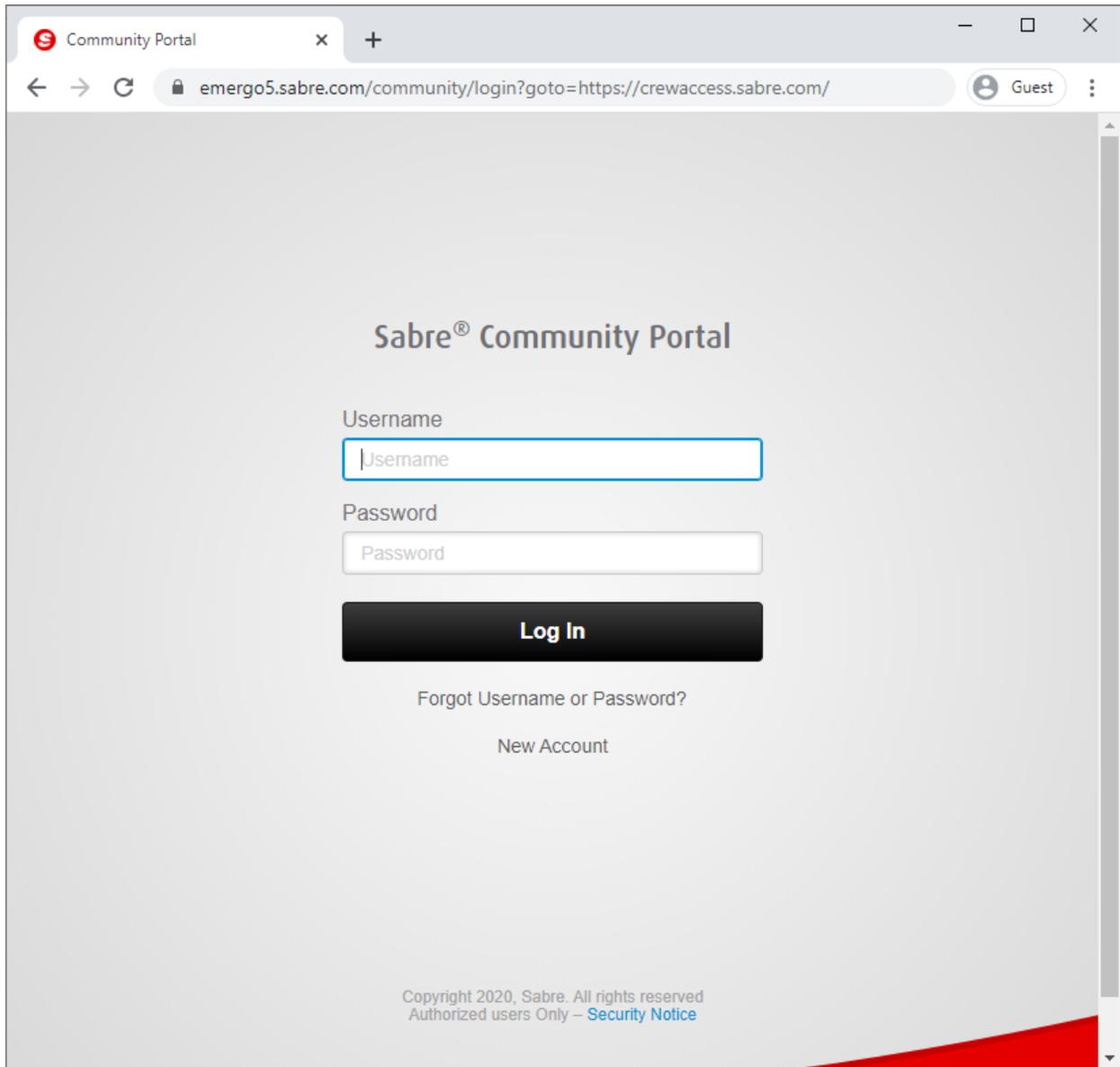
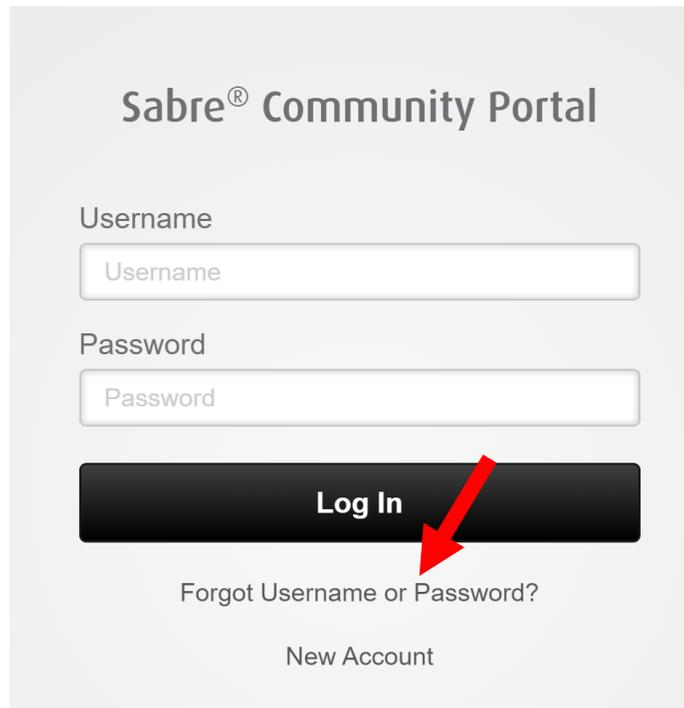


# How to reset Sabre Password

1. Open internet with Browser of your choice and type <https://emergo5.sabre.com/>



2. Choose I forgot my password



Sabre® Community Portal

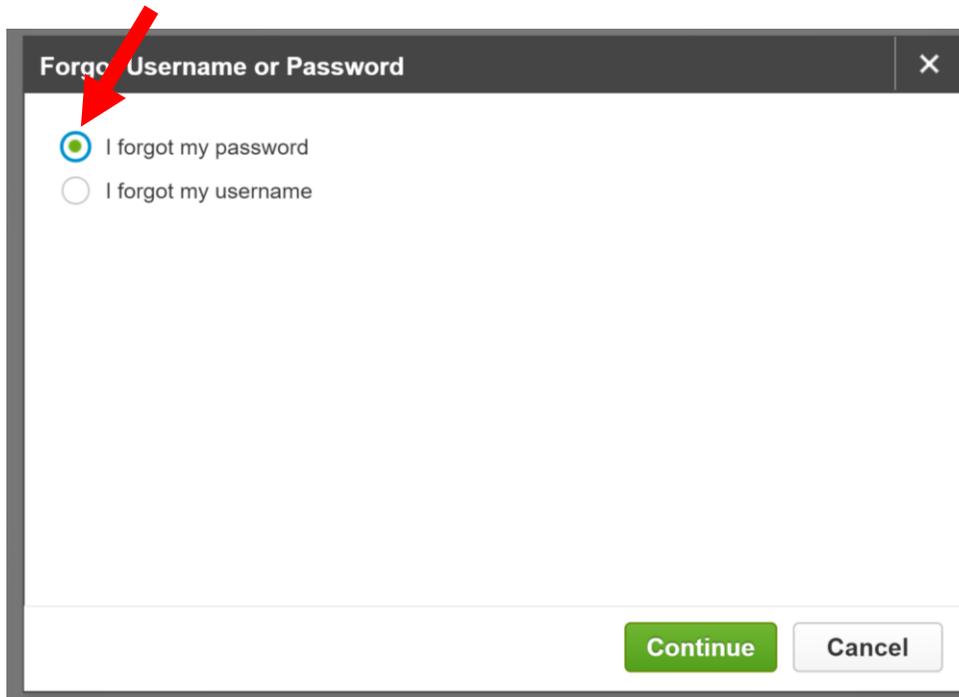
Username

Password

**Log In**

Forgot Username or Password?

New Account



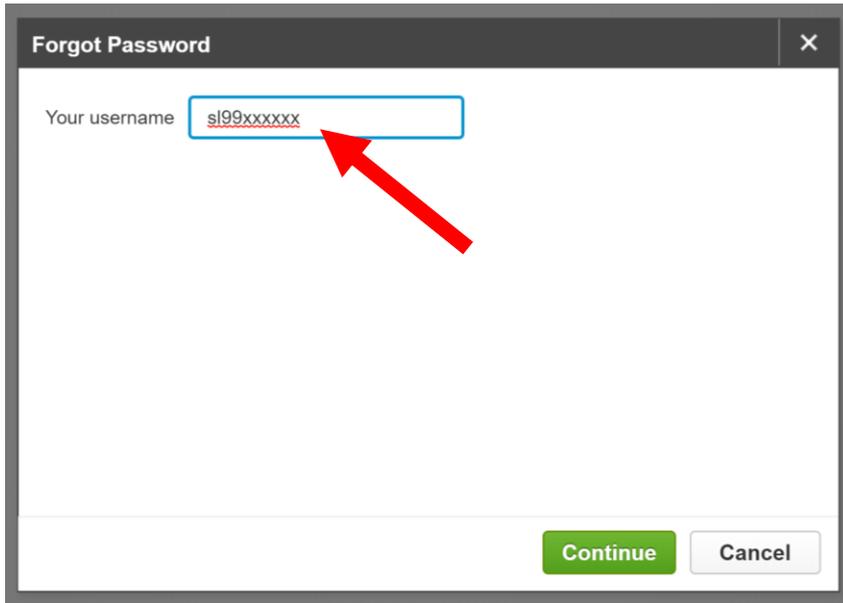
Forgot Username or Password

I forgot my password

I forgot my username

**Continue** Cancel

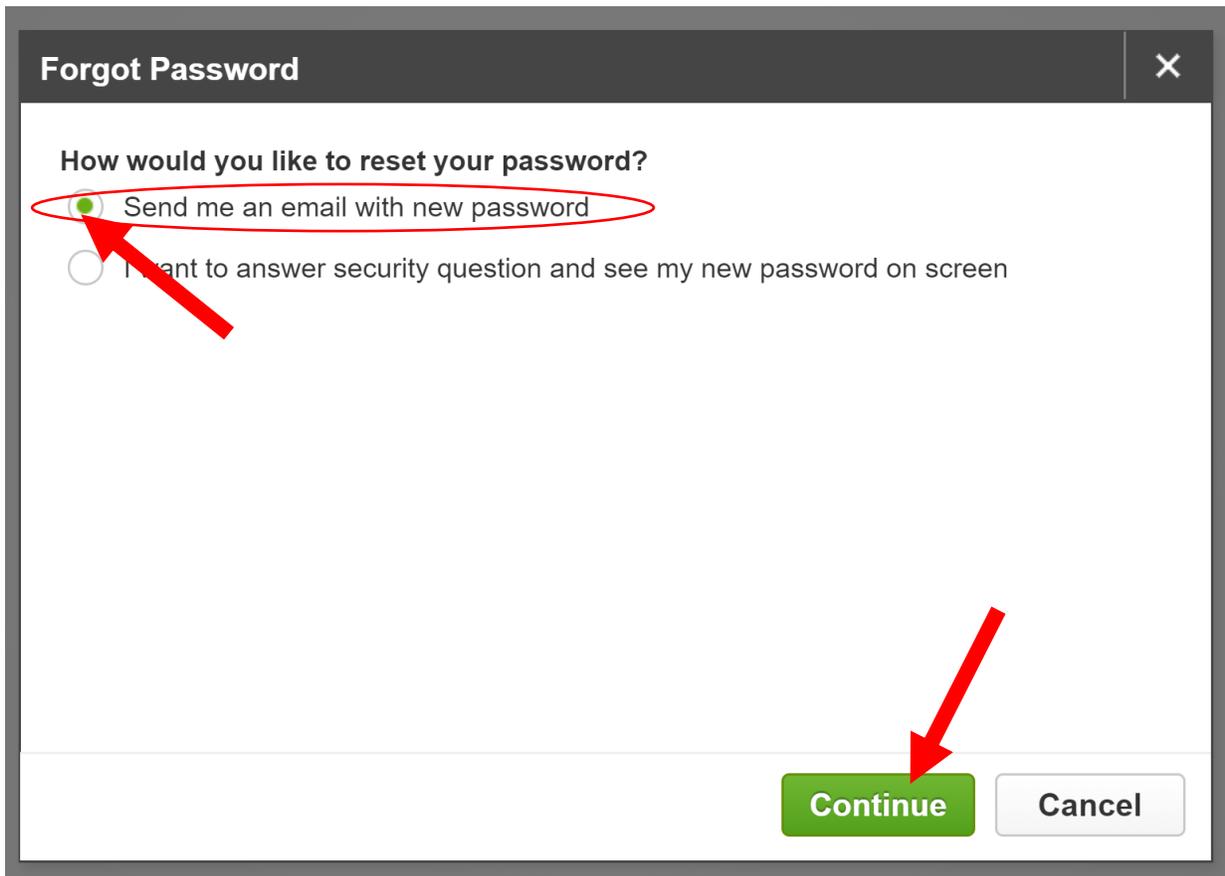
3. Type in your user name **SL99XXXXXX** , **XXXXXX = is your ID without TL**



Forgot Password

Your username

4. Choose "Send me an email with new password" and Click Continue.



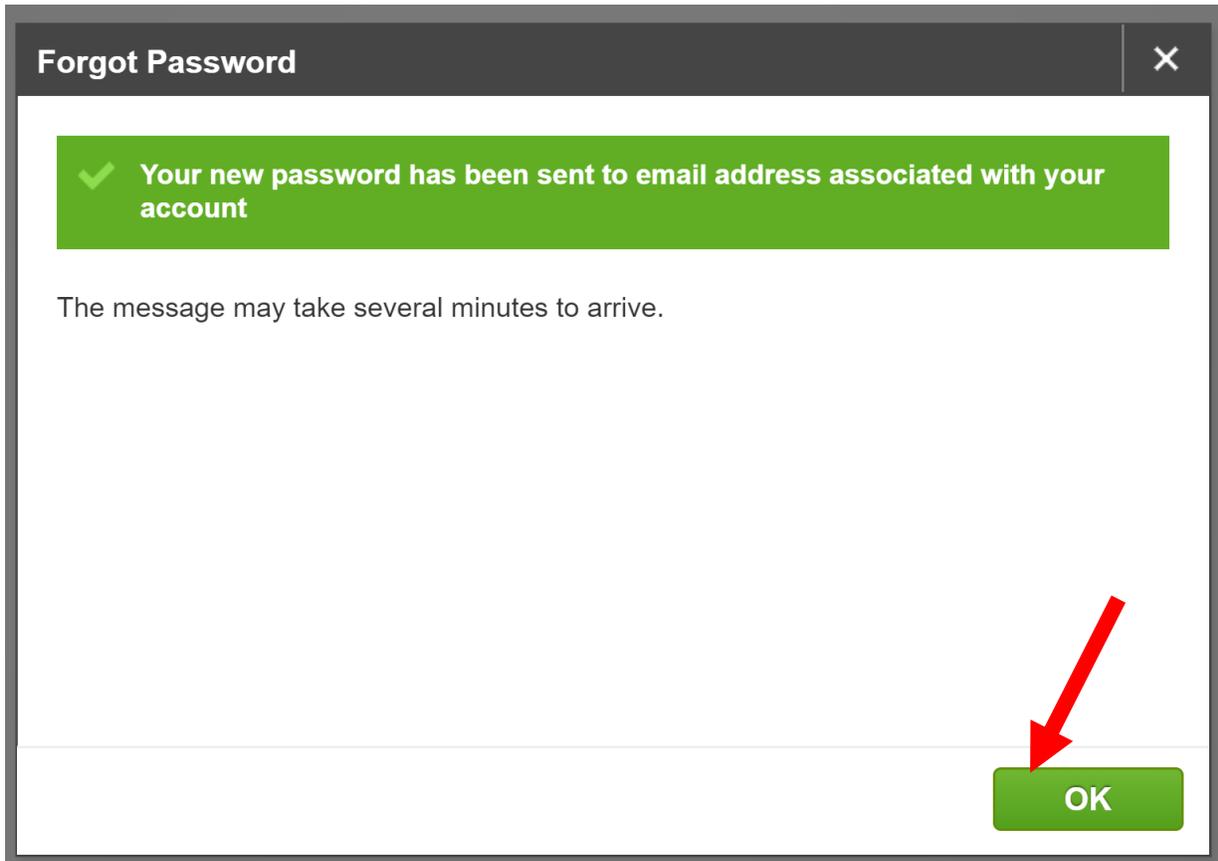
Forgot Password

How would you like to reset your password?

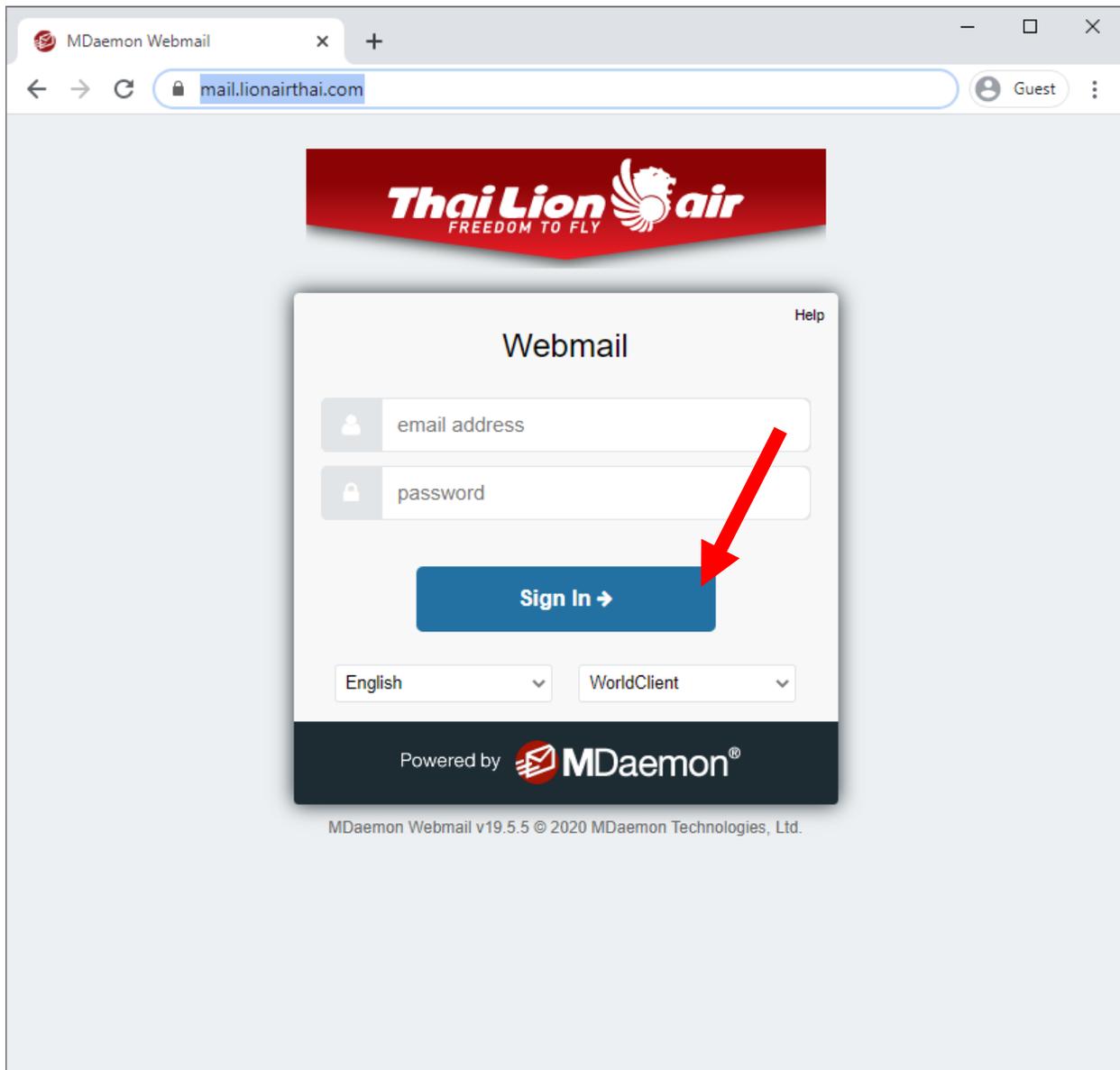
Send me an email with new password

I want to answer security question and see my new password on screen

5. This will send new password to your [XXXXXXXX@Lionairthai.com](mailto:XXXXXXXX@Lionairthai.com) (your company email)



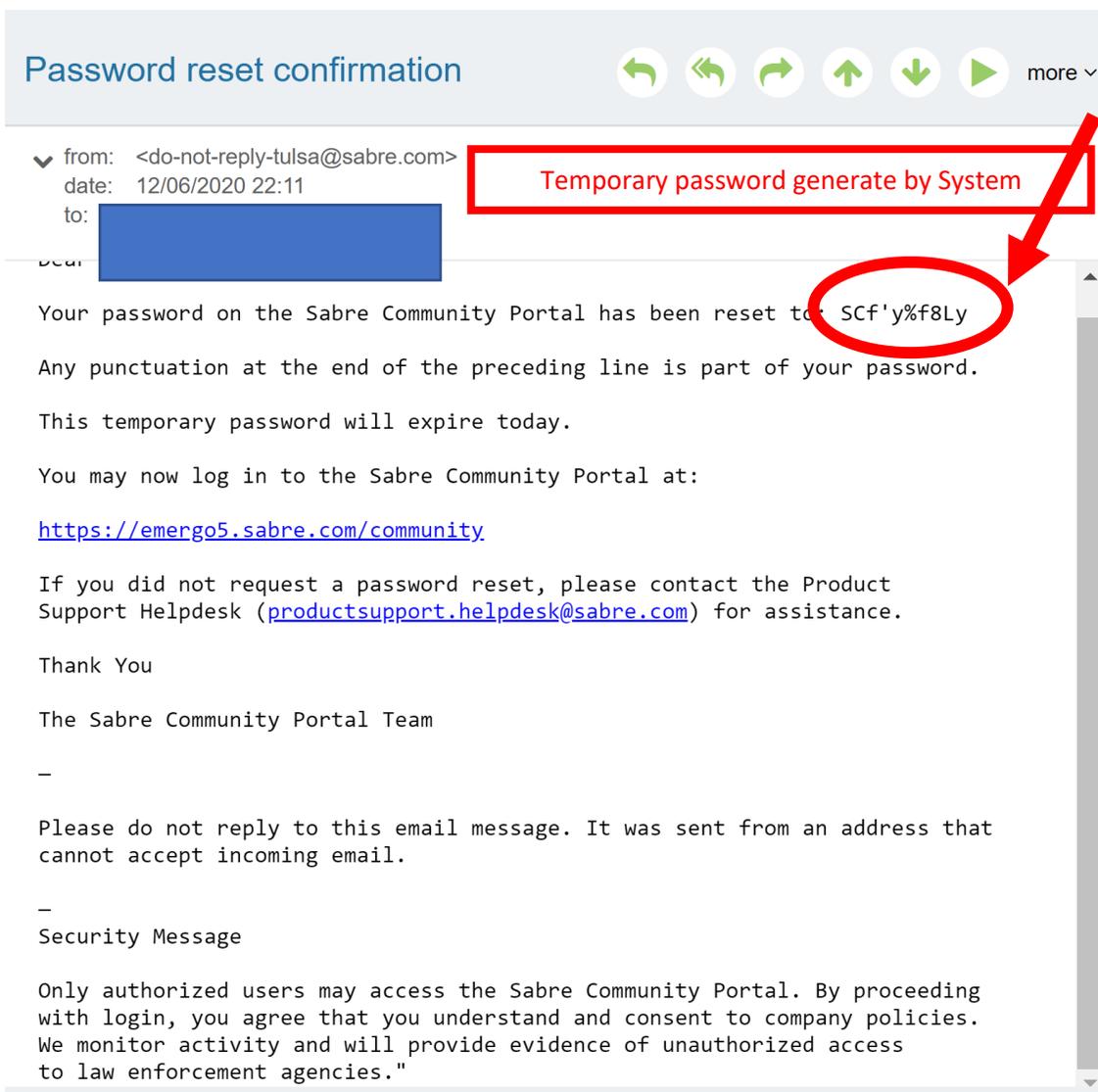
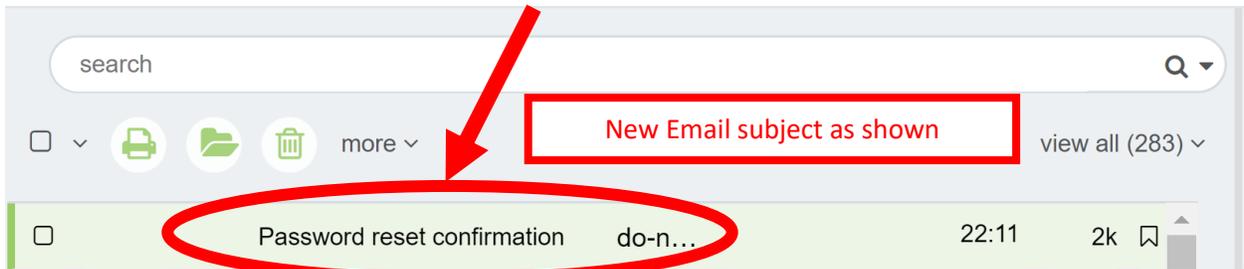
6. Open website <https://mail.lionairthai.com/> and login with your company email



Remark : if you cannot access your company email, please contact fleet operation as soon as possible.

7. You will see email from sabre with new password

\*\*\*Recommend to copy and paste the new password to <https://emergo5.sabre.com/>



8. Open <https://emergo5.sabre.com/> and type your user name and paste your new password.

The image shows a side-by-side comparison of a password reset confirmation email on the left and the Sabre Community Portal login page on the right. Red annotations highlight key information:

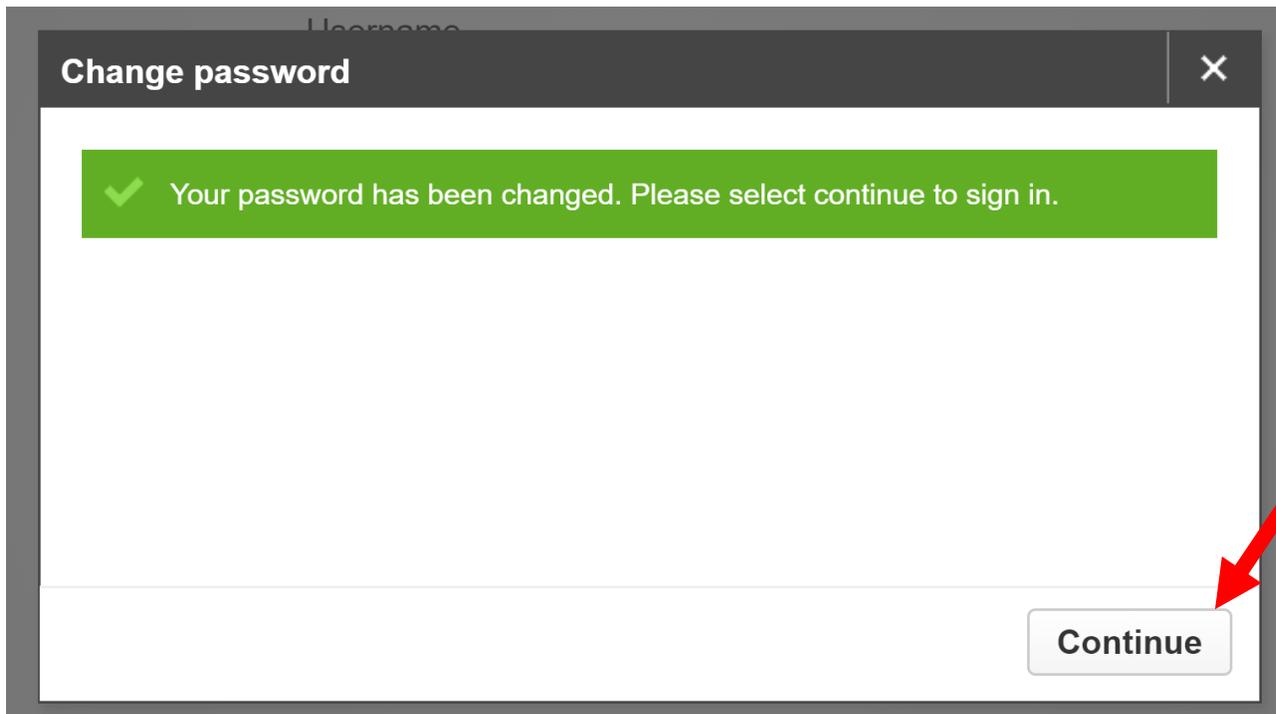
- A red box at the top right of the login page contains the text: "Username SL99XXXXXX, XXXXXX is your ID with out TL". A red arrow points from this box to the "Username" input field on the login page, which contains "sI99130001".
- A red box at the top left of the email contains the text: "Password from EMAIL then copy and paste in sabre login". A red arrow points from this box to a blue circle around the temporary password "SCF'y%8Ly" in the email body.
- Another red arrow points from the "Log In" button on the login page to the "Log In" button on the email screenshot.

9. Reset your password to your own desire and press change password.

The image shows a "Change password" dialog box with the following elements:

- An information message: "You have used your one time password. Please set a new password using the form below. Once you select Change Password you will be directed back to the login page where you can use your new password to sign in." A red arrow points from this message to the "New password" input field.
- Two input fields: "\* New password" and "\* Re-enter new password", both containing masked characters (dots).
- A red box at the bottom of the dialog contains the text: "After login with temp password completed, you have to set new password again."
- A green "Change password" button at the bottom right.

10. You are successfully reset your password, and now you can normally login to Sabre.



Remark :

1. If you have any problems please drop email to [ois@lionairthai.com](mailto:ois@lionairthai.com) . our system admin will help to generate temp password in Sabre system to you within 48 hours.
2. Please make sure you can login <https://emergo5.sabre.com/> before Check-in death line time.
3. Check-in time 1 hours 45 min before your first STD flight.