



FRED+ Access Guide w/Mobile Phone Authentication

User Access Management requiring “Two Factor Verification”

User access management and safe and secure transmission of data is at the core of the FRED+ application. Due to the sensitivity of data loaded and transmitted using FRED+, access to the system requires a stringent user validation process called Two-Factor Verification. Two-Factor Verification is best practice (e.g. online banking) in all areas where confidential and highly sensitive information is being processed and ensures that only validated and legitimated users can access user accounts.

This Access Guide will show you how to setup Two Factor Authentication using your mobile phone.

Browser Compatibility

Before starting with the registration process make sure you are using a FRED+ compatible web browser. The following browsers are supported by FRED+: Google Chrome, Internet Explorer 11/ Edge, Firefox and Safari.

Starting the Registration Process

- To Access FRED+ use the following URL: www.fred.iata.org and click on “Request Access”
- Registration Process – enter the following details and submit your access request.

The image illustrates the registration process. On the left is the FRED+ logo, which includes a globe with flight paths and a 'Request Access' button circled in red. A red arrow points from this button to the right, where a registration form is shown. The form is titled 'Registration Process' and contains three sections: '1 Email Validation' with an email input field (containing 'test@email.com') and a checkbox for 'I have read and accept the Terms and Conditions of Use'; '2 Contact Details'; and '3 Company Details'.

*In case your organization/ company does not appear in the list, please contact us by email (FRED@iata.org) and state your name, mobile number and organization/ company you would like to see added. We will then review your request and inform you of the next steps.

- Once you submit the above information, you will be asked to please check your email:

Please check your email to get your access details



You will receive an email from "IATA Noreply" providing a [temporary password](#) to complete your registration:



Note: in case you cannot see the message, please have a look in your spam folder and see if the message might be there.

Sandbox: Welcome to IATA Identity Portal ▶

IATA Noreply <noreply@iata.org>



Note that this is a system generated message. Please do not respond to this email.

Dear XXX

Welcome to IATA Customer Portal.

Your e-mail address is XXX@XXX.COM

Your temporary password is XXX

Please click on the button below to finalize your registration process:



Thank you for signing up,

IATA Customer Service

iata.org/cs



- Click on "[Complete your registration](#)" and create a [new password](#), following the below steps:

Please note that you are not allowed to re-use your last 4 passwords.

Your password must have at least:

- 8 characters
- 1 letter
- 1 number

I have read and accept the [Terms and Conditions of Use](#)

CHANGE PASSWORD



- Your request will be sent to the FRED+ team for approval. This process may take up to 24 hours, depending on time, business hours and the time zone from where the request has been made.

Your request has been received and you will be notified by email as soon as your access to FRED+ has been approved.

Once your request is approved, you will be notified by email to continue with the registration process by clicking on the FRED+ link to access the tool:

FRED+ User Registration - Access Approved



noreply@iata.org

Dear xxx

You are receiving this email because your request to access [FRED+](#) has been approved.

Below are your user details:

First Name: xxx

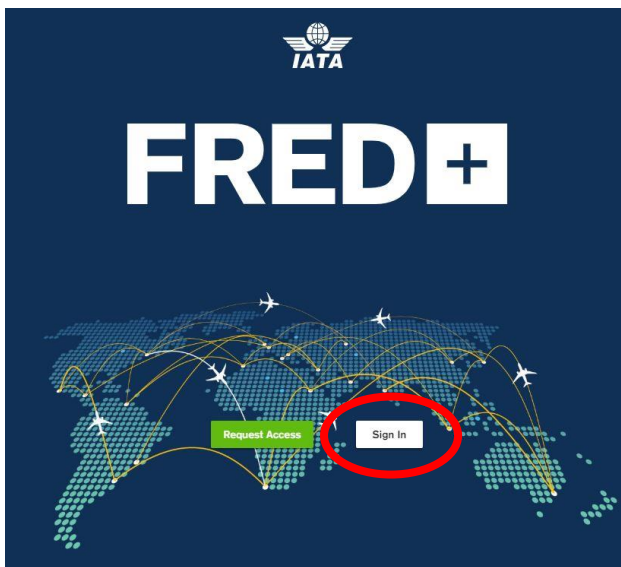
Last Name: xxx

Email Address: xxx@xxx.com

Click on the following link to log into [FRED+](#).


Kind regards,
FRED+ Team

- In order to access FRED+, please click on "Sign in" and enter your email and password:



Sign In





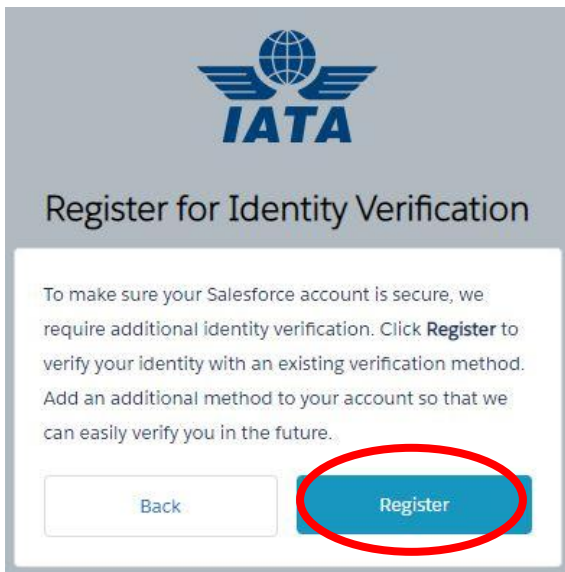
[Forgot Your Password?](#) | [New User?](#)

LOGIN

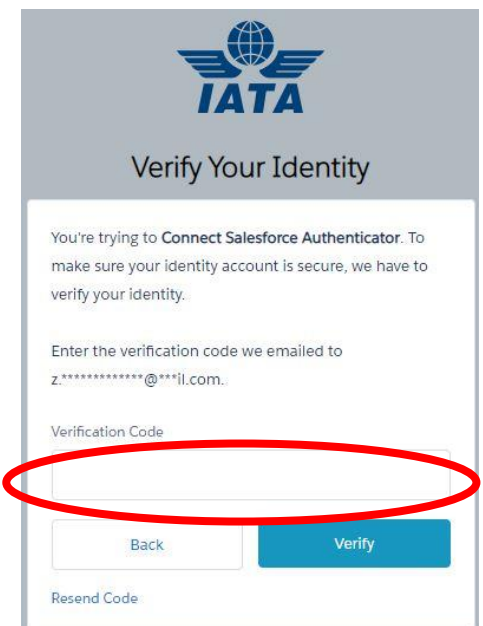
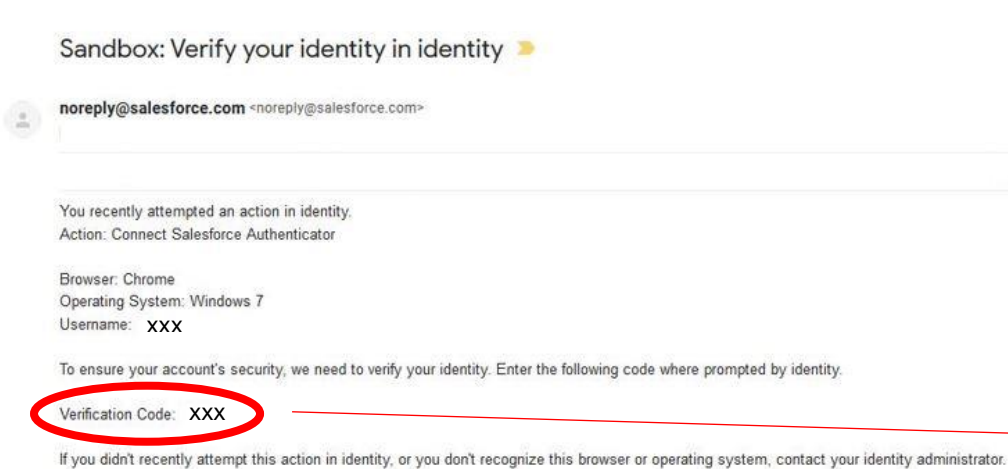


- Multi Factor Verification is triggered "[Register for Identify Verification](#)":
 - Click on Register
 - Install on your mobile phone the [Salesforce Authenticator app](#)
 - Follow the instructions on your mobile phone using your email account details

*For multi factor verification using a web browser extension (instead of a mobile phone), please check the [FRED+ Access Guide w/ Internet Browser Authentication](#).

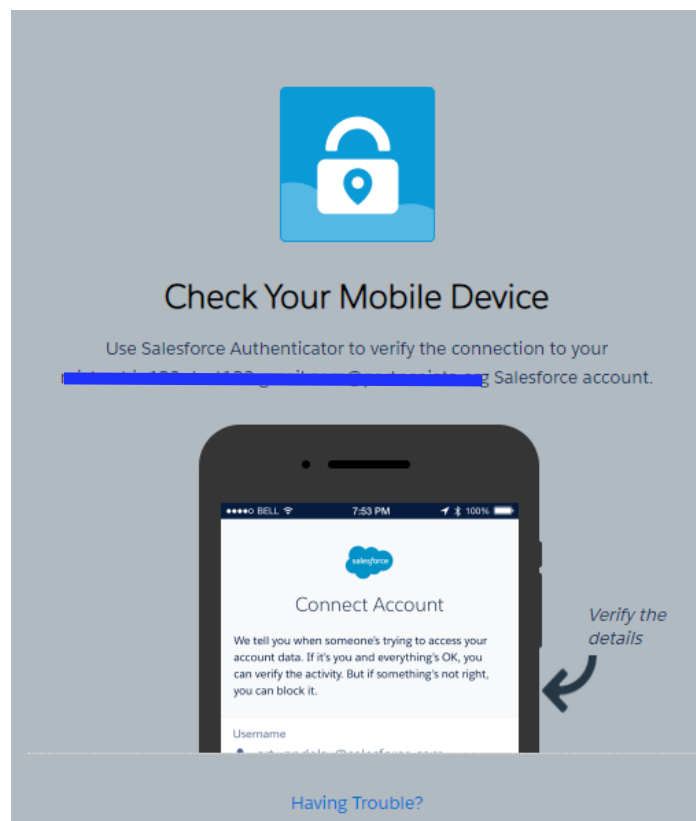
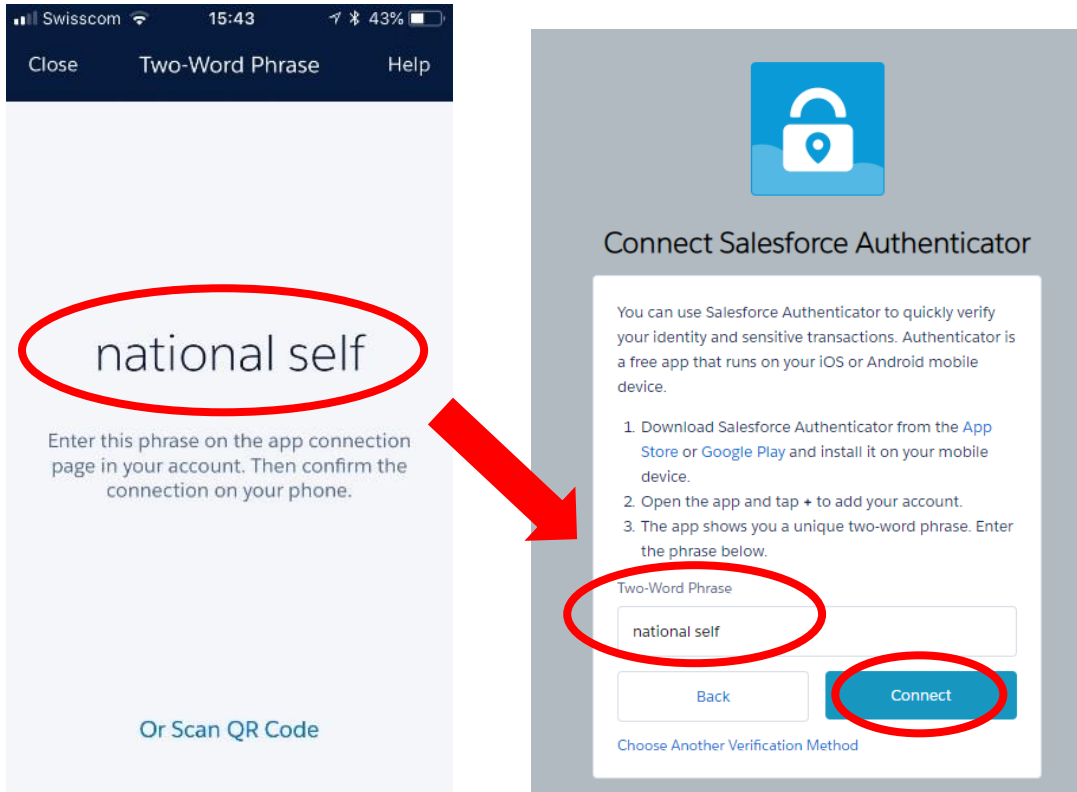


Check your email inbox and enter the verification code from the email on the webpage.



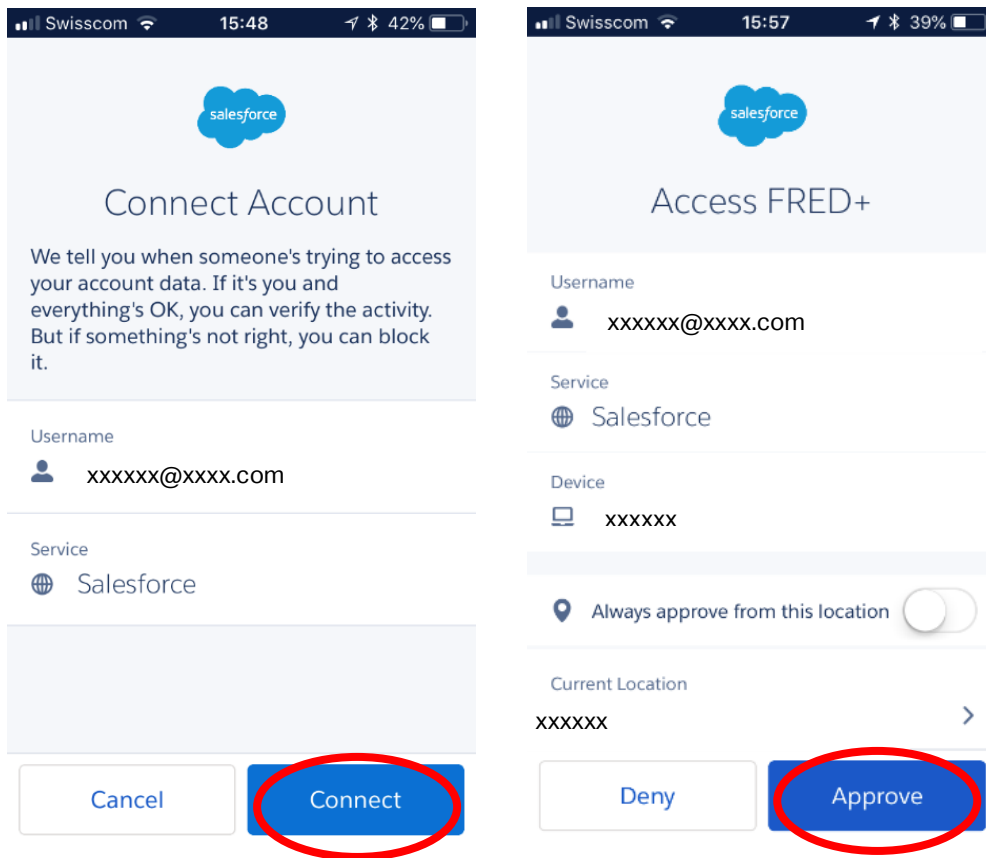


- On the mobile [Salesforce app](#) you will see displayed a [Two Word phrase](#). Enter Two-Word phrase on the FRED+ webpage and click connect.





Click "Connect" on the mobile Salesforce app and "Approve" to finalize the registration.



The FRED+ landing page is being displayed and you can now navigate the different functionalities in accordance with your user rights.