



# CXAgents.com - Implementation of Two-factor Authentication on 17Jun2020 at 5pm/HKT

For the purpose of maintaining online security, starting from 17 June 2020 at 5pm Hong Kong Time, CXAgents.com implements two-factor authentication (2FA) and travel agents are required to use 2FA for accessing CXAgents.com and all online applications. Otherwise, travel agents will not be able to access our platform. One-time verification code will be sent to user email which updated in agent profile.

## 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

Friendly reminder: For better experience to receive the one-time verification code, we recommend you to verify your email from your agent profile before the 2FA implementation. After logging into CXAgents.com, click your name to view the information. If required, please click "Update profile" to view agent profile or edit the information.



# 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