

## How to register for a StarDesk account?

Several steps need to be completed before you can access StarDesk. This ensures it is a secure, safe system. The document explains these steps in detail.

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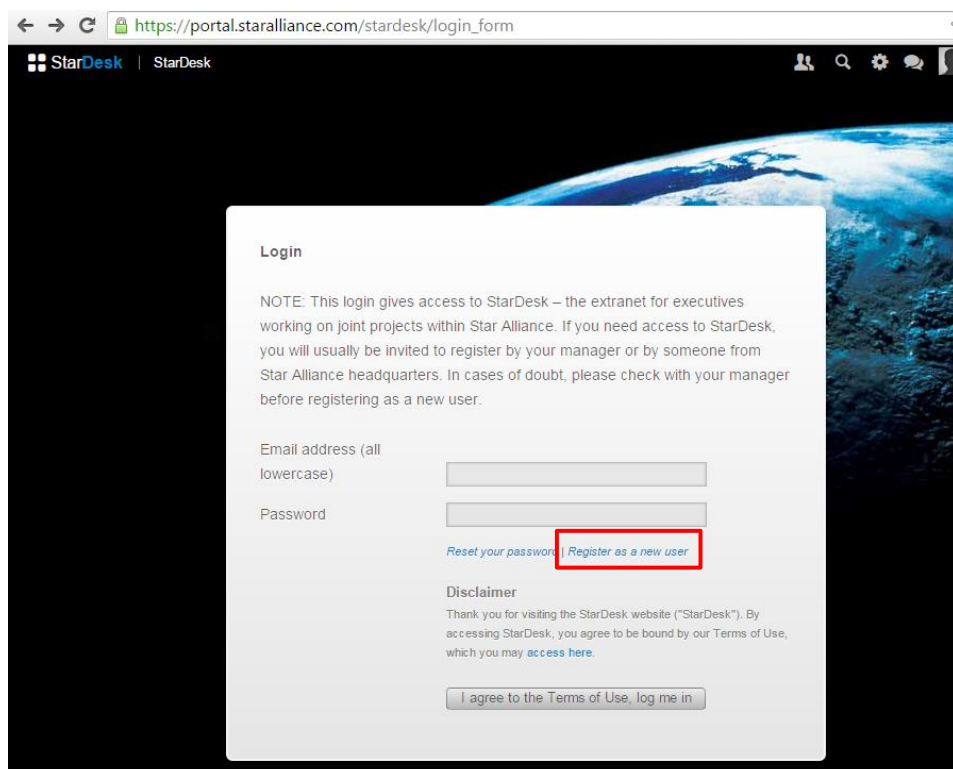
If you need further assistance on anything mentioned below, please contact the Portal Support Team on

[portal.support@staralliance.com](mailto:portal.support@staralliance.com)

### First Step: Registration Form

The registration for a StarDesk account needs to be done online. Anyone who needs an account has to fill in the online registration form. This form can either be found by:

- following this link: <https://portal.staralliance.com/stardesk/request-account.html> or
- going to the login form page of StarDesk and clicking the option “Register as new user”, which can be found below the “Password” field





The StarDesk portal is used to share information between Star Alliance Headquarters, our member carriers, the connecting partners and selected third parties. Only authorised people will be granted access. It is for business reasons only.

In the registration form, which is shown below, you will be asked to provide information such as your personal data, your contact details, your job title and also the reason why you need access to StarDesk. The requested data is mandatory information. You cannot proceed with your registration if the corresponding fields are not completed. Please note that some of the information you provide will be displayed in our contacts application and be visible to other StarDesk users. To ease the communication process, please make sure you provide the correct information in the registration form (e.g. provide your telephone number with the area code).

Business e-mail (all lower case) *	<input type="text"/>
Password *	<input type="password"/>
Repeat password *	<input type="password"/>
Name *	<input type="text"/> Given name <input type="text"/> Family name
Gender *	<input type="radio"/> Female <input type="radio"/> Male
Choose your role *	<input type="radio"/> Member Airline Head Office <input type="radio"/> Strategic Markets <input type="radio"/> Airports <input type="radio"/> Star Alliance HQ <input type="radio"/> Connecting Partners <input type="radio"/> Third Party
Job title *	<input type="text"/>
Department *	<input type="text"/>
Postal address *	<input type="text"/>
Postal code *	<input type="text"/>
City *	<input type="text"/>
Country *	--select country--
Office phone number *	+ ( ) - - - - -
Why do you need a StarDesk account? Who asked you to register? Which workspaces will you need to access? *	<input type="text"/>
What is 2+4 ? *	<input type="text"/>
<input type="button" value="Request validation"/>	

Within the registration form you need to pick the role which is applicable for you.

<b>Member Airline Head Office</b>	If you work within our member airline head offices please select this role. To choose this role you need to have an e-mail address on an airline domain otherwise the information will show up that an invalid domain name was provided for the selected role.
<b>Strategic Markets</b>	This role can only be selected if you are an airline employee working in a role in the Strategic Markets. If you are a General Sales Agent, or other non-airline employee, please select "Third Party" as your role when registering.


<b>Airports</b>	This role can only be selected if you have an airline domain e-mail. If you don't have this you need to register as a third-party user.
<b>Star Alliance HQ</b>	If you work for the Star Alliance Headquarters you need to register with this role. You should have an e-mail address that ends with @staralliance.com to register with this role.
<b>Connecting Partners</b>	If you work for a Connecting Partner airline please select this role. To choose this role you need to have an e-mail address on an airline domain.
<b>Third Party</b>	If none of the roles above are applicable to you and you don't have an airline e-mail address you need to register as third-party user. Please provide sufficient information why you need an account and who asked you to register in StarDesk. If the need is not obvious your request will be declined.

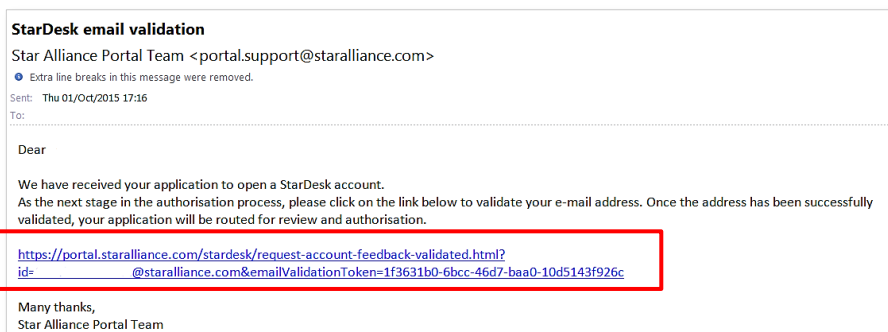
Please also provide information why you need an account, who asked you to register for an account and for which areas in StarDesk you need access. The more information you provide here the quicker our approvers can reach a decision. This also helps us to grant you access to the spaces you need.

At the end of the registration form you will be asked to solve an equation (e.g. "What is 2+4"), which serves as captcha to prove you are not a robot. You need to type the solution in the field behind as a number, not as a word. Afterwards click the "Request validation" button to submit your registration.

## Second Step: E-Mail Validation

After you clicked the "Request validation" button the system will automatically send you an e-mail and ask you to validate the e-mail address that you provided in the registration form. To validate your e-mail address you just need to click the link, which is included in the e-mail. The validation link in this e-mail is only active for 48 hours. If you do not validate within that time, you need to contact the Portal Support to ask them to resend the validation link.

 **If you can't find this automatically generated e-mail in your inbox, please check your spam folder.**

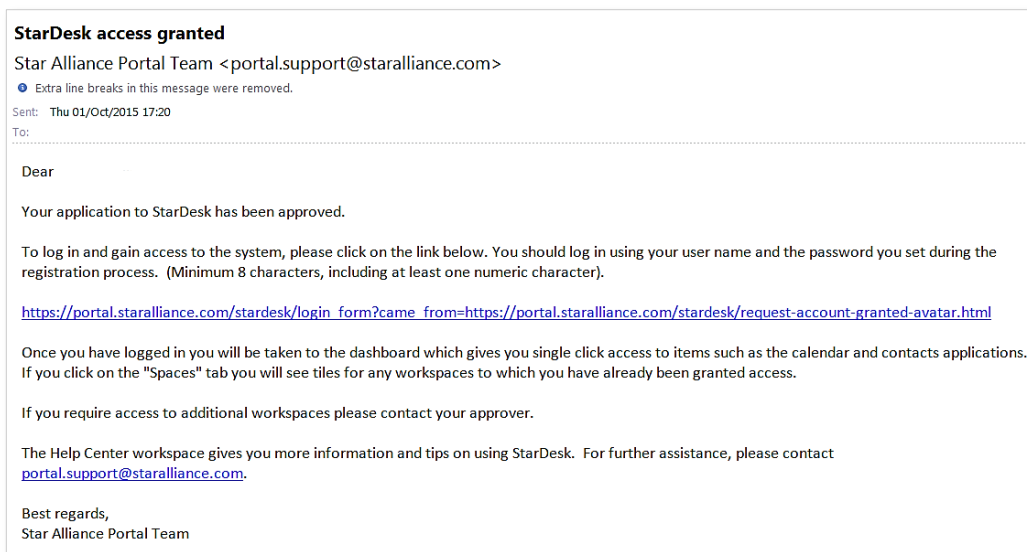


Afterwards your account request will be automatically send to our authorised approvers.

### Third Step: Review of the Request

After the e-mail validation you have completed the registration from your side. Now our approvers have to review and decide on it. They will either approve or decline your request. You will be automatically informed via e-mail when a decision has been made. Please be patient as it might take some time until a decision is made. Please note that you cannot log into StarDesk during the approval process.

If your request was approved you will receive an e-mail notification like the one below. You will get a similar e-mail that informs you if your request was declined.



If StarDesk access has been granted, please first visit our Help Centre space, which provides guidance on how to work with StarDesk. You can find it on your dashboard, which is the first screen visible after logging into StarDesk.

