

# IOSA Repository Guidelines

## How to Register:

If you are the nominated point of contact of your Operator to respond to IOSA Audit Report requests, please register for the IOSA Repository by completing the steps on the link below:

<http://extranet.iata.org/Registration/pages/GetEmailPage.aspx?siteUrl=iosaauditreports>

Once you have entered your email address, please click submit and fill in the next form:

## Registration details

**Please fill in the required details**

First name  \*

Last name  \*

Please set a password meeting the following requirements

1. must be at least 8 characters long
2. must contain at least 1 english upper case character (A through Z)
3. must contain any number of english lower case characters (a through z)
4. must contain at least 1 numeral
5. must contain at least 1 special character
6. must be significantly different from previous three passwords

Password  \*

Re-enter password  \*

Job title  \*

Company type  ▾ \*

Company name  ▾ \*

Office address  \*

Country  ▾ \*

Mobile Phone  \*

(E.g., 15142740000)

Land Line

(E.g., 15142740000)

Fax (optional)

Registration Email

Recovery Email

**REGISTER**

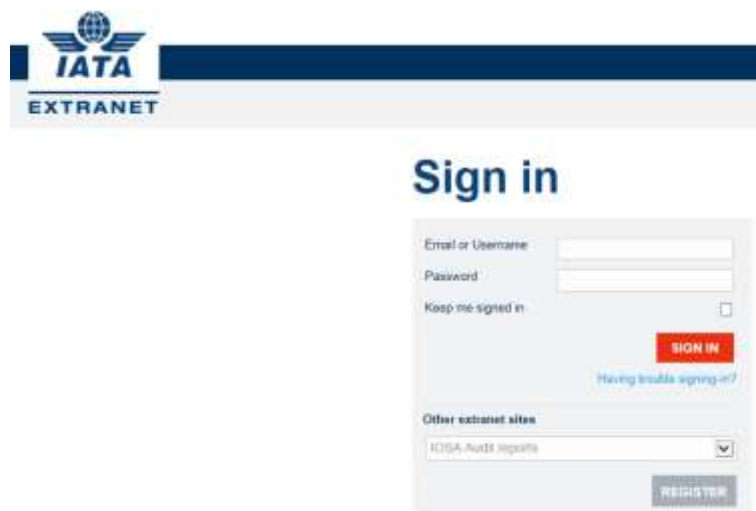
After clicking “Register”, an automated email will be sent to your email address. Please ensure to check your inbox and spam folder. In the email there will be a link to “Validate” the email address. Please click the link in order to be redirected to the site. This step ensures that the user request has been successfully registered in the system.

Please allow 1-3 business days to receive the user approval and gain complete access to the IOSA Repository. If you do not receive access after this time period, please contact us at [iosa@iata.org](mailto:iosa@iata.org)

### How to Sign-in to the IOSA Repository:

As a registered user, please use the link below to sign in to the IOSA Repository:

[https://extranet2.iata.org/\\_layouts/15/Extranet/login.aspx?ReturnUrl=/sites/iosaauditreports/\\_layouts/Authenticate.aspx?Source%3d%252Fsites%252Fiosaauditreports%252F%253F%255Fga%253D2%252E234477534%252E1393622612%252E1507804897%252D1704076159%252E1504041633&Source=/sites/iosaauditreports/?\\_ga%3D2.234477534.1393622612.1507804897-1704076159.1504041633&\\_ga=2.265925711.1597452126.1511444214-788880272.1511444213](https://extranet2.iata.org/_layouts/15/Extranet/login.aspx?ReturnUrl=/sites/iosaauditreports/_layouts/Authenticate.aspx?Source%3d%252Fsites%252Fiosaauditreports%252F%253F%255Fga%253D2%252E234477534%252E1393622612%252E1507804897%252D1704076159%252E1504041633&Source=/sites/iosaauditreports/?_ga%3D2.234477534.1393622612.1507804897-1704076159.1504041633&_ga=2.265925711.1597452126.1511444214-788880272.1511444213)



This link is also available on the [IOSA website](#):

#### **Request an IOSA audit report**

IOSA registered operators need to request IOSA Audit Reports by accessing the online [IOSA Repository](#) system. To register as a user, please click [here](#).

For any questions, please refer to the [IOSA Repository User Guide](#) (pdf) or contact us directly at [iosa@iata.org](mailto:iosa@iata.org).

Non-IOSA Registered entities are asked to kindly complete [the request form](#) (doc) and return it to the IOSA team.

*Note: If you are not an IOSA registered Airline, please use the request form that is available on the website as seen above.*

## Issues accessing your account:

If you are unable to access your account, please click “Having trouble signing-in?” on [the sign-in page](#). Please specify which problem you are facing and continue the steps:

# Need Help?

Select an option:

Problem with password

I can't remember email/username

I'm having other problems signing in

In any case, please feel free to contact us at [iosa@iata.org](mailto:iosa@iata.org) if the issue continues.

## Adding/Changing IOSA Repository Users:

Each IOSA registered Airline should register two users on the IOSA Repository. Both contacts are nominated in the IOSA Tri-Party agreement (Section 112/113) and may register as indicated in this User Guide.

Should there be a change in personnel, please contact the IOSA Team ([iosa@iata.org](mailto:iosa@iata.org)) as soon as possible to ensure the previous users are removed/changed. For security reasons, IATA will require a signed letter (scanned copy can be sent by email) from the Accountable Manager before approving new users for the Repository.

### Candidate (Primary)

- *[insert title of representative of Candidate]*  
*[insert name of Candidate]*

Telephone: [REDACTED]  
Facsimile: [REDACTED]  
Email: [REDACTED]

### Candidate (Secondary)

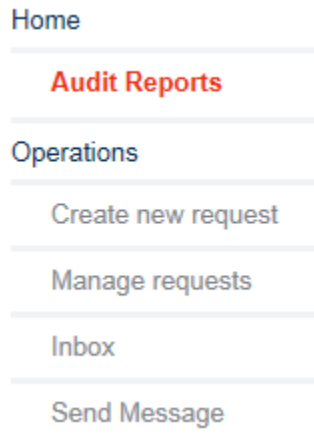
- *[insert title of representative of Candidate]*  
*[insert name of Candidate]*

Telephone: [REDACTED]  
Facsimile: [REDACTED]  
Email: [REDACTED]

## [How to create an IOSA Audit Report Request:](#)

In order to create an IOSA Audit Report request on the IOSA Repository, please log in to your extranet account: <https://extranet2.iata.org/sites/iosaauditreports/>

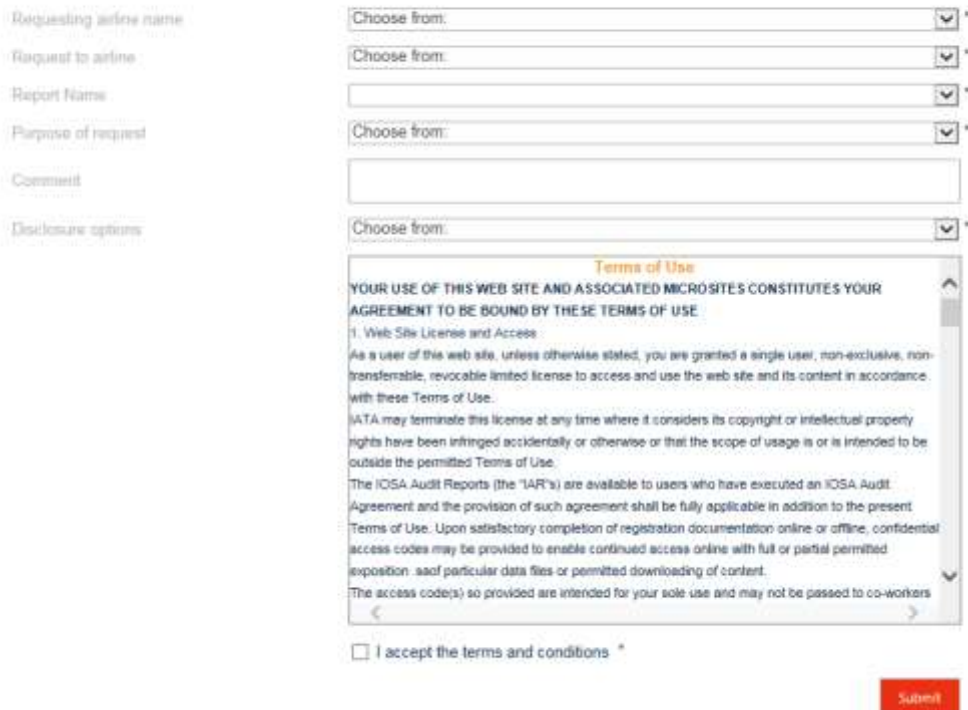
On the Home Page, you will see the following:



A vertical navigation menu with the following items: Home, Audit Reports (highlighted in red), Operations, Create new request, Manage requests, Inbox, and Send Message.

Please click “Create new request” and complete the form and click submit.

# IOSA Audit Report



The form contains the following fields and elements:

- Requesting airline name: Choose from. \*
- Request to airline: Choose from. \*
- Report Name: \*
- Purpose of request: Choose from. \*
- Comment: \*
- Disclosure options: Choose from. \*

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The IOSA Audit Reports (the "IAR's") are available to users who have executed an IOSA Audit Agreement and the provision of such agreement shall be fully applicable in addition to the present Terms of Use. Upon satisfactory completion of registration documentation online or offline, confidential access codes may be provided to enable continued access online with full or partial permitted exposition: such particular data files or permitted downloading of content.

The access code(s) so provided are intended for your sole use and may not be passed to co-workers

I accept the terms and conditions \*

**Submit**

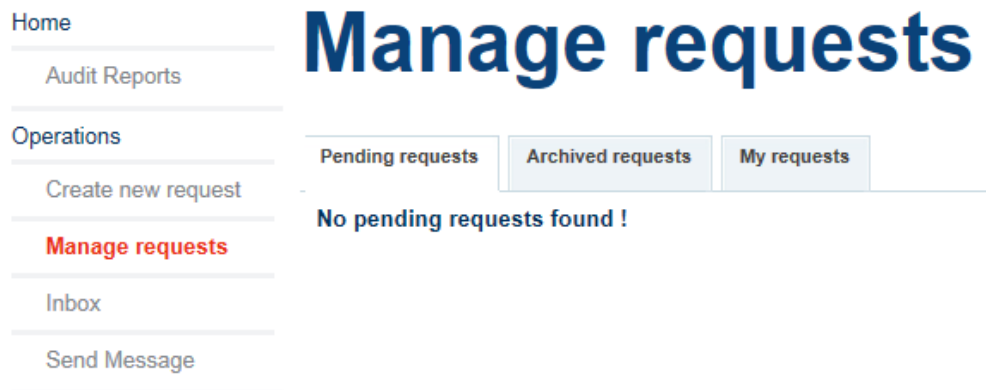
When the request has been successfully completed, you will receive an email notification that the request has now been submitted to the requested Airline.

Reminder emails will be sent to this Airline every two days until a response has been registered in the system. If the request has been approved, you will receive another email notification that indicates the report is now available in the library that can be accessed from the Home Page.

### How to respond to an IOSA Audit Report Request:

You should receive an email notification indicating that another registered airline has sent an IOSA audit report request in the system. You may either follow the link in the email or access your account through [IOSA Repository link](#).

Please click “Manage requests” in order to see all pending requests:



When you approve a request, an email notification will be sent to the Airline who will then be able to access your report through the IOSA repository.

### How to send message in IOSA Repository:

You can send message to other airlines via IOSA Repository with details. Please click “Send Message” to process with the messages.



All the messages you got from other airlines can be found in the tab "Inbox":

Home

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Audit Reports

---

Operations

---

Create new request

---

Manage requests

---

**Inbox**

---

Send Message

# Inbox

Select Airline:  \*

Received Messages | Sent Messages | Archived messages

No messages found !

*For any questions or IT support, please contact our IOSA Team at [iosa@iata.org](mailto:iosa@iata.org)*