



TUI Airline Ground Operations Instruction Notice

TAGO Portal - GHA access

Notice: GOIN25-008

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To: All stations
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Applicability: TUI Airways (TOM-BY) / TUIfly Nordic (BLX-6B) / TUI fly Belgium (JAF-TB) / TUI fly Netherlands (TFL-OR) / TUIfly Germany (TUI-X3)

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Dear Partner,

We are pleased to advise that our Airport System Fault Log process will be transitioning to an automated report system within the TAGO portal. This upgrade is aimed at improving communication, efficiency and accuracy in handling system faults for our various airport systems, including GoNow, Newskies, eLoadsheet, Citrix and SSBD kiosks.

In preparation for this transition, we kindly request all ground handling agents to take the following actions:

1. **Review Current User Access:** Ensure that all relevant staff and teams who need to raise system fault logs have the necessary access to the TAGO portal.
2. **Update Access if Needed:** If any staff or team members do not have access, please follow the standard process to request and obtain access by 21st March 2025.

Please note: TUI will be back in touch to provide full details of the new TAGO Airport Systems Incident Process in due course. Until then, the current TUI fault log process needs to be followed for any system issues, questions, or requests related to user access (including password or logon support).

Your cooperation in this matter is essential to ensure a smooth transition to the new automated reporting system. Feel free to reach out via gopsprojects@tuifly.com in case of any questions on the above.

Kind regards,

TUI Airline Ground Operations