Mobile Check-in

1. Access to m.thaiairways.com or Thai Mobile Application then selects Check-in.

2. Passenger Identification
   - Enter the last name accordant with your booking and electronic ticket, combined with confirmed Booking reference, Electronic Ticket Number or Frequent Flyer Program then clicks Continue.
3. Passenger Displayed

3.1 Single passenger check-in, flight and passenger information are provided.

3.2 Mobile Check-in supports multi passenger’s check-in (from the same and different PNRs), allowing you to select which passengers are to be checked-in. One or more passengers can be selected at the same time, including infants as long as they are travelling the same journey and class.
4. Passenger List

4.1 Add Frequent Flyer
Passenger has the option to update their Frequent Flyer by selecting Add Frequent Flyer. Select Airline name and enter Frequent Flyer Number. Then click Continue.
4.2 Add Passenger

To add the other passengers (same or different PNR) by selecting Add Passenger and entering identify data. Or click Back to the check-in flow.
5. Dangerous Goods Regulation

To ensure passenger do not bring dangerous good items either load as check baggage or carry on baggage.
6. Seat Selection and Change seat

How to Change Seat

1. Passengers are provided with the option to select and change seat from the seat map by clicking Change Seats.
2. Passengers can change their seat selection by displaying the flight seat map and choosing a new seat, then click Continue.
3. Successfully changed seat, click Continue.
7. Nationality and Regulatory Data

Provided only for destination outside Thailand. Mobile Check-in allows passengers to input the necessary regulatory information required by the destination country. If the passengers do not have information ready, they are warned they will need to see an agent at the check-in counter and are not allowed to check-in.
Note: For security reason, Nationality can not be amended either by clicking Back or re-enter Mobile Check-in. Passenger has only to amend at Check-in counter at the airport.
8. Boarding Pass and Confirmation Document

Mobile Check-in feature can generate and display the relevant boarding pass and confirmation document in the browser, to be print as a A4 PDF document, alternatively passenger can save from e-mail to print off. Or passenger can have a Mobile Boarding Pass, Passbook Boarding Pass delivered to their mobile phone.

8.1 Boarding Pass is delivered to the eligible passenger who travels to domestic (in Thailand) and the selected destination country where the advance passenger information are not required.

8.1.1 How to get Boarding Pass

A. Through E-Mail

Home Print Boarding Pass or Mobile Boarding Pass (only selected destination) are delivered by entering email address, click Continue then you will receive a URL by email. Passenger can opt to click on the link and save the Mobile Boarding Pass or the A4 PDF (home print boarding pass) for printing.
- After passenger click Continue, Check-in is completed and flight Information is displayed.
B. Add to Passbook

Applicable for passengers using an iPhones or iPods supporting the Apple iOS6 feature, they can then save the boarding pass in Passbook format.

- When passengers opt Add to Passbook, Passbook Boarding Pass is delivered to their iOS operating mobile phone. They can then save it.
C. Save to Phone

Applicable for all internet enable mobile phone (Android/Window operating etc.).

- Passengers are enable to save Mobile Boarding Pass to their phone one by clicking Save to Phone.
D. At the Airport

Passenger can also select to obtain the boarding pass at the respective check-in counter at the airport.
Flight Information is now then provided to passenger. Moreover, passenger who travels to some selected destinations can also display Mobile Boarding Pass through their phone by clicking to display your mobile boarding pass.

8.2 Confirmation Document is delivered to the ineligible passenger travels to the destination countries which are required by the local immigration to input the advance necessary information and passenger purchases ticket through credit/debit card via web and telephone. This kind of passenger is not allowed to print a boarding pass.

8.2.1 How to get Confirmation Document
A. Through E-Mail

Confirmation Document is delivered by entering email address, click Continue then you will receive a URL by email. Passenger can opt to click on the link and save the Confirmation Document or the A4 for printing as they required obtaining boarding pass at check-in counter.

B. At the Airport

Passenger can also selects to obtain the boarding pass at the airport after their travels documents has been verified.
8.2.2 Confirmation Document

Important Notice: Confirmation Document is not a boarding pass. Only information is to confirm that passenger is already checked-in, but ineligible to deliver boarding passes. Passengers do not allow proceeding to the immigration or boarding the aircraft through this document. They are required to obtain a regular boarding pass at the check-in counter.
9. Boarding Pass Types

- Home Print Boarding Pass
- Mobile Boarding Pass

- Passbook Boarding Pass
10. To Cancel Check-in, Modify Check-in or Reprint Boarding Pass

Passengers who have already checked-in and preferred to cancel, modify or reprint boarding pass, have to re-access to mobile check-in, identify their self and select the preferable process.

Example: To Cancel Check-in

10.1 Access to [m.thaiairways.com](http://m.thaiairways.com) or Thai Mobile Application then selects Check-in. Identification details is needed.

10.2 Select Cancel Check-in.
10.3 Tick to select passengers you want to cancel check-in and Continue. Then passenger is now cancelled from the flight.

Check-in Cancelled