




LOGIN AND PASSWORD FUNCTIONALITY

The following changes have been implemented in SIS with release 1.8.2.0 to update the Login and Password functionality.

- 1) **Login to SIS** : Currently the user has 5 login attempts before they get deactivated if an incorrect password is provided. With this new functionality, the user will get locked out for 30 minutes and will not be deactivated. Alternatively, the user can use the “Forgot Password” option.

SIMPLIFIED INVOICING AND SETTLEMENT



Welcome to IATA's Simplified Invoicing and Settlement service, the service that enables electronic billing and settlement for the air transport industry. To access the service, please log-in now. If you do not have a log-in, please contact the SIS Super User of your organization.

Login was unsuccessful. Please correct the errors and try again.

➤ **Your account has been locked since you have exceeded the maximum number of unsuccessful login attempts. You will be able to login again after 30 minutes using your existing password. In case you have forgotten your password, please use the “Forgot Password?” option to reset your password.**

Username:

Password:

➤ [Forgot Password?](#)
➤ [Contact Helpdesk](#)

Log On

2) Password recovery mechanisms in SIS - "Forgot Password", "Reset Password", "New User Creation"

On using the "Forgot Password", "Reset Password" and "New User Creation" functionalities in IS-WEB, the below changes have been implemented:

- The "forgot password" link will show a CAPTCHA box
- The user receives a secure one-time reset link via email
- This reset link will expire after 48 hours
- The link in the email opens a new window where the user can set a new password.

When a password reset link is sent and has not yet expired, if another request is made by the user through "Forgot Password", "Reset Password" or "New User Creation", the previous link will expire and a new link will be sent via email


Step 2.1

SIMPLIFIED INVOICING AND SETTLEMENT

SIS 

Forgot Password

Username:



Please enter the text as shown above:

Captcha:

[Next](#)

[Back to Login Page](#)

Step 2.2

Forgot Password

An email has been sent to you with a hyperlink which will initiate the password reset process. This hyperlink will be valid for 48 hours.

In case you have chosen this option earlier, the hyperlinks sent by the system earlier will no longer be valid.

To go back to the log on screen [Click Here](#)

Step 2.3 – You will receive an email.

DoNotReply@lata.Org

SIS password has been reset - SIS

recipient's e-mail address

Dear

You have received this email since you chose the **Forgot Password** option.
Please use the hyperlink below to reset your password.

[http:// link provided](#)

This hyperlink is valid for 48 hours; and is valid for this request only.
Additionally, if another similar request is made, this hyperlink will be deactivated automatically.

Regards,
IATA SIS Operations Team

Step 2.4 – On clicking on the hyperlink you are redirected to a new form

Reset Password

Please use the form below to reset your password.

New password is required to be minimum of seven characters in length and contains at least one alpha and one numeric value.

Account Information

New Password:

Confirm New Password:

Change Password

3) **Multiple logins Allowed:** If the user has already an IS-WEB session open and attempts to login with another browser or another computer then the system will display a message informing the user of another login. Then the user can either:

- Click on "OK" will keep all previous sessions alive and will allow user to login with new session
- Click on "CANCEL" will remove all previous sessions and will allow user to login with new session

You are already logged in to the system from other active web browser session(s).

Click "OK" to continue logging in with this session; and to keep other session(s) active.
Click "CANCEL" to log in with this session; and deactivate/logoff other session(s).

OK

CANCEL