



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.

Flying Returns
एअर इंडिया
AIR INDIA
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 'Flying Returns' app interface with the text 'A STAR ALLIANCE MEMBER'. It prompts the user to enter a valid email address. The email 'manohar.vanama@tcs.com' is entered in the input field. Below the field are two buttons: 'Send verification code' (red) and 'Continue' (pink).

The second screenshot shows the next step where the user is prompted to enter the verification code. The text says 'Verification code has been sent to your inbox. Please copy it to the input box below.' The email 'manohar.vanama@tcs.com' is displayed above a masked input field. Below the field are two buttons: 'Verify code' (red) and 'Send new code' (red). At the bottom is a 'Continue' button (pink).

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 the app displaying the phone number 'XXX-XXX-59442' on record. The text says 'We have the following number on record for you. We can send a code via SMS or phone to authenticate you.' Below the number are two buttons: 'Send Code' (red) and 'Call Me' (red).

The second screenshot shows the user being prompted to enter the verification code. The text says 'We have the following number on record for you. We can send a code via SMS or phone to authenticate you.' The phone number 'XXX-XXX-59442' is displayed. Below it, the text says '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) below it.

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



Cancel

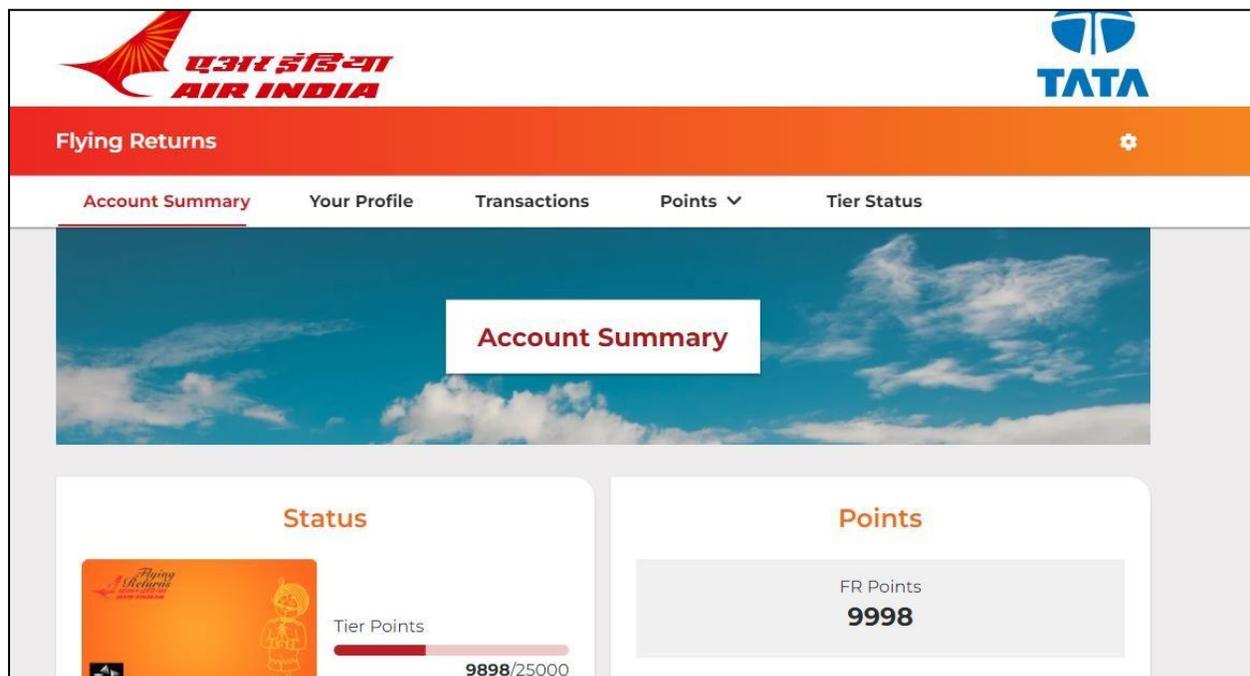
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Continue

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



एअर इंडिया AIR INDIA

TATA

Flying Returns

Account Summary Your Profile Transactions Points Tier Status

Account Summary

Status

Points

FR Points
9998

Tier Points
9898/25000

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: chgmyregdffpemail@airindia.in , 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.