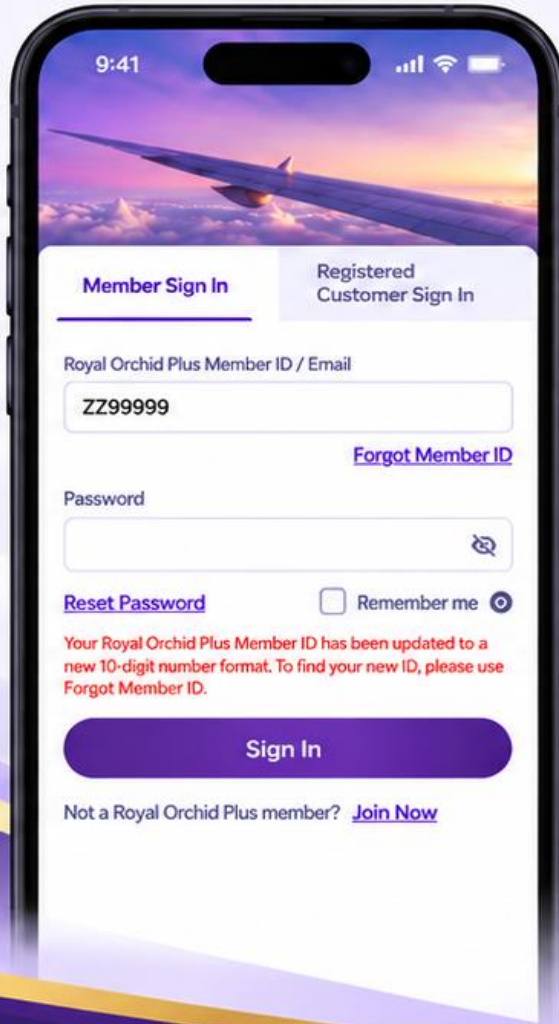


Royal Orchid Plus Login Guide

A Step-by-Step Guide for Members



Member ID



9:41

Member Sign In Registered Customer Sign In

Royal Orchid Plus Member ID / Email

ZZ99999

[Forgot Member ID](#)

Password

[Reset Password](#) ☐ Remember me

Your Royal Orchid Plus Member ID has been updated to a new 10-digit number format. To find your new ID, please use [Forgot Member ID](#).

[Sign In](#)

Not a Royal Orchid Plus member? [Join Now](#)



If you log in with the 7-character alphanumeric member ID, you will not be able to access your Royal Orchid Plus account. Please click '**[Forgot Member ID](#)**' if you do not have your 10-digit numeric member ID.

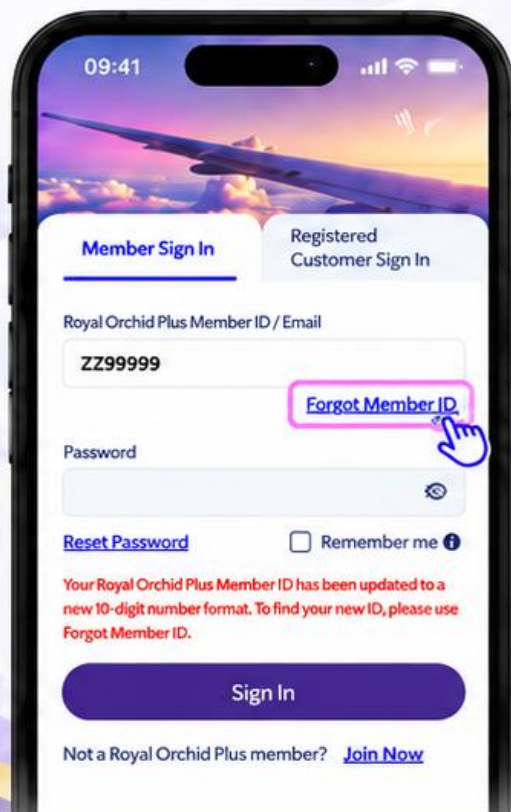


If you do not have an email address registered with Royal Orchid Plus before, you will not be able to log in with the email address.



If you register your email address to multiple Royal Orchid Plus accounts, you will not be able to log in with your email address.

Member ID



09:41

Member Sign In Registered Customer Sign In

Royal Orchid Plus Member ID / Email

ZZ99999

Forgot Member ID

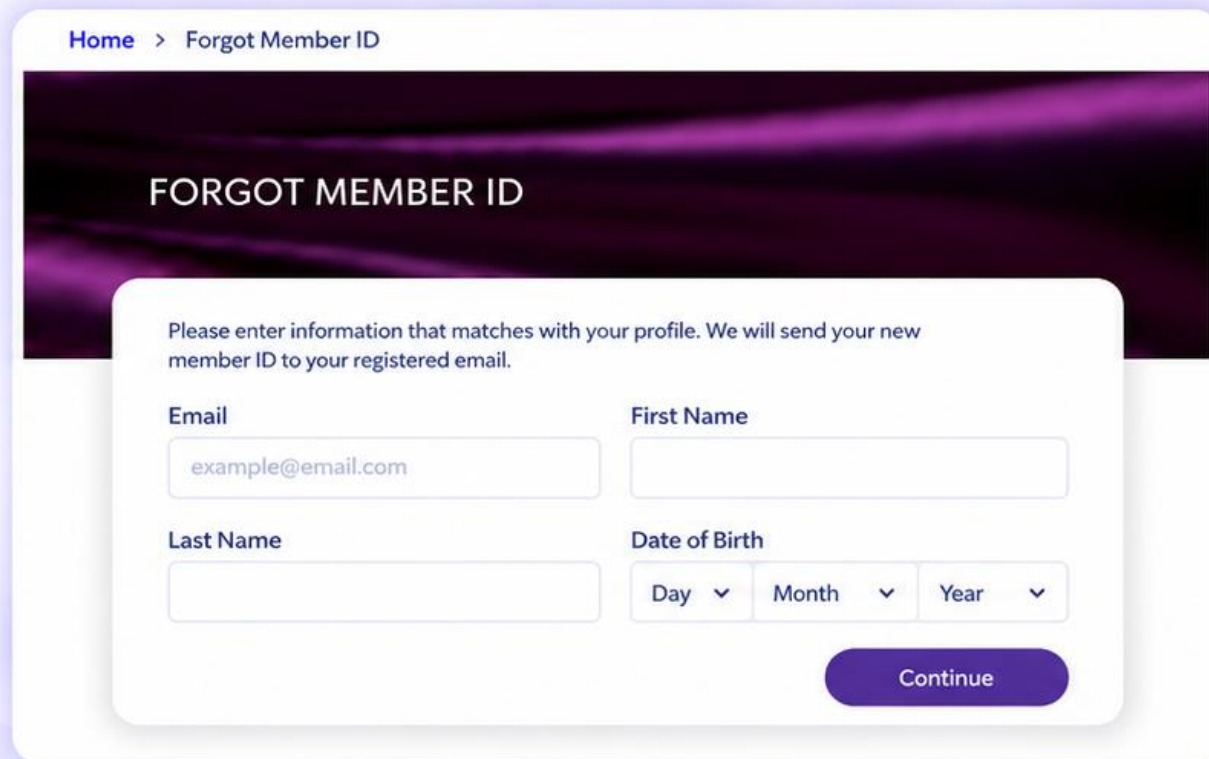
Password

[Reset Password](#) ☐ Remember me ⓘ

Your Royal Orchid Plus Member ID has been updated to a new 10-digit number format. To find your new ID, please use **Forgot Member ID**.

Sign In

Not a Royal Orchid Plus member? [Join Now](#)



Home > Forgot Member ID

FORGOT MEMBER ID

Please enter information that matches with your profile. We will send your new member ID to your registered email.

Email

First Name

Last Name

Date of Birth

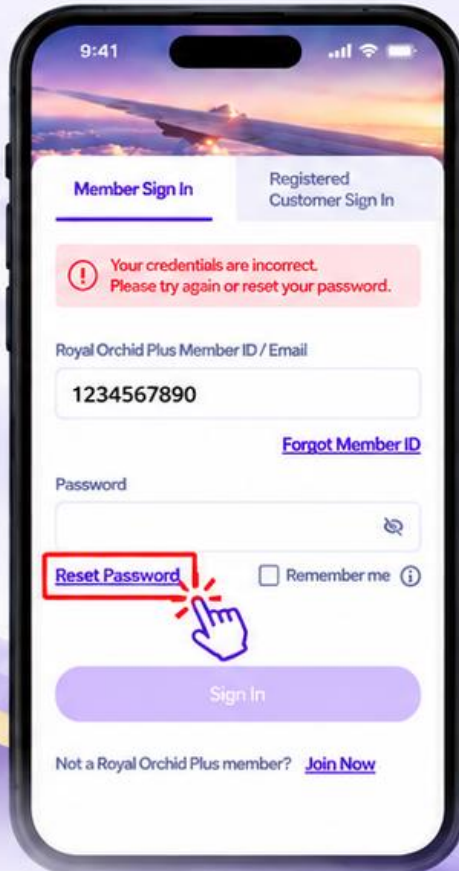
Day Month Year

Continue



After clicking 'Forgot Member ID', please enter the email address, first name, last name, and date of birth registered with your Royal Orchid Plus profile. **Your Member ID will be sent to the email address registered with Royal Orchid Plus.** If the information does not match, your Member ID cannot be retrieved. Please contact Royal Orchid Plus Member Service for further assistance.

Password



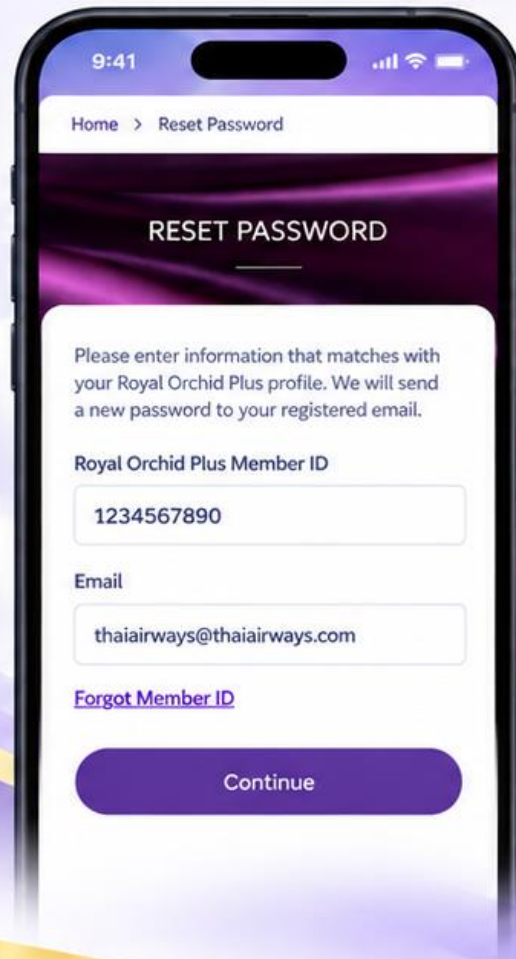
Once the new system goes live,
**all members will need to reset
their Royal Orchid Plus passwords.**



If you enter the password which does
not match with our current criteria,
you will be unable to log in.

Please click '**Reset Password**'.

Password



9:41

Home > Reset Password

RESET PASSWORD

Please enter information that matches with your Royal Orchid Plus profile. We will send a new password to your registered email.

Royal Orchid Plus Member ID

1234567890

Email

thaiairways@thaiairways.com

[Forgot Member ID](#)

Continue



To reset your password, please enter your 10-digit numeric member ID and the email address registered with your Royal Orchid Plus profile.



If you do not remember your email address or have not registered one with Royal Orchid Plus, you will not be able to reset your password.
Please contact Royal Orchid Plus member service for further assistance.



The **'Reset Password'** link will be sent to your email address registered with Royal Orchid Plus.

Password



9:41

Home > Reset Password

RESET PASSWORD

Please set your new password. Your password must contain:

- ✓ 8 to 15 characters
- ✓ At least one uppercase English letter
- ✓ At least one lowercase English letter
- ✓ At least one numeric digit
- ✓ At least one special character

New Password

Confirm New Password

Confirm



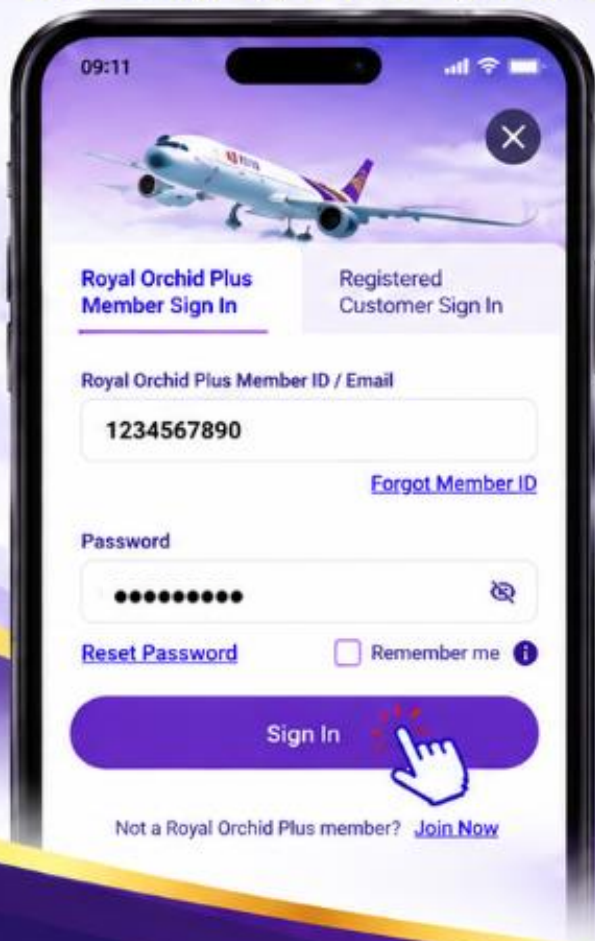
You can set up a new 8-15 character password which must meet the following requirements:

- ✓ At least one uppercase English letter
- ✓ At least one lowercase English letter
- ✓ At least one numeric digit
- ✓ At least one special character

Sign In

1

After you have obtained your 10-digit Member ID and reset your password, successfully, log in to the system as usual.



09:11

Royal Orchid Plus Member Sign In

Registered Customer Sign In

Royal Orchid Plus Member ID / Email

1234567890

[Forgot Member ID](#)

Password

Reset Password

☐ Remember me

Sign In

Not a Royal Orchid Plus member? [Join Now](#)

2

You will receive a 4-digit OTP code at your registered email address.

CHECK EMAIL FOR OTP CODE

We have sent a 4-digit OTP code to your registered email address **thai***@thaiairways.com**

Please submit the code within 04 : 57

Resend OTP Code in 57s

Ref: ROP-414263

Confirm

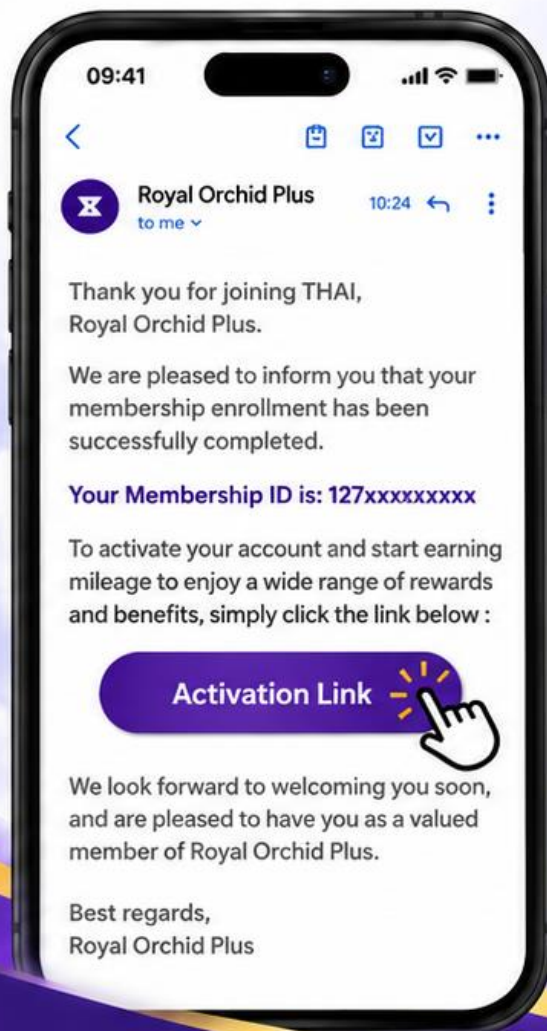


Note: After three incorrect password attempts, your account will be locked, and you will be directed to the self-unlock page. If you are unable to complete the self-unlock process, please contact Royal Orchid Plus member service.

FOR NEW MEMBERS



After completing your membership enrollment



1



ENROLL

Complete your Royal Orchid Plus membership enrollment.

2



CHECK YOUR EMAIL

You will receive a Verification Email from Royal Orchid Plus.

3



ACTIVATE YOUR ACCOUNT

Click the Activation Link in the email before logging in and earning miles.

!

DON'T FORGET!

Please verify your email to activate your membership account before logging in and earning miles.