



## [2020년 6월 17일 오후 6시] CXAgents.com- 2 단계 인증 시스템 도입

CXAgents.com 은 온라인 보안을 위해 2 단계 인증 (2FA: two-factor authentication) 시스템을 6월 17일 오후 6시에 구현하며 여행사는 2FA 를 사용하여 CXAgents.com 및 모든 온라인 응용 프로그램에 액세스해야 합니다. 일회성 인증 코드는 사용자 프로필에 기재된 이메일로 전송됩니다.

### Introduce CXAgents.com 2FA

#### 1 Enter username and password on login page, click Sign in

Please refer to appendix for the details of forgot username and password

#### 2 The one-time verification code will be sent by email. Please enter the code and click Confirm

- Verification code email is system-generated, sent from *Cathay Agents <no-reply-cxagents@cathaypacific.com>*.
- Verification code cannot be reused. Once a new verification code is generated for the user, the previous one will be invalid.
- Each verification code is valid for 15 minutes and allow 3 times of incorrect entry attempts or it will be expired / invalid.

#### 3 Login successful, system will automatically go to Home page

※ 일회성 인증 코드를 더 잘 받으려면 2FA 구현 전에 사용자 프로필에서 이메일을 미리 확인하는 것이 좋습니다.

CXAgents.com 에 로그인 후 사용자 이름을 클릭하여 이메일 주소를 확인하십시오. 필요한 경우 "Update Profile" 클릭하여 정보를 수정 하십시오.

Agency Name	Email Address
AAA TRAVEL	2010001aa@gmail.com
IATA no.	Location
2010001	Hong Kong SAR



# Appendix

## Forgot Username or Password

### Forgot Password

- 1** Click on **password**
- 2** Enter your email address (same as the email in agent profile record) and username, click **Continue**
- 3** Check your email inbox, click on the access link provided in the email and enter a new password, click **Continue**
  - ① Your password must contain at least 8-16 characters with no space.
  - Your password must contain at least 1 upper case letter.
  - Your password must contain at least 1 lower case letter.
  - Your password must contain at least 1 numeric or 1 special character chosen from !#\$%^

Please sign in

### Cathay Agents Account

Enjoy our exclusive services and support for travel agents.

USERNAME  
bessielang

PASSWORD  
\*\*\*\*\*

Remember me **Sign In** >

Forgot your **username** or **password**?  
Not a member yet? **Sign up now**

Forgot password

Please provide the following information.

All fields are required unless marked as optional.

EMAIL ADDRESS  
2010001aa@gmail.com

CATHAY AGENTS USERNAME  
2010001

Forgot your username? Please check [here](#).

**Continue**

CXAagents - Forgot Password

CATHAY PACIFIC Cathay Agents

### Forgot password

Dear **Bessie**

We received a request to reset the password for Cathay Agents account. Please click the below link to reset your password.

Username : **Bessie Lang**

Access link : **[Reset password here](#)**

This link will expire in two hours or after you reset your password.

Cathay Pacific Airways Limited

### Reset password

Account password

NEW PASSWORD  
\*\*\*\*\*

Medium

**Continue**



## Forgot Username

1

Click on username

Please sign in

### Cathay Agents Account

Enjoy our exclusive services and support for travel agents.

USERNAME  
bessielang

PASSWORD  
\*\*\*\*\*

Remember me [Sign in](#) >

Forgot your **username** or **password**?  
Not a member yet? [Sign up now](#)

2

Enter your email address, first name and last name, click [Continue](#)

## Forgot username

Account details

All fields are required unless marked as optional.

EMAIL ADDRESS  
bessielang@cxtravel.com

FIRST NAME  
Bessie

LAST NAME  
Lang

[Continue](#)

3

Check your email inbox, your username will be provided in the email.

CATHAY PACIFIC Cathay Agents

### Email for forget username

Dear Bessie

Thank you for contacting Cathay Agents about your username.  
Please check your username below and you are able to login now.

Username : bessielang

Access link : [Login here](#)

If you would like to change your password, please use the function in the Update Profile section on our website. We are happy to have assisted you.  
(If the above link does not work, please copy the full address and paste it into your browser.)

Cathay Pacific Airways Limited