



28 December 2022

Appointment of CASSLink Administrators in the New CASSLink Platform

Dear CASSLink users,

In preparation for the upcoming migration to the new CASSLink platform, please be kindly informed that your company currently does not have an assigned Administrator contact in CASSLink (CASSLink Administrator is considered as a Superuser with the ability to manage access rights for other users in your company).

Appointment of CASSLink Administrator

Once the migration to the new CASSLink is completed, whenever a new user in your company needs to be set up in the new CASSLink platform, it will be the responsibility of the CASSLink Administrator contact to grant access in the new CASSLink platform directly. Therefore, it is very important to ensure that your company has a CASSLink Administrator assigned prior to the CASSLink migration.

Please click [here](#) to provide us with the information for the assigned Administrator before 11 January 2023.

You will find the list of Headquarter and/or Branch locations for your company that require the appointment of the CASSLink Administrator in the current CASSLink platform under "Output Services" "View Agent Docs" or "View Airline Docs".

If you do not assign a CASSLink Administrator by the defined timeline mentioned above, IATA will select the three active users of your company with the highest access rights in the current CASSLink system to be the Administrator contacts of your company, to ensure they have the access right to handle user management after the system migration.

If you have any queries or concerns regarding the above, please visit www.iata.org/newcasslink/ or contact us via the [IATA Customer Portal](#).

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