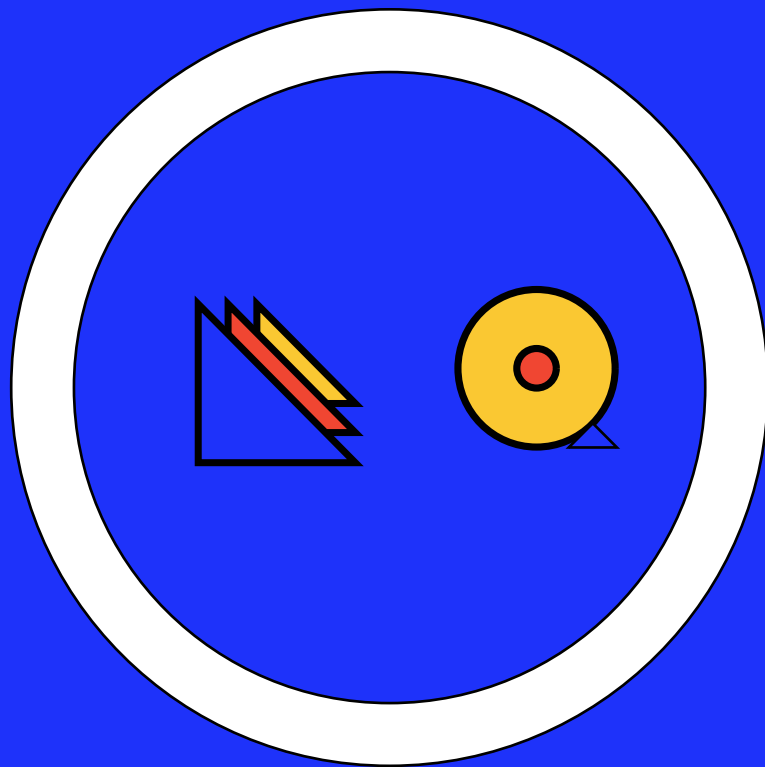# User Guide
to Ground Ops platforms

Version 01

Revision 00

IATA

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Table of Contents

1 Introduction

One of the key IATA priorities is to drive further standardization of ground operations process, with a primary focus on risk reduction in ground operations. Driving forces within this long-term strategy are two key industry initiates: ISAGO and IGOM. To ensure IGOM/ISAGO ongoing relevancy and fit for purpose, multiple changes are done to both initiatives each year. This manual provides guidance to GHSPs and other entities, helping them navigate effectively through the changes.

The changes covered by this guidance are:

1. GHSPs creating IATA Customer Portal account as an entry point to any IATA services

2. GHSPs onboarding on Operational Portal (with the purpose of a declaration of their gap analysis with IGOM and other industry standards as the Portal evolves)

3. GHSPs onboarding on One Source to replace the ISAGO Registry. (Any GHSPs can have their profile on ONE Source, however, for ISAGO GHSPs it is mandatory to have a profile on ONE Source as the registration details will move from Registry to ONE Source)

This manual currently focuses only on item 1 of the above 3 points – creating IATA account as an entry point to any IATA services.

2 General Definitions

This section describes and explain common definitions that will be used in this user guide.

IATA Customer Portal
It is a gateway to access various IATA services. To access any ground operations related platforms, a user account in IATA Customer Portal is a must. OPS Portal and ONE Source are two of the many services available via the IATA Customer Portal.

User account
An individual account that a person needs to create to access IATA Customer Portal.

Company account
An organizational account that a belongs to a company. One company account for each physical location of an organization. Example, if Aviapartner has operations at only two locations – BRU and AMS. Then, Aviapartner will have two company accounts, one for each location based on their physical addresses at those locations.

3 IATA Customer Portal

3.1.1 Accessing IATA Customer Portal

IATA Customer Portal can be accessed using a web browser on a computer or a mobile device. For best user experience, using a computer is recommended. No other components or software are required other than an active internet connection.

The IATA Customer Portal can be accessed at: https://portal.iata.org/s/

Upon clicking on the above URL, you will see a screen as below:
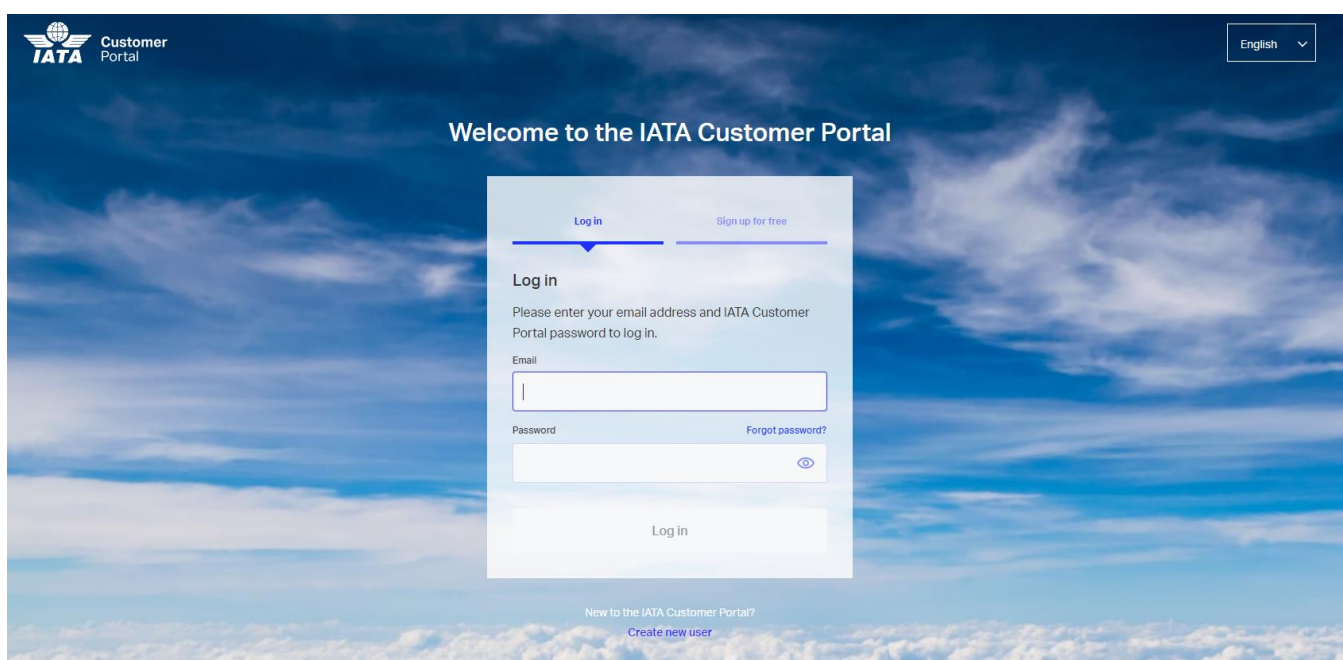
3.1.2 Changing language

You have the option to change the language of the IATA Customer Portal should you need. To change the language, simply click on the box on the top right corner and select your desired language from the dropdown.
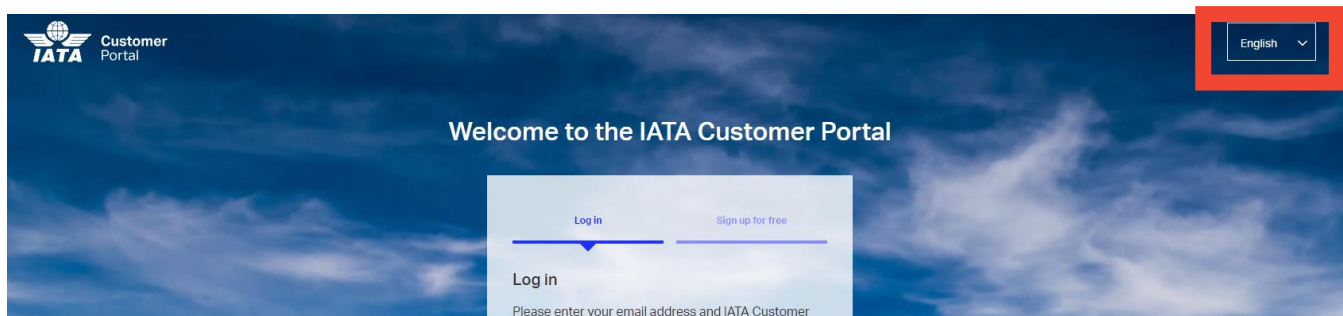
The webpage will refresh and display information in your chosen language.

Note:

1. IATA Customer Portal is not yet available in all the languages.

2. Although the language of the IATA Customer Portal can be changed, please **only use English** while entering requested information.

3.1.3   In case you do have an IATA Customer Portal account

You can login to IATA Customer Portal by entering your **email** address and **password** in the fields highlighted below. And then click on **Log In**.
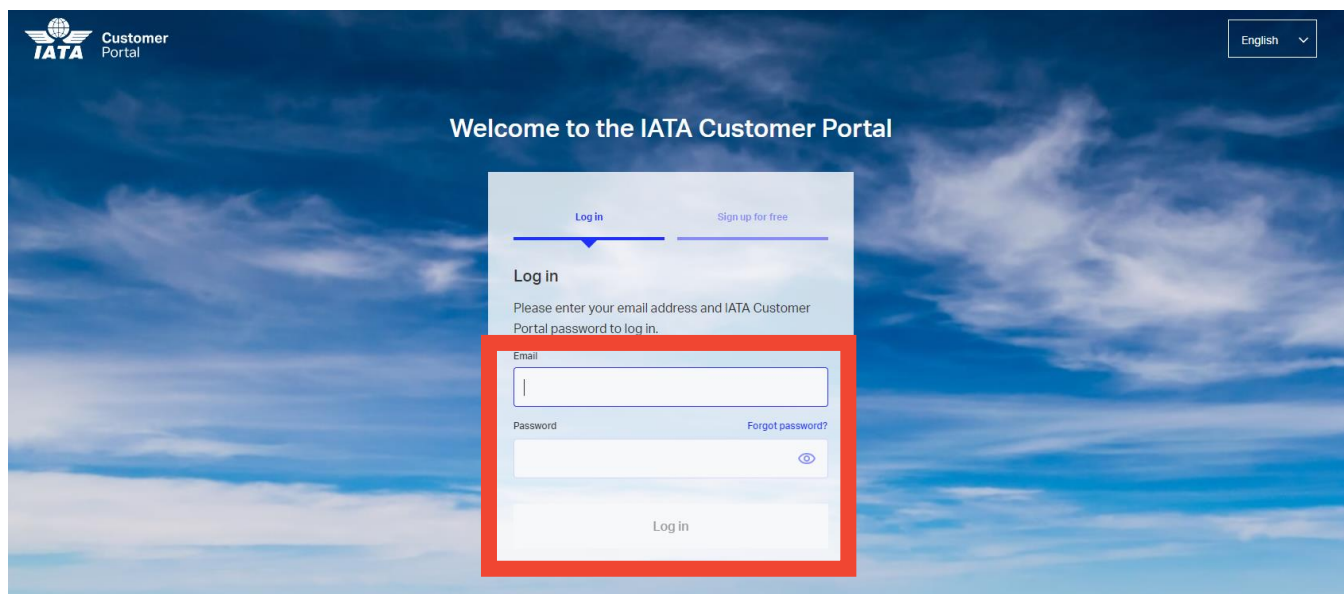
If you already have a user account and are able to access IATA Customer Portal successfully, you do not have do anything at the moment.

3.1.4   Check if you have an IATA Customer Portal account / Recover your account

If you are unsure whether you have an IATA Customer Portal account or if you forgot your password, click on **Forgot Password?**
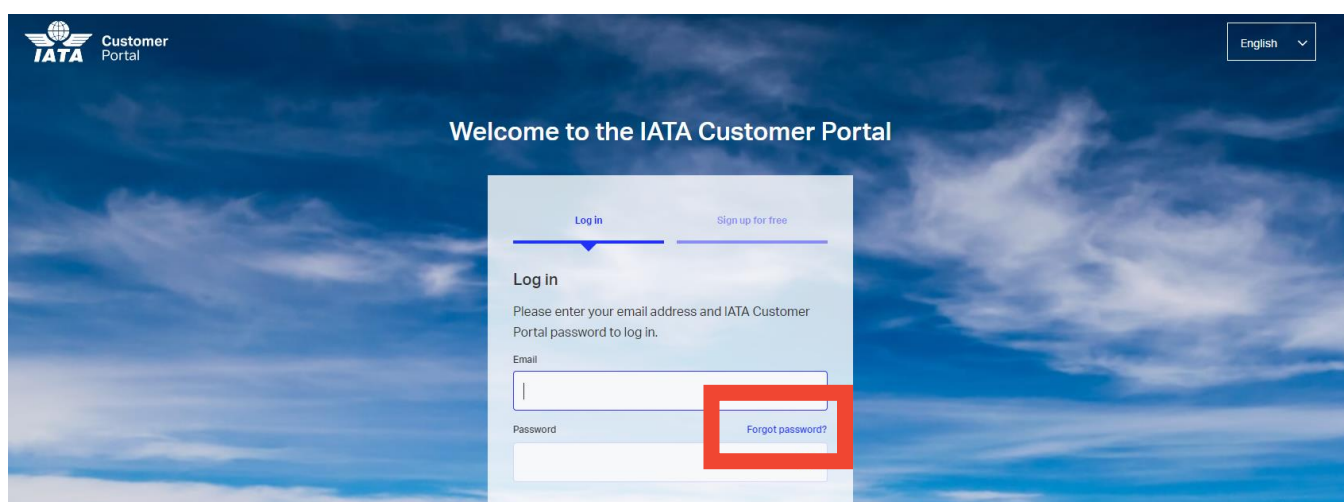
Upon clicking on the **Forgot Password?**, you will be redirected to a new webpage. You will be asked for your email address to reset your password. Enter your email address in the highlighted box below and click on **Submit**.
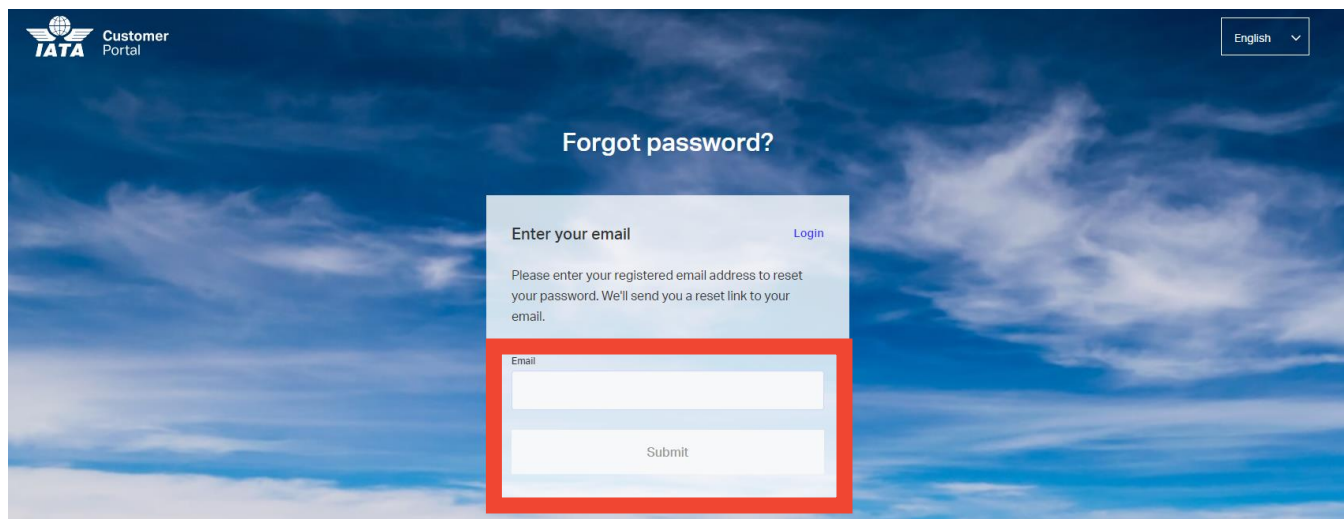
3.1.4.1   Reset your password

If you do have an account for IATA Customer Portal, you will receive an email with instructions to reset your password. Please follow the guidelines in the email to reset your password.

Once password is reset, try to login as in 3.1.3. If you are able to successfully login to IATA Customer Portal, you do not have to do anything else at the moment.

3.1.4.2   No account found

If you do not have an IATA Customer Portal account, you will see the following screen. In this case, you can proceed to 3.1.5 to create an IATA Customer Portal account.
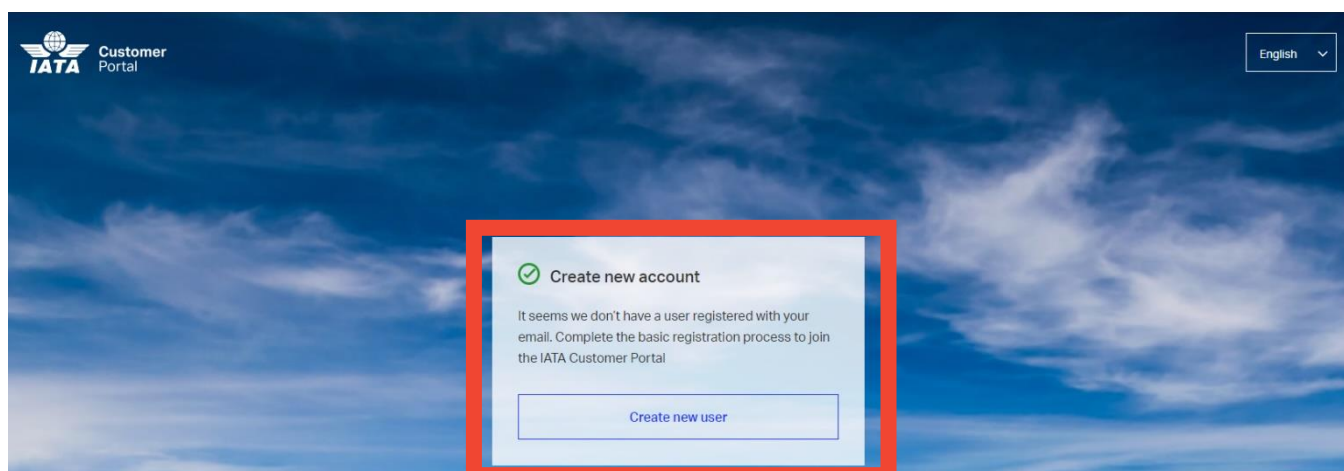
3.1.5   In case you don't have an IATA Customer Portal account

If this is the first time you set up a user account, you will need to follow the steps below to create a new one.

3.1.5.1 Create a new user account

To create a new account, click on the either **Sign up for free** or **Create new user**
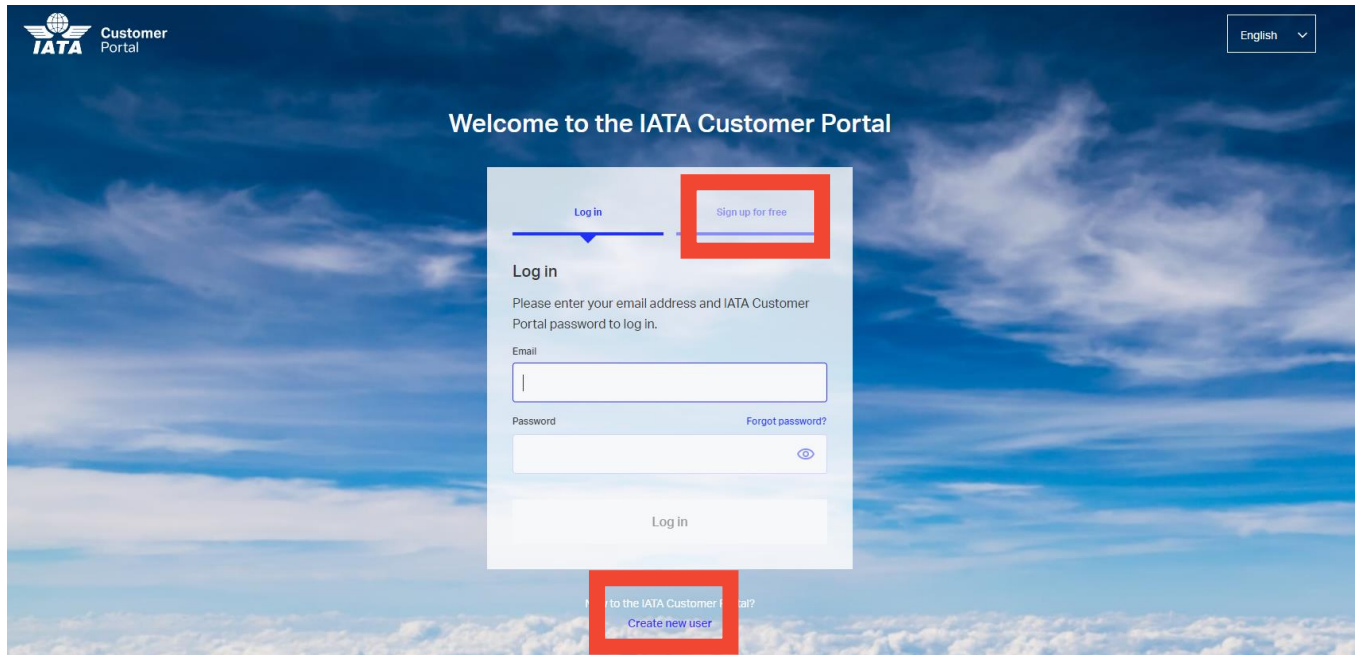
Upon section, you will be asked to provide your email address. Please provide your **professional** email address (work account) and click on **Sign up**.
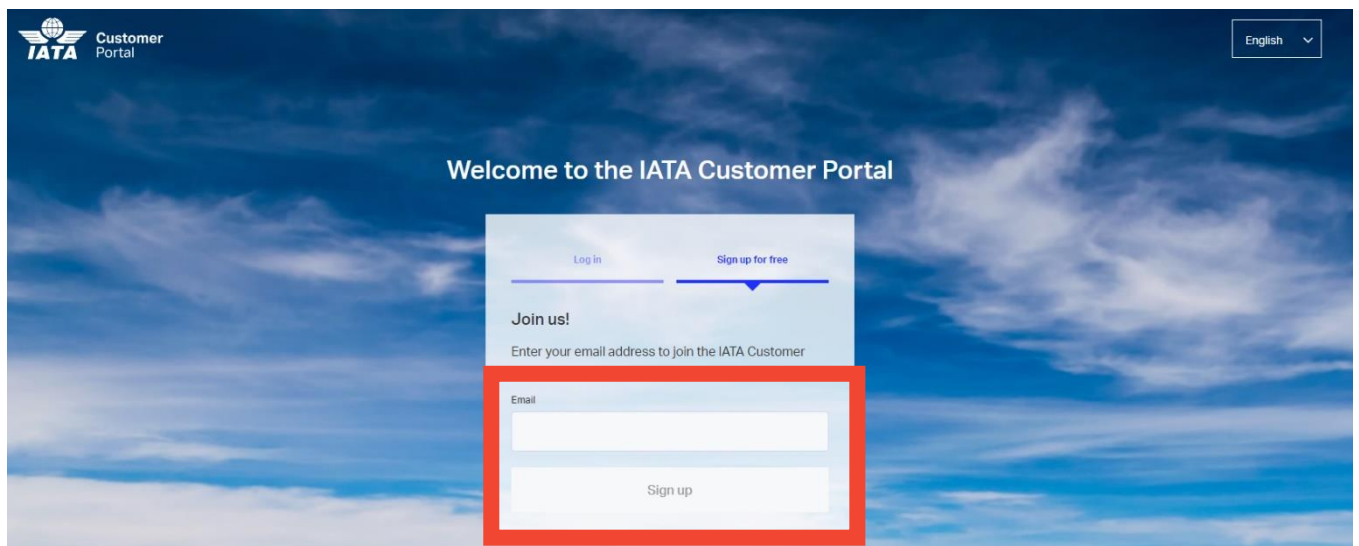
You will be presented with following screen and two options: **Work** or **Personal**. Please click on **Work** to proceed.
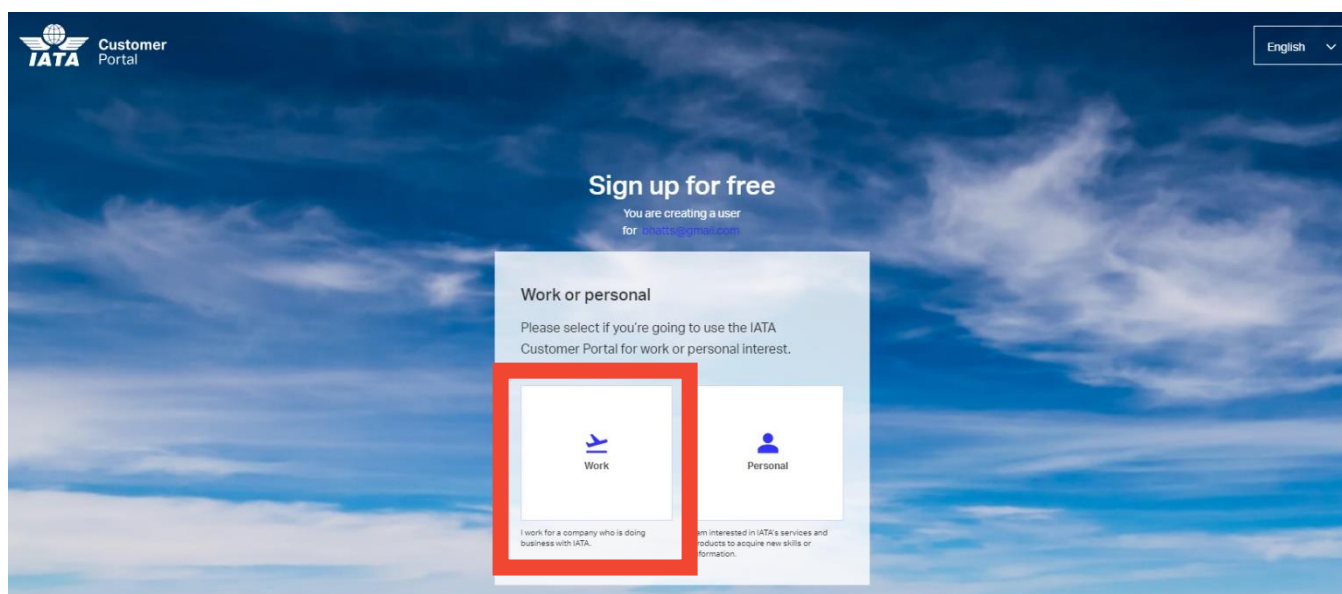
Fill out the form by selecting your **Country/Territory** from the dropdown. For correct selection of **Sector**, please click on **Select another sector**. It will open a dropdown list.
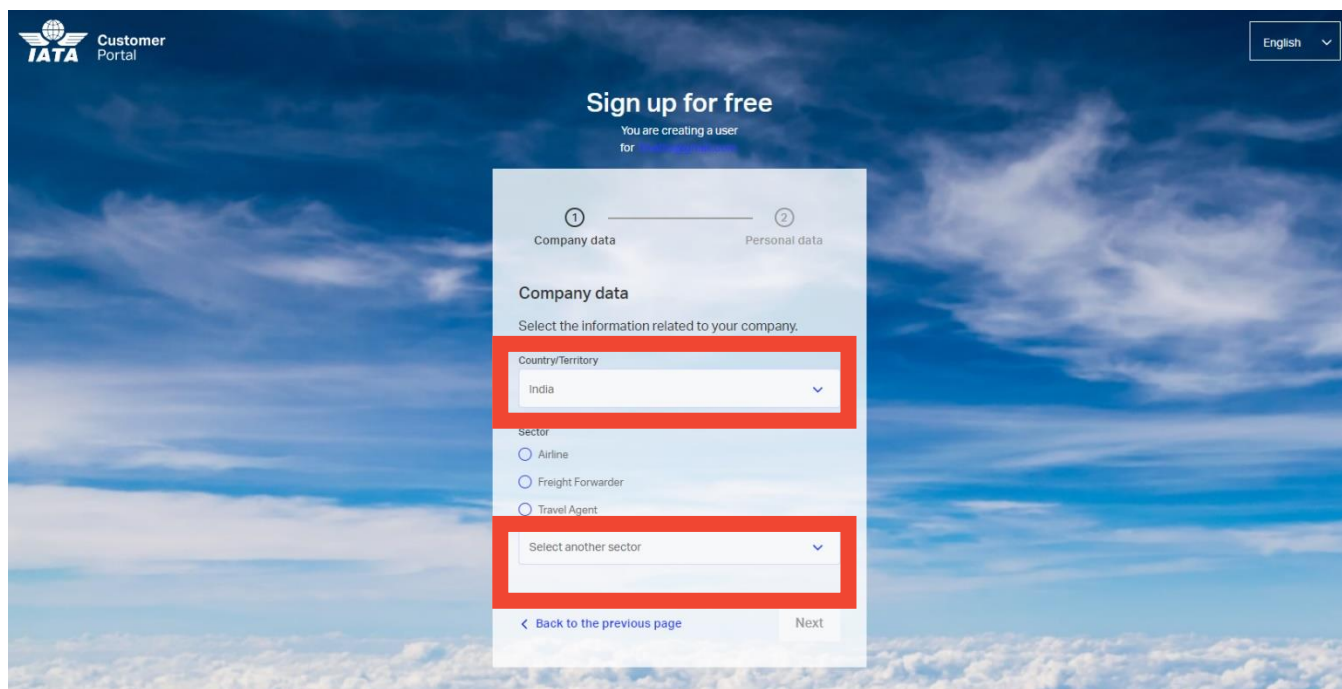
Select **Airline Supplier** from the dropdown list. Please do not select any other option. Once selected, click on **Next**.

Provide your **First Name** and **Last Name** in the highlighted boxes. You can read **Privacy Policy** and **Terms of Use** by clicking on them. Once ready, click on **Next**.

You will receive an email confirmation from the IATA Customer Portal. Confirm your mail address by clicking on the link provided.

Follow the guidance in the email to create a password for the IATA Customer Portal. Upon clicking the link, you will be able to set your password. Click on **Save & Login** afterwards.

Once the password is set, you will now be invited to complete your profile.
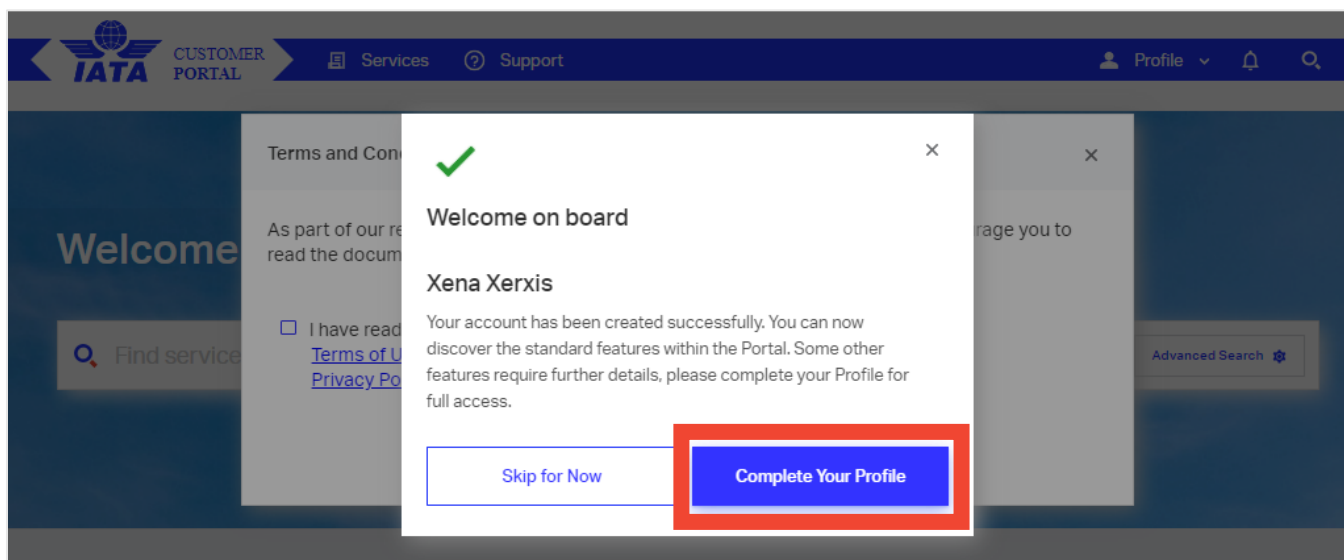
3.1.5.2 Complete your profile

3.1.5.2.1 Select the account of your company

Your company may already have an account in IATA, so please fill the Company Account Info form to verify.

Sector should already be selected for you as **Airline Supplier**. If not, please ensure you choose the correct **Sector/Category** combination for your business from the dropdown. **Sector** will be **Airline Supplier** and **Category** will be **Ground Service Provider**.

Enter your **Company Name** in the dialogue box and click on **Search**.

The system will search for accounts meeting your criteria and inform you of the matching accounts already existing. If you don't find yours, consider revising the spelling of your company name. You will see all the matching results in the area highlighted below.

If your company has an IATA account at your **exact** address, click **Next Step**. Now go to 3.1.5.2.3 to continue with the completion of the profile.

3.1.5.2.2   Create an account for your company

If your company doesn't have an IATA account at your exact address or no matching results are found, select "**Create New Account**" at the bottom of the search page.

On the **Create New Account** page, fill the form. Please note that **Company Name** is the legal name of your company.

Once again, please make sure that **Sector** will be **Airline Supplier** and **Category** will be **Ground Service Provider**.

Select **Country/Territory of your work location** form dropdown list.

Click on **Next Step** after entering the required information.

You will be asked to provide your business address information. You can use the **Find Address** button to ensure it is accurate.

Important: Make sure you enter the EXACT address as your organization address.

Account Selection & Additional Details

1. **Account Selection**   2. Additional Details   3. Confirmation

Create New Account

Please fill out your company information to access customized services. You can easily create a company account in two steps

Company Information

Sector	Category
Airline Supplier	Ground Service Provider

Company Name	VAT	Website
Odyssey Cargo Handling		

Business Address Information

Please provide the business address of your work location.

☐ Is this a PO Box address?

Country/Territory	State
Greece ▼	Attikis ▼

City	Postal Code (Optional)
Athens	

Street

lio

Find Address

Please select the correct address. If you can't find the right address from the list, we'll save the one you have entered. Click Next Step to continue.

Street	City	Postal Code	State	Select
Λιοσίων 1-21	Αθήνα	104 38	Attikis	○
Λιοσίων 23-69	Αθήνα	104 39	Attikis	○
Λιοσίων 71-119	Αθήνα	104 40	Attikis	○
Λεωφόρος Κηφισού 16-64	Αθήνα	104 42	Attikis	○

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You can select the proper address by selecting the best match for your company address. Once the address is selected, Click on **Next Step**. Now go to 3.1.5.2.3 to continue with the completion of the profile.

3.1.5.2.3 Complete and confirm your profile

Add your professional details (**Job Function** and **Job Title**) in the dialogue box and click on **Next Step**.

Verify that the information displayed is correct and click **Submit.**

You can now click on **Go to Homepage**.

Once completed, you do not have to do anything else at the moment.

4 Use of this manual

Despite our best effort to cover everything, nothing is perfect, and we acknowledge there may be errors or missing useful information. IATA welcomes all feedback, corrections, or suggested improvements, on this guidance by email to groundops@iata.org.