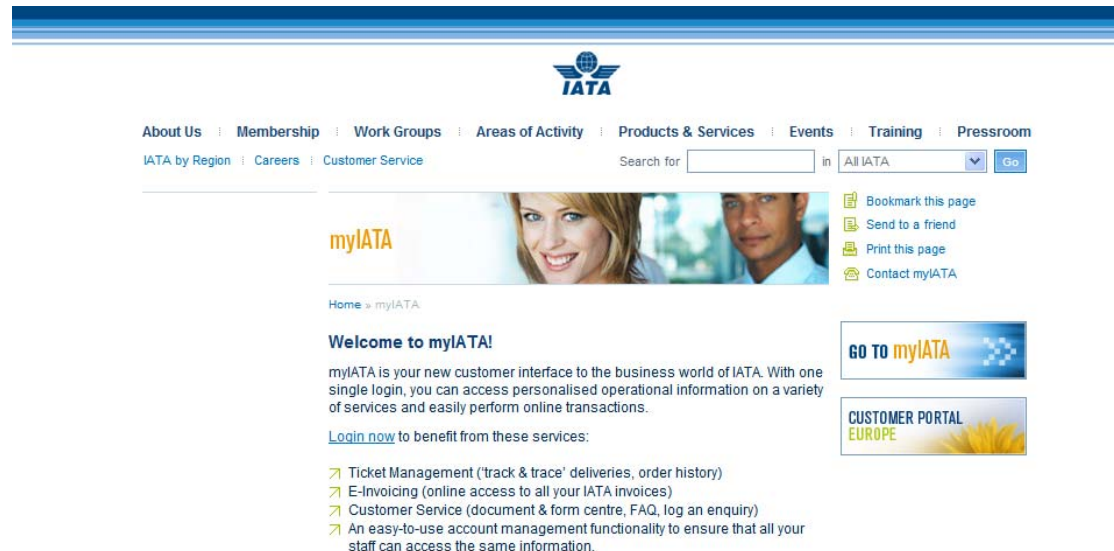# myIATA user guide
public user

WELCOME TO myIATA!

Here you will find all the information that you need in regards to features offered. The Help section, accessible from the top-navigation menu, is also useful in getting to know myIATA.

ACCESS myIATA

myIATA is accessible from www.myiata.org by clicking on the 'Go to myIATA' button.

In the login page, type your username in the Username filed and the password in the Password field. Click on login and you will be taken to the myIATA home page.
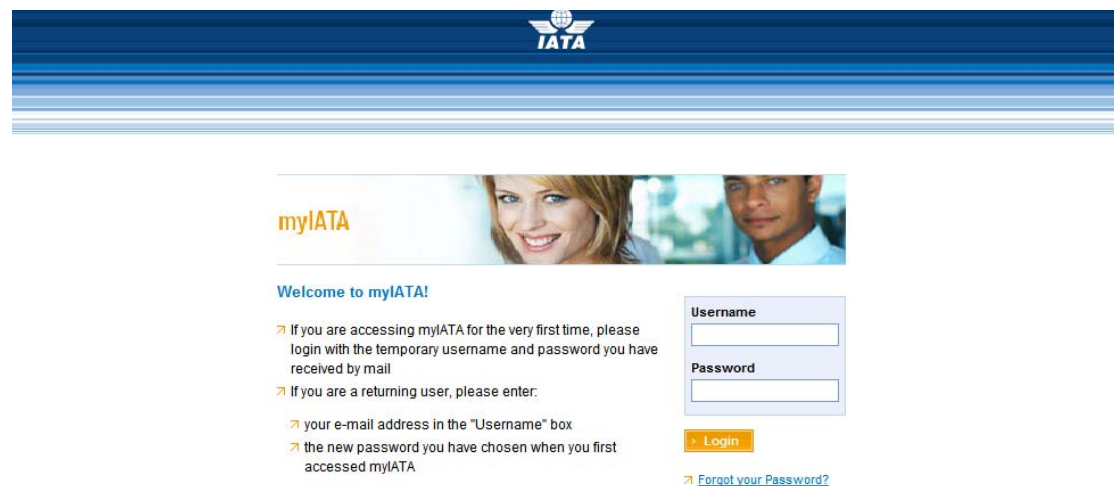
In case you have forgotten your password, click on the link 'Forgot your password?' and follow the instructions. Once you have submitted your data, including the correct security question and answer, we will send you a new password by email.

HOME PAGE

The home page has several icons, navigation tools, application links and menus. Each of them, starting from the top, is explained below.

Name and last name*:* Name of the person who has logged in. You can change the contact data by clicking on this link.

Organisation*:* Name of the organisation you are logged in for. You can view and edit this information by clicking here.

Print*:* This icon allows you to print the page.

Search*:* With this icon, you can search for any information related to IATA. Click on Search, type the keywords you want to search, click on Go. This will open up Google search result web page and gives all links related to the keyword. When you click on any of these links, it takes you back to the IATA website containing the information.

Help*:* This icon allows you to get help on any topics in the portal. When you are not sure of the functionality of a particular screen on the portal, you can click on **HELP** when you are in that screen. This gives you the detailed description of the screen.

Log out: When you click on **LOGOUT** icon, it logs you out of the portal and takes you back to the login screen.

- -

FAQs*:* Here you can search for FAQs related to Accreditation, BSP and CASS. The search result will display the suggested FAQs as hyperlinks. Select a link to have the answer as a pop-up window. Attached documents, if any may be viewed by clicking on the link.

FAQs

Our customers' most frequent questions about operations and procedures are continuously compiled into a knowledge database accessible to all at all times.

- -

Documents*:* You can also search for documents related to Accreditation, BSP and CASS. Enter a search word to have a list of suggested documents displayed. A document may be available in different languages. Click on the desired language to view the document. Should you wish to add the document to one of your Favorites, click on the Tick box. If you want to remove it from one of your Favorites, just click on the Cross mark.

Documents

Search among various documents that may be useful for you in your daily operations. Click on the tick mark to add the document to your Favorite Documents!

- -

IATA Code: Company Name [Change]: If you have login details for several accounts in myIATA you can use the feature 'Group accounts' to facilitate the access to these (see under 'My account' below). Once this is correctly set up you can use this link to simply move between different accounts without having to login several times.

IATA code : 3621061
Company name :
TRAVELINK TEST 1
[Change account] :

Last login : 06/07/2007 07:37
AM

Contact your Account
Administrator

Account Administrators: If you need any kind of help and assistance regarding the portal or if you have any queries regarding the portal usage, you can use this option. Your account administrator is the person who has created your user account and set the access rights to your user account. You can click on the account administrators' names to send an email to them regarding your queries.

Home: Here you can view and change your contact and company data.

- Home
- My account
- Company account
- User accounts

ACCOUNT MANAGEMENT

MY ACCOUNT

My preferences
Here you can define the language you want the FAQs to be displayed in. You can also request to receive by email various IATA information.

My contact information
Your contact information can here be viewed or edited.

Change password
To change your password you need to enter your old password, the new one and then the new one again. A confirmation email will be sent to you with the new login details. It is recommended that you change your password at least every third month.

IATA code : 3621061
Company name :
TRAVELINK TEST 1
[Change account] :

Last login : 06/07/2007 07:37
AM

Contact your Account
Administrator

⊟ **Home**

Change password

Change password		
Old password:		*(?)
New password:		*(?)
Retype new password:		*(?)

› **Cancel changes**   › **Change password**

Change security question

When you first register for myIATA you will be asked to enter a security question. The security question is useful when you have forgotten your password, as this question wil be asked at the time you request a new one. Here you can change your question and answer.

IATA code : 3621061
Company name :
TRAVELINK TEST 1
[Change account] :

Last login : 06/07/2007 07:37
AM

Contact your Account
Administrator

⊟ **Home**
⊟ **My account**
  » My preference
  » Contact information

Change security question

Here you can change your security question. The security answer helps you when you have lost your password.

We will ask you to answer this question if you forget your password.

Change security question		
Security question:	What is your pet's name? ▾	*
Security answer:	wolfy	*(?)
Password:		*(?)

› **Cancel changes**   › **Save changes**

Services available

This screen displays the different applications that you have access to within myIATA. The tick mark or the cross mark denotes if you have access to the service or not.

IATA code : 3621061
Company name :
TRAVELINK TEST 1
[Change account] :

Last login : 06/07/2007 07:37
AM

Contact your Account
Administrator

⊟ **Home**
⊟ **My account**
  » My preference
  » Contact information
  » Change password
  » Change security question
  » Company visibility
  » Services available
  » Access multiple accounts
⊞ **Company account**
⊟ **User accounts**

Services available

These are the services that are available within myIATA. You can here see the ones that you have access to. If you require access to services for which you currently do not have rights for, please contact your account administrator.

Services available		
Application	**Role description**	**On/off**
Agent Experience	SSP Access to Agent Exp	✔
BSP Link	SSP Role for BSPLink	✔
CassLink		⊘
Customer Service	Airline Contact Access to Customer Services	✔
	SSP Access to Customer Services	
Invoices	View Invoice	✔
Settlement	BSP Role for Settlement	✔
Ticket Supplies	SSP Forms Access to Supplylink	✔
	SSP Stock Access to Supplylink	
	SSP Track Trace Access to Supplylink	
myIATA	Role for SSP Give Trust Downwards	✔
	Role for SSP Give Trust Upward	
	Role for SSP Give Trust ALL	
	Basic Role SSP to Edit Company Info	
	Role for Trusted Companies	

Access multiple accounts

A user may have login details for several accounts. Here you can group them together so that you can access multiple accounts (one at a time) by signing in with one single username for

the group. To change accounts while in myIATA, just click on the link Change account in the top left hand menu.

IATA code : 3621061
Company name :
TRAVELINK TEST 1
[Change account] :
Last login : 06/07/2007 07:37 AM

Contact your Account Administrator

⊟ **Home**
⊟ **My account**
   » My preference
   » Contact information
   » Change password
   » Change security question
   » Company visibility

Access multiple accounts

If you are a accessing myIATA using multiple accounts, it can be easier for you if you group them together and access all of them by logging in using any of the grouped account logins. Provide the login details below for the accounts that you want to add to the group and then repeat this procedure until you have all the accounts that you want to have in the group. Next time when you log in with any of the passwords for your account, you can access all account with that login by simply clicking 'Change Account' in the left menu. Please note that your password will not be saved by the system.

Note that you can always remove an account from the group by clicking the checkbox of the account and then 'Remove from group'.

Login details for the accounts to be grouped

| Username | | * |
| Password | | * |

» Reset   ▸ **Add to group**

There are no accounts in this group.

CUSTOMER SERVICES

Search FAQs

Enter a search word and select in which category you would like to search and click Search. The search result will display the suggested FAQs as hyperlinks. Select a link to have the answer as a pop-up window. Attached documents, if any may be viewed by clicking on the link.

Log an enquiry

Should you need to contact our Customer Service you can log your enquiry directly online here. Once the form is submitted you will receive a case confirmation email with a case number for future reference. One of our customer service representatives will then contact you with a solution.

View your enquiries

All the cases that you have logged with our customer service are listed on this page and you can see the status of each case.

To view the details of a case, click on the case number. Any solution or comment added by the customer service representative working on your case will be shown here.

You can also add a comment yourself by clicking on Write comments, write your comment and then click on Add comment. Customer service will then be notified that you have added a comment.

HELP

Each time you are in a browsing page, you can click the Help located in the top right menu. If you have any problems in using the site, please log an enquiry with us.