

# Standards Setting Workspace

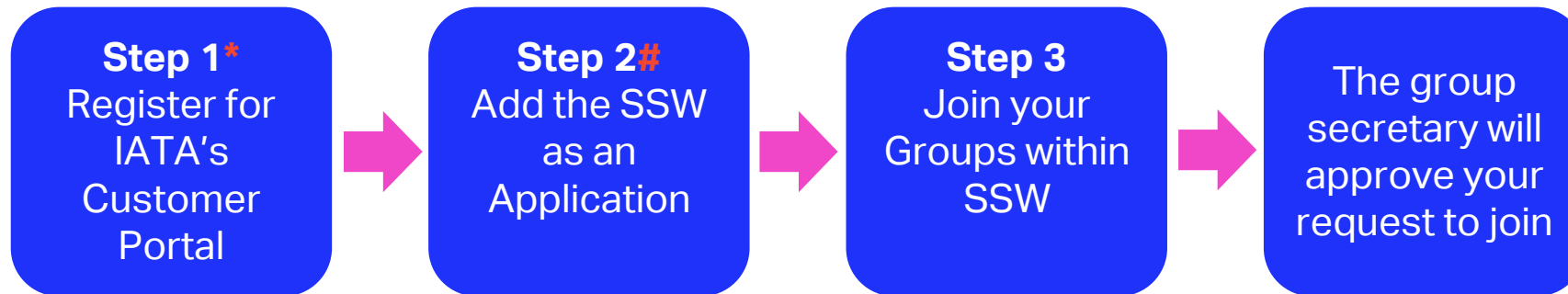
Guide to registering online

March 2019



# Three Steps

- Registering for the Standard Setting Workspace (SSW) requires 3 steps:



\*If you are already registered with the IATA Customer Portal, simply log in and progress with Step 2

#If you are already an SSW user, simply find your group and request to join in Step 3



# Step 1: Customer Portal



To register for the Customer Portal, go to the below link and follow registration instructions:

<http://www.iata.org/customer-portal/Pages/index.aspx>

Please note for the Account Type to only choose "Airline" or "Other Company"

## Customer Portal

Choose a language ▾

This is where you will find all the support needed regarding BSP or CASS operations, Airline coding, Agency accreditation, Financial F ICCS, and many other topics.

Our public FAQs will help you search for specific answers, while our Resource Center will allow you looking for relevant documents.

If you need to get in touch with IATA, or if you wish to access one of our portal services, please register and log into our Customer Po

Frequently Asked Questions



Customer Portal

**Not yet registered ?**

Please self-register as a new user



**Existing user ?**

Please login with your email address

### Registration Process

① Email Validation

② Contact Details

③ Company Details

Search your company

\* Type of Customer

Airline

Company Location

\* Company Name

Search for Company Name or IATA code (minimum 3 characters)



# Step 2: Log into the Customer Portal



Once you have confirmed your email and received a temporary password, log into the IATA Customer Portal and create a password



*Note that this is a system generated message. Please do not respond to this email.*

Dear Mr.

Welcome to IATA Customer Portal.

Your e-mail address is

Your temporary password is DZZPyO1a

Please click on the button below to finalize your registration process:

**Complete your registration**

Thank you for signing up,

IATA Customer Service

[iata.org/cs](http://iata.org/cs)

Your password must have at least:

- 8 characters
- 1 letter
- 1 number

Temporary Password

New Password

Confirm new Password

**CHANGE PASSWORD**

**IATA**

# Step 2: Adding SSW as a Service

Once logged into the Customer Portal, simply go to the "Services" tab, and select the "Standards Setting Workspace" as a new service. You will receive an email once approved



Looking for a service?

Search Services

My Services Available Services

Your company's services are listed below.

**Standards Setting Workspace** ↗

The Standards Setting Workspace is a platform enabling seamless collaboration for and between standards.

Manage Service Go to Service

Welcome

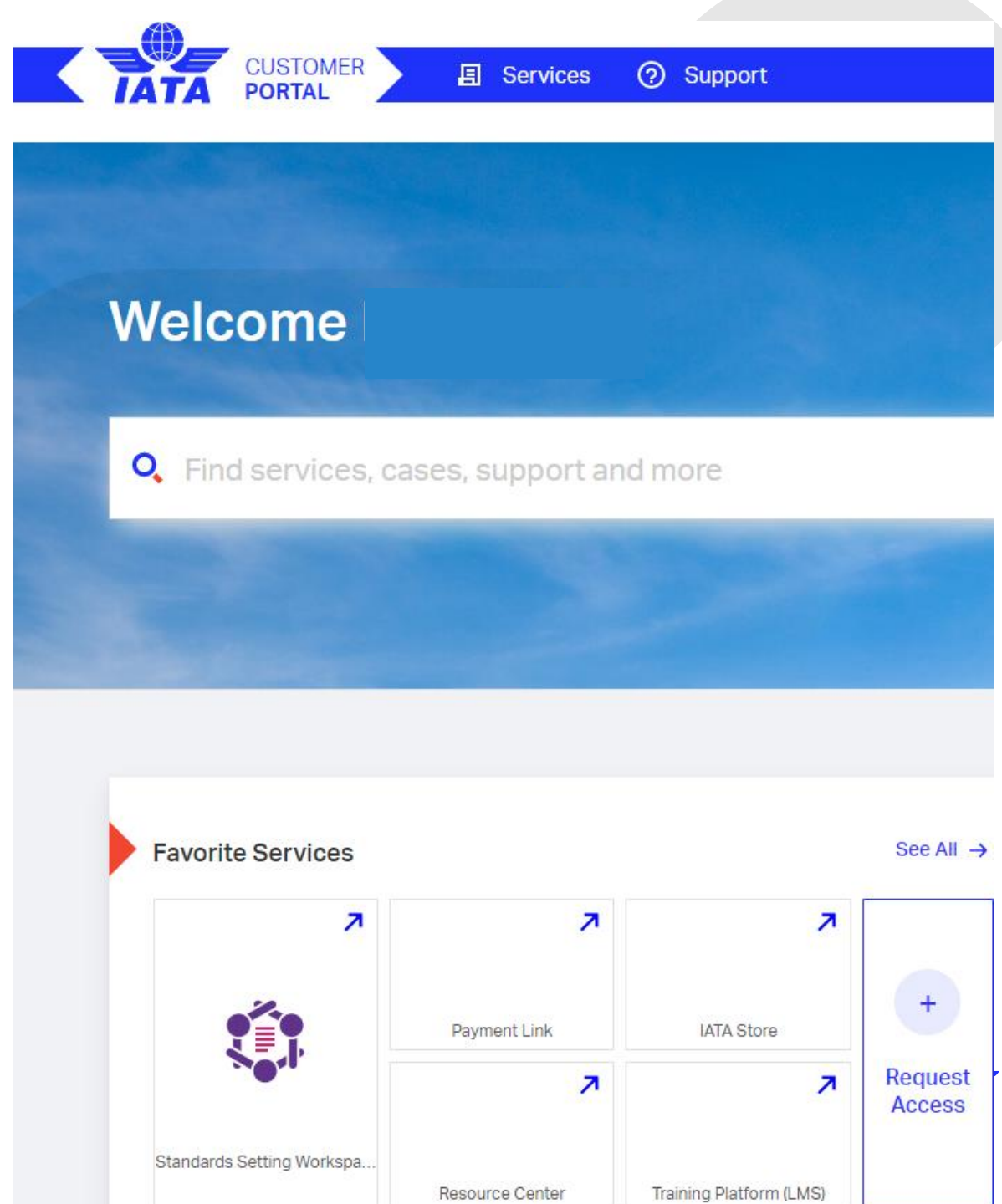
Find services, cases, support and more

Favorite Services See All → For You

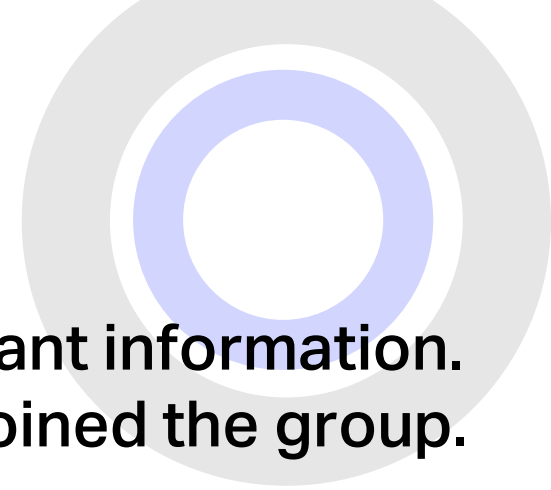
# Step 2: Adding SSW as a Service

A shortcut to SSW will be available on your IATA Customer Portal home page under "Favorite Services"

Or from now on, you can access SSW directly at <http://Standards.iata.org>



# Step 3: Standard Setting Workspace



Once logged in to SSW, you will see the below tabs with the relevant information. All the documentation can be found under Workspace tab once joined the group.



Latest Discussions

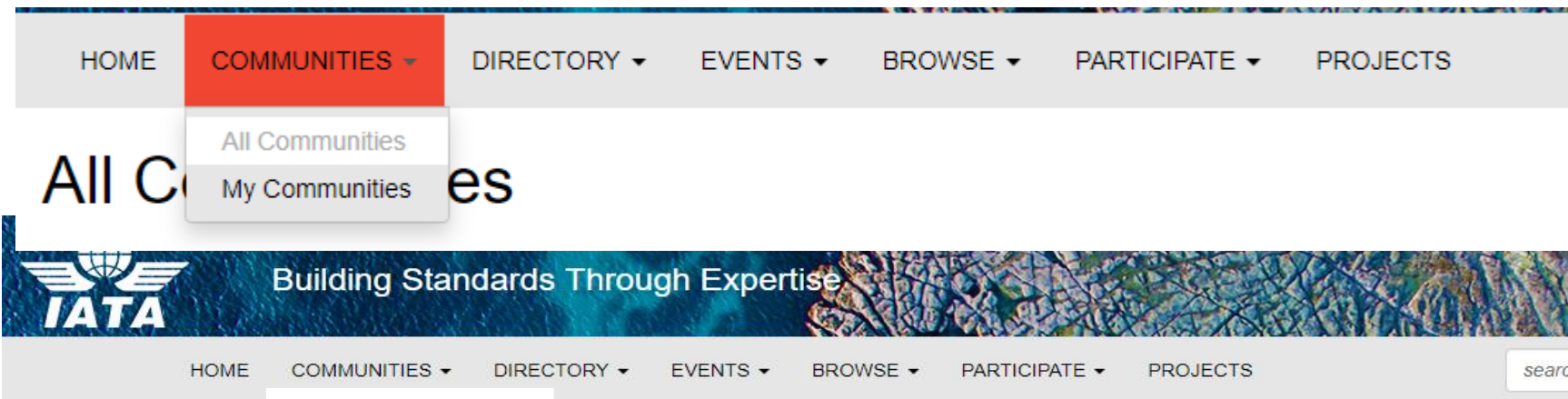
Upcoming Events



# Step 3: Joining Groups



Select "All communities" from the Communities dropdown.  
Find the Group that you would like to join and send a request.  
\*This will open a new email message. State your Name, Company, and the Secretary will add you to the community as requested.



## Passenger Standards Conference Settings

Community Navigator

Community Home Discussion 4 Discussion Documents 1 Events 1 Members 239 Workspace

To join this group, [contact the Secretary.](#)

Contacts

**Secretary:** Henry Coles

IATA SSW ACCOUNT





# Tabs description

The following tabs will be available in the community:

- Community Home – this is a place where you can see latest discussions, announcements, files and community members.
- Discussions – Here you can discuss either by posting a new message or replying to an existing thread.
- Discussion documents -This is a place where all the files and documentation is stored.
- Events – Here you can see events for this community (ex. calls, voting etc).
- Members – Members of the community are listed here.
- Workspace – depending on the community, you will find ballots, action items and documents.





# Issues

For issues with registration or logging in,  
contact SSW Support [SSW@iata.org](mailto:SSW@iata.org) or [Standards@iata.org](mailto:Standards@iata.org)

