

- 1. Web Check-in Help : Tutorial**
- 2. Web Check-in Help : Frequently Asked Questions (FAQ)**

Web Check-in Help : Tutorial

Check-in from anywhere using Web Check-in between 48 hours to 90 minutes before the flight schedule departure time.

If you require further assistance, contact our Call Center at 1-300-88-3000 (within Malaysia) or +603-7843 3000 (outside Malaysia).

Announcement : For travel from Italy - Web Check-in is restricted for passengers below 18 years old as regulated by the authority

IMPORTANT NOTICE

Please arrive early at the check-in counter to ensure you have enough time for travel document verification and web check-in boarding pass endorsement, baggage check-in, security, immigration process and other airport formalities

Malaysia Airlines reserves the right to cancel your check-in if you have not endorsed your web check-in boarding pass in time, or if you fail to arrive at the departure gate in time, or if you do not have the valid travel documents.

* Please note that you will not be able to enter the departure area if your web check-in boarding pass is not endorsed

For passengers to international or regional destinations, please be present at MAS Check-in or Rework Counter NOT LATER than 60 minutes to departure for travel document verification, web check-in boarding pass endorsement and baggage check-in (if any)

Please present the web check-in boarding pass together with following documents for boarding acceptance at the departure gate :

- Travel within Malaysia - valid passport, MyKad, MyKid or Birth Certificate (for children below 12 years old).
- Travel to international or regional destinations - valid passport (minimum 6 months validity) and visa, if required.

See also : [Web Check-in Help - Frequently Asked Questions \(FAQ\)](#)

Please select an option to go to the next step

Identification Options	
Select	Options
<input checked="" type="radio"/>	E-Ticket Number
<input type="radio"/>	Passenger Name and Flight Details
<input type="radio"/>	Enrich Card Number

[Continue](#)

Identification Options

- Select an identification option to begin check-in
 - E-Ticket Number
 - * E-Ticket Number identification option is selected by default. You may select other identification option
 - Passenger Name & Flight Details
 - Enrich Card Number
 - * You need to provide your Enrich card number during booking to use this identification option
- Click [Continue](#) after selection

Identification Information	
E-Ticket Number	<input type="text" value="2329900265886"/>
Last Name / Surname	<input type="text" value="farizreza"/>
Flight Date	<input type="text" value="06-02-2009"/>
Flight Number	<input type="text" value="3479"/>
Origin	<input type="text" value="Limbang"/>

OR

Identification Information

- By selecting one of the identification option, an Identification Information page will be displayed.
- Depending on your selection, you may need to fill-in either one of the below forms
 - E-Ticket Identification Information
 - Passenger Name Record Identification Information
 - Enrich Card Identification Information
- All fields in the Identification Information page are compulsory to be filled-in
- Please refer to your E-Ticket when filling-in the required information

Please fill in the details below :

Identification Information	
Passenger Name Record (PNR)	JGBNL
First / Given Name	farizreza
Last Name / Surname	shahrezal
Flight Date	06-02-2009
Flight Number	3479
Origin	Limbang

All fields are compulsory

OR

Please fill in the details below :

Identification Information	
Enrich card number	MH130088300
Last Name / Surname	farizreza
Flight Date	06-02-2009
Flight Number	3479
Origin	Limbang

All fields are compulsory

Guidelines to Fill-in Fields on Identification Information Page

E-Ticket Number

2329900666666

E-Ticket Number

- Ensure all the details are correct before clicking [Continue](#)
- Error messages are displayed upon clicking [Continue](#) button if missing or incorrect information entered

- Fill-in your 13-digit E-Ticket number as stated on your E-Ticket

Passenger Name Record (PNR)

JVQM5

Passenger Name Record (PNR)

- Fill-in 5-alphanumeric character Passenger Name Record (PNR) as stated on your E-Ticket

Enrich card number

MH 123456789

Enrich Card Number

- Enter 9-digit Enrich card number as provided during booking and stated on your E-Ticket
 - MH is autopopulated by default
- * You will need to provide your Enrich number during booking to use this identification option

Last Name / Surname

Last Name / Surname

- Your last name or surname as stated on E-Ticket
- * Name field are non case-sensitive

Example :

NAME ON E-TICKET:

NAME : DARMAN/BIN DARWIS MR

↑ ↑ ↑
LAST NAME FIRST NAME TITLE

Last Name / Surname : darman

NAME ON E-TICKET:

First / Given Name : darwis

NAME ON E-TICKET:

NAME : CHOW/SIEW KAM MR

↑ ↑ ↑
LAST NAME FIRST NAME TITLE

First / Given Name : siew kam

NAME ON E-TICKET:

NAME : BANU MATHY/PERIASAMY MISS

↑ ↑ ↑
LAST NAME FIRST NAME TITLE

First / Given Name : periasamy

The screenshot shows a flight booking interface. On the left, there is a form with the following fields: "Identification Information" (a dark header), "E-Ticket Number", "Last Name / Surname", and "Flight Date". The "Flight Date" field contains the text "13-04-2009" and a small calendar icon. On the right, a calendar pop-up box is displayed for the month of April 2009. The calendar shows the days of the week (Sun to Sat) and the dates. The date "13" (Monday) is highlighted in blue, indicating it is the selected date. The text "Mon, Apr 13 (today)" is shown at the bottom of the calendar.

Flight Date

- By default, the current day's date is auto displayed
- Click on the calendar icon to view calendar pop-up box if your flight is on the next day
- On the calendar pop-up box, click on the date to select date of your flight as per stated on E-Ticket
- Click the "<" or ">" button to select month
- Click on the "<<" or ">>" button to select year

Flight Number

Flight Number

- Enter the flight number as stated on E-Ticket
- Airline code "MH" is optional

Go Bookmarks Popups oka

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ck-in

ntification 2. Select Passengers 3. Select Flights 4

ll in the details below :

Identification Information

E-Ticket Number
Last Name / Surname
Flight Date
Flight Number
Origin

Johor Bahru
Kaohsiung
Karachi
Kota Bahru
Kota Kinabalu
Kuala Lumpur
Kuala Terengganu
Kuantan
Kuching
Labuan
Lahad Datu
Langkawi
Limbang
London
Los Angeles
Male
Manila
Marudi
Medan
Melbourne
Miri
Mulu
Mumbai
Narita Tokyo
New York
Osaka
Penang
Perth
Phnom Penh
Phuket
Johor Bahru

Flight Origin

- Click on the arrow of the Origin drop-down box to view list of flight origin displayed in alphabetical order
- Select the place of your flight origin
- Enter first letter of the country as a shortcut to view origin starting with specific alphabet character

Example :

- Click on the arrow icon of the Origin drop-down box
 - Hit "K" button on your keyboard
 - Application will directly point to "Kaohsiung", which is the first country in the list starting with the letter "K"
- Web Check-in is available to all Malaysia Airlines passengers except for check-in from Brunei, Kunming, Los Angeles, Xiamen and the following sectors: Kuala Lumpur-Los Angeles, and Taipei-Los Angeles.

Select passenger(s) to check-in

Note: Un-selected passenger(s) will not be checked-in. Please refer Malaysia Airlines Call Center or check-in at the airport.

Select Passengers		
Select All <input type="checkbox"/>	<input checked="" type="checkbox"/> SHAHREZAL / MUZAFFARMR	
	<input type="checkbox"/> LINDA / YEOMDM	<input type="checkbox"/> SHAHREZALMISS
	<input type="checkbox"/> FARIZREZA / SHAHREZALMSTR	

Select Passengers

- All passenger names in the booking are displayed
 - * This page is skipped if you are travelling alone
- Infant name are displayed on the right column next to accompanying adult
- An infant must be selected with an adult to be eligible for check-in
- Passenger name in grey text color indicates they are already checked-in. Their name can be selected for re check-in and reprinting of boarding pass only
- Passenger name which are un-selectable will need to contact MAS Call Center for assistance or check-in at the airport
- Please select passenger name you wish to check-in and click [Continue](#)

Select flight(s) to check-in

Select Flights				
Date	From	To	Flights	Select Flights
Fri 06 Feb 09	20:00 Limbang	Miri	MH3479	<input type="checkbox"/>
Fri 06 Feb 09	Miri	Kuala Lumpur	MH2597	<input checked="" type="checkbox"/>
Sat 07 Feb 09	Kuala Lumpur	New York	MH90	<input checked="" type="checkbox"/>

Select Flight

- A list of flights as per your booking is displayed (including onward and return flights, if applicable)
 - * Onward and return flight segment can be checked-in as early as 48 hours from scheduled departure time
- Please note that you can check-in your first

flight segment as early as 48 hours before flight scheduled departure time and web check-in closes 90 minutes before flight scheduled departure time.

- First flight segment is always selected by default and can not be deselected
- Please select onward or return flight that you wish to check-in and click [Continue](#)

Nationality Collection

- If you are travelling to Malaysia Domestic destinations, ASEAN and certain International destinations, Web Check-in application will display a Nationality Collection page

Please select your country of nationality

Passengers			
Title	Last Name	First Name	Nationality
	FARIZREZA	SHAHREZALMSTR	Malaysia
	LINDA	YEOMDM	Select a Country
	JULIA (Infant)	SHAHREZALMISS	Select a Country

By checking this box, I certify that the information provided by me on this web application is correct to the best of my knowledge.

- All passenger(s) selected for check-in to the above mentioned destinations are required to fill-in their country of nationality
- Infant indicator will be displayed next to infant name
- Passengers who has already checked-in can not edit their country of nationality

* If you have already checked-in and your country of nationality has been entered incorrectly, kindly contact MAS Call Center or see a Check-in Agent at the airport for assistance

Booking - Internet Check-in - APIS - Update Nationality

Tools Help

Search Favorites

8282/cce-presentation-web-mh/selectFlightUpdate.do

Go Bookmarks Popups okay

Select a Country

- Afghanistan
- Albania
- Algeria
- American Samoa
- Andorra
- Angola
- Anguilla
- Antarctica
- Antigua and Barbuda
- Argentina
- Armenia
- Aruba
- Australia
- Austria
- Azerbaijan
- Bahrain
- Bangladesh
- Barbados
- Belarus
- Belgium
- Belize
- Benin
- Bermuda
- Bhutan
- Bolivia
- Bosnia and Herzegovina
- Botswana
- Bouvet Island
- Brazil

Select a Country

Select a Country

Passengers

Title	Last Name	First Name
	FARIZREZA	SHAHREZALMSTR
	LINDA	YEOMDM
	JULIA (Infant)	SHAHREZALMISS

- Click on the arrow of the Country of Nationality drop-down box to view list of country
 - Select your country of nationality
 - Enter first letter of the country as a shortcut to view country of nationality starting with specific alphabet character
- Example :

- Click on the arrow icon of the Country of Nationality drop-down box
- Hit "M" button on your keyboard
- Application will directly point to "Male", which is the first country in the list starting with the letter "M"
- If you are Malaysian, scroll down to select Malaysia

Please select your country of nationality

Passengers			
Title	Last Name	First Name	Nationality
	FARIZREZA	SHAHREZALMSTR	Malaysia
	LINDA	YEOMDM	China
	JULIA (Infant)	SHAHREZALMISS	Malaysia

By checking this box, I certify that the information provided by me on this web application is correct to the best of my knowledge.

- After filling-in all passenger's country of nationality, click on the Confirmation Information checkbox to certify information provided are correct
- Continue button will only be displayed when all passengers has updated their nationality and checkbox is selected
- Click [Continue](#) to proceed with check-in

OR

Advance Passenger Information System (APIS)

- If you are travelling to India, China, Korea, Japan, Sweden, United Kingdom, Australia, New Zealand, some Middle East destinations and other International destinations you are required to provide additional passport information through Advance Passenger Information System (APIS) page due to requirement of the country's local authority

* Non passport holdres need to check-in at the check-in counter

Please click passenger's name to provide passport details. Non passport holders need to check-in at the airport

Passengers					
Title	Last Name	First Name	Infant Name	Completed	
	FARIZREZA	SHAHREZALMSTR			
	LINDA	YEOMDM	SHAHREZALMISS		

APIS Summary

- APIS Summary page will display all passenger name which has been selected for check-in
- Click on each passenger name to view individual APIS form
- For passenger travelling with infant, infant name will be displayed under "Infant Name" column next to accompanying adult

Please provide following passport details

GREY / ELLIOTMR	
Passport	
First Name	SHAHREZAL
Last Name	FARIZREZA
Date of Birth	04-04-1904
Gender	<input type="radio"/> Female <input checked="" type="radio"/> Male
Nationality	Malaysia
Passport Number	26387242
Passport Country of Issue	Malaysia
Passport Expiry Date	31-12-2009

All fields are compulsory

By checking this box, I certify that the information provided by me on this web application is correct to the best of my knowledge.

APIS Form

- Fill in all the required information on APIS Form
 - * Special characters such as commas (,), slash (/), etc are not supported. Please replace special characters with space
- Please refer to the information on your passport when filling-in all the fields
- Passengers who had already checked-in can not edit their passport details
 - * If you have already checked-in and your passport details has been entered incorrectly, kindly contact MAS Call Center or see MAS Check-in Agent at the airport for assistance

- Click on the Confirmation Information checkbox to certify information provided are correct
- Click [Continue](#) to return to APIS Summary page and select next passenger for passport information updating
- Repeat the steps for all passengers

Please click passenger's name to provide passport details. Non passport holders need to check-in at the airport

Passengers				
Title	Last Name	First Name	Infant Name	Completed
	FARIZREZA	SHAHREZALMSTR		✓
	LINDA	YEOMDM	SHAHREZALMISS	✓

APIS Summary

- A tick mark will appear in APIS Summary page to indicate the passenger's passport information has been updated
- Continue button will only be displayed when all passengers have updated their APIS details
- Click [Continue](#) on APIS Summary page to proceed with check-in

You are checked-in. Please confirm your check-in details. You may change seat and add /update Enrich number if needed

Your Flights							
Date	From	To	Flights	Passenger Name	Status	Seat	Enrich Number
Fri 06 Feb 09	1655 Limbang	17:25 Mri	MH3479	Farizreza / Shahrezalmstr	Checked-in	30 Change	130088300 Edit
				Linda / Yeomdm (Traveling with infant)	Checked-in	30 Change	777777777
Fri 06 Feb 09	Mri	Kuala Lumpur	MH2597	Farizreza / Shahrezalmstr	Checked-in	17A Change	
				Linda / Yeomdm (Traveling with infant)	Checked-in	17B Change	
Sat 07 Feb 09	Kuala Lumpur	New York	MH90	Farizreza / Shahrezalmstr	Checked-in	11K Change	
				Linda / Yeomdm (Traveling with infant)	Checked-in	11H Change	

Confirmation Details

- Once in Confirmation Details page, you are checked-in and can not cancel the transaction
 - * If you wish to cancel check-in transaction, please approach MAS Check-in Agent at the airport
- Random seats are assigned if no seats reserved during booking
- To change seats, click on the [Change](#) link
 - * Passengers who have checked-in prior to the session will

not be able to make any seat changes

- To add or update Enrich number for mileage points, click on the [Edit](#) link
- Click [Continue](#) button to proceed

Please select passenger name followed by preferred seat

Passenger(s) who have checked-in prior to this session will not be able to make any seat changes

Farizreza / Shahrezolmstr 11K

Linda / Yeomdm
(Traveling with Infant) 11H

Available seat

Selected Seat

Occupied seat

Main Deck Upper Deck

	A	C		H	K	
6	6					
7	7					
8	8					
9	9					
10	10					
11	11					
12	12					

Move back



Seat Change

- Selected seat are highlighted in **red**
- Seats highlighted in **dark blue** are occupied and cannot be selected
- Seats highlighted in **light blue** are available and can be selected
- You may only view seatmap of your cabin class
- To view the top or back of your cabin class, click on the "Move Up" or "Move Back" button
- Passengers in a party will be seated closely (if no seats reserved during booking) depending on seats availability
- To change seat, click on passenger name followed by preferred seat.
- Once satisfied with the seat arrangement, click [Continue](#) to confirm seat changes and return to Confirmation Details page

* Seat change can only be made during first time check-in

and before boarding pass is printed

Please update your Enrich number

Your Information			
Name	Seat	Enrich Number	Select
Forizreza / Shahrezaimstr	2F	<input type="text" value="MH130088300"/>	<input checked="" type="checkbox"/>
Linda / Yeordin	3F	<input type="text" value="MH777777777"/>	<input checked="" type="checkbox"/>

Add / Update Enrich Frequent Flyer Card Number

- The Enrich card number field will be pre-populated if you have provided this information during booking
- If you wish to add or update Enrich card number, please click the [Edit](#) link on Confirmation Details page
- Airline code "MH" is pre-populated by default
- Enter 9-digit Enrich number in the provided field
- Tick the checkbox next to it to confirm update
- Click [Continue](#) button to proceed

* Web check-in only supports the updating of Enrich card number. Other partner airlines frequent flyer card number updating is not supported.

Security Requirements and Print Boarding Pass

- Ensure you read and comply to the Security Requirements before printing your boarding pass
- Click on the [Printer](#) icon to view your boarding pass in pdf format.
- You have the option to print the boarding pass directly or save for later printing
- If you have problem printing boarding pass at home, please approach MAS Rework or Check-in Counter at the airport to get your boarding pass



1. Ensure that your baggage is in your possession at all times.
2. You must be aware of the contents in your baggage.
3. You need to be aware that the above classified dangerous goods are not permitted in your baggage

By printing boarding pass, you are deemed to have agreed and complied with the above security requirements

* Your security is important to Malaysia Airlines. We appreciate your cooperation and assistance in complying with our security requirements

- Please read and be aware of the below important notice before you print your boarding pass :
 - General Conditions of Carriage of Malaysia Airlines for Passengers and Baggage
 - Baggage - Type of restricted liquids, aerosols and gels

Boarding Pass

- A4 Boarding Pass
 - Please read the important notice and information printed on the boarding pass before going to the airport

OR

- Check-in Confirmation Receipt
 - "Check-in Confirmation Receipt" is displayed if further verification needed at the airport
 - Approach MAS Rework or Check-in Counter to exchange the "Check-in Confirmation Receipt" with boarding pass

THIS IS YOUR BOARDING PASS



	Name FARIZREZA/SHAHREZALMSTR	Frequent Flyer Number MH 130088300	Security Number 7		
From LIMBANG	To MIRI	SSR FQTV CHD	Flight Number MH 3479	Date 06 FEB	Departure Time 16:55
Gate	Boarding Time 16:25	Class Y	PNR JGBNL	Seat 3F	E-Ticket Number 2329900265886C1

Please take this boarding pass to the airport for your flight.

	Checking in with baggage? Proceed to a MAS Check-in / dedicated Bag Drop Counter not later than 60 minutes to departure		Travelling with carry-on baggage only? • Domestic destination - Proceed to your departure gate • Regional and International destination - Proceed to a MAS Check-in / Rework Counter for travel documents verification	Carry-on baggage dimension Front view: 56cm, 34cm Side view: 33cm
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Additional Facilities for our Premier Class and Enrich Platinum/Gold/Silver passengers:

- Proceed to the Premier Class Counter to register your check-in baggage and collection of your Premier Lane card / Golden Lounge Invitation (where available)
- A second cabin bag (Exemption Tag required)

SECURITY REQUIREMENTS

1. Ensure that your baggage is in your possession at all times
2. You must be aware of the contents in your baggage
3. You need to be aware that the classified dangerous goods are not permitted in your baggage

You are deemed to have agreed and complied with the our security requirements

IMPORTANT NOTICE

1. Boarding gate closes 10 minutes before departure time
2. Ensure that you have all the valid travel documents with you
3. For travel within Malaysia, ensure that you bring along your valid Passport or Malaysia MyKad or birth certificate
4. Baggage allowance entitlement is as per stated in your E-Ticket
5. Health & Safety Regulation stipulates that the weight of each check-in baggage should not exceed 32 kg.
6. Acceptance of this boarding pass is subject to the Airport Authority ruling
7. For operational, safety or security reasons, we may change your seat even after you have boarded the aircraft

Stamp Here

Regional and International destination only

THANK YOU FOR FLYING WITH MALAYSIA AIRLINES

BELOW IS THE ONLINE COPY



	Name FARIZREZA/SHAHREZALMSTR	Frequent Flyer Number MH 130088300	Security Number 7		
From LIMBANG	To MIRI	SSR FQTV CHD	Flight Number MH 3479	Date 06 FEB	Departure Time 20:00
Gate	Boarding Time 16:25	Class Y	PNR JGBNLD	Seat 3F	E-Ticket Number 2329900265886C1

- TRAVEL WITHIN MALAYSIA
 - Malaysia Domestic travellers without check-in baggage may proceed straight to boarding gate.
 - If you have baggage to check-in, please approach MAS Bag Drop or dedicated Check-in Counter NOT LATER than 60 minutes to flight scheduled departure time
- TRAVEL TO REGIONAL AND INTERNATIONAL
 - Regional and International travellers with or without check-in baggage, please approach MAS Rework or dedicated Check-in Counter NOT LATER than 60 minutes to flight scheduled departure time for travel document verification, web check-in boarding pass endorsement and baggage check-in (if any)

IMPORTANT NOTICE

Please arrive early at the check-in counter to ensure you have enough time for travel document verification and web check-in boarding pass endorsement, baggage check-in, security, immigration process and other airport formalities

Malaysia Airlines reserves the right to cancel your check-in if you have not endorsed your web check-in boarding pass in time, or if you fail to arrive at



Your check-in has been successful.

However boarding pass(es) have not been issued because you (or a passenger travelling with you) requires assistance. Please present this to our Check-in / Rework Counter at the airport for issuance of boarding pass(es).

Your Flights					
Flights Out:	From	To	Flights	Passenger Name	Seat
Sat 7 Feb	08:15 Kuala Lumpur	New York	MH090	FARIZREZA/SHAHREZALMSTR	11K

THIS IS NOT A BOARDING PASS



Checking in with baggage?

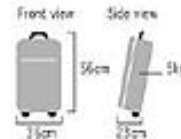
Proceed to a MAS Check-in / dedicated Bag Drop Counter not later than 60 minutes to departure



Travelling with carry-on baggage only?

Proceed to a MAS Check-in / Rework Counter not later than 60 minutes to departure

Carry-on baggage dimension



Additional Facilities for our Premier Class and Enrich Platinum/Gold/Silver passengers:

- Proceed to the Premier Class Counter to register your check-in baggage and collection of your Premier Lane card / Golden Lounge Invitation (where available)
- A second cabin bag (Exemption Tag required)

SECURITY REQUIREMENTS

1. Ensure that your baggage is in your possession at all times
2. You must be aware of the contents in your baggage
3. You need to be aware that the classified dangerous goods are not permitted in your baggage

You are deemed to have agreed and complied with the our security requirements

IMPORTANT NOTICE

1. Boarding gate closes 10 minutes before departure time
2. Ensure that you have all the valid travel documents with you
3. For travel within Malaysia, ensure that you bring along your valid Passport or Malaysia MyKad or birth certificate
4. Baggage allowance entitlement is as per stated in your E-Ticket
5. Health & Safety Regulation stipulates that the weight of each check-in baggage should not exceed 32 kg.
6. Acceptance of this boarding pass is subject to the Airport Authority ruling
7. For operational, safety or security reasons, we may change your seat even after you have boarded the aircraft

THANK YOU FOR FLYING WITH MALAYSIA AIRLINES

the departure gate in time, or if you do not have the valid travel documents.

* Please note that you will not be able to enter the departure area if your web check-in boarding pass is not endorsed

• GENERAL INFORMATION

- Please check the flight monitor at the airport, as gate assignments may change
- For Domestic flights, boarding gate opens 60 minutes to flight departure time
- For International flights, boarding gate opens 90 minutes to flight departure time

Web Check-in Help : Frequently Asked Questions (FAQ)

Check-in from anywhere using Web Check-in between 48 hours and 90 minutes before the flight schedule departure time.

If you require further assistance, contact our Call Center at 1-300-88-3000 (within Malaysia) or +603-7843 3000 (outside Malaysia).

IMPORTANT NOTICE

Please arrive early at the check-in counter to ensure you have enough time for travel document verification and web check-in boarding pass endorsement, baggage check-in, security, immigration process and other airport formalities

Malaysia Airlines reserves the right to cancel your check-in if you have not endorsed your web check-in boarding pass in time, or if you fail to arrive at the departure gate in time, or if you do not have the valid travel documents.

*** Please note that you will not be able to enter the departure area if your web check-in boarding pass is not endorsed**

For passengers to international or regional destinations, please be present at MAS Check-in or Rework Counter NOT LATER than 60 minutes to departure for travel document verification, web check-in boarding pass endorsement and baggage check-in (if any)

Please present the web check-in boarding pass together with following documents for boarding acceptance at the departure gate :

- Travel within Malaysia - **valid passport, MyKad, MyKid or Birth Certificate (for children below 12 years old).**
- Travel to international or regional destinations - **valid passport (minimum 6 months validity) and visa, if required.**

See also : [Web Check-in Help - Tutorial](#)

General Information

1. Who can use Web Check-in?
2. What do I need to check-in online?
3. What to do before I check-in?
4. When can I use Web Check-in?
5. What is an E-Ticket number?
6. What is a Passenger Name Record (PNR)?
7. What is APIS?
8. Can groups use Web Check-in?
9. Can I use Web Check-in if I need special assistance (EG Unaccompanied minor, wheelchair, etc)
10. Can I use Web Check-in if I am travelling with infant?
11. Why do I need to update passport information on the APIS (Advanced Passenger Information System) page?

Web Check-in Troubleshoot

- Identification
 12. How do I enter my name on Identification Information page?
 13. Can I use other airlines frequent flyer number for check-in identification?
 14. Why my flight origin is not displayed in the origin drop-down list?
- Select Passengers
 15. Why can't I select certain name(s) in Select Passengers page to check-in?
 16. I am booked in a party. How do I know who have checked-in?
 17. Why does some names in Select Passengers page are light colored?
 18. I do not know the other passenger names displayed in the Select Passengers page. What do I do?
- Select Flights
 19. Why can't I select the flight I want to check-in?
 20. If I have onward or return flight segment, can I check-in for all the segments?
- APIS
 21. I've completed filling-in all the required APIS details. What next?

- Confirmation Details

22. Why does the departure and arrival time for my second flight segment does not appear on the Confirmation Details page?
23. Can I change my seat assignment?
24. Why is the "Change" link on Confirmation Details page disabled?
25. Why can't I change my seat?
26. Can I add or edit my Enrich card number for mileage points?
27. Can I add or edit other airlines frequent flyer number for mileage points?

- Print Boarding Pass

28. How do I print my boarding pass?
29. Can I save my A4 boarding pass?
30. Can I reprint my boarding pass?
31. What should I do if my boarding pass does not print correctly?
32. What should I do if I receive "This is not a boarding pass" slip?
33. Why does the boarding gate number is not printed on my A4 boarding pass?

- Others

34. Can I cancel my check-in transaction?
35. What should I do if I am unable to complete the web check-in transaction?
36. Error Messages

After Check-in

37. What should I do after I check-in?
38. What happens if I miss my flight after I check-in?
39. What should I do if I want to cancel my flight after I had successfully checked-in?
40. Can I check-in my bags if I use Web Check-in?
41. What should I do if I lose my boarding pass?
42. Do I need to go to check-in counter if I receive a boarding pass using Web Check-in?
43. When should I be at the airport?
44. When can I enter the boarding gate?
45. What is needed during boarding?

1. Who can use Web Check-in?

Passengers holding E-Ticket with a confirmed booking. Available for party of up to 9 passengers (excluding infant count). Passenger who requires special assistance, please check-in at the airport

Announcement : **For travel from Italy - Web Check-in is restricted for passengers below 18 years old as regulated by the authority**

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2. What do I need to check-in online?

All you need is an Internet-ready computer and a printer. You will also need Adobe Reader installed to open or view your boarding pass, which is in PDF format.

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3. What to do before I check-in?

- **Please have your E-Ticket information available before using the web check-in**
- **For regional and international travel, please have your passport information ready.**

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4. When can I use Web Check-in?

You can check-in using the web 24 hours from flight schedule departure time and it closes 90 minutes before the flight schedule departure time.

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5. What is an E-Ticket number?

It is a 13 digit numeric number usually stated on your E-Ticket.

Example E-TICKET NUMBER: 2322402345167

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6. What is a Passenger Name Record (PNR)?

It is a 6 alphanumeric character given during booking and also printed on your E-Ticket. It is also referred to as Booking Reference, Reloc MH, etc.

Example **BOOKING REFERENCE:** REJA44

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7. What is Advance Passenger Information System (APIS)?

The Advance Passenger Information System (APIS) is a system to enhance border security by providing pre-arrival and departure manifest data on all passengers.

If you are travelling to India, China, Korea, Japan, Sweden, United Kingdom, Australia, New Zealand, USA, some Middle East destinations and other International destinations you are required to provide additional passport information through Advance Passenger Information System (APIS) page due to requirement of the country's local authority

*** Non passport holdres need to check-in at the check-in counter**

For travel to Malaysia Domestic destinations, ASEAN and certain International destinations, you will only be prompted to provide your country of nationality through the Nationality Collection page

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8. Can groups use Web Check-in?

Only a party of 9 passengers and below (excluding infant count) in a single booking. Group of 10 or more passengers will need to check-in at the airport.

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9. Can I use Web Check-in if I need special assistance (E.G. Unaccompanied minor, wheelchair, etc)

Passengers who requires special assistance will need to check-in at the airport.

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10. Can I use Web Check-in if I am travelling with infant?

Yes, with the condition that one adult passenger per infant check-in

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11. Why do I need to update passport information on the APIS (Advanced Passenger Information System) page?

Passengers travelling to India, China, Korea, Japan, Sweden, United Kingdom, Australia, New Zealand, USA, some Middle East detinations and other International destinations are required to update their passport information as it is a requirement to enter the country.

The arrival destination Authority mandates that the information in the APIS must be the same as it is printed on your passport.

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12. How do I enter my name in Identification Information page?

Please ensure that you enter your name as it is printed on your E-Ticket.

* Name field are non case-sensitive

Example :

NAME : DARMAN/BIN DARWIS MR

↑ ↑ ↑
LAST NAME FIRST NAME TITLE

Last Name / Surname : darman

First / Given Name : bin darwis

NAME : CHOW/SIEW KAM MR

↑ ↑ ↑
LAST NAME FIRST NAME TITLE

Last Name / Surname : chow

First / Given Name : siew kam

NAME : BANU MATHY/PERIASAMY MISS

↑
LAST NAME

↑
FIRST NAME

↑
TITLE

Last Name / Surname : banu mathy

First / Given Name : periasamy

If application returns error, try inserting the opposite

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13. Can I use other airlines frequent flyer number as an option for check-in identification?

No. Web check-in only supports Enrich frequent flyer number for check-in identification.

*** You will need to provide your Enrich number during booking to use this identification option**

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14. Why my flight origin is not displayed in the origin drop-down list?

As this is being written, Web Check-in is available to all Malaysia Airlines passengers except for flights from Brunei, Kunming, Los Angeles, Xiamen and the following sectors: Kuala Lumpur-Los Angeles, and Taipei-Los Angeles.

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15. Why can't I select certain name(s) in Select Passengers page to check-in?

This might be because web check-in application unable to retrieve your E-Ticket number. Please contact our Call Center for assistance or check-in at the airport

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16. I am booked in a party. How do I know who have checked-in?

In Select Passengers page, name of passengers who have checked-in are light (grey) colored while name of those who have not checked-in is dark (black) colored

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17. Why does some names in Select Passengers page are light (grey) colored?

Passengers with light (grey) coloured text means that they have checked-in.

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18. I do not know the other passenger names displayed in the Select Passengers page. What do I do?

Select only the passengers you want to check-in

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19. Why can't I select the flight I want to check-in?

First flight segment is always selected by default and can not be de-selected. Flight segments must be selected consecutively. If you are travelling to 3 segments, you must select the second segment to travel on the third segment.

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20. If I have onward or return flight segment, can I check-in for all the segments?

Yes, onward and return flight segment can be checked-in as early as 48 hours from scheduled departure time. However this is subject to the flight being open for check-in. An error message will be prompted if the flight is outside check-in time window.

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21. I've completed filling-in all the required APIS details. What next?

After complete filling-in the APIS information for all passengers you selected for check-in, press the continue button in APIS Summary page to continue your check-in. (Please see Tutorial page for more information on APIS)

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22. Why does the departure and arrival time for my second flight segment does not appear on the Confirmation Details page?

This is because the information is not yet available on the system. However, it should be displayed on your boarding pass

23. Can I change my seat assignment?

Yes. You may view seatmap and change your seat assignment by clicking the "Change" link on Confirmation Details page. You may only change seats during first time check-in.

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24. Why is the "Change" link on Confirmation Details page disabled ?

This may be because you are checking-in for the second time using the web. You may only change seats during first time check-in.

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25. Why can't I change my seat?

This may be because you are checking-in for the second time using the web or your selected seat was taken consequent to pressing the Continue button.

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26. Can I add or edit my Enrich card number for mileage points?

Yes. This can be done by clicking the "Edit" link on the Confirmation Details page

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27. Can I add or edit other airlines frequent flyer number for mileage points?

No. Web check-in only supports the updating of Enrich frequent flyer number. Please report to a Rework/ Web Check-in Counter at the airport if you wish to update other airlines frequent flyer number

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28. How do I print my boarding pass?

Upon clicking the "Click here to print your boarding pass(es)" button on Print Boarding Pass page, a pdf format of A4 boarding pass will be opened. Click on the printer icon on Adobe Acrobat Reader to print your boarding pass(es)

29. Can I save my A4 boarding pass?

Yes. This function is available on Adobe Acrobat Reader.

30. Can I reprint my boarding pass?

Yes. Either through printing saved copy of the PDF or by rechecking-in again. However, if you choose to check-in again, you are not allowed to make any seat changes or update your APIS Details.

31. What should I do if my boarding pass does not print correctly?

You need to check-in again to re-print your boarding pass or check-in at the airport

32. What should I do if I receive "This is not a boarding pass" check-in confirmation receipt?

You will need to take the receipt to Rework / Web Check-in counter at the airport NOT LATER than 60 minutes to flight scheduled departure time to exchange "This is not a boarding pass" check-in confirmation receipt with a boarding pass

33. Why does the boarding gate number is not printed on my A4 boarding pass?

Boarding gate number will be assigned near to schedule departure time. Please refer to our Check-in Agent or airport displayer at the airport for the gate number

34. Can I cancel my check-in?

Check-in can be cancelled before you reach the Confirmation Details page. Once on Confirmation Details page, even if you close the browser, you are already considered as checked-in status. You will need to be at the airport if you wish to cancel your check-in

35. What should I do if I am unable to complete the Web Check-in transaction?

You can either check-in again using the web check-in later or contact Call Center for assistance or check-in at the airport

36. Error Messages

a. E-Ticket Number is either missing or invalid

Ensure you enter the correct 13 digit E-Ticket number

b. Flight Date is either missing or invalid

Ensure you choose the correct flight date from the pop-up calendar

c. Passenger Name Record (PNR) is either missing or invalid

Ensure you enter the correct 5 alphanumeric character PNR number

Example JYU76

d. Flight Number is either missing or invalid

Ensure you enter the correct flight number as printed on your E-Ticket

Example MH001

e. Last Name/ Surname is either missing or invalid

Ensure you enter your last name / surname as it is printed on your e-Ticket. Last Name/

Surname is not case sensitive

Please refer here for more information

f. First / Given name is either missing or invalid

Ensure you enter your first / given name as it is written on your e-Ticket. First/ Given Name is not case sensitive

Please refer here for more information

g. Origin is either missing or invalid

Ensure you select an origin from the dropdown list

h. Departure date is either missing or invalid

Ensure you select your flight departure date and that the departure date selected is valid

i. E-Ticket Number can not be less than 13 characters

Ensure you entered 13 digit e-Ticket number

Example 232XXXXXXXXXX

j. Passenger Name Record (PNR) is either missing or invalid

Ensure that you enter a 5 alphanumeric character as your PNR

Example JK456

k. Enrich card number can not be less than 11 characters

Enter the 9 digit Enrich number after MH

Example MH123456789

l. Enrich card number can not be greater than null characters

Enter the 9 digit Enrich number after MH

Example MH123456789

m. Your session has expired or timed out

Your check-in session has timeout as you've left the page idle for 5 minutes. You can either check-in again, contact MAS Call Center or check-in at the airport

n. This application is currently unavailable

Your check-in session has timeout as you've left the page idle for 5 minutes. You can either check-in again, contact MAS Call Center or check-in at the airport

o. We are unable to process your check-in request at this time. Try again later or contact Malaysia Airlines Call Center or check-in at the airport. [ER100]

Web check-in unable to process your check-in transaction. Please contact our MAS Call Center or check-in at the airport.

p. You must select at least one passenger to check-in

Ensure that in Select Passengers page, you select at least one passenger to check-in

q. Change seat failed

The seat you selected is taken consequent to pressing the Continue button. Please select a different seat to continue.

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37. What should I do after I check-in?

You will need to print your A4 boarding pass and are required to read the information stated on it.

- Bring along your printed boarding pass to the airport.**
- For passengers with check-in baggage, please be present at the MAS Check-in or Bag Drop Counter NOT LATER than 60 minutes to departure.**
- For passengers to international or regional destinations with or without check-in baggage, please be present at the MAS Check-in or Rework Counter NOT LATER than 60 minutes to departure for travel documents verification and web check-in boarding pass endorsement. You are advised to arrive early at the check-in counter to ensure you have enough time for travel document verification and web check-in boarding pass endorsement, baggage check-in, security, immigration process and other airport formalities**
Malaysia Airlines reserves the right to cancel your check-in if you have not endorsed your

web check-in boarding pass in time, or if you fail to arrive at the departure gate in time, or if you do not have the valid travel documents.

- **For travel within Malaysia, please bring along your valid passport, MyKad, MyKid or Birth Certificate (for children below 12 years old).**
- **For travel to international or regional destinations, please bring along your valid passport (minimum 6 months validity) and visa, if required.**

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38. What happens if I miss my flight after I check-in?

The record will show that you have fail to board. You will need to make a new booking (with a new E-Ticket Number) for the next available flight and a fee may be imposed subject to the ticket conditions

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39. What should I do if I want to cancel my check-in?

If you wish to cancel check-in transaction, please approach MAS Check-in Agent at the airport

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40. Can I check my bags if I use Web Check-in?

Yes, you will need to check-in your bag at the airport by reporting at our Bag Drop / Web Check-in counter. Please present your A4 boarding pass to our Check-in Agent for your baggage to be accepted.

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41. What should I do if I lose my boarding pass?

You can check-in again with web check-in to reprint your boarding pass or request a reissuance of your boarding pass at the Rework / Web Check-in counter

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42. Do I need to go to check-in counter if I receive a boarding pass using Web Check-in?

**No , if you are travelling to Domestic destinations in Malaysia without check-in baggage.
Yes, if you are travelling to Domestic destinations in Malaysia with check-in baggage.
Yes , if you are travelling to Regional & International destinations with or without check-in baggage as MAS Check-in Agent need to validate your travel documents and endorse your boarding pass**

*** Please note that you will not be able to enter the departure area if your web check-in boarding pass is not endorsed**

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43. When should I be at the airport?

TRAVEL WITHIN MALAYSIA

- **Malaysia Domestic travellers without check-in baggage may proceed straight to boarding gate.**
- **If you have baggage to check-in, please approach MAS Bag Drop or dedicated Check-in Counter NOT LATER than 60 minutes to flight scheduled departure time**

TRAVEL TO REGIONAL AND INTERNATIONAL

- **Regional and International travellers with or without check-in baggage, please approach MAS Rework or dedicated Check-in Counter NOT LATER than 60 minutes to flight scheduled departure time for travel document verification, web check-in boarding pass endorsement and baggage check-in (if any)**

You are encouraged to arrive early at the check-in counter to ensure you have enough time for travel document verification and web check-in boarding pass endorsement, baggage check-in, security, immigration process and other airport formalities

Malaysia Airlines reserves the right to cancel your check-in if you have not endorsed your web check-in boarding pass in time, or if you fail to arrive at the departure gate in time, or if you do not have the valid travel documents.

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44. When can I enter the boarding gate?

**For Domestic flights, boarding gate opens 60 minutes to flight departure time
For International flights, boarding gate opens 90 minutes to flight departure time**

Boarding gate will close 10 minutes before flight departure time. You will be denied boarding if you arrive late at the gate

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45. What is needed during boarding?

Please present the web check-in boarding pass together with following documents for boarding acceptance at the departure gate :

- **Travel within Malaysia - valid passport, MyKad, MyKid or Birth Certificate (for children below 12 years old).**
- **Travel to international or regional destinations - valid passport (minimum 6 months validity) and visa, if required.**

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