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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](http://www.iata.org/cs) and click New to the Customer Portal? Create an account
4. 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.
5. 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.
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.
6. 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.