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| Intro para | <p>MyTravelport is Travelport's Self Service Portal for all our customers to access and manage their eligible services.</p> <p>In April we finished moving all our Support customers to MyTravelport and launched a new Support Platform. Unfortunately, some customers are having trouble logging in, we hope the below info will help</p> |
| If you used AskTravelport.com before we moved everyone to MyTravelport | Where we could identify a valid email address, we created an account for you on MyTravelport using this email address. If you're trying to log in for the first time since ASK Travelport has been moved please click "forgotten your password", enter your email address and you'll be sent an email to set up a secure password |
| If you are new to MyTravelport, there are two different routes to signing up depending on if your Organization already has an Administrator set up or not | <p>For Organizations with an Admin, follow the steps to Create Account and then click Register. A message will display advising that an Admin will need to approve the account, which then can do themselves in MyTravelport. Once complete, an email will be sent to the new user providing steps to create a secure password, this link will be valid for 24 hours.</p> <p>If you are unable to set a password up in 24 hours, click on "Forgot your password?", type in the email address and a new link will be sent.</p> <p>For Organizations that don't have an Admin, follow the steps to Create Account and then click Register. You'll have two screens to complete. On the second screen you'll be asked to enter a few security questions. If these questions are answered correctly, you'll be sent an email to set up a secure password, this link will be valid for 24 hours.</p> <p>If you are unable to set a password up in 24 hours, click on "Forgot your password?", type in the email address and a new link will be sent.</p> |
| I've got an error message "email already in use" | If you get this error, go to the "forgot your password" link and follow the steps to change your password |
| I've got an error message "internal server error" | If you get this error, this means your password has expired and you'll need to call your local Help Desk to reset it for you |
| I've got an error message "we're unable to set up your account at the moment" | If you get this error, it means that an account does not exist for your organisation and you'll need to call your local Help Desk to complete this on your behalf |
| I've got an error message "we're sorry the details you've entered are incorrect. Please contact your Help Desk" | <p>If you get this error it means that the security questions have not matched the answers we have on file, you can either</p> <ul style="list-style-type: none"> - Re-enter these details OR - Call your local Help Desk for further verification |
| I'm an admin, how do I set up new users | As an Admin you can add new users, by going to user management and following the steps. If you do have a lot of users, you can use the "bulk upload feature" also found in the user management area. |