



ACCESS GUIDE

NDC by LATAM PORTAL

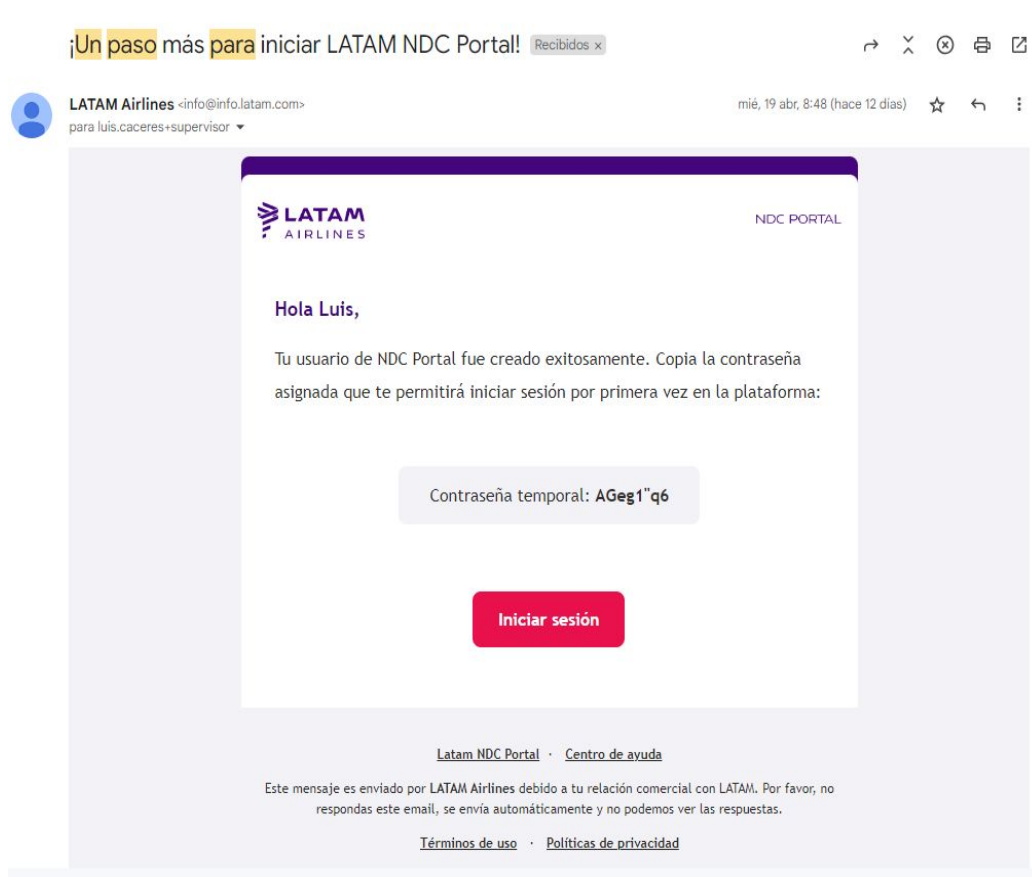
NDC by LATAM ACCESS

You will receive a welcome email with your temporary password.

Please remember that your username is your email address, and upon your first login, you will need to change your temporary password.

If you have any issues with the access link to the portal, you can go directly to the page:

www.agency.latamairlines.com



¡Un paso más para iniciar LATAM NDC Portal! Recibidos x

LATAM Airlines <info@info.latam.com>
para luis.caceres+supervisor

mié, 19 abr, 8:48 (hace 12 días) ☆ ↶ ⋮

LATAM AIRLINES NDC PORTAL

Hola Luis,

Tu usuario de NDC Portal fue creado exitosamente. Copia la contraseña asignada que te permitirá iniciar sesión por primera vez en la plataforma:

Contraseña temporal: **AGeg1"q6**

Iniciar sesión

[Latam NDC Portal](#) · [Centro de ayuda](#)

Este mensaje es enviado por LATAM Airlines debido a tu relación comercial con LATAM. Por favor, no respondas este email, se envía automáticamente y no podemos ver las respuestas.

[Términos de uso](#) · [Políticas de privacidad](#)



GUIDE FOR COMMON PORTAL ACCESS ERRORS



Case 1:

You did not receive the user creation email.

Steps to follow:

- 1) Check your spam folder and look for emails from the address: info@info.latam.com
- 2) Access the portal link: www.agency.latamairlines.com
- 3) Enter your username (email address) and select **"Forgot your password?"**

A screenshot of the LATAM NDC Portal login page. The page has a white background with a purple header. The LATAM AIRLINES logo is in the top left, and 'NDC PORTAL' is in the top right. The main heading is 'Faça login' in a purple font, followed by the instruction 'Insira os dados de sua conta.' Below this are two input fields: 'Email' and 'Senha'. The 'Senha' field has an eye icon on the right. Below the 'Senha' field is a link that says 'Você se esqueceu de sua senha?'. A yellow arrow points to this link from the right. At the bottom is a red button with the text 'Fazer login'.

Case 2:

When entering the password, an error message appears.

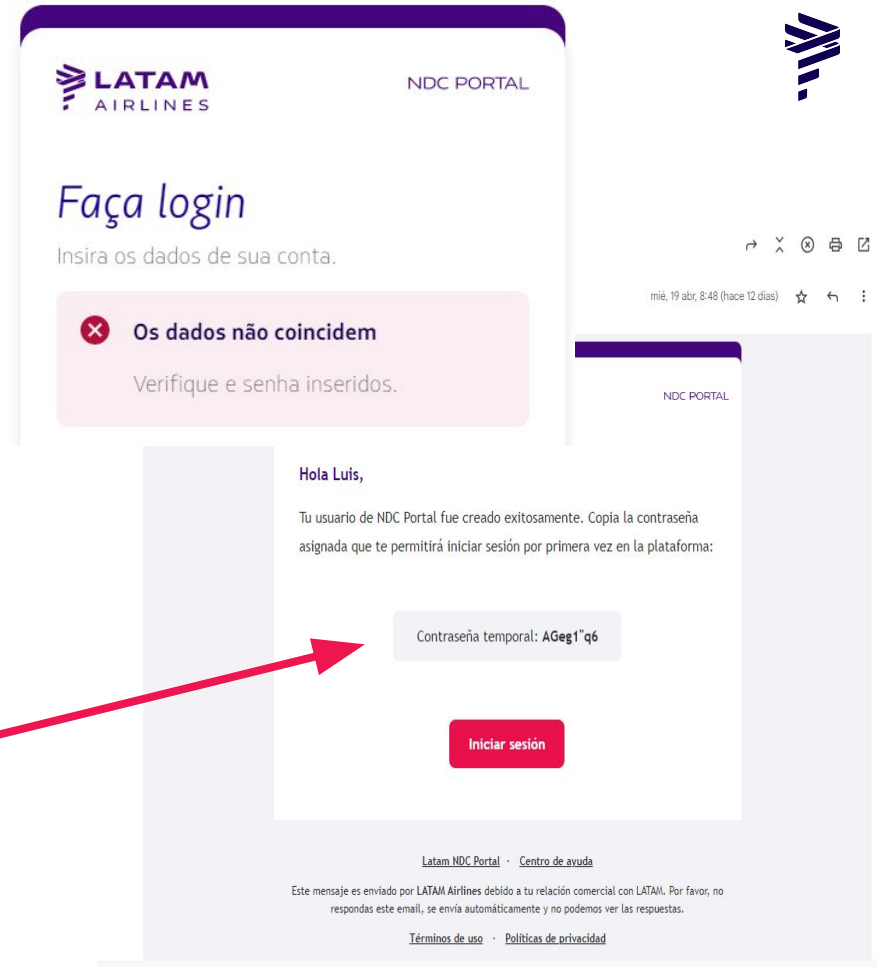
Steps to follow:

- 1) Access the portal link:

www.agency.latamairlines.com

- 2) Enter your username (email address) and manually type the temporary password.

NOTE: Temporary passwords have a space at the beginning, which causes an error when copying them. We kindly ask you NOT to use copy/paste and manually type the letters.





Case 3:

The agency is able to log in but does not receive the verification code (2FA).

- 1) Ask the ADM user to access the NDC portal and go to the User Management tab
- 2) Search for the created user.
Click on the three dots in the Actions column and select "Edit"

Ingresar el código de verificación

Te enviamos al medio de contacto registrado, un código de 6 dígitos que será válido por los próximos 5 minutos.

Enviar código

Órdenes Administrar Centro de ayuda Estado de vuelo JAA Pruebas

Tu cuenta
Cerrar sesión

Buscar

Economy 1 pasajero

Ingresar destino Ida Fecha Vuelta Fecha Ingresar account

Nombre	Email	Rol	Estado	Acciones
			Habilitado	⋮
		Supervisor	Habilitado	⋮

Tienes 2 usuarios registrados

1 - 2 de 2



Case 3:

4) Remove the phone number associated with the user's profile.

Recommendation: Due to intermittent issues with the Verification Code, we recommend providing only the email address for new users.

IMPORTANT: Please ensure that the user has been assigned the **Reservation/Issuance Agent** or **Supervisor** profile; otherwise, they will not be able to view availability or manage bookings.

Editar datos del usuario X

Agente emisor

Nombre
Vanessa

Apellido
Vidal

Email
vvidal@mundotour.cl

Código +56 ▼

Teléfono móvil (opcional)
223614900

Guardar



Case 4:

User blocked due to invalid login attempts.

When the agent blocks their account due to invalid login attempts, they should wait for 15 minutes and will receive an email to reset the password and activate the account.

The screenshot shows the LATAM AIRLINES NDC PORTAL login page. At the top left is the LATAM AIRLINES logo, and at the top right is the text "NDC PORTAL". The main heading is "Inicia sesión" (Log in), followed by the instruction "Ingresa los datos de tu cuenta." (Enter your account data). A prominent pink error message box contains the text: "Bloqueamos tu cuenta temporalmente" (We temporarily block your account) and "Superaste los intentos para iniciar sesión, vuelve a intentarlo en 15 minutos." (You exceeded the login attempts, try again in 15 minutes). Below this message are two input fields: "Email" and "Contraseña" (Password). Both fields have a red exclamation mark icon on the right side, indicating an error. At the bottom right, there is a link that says "¿Olvidaste tu contraseña?" (Forgot your password?).

IMPORTANT!

For income-related issues, questions that may arise regarding NDC, LATAM provides exclusive 24/7 support for travel agencies::

- NDC tool inquiries
- After-sales requests
- Technical interruptions



Find all the information about NDC at latamtrade.com

GSS Support Channels (NDC Option)



Phone GSS
(Please check according to your country)



Chat (latamtrade.com)



EN: support_ndc@latam.com

Business Hours/SLA

24x7 Support on all channels

24-hour SLA Email Response

