Frequently Asked Questions

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General Questions:

How can I contact the Support Centre?

In case of any issues regarding the use of the portal (problems accessing the portal, need for password reset, technical issues), please contact the JRT Support Centre via:
Email: support-iag@iagportals.com or via
Phone: local phone numbers are currently available in the following countries.

COUNTRY	CITY	TEL. NUMBER
UNITED KINGDOM	LONDON	(+44) 2033186331
PORTUGAL	NATIONAL	(+351) 308806400
COLOMBIA	BOGOTA	(+57) 15087406
MEXICO	MEXICO CITY	(+52) 5541703882
ARGENTINA	BUENOS AIRES	(+54) 1159842361
CHILE	SANTIAGO DE CHILE	(+56) 225813915
GRECIA	CHANIA	(+30) 2821008701
OTHER	CHANIA	(+30) 2821008701

Kindly note that when you call the Support Centre, it would be useful to give your echo token.
Echo token is the transaction id of your attempt to make a booking.
You can find it at the end of the URL/address:
https://agencyportal.iag.cloud/.... ?searchId=967a489d-4ca1-4efe-aeb1-2362a8a58755

Issues with fares or existing reservations

Should you experience issues with your fares or with any existing reservation, please contact directly **BA Travel Trade** if the flight is marketed by **British Airways**:

Toll: 0044 906 7060010
Toll Free (UK): 0203 564 4897

Or contact IB NDC Call Center if it is a ticket from **Iberia**:

Toll Free (ES): (+34) 919 046 357 only Spain 24H and 7/7
For the rest of the markets, dial your usual local Call Center number selecting NDC option from the touch-tone menu attended the same usual timetable 7/7

How do I change the language?

Click on the square button in the top right corner of any page and select which language you want to use. Available in Spanish, English and French.

How do I register?

Please contact your airline representative so that they can guide you within process.

How many attempts do I have to sign in?

Your account will deactivate after 6 unsuccessful sign in attempts.

How long does it take the system to time out?

The system will time out after 20 minutes of inactivity.

How do I view my profile information?

Click on your profile picture in the top right corner to see a summary of your profile information. You can press the edit button to get the full information.

How can I change or update my profile and password?

Click on your profile picture icon in the top right corner and the edit button from the drop down. This will take you to your profile information in an editable form. Make your desired changes, then press save at the bottom of the screen. You will get a popup confirming your changes were successful.

How do I make a seat selection?

In order to make a seat selection, complete the passenger details and select “seat” for each applicable sector of the journey. Click to the next step and the seat map will be displayed for each sector. When you click on an available seat, a pop up window will describe the seat. When you click select, you will then have the choice to save the selection or pick another seat.

How do I book and hold?

- Association Admin / Employee selects Bookings menu at the top of the page -> Create booking
- Select ticket details as per your requirement.
- Click on "Search" button.
- Select flight number and cabin as per your requirement.
- Complete details in Passenger menu.
- Booking seat is optional.
- Select “Book and Hold” button.

- Booking reference will generate with the booking expiry ticketing limit and time stamp.
- Hold booking notification email sent out to the associated email registered for the agency.

Does the Portal have any security settings when the user changes their own email profile?

Two Factor authentication is required for each of the following scenarios:
a. When the user Profile changes, including their own e-mail.
b. When anyone resets their password settings.

As is the case for login, once the two-factor authentication has been used, the portals do not ask for this again for 30 days on a user profile level, across all devices.

How can I filter the departure or arrival time of the search results?

Click the red filter icon in the top left to open the filters, then use the sliders to adjust the time accordingly.

Agency Administrator

How do I create an Administrator for a Sub Agent?

To add an individual administrator for a sub agency, click on the Agency menu at the top and then, “Add Sub Agency Admin”. You can upload a profile picture if desired by clicking on the “+” and navigating to a picture file. Use the drop down list to select the agency that the new administrator belongs to. Fill in all fields of the form. At the bottom, you will see privileges that can be switched on or off. Here you can control which IATA numbers/agencies they can have access to. When the page is complete click “Save”. You will get a pop up window showing that the new admin has been created. An email will be sent to the new admin informing them of their account creation. They will be required to set up a new password on their first sign in.

How do I add multiple Sub Agency Administrators?

Click on the Agency menu at the top and then, “Add Sub Agency Admin” from the dropdown. Click the “multiple” tab. To create a correct zip file to upload, you will need to download the template document. This can be found by clicking the “?” button to the right of the “Choose a ZIP file” button. This will bring up a help dialogue with a link to the file you need to download. Download the CSV file and use it as a template for adding your own users. Follow the same format as the default entries, otherwise the CSV file won’t be able to be read by the system when you attempt to upload it. Once your file is finished, click the “Choose a ZIP file” button and select your file. Choose a default password for these admins (these will be changed by the Individual admins as part of the first time logon) and then click “Upload”.

How do I view a list of Agency Administrators?

Click on the Agency menu at the top of the page and select, “Browse Agency Admins” to get a list of your company’s administrators or select “Browse Sub Agency Admins to get a list of Sub Agency Admins. To view administrator details without the need to edit, click on the red down arrow next to the picture.

How can I edit an Agency Administrator’s profile and/or privileges?

As an Agency Administrator, you can only edit Sub Agency Administrators of your Agency. An Airline Administrator can edit an agency administrator’s profile and/or privileges.

Click on the Agency menu at the top of the page and select “Manage Sub Agency Admins”.
To edit a profile, click on the edit button and make the required changes.

What if the entry to be updated does not have a red edit button?

This means that you do not have authority to change the entry.

How can I find a particular Agency Administrator from our agency?

Click on the Agency menu at the top of the page and select, “Browse Agency Admins” to get a list of your company’s administrators or select “Manage Sub Agency Admins to get a list of Sub Agency Admins. Type the name in the search box, use the filter and sort buttons at the top right of the grid to modify the list

How do I activate/deactivate an Agency Administrator?

Only an Airline Administrator can activate/deactivate an Agency Administrator. Click on the Agency menu at the top of the page and select “Manage Sub Agency Admins to get a list of Sub Agency Admins. The administrators with the red edit button can be updated by you. Click on the red edit button. To deactivate or activate the administrator, drag the button accordingly.

How do I change an Agency Administrator’s password?

Only an Airline Administrator can change an Agency Administrator. Click on the Agency menu at the top of the page and select “Manage Sub Agency Admins to get a list of Sub Agency Admins. The edit button is highlighted red for those admins you are able to change. Click on the edit button and scroll down to the password section. Make appropriate changes and click save.

How do I add an Agency Employee?

To add an agency employee, click on the Agency menu at the top and then, “Add Agency Employee”. You can upload a profile picture if desired by clicking on the “+” and navigating to a picture file. Fill in all fields of the form and when the page is complete click “save”. You will get a pop up window showing that the new user has been created. An email will be sent to the new user informing them of their account creation. They will be required to set up a new password on first time logon.

How do I add multiple Agency Employees?

To add multiple employees, click on the Agency menu at the top and then, “Add Agency Employee”. Click the “multiple” tab. To create a correct zip file to upload, you will need to download the template document. This can be found by clicking the “?” button to the right of the “Choose a ZIP file” button. Download the CSV file and use it as a template for adding your own users. Follow the same format as the default entries, otherwise the CSV file won’t be able to be read by the system when you attempt to upload it. Once your file is finished, click the “Choose a ZIP file” button and select your file. Choose a default password for these employees (these will be

changed by the individual employees as part of the first time logon) and then click “Upload”.

How can I find a particular Agency Employee?

Click on the Agency menu at the top of the page and select, “Manage Agency Employees”. Now you can either type the name in the search box or use the filter and sort buttons to modify the list.

How do I view an Agency Employee’s profile?

Click on the Agency menu at the top of the page and select, “Manage Agency Employees” then, click on the down arrow next to their picture.

How can I edit an Agency Employee’s profile?

Click on the Agency menu at the top of the page and select, “Manage Agency Employees”. To edit a profile, click on the red edit button and make the required changes in the form.

What if the edit button is grey not red?

This means that you do not have authority to change the profile.

How do I activate/deactivate an Agency employee?

Click on the Agency menu at the top of the page and select “Manage Agency Employees”. Find the desired member and click the red edit button. To deactivate or activate the employee, drag the “Active/Inactive” button accordingly.

How do I change an Agency Employee’s password?

Click on the Agency menu at the top of the page and select “Manage Agency Employees”. The edit button is highlighted red for those employees you are able to change. Click on the edit button and scroll down to the password section. Make the desired change then hit save.

How do I view a list of Agency Employees?

Click on the Agency menu then, select “Manage Agency Employees”.

How do I search for flights?

Click on the Bookings menu at the top of the page and select “Create Booking”. Fill in the form and click search.

How do I shop from the fare grid?

Click on a fare and the display will filter to show options containing that fare type. To unselect, click the red button to show all.

How do I search for issued tickets and itineraries?

Click on the Bookings menu at the top of the page and select “Manage Bookings”.

How do I generate reports?

Click on the Report menu at the top of the page and select “Agency Sales”. Use the filter and sort buttons to manipulate the data. You can also export the report to excel for further processing.

Agency Employee

Please check the General Questions.

Additional Questions related to Servicing:

Does it matter which Portal I register for if I am just servicing? If so, which should I request access to?

Yes, you should be registered to the Portal that resembles you as a business:

- TMCs –https://corporatetravel.iag.cloud/register-tmc (only BA at the moment)
- Corporates direct to the portal – https://corporatetravel.iag.cloud/register (only BA at the moment)
- IATA Agents – https://agencyportal.iag.cloud/register

If a booking is made somewhere other than the Portal, and a change is made to the booking within the Portal, can this change be seen where the booking was originally made?

Yes, changes made in the portal can be retrieve with the booking reference.
If you have any issues please consult your service provider.