

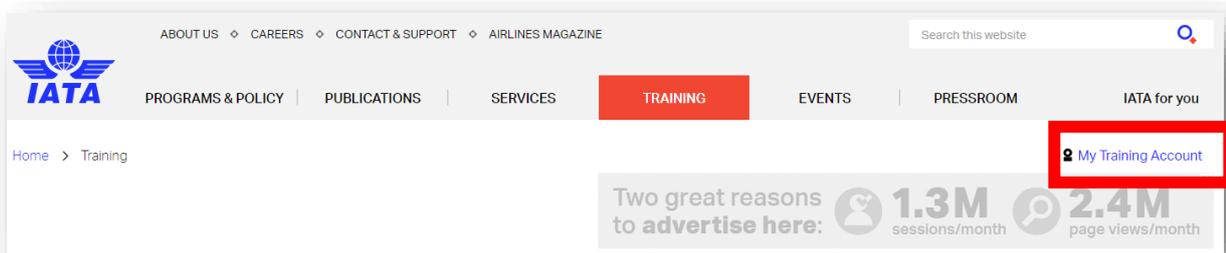


How to create your Training Account User Guide

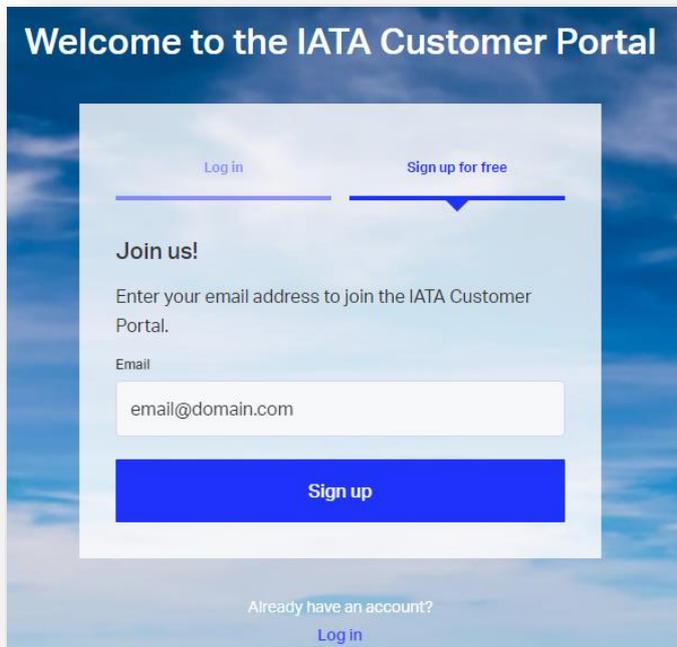
If you don't yet have an IATA Customer Portal account, you will need to create one before creating your Training Account.

1. Create your IATA Customer Portal account

From the [IATA Training website](#) click on 'My Training Account' to create your IATA Customer Portal account.



Enter your email address and click to sign up. We recommend that you use your professional / personal email address. NB: Please do not use a generic shared email address.





Step 1 - Please complete your personal details.

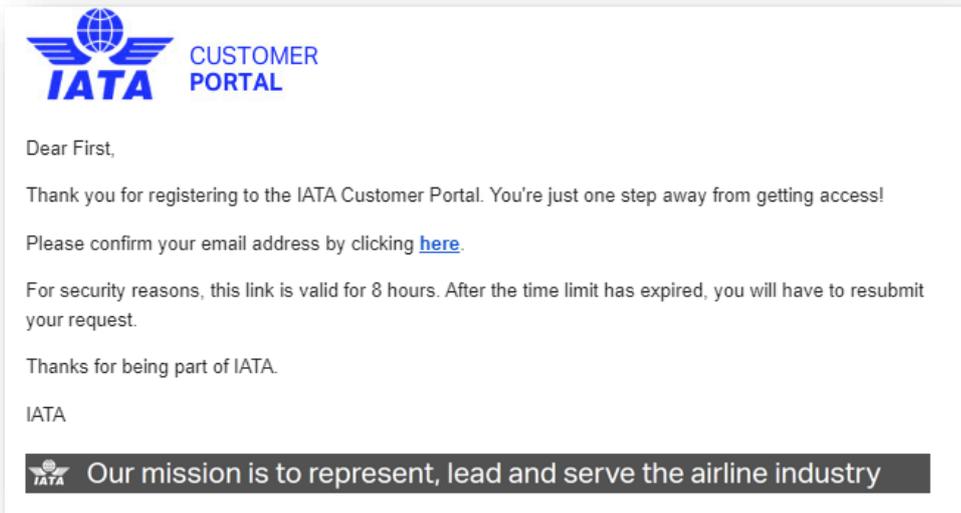
Step 2 (optional) - Select your work segment. The segment will be used to recommend courses specific to your interests.

Email verification

Once submitted, a pop-up will be displayed and an email will be sent to you.



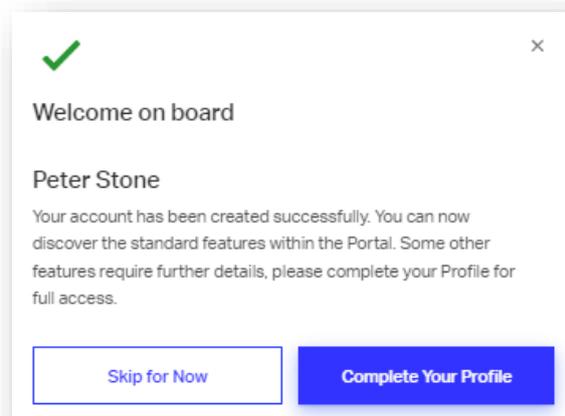
Navigate to your email account and locate the email from IATA. Click on the link to verify your email address and create your IATA Customer Portal account password.



Password creation

Choose your password to complete your IATA Customer Portal account creation. You can continue to complete your profile or do it later directly from your IATA Customer Portal profile.

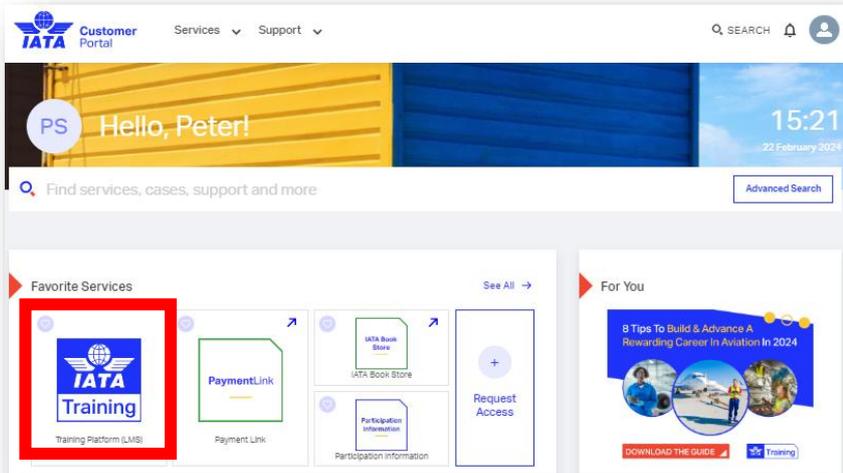
The "Create Password" form has a blue header with the title "Create Password" and a subtitle "You are creating a password for [Business-20240001 - test@iata.com]". Below the header, the section "Your password" contains the instruction "Create yourself a password to access the IATA Customer Portal." and a list of requirements: "The password should contain:" followed by four radio button options: "Minimum 10 characters", "At least 1 upper-case and 1 lower-case letter", "At least one number", and "At least 1 symbol (!@#%*()_+^&)". There are two input fields: "Password" and "Confirm password", each with a toggle icon to show or hide the text. A checkbox labeled "See password" is located below the fields. A "Save" button is at the bottom of the form.





2. Create your Training Account

Next, you will need to create your Training Account. Click on the IATA Training icon in 'Favorite Services'.



Personal details

Enter your date of birth and confirm if you have taken an IATA course before.

*** Date of Birth**

2/7/2000

Have you taken an IATA Training course before? ⓘ

No Yes I'm not sure

By clicking Next you confirm you have read and agree to our Privacy Policy

If you clicked 'Yes', please enter the email address you used at that time, to transfer your previous training record into your new profile. Once you have verified your old email address, your Training Account will be created.

*Date of Birth

2/1/2000



Have you taken an IATA Training course before? ⓘ

No Yes I'm not sure



The email address you have provided is already associated with an existing user. Please check that the email address you provided is correct and click next if you wish to merge the accounts. Once you confirm you have access to the above email address, we will merge your training accounts. From then on, please continue to login with email@domain.com only

previousemail@domain.com

By clicking Next you confirm you have read and agree to our Privacy Policy

Cancel

Next

Verify your email address.

We have sent a confirmation email to the additional email.

previousemail@domain.com

Please click on the link within that email to finalize your IATA Training registration.

Try Again

Close



If you select 'No' or 'I'm not sure' you will be directed to create your Training Account and will be able to access your Training Dashboard.

Profile Update

Updating your profile information.

Successfully updated your profile information.

Please continue to use your email `email@domain.com` to login to the IATA customer portal.

[Access IATA Training](#)

Click on 'Access IATA Training' to be directed to your IATA Training Dashboard.

If you have any questions or need any support, [please contact us](#) by opening a case on our Customer Portal.