



SIS and the IATA Customer Portal
How to register, login and navigate the Portal



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1. Background

The Customer Portal is IATA's single point of contact and resource center for all IATA services and products. 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.

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.

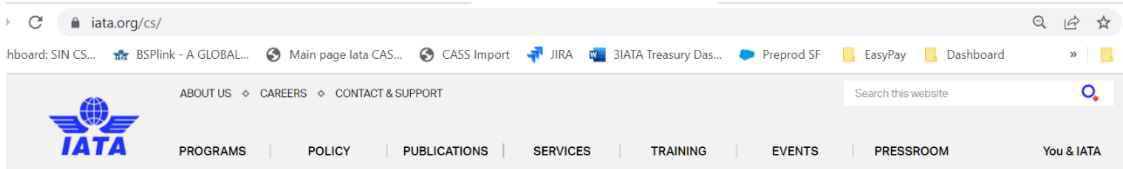
2. Scope

This user guide provides details on how to register to the Portal, access your account and navigate the Portal to contact IATA, access services, etc.



3. How to register to the IATA Customer Portal

To create a new Portal account please visit www.iata.org/cs and click **Login to our Customer Portal**



Contact & Support

Customer Portal - your gateway to IATA

The Customer Portal is your one-stop platform to anything IATA. It allows you direct access to IATA Services, contains tailored information on all of the IATA Products, and enables you speak directly to one of our representatives via live chat or queries. Signing up is easy, instant, and free.



Login to our Customer Portal

Get support on any question through live chat or queries. Login now or signup to get instant access to our customer service.



Get the info you're looking for

Consult our Frequently Asked Questions to find the information you need, instantly.



Reach us by phone

Choose the number for your country and give us a call. International phone charges may apply.

Travel and Cargo Professionals in the USA

- US Travel Professionals: [Contact IATAN for ID Card, Accreditation, or BSP support](#)
- US Cargo Professionals: [Contact CNSC for Accreditation and CASS support](#)

From the Customer Portal login page, click **Create New User** if you don't have an account.

Login

Email

Password [Forgot Password?](#)

Login

New to the IATA Customer Portal?
[Create New User](#)



You will need to input your email address to create the user.

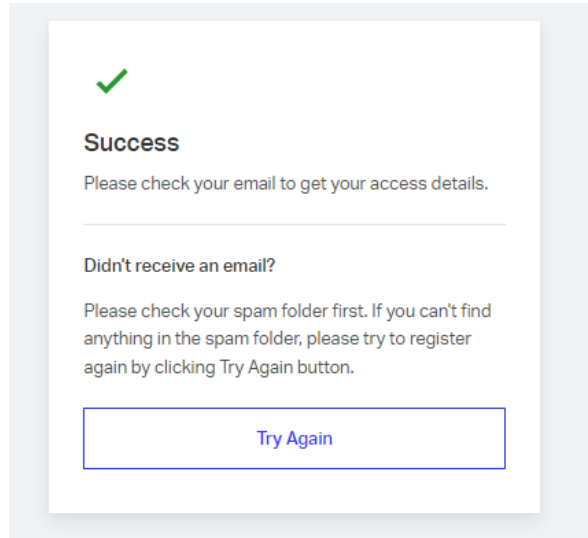
A screenshot of a web form titled "User Creation" with a "Login" link in the top right. The form contains a label "Business Email (in case you have one)" above a text input field. Below the input field is a large, light gray "Next" button.

On the pop-up window, input your **First Name, Last Name, Country, Sector** and click **Submit**

A screenshot of a web form titled "User Creation" with a "Login" link in the top right. The form contains several fields: "Business Email (in case you have one)" with a "Change Email" link, a "First Name (Given Names)" text input, a "Last Name (Family Name)" text input, a "Country/Territory (Optional)" dropdown menu showing "Singapore", a "Sector" dropdown menu, and a "Preferred Language" dropdown menu showing "English". Below these fields is a paragraph of text: "By clicking Submit you confirm you have read and agree to the following terms:" followed by two blue links: "Privacy Policy" and "Terms of Use". At the bottom of the form is a large, light gray "Submit" button.



The registration is completed, and a separate email will be sent to you to confirm the registration and validate your email address.



IATA Customer Portal Email Confirmation Inbox x

IATA Noreply <noreply@iata.org>
to me ▾



Dear [redacted]

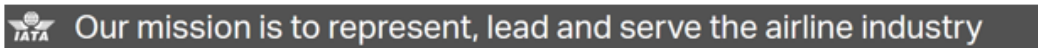
Thank you for registering to the IATA Customer Portal. You're just one step away from getting access!

Please confirm your email address by clicking [here](#).

For security reasons, this link is valid for 8 hours. After the time limit has expired, you will have to resubmit your request.

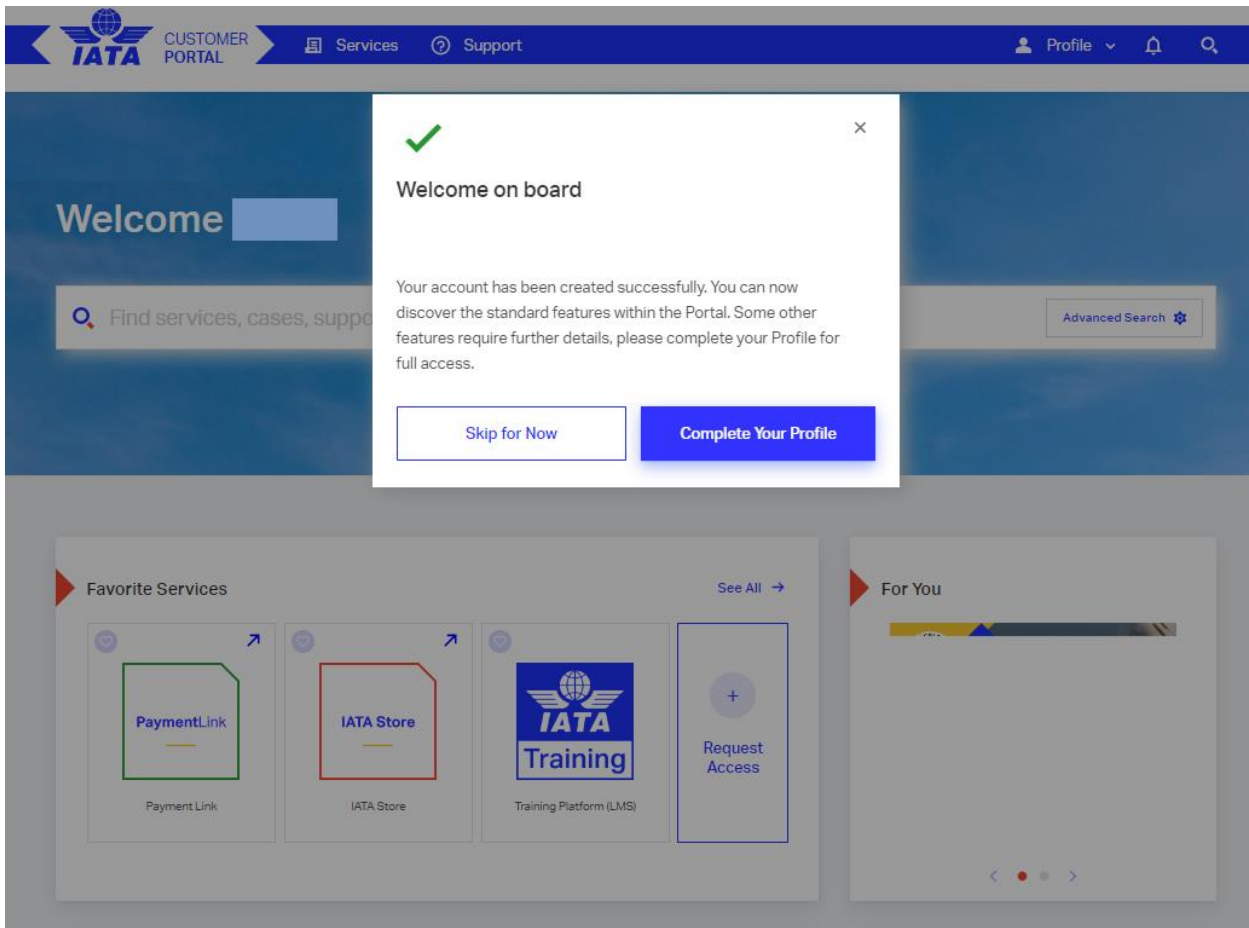
Thanks for being part of IATA.

IATA





After clicking the link to validate your email, it will direct you to the Customer Portal page where you can Complete Your Profile setting to update your Company account information. This is to match your personal profile with a company account.





4. How to login to your Portal account

To login to your Portal account please visit www.iata.org/cs and click on **Login to our Customer Portal**

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Travel and Cargo Professionals in the USA

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On the login page please enter your e-mail address and password and click on **LOGIN**

Login

Email

Password [Forgot Password?](#)

Login

New to the IATA Customer Portal?
[Create New Account](#)

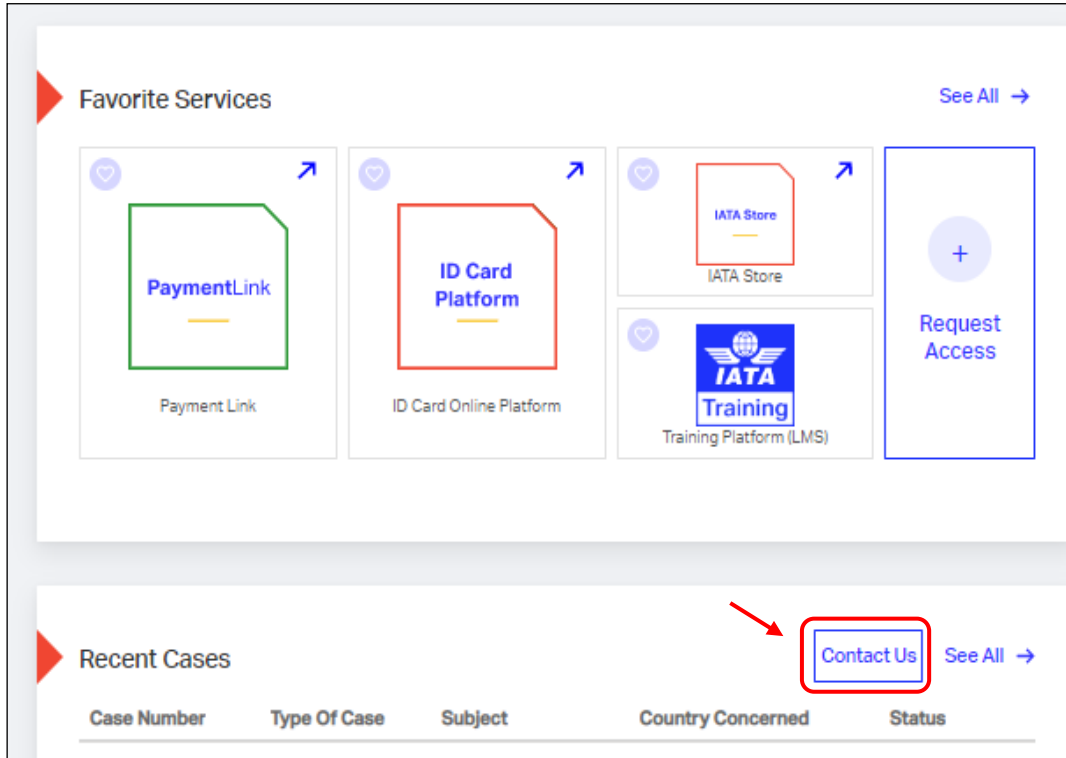
If you cannot remember your password, please click on **Forgot Password?**

You will receive an e-mail with a temporary password and instructions to access your account.

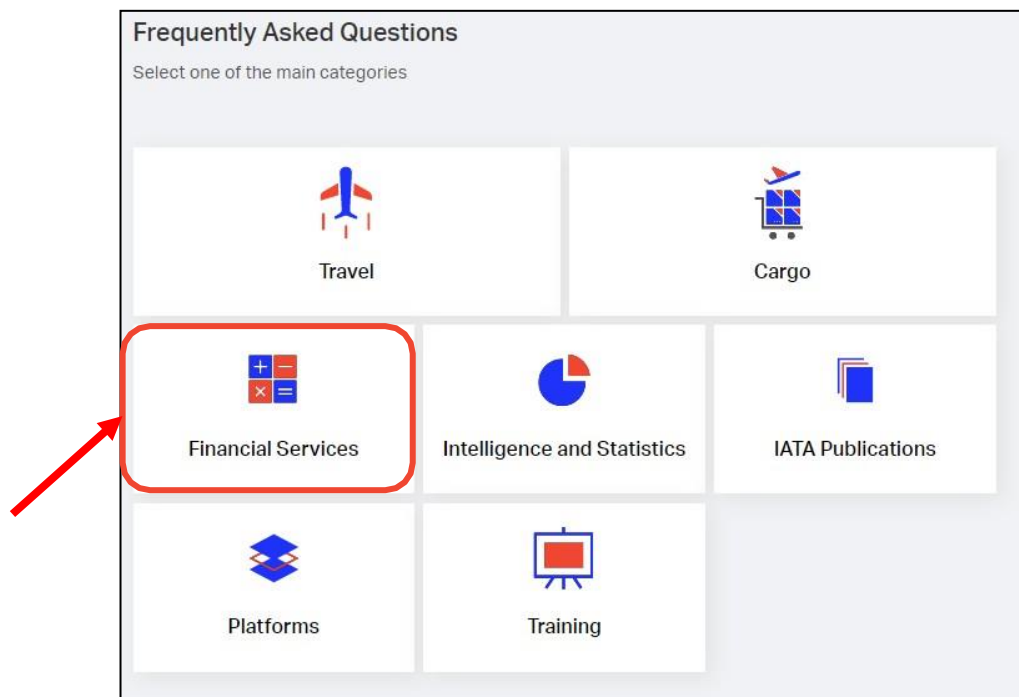


5. How to contact IATA

Now you that you have accessed your IATA Customer Portal account, click the **Contact Us** button under Recent Cases:



You will be redirected to the **Frequently Asked Questions section**, where you can select the area for which you need assistance and browse the related FAQs.



Once you have selected an area, all the services and/or products under that area will be shown. If you select a product/service on the left side, all relevant FAQs will be populated on the right side of the screen.

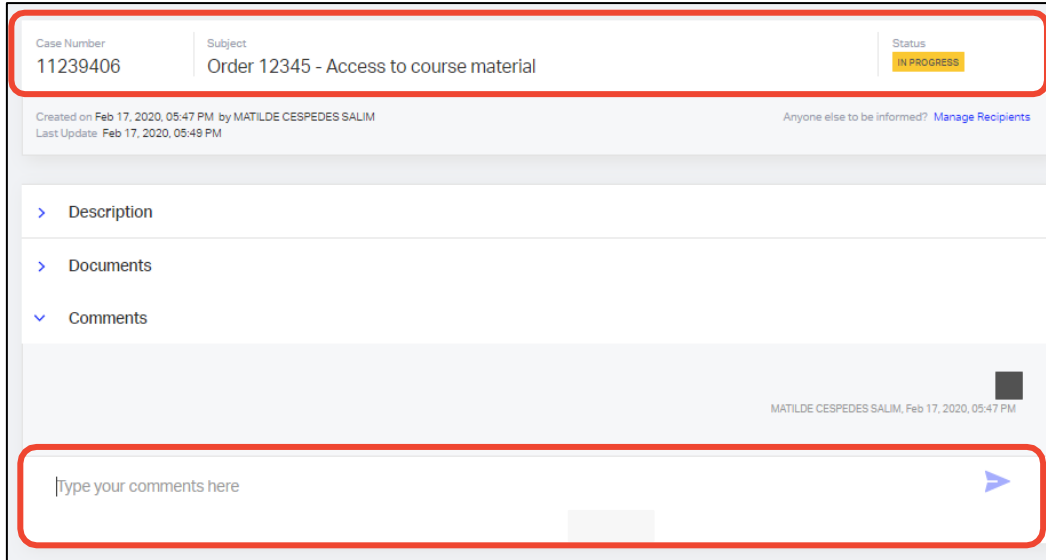


Alternatively, you can select the Topic of your question. It is very important to select the appropriate Topic when contacting us to ensure your case is routed to the appropriate team. You can choose from the support options available in your time zone: Create a case, Chat with us or call us.

Now you need to fill in the **Subject** and **Description** of your query, please make sure to provide as many details as you can so our Customer Service team can address your query immediately. You can submit attachments and add additional recipients to the case, if needed.

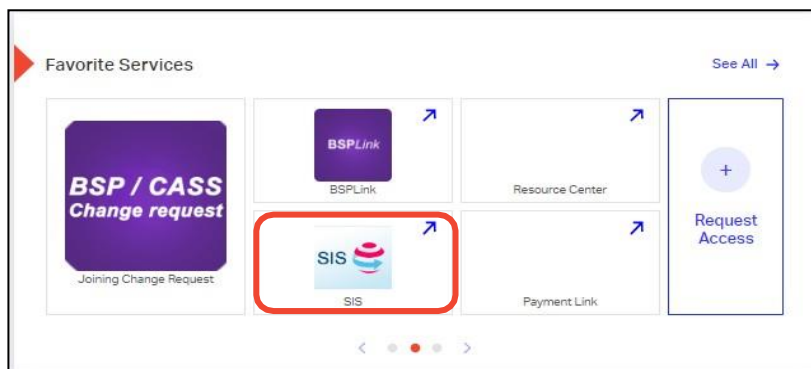


Your case is created, and you will have a case number available, you can add more documents and comments, if necessary. Our support team will revert to you as soon as possible. You can always come back to a case already created and add new comments or follow up



6. How to access your SIS Account

To log in to your SIS account from the IATA Customer Portal simply click on the SIS icon available in the "Favorite Services" area. You will be redirected immediately to your SIS account, without having to provide additional login credentials. If you don't see the SIS service available, please check with your Super User or contact us for assistance.





For guidance on how to navigate the Portal, please use the new help functionality available on the home page:

