



To enhance security and improve your experience, all Travelport users will need a MyTravelport account to access future versions of Smartpoint and benefit from our customer portal.

We're introducing these changes to protect your data and streamline how you access Travelport services.

Why create a MyTravelport account?

With your MyTravelport account, you can:

- ✓ Quickly find information about Travelport products
- ✓ Resolve support issues without calling the help desk
- ✓ Access self-paced and instructor-led training
- ✓ Enjoy a smoother, more secure Travelport experience

WHAT'S HAPPENING?

Starting soon, Smartpoint Desktop users on versions 10.1 and above who don't have MyTravelport credentials will see a self-registration pop-up.

WHAT YOU NEED TO DO

- ▶ Please set up your MyTravelport account once you see the pop-up displayed and your access to future versions of Smartpoint will continue without interruption.
- ▶ Use a unique, individual email address associated with your company
- ▶ Follow the instructions and complete the registration form



TROUBLE LOGGING IN?

1. Go to [My.Travelport.com](https://my.travelport.com)
2. Click on 'Forgot your password'
3. Enter your email to reset it

FREQUENTLY ASKED QUESTIONS

Once I have added my email, am I already automatically approved for MyTravelport credentials?

You'll receive 3 emails:

1. 'Your account is pending approval'
2. Welcome confirmation email once approved
3. Password setup email to complete your access

I already have a MyTravelport account, but still see the pop-up. Why?

- ▶ Your MyTravelport account may be inactive after 90 days – please reactivate it
- ▶ Your email listed in your host sign on may not match your MyTravelport email – complete the self-registration pop-up fields as these emails must be the same

