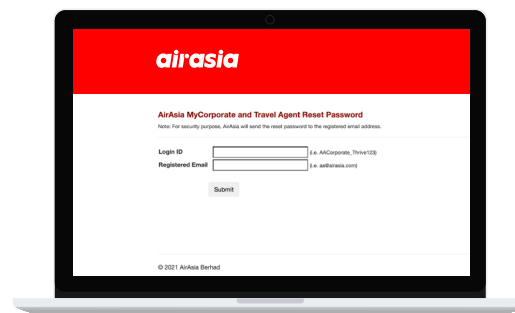


EXISTING USER

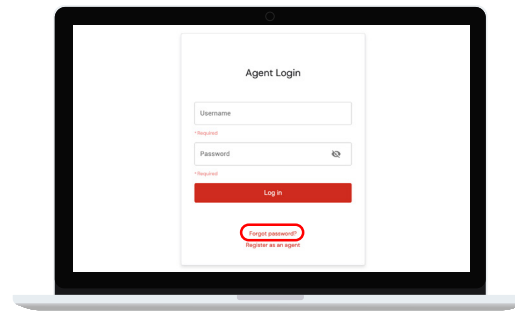
How to change existing or forgotten password

1 CHANGE YOUR PASSWORD VIA

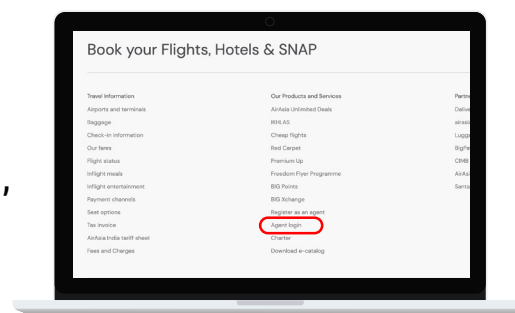
1. The Forgot Password Page:
newskiespr.airasia.com/AgentReset/
Fill in your login ID and registered email address



2. The Agent Login Page:
www.airasia.com/agent
Select 'Forgot password?' and fill in your details

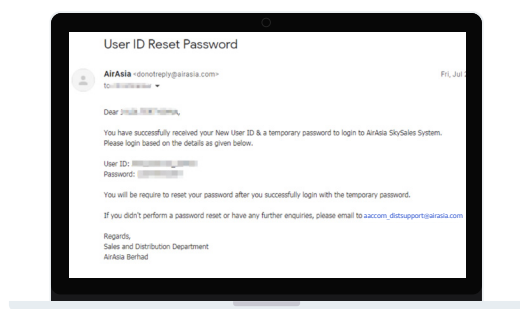


3. The airasia Homepage:
www.airasia.com
Scroll to the end of the page and click on 'Agent login'



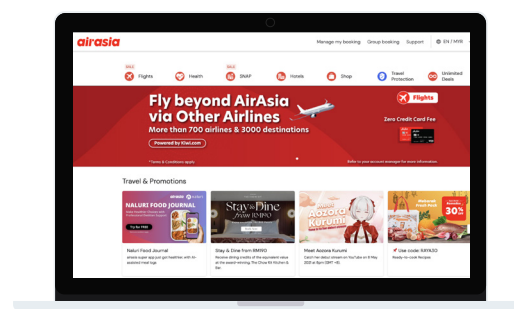
2 CHECK YOUR EMAIL

1. Log in with the temporary password sent to your registered email
2. Create and enter a new password as prompted



3 LOGIN WITH YOUR NEW CREDENTIALS

1. Visit the agent login page and key in your ID and new password





FREQUENTLY ASKED QUESTIONS

1. What is a username?

The username, also called Login ID or User ID, is the unique credential used to login to the airasia Agent Portal.

2. Can I share my password?

Sharing passwords with other users or third parties is not encouraged.

3. How do I reset my password if my email address is different from the email address registered in the system?

Send an email to aaccom_distsupport@airasia.com and attach an official letter with company letterhead indicating the Username/Login ID and change of email address. The team will respond within 3 working days.

4. Can my new password only contain alphabets and special characters?

No. A valid password must contain 8-16 characters with a mix of digits(0-9), and upper and lower case letters. Special characters are optional.

5. Is there a different webpage for government or corporate products?

There is only one webpage used across all airasia authorised partners.

6. What happen if I still encounter error with my password?

You may send an email to aaccom_distsupport@airasia.com indicating the error you are experiencing. The team will respond within 3 working days.

7. How many login attempts do I have before my account is locked?

You may try up to 7 times before reaching out to aaccom_distsupport@airasia.com for further assistance. We strongly recommend you always remember your password.