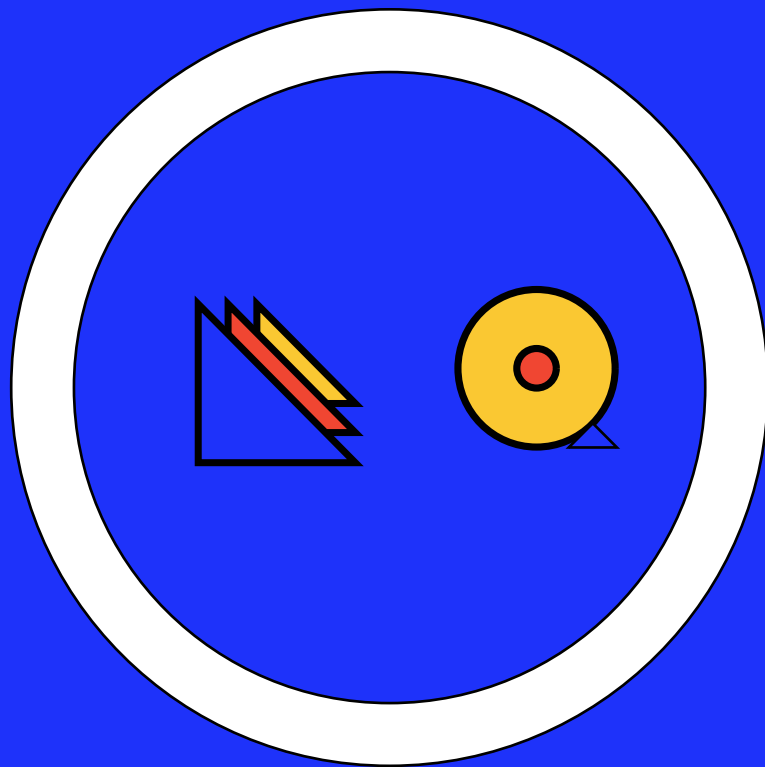


# User Guide

to Ground Ops platforms

Version 01

Revision 00





## DISCLAIMER

The information contained in this publication is subject to constant review in the light of changing government requirements and regulations.

No subscriber or other reader should act on the basis of any such information without referring to applicable laws and regulations and/or without taking appropriate professional advice.

Although every effort has been made to ensure accuracy, the International Air Transport Association shall not be held responsible for loss or damage caused by errors, omissions, misprints or misinterpretation of the contents hereof.

Furthermore, the International Air Transport Association expressly disclaims all and any liability to any person, whether a purchaser of this publication or not, in respect of anything done or omitted, and the consequences of anything done or omitted, by any such person in reliance on the contents of this publication.

No part of this publication may be reproduced, recast, reformatted or transmitted in any form by any means, electronic or mechanical, including photocopying, recording or any information storage and retrieval system, without the prior written permission from:

Senior Vice President,  
Operations, Safety & Security  
International Air Transport Association  
800 Place Victoria  
P.O. Box 113  
Montreal, Quebec  
CANADA H4Z 1M1



## Table of Contents

<b>1</b>	<b>Introduction.....</b>	<b>4</b>
<b>2</b>	<b>General Definitions .....</b>	<b>5</b>
<b>3</b>	<b>IATA Customer Portal.....</b>	<b>6</b>
3.1.1	Accessing IATA Customer Portal.....	6
3.1.2	Changing language.....	6
3.1.3	In case you do have an IATA Customer Portal account.....	7
3.1.4	Check if you have an IATA Customer Portal account / Recover your account .....	7
3.1.4.1	Reset your password .....	8
3.1.4.2	No account found .....	8
3.1.5	In case you don't have an IATA Customer Portal account.....	8
3.1.5.1	Create a new user account .....	9
3.1.5.2	Complete your profile.....	13
3.1.5.2.1	Select the account of your company.....	13
3.1.5.2.2	Create an account for your company.....	15
3.1.5.2.3	Complete and confirm your profile.....	19
<b>4</b>	<b>Use of this manual .....</b>	<b>21</b>



# 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 initiatives: 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 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.



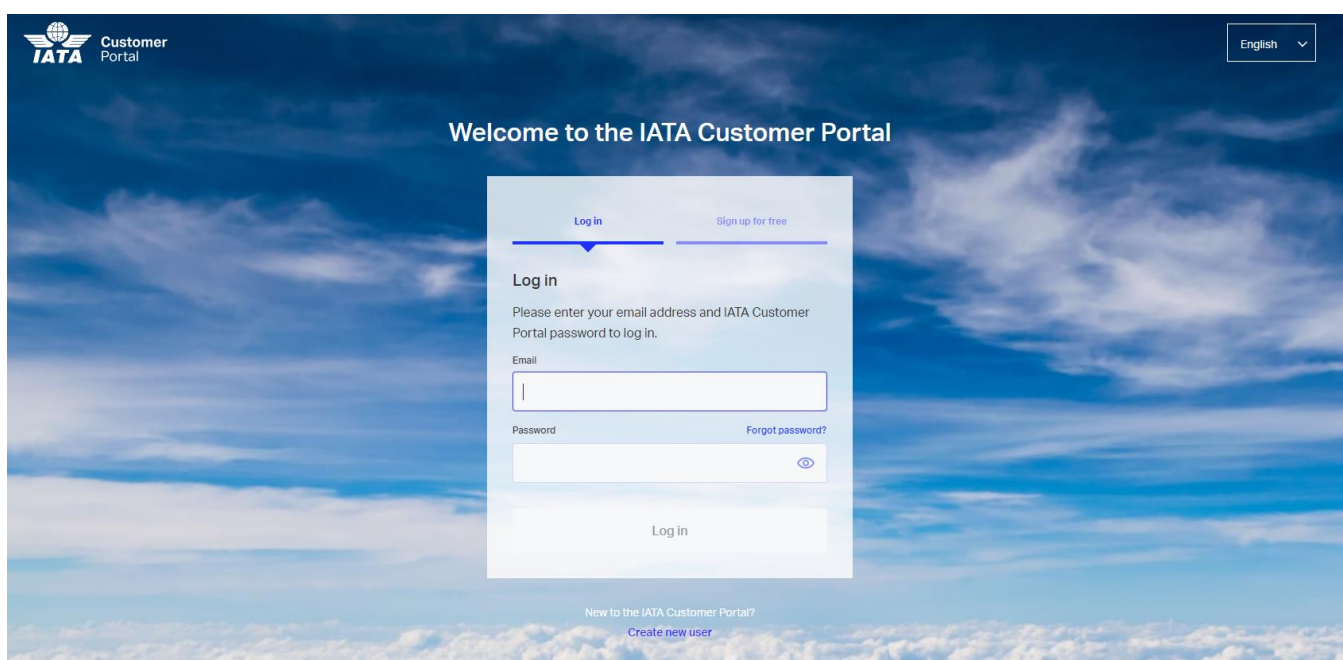
## 3 IATA Customer Portal

### 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.

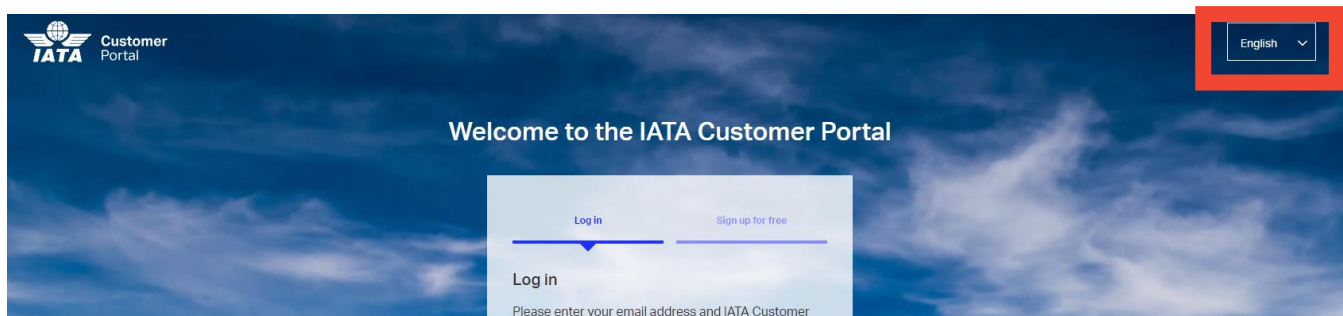
The IATA Customer Portal can be accessed at: <https://portal.iata.org/s/>

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:

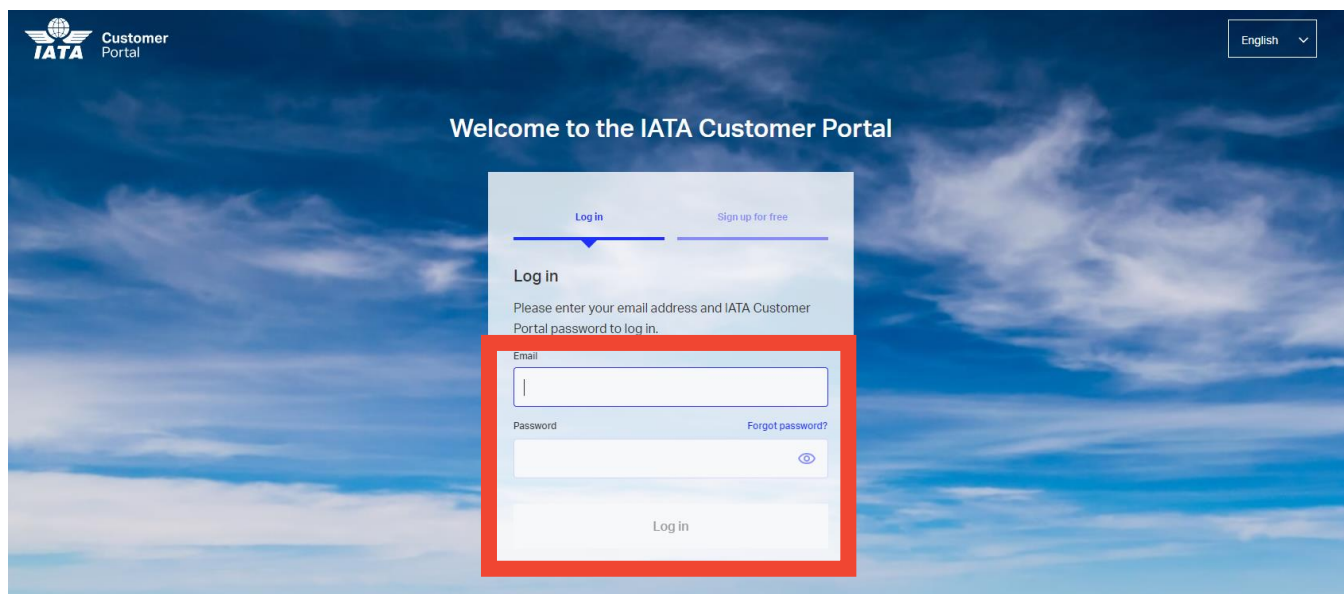
1. IATA Customer Portal is not yet available in all the languages.



- 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

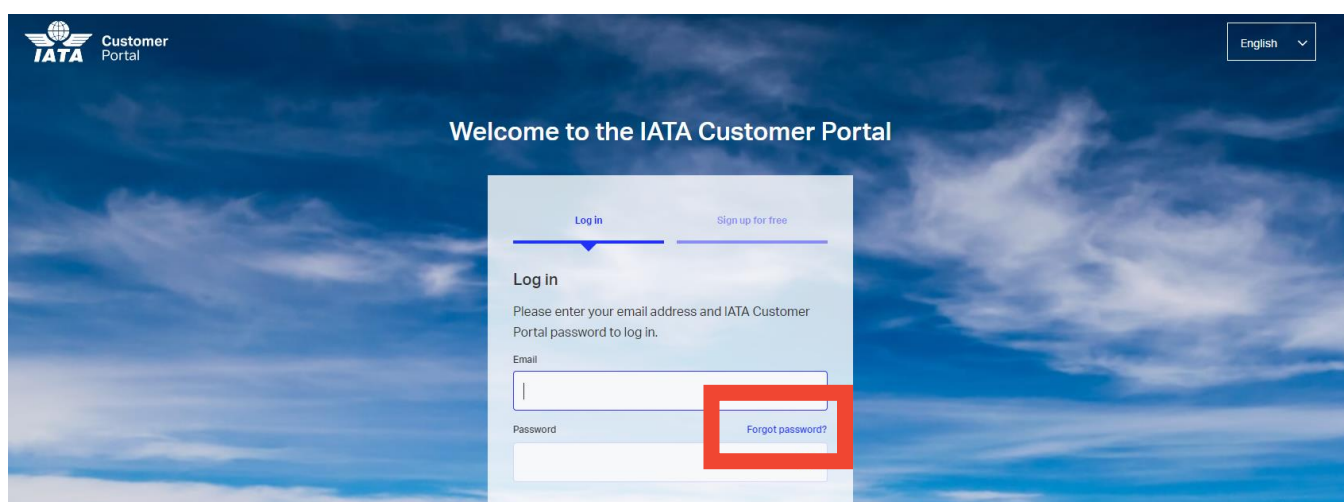
You can login to IATA Customer Portal by entering your **email** address and **password** in the fields highlighted below. And then click on **Log In**.



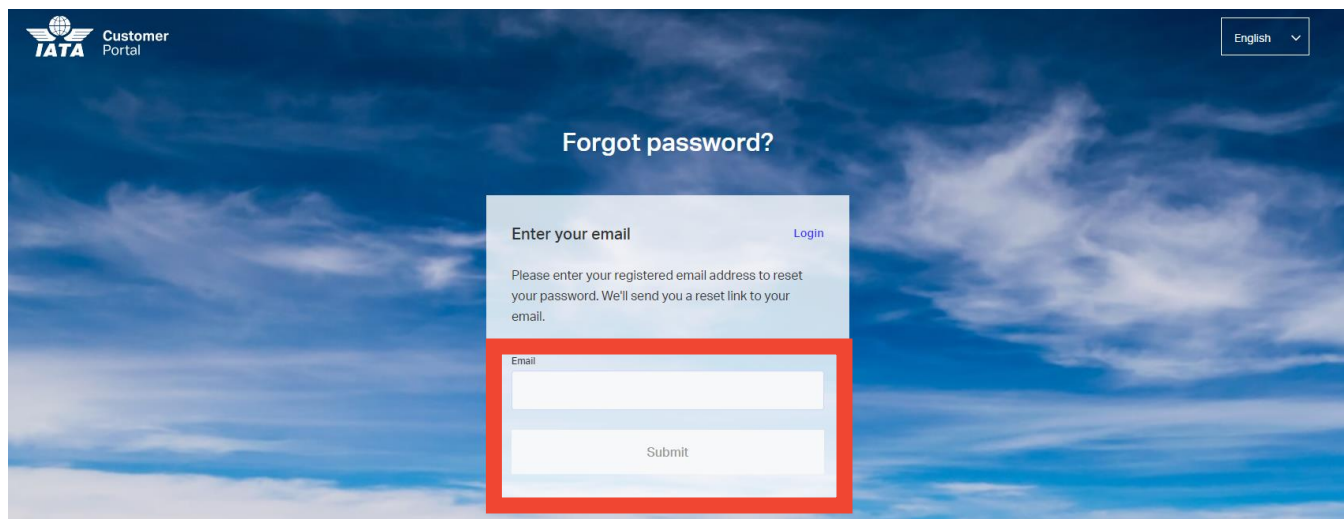
If you already have a user account and are able to access IATA Customer Portal successfully, you do not have to do anything at the moment.

### 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**.



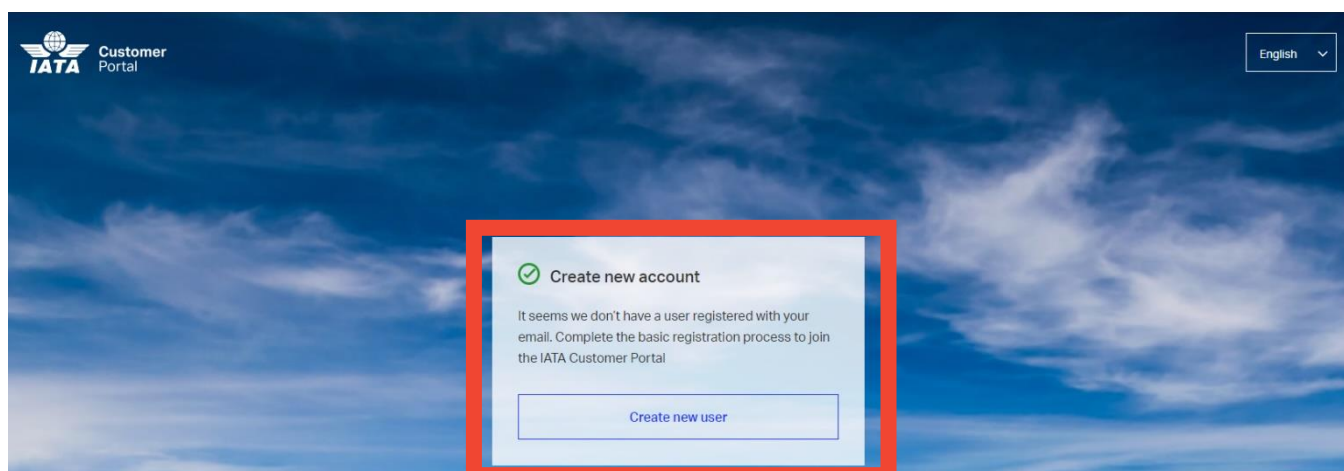
### 3.1.4.1 Reset your password

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

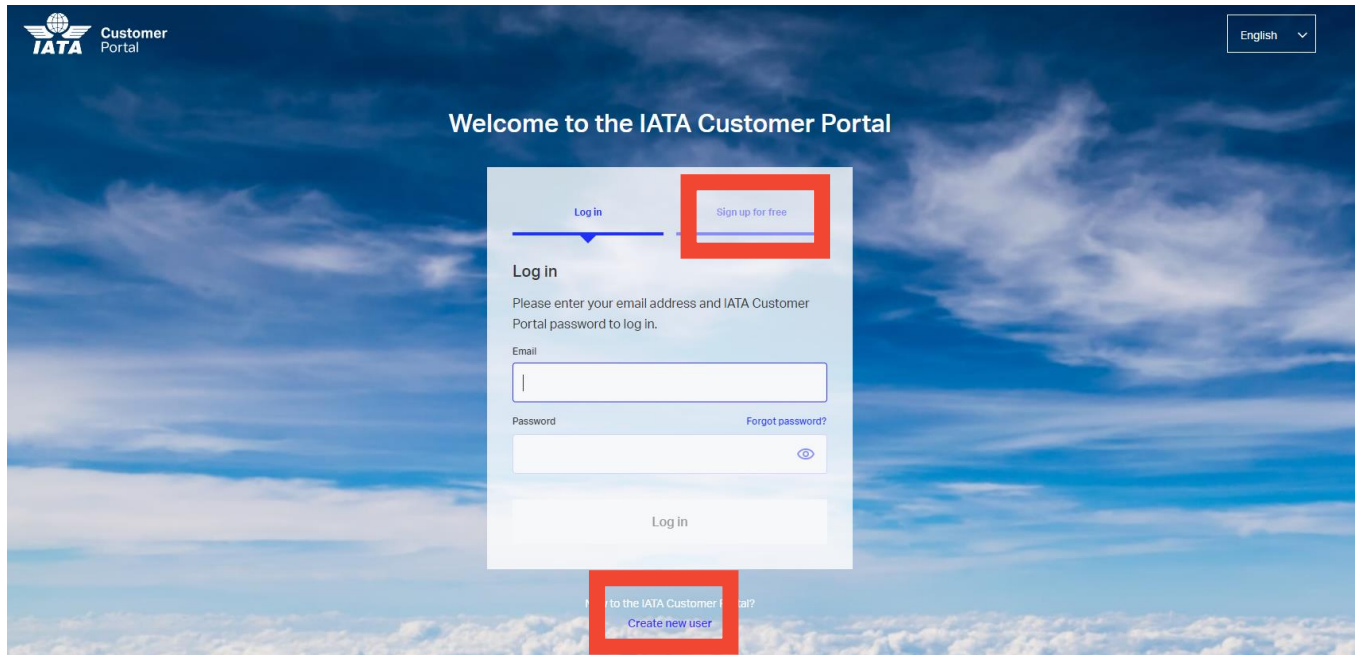
If this is the first time you set up a user account, you will need to follow the steps below to create a new one.



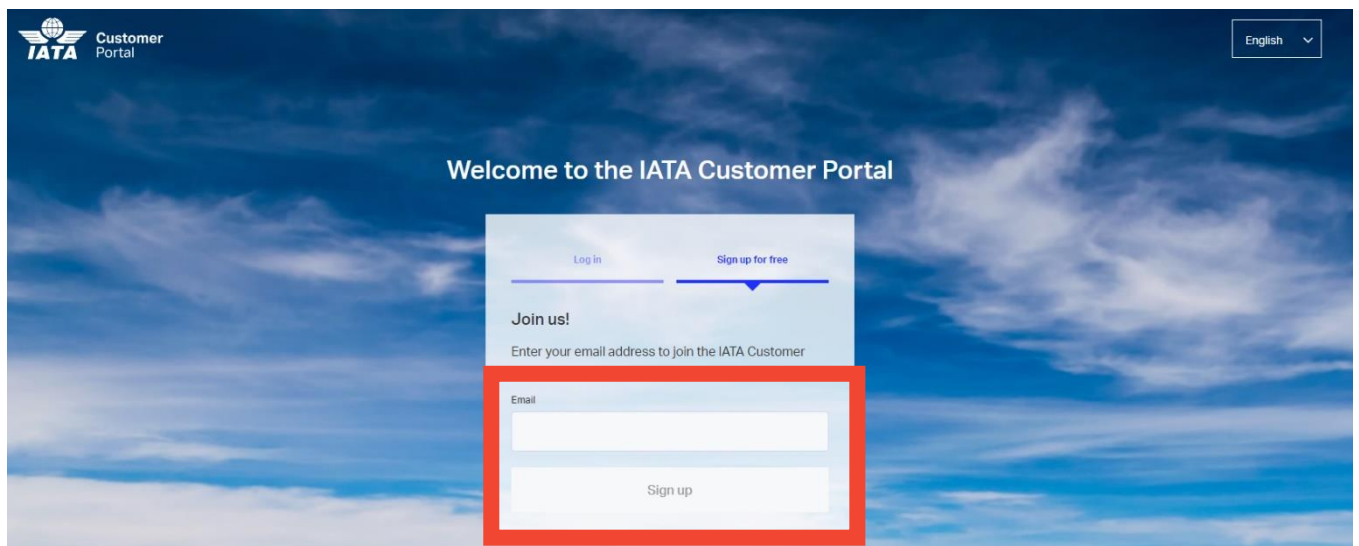


### 3.1.5.1 Create a new user account

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.

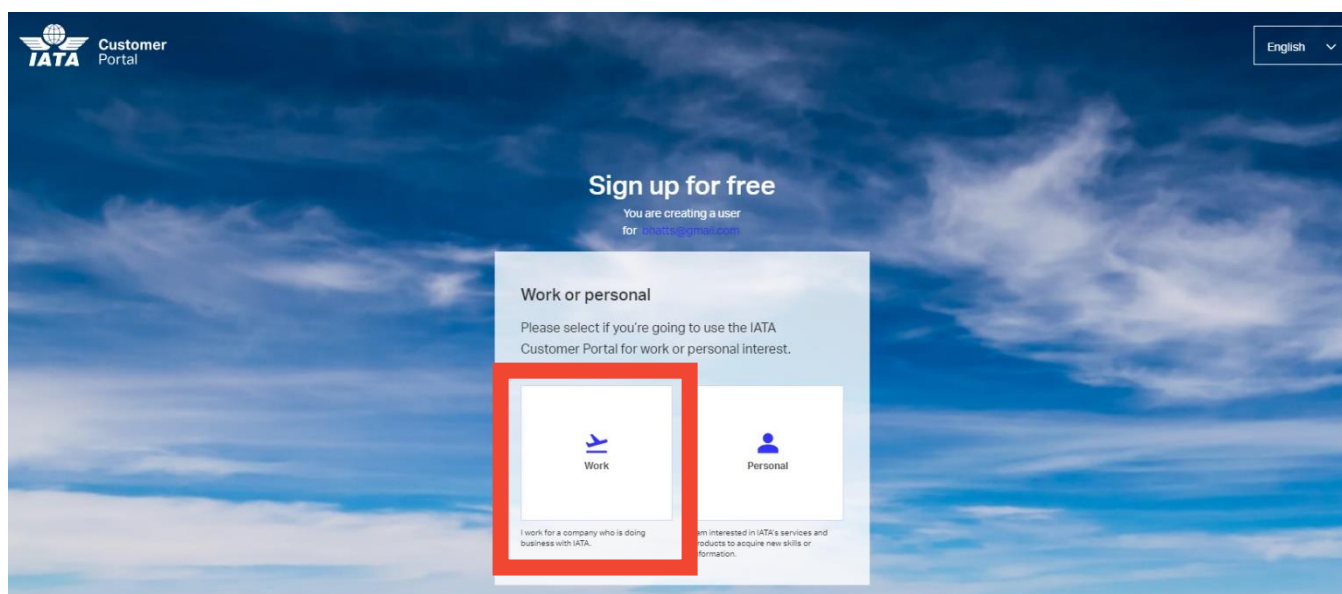


# User Guide to Ground Ops Platforms

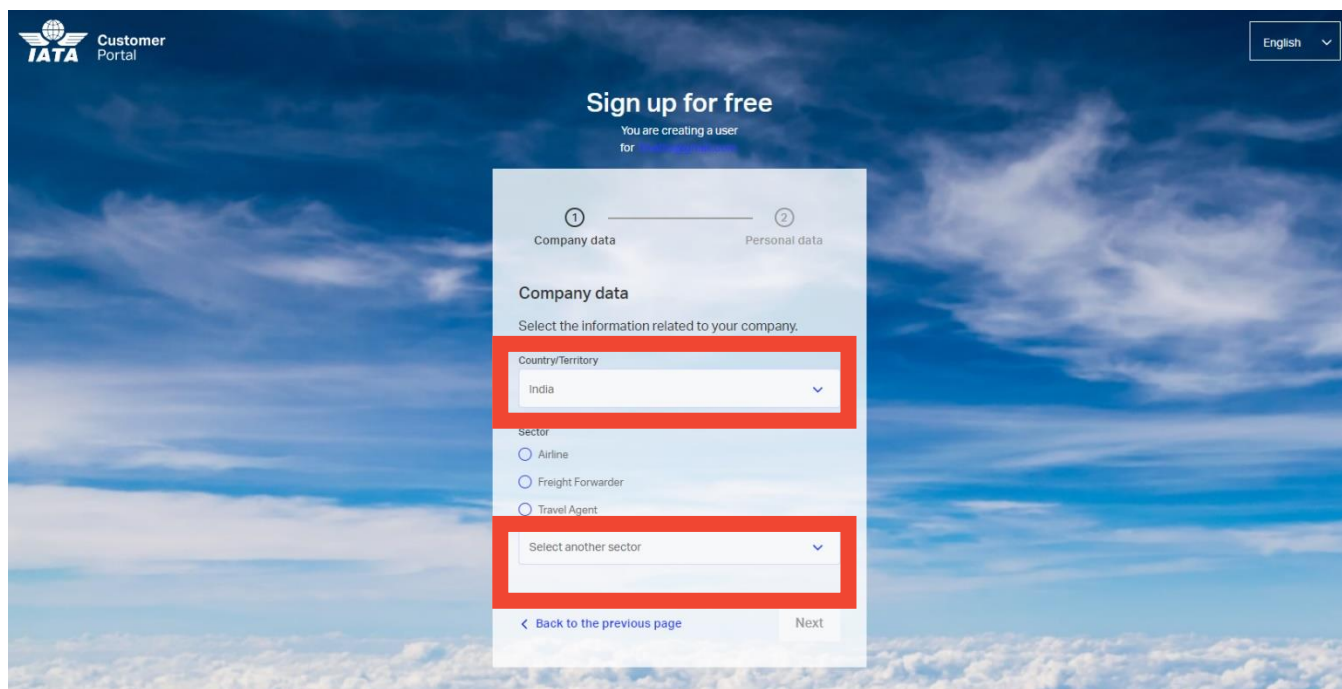
Version: 01

Revision: 00

Publication date: 05-Jul-2023



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**.



# User Guide to Ground Ops Platforms

Version: 01

Revision: 00

Publication date: 05-Jul-2023

The screenshot shows the 'Sign up for free' page on the IATA Customer Portal. The page is titled 'Sign up for free' and 'You are creating a user for [redacted]'. The progress indicator shows '1' for 'Company data' and '2' for 'Personal data'. The 'Company data' section asks to 'Select the information related to your company.' It includes a 'Country/Territory' dropdown menu with 'India' selected, a 'Sector' section with radio buttons for 'Airline', 'Freight Forwarder', and 'Travel Agent', and a search bar. Below the search bar, a dropdown menu is open, showing 'Airline Supplier' highlighted with a red box. Other options in the dropdown include 'Association'.

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**.

The screenshot shows the 'Sign up for free' page on the IATA Customer Portal. The progress indicator shows '1' for 'Company data' and '2' for 'Personal data'. The 'Personal data' section asks to 'Tell us who you are by introducing your first and last name.' It includes two input fields: 'First name (Given name)' and 'Last name (Family name)', both highlighted with a red box. Below the input fields, there is a checkbox for 'I agree with the following terms:' and links for 'Privacy Policy' and 'Terms of Use'. At the bottom, there is a '< Back to company data' button and a 'Next' button, both highlighted with a red box.

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



# User Guide to Ground Ops Platforms

Version: 01

Revision: 00

Publication date: 05-Jul-2023

A screenshot of a success message. At the top left is a green checkmark icon. Below it, the word "Success" is written in bold. The text reads: "Please check your email to get your access details." There is a horizontal line below this text. Underneath the line, it says "Didn't receive an email?". Below that, it says: "Please check your spam folder first. If you can't find anything in the spam folder, please try to register again by clicking Try Again button." At the bottom of the message is a rectangular button with the text "Try Again" inside.

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.

A screenshot of the "Create Password" form in the IATA Customer Portal. The IATA logo and "CUSTOMER PORTAL" are at the top left. The title "Create Password" is followed by the instruction: "Please enter your new password. The password should contain:". Below this are four radio button options: "Minimum 10 characters", "At least 1 upper-case letter", "At least 1 number", and "At least 1 symbol (!@#\$%^&\*()\_+^&)". An "Email" field contains the text "Xena.xerxis@companydomain.com". Below the email field are two password input fields: "Password" and "Confirm password". A "Save & Login" button is at the bottom. A red rectangular box highlights the two password input fields and the "Save & Login" button.

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

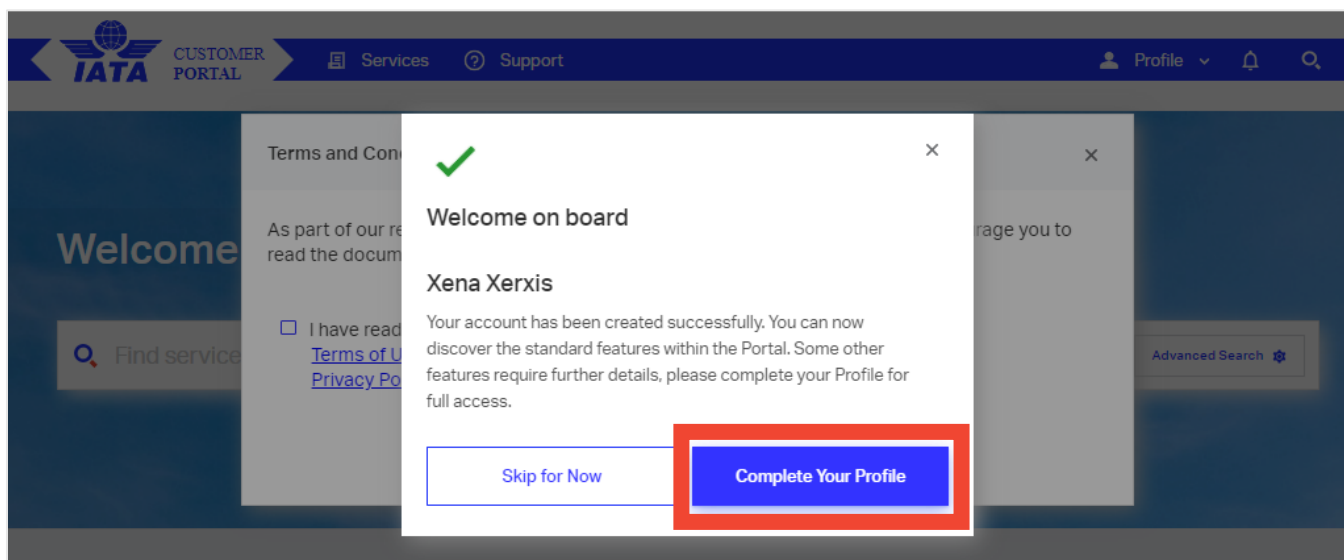


# User Guide to Ground Ops Platforms

Version: 01

Revision: 00

Publication date: 05-Jul-2023



## 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**.



### Account Selection & Additional Details

1 Account Selection      2 Additional Details      3 Confirmation

To match your personal profile with a company account we need your company details. Your company may have an account in IATA, so please check it first before creating a new one.

---

#### Company Account Info

Fill out the information below to find your company account.

Sector  
Airline Supplier

Category  
Select an Option

Country/Territory of your work location  
Greece

Please fill at least one of the two fields below.

Company Name  
IATA Code

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.



**Company Account Info**  
Fill out the information below to find your company account.

Sector  
Airline Supplier

Category  
Ground Service Provider

Country/Territory of your work location  
Greece

Please fill at least one of the two fields below.

Company Name  
Odyssey

IATA Code

Search

**Search Results (1)**  
Select your company account from the list.

Account Name	Sector	Category	Street	Select
Odyssey Cargo Handling	Airline Supplier	Ground Service Provider	Λοδοίων 1-21	<input checked="" type="radio"/>

Next Step

Did not find what you're looking for?  
You can easily create a company account in two steps to complete your profile  
[Create New Account](#)

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.



# User Guide to Ground Ops Platforms

Version: 01

Revision: 00

Publication date: 05-Jul-2023

**Company Account Info**  
Fill out the information below to find your company account.

Sector  
Airline Supplier

Category  
Ground Service Provider

Country/Territory of your work location  
Greece

Please fill at least one of the two fields below.

Company Name  
Odyssey

IATA Code

Search

**Search Results (1)**  
Select your company account from the list.

Account Name	Sector	Category	Street	Select
Odyssey Cargo Handling	Airline Supplier	Ground Service Provider	Λυσίων 1-21	<input checked="" type="radio"/>

Next Step

Did not find what you're looking for?  
You can easily create a company account in two steps to complete your profile  
[Create New Account](#)

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.





# User Guide to Ground Ops Platforms

Version: 01

Revision: 00

Publication date: 05-Jul-2023

### 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  
Airline Supplier

Category  
Ground Service Provider

Company Name  
Odyssey Cargo Handling

Country/Territory of your work location  
Greece

VAT (Optional)  
EL99999999  
9 characters - e.g. EL99999999

Website (Optional)

[← Back to Company Account Info](#)      [Next Step](#)

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.



# User Guide to Ground Ops Platforms

Version: 01

Revision: 00

Publication date: 05-Jul-2023

## 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

City

Postal Code (Optional)

Street

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	<input type="radio"/>
Λιοσίων 23-69	Αθήνα	104 39	Attikis	<input type="radio"/>
Λιοσίων 71-119	Αθήνα	104 40	Attikis	<input type="radio"/>
Λεωφόρος Κηφισού 16-64	Αθήνα	104 42	Attikis	<input type="radio"/>



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.

[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	<input type="radio"/>
Λιοσίων 23-69	Αθήνα	104 39	Attikis	<input type="radio"/>
Λιοσίων 71-119	Αθήνα	104 40	Attikis	<input type="radio"/>
Λεωφόρος Κηφισού 16-64	Αθήνα	104 42	Attikis	<input type="radio"/>

### 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**.

**Account Selection & Additional Details**

Account Selection    **2 Additional Details**    Confirmation

Add your personal details to let IATA suggest personalized content and services

Job Function: Cargo    Job Title: Manager

[← Back to Company Account Info](#)    [Next Step](#)

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



# User Guide to Ground Ops Platforms

Version: 01

Revision: 00

Publication date: 05-Jul-2023

**Account Selection & Additional Details**

Account Selection    Additional Details    **3 Confirmation**

You are only one step away from updating your profile. Please check the information provided and click submit button if everything looks correct.

---

**Company Account**  
Please check your company details

**1. Company Information** [Go back to edit →](#)

Sector Airline Supplier	Category Ground Service Provider
Company Name Odyssey Cargo Handling	VAT
Website	

**2. Business Address Information** [Go back to edit →](#)

Country/Territory Greece	State Attikis
City Athens	Postal Code 104 38
Street Αλοδιων 1-21	

---

**Additional Details** [Go back to edit →](#)  
Please check your personal details

Job Function Cargo	Job Title Manager
-----------------------	----------------------

[← Back to Additional Details](#)    **Submit**

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

You are only one step away from updating your profile. Please check the information provided and click submit button if everything looks correct.

**Your details are saved successfully.**

We can now offer you more personalized experience based on your profile. You can also take a look at any service & training provided from IATA

**Go to Homepage**

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



## User Guide to Ground Ops Platforms

Version: 01

Revision: 00

Publication date: 05-Jul-2023

### 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](mailto:groundops@iata.org).