

| Table of Contents | Aircraft Configuration | Crew Complement | Flight Categories | Fly Better | My Service Personality | Ideal Crew | Customer Journey | Aircraft Familiarisation Cabin |
|---------------------------------|------------------------------|------------------------------|---------------------------------|---------------|------------------------|-----------------|--|--------------------------------|
| Aircraft Familiarisation Galley | Hospitality Onboard Products | Hospitality Onboard Services | Crew Duties & Galley Management | Customer Care | Emirates Skywards | Inflight Retail | Cabin Systems & Inflight Entertainment | Glossary of Terms |

16.1 Cabin Crew Portal

Introduction

The Crew Portal is a website designed and dedicated for cabin crew to refer to for information related to their roles within Emirates.

The Crew portal is used as a communication tool between various departments within Service Delivery and cabin crew. It is each individual's responsibility to regularly go to the Crew Portal for latest news and updates.

The brand new, freshly redesigned Crew Portal is user friendly, easy to navigate and can be used on personal devices. The Search bar makes finding information easy and connect with colleagues through tools such as discussions forums.

groupworld

My Work Employee Centre Travel Tools & Applications Community News Our Group Safety

Search Everything

Crew Portal You are here: My Work | Home | Crew Portal

M ☐ ☐ ☐ ☐ ☐

Home

- Roster & Apps
- Reference Manuals
- Safety & Emergency Procedures
- Cabin Safety
- Health & Security
- Products & Services
- Training & Development
- Image & Uniform
- Crew Services



Click Here >

U

My Weekly Roster

The Roster information is not available

Key Contacts

| | |
|---|------------------------------|
| | Crew Connect |
| ✉ | ekcrew@emirates.com |
| 📞 | UAE: 800EKCREW (800 352 ...) |
| 📞 | Outside UAE: +971 4 303 4247 |
| | Medical Hotline |
| 24-hour hotline for reporting sick during layover | |
| 📞 | +971 4 389 8098 |
| | EVITA* |
| *Remember to check EVITA daily; after 18:00 irrespective of your duty and 3 hrs before any rostered flight. | |
| 📞 | +971 4 708 8888 |
| | Crew Transport |
| 📞 | +971 4 708 3340 |
| | EK Clinic |
| 📞 | +971 4 316 7272 |

Engagement Calendar

Click Here >



Upcoming EGPC online sessions
18 Jun 2020

EGPC upcoming workshops. The Emirates Group Photography Club (EGPC) has received an overwh... [Read more](#)



Cabin Safety Monthly Summary
16 Jun 2020

Addressees are reminded that the following information is confidential and circulated to ... [Read more](#)



The Uniform Guidelines
16 Jun 2020

Protect yourself against COVID. Read the Uniform Cleaning Guidelines. [Read more](#)



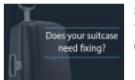
EmiratesRED quiz winners
16 Jun 2020

Thank you for taking part of EmiratesRED quiz in the past six weeks. [Read more](#)



Monthly Security Summary
14 Jun 2020

The monthly Security Summary is fed with data mainly received via KiS reports. [Read more](#)



Suitcase Repair Facility
14 Jun 2020

Check out the latest operating hours and timings [Read more](#)

| Table of Contents | Aircraft Configuration | Crew Complement | Flight Categories | Fly Better | My Service Personality | Ideal Crew | Customer Journey | Aircraft Familiarisation Cabin |
|---------------------------------|------------------------------|------------------------------|---------------------------------|---------------|------------------------|-----------------|--|--------------------------------|
| Aircraft Familiarisation Galley | Hospitality Onboard Products | Hospitality Onboard Services | Crew Duties & Galley Management | Customer Care | Emirates Skywards | Inflight Retail | Cabin Systems & Inflight Entertainment | Glossary of Terms |

16.1.1 Accessing the Crew Portal

Crew Portal is a secure platform that can only be accessed by authorised personnel. To access the Crew Portal you need to use your credentials such as user name and password. The company will provide employees with an initial random Network Password and EPIN as they join.

The following steps are required before accessing the Crew Portal:

- Employees must create their own password.
- Login to a company computer using the initial password given.
- Change the password to their own.
- Activate the Microsoft Authenticator (see Ms Authenticator setup).

16.1.2 Creating a Password

Password must include the following:

- alphanumeric combination between 7 to 10 characters
- at least 1 capital letter (A,B,C)
- at least 1 small letter (a,b,c)
- at least 1 number (1,2,3)
- at least 1 special character (@,\$, %)
- no names such as first/last name

Examples of a valid passwords:

- FlyHiEK01^
- BlueSky_02
- DXBcrew06%
- Duty_Free7

- C@iro923
- Iluv2wk@ek

Emirates Group - network password security:

- Never share your password with anyone.
- Sharing your password with others is a security breach and can lead to disciplinary action.
- Change your password every 90 days.
- Make sure you follow the rules of creating a password every time you change your password.
- Do not reuse a previously created password.

StaffNet Wi-Fi

Connecting to the corporate Wi-Fi select StaffNet from the Wi-Fi list on your device.

iOS:

- Enter your username (s-Staff Number).
- Enter your network password.
- Trust application when prompted and connect.

Android:

- Enter username (s-Staff Number) twice - under Identity and Anonymous Identity.
- Tap on certificates and select 'Don't Validate'.
- Enter your password and select connect.

Note: StaffNet Wi-Fi service is available in all Emirates buildings.



| Table of Contents | Aircraft Configuration | Crew Complement | Flight Categories | Fly Better | My Service Personality | Ideal Crew | Customer Journey | Aircraft Familiarisation Cabin |
|---------------------------------|------------------------------|------------------------------|---------------------------------|---------------|------------------------|-----------------|--|--------------------------------|
| Aircraft Familiarisation Galley | Hospitality Onboard Products | Hospitality Onboard Services | Crew Duties & Galley Management | Customer Care | Emirates Skywards | Inflight Retail | Cabin Systems & Inflight Entertainment | Glossary of Terms |

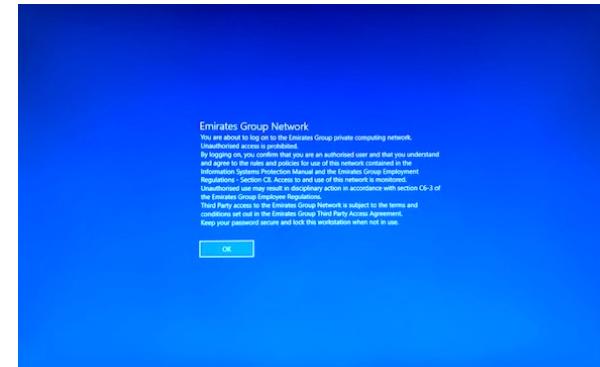
16.1.2.1 Initial login



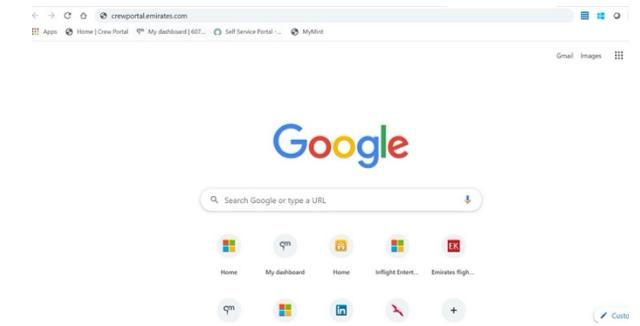
Login process:

- Press Enter or move the mouse to slide up the screen saver page.
- Select OK from the screen.
- Select Other User.
- Enter your Staff Number with (s) and the password that you have created.
- Tap on the arrow to login.

When typing your password, do not use Caps Lock for capital letter, the Shift key must be used instead.



16.1.2.2 Login to Crew Portal



Follow the below steps:

- Make sure your Microsoft Authenticator App is open on your device.
- Open your browser (Google Chrome).
- Enter Crew Portal URL in the Address Bar: **crewportal.emirates.com**
- Enter your Credentials and Login.
- You will receive a prompt message on your device to approve.
- Tap on Approve.

| Table of Contents | Aircraft Configuration | Crew Complement | Flight Categories | Fly Better | My Service Personality | Ideal Crew | Customer Journey | Aircraft Familiarisation Cabin |
|---------------------------------|------------------------------|------------------------------|---------------------------------|---------------|------------------------|-----------------|--|--------------------------------|
| Aircraft Familiarisation Galley | Hospitality Onboard Products | Hospitality Onboard Services | Crew Duties & Galley Management | Customer Care | Emirates Skywards | Inflight Retail | Cabin Systems & Inflight Entertainment | Glossary of Terms |

16.1.3 Crew Portal Home page

The screenshot shows the main interface of the Emirates Crew Portal. At the top, there's a search bar and a navigation menu with options like 'My Work', 'Employee Centre', 'Travel', 'Tools & Applications', 'Community', 'News', 'Our Group', and 'Safety'. Below the menu, there's a 'LIVE LEAVE' section with a message about leave availability. The main content area features a large blue calendar icon labeled 'Engagement Calendar' with a link 'Click Here >>'. To its right is a 'My Weekly Roster' section showing a grid of days from Monday to Sunday. Further down are sections for 'Upcoming Destinations' (information not available), 'Key Contacts' (including links to 'Crew Connect', 'Cabin Crew Bid Support', 'Roster Daily Manager', and 'Roster Swap Support'), and a 'Did you know?' box.

16.1.3.1 Home Page Features

This screenshot shows another view of the Emirates Crew Portal home page. The left sidebar is identical. The main content area has a 'SPECIAL DISCOUNTS ON EMIRATESRED' banner. Below it are news items: 'Office Closure due to Commemoration and National Day 26 Nov 2019', 'Cabin Attendance Dates 26 Nov 2019', 'Latest News' (with links to cabin attendance dates, Microsoft Authenticator, and EVITA), and 'Special discounts on EmiratesRED 21 Nov 2019'.

Main features include:

- main menu on the left side pane
- home button
- search engine

Once an option is selected from the main menu a new page will be displayed.

The first screenshot shows the main home page with a red box highlighting the 'Application / Tools' section in the center. The second screenshot shows a detailed view of the 'Application / Tools' sub-menu, listing various tools such as 'Crew Connect', 'Cabin Crew Bid Support', 'Roster Daily Manager', 'Roster Swap Support', and 'Did you know?'. Each item has a small icon and a brief description.

Each page has a specific Application/Tools sub-menu.

Cabin crew are expected to navigate through the Crew Portal and familiarise themselves with its vast content.

Below are a few examples of the mainly used applications:

16.1.3.2 Training & Development

This screenshot shows the 'Training & Development' section of the Emirates Crew Portal. It features a 'LIVE WEBINARS' banner with a speech bubble icon. Below it is a 'News & Updates' section with links to 'CAT Virtual Sessions' (28 Apr 2020) and 'Inspiring Leaders Online: Interactive Webinars Launch 19 April' (16 Apr 2020). There's also a 'Related Documents' section with links to various training documents like the 'Airbus 380 CSA Booklet' and 'Growth Model'.

This page includes information:

- relevant to your grade. The search engine can be used to find information about other grades.
- about preparation needed for development opportunities
- on the latest news which can be accessed under Did you Know section

| Table of Contents | Aircraft Configuration | Crew Complement | Flight Categories | Fly Better | My Service Personality | Ideal Crew | Customer Journey | Aircraft Familiarisation Cabin |
|---------------------------------|------------------------------|------------------------------|---------------------------------|---------------|------------------------|-----------------|--|--------------------------------|
| Aircraft Familiarisation Galley | Hospitality Onboard Products | Hospitality Onboard Services | Crew Duties & Galley Management | Customer Care | Emirates Skywards | Inflight Retail | Cabin Systems & Inflight Entertainment | Glossary of Terms |

16.1.3.3 My Learning Zone

My Learning Zone is a webpage designed to offer all Emirates staff a wide range of e-learning courses that can be finished for self-development or as a mandatory requirement for the trained classes in Aviation College.

During their training, the ab initio crew must finished various e-learning modules available under My Learning Zone (MLZ).

MLZ can be accessed through intranet from the computers available in various classrooms at Training College or computers at EGHQ as well as through the internet. It gives you the advantage of being able to complete e-learning modules from the comfort of your home.

Navigate through the MLZ application on the Crew Portal in two different ways:

16.1.3.4 Access MLZ via groupworld

- On groupworld main page click on Employee Centre and a new page will open.
- Under My Learning Zone select “Go to My Learning Zone”

16.1.3.5 Access MLZ via Crew Portal

- From Training & Development page **Application/Tools** menu, select **My Learning Zone**.

- On the main page of the MLZ, select the link to access the learning assignments and Catalogue Search (To-Do List).
- “My Learning” page will be displayed.

The **My Learning Zone** page lists the modules which are assigned to the user. Some of the modules have a completion deadline and others cannot. This is depending on the training requirements.

Internet Explorer/Google Chrome has a function called pop-up blocker that is enabled by default and prevents other applications from being launched from the portal page. This feature must be disabled for the portal applications to operate successfully. The pop-up blocker feature in Internet Explorer is controlled by accessing the Internet Options under the Tools menu and then selecting the Privacy tab. For Google Chrome, it is accessible through Settings – Advanced – Site Settings.

You can also need to allow Ads.

| Table of Contents | Aircraft Configuration | Crew Complement | Flight Categories | Fly Better | My Service Personality | Ideal Crew | Customer Journey | Aircraft Familiarisation Cabin |
|---------------------------------|------------------------------|------------------------------|---------------------------------|---------------|------------------------|-----------------|--|--------------------------------|
| Aircraft Familiarisation Galley | Hospitality Onboard Products | Hospitality Onboard Services | Crew Duties & Galley Management | Customer Care | Emirates Skywards | Inflight Retail | Cabin Systems & Inflight Entertainment | Glossary of Terms |

16.1.3.6 Access MLZ via Mobile device

To access MLZ from your mobile:

- Open browser on your mobile.
- Type **learning.emirates.com** in the address bar.
- Login using your Staff Number without (s) and EPIN.

Employee ID : 061935

PIN : ****

Login

- My Learning page will be displayed.
- Access your learnings from the Home menu options.

Mandatory e-learning modules will be assigned by the company and communicated to individuals via email with a due date for completion. Courses must be completed at least 24 hours before the due date. Self-assigned modules will have no due date for completion.

16.1.3.7 Assigning eLearning Module to self

From My Learning page:

- Type the name of the desired course in the Search field under Find Learning.
- Select the title and tap on GO.
- You can also use the Browse all courses option.

16.1.3.8 Completing eLearning Modules

From My Learning page, under My Learning Assignments:

- Select Start Course.
- Courses can be started and completed at a later stage, in that case, select Continue Course.
- Each topic of the course must be fully completed without skipping past content.
- On completion of each topic, a green tick (✓) will appear next to it with the date.
- The course will not be considered complete until all topics have the green tick next to them.
- All completed courses will be recorded in individuals' database.
- A completion certificate will be available and can be printed.

| Table of Contents | Aircraft Configuration | Crew Complement | Flight Categories | Fly Better | My Service Personality | Ideal Crew | Customer Journey | Aircraft Familiarisation Cabin |
|---------------------------------|------------------------------|------------------------------|---------------------------------|---------------|------------------------|-----------------|--|--------------------------------|
| Aircraft Familiarisation Galley | Hospitality Onboard Products | Hospitality Onboard Services | Crew Duties & Galley Management | Customer Care | Emirates Skywards | Inflight Retail | Cabin Systems & Inflight Entertainment | Glossary of Terms |

The screenshot shows the MyLearningZone interface. At the top, there's a search bar and navigation links. Below it, the "Online Content Structure" section displays a tree view of course categories like "Basic Aeronautics". Under "Basic Aeronautics", there are two completed tasks: "Getting Started" and "Where aircraft fly". Below this are sections for "Forces", "Missions", and "Systems".

On the left, the "My Learning Assignments" section lists tasks categorized by due date:

- DUE LATER:** SMS for All (15/JUL/2020, REGULATORY - REQUIRED, COURSE OL-1237, Part of SMS for All – Recurrent Training)
- DUE ANYTIME:** 360-Degree Feedback (COURSE LINKEDINLEARNING_7211, Self-Assigned), Air Carrier Access Act – General Awareness (COURSE OL-459, Self-Assigned)

On the right, there are sections for "Find Learning" (with a search bar and "Browse all courses" link), "My Curricula" (showing one item: "Due Later (1)"), and "Learning History" (with a message: "No learning events were recorded in last 30 days").



16.1.3.9 Printing a certificate

- From **My Learning** page under **Learning History** select **View All**. All the completed courses will be displayed.
- Tap on the printer icon under Action.
- The certificate will be displayed, and you can print or take a picture of it if required.

Certificate of Completion

MAZEN JAMIL WEHBE

has successfully completed

Data Privacy Basics

09 FEBRUARY 2020

Date

SVP - Learning and Talent

| Table of Contents | Aircraft Configuration | Crew Complement | Flight Categories | Fly Better | My Service Personality | Ideal Crew | Customer Journey | Aircraft Familiarisation Cabin |
|---------------------------------|------------------------------|------------------------------|---------------------------------|---------------|------------------------|-----------------|--|--------------------------------|
| Aircraft Familiarisation Galley | Hospitality Onboard Products | Hospitality Onboard Services | Crew Duties & Galley Management | Customer Care | Emirates Skywards | Inflight Retail | Cabin Systems & Inflight Entertainment | Glossary of Terms |

16.1.3.10 Rosters & Apps

The term roster describes the flying schedule of the cabin crew.

Rosters are published usually mid-month, and they reflect the duties of the following month.

When selecting **Roster & Apps** from the main menu, the roster appears on the home page.

The roster is a one month colour coded calendar reflecting the various duties assigned.

- red:** represents a day off and can have only the xx code assigned, which stands for a day off
- blue:** represents a flight duty and will have the trip number assigned
- green:** represents various calendar events and have various codes assigned:
- standby duties (S1 – S4), leave (LV), can-use (CU), promotional courses (TS), and training (GS), refreshers (ER), etc. Each duty has a

unique code. To find out what the code means, the user must hold the mouse pointer over the code, and a full explanation appears in a drop down window.

To find out more details about any of the flight duties, the user has to click on the flight number and select Briefing Sheet or Trip Details from the drop-down window.

Select Trip Details to open a new window, containing a break-down of the flight duty plus the

list of operating crew, along with their photos and personal details.

If the user wants more details about any of the cabin crew on the flight, clicking the **View Roster** link will display the roster of the cabin crew in question.

One of the most useful functions provided by the roster page is the Roster Search function, accessible under the **Rosters & Apps** menu.

| Table of Contents | Aircraft Configuration | Crew Complement | Flight Categories | Fly Better | My Service Personality | Ideal Crew | Customer Journey | Aircraft Familiarisation Cabin |
|---------------------------------|------------------------------|------------------------------|---------------------------------|---------------|------------------------|-----------------|--|--------------------------------|
| Aircraft Familiarisation Galley | Hospitality Onboard Products | Hospitality Onboard Services | Crew Duties & Galley Management | Customer Care | Emirates Skywards | Inflight Retail | Cabin Systems & Inflight Entertainment | Glossary of Terms |

The **Roster Search** function allows the crew to search for any roster, flight, or duty that is available. The search categories are:

- Staff: searches for a particular cabin crew, or view one or more cabin crew rosters.
- Flight: searches a particular flight using the flight number.
- Trip: searches a particular flight using the trip number.
- Duty: searches for a non-flight duty.

For example, if a search for a staff (cabin crew) is selected, the user must enter a staff number or name and press the search button.

This screenshot shows the Roster application within the Office 365 interface. It displays a grid of crew members, each with a small profile picture and a color-coded role indicator. The grid is organized by month, with May 2018 at the top. A sidebar on the left provides navigation links for other applications like Roster Review, Cover Rostering System (CRS), and Route Scheduling (RS).

When the search is complete, the result shows under the search function fields.

The search displays the current crew member's roster first and under this, shows the searched crew member's roster. This facilitates comparison between the two rosters, which is quite helpful if the search was intended for swap consideration.

The search can also be done by entering multiple or mixed entries, for example entering staff numbers, full names or part of names.

In this case, the search generates a list of crew names and staff numbers corresponding to these search criteria.

Each of the search results has a checkbox to allow the user to refine the search by ticking the exact names of interest. You can only view 5 crew rosters at a time.

When selecting Briefing Sheet from the Trip details page, a new window opens with information about the destination, city guide, weather etc.

This screenshot shows the Cabin Crew Portal on the groupworld platform. It features a search bar at the top and a sidebar with various links. The main content area displays a destination search result for Los Angeles, California, USA. It includes a map of the city, weather information, and a currency converter. Below the search result, there is a "Did you know?" section and a "About EmiratesRED TV" link.

16.1.3.11 Product & Services

This screenshot shows the groupworld homepage. At the top, there is a navigation bar with links for My Work, Employee Center, Travel, Tools & Applications, Community, News, Our Group, and Safety. The main content area features a "LIVE LEAVE" announcement, a banner for "Hello Ramadan", and a "News & Updates" section. The "Products & Services" link in the sidebar is highlighted.

It is every crew member's responsibility to check the Onboard Updates (OBU) regularly to maintain their professional knowledge.

The page contains latest News & Updates and important documents that they need to review under **Related Articles**.

This screenshot shows the groupworld homepage with the "Products & Services" link selected in the sidebar. The main content area features a "Learn and win with EmiratesRED" section, a "Did you know?" section, and an "About EmiratesRED TV" link. The right sidebar contains a "Contact Us" section with links to various departments and a "Related Articles" section with several links.

The OBU is issued quarterly, and cabin crew must read and update their knowledge. Special issues of OBU can be released temporarily and added to the quarterly issues at a later stage.

| Table of Contents | Aircraft Configuration | Crew Complement | Flight Categories | Fly Better | My Service Personality | Ideal Crew | Customer Journey | Aircraft Familiarisation Cabin |
|---------------------------------|------------------------------|------------------------------|---------------------------------|---------------|------------------------|-----------------|--|--------------------------------|
| Aircraft Familiarisation Galley | Hospitality Onboard Products | Hospitality Onboard Services | Crew Duties & Galley Management | Customer Care | Emirates Skywards | Inflight Retail | Cabin Systems & Inflight Entertainment | Glossary of Terms |

16.1.3.12 HRDirect

The application can be accessed by selecting **HRDirect** from the menu under **Tools** in the Footer of the Crew Portal home page or from the Crew Services page on the left pane menu.

The best option for inquiring about information from HR Direct is the **View topics/FAQ**, a page containing a list of all topics. The right side of the page provides more details on the topic selected.

- To ask about a particular topic, select the **Ask an Expert** option.
- HR has created a reference for various questions grouped under several topics. These are accessible from **View topics/FAQ**.

16.1.3.13 Payslip

A salary notice is sent by email to all staff on the 24th of every month.

To access the **Payslip** page, you need to access HRDirect home page.

- Select Profile >Remuneration and Benefits>Payslip.

The default opening page provides a breakdown of the monthly salary received, the total amounts paid, the deduction and amount received after the deductions.

Among the other useful tabs is the **Yearly View**, which provides a 12 month table listing the salary details of each month in a separate column.

16.1.3.14 Applications

There are different applications available on this page.

Examples of the commonly used applications:

16.1.3.15 Letter Request

| Table of Contents | Aircraft Configuration | Crew Complement | Flight Categories | Fly Better | My Service Personality | Ideal Crew | Customer Journey | Aircraft Familiarisation Cabin |
|---------------------------------|------------------------------|------------------------------|---------------------------------|---------------|------------------------|-----------------|--|--------------------------------|
| Aircraft Familiarisation Galley | Hospitality Onboard Products | Hospitality Onboard Services | Crew Duties & Galley Management | Customer Care | Emirates Skywards | Inflight Retail | Cabin Systems & Inflight Entertainment | Glossary of Terms |

For printouts of HR letters, you must raise the request on HRDirect first. You can do this either at your desk or at any of our kiosks.

To view the type of letters which can be issued by the company:

- Select Applications from the HRDirect Home page>Letters>New



The resulting page lists several categories of letters vertically. Each category also has a + button indicating that the category is expandable to reveal several types of letters (belonging to that category). The main categories provided include Dubai Traffic, EITC (du), Embassy Assistance, Etisalat, Guarantees, Liquor Permit, Medical, Salary and Service, and UAE Immigration.

Clicking the + button of any category reveals the different letters which can be issued. For example, clicking the + before Salary and Service reveal a large selection of letters, which differ slightly from one another.

Once a particular type of letter is selected (by clicking on it), letter heading fields appear, which should be filled by the user to indicate the destination of the letter.

Delivery options to choose from are:

- to receive the letter from the crew mail service after 2 working days
- to pick it up immediately from the Employee Service Centre once submitted

This screenshot shows a detailed view of a letter form for a 'Salary and Service Certificate'. The header information is the same as the previous screenshot. The main form asks for the 'Letter to' (Ex Manager) and 'Organization' (Etihad Airways). It includes fields for 'Name' (Bank name), 'Type' (UAE Bank, Non-UAE Bank, Financial Institution), and 'Address' (Bank address). Below this, there's a section for 'Delivery options' with the note 'Notification will be sent to: EX-OB'. A note at the bottom states 'All fields are mandatory'.

Example: Requesting a **Salary and Service Certificate** to open a Bank account

Some banks only accept a direct electronic transfer. In this situation, the delivery options will change accordingly, and the system will request more information to send the confirmation of letter delivery to the bank such as email address and phone number.

Crew Services has introduced the Self-Service Machines where cabin crew can apply and print

the desired letters without having to wait and go to the HR counter.

There are Employee Service Machines (ESMs) across the organisation to make it easier for you to use HR Services 24x7 through self-service such as in Training College or EGHQ.

If the letter required is not available on the list in the machine, they have to go through the standard procedure and collect from the counter.

16.1.3.16 Visa Services



This option is used whenever crew need to renew their own or dependant UAE Residence Visa or request a visit visa for a family member.

| Table of Contents | Aircraft Configuration | Crew Complement | Flight Categories | Fly Better | My Service Personality | Ideal Crew | Customer Journey | Aircraft Familiarisation Cabin |
|---------------------------------|------------------------------|------------------------------|---------------------------------|---------------|------------------------|-----------------|--|--------------------------------|
| Aircraft Familiarisation Galley | Hospitality Onboard Products | Hospitality Onboard Services | Crew Duties & Galley Management | Customer Care | Emirates Skywards | Inflight Retail | Cabin Systems & Inflight Entertainment | Glossary of Terms |

16.1.3.17 EPIN

The Employee Personal Identification Number (EPIN) is a four digit number given to all employees. EPIN is being used to validate the authenticity of an employee while accessing applications which may not be on the company network (Pathfinder) such as Emirates Staff Portal (ePersonnel), HRDirect, HRDirect Self Service, TRIPS, etc.

You can change your EPIN in the HRDirect and 708-EASE (708 3273) applications.

EPIN Message

- Do not tell your EPIN to anyone.
- Do not keep a record of your EPIN.
- If you think that anyone has discovered your EPIN then please change it immediately through either HRDirect or 708-EASE (708 3273).

Option

Instructions

Prevent request for new EPIN from EAISE

Request Status

| Sr.No. | Requested On | Printed On | Status | Dispatched Address |
|--------|--------------|-------------|---------|--------------------|
| 1 | 08-Jun-2004 | 08-Jun-2004 | Printed | Mailbox-743 |
| 2 | 13-Jun-2004 | 13-Jun-2004 | Printed | Mailbox-743 |

If crew forgot or lost their EPIN, they can reset it through this application.

16.1.3.18 Easy Access

The 'Easy Access' option provides quick links to various crew services applications:

- Accommodation Allowance Advance Request
- Address & Contact Update
- Apply for IVAs
- Apply for SIC
- Basic Detail Update
- Beneficiary Nominations update
- Business Card Request
- Create Disciplinary and Capability
- Create Event
- Create Incident
- Create Note
- Create Task
- Dependents update
- Documents update
- Educational Claim
- Employee Assistance
- Leave Request
- Letter Request
- Platinum Card Request
- Request eCoupon
- Request IVAs
- Request Payroll
- View eCAL
- Visa Request

Easy Access option on the **HRDirect** main page is used to access the commonly used applications.

16.1.3.18.1 Leave



16.1.3.19 Accessing Leave Information

The 'Crew Services Application / Tools' section includes links to:

- Leave Options LASS
- Understanding & Using LASS
- Normal Leave Bid
- Priority Leave Bid
- Leave on a live roster
- Add/Delete Leave
- Special Leave Request
- Special Leave

Accessing Leave information through the Home Page – **Crew Services**.

The 'Leave' section includes links to:

- Normal Leave Terms and Conditions
- Normal Leave Bid
- Leave Photo
- Leave Portal User Guide
- Accommodation Manual
- FAQs Category C
- FAQs Category D
- Do's on Social Media
- Show More

The 'Crew Services Leave Application / Tools' section includes links to:

- Leave Options LASS
- Understanding & Using LASS
- Normal Leave Bid
- Priority Leave Bid
- Leave on a live roster
- Add/Delete Leave
- Special Leave Request
- Special Leave

The page offers detailed information about all leave types as well as how to use the leave bidding system (LASS).

16.1.3.20 Leave Bidding System

The 'Tools' menu includes links to:

- Hotel Bill Checks
- EAC & Parking Permits
- Services in Company Accommodation
- Accommodation Requests
- Accommodation Requests Pending
- Roster Scheduling (RS)
- RS
- More Applications

Leave Bidding System (LASS) can be accessed through **Tools** menu in the Crew Portal home page footer:

- Select **More Applications**.

| Table of Contents | Aircraft Configuration | Crew Complement | Flight Categories | Fly Better | My Service Personality | Ideal Crew | Customer Journey | Aircraft Familiarisation Cabin |
|---------------------------------|------------------------------|------------------------------|---------------------------------|---------------|------------------------|-----------------|--|--------------------------------|
| Aircraft Familiarisation Galley | Hospitality Onboard Products | Hospitality Onboard Services | Crew Duties & Galley Management | Customer Care | Emirates Skywards | Inflight Retail | Cabin Systems & Inflight Entertainment | Glossary of Terms |

The screenshot shows the LASS system interface. The 'Leave Options' section is highlighted with a red box. Other visible sections include 'Roster', 'Comments & Incidents', 'Travel', 'Human Resources', and 'Economy Class'.

- Select Leave Options.
- Sign in with your credential to access the system.

The screenshot shows the LASS system interface. The 'Authentication' section is highlighted with a red box. It includes fields for 'Login' and 'Password', and a 'Authenticate' button.

- Enter your (staff Number).
- Enter your Network Password.
- Tap on Authenticate.

16.1.3.21 Additional Leave Bidding information

Rules and Conditions for Probationary Crew and Cabin Service Assistants (CSA)

- They can place their leave requests as part of the monthly bid.

- They can request leave to start 80 days after the date of joining.
- They are allowed to travel outside of the UAE if leave was allocated to them during probation, including any days off that are directly connected to their leave.
- They are not to leave UAE on days off only.
- They must complete and submit the **Off Base Notification** for any travel on days off.

16.1.3.22 Off Base Notification

The screenshot shows the 'View My Offbase Notifications' form. It includes fields for 'Offbase Destination *', 'From Date *', 'To Date *', 'Tel. No. *', 'Contact Address *', 'Remarks *', and 'Willing to operate flight while off base'. A note at the bottom states '(0 of 2000 Characters)'.

It is mandatory to submit **Off Base Notification** if crew are planning to leave UAE on their days off.

Off Base Notification

Rules:

- All Cabin Crew must fill in their off base notification at least 24 hours in advance before leaving base.
- Crew members are not allowed to travel off base whilst on probation or during Ab Initio.
- Crew members are not allowed to travel off base during days off on reserve (XXR).
- It is the responsibility of the crew member to be back in Dubai a minimum of 11 hours before the following duty.
- Operating an LRV flight after days off requires the crew member to be acclimatised.
- It is the responsibility of the crew member to ensure that the notification is corrected or a new request is completed if changes to roster is made.
- Crew members must make sure their contact details are correct.
- Crew members are not required to fill the form when travelling on their annual leave.
- The form will be processed by the system only if the crew member has days off on their roster (XX).
- It is the responsibility of the crew member to return to Dubai in time for their next duty. Please remember that ID90 tickets are not confirmed and are standby tickets. Flight delays and cancellations may occur, delaying the return flight. This could potentially result in the crew member being marked absent and could lead to disciplinary action.

16.1.3.23 Staff Travel

The screenshot shows the groupworld Travel page. The left sidebar includes 'Staff Travel Tools' (e.g., Off-Base notifications, Emirates flight schedules, Staff Travel Centre, TRIPS, EK Fares Matrix, Annual Leave Destinations, Advances and Claims Help), 'OAL Travel Tools' (e.g., OAL Agreements, IET & myIT Travel, FlyZED info, ZED Fare Levels), and 'Useful Information' (e.g., Duty Travel Procedures and Guidelines, Travel Advisories, FAQs, Staff Travel Manual, Per Diem Manual, Recommended Hotels, Destination Codes). The main content area displays travel benefits, a video player, and sections for 'Cash+Miles' and 'Your travel eligibility tool'.

To access Staff Travel:

- On groupworld, select Travel from the Tool Bar menu on top.
- This page contains the entire Staff Travel information.
- Navigate through the left pane menu for the desired information/procedures.

16.1.3.24 Staff Tickets Types

Contractual Tickets:

- Annual Leave Ticket (ALT)
- Education Leave Ticket (ELT)

Concessional Ticket:

- CAT A – known as Subload or Standby ticket. Booking of this staff ticket is unlimited.

| Table of Contents | Aircraft Configuration | Crew Complement | Flight Categories | Fly Better | My Service Personality | Ideal Crew | Customer Journey | Aircraft Familiarisation Cabin |
|---------------------------------|------------------------------|------------------------------|---------------------------------|---------------|------------------------|-----------------|--|--------------------------------|
| Aircraft Familiarisation Galley | Hospitality Onboard Products | Hospitality Onboard Services | Crew Duties & Galley Management | Customer Care | Emirates Skywards | Inflight Retail | Cabin Systems & Inflight Entertainment | Glossary of Terms |

- CAT C – is a discounted confirmed seat ticket, if seats not available a (waitlist) option is available, this type of ticket is also unlimited.
- SRC - Service Related Concessions, two types are available SRC Firm and SRC Subload.
- CAT 99 – Firm.

Follow this link to view various [Video Demos](#) on the different types of tickets including, booking procedures.

- CAT C Wider Eligibility:
- These tickets are issued with confirmed seat bookings.
- Each employee is provided with 15 tickets per calendar year (post probation period).
- They can be requested by the employee for wider family members, those not eligible for Cat A and Cat C tickets.
- Employees can nominate up to 35 wider family members and must be nominated in January every year. Details must be entered in TRIPS between 1 and 31 January of every year.
- Go-Show on CAT C Wider Eligibility tickets is not permitted. This means a passenger will not be accepted at Check-in counter without a confirmed booking.
- CAT C Wider Eligibility tickets should not be sold to provide personal commercial benefit.
- Follow this [link](#) to learn how to add nominees

Misuse of travel facilities will be regarded as serious and will be subject to disciplinary action which includes, but is not limited to, withdrawal of travel concessions and/or possibly termination of employment.

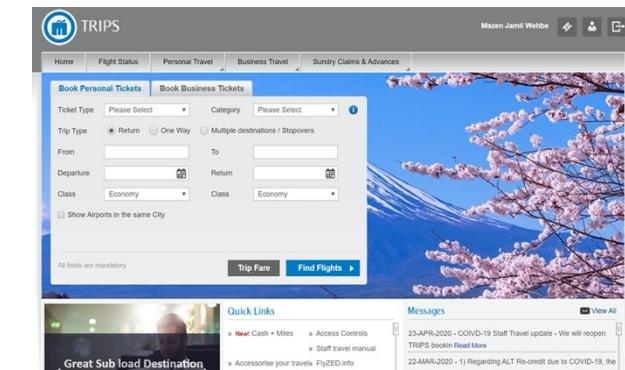
For Other Airline tickets – see information under **OAL Travel Tools** on **Travel** main page.

16.1.3.24.1 Booking a Ticket

The screenshot shows the 'Travel' section of the groupworld platform. Under 'Staff Travel Tools', there are several links: 'What's a CAT C ticket?' (with a video thumbnail), 'Cash+Miles' (described as 'Your new currency for Staff Travel'), and 'Your travel eligibility tool'. The 'Travel' tab is highlighted in blue.

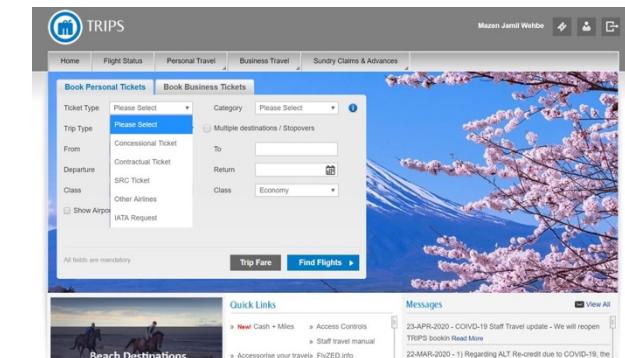
To book a ticket:

- Access the **Travel** page.
- Select **Trips**.
- **Trips Page** will open.



Example of booking a CAT A return ticket to London Heathrow:

- Select ticket type.
- Select trip type such as return or what applies.



- Select Category such as CAT A Subload.

| Table of Contents | Aircraft Configuration | Crew Complement | Flight Categories | Fly Better | My Service Personality | Ideal Crew | Customer Journey | Aircraft Familiarisation Cabin |
|---------------------------------|------------------------------|------------------------------|---------------------------------|---------------|------------------------|-----------------|--|--------------------------------|
| Aircraft Familiarisation Galley | Hospitality Onboard Products | Hospitality Onboard Services | Crew Duties & Galley Management | Customer Care | Emirates Skywards | Inflight Retail | Cabin Systems & Inflight Entertainment | Glossary of Terms |

This screenshot shows the TRIPS booking interface. The user has selected 'Concessional Ticket' and 'CAT A Subload'. The search parameters are set for a round trip from DXB to LHR on 20-May-2020 and 10-Jun-2020, both in Economy class. The results show a single fare of 1128. The interface includes sections for 'Quick Links' (New! Cash + Miles, Access Controls, Staff travel manual, Accessorise your travel FlyZED.info) and 'Messages' (23-APR-2020 - COVID-19 Staff Travel update - We will respond TRIPS booking Read More, 22-MAR-2020 - 1) Regarding ALT Re-credit due to COVID-19, the...

- Enter Destination.
- Enter Dates for Departure and Return sectors.

This screenshot shows the TRIPS booking interface. The user has selected 'Concessional Ticket' and 'CAT A Subload'. The search parameters are set for a round trip from DXB to LHR on 20-May-2020 and 10-Jun-2020, both in Economy class. The results show a single fare of 1128. The interface includes sections for 'Quick Links' (New! Cash + Miles, Access Controls, Staff travel manual, Accessorise your travel FlyZED.info) and 'Messages' (23-APR-2020 - COVID-19 Staff Travel update - We will respond TRIPS booking Read More, 22-MAR-2020 - 1) Regarding ALT Re-credit due to COVID-19, the...

- Before you continue to find your flights, you can check the Trip Fare.

This screenshot shows the TRIPS booking interface. The user has selected 'Concessional Ticket' and 'CAT A Subload'. The search parameters are set for a round trip from DXB to LHR on 20-May-2020 and 10-Jun-2020, both in Economy class. The results show a single fare of 1128. The interface includes sections for 'Quick Links' (New! Cash + Miles, Access Controls, Staff travel manual, Accessorise your travel FlyZED.info) and 'Messages' (23-APR-2020 - COVID-19 Staff Travel update - We will respond TRIPS booking Read More, 22-MAR-2020 - 1) Regarding ALT Re-credit due to COVID-19, the...

- To select your flight, tap on Find Flights.

This screenshot shows the TRIPS booking interface. The user has selected 'Concessional Ticket' and 'CAT A Subload'. The search parameters are set for a round trip from DXB to LHR on 20-May-2020 and 10-Jun-2020, both in Economy class. The results show a single fare of 1128. The interface includes sections for 'Quick Links' (New! Cash + Miles, Access Controls, Staff travel manual, Accessorise your travel FlyZED.info) and 'Messages' (23-APR-2020 - COVID-19 Staff Travel update - We will respond TRIPS booking Read More, 22-MAR-2020 - 1) Regarding ALT Re-credit due to COVID-19, the...

This screenshot shows the TRIPS booking interface. The user has selected 'Concessional Ticket' and 'CAT A Subload'. The search parameters are set for a round trip from DXB to LHR on 21-May-2020 and 10-Jun-2020, both in Economy class. The results show a single fare of 1128. The interface includes sections for 'Select your flights' (Ticket Type: Concessional Ticket | Category: CAT A Subload | Show Airports in the same City : No), 'Flight Details' (From DUBAI(DXB) To LONDON HEATHROW AIRPORT(LHR) Departing 21-May-2020 Cabin Class ECONOMY, From LONDON HEATHROW AIRPORT(LHR) To DUBAI(DXB) Departing 10-Jun-2020 Cabin Class ECONOMY), 'Legend' (High Probability, Medium Probability, Low Probability), and 'Flight Options' (Option 1: Emirates EK 0001 DXB | 07:45 LHR | 12:25 Duration: 07 hours 40 minutes). The legend indicates High Probability (green), Medium Probability (yellow), and Low Probability (red).

This page will display a list of all flights that are available on that date with seats availability and Standby probability (colour coded):

- green (G) – high probability
- amber (A) – medium probability
- red (R) – low probability

- Select the desired flight from the options available.

This screenshot shows the TRIPS booking interface. The user has selected 'Concessional Ticket' and 'CAT A Subload'. The search parameters are set for a round trip from DXB to LHR on 21-May-2020 and 10-Jul-2020, both in Economy class. The results show a single fare of 1128. The interface includes sections for 'Select your flights' (Ticket Type: Concessional Ticket | Category: CAT A Subload | Show Airports in the same City : No), 'Flight Details' (From DUBAI(DXB) To LONDON HEATHROW AIRPORT(LHR) Departing 21-May-2020 Cabin Class ECONOMY, From LONDON HEATHROW AIRPORT(LHR) To DUBAI(DXB) Departing 10-Jul-2020 Cabin Class ECONOMY), 'Legend' (High Probability, Medium Probability, Low Probability), and 'Flight Options' (Option 1: Emirates EK 0001 DXB | 07:45 LHR | 12:25 Duration: 07 hours 40 minutes). The legend indicates High Probability (green), Medium Probability (yellow), and Low Probability (red).

| Table of Contents | Aircraft Configuration | Crew Complement | Flight Categories | Fly Better | My Service Personality | Ideal Crew | Customer Journey | Aircraft Familiarisation Cabin |
|---------------------------------|------------------------------|------------------------------|---------------------------------|---------------|------------------------|-----------------|--|--------------------------------|
| Aircraft Familiarisation Galley | Hospitality Onboard Products | Hospitality Onboard Services | Crew Duties & Galley Management | Customer Care | Emirates Skywards | Inflight Retail | Cabin Systems & Inflight Entertainment | Glossary of Terms |

- Once the flight is selected, a new page will be displayed to select the return sector.

Select your flights

Your flight Search :

Ticket Type : Concessional Ticket | Category : CAT A Subload | Show Airports in the same City : No

| From | To | Departing | Cabin Class |
|------------------------------|------------------------------|-------------|-------------|
| DUBAI(DXB) | LONDON HEATHROW AIRPORT(LHR) | 21-May-2020 | ECONOMY |
| LONDON HEATHROW AIRPORT(LHR) | DUBAI(DXB) | 10-Jun-2020 | ECONOMY |

Selected Flights

Departing : 21-May-2020 DUBAI - LONDON HEATHROW AIRPORT

| Flight | Depart / Arrive | Time | Airport | Aircraft | Class | Standby Probability |
|---------|-----------------|-------|-------------------------|------------------|---------|--------------------------------------|
| EK 0001 | Thu 21-May-2020 | 07:45 | DUBAI | Boeing 777-300ER | ECONOMY | ● |
| EK 0001 | Thu 21-May-2020 | 12:25 | LONDON HEATHROW AIRPORT | Boeing 777-300ER | ECONOMY | ● |

Returning : 10-Jun-2020 LONDON HEATHROW AIRPORT - DUBAI

| Flight | Depart / Arrive | Time | Airport | Aircraft | Class | Standby Probability |
|---------|-----------------|-------|-------------------------|------------------|---------|--------------------------------------|
| EK 0008 | Wed 10-Jun-2020 | 09:05 | LONDON HEATHROW AIRPORT | Boeing 777-300ER | ECONOMY | ● |
| EK 0008 | Wed 10-Jun-2020 | 19:10 | DUBAI | Boeing 777-300ER | ECONOMY | ● |

Your standby travel will be confirmed only one hour before flight departure. The confirmation depends on our passenger loads, go-shows and payload.

Legend : ● High Probability ○ Medium Probability ○ Low Probability [What's this?](#)

London Heathrow Airport (LHR) to Dubai (DXB) Show flights with available seats

Option 1 :

Emirates Wed 10-Jun-2020 Wed 10-Jun-2020 Cabin Class F J Y
EK 0008 LHR | 09:05 ○ → ○ DXB | 19:10 Capacity 6 42 306
Boeing 777-300ER LONDON HEATHROW AIRPORT DUBAI Seats Available 0 0 0
Duration: 07 hours 05 minutes Standby Probability ● ● ●

TRIPS

Mazen Jamil Wehbe

Home Flight Status Personal Travel Business Travel Sundry Claims & Advances

Step 1: Select Journey Step 2: Select Flights Step 3: Select Passengers Step 4: Request Confirmation

Select your flights

Your flight Search :

Ticket Type : Concessional Ticket | Category : CAT A Subload | Show Airports in the same City : No

| From | To | Departing | Cabin Class |
|------------------------------|------------------------------|-------------|-------------|
| DUBAI(DXB) | LONDON HEATHROW AIRPORT(LHR) | 21-May-2020 | ECONOMY |
| LONDON HEATHROW AIRPORT(LHR) | DUBAI(DXB) | 10-Jun-2020 | ECONOMY |

Selected Flights

Departing : 21-May-2020 DUBAI - LONDON HEATHROW AIRPORT

| Flight | Depart / Arrive | Time | Airport | Aircraft | Class | Standby Probability |
|---------|-----------------|-------|-------------------------|------------------|---------|--------------------------------------|
| EK 0001 | Thu 21-May-2020 | 07:45 | DUBAI | Boeing 777-300ER | ECONOMY | ● |
| EK 0001 | Thu 21-May-2020 | 12:25 | LONDON HEATHROW AIRPORT | Boeing 777-300ER | ECONOMY | ● |

Returning : 10-Jun-2020 LONDON HEATHROW AIRPORT - DUBAI

| Flight | Depart / Arrive | Time | Airport | Aircraft | Class | Standby Probability |
|---------|-----------------|-------|-------------------------|------------------|---------|--------------------------------------|
| EK 0008 | Wed 10-Jun-2020 | 09:05 | LONDON HEATHROW AIRPORT | Boeing 777-300ER | ECONOMY | ● |
| EK 0008 | Wed 10-Jun-2020 | 19:10 | DUBAI | Boeing 777-300ER | ECONOMY | ● |

On the next page, the following information will be displayed (image to be added)

CAT A subload tickets can be issued (as standby) regardless of the seat probability status, but boarding the selected flight will depend on the seat availability after all commercial customers have been checked in. See CAT A tickets video demo for check in procedure.

16.1.3.25 Method of Payment

Payment of concessional tickets is by Direct Deduction from Salary (DDS) during employment.

There is a monthly limit that employee can use as DDS for purchasing tickets.

The amount will be indicated under DDS Details.

TRIPS

Mazen Jamil Wehbe

Home Flight Status Personal Travel Business Travel Sundry Claims & Advances

My Profile

Mazen Jamil Wehbe Employee no. 061935

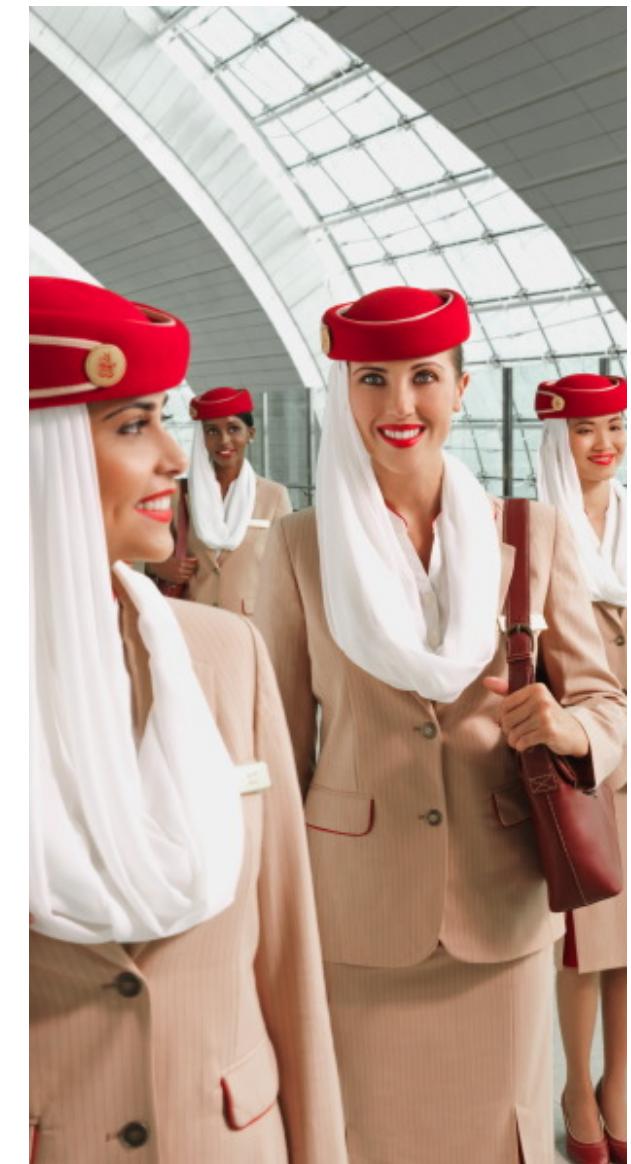
| Position | Grade | Date of Joining |
|--------------------------------|----------------------|---|
| 3993 TRAINING SPECIALIST CABIN | EMX08 | 03-Jul-1991 |
| Organization | CC | Office Email |
| EA21 CC SERVICE TRAINING | 63003 | Mazen.Wehbe@emirates.com |
| Skywards Number | Preferred Email | General Information |
| | mazeweb@emirates.com | DDS Limit 16485 |
| | | DDS Availed 0 |
| | | DDS Balance 16485 |
| | | <input type="radio"/> General Information |
| | | Class of Travel ECONOMY/BUSINESS |
| | | Date First Hired 03-JUL-1991 |
| | | Years of Service 28 Years and 10 Months |

From Trips main page:

- Select Profile icon on top of page.

Payment can be made by Cash or Credit Card if:

- the DDS system is not available
- the DDS limit has been exhausted
- the employee is on unpaid leave
- the employee is serving their notice period



| Table of Contents | Aircraft Configuration | Crew Complement | Flight Categories | Fly Better | My Service Personality | Ideal Crew | Customer Journey | Aircraft Familiarisation Cabin |
|---------------------------------|------------------------------|------------------------------|---------------------------------|---------------|------------------------|-----------------|--|--------------------------------|
| Aircraft Familiarisation Galley | Hospitality Onboard Products | Hospitality Onboard Services | Crew Duties & Galley Management | Customer Care | Emirates Skywards | Inflight Retail | Cabin Systems & Inflight Entertainment | Glossary of Terms |

16.1.3.26 Staff Travel Manual (STM)

The new STM now only contains the policies relating to your benefit.

All processes and guidelines have been captured in support tools that can be found on the **Travel** section of groupworld including:

- a set of seven new videos
- your travel eligibility tool
- how to videos
- quick guide
- FAQs

This [link](#) will open the electronic version of the manual and the different sections.

| Table of Contents | Aircraft Configuration | Crew Complement | Flight Categories | Fly Better | My Service Personality | Ideal Crew | Customer Journey | Aircraft Familiarisation Cabin |
|---------------------------------|------------------------------|------------------------------|---------------------------------|---------------|------------------------|-----------------|--|--------------------------------|
| Aircraft Familiarisation Galley | Hospitality Onboard Products | Hospitality Onboard Services | Crew Duties & Galley Management | Customer Care | Emirates Skywards | Inflight Retail | Cabin Systems & Inflight Entertainment | Glossary of Terms |

16.1.3.27 Tickets Types & Eligibility

| Ticket Type | Eligibility | Limitations | Eligible from |
|------------------------------|---------------------|-------------|---------------------|
| ALT (Annual Leave Ticket) | Employee | 1 per year | 6 months of joining |
| | Spouse & 3 children | 1 per year | 6 months of joining |
| CATA (Subload/Standy) | Employee | Unlimited | 3 months of joining |
| | Spouse & 3 children | Unlimited | Date of joining |
| | Parents | 2 per year | Date of joining |
| | Parents in-law | 2 per year | Date of joining |
| | Siblings | 2 per year | Date of joining |
| CAT C (Firm) | Employee | Unlimited | Date of joining |
| | Spouse & 3 children | Unlimited | Date of joining |
| | Parents | Unlimited | Date of joining |
| | Parents in-law | Unlimited | Date of joining |
| | Siblings | Unlimited | Date of joining |

| Table of Contents | Aircraft Configuration | Crew Complement | Flight Categories | Fly Better | My Service Personality | Ideal Crew | Customer Journey | Aircraft Familiarisation Cabin |
|---------------------------------|------------------------------|------------------------------|---------------------------------|---------------|------------------------|-----------------|--|--------------------------------|
| Aircraft Familiarisation Galley | Hospitality Onboard Products | Hospitality Onboard Services | Crew Duties & Galley Management | Customer Care | Emirates Skywards | Inflight Retail | Cabin Systems & Inflight Entertainment | Glossary of Terms |

16.1.3.28 Wider Relatives for CAT C Wider Eligibility Only

| CAT C Wider Eligibility Only | Description |
|------------------------------|---|
| Grandparent | Parents of employee's father or mother |
| Grandchildren | Children of employee's son or daughter |
| Son-in-law | Husband of employee's daughter |
| Daughter-in-law | Wife of employee's son |
| Brother-in-law | Husband of employee's sister , Brother of employee's spouse |
| Sister-in-law | Wife of employee's brother, Sister of employee's spouse |
| Step parent | Husband of employee's mother after remarriage, Wife of employee's father after remarriage |
| Step brother | Son of employee's step parent |
| Step sister | Daughter of employee's step parent |
| Step sister-in-law | Wife of employee's step brother |
| Step brother-in-law | Husband of employee's step sister |
| Nephew | Son of employee's brother or sister |
| Niece | Daughter of employee's brother or sister |
| Uncle | Brother of employee's mother or father |
| Aunt | Sister of employee's mother or father |
| Uncle-in-law | Husband of employee's aunt |
| Aunt-in-law | Wife of employee's uncle |
| Cousin | Children of employee's mother's or father's brother or sister |

Refer to [Staff Travel Manual](#) for more details and policies.

| Table of Contents | Aircraft Configuration | Crew Complement | Flight Categories | Fly Better | My Service Personality | Ideal Crew | Customer Journey | Aircraft Familiarisation Cabin |
|---------------------------------|------------------------------|------------------------------|---------------------------------|---------------|------------------------|-----------------|--|--------------------------------|
| Aircraft Familiarisation Galley | Hospitality Onboard Products | Hospitality Onboard Services | Crew Duties & Galley Management | Customer Care | Emirates Skywards | Inflight Retail | Cabin Systems & Inflight Entertainment | Glossary of Terms |

16.1.3.29 Changing Network Password

The screenshot shows the Emirates Crew Portal homepage. At the top, there's a 'Declaration and Consent Form' section with a 'Language Declaration' button. Below it is a 'Latest Discussions' section with a link to 'Read more'. The main navigation menu includes 'Tools' (with 'Change Password' under 'Tools & Applications'), 'Help', and 'Connect'. Under 'Tools', there are links for 'Frequently Asked Questions', 'Help & Support', 'Employee Handbook', 'Employment Regulations Manual', 'Multimedia', 'Employee Assistance Program and Consulting', 'Other Performance', 'Contacts', and 'Gone Attendance and Sickness'.

Steps to change Network Password:

- From the Crew Portal Home page footer, select **Change Password** under **Tools** menu.
- Change or Reset Password page will open with the following options:
 - change password
 - ekg password policy
 - unlock or reset password

The screenshot shows the groupworld Crew Portal. At the top, there are links for 'My Work', 'Employee Centre', 'Travel', 'Tools & Applications', 'Community', 'News', 'Our Group', and 'Safe'. Below that, a message says 'There will be an outage on LASS on 14 May from 14:30 - 16:30'. The main content area has a red box around the 'Change or Reset Password' section. It includes a note about a new authentication experience and a link to follow instructions. It also lists 'Related links' such as 'Authentication Portal', 'Change Password', 'Unlock or Forget Password', and 'Login FAQs'. At the bottom, there's a 'Did you know?' section and a 'Unlock or Reset Password' link.

To change password:

- Under change password, select please click here.
- Enter old password.
- Create new password.
- Confirm new password.
- Submit the password change request.

The screenshot shows the 'change password' form. It has fields for 'User ID' (Mazen.Wehbe@emirates.com), 'Old password', 'Create new password', and 'Confirm new password'. There are 'submit' and 'cancel' buttons at the bottom.

For **EKG Password Policy** see '**Creating a Password**' section.

If you have forgotten your password, you can unlock or reset your password yourself at any time online. No need to call IT or raise a request on ServiceNow anymore.

To unlock or reset password, click on the link.



Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

[Next](#) [Cancel](#)

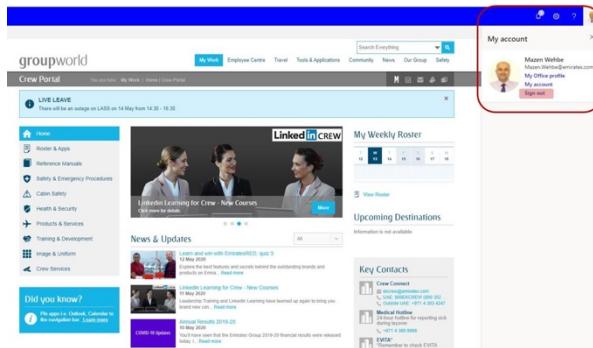
Follow the below steps:

- Login with your company Emirates email address as your user ID.
- Enter the characters in the image captcha and click Next
- Now choose what you want to do:
- I've forgotten my password - if you don't remember your network password and need to change it.
- I know my password but still can't sign in - if your password was locked.
- You need to verify yourself via:
- Call my phone - if you want to receive a validation call on your registered mobile.
- Text to my phone - if you want to receive an sms with a validation code on your registered mobile.

| Table of Contents | Aircraft Configuration | Crew Complement | Flight Categories | Fly Better | My Service Personality | Ideal Crew | Customer Journey | Aircraft Familiarisation Cabin |
|---------------------------------|------------------------------|------------------------------|---------------------------------|---------------|------------------------|-----------------|--|--------------------------------|
| Aircraft Familiarisation Galley | Hospitality Onboard Products | Hospitality Onboard Services | Crew Duties & Galley Management | Customer Care | Emirates Skywards | Inflight Retail | Cabin Systems & Inflight Entertainment | Glossary of Terms |

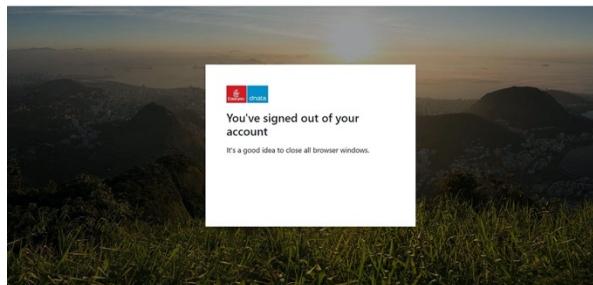
- Enter a code from my Authenticator app - if you want to receive a validation code in your Authenticator App.
- Click Next and setup your new password.

16.1.3.30 Signing out of the Crew Portal



For security purpose, it is advised to follow the right sign out process specially when using public computers:

- Click on your profile picture.
- Select Sign out from the drop down menu.



- Once the sign out is finished you can close the browser.

16.1.4 Microsoft Authenticator

Pre-requisites:

- From **App Store** for IOS phones or **Play Store** for Android phones, download Microsoft Authenticator App on your mobile.
- Allow Notifications on Authenticator App: Settings ->Notification-> Authenticator -> Allow.
- If using Safari browser, allow Pop-up.

16.1.4.1 Registration for Second Factor Authentication



Follow the below steps.

Step 1:

- Open Microsoft Authenticator App.
- Allow** Notifications once prompted.
- Click **OK** for the next pop-up message.
- Click on **Skip** the next 3 screens.

Step 2:

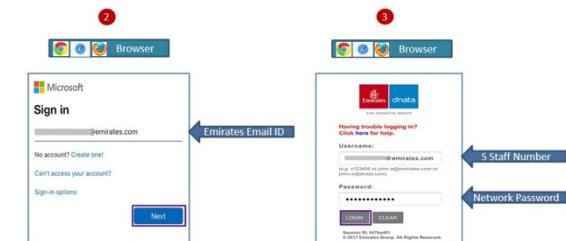
- Open Internet browser on your mobile.
- Type the following URL in the address bar:



<https://mysignins.microsoft.com/security-info>

Step 3:

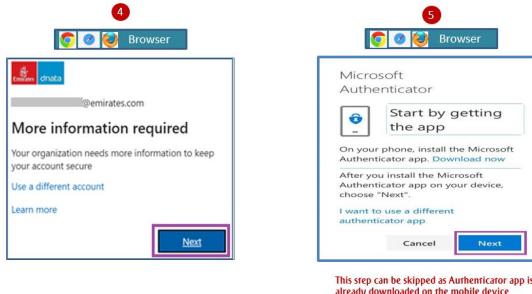
- Enter email ID and Password.
- Enter Username as s Staff Number and Network Password.
- Click Login.



| Table of Contents | Aircraft Configuration | Crew Complement | Flight Categories | Fly Better | My Service Personality | Ideal Crew | Customer Journey | Aircraft Familiarisation Cabin |
|---------------------------------|------------------------------|------------------------------|---------------------------------|---------------|------------------------|-----------------|--|--------------------------------|
| Aircraft Familiarisation Galley | Hospitality Onboard Products | Hospitality Onboard Services | Crew Duties & Galley Management | Customer Care | Emirates Skywards | Inflight Retail | Cabin Systems & Inflight Entertainment | Glossary of Terms |

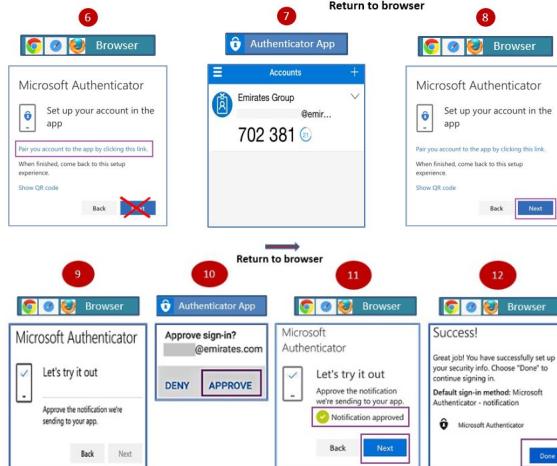
Step 4:

- Click Next on the following 2 screens.



Step 5:

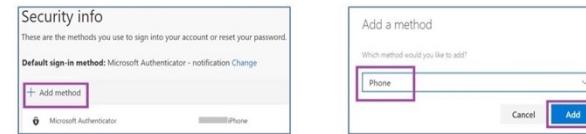
- Tap on pair your account with Authenticator App & click Next.
- Approve the notification received & click 'Next'.



16.1.4.2 Adding Phone as an Additional Method

Steps to follow:

- From the Security info page select +Add method.
- Select Phone from the drop down menu.
- Tap on Add.



- Enter the Phone number.
- Type in the code received as SMS.
- Tap on Done.

If your default method is not accessible:

- Click on Sign in another way.
- Select one of the available options.
- Choose Approve on the Notification.

- Enter Code displayed on the Authenticator App.
- Enter the code received a SMS on your phone.

References:

Click this [link](#) for more information about Microsoft Authenticator.

Click [here](#) to view Quick Reference Guide for activating Authenticator.

Click [here](#) for Frequently Asked Questions.

16.1.5 Microsoft Outlook



Office 365 Apps

To access Apps:

- Various Apps including Microsoft Outlook can be accessed from the icon on top left of the Crew Portal Home page.
- If the Apps Dots do not show on the Home Page menu bar, scroll down to footer of the

| Table of Contents | Aircraft Configuration | Crew Complement | Flight Categories | Fly Better | My Service Personality | Ideal Crew | Customer Journey | Aircraft Familiarisation Cabin |
|---------------------------------|------------------------------|------------------------------|---------------------------------|---------------|------------------------|-----------------|--|--------------------------------|
| Aircraft Familiarisation Galley | Hospitality Onboard Products | Hospitality Onboard Services | Crew Duties & Galley Management | Customer Care | Emirates Skywards | Inflight Retail | Cabin Systems & Inflight Entertainment | Glossary of Terms |

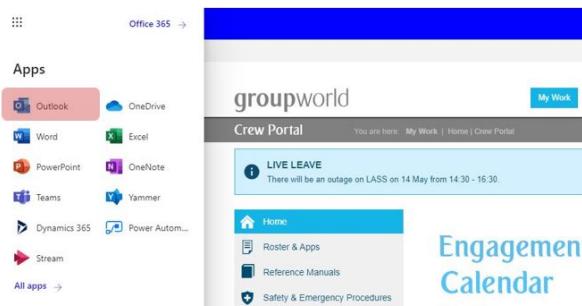
- Home page and locate Outlook under Connect.
- Different Office 365 Web applications are provided for crew to use for free.

16.1.5.1 Company Mail

Security measures should be taken while accessing and using the email such as NOT to open emails received from unknown senders and refrain from downloading any suspicious attachment as those can contain viruses that could cause damage to the Emirates Network.

Refrain from sending or receiving inappropriate attachments as they will be scanned by the company server. This would lead to a disciplinary action.

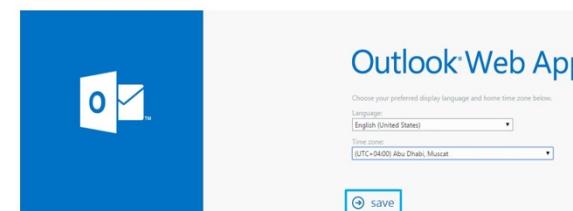
The Outlook mail can be accessed from the icon on the Crew Portal Navigation Bar or through the Apps Launcher on top left of the Home page by selecting the Outlook tile.



Accessing Outlook for the first time, you will be prompted to set up the Language and the Time Zone for the Outlook Web App: (English – United

Service Manual V1.0 (15MAY2020)

States) must be selected for Language and (UTC +0400 Abu Dhabi, Muscat) for the Time Zone. Click on save button to save settings.



The Outlook Web Access opens in its own window apart from the browser window. This is the case with all applications, allowing the user to work with any applications while maintaining access to the main page of the portal (Crew portal).

The application should be maximized to get a full view of its interface. In general, the Outlook Web Access has all the components of a typical email application plus a few more. By default the application opens straight into the inbox displaying what messages are there. A preview window displays the content of the selected message. To preview any message, the user has only to click on the message in the inbox.

Check your emails regularly and read them before deletion.

To set up company email on your device, follow this [link](#).

16.1.6 Microsoft Teams



Microsoft Teams is a workspace-centered communication tool. It is an application that brings the entire workspace experience, including people, files, conversations or schedules/tasks, together in one place. It is a part of Office 365.

16.1.6.1 Setup Microsoft Teams

If Teams is not yet installed on your device, you need to download the application from the internet and install.



Enter an email

We'll use this email to set up Teams. If you already have a Microsoft account, feel free to use that email here.

| Table of Contents | Aircraft Configuration | Crew Complement | Flight Categories | Fly Better | My Service Personality | Ideal Crew | Customer Journey | Aircraft Familiarisation Cabin |
|---------------------------------|------------------------------|------------------------------|---------------------------------|---------------|------------------------|-----------------|--|--------------------------------|
| Aircraft Familiarisation Galley | Hospitality Onboard Products | Hospitality Onboard Services | Crew Duties & Galley Management | Customer Care | Emirates Skywards | Inflight Retail | Cabin Systems & Inflight Entertainment | Glossary of Terms |

- Enter your Office365 company email and password.

Accessing Teams App:

- From Crew Portal Home Page, tap on the Apps Launcher on the navigation bar and select Teams tile.
- In Windows, click Start menu > Microsoft Corporation > Microsoft Teams.
- On Mac, go to the Applications folder and click Microsoft Teams.
- On mobile, tap the Teams icon.
- Sign in with your Office365 username and password.

Refer to the Teams [Quick Start Guide](#) to learn more.

16.1.7 Microsoft OneDrive



Store and share documents in the cloud.

OneDrive for Business is your professional library; the place to keep your documents and other files.

When you store your files on OneDrive for Business, you can easily share them with co-

workers and access them from your mobile devices.

To access OneDrive for Business:

- From the App Launcher on top Crew Portal Home page and select the OneDrive tile.
- In Windows, click Start menu and select OneDrive.

Refer to OneDrive setup under KiS Application section.

To learn more about OneDrive click [here](#).