



TRAVELPORT  
Official Partner

## Creating My Travelport Login

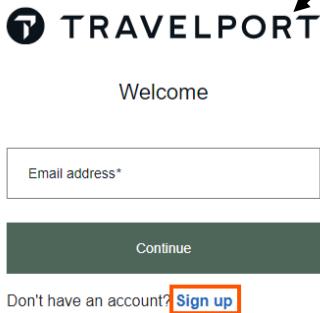
As a part of Travelport's transition to **Single Sign-On (SSO)** and enhanced security, this will be fully enforced in **Smartpoint v12 and beyond**.

Once registered and upgraded to **v12**, users will be able to access all Travelport products and portals with a **single login**.

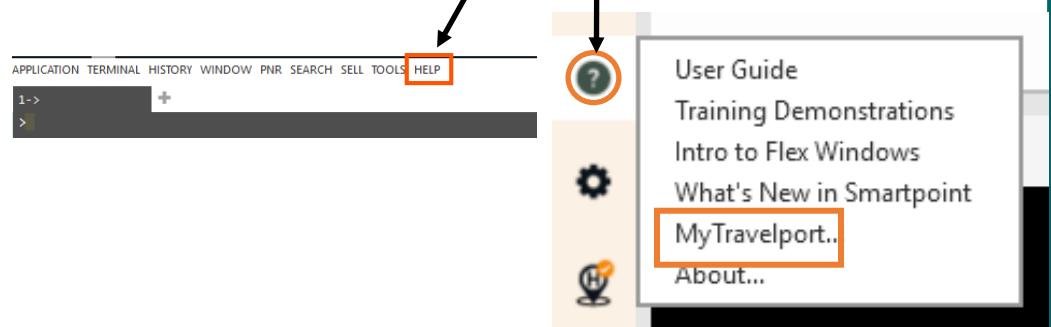
How to create a My Travelport Login?

There are 2 ways to “**Sign Up**” for My Travelport

1. By using URL - **my.travelport.com**



2. By clicking “**Help**” or “**?**” on Travelport Smartpoint



### What Users Need to Do

1. Complete the registration form in the pop-up.
2. Use individual official email as login ID (when possible)
3. Travelport will handle **automated or manual approval** and send a follow-up email for **password** setup.
4. The pop-up will stop appearing once registration is complete and the email is correctly linked to the user's HOST profile.



## Link MyTravelport email to reset Host password

Answer ID - KB0014434

If you have forgotten your host password, through MyTravelport you can request a temporary password.

1. Ensure your Travelport+ (Galileo) user profile contains the email address that use to sign into MyTravelport.
2. Request a temporary password using MyTravelport.
3. You can request a password reset only once per day.

### Update / Amend your MyTravelport email address in the user profile.

1. Sign on to Travelport+ (Galileo)
2. Type **STD/ZPCC/XX/\*EM** and press enter. (where PCC = your pseudo city code, xx = your agent ID )  
Eg: STD/Z8764/AB/\*EM or STD/12345/\*EM
3. Add the same email address that you use to login to My Travelport to the format. @ sign can be used
  - a. Tab once to NEW EMAIL ADDRESS and type your email address:
    - ◆ Do not press Enter.
    - ◆ Tab again to CONFIRM EMAIL ADDRESS.
    - ◆ Type your email address.
    - ◆ Do not press Enter.

```
1-STD/ Z123 /*
>STD/ Z123 /*EM NAME: JONES SAM -123456-
NEW EMAIL ADDRESS: SAM.JONES@HOTMAIL.COM.....
CONFIRM EMAIL ADDRESS: SAM.JONES@HOTMAIL.COM.....
.....>
```

- a. Tab again to place your cursor after the tab stop. Press Enter.

```
1-STD/ Z123 /*
>STD/ Z123 /*EM NAME: JONES SAM -123456-
NEW EMAIL ADDRESS: SAM-JONES@MAIL.COM.....
CONFIRM EMAIL ADDRESS: SAM-JONES@MAIL.COM.....
.....>  
```

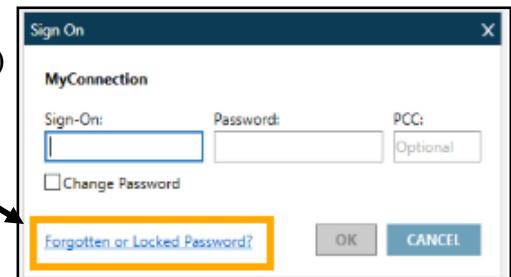


## Reset Host Password using MyTravelport

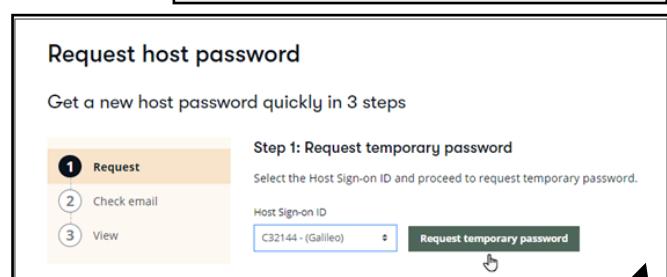
Answer ID - KB0014434

There are 2 ways to reset the Host password (Travelport Smartpoint)

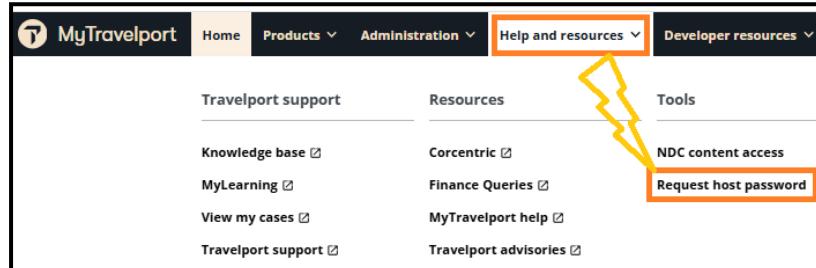
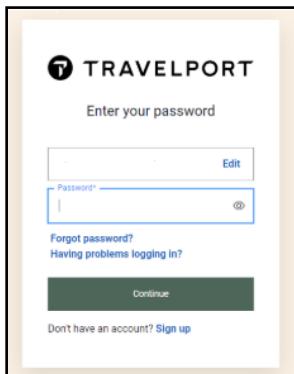
- ◆ You can request a host password reset from the Smartpoint sign on screen by selecting the **Forgotten or Locked password?**



This will direct you to **Host Password** request page



- ◆ Log into MyTravelport (<https://my.travelport.com>) using the same email address entered into the Travelport system user profile. Once select **“Request Host Password”** it will direct to the above screen.



Once receive the temporary password, return to Travelport Smartpoint sign on screen and enter your temporary password and click Change password box to reset to new password of your own and press OK.

