

Navigate Securily

Two Factor Authentication for the IATA Customer Portal

Webinar

18 January 2022



Before Getting Started



Two-factor authentication is a security feature that helps protect your Customer Portal account in addition to your password.

When you set up two-factor authentication, you will be asked to enter a **special login code each time you access the Customer Portal**.

To get this special login code, you can use an **authenticator app on your phone or desktop**.

We recommend you to install such an app before you get started.

Mobile Authenticators

You can find a selection of available authenticators below:

- Microsoft Authenticator ([click here for more details](#))
- Google Authenticator ([click here for more details](#))
- Twilio Authy ([click here for more details](#))

Desktop Authenticator

Twilio Authy can be downloaded and installed on desktop devices (Windows, Mac, Linux). This allows users to use IATA's two-factor authentication through their desktop. You can find more information and details on Twilio ([click here](#)).

Chrome Widget

A TOTP authenticator can also be installed as a widget on Google Chrome: [TOTP Authenticator](#) or [Authenticator](#).

First Time Setup – Overview

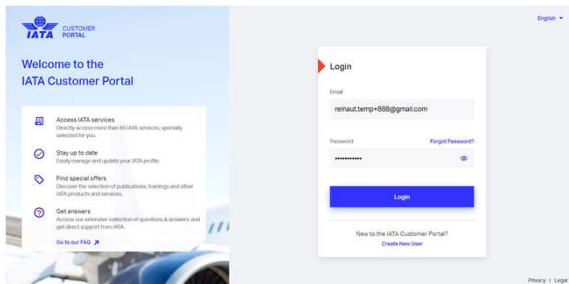


1

Go to Portal

<https://portal.iata.org/>

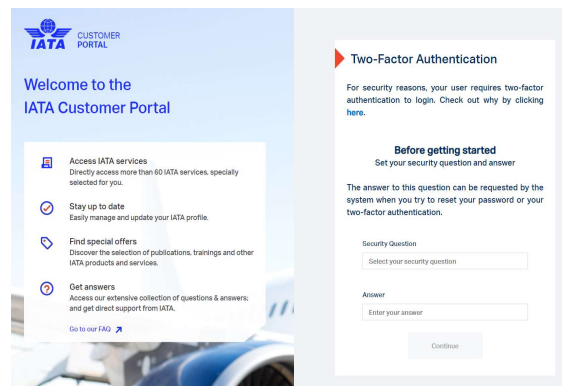
Use your email & password to login



2

Setup Security Question

To continue, you will be requested to add a security question & answer



3

Open Authenticator

Open the authenticator application on your phone, desktop or widget

▶ Two-Factor Authentication [Security Question](#)

Step 1
Open the authenticator

Google Authenticator



Android



iOS

Microsoft Authenticator



Android



iOS

Twilio Authy



Chrome



iOS

[See All](#)

First Time Setup – Overview



4

Scan QR code

Using the authenticator app, scan the QR code as shown on screen or enter the security key manually

Step 2

Use the authenticator to scan the QR code or enter the below key manually

QR Code



Key

or
QG7UKIW6FQLIV4KO
7KVHYKAYCZUVOPL
N

5

Enter the security code

Enter the code prompted by the authenticator app

Step 3

Enter the generated code from the authenticator app below.

5 8 7 5 3 0

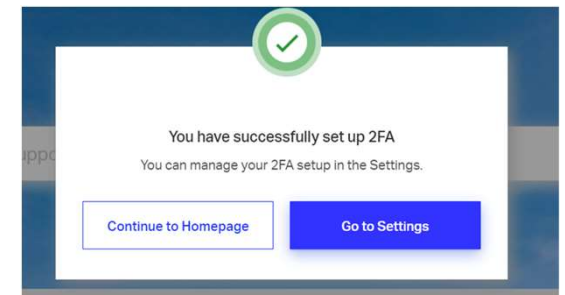
Continue

6

Click Continue

You will receive a success message.

Two-factor authentication is now activated.



Login Journey with 2FA

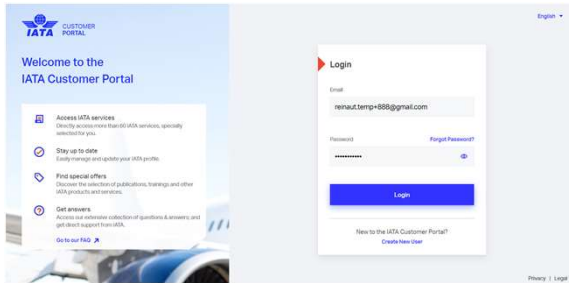


1

Go to Portal

<https://portal.iata.org/>

Use your email & password to login



2

Add code

Automatically prompted by the authenticator application on your phone or browser

Two-Factor Authentication

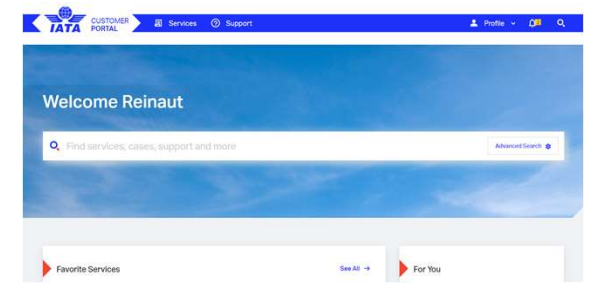
Please enter the code from the authentication app on your phone below.

Login

3

Logged In

You are successfully logged in



Settings Menu

The screenshot displays the IATA Customer Portal interface. At the top, there is a blue navigation bar with the IATA logo, 'CUSTOMER PORTAL', and links for 'Services' and 'Support'. A user profile icon is visible with a dropdown menu containing 'My Profile', 'Company Profile', 'Cases', 'IATA Invoices', 'Settings', and 'Log Out'. The main content area is titled 'Settings' and features a sidebar with three options: 'Security Question' (highlighted), 'Two-Factor Authentication', and 'Change Password'. The 'Security Question' section shows it is 'Activated' and provides a text input field containing 'name of my dog'. The 'Two-Factor Authentication' section shows it is 'Activated' and includes a link to 'Change the two-factor authentication app'.

Under Profile > Settings

You can:

- Activate / Edit your security Question (clicking the pencil icon)
- Activate the two-factor authentication voluntarily
- If already activated, change the two-factor authentication app
- If you don't have access to critical services, you can deactivate the two-factor authentication

Activate from Settings







Two-Factor Authentication | Not activated

Two-factor authentication is a security feature that helps protect your Customer Portal account in addition to your password.

When you set up two-factor authentication, you will be asked to enter a special login code each time someone tries accessing Customer Portal..

After you set up two-factor authentication, frequency and device settings can be managed in the Settings page.

You can use any authenticator app on your phone to set up two-factor authentication. We suggest one of the authenticator apps below:

Google Authenticator	 Android	 iOS
Microsoft Authenticator	 Android	 iOS
Twilio Authy	 Chrome	 iOS
See All		

Set up 2FA

Under Profile > Settings > Two-Factor Authentication

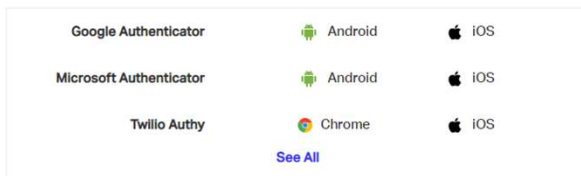
To activate the two-factor authentication, it's recommended to first install an authenticator application.

Once done, click on "Setup 2FA"

Activate - Setup

Step 1

Open the authenticator



Step 2

Use the authenticator to scan the QR code or enter the below key manually



Step 3

Enter the generated code from the authenticator app below.

Follow the 3 steps to activate the two-factor authentication:

Step 1: Open the authenticator

Step 2: Scan the QR code on screen

Step 3: Enter in the IATA Customer Portal the code your application generated

Click Continue to activate