



Dear Valued Agent,

Over the past few months, many of you have successfully transitioned from the Classic Agent Hub login (using an alphanumeric username) to the new, email-based login system. This change is part of our upgrade to the enhanced Agent Hub experience, now available via the **Stars Page**.

Starting **Thursday 24 July**, for agents who currently hold both Classic and New login credentials, we will start to remove the access rights to the Classic login. So if you've made the switch, please ensure you're now using your **email address** to log in via the updated **Stars Page**.

If you've forgotten your password to your email address driven login credentials, simply click the **"Forgot Password"** link on the Stars Page to reset it. For further assistance, our **Trade Support team** is here to help.

For now, the Stars Page includes a **"Go to Classic Login"** link for temporary access to the old system.

Agents who have not yet migrated will receive an invitation in the coming weeks to verify their new login credentials, based on the email address associated with your classic profile.

If you miss the 72-hour verification window, don't worry - we'll automatically resend the verification email so you can complete the process.

Please keep an eye on your inbox and complete the verification to ensure uninterrupted access to Agent Hub via the new Stars login page.

We appreciate your cooperation as we work to provide a more secure and streamlined login experience.

### **Steps to verify your updated Agent Hub account**

1. Receive verification email and select 'Verify my Agent Hub account'
  - Verification email will be from [no-reply@jetstar.com](mailto:no-reply@jetstar.com)
  - Verify your account ASAP to avoid link expiry as it only lasts 72 hours.
  - If it has expired, request a new email via Trade Support.
2. Navigate to the new Agent Hug login page at <https://booking.jetstar.com/agenthub/login>
  - Select 'Forgotten your password or having trouble signing in?'
3. Enter your email address and select 'Send email'. You will be returned to the new login page and will receive a confirmation message.
4. Return to your email inbox and open the password reset email. Select the orange 'change password' button.
5. Enter the password and select 'Change password'. You will see a success message.
6. Return to the new Agent Hub login page at <https://booking.jetstar.com/agenthub/login>.
7. Enter your email and newly created password to sign in.
8. Success - you are now free to log into your Jetstar Agent Hub account. Please bookmark the [Travel Agents page](#) to access.

Best regards,

**Jetstar Sales Team**

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