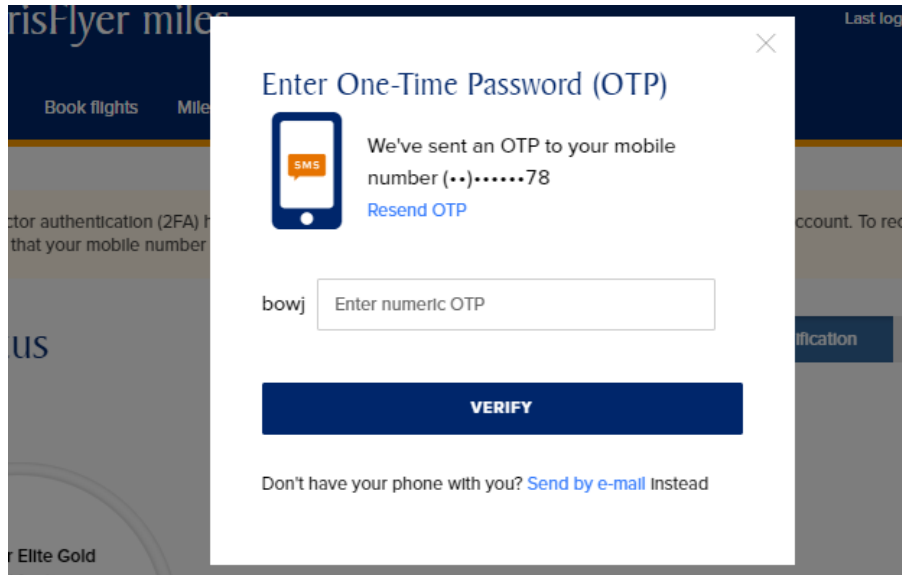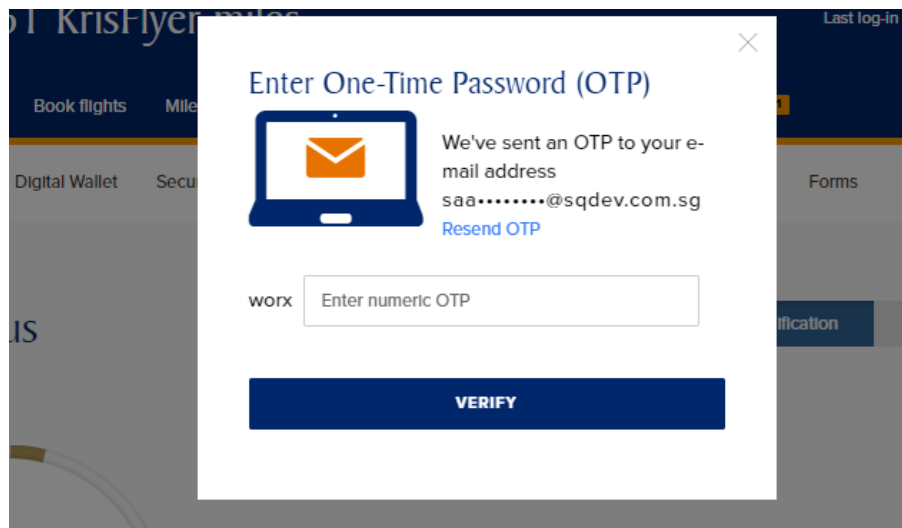**Entering your One Time Password (OTP)**

When 2FA is required, the below screen will appear. Please enter the **numeric** OTP sent to the mobile number registered with your KrisFlyer account



If you do not have a mobile number saved in your KrisFlyer profile, the OTP will be sent to your email address registered with your KrisFlyer account

If you did not receive the OTP within 2 minutes, select "Resend OTP"



In scenarios where you are unable to access your mobile phone, or if the number in your KrisFlyer profile is not updated, select "Send by e-mail" to receive the OTP via your email address.

Please ensure your mobile number is updated before logging out.