

Table 1. OPS Portal Airlines Training (AM)

Questions	Answers
If I am working for a group of companies, can I have separate accounts, so as to change from one to the other? if so, should I ask you to activate it or can I do it myself?	Yes, you can and should have a separate account for each company. All of them has its own ICAO airline code. You need to request access to the portal on behalf of each company separately and you will be either administrator or other role. Then you will be able to switch between various accounts
Where do we see invited users?	Account Management on the left side banner
Hi, is it possible to change the Account Manager for the Airline? The previous one had changed the job position and could not do the tasks as expected.	yes, it is important that your company has more than one OPS portal administrators exactly for the reason you have written. You can also consider having a general email that is not name related. However, that may breach your company roles for the privacy and security. If your admin is gone and you have no access to the Portal, send us an email as we need to rewrite it in the back end. If the current administrator still works in our company, he/she should assign a new administrator - preferably more than one
If i cannot invite/add users does that mean I'm not the admin?	yes, to be able add users you need to be the OPS Portal admin - than you can assign roles to any standard. Or you need to be Standard Administrator, and you can assign roles for particular standards
Are there User Guides for all these transactions? - such as Account Management, Gap Functions etc.	yes, the user guide was sent to all Administrators and is also available on the IATA website. https://www.iata.org/en/programs/ops-infra/ground-operations/ops-portal/ there are videos, user guide for the OPS Portal as well as for the conducting the gap
In Bulk mapping - Where do we update the reference for conformity or is it used only for Out-of-Scope items?	can be used for all mappings, but in case it is used for conformity, it is important to review the document reference for each provision and make it as detailed as possible to the lowest level - paragraphs within your manual
As IOSA certified airline, do we need to fill Gap analysis for IGOM only or all the other listed Standards AHM1110, AHM Ch.6 and GOSM/CGM as well?	For IOSA purposes and compliance with BP GHR 1.6.9 the gap analysis should be completed and published. At this moment there is no specific standard for AHM1110 or CGM. However, we would recommend doing gap for AHM1110 as that way you can display compliance with AHM 1110 and your possible differences, and you can also request your handling providers implement the AHM1110
Is it possible to clone my gap analysis and share it between my two accounts (2 different airlines within a group)?	yes, you can clone/edit your gap from another account: 1. accounts in the company hierarchy 2. accounts in the gap sharing group
i just want to know if there's a deadline to fill this?	There are no mandatory requirements for airlines to publish the gap, unless you want to be in compliance for IOSA GRH 1.6.9 for IGOM. The gap analysis then should be published annually with each edition of the standard. For example, the IGOM Ed.13 is currently effective. By July we will upload IGOM Ed.14 and then you have 6 months to complete and publish the gap. IGOM Ed.14 will be effective as of 1st January 2026. If you want to conduct the gap for ed.13 you need to create a draft before July, as the upload of Ed.14 will overwrite ed.13. If you create a draft before new edition is uploaded, you will be able to complete Ed.13. If you start the new gap only after Ed.14 is uploaded, you will have only the latest edition available.
Can we delete old, uploaded documents? If yes, will it affect the updated gap analysis?	Documents can be edited, deleted, or viewed based on user permission. You can edit existing documents, meaning GOM ED.1 can be amended to Ed.2. Delete option - if you delete a document and this document has been used in the previous version - the reference will stay. However, you will not be able to use this deleted document in the newly cloned gap... this document will be available
who is authorized to publish the gap analysis?	The OPS Portal and Standard Administrators

Table 2. OPS Portal Airlines Training (PM)

Questions	Answers
When providing the conformity details, under "Reference document", do you add the entire manual or that particular page relevant for that standard?	The reference document is where you add your entire GOM standard. in Sub reference then you add the number and title to where specifically in your manual that procedure is being covered.
For CGM, as the audit will be based on GOSM how to do the CGM training Gap Analysis? As GOSM- CGM will have only DG Training and GSE Training	The gap analysis process is same for CGM also. Please note only sub section 1 and 2 of GOSM is reflected in Ops porta and subsection 3 /4 of previous GOSM are not part of CGM they are covered now in AHM
Hi! How do i go about changing in the customer portal of the company profile from IATA Airline to IATA GHSP vice versa? How long will IATA take to make the changes to the request on the company profile? If it takes more than 3 weeks for your IATA action, who shall we contact to expedite the process? Appreciate prompt action as we need to perform the gap analysis.	IATA airline and IATA GHSP account are sample accounts. But if you as an airline have two account you can select thru drop down and switch between accounts. If you face challenge send email and will be addressed
All baggage handling systems maintained and managed by the airport agent, so we choose N/A?	Not exactly as Airport only manage the systems. You must have your own procedures for check-in. baggage acceptance, baggage builds and break. this is similar like any other airport. This can't be NA for airline You can connect with our regional colleague Diana or Yue Niu based on your location
This section is merely an introduction to the entire process and does not involve specific operations ?	This need to be addressed on individual basis based on your airline or company profile
Are there any guidelines for ISAGO internal auditors?	Internal auditors can also include the AHM/IGOM/ICHM in their oversight program while doing monitoring and inspection.
Greetings from Hong Kong. Would like to know how to download report for published gap?	Currently, IATA is disabling the option of downloading the gap analysis.
Why in the IATA bookshelf are mixed with outdate manuals?	These manuals are for reference, and as IATA staff we have additional access.
In bookshelf you only allow one person to view the document at every one time. Will it be possible for several people to open at the same time?	Yes, it is possible. You can purchase the "Enterprise Library" where you can get access to multiple users. Link is attached for your reference. IATA - Digital Manuals
Is there a checklist as previous audits?	Previously, GOSM was used for ISAGO audit and companies bought the GOSM or had access once they sign the ISAGO contract with IATA. New ISAGO model is changed, and audits done against AHM/IGOM standards directly. You can buy the new ISAGO checklist from IATA website
Once we execute the ISAGO agreement is it the same check list, we do get	Yes, once you sign the ISAGO contract you will get the new ISAGO checklists