

Velocity One-Time Passcode (OTP) Login

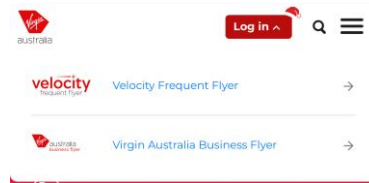
User Guide

You can log in to your Velocity Frequent Flyer account faster and more securely using a 6-digit **One-Time Password (OTP)** sent to your email or mobile on recognised devices or browsers - no membership number or password needed.

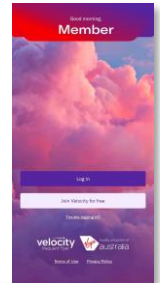
As part of this update, you'll be logged out of your Velocity account the next time you visit and asked to log in again using your membership number and password. Follow the steps below to set up the new login experience.

Access your account

On the Virgin Australia website or app, click **Log in** (top right) and select **Velocity Frequent Flyer** or **Virgin Australia Business Flyer** to sign in.



You can also sign in directly via the **Velocity Frequent Flyer** website or app.



First time log-in

New account or device / browser

a Log in using your Velocity member number and password.

b Choose a verification method - email or SMS.

c Enter the 6-digit OTP to complete verification.

After your first login, future logins on a recognised device or browser will use a 6-digit OTP sent to your chosen method. You can stay signed in for up to **180 days in the Velocity and Virgin Australia app** and **12 hours on the website**, with **OTP login available for up to 90 days after your last logout** before a Velocity number and password are required.

Returning Customer

Recognised device / browser

Once you select "Log in", we'll automatically send a 6-digit OTP to your chosen method (email or SMS).

Simply enter the code; no membership number or password required.

Select **'Log in another way'** to choose a different verification method (email or mobile), or select **'Use your password.'** Your login preference will be saved for next time.

Log in to a different account if you want to switch to another member's account on the same device (e.g., a family member):