



# FRED+ Access Guide w/ Internet Browser 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 internet browser.

## 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](http://www.fred.iata.org) and click on "Request Access"
- Registration Process – enter the following details and submit your access request.

The image shows the FRED+ logo on the left, which includes a globe icon and the text 'IATA' and 'FRED+'. A red circle highlights the 'Request Access' button on the logo. A red arrow points from this button to a registration form titled 'Registration Process'. The form is divided into 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](mailto: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](http://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 time, business hours and the time zone form 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

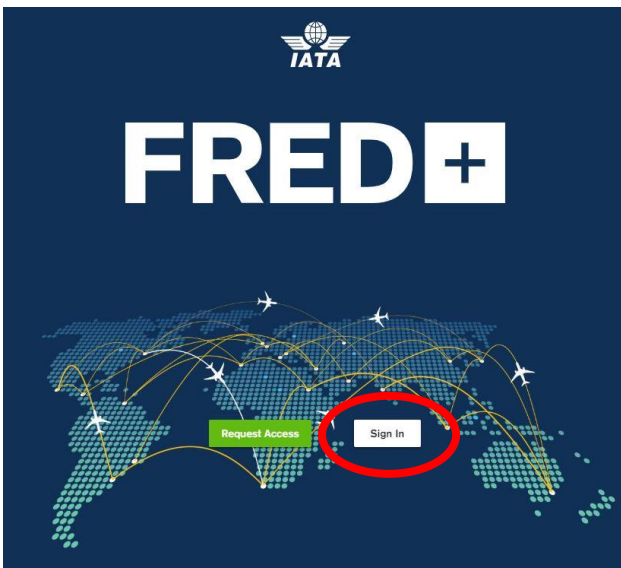
Last Name: xxx

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:



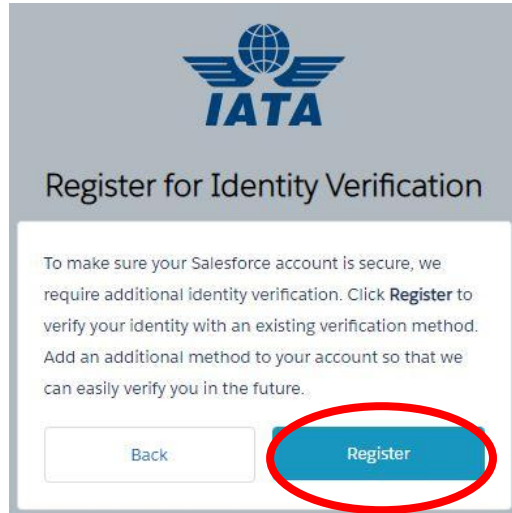
## Sign In

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

LOGIN



- You will be requested to verify your identity with an existing verification method. Click on "[Register](#)" in order to receive a verification code in your email and enter the code to verify your identity. Check your email inbox and enter the verification code from the email on the webpage



#### Sandbox: Verify your identity in identity >

noreply@salesforce.com <noreply@salesforce.com>

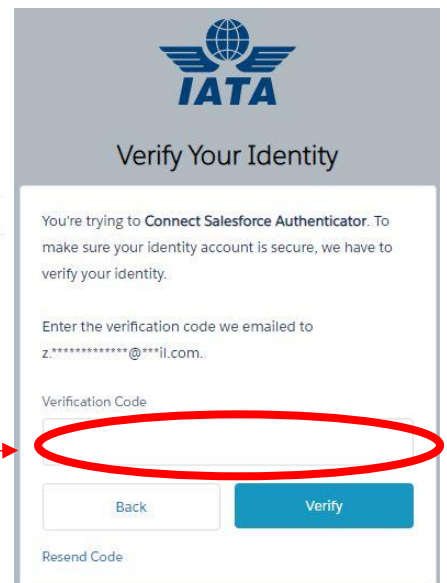
You recently attempted an action in identity.  
Action: Connect Salesforce Authenticator

Browser: Chrome  
Operating System: Windows 7  
Username: XXX

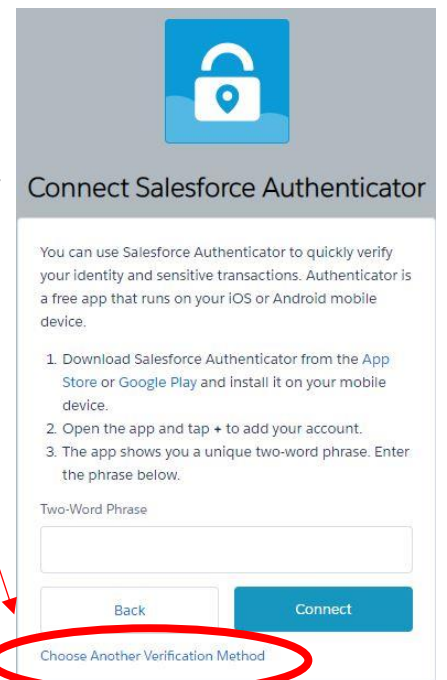
To ensure your account's security, we need to verify your identity. Enter the following code where prompted by identity.

Verification Code: XXX

If you didn't recently attempt this action in identity, or you don't recognize this browser or operating system, contact your identity administrator.

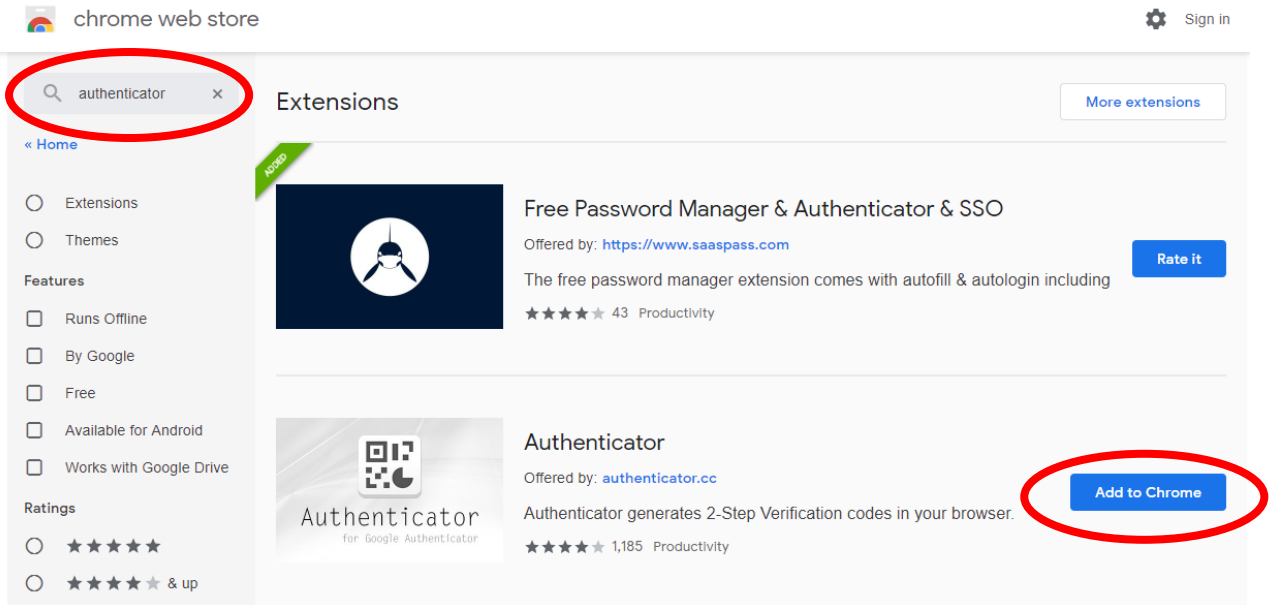


- After entering the verification code, you will be asked to provide a unique [Two Word phrase](#) using an authenticator method. You would be able to:
  - Download the Salesforce Authenticator app from App Store or Google Play
  - Or [choose another verification method](#) by clicking in the below link
- If you choose another verification method, you will be given the option of using a verification code from an authenticator app. You can previously [install the authenticator app in your computer](#) by following the below steps.  
If you have already installed it, please continue in [page 6](#).



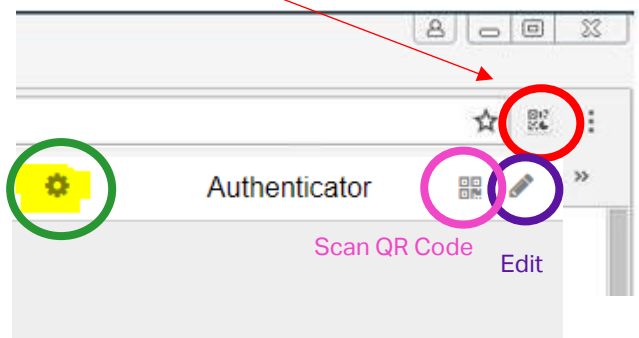
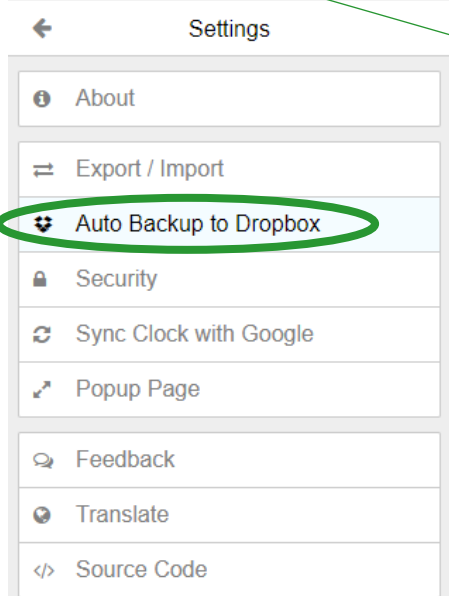
## Install Authenticator – Chrome Extension

- Open Chrome web store: <http://chrome.google.com/webstore/category/extensions>
- Search for “Authenticator” extension and **add to Chrome** and **install it** in your computer



- Once the extension is installed, you will find it on the right top menu

### MENU SETTINGS:




- **Export/ Import>> Download Backup File**

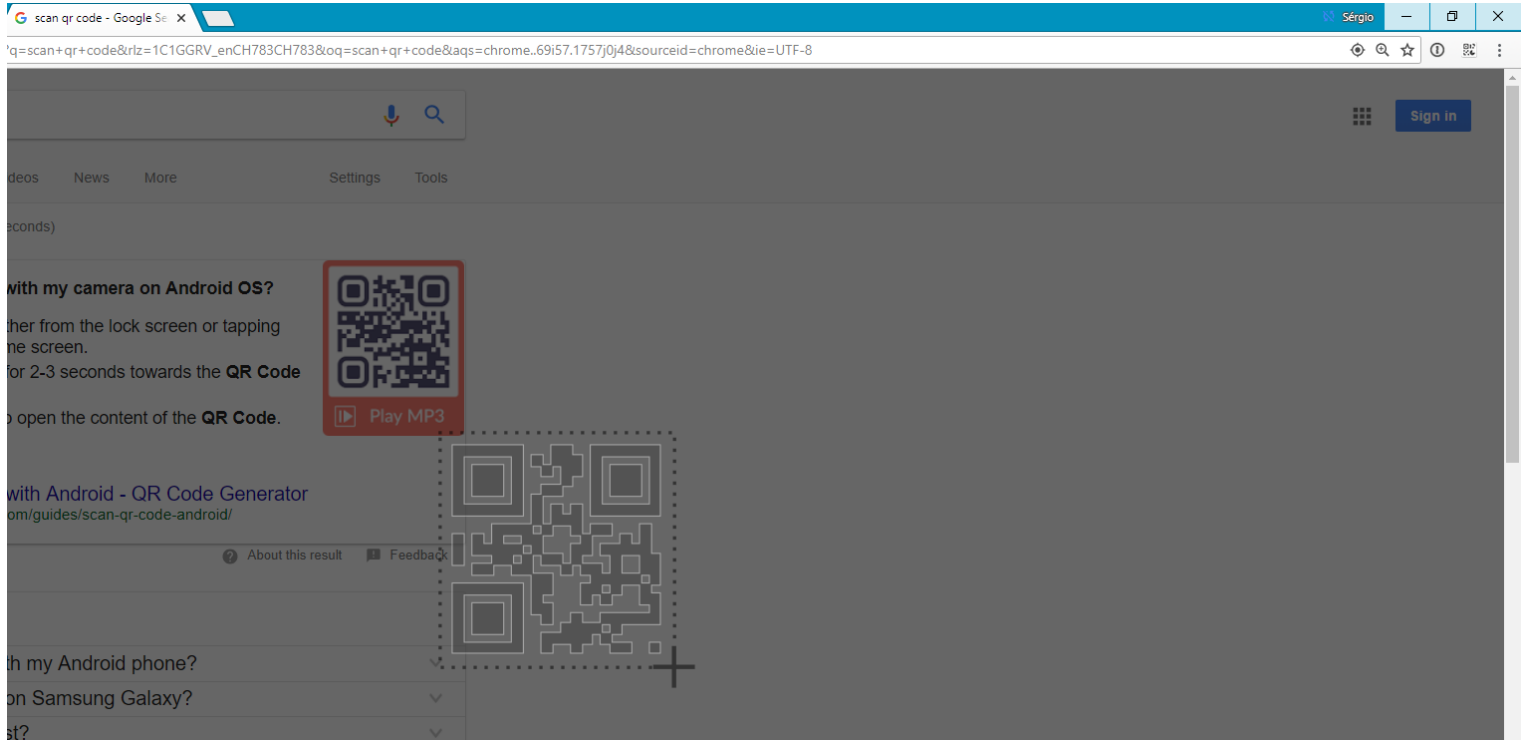
Very useful to backup all sites using 2FA. We recommend to do a backup every time we need to add a new site (verification method)

- **Export/ Import>> Import Backup**
- Restore a previous backup



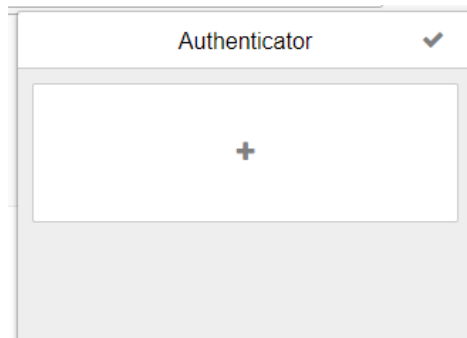
### MENU SCAN QR CODE:

When the user needs to scan a QR Code to add a new verification method. Just click on the Menu  and then select the region in your page containing the QR Code.



### MENU EDIT:

When the user wants to add or delete a verification method manual





- If you have chosen “[Another verification method](#)”, you will be given a QR code. Please scan the QR using the Authenticator App. [Enter the Verification code](#) generated by Authenticator in the top right corner. You will be requested to enter the code [twice](#).

The screenshot shows the Salesforce mobile app interface for connecting an authenticator app. At the top is the Salesforce logo. Below it is the heading "Connect an Authenticator App". The main text reads: "Connect an authenticator app that generates verification codes. You can use the codes when we need to verify your identity." Below this are three numbered steps: 1. Download and install an authenticator app on your mobile device. 2. Use the app to scan this QR code. 3. Enter the code generated by the app. A large QR code is displayed in the center. Below the QR code is a "Verification Code" input field, which is circled in red. At the bottom are "Back" and "Connect" buttons. A link at the bottom says "I Can't Scan the QR Code Choose Another Verification Method".

The screenshot shows the Salesforce mobile app interface for verifying identity. At the top is the Salesforce logo. Below it is the heading "Verify Your Identity". The main text reads: "You're trying to Access FRED\_SSO. To make sure your Salesforce account is secure, we have to verify your identity." Below this are instructions: "Use the authenticator app on your mobile device to generate a verification code." Below that is the username: "Username: srmpino+ao2.gmail.com@partner.iata.org". Below the username is a "Verification Code" input field. At the bottom are "Back" and "Verify" buttons. A red arrow points from the QR code in the previous screenshot to this input field. A red circle highlights the number "627464" in the top right corner of the screen, which is the verification code generated by the authenticator app.