SIS and the IATA Customer Portal

How to register, login and navigate the Portal

Version 4.0
May 2023

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1. Background

The Customer Portal is IATA's single point of contact and resource center for all IATA services and products. From a single web page, using a single set of credentials, you can:

- Raise a query with IATA without having to find an email address or a contact person
- Follow-up on previous queries sent to IATA without having to search through your emails
- Access personalized information and resources without having to go to several websites or extranets
- Access SIS and other services through a Single Sign On without having to remember several user IDs and passwords

Using the Portal will consolidate all the services to which you have access and all your interactions with IATA in a single place, so you can follow up easily.

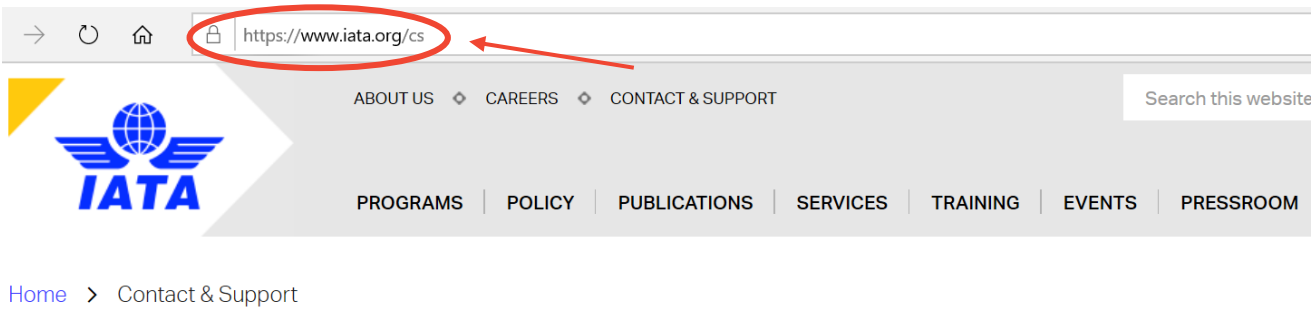
It is IATA's goal to ensure that getting in touch with us is simple and easy, and the first step towards achieving that is having a single contact channel.

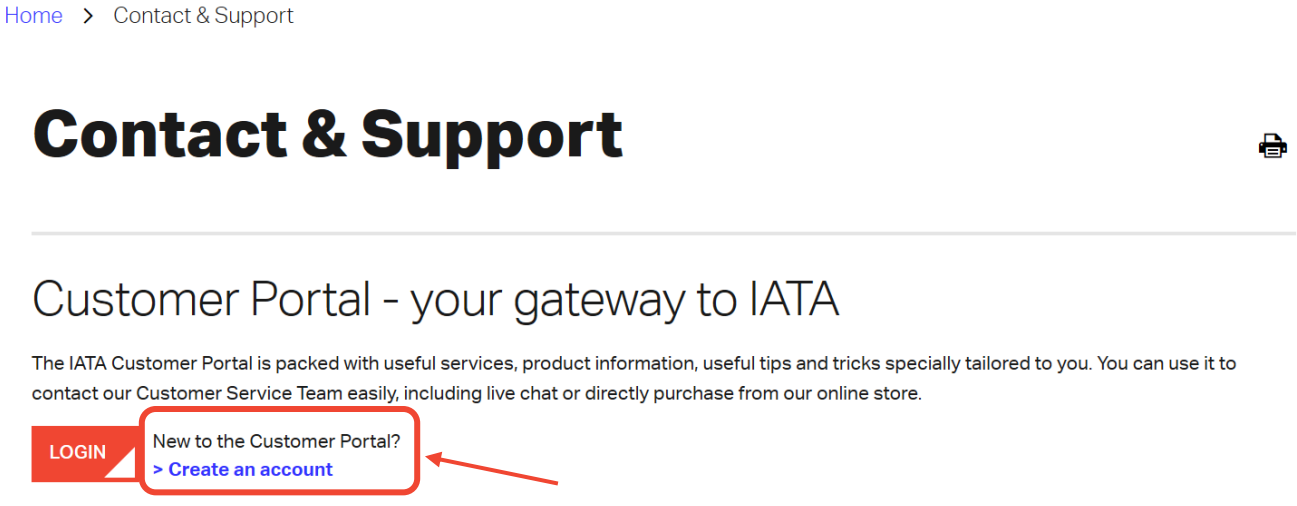
2. Scope

This user guide provides details on how to register to the Portal, access your account and navigate the Portal to contact IATA, access services, etc.

3. How to register to the IATA Customer Portal

To create a new Portal account please visit www.iata.org/cs and click **New to the Customer Portal? Create an account**



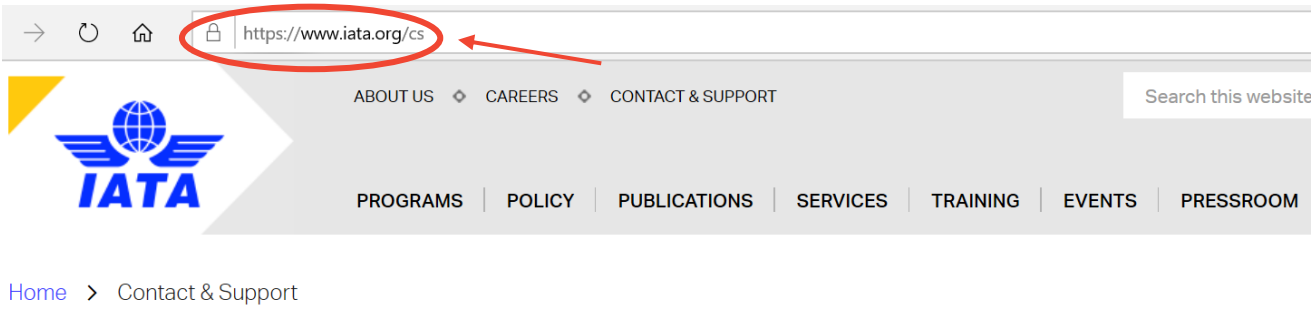


4. Two Factor Authentication for the IATA Customer Portal

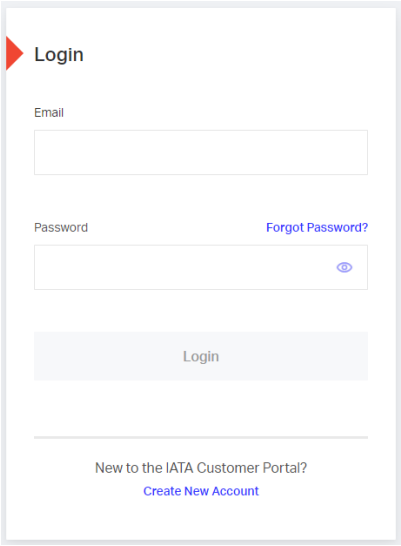
Effective **15th June 2022**, all IATA Customer Portal users with the SIS Single Sign-On service are subject to IATA"s two-factor authentication (2FA) security feature. The two-factor authentication is a security feature that helps protect your Customer Portal account in addition to your password. When you set up two-factor authentication, you will be asked to enter a special login code each time you access the Customer Portal. To get this special login code, you can use an authenticator app on your phone or desktop. We recommend you to install such an app before you get started. Should you need further guidance with setting up the two-factor authentication (2FA) please refer to the user guide available here and the dedicated FAQ page.

5. How to login to your Portal account

To login to your Portal account please visit www.iata.org/cs and click on **Login**



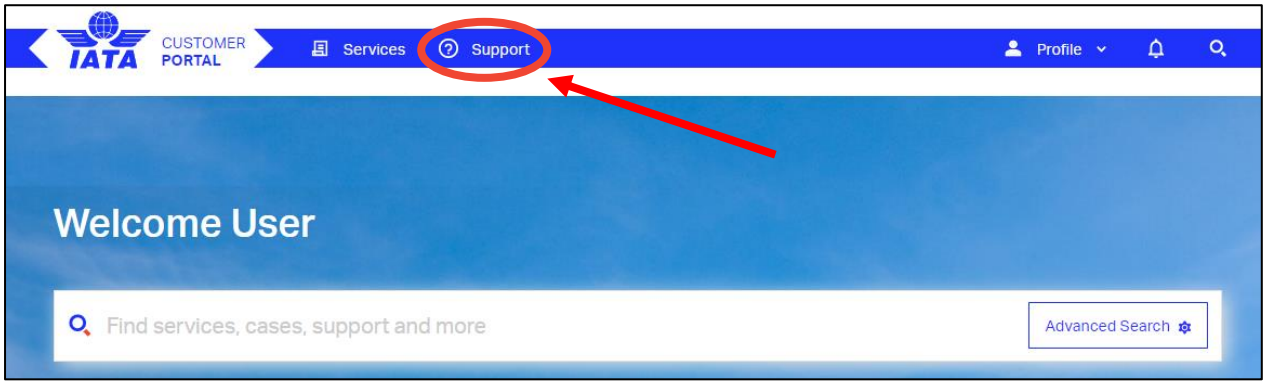
On the login page please enter your e-mail address and password and click on **LOGIN**



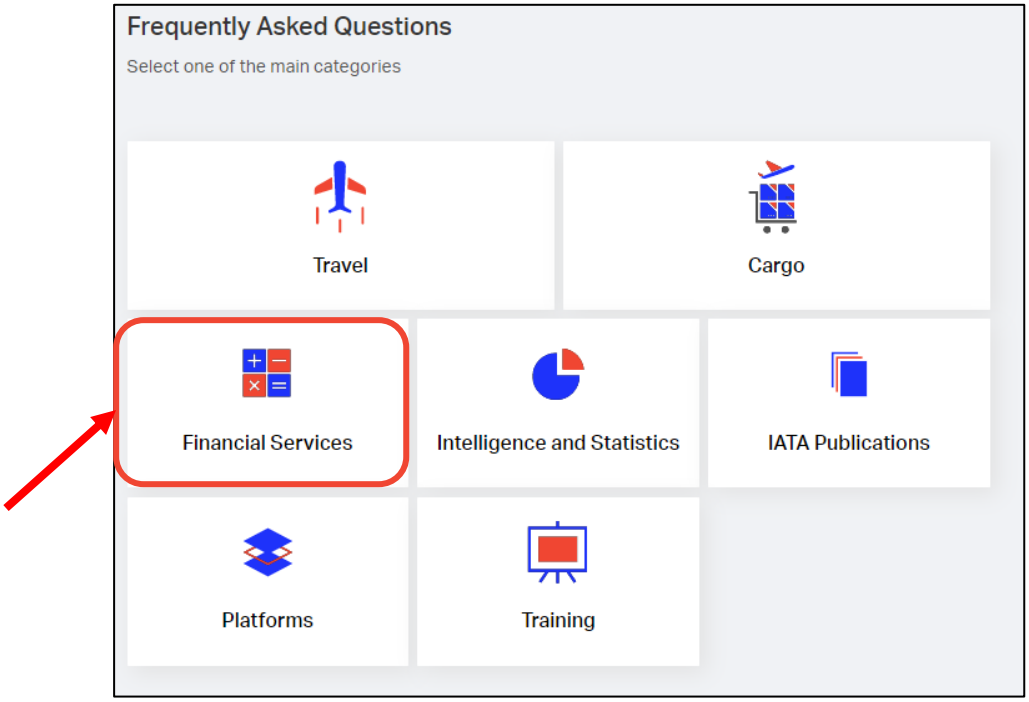
If you cannot remember your password, please click on **Forgot Password?**
You will receive an e-mail with a temporary password and instructions to access your account.

6. How to contact IATA

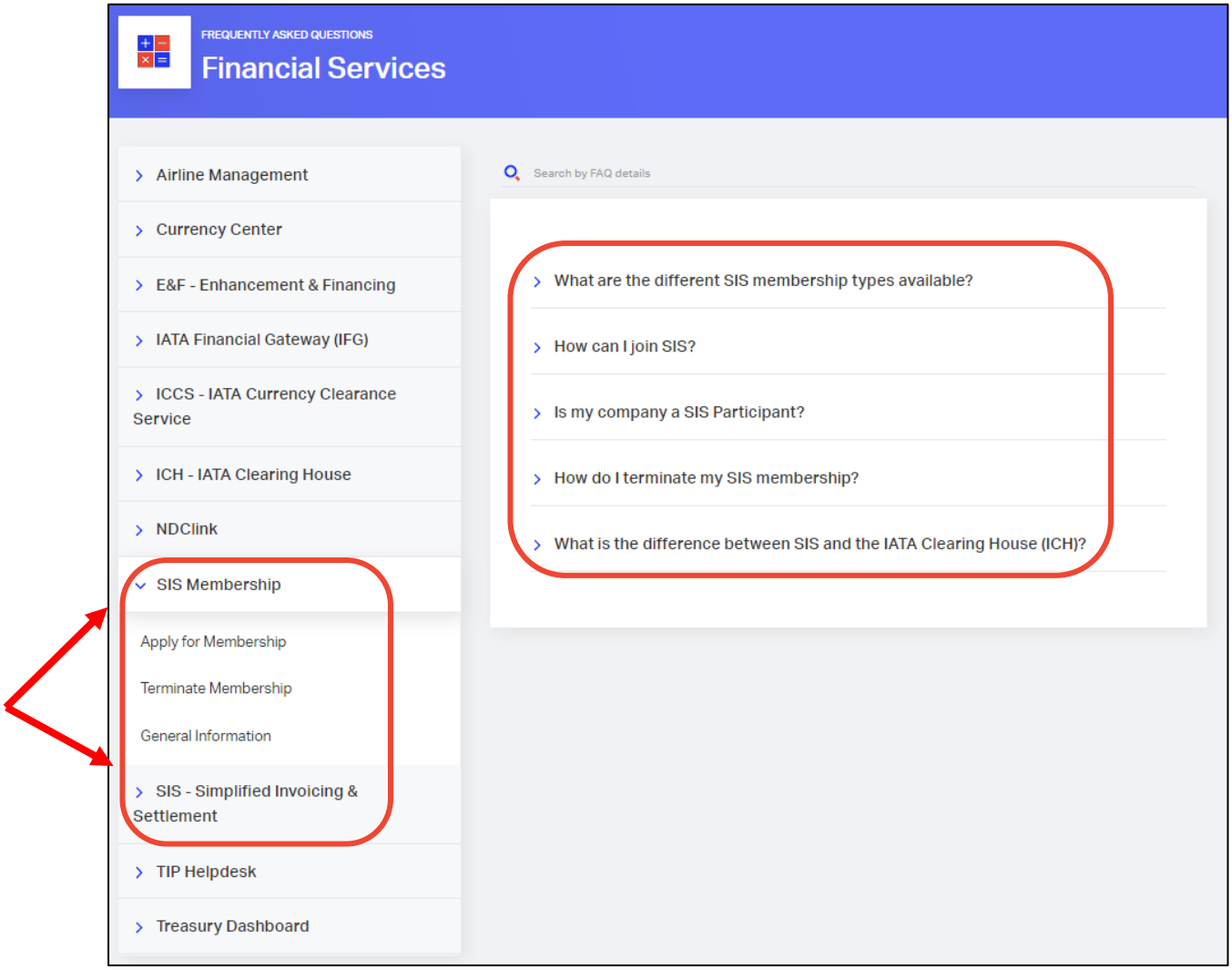
Now you that you have accessed your IATA Customer Portal account, click the **Support** tab, at the top of the page, to raise a query:



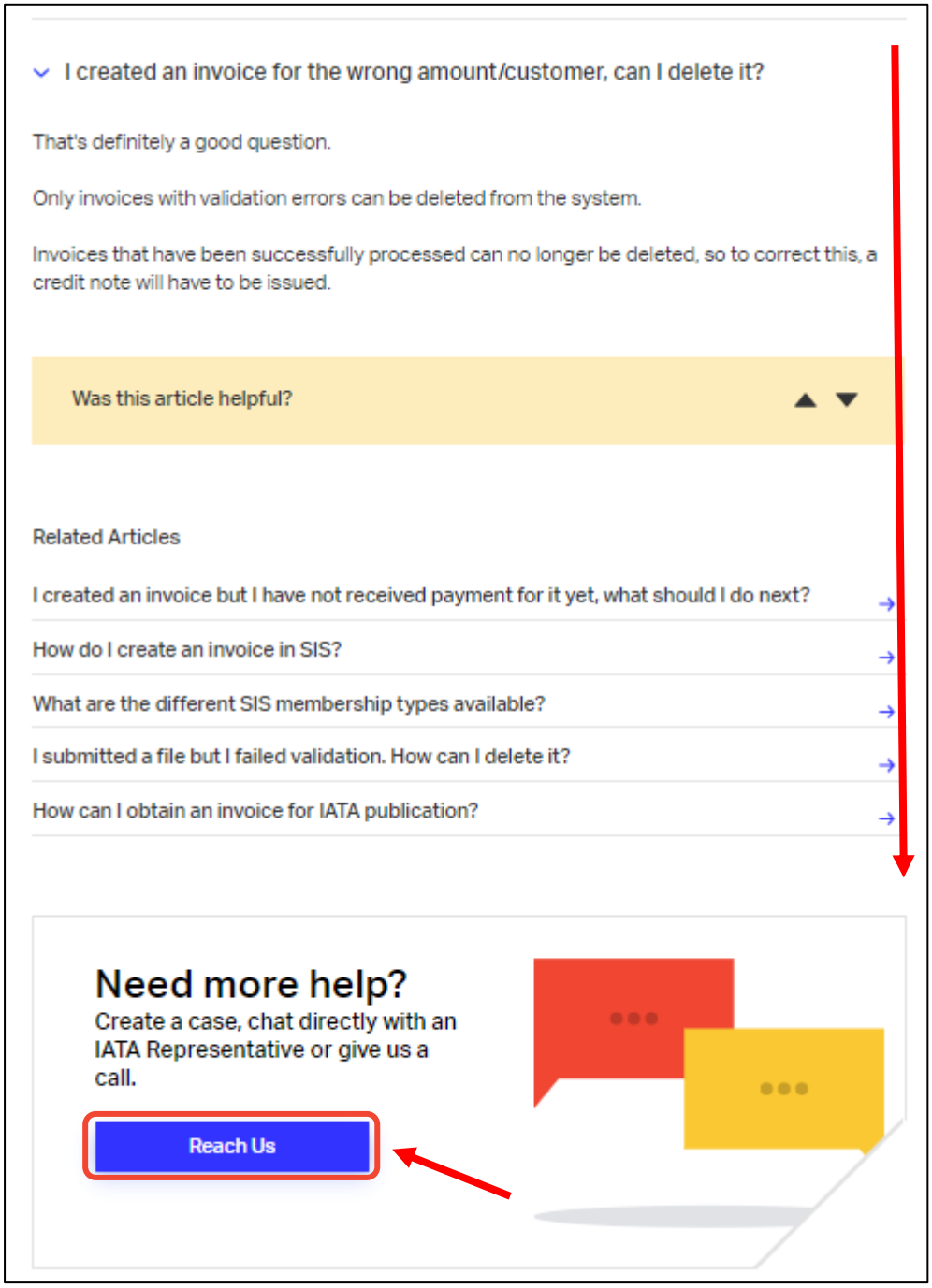
You will be redirected to the **Frequently Asked Questions section**, where you can select the area for which you need assistance and browse the related FAQs.



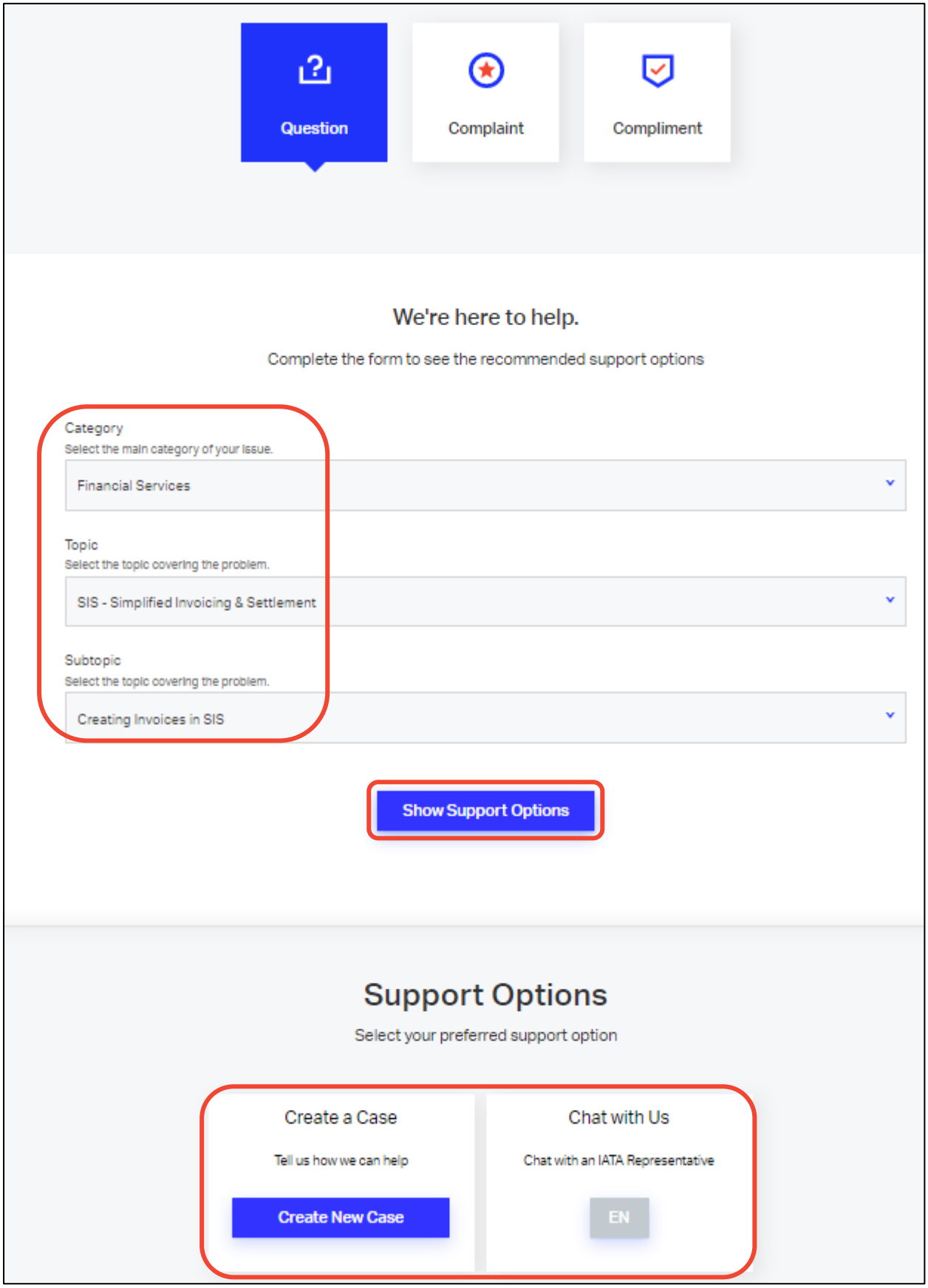
Once you have selected an area, all the services and/or products under that area will be shown. If you select a product/service on the left side, all relevant FAQs will be populated on the right side of the screen.



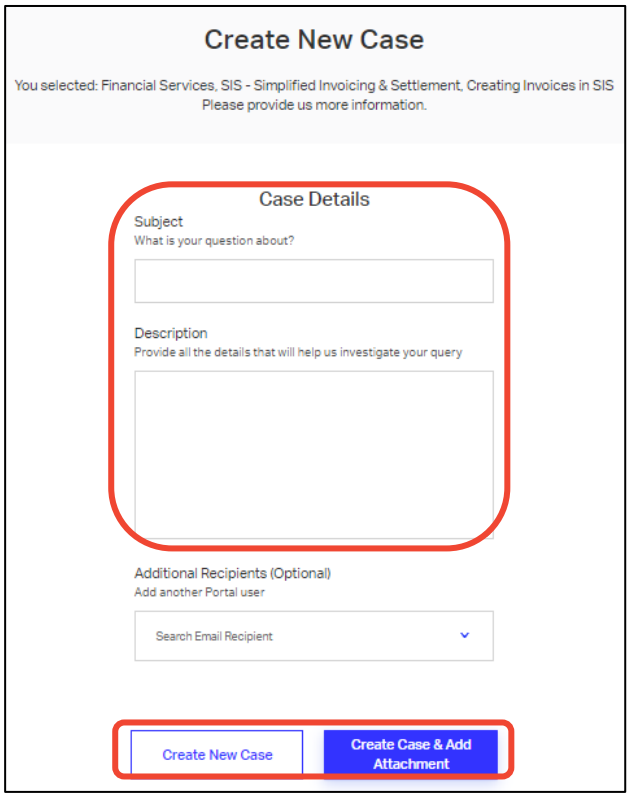
Should your question not be answered by the existing FAQs, you can scroll down to the end of the page and contact us by creating a case:



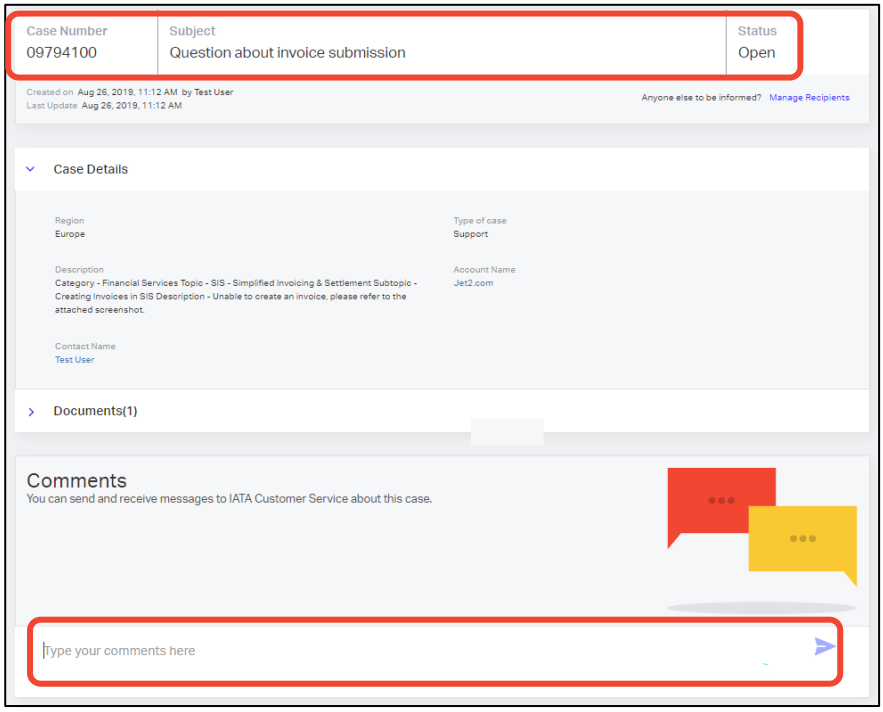
The **Category, Topic and Subtopic** will be prepopulated based on the selections done at the previous case. It is very important to select the appropriate Topic and Subtopic when contacting us to ensure your case is routed to the appropriate team. You can choose from the support options available in your time zone: create a case, chat with an Agent or call us.

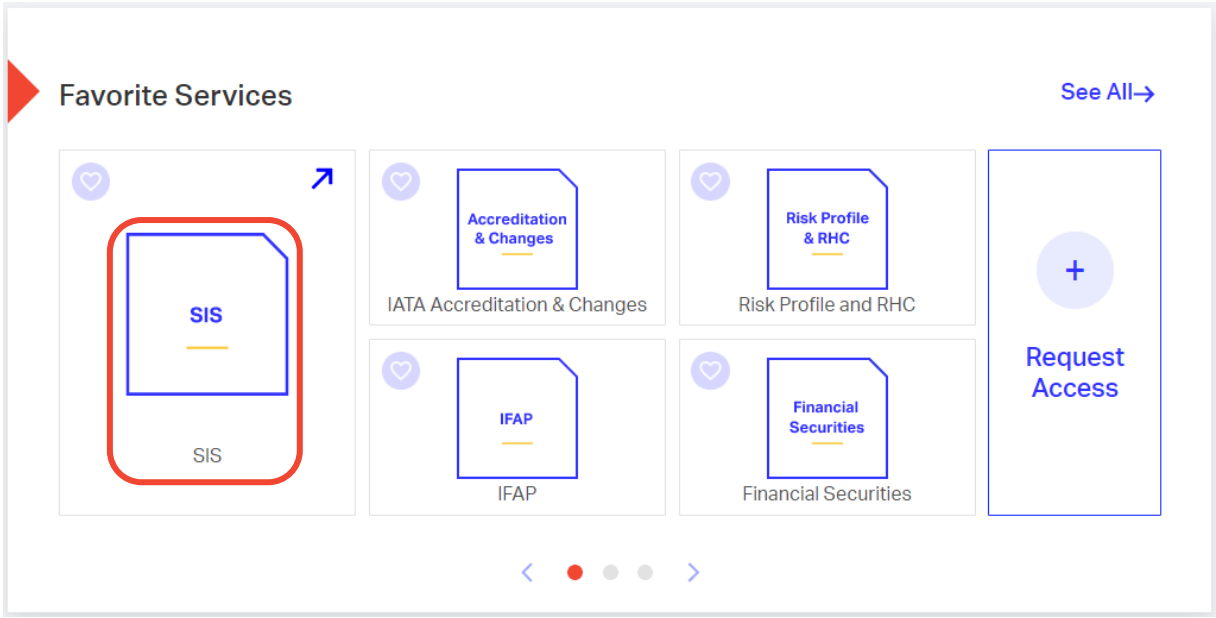

Question
Complaint
Compliment
We're here to help.
Complete the form to see the recommended support options
Category
Select the main category of your issue.
Financial Services
Topic
Select the topic covering the problem.
SIS - Simplified Invoicing & Settlement
Subtopic
Select the topic covering the problem.
Creating Invoices in SIS
Show Support Options
Support Options
Select your preferred support option
Create a Case
Tell us how we can help
Create New Case
Chat with Us
Chat with an IATA Representative
EN

Now you need to fill in the **Subject** and **Description** of your query, please make sure to provide as many details as you can so our Customer Service team can address your query immediately. You can submit attachments and add additional recipients to the case, if needed.



Now that your case is created, and you have a case number available, you can add more documents and comments, if necessary. Our support team will revert to you as soon as possible. You can always come back to a case already created and add new comments or follow up.



7. How to access your SIS Account

To log in to your SIS account from the IATA Customer Portal simply click on the SIS icon available in the "Favorite Services" area. You will be redirected immediately to your SIS account, without having to provide additional login credentials. If you don't see the SIS service available, please check with your Super User or contact us for assistance.