FAQS ON NEW CATHAY AGENTS WEBSITE

1. **What is Cathay Agents?**

   Cathay Agents is exclusively designed for CX/KA world-wide travel agents, currently distributed to 48 countries and supports 11 local languages.

2. **Why are you revamping Cathay Agents?**

   Cathay Agents was designed in 2007 and its last major update was in 2009. Thus, its technology, design and maturity level of functions are less flexibility and only fulfil our most basic operation needs but offering no competitive advantage.

3. **Can I use my existing account for new Cathay Agents?**

   Yes, if you are an existing member, you can continue to sign into new Cathay Agents with your username and password as you currently do.

4. **I would prefer to keep the old layout of Cathay Agents, is this possible?**

   No, all travel agents will be using the new design. The changes intend to enhance the navigation experience but we understand customers may take time to familiarize with the new look.

5. **Do I need to update my bookmarks for the new Cathay Agents?**

   Our domain name will remain unchanged, so you can still go to our homepage at www.cxagents.com. However, if you have bookmarked some specific pages, you will need to update the bookmarks.

6. **Am I able to view the news and policies or use the applications without logging in?**

   No. In order to provide the secured platform and personalised service to you, we require that you sign in with your own account which is not shared with anyone. To register, please click the Sign up link to register for a free account on Cathay Agents.

7. What do I need to start using Cathay Agents?

There is no special software required to access Cathay Agents. All you need is a computer and internet connection. The website is accessible to Microsoft Windows® operating system and Apple Mac OS X users. A screen resolution with 1280 width is optimal, but you should be able to view content at other screen sizes.

The following operating systems and web browser versions are recommended for Cathay Agents:

Windows 7 - latest browser version of Google Chrome, Microsoft Internet Explorer or Mozilla Firefox®
Windows 8 - latest browser version of Google Chrome, Microsoft Internet Explorer or Mozilla Firefox®
Windows 10 - latest browser version of Google Chrome, Microsoft Edge or Mozilla Firefox®
Mac OS X - latest browser version of Apple® Safari, Google Chrome or Mozilla Firefox®
Please note that apart from the above mentioned operation systems, all other operating systems, e.g. Windows NT, Windows 2000 and Windows XP are not supported.

Some browsers may offer automatic software updates - they scan your computer, determine if you're running an outdated version and then give you the option to install an upgrade.

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Google Chrome is a trademark of Google Inc.

Mozilla Firefox is a registered trademark of the Mozilla Foundation

8. Why am I still seeing the old layout on some of the pages?

The website revamp is rolling out by phases. We will be changing all the pages phase by phase to the new design throughout 2019.

9. Can I log into another country/region with my account?

No. You can only log into the country/region that your account has registered.