TIDS Service

IATA Customer Portal

User Guide

Applying for TIDS as a new Customer

Step 1: Go to https://portal.iata.org/s/

Step 2: Login or Register on the IATA Customer Portal

Step 3: Select TIDS under the "Services" area

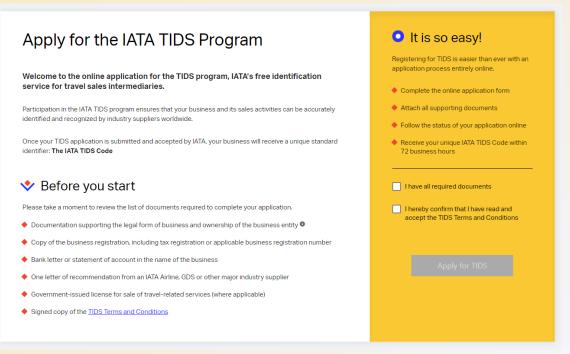**Step 4**: Assemble the documents supporting your application

Step 5: Complete & Submit your TIDS Application

IATA will take 3 to 5 business days to review your application.
Once approved, you will receive a confirmation email with your
TIDS participation details, and the role of TIDS Administrator will
be assigned to you.

Completing a TIDS Application

Below you will find useful indications that will assist you when completing a TIDS Application online.

Tip 1: All information must be provided in International English. Non-English characters are not accepted on the TIDS forms

Tip 2: All questions marked with a "*" are mandatory

Tip 3: Help is offered for each field in 6 different languages

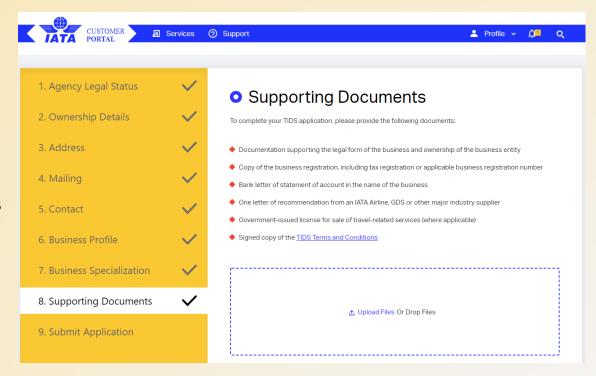**Tip 4**: All text fields indicate the maximum number of characters allowed

Supporting Documentation

Before starting your TIDS Application, check to make sure that you have assembled the following:

- Documentation demonstrating the legal form of the business and proof of ownership (e.g. Articles of Incorporation)

- Copy of business registration, including tax registration or applicable business registration number

- Bank letter or statement of account in the name of the business

- One letter of recommendation from an IATA Airline, GDS or other major industry supplier

- Government-issued license for sale of travel-related services (where applicable)

- Signed copy of the TIDS Terms and Conditions (downloadable via the TIDS service)

For IATA to be able to review and approve your TIDS application, please ensure to upload all the requested documents. Acceptable file formats are: ".pdf", ".jpg", ".gif", ".png".
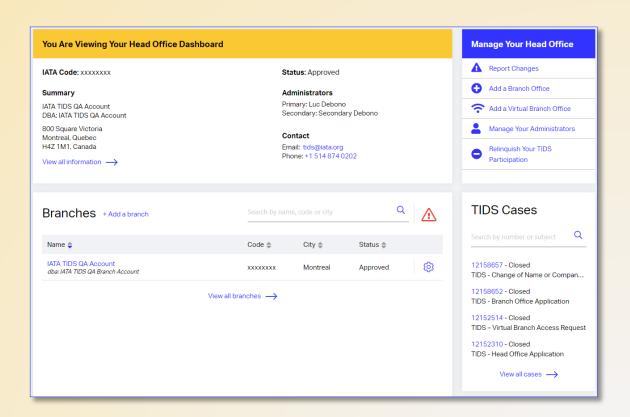
Accessing your TIDS Information Dashboard

The TIDS Information Dashboard is available to all approved TIDS Agents and can be accessed by going to the TIDS Service from the Customer Portal home page.

The TIDS Dashboard is where TIDS Agents can review their information, report changes to their business details, request additional TIDS Branches and delegate the role of TIDS Administrator within their company.

You Are Viewing Your Head Office Dashboard

IATA Code: xxxxxxxx   **Status:** Approved

Summary

IATA TIDS QA Account
DBA: IATA TIDS QA Account

800 Square Victoria
Montreal, Quebec
H4Z 1M1, Canada

View all information →

Administrators

Primary: Luc Debono
Secondary: Secondary Debono

Contact

Email: tids@iata.org
Phone: +1 514 874 0202

Manage Your Head Office

⚠ Report Changes
⊕ Add a Branch Office
📶 Add a Virtual Branch Office
👤 Manage Your Administrators
⊖ Relinquish Your TIDS Participation

Branches + Add a branch

Name	Code	City	Status
IATA TIDS QA Account dba: IATA TIDS QA Branch Account	xxxxxxxx	Montreal	Approved

View all branches →

TIDS Cases

12158657 - Closed
TIDS - Change of Name or Compan...

12158652 - Closed
TIDS - Branch Office Application

12152514 - Closed
TIDS – Virtual Branch Access Request

12152310 - Closed
TIDS - Head Office Application

View all cases →

Accessing your TIDS Information Dashboard

For New TIDS Customers

The TIDS Information Dashboard is accessible to all TIDS Administrators.

The role of TIDS Administrator is assigned by default to the person who submitted the TIDS application.

For Existing TIDS Customers

For existing TIDS Agents, the TIDS Dashboard will not be accessible until IATA has assigned the TIDS Administrator role to the Agency. Please contact us via the [Customer Portal](#) to have this role assigned to a person authorized to act on behalf of your Agency.

Navigating the TIDS Information Dashboard

The TIDS Information Dashboard has 4 main sections.
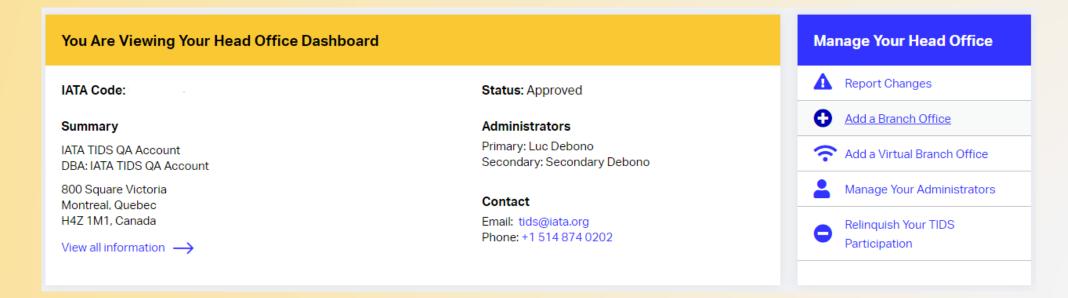
Section 1: Information Summary
This section provides a summary of your Agency business details on record with IATA.
The link "View all information" leads you to a more complete view of all your Agency details

Section 2: Management Options
Under this section, you will find the options available to administer your TIDS participation.
This is where you can Report Changes, Add a Branch Office or Manage your TIDS Administrators

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Status: Approved

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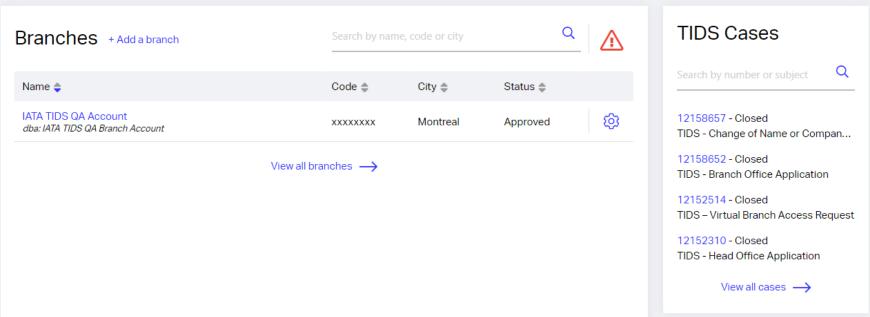# Navigating the TIDS Information Dashboard

Section 3: List of Branches
This section is displayed at Head Office level and gives visibility on any of your Branch Offices (if applicable).
Each Branch Office is clickable, allowing you to view and administer this office's business details.

Section 4: List of TIDS Cases
This section provides visibility on all the TIDS Cases created under your office.