

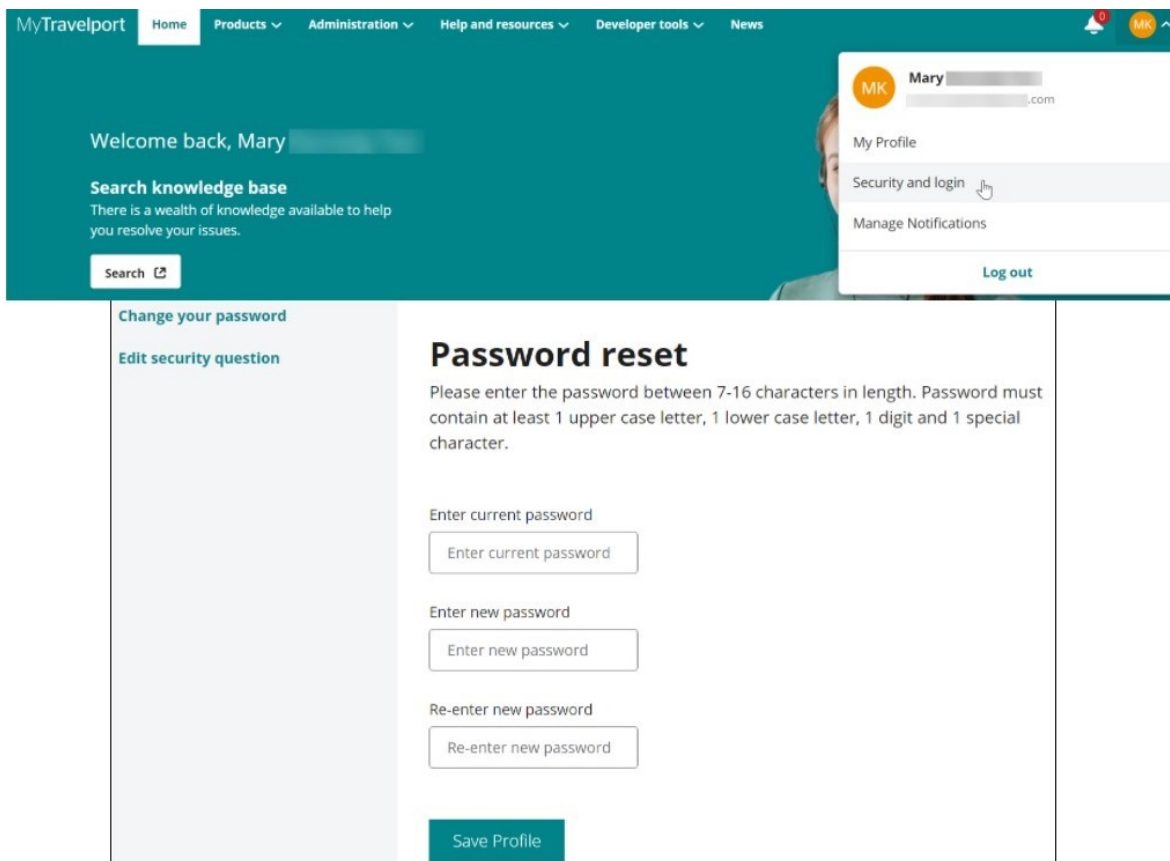


## MyTravelport - Password Reset - KB0032154

### STEPS TO CHANGE MYTRAVELPORT PASSWORD

MyTravelport password expires every 90 days and you will be required to change it. However, you may change your password at any time, using the following procedure.

1. Select the Profile icon with your name initials located to the top right corner of the page.
2. Select **Security and login**
3. Select **Change your password**.
4. Enter your current password and then enter your new password.  
**Note:** *Your password must be between 7-16 characters in length and must contain at least 1 uppercase letter, 1 lowercase letter, 1 digit, and 1 special character.*
5. Re-enter your new password.
6. Select **Save Profile**.



The screenshot shows the MyTravelport user interface. At the top, there is a navigation bar with links for Home, Products, Administration, Help and resources, Developer tools, and News. A user profile dropdown menu is open, showing the user's name 'Mary' and initials 'MK'. The menu options are 'My Profile', 'Security and login' (which is highlighted), and 'Manage Notifications'. A 'Log out' button is also visible.

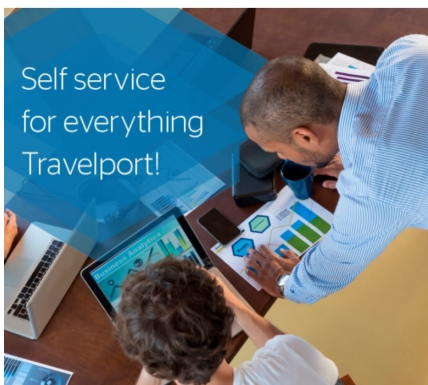
Below the navigation bar, the main content area displays a welcome message: 'Welcome back, Mary'. There is a search bar with the text 'Search knowledge base' and a subtext: 'There is a wealth of knowledge available to help you resolve your issues.' A 'Search' button is located below the search bar.

The 'Change your password' section is active, showing a 'Password reset' form. The form includes the following instructions: 'Please enter the password between 7-16 characters in length. Password must contain at least 1 upper case letter, 1 lower case letter, 1 digit and 1 special character.' The form has three input fields: 'Enter current password', 'Enter new password', and 'Re-enter new password'. A 'Save Profile' button is located at the bottom of the form.



## STEPS IF YOU'VE FORGOTTEN YOUR MYTRAVELPORT PASSWORD

1. On the logon page, select **Forgot your password?**



MyTravelport  
Information. Support. Services.

Email address

Password

Sign In

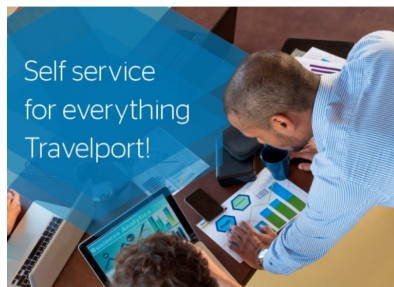
[Forgot your password?](#)

[Create account](#)

[Having problems logging in? See FAQ's](#)

2. Enter the email address associated with this MyTravelport account, and select

MyTravelport



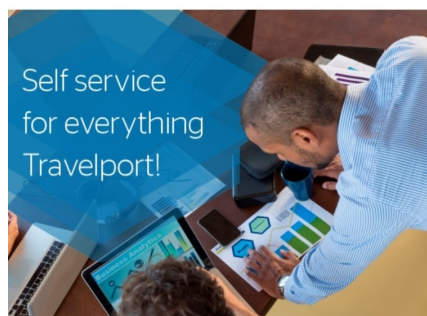
Forgot your password?

Enter your email address to reset password \*

Submit

3. The following message displays advising you to check your email for further instructions

MyTravelport



Forgot your password?

Further instructions have been sent to your e-mail address, if an account exists with the email you entered. For any issues, please contact your Travelport Administrator.

Enter your email address to reset password \*

myname@mail.com

Submit



4. Open email account and look for email from MyTravelport.
5. Open email and click on green button **SET PASSWORD**.

Hi .

Please click on the 'SET PASSWORD' button below to reset your password for MyTravelport.

**SET PASSWORD**

You will be returned to MyTravelport to answer two of your five security questions set in your profile, then select Submit.



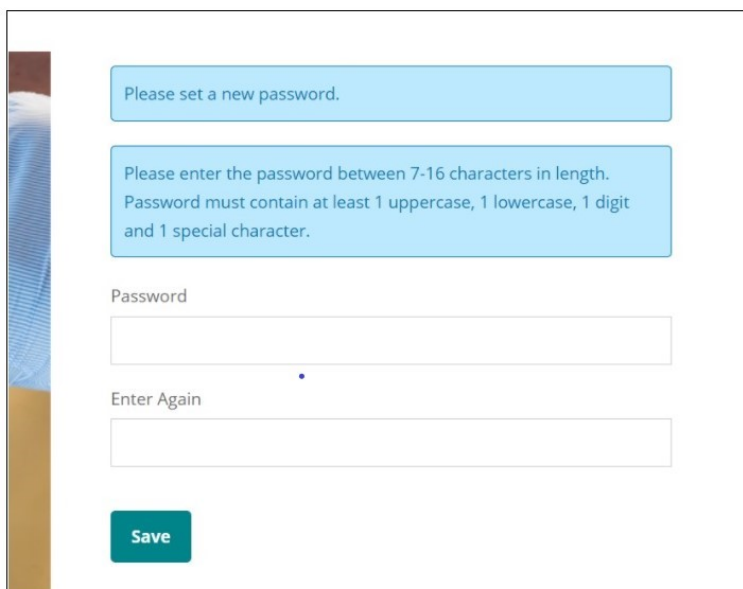
Security question

What school did you attend for sixth grade?

In what city or town did your mother and father meet?

**Submit**

6. Enter a new password using the parameters in the blue box, enter it again, and select Save.



Please set a new password.

Please enter the password between 7-16 characters in length.  
Password must contain at least 1 uppercase, 1 lowercase, 1 digit and 1 special character.

Password

Enter Again

**Save**