Mastercard® Airport Experiences provided by LoungeKey™

Web & App

Oct 2017

MCAE Website & App

- Website type: Standard Website for ALL Issuers

- Website: https://airport.mastercard.com/

- iOS app:
  - https://itunes.apple.com/app/mastercard-airport-experiences/id1218321651

- Android app:
  - https://play.google.com/store/apps/details?id=com.loungekey.mastercard.android

- Points to note
  - The screenshots of the website and mobile app are in English.
  - The screenshots of the app are from iOS. Screenshots for the Android app are almost identical.

Mastercard Airport Experiences Website

How to register your card for Mastercard Airport Experiences from the Web

1

Visit airport.mastercard.com

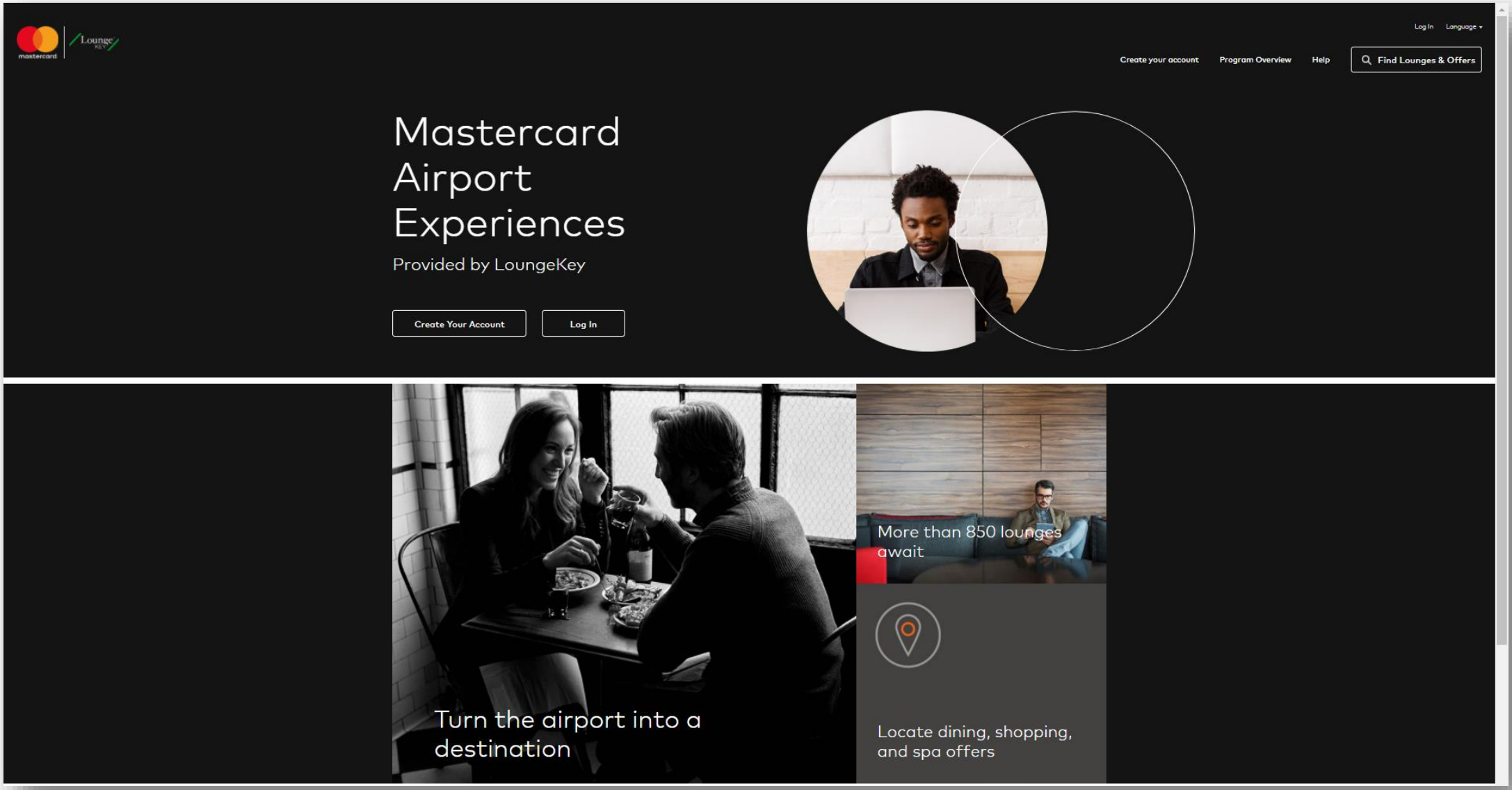
2

Click “Create your account” to start

3

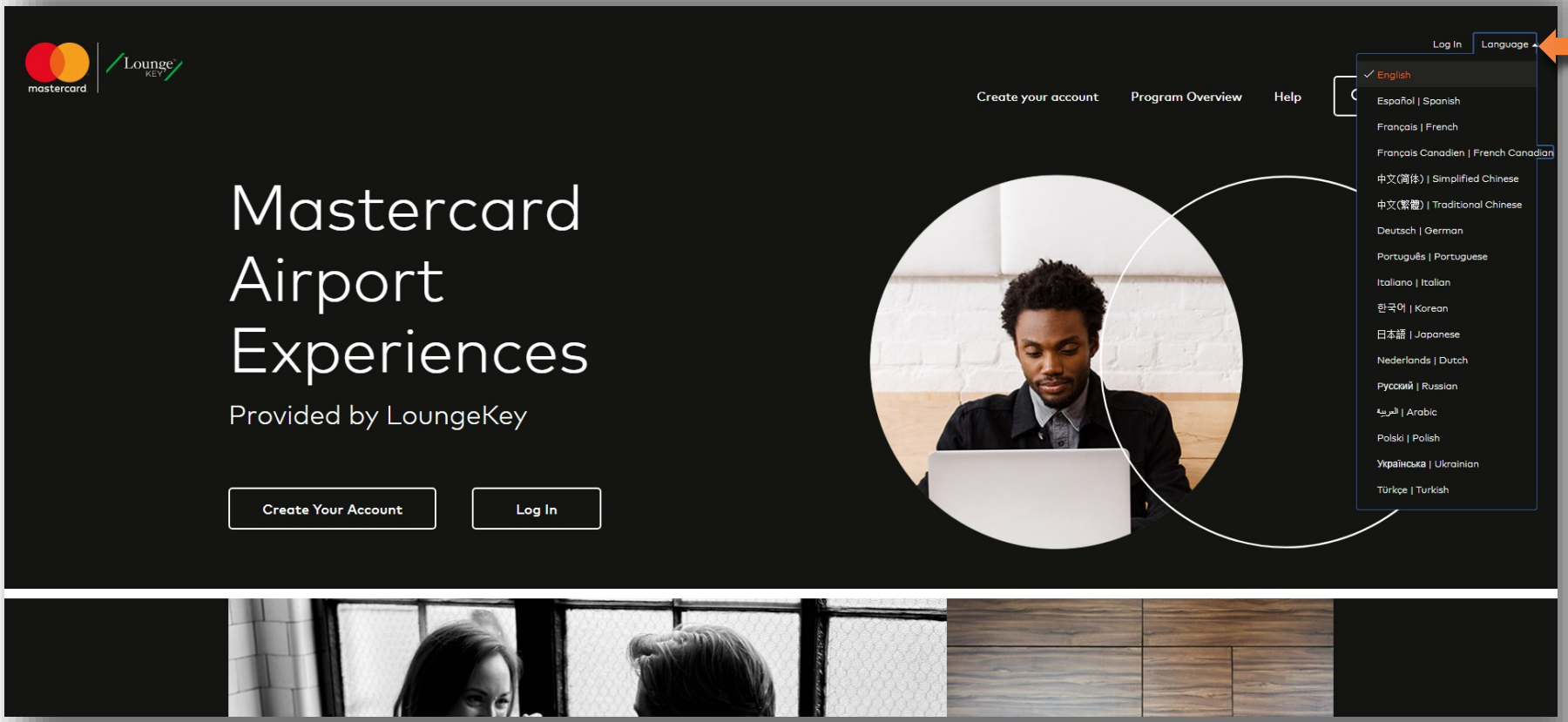
Once account has successfully been created, login to explore features such as find lounge and offers, generate lounge and offer QR codes, view visit history and more

Home – Pre Registration



Home – Pre Registration

The customer can perform functions of Lounge finding without having to register on the website.



Language drop-down with 17 Languages (incl. English)

Home – Pre Registration

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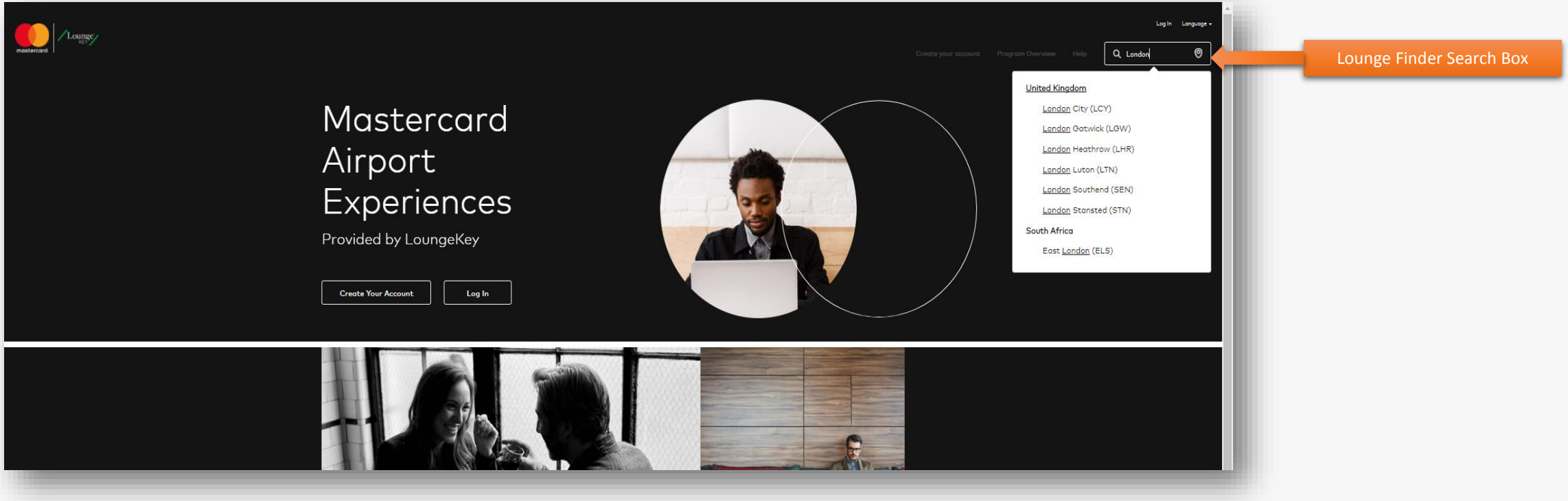
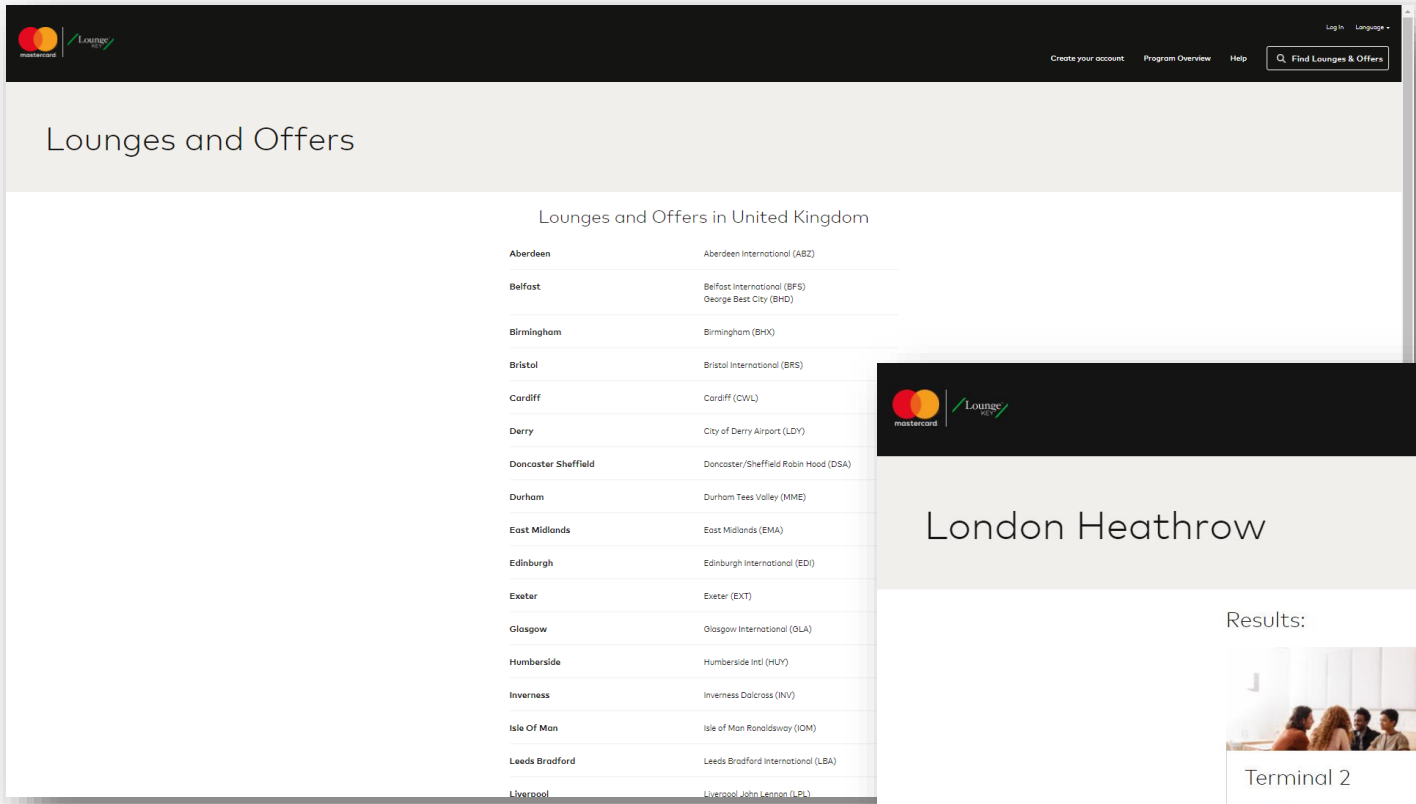
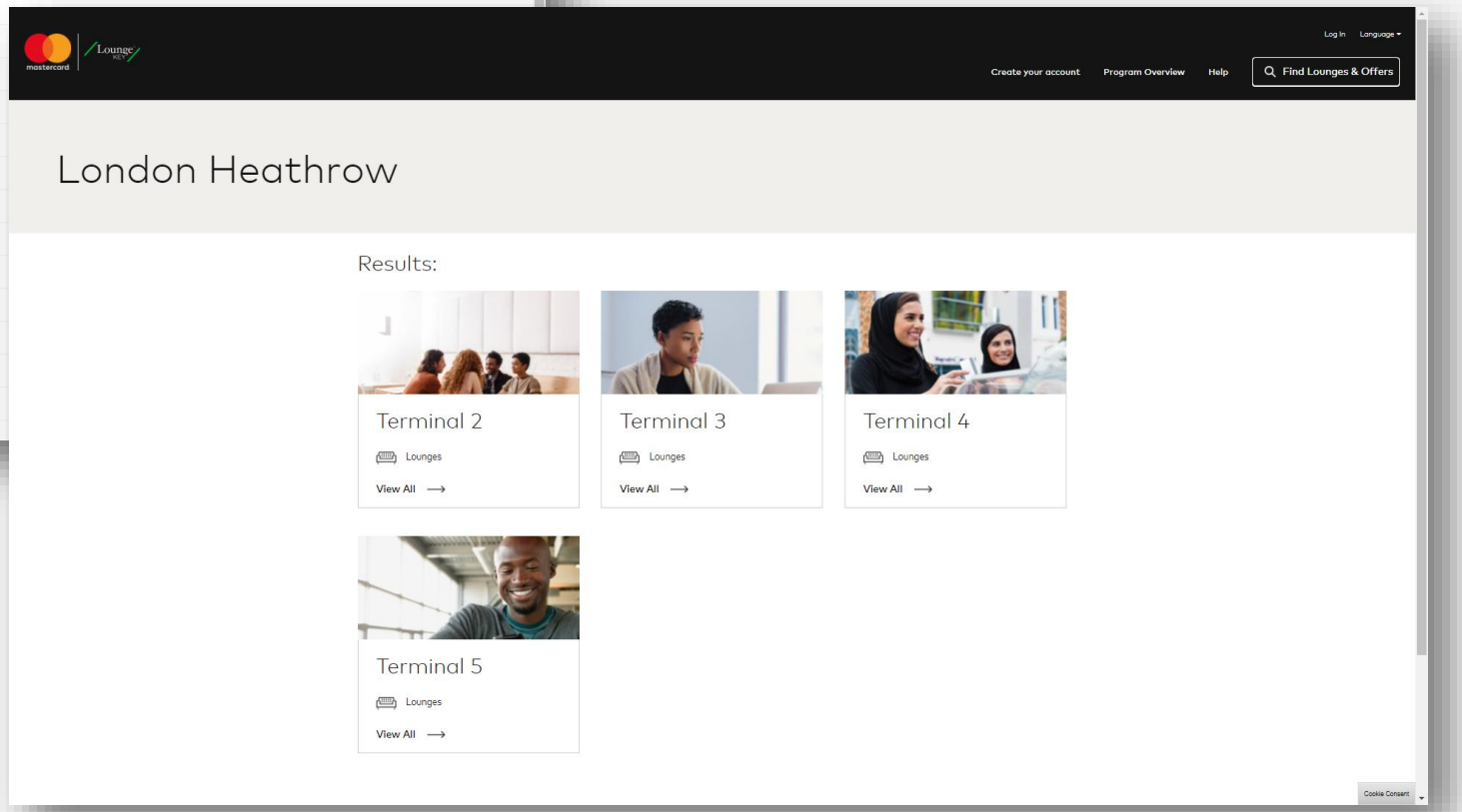


Lounge & Offer Finder

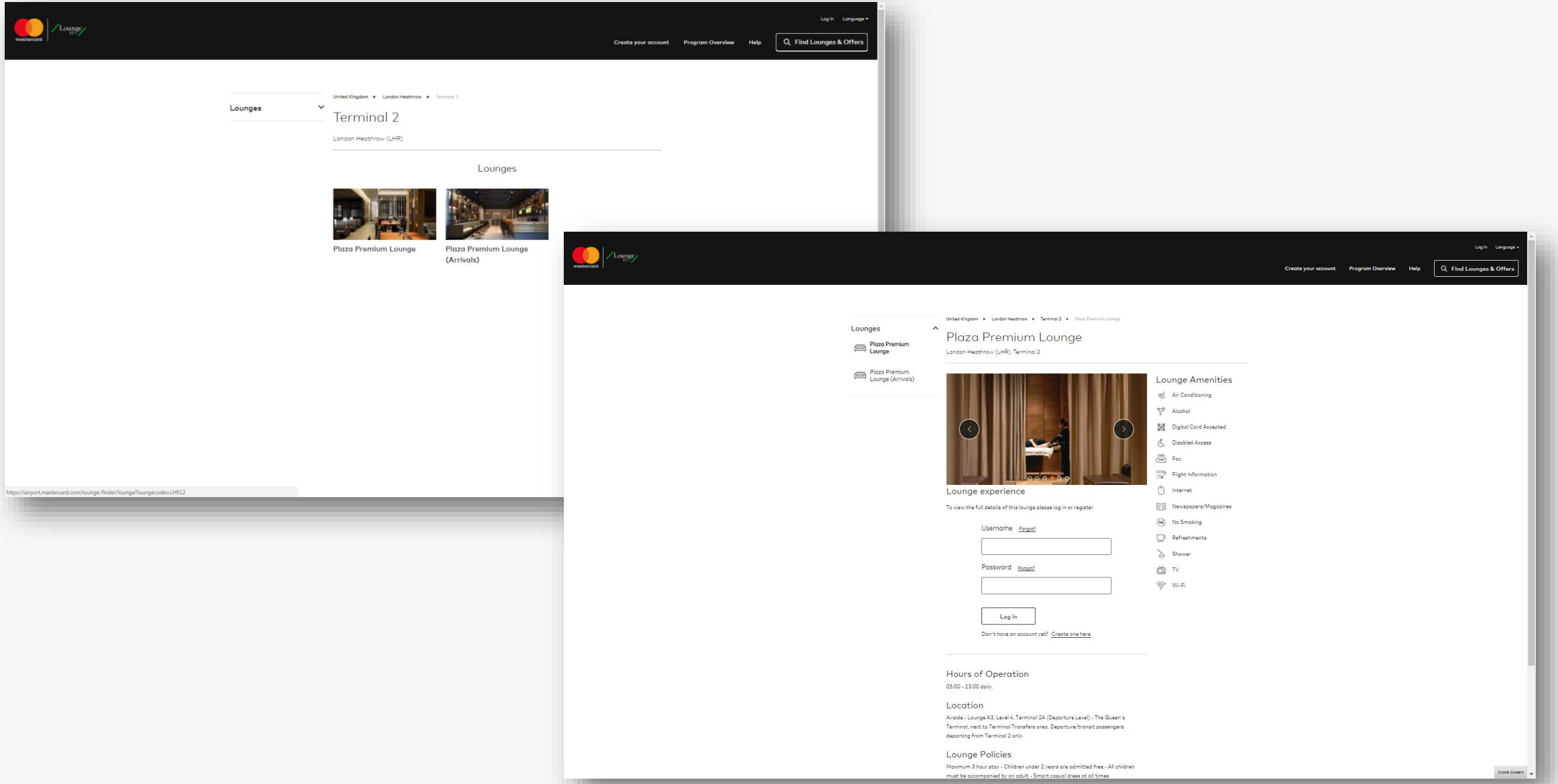
The customer can perform functions of Lounge / Offer finding without having to register on the website.





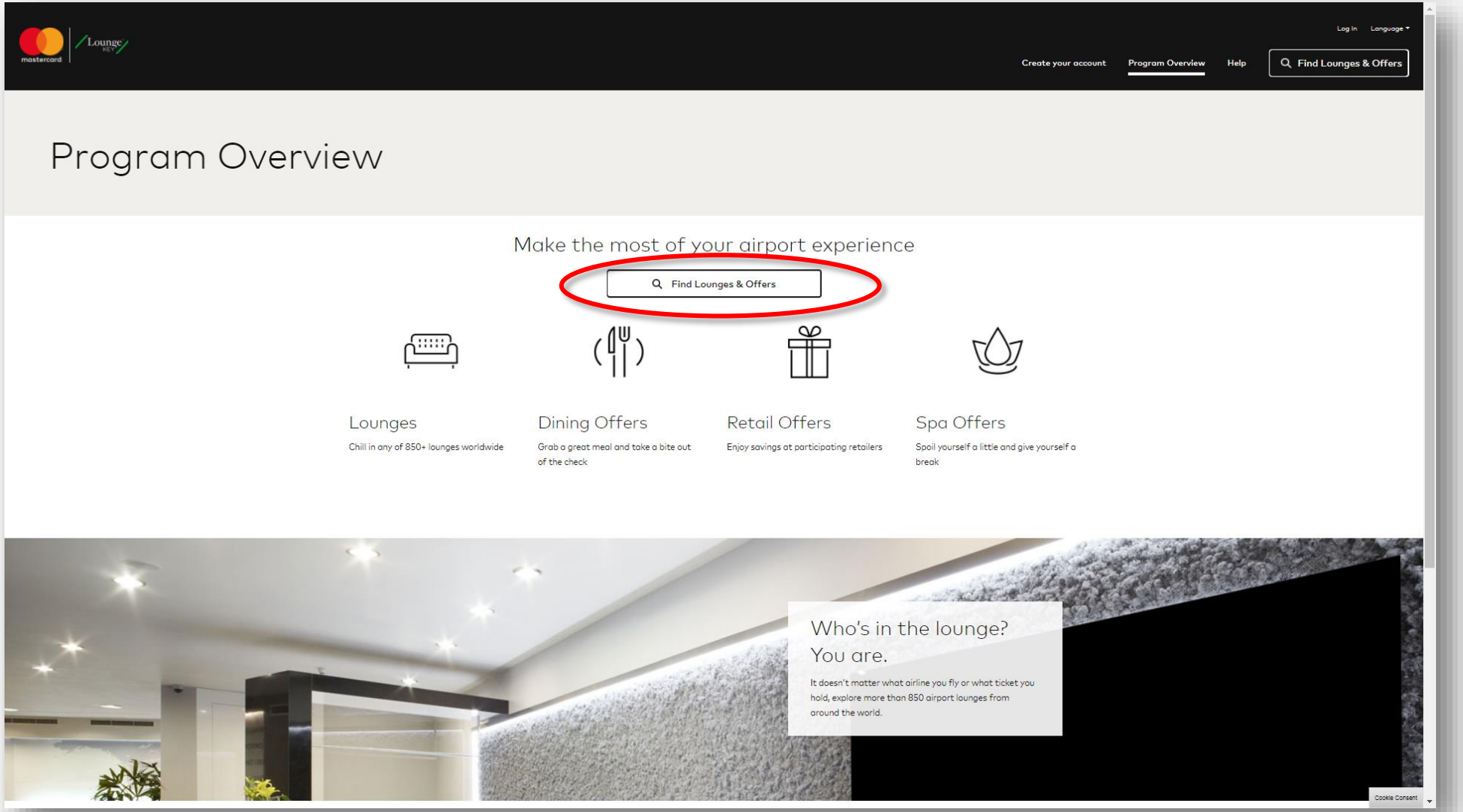
Lounge & Offer Finder

The customer can perform functions of Lounge / Offer finding without having to register on the website.

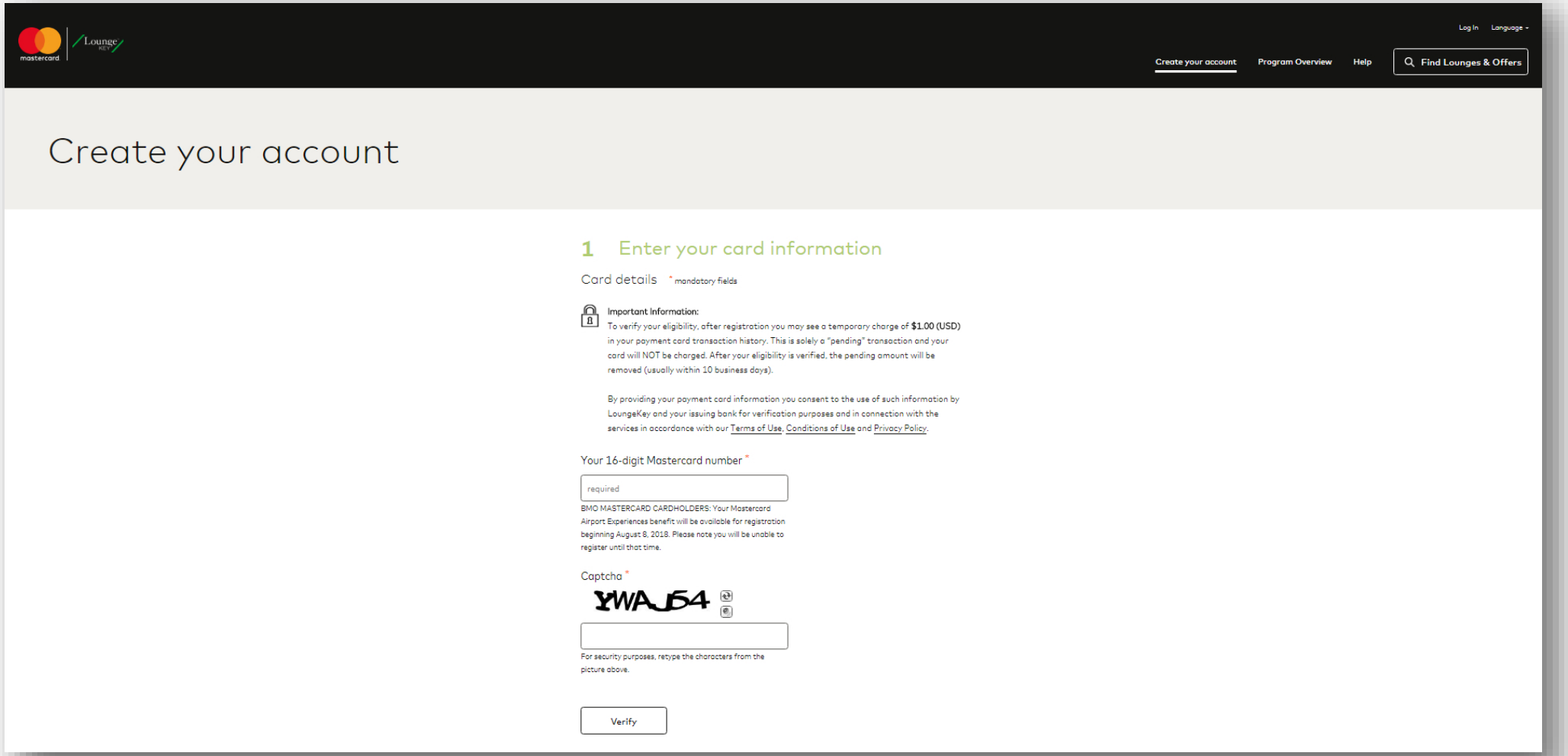


Program Overview Page

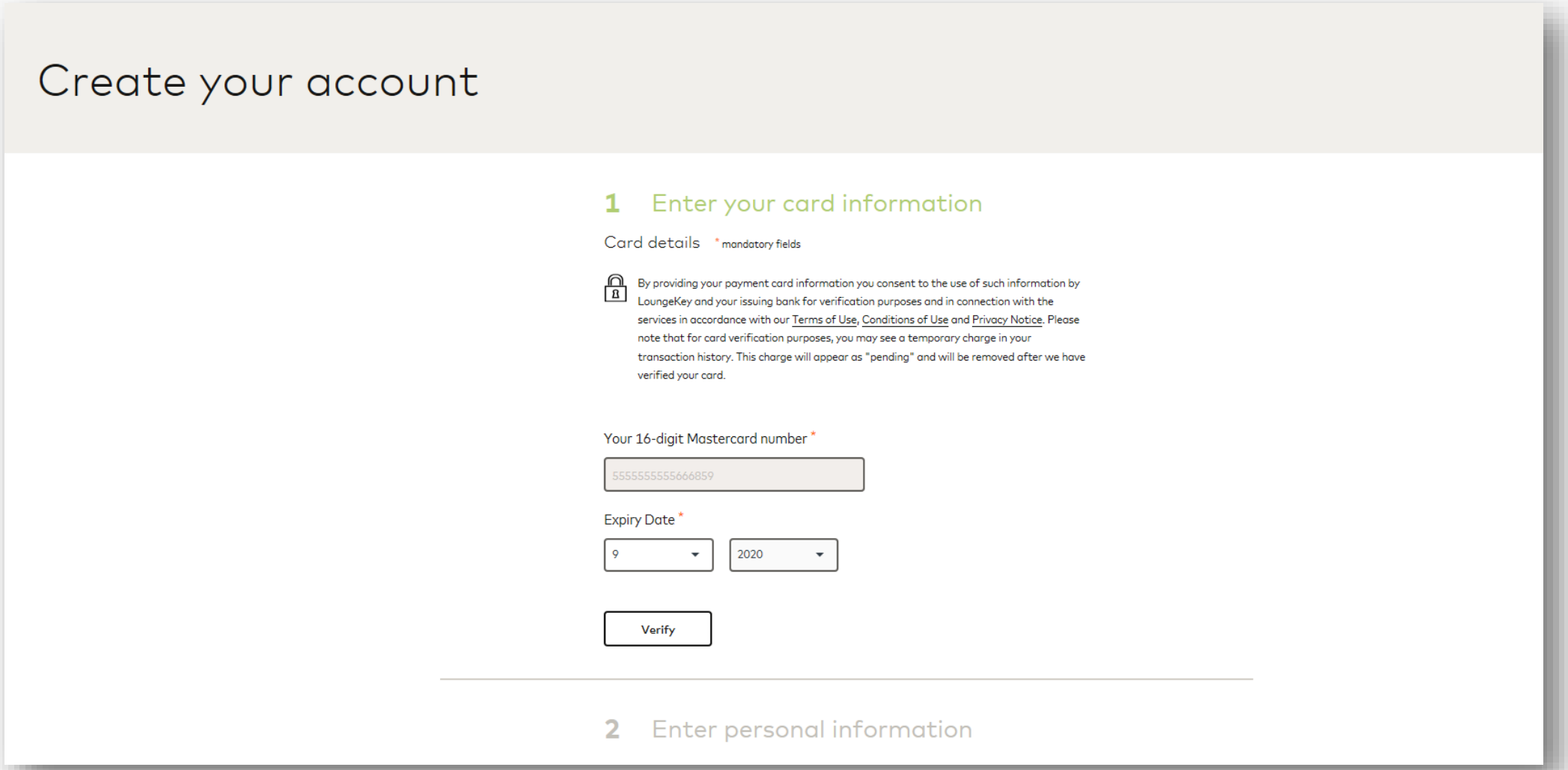
The customer can perform functions of Lounge / Offer finding without having to register on the website.



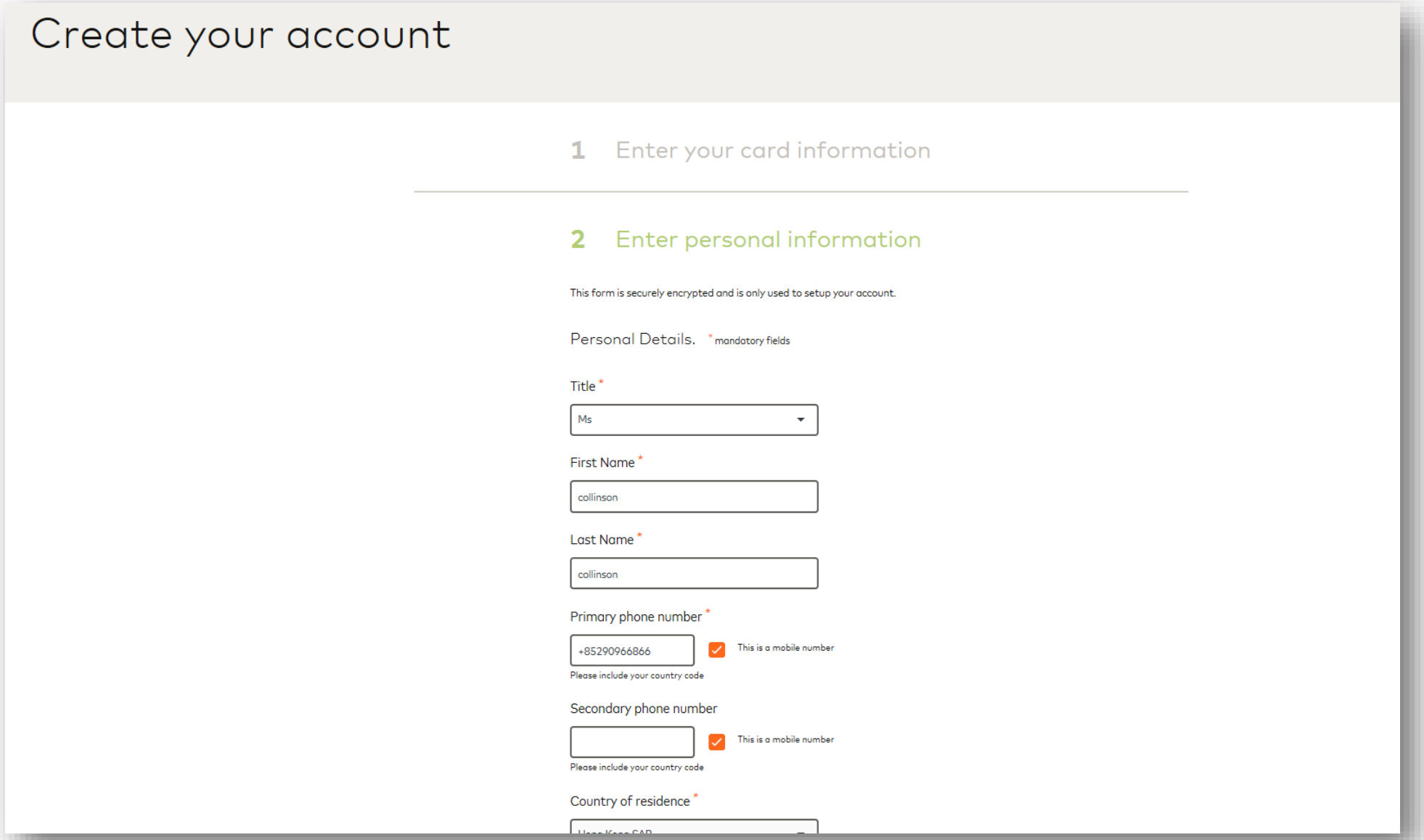
Account Registration



PAN Authentication & Pre-authorization



Enter Personal Information



Enter Personal Information - Continued

Account Details. * mandatory fields

Username *

achan1012

(you cannot change your username)

Password *

●●●●●●●●●●●●

Confirm Password *

●●●●●●●●●●●●

Email address *

angela.chan@collinsongroup.com

Confirm Email address *

angela.chan@collinsongroup.com

Security question *

What is your mother's maiden name?

Answer *

collinson

Preferences. * mandatory fields

Default language *

English

Please select the language you would like to receive any email communications from us in

By checking this box, I acknowledge and agree to the disclosure of my email address and name to Mastercard to receive email marketing communications about Mastercard products and services that may be of interest to me, in accordance with the Privacy Notice.

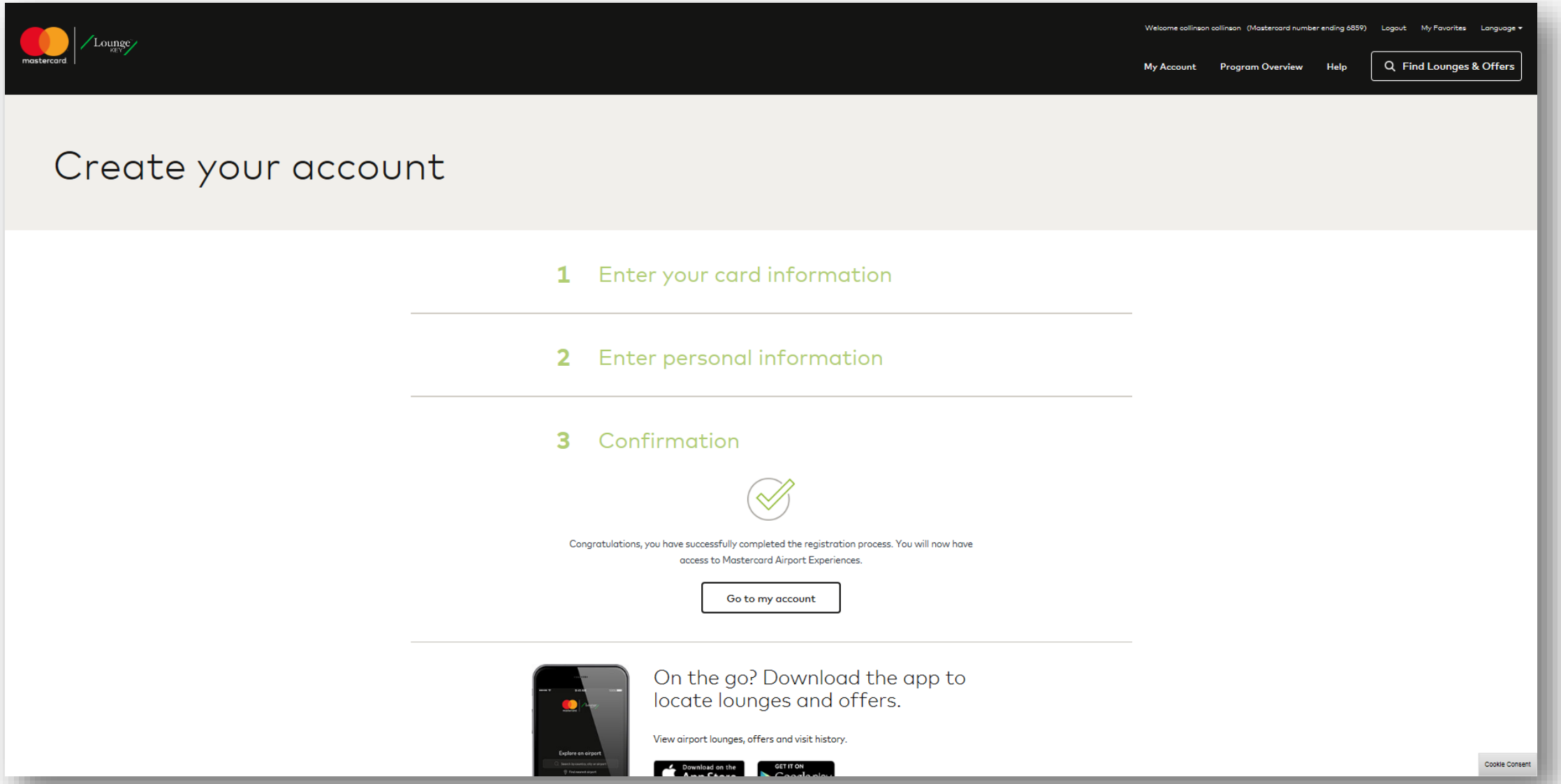
By checking this box, I acknowledge that I have read and agree to the Terms of Use, Conditions of Use, Privacy Notice and Cookie Notice. *

Save & Continue

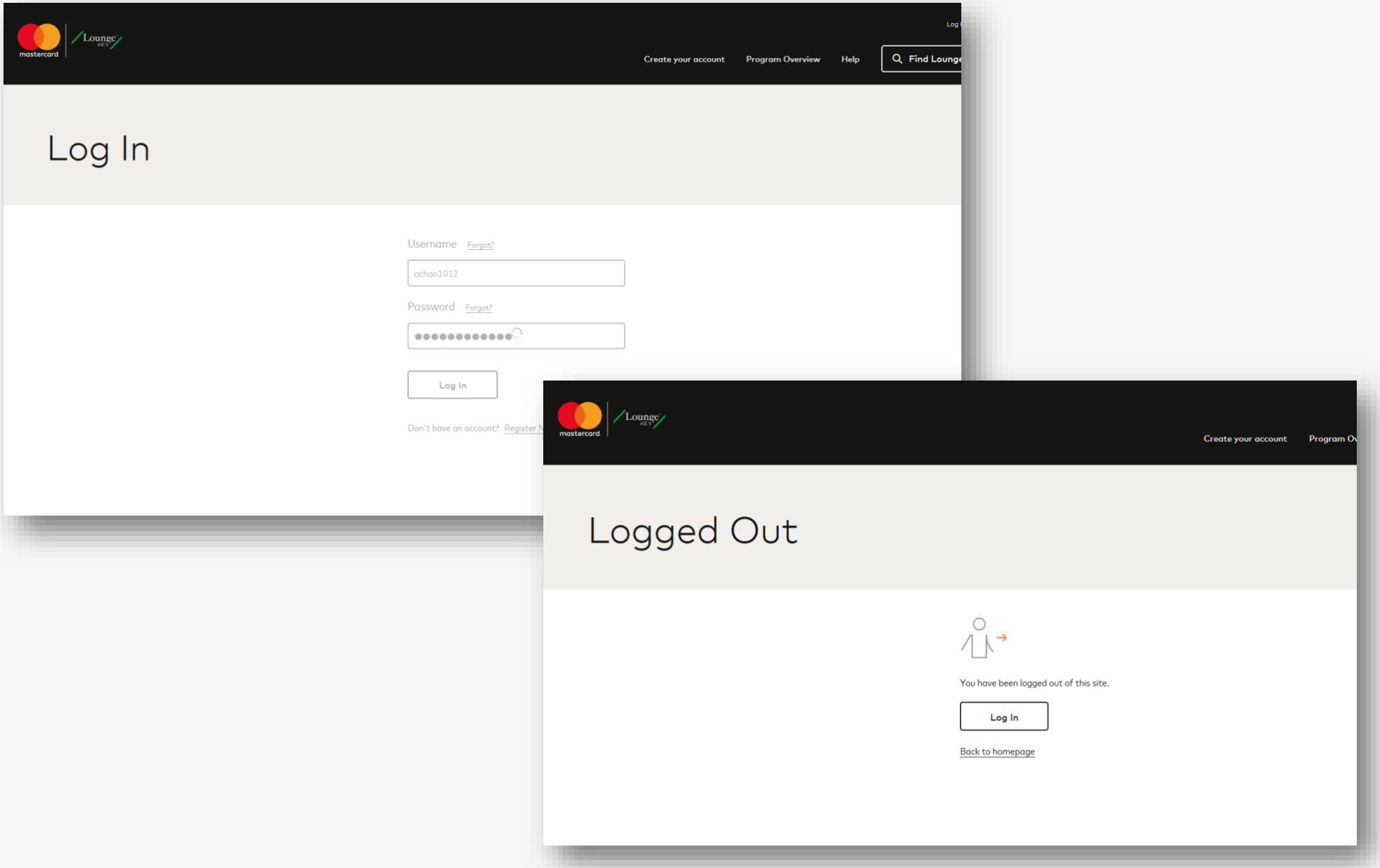
3 Confirmation

Copyright © 2017 Lounge Key Ltd.

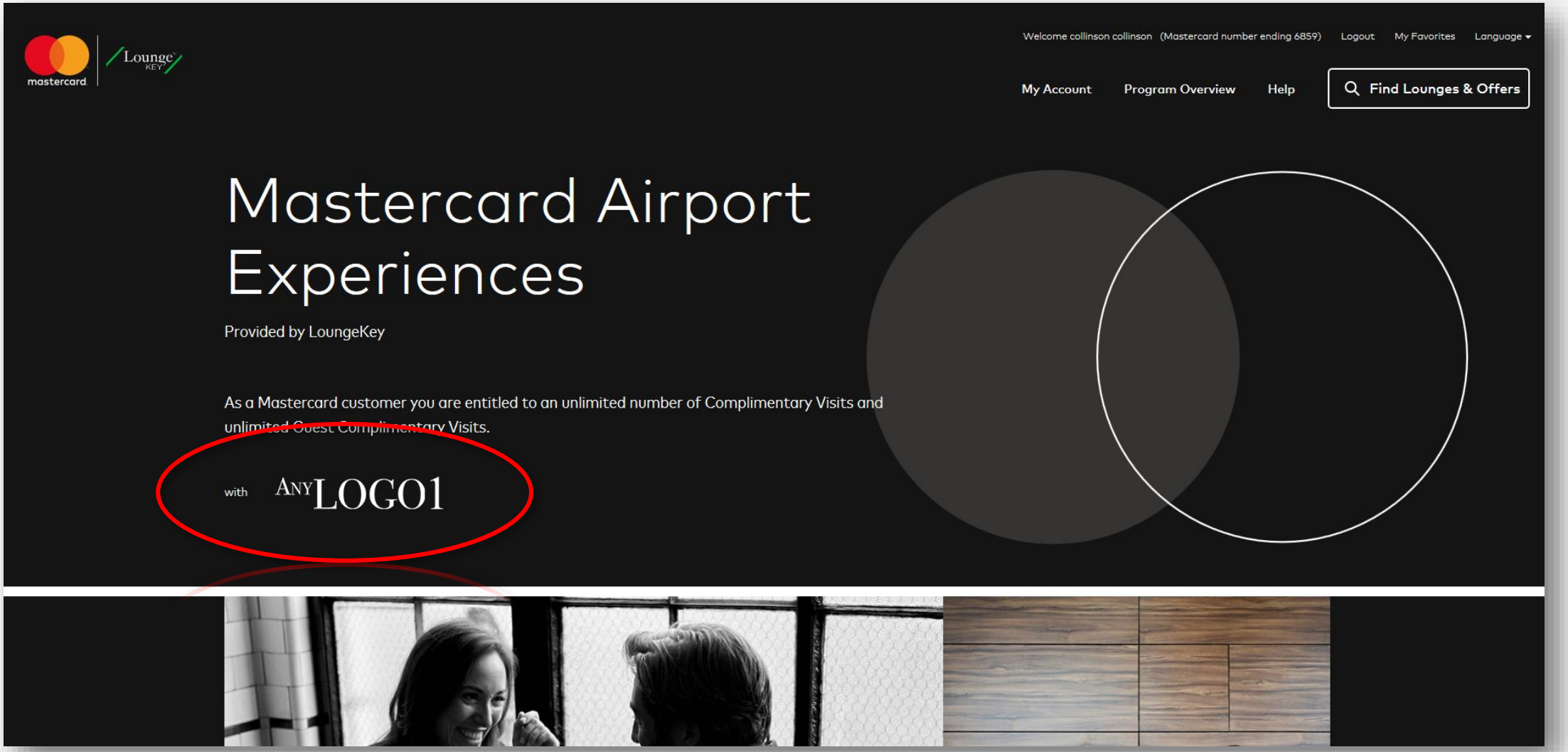
Successful Registration



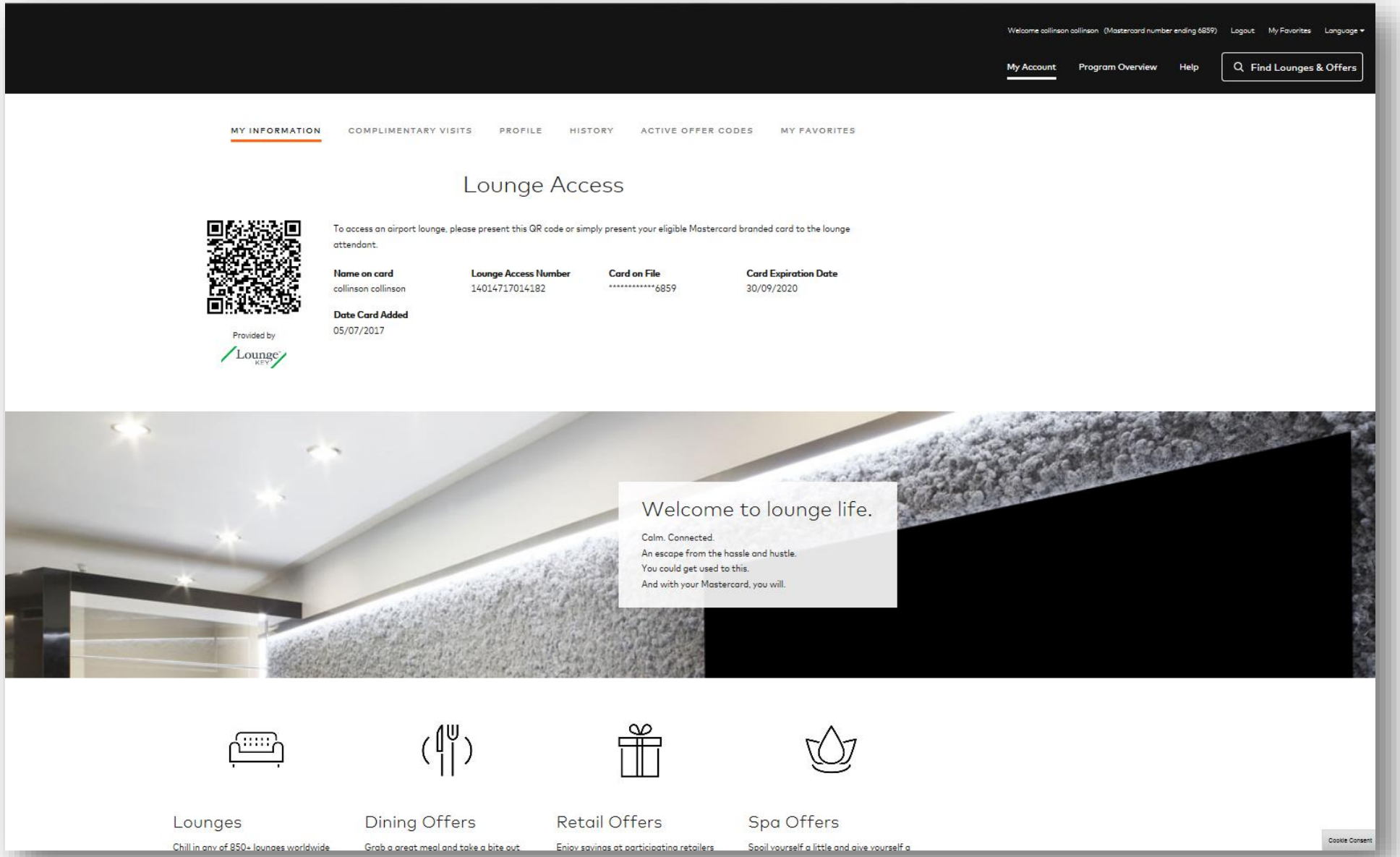
Customer Log In / Log Out



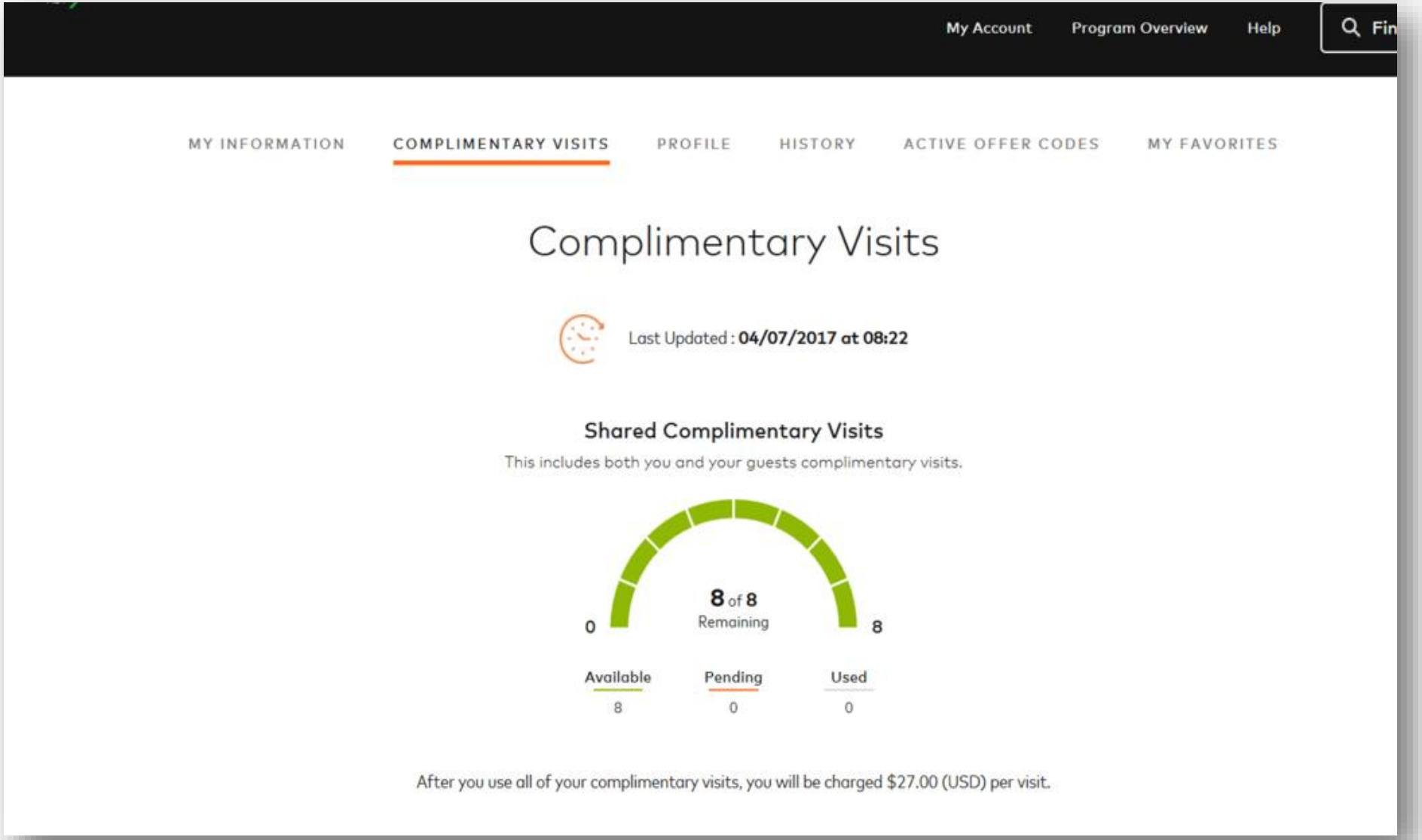
Issuer Logo placement (upon customer log in)



Customer Information – My Account

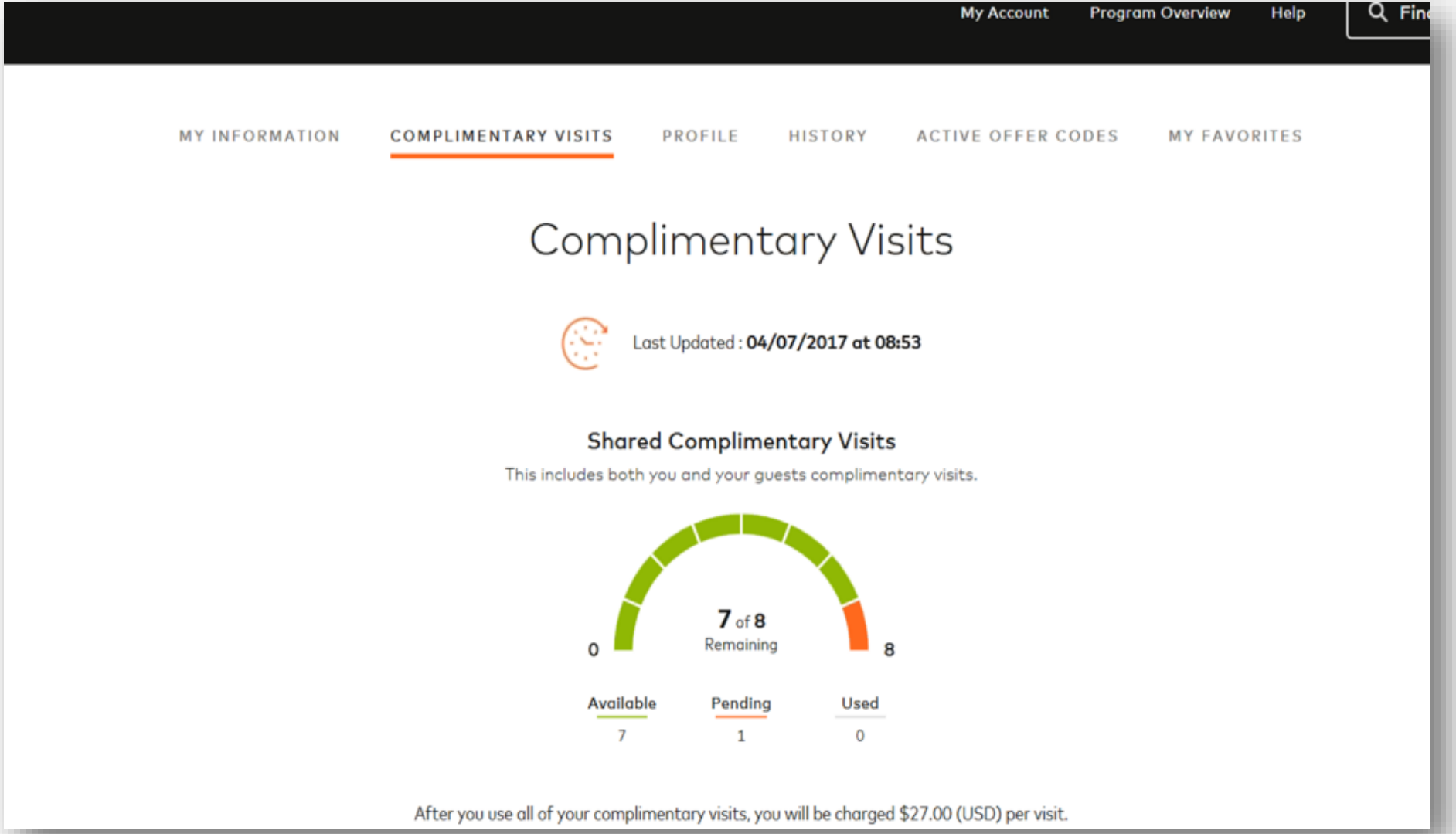


Visit Summary - for Complimentary Visits only

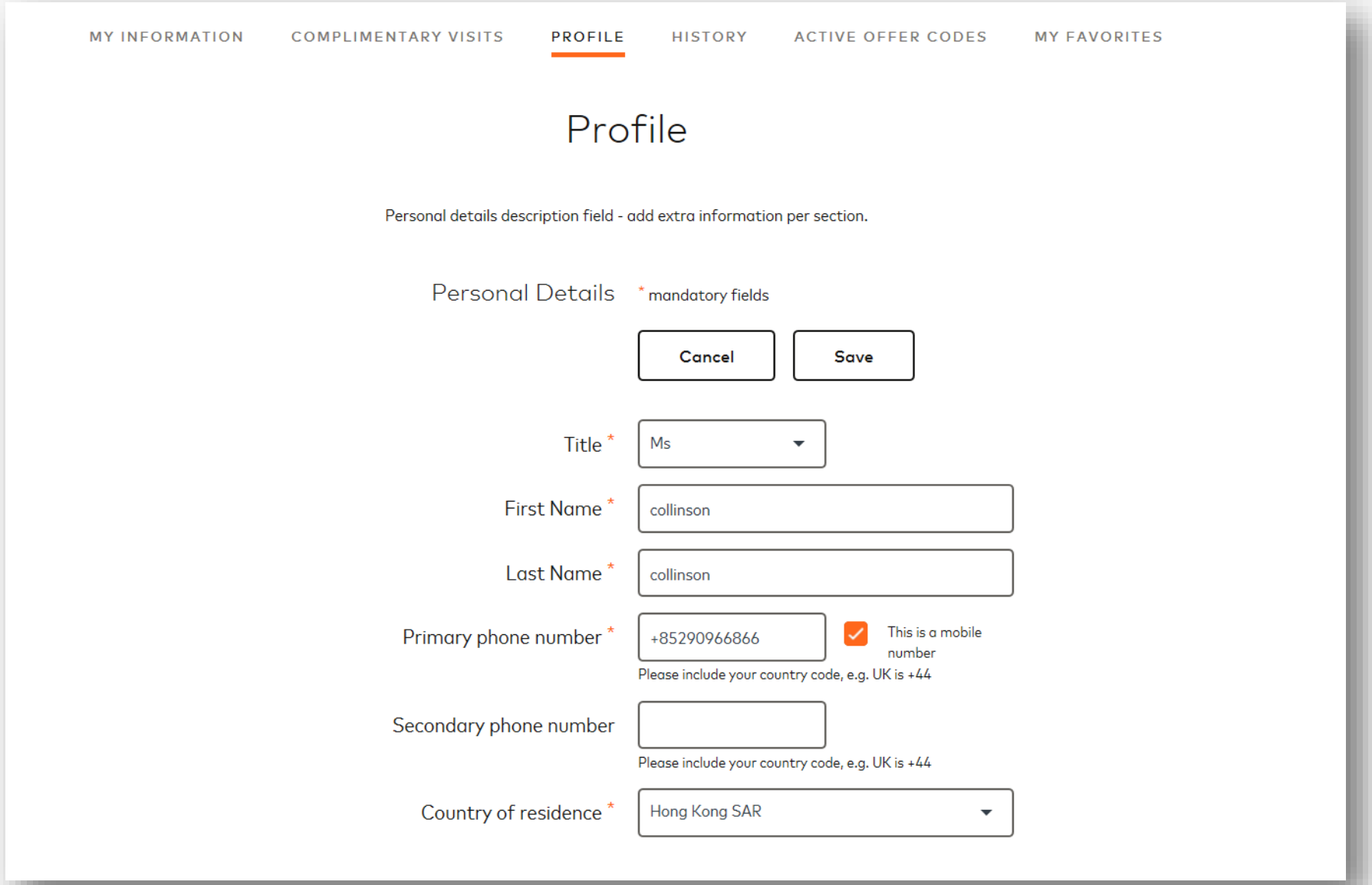


Visit Summary - for Complimentary Visits only

-Visit becomes “pending” at the time of visit
-Visit becomes “used” in 3-5 days after the visit



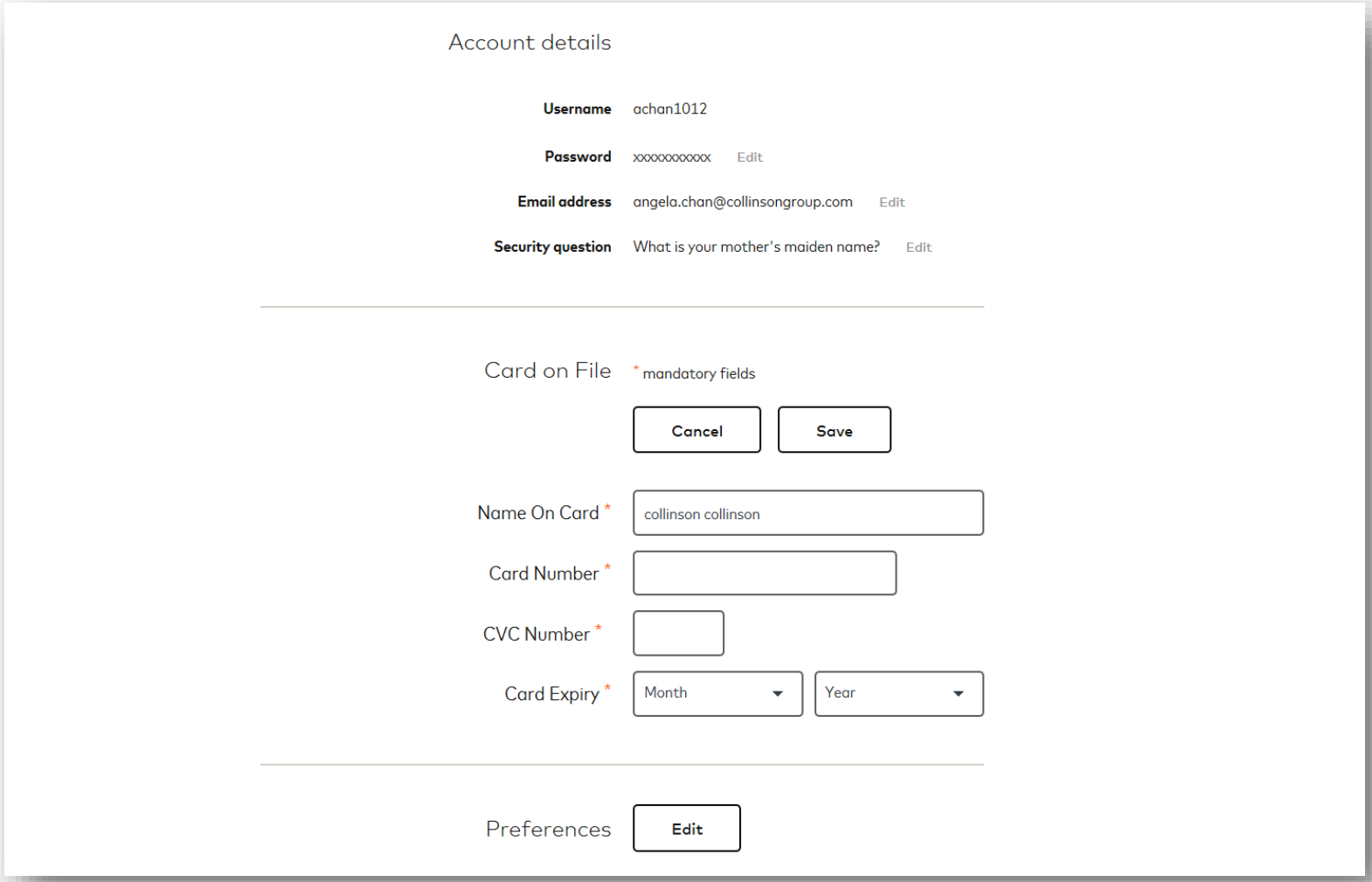
Customer Profile Update



Update Card on File

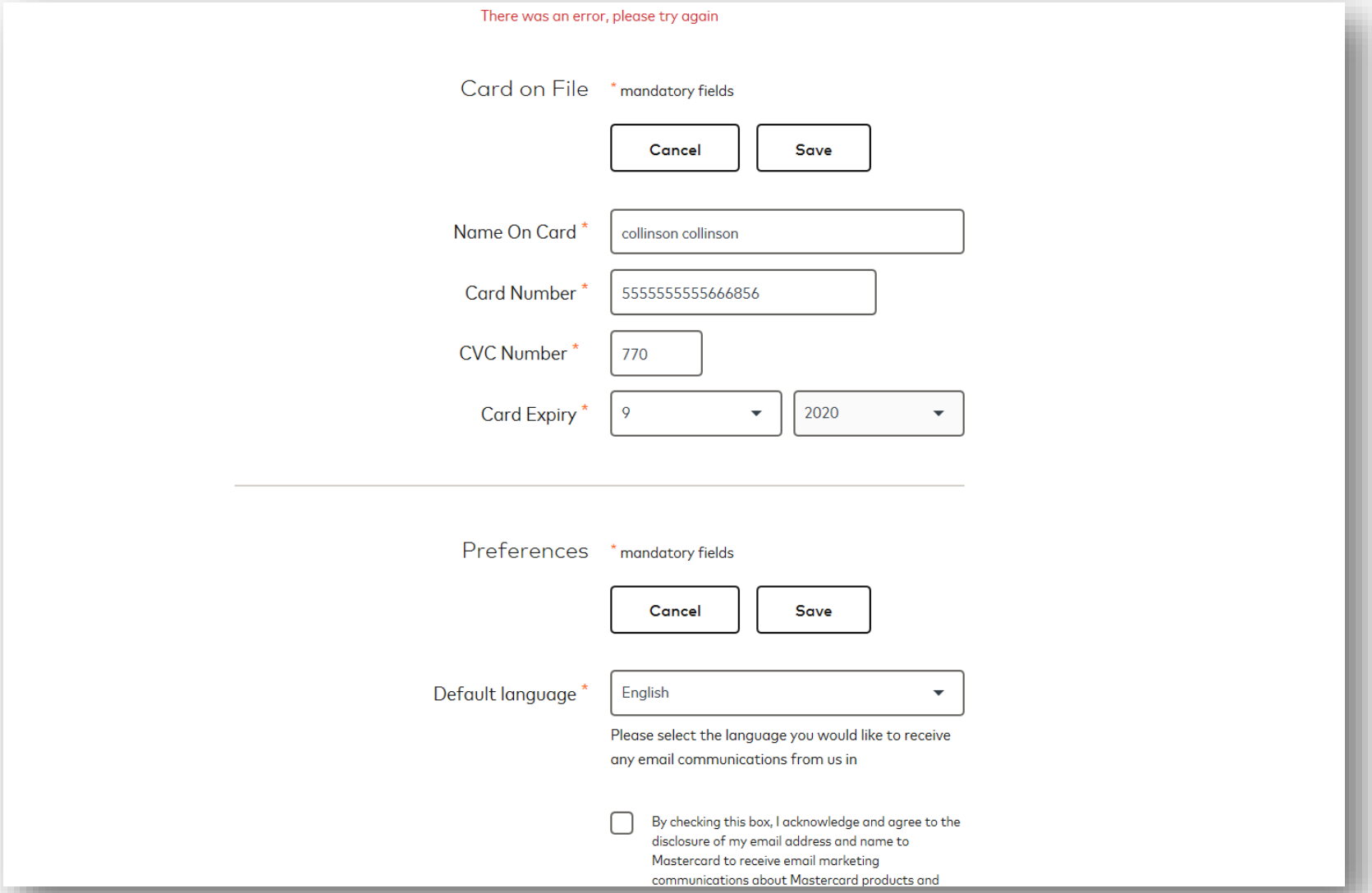
-Card details on website has to be Updated if:

- Card is replaced with a different card number due to Lost/Stolen
- When card is renewed with same card number upon card expiry



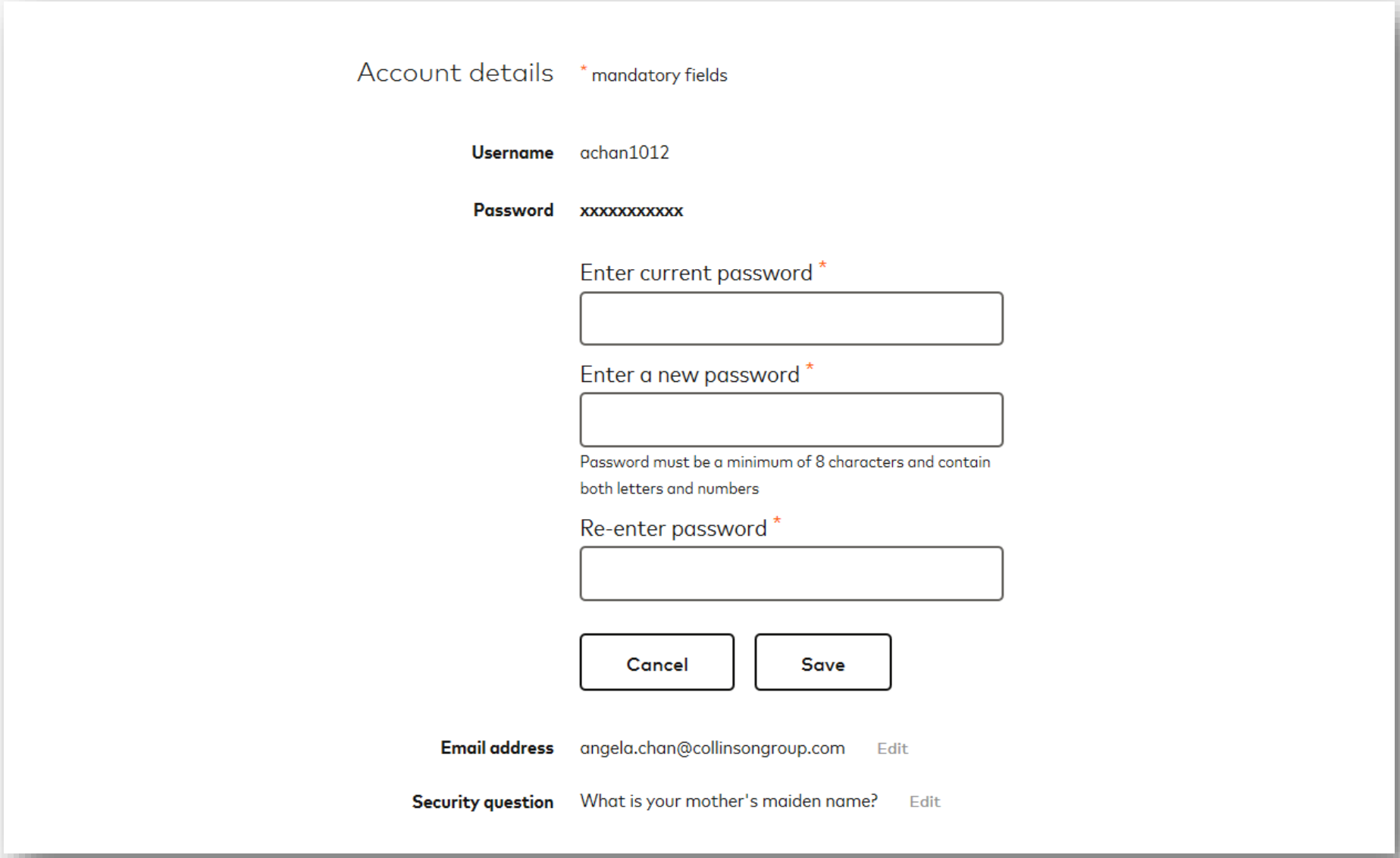
Card number Validation

Card is checked for validity and error message displayed if Invalid



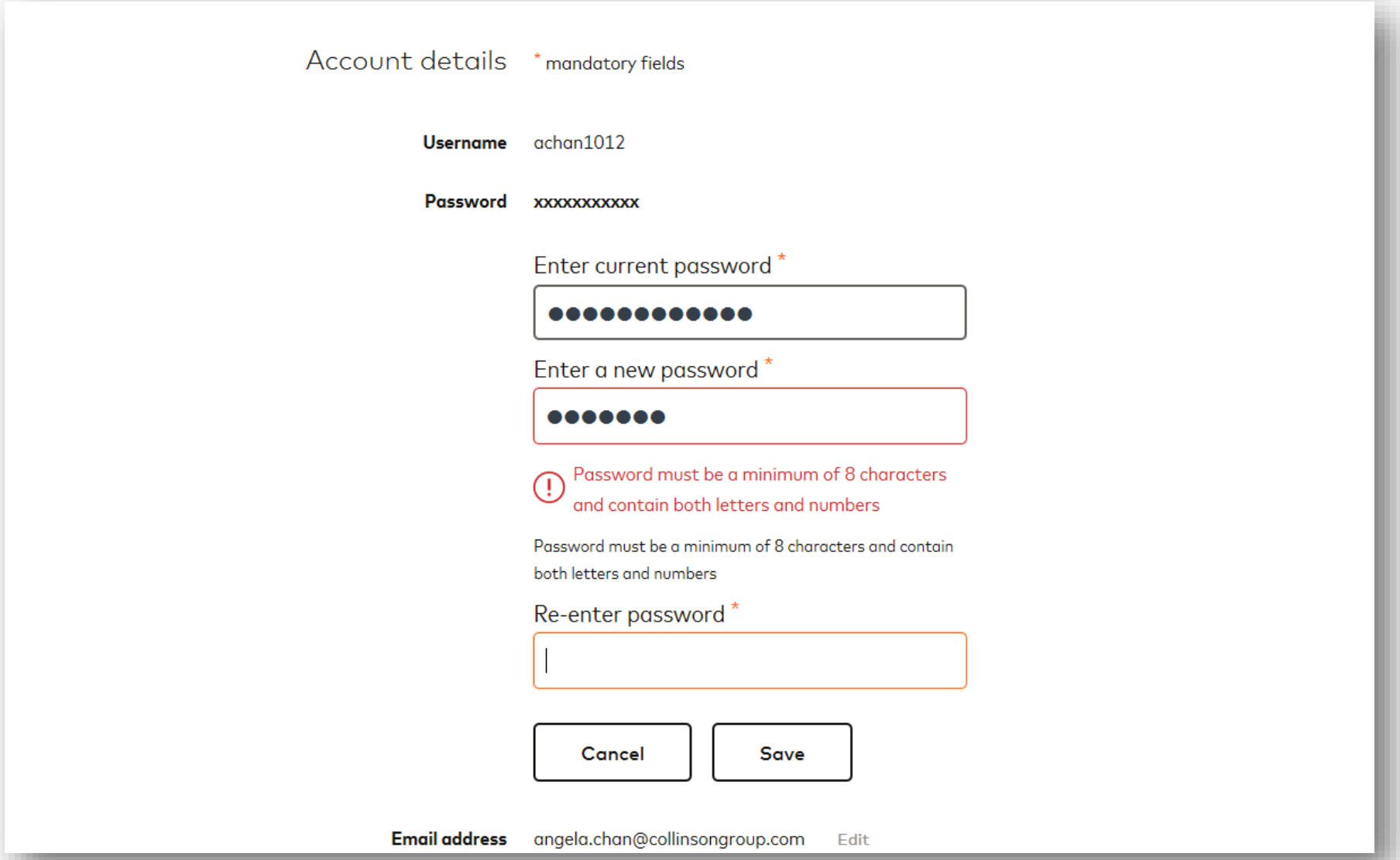
Account Details Update

User Name is not editable.



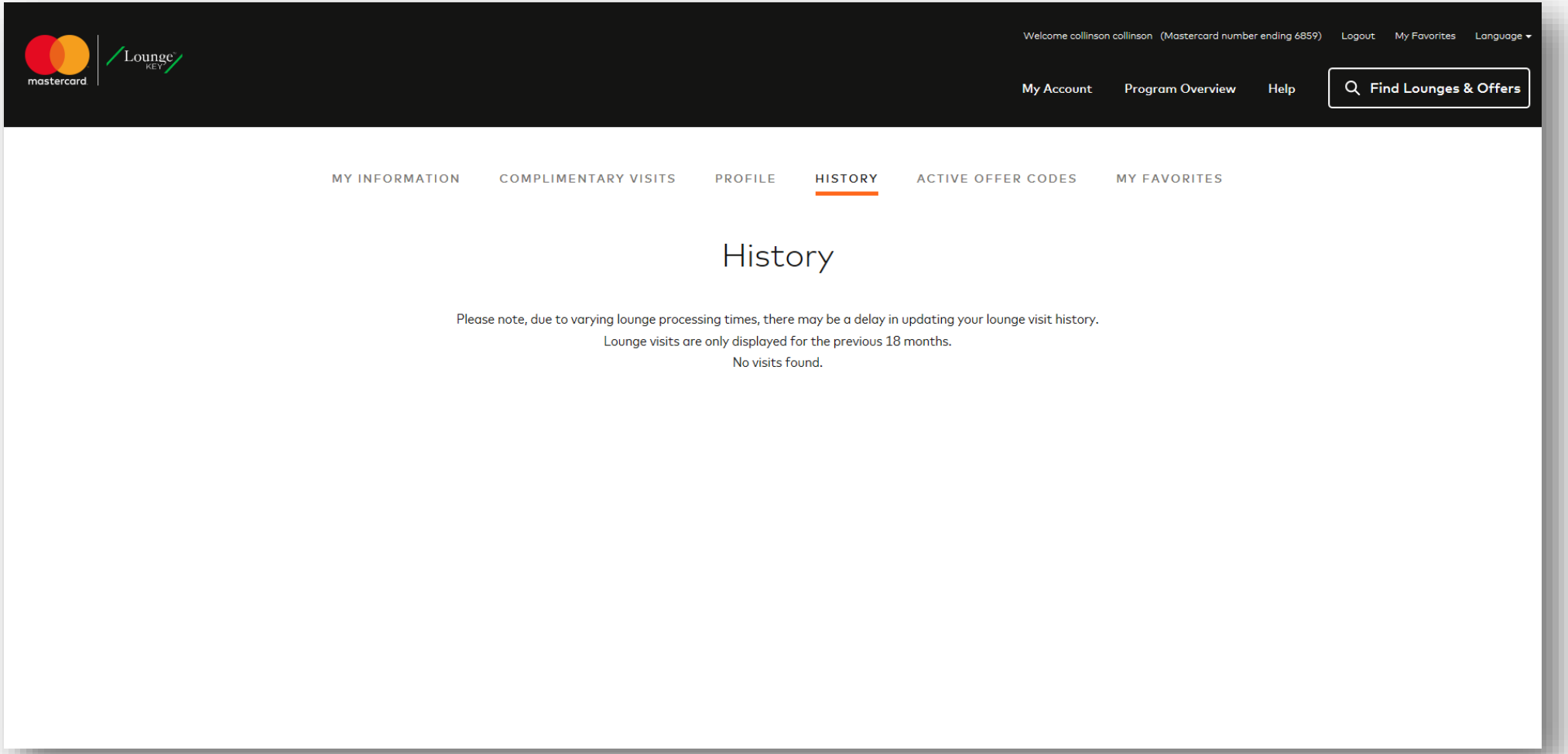
Account Details Update – Error Message

Password must meet the password criteria, otherwise error message is displayed



Visits History

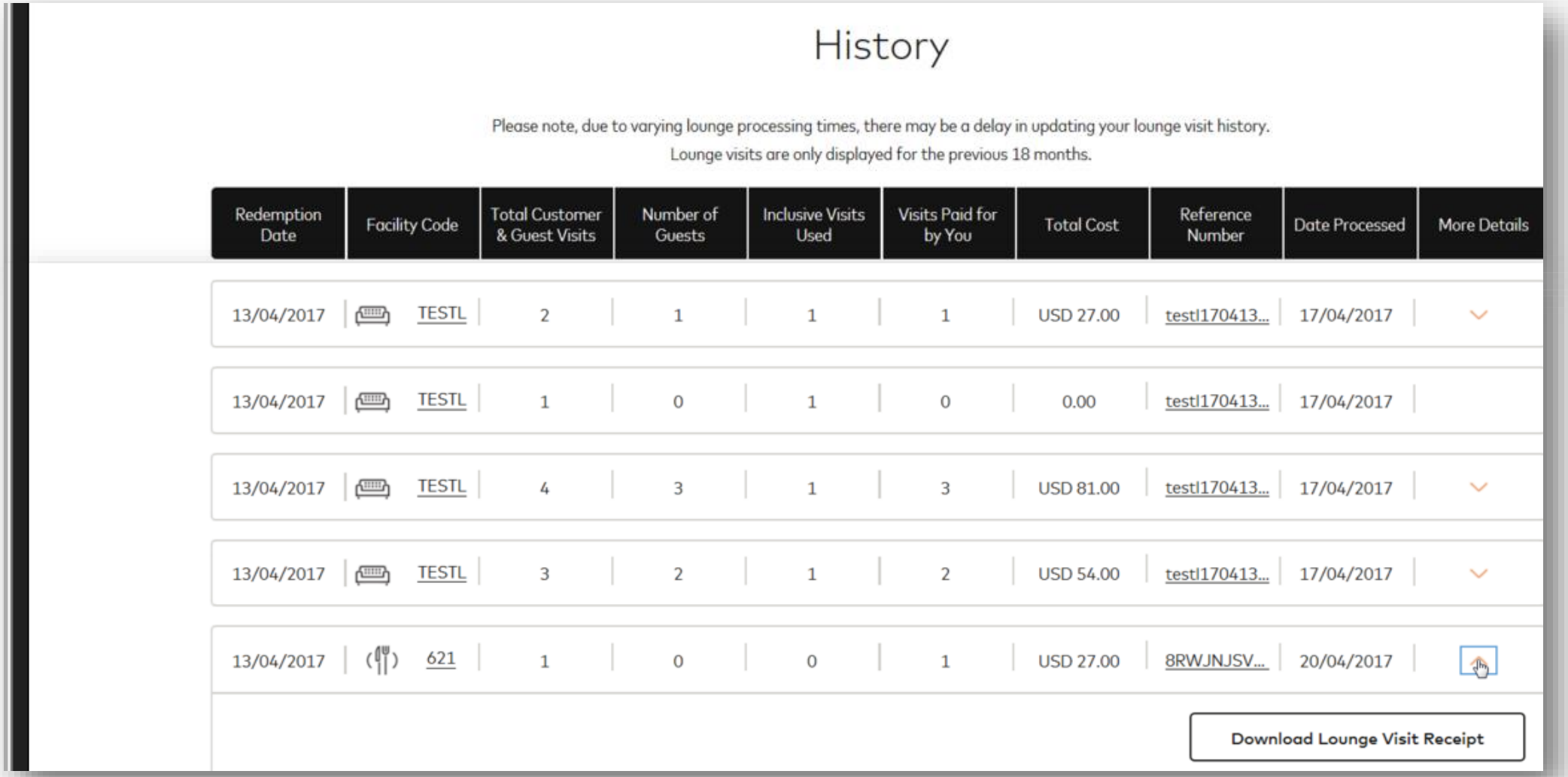
No visits found till customer has made visits.



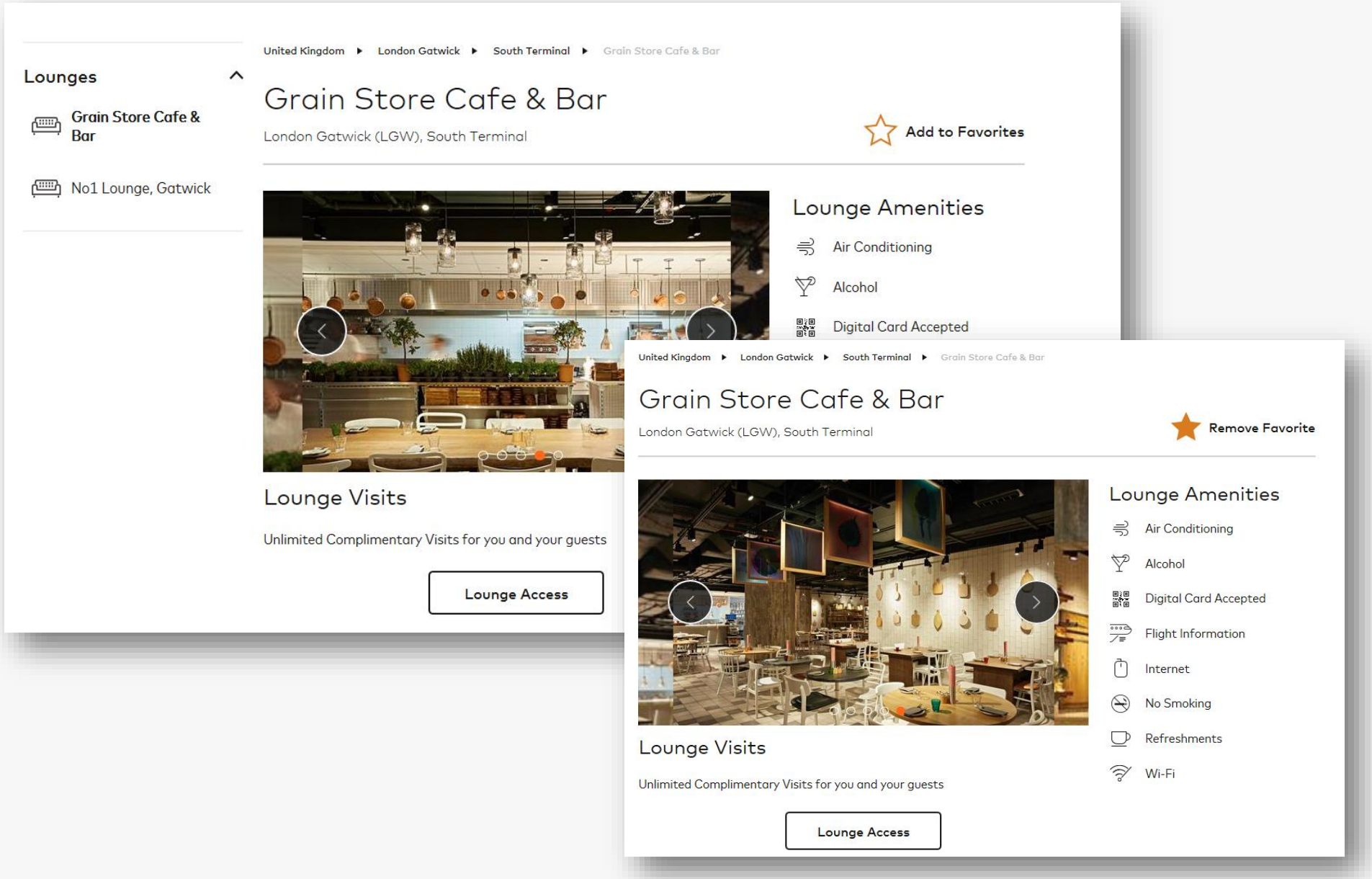
Visit History - Sample Visit History

**For reference only. Shows the information displayed after customer makes visits.

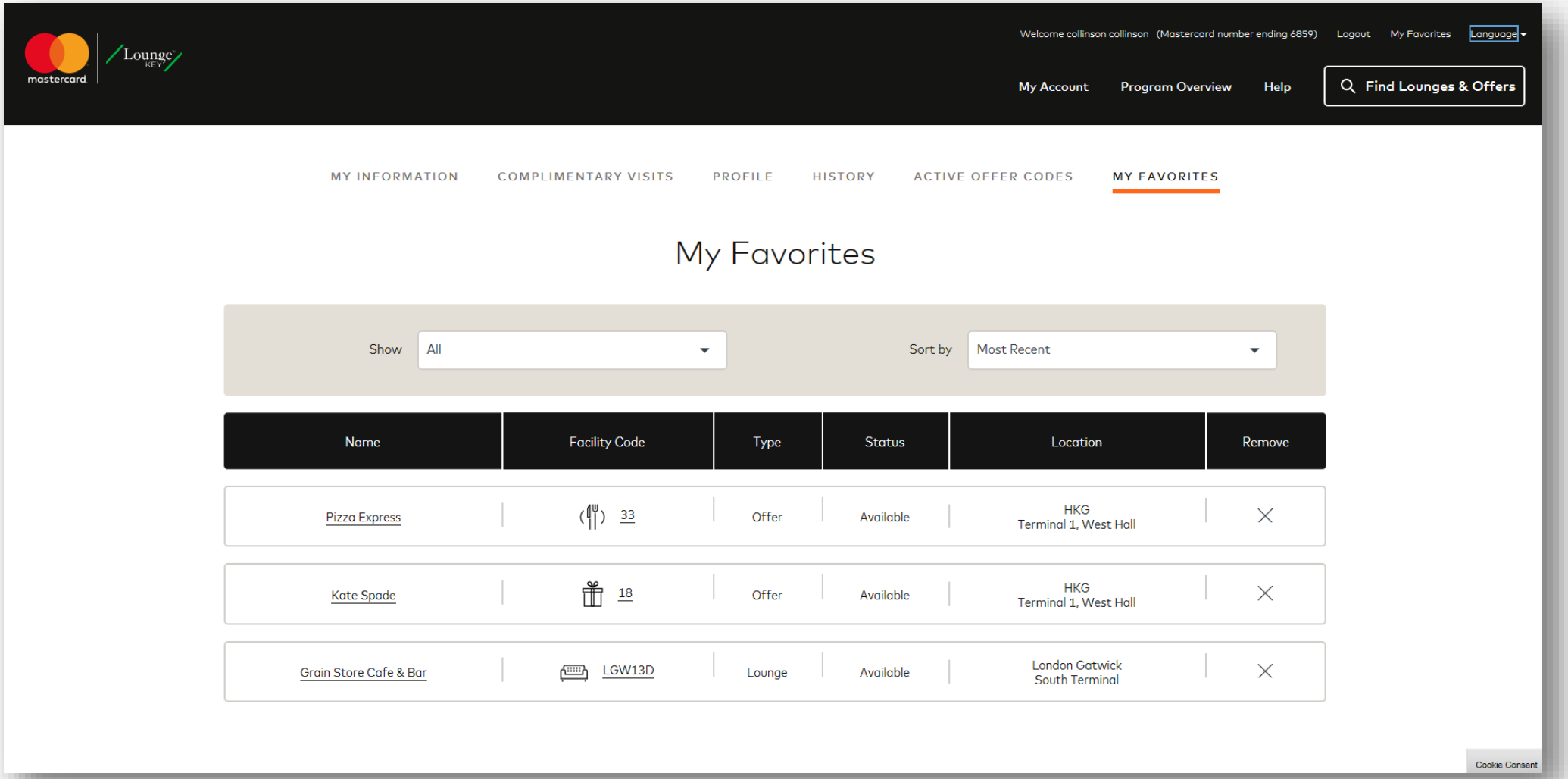
- Visits take 3-5 days to reflect here posts the actual transaction.
- Visits are displayed only for the last 18 months.



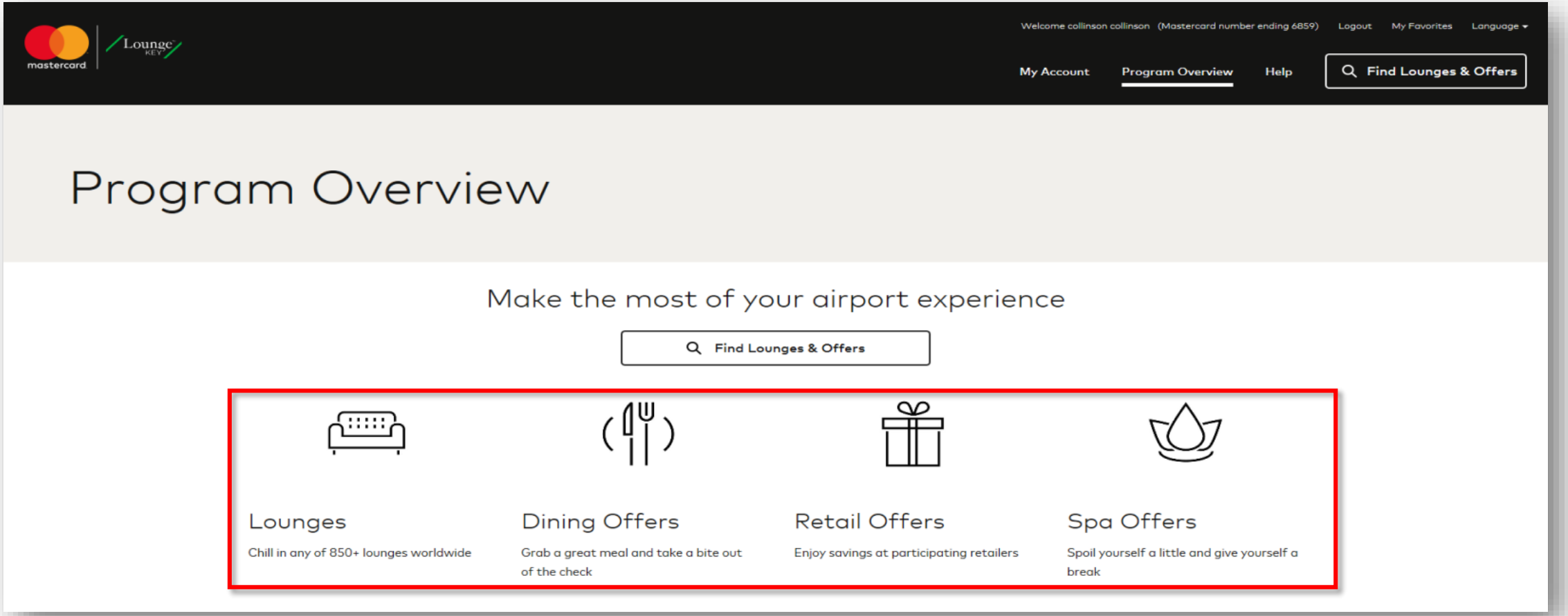
Adding to Favorites



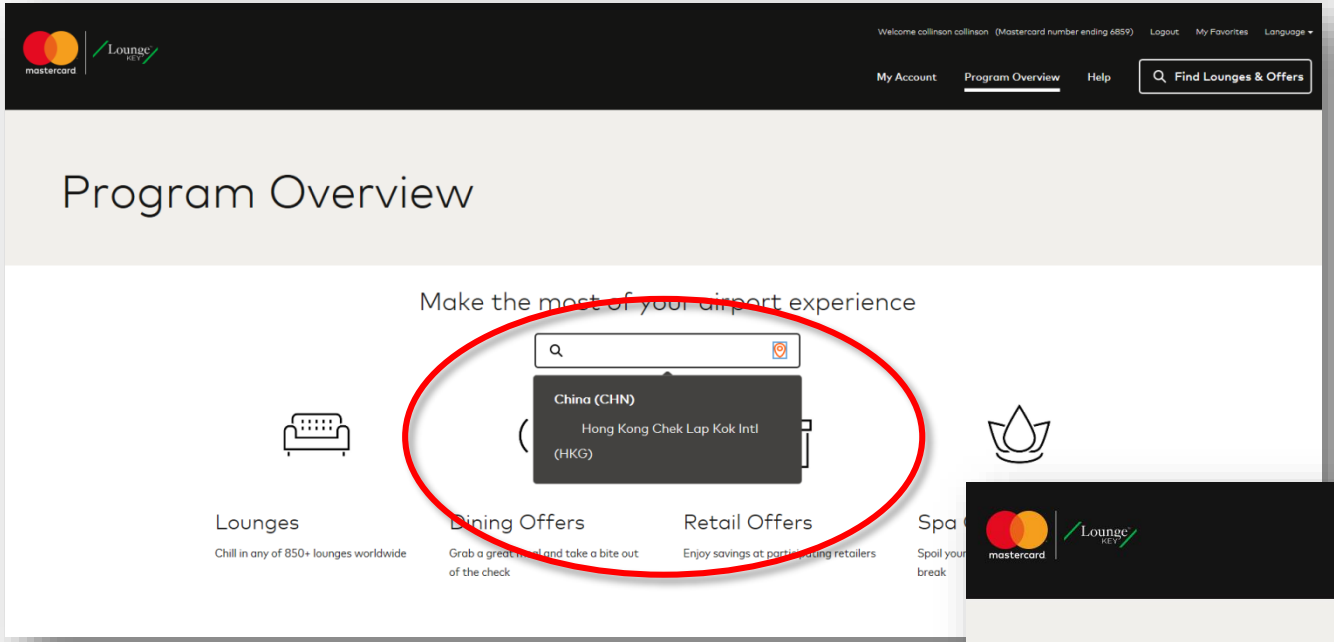
‘My Favorites’ Tab

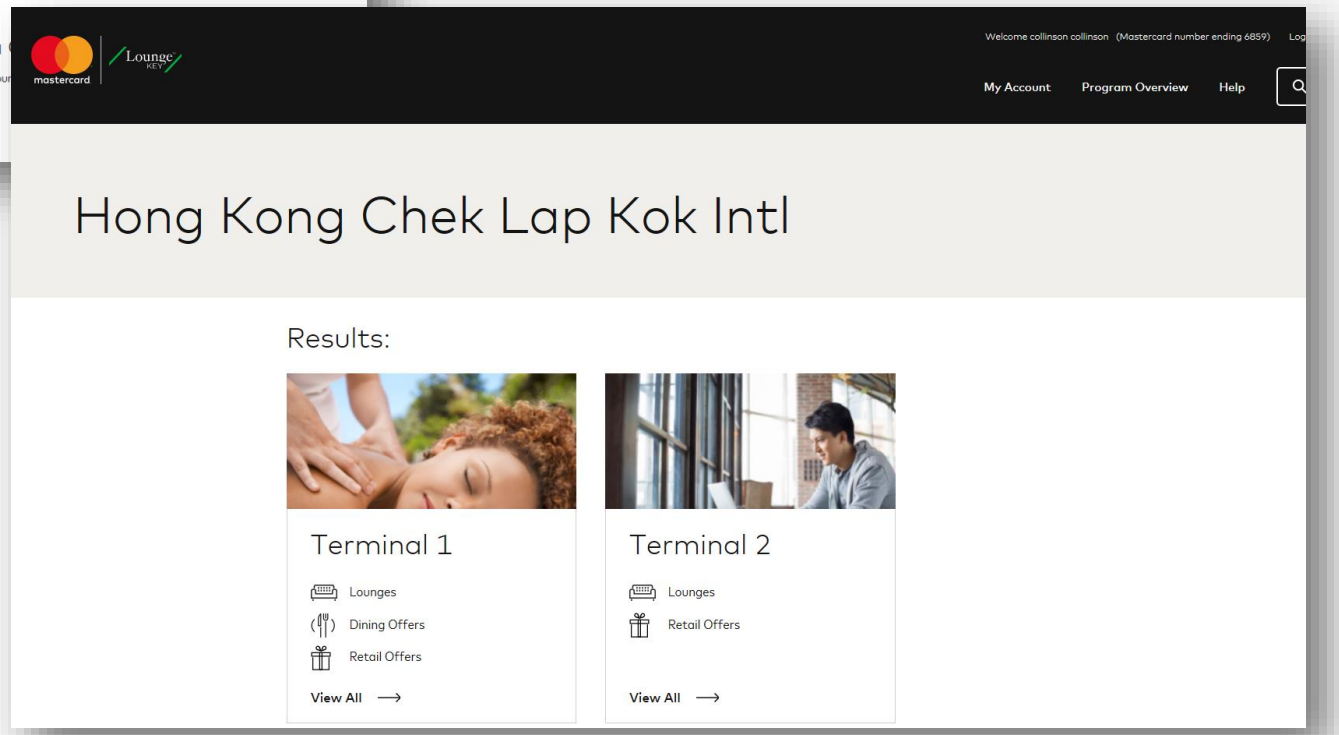


Benefits Beyond Lounges

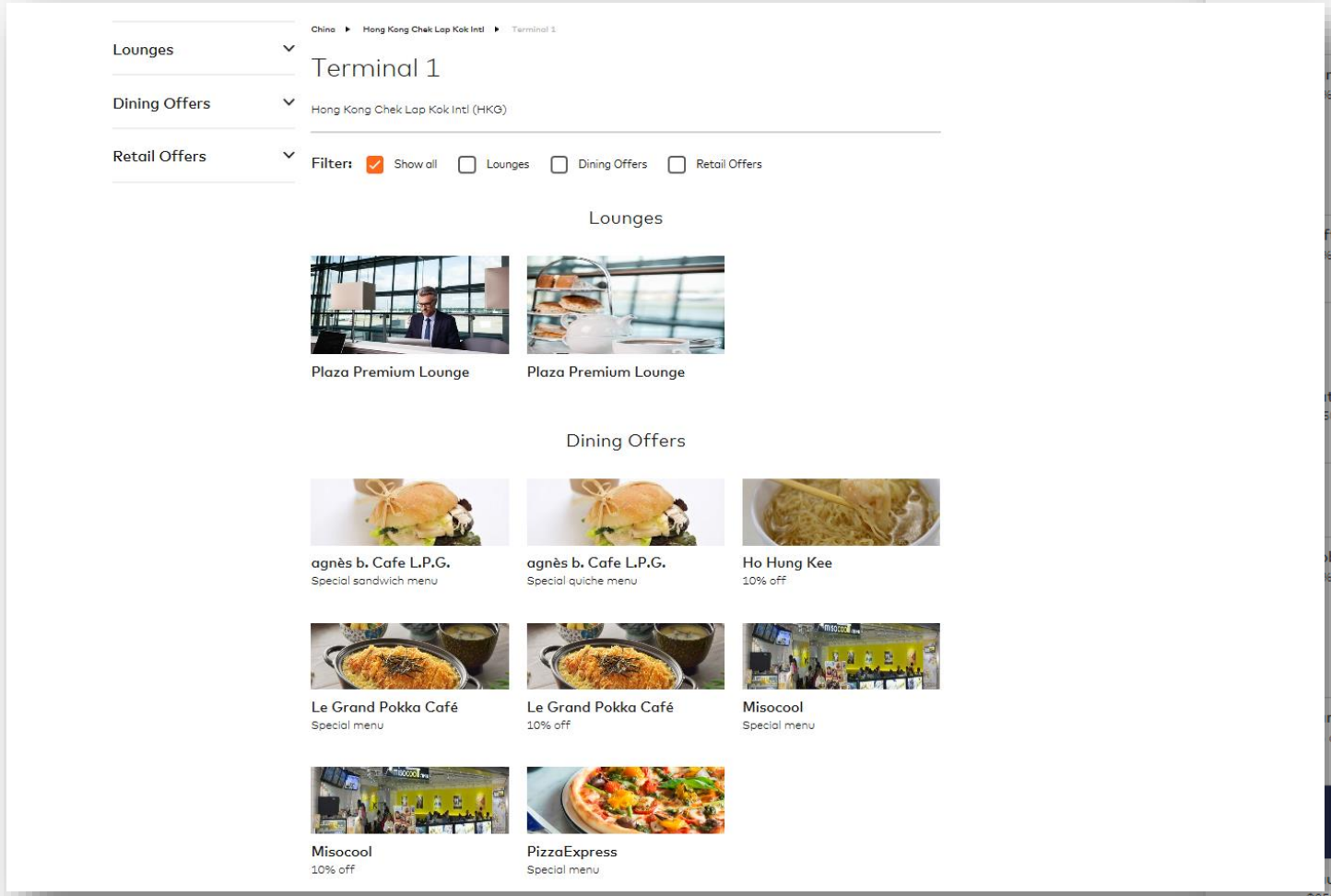


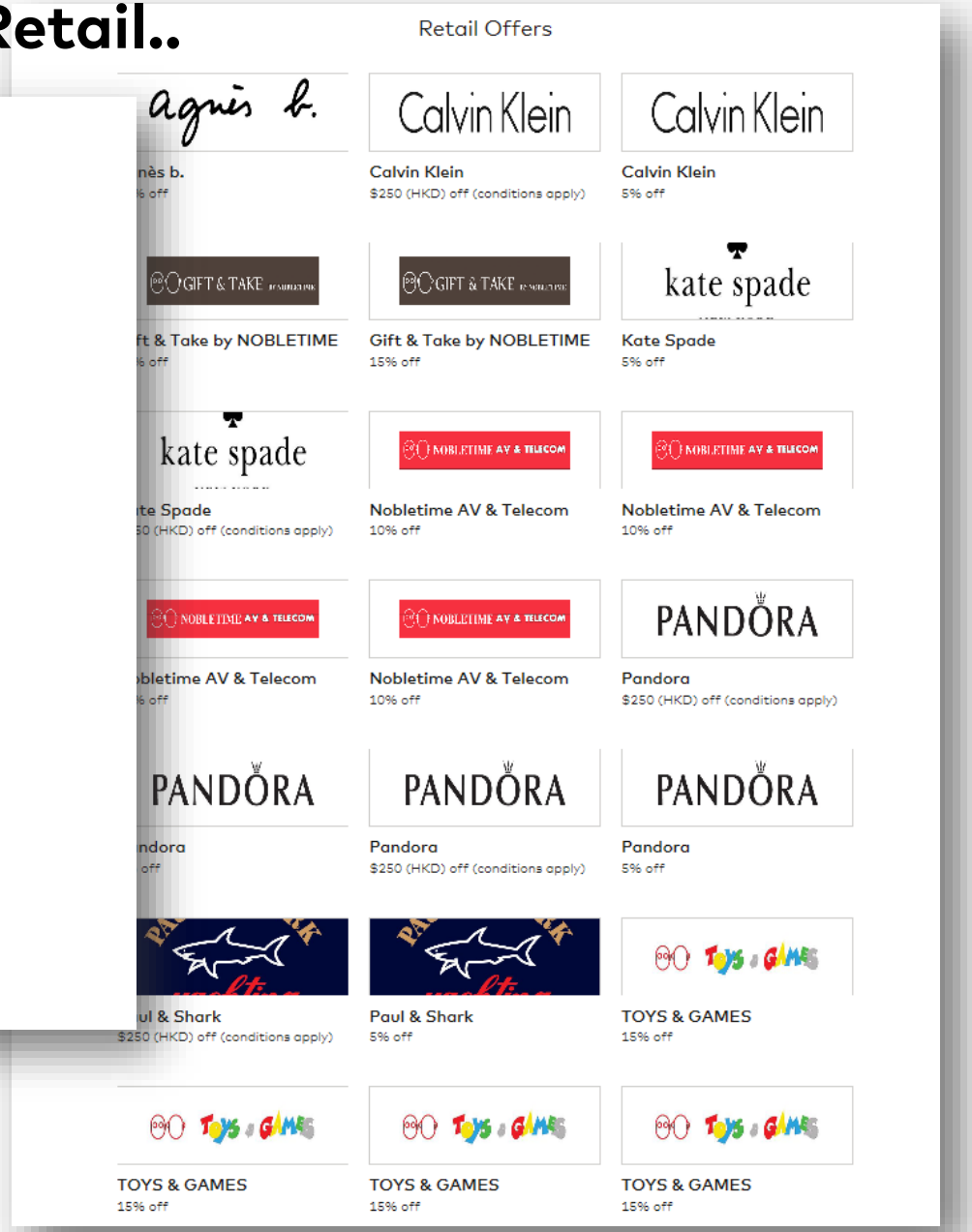
Search for Offers under Program Overview



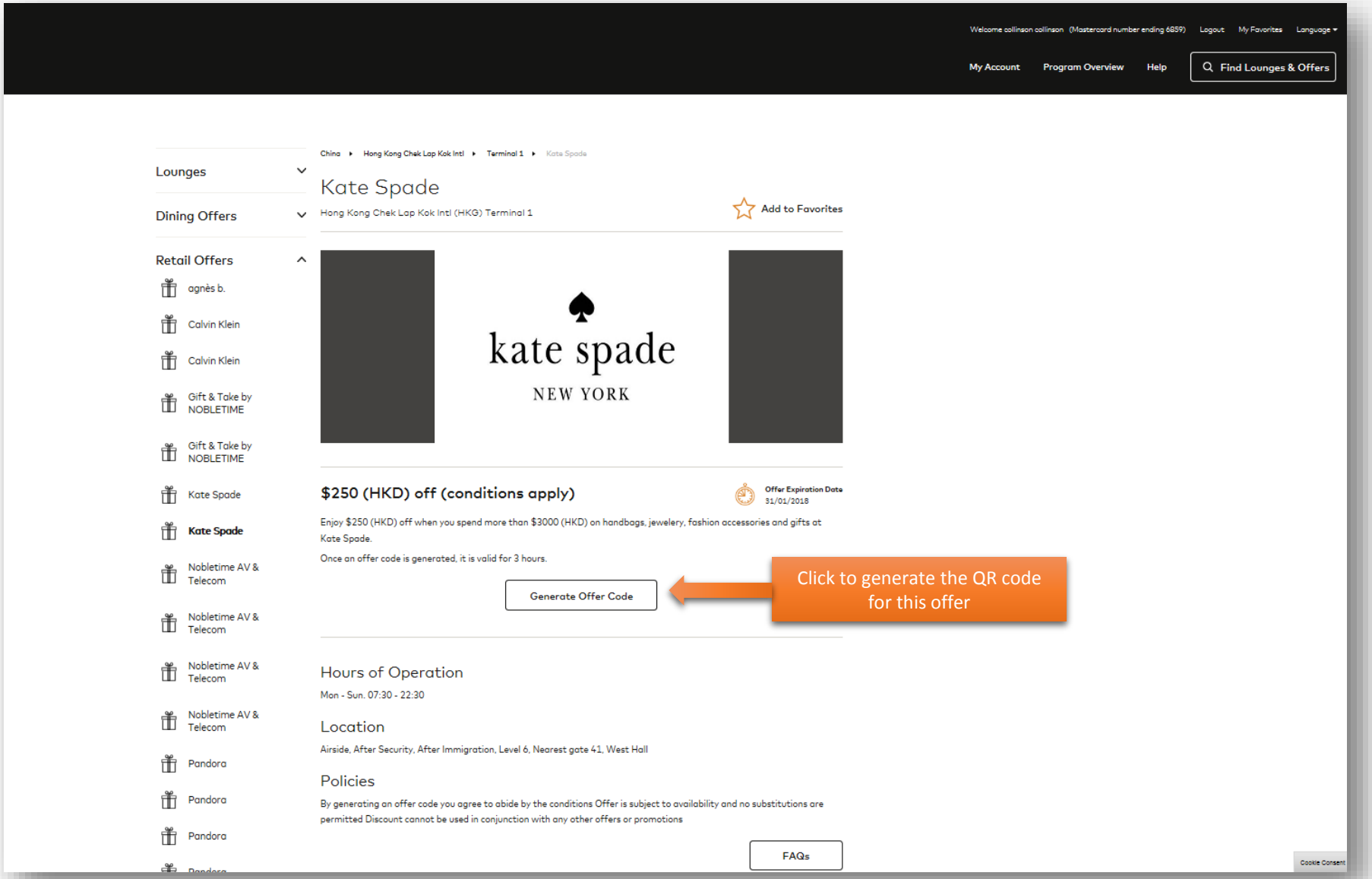


Offers are displayed by Lounges, Dining, Retail..

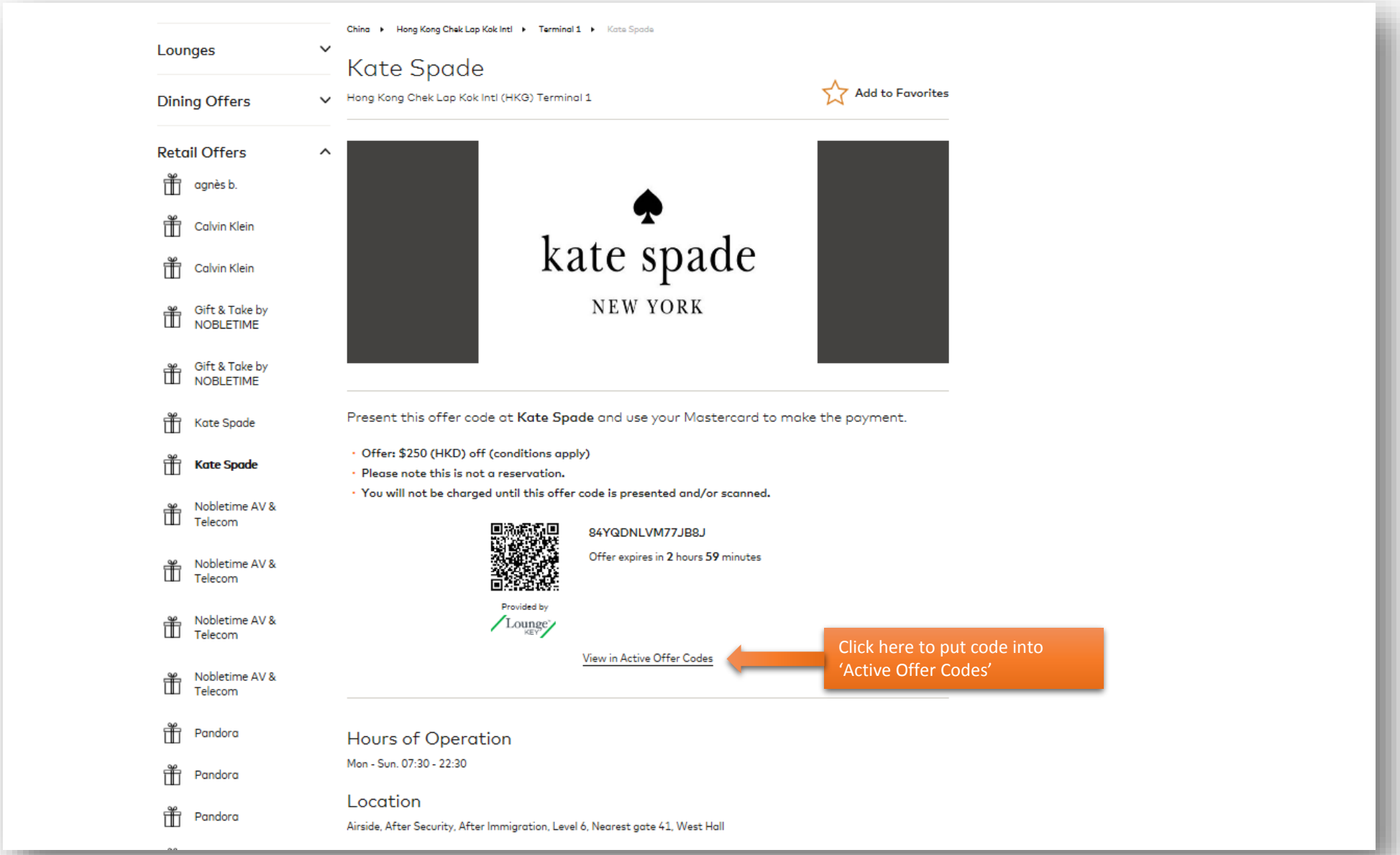




Discount Offer (eg: retail, katespade)

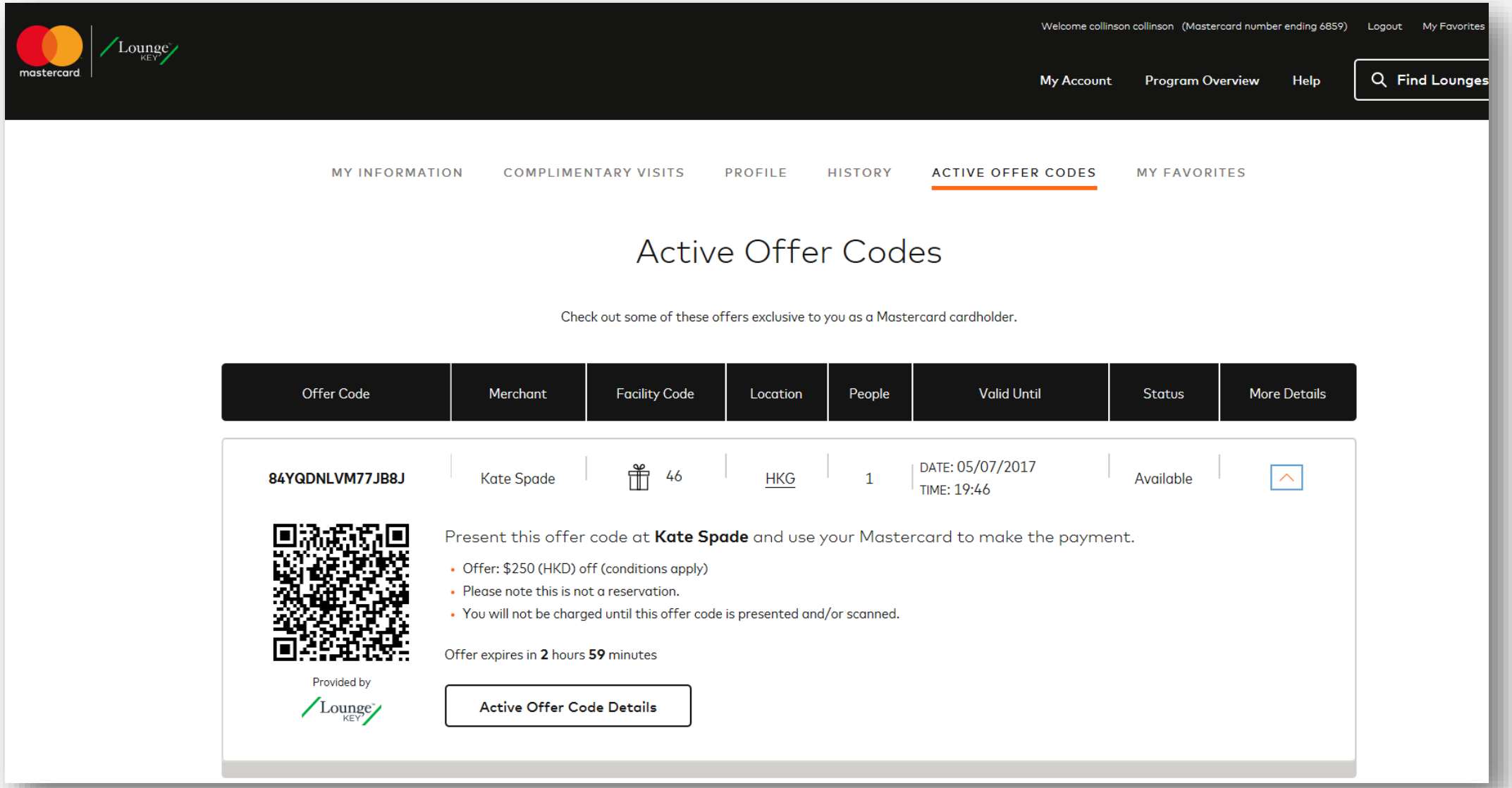


Discount Offer - QR Code Generation

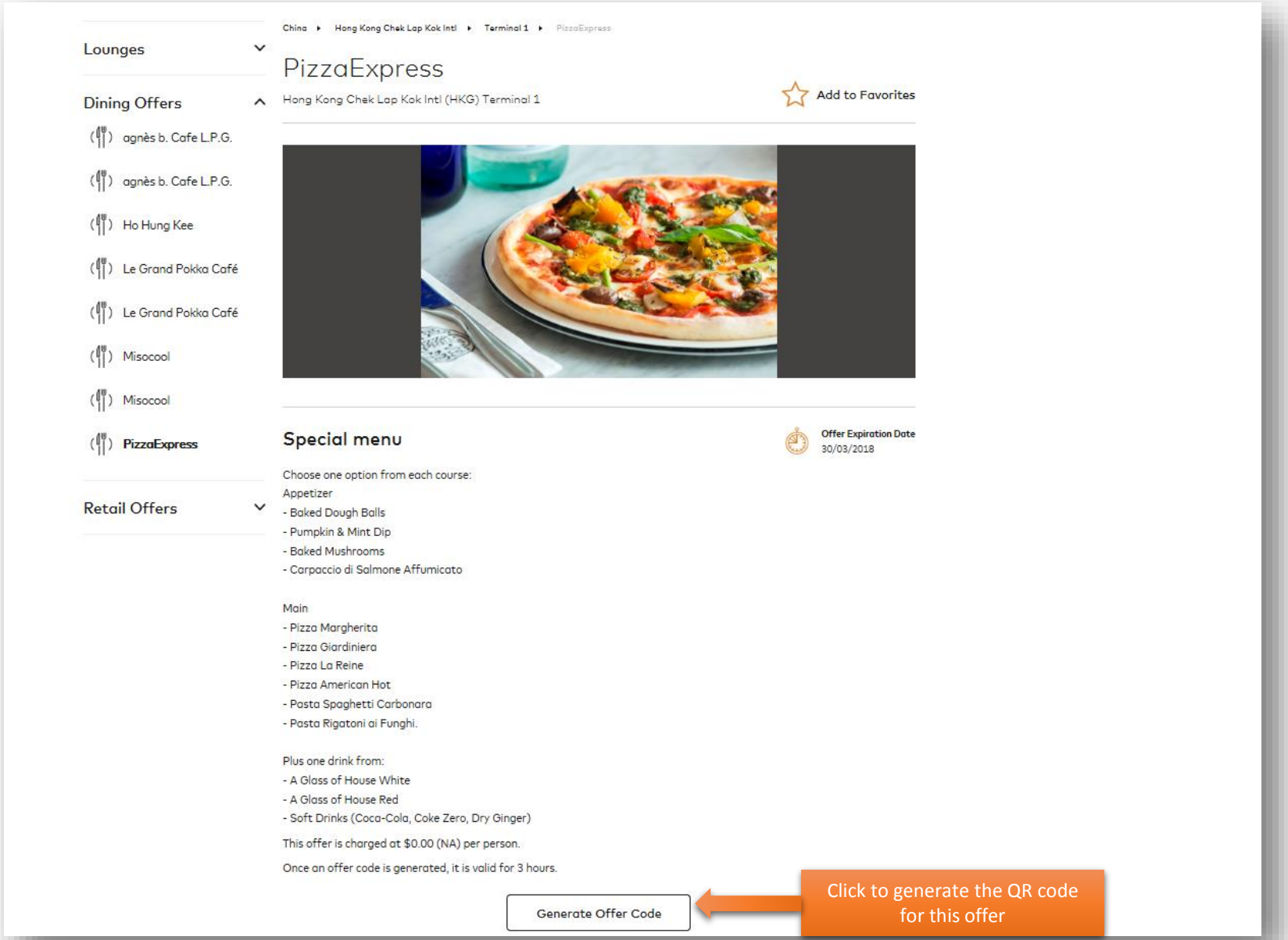


Active Offer Codes

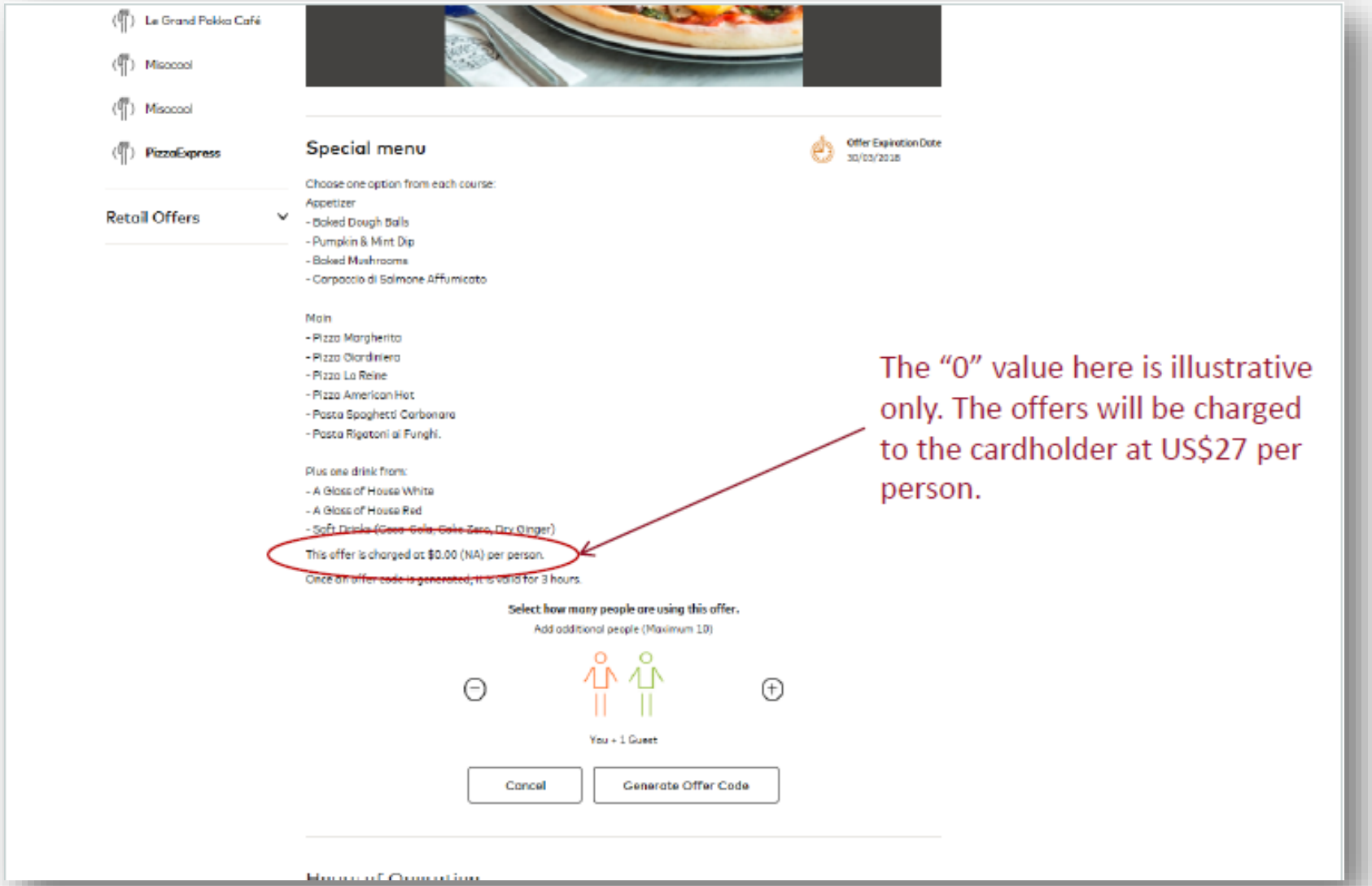
Put an offer code into 'Active Offer Codes' for easy tracking



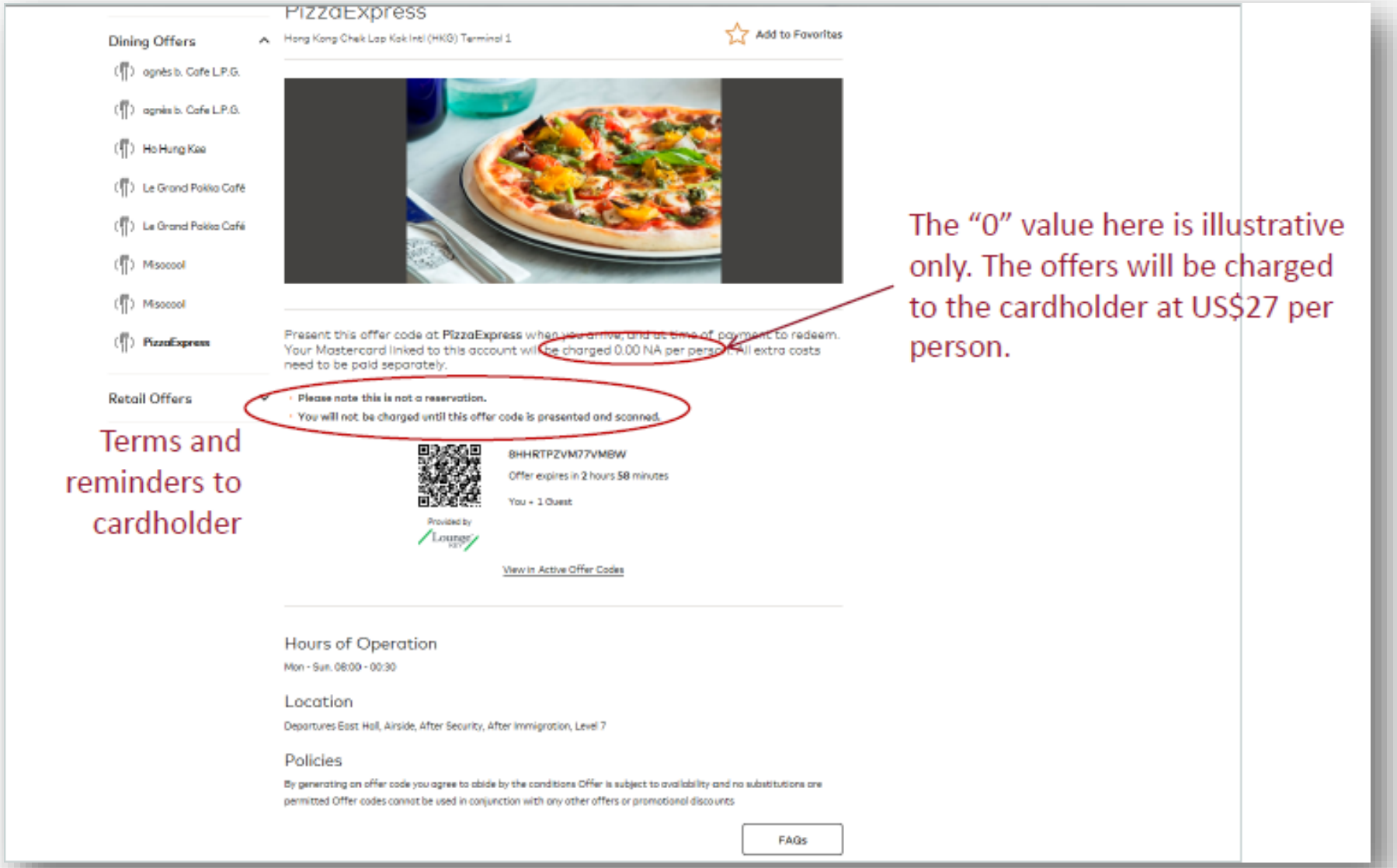
Define Value Offer



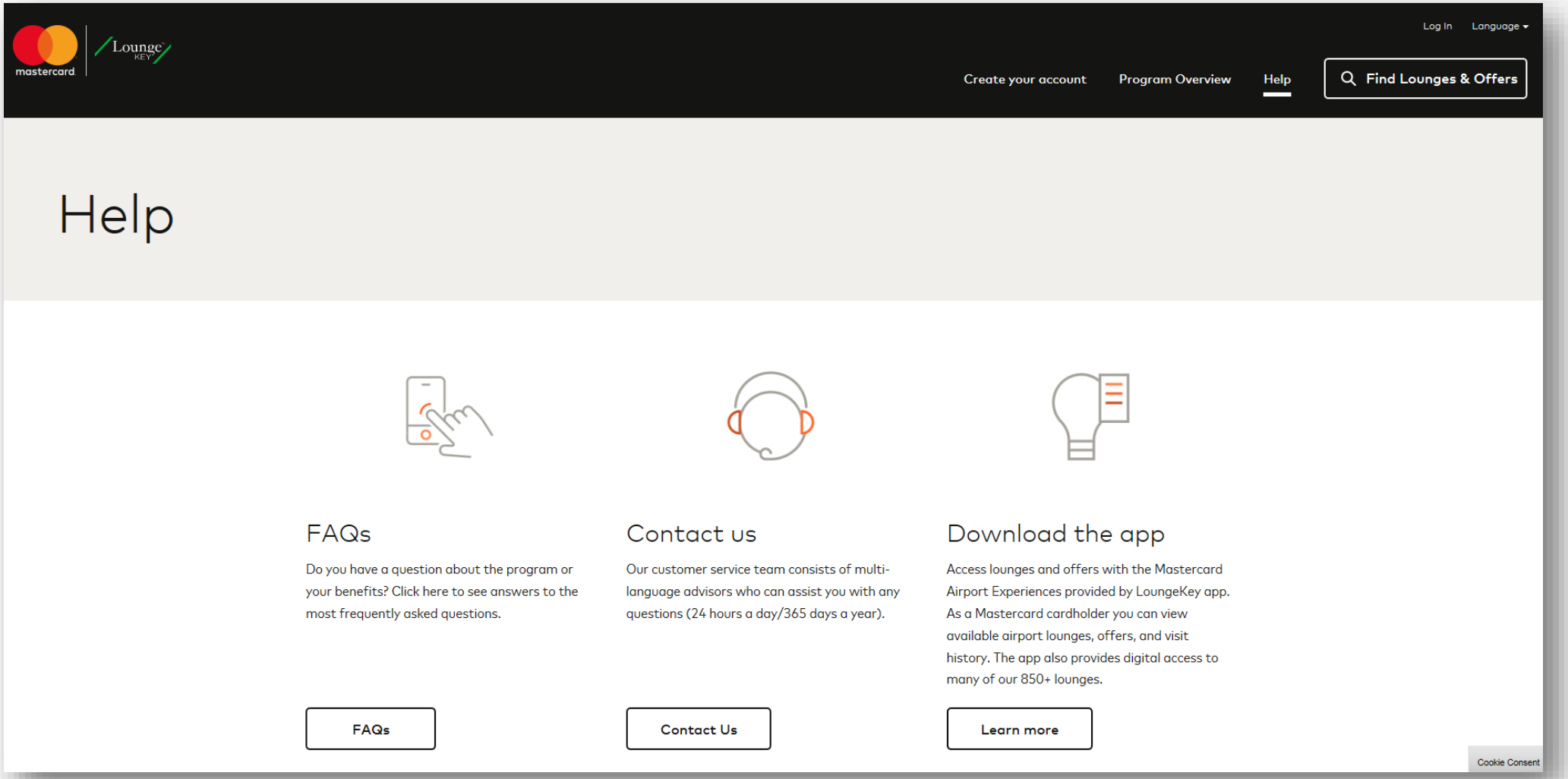
Define Value Offer - Select no. of people



Define Value Offer - Redeem QR codes at merchants



Help page


mastercard
Lounge KEY
Log In
Language
Create your account
Program Overview
Help
Find Lounges & Offers
Help
FAQs
Do you have a question about the program or your benefits? Click here to see answers to the most frequently asked questions.
FAQs
Contact us
Our customer service team consists of multi-language advisors who can assist you with any questions (24 hours a day/365 days a year).
Contact Us
Download the app
Access lounges and offers with the Mastercard Airport Experiences provided by LoungeKey app. As a Mastercard cardholder you can view available airport lounges, offers, and visit history. The app also provides digital access to many of our 850+ lounges.
Learn more
Cookie Consent

FAQs, Contact Us & App Information

FAQs

swip

2 results

Lounge

Can I access a lounge without registering an online account?

Yes. You can access lounges in the program by simply presenting your eligible Mastercard payment card to the lounge staff. Your card will be swiped and you will be required to sign in to confirm you have accessed the lounge.

The lounge is not able to read my digital lounge access code - why?

First, the brightness of your device screen may not be high enough. Please use your phone settings to brighten the screen and rescan your digital lounge access code. If the lounge reader still can't read the lounge access code, the staff will enter your lounge access number manually. Second, pass your eligible Mastercard to the lounge staff to swipe through their card reader. If the lounge are still unable to confirm

Contact Us

Please contact LoungeKey for assistance with the Mastercard Airport Experiences program.

Our customer service team consists of multi-language advisors who can assist you with any questions (24 hours a day/365 days a year).

For email, please contact us at loungekey.support@airport.mastercard.com

Have you tried our FAQ section? →

Brazil

+55 11 4349 6157

Support given in:

English
24 hours / 7 days

Spanish and Portuguese

Americas

+1 214 617 9011

Support given in:

English
24 hours / 7 days

Spanish and Portuguese

Europe, Middle East and Africa

+44 (0) 208 633 7596

Support given in:

English
24 hours / 7 days

Mastercard Airport Experiences provided by LoungeKey app

On the go? Download the app to locate lounges and offers.

View airport lounges, offers and visit history.

Download on the App Store

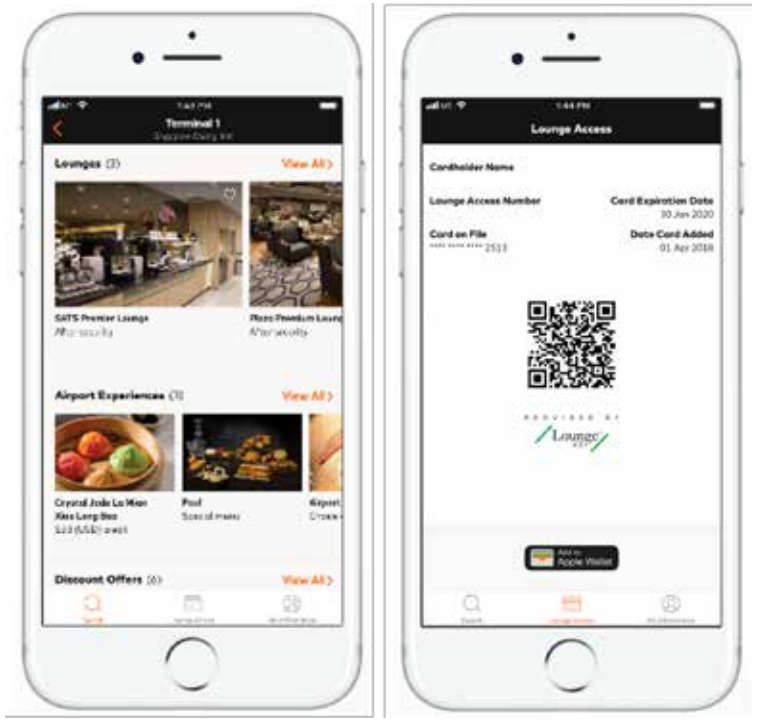
GET IT ON Google play

Mastercard Airport Experiences App

How to register your card for Mastercard Airport Experiences from the App

Download "Mastercard Airport Experiences" app on Apple Store or Google Play Store

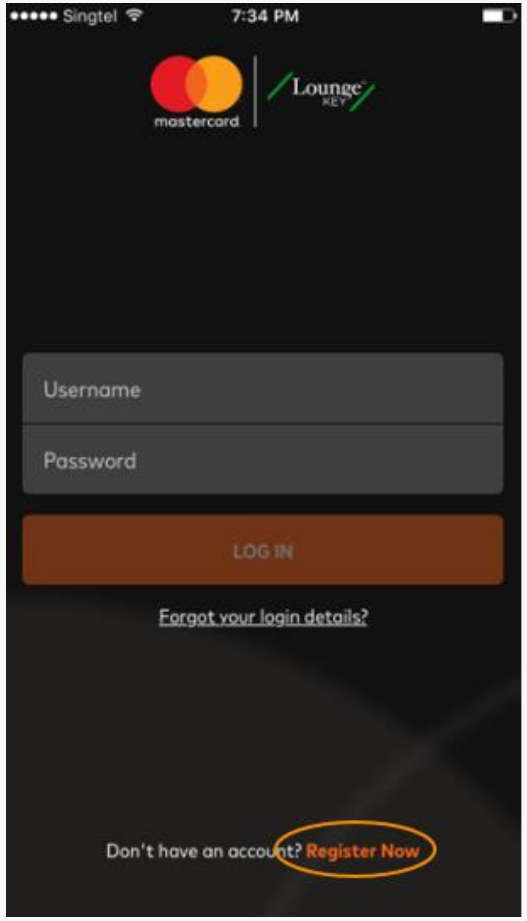
Click "Create your account" to start

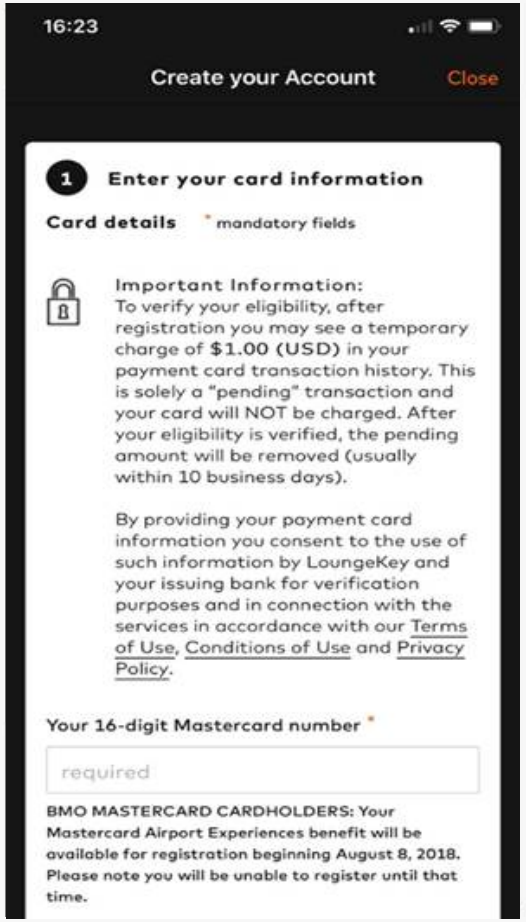


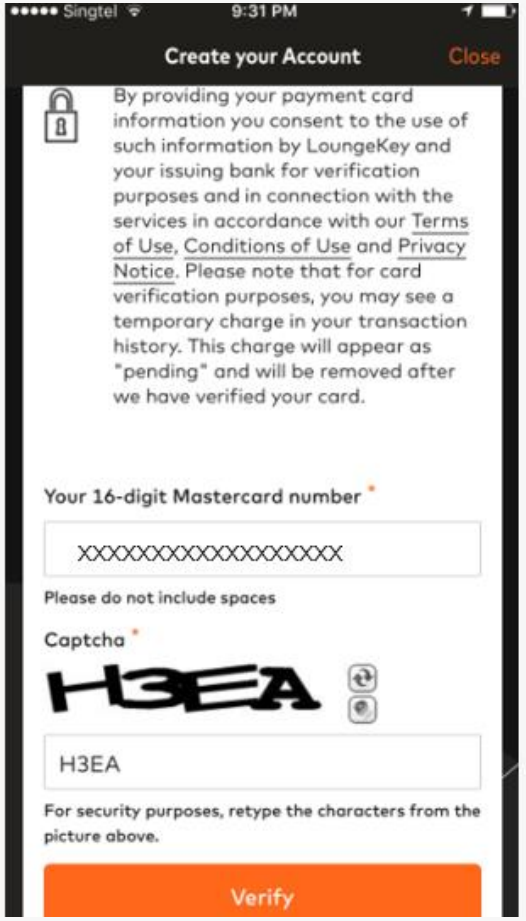
Once account has successfully been created, login to explore features such as find lounge and offers, generate lounge and offer QR codes, view visit history and more

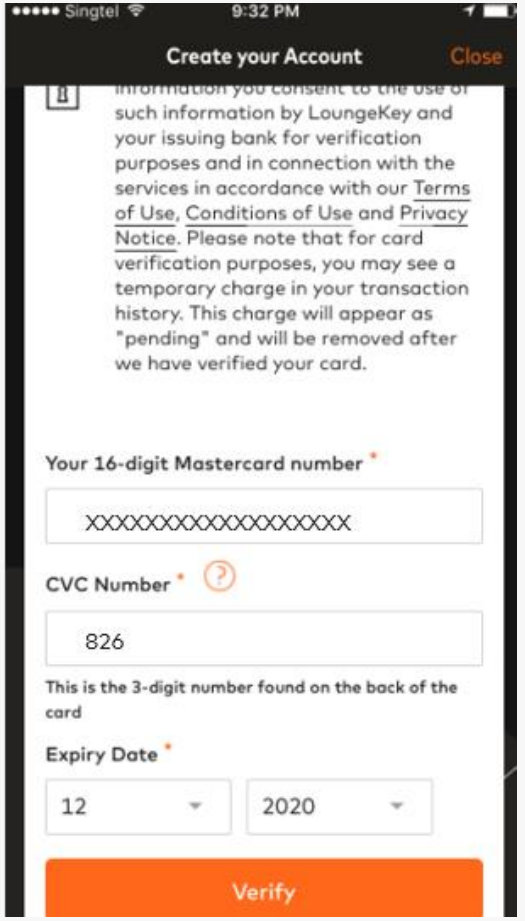
Account Registration

- Account creation can be done via the App or on Mastercard Airport Experiences website at airport.mastercard.com
- If CH does not have an account/user name, start the journey by clicking on “Register Now” and entering the details requested for authentication and authorization for Card on File function



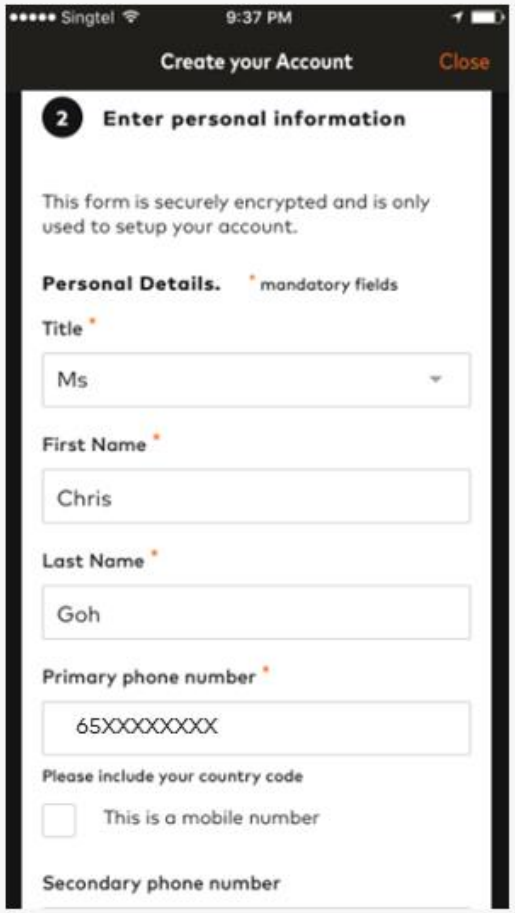


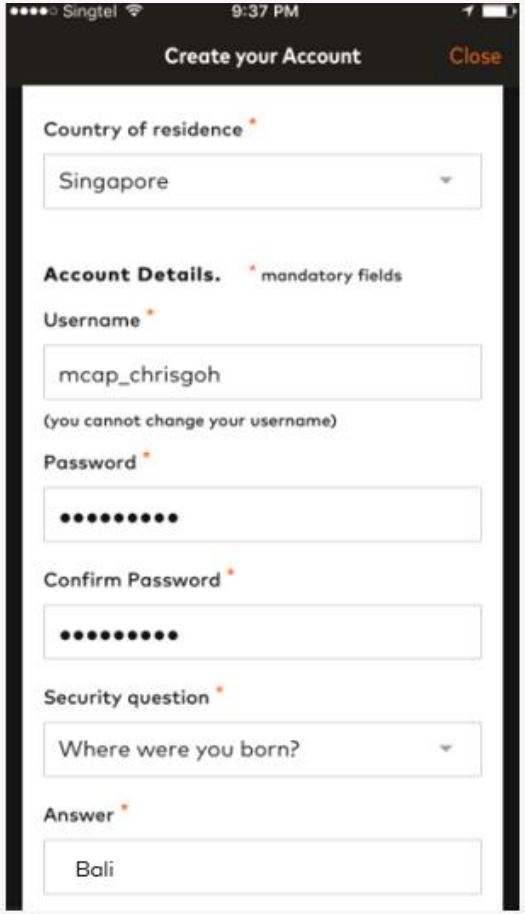


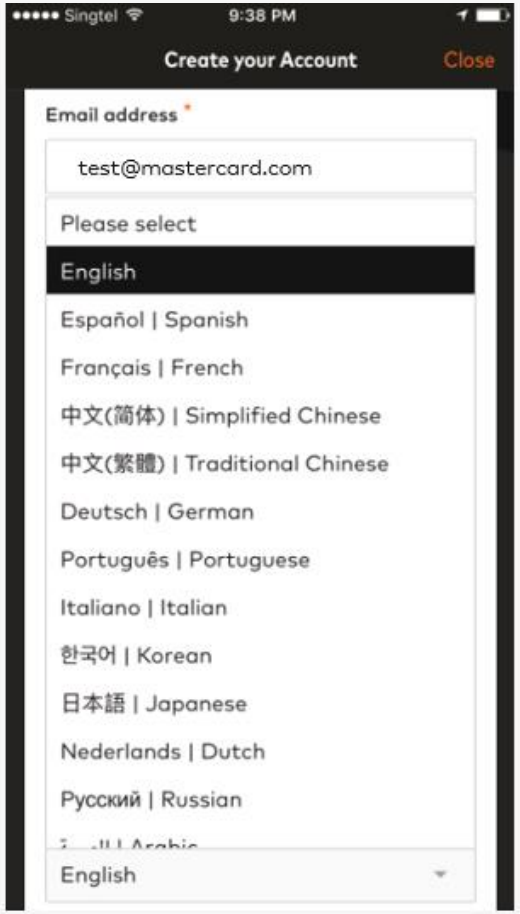


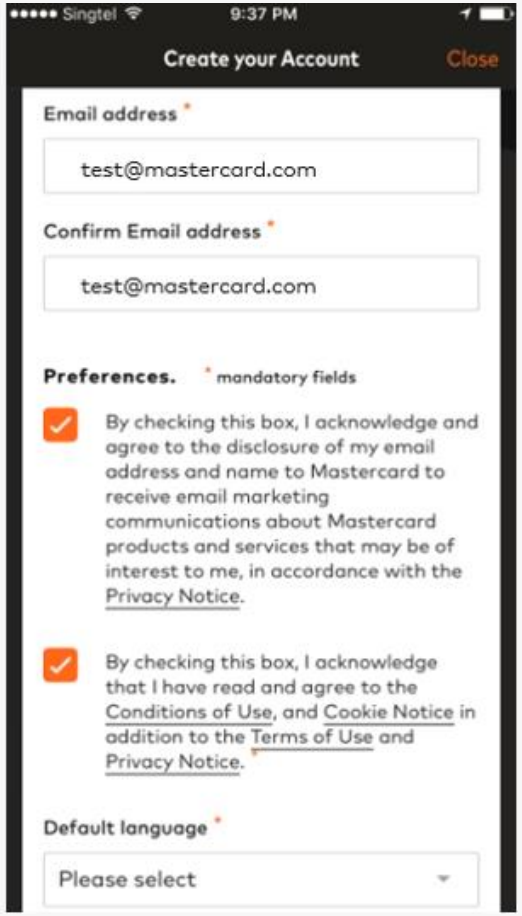
Create Your Account

- Continue to enter required information

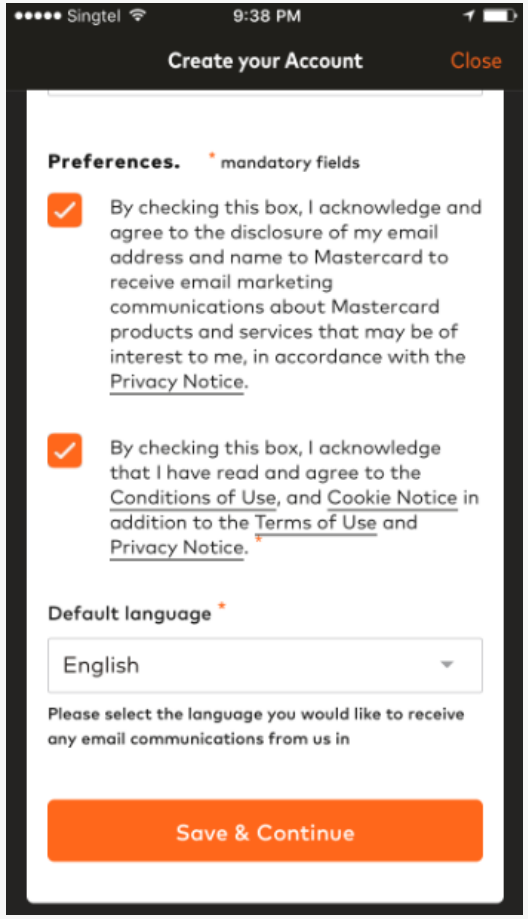


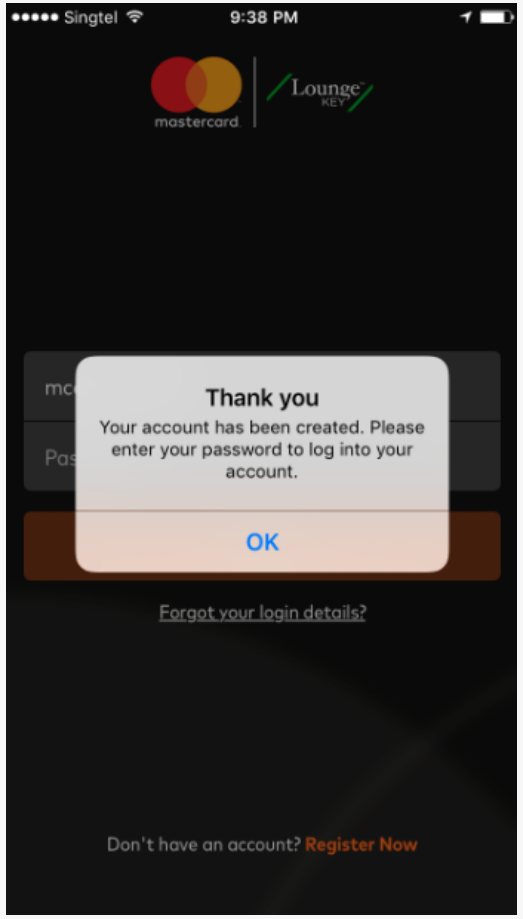


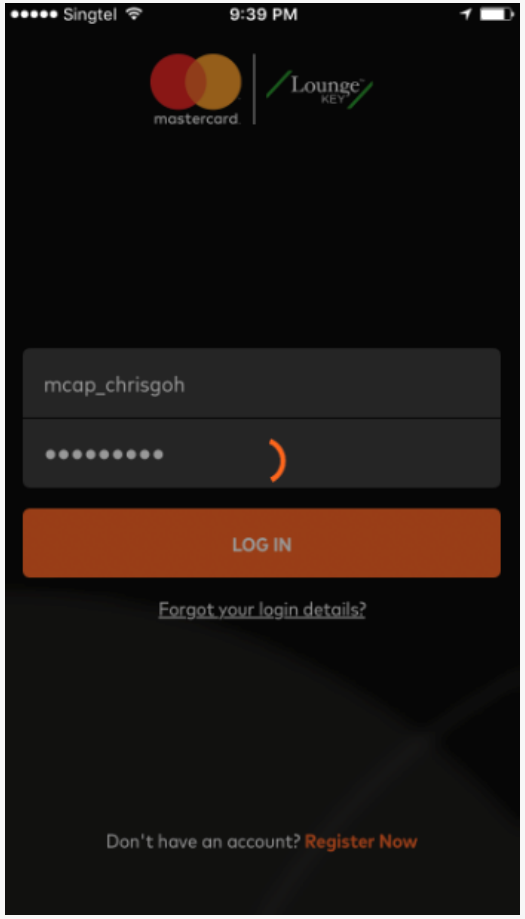




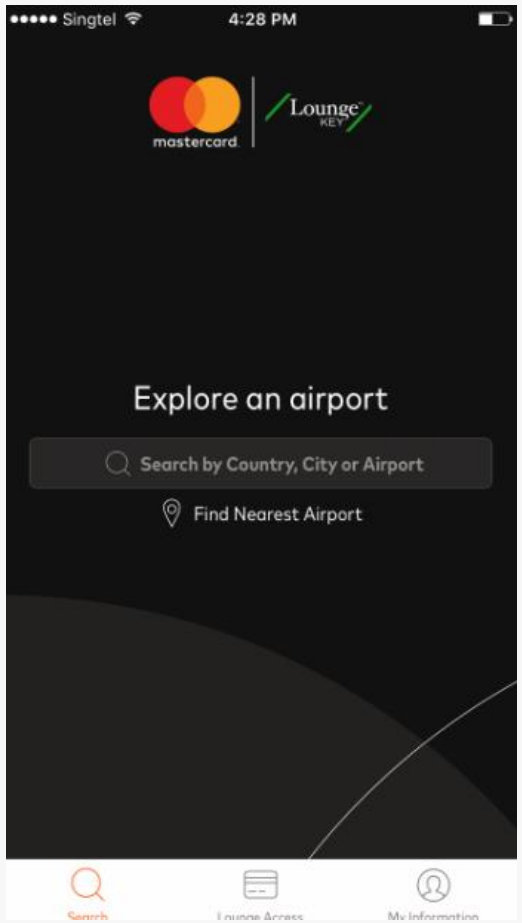
Create Your Account - Continued

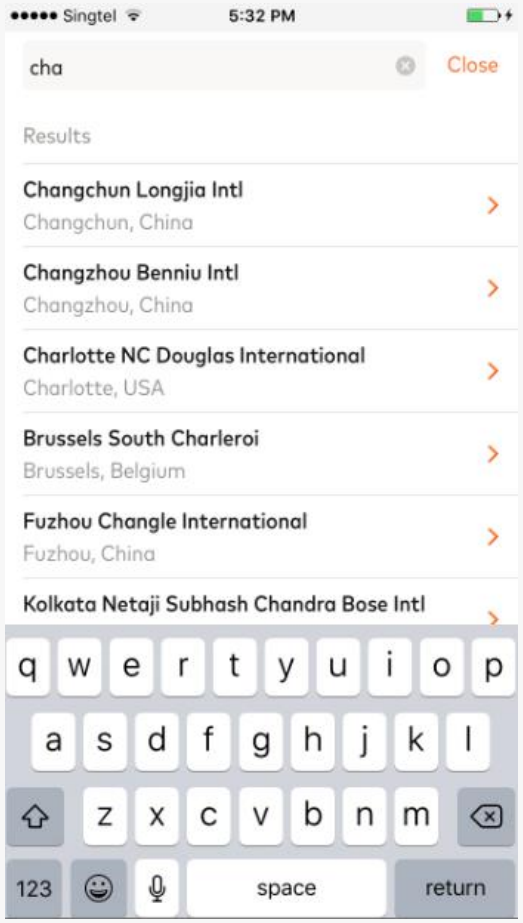


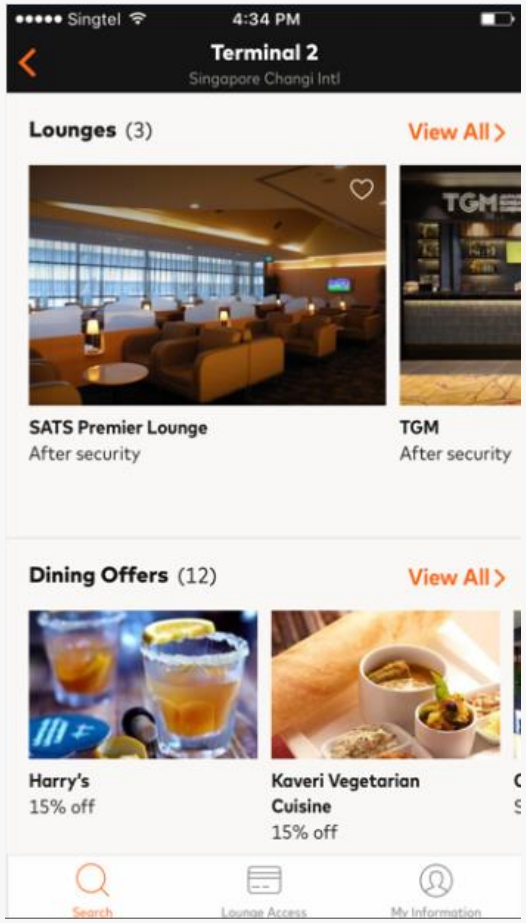




Search for Lounge

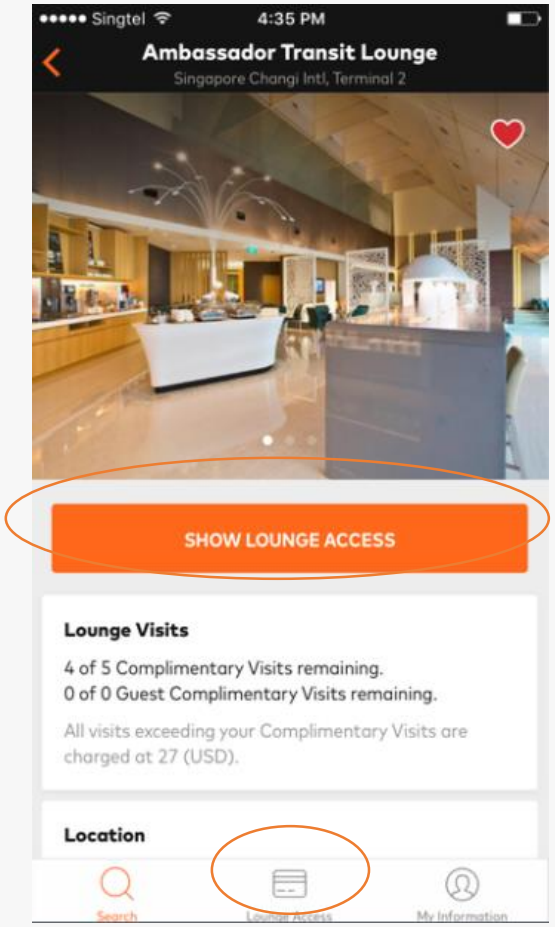


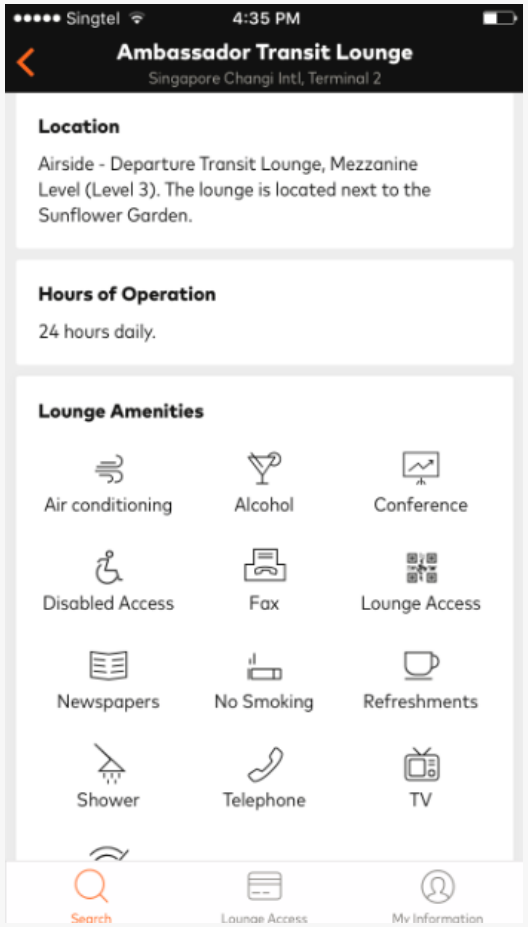


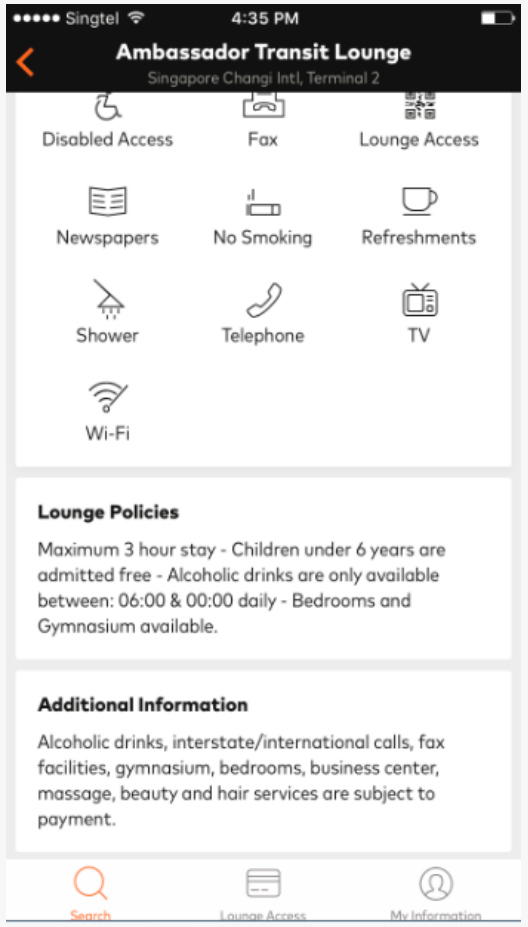


Lounge Summary & Accessing Lounge via Digital Card

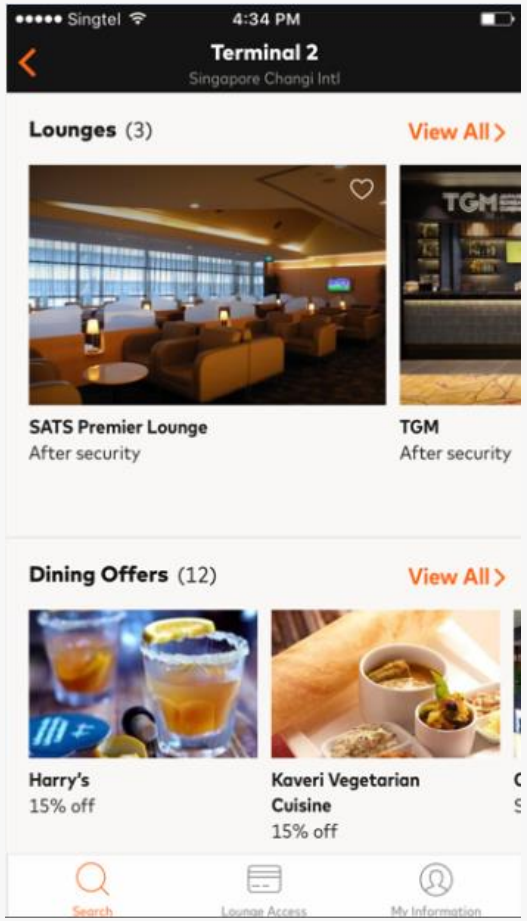
- To add lounge as Favorite, click on the "Heart" icon on the top right hand corner of the lounge image
- To access lounge using your Digital Card, click on "Show Lounge Access" on lounge information page or click "Lounge Access" icon on the bottom page

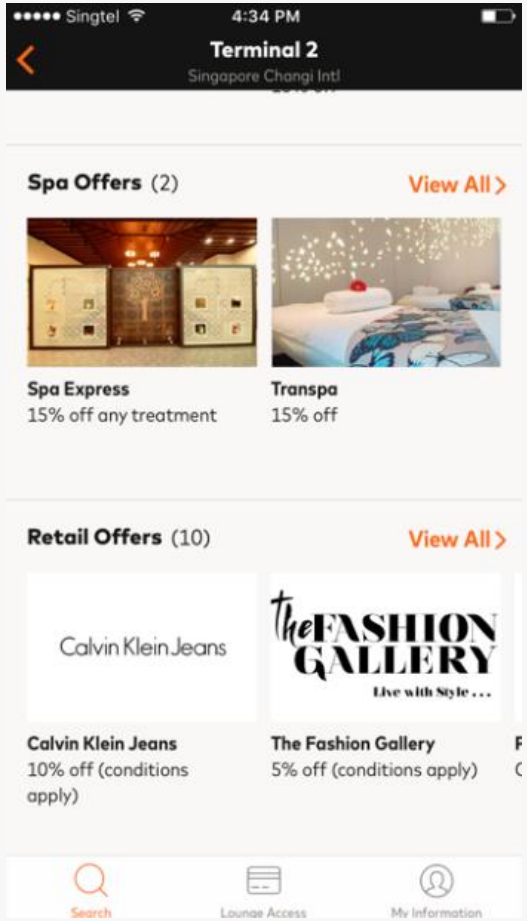


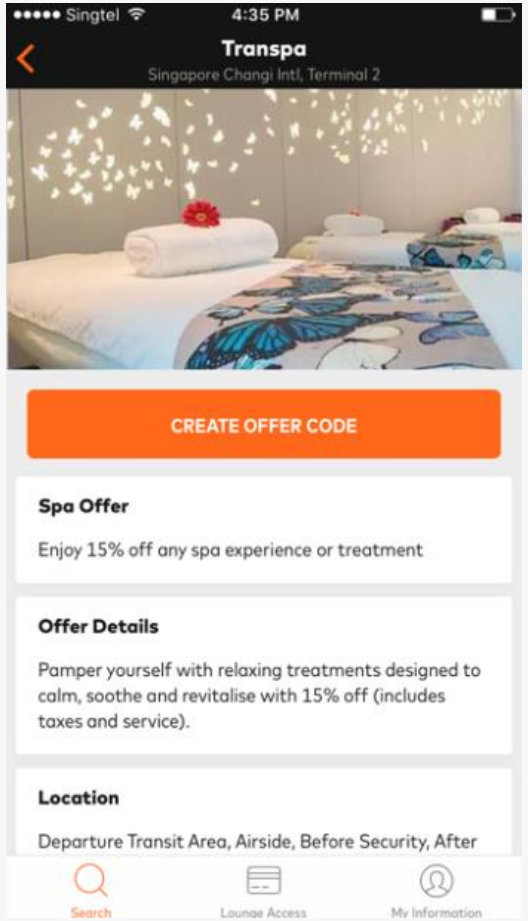




Search for Offers/Experience & Generate Offer QR Code (Discount)

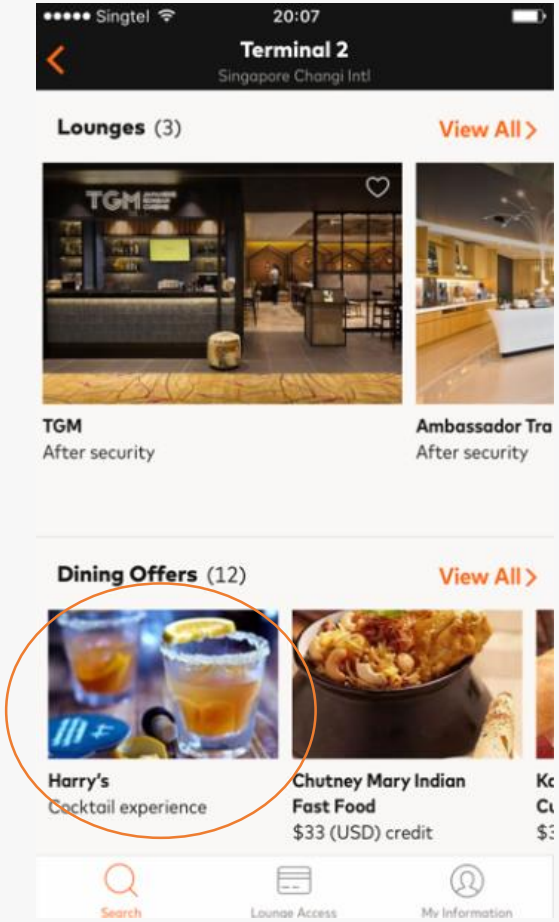


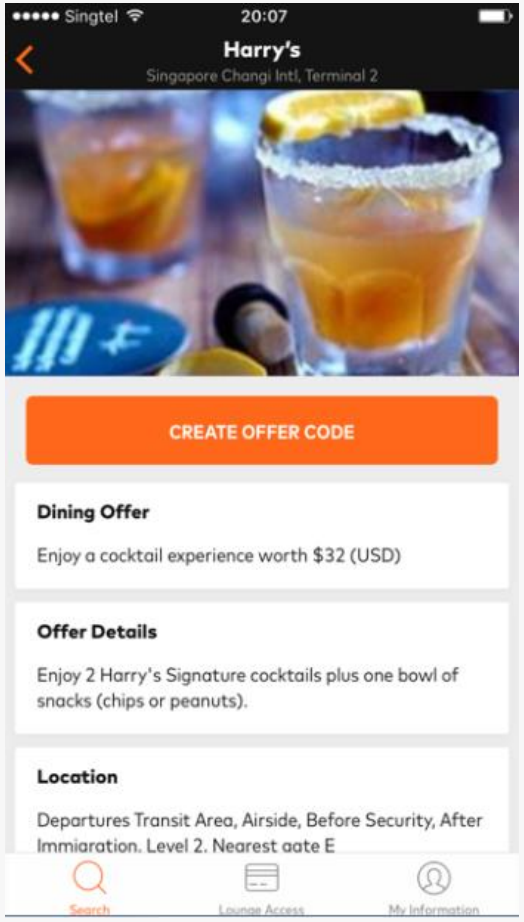


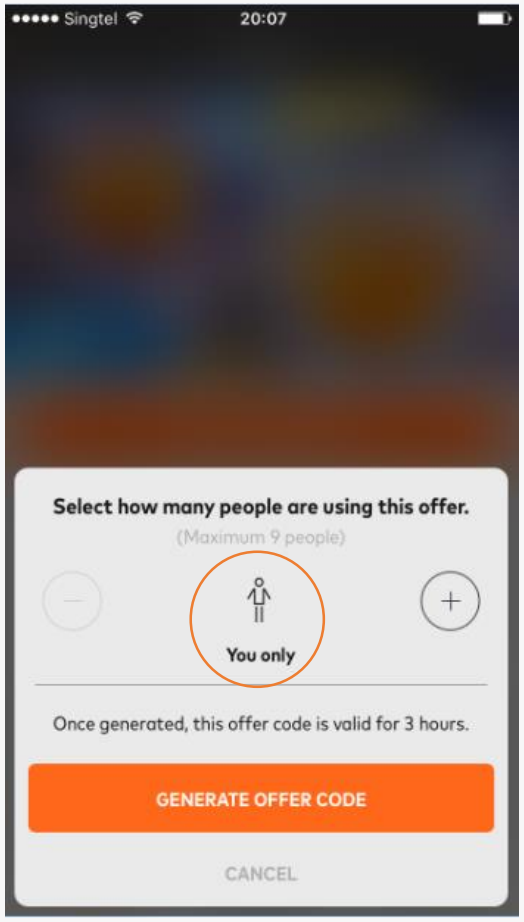


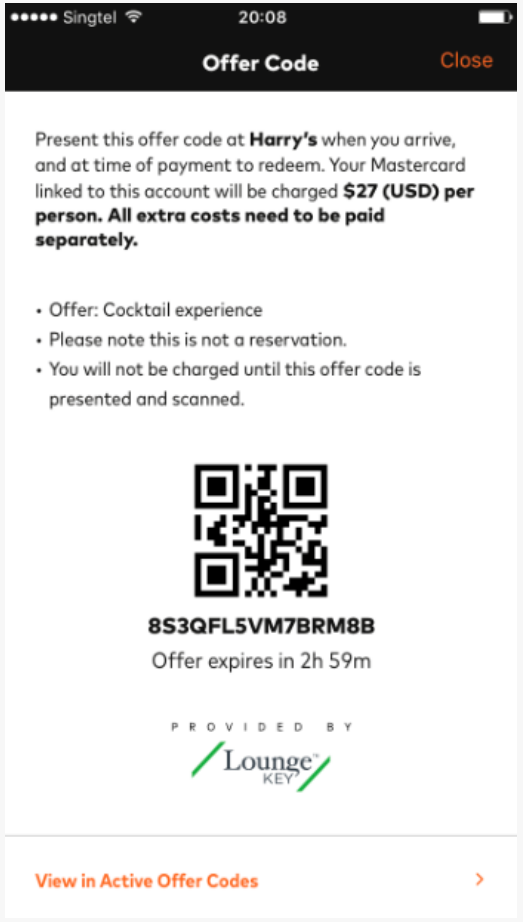
Search for Offers/Experience & Generate Offer QR Code (Defined Value Offer)

- By scanning the offer code at time of payment, USD27 chargeable to CH for redemption of experience will be processed as Card Not Present (CNP) transaction



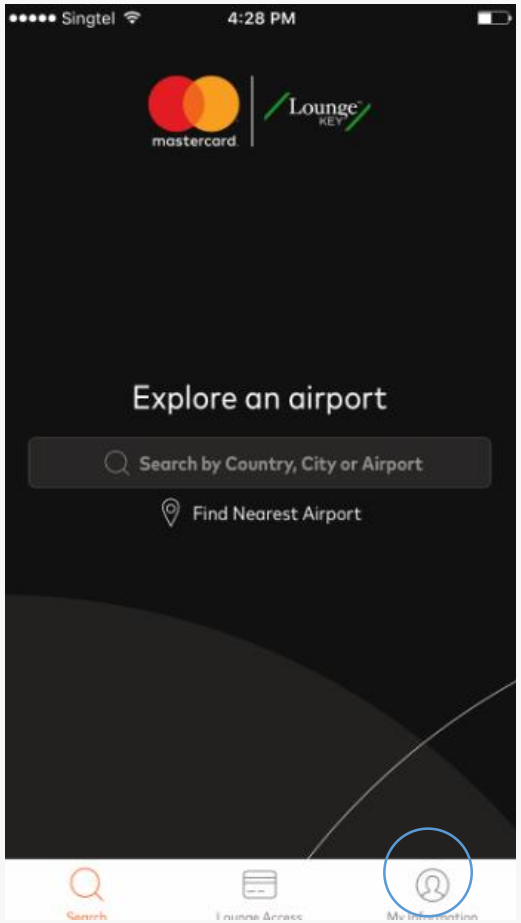


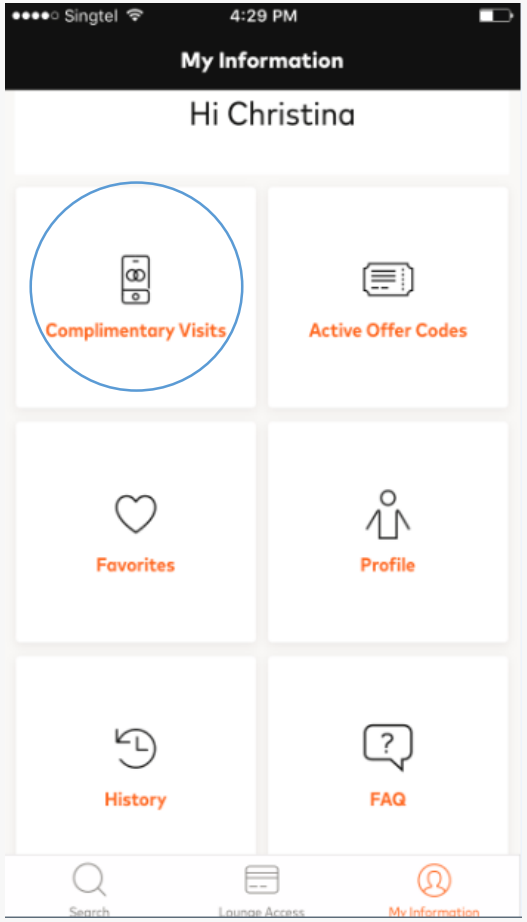


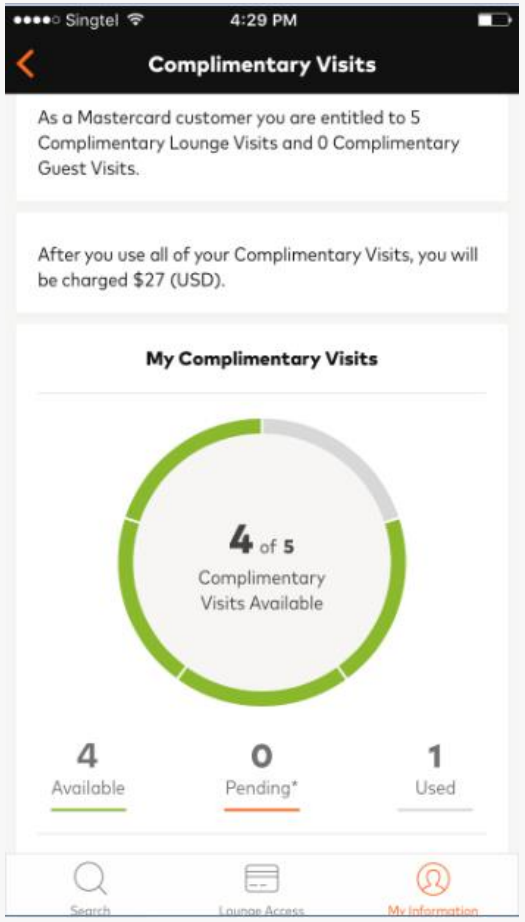


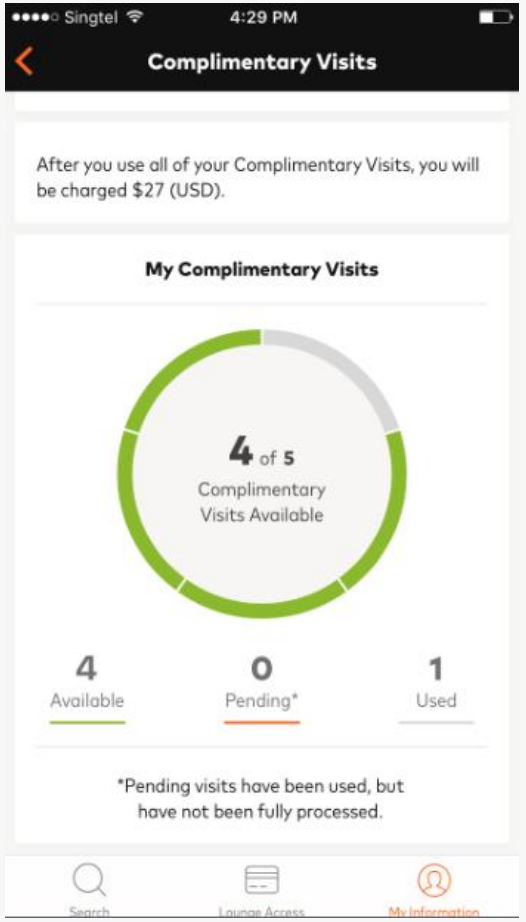
Complimentary Visits

- Visit becomes “Pending” at the time of lounge visit
- Visit becomes “Used” in 3-5 days after the visit



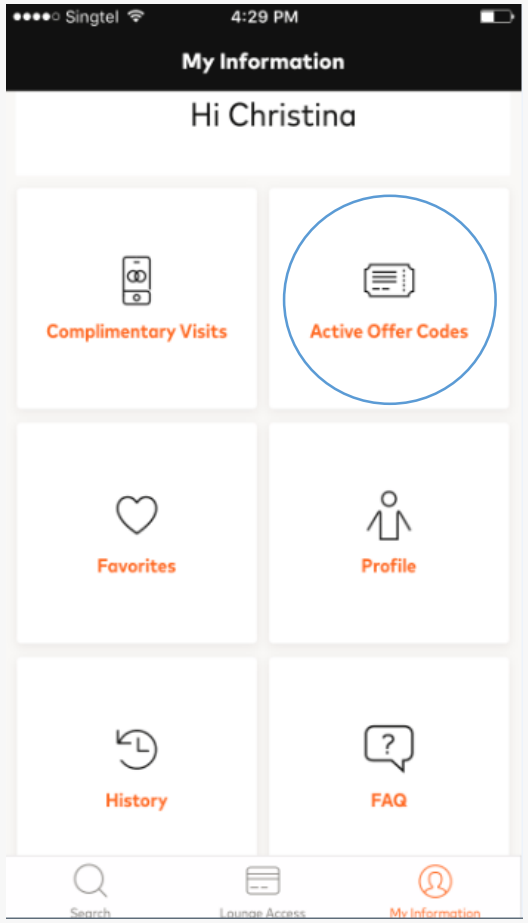


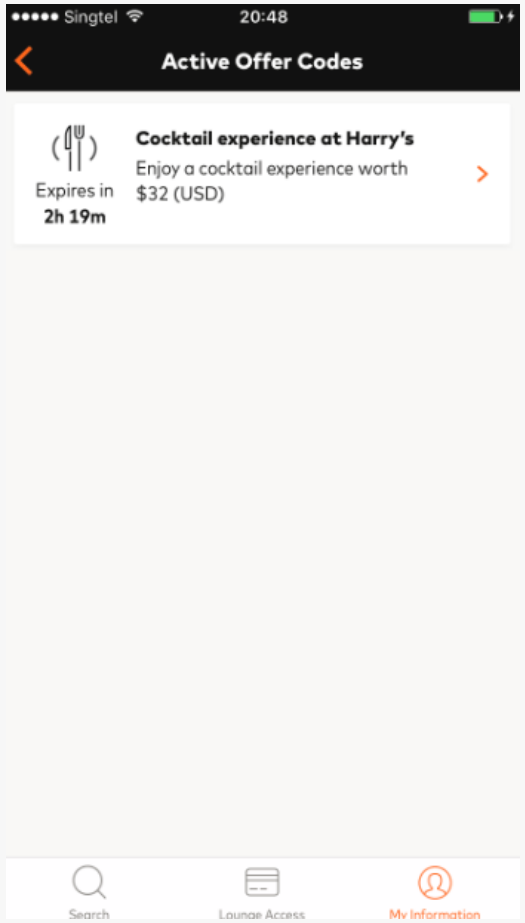


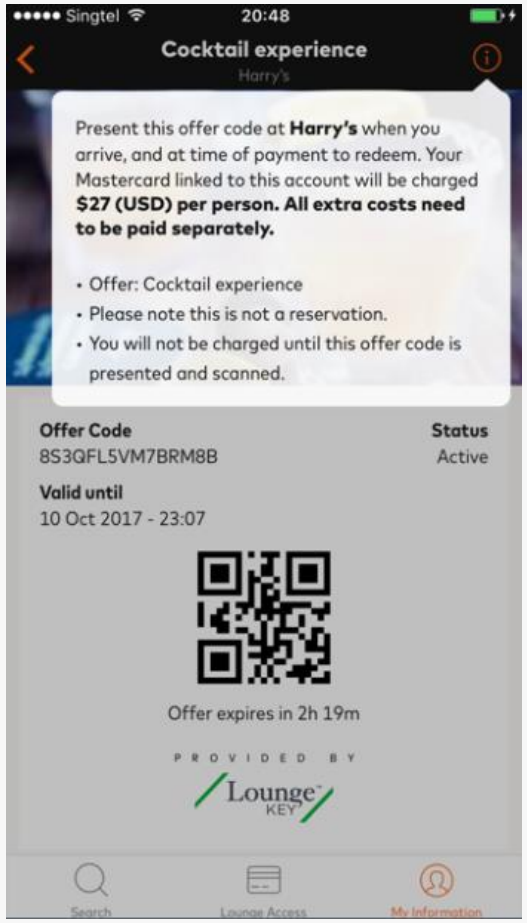


Active Offer Codes

- This is where CH views all generated offer codes which are still active (have not expired)
- CH card will not be charged for generating the offer code & will only be charged when the offer code is presented and scanned/redeemed

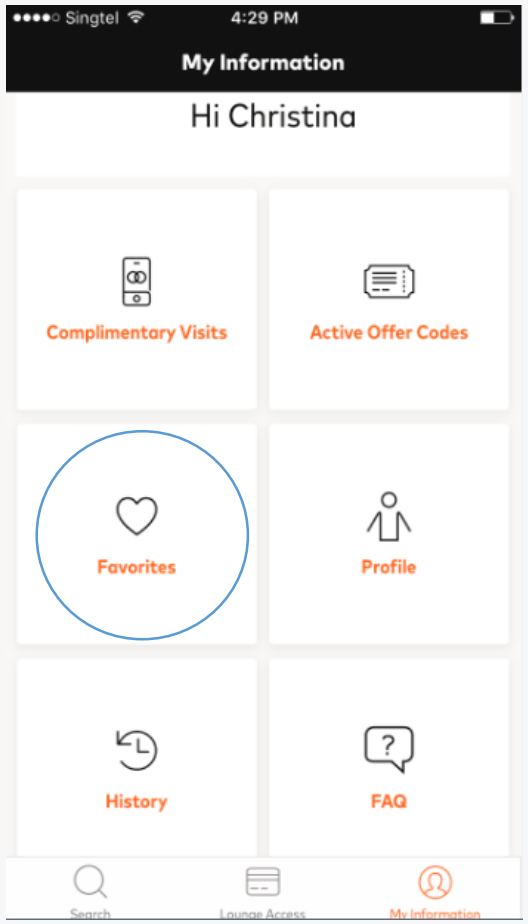


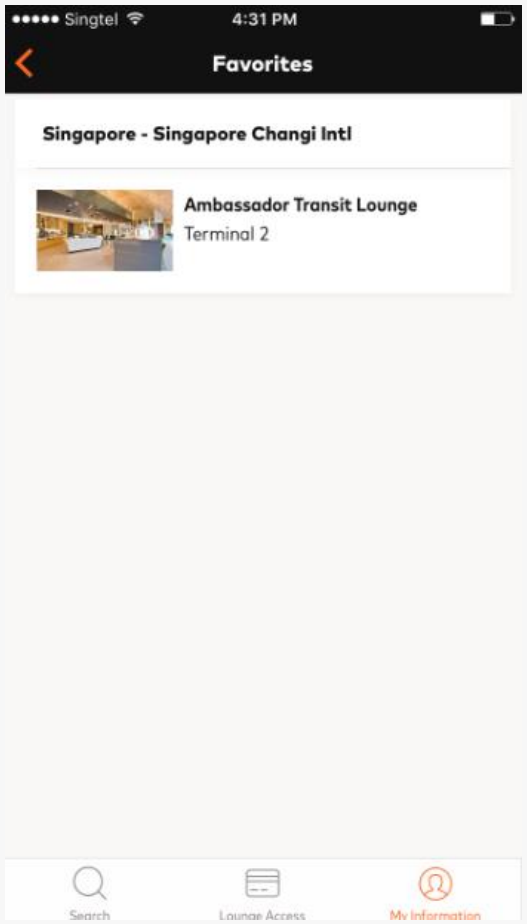


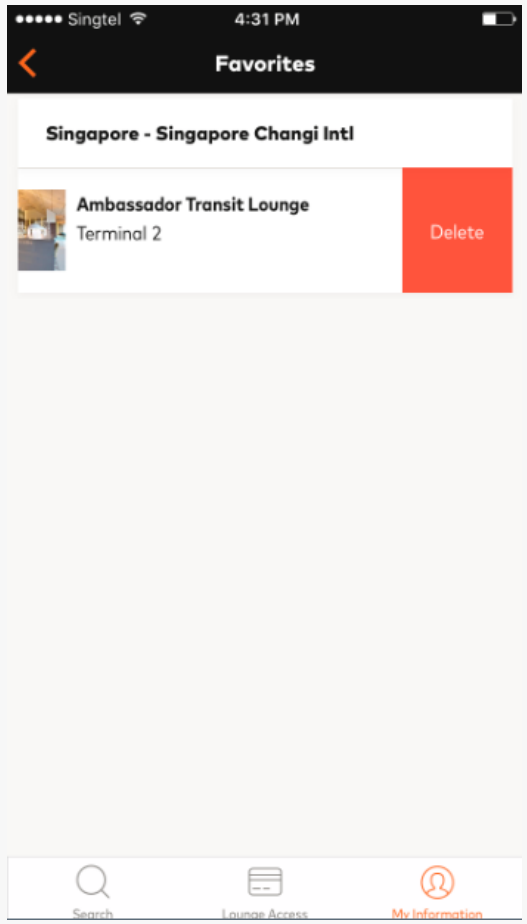


Favorites

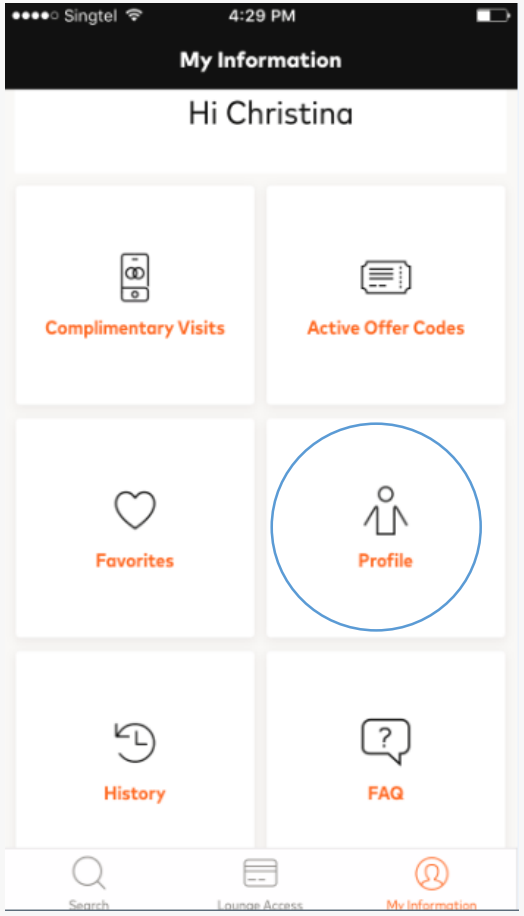
- This is where lounges marked as Favorites (Heart icon) will appear
- To remove lounge from Favorites list, slide to the left and click “Delete” or on the lounge information, unclick the “Heart” icon

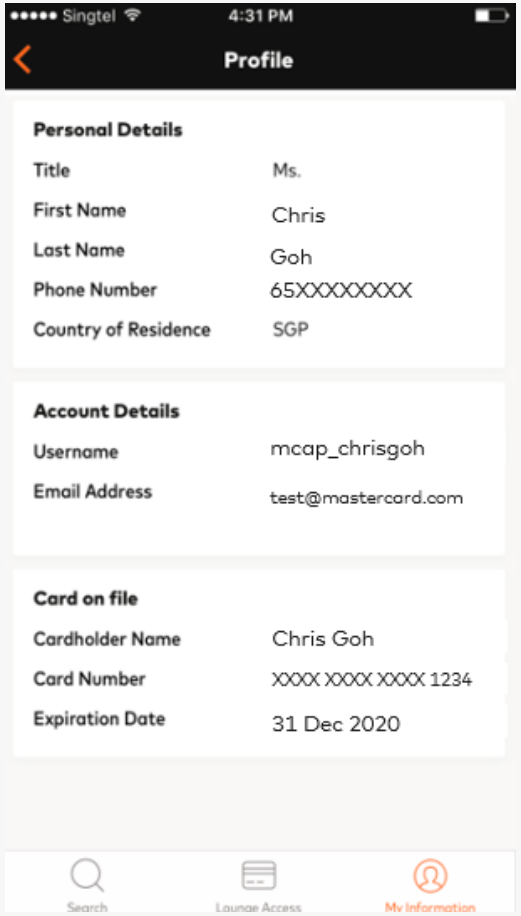






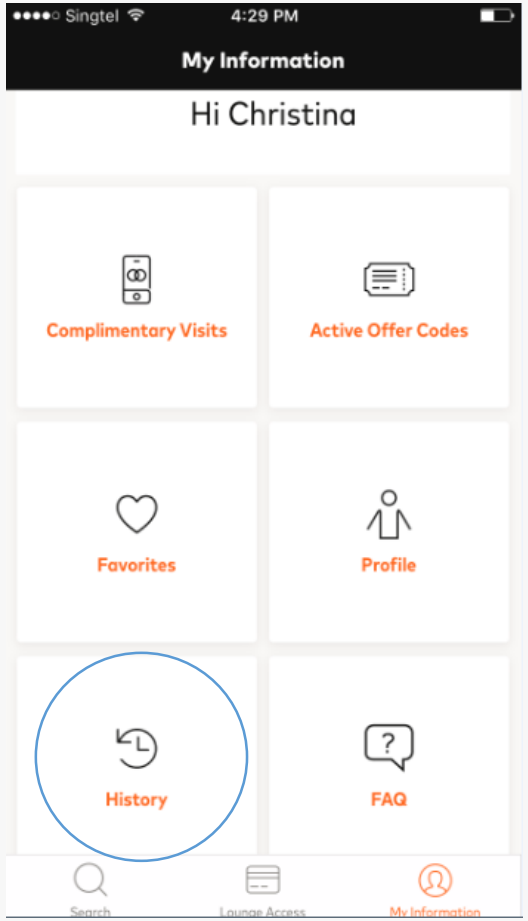
Profile

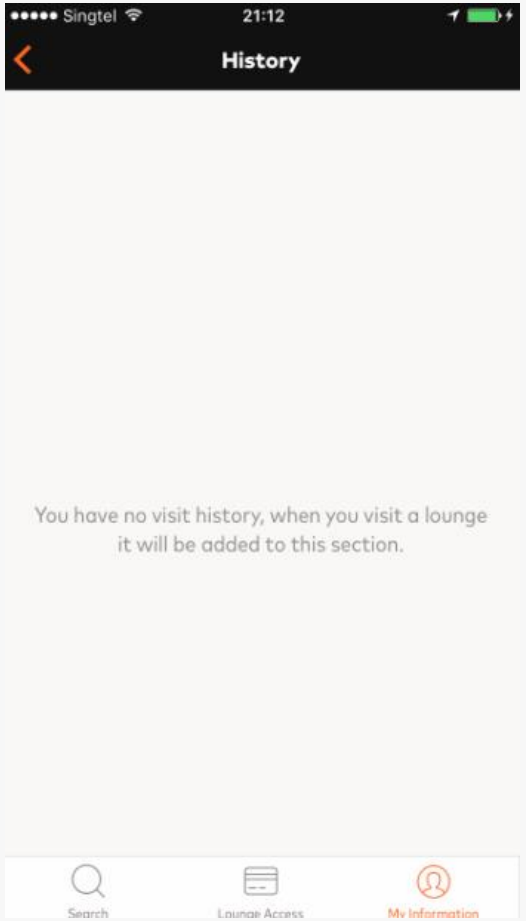

Singtel
4:29 PM
My Information
Hi Christina
Complimentary Visits
Active Offer Codes
Favorites
Profile
History
FAQ
Search
Lounge Access
My Information


Singtel
4:31 PM
Profile
Personal Details
Title
Ms.
First Name
Chris
Last Name
Goh
Phone Number
65XXXXXXXX
Country of Residence
SGP
Account Details
Username
mcap_chrisgoh
Email Address
test@mastercard.com
Card on file
Cardholder Name
Chris Goh
Card Number
XXXX XXXX XXXX 1234
Expiration Date
31 Dec 2020
Search
Lounge Access
My Information

History (No Visit)

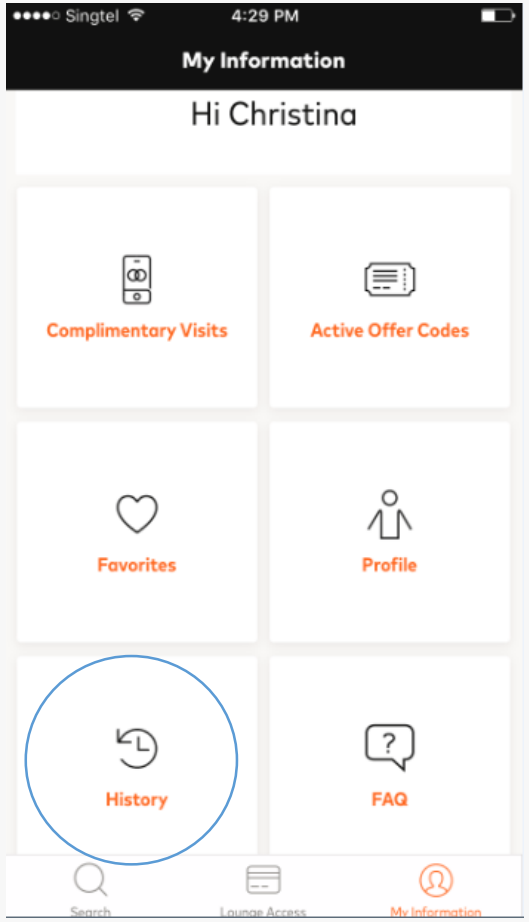
- No visit found until customer has made visit(s)

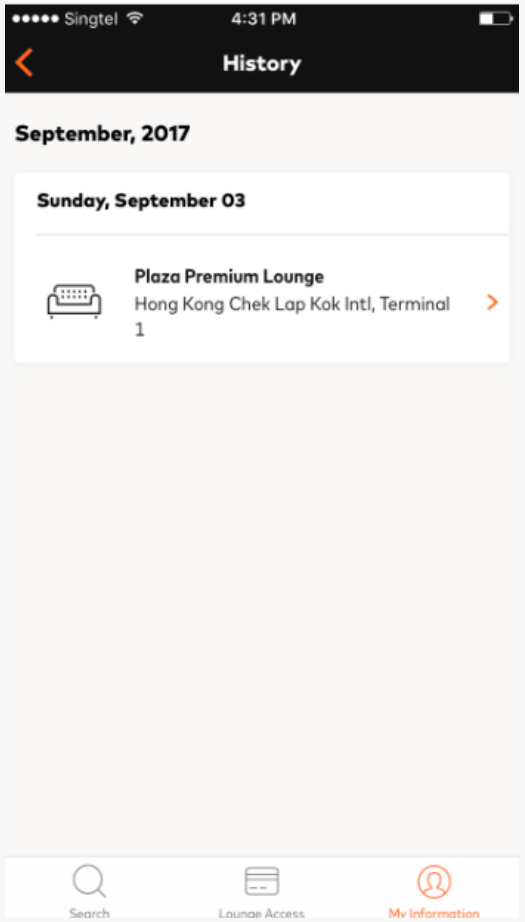


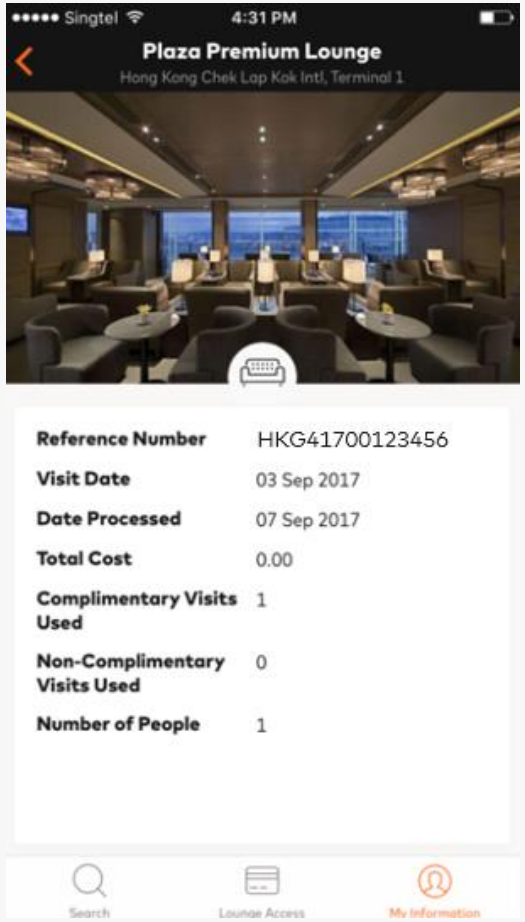


History (After Visit)

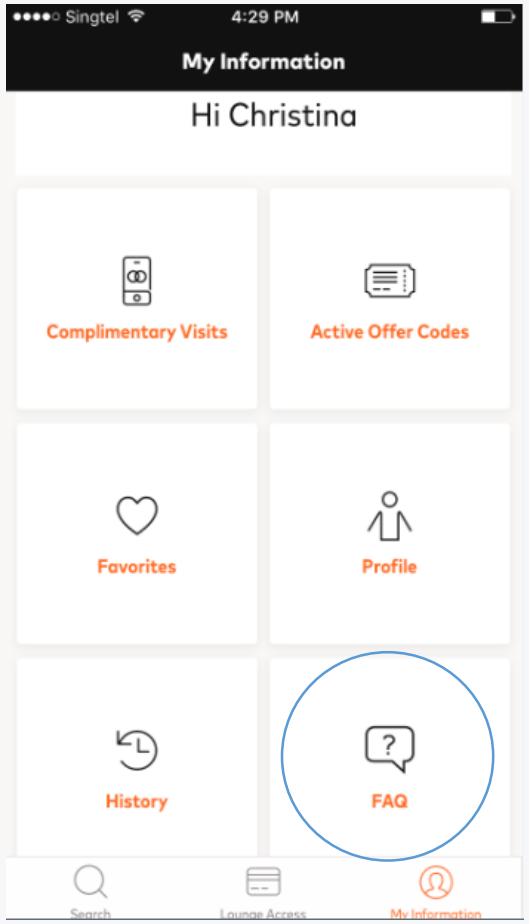
- For reference, the type of information which will be displayed after customer has made visit

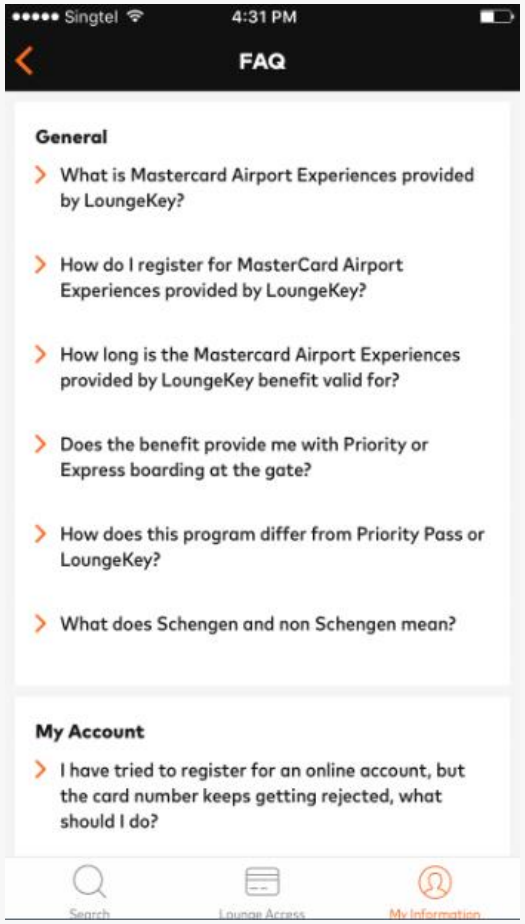


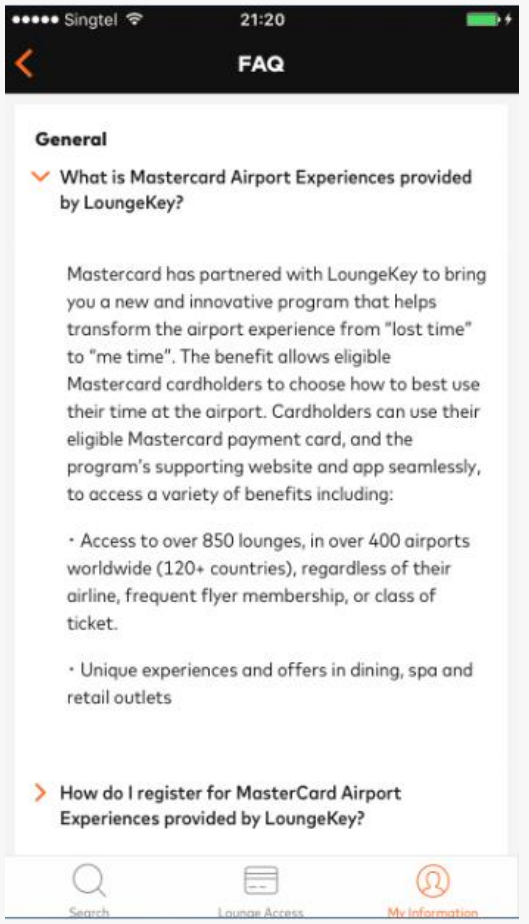




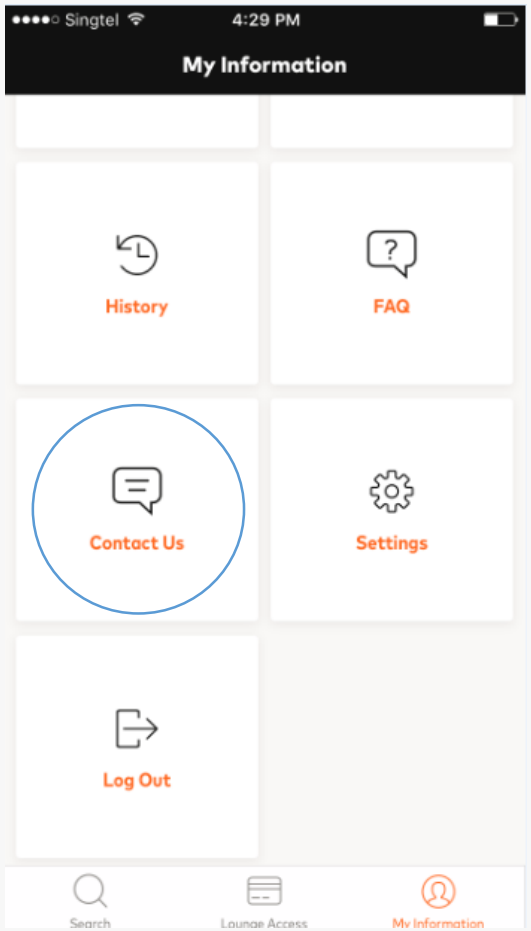
FAQ

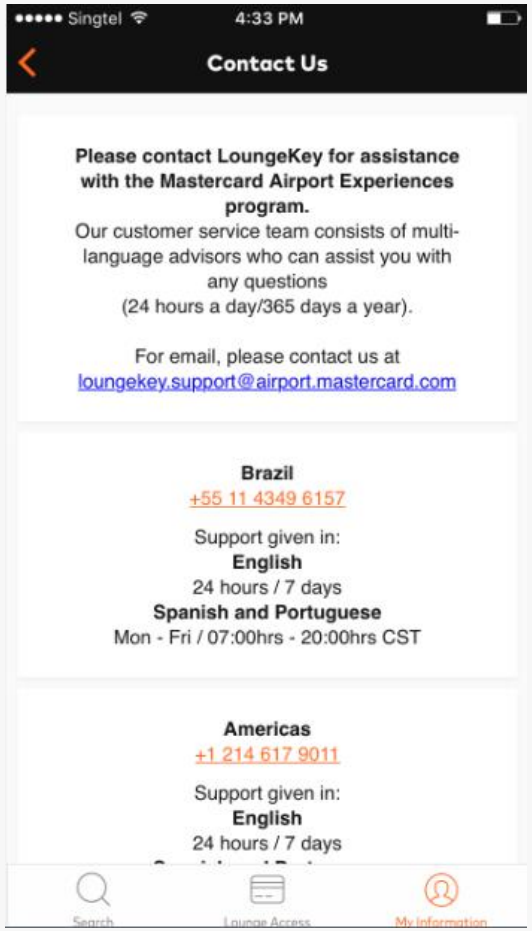

Singtel
4:29 PM
My Information
Hi Christina
Complimentary Visits
Active Offer Codes
Favorites
Profile
History
FAQ
Search
Lounge Access
My Information

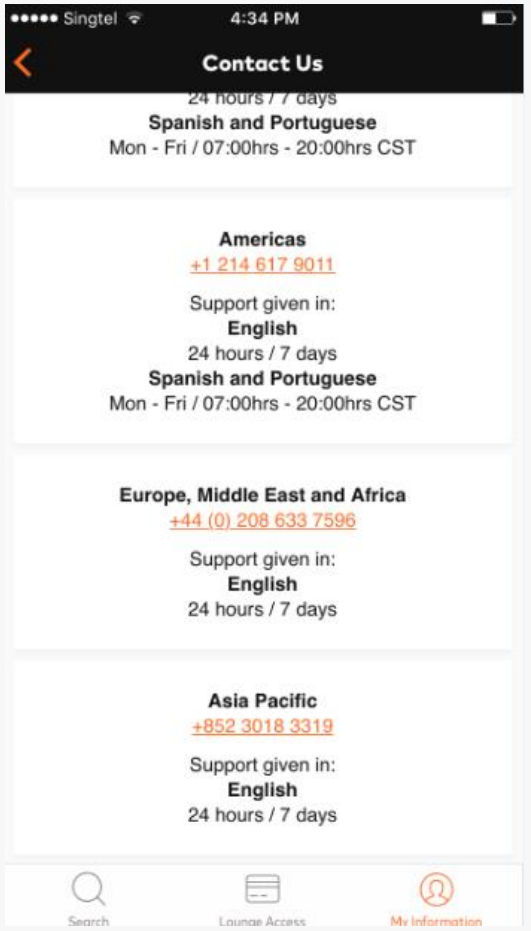

Singtel
4:31 PM
FAQ
General
What is Mastercard Airport Experiences provided by LoungeKey?
How do I register for MasterCard Airport Experiences provided by LoungeKey?
How long is the Mastercard Airport Experiences provided by LoungeKey benefit valid for?
Does the benefit provide me with Priority or Express boarding at the gate?
How does this program differ from Priority Pass or LoungeKey?
What does Schengen and non Schengen mean?
My Account
I have tried to register for an online account, but the card number keeps getting rejected, what should I do?
Search
Lounge Access
My Information


Singtel
21:20
FAQ
General
What is Mastercard Airport Experiences provided by LoungeKey?
Mastercard has partnered with LoungeKey to bring you a new and innovative program that helps transform the airport experience from "lost time" to "me time". The benefit allows eligible Mastercard cardholders to choose how to best use their time at the airport. Cardholders can use their eligible Mastercard payment card, and the program's supporting website and app seamlessly, to access a variety of benefits including:
• Access to over 850 lounges, in over 400 airports worldwide (120+ countries), regardless of their airline, frequent flyer membership, or class of ticket.
• Unique experiences and offers in dining, spa and retail outlets
How do I register for MasterCard Airport Experiences provided by LoungeKey?
Search
Lounge Access
My Information

Contact Us

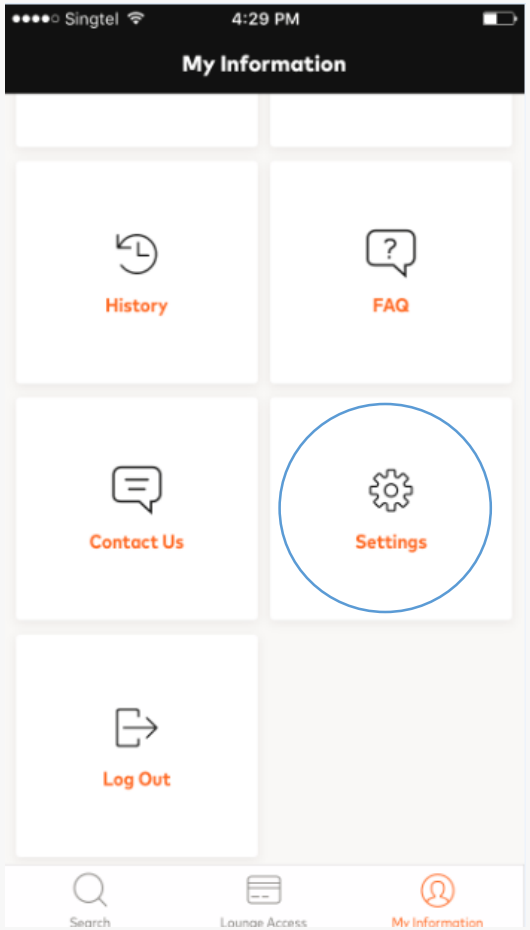

Singtel 4:29 PM
My Information
History
FAQ
Contact Us
Settings
Log Out
Search
Lounge Access
My Information

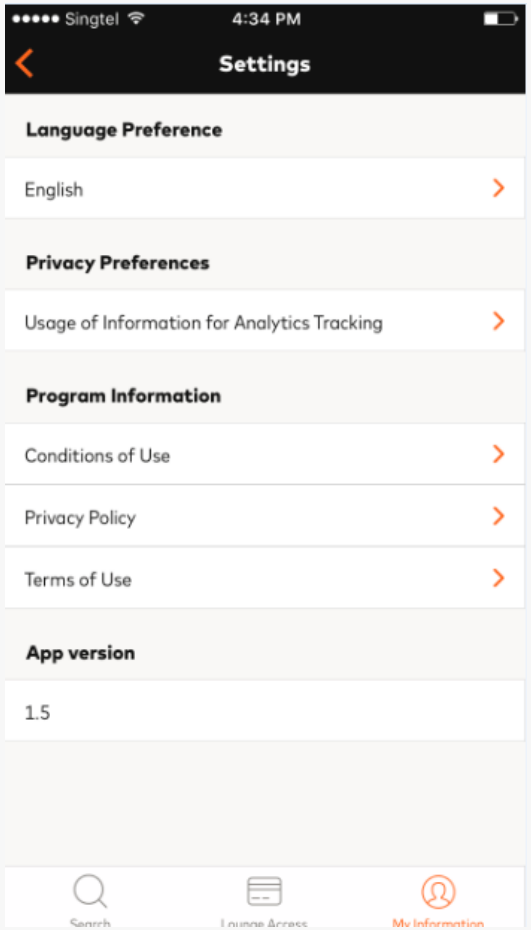

Singtel 4:33 PM
Contact Us
Please contact LoungeKey for assistance with the Mastercard Airport Experiences program.
Our customer service team consists of multi-language advisors who can assist you with any questions
(24 hours a day/365 days a year).
For email, please contact us at
loungekey.support@airport.mastercard.com
Brazil
+55 11 4349 6157
Support given in:
English
24 hours / 7 days
Spanish and Portuguese
Mon - Fri / 07:00hrs - 20:00hrs CST
Americas
+1 214 617 9011
Support given in:
English
24 hours / 7 days
Search
Lounge Access
My Information

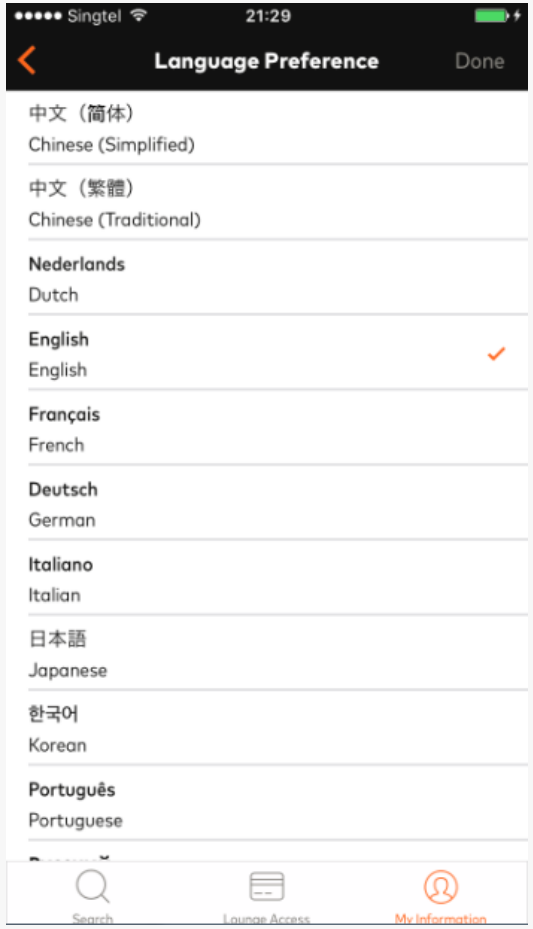

Singtel 4:34 PM
Contact Us
24 hours / 7 days
Spanish and Portuguese
Mon - Fri / 07:00hrs - 20:00hrs CST
Americas
+1 214 617 9011
Support given in:
English
24 hours / 7 days
Spanish and Portuguese
Mon - Fri / 07:00hrs - 20:00hrs CST
Europe, Middle East and Africa
+44 (0) 208 633 7596
Support given in:
English
24 hours / 7 days
Asia Pacific
+852 3018 3319
Support given in:
English
24 hours / 7 days
Search
Lounge Access
My Information

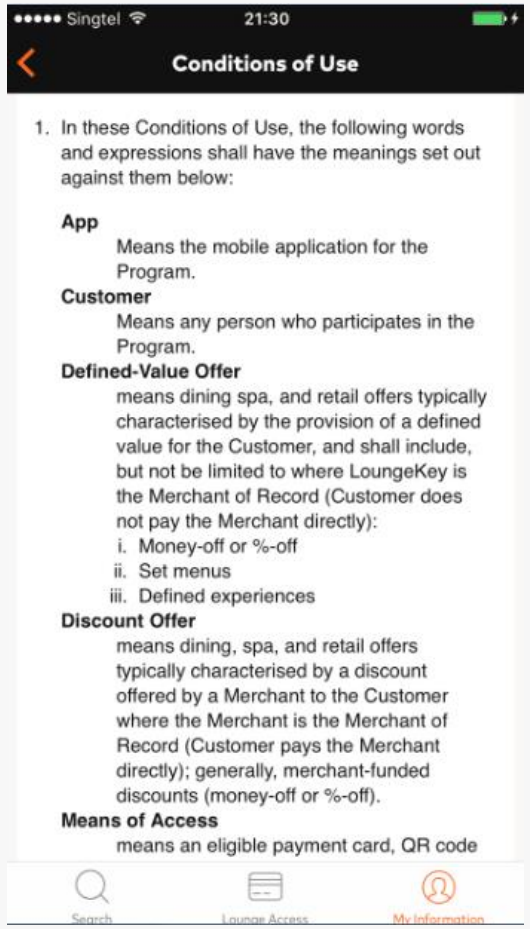
Settings

- Where CH can change language displayed on the app (per available languages), terms and conditions of use, privacy policy, etc

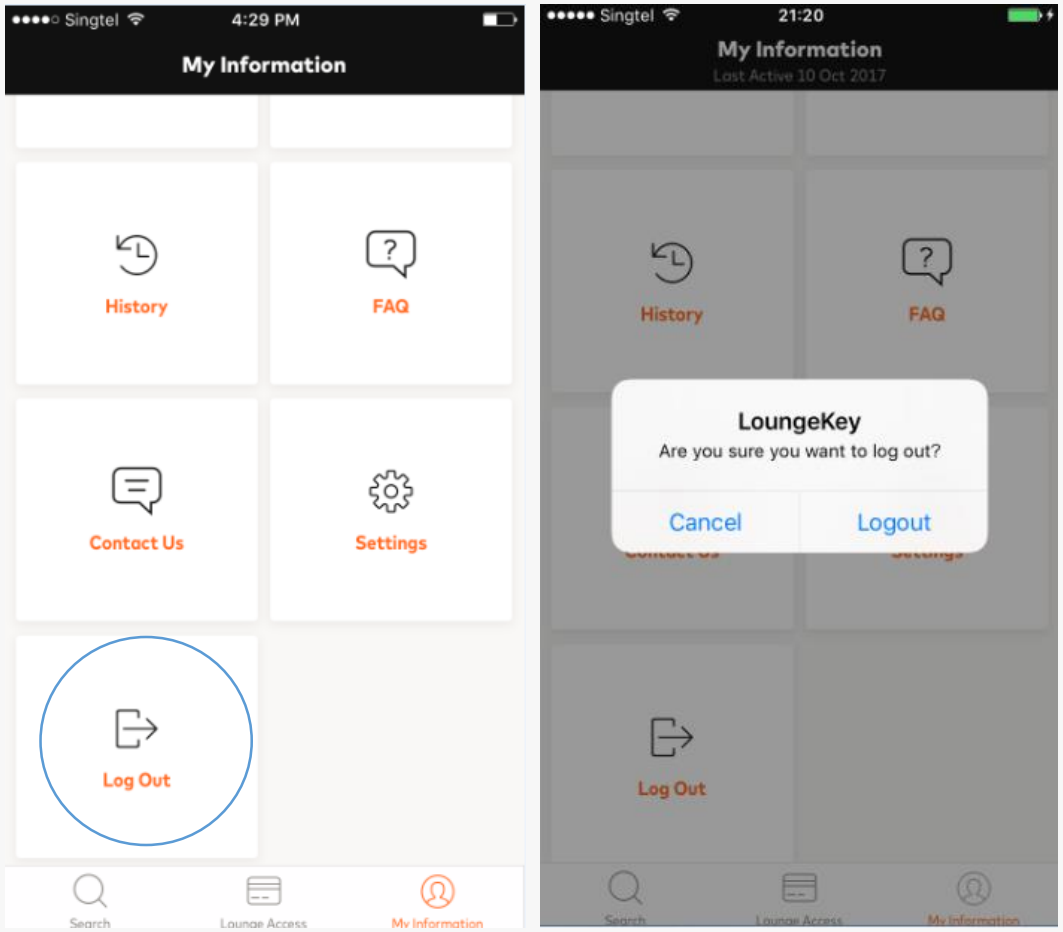








Log Out


Singtel
4:29 PM
My Information
History
FAQ
Contact Us
Settings
Log Out
Search
Lounge Access
My Information
Singtel
21:20
My Information
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