

User registration

myVS user guide

Virgin Atlantic Cargo
V1.04.23



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User registration overview

User registration allows you to register for an account on myVS, the Virgin Atlantic Cargo digital platform.

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	✓	✗

Accessing the user registration form

From virginatlanticcargo.com:

1. Access virginatlanticcargo.com
2. Click 'Register' within the red banner (Fig 1)
3. myVS will open in a new tab with the Login / Register component visible (Fig 3)
4. Click the 'Register now!' link then select 'Individual User' which will open the user registration form

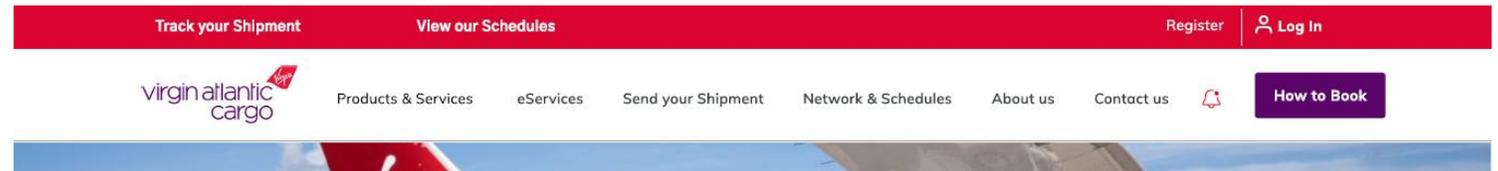


Fig. 1

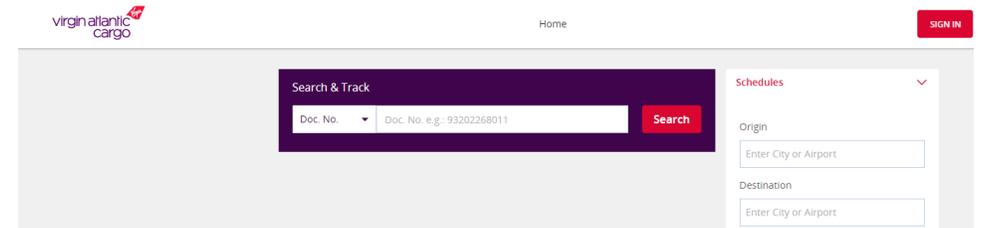


Fig. 2

Direct to myVS:

1. Access <https://myvs.virginatlanticcargo.com/app/offerandorder/#/home/find-offer>
2. Click the 'SIGN IN' button (Fig 2)
3. Within the login / register pop-up, click 'Register now!' then select 'Individual User' which will open user registration form

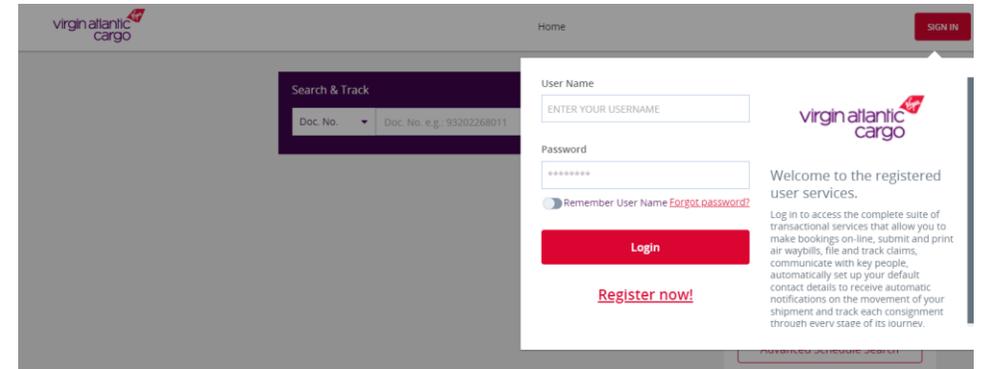


Fig. 3

User name and password requirements

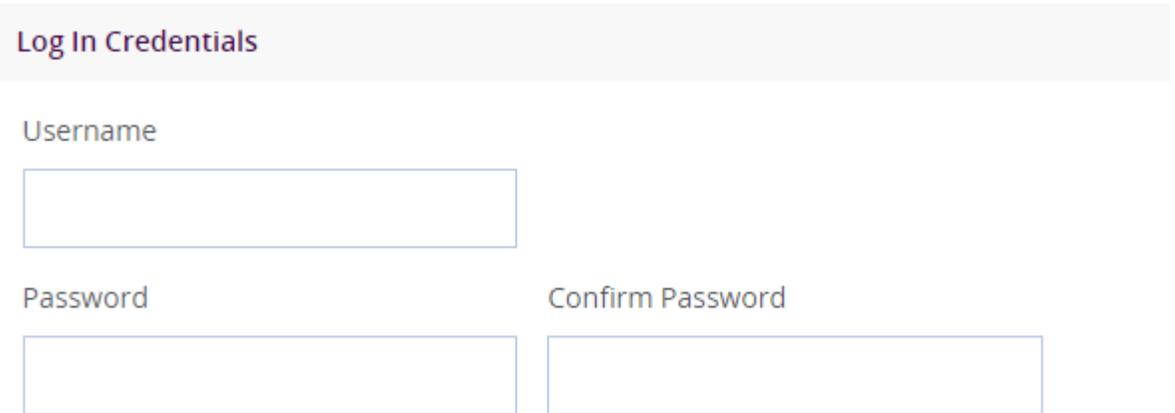
 You will login using your username, so make it memorable!

User name requirements

- Be between 5 – 15 alphanumeric characters
- Do not include any special characters (! \$ % ^ etc.)

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. !@.#\$%&*)



The form is titled "Log In Credentials" and contains three input fields. The first field is labeled "Username". The second field is labeled "Password" and the third field is labeled "Confirm Password".

Fig. 4

Required registration information

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

The following are **mandatory** data points on the user registration form (Fig. 5):

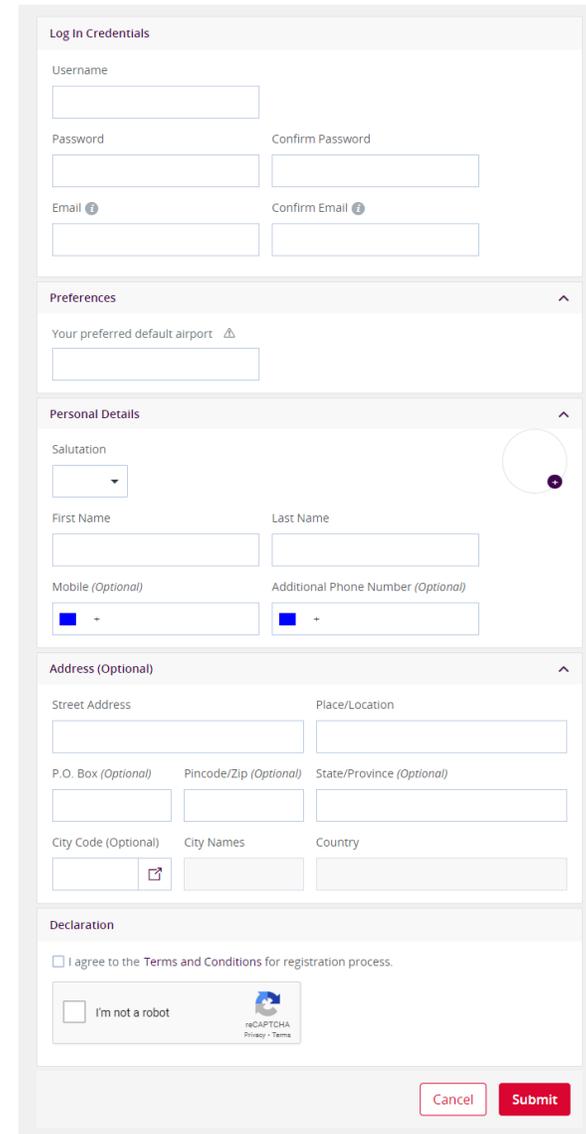
- User name
- Password
- Email
- Your preferred default airport
- Salutation
- First name
- Last name
- Accept Terms and Conditions

You have the **option** to complete the following data points:

- Mobile and addition phone number
- Upload a photo
- Address details, including Street address, location, city code, state / province, country, postcode

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The screenshot displays a registration form with the following sections:

- Log In Credentials:** Username, Password, Confirm Password, Email (with an information icon), and Confirm Email (with an information icon).
- Preferences:** Your preferred default airport (with a dropdown arrow).
- Personal Details:** Salutation (dropdown), First Name, Last Name, Mobile (Optional) (with a country dropdown), and Additional Phone Number (Optional) (with a country dropdown). A circular profile picture placeholder is on the right.
- Address (Optional):** Street Address, Place/Location, P.O. Box (Optional), Pincode/Zip (Optional), State/Province (Optional), City Code (Optional), City Names, and Country.
- Declaration:** A checkbox for "I agree to the Terms and Conditions for registration process." and a reCAPTCHA widget with "I'm not a robot" and "reCAPTCHA Privacy - Terms" links.

At the bottom right, there are "Cancel" and "Submit" buttons.

Fig. 5

Verifying your email address

 myVS emails will be received from cargo.noreply@fly.virgin.com. This mailbox is not monitored so do not reply to emails from this address

When you have submitted your user registration form, you will receive an email (Fig. 6) asking you to verify your email address.

To verify your email address:

1. Simply click on the verification link in the email
2. You will be redirected to myVS confirming that the verification has been successful
3. Our support teams will then review and authenticate your registration request

Having issues verifying your email address:

1. Check your junk for the email 'myVS email verification – Virgin Atlantic Cargo'
2. If you can't locate the email but have the 'Account activation screen open', click the 'Resend Verification Email' button
3. If you are unable to complete step 2, click to 'SIGN IN' and enter your user name and password, this will take you to the 'Account activation' screen

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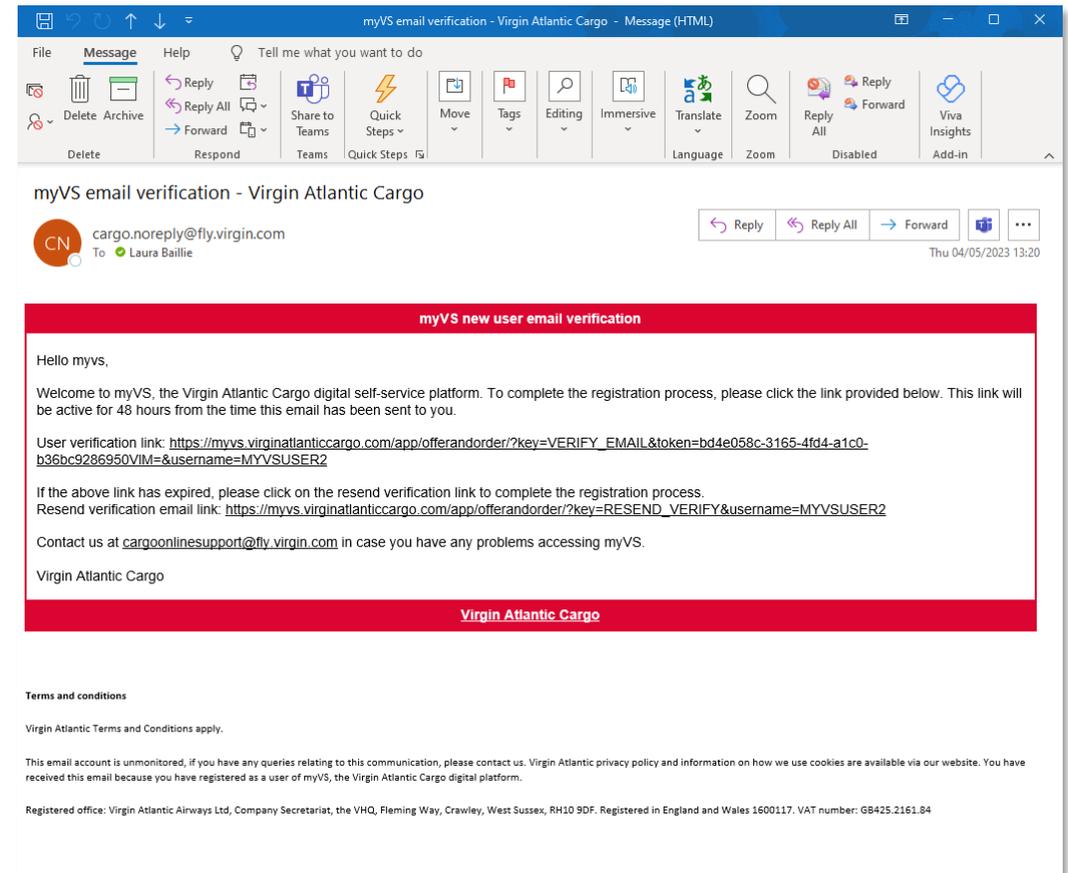


Fig. 6

How will I know if my account is approved?

 We will check that you are an employee of one of our registered customers to be able to approve your account

1. Our support team will review your user registration request within two business days from the time of submission
2. *If we require any additional information to approve your account, our support team will contact you on the email or phone number provided*
3. *Once your account is approved, you will receive a confirmation email (Fig. 7)*
4. *You can then use your user name and password to login and access your account*

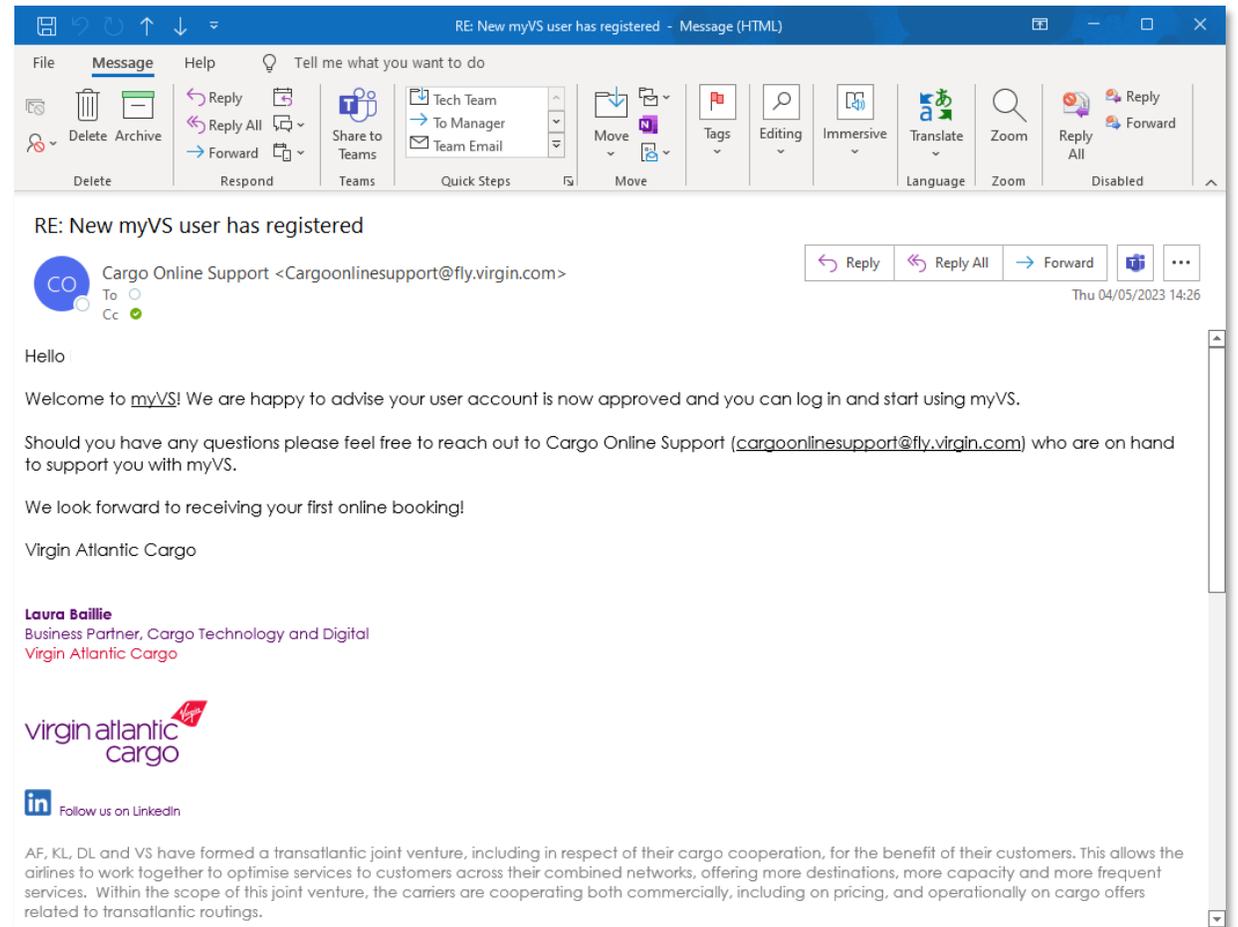


Fig. 7

Who do I contact for a status update on my registration request?

 Your user registration request will be processed within two business days

If you have a query or need to contact us about your myVS registration request or account, please contact our support team using the details below:

Email: cargoonlinesupport@fly.virgin.com

Subject line: myVS user registration

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

virgin atlantic
cargo



myVS

Visit

virginatlanticcargo.com

for more information