



IATA Connect User Guide - External Verified User

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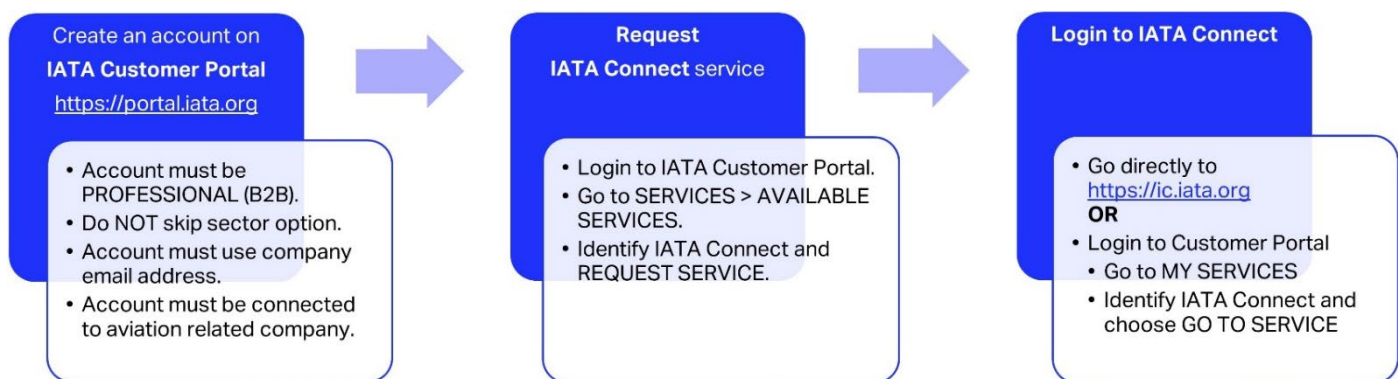
1. Your account

Your user account at IATA Connect is created and administered through the IATA Customer Portal at <https://portal.iata.org/>.

The IATA Customer Portal is a separate site and acts as your password manager and identity verification when logging in. This allows for Single Sign On (SSO) to all IATA applications to which you have access, using one set of password credentials.

1.1. Creating an account in IATA Connect

Complete the following steps to access IATA Connect



To ensure proper association with your organization and streamline communication, please follow these guidelines when creating your account:

1.1.1 Use Your Professional Email

- Always register using your corporate email address.
- This is essential for verifying your identity and linking your account to the correct organization.

1.1.2 Select the Correct Company and Sector

- Your account must be associated with the right company and sector to avoid delays or misrouting of requests.
- If you work for a Ground Handling Company:
 - Select Airline Supplier Sector.
 - Then choose Ground Handling Provider as your category.
- If you work for an Airline:
 - Select Airline Sector.
 - Ensure your company name matches the airline you represent.

1.2. Difficulties creating an account on IATA Customer Portal

If you encounter any difficulties in creating, editing or updating a profile on the IATA Customer Portal, you should contact IATA Customer Services as follows:

1. Login to the [IATA Customer Portal](#)
2. Go to HELP
3. Enter Customer Portal in the search
4. Go to CHAT WITH US, or RAISE A CASE

If you are unable to login to the portal, go to the [troubleshooting page](#) and select CONTACT US at the bottom of the page.

1.3. SSO Error when attempting to login to IATA Connect

If the IATA Connect tile is shown in SERVICES > MY SERVICES, and you subsequently encounter a red SSO error when selecting GO TO SERVICE, please contact iataconnect@iata.org providing screenshots confirming that IATA Connect and GO TO SERVICE are shown. The admin team will request a reset to trigger account activation.

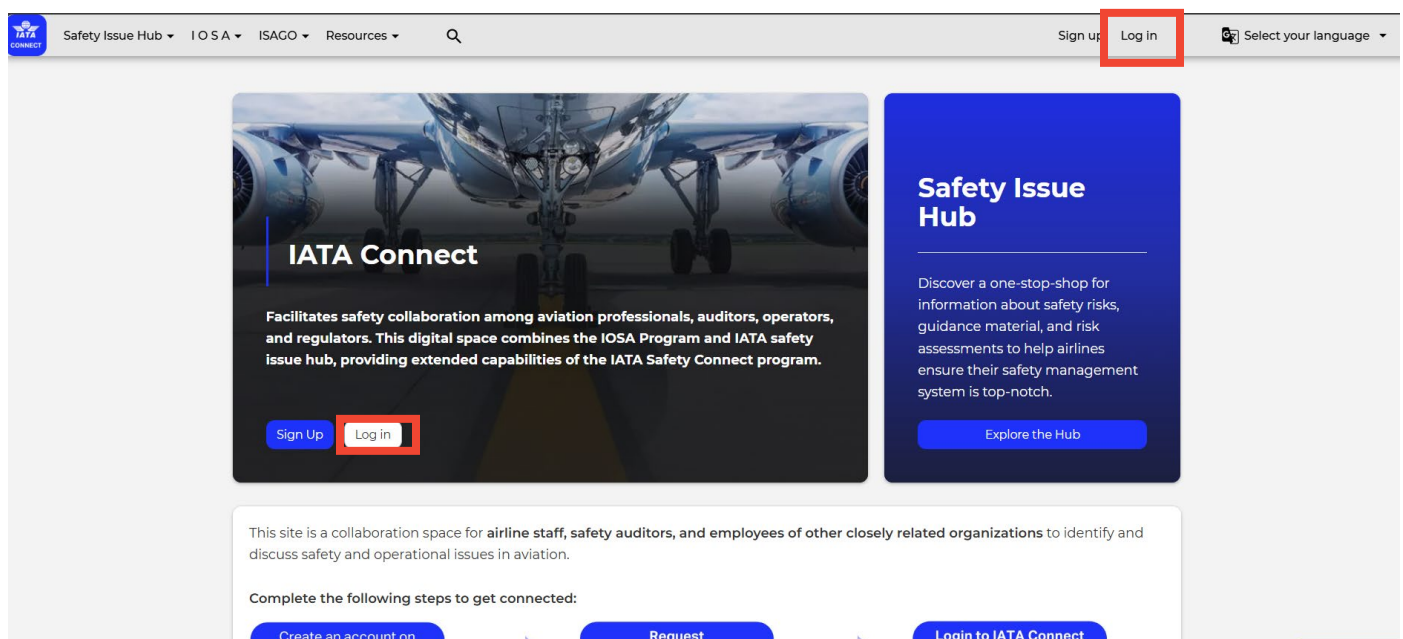
1.4. Password reset

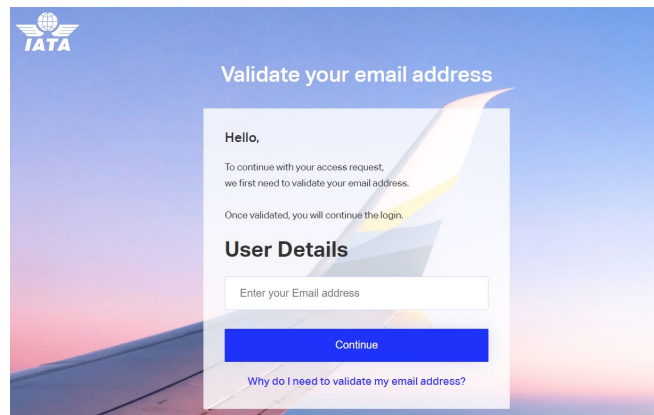
The IATA Connect admin team cannot edit or change any settings within your account on the portal, or reset your password. If you forget your IATA password, please go to the IATA Customer Portal and select FORGOT PASSWORD.

2. Logging in to IATA Connect

Once you have successfully created an account, you can login:

1. Through the IATA Customer Portal by going to SERVICES > MY SERVICES > IATA Connect > GO TO SERVICE
2. Directly through the [IATA Connect website](#) using the LOGIN button
3. Directly through the APP

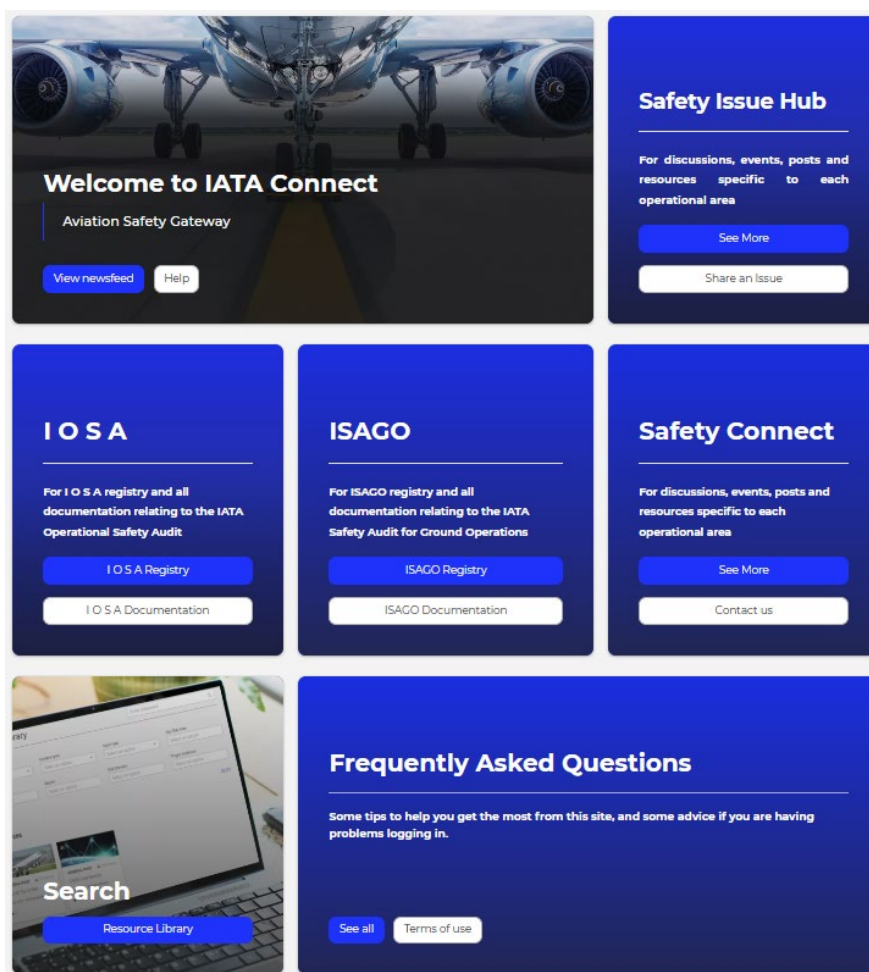




Enter your email address to validate your account. You will then be directed via the IATA Customer Portal to enter your IATA customer portal password.

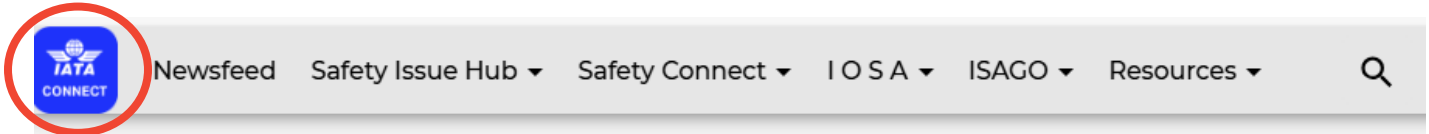
3. Home page

Once logged in, you will land on the home page.



From here, you can access the activity you need through the information tiles or the menu bar at the top.

To return to the home page at any time, select the blue IATA Connect logo on the top left corner of the menu.



4. Main Menu

The main menu is aimed to help you find the activity that is most appropriate to you. It comprises of the following elements:

4.1. Newsfeed

The newsfeed is a Social media style activity feed which shows a timeline of content that you have subscribed to or interacted with in the site, as well as any post which has been published and made visible to all users, "The community".

4.2. Safety Issue Hub

The Safety Issue Hub menu includes the following:

- THE HUB – The safety issue hub overview page, showing some of the most recent comment and risks.
- RISKS DASHBOARD– an interactive report of all risks captured by the Safety Issue Hub
- SHARE AN ISSUE – a link to allow any user to submit a safety risk to IATA

4.3. Safety Connect

The Safety Connect menu includes the following:

- OVERVIEW – a page to show the existing groups and a teaser of some of the related content.
- SAFETY - direct access to the Safety Group.
- CABIN – direct access to the Cabin Ops Group.
- CARGO – direct access to the Cargo Ops Group.
- FLIGHT – direct access to the Flight Ops Group.
- GADM USERS – A group reserved for airline users participating in the GADM program and who are users of the GADM Hub.
- GROUND – direct access to the Ground Ops Group.
- REGIONAL INTEREST – direct access to the list of IATA regional interest groups.

4.4. IOSA

The IOSA Menu includes the following:

- IOSA Discussion Group – an IOSA related discussion group open to all users
- IOSA Documentation – a link to the resource library, filtered to show IOSA related documentation
- IOSA Registry – the list showing the registry and status of all IOSA airlines

4.5. ISAGO

The ISAGO Menu includes the following:

- ISAGO Auditors Group – A discussion group restricted to ISAGO Auditors
- ISAGO GHSP Group – A discussion group restricted to GHSPs
- ISAGO Registry – the list showing the registry and status of all ISAGO GHPS

4.6. RESOURCES

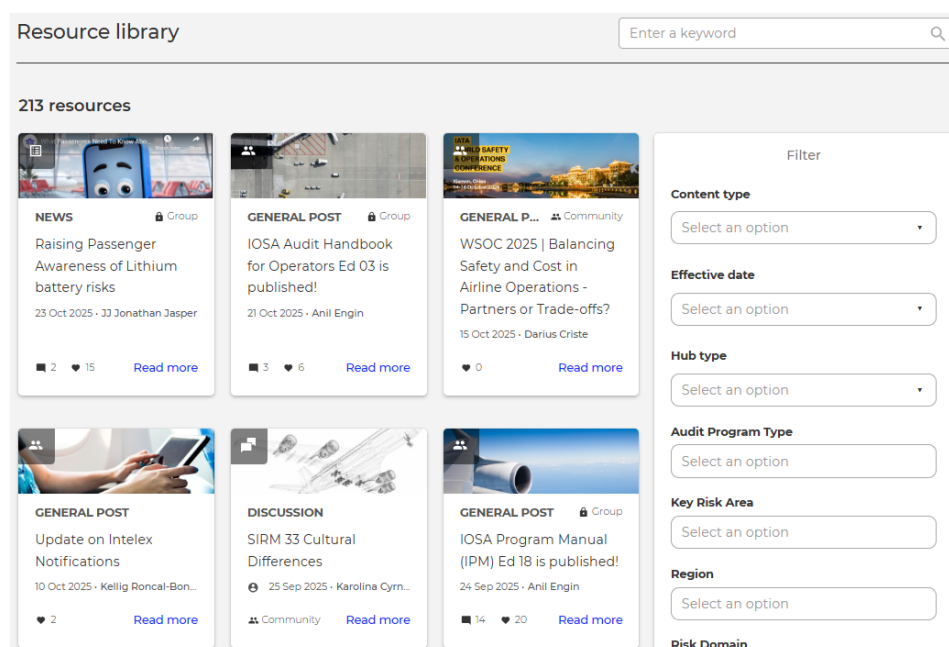
The Resources menu item contains the following:

- Resource Library
- Directories
 - Airlines
 - Ground Handling Service Providers
 - Other Organizations

The Directories include all Airlines, Ground Handling Service Providers, and other aviation related organizations that have a profile or group within the IATA Connect site.

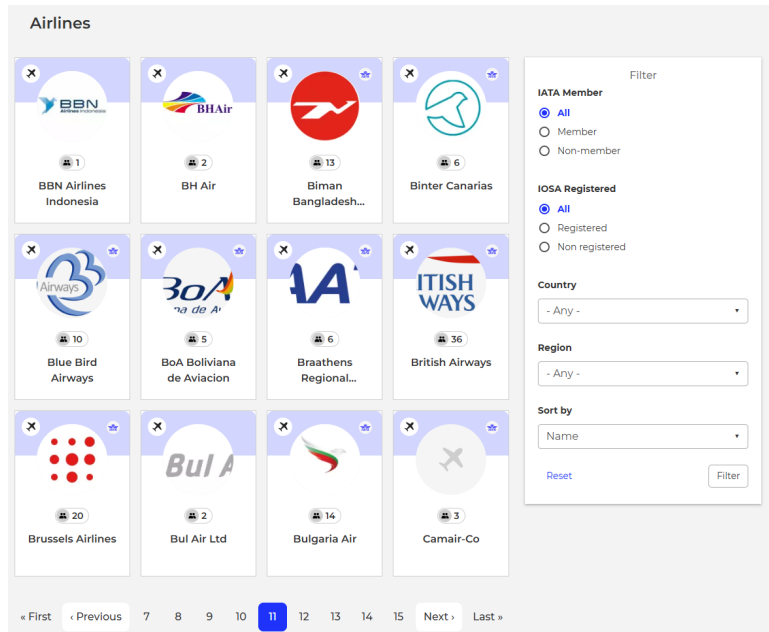
4.6.1 Resource Library

The resource library is a search feature, showing all topics, posts, discussions and files that the user is permitted to see which have also been selected for inclusion in the library. Use the filtering options to find the appropriate resources.



4.6.2 Airline Directory

The Airline Directory lists all airlines on the platform and provides basic operational and safety information for each.



Airlines

BBN Airlines Indonesia (1), BH Air (2), Biman Bangladesh... (13), Binter Canarias (6), Blue Bird Airways (10), BoA Boliviana de Aviacion (5), Braathens Regional... (6), British Airways (36), Brussels Airlines (20), Bul Air Ltd (2), Bulgaria Air (14), Camair-Co (3).

Filter

IATA Member

- ☒ All
- ☐ Member
- ☐ Non-member

IOSA Registered

- ☒ All
- ☐ Registered
- ☐ Non registered

Country

- Any -

Region

- Any -

Sort by

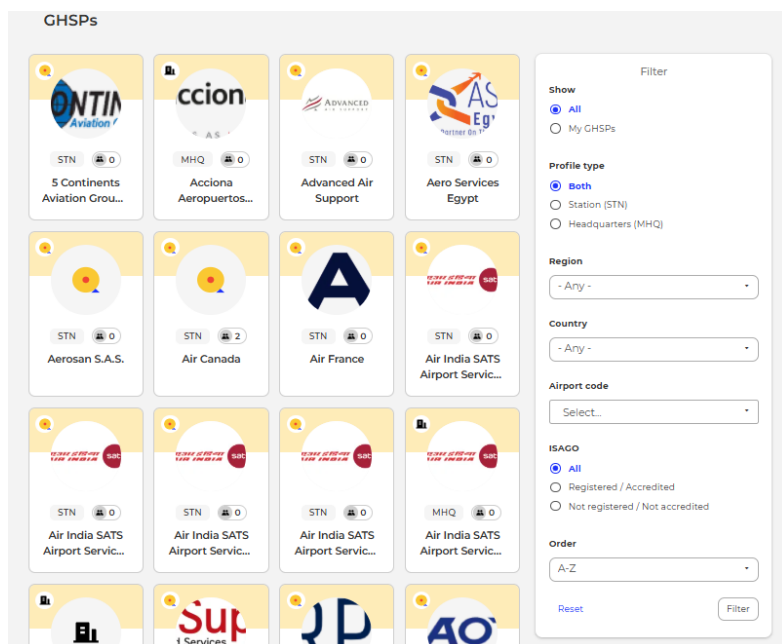
Name

[Reset](#) [Filter](#)

« First » [Previous](#) 7 8 9 10 **11** 12 13 14 15 [Next](#) » Last »

4.6.3 GHSP Directory

The “Ground Handling Service Providers” Directory lists all GHSPs featuring essential operational service details and, where available, complete information about each organization's headquarters and operational stations across its network. Any GHSPs may be listed here regardless of their ISAGO registration or station accreditation.



GHSPs

5 Continents Aviation Group (STN: 0), Acciona Aeropuertos... (MHQ: 0), Advanced Air Support (STN: 0), Aero Services Egypt (STN: 0), Aerosan S.A.S. (STN: 0), Air Canada (STN: 2), Air France (STN: 0), Air India SATS Airport Service... (STN: 0), Air India SATS Airport Service... (STN: 0), Air India SATS Airport Service... (STN: 0), Air India SATS Airport Service... (MHQ: 0), Sup (STN: 0), JP, AO.

Filter

Show

- ☒ All
- ☐ My GHSPs

Profile type

- ☒ Both
- ☐ Station (STN)
- ☐ Headquarters (MHQ)

Region

- Any -

Country

- Any -

Airport code

Select...

ISAGO

- ☒ All
- ☐ Registered / Accredited
- ☐ Not registered / Not accredited

Order

A-Z

[Reset](#) [Filter](#)

4.6.4 Other Organizations

All organizations



TRADE ASSOCIATION
IATA
193 followers

Following

[Read more](#)

Filter

Type

- None -

Filter

4.7. Search

The free text search function allows you to search for any user or other content in the site. It does not include documents/files, as these are found within the resource library or within the associated group files section.

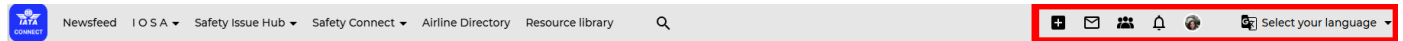
door| 

ISSUE	Inadvertent slide deployment/disarming of cabin doors
DISCUSSION	Cabin Doors and Exits
QUESTION	A319/320/321neo Door Component Colors
QUESTION	Arming/Disarming Procedure
	Kai Bredemeier
ISSUE	Aircraft ground damage caused by ground support equipment (GSE).
GENERAL POST	How do you raise awareness of ISD among cabin crew?

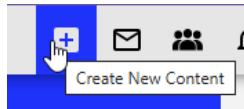
[SEE ALL RESULTS](#)

5. Personal menu

The personal menu is shown on the right side of the menu bar.



5.1. Create Content



This option gives you direct access to add a new TOPIC post.

5.2. Inbox



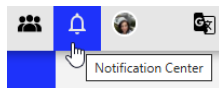
This option displays any messages sent to you from other users, and any emails generated by the system.

5.3. My Groups



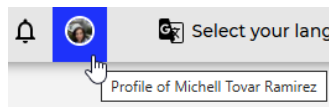
This option displays all the groups to which you have joined.

5.4. Notifications



Any notifications from the site are displayed here, for example when someone comments on your post, or sends a message.

5.5. My Profile



This option allows you to update your profile details, work history, experience and interests, which will help IATA teams and other users to find you and ensure you see relevant content.

5.6. Language and translation

You may change the language displayed throughout the site. This translation is powered by Google translate and is not a feature managed by the site itself. Therefore, when posts use acronyms or specific aviation terms, these may not always translate correctly.

To reset any translation to English, use the RESET button in the bottom right to clear the cache of any mistranslated words or acronyms.

Resource library

+

Select your language

English	Cebuano	French	Hungarian	Kyrgyz	Mongolian	Serbian	Tamil
Afrikaans	Chichewa	Frisian	Icelandic	Lao	Myanmar (Burmese)	Sesotho	Telugu
Albanian	Chinese (Simplified)	Galician	Igbo	Latin	Nepali	Shona	Thai
Amharic	Chinese (Traditional)	Georgian	Indonesian	Latvian	Norwegian	Sindhi	Turkish
Arabic	Corsican	German	Irish	Lithuanian	Pashto	Sinhala	Ukrainian
Armenian	Croatian	Greek	Italian	Luxembourgish	Persian	Slovak	Urdu
Azerbaijani	Czech	Gujarati	Japanese	Macedonian	Polish	Slovenian	Uzbek
Basque	Danish	Haitian Creole	Javanese	Malagasy	Portuguese	Somali	Vietnamese
Belarusian	Dutch	Hausa	Kannada	Malay	Punjabi	Spanish	Welsh
Bengali	Esperanto	Hawaiian	Kazakh	Malayalam	Romanian	Sundanese	Xhosa
Bosnian	Estonian	Hebrew	Khmer	Maltese	Russian	Swahili	Yiddish
Bulgarian	Filipino	Hindi	Korean	Maori	Samoan	Swedish	Yoruba
Catalan	Finnish	Hmong	Kurdish (Kurmanji)	Marathi	Scottish Gaelic	Tajik	Zulu

Reset

6. Groups

Groups are created within the site within the following four main category types:

- Safety
- IOSA
- ISAGO
- Regional Interest

6.1. Group descriptions

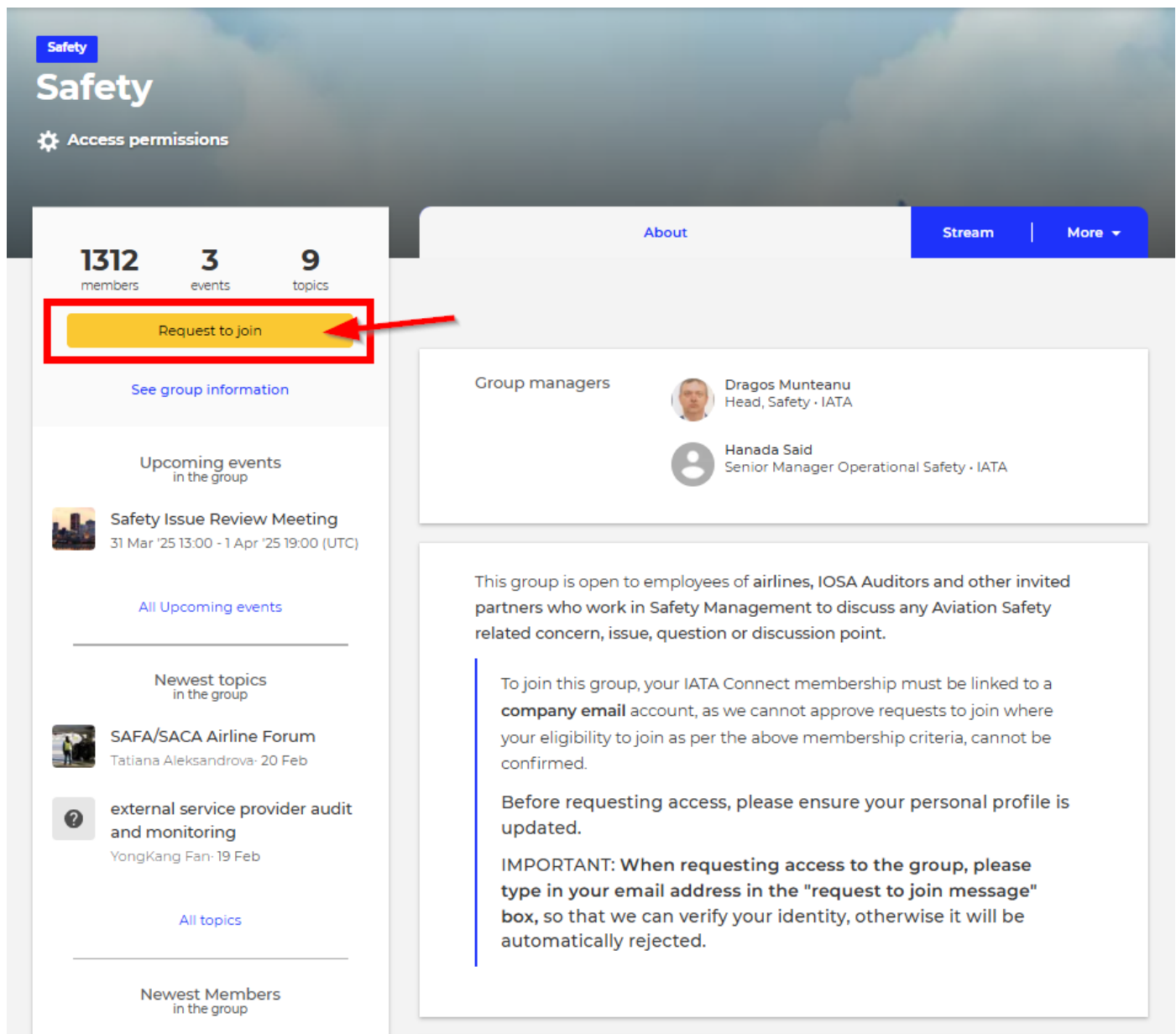
Group name	Type	Where to find it	Membership is limited to
Cabin Operations and Safety	Safety	Safety Connect overview page and menu	Airlines and aircraft manufacturers only
Cargo Operations and Safety	Safety	Safety Connect overview page and menu	Airlines and Cargo Service Providers
Flight Operations and Safety	Safety	Safety Connect overview page and menu	Airlines and aircraft manufacturers only
GADM Users group	Safety	Safety Connect overview page and menu	Only participants in IATA's Global Aviation Data Management program by invitation only.
Ground Operations and Safety	Safety	Safety Connect overview page and menu	Airlines and Ground Service Providers
AMERICAS	Regional Interest	Safety Connect overview page	Airlines and GHSPs based in or operating to/from the Americas
ASPAC	Regional Interest	Safety Connect overview page	Airlines and GHSPs based in or operating to/from Asia/Pacific
AME	Regional Interest	Safety Connect overview page	Airlines and GHSPs based in or operating to/from Africa and the Middle East
EUR	Regional Interest	Safety Connect overview page	Airlines and GHSPs based in or operating to/from Europe
NASIA	Regional Interest	Safety Connect overview page	Airlines and GHSPs based in or operating to/from North Asia
IOSA General Discussion	IOSA	IOSA Menu	All IOSA registered airlines and IOSA auditors
IOSA Auditors	IOSA	IOSA Menu	By Invitation only
IOG	IOSA	Invisible to users	By Invitation only
ISAGO Auditors	ISAGO	ISAGO Menu	By Invitation only
ISAGO GHSPs	ISAGO	ISAGO Menu	GHSPs only

6.2. Joining a group

In some cases, you may be assigned to the groups most relevant to you by a site administrator where appropriate.

If you are not a member of a group, when you navigate to it, you will be directed to the ABOUT page. From here, after reviewing the join criteria, you may choose the REQUEST TO JOIN option. Your application will be reviewed by the group owner before access is granted or declined.

Where a group is set to “invitation only” you cannot request to join.



Safety

Access permissions

1312 members 3 events 9 topics

Request to join

See group information

Upcoming events in the group

Safety Issue Review Meeting
31 Mar '25 13:00 - 1 Apr '25 19:00 (UTC)

All Upcoming events

Newest topics in the group

SAFA/SACA Airline Forum
Tatiana Aleksandrova · 20 Feb

external service provider audit and monitoring
YongKang Fan · 19 Feb

All topics

Newest Members in the group

About

Stream | More

Group managers

Dragos Munteanu
Head, Safety · IATA

Hanada Said
Senior Manager Operational Safety · IATA

This group is open to employees of airlines, IOSA Auditors and other invited partners who work in Safety Management to discuss any Aviation Safety related concern, issue, question or discussion point.

To join this group, your IATA Connect membership must be linked to a **company email** account, as we cannot approve requests to join where your eligibility to join as per the above membership criteria, cannot be confirmed.

Before requesting access, please ensure your personal profile is updated.

IMPORTANT: When requesting access to the group, please type in your email address in the "request to join message" box, so that we can verify your identity, otherwise it will be automatically rejected.

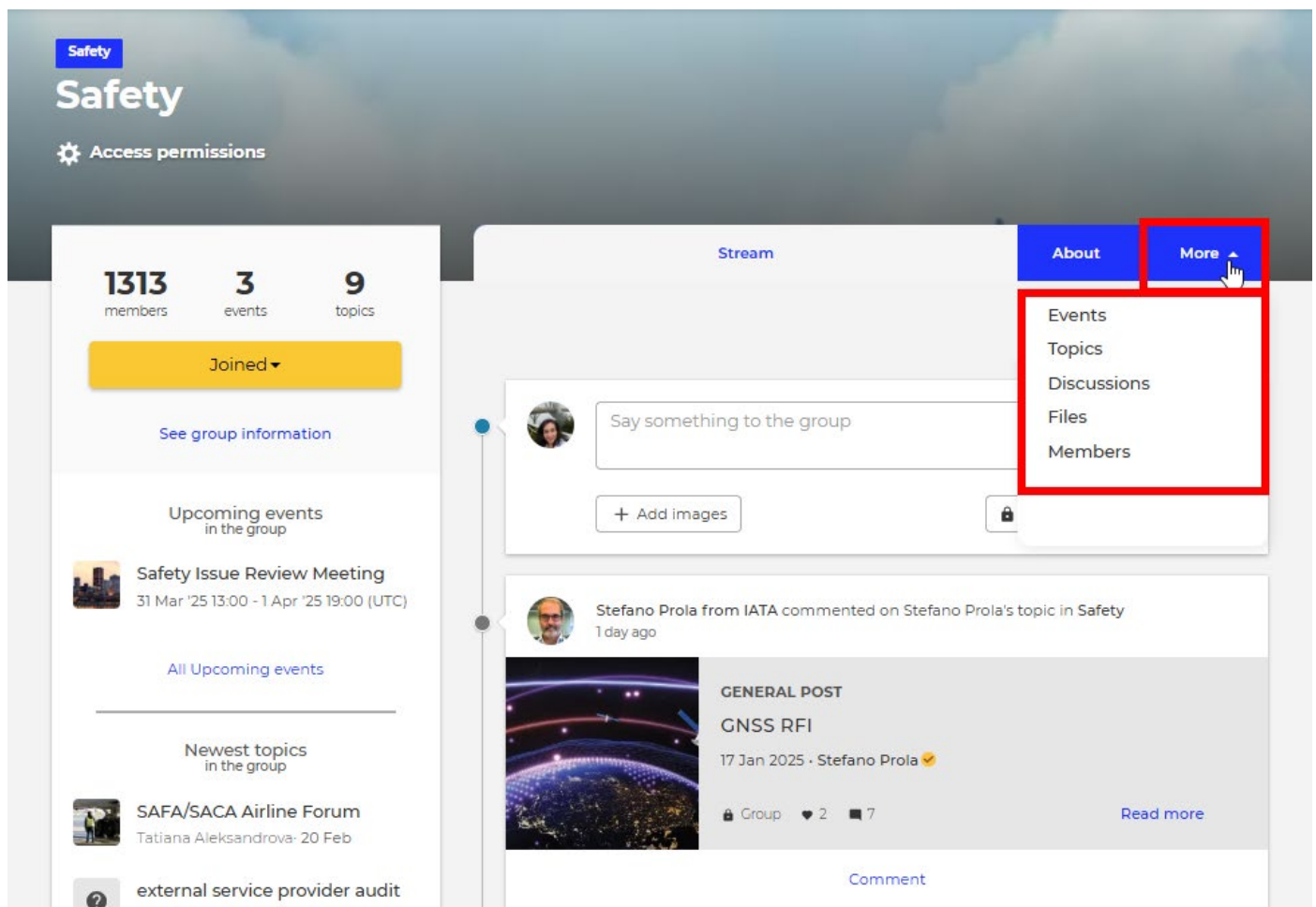
As the group manager may wish to validate your identity in order to confirm eligibility to join, we recommend that you **fully complete your profile details to help them identify you more accurately.**

6.3. Group content

Once you have joined a group, the tabs across the top of the group page display the associated content.

Use the MORE dropdown to see more tabs and content.

- **Stream** – this displays a timeline feed of all content.
- **About** – Contains the group description.
- **Events** – displays any Events posted within the group.
- **Topics** – displays all topics posted within the group
- **Discussions** – displays all discussions posted within the group
- **Files** - (If enabled for the group) displays all files uploaded to the group



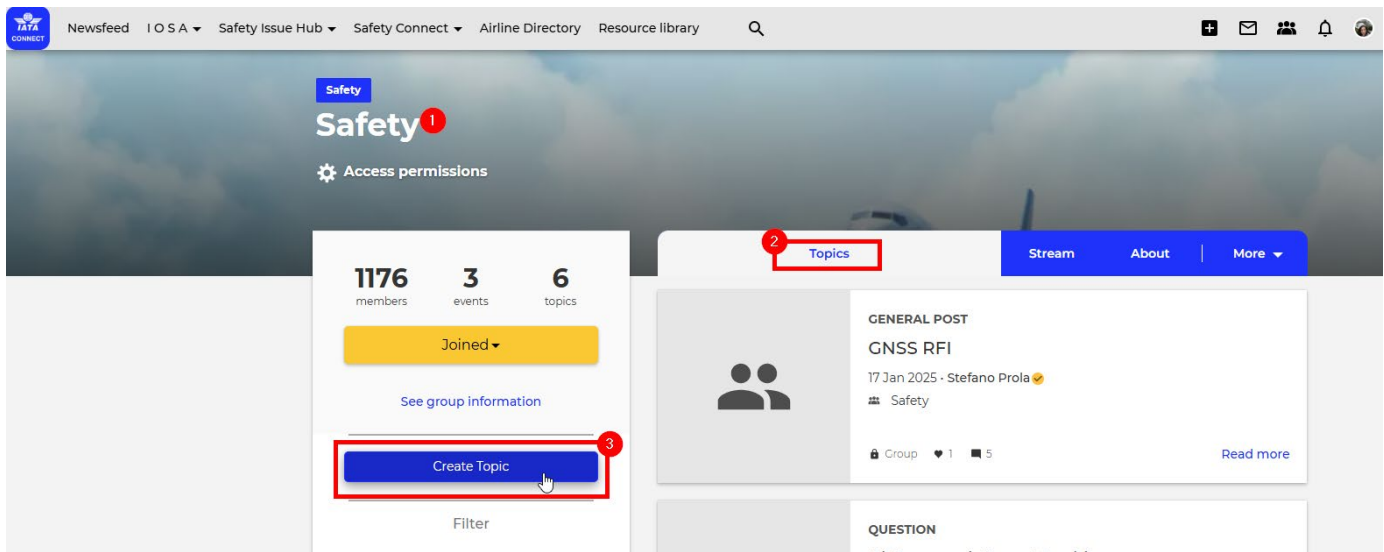
The screenshot shows the IATA Safety group page. On the left, there's a sidebar with statistics: 1313 members, 3 events, and 9 topics. Below this is a 'Joined' button and a link to 'See group information'. The main content area has tabs for 'Stream', 'About', and 'More'. The 'More' tab is highlighted with a red box, and its dropdown menu is open, showing options: Events, Topics, Discussions, Files, and Members. The 'Stream' tab is currently selected, displaying a post by Stefano Prola from IATA about GNSS RFI, dated 17 Jan 2025. The post includes a 'Read more' link and a 'Comment' button.

7. Topics

All users may create a **TOPIC** Post. A TOPIC post should be used when there is a need to ensure that the post is available within search results and the resource directory.

7.1. To make a topic post visible within a group

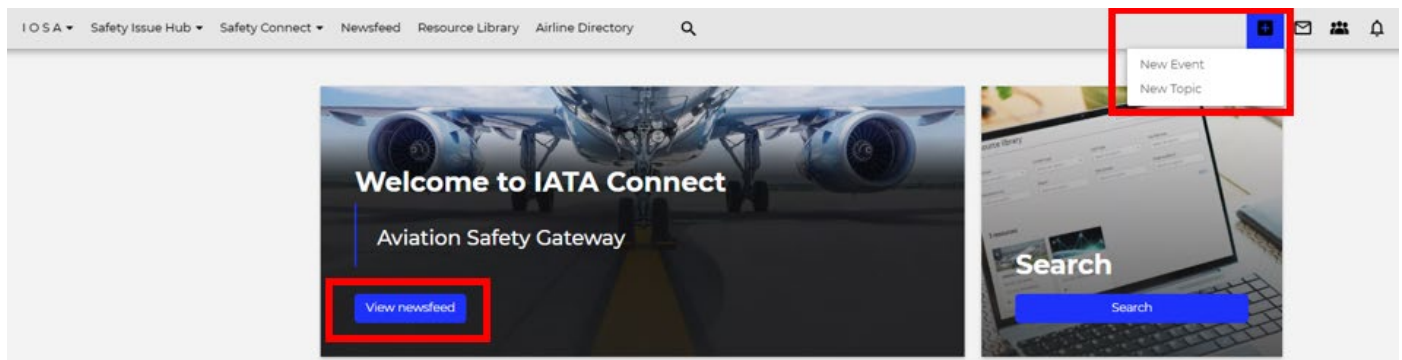
- 1) Navigate to the required group.
- 2) Select the TOPICS TAB
- 3) Select CREATE TOPIC button to make a topic post visible only to the group members.



7.2. To make a topic post visible to all users

In order to keep each user's newsfeed relevant to their interests and subscriptions, **we encourage you to post within groups**, and not make posts visible to all users. However, if your post is applicable to all users, regardless of their specific interest:

- 1) Select the + sign in the personal menu.
- 2) Select NEW TOPIC



7.3. Topic post settings

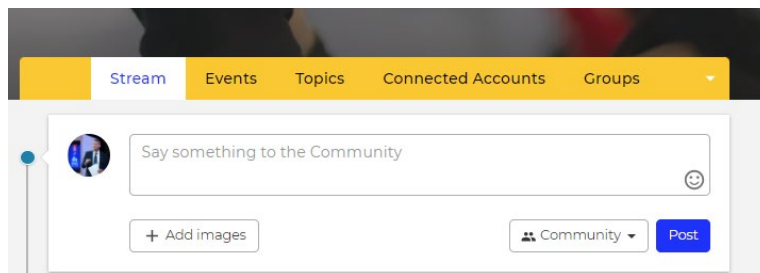
When creating a new topic, the TYPE, TITLE and DESCRIPTION are the minimum mandatory fields to be completed.

Additional settings can be completed for:

- A cover image. If not selected, a basic icon will be used instead.
- Access Permissions – choose the group in which to post the topic or leave as NONE to post to all users.
- Tags – these can be added as appropriate to the content in the post.
- Attachments can be uploaded.
- Editors
- Comment settings – open to allow others to post comments and replies, or hidden to prevent others from posting replies and comments.

8. Social Posts

You may create a social post, either from your own profile page to all users, or within a group page to members of that group.



Similar to other social media platforms, a social post appears within the newsfeed and other users can interact and comment, however, it will not appear within any search results or within the resource library.

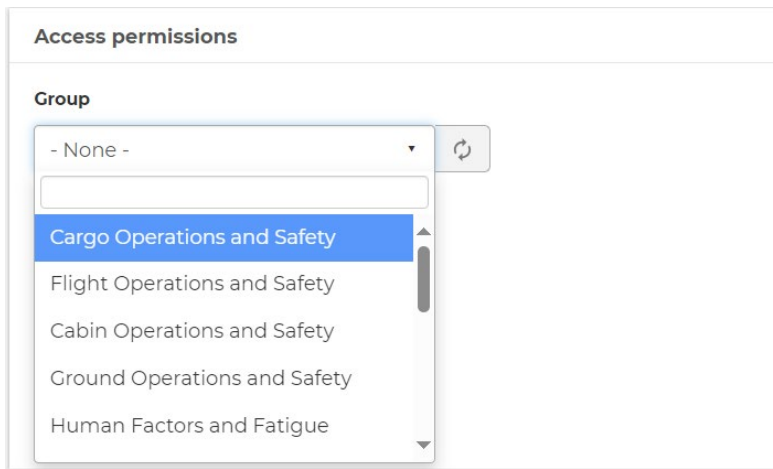
If you make a social post which contains a subject of importance or which might need to be retrieved at a later date, we encourage you to make a TOPIC post instead.

9. Visibility of posts and topics

You can make a social or topic post visible to the community (all users), or to members of a specific group, according to where you are in the site when creating it.

If you are a member of a group and use the SAY SOMETHING TO THE GROUP in the stream or CREATE TOPIC (7.1) buttons on the group page, your post will be visible only to the group members.

If you use the NEW TOPIC (See 5.1) options in your profile menu, your post will be visible to the entire community, unless you select a group within the topic access permissions setting as shown below.



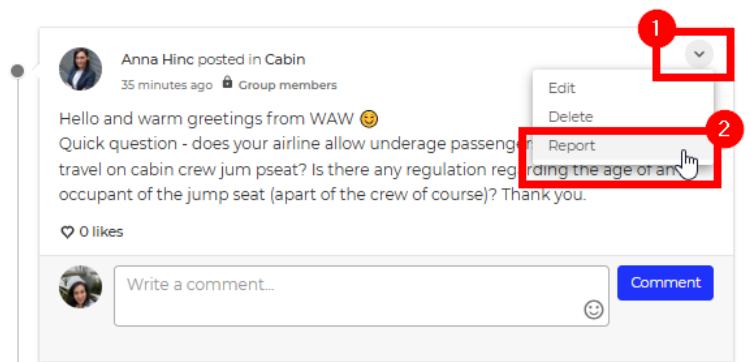
Where a post is visible to all users, but a group owner or administrator considers it to be sensitive, or more appropriate to be visible only to a specific group of users, the group owner or IATA content manager may move it.

10. Reporting a post

We encourage you to report any comment or post which falls into any of the following categories.

- Abuse
- Anti-trust and competition
- Spam
- Unauthorized sharing of copyrighted or commercial documents
- Other

To report a comment, use the arrow in the top right corner and select REPORT. Once reported the comment will be unpublished automatically.



Site admins will review the reported content and remove it permanently or reinstate it as appropriate.

11. Discussions

Only IATA staff can create a DISCUSSION post. Discussion posts will appear in your newsfeed and within the DISCUSSIONS tab in a group.

Discussion posts are used to seek feedback on a specific issue or document and are generally moderated by group owners or set to close on a specific date.

12. Events

Only IATA staff can create an EVENT post. Event posts will appear in your newsfeed and within the Events tab in a group.

13. Getting the most out of the site

- Upon first joining the site, **update your profile** so that others can see your interests and expertise, and so that Group Owners can more easily validate any membership request.
- Review the available discussion groups and request to join those which are of interest to you.
- Topics and other content may include tags to group content by interest. Select a tag to follow it, so that your newsfeed will prioritize content that is of interest to you.

14. Document History

Owner(s):	Safety Connect – Site Managers
Available to:	All users

Version	Date	Changes - Comments
V0	Aug 2024	Initial version
V1	Feb 2025	MTR → Updated steps in processes, groups info, updated images, and general editing review as per latest changes in the platform since inception.
V2	Nov 2025	Added sign up process Updated Homepages Updated Menu. Addition of ISAGO, GHSPs, auditors and associated groups. Removal of Human Factors Group. Addition of GADM Users Group