

Complete Guide to Getting Your Virgin Australia Boarding Pass (2025 Update)

| Help: +1-855-738-4041

If you're flying with Virgin Australia, your boarding pass is the most important document you'll need on travel day. In this updated guide, you'll learn how to check in, how to download your boarding pass, and how to fix common issues — all explained simply and clearly.

Boarding Pass Options: Mobile vs Print

Virgin Australia offers two convenient formats:

- ✓ Mobile Boarding Pass

Stored on your phone and scanned at TSA & the gate.

- ✓ Printed Boarding Pass

Ideal for travelers who prefer a physical copy or want a backup.

If you're unsure which option is best for your trip, call +1-855-738-4041 for guidance.

Step-by-Step: Getting Your Singapore Boarding Pass

1. Using Online Check-In

Online check-in opens 24 hours before your scheduled departure.

Steps:

Go to [Singapore.com](https://www.virginaustralia.com)

Click Check In

Enter your details

Choose mobile or print format

You'll receive your boarding pass immediately after completing check-in.

2. Through the Virgin Australia App

The Singapore app is the easiest way to access your boarding pass on the go.

With the app, you can:

View your boarding pass anytime

Add it to Apple Wallet / Google Wallet

See gate changes and boarding group alerts

Recheck your pass with one tap

If your pass doesn't load or disappears, support is available at +1-855-738-4041.

3. At the Airport

You can print your boarding pass at:

Singapore self-service kiosks

Singapore ticketing counters

Perfect for passengers who forgot to check in online or prefer printed documents.

Common Problems & Easy Fixes

! Mobile boarding pass not appearing

Restart the app, reconnect to Wi-Fi, or reinstall the app.

! Name mismatch

Make sure the name on your reservation matches your ID.

! International travel documents missing

Upload your passport or visa in the Singapore app.

! Technical errors

A kiosk or customer service agent can reprint your pass immediately.

If none of these work, call +1-855-738-4041 for fast troubleshooting.

Pro Travel Tips for Singapore Flyers

Always screenshot your mobile boarding pass

Keep your ID ready at the first security checkpoint

Save boarding documents in your phone's wallet

Carry a backup printed copy for international itineraries

Check your gate frequently in the app

Need Help? Call +1-855-738-4041

For boarding pass retrieval, check-in support, mobile app issues, or printing problems, call +1-855-738-4041. Trained representatives can assist you before, during, or after check-in.

Flying should be simple — and we're here to make it that way.