

Passenger Portal User Guide

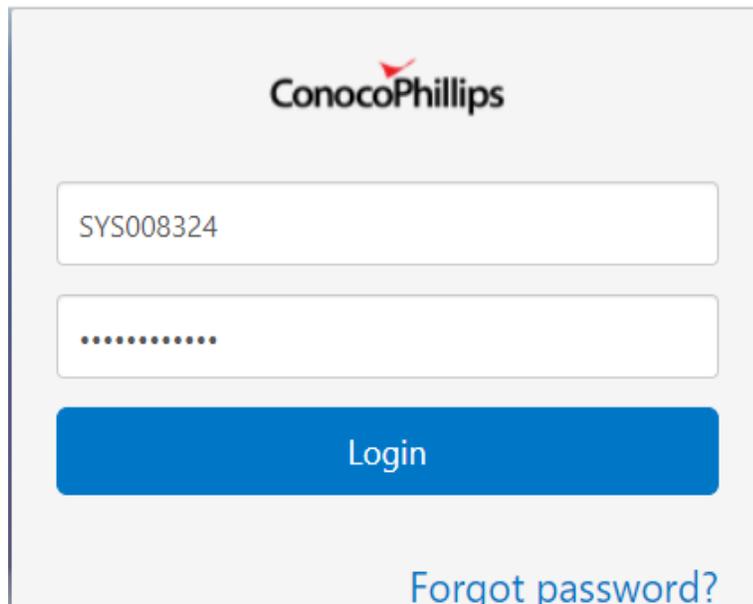
What is the Passenger Portal?

The Passenger Portal is a web site for passengers that shows past, current, and future travel. Passengers can review their flights to ensure they are confirmed for the flight, find the PNR number for a flight (needed for web check-in), and search for flights. The My Courses section is not used.

You cannot check in with this site. This web site requires you to enter your SYS number and your password. The first time, you will need to change your password. If you need to search for flights for planning future travel, use the passenger portal Flight Status button. The passenger portal shows the PNR number of the travel, which is required if you want to check in via the web check-in

page. <https://cop.ibsplc.net/ilogisticsPassengerPortal/index.jsp>

Passenger Portal login screen



Log in to Passenger Portal

To log in to the Passenger Portal, passengers will need their SYS number. The SYS number replaces the AK number used by the previous aviation system. Passwords for the SYS number will be distributed during the week of go live.

To log in, enter your SYS number and the password, then click LOGIN.

The password used with the Passenger Portal is the same one used with the Mobile application. If you need to reset your password, see the section **Reset your Password**.

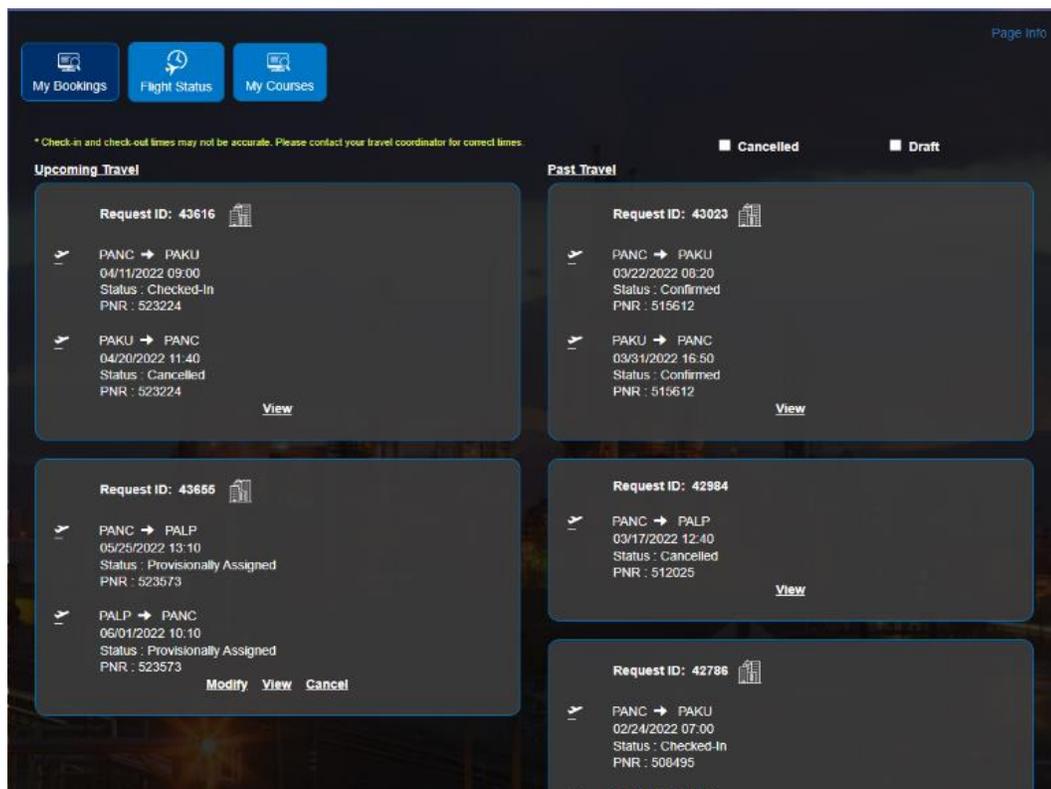
Viewing Your Travel

The My Bookings button will display your upcoming and past travel.

Travel currently in progress will be listed in the left panel, followed by any future travel. This page will list all of the future travel, out to 180 days.

Only the VIEW link can be used. Passengers may not modify or cancel travel from the Passenger Portal. If

My Bookings



you need to change your travel, contact your travel Planner.

Cancelled and draft travel can also be viewed using the check boxes at the top right.

Viewing Travel

Click on the VIEW link for travel to see the details. A new window will open showing the flight number, date, and times. The page also shows your status, the PNR number for web check in, passenger name, email and cost object.

You can use the Print button to print a copy of the travel. The Send email button will send a copy of the travel to the email address associated with your profile and you can specify an additional email address.

My Bookings Details

Flight #	05/25/2022	05/25/2022	Status	PNR
3231	Anchorage	Alpine	Provisionally Assigned	523573
	13:10	15:10		

Flight #	06/01/2022	06/01/2022	Status	PNR
3132	Alpine	Anchorage	Provisionally Assigned	523573
	10:10	12:10		

Lodge	05/25/2022	06/01/2022	Status	Facility
AOC	AOC	AOC	Unassigned	AOC
	12:00	11:59		

Passenger Contact Information

Name : Passenger Jane Doe
E-Mail Id* : tamara.case@contractor.conocophillips.com
Cost Object : CA098H

[Print](#) [Send Email](#)

Email Booking

tamara.case@contractor.conocophillips.com

Alternate Email

[Send Email](#)

Searching Past or Future Travel

Click on My Bookings and either the Upcoming Travel or Past Travel links. This will take you to a page where you can enter a From and To date and a request ID to search for travel.

Travel Search

Past Travel

Cancelled Draft [Search Filter](#)

From Date: 10/20/2021 To Date: 04/18/2022 Request ID: 42786

[Apply](#) [Reset](#)

Request ID: 42786

- PAKC → PAKU
02/24/2022 07:00
Status : Checked-In
PNR : 508495
- PAKU → PANC
03/09/2022 11:40
Status : Confirmed
PNR : 508495

[View](#)

My Flights

The 'My Flights' page displays a list of scheduled flights. At the top, there are navigation buttons for 'My Bookings', 'Flight Status', and 'My Courses'. Below these are tabs for 'My Flights' and 'Find Flight Status'. The flight list includes:

Date	Flight No.	Status
05/04/2022, Wednesday	Flight No: 3231 Q400/N792CP	SCHEDULED
Scheduled: 13:10	2 h	Scheduled: 15:10
PANC →		PALP
Expected: 13:10		Expected: 15:10
On-Time Departure		On-Time Arrival
05/12/2022, Thursday	Flight No: 4132 Q400/N794CP	SCHEDULED
Scheduled: 15:50	2 h	Scheduled: 17:50
PALP →		PANC
Expected: 15:50		Expected: 17:50
On-Time Departure		On-Time Arrival
05/25/2022, Wednesday	Flight No: 3231 Q400/N792CP	SCHEDULED
Scheduled: 13:10	2 h	Scheduled: 15:10
PANC →		PALP
Expected: 13:10		Expected: 15:10
On-Time Departure		On-Time Arrival
06/01/2022, Wednesday	Flight No: 3132 Q400/N792CP	SCHEDULED
Scheduled: 10:10		Scheduled: 00:10
PALP →		PANC

Flight Status

My Flights

Click the Flight Status button to show the status of your flights (defaults to the My Flights).

Find Flight Status

To search for flights, click the Find Flight Status button. A new window will open where you can enter a date, departure and arrival locations, and a flight number (optional).

Find Flight Status

The 'Find Flight Status' page features search filters and a list of results. The filters are:

- Date: 04/20/2022
- Flight Number: Enter Flight Number
- Dep. Airport: Anchorage(PANC)
- Arr. Airport: Alpine(PALP)

A 'Find Flight Status' button is located to the right of the filters. The results list includes:

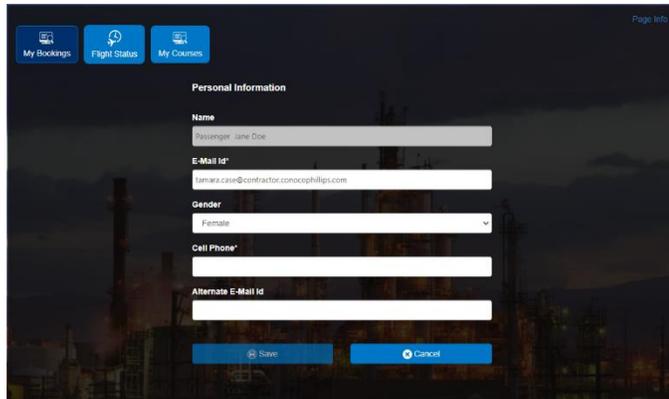
Date	Flight No.	Status
04/20/2022, Wednesday	Flight No: 3131 Q400/N792CP	SCHEDULED
Scheduled: 07:00	2 h	Scheduled: 09:00
PANC →		PALP
Expected: 07:00		Expected: 09:00
On-Time Departure		On-Time Arrival
04/20/2022, Wednesday	Flight No: 9988 Q400/N796CP	SCHEDULED
Scheduled: 07:00	1 h, 5 min	Scheduled: 08:05
PANC →		PALP
Expected: 07:00		Expected: 08:05
On-Time Departure		On-Time Arrival

Your Profile Information

In the upper right of the Passenger Portal, your name will be listed. Using the drop down triangle, you can see the email address associated with your profile. You can use this area to change your password or edit your profile.

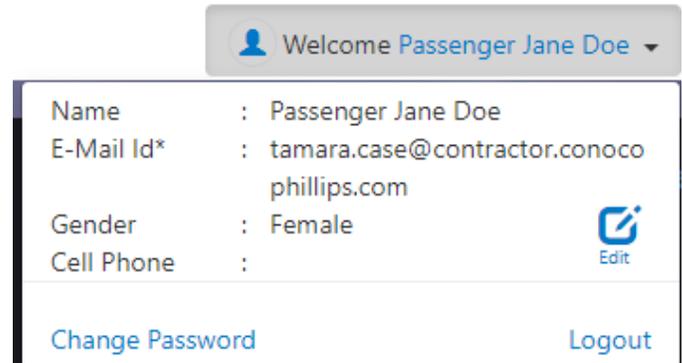
Updating your Personal Information

Using the Edit button, you can update personal information such as your email ID and cell phone. You can specify an alternate email address as well.



The screenshot shows the 'Personal Information' form in the Passenger Portal. At the top, there are navigation buttons for 'My Bookings', 'Flight Status', and 'My Courses'. The form fields are: Name (Passenger Jane Doe), E-Mail Id* (tamara.case@contractor.conoco-phillips.com), Gender (Female), Cell Phone*, and Alternate E-Mail Id. There are 'Save' and 'Cancel' buttons at the bottom.

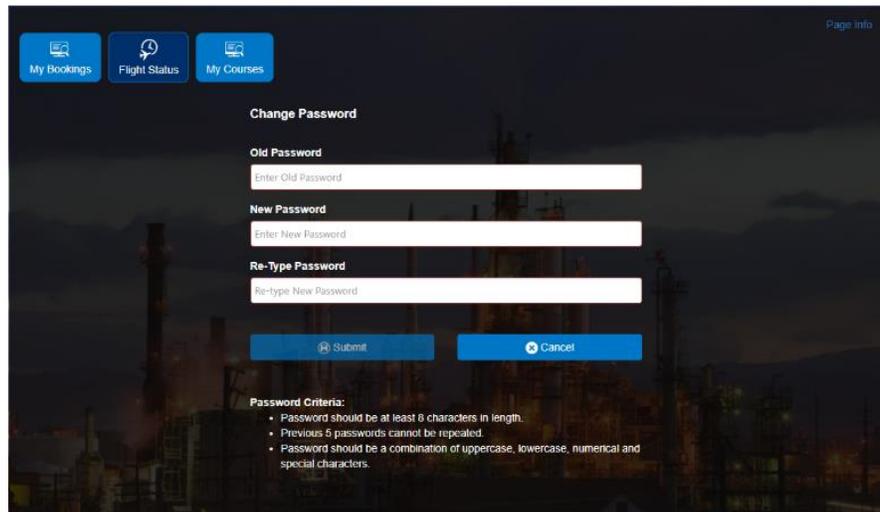
Profile Information



The screenshot shows the 'Profile Information' box in the Passenger Portal. At the top, there is a user greeting: 'Welcome Passenger Jane Doe'. Below this, the profile details are listed: Name (Passenger Jane Doe), E-Mail Id* (tamara.case@contractor.conoco-phillips.com), Gender (Female), and Cell Phone. An 'Edit' button is located to the right of the Gender and Cell Phone fields. At the bottom, there are 'Change Password' and 'Logout' buttons.

Change your Password

In the profile information box, you can select Change password. A dialog box will open for you to enter your old password and new password. Click Submit when completed. The requirements for a new password are 8 characters in length, previous 5 passwords cannot be re-used, a combination of uppercase, numbers, and special characters is required.

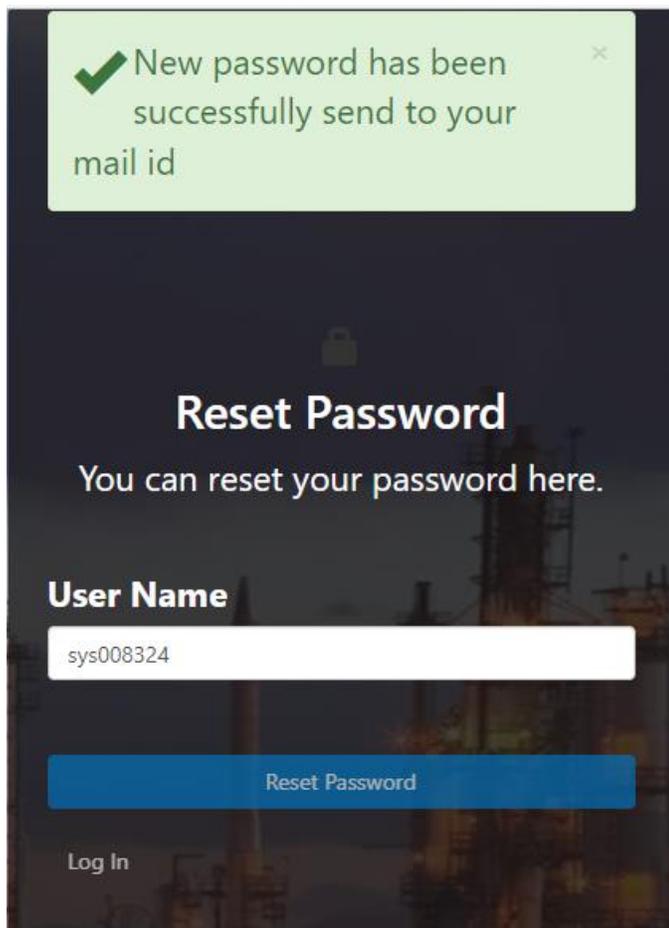


The screenshot shows the 'Change Password' dialog box in the Passenger Portal. At the top, there are navigation buttons for 'My Bookings', 'Flight Status', and 'My Courses'. The dialog box contains three input fields: 'Old Password', 'New Password', and 'Re-Type Password'. There are 'Submit' and 'Cancel' buttons at the bottom. Below the buttons, the 'Password Criteria' are listed: Password should be at least 8 characters in length, Previous 5 passwords cannot be repeated, and Password should be a combination of uppercase, lowercase, numerical and special characters.

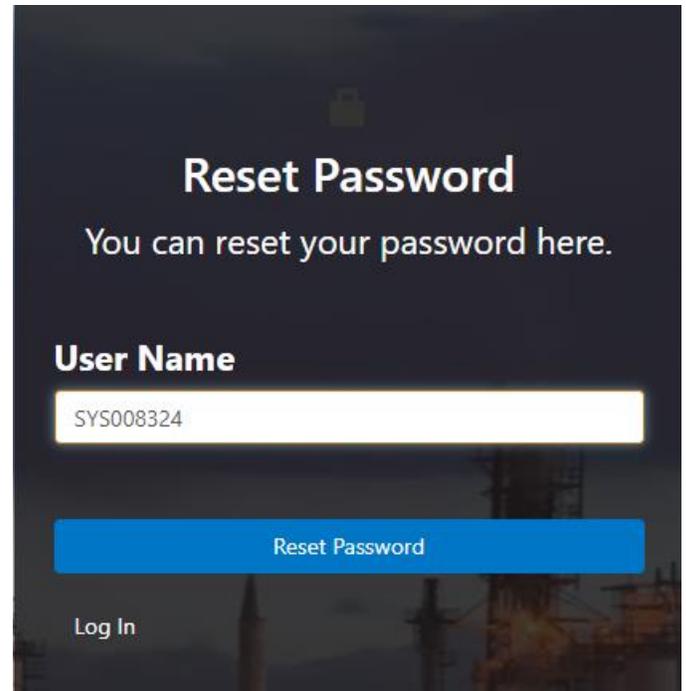
Reset your Password

If you have forgotten your password for the Passenger portal, there is a Forgot Password link on the login page.

When you click this link, you will be prompted to enter your Username. This is your SYS number. Enter it and click RESET PASSWORD. A green notification will pop up indicating that a new password has been sent to the email address associated with your iLogistics user profile.



A screenshot of the 'Reset Password' page. At the top, a green notification box with a checkmark icon and a close button (X) contains the text: 'New password has been successfully send to your mail id'. Below the notification, the page title 'Reset Password' is displayed in white, followed by the subtitle 'You can reset your password here.'. A 'User Name' label is positioned above a white input field containing the text 'sys008324'. Below the input field is a blue button labeled 'Reset Password'. At the bottom left, there is a 'Log In' link.



A screenshot of the 'Reset Password' page. The page title 'Reset Password' is displayed in white, followed by the subtitle 'You can reset your password here.'. A 'User Name' label is positioned above a white input field containing the text 'SYS008324'. Below the input field is a blue button labeled 'Reset Password'. At the bottom left, there is a 'Log In' link.