Dear SIS User,

With reference to the communication sent on March 13th 2018 regarding the integration of SIS within the IATA Customer Portal for Single Sign On and for contacting our Support Team, we wish to advise that effective February 1st 2019 the IATA Customer Portal will become the only channel to contact IATA on SIS related matters. As a result, the sishelp@iata.org email address as well as the Web Form will be discontinued and all queries must be submitted though the IATA Customer Portal.

As previously advised, a Portal account has been created for you; if you have never logged in please navigate to www.iata.org/cs and reset your password using the “Forgot Password” option on the login page (your email address is your username).

Why are we changing?
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. Using the Customer Portal will ensure that your query is:

✓ identified by a unique record type (so you can monitor the status and follow up)
✓ automatically dispatched to the team that can best address your needs (so you don’t have to remember their email addresses)
✓ responded in a timely manner (so you don’t have to wait until your contact person is available)

What is the IATA Customer Portal and why should you use it?
The Customer Portal is IATA’s single point of contact and resource center for Airline Coding & MITA, BSP & CASS operations, SIS, ICH and ICCS operations, among others. 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.

More information on this change and the IATA Customer Portal will follow early next year.

Kind regards,

**SIS OPERATIONS TEAM**  
SIS - Simplified Invoicing and Settlement  
Global Delivery Center, GDC  
Financial Distribution Services