IGHC Directory Update Guide
Copyright Information

This document is the exclusive property of International Air Transport Association (IATA). The recipient agrees that they may not copy, transmit, use or disclose the confidential and proprietary information in this document by any means without the expressed and written consent of IATA.

© All rights reserved IATA, 2014

Revision History

Please keep the latest version on top

<table>
<thead>
<tr>
<th>Version</th>
<th>Change Description</th>
<th>Date</th>
<th>Author(s)</th>
<th>Reviewer(s)</th>
<th>Approval(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Original</td>
<td>21 May 2014</td>
<td>WSS</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# Table of Contents

1. **Introduction** ........................................................................................................ 1
2. **Intended Audience** ............................................................................................. 1
3. **IATA Ground Handling Council (IGHC) Directory - General Description** .......... 2
4. **Access to the IGHC Directory Extranet site** .......................................................... 3
   - Step 1: Extranet Sign-in page ............................................................................. 3
5. **Updating your Company Information** ................................................................. 4
   - Main Info: .......................................................................................................... 4
   - Addresses: ......................................................................................................... 6
   - Contacts Info: .................................................................................................... 10
   - Services: ............................................................................................................ 12
   - Sign Out: .......................................................................................................... 19
1. Introduction

The IATA Ground Handling Council (IGHC) Directory has now been made available through an extranet site for members to manage their own profiles.

Here you can update your company details:
- **Company name and address**
- Contact details
- Stations and Services
- Logos – kindly e-mail your files to ighc@iata.org as these files need to be optimized before uploading to the website.

The changes to your profile on our website will be automatically reflected within 48 hours of your submission.

Access to the IGHC Directory site can only be done if you already have access to the IGHC Extranet site. To apply for access to the IGHC Extranet, please first use the instructions contained in the IATA Extranet Access – Site User Guide – IGHC document.

If you already have access to the IGHC Extranet site, but do not have access to the IGHC Directory site, please contact ighc@iata.org requesting access to the IGHC Directory.

Should you require additional assistance, please contact us via e-mail at:

ighc@iata.org

The guides are also available online at:

http://www.iata.org/whatwedo/ops-infra/Pages/ighc.aspx

2. Intended Audience

The IGHC Directory Extranet site is exclusive to IGHC members who have requested and received access to the IGHC Directory site.
3. IATA Ground Handling Council (IGHC) Directory - General Description

3.1 General
The IGHC Directory is one of the benefits of being an IGHC member. The IGHC Directory is a platform for companies in the ground handling industry to build as well as strengthen relationships with key industry stakeholders. The IGHC Directory is easily accessible to all who can access the IATA website and is searchable by company name, airport, region and services.

3.2 Information Displayed
IGHC members are able to display their company name, company postal address, logo and web address as well as the services and airports at which they operate. Due to increasing misuse of information on our websites, names and contact details of individuals are not displayed on the IGHC Directory. However, this information is still required to be accurately filled in and maintained, even if it is not displayed, as it is used by IATA to maintain contact with IGHC members.

3.3 Staff maintaining your IGHC Directory site
These instructions are sent by default to the e-mail address of the person listed in the current year’s IGHC Membership Registration site as the Primary Contact person. This does not mean that this is the person who would do the company’s IGHC Directory initial entry, nor subsequent maintenance.

Care should be taken to assign this task to a person within the company who is well versed in the company’s operations and who is likely, for the sake of consistency and continuity, to be in a position to continue to maintain the site for some time to come.

If you received these instructions but are not going to be doing the IGHC Directory site maintenance for your company, please give these instructions to the person who will be doing this task.
4. Access to the IGHC Directory Extranet site

Step 1: Extranet Sign-in page

NOTE: Only use this link once you have access to the IGHC Extranet.
To start an update session:
Click on the following link: https://extranet2.iata.org/sites/ighc/ighc-directory

Enter e-mail address and password

Click Sign-in
5. Updating your Company Information

Main Info:
Once you login, you will see the following page, either;
with your company details, or:
blank (except for the Company Name) if your company has not been an IGHC member before:

To make any changes to this screen, simply click on the appropriate text box and change or fill in the details. Use the drop-down arrows where provided to select the appropriate Membership and Company types.

NOTE:
The Company Name cannot be edited – it is set to the name given in your initial IGHC Extranet Registration form. If you expected to have an already populated site, but now only have a Company Name and nothing else indicated, please check to see whether the company name here matches that of your original IGHC Directory entry. If not, please contact us at ighc@iata.org, explaining that there is Company Name mismatch, provide
both of the different Company Names and confirm which Company Name is to be used in future.

In the case of logos, click on the **Browse** button and upload your company logo. This will not appear immediately as it has to be formatted and properly located in IATA’s website database to display correctly. Please let us know by e-mail to ighc@iata.org that you have uploaded a logo.

**NOTE:**
It is important to ensure that the Company Name, Company URL and Company telephone fields are completed and accurate as this is the only contact information that is displayed on the IGHC Directory website.
Addresses:
Move to the next tab by clicking on Addresses

There are two stages to the Addresses page:

Stage 1 - Postal Address
This is the address to which any correspondence sent to your company is delivered by means of the normal postal services.

Please either fill-in or check and, if necessary, update the postal address.

The Country is a selectable field. Clicking on the “mailtags” icon to the right of the Country textbox will bring up the following screen:
Step 1: Select the appropriate Country grouping by clicking on the arrowhead to the left of the group of countries. This will provide a sub-list of countries from which to choose,

Step 2: use the vertical scroll and up / down arrows to find the correct country.

Step 3: Click on the appropriate country

Step 4: Click on the Select button. The country selected will appear in the big textbox to the right of the Select button.

Step 5: Click on the OK button if correct.

Once OK has been clicked, the country will appear in the Country textbox and the Region textbox will automatically be populated with the correct region.

Please see below for resultant display
Stage 2 – Delivery address

This is the address to which packages – typically your copy of the AHM or any other item can be delivered by courier service.

To bring up the Delivery address, please click on the word **Delivery**:
Please either fill-in or check and, if necessary, update the delivery address.

Again, the Country is a selectable field and works in a similar way to that of the postal address. In this case however, if the Region textbox does not automatically update itself once the country is selected, please select a Region in the same way as a Country is selected.

Please see below for resultant display:

Click Insert to save the Addresses
Contacts Info:
Move to the next tab by clicking on Contacts Info

The Contacts Info page is also in two stages:

Stage 1 – Primary Contact
This is the person to whom any correspondence will be addressed and whose e-mail will form the default e-mail address for the company.

These contact details are no longer displayed on the IGHC Directory website due to security concerns with fraudulent e-mails. However, accuracy of these details is imperative if IATA is to remain in contact with your company.

For this reason the choice of contact details for the Primary Contact person is very important. Ideally the person should be very familiar with the company itself as well as being familiar with the company’s IGHC membership. This person should also be the person who will be responsible for maintaining the accuracy of the information in the IGHC Directory and who therefore has the access links and logins to be able to get into the IGHC Directory to make the necessary adjustments.

Please fill-in or check and correct the information on this page.
Stage 2 – Secondary Contact
As with the Address page, click on **Secondary Contact** to move to Stage 2

The secondary contact is a backup contact person to whom correspondence and e-mails can be sent or calls made in case of it not being possible to make contact with the Primary Contact.

Once again, the choice of the secondary contact person is vital to help IATA maintain contact with your company.

Please fill-in, or check and correct the information in the fields
**Services:**
Move to the next tab by clicking on **Services**

The services page is where you list the airport and services you provide at that airport.
If you are starting with a blank Services page:

Click on the **Select** button next to the Stations textbox – see above

Click down-arrow
Select choice
Type in name or code

Click Search
Click on the word **Select** next to the correct Location Name.

Once selected, the airport code is automatically entered into the Stations textbox.

- Click **Select**
- Click on the correct checkboxes in Section 1 and Section 2
- Click **Save** to save and finish entering that airport and its services.
To add a New Station:

Repeat the preceding procedure of selecting an airport, checking the correct checkboxes and saving the information before moving to the next airport or completing the session and logging out.
To edit or delete a station:

1. Click down-arrow, then select airport.
2. Click Edit Station or Delete Station as appropriate.
Edit:

Make the changes by clicking on the appropriate checkboxes.

Click Update to save changes
Click Cancel to revert to original status
Delete:

Once the **Delete Station** button is clicked you will be asked if you are certain you want to delete the station.

If your Services page already has airports and services listed:

Click on the down-arrow at the right hand end of the Stations textbox and check to see that the airports listed are correct for your company.

Proceed as indicated above to Edit Station, Delete Station or add a New Station.
Sign Out:

To close your session, click on your name tag (located at the top right corner). On the drop down menu, click on **Sign Out**.