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leading**CHANGE.**SM

InFlight Exchange (IFx)

Caterers User Manual:

Issue 1 – May 2005



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IFx Caterers User Guide

Step 1. Accessing InFlight Exchange (IFx)

To begin open your Internet explorer and type ba.inflightexchange.com in your address bar.



You will then be directed to the 'InFlight Exchange Login' Screen (below):



1.1 Registering

Please note that you may have been sent a username and password for IFx already. If this is the case then you do not need to go through the self-registration process in this section. You can begin to use IFx by entering your username and password on the left and clicking the Submit button. See section 'Error! Reference source not found.' for further guidance on logging in

As a first time user you are required to register to IFx. On the IFx login screen click

Register

Address: <https://as.inflightexchange.com/portal/home.do>

e-gatematrix INFLIGHTEXCHANGE™ **BRITISH AIRWAYS**

InFlight Exchange™ Login

Username:
 Password:

If you've forgotten your password, [click here](#) to have a temporary password e-mailed to you.

NOTE: e-gatematrix requires users to read and agree to the IFx™ [Registration and Use Agreement](#) before being granted access to and the right to use the IFx®. If you do not accept the terms of the IFx® Registration and Use Agreement, you will not have access to the IFx®. We recommend printing the document for future reference.

New to IFx@?
 InFlight Exchange™ is the airline industry's first centralized, web-based communications platform for airlines and their inflight supply chain. If you have not registered, we encourage you to review the benefits and register today.

Need to activate your account?
 If you have received an email from an InFlight Exchange™ administrator containing your activation information and have not yet activated your account, click the "Activate Account" button below.

Need Help?
 If you require technical assistance with this web site, please feel free to contact our Help Desk using one of the methods listed below:
 IFx User Guide: Download PDF
 International #: +44 1189 321 001
 e-mail: besupport@e-gatematrix.co.uk

- You will then be directed to the **IFx® Registration and Use Agreement** page. Please read this page and then click on the button located at the bottom of the screen.

- The next screen is the 'New User Registration' page (below):



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New User Registration
Regional Preferences

Registration Steps

Regional Preferences

Company Information

Contact Information

Login Information

Access Profile

Regional Preferences

Please select the preferred language and country below.

* indicates a required field

Preferred Language * English (US)

Preferred Country * UNITED KINGDOM

Preferred Time Zone

Please use the popup to select the preferred time zone:

Preferred Time Zone * Please choose....

Back

Cancel

Continue

- The 'Preferred Language' and 'Preferred Country' fields have drop down bars which expand to look like this:

The screenshot shows the 'New User Registration' page on the InflightExchange website. The 'Regional Preferences' section is highlighted. It contains three main fields: 'Preferred Language' (set to English (US)), 'Preferred Country' (set to United Kingdom), and 'Preferred Time Zone' (set to United Kingdom). A dropdown menu is open for 'Preferred Country', showing a list of countries including United Kingdom, United States, Uruguay, USA Minor Outlying Islands, Uzbekistan, Vanuatu, Vatican City State (Holy See), Venezuela, Viet Nam, Virgin Islands (British), and Virgin Islands (U.S.). Arrows point to the 'Preferred Country' dropdown and the 'Continue' button.

Click here to expand box

Click on the icon and the time zone pop up screen will be displayed

- Please select 'English' in the 'Preferred Language' field
- Please select your 'Preferred Country'.

- Please select your 'Preferred Time Zone'.
- By holding your mouse pointer over the time zone of your choice, you will notice that your pointer will turn into a hand and your choice will be highlighted. Left click on your mouse to select.

The screenshot displays the 'New User Registration - Regional Preferences' page on the e-gatematrix INFLIGHTEXCHANGE website. The page header includes the e-gatematrix logo and the BRITISH AIRWAYS logo. The sidebar on the left lists the 'Registration Steps': Regional Preferences, Company Information, Contact Information, Login Information, and Access Profile. The main content area is titled 'Regional Preferences' and contains the following sections:

- Regional Preferences:** Please select the preferred language and country below. (A red asterisk indicates a required field.)
- Preferred Language:** English (US)
- Preferred Country:** UNITED KINGDOM
- Preferred Time Zone:** Please use the popup to select the preferred time zone: Greenwich Mean Time

At the bottom of the form, there are three buttons: 'Back', 'Cancel', and 'Continue'. An arrow points from the 'Continue' button to the text below.

- Once you have completed these three fields please click  .
- Your screen will then divert to 'New User Registration – Company Information' (Shown on the next page).

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New User Registration
Company Information

Registration Steps

- Regional Preferences
- Company Information
- Contact Information
- Login Information
- Access Profile

Company Information

Please enter your company information. * indicates a required field

Company Name *

Department *

Job Title *

Employee ID

Manager's Name *

Manager's Phone Number *

Manager's e-mail *

Preferred Station

Please select the station:

Preferred Station *

- Please complete all of the fields in the 'Company Information' section. Now click on the  icon and select your preferred station from the drop down list, in the same way you selected your time zone and then click .

- The next screen is the 'New User Registration – Contact Information' (below).

New User Registration
Contact Information

Registration Steps

- Regional Preferences
- Company Information
- Contact Information
- Login Information
- Access Profile

Contact Information

Please enter your name. * indicates a required field

First Name *

Last Name *

Business Address

Please select the local business address.
If the company address is not found below, click here to enter a new one [here](#).

Company Name **British Airways**

Company Address *

Telecommunications Information

Please enter the telecommunications contact information. Do not include non-numeric characters such as letters, dashes/hyphens, spaces or parentheses.

	Country Code	Area Code	Local Number	Extension
Telephone *	+			
Cellular	+			
Fax	+			

Electronic Communications Information

Please enter the electronic communications information.
This e-mail address will be used for all communications from InFlight Exchange®

e-mail *

Confirm e-mail *

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- Please complete all the fields with your 'Contact information', 'Business Address', 'Telecommunications Information' and 'Electronic Communications information', then click

Your screen will now change to 'New User Registration – Login Information' (below)

New User Registration
Login Information

Registration Steps

- Regional Preferences
- Company Information
- Contact Information
- Login Information
- Access Profile

Login Information

Please enter the login profile information below. * indicates a required field

- Passwords must be a minimum of 6 characters and a maximum of 25 characters.
- Passwords must contain at least one number and one letter.
- Passwords cannot have spaces or special characters and cannot contain any of the same 4 characters in your username, your name, or your business address.
- Passwords cannot have the same character repeated more than 4 times consecutively.

Username *

Password *

Confirm Password *

Secret Question

Please choose a secret question for which you will always remember the answer.

Secret Question *

Secret Answer *

Confirm Answer *

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- You must complete all of the information on this page, as this is required for your Logon. Click on the drop down bar to choose your secret question, then type and confirm your secret answer. Once you have completed this page click on the button.
- Your screen will change to 'New User Registration – Access Profile'

e-gatematrix INFLIGHTEXCHANGE™ **BRITISH AIRWAYS**

New User Registration
Access Profile

Registration Steps

- Regional Preferences
- Company Information
- Contact Information
- Login Information
- Access Profile

Access Request Message

Please describe your function to the administrator so that they may know what level of access to grant you. * indicates a required field

Listed below are a few example job functions:
Accounts Payable, Accounts Receivable (Billing)
Flight and Service Scheduling, Menu Development, Sales and Marketing
Equipment Purchasing, Food and Beverage Purchasing
Menu Preparation, Aircraft Loading and Cleaning, Gate and Ramp Services

- Please describe your job functions so the correct security settings can be granted to you. Type your job functions in the empty box. To do this, simply put your cursor in the screen and left click on your mouse. You will see a flashing cursor appear. You are then ready to type.

Once you have done this click

Save

CONGRATULATIONS you have now successfully completed your registration for IFx and you should now see the screen below:



What happens next?

You will be sent an email that will look something like this asking you to activate your account

Subject: Welcome to Inflight Exchange (IFx) - Please Activate Your Account
From: e-gatematrix IFx Registration <ifx-registration@e-gatematrix.com>
Reply-To: ifx-registration@e-gatematrix.com
Date: 16:52
To: test test <shait@e-gatematrix.co.uk>

Dear test test,

Welcome to e-gatematrix InFlight Exchange!

You must activate your account before you can log into InFlight Exchange. Your company administrator will receive your access request and grant privileges to the IFx® applications.

To activate your account, please click on the link below:

<https://qa.ba.inflightexchange.com/activate.do?username=test&activationCode=CDAURUwxTOBzpf%2B5nroXIw%3D%3D>

You can also activate your account by going to the IFx® home page at <https://qa.ba.inflightexchange.com/>, clicking the button Activate Account and entering your user name and activation code. Your user name and activation are listed below:

User Name: test

Activation Code: CDAURUwxTOBzpf+5nroXIw==

If you require assistance, please feel free to contact our Help Desk using one of the methods listed below:

Toll Free #: 1-888-254-4515

International #: 1-404-765-6683

e-mail: support@e-gatematrix.com

Thank you for registering with e-gatematrix InFlightExchange.

- Please follow the instructions in your email to activate your account. When you click on the link:

<https://qa.ba.inflightexchange.com/activate.do?username=test&activationCode=CDAURUwxTOBzpf%2B5nroXIw%3D%3D>

This link will direct you straight to the 'InFlightexchange login' screen (Shown on the next page).

InFlight Exchange™ Login

Your account 'test' has been successfully activated. You may now log in.

Username:

Password:

If you've forgotten your password, click here to have a temporary password e-mailed to you.

NOTE: e-gatematrix requires users to read and agree to the [E-gatematrix Registration and Use Agreement](#) before being granted access to and the right to use the IFx@. If you do not accept the terms of the IFx@ Registration and Use Agreement, you will not have access to the IFx@. We recommend printing this document for future reference.

New to IFx@?

InFlight Exchange™ is the airline industry's first centralized, web-based communications platform for airlines and their Inflight supply chain. If you have not registered, we encourage you to [review the benefits](#) and register today.

Need to activate your account?

If you have received an email from an Inflight Exchange™ administrator containing your activation information and have not yet activated your account, click the "Activate Account" button below.

Need Help?

Toll Free #: +1 (888) 254-4515
 International #: +1 (404) 765-6683
 e-mail: support@e-gatematrix.com

You will now have a message in the login box telling you that your account has been successfully activated.

If you do not see this message then click on the button and you will be directed to the activation screen (below)

If you have received an email from an Inflight Exchange™ administrator containing your activation information and have not yet activated your account, click the "Activate Account" button below.

Username:

Activation Code:

Enter in the 'Username' and 'Activation' code that you were emailed, then click

1.2 Changing your Password

If you wish to change your password you can do this by following the steps below:

- From the Home Page click on 'Edit Profile'

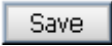
The screenshot displays the e-gatematrix INFLIGHTEXCHANGE website. The top navigation bar includes links for 'My IPX', 'Favorites', 'Planning', and 'Reference'. A sidebar on the left contains sections for 'Favorites', 'Document Search', and 'Applications'. The main content area includes 'Recent Change Notices', 'Alerts', and a 'Calendar' for April 2005. At the bottom, there is a 'Contact Directory' form with fields for Company Name, Station, Country, and Company Role.

- The screen will then change to 'Edit my Profile' :

The screenshot shows the 'Edit My Profile' page with the 'Regional Preferences' tab selected. The page has a header with 'e-gatematrix INFLIGHTEXCHANGE' and 'BRITISH AIRWAYS'. A navigation bar includes 'My Itc', 'Favorites', 'Planning', and 'Reference'. The user is logged in as 'Welcome, BAI' and can 'Edit Profile' or 'Logout'. The 'Profile Maintenance' sidebar on the left lists 'Regional Preferences', 'Company Information', 'Contact Information', 'Login Information', 'Access Profile', and 'Home'. The 'Regional Preferences' section contains fields for 'Preferred Language' (English (US)), 'Preferred Country' (UNITED KINGDOM), and 'Preferred Time Zone' (Greenwich Mean Time). A legend indicates that an asterisk (*) denotes a required field. 'Cancel' and 'Save' buttons are at the bottom.

- Click on 'Login Information' in the 'Profile Maintenance' box.
- At the next screen you can change your password by typing in your 'current password', then type your 'new password' and 'confirm (new) password'.

The screenshot shows the 'Edit My Profile' page with the 'Login Information' tab selected. The 'Profile Maintenance' sidebar on the left has 'Login Information' highlighted. The 'Login Information' section includes instructions for changing the password and lists password requirements: minimum of 6 characters, maximum of 25 characters, must contain at least one number and one letter, no spaces or special characters, and no repeating characters more than 4 times consecutively. It also includes a 'Secret Question' section with a dropdown menu (set to 'What is your favorite color?') and text input fields for the answer and its confirmation. 'Cancel' and 'Save' buttons are at the bottom. An arrow from the 'Login Information' link in the sidebar points to the 'Current Password' field.

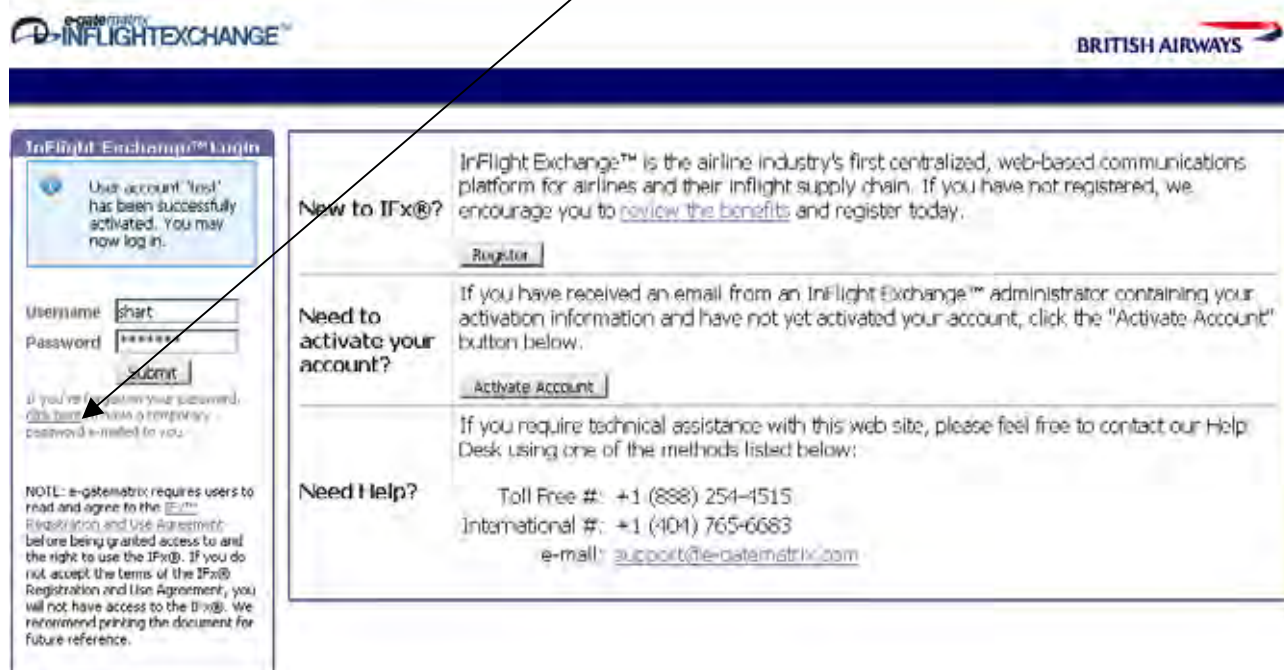
- You will notice that you can also change your secret question if you wish.
- Once you have made your changes click on  to save your changes. You have now changed your password.

Please Note that as per 'IFx Terms Of Agreement', the sharing of User ID's and Passwords is strictly forbidden. Your User ID and Password must remain confidential to you at all time. Do not share your User ID and Password with any of your colleagues.

1.3 Forgotten your Password?

If you have forgotten your password the IFx Help Desk will email you a temporary one which you can then change.

- From the IFx login screen, click on 'Click Here' to request a temporary password



ToFlight Exchange™ Login

Your account 'shart' has been successfully activated. You may now log in.

Username:

Password:

If you've forgotten your password, [click here](#) to request a temporary password e-mailed to you.

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Need to activate your account?

If you have received an email from an Inflight Exchange™ administrator containing your activation information and have not yet activated your account, click the "Activate Account" button below.

Need Help?

If you require technical assistance with this web site, please feel free to contact our Help Desk using one of the methods listed below:

Toll Free #: +1 (888) 254-4515
 International #: +1 (404) 765-6683
 e-mail: support@ie-gatematrix.com

- You will then be directed to the 'Reset Password' screen. Enter in your 'Username'; this is the user name that you log on with.

e-gatematrix INFLIGHTEXCHANGE™ **BRITISH AIRWAYS**

InFlight Exchange™
Reset password

Please enter your username below:

Username *

If you require technical assistance with this web site, please feel free to contact our Help Desk using one of the methods listed below:

Toll Free #: +1 (888) 254-4515
International #: +1 (404) 765-6683
e-mail: support@e-gatematrix.com

* indicates a required field

- The screen will change and ask you for the answer to your 'secret question' that you set when you were registering. When you have answered the question click on

e-gatematrix INFLIGHTEXCHANGE™ **BRITISH AIRWAYS**

InFlight Exchange™
Verify Secret Question

Please verify your identity by answering the secret question. After verification, a new temporary password will be sent to the e-mail address associated with the username below:

Username: test
Secret Question: What is your favorite color?
Secret Answer *

If you require technical assistance with this web site, please feel free to contact our Help Desk using one of the methods listed below:

Toll Free #: +1 (888) 254-4515
International #: +1 (404) 765-6683
e-mail: support@e-gatematrix.com

* indicates a required field

- Your screen will go back to the IFx login screen, where a message will appear advising you that a new temporary password has been emailed to you.

InFlight Exchange™ Login

Your password has been reset to a temporary password, which has been sent to your email address.

Username:

Password:

Submit

If you've forgotten your password, click here to have a temporary password emailed to you.

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Register

Need to activate your account?

If you have received an email from an InFlight Exchange™ administrator containing your activation information and have not yet activated your account, click the "Activate Account" button below.

Activate Account

Need Help?

If you require technical assistance with this web site, please feel free to contact our Help Desk using one of the methods listed below:

Toll Free #: +1 (888) 254-4515
 International #: +1 (404) 765-6683
 e-mail: support@e-gatematrix.com

Submit

- Go to your emails and open the email that we have sent you. It will contain your new TEMPORARY password.
- Click back into the IFx login page and log on using your 'Username' and new TEMPORARY 'Password' then click on **Submit**

- Once you have logged on you will be prompted to change your password

INFLIGHTEXCHANGE™

BRITISH AIRWAYS

InFlight Exchange™
Change Password

Your password has expired. Please choose a new one.

To change the password, please enter the current password, enter the new password, and confirm the new password.

- Passwords must be a minimum of 6 characters and a maximum of 25 characters.
- Passwords must contain at least one number and one letter.
- Passwords cannot have spaces or special characters and cannot contain any of the same 4 characters in your username, your name, or your business address.
- Passwords cannot have the same character repeated more than 4 times consecutively.

Current Password *

New Password *

Confirm Password *

* indicates a required field

- Type in the temporary password that was emailed to you in the 'Current Password' box, then choose a new password and type it in the 'New Password' box and confirm the new password that you have just chosen in the 'Confirm Password' box.
- Then click on
- You will automatically be logged in and the screen will change back to the Home Page with a message referring to your password change

INFLIGHTEXCHANGE™

BRITISH AIRWAYS

My Ifx Favorites Reference Welcome, Steph! Edit Profile Logout

Your password has been changed successfully. Please use this new password for all future logins.

Favorites
Edit Favorites

Recent Change Notices
Search for other news/notices

Alerts
There are no alerts for you at this time.

Document Search

Applications
Contact Directory
Change Notices
Document Management

Contact Directory
Company Name (Partial or Full):
Station:
Country:
Company Role:
First Sort:
Second Sort:

Calendar
May 2005
Sun Mon Tue Wed Thu Fri Sat
1 2 3 4 5 6 7
8 9 10 11 12 13 14
15 16 17 18 19 20 21
22 23 24 25 26 27 28
29 30 31

1.4 Logon Screen

- Log in using your User name and password

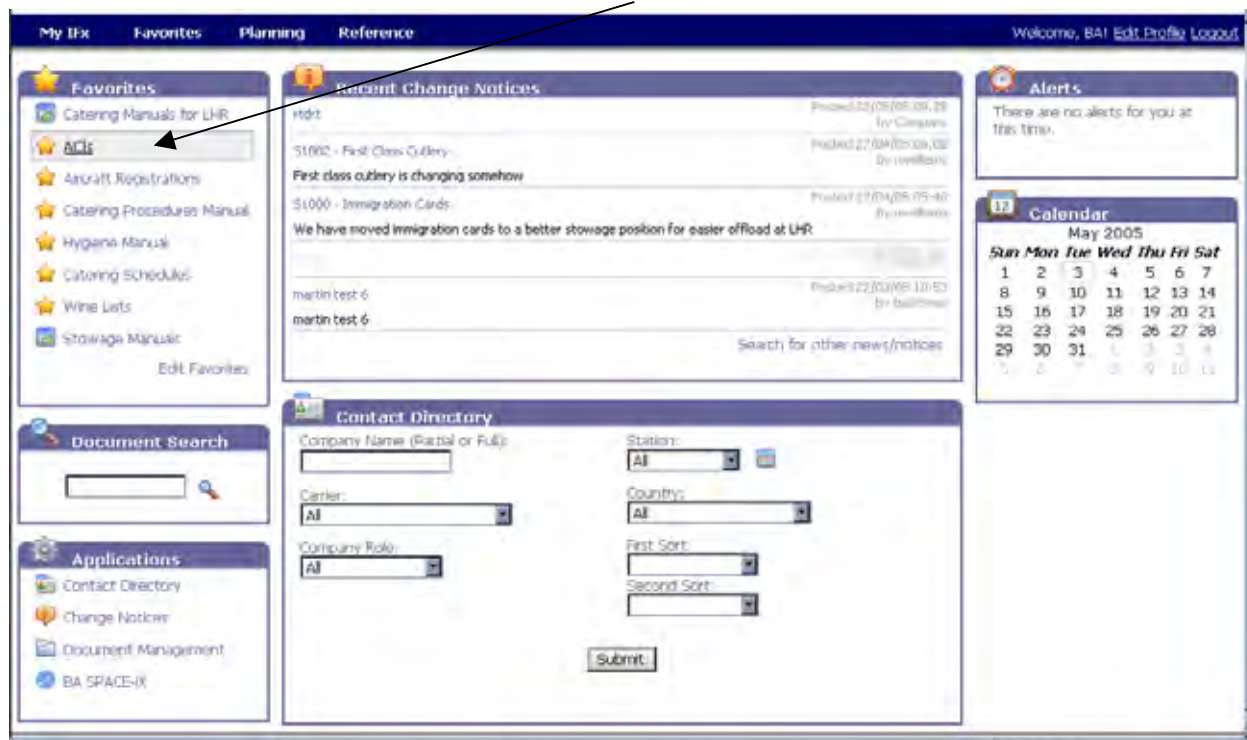
- Once you are logged in you will be directed to the Home Page

Step 2. Favourites

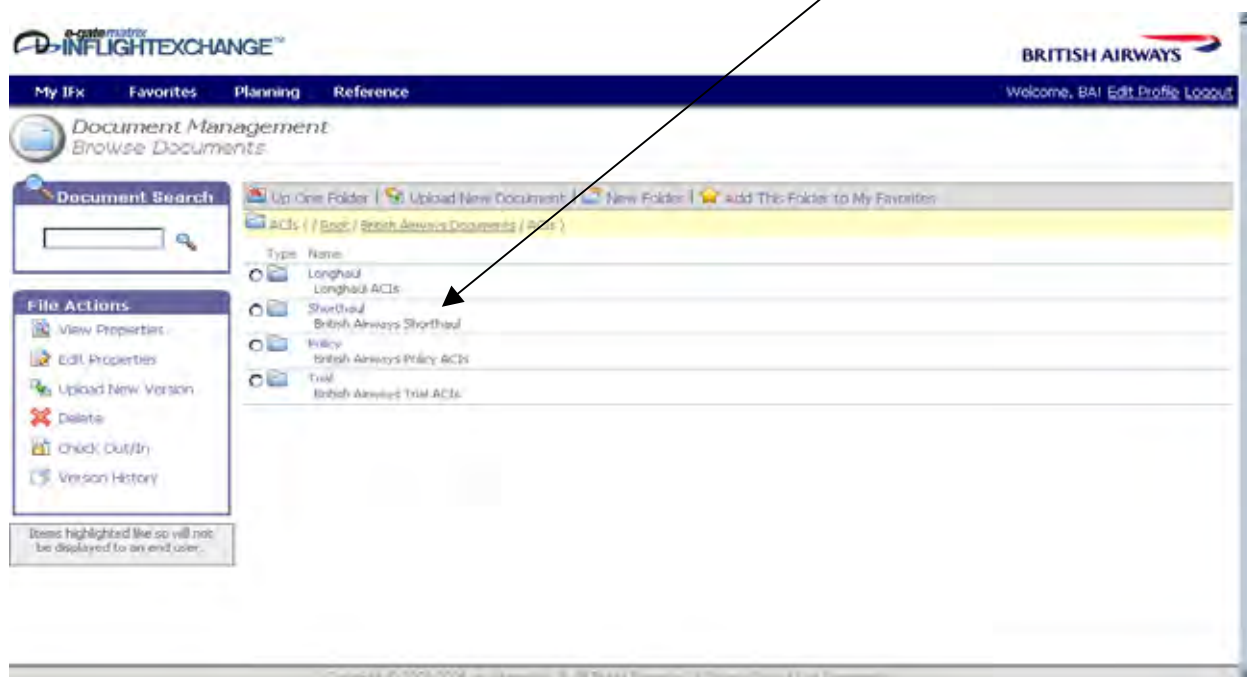
2.1 How to navigate around the folders

All your folders are in you 'Favorites' box on the Home Page.

- To go to any of your folders you simply hold your mouse pointer over the folder you want to look at. You will see that the folder becomes highlighted and underlined and your cursor becomes a hand. Click on the folder you wish to open.

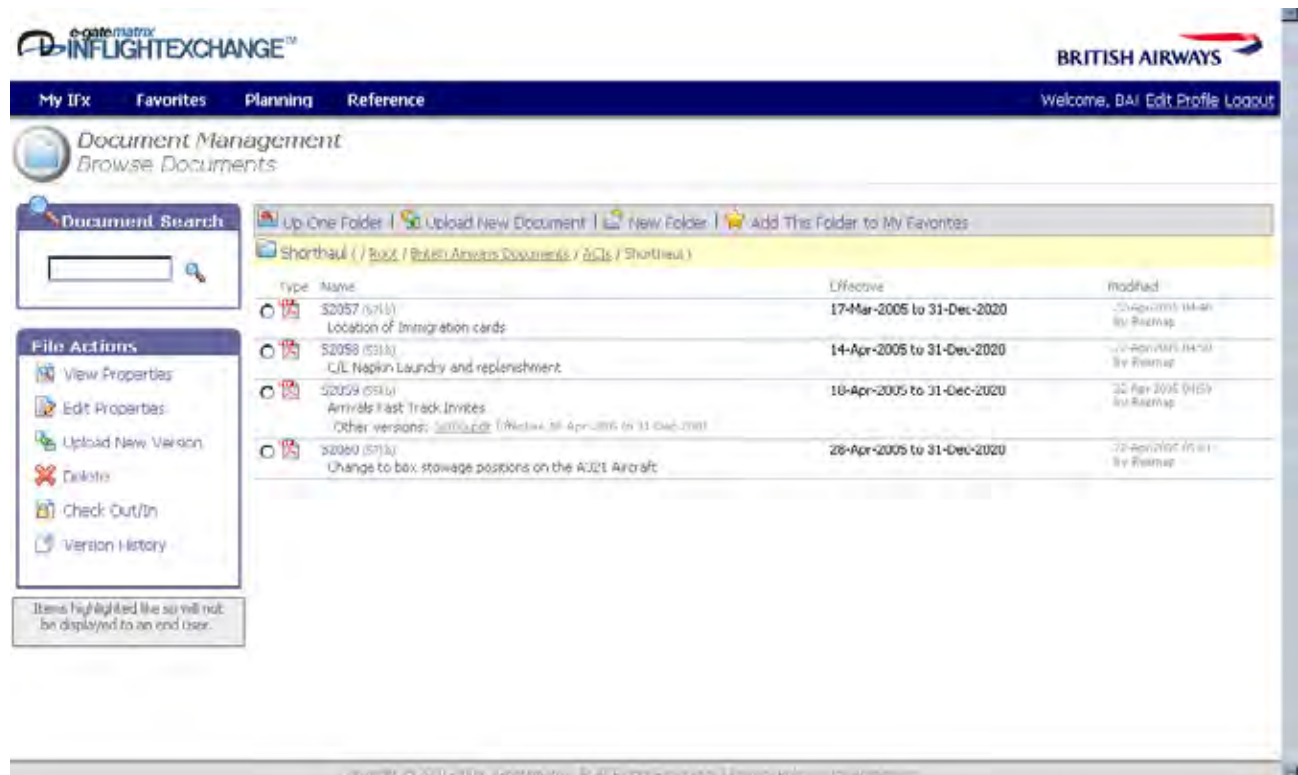


- Once you have clicked on your folder the screen will direct you to a list of your sub folders.

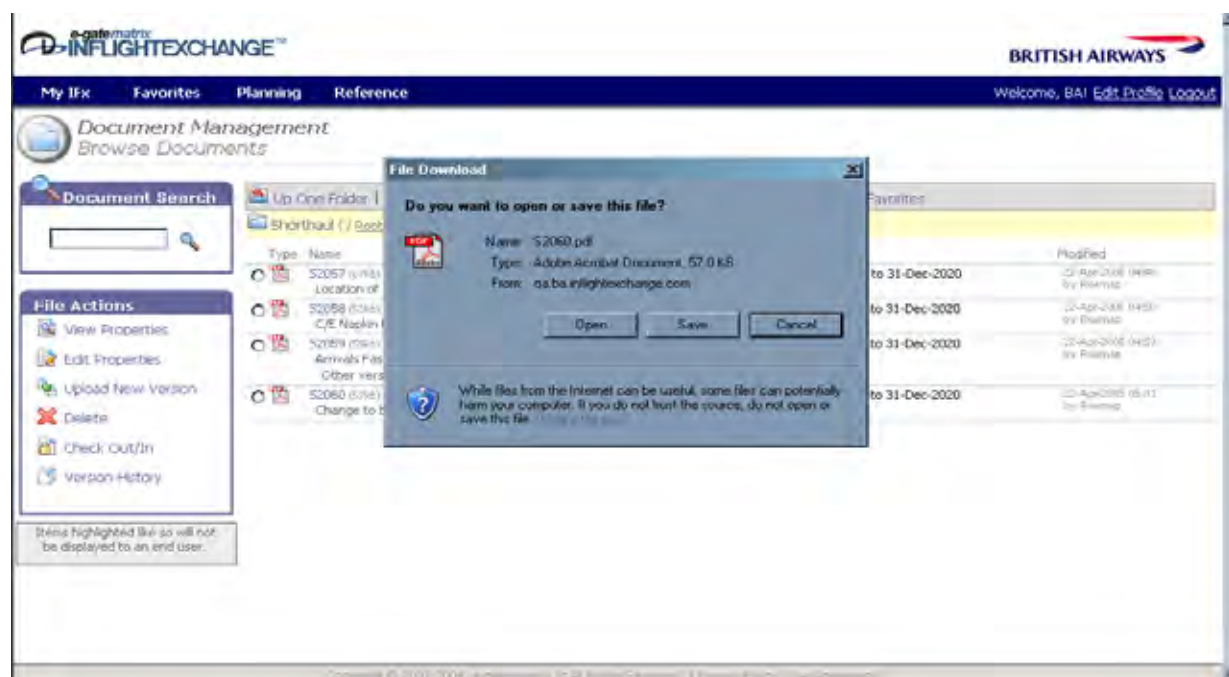


- To view documents within your sub folders hold your mouse pointer over the sub folder that you wish to open and click on it.

- Your screen will change and you will see a list of documents within the sub folder. The most recent changes will appear at the bottom of the list.



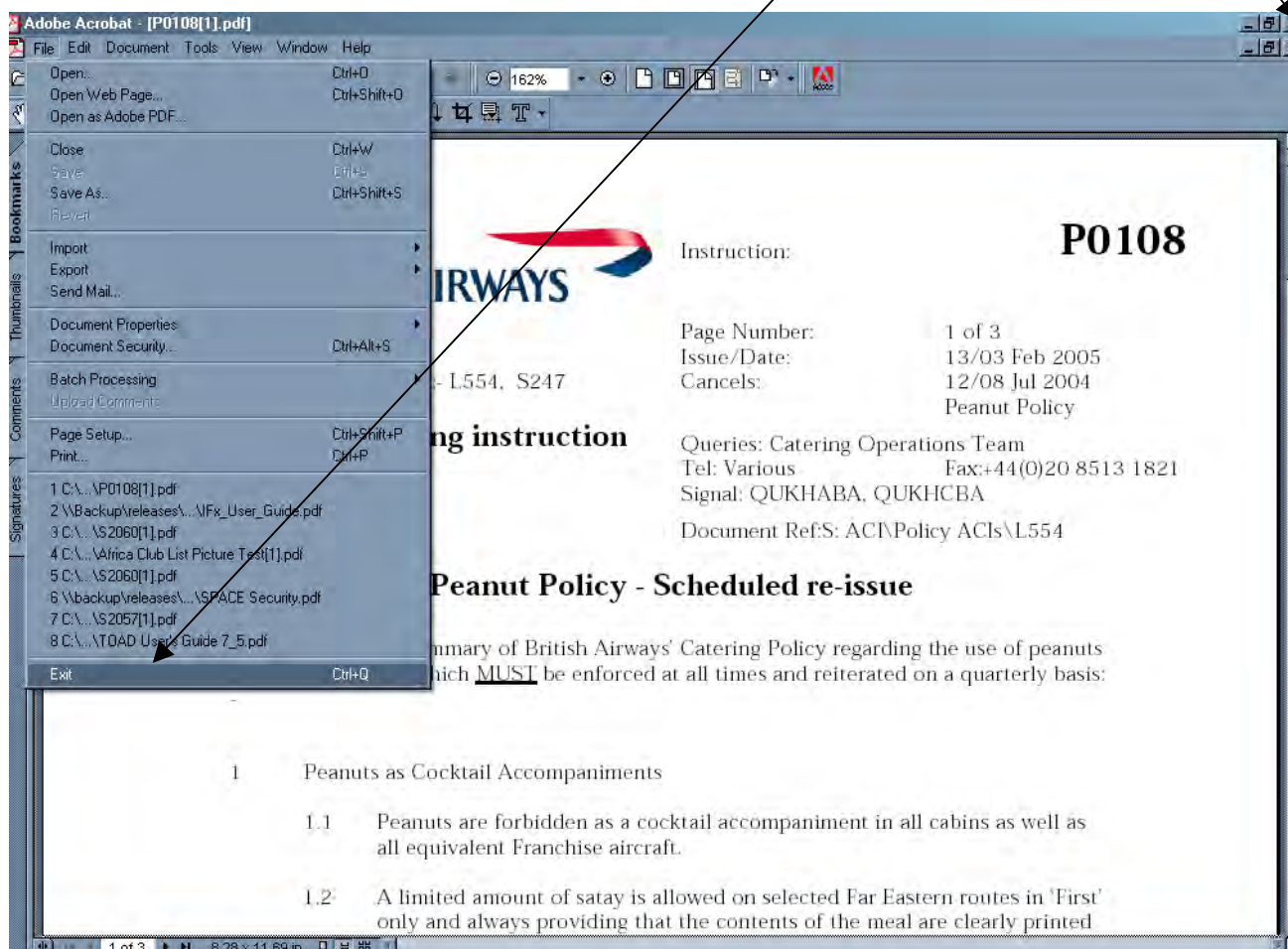
- Again to open a document hold your mouse pointer over the document you wish to view and click on it. You will then see the following message:



- Click on 'Open' and the document you wish to view will open up in 'Adobe Acrobat Reader'.

Please note that 'Adobe Acrobat Reader, Version 6' is the latest and recommended version for use with IFx. If you do not have this version please contact your local IT support person to help you download this (free of charge) from the Internet.

- Once you have viewed your document close the window down by either clicking on FILE, located at the top left hand side of the screen and then EXIT or by clicking on the  icon at the very top of the screen on the right hand side.



Step 3. Document Search

3.1 Using the Document Search Facility

- If you know the name of a folder or document you can use the 'Document Search' facility to look for it.
- If you wanted to find the Policy documents then type 'Policy' in the 'Document Search' box (below)

The screenshot shows the BA Space IX web application interface. The top navigation bar includes 'My IFC', 'Favorites', 'Planning', and 'Reference'. The main content area is divided into several sections:

- Favorites:** A list of favorite documents including 'Catering Manuals for LHR', 'ACIs', 'Aircraft Registrations', 'Catering Procedures Manual', 'Hygiene Manual', 'Catering Schedules', 'Wine Lists', and 'Stowage Manuals'.
- Recent Change Notices:** A list of recent change notices, including 'First class outlery is changing somehow' and 'We have moved immigration cards to a better storage position for easier offload at LHR'.
- Alerts:** A section indicating 'There are no alerts for you at this time'.
- Calendar:** A calendar for May 2005, showing days from Sunday to Saturday.
- Document Search:** A search box containing the word 'policy' and a search icon (magnifying glass) which is highlighted with an arrow.
- Contact Directory:** A section with search filters for 'Company Name (Partial or Full)', 'Carrier', 'Company Role', 'Station', 'Country', 'First Sort', and 'Second Sort'.

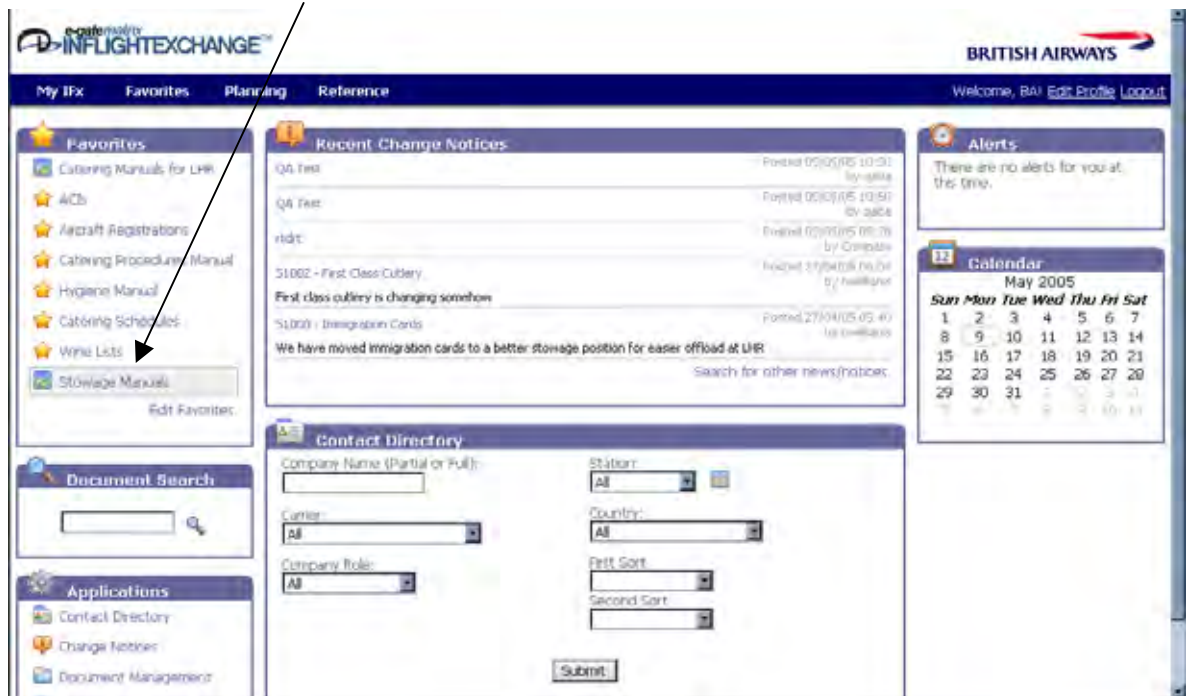
The bottom of the page shows a copyright notice: 'Copyright © 2004-2005, e-gatematrix. All rights reserved. | Privacy Policy | User Agreement'.

- Then click on the search icon , to search for the document.
- Your screen will then divert to the policy documents. Find the document you are looking for and click on it to open as described in Section 2.1 on pages 20 and 21.

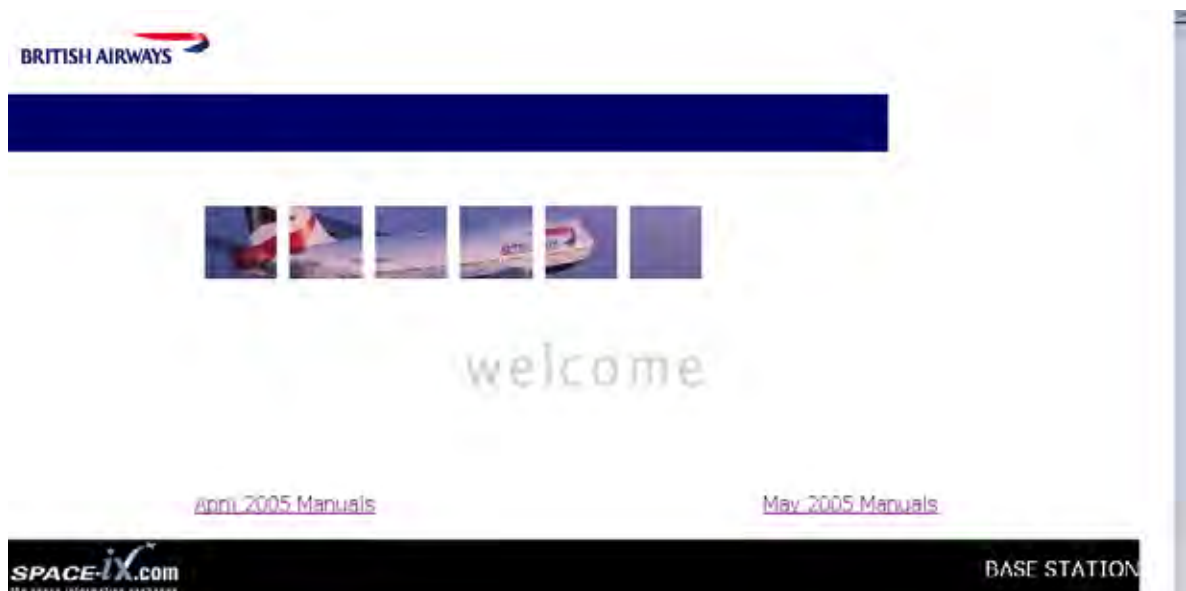
Step 4. Stowage Manuals

4.1 Viewing Stowage Manuals

- On the Home Page simply hold your mouse pointer over the Stowage Manual folder. You will see that the folder becomes highlighted and underlined and your cursor becomes a hand. Click on this Stowage Manual folder to open it.



- Once you have clicked on this folder the screen will direct you to 'Space-ix.com Home Page'.



- Click on the months manuals that you wish to view and you will be diverted to the following page



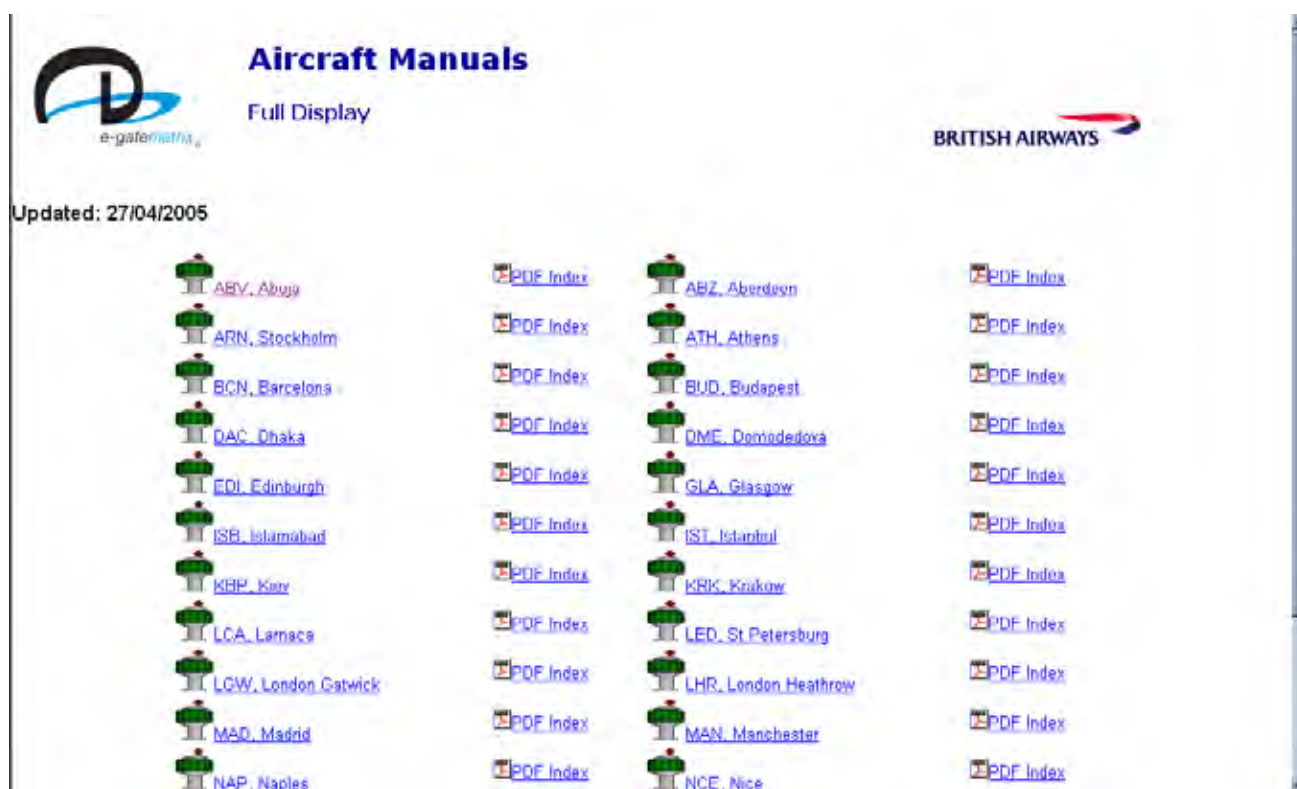
Groups

Updated: 27/04/2005

Current

- Click on the 'Current' file

- You will then be directed to the 'Aircraft Manuals Full Display' screen



Aircraft Manuals

Full Display

Updated: 27/04/2005

ABV, Abuja	PDF Index	ABZ, Aberdeen	PDF Index
ARN, Stockholm	PDF Index	ATH, Athens	PDF Index
BCN, Barcelona	PDF Index	BUD, Budapest	PDF Index
DAC, Dhaka	PDF Index	OME, Domodedovo	PDF Index
EDI, Edinburgh	PDF Index	GLA, Glasgow	PDF Index
ISB, Islamabad	PDF Index	IST, Istanbul	PDF Index
KBP, Kiev	PDF Index	KRK, Krakow	PDF Index
LCA, Larnaca	PDF Index	LED, St Petersburg	PDF Index
LGW, London Gatwick	PDF Index	LHR, London Heathrow	PDF Index
MAD, Madrid	PDF Index	MAN, Manchester	PDF Index
NAP, Naples	PDF Index	NCE, Nice	PDF Index

- Click on the station you wish to view by using your mouse pointer.
- Your screen will then change to show a list of aircraft manuals at your chosen station (shown on the next page).



PDF File Group: Current



Station: LHR, London Heathrow
Updated: 27/04/2005

 319, Airbus A319 Shorthaul	 320, Airbus A320 Shorthaul
 734, Boeing 737-400 Shorthaul	 757, Boeing 757 Shorthaul
 767, Boeing 767 Shorthaul	 777, Boeing 777ER (48J)

- Now use your mouse pointer to click on the Aircraft Type you wish to view
- Your screen will change to a list of 'Products' (below):



PDF File Group: Current



Station: LHR, London Heathrow
Aircraft: 734, Boeing 737-400 Shorthaul
Updated: 27/04/2005

 2C, Band2 CM Single Catered Product	 3C, Band3 AT Single Catered Product
 4A, Band4 HB Single Catered Product	 4B, Band4 HM Single Catered Product
 4C, Band4 HS Single Catered Product	 5A, Dom Hot Baguette Single Catered Product
 5B, Dom Hot Baguette/DB or RB Rtn Catered Product	 5C, Dom 1/2 Tray HB Single Catered Product
 5F, Dom DB or RB Rtn Catered Product	 5J, Dom 1/2 Tray CM Single Catered Product

- Use your mouse pointer to choose which 'Product' you wish to view.

- Your screen will now change to the Base/Outstation Screen. All Caterers (except LHR & LGW) should click on 'Outstation' to view their Manuals. LHR & LGW should click on 'Base'.



- Your screen will then direct to a list of manuals (below):

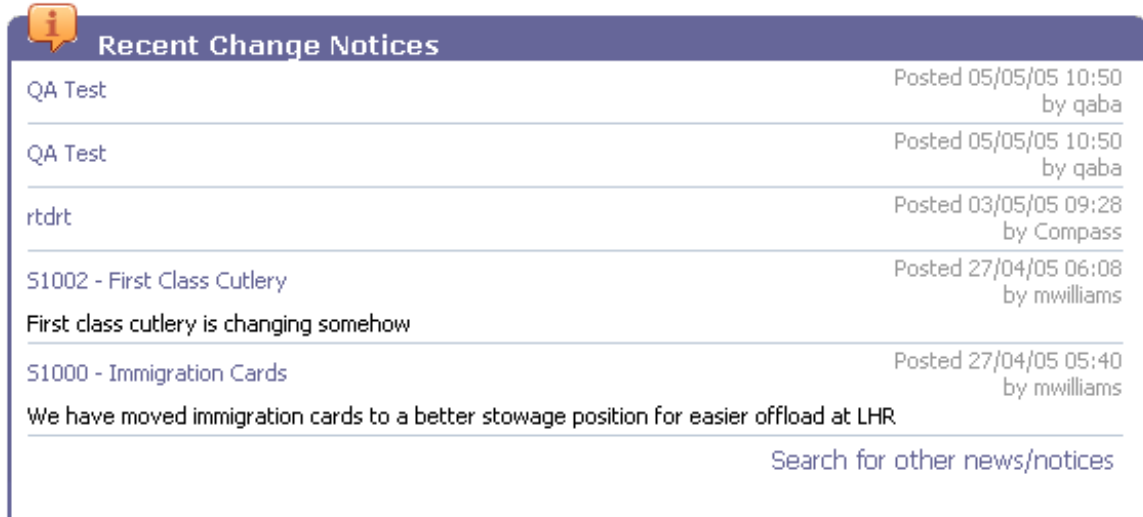


- To open a manual hold your mouse pointer over the one you wish to view and click on it. This manual will then open up in Acrobat Reader on separate screen.
- To close the manual either click on 'File' and 'Exit' at the top left hand side of the screen or by clicking on the  icon at the very top of the screen on the right hand side.

Step 5. ACI's

5.1 Viewing Recent ACI's

- Any **Recent Issues** published by British Airways will be shown here on the Home Page under 'Recent Change Notices'. The most recent changes will appear at the top of the list.



Recent Change Notices	
QA Test	Posted 05/05/05 10:50 by qaba
QA Test	Posted 05/05/05 10:50 by qaba
rtdrt	Posted 03/05/05 09:28 by Compass
S1002 - First Class Cutlery First class cutlery is changing somehow	Posted 27/04/05 06:08 by mwilliams
S1000 - Immigration Cards We have moved immigration cards to a better stowage position for easier offload at LHR	Posted 27/04/05 05:40 by mwilliams

[Search for other news/notices](#)

- To display the recent change document hold your mouse pointer over the document required.
- You will notice that your cursor changes to a hand and the wording becomes underlined. Select this document with the left click of your mouse.
- You will then be directed to the screen shown below



e-gatematrix INFLIGHTEXCHANGE™ **BRITISH AIRWAYS**

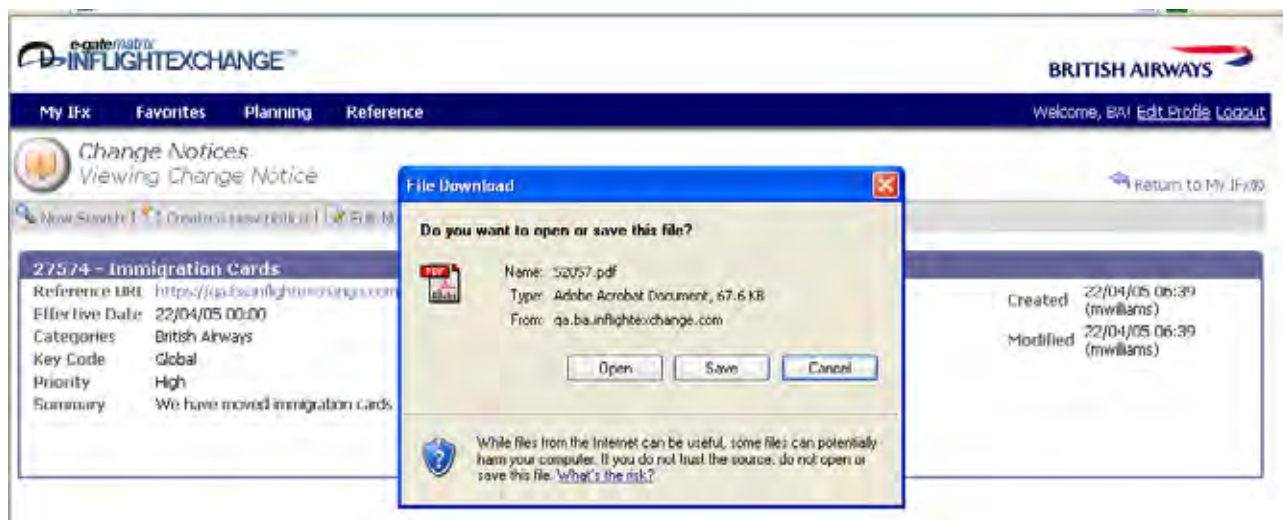
My IFx Favorites Planning Reference Welcome, BA! [Edit Profile](#) [Logout](#)

Change Notices
Viewing Change Notice [Return to My IFx®](#)

[New Search](#) | [Create a new notice](#) | [Edit Notice](#)

27574 - Immigration Cards	
Reference URL	https://ga.ba.inflightexchange.com/dm/document?id=600210
Effective Date	22/04/05 00:00
Categories	British Airways
Key Code	Global
Priority	High
Summary	We have moved immigration cards to a better stowage position for easier offload at LHR
Created	22/04/05 06:39 (mwilliams)
Modified	22/04/05 06:39 (mwilliams)

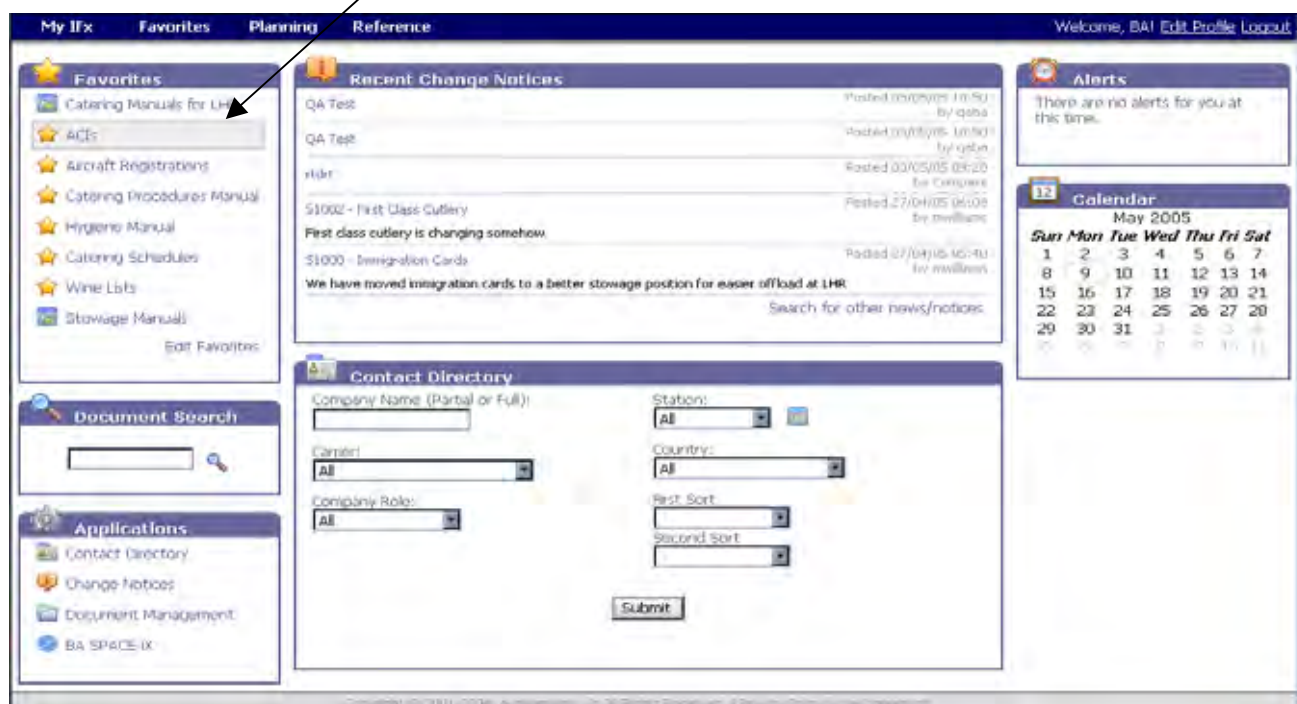
- Click on the 'Reference URL' that is highlighted.



- The 'File Download' screen will then appear. Click on Open.
- Once you have clicked on Open, another window will open displaying the change document.

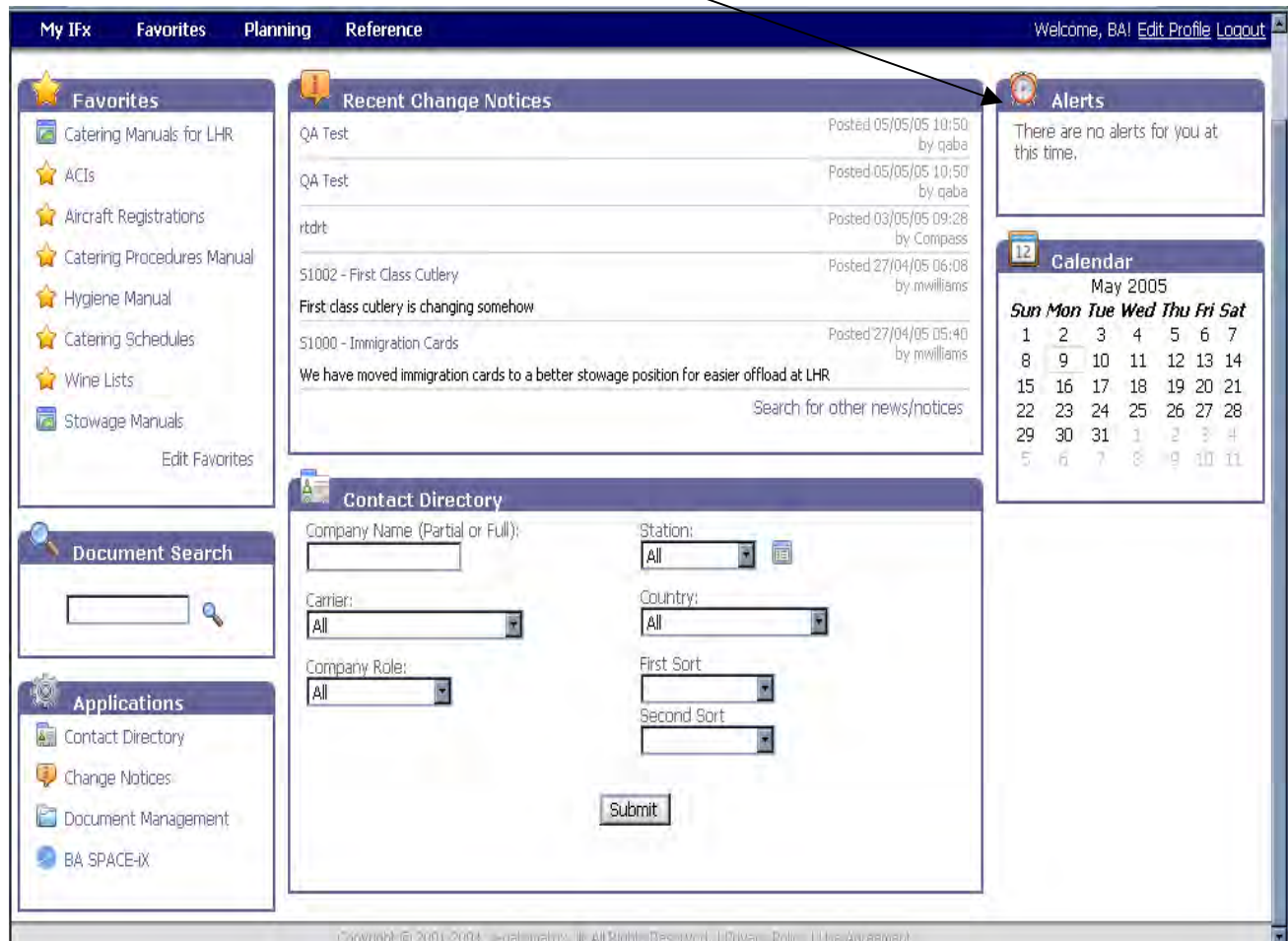
5.2 Viewing Historical ACI's

- Any **Historical Issues** published by British Airways will be shown in the ACI's folder in your 'Favourites' box on the Home Page. Please refer to section 2.2 of this Manual.



Step 6. Alerts

Please note that if there is a scheduled or unscheduled 'System Outage' then you will be notified in the 'Alerts' box on the IFX Home Page.



The screenshot shows the IFX Home Page with a navigation bar at the top containing 'My IFX', 'Favorites', 'Planning', and 'Reference'. The user is logged in as 'BAI' with links for 'Edit Profile' and 'Logout'.

On the left sidebar, there are sections for 'Favorites' (listing Catering Manuals for LHR, ACIs, Aircraft Registrations, Catering Procedures Manual, Hygiene Manual, Catering Schedules, Wine Lists, and Stowage Manuals), 'Document Search' (with a search input field), and 'Applications' (listing Contact Directory, Change Notices, Document Management, and BA SPACE-IX).

The main content area features three primary sections:

- Recent Change Notices:** A list of updates including 'QA Test' (posted 05/05/05 10:50 by qaba), 'QA Test' (posted 05/05/05 10:50 by qaba), 'rtddt' (posted 03/05/05 09:28 by Compass), 'S1002 - First Class Cutlery' (posted 27/04/05 06:08 by mwilliams), and 'S1000 - Immigration Cards' (posted 27/04/05 05:40 by mwilliams). A link 'Search for other news/notices' is provided.
- Alerts:** A box indicating 'There are no alerts for you at this time.' An arrow from the text above points to this section.
- Calendar:** A calendar for May 2005, showing days from Sunday to Saturday.

At the bottom of the main content area is the 'Contact Directory' section, which includes search filters for 'Company Name (Partial or Full)', 'Station', 'Carrier', 'Country', 'Company Role', 'First Sort', and 'Second Sort', along with a 'Submit' button.

The footer contains the copyright notice: 'Copyright © 2001-2004 e-gatematrix. All Rights Reserved. | Privacy Policy | User Agreement'.

Step 7. Contact Directory

The screenshot shows a web form titled "Contact Directory". It contains several input fields and dropdown menus for filtering search results. The fields are arranged in two columns. The first column includes "Company Name (Partial or Full):", "Carrier:", "Company Role:", and a "Submit" button at the bottom. The second column includes "Station:", "Country:", "First Sort:", and "Second Sort:". All dropdown menus are currently set to "All".

- On the IFx Home Page you will notice you have a 'Contact Directory' box. If you wish to fill in your details please feel free, however please note that your contact details **will be public to all other IFx users including other Airlines.**

Step 8. Log off

- When you have finished using IFx please remember to log off.
- On every page you will see the IFx toolbar (below):



- To log out click on 'Logout'

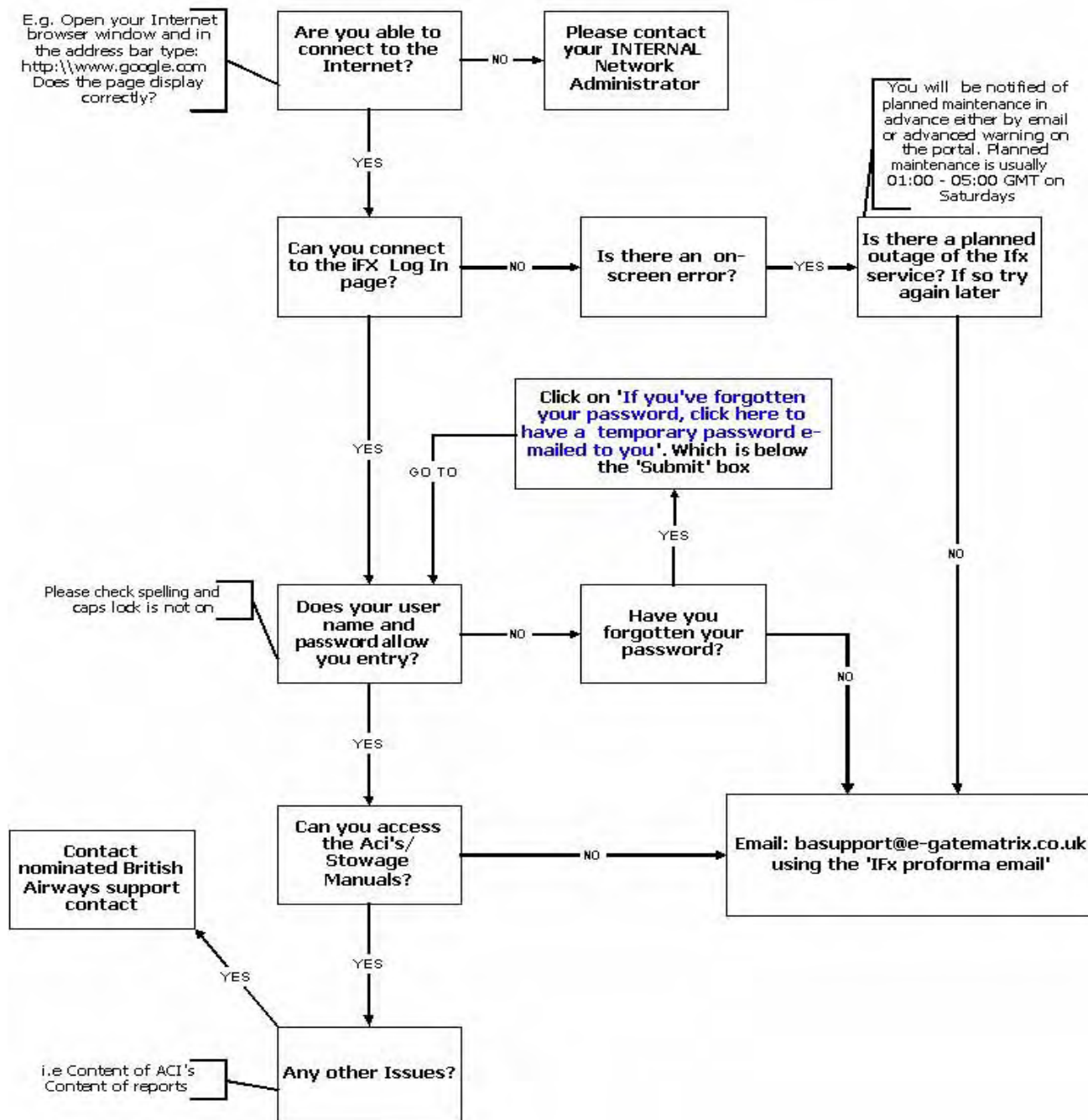
The screen will then divert back to the 'InFlightexchange Login' screen.

The screenshot shows the InFlight Exchange Login screen. It features a login form on the left with fields for "Username" and "Password", and a "Submit" button. Below the form is a note about password requirements. To the right of the login form is a section titled "New to IFx@?" with a "Register" button. Below that is a section titled "Need to activate your account?" with an "Activate Account" button. At the bottom right is a "Need Help?" section with contact information: Toll Free #: +1 (888) 254-4515, International #: +1 (404) 765-6683, and e-mail: support@e-gatematrix.com.

Trouble Shooting Matrix

Trouble Shooting Matrix

If you believe that your connection to iFX or the Internet is down, please check the following instructions before emailing your first line of support.



IFx Proforma Email

If you experience problems with IFx, first refer to the Trouble Shooting Matrix, which lists all possible causes and advice on how they can be solved. Any problems that cannot be solved by this sheet should be addressed via email to the BA Support Team at e-gatematrix:

basupport@e-gatematrix.co.uk

Please enter as much information about your problem so we can resolve this matter as quickly as possible. Please include the following details in your email:

Contact Name:

Email:

Company/Station:

Tel:

Date:

Problem description: