



GLOBAL SALES SUPPORT

New User Management in LATAM Trade

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We have great news that will make your access to LATAM Trade even more secure, agile, and intuitive.

From now on, user management will be handled through Azure, Microsoft's cloud platform, which offers:

- Greater access protection
- Standardized login
- Ease of password updates and recovery

Implementation Phases

The implementation of the new access management will be carried out in two phases.

01

Phase 1 - Migration of Active Users

- The migration of all active users will take place between 13/06/25 and 26/17/25.
- During this period, each user will receive an email with instructions to update their password.
- Updating the password is mandatory to continue accessing the platform.
- The process is quick, secure, and simple.


02

Phase 2 - Creation of New Users


- During the migration (13/06 to 26/17), it will not be possible to create new users.
- Starting 27/20/25, the creation of new users will be enabled again.
- The creation flow remains the same: the agency creates the user in LATAM Trade.
- Each new user will be pending approval in the new Azure system.
- Activation may take up to 24 hours, ensuring security and proper access logging.

Agency users already active in LATAM Trade will receive an email at their registered address to update their password.

The first part of the email will provide the new password generated for the new user management system.



Sin fronteras



Dirlene Martins

Your LATAM Trade account has been created. Below, we share your temporary access credentials and instructions to start using the platform.

Temporary Access Details

Name: Dirlene Martins
 Company: LATAM
 Email: dirlene.martins@latam.com
 Temporary Password: pwdtemporal_1

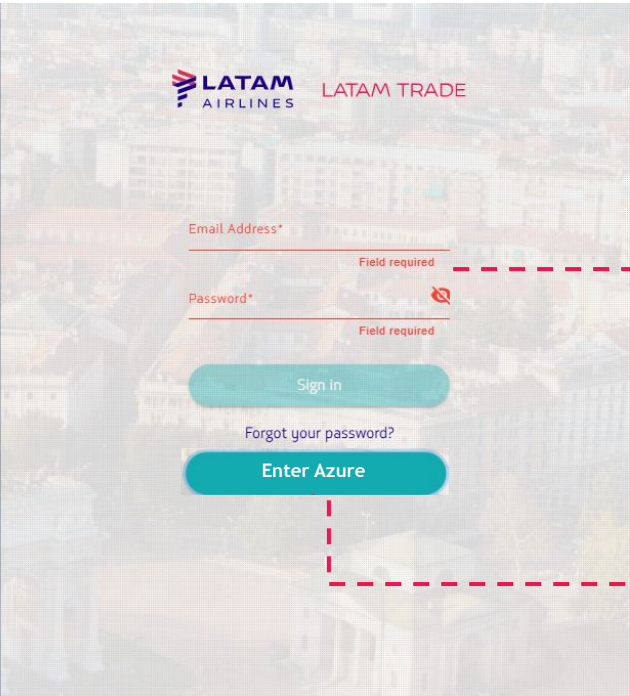
The second part of the email will instruct users to access LATAM Trade and change their password following the rules highlighted in option 4.

Steps to Access for the First Time:

1. Access the platform: <https://private.latamtrade.com/login/agency/>
2. Log in with your email and temporary password.
3. Change your password at your first login.
4. Your new password must include:
 - At least 8 characters
 - At least 1 number
 - At least 1 letter
 - Uppercase and lowercase letters
 - No common sequences (e.g., 123, password)

See you onboard!
 LATAM Airlines Team

After receiving the email, access the LATAM Trade link provided and click on 'Enter Azure'.



LATAM AIRLINES LATAM TRADE

Email Address*
Field required

Password*
Field required

Sign in

Forgot your password?

Enter Azure


1

The username and password fields must be left blank to access the session via Azure

2

Click on 'Enter Azure'

By clicking the 'Enter Azure' button, the system will open the screen below to update your information.



Sign in

Sign in with your email address

Email Address

Please enter your Email Address


Email Address



Password

Password

[Forgot your password?](#)

Help us beat the bots





Enter the characters you see

Sign in

Don't have an account? [Sign up now](#)

1

Enter your registered LATAM Trade email

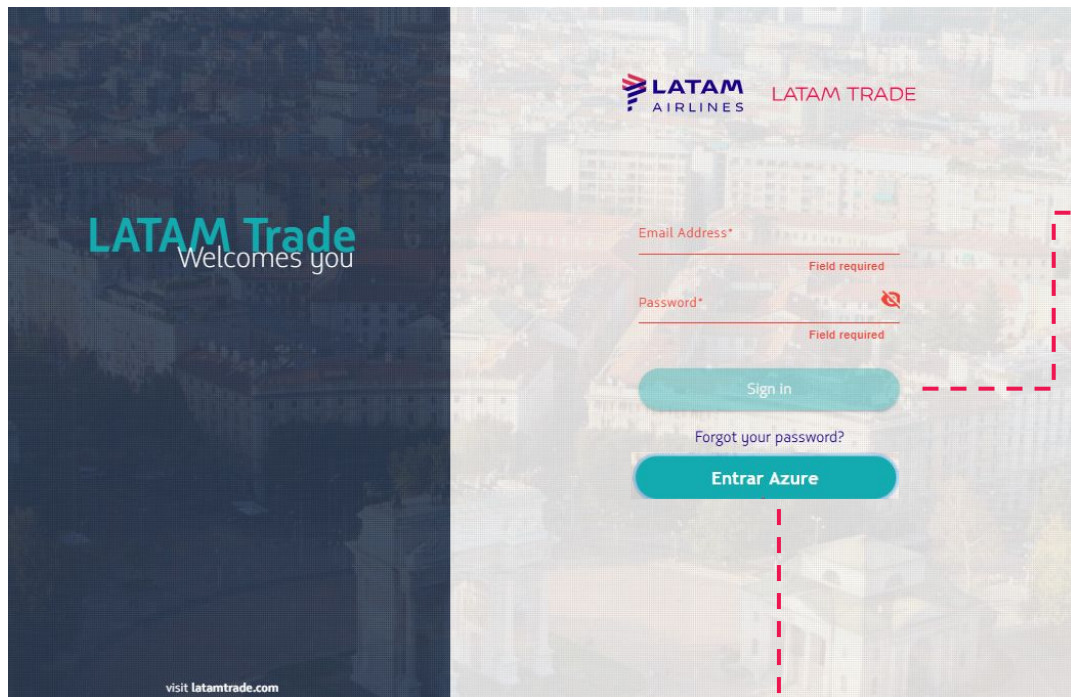
2

Enter the temporary password you received by email.

3

Complete the captcha and click 'Sign in'.

IMPORTANT: How to access LATAM Trade before receiving the email with the updated username and password?



The image shows the LATAM Trade login page. On the left is a dark blue sidebar with the text "LATAM Trade Welcomes you" and a link "visit latamtrade.com" at the bottom. The main area is a light gray box with a cityscape background. It contains the LATAM logo and "LATAM TRADE" text. Below this are two input fields: "Email Address*" and "Password*", both marked as "Field required". A red dashed box highlights these fields and the "Sign in" button below them. Below the "Sign in" button is a link "Forgot your password?". At the bottom is a teal button labeled "Entrar Azure". A red dashed line extends from the bottom of the "Entrar Azure" button towards the bottom right text block.

IMPORTANT: The update will be carried out gradually, between 10/06 and 10/17. Until you receive the update email, access to LATAM Trade must be done via the 'Sign In' button, using your current username and password.

Only after receiving the email should you log in via the Azure button, following the instructions provided.

What changes when you create a user on LATAM Trade?

In the Agency Group Profile menu, under the User option, when creating a new user it will be possible to view the request status.

←

Agencies Management ^

→ Agency Group Profile

⚙️ Walvers v

📄 Portal BDA v

Status Ticket v

Create Case v

Correct Name v

Fares and Regulations Details

Agency Group Management | Agency Group Profile

Agency Group Profile REXTUR/ADVANCE

Agency group information v

Partner Agencies v

Users ^

Create User

Association	Name	Surname	Email	Position	Role	Status
BREMENTUR - CONS	Cintha	Escobar	uyaescobar.nttdata@latam.	dev	Administrador Agência Matriz	Active
BREMENTUR - CONS	Monica	Vasconcello	ofrevasconcello@emeal.ntt	dev	Administrador Agência Matriz	Active
BREMENTUR - CONS	testeando	testeando	testeando@testeando.com	testeando	Administrador Agência Matriz	Active
BREMENTUR - CONS	Dirlene	Martins	irlene.martins@hotmail.com	—	Administrador Agência Matriz	Active
BREMENTUR - CONS	Dirlene	Martins	rlene.martins@latam.com.	—	Administrador Agência Matriz	Active
BREMENTUR - CONS	Juan Carlos	Ortiz Ramirez	janortiz.nttdata@latam.com	—	Administrador Agência Matriz	Active
BREMENTUR - CONS	Natalia	Valenzuela	avalenzuela.nttdata@latam	—	Administrador Agência Matriz	Active
BREMENTUR - CONS	usertesting	usertesting	usertesting@latam.com	—	Administrador Agência Matriz	Active
BREMENTUR - CONS	Testinte	Test	testingtest@latam.com	test	Administrador Agência Filial	Active
BREMENTUR - CONS	Testing	test	testinttest@latam.com	—	Administrador Agência Matriz	Active

IMPORTANT: Now, when the agency administrator creates a new user:

1 - The request remains pending until approved.

2 - The request status can be viewed on the User Management screen:

- Pending → awaiting approval
- Active → user approved and active

Thank You!

