

User account access myVS user guide

Virgin Atlantic Cargo
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User account access overview

An approved myVS user account enables you to access additional features including getting a quote, booking and booking management.

Who can register for an account?

- myVS is available to employees of Freight Forwards who are registered customers of Virgin Atlantic Cargo
- By creating a myVS account you are agreeing to our terms and conditions and confirm that you are approved by your company to make bookings
- If your company isn't a registered customer, you can [contact us](#) to register as a customer and then when your company is approved, you can complete your myVS user registration

Key Features for logged in vs non-logged in:

Feature	Logged in user	Non-logged in user
Search & Track	✓	✓
Schedules	✓	✓
Find Offers	✓	✗
Booking	✓	✗
Booking management	✓	✗

How to login

From virginatlanticcargo.com:

1. Access virginatlanticcargo.com
2. Click 'Log in' within the red banner (Fig 1)
3. myVS will open in a new tab with the Login / Register component visible (Fig 3)
4. Enter your account details and click 'Login'

Direct to myVS:

1. Access <https://myvs.virginatlanticcargo.com/app/offerandorder/?login=true>
2. myVs will load with the Login / Register component visible. If you can't see it, click the 'SIGN IN' button
3. Within the pop-up enter your account details and click 'Login'

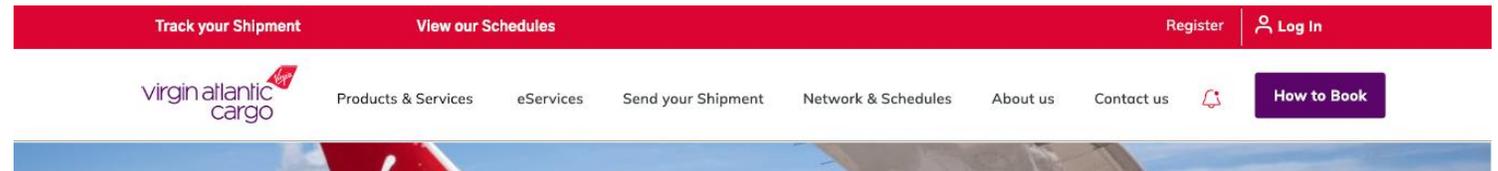


Fig. 1

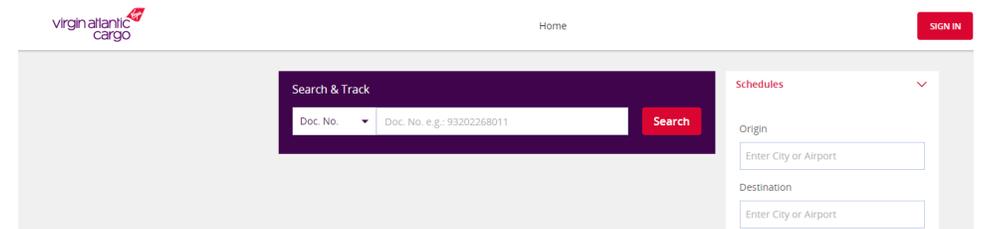


Fig. 2

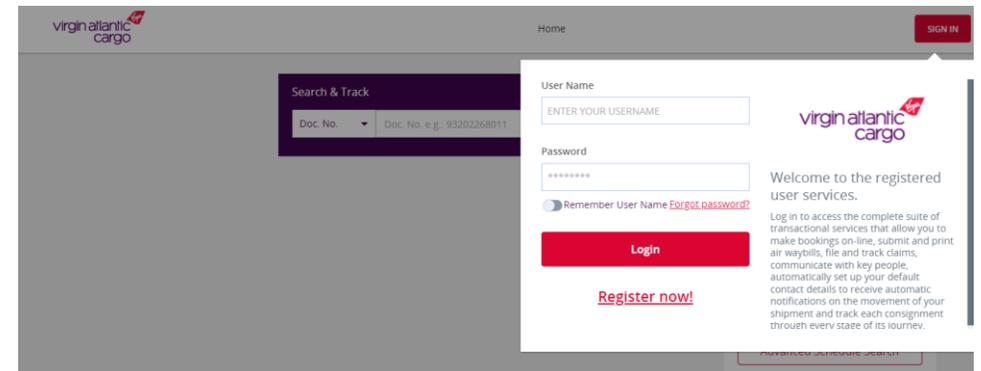


Fig. 3

User name recovery

 You will login using your username, so make it memorable!

- myVS doesn't currently offer a way to recover your user name through the platform
- When you register for your account you will receive an email which contains your user name. We recommend that you safely file this email so you can refer back to it to view your user name
- *If you mis-place the email you can email our support team to request this using the details below. All user name recovery requests are required to be requested via email and to be sent from the email address linked to your myVS account*

Email: cargoonlinesupport@fly.virgin.com

Subject line: myVS user name recovery

Note, using this subject line will support us routing your query.

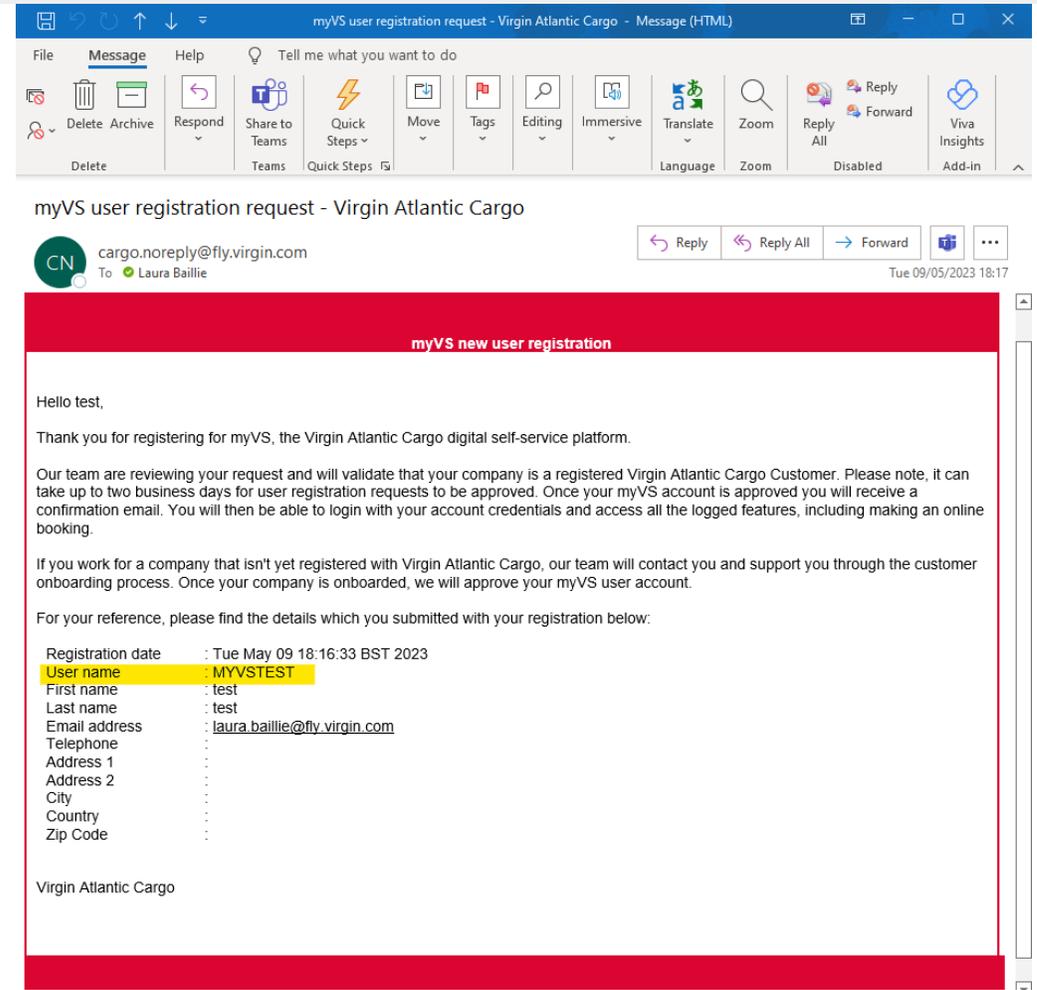


Fig. 4

Password recovery

 Where possible please provide a contact number as this will help us if we need to contact you

1. Click the 'SIGN IN' button to open the login / register pop-up
2. Within the pop-up click the 'Forgot password?' link
3. Enter your user name and click 'Reset Password'
4. If there is an active account matching the user name provided, an email will be sent to the associated email address
5. Click the 'Generate new password' link within the email
6. This will redirect you back to myVS for confirmation that your login credentials have been emailed to you
7. Open the second email with subject line: 'Your password has been reset', which will contain your new temporary password
8. Access myVS and click to 'SIGN IN'
9. Enter your user name and new temporary password
10. If you wish to change your password from your new temporary password, follow the 'Reset password' instructions

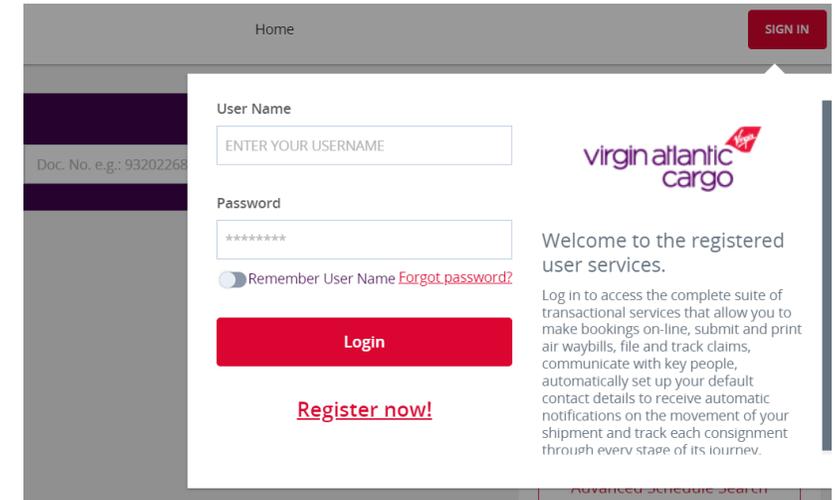


Fig. 5

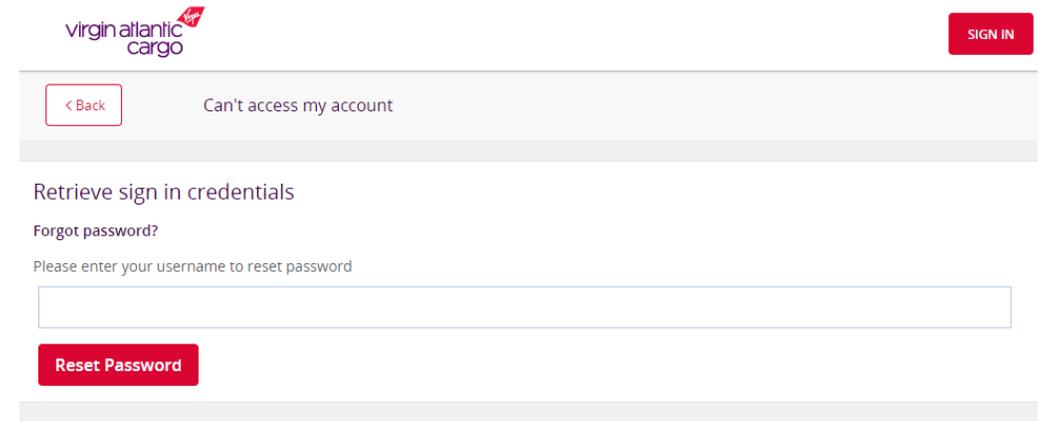


Fig. 6

Reset / change password

 If you can access your account but wish to change your password, follow the steps below

1. Sign in to your myVS account using your existing login credentials
2. Click on your profile icon in the top right hand corner
3. From the dropdown menu select 'My Account Settings' (Fig. 7)
4. Select 'Security settings' form the menu on the left hand side of your profile page (Fig 8.)
5. Click the 'Reset password' button
6. In the pop-up enter your existing password, and your new password, ensuring that it meets the password requirements:
 - Be between 7 – 15 characters
 - Contain at least:
 - 1 lower case letter (e.g. abc)
 - 1 upper case letter (e.g. ABC)
 - 1 number (e.g. 123)
 - 1 special character (e.g. !@.#\$%&*)
7. Then click 'Apply', which will update your password.

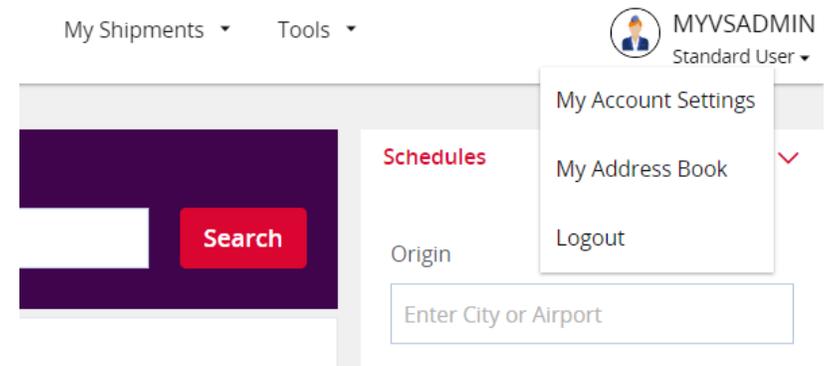


Fig. 7

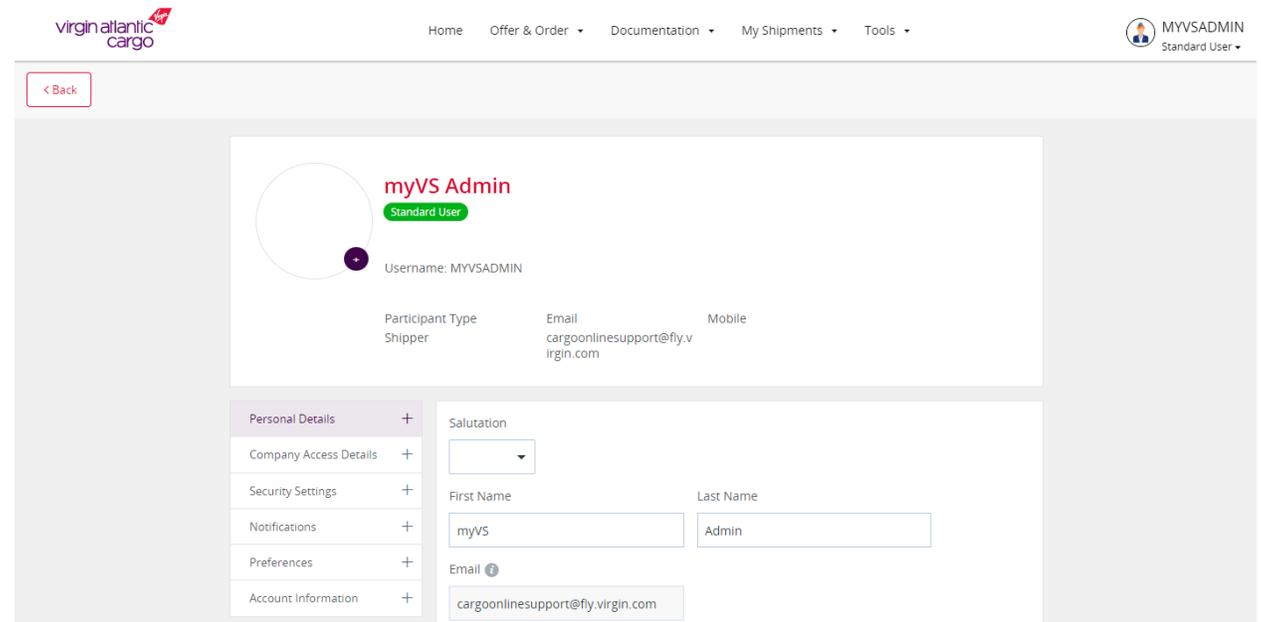


Fig. 8

Password expiry

 *myVS passwords will expiry every 90 days. You will be promoted to change before they expire*

1. myVS passwords will expire every 90 days, and you will be prompted to change them a week prior to the 90 days
2. Each time you login during the 90 day prompt window you will receive a notification that you can either select to change your password now or action later
3. If you select to change now, follow the onscreen instructions, ensuring your new password meets the password requirements
4. If you choose to do this later, you will receive the notification to action when you next login. If you don't update and login on or after the 90 days you will need to follow the prompts to update your password to allow you to continue using the platform.

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Visit

virginatlanticcargo.com

for more information