




## Login Process on the New Frequent Flyer System:

Air India has a new process for logging into your account post-migration on new reservation system. Before the migration, the Flying Returns Number (9 digits numerical value) that was used earlier as a login id and password, will now be discontinued. The following steps will guide you on how to log back in to your Air India account:

- 1) After migration, the email id that was registered in the previous system will now be used to log in.
- 2) Your older password from the pre-migrated system will no longer be valid. To set your new password, use the 'forgot your password' link.

  
A STAR ALLIANCE MEMBER

**Existing members:** If this is your first login into the revamped portal, please proceed to forgot your password link to set-up password using your registered email-id.

Sign in with your email address

Email Address

Password

[Forgot your password?](#)

**Sign In**

Don't have an account? [Sign up now](#)

### 3) Steps to set up your password :

a. Validate your email id with the OTP that has been sent on your email Id.

The first screenshot shows the app's header with the Flying Returns logo and 'A STAR ALLIANCE MEMBER' text. Below the header, a dialog box prompts the user to enter a valid email address. The input field contains 'test@gmail.com'. There are two buttons: 'Send verification code' (red) and 'Continue' (pink).

The second screenshot shows the next step where the user has received a verification code. The dialog box displays the email 'test@gmail.com' and a masked input field for the code. There are two buttons: 'Verify code' (red) and 'Send new code' (red). A 'Continue' button (pink) is located below these.

b. Once the email id is validated, the system will validate the member's phone number as per the old system.

The first screenshot shows a dialog box where the system has identified a phone number on record for the user. The text reads: 'We have the following number on record for you. We can send a code via SMS or phone to authenticate you.' The number 'XXX-XXX-59442' is displayed. There are two buttons: 'Send Code' (red) and 'Call Me' (red).

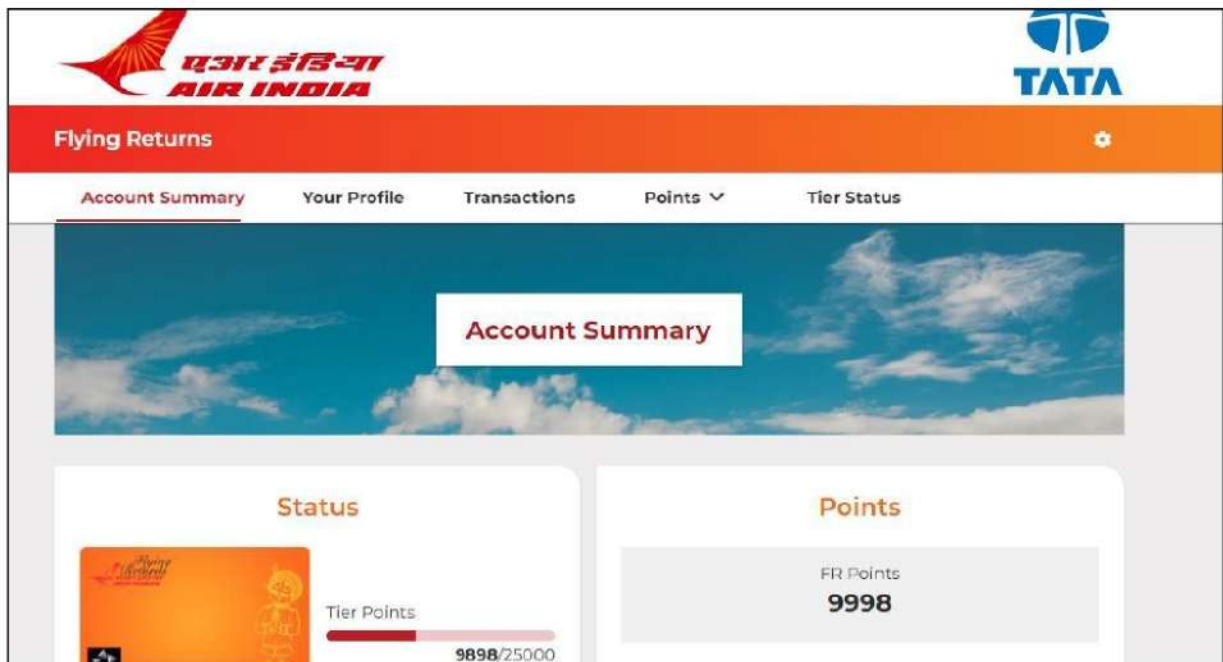
The second screenshot shows the next step where the user is prompted to enter a verification code. The dialog box displays the phone number 'XXX-XXX-59442' and asks the user to 'Enter your verification code below, or Send a new code'. There is a masked input field for the code and a 'Verify Code' button (pink).

c. Once the phone number OTP is validated, the system will take you to the 'password change' screen.



The screenshot shows a mobile application interface for password change. At the top left is a back arrow and the text 'Cancel'. In the center is the 'Flying Returns AIR INDIA' logo with 'KATA ALLIANCE MEMBER' below it. Below the logo are two text input fields, each containing a series of dots to represent masked characters. At the bottom is a large red button with the text 'Continue'.

d. After the changed password, you will be taken to the loyalty portal home page with the details of the membership.



The screenshot displays the 'Flying Returns' loyalty portal home page. The top navigation bar is orange and contains the 'Flying Returns' title and a settings gear icon. Below this is a menu with 'Account Summary', 'Your Profile', 'Transactions', 'Points', and 'Tier Status'. The main content area features a large banner with the text 'Account Summary' over a sky background. Below the banner are two cards: 'Status' and 'Points'. The 'Status' card shows a membership card image and a progress bar for 'Tier Points' at 9898/25000. The 'Points' card shows 'FR Points' as 9998.

### **Unable to Log-in into the new system?**

In our new post-migration system, *only one membership account can be linked to a unique email id.* As a member, *if you're unable to log into your account using your email id as your user id*, it is likely that your profile is incomplete or has duplicate phone number or e mail id. In this scenario, the website will display an error message with a "Click Here" button to guide you to check your profile for missing details. You will be re-routed to the AI FFP website page for further action. You may reach out to the FFP cell at the email id: [chgmyregdffbemail@airindia.com](mailto:chgmyregdffbemail@airindia.com), with the subject line as "Update profile", and provide following details:

- a) FFP number
- b) Name of the member
- c) Existing email id in account profile
- d) New email id to be linked to the account
- e) Consent for deduction of 420 FR points as Service fee .
- f) Date of request
- g) Self-attested scan of passport

Our team will connect with you & resolve the issue within 5 working days.

*We thank you for valuable support, during the transition process.*