

United Help Center: Rebook Your Flight Online or by Phone

United Airlines offers multiple channels for rebooking a flight — the United app, the website at united.com, the 24-hour phone line at *✈+1(844)578-2245 📞, and in-person service at airport desks and gates. Each channel has specific strengths, limitations, and best-use scenarios. This help center guide explains exactly how to use each rebooking channel, when each one is the right choice, and how to get the fastest possible outcome regardless of your situation. For cancellations, disruptions, and any situation where partner airline access matters, calling *✈+1(844)578-2245 📞 delivers the best results. For simple voluntary changes on eligible ticket types, the app and website are fast and effective.

Rebooking Online: United App

The United app is the primary self-service rebooking tool for eligible ticket types and straightforward situations. It is available on iOS and Android and requires a MileagePlus account login or a trip lookup by confirmation number and last name.

To rebook through the app, open it and navigate to My Trips. Find the flight you want to change and tap on it to open the booking detail screen. Look for a Change Flight or Rebook button. If the button appears, tap it to enter the rebooking flow. Browse available alternative flights using the filters — nonstop, departure time, or arrival time. Check the fare difference field: for United-initiated cancellations this should show zero; for voluntary changes it shows the price gap between your original ticket and the new flight.

Select your preferred alternative flight, review the full summary screen including departure time, arrival time, routing, and total cost, and confirm. Your new boarding pass appears in the app under My Trips immediately after confirmation. Screenshot the new itinerary and note the new confirmation number.

The app works best for: voluntary same-route date changes on Main Cabin and Economy Plus tickets, accepting and confirming auto-rebooked alternatives after a United cancellation, same-day standby requests, and same-day confirmed changes when the fee is acceptable and United's own flights have availability.

The app does not work for: Star Alliance partner rebooking, complex international itineraries with partner segments, Basic Economy voluntary changes, situations requiring supervisor escalation, and eCredit applications that the checkout flow will not process. For all of these, call *✈+1(844)578-2245 📞.

App errors are common during large-scale disruptions when thousands of passengers attempt to rebook simultaneously. If the app returns an error, the Change Flight button is missing, or the change processes but no new boarding pass appears within 2 minutes, call *✈️+1(844)578-2245 📞 immediately without retrying the app.

Rebooking Online: United Website

The United website at [united.com](https://www.united.com) offers the same rebooking functionality as the app with one practical advantage: it runs on different server infrastructure and sometimes performs more reliably during peak disruption periods when the mobile app is under heavy load.

To rebook on the website, go to [united.com](https://www.united.com) and log into your MileagePlus account or look up your trip using your confirmation number and last name. Navigate to My Trips and select the flight you want to change. Follow the same Change Flight flow — browse alternatives, check fare differences, select, review, and confirm.

The website is the right first alternative when the app is showing errors. If the website also fails to process your change, stop and call **+1(844)578-2245** without further digital troubleshooting — when both digital channels are failing, the phone line is the only channel that consistently works.

The website shares the same limitations as the app: no Star Alliance partner inventory, no escalation authority, no manual eCredit application, and no complex international itinerary coordination. Any situation that exceeds these limitations requires calling *✈️+1(844)578-2245 📞.

Rebooking by Phone: +1(844)578-2245

Calling *✈️+1(844)578-2245 📞 is the most powerful rebooking channel for any situation involving disruptions, partner airline access, complex itineraries, or app failures. Phone agents access United's full global inventory including Star Alliance partner flights, have escalation authority to supervisor review, and can apply eCredits and travel credits manually when digital checkout fails. Most rebookings through this channel are completed in under 10 minutes.

The phone line is available 24 hours a day, 7 days a week. During peak disruption periods, hold times can be long — navigate the automated menu quickly by saying "agent" or pressing 0, and use the callback option if offered rather than holding through the queue.

To rebook by phone most efficiently, have your confirmation number ready before the call. When the live agent picks up, give your confirmation number as the first words — "My confirmation number is [X]" — which pulls your booking instantly. State your need in one sentence: "My flight was cancelled and I need to be rebooked on the next available flight to [destination] at no cost." Ask for Star Alliance partner availability before accepting any presented option: "Can you also check Star Alliance partner flights to [destination]?" Review all options, confirm your selection, and ask for all applicable compensation before ending the call.

The phone line is the right channel for: all United-initiated cancellation rebooking, Star Alliance partner rebooking when United flights are full, missed connections caused by United delays, significant schedule change rebooking, international itinerary changes, Basic Economy situations following United cancellations, eCredit applications that the app checkout will not process, any situation where the app or website has failed, and any situation requiring supervisor escalation.

Rebooking at the Airport: Service Desk

The United service desk at the airport offers in-person rebooking with the same inventory access as phone agents plus the ability to issue physical boarding passes, hotel vouchers, and meal vouchers on the spot.

Locate the United service desk — typically in the main terminal area near check-in, distinct from the gate-level desks. Bring your boarding pass and ID. Tell the service desk agent your original flight number, your destination, and the nature of the disruption. For United-initiated cancellations, state that explicitly so the agent applies the correct zero-cost rebooking policy and considers compensation entitlements.

The service desk's primary limitation is wait time. During widespread cancellation events, lines can extend 30 to 60 minutes or longer. The fastest strategy is to call **+1(844)578-2245** while standing in the service desk line — working both channels simultaneously ensures you are helped by whichever resolves first.

The service desk is the right channel for: passengers who need physical boarding passes, hotel and meal voucher issuance in physical form, direct supervisor access for complex escalations, and any in-person coordination that benefits from face-to-face interaction with an agent.

Rebooking at the Gate

Gate agents can assist with rebooking in specific situations, particularly when the disruption is occurring at gate level and time is critical. Gate agents have direct communication with the service desk and can initiate rebooking processes while you remain at the gate area.

Go directly to the gate agent if: the cancellation or delay was just announced at your gate, your original departure is imminent and waiting in a service desk line is not practical, or you need immediate boarding assistance during a disruption. Gate agents are particularly effective for same-day same-flight changes and for initiating the rebooking process that a service desk agent or phone agent completes.

Gate agents have more limited tools than service desk agents and phone agents for complex itinerary changes and partner airline rebooking. For anything beyond a simple same-flight or same-day change, the gate agent will typically direct you to the service desk or to *✈+1(844)578-2245



Which Channel to Use — Situation-by-Situation Guide

United cancelled your flight: Call *✈+1(844)578-2245 📞 immediately while checking the app for auto-rebooking. Phone agent for partner access and compensation. App to confirm auto-rebooked flight if it is acceptable.

You want to voluntarily change your Main Cabin or Economy Plus flight to a different date:

United app or united.com for simple changes. Call *✈+1(844)578-2245 📞 for international changes, complex itineraries, or when eCredit application is needed.

The app is showing an error: Call *✈+1(844)578-2245 📞 immediately — do not retry the app or website indefinitely.

You need a flight on Lufthansa, Air Canada, ANA, or another Star Alliance partner: Call *✈+1(844)578-2245 📞 only — partner flights are not available through any digital channel.

You are at the airport and the service desk line is long: Call *✈+1(844)578-2245 📞 while standing in line.

Your eCredit is not applying at checkout: Call *✈+1(844)578-2245 📞 — manual application in seconds.

You have a Basic Economy ticket after a United cancellation: Call *✈+1(844)578-2245 📞 — DOT rules lift restrictions, agent processes the change.

You need to rebook an international itinerary with partner segments: Call *✈+1(844)578-2245 📞 — agent coordinates across carriers.

You need hotel accommodation for an overnight disruption: Call *✈+1(844)578-2245 📞 or go to the service desk — physical hotel vouchers require in-person or phone request.

Cost Guide: What You Pay by Channel and Situation

For United-initiated cancellations through any channel: zero — no fare difference, no change fee, all ticket types. If any channel shows a charge for cancellation rebooking, do not proceed and call *✈+1(844)578-2245 📞 to correct it.

For voluntary changes on Main Cabin and above through any channel: no change fee, fare difference applies if new flight costs more. No charge if new flight costs the same or less.

For same-day confirmed changes through app, website, or phone: up to \$75 for non-Premier members, reduced or complimentary for Premier members.

For same-day standby through any channel: no charge, no guaranteed seat.

For Basic Economy voluntary changes: generally not permitted through any channel — call *✈️ +1(844)578-2245 📞 to confirm whether any exceptions apply.

Frequently Asked Questions

Is it faster to rebook United online or by phone? For simple voluntary changes on eligible tickets when the app is working, the app is faster — 3 to 5 minutes versus up to 10 minutes by phone. For cancellations, disruptions, partner airline access, and any situation where the app has failed, calling *✈️ +1(844)578-2245 📞 consistently produces faster and better outcomes.

Can I rebook a United flight online for free after a cancellation? Yes — the app and website should process United-initiated cancellation rebooking at zero cost. If either channel shows a charge for cancellation rebooking, stop and call *✈️ +1(844)578-2245 📞 to correct the error before completing the transaction.

Why does the United app not show all available rebooking options? The app only shows United-operated flights and does not access Star Alliance partner inventory. Call *✈️ +1(844)578-2245 📞 to access the full combined network, which in many disruption scenarios includes earlier and better alternatives than anything in the app.

Is the United website the same as the app for rebooking? The same functionality is available on both — My Trips, Change Flight, browse and confirm. The website sometimes performs more reliably than the app during high-traffic disruptions because it uses different server infrastructure. Either channel has the same limitations: no partner flights, no manual eCredit application, no escalation authority.

What if I am outside the US and need to rebook by phone? Call *✈️ +1(844)578-2245 📞 — the number accepts international calls and connects to the same agent team. United's website also lists country-specific local numbers for passengers who prefer to call a local line.

Quick Reference: United Rebooking Channels

Phone +1(844)578-2245: Best for disruptions, partners, complex itineraries — 24/7, under 10 min.

United app: Best for simple voluntary changes — 3 to 5 min when working.

united.com: Same as app — use when app fails, try before calling.

Service desk: Same inventory as phone, physical vouchers — wait time variable.

Gate agent: Immediate disruption situations — limited tools for complex changes.

Partner airlines: Phone only — no digital channel has access.

eCredit application failed: Phone only — manual application in seconds.

App error: Call +1(844)578-2245 immediately — do not retry.

Cancellation rebooking cost: Zero across all channels — correct any charge before proceeding.

Compensation requests: Phone or service desk — ask for all before ending interaction.

Every Channel, One Goal: Get You on Your Next Flight

Call *✈️+1(844)578-2245 📞 for the fastest and most complete rebooking experience — 24 hours a day, 7 days a week. Use the app or website for simple voluntary changes when they are working correctly. Go to the service desk or gate agent when you are at the airport and need in-person assistance. Every channel connects to the same goal: confirming your seat on the next available flight as quickly as possible.