

# I am having trouble checking in, what should I do?

Just a reminder about checking in:

**Online Check-In:** Check in on our [Online Check-In](#) page up to **24 hours prior** to flight departure (until 60 minutes prior to departure). You will be able to view your itinerary, [purchase bags/seats](#) and print your boarding pass. Remember bags cost more at the airport!

**Mobile Check-In:** Download our free mobile app for [iOS](#) and [Android](#) to check-in and get your mobile boarding pass with ease. If you have your mobile boarding pass in hand and are not checking a bag, or just have a carry-on, you can skip the airport line and head straight to the gate!

**Airport Check-In:** [Airport Agent Assistance](#) is available for purchase for our passengers who prefer ticket counter assistance at the airport.

*For a website or app error, visit this [page](#) for troubleshooting.*