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1. **Introduction**

In order to register for an IATA Self-study course on our Training Platform (LMS), you will need a personal Training Account. We have now made it easier to access our IATA Training Platform directly from our mobile-friendly Customer Portal.

In this guide we will explain how to sign in to the IATA Customer Portal for the first time, even if you already have a Training Account, how to create a new Training Account, how to access your Training Account, how to purchase a course, how to register for an exam, how to make a payment and how to manage your exam booking.

You can also refer to our ‘How-to videos’ at [www.iata.org/training-faq-videos](http://www.iata.org/training-faq-videos).

- To access the IATA Customer Portal and IATA Training Platform, we recommend Google Chrome (Internet Explorer is not supported).
- Make sure that you allow pop-ups and cookies in your browser.
2. If you already have a Customer Portal Account

Simply login to the Customer Portal with your existing credentials. Click on “Training Platform LMS”.

Then select “My Courses & Exams”.

3. If you already have a Training Account, but not a Customer Portal Account

If you already have an IATA Training Account but do not yet have an IATA Customer Portal account, we have prefilled one for you.

3.1. Access the Customer Portal

- Simply activate your account by clicking the ‘my account’ link at the top right of our www.iata.org/training homepage to reach the Customer Portal.

- Alternatively, you can navigate directly to the Customer Portal login page.

3.2. Create new user

- Click on the ‘create new user’ link at the bottom of the Customer Portal login page.
Please use the following information from your IATA Training account:

- **First name(s) (given name(s))**
- **Last name (family name)**
- **Login email address** (please enter your work email address, if you have one on your IATA Training account. If you do not have a work email, please use your personal email)

Your Customer Portal account should already be linked to your Training one.

Please agree to the Terms & Conditions and you will be directed to the **Success** page.

### 3.3. Validate your email

- Please check your email inbox for an email with the subject line: ‘IATA Customer Portal Email Confirmation’ from IATA (noreply@iata.org) so that you can verify your email address.

- Confirm your email address by clicking on the verification link. Please note that this link is only valid for 8 hours.
If you received an email as the one above, skip to step 3.6 to complete your profile. If you received an email to say that an existing user was found, please continue to 3.4.

3.4. Existing user found

- If an existing IATA Customer Portal user was found using the same personal email that you have entered when creating your account, you will receive the following email.

If you still have access to the Login email provided in this verification email, click on the corresponding link to complete your Customer Portal account and Login.

Your Login email will be prefilled in the email field. Please agree to the Terms & Conditions and click on Submit.
3.5. Validate your email

- Check your email inbox for a verification email with the subject line: ‘IATA Customer Portal Email Confirmation’ from IATA (noreply@iata.org) so that you can verify your email address.

- The link in the verification email will bring you back to the Customer Portal and you will be asked to create a password. Follow the instructions and click **Save & Login**. Your account has been created.

- Click on ‘Complete Your Training Profile’.

- Enter your:
  - date of birth
  - personal telephone number
  - shipping address

Your shipping address is very important for you to receive any printed course material. Please make sure that your shipping address is complete.

- You will have an option to choose or add your **personal** or **work email address**. If you want your invoice to be billed to your company, you must provide your work email address.

- You will be asked if you have been registered for an IATA Training course in the past (and you know your credentials) and would like to maintain your training record.
If you select “Yes”, you will be asked for:
- IATA Training Username (YAS)
- IATA Training UserID (YAS)

If you do not know this information, please contact us.

If you select “No”, you will be redirected to the next page.
- Review your personal details and accept the Terms and Conditions
• Please check that your details are correct, agree to the Terms & Conditions and click on Submit.

• Your IATA Training Account has been completed and you can now access your Training Account on the Training Platform. The below is an example of the Training Platform (LMS).
4. How to create a new IATA Training Account

Please create a new account if you do not have an IATA Training Account or an IATA Customer Portal Account. You can also refer to our how-to videos at www.iata.org/training-faq-videos

4.1. Access the Customer Portal

- Navigate to the Customer Portal from the ‘my account’ link at the top right of our www.iata.org/training.

Alternatively, you can navigate directly to the Customer Portal login page.

4.2. Create new user

- Click on the ‘create new user’ link at the bottom of the Customer Portal login page.
• Enter your work email address if you have one. If not, please enter your personal email address and click Next.

• Complete your basic profile information:
  - First name(s) (given name(s)) and Last name (family name) as written in your passport
  - Country of residence
  - Telephone number
  - Sector
  - Preferred language
Please agree to the Terms & Conditions and you will be directed to the Success page.

4.3. Validate your email

Please check your email inbox for an email with the subject line: ‘IATA Customer Portal Email Confirmation’ from IATA (noreply@iata.org) so that you can verify your email address.

Confirm your email address by clicking on the verification link. Please note that this link is only valid for 8 hours.

The verification link will bring you back to the Customer Portal and you will be asked to create a password. Follow the instructions and click Save & Login. Your account has been created.
4.4. Complete Your Training Profile

• Click on 'Complete Your Training Profile'.

• Enter your:
  – date of birth
  – personal telephone number
  – shipping address

Your shipping address is very important for you to receive any printed course material. Please make sure that your shipping address is complete.

• You will have an option to choose or add your personal or work email address. If you want your invoice to be billed to your company, you must provide your work email address.
- Please check that your details are correct, agree to the Terms & Conditions and click on **Submit**.

- Your IATA Training Account has been completed and you can now access your Training Account on the Training Platform.

- If you have added an additional email, you will once again receive a verification email. Otherwise your IATA Training Student Account has been created.

- You can now access IATA Training.
5. How to access your IATA Training Account from the Customer Portal

Please do not create a new account if you already have an IATA Training Account, and you also have an IATA Customer Portal account, and this is not the first time you login to your Training Account through the Customer Portal.

You can also refer to our how-to videos at www.iata.org/training-faq-videos

5.1. Log into IATA Customer Portal

- Login to the IATA Customer Portal and enter your username and password.
- If you have forgotten your username and/or password, please click on the Forgot Password to reset your login credentials.

5.2. Access the Training Service

When you enter the Customer Portal, you will see a list of available services. Make sure that the Training Service is selected as a favorite.
- Click on the IATA Training logo - Training Platform (LMS).
- Then select “My Courses & Exams” to access your courses and exams.

- "My Awards" tab is currently under development. Secured Digital Awards are automatically sent by email, as per the IATA Online Exam with Remote Supervision Calendar. To view your Certificate for an unsupervised course, click on “My Courses & Exams”, then select “My Profile”, then select "My Awards".
The below is an example of the IATA Training platform.

NOTE: If your Training profile is incomplete, you will be required to complete your Training profile. Follow the steps above.
6. How to change your work email address

If you have to change employer and you no longer have access to your old work email address, that you use to login to your account, the below describes the steps to change your work email address.

6.1. Create new user

- Navigate to the Customer Portal from the ‘my account’ link at the top right of our www.iata.org/training.

- Click on the ‘create new user’ link at the bottom of the Customer Portal login page.
- Enter your new work email address. Click Next.
- Complete your basic profile information:
  
  - First name(s) (given name(s)) and Last name (family name) as written in your passport
  - Country of residence
  - Telephone number
  - Sector
  - Preferred language
Please agree to the Terms & Conditions and you will be directed.

6.2. Validate your email

- Please check your email inbox for an email with the subject line: ‘IATA Customer Portal Email Confirmation’ from IATA (noreply@iata.org) so that you can verify your email address.

- Confirm your email address by clicking on the verification link. Please note that this link is only valid for 8 hours.

The verification link will bring you back to the Customer Portal and you will be asked to create a password. Follow the instructions and click Save & Login. Your account has been created.
6.3. Complete Your Training Profile

- Click on 'Complete Your Training Profile'.

- Enter your:
  - date of birth
  - personal telephone number
  - shipping address

Your shipping address is very important for you to receive any printed course material. Please make sure that your shipping address is complete.
6.4. Add your existing personal email address

- You will have an option to choose or add your **personal or work email address**. Since the email address that you have used to create a new user is your new work email address, choose ‘No’ for ‘Is your Login Email your Personal Email?’.

- The system recognizes that the personal email address is already associated with another account, and it will ask you if you want to merge these two accounts into the current account with your personal email address (unchanged) and your **new work email address**. Click Next.
• Please check your email inbox for a confirmation email so that you can confirm the merge of the accounts and to verify your email address.
7. How to enrol in a course (individual purchase)

Note: You will need to use Google Chrome browser and have pop-ups enabled.

- You can download and install Google Chrome at: https://www.google.com/chrome

When you purchase a course, you can place your order as an individual, or bill it to a company. In this section we will guide you through an individual purchase. If you want to bill your order to a company, please skip to section 8.

7.1. Choose your course

- Go to www.iata.org/en/training/courses
- Enter keyword(s) or refine your search to find the course you would like to purchase
- Click on the Course button from the search results
- When you click on the selected course, you will be directed to the course page where you will see the course description, course price and exam information.

7.2. How to register

- Under Registration you will see the course price.
- Select BUY EBOOK or BUY PRINTED to continue. You will be directed to the Customer Portal login page.
Note: Some self-study courses are available in both e-textbook (eBook) and Printed textbook format. For e-Learning courses, the BUY NOW option will be displayed:

- If you already have an IATA Training Account, please login with your username and password as explained in Section 2.
- If you do not yet have a student account, please go back to How to create a new student account and follow the steps to sign up as a new user.

- When you have successfully logged in to your IATA Training Account, you will be able to submit your order and enrol in the course selected.

7.3. Your course on the Training Platform

- For non-e-Learning courses, you will see:
  - Course title and validity period
  - Course fees
  - Number of exam attempts

- For e-Learning courses, you will only see:
  - Course title
  - Course fees

Note: The price indicated above does not include the applicable shipping fees and taxes. The total price will be calculated after the billing and shipping information is provided.
8. How to enrol in a course (bill to a company)

Note: You will need to use Google Chrome browser and have pop-ups enabled.

▪ You can download and install Google Chrome at: https://www.google.com/chrome

8.1 Choose a company

▪ In your student account, click on My Profile at the top, and then on Belong to a company? on the right.

▪ In the next step you will be able to choose one of the companies that the system suggests. If the system does not suggest any companies, or none of the companies meet your preference, you will have an option to create a new company profile.

▪ Complete all the required fields and click on Create new company.
When you create a new company profile, the profile will have to be approved. Company approval may take up to one week.

**Important:** Please do not complete your order until your company is approved. If you place an order before your company is approved, you may not receive discount associated with your company.

Your company profile will appear on My Profile page:

![My Profile](image)

**Note:** The company profile in your Student Account is independent from your company profile on the Customer Portal. To change your company profile on the Customer Portal, please return to the Customer Portal and update your contact information in your profile or contact Customer Service by logging a case (look for Support at the top of the page).
8.2 Choose your course

Click on Product Search (see above) – this will take you to our online catalog. You can also go directly to www.iata.org/search-courses

- Alternatively, when you are on the intermediate page, you can click on “Course Catalog”

- Enter keyword(s) or refine your search to find the course you would like to purchase
• When you click on the selected course, you will be directed to the course page where you will see the course description, course price and exam information.

8.3 How to register

Under Registration you will see the course price. Select BUY EBOOK or BUY PRINTED to continue. You will be directed to the Customer Portal login page.
Note: Some self-study courses are available in both e-textbook (eBook) and Printed textbook format. For e-Learning courses, the BUY NOW option will be displayed:

- If you already have an IATA Training Account, please login with your username and password as explained in Section 2.
- If you do not yet have a student account, please go back to How to create a new student account and follow the steps to sign up as a new user.

When you have successfully logged in to your IATA Training Account, you will be able to submit your order and enrol in the course selected.

8.4 Your course on the Training Platform

- For non-e-Learning courses, you will see:
  - Course title and validity period
  - Course fees
  - Number of exam attempts

- For e-Learning courses, you will only see:
  - Course title
  - Course fees

Note: The price indicated above does not include the applicable shipping fees and taxes. The total price will be calculated after the billing and shipping information is provided.
9. How to register for an exam

9.1 Exam at an IATA Exam Center

- Select your exam location from the drop-down menu. Once you have selected your region, please make sure that you click to select the country to confirm your choice of exam location and time.
- Click Book to continue.

Important: We are transitioning from holding exams at IATA Exam Centers to Online Exams with Remote Supervision, therefore the availability of exam locations is limited.
9.2 Online Exam with Remote Supervision

- Select the Online Exams tab.
- A calendar will be displayed. Before you continue, please make sure you have selected the correct time zone.
- Click on the date you would like to write your exam. Do not choose the last day of your enrolment validity period to take your exam.
- Once the date is selected, a menu will appear below the calendar to Select a Time. Please select one of the available time slots. Make sure you select the correct time, and that you have selected the correct AM or PM time. If you miss the exam for any reason including a wrong date / time selection, you will lose the exam attempt.
- When you have selected the time, submit the booking by clicking on the Book button.

More details about Online Exams with Remote Supervision can be found at the following links:

- Online Exam with Remote Supervision Information
- Online Exam with Remote Supervision - User Guide
- IATA Self-study Examination Schedule

Note: e-Learning courses do not require any exam registration as all exams are unsupervised online exams.
10. How to make a payment

- Once you have registered for your exam, you will be able to purchase your course. Please verify your Billing and Shipping Information and make a payment.

**Note:** A prepayment is required for all self-study courses. Payment can be made by bank transfer or credit card.

- At this point you will be able to choose the **Bill To** party – choose your company if you want bill your order to your company.
- If your company does not appear in the drop-down menu, click on **Select your organization’s details** above. Further details about these steps are described in **Section 8.1** above.
- Select **Payment Type** and click **Continue**.
• If you select **Credit Card** as your method of payment, please fill in all the required information.
• Click **Pay**.
If you select **Bank Transfer** as your method of payment, you will need to make the money transfer prior to placing your order and enter the required information. The SWIFT copy of your **Bank Transfer** must be attached to your online purchase order.
- Click on Terms & Conditions link to view the Training Terms & Conditions

- You must consent to the IATA’s Privacy Policy and the Training Terms & Conditions before clicking on Pay to place your order.
11. Purchase receipt and booking confirmation

- The purchase details will be available online for you to print once your order is successfully submitted.

- You will also receive a Purchase Receipt by email for your records.
You will receive your booking confirmation once your order has been paid and confirmed.

<table>
<thead>
<tr>
<th>Exam Name</th>
<th>Airline Customer Service</th>
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<tbody>
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<td>User ID</td>
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<td>IATA Portal Account</td>
<td><a href="mailto:nilantika.doe@gmail.com">nilantika.doe@gmail.com</a></td>
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</tr>
<tr>
<td>Withdrawal Deadline</td>
<td>November 05, 2021 23:58 ET</td>
</tr>
</tbody>
</table>
12. How to change your exam booking

Once you have placed an order, and your payment is confirmed, you may modify or change the date of your exam before the Exam Registration / Cancellation / Change deadline. Once the deadline has passed, you will not be able to make any changes.

**Note:** If you are a student at an IATA Authorized Training Center (ATC), please contact your ATC with your request to change your exam booking.

- In your **My Bookings** page, you will see a list of the current courses and exams you have booked. **Status** means that you have already booked an exam for this course and you can change or cancel your exam booking any time prior to the deadline. **Book** indicates that there is no exam booking for this course, you need to book your exam as soon as possible before the deadline.

- To change your exam booking click on **Status** and then **Withdraw from this booking**.
- Please follow the steps in section 9.2 of this guide. An email confirmation will be sent to your email address on file. **Booking is not confirmed unless you receive an email confirmation.**

Should you need any assistance with your course enrolment or exam registration, please contact us through the IATA Customer Portal.