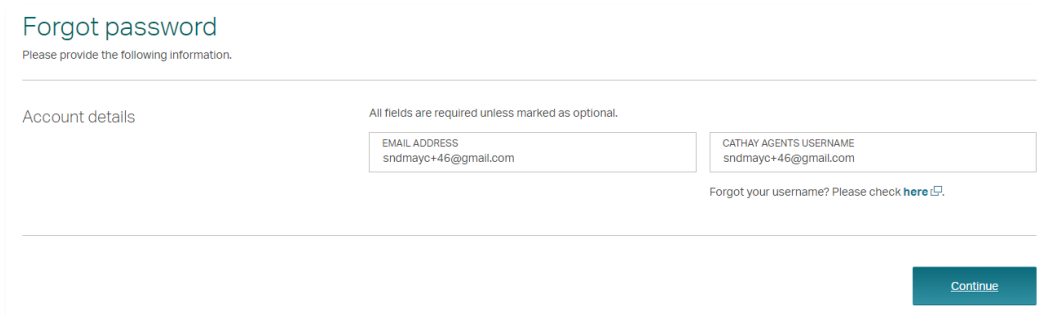


Step-by-step guide to activating your account

If you previously had an account:

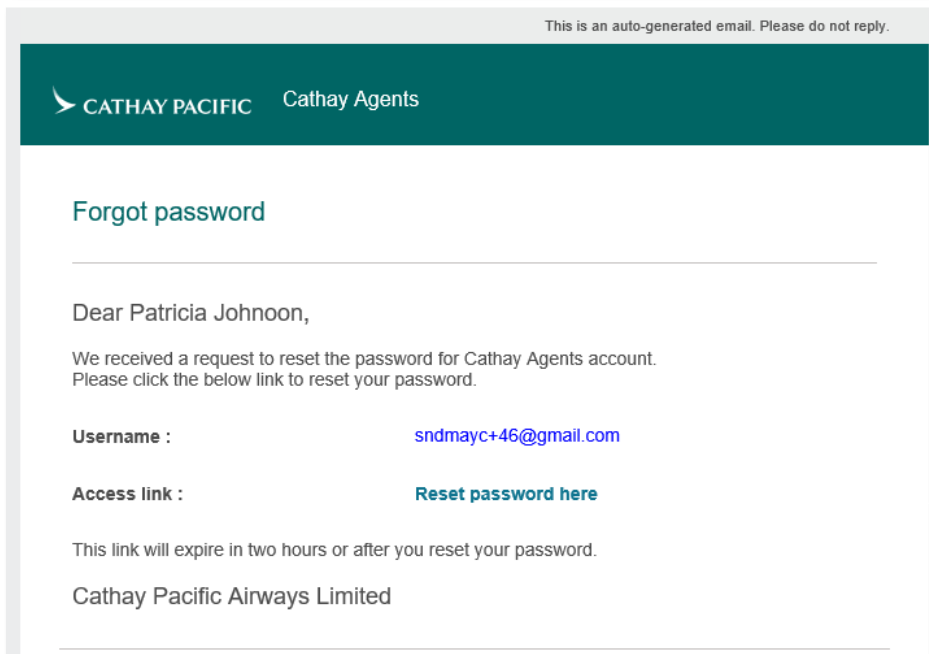
1. Go to [Forgot Password](#)

2. Enter **email address** in the email address field and username field



The screenshot shows a web form titled "Forgot password" with the instruction "Please provide the following information." Below this, there is a section for "Account details" with a note: "All fields are required unless marked as optional." There are two input fields: "EMAIL ADDRESS" containing "sndmayc+46@gmail.com" and "CATHAY AGENTS USERNAME" containing "sndmayc+46@gmail.com". A link "Forgot your username? Please check [here](#)." is located below the username field. A "Continue" button is at the bottom right.

3. Receive Reset Password email and **click the link** to reset password



The screenshot shows an email with the header "CATHAY PACIFIC Cathay Agents" and a warning "This is an auto-generated email. Please do not reply." The subject is "Forgot password". The email is addressed to "Dear Patricia Johnoon," and contains the text: "We received a request to reset the password for Cathay Agents account. Please click the below link to reset your password." Below this, it lists "Username : sndmayc+46@gmail.com" and "Access link : [Reset password here](#)". A note states "This link will expire in two hours or after you reset your password." The footer is "Cathay Pacific Airways Limited".



4. Reset password

Reset password

Account password

Please be reminded not to use the same login credentials as you used in other sites.

NEW PASSWORD

Continue

5. Go to the homepage and sign in again with your **username** (email address) and **new password**

Cathay Agents Account

Enjoy our exclusive services and support for travel agents.

USERNAME
sndmayc+46@gmail.com

PASSWORD

Remember me

Sign in >

6. Fill in information and create a new username if desired (your default username will be the email address used to sign into this account)

Account activation

Account information

TITLE
Miss

FIRST NAME
Patricia

LAST NAME
Johnoon

COUNTRY / REGION
United States (+1)

Area code (optional)

OFFICE NUMBER
123123

NEW EMAIL ADDRESS
sndmayc+46@gmail.com

Username
You can change the username from using the email address to a more personal username. After finished activation, your username cannot be changed.

Use my email address as my Username
 Use an alternative as my username

Continue



7. To verify your account, you will receive an email with a verification code

Enter verification code

For authentication purpose, a one-time verification code will be sent to your email address at snd*****@gmail.com.
Please enter the verification code below to help confirm your identity. The verification code will only be valid for 15 minutes.

ABU -

[< Have trouble with receiving the verification code? Please review your email address](#)

If you are unable to activate your account after following these steps, **please sign up** for a new account

If you are creating a new account:

1. Go to the homepage and select **sign up now**

Welcome to
Cathay Agents
Enjoy our exclusive services and support for travel agents.

Forgot [Username](#) or [Password](#)

Not a member yet? [Sign up now](#)

2. Register your account

Account registration

Welcome to Cathay Agents.
You are only a few steps away from becoming a member.

- 1 Agency information 2 Personal information 3 Review

Agency details

Where is your agency located?

Please provide us at least one information below.

If you have any questions, please contact your Cathay Pacific account manager