



AGENT 360 - Registration & Admin Access



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- ❑ Overview of Admin Access
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- ❑ Adding Admins and Users to Teams
- ❑ Switching Teams and Roles
- ❑ Deleting Admins and Users from Teams
- ❑ Unlocking Accounts
- ❑ Adding additional ARC numbers to Teams
- ❑ Role breakdown

FEATURES & OVERVIEW

Travel agents will have access to the following features on AGENT 360

The screenshot displays the AGENT 360 Singapore Airlines website. The header includes navigation links for 'AGENT RESOURCES', 'PRODUCTS & SERVICES', and 'SERVICE REQUEST', along with 'REGISTER' and 'SIGN IN' buttons. The main content area features several promotional banners: 'Up to 6,000 HighFlyer points for new joiners', 'Renovation of KrisFlyer Gold Lounge at Changi Airport Terminal 3', and 'GDS Cost Management & Best Practices Updates'. A footer section contains links for 'FARE SHEETS', 'POLICY DOCUMENTS', and 'SIA GROUP NETWORK'.

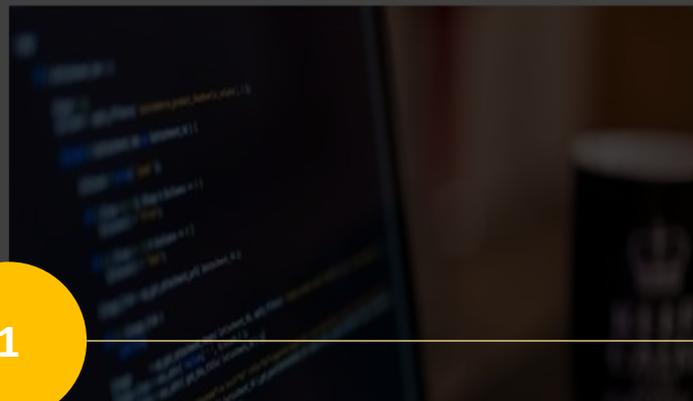
Localized Content

The screenshot shows the 'Register for an account' page. It features a progress bar with four steps: 1. YOUR ORGANISATION, 2. ADMINISTRATOR, 3. REVIEW, and 4. ACCOUNT PASSWORD. The main heading is 'Register for an account', followed by the instruction: 'To enrol as a member, you should be authorised to act as your agency's primary contact person.' Below this is a form titled 'Tell us about your organisation' with fields for 'Primary IATA / ARC / TIDS code', a checkbox for 'Not accredited with IATA / ARC / TIDS', 'Company legal name', 'Country', and 'State'.

Admin Access System

The screenshot displays the 'Book a Flight' NDC Booking Portal. It includes a search bar at the top, followed by a 'Book a Flight' section with 'Corporate Booking' options. Below this are input fields for 'Access Code', 'Corporate ID', 'From' (Departure Airport), and 'To' (Arrival Airport). A 'Passenger Criteria' section allows selection of 'Adult (12 years and above)' and 'Children (2-11 years at time of travel)'. At the bottom, there is a 'Select IATA Code' section with a dropdown menu showing 'IATA 32300074'.

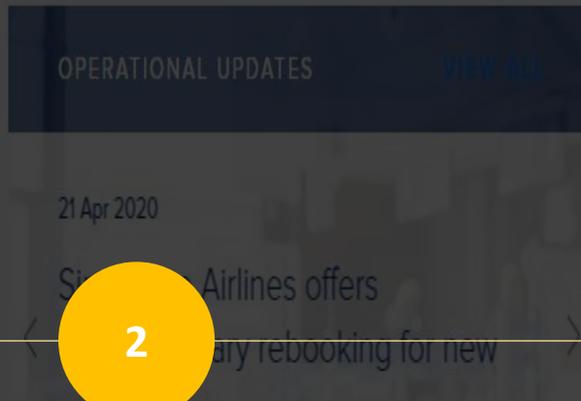
NDC Booking Portal



1

Knowledge

Providing a centralized information and support portal to empower travel agents



2

NDC

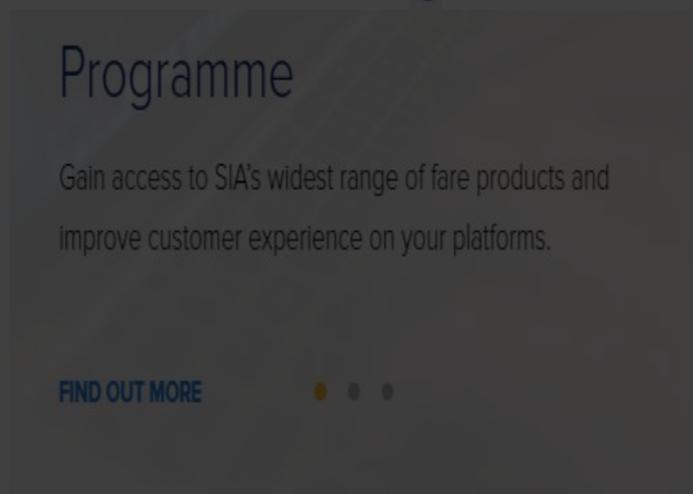
Book flights, service bookings and add ancillaries with exclusive NDC content



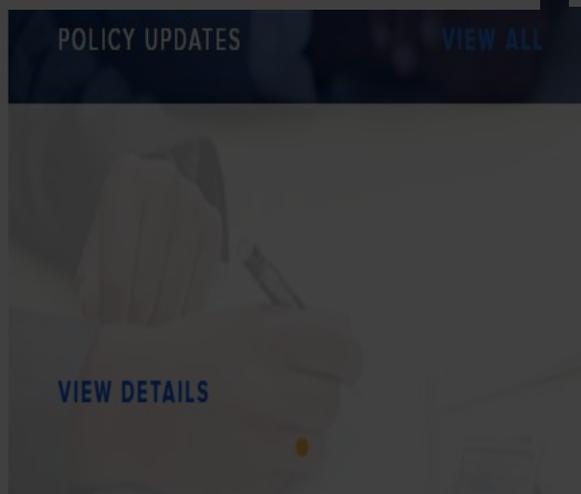
3

Servicing

Streamline service requests for more efficient servicing and tracking



FIND OUT MORE

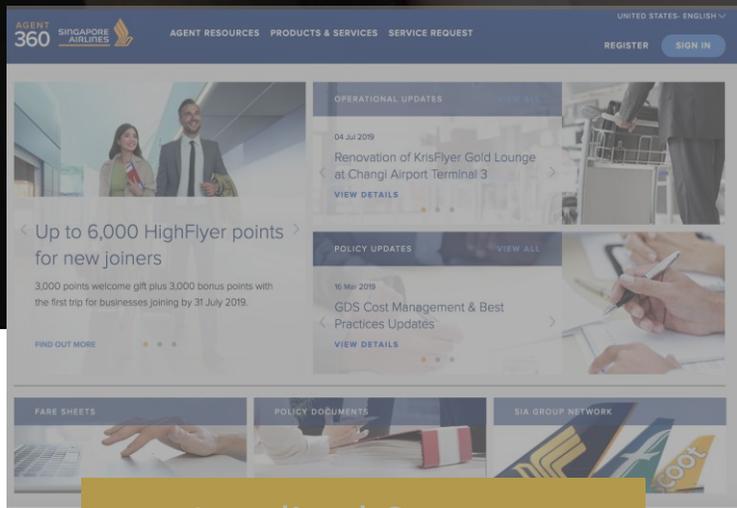


VIEW DETAILS

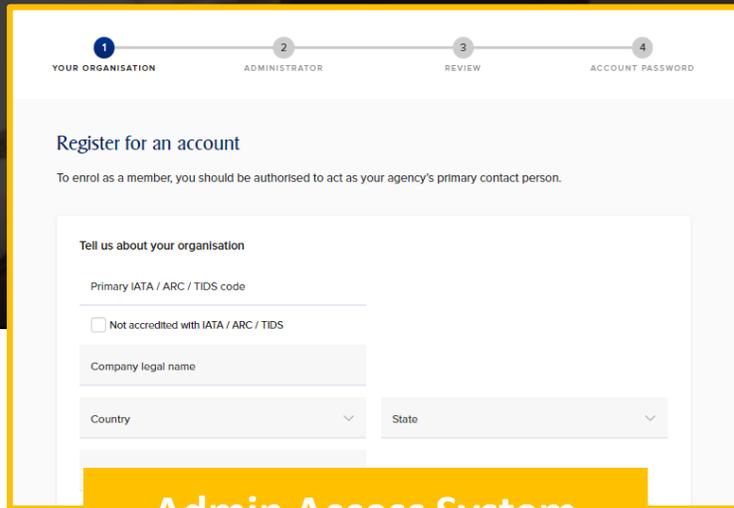


ADMIN ACCESS

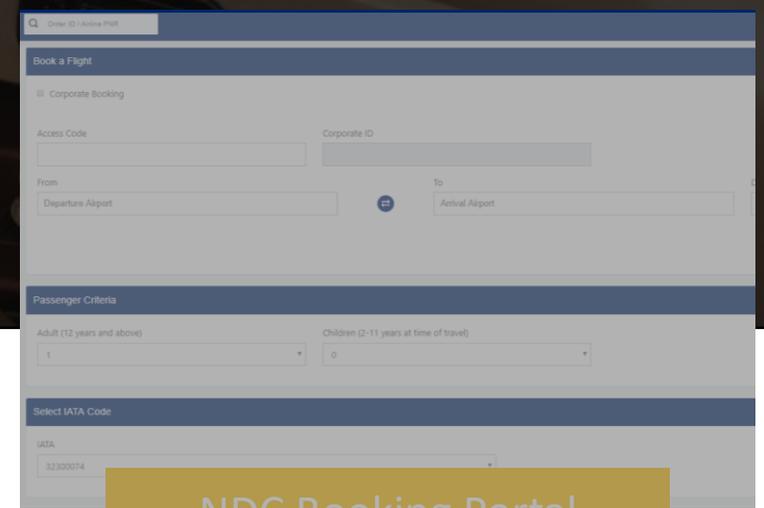
Understanding the Admin Access system and its different user types



The screenshot shows the Agent 360 Singapore Airlines website. The header includes the logo and navigation links: AGENT RESOURCES, PRODUCTS & SERVICES, SERVICE REQUEST, REGISTER, and SIGN IN. The main content area features several promotional banners: 'Up to 6,000 HighFlyer points for new joiners', 'Renovation of KrisFlyer Gold Lounge at Changi Airport Terminal 3', and 'GDS Cost Management & Best Practices Updates'. A yellow banner at the bottom of the screenshot reads 'Localized Content'.



The screenshot shows the 'Register for an account' page in the Admin Access System. A progress bar at the top indicates four steps: 1. YOUR ORGANISATION, 2. ADMINISTRATOR, 3. REVIEW, and 4. ACCOUNT PASSWORD. The current step is 'YOUR ORGANISATION'. The page includes a registration form with the following fields: 'Primary IATA / ARC / TIDS code' (with a checkbox for 'Not accredited with IATA / ARC / TIDS'), 'Company legal name', 'Country' (dropdown), and 'State' (dropdown). A yellow banner at the bottom of the screenshot reads 'Admin Access System'.



The screenshot shows the NDC Booking Portal interface. It features a search bar at the top, followed by a 'Book a Flight' section with 'Corporate Booking' options. Below this are input fields for 'Access Code', 'Corporate ID', 'From' (Departure Airport), and 'To' (Arrival Airport). The 'Passenger Criteria' section includes dropdowns for 'Adult (12 years and above)' and 'Children (2-11 years at time of travel)'. The 'Select IATA Code' section shows a dropdown menu with the value '32300074'. A yellow banner at the bottom of the screenshot reads 'NDC Booking Portal'.

A man with glasses is sitting in an airplane cabin, working on a laptop. The cabin interior is visible, including the overhead storage bins and the airplane's wing in the upper right corner. The text 'ADMIN ACCESS' is overlaid on the image in a white, sans-serif font.

ADMIN ACCESS

1. Comprehensive access management system
2. Caters to **complex travel agency setup** (from local retailers to global consolidators)
3. **3 Travel Agent Roles** (Master, Admin, User)
4. **Multi-ARC, Multi-Country**
5. Flexibility to **self-manage** access rights to AGENT 360 features

TRAVEL AGENCY SETUP



Master

Key decision maker. e.g. Supplier Manager



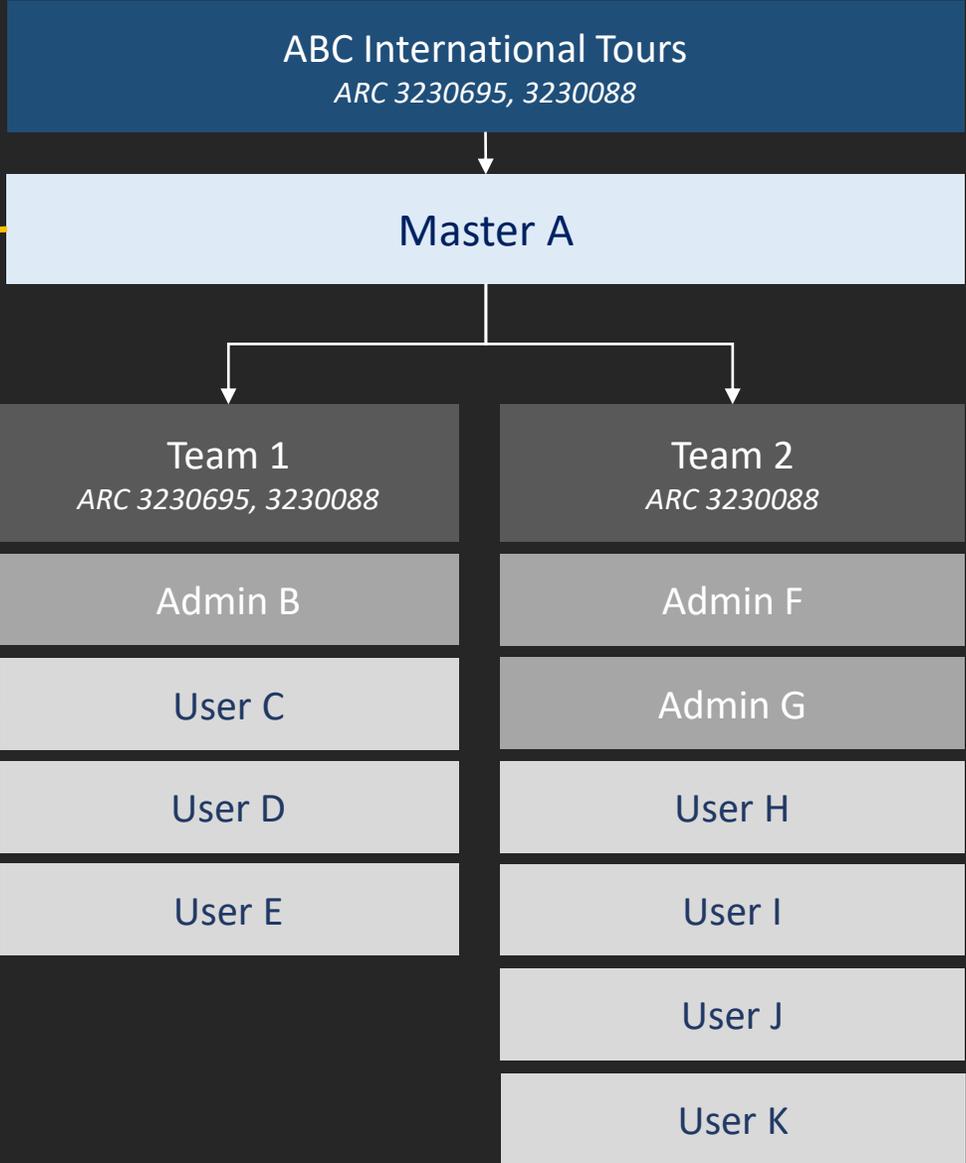
Admin

Team Leader



User

Individual Travel Consultant



TRAVEL AGENCY SETUP



Master

Key decision maker. e.g. Supplier Manager

1. Access to agent performance dashboards
2. Creates/delete Admins & Users within the agency.
3. Decides which Team has Product Access rights
4. Views agency's data and transactions.
5. Adds additional ARC numbers for agencies

Only 1 Master User can register per agency!



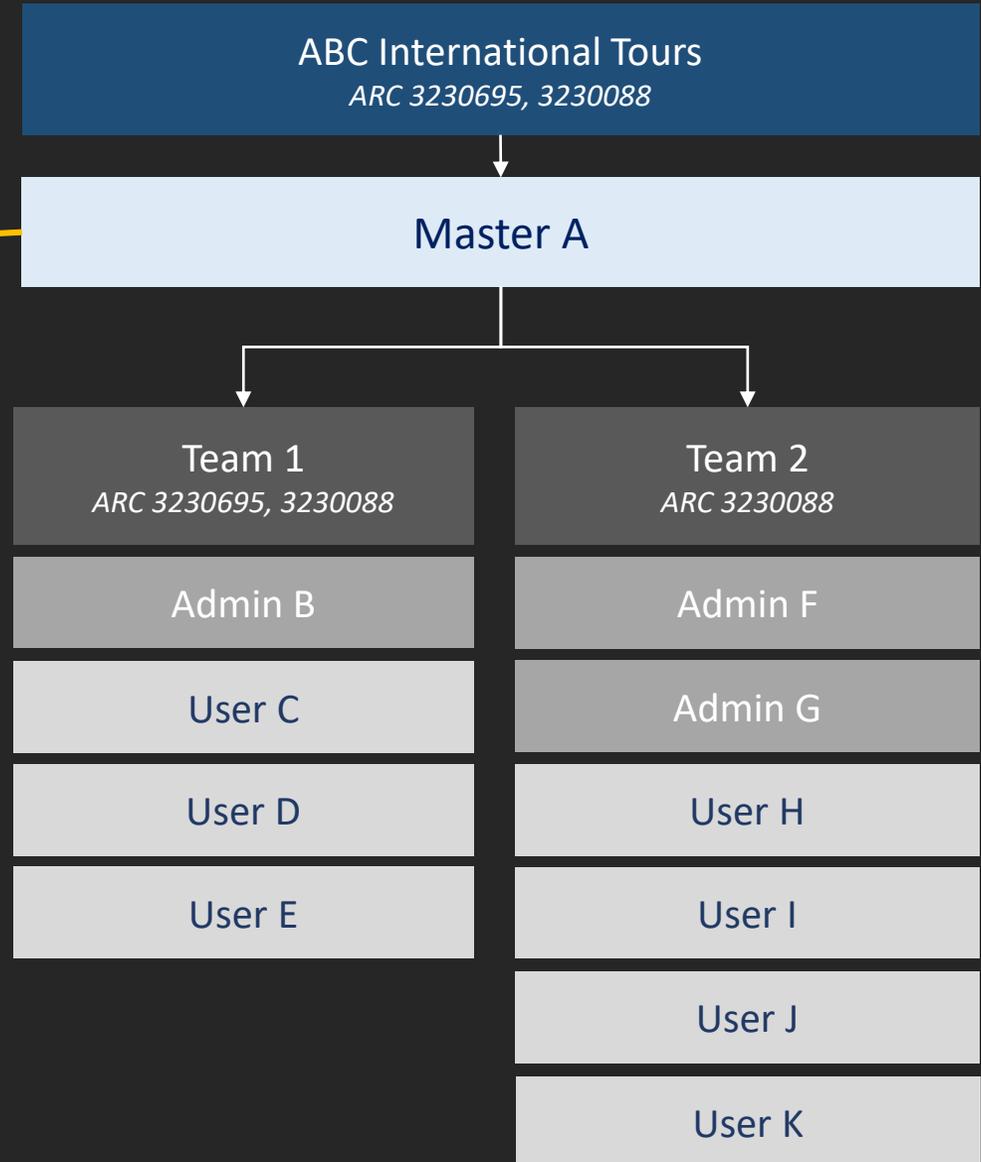


Master

Key decision maker. e.g. Supplier Manager

What if the agent wants to change a Master?

1. Agent to contact their SQ Account Manager
2. New Master must be registered as an "Admin"
3. SQ will change the role via the Admin Portal



AGENT 360: CREATING TEAMS, ADMIN AND USERS

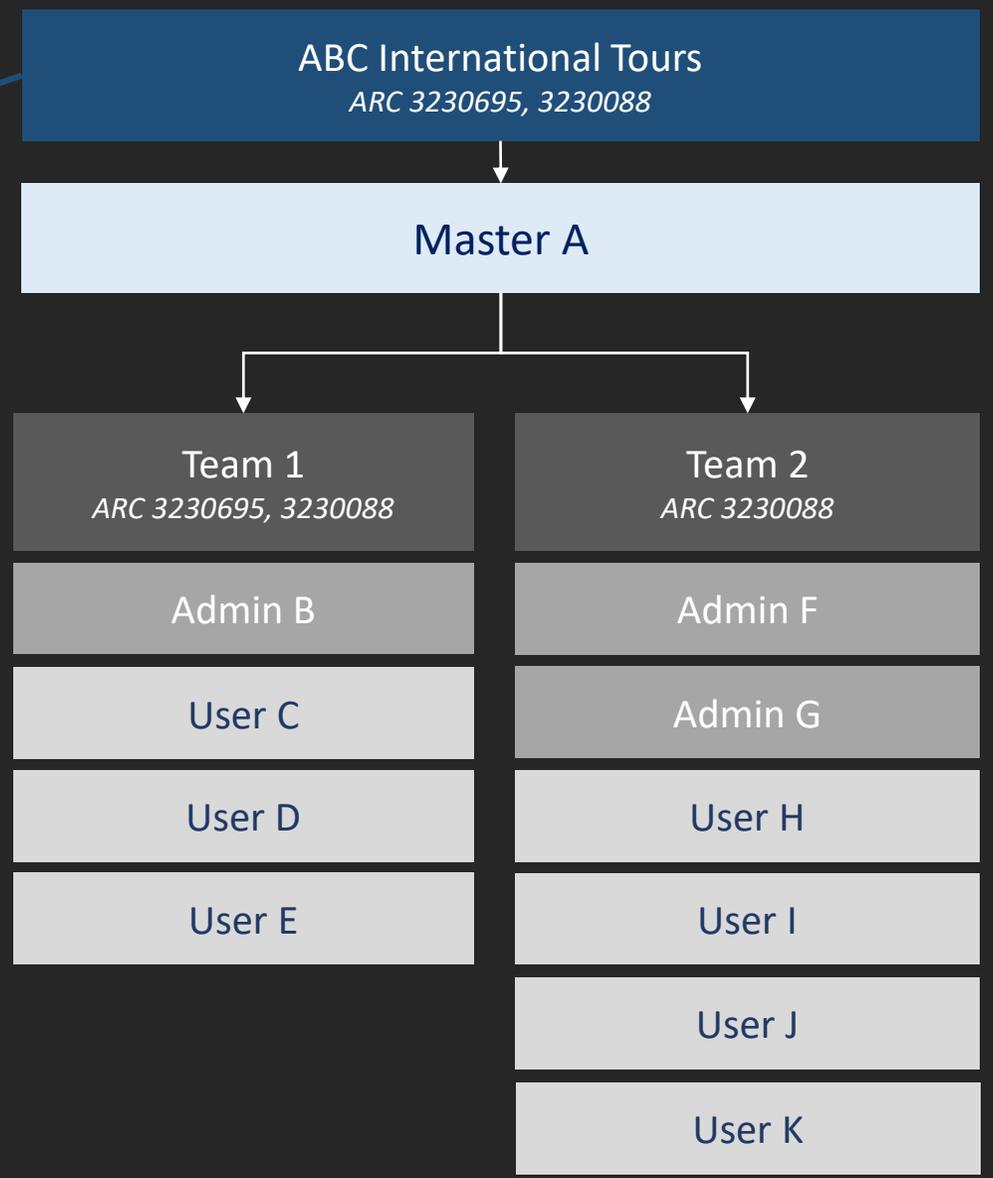
2 ARC numbers: **xx695** and **xx088**

Each Team can have multiple ARC numbers

ARC numbers can be repeated between teams

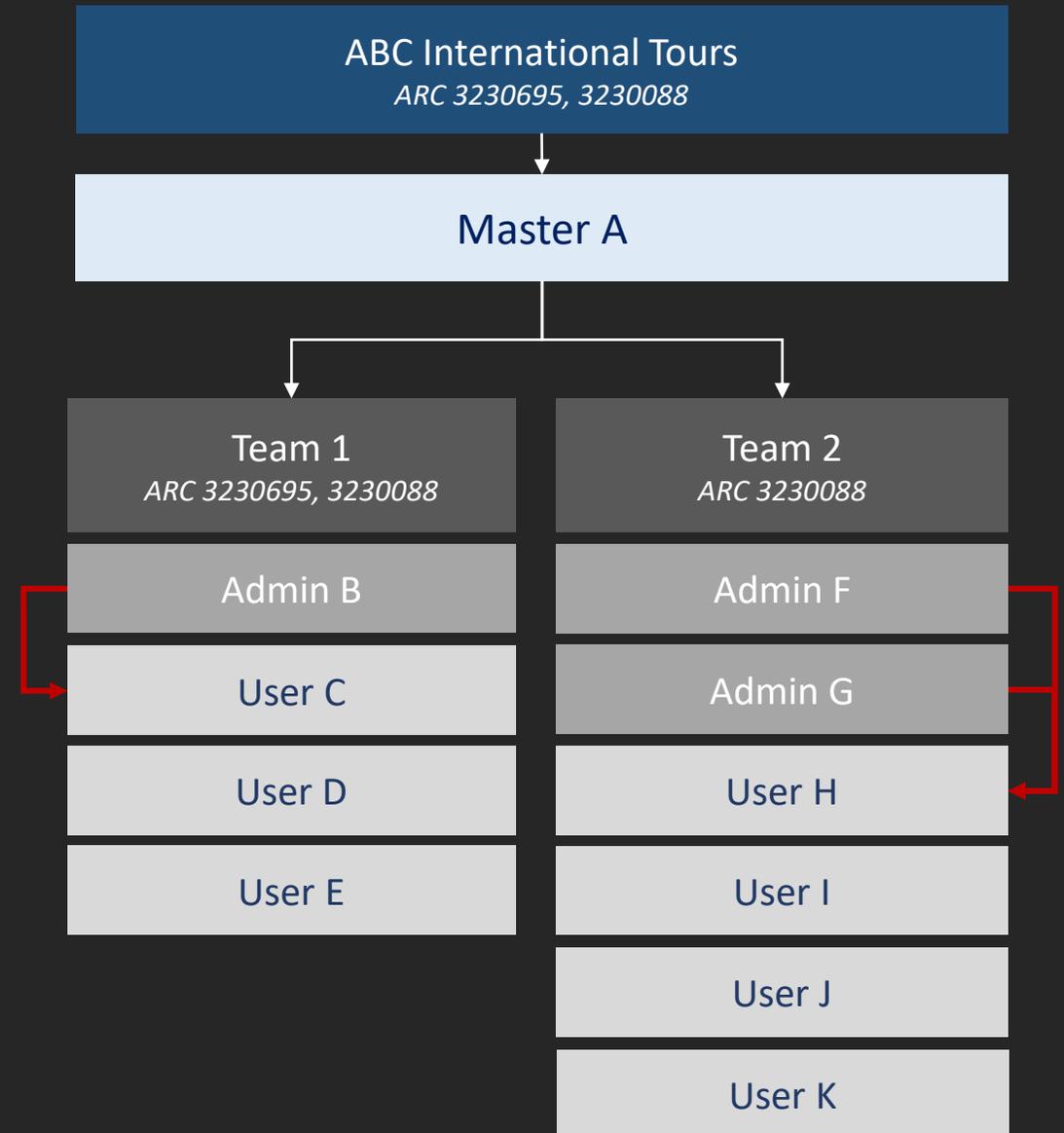
One user can have multiple ARC numbers tagged to their account

Master Users submit one ARC code upon registration, and adds additional codes later



Impact

1. Shared accounts are **NOT recommended** as you will not have visibility to the transactions made by the respective users. (e.g. info@agent.com)
2. **OTP will be sent for every login** to the user's email address



A dimly lit airplane cabin with rows of seats. The seats are arranged in a 2-2 configuration with a central aisle. The seats have dark leather upholstery and patterned pillows. The overhead bins are closed. The word "REGISTRATION" is overlaid in the center of the image in a white, sans-serif font.

REGISTRATION

REGISTRATION

How do travel agents register for an AGENT 360 account?

1

Register for account on
AGENT 360 + Sign PSA

2

Verify email address by
clicking email link

3

SQ reviews registration

4

Agents receive
welcome email

1 Register for account on AGENT 360

Tell us about your organisation

Primary IATA / ARC / TIDS code
32300903

Not accredited with IATA / ARC / TIDS

Company legal name
FORTUNE TRAVEL PTE LTD

Country
Singapore

State

City

Information is auto-populated based on the ARC code submitted

AGENT 360 SINGAPORE AIRLINES

AGENT RESOURCES PRODUCTS & SERVICES SERVICE REQUEST SIA NDC

UNITED STATES- ENGLISH

REGISTER SIGN IN

1 2 3 4

YOUR ORGANISATION ADMINISTRATOR REVIEW ACCOUNT PASSWORD

Register for an account

To enrol as a member, you should be authorised to act as your agency's primary contact person.

Tell us about your organisation

Primary IATA / ARC / TIDS code

Not accredited with IATA / ARC / TIDS

Company legal name

Country State

City

How are your tickets issued?

We issue our own tickets
 We use a consolidator or ticket centre

Which of these best describes the nature of your business?
Check all that apply

Corporate Travel Management
 Online Travel Agent(OTA)
 Wholesale/Tour Operator

Consolidator
 Retail Leisure Agency
 Other

NEXT: ADMINISTRATOR

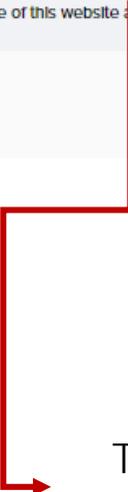
1a Master user to acknowledge T&Cs by clicking the link

Terms and Conditions

I acknowledge that I have read and agree to the [AGENT 360 Terms and Conditions](#) and the [Singapore Airlines Privacy Policy](#), which shall govern access and use of this website and my activities as a travel agent for Singapore Airlines.

protected by reCAPTCHA
Privacy - Terms

PROCEED



The full T&Cs will be shown in a pop up window (See next slide)

< Back

Choose a password to secure your account

Login ID

Work email address
abc@singaporeair.com.sg

Create a password

Password

Your password must meet the following criteria:

- ✔ Contains an uppercase character (A-Z)
- ✔ Contains a lowercase character (a-z)
- ✔ Contains a number (0-9)
- ✔ Contains a special character (!@#%^&*())
- ✔ Contains 8 to 16 alphanumeric characters

Terms and Conditions

I acknowledge that I have read and agree to the [AGENT 360 Terms and Conditions](#) and the [Singapore Airlines Privacy Policy](#), which shall govern access and use of this website and my activities as a travel agent for Singapore Airlines.

1b Full AGENT 360 T&Cs

T&C comprising:

Section A – AGENT 360 website terms of use
 Section B – SIA Passenger Sales Agency Agreement for agents ticketing directly with SIA will be shown to Master User

What Master will see: *Terms & Conditions and PSAA*

What Admin/User will see: *Terms & Conditions*

TERMS AND CONDITIONS

PLEASE READ THE FOLLOWING TERMS AND CONDITIONS CAREFULLY.

The AGENT 360 Terms and Conditions shall consist of the following:

Section A: AGENT 360 website Terms of Use

Section B: SIA Passenger Sales Agency Terms and Conditions, which applies to the Company and includes:

Schedule 1: Non-IATA Accredited Agents; and
 Schedule 2: Data Protection Terms.

SECTION A: AGENT 360 TERMS OF USE

THIS AGENT 360 TERMS OF USE GOVERNS YOUR USE OF THIS WEB SITE.

Definitions

Words and expressions in this AGENT 360 Terms of Use shall have the following meanings, unless the context requires otherwise:

'AGENT 360' shall refer to the Singapore Airlines AGENT 360 website.

'Applicant' shall refer to the applicant corporate entity which meets the registration criteria stated hereunder.

'Singapore Airlines' shall refer to Singapore Airlines Limited.

'TA' shall refer to a Travel Agent which application for an AGENT 360 account has been granted.

SECTION B: SIA PASSENGER SALES TERMS AND CONDITIONS

Singapore Airlines Limited ("SIA") is pleased to welcome you and, following our agreement of the Key Terms, appoint you (the "Company") as SIA's passenger sales agent in the country / market(s) listed in the Key Terms of the Agreement, and engage the Company to provide the Services (as defined in the SIA Passenger Sales Agency Terms and Conditions) on the terms and conditions set out in the Agreement.

SIA and the Company are collectively referred to as the "Parties" and are each, a "Party".

The following documents shall form the SIA Passenger Sales Agency Agreement ("Agreement"):

1. the Key Terms to be agreed in writing and signed by the Parties;
2. the SIA Passenger Sales Agency Terms and Conditions (as amended from time to time), which include
 - i. Non-IATA accredited Agent Terms that may apply to the Company (Schedule 1), and
 - ii. the Data Protection Terms (Schedule 2).

In case of any inconsistency, discrepancy or omission between the documents or provisions forming part of the Agreement, such inconsistency, discrepancy or omission shall be resolved and determined by reference to the documents in the order as above.

Where applicable and to the extent permitted by law:

(a) the Agreement shall supplement the existing contractual arrangements, as amended, updated and supplemented from time to time, between the Company and SIA, namely the terms and conditions of the International Air Transport Associations ("IATA") Passenger Sales Agency Agreement and Passenger Sales Agency Rules, and all IATA resolutions incorporated by them (collectively, the "IATA Documents"); and

(b) in the event of any inconsistency, discrepancy or omission between the Agreement and the IATA Documents, the Agreement (including all its Schedules) shall prevail over the IATA Documents.

1c Proceed for submission

By checking the box and clicking 'proceed', Master User is to have accepted the T&C (including PSAA) on behalf of the agency and this is taken as an e-signed copy

Terms and Conditions

I acknowledge that I have read and agree to the [AGENT 360 Terms and Conditions](#) and the [Singapore Airlines Privacy Policy](#), which shall govern access and use of this website and my activities as a travel agent for Singapore Airlines.

protected by reCAPTCHA
Privacy Terms



PROCEED

2

Agents verify their email address



Dear NURUDDIN SELAMAT,

Thank you for registering with AGENT 360. To verify your email address, please click on the link below.

[AGENT 360 Email Verification](#)

Once you have verified your email address, your account will be subjected to approval from your local Singapore Airlines sales office.

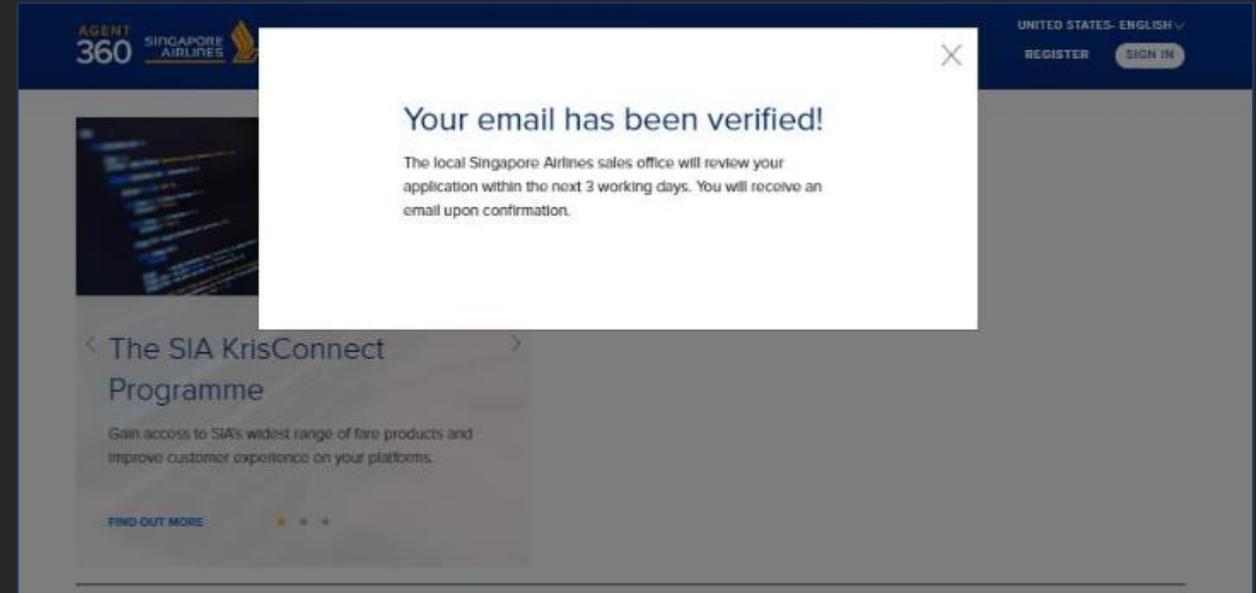
Please note that the verification link will expire in 24 hours.

© 2019 Singapore Airlines. All Rights Reserved. Singapore Co. Reg. No. 197200078R. This is a computer-generated message. Please do not reply to this email.



3

SQ reviews registration

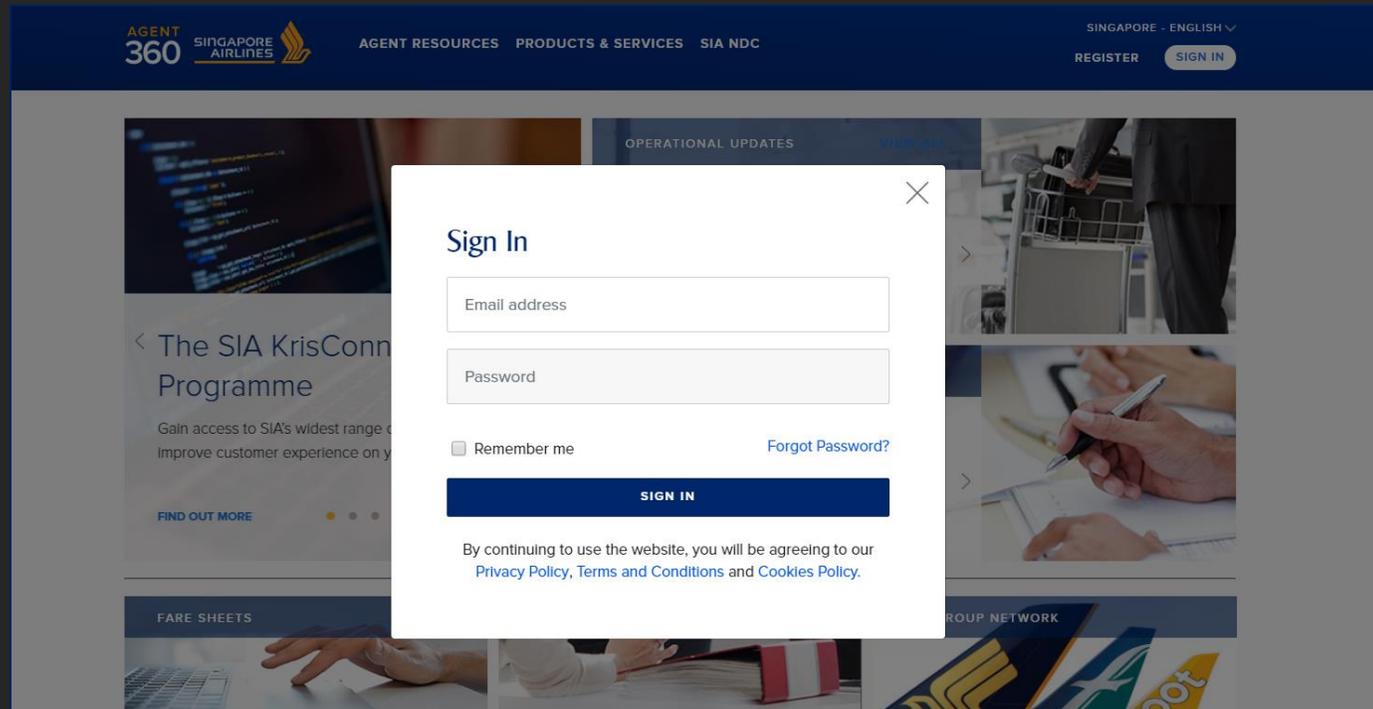
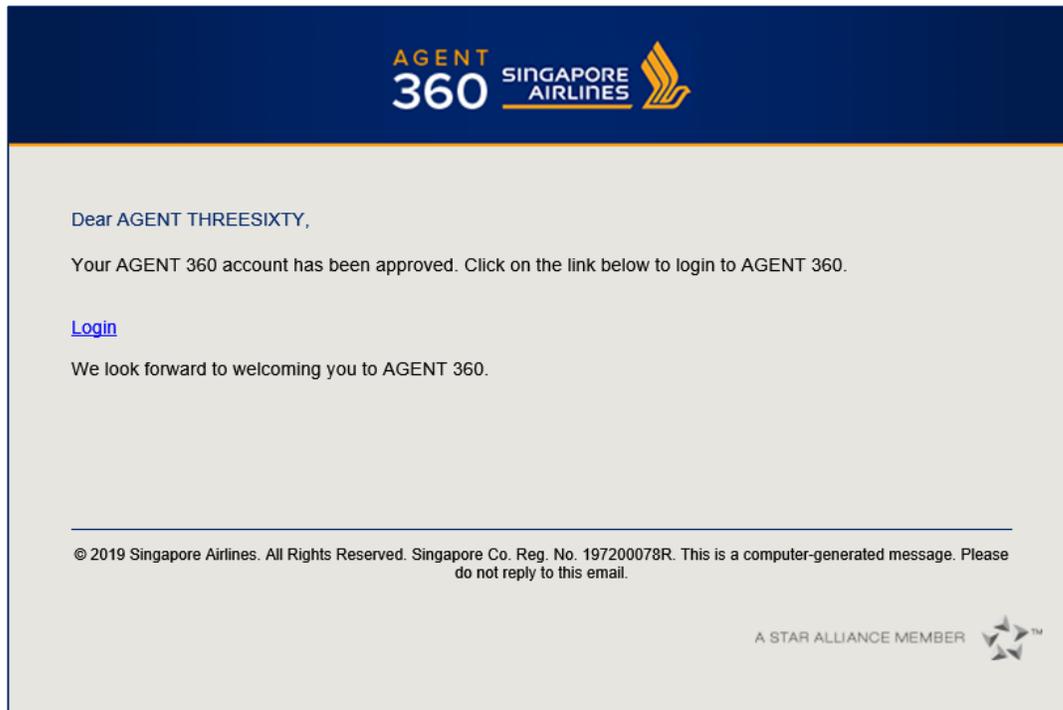


More about the AGENT 360 Verification Email

- The verification link is valid for 24 hours.
- The agent must click into this verification link to complete registration

4

Agents receive welcome email



A dimly lit airplane cabin with rows of seats. The seats are arranged in a 2-2 configuration, with a central aisle. The seats have dark upholstery and patterned pillows. The overhead bins are closed. The lighting is soft and focused on the seats, creating a sense of depth and perspective. The text "CREATING A TEAM" is overlaid in the center of the image in a white, sans-serif font.

CREATING A TEAM

TEAMS, ADMINS & USERS

How do travel agents create **Teams** on AGENT 360?

The screenshot displays the AGENT 360 Singapore Airlines website. At the top, the logo and navigation menu are visible, including 'AGENT 360 SINGAPORE AIRLINES', 'AGENT RESOURCES', 'PRODUCTS & SERVICES', 'SIA NDC', and a 'BOOK A FLIGHT' button. A user profile dropdown menu is open, showing the name 'Nuruddin Selamat', email 'nuruddin.selamat@singaporeair.com.sg', and options for 'My Account', 'Manage Agency' (highlighted with a red box), and 'LOG OUT'. The main content area features several informational cards: 'OPERATIONAL UPDATES' with a 'VIEW ALL' link, a news item about 'PPS Connect service undergoes maintenance' dated 28 Feb 2020, and 'POLICY UPDATES' with a 'VIEW ALL' link, including a 'GDS Cost Management & Best Practices Update on PNR' dated 01 Jun 2019. Below these are three tiles for 'FARE SHEETS', 'POLICY DOCUMENTS', and 'SIA GROUP NETWORK'. The 'AIRLINE NEWS' section is partially visible at the bottom.

TEAMS, ADMINS & USERS

How do travel agents create **Teams** on AGENT 360?

Manage agency

 AGENCY DETAILS

 TEAMS

Teams

Here's where you can find all your teams, and manage their product access conveniently.

[AGENT 360 Super Team](#) 3 MEMBERS

[SWP Training Team](#) 1 MEMBERS

[Test Creation](#) 21 MEMBERS

 [New team](#)

About Teams & Product Access

- A team is a group of users who work together. By organising users into teams, you can manage product access easily.
- When you add a new user to the team, they'll automatically get the same product access as the team.
- Any changes that you make to a team's product access will affect the access of all members of that team.

TEAMS, ADMINS & USERS

How do travel agents create **Teams** on AGENT 360?

1

Create Team Name



Name your team

A team is a group of users who work together. By organising your users into teams, you can assign codes and grant product access easily.

Team name
AGENT 360 TEAM

NEXT: ASSIGN CODES

2

Assign Code to Team



Assign codes

Select at least one IATA, ARC, TIDS, or Agent 360 code to be used by the team. The codes must be affiliated to your agency.

1. Select primary code ⓘ

Enter code or company name
32300074 - PIL TRAVELS (PRIVATE) LTD

2. Select additional codes (optional)

Enter code or company name

NEXT: ADD MEMBERS

3

Add Admins to Team



Add team members

Add existing users to your team by entering their name, or invite new users by entering their email addresses.

1. Add admins

ash_admin@test.com

Use this address: ash_admin@test.com

TEAMS, ADMINS & USERS

How do travel agents register for an AGENT 360 account?

4 Add Users (Optional)

1. Add admins

ash_admin@test.com ✕

ash_admin@test.com ✓

2. Add users (optional)

ash_user@test.com ✕

There is **no limit** to the number of users that can be added to a team, but they can be added at a max of 20 users at a time.

DONE

Manage agency

AGENCY DETAILS

TEAMS

Teams

Here's where you can find all your teams, and manage their product access conveniently.

+ New team

AGENT 360 Super Team 3 MEMBERS

SWP Training Team 1 MEMBERS

Test Creation 21 MEMBERS

AGENT 360 TEAM 1 MEMBERS

About Teams & Product Access

- A team is a group of users who work together. By organising users into teams, you can manage product access easily.
- When you add a new user to the team, they'll automatically get the same product access as the team.
- Any changes that you make to a team's product access will affect the access of all members of that team.

Admins can add users to teams using the same method

EDIT TEAM NAME

Manage agency

AGENCY DETAILS

TEAMS

< Back

SOUTH EAST ASIA 1 MEMBER

Edit team Name

Delete team

TEAM MEMBERS ASSIGNED CODES

Edit Team Name?

Do you want to edit this team's name? If yes, please enter a new team name.

CANCEL

CHANGE

+ Add users

Actions

...

Masters can edit the Team Names they have set for their travel agents.

TEAMS, ADMINS & USERS

How do travel agents register for an AGENT 360 account?

Manage agency

AGENCY DETAILS

TEAMS

You can verify the admin and users of the team created by clicking on team name.

Teams

Here's where you can find all your teams, and manage their product access conveniently.

+ New team

POWER RANGERS 4 MEMBERS

AVENGERS 4 MEMBERS

JUSTICE LEAGUE 4 MEMBERS

About Teams & Product Access

- A team is a group of users who work together. By organising users into teams, you can manage product access easily.
- When you add a new user to the team, they'll automatically get the same product access as the team.
- Any changes that you make to a team's product access will affect the access of all members of that team.

Support

Get answers with [FAQs](#) or [contact us](#)

Feedback

Submit your [feedback](#) to us

Legal

Read about our [Privacy Policies](#) and [Terms & Conditions](#)

TEAMS, ADMINS & USERS

How do travel agents register for an AGENT 360 account?



AGENT RESOURCES PRODUCTS & SERVICES SIA NDC

BOOK A FLIGHT NS

Manage agency

AGENCY DETAILS

TEAMS

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JUSTICE LEAGUE 4 MEMBER

TEAM MEMBERS ASSIGNED CODES

Search by name

+ Add users

Member	Actions
--------	---------

charles_davidson@testholiday.com.sg Invitation pending	...
---	-----

adam_berkeley@testholiday.com.sg ADMIN Invitation pending	...
--	-----

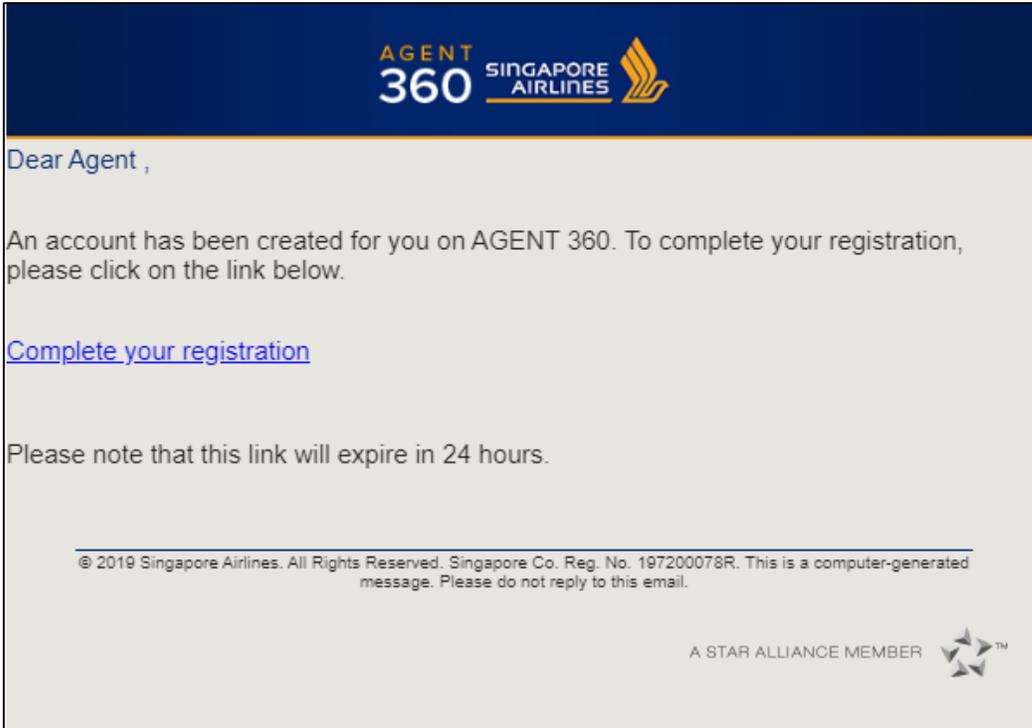
erica_foong@testholiday.com.sg Invitation pending	Cancel invite Resend invite
--	--------------------------------

geraldine_heng@testholiday.com.sg Invitation pending	...
---	-----

1. The Master User will be able to track the status of their invitation.
2. If the invitation email expires after 24 hours, click on resend invite to re-trigger verification email.
3. For consolidators, please note that sub-agents are not allowed to be added as sub-users on AGENT 360.

TEAMS, ADMINS & USERS

How do travel agents register for an AGENT 360 account?



Admins & Users will receive an email notification link to complete their registration.

The screenshot shows the registration form for AGENT 360 SINGAPORE AIRLINES. The header includes the logo and a progress bar with three steps: 1. YOUR PROFILE, 2. REVIEW, and 3. ACCOUNT PASSWORD. The main heading is "Complete your registration". The form contains a question: "Are you a resident of the European Union or Switzerland?" with a subtext: "This information helps us comply with the EU General Data Protection Regulation (GDPR)." There are two radio buttons: "Yes" (unselected) and "No" (selected). Below this is a text input field for "Work email address" with the value "adam_berkeley@testholiday.com.sg". The form is divided into two columns: "First name" and "Last name", "Designation" and "IATA/IATAN Verification number (optional)", and "Country code" (with a dropdown arrow) and "Area code". The "Office phone number" field is highlighted with a red border and contains the text "Enter phone number". A blue button at the bottom right says "NEXT: REVIEW".

TEAMS, ADMINS & USERS

How do travel agents register for an AGENT 360 account?



Complete your registration

Are you a resident of the European Union or Switzerland?
This information helps us comply with the EU General Data Protection Regulation (GDPR).

Yes No

Work email address
adam_berkeley@testholiday.com.sg

First name
Adam

Last name
Berkeley

Designation
Supervisor

IATA/IATAN Verification number (optional)

Country code
Singapore (+65)

Area code

Office phone number
88888888

The invited email will be auto-populated, and it will not be editable. Admins and users to proceed with registration.

NEXT: REVIEW

TEAMS, ADMINS & USERS

How do travel agents register for an AGENT 360 account?

[< Back](#)

Choose a password to secure your account

Login ID

Work email address
adam_berkeley@testholiday.com.sg

Create a password

Password
Password! 

Your password must meet the following criteria:

- Contains an uppercase character (A-Z)
- Contains a lowercase character (a-z)
- Contains a number (0-9)
- Contains a special character (!@#&*{})
- Contains 8 to 16 alphanumeric characters

Terms and conditions

By submitting my information, I acknowledge and accept the terms of Singapore Airlines' [Privacy Policy](#) and [Terms and conditions](#) of the registered customer account.



PROCEED

Admins and users are required to create their own passwords during registration.

TEAMS, ADMINS & USERS

How do travel agents register for an AGENT 360 account?

Registration successful

You have successfully registered your account, please proceed to login.

Agents can now log in to AGENT 360!

Support

Get answers with [FAQs](#) or [contact us](#)

Feedback

Submit your [feedback](#) to us

Legal

Read about our [Privacy Policies](#) and [Terms & Conditions](#)

SINGAPORE AIRLINES GROUP



A STAR ALLIANCE MEMBER



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[Privacy Policy](#)

[Cookies Policy](#)

[Terms and Conditions](#)

TEAMS, ADMINS & USERS

How do travel agents register for an AGENT 360 account?

Masters can now verify the status of their team's accounts.

Manage agency

AGENCY DETAILS

TEAMS

[< Back](#)

JUSTICE LEAGUE 4 MEMBER

TEAM MEMBERS ASSIGNED CODES

Search by name



[+ Add users](#)

Member	Actions
charles_davidson@testholiday.com.sg Invitation pending	...
Adam Berkeley ADMIN adam_berkeley@testholiday.com.sg	...
erica_foong@testholiday.com.sg Invitation pending	...
geraldine_heng@testholiday.com.sg Invitation pending	...



DELETE TEAM

Manage agency

AGENCY DETAILS

TEAMS

< Back

SOUTH EAST ASIA 1 MEMBER

Edit team Name

Delete team

TEAM MEMBERS ASSIGNED CODES

Delete SOUTH EAST ASIA?

The members in this team will not have access to AGENT 360 until they are added to another team.

CANCEL

DELETE TEAM

Once a team is deleted, the admins and users will still have accounts on AGENT 360, but unable to access the site or any functions until the Master adds them to a team.

JULSA DEMELO ADMIN
jalsa_demelo@test.com

Booking Portal

+ Add users

Actions

...

DELETE TEAM

[← Back](#)



Add team members

Add existing users to your team by entering their name, or invite new users by entering their email addresses.

1. Add admins

Enter email address

HAZEL WOOD
hazel_wood@test.com

ULSA DEMELO
ulsa_demelo@test.com

To view the users who have been displaced, Masters can choose to create a new team or add users to an existing team.

PRODUCT ACCESS ON A TEAM LEVEL

Manage agency

AGENCY DETAILS

TEAMS

Teams [Expand all / Collapse all](#)

Here's where you can find all your teams, and manage their product access conveniently.

+ New team

Corporate 2 MEMBERS

Team access: N/A

Booking Portal

UPDATE

MICE 1 MEMBERS

Team access: N/A

About Teams & Product Access

- A team is a group of users who work together. By organising users into teams, you can manage product access easily.
- When you add a new user to the team, they'll automatically get the same product access as the team.
- Any changes that you make to a team's product access will affect the access of all members of that team.

The Master user will be responsible for granting the access to the relevant Teams.

Please note that by default, product access is set to "none". Master users have to log in to AGENT 360 and configure the team product access settings.



ADDING ADDITIONAL
ARC NUMBERS

ADDING ADDITIONAL ARC TO AN AGENCY

Manage Agency

AGENCY DETAILS

TEAMS

Your affiliated codes

Register another code

APPROVED

PENDING / REJECTED

Search code

Code type	Code	Company legal name	Country
IATA	32307332 PRIMARY	EURO-ASIA HOLIDAYS PTE LTD	Singapore

Showing 1 of 1

Master users can Register another code, which will allow them to add new ARCs to their agency.

Support

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ADDING ADDITIONAL ARC TO AN AGENCY

Register agency IATA / ARC / TIDS code

Tell us about your organisation

IATA / ARC / TIDS code

Company legal name

Country

State

City

How are your tickets issued?

- We issue our own tickets
 We use a consolidator or ticket centre

Master users will be prompted to complete the registration form.

Which of these best describes the nature of your business?

Check all that apply

- Corporates
 Meetings, Incentives, Conferences, Exhibitions (MICE)
 Premium Leisure
 Visiting Friends & Relatives Traffic
 Leisure FIT
 Leisure Groups



ADDING ADDITIONAL
ADMINS & USERS TO
TEAMS

TEAMS, ADMINS & USERS

Adding additional Admins & Users to teams

Manage agency

AGENCY DETAILS

TEAMS

[Back](#)

JUSTICE LEAGUE 4 MEMBER

TEAM MEMBERS ASSIGNED CODES

Search by name



+ Add users

Member	Actions
--------	---------

erica_foong@testholiday.com.sg Invitation pending	...
--	-----

Adam Berkeley ADMIN adam_berkeley@testholiday.com.sg	...
--	-----

geraldine_heng@testholiday.com.sg Invitation pending	...
---	-----

Charles Davidson charles_davidson@testholiday.com.sg	...
---	-----

TEAMS, ADMINS & USERS

Adding additional Admins & Users to teams



Add members to JUSTICE LEAGUE

Add users to your team by inviting new and / or existing users. Assign a total of up to five users as admins.

i This team currently has 1 admins. You can choose to add up to 4 new admins, or none at all.

1. Add administrator(s)

adam_berkeley@testholiday.com.sg already exists

anderson_beng@testholiday.com.sg X

adam_berkeley@testholiday.com.sg X

An error message will be prompted if the admin's email address already exists either in this, or another team

2. Add user(s) (Optional)

TEAMS, ADMINS & USERS

Adding additional Admins & Users to teams

i This team currently has 1 admins. You can choose to add up to 4 new admins, or none at all.

1. Add administrator(s)

anderson_beng@testholiday.com.sg X

2. Add user(s) (Optional)

Find name or enter email address

TEAMS, ADMINS & USERS

Adding additional Admins & Users to teams

Manage agency

AGENCY DETAILS

TEAMS

[Back](#)

JUSTICE LEAGUE 5 MEMBER

TEAM MEMBERS ASSIGNED CODES

Search by name



+ Add users

Member Actions

erica_foong@testholiday.com.sg
Invitation pending ...

Adam Berkeley ADMIN
adam_berkeley@testholiday.com.sg ...

anderson_beng@testholiday.com.sg
ADMIN
Invitation pending ...

Charles Davidson
charles_davidson@testholiday.com.sg ...

The invitation will remain pending until the user registers the account (within 24 hours)

TEAMS, ADMINS & USERS

Adding additional Admins & Users to teams

Manage agency

 AGENCY DETAILS

 TEAMS

Teams

Here's where you can find all your teams, and manage their product access conveniently.

[+ New team](#)

[POWER RANGERS](#) 4 MEMBERS

[AVENGERS](#) 4 MEMBERS

[JUSTICE LEAGUE](#) 5 MEMBERS

About Teams & Product Access

- A team is a group of users who work together. By organising users into teams, you can manage product access easily.
- When you add a new user to the team, they'll automatically get the same product access as the team.
- Any changes that you make to a team's product access will affect the access of all members of that team.

The total number of users is now updated in the team.
To verify the addition, click on the **team name**.

Support

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TEAMS, ADMINS & USERS

Adding additional Admins & Users to teams



AGENT RESOURCES PRODUCTS & SERVICES SIA NDC

BOOK A FLIGHT NS

Manage agency

AGENCY DETAILS

TEAMS

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JUSTICE LEAGUE 5 MEMBER

TEAM MEMBERS ASSIGNED CODES

Search by name



+ Add users

Member	Actions
--------	---------

Anderson Beng ADMIN anderson_beng@testholiday.com.sg	...
---	-----

Adam Berkeley ADMIN adam_berkeley@testholiday.com.sg	...
---	-----

Charles Davidson charles_davidson@testholiday.com.sg	...
---	-----

geraldine_heng@testholiday.com.sg Invitation pending	...
---	-----

erica_foong@testholiday.com.sg	
--------------------------------	--

A dimly lit airplane cabin with rows of seats, overlaid with the text "SWITCHING TEAMS & ROLES". The image shows a perspective view of the cabin aisle, with rows of seats on both sides. The seats are dark with patterned headrest covers. The overhead luggage bins are visible above the seats. The lighting is soft and focused on the aisle, creating a sense of depth. The text is centered in the middle of the image in a white, sans-serif font.

SWITCHING TEAMS &
ROLES

SWITCH ROLES & TEAMS

Switch users between Teams

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SWP Training Team 2 MEMBER

TEAM MEMBERS ASSIGNED CODES

Switch Team for Test Again Ash?

Do you want to switch team for Test Again Ash? If yes, please select a team.

Select Team Name

CANCEL SWITCH

+ Add users

This screenshot shows the 'SWP Training Team' page. A red box highlights the team name and member count. A modal dialog is open, asking the user to switch teams for 'Test Again Ash'. The dialog includes a dropdown menu to select a team name and 'CANCEL' and 'SWITCH' buttons. A yellow arrow points from the 'SWP Training Team' box to the 'AGENT 360 Super Team' box in the adjacent screenshot.

< Back

AGENT 360 Super Team 2 MEMBER

TEAM MEMBERS ASSIGNED CODES

Search by name

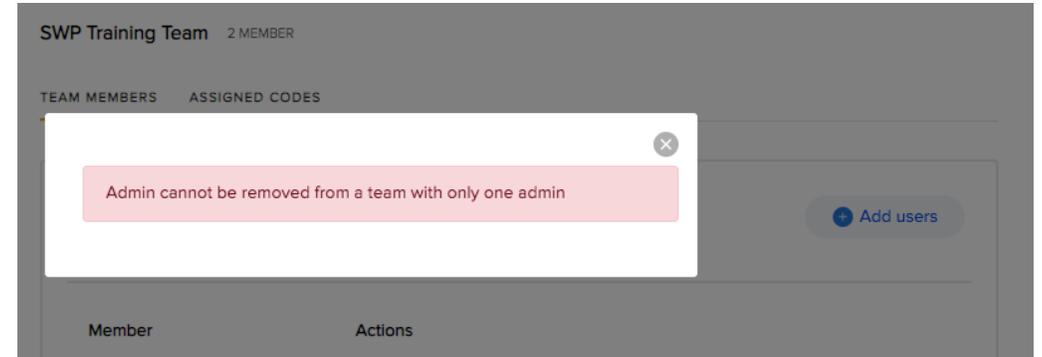
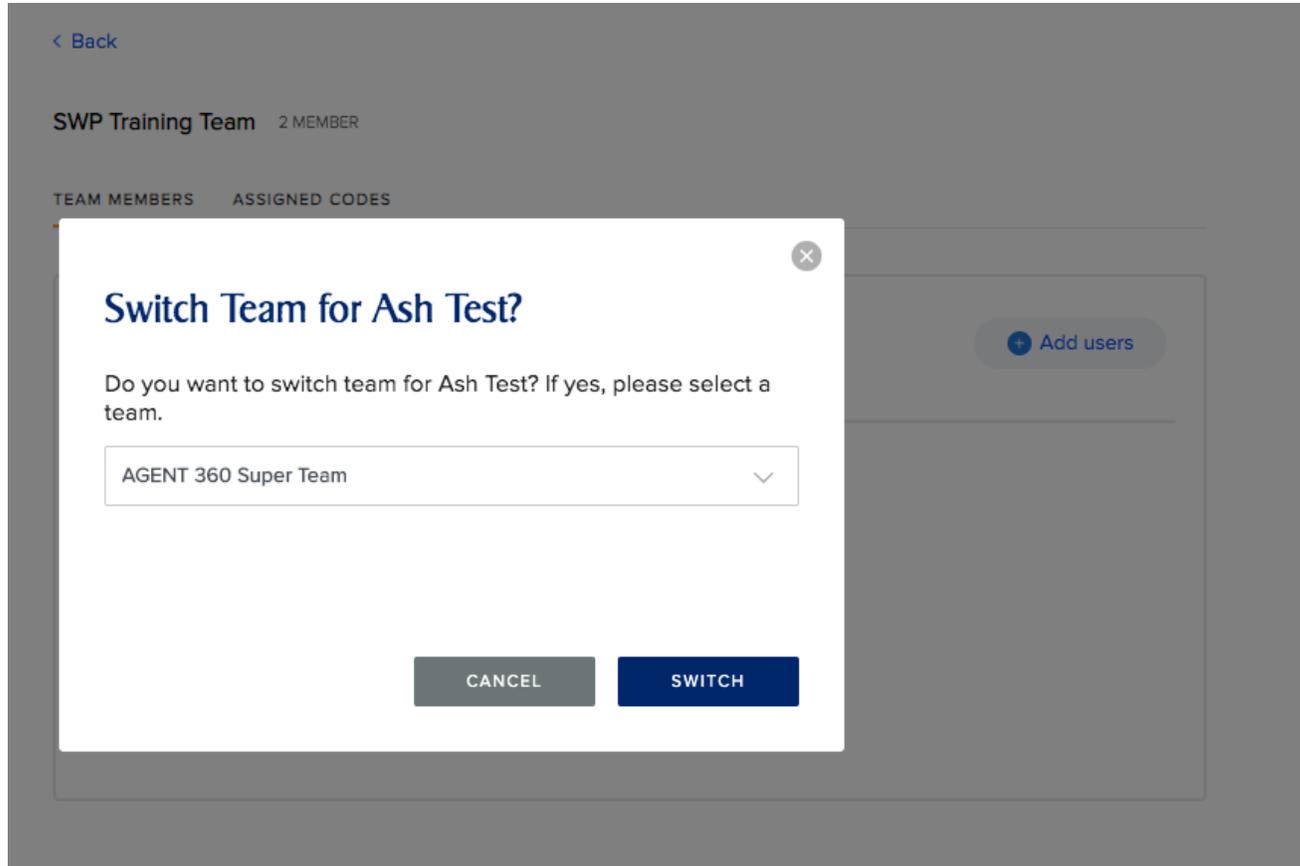
+ Add users

Member	Actions
Test Again Ash ADMIN ash_user@test.com	...
Ash Gmail ADMIN ashrina.hoondal@gmail.com	...

This screenshot shows the 'AGENT 360 Super Team' page. A red box highlights the team name and member count. Below the team name, there is a search bar and an 'Add users' button. A table lists the team members with their names, roles (ADMIN), and email addresses. Each row has a three-dot menu icon for actions.

SWITCH ROLES & TEAMS

Switch users between Teams



Each team must have a minimum of one admin

SWITCH ROLES & TEAMS

Switch **Role** from User to Admin

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SWP Training Team 2 MEMBER

TEAM MEMBERS ASSIGNED CODES

Search by name [+ Add users](#)

Member	Actions
Ash Test ADMIN ash_admin@test.com	...
Test Again Ash ash_user@test.com	...

Switch team

Change role to admin

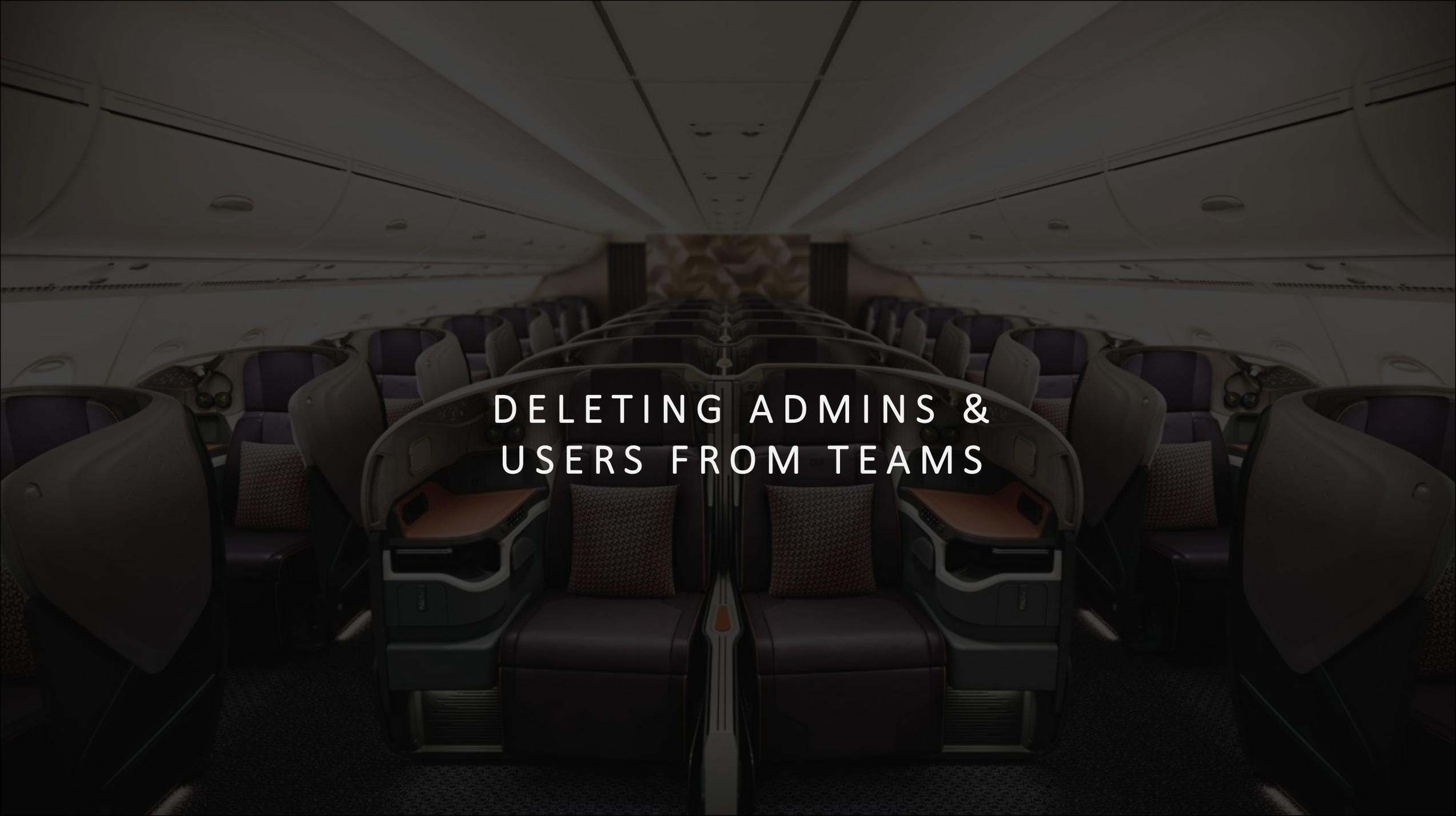
< Back

SWP Training Team 2 MEMBER

TEAM MEMBERS ASSIGNED CODES

Search by name [+ Add users](#)

Member	Actions
Test Again Ash ADMIN ash_user@test.com	...
Ash Test ADMIN ash_admin@test.com	...



DELETING ADMINS &
USERS FROM TEAMS

DELETE TEAM MEMBERS

Manage agency

AGENCY DETAILS

TEAMS

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JUSTICE LEAGUE 6 MEMBER

TEAM MEMBERS ASSIGNED CODES

Search by name



+ Add users

Member Actions

Charles Davidson ADMIN
charles_davidson@testholiday.com.sg



Carrie Dakota
carrie_dakota@testholiday.com.sg



erica_foong@testholiday.com.sg
Invitation pending



Adam Berkeley ADMIN
adam_berkeley@testholiday.com.sg



Geraldine Heng

Locate User or Admin who you wish to delete from a team. Click directly on the name.

DELETE TEAM MEMBERS

Manage Agency

AGENCY DETAILS

TEAMS

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Carrie Dakota Consultant

carrie_dakota@testholiday.com.sg
Singapore (+65) 88888888
IATAN:

Assigned to team

JUSTICE LEAGUE [Delete](#)

Roles

Admin User

Support

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DELETE TEAM MEMBERS

Manage Agency

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Carrie Dakota Consultant

Remove Carrie Dakota from team?

Once removed, Carrie Dakota will not be able to access the site until they are added to another team.

CANCEL

REMOVE

Roles

Admin User

1. You cannot delete an Admin from a team if there is only one Admin in the team
2. Once removed from a team, the user will have their account revoked and will need to re-register for an account
3. Any transactions made will be serviceable by the other Admins in the team

Support

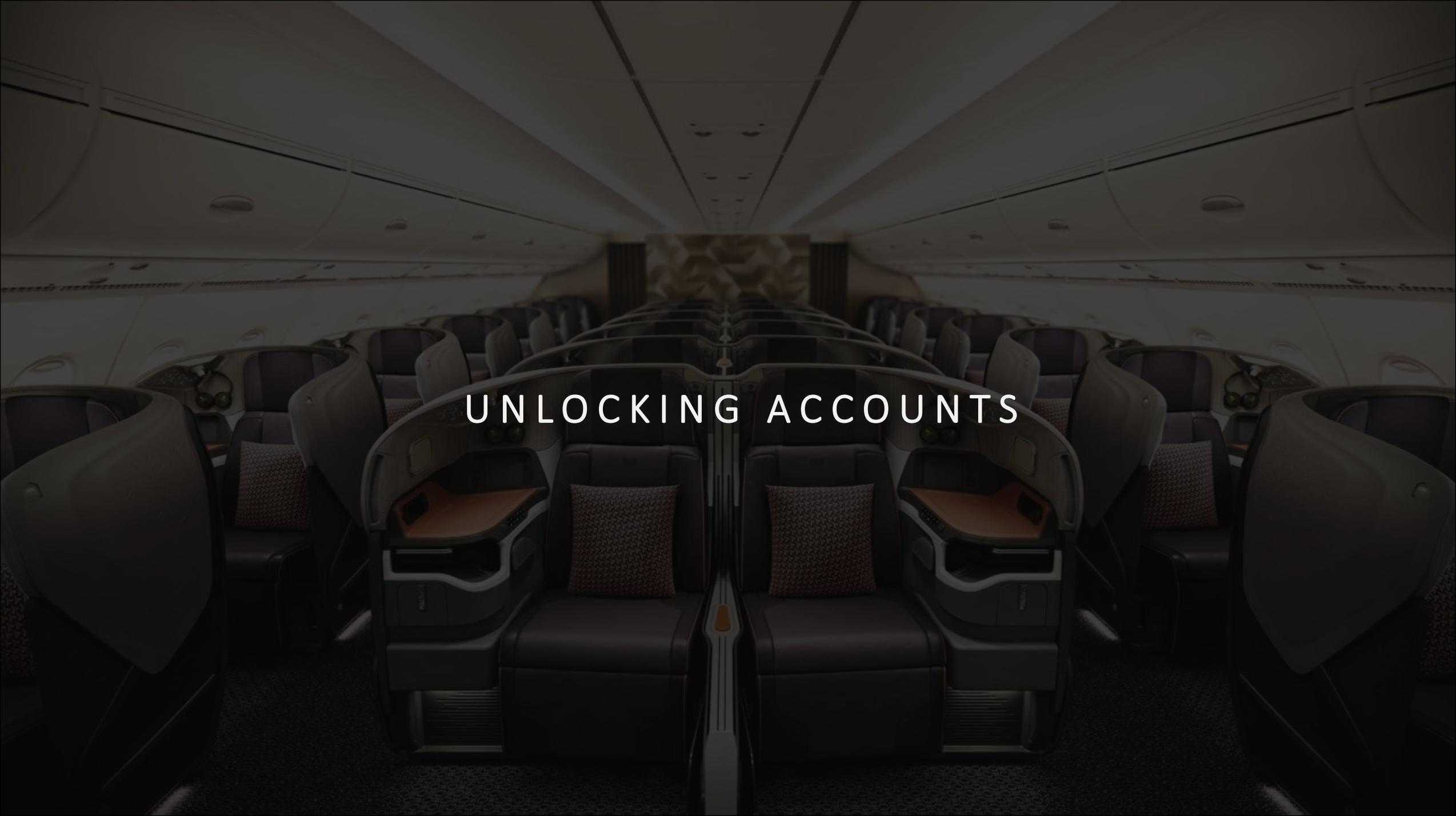
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A dimly lit airplane cabin with rows of seats, overlaid with the text "UNLOCKING ACCOUNTS". The image shows a perspective view of the cabin aisle, with rows of seats on either side. The seats are dark with patterned cushions. The overhead luggage bins are closed. The lighting is soft and focused on the aisle, creating a sense of depth. The text "UNLOCKING ACCOUNTS" is centered in the middle of the image in a white, sans-serif font.

UNLOCKING ACCOUNTS

UNLOCKING ACCOUNTS

The screenshot shows a web application interface with a 'Sign In' modal window. The modal contains the following elements:

- Sign In** (Title)
- Input field for email: `geraldin_heng@testholiday.com.sg`
- Input field for Password
- Message: **For security reasons, your account is locked. Please try again in 24 hours.**
- Checkbox: Remember me
- Link: [Forgot Password?](#)
- Button: **SIGN IN**
- Text: Do not have an account? [Register now](#)
- Text: By continuing to use the website, you will be agreeing to our [Privacy Policy](#), [Terms and Conditions](#) and [Cookies Policy](#).

The background of the page includes sections for 'OPERATIONAL UPDATES' (dated 27 Feb 2020), 'The SIA KrisConn Programme', 'FARE SHEETS', and 'AIRLINE NEWS'. There are also images of a shopping cart, hands writing, and a Singapore Airlines plane.

Locked accounts are caused by **30 days inactivity** or **multiple incorrect password attempts**.

UNLOCKING ACCOUNTS

Manage agency

AGENCY DETAILS

TEAMS

1. User accounts can be unlocked by **Master/Admin.**
2. Admin accounts can be unlocked by **Master users only.**
3. For locked Master User accounts, please approach your local SQ staff for assistance.

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JUSTICE LEAGUE 5 MEMBER

TEAM MEMBERS ASSIGNED CODES

Search by name



+ Add users

Member

Actions

[erica_foong@testholiday.com.sg](#)

Geraldine Heng

...

Geraldine Heng

geraldine_heng@testholiday.com.sg

Reactivate

Charles Davidson ADMIN

charles_davidson@testholiday.com.sg

...

Adam Berkeley ADMIN

adam_berkeley@testholiday.com.sg

...

Anderson Beng ADMIN



ADDING ADDITIONAL
ARC NUMBERS TO
TEAMS

ADDING ADDITIONAL ARC TO A TEAM

Manage agency

AGENCY DETAILS

TEAMS

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JUSTICE LEAGUE 6 MEMBER

TEAM MEMBERS **ASSIGNED CODES**

Type	Code	Actions
IATA	32307332 PRIMARY	You cannot unassign your primary code. Make another code primary first.

[+ Assign code](#)

After selecting a team, select Assigned Codes and click onto Assign Codes.

Support

Get answers with [FAQs](#) or [contact us](#)

Feedback

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SINGAPORE AIRLINES GROUP



A STAR ALLIANCE MEMBER



ADDING ADDITIONAL ARC TO A TEAM



Assign additional codes

Select additional IATA, ARC, TIDS, or Agent 360 codes to be used by the team. The codes must be affiliated to your agency.

CANCEL

ASSIGN

Type in a registered ARC code (that has been approved by SQ) and click **Assign**

Support

Get answers with [FAQs](#) or [contact us](#)

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Role Breakdown



ADMIN ACCESS IN A NUTSHELL

Function	Master	Admin	User
Create Agency	✓	X	X
Add additional ARC	✓	X	X
Create Team	✓	X	X
Add Admin	✓	X	X
Add User	✓	✓	X
Switch Admin Role	✓	X	X
Switch User Role	✓	X	X
Switch Admin Team	✓	X	X
Switch User Team	✓	X	X
Assign Code to Team	✓	X	X
Delete Team	✓	X	X
Delete Admin	✓	X	X
Delete User	✓	✓	X