

Virgin Australia Business Flyer Identity & Access Management User Guide

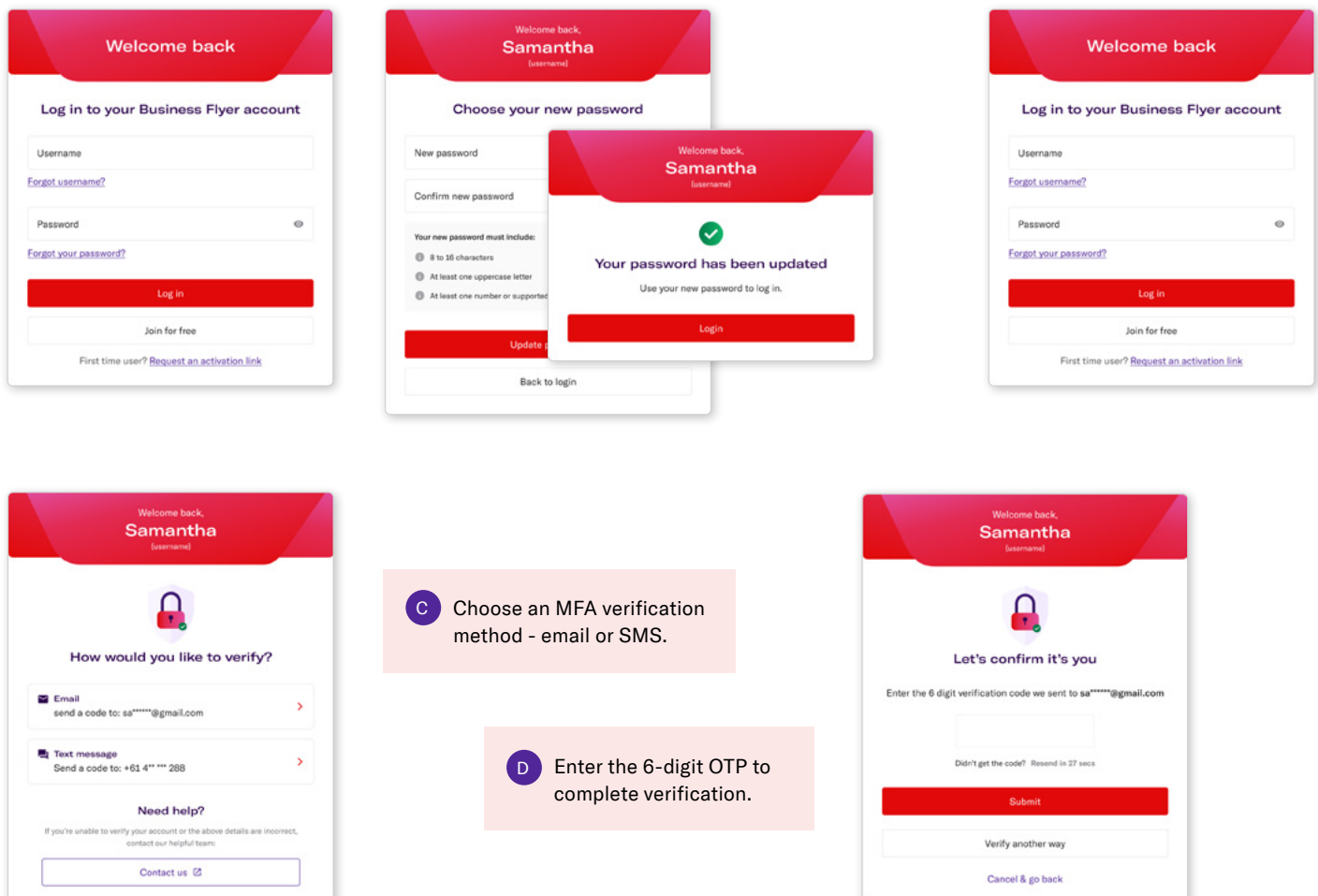
Virgin Australia Business Flyer is introducing a new and more secure identity & account access experience. The first time you log into your user account for either the [Business Booking Portal](#) or [Rewards Portal](#) on or after **29 September 2026**, you'll need to reset your password and register for **Multi-Factor Authentication (MFA)** using either email or SMS. Future logins on recognised devices or browsers will use a **One-Time Passcode (OTP)**, meaning no username or password will be required.

Follow these steps

When logging into either the Booking or Rewards Portal for the first time on or after 29 September 2026.

A You will be prompted to create a new password when you log in for the first time after launch.

B Log in using your username and password.



The screenshots illustrate the user journey for logging in and setting up Multi-Factor Authentication (MFA):

- Step A:** The 'Welcome back' login screen prompts the user to enter their Username and Password. It includes links for 'Forgot username?' and 'Forgot your password?'. A 'Log in' button and a 'Join for free' link are also present.
- Step B:** After successful login, the user is prompted to 'Choose your new password'. A modal window shows 'Your password has been updated' with a green checkmark and instructions to use the new password to log in. The modal includes a 'Login' button and a 'Back to login' link.
- Step C:** The user is prompted to 'How would you like to verify?' with options for 'Email' (send a code to: sa*****@gmail.com) and 'Text message' (Send a code to: +61 4*** 288). A 'Need help?' section with a 'Contact us' button is also shown.
- Step D:** The user is prompted to 'Let's confirm it's you' by entering the 6-digit verification code sent to sa*****@gmail.com. A 'Submit' button and a 'Verify another way' link are provided. A 'Cancel & go back' link is at the bottom.

After you complete this process, future log-ins will use a **6-digit OTP** sent to your chosen verification method.

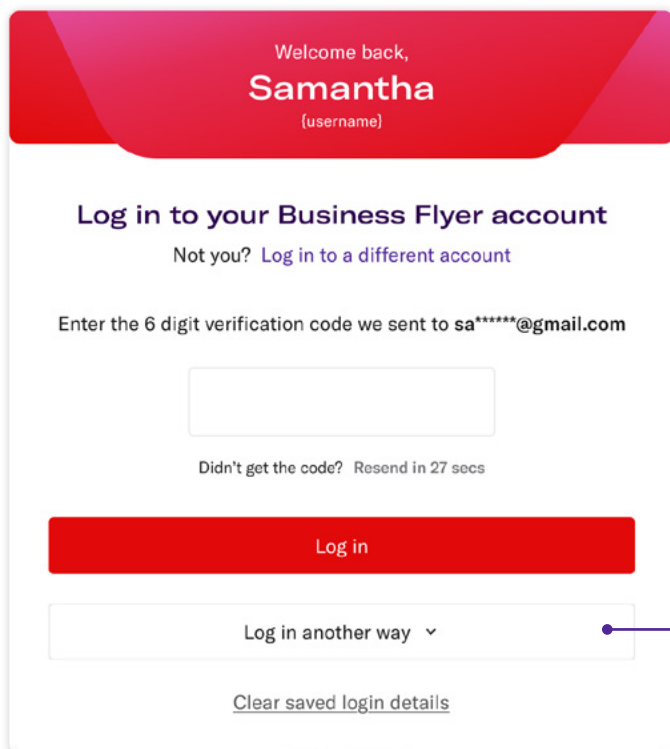
OTP login Available for up to 90 days after your last logout. After this, you'll need to log in again using your account username and password.

Session timeout For your security, you'll be automatically logged out after 17 minutes of inactivity.

Log in options once you've set up MFA

Once you select 'Log in', we'll automatically send a 6-digit OTP to your chosen method (email or SMS). Simply enter the code; no username or password required.

Select '**Log in another way**' to choose a different verification method (email or mobile) or select '**Use your password**.' Your login preference will be saved for next time.



Welcome back,
Samantha
(username)

Log in to your Business Flyer account
Not you? [Log in to a different account](#)

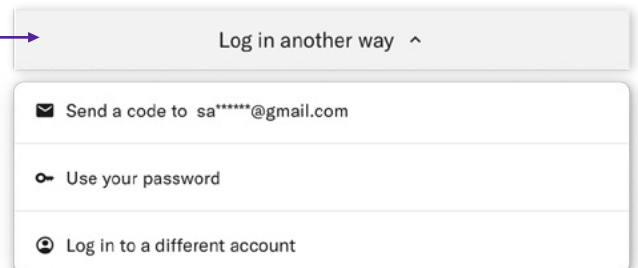
Enter the 6 digit verification code we sent to sa*****@gmail.com

Didn't get the code? [Resend in 27 secs](#)

Log in

Log in another way ▾

[Clear saved login details](#)



Log in another way ^

- ✉ Send a code to sa*****@gmail.com
- 🔑 Use your password
- 👤 Log in to a different account

Log in to a different account if you want to switch to another member's account on the same device (e.g., a family member).

Moving between portals using Single Sign-On

You'll use one set of login credentials across the Business Booking and Rewards Portals. If your Virgin Australia Business Flyer and Velocity Frequent Flyer accounts are linked, you can also move between your Virgin Australia Business Flyer account and Velocity account without signing in again.

Manage your account

Update your account details

You can manage your account details through your Virgin Australia Business Flyer account profile tab in your Business Booking Portal.

For additional security, you'll be asked to verify yourself using MFA when making certain account changes, including updating your email address and mobile number.

Personal details

 Please see our [privacy policy](#) to see how your personal details will be handled.

Name

Title
Miss

First name
Samantha

Last name
Scott

Contact

Email
samantha.company@gmail.com

Country code
Australia (+61)

Mobile number
0476 782 004

Phone type
Business

Country code
Australia (+61)

Area code
3

Phone number
272 3252

Billing address

☒ Use business billing address

For more information and guidance on these changes, please visit our dedicated [Frequently Asked Questions](#) page.

3/3