

## Mobile Check-in

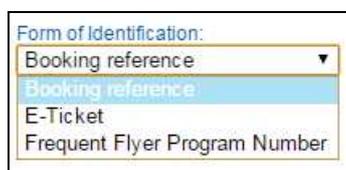
1. Access to [m.thaiairways.com](http://m.thaiairways.com) or Thai Mobile Application then selects Check-in.



## 2. Passenger Identification

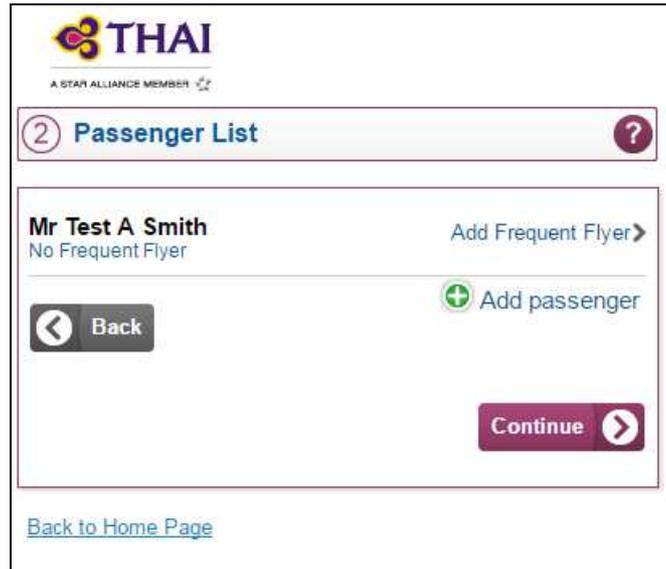
- Enter the last name accordant with your booking and electronic ticket, combined with confirmed Booking reference, Electronic Ticket Number or Frequent Flyer Program then clicks Continue.

The screenshot shows the Thai Airways mobile check-in form. At the top is the Thai Airways logo and "A STAR ALLIANCE MEMBER" text. Below this is a header "1 Start Check-in" with a question mark icon. The main content area is titled "Welcome to Mobile Check-in!". It contains three input fields: "Last Name:" with the value "SMITH", "Form of Identification:" with a dropdown menu showing "Booking reference", and "Identification Value:" with the value "YLPOUG". A "Continue" button with a right arrow is located at the bottom right of the form. A "Back to Home Page" link is at the bottom left.

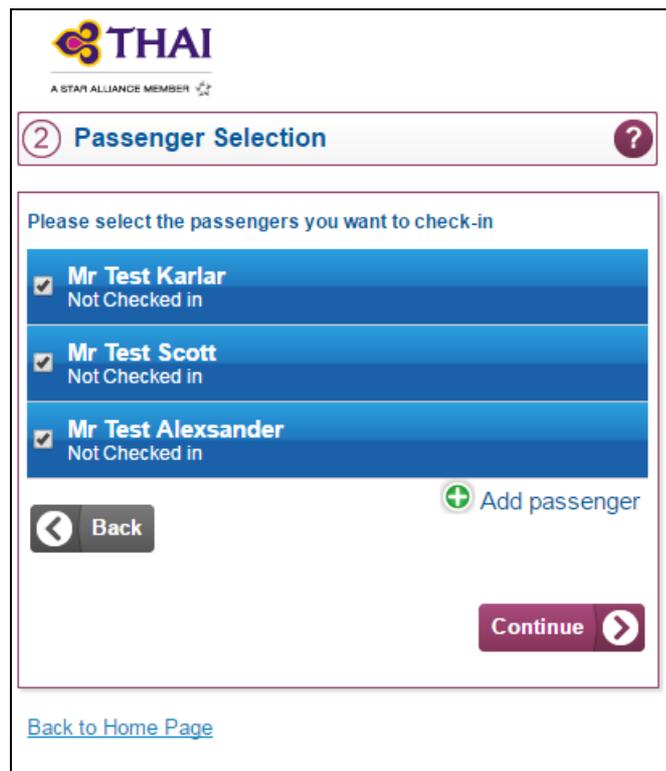


### 3. Passenger Displayed

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

THAI  
A STAR ALLIANCE MEMBER

2 Passenger List ?

Mr Test A Smith  
No Frequent Flyer

4.1 Add Frequent Flyer >

4.2 + Add passenger

< Back

Continue >

[Back to Home Page](#)

### 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.

THAI  
A STAR ALLIANCE MEMBER

2 Frequent Flyer ?

Please enter your frequent flyer details

Airline Name:  
Thai Airways ▼

Frequent Flyer Number:

< Back

Continue >

[Back to Home Page](#)

## 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.

**THAI**  
A STAR ALLIANCE MEMBER

2 Passenger Selection ?

Add a passenger you want to check-in

Name:

Form of Identification:  
Booking reference ▼

Identification Value:

Back

Add passenger

[Back to Home Page](#)

## 5. Dangerous Goods Regulation

To ensure passenger do not bring dangerous good items either load as check baggage or carry on baggage.



A STAR ALLIANCE MEMBER 

### ③ Dangerous goods

**These goods are considered dangerous and cannot be taken on board.**

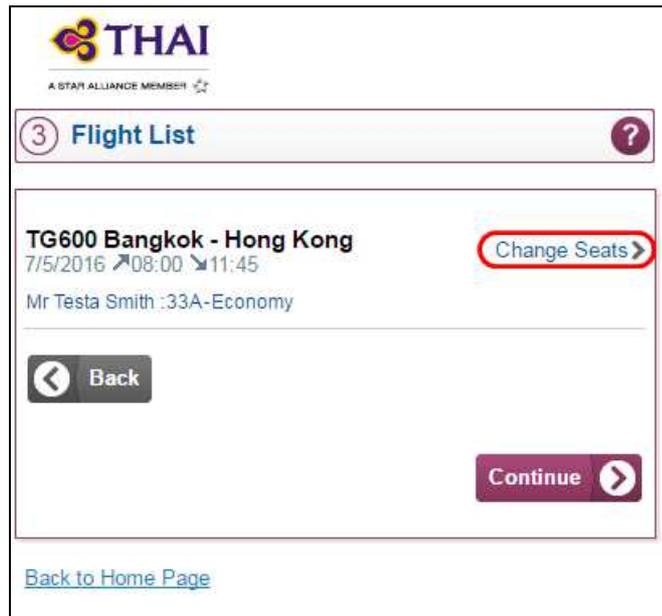


- Explosives
- Flammable Liquids
- Flammable Solids
- Flammable Gases
- Radioactive Medicines
- Poisons
- Corrosive Materials
- Oxidizers

**Continue** 

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## 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.

③ **Seatmap: TG600 BKK - HKG** ?

Select a passenger and the seat on the map:

Passenger: Mr Testa Smith 33A

Legend

- Your Seat
- Free
- Occupied
- Other Passenger
- Exit Row
- Wing

	A	B	C	D	E	F	G	H	J	K
31	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
32	Occupied	Occupied	Occupied	Free	Free	Free	Free	Free	Occupied	Occupied
33	<b>Your Seat</b>	Free	Free	Free	Free	Free	Free	Free	Occupied	Occupied
34	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
35	Free	Free	Free	Occupied	Free	Free	Free	Free	Free	Free
36	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
37	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
38	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
39	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
40	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
41	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
42	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
43	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
44	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
45	Free	Free	Free	Occupied	Free	Free	Occupied	Free	Free	Free
46	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
47	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
48	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
49	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
50	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
51	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
52	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
53	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
54	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
55	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
56	Free	Free	Free	Occupied	Free	Free	Occupied	Free	Free	Free
57	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
61	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
62	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
63	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
64	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
65	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
66	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
67	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
68	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
69	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
70	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
71	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free

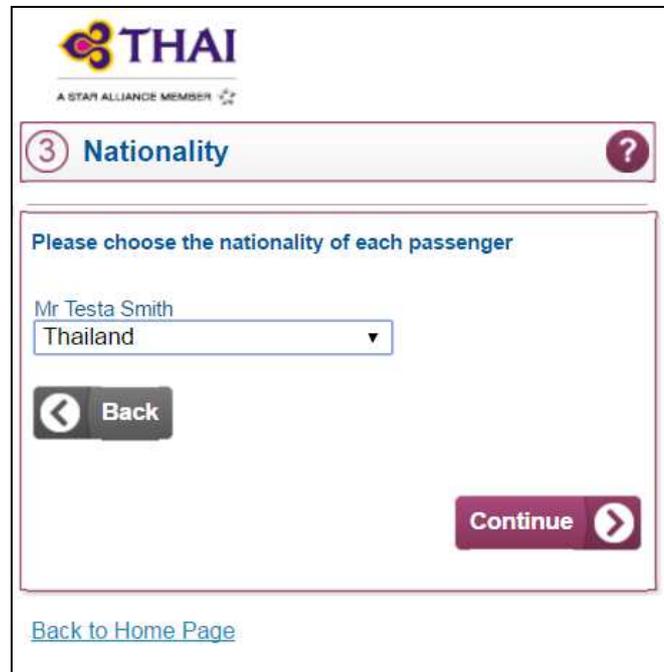
← Back

Continue →

[Back to Home Page](#)

## 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.



The screenshot displays the Thai mobile check-in app interface. At the top, the Thai logo is visible, along with the text "A STAR ALLIANCE MEMBER". Below this, a header bar contains a circled number "3" and the word "Nationality" in blue, with a question mark icon on the right. The main content area is titled "Please choose the nationality of each passenger". It shows a passenger name "Mr Testa Smith" and a dropdown menu currently set to "Thailand". There are two buttons: a grey "Back" button with a left arrow and a purple "Continue" button with a right arrow. At the bottom left, there is a blue link that says "Back to Home Page".



A STAR ALLIANCE MEMBER

3 Regulatory Info
?

**Information for Mr Testa Smith:**

**Passenger Details**

Nationality:

Gender:

Date of Birth:

Purpose of Visit:

**Document**

Type:

**Please make sure you enter your full name exactly as it appears on your document.**

Surname:

Given Names: (as appear on document)

Number:

Expiration Date:

Country of Issue:

← Back
 

 Continue →

[Back to Home Page](#)

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



The screenshot shows the Thai Airways mobile check-in interface. At the top is the Thai Airways logo with the text "THAI" and "A STAR ALLIANCE MEMBER". Below the logo is a header bar with a circled "4" and the text "Boarding Pass" and a question mark icon. A success message with a checkmark icon reads "Your personal data has been successfully inserted." Below this is a section titled "I want to collect my boarding pass by:" with three radio button options: "E-Mail", "At the Airport", and "Save to Phone". At the bottom of the form is a link that says "Back to Home Page".

#### 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.



A STAR ALLIANCE MEMBER

## 4 Boarding Pass ?

Your personal data has been successfully inserted.

I want to collect my boarding pass by:

**E-Mail**

**E-Mail Address for Mr Testa Smith**

**What document will you receive?**  
 TG600 BKK-HKG: Boarding Pass

**Continue** 

**At the Airport**

**Save to Phone**

[Back to Home Page](#)

## 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.



The screenshot shows the Thai Airways mobile interface for selecting a boarding pass collection method. At the top, the Thai Airways logo and "A STAR ALLIANCE MEMBER" are visible. Below is a header for "Boarding Pass" with a question mark icon. The main section is titled "I want to collect my boarding pass by:" and lists three options: "E-Mail", "At the Airport", and "Add to Passbook". The "Add to Passbook" option is highlighted with a red rectangular box. Below this option, there is a sub-section with the text "Click on the links below to add boarding passes to passbook." and a button labeled "Add to Passbook" with a Passbook icon. The passenger's name and flight information, "Mr Testa Smith from Bangkok (BKK)", are displayed. A "Continue" button with a right arrow is at the bottom right. A "Back to Home Page" link is at the bottom left.

### 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 phoneone by clicking Save to Phone.

The screenshot displays the Thai Airways mobile boarding pass interface. At the top, the Thai Airways logo and 'A STAR ALLIANCE MEMBER' are visible. Below this is a header for 'Boarding Pass' with a step indicator '4' and a help icon. A success message states 'Your personal data has been successfully inserted.' The main section is titled 'I want to collect my boarding pass by:' and lists three options: 'E-Mail', 'At the Airport', and 'Save to Phone'. The 'Save to Phone' option is highlighted with a red border and includes instructions: 'Click on the links below to save locally the boarding passes. You'll be able to retrieve them later from the check-in homepage. Then press continue to finalize the check-in.' Below the options, the passenger's name 'Mr Testa Smith' is displayed with a plus icon. A 'Continue' button with a right arrow is at the bottom right. A 'Back to Home Page' link is at the bottom left.

**THAI**  
A STAR ALLIANCE MEMBER

4 Boarding Pass ?

✓ Your personal data has been successfully inserted.

I want to collect my boarding pass by:

- E-Mail
- At the Airport
- Save to Phone**  
Click on the links below to save locally the boarding passes. You'll be able to retrieve them later from the check-in homepage. Then press continue to finalize the check-in.

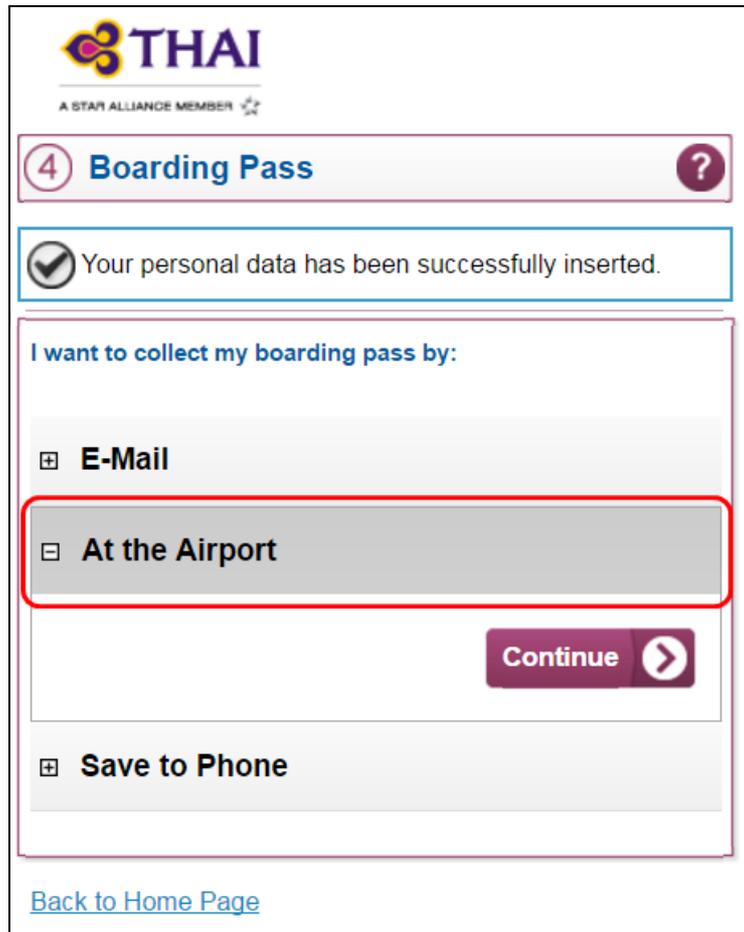
Mr Testa Smith +

Continue →

[Back to Home Page](#)

#### D. At the Airport

Passenger can also select to obtain the boarding pass at the respective check-in counter at the airport.



The screenshot displays the Thai Airways mobile application interface. At the top, the Thai Airways logo is visible, along with the text "A STAR ALLIANCE MEMBER". Below the logo, a header bar indicates the current step: "4 Boarding Pass". A confirmation message states, "Your personal data has been successfully inserted." The main section is titled "I want to collect my boarding pass by:" and offers three options: "E-Mail", "At the Airport", and "Save to Phone". The "At the Airport" option is selected and highlighted with a red rectangular border. A "Continue" button with a right-pointing arrow is positioned to the right of the options. At the bottom of the screen, there is a link labeled "Back to Home Page".

- 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.

**THAI**  
A STAR ALLIANCE MEMBER

⑤ **First flight information** ?

✔ Your Boarding Pass(es) have been successfully delivered

✔ **You are checked in!**

You will receive an email containing a link to your mobile boarding pass

ⓘ Airport authority requires that you present the mobile boarding pass you can collect from this page.

**Your first flight: TG600**  
 Departure Date: 7/5/2016  
 Departure Airport: **Bangkok Suvarnabhumi Intl**  
 Terminal: **To be advised**  
 Gate: **To be advised**  
 Boarding Time: **07:20**  
 Baggage Drop closing time: **07:00**  
 Seats: **33A**

[Click here to display your mobile boarding pass](#)

**Finish** ➔

[Back to Home Page](#)

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.

The screenshot shows the Thai Airways website interface for selecting a boarding pass collection method. At the top, the Thai Airways logo is displayed with the text "A STAR ALLIANCE MEMBER". Below the logo is a header "4 Boarding Pass" with a question mark icon. A warning message states: "Mobile boarding passes are not allowed on this journey." The main section is titled "I want to collect my boarding pass by:" and contains two radio button options. The "E-Mail" option is selected. Under "E-Mail", there is a text input field for the email address, with a placeholder "E-Mail Address for Mr Test A Smith" and an example "Eg: name@example.com". Below the input field, a message reads: "What document will you receive?" followed by "TG600 BKK-HKG: Travel Summary" and a warning icon, with the instruction "Pick up your Boarding Pass at the airport". A "Continue" button with a right-pointing arrow is located at the bottom right of the "E-Mail" section. The "At the Airport" option is visible below but is not selected. At the bottom of the page, there is a link "Back to Home Page".

### B. At the Airport

Passenger can also select to obtain the boarding pass at the airport after their travel documents have been verified.

This screenshot is identical to the one above, showing the Thai Airways boarding pass selection screen. The "E-Mail" option is selected, but the "At the Airport" option is now selected, as indicated by the checked radio button. The "Continue" button remains visible at the bottom right of the "At the Airport" section. The rest of the interface, including the warning message and the "Back to Home Page" link, is the same as in the previous screenshot.

## 8.2.2 Confirmation Document

		<b>Confirmation / This is not a boarding pass</b>	
		<b>ECONOMY</b>	
NAME OF PASSENGER / นามสกุล - ชื่อ <b>Smith / Testa Mr</b>		FLIGHT / เที่ยวบิน <b>TG800 / 07MAY</b>	
SEAT / ที่นั่ง <b>33A</b>	SEQUENCE NO. <b>1</b>		FROM / จาก <b>BANGKOK SUVARNABHUMI INTL</b>
			TO / ถึง <b>HONG KONG INTERNATIONAL /H</b>
ETKT217231239466801			
GATE CLOSURES 10 MINUTES BEFORE DEPARTURE / ประตูทางออกขึ้นเครื่องบิน 10 นาทีก่อนเวลาที่กำหนด		GATE / ประตู	BOARDING TIME / เวลาขึ้นเครื่อง <b>0720</b>

**Information before you fly**

- This confirmation document is valid for the specified flight, date, time and passenger's name only.
- THAI/THAI Smile reserve the right to refuse passenger(s) with improper travel documents.
- Reservations are subject to cancellation if you are not on board the aircraft at least 20 minutes prior to departure
- PLEASE CONTACT CHECK-IN COUNTER TO GET YOUR BOARDING PASS

**Arriving at the Airport**

Please report to THAI/THAI Smile Internet Check-in Counter at least 60 minutes prior to scheduled departure time for international flight or at least 45 minutes prior to scheduled departure time for domestic flight with the following items:

- Travel Documents e.g. Passport, ID card, Visa and health Certificates (if applicable).
- Credit/Debit card used to purchase the flights e-ticket (if applicable).
- Check-in baggage to drop off.

**Bangkok Suvarnabhumi Airport:**

International flight: Please contact Internet Check-in Counter to verify documents and drop off your check-in baggage.

Domestic flight: With check-in baggage, please contact Internet Check-in Counter to drop off. Without check-in baggage can proceed directly through Security checkpoint and to the gate.

**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

		<b>BOARDING PASS</b> ECONOMY	AIRLINE STAMP
	NAME OF PASSENGER / นามสกุล - ชื่อ <b>Smith / Testa Mr</b>	FLIGHT / เที่ยวบิน <b>TG600 / 07MAY</b>	
	SEAT / ที่นั่ง <b>33A</b> SEQUENCE NO. <b>1</b>	<b>Y</b>	FROM / จาก BANGKOK SUVARNABHUMI INTL TO / ถึง HONG KONG INTERNATIONAL /H
	ETKT217231239466801		GATE / BOARDING ประตู เวลาขึ้นเครื่อง <b>0720</b>
	GATE CLOSURES 10 MINUTES BEFORE DEPARTURE / ประตูทางออกขึ้นเครื่องบิน 10 นาทีก่อนเวลาที่กำหนด		
<b>Information before you fly</b>			
<ul style="list-style-type: none"><li>• This boarding pass is valid for the specified flight, date, time and passenger's name only.</li><li>• THAI/THAI Smile reserve the right to refuse passenger(s) with improper travel documents.</li><li>• Reservations are subject to cancellation if you are not on board the aircraft at least 20 minutes prior to departure</li></ul>			
<b>Arriving at the Airport</b>			
Please report to THAI/THAI Smile Internet Check-in Counter at least 60 minutes prior to scheduled departure time for international flight or at least 45 minutes prior to scheduled departure time for domestic flight with the following items:			
<ul style="list-style-type: none"><li>- Home Print Boarding Pass, in full A4 size at every checkpoint for security purpose.</li><li>- Travel Documents e.g. Passport, ID card, Visa and health Certificates (if applicable).</li><li>- Credit/Debit card used to purchase the flights e-ticket (if applicable).</li><li>- Check-in baggage to drop off.</li></ul>			
<b>Bangkok Suvarnabhumi Airport</b>			
International flight: Please contact Internet Check-in Counter to verify documents and drop off your check-in baggage.			
Domestic flight: With check-in baggage, please contact Internet Check-in Counter to drop off. Without check-in baggage can proceed directly through Security checkpoint and to the gate.			

- Mobile Boarding Pass



**THAI**  
A STAR ALLIANCE MEMBER

**Boarding Pass**



**Mr Smith Testa**  
TG600 , Bangkok (BKK) - Hong Kong (HKG)  
Departure 07/05/2016

From **Bangkok (BKK)**  
Bangkok Suvarnabhumi Intl  
Departure 08:00  
To **Hong Kong (HKG)**  
Terminal **Check monitors**  
Gate **Check monitors**  
Seq 001  
Seat **33A**  
Class **Economy**  
Booking Ref **YLJG37**  
Etk  
**217231239466801**  
Frequent Flyer **No Frequent Flyer**

**Thai Airways wishes you a nice flight!**  
**Important:**  
Please report at the boarding gate at the latest by **07:20**

If you have baggage to check-in, please first go to the Bag Drop desk at the airport.

[Click here to access Mobile Check-In](#)  
[Back to Home Page](#)

- Passbook Boarding Pass



**THAI** SEAT GATE  
33A

BANGKOK SUVARNABHU... HONG KONG INTERNATIO...  
BKK HONG KONG BKK HKG

FLIGHT	DATE	BOARDING	CLASS
TG600	07/05	07:20	Y

PASSENGER ROP  
Testa Smith

STAR ALLIANCE



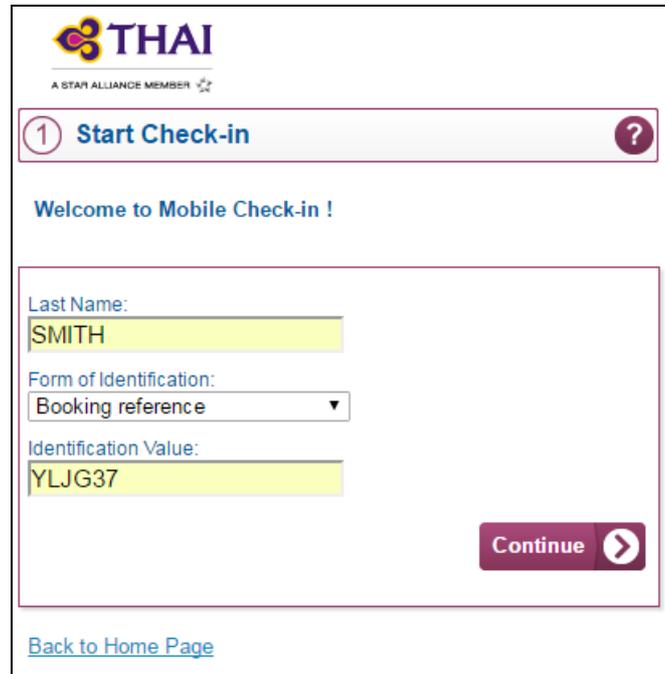
ETKT 217231239466801

## 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.

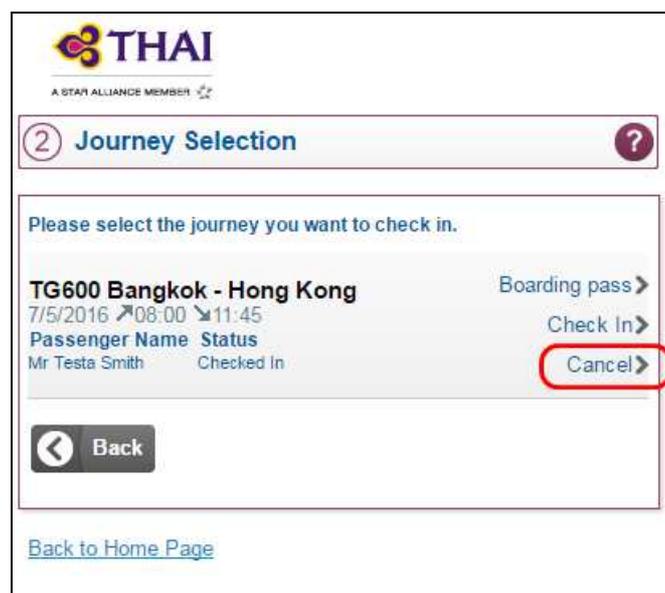
Example: To Cancel Check-in

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



The screenshot shows the 'Start Check-in' screen of the Thai mobile application. At the top, there is the Thai Airways logo and the text 'A STAR ALLIANCE MEMBER'. Below this is a header bar with a circled '1' and the text 'Start Check-in'. The main content area is titled 'Welcome to Mobile Check-in !'. It contains three input fields: 'Last Name:' with the value 'SMITH', 'Form of Identification:' with a dropdown menu set to 'Booking reference', and 'Identification Value:' with the value 'YLJG37'. A purple 'Continue' button with a right-pointing arrow is located at the bottom right of the form. At the bottom of the screen, there is a blue link that says 'Back to Home Page'.

10.2 Select Cancel Check-in.



The screenshot shows the 'Journey Selection' screen of the Thai mobile application. At the top, there is the Thai Airways logo and the text 'A STAR ALLIANCE MEMBER'. Below this is a header bar with a circled '2' and the text 'Journey Selection'. The main content area is titled 'Please select the journey you want to check in.' and lists a flight: 'TG600 Bangkok - Hong Kong'. The flight details include the date '7/5/2016', departure time '08:00', and arrival time '11:45'. Below the flight details, there is a table with two columns: 'Passenger Name' and 'Status'. The first row shows 'Mr Testa Smith' and 'Checked In'. To the right of the flight details, there are three buttons: 'Boarding pass >', 'Check In >', and 'Cancel >'. The 'Cancel >' button is highlighted with a red circle. At the bottom left of the screen, there is a grey 'Back' button with a left-pointing arrow. At the bottom of the screen, there is a blue link that says 'Back to Home Page'.

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

THAI  
A STAR ALLIANCE MEMBER

2 Cancel Check in ?

Please select the passengers you want to cancel check in:

Mr Testa Smith  
Checked In

Back

Continue

[Back to Home Page](#)

Check-in Cancelled

THAI  
A STAR ALLIANCE MEMBER

2 Check-in Cancelled ?

The customer has been correctly offloaded from the flight

Now that you have cancelled your check-in, you can do the following:

- Contact a travel agent to change your booking
- Use Thai Airways web site to change your booking
- Do the check-in again on your journey

Thanks for using Thai Airways Self Service Check-in.

Finish

[Back to Home Page](#)