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OPERATIONAL MEMO

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Memo #	OM 165
Title	New web address and access for the Connected Portal
Date of Issue	2 nd May 2024
Written by	Danny Plumber (IT Manager Connected)
Reviewed by	Celine McGuigan/Karena Wright

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Reason for Issue

As part of a wider project on Modern Single Sign-on (MSSO), easyJet's Digital Safety team has reviewed how Ground Handlers access the Connected Portal. Based on this review there is a new Connected Portal URL and a new way of accessing the portal.

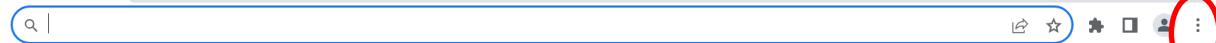
From 07th May 2024, Ground Crew will need to log onto <https://prod.ezy.s4a.aero> to access the Connected Portal. This will be available from 02nd May 2024 so please use this week to familiarise yourself and your team with the new URL.

<https://connected.easyjet.com> will no longer be in use after 07th May 2024

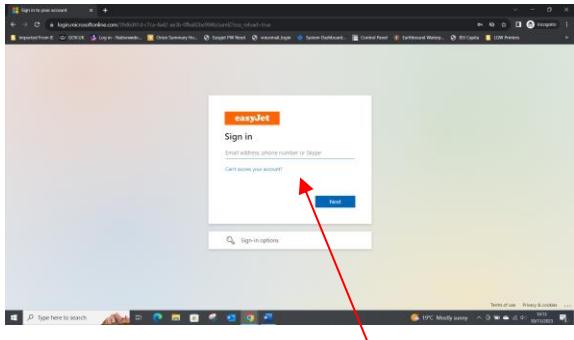
Details

Below are the steps for Ground Crew to access the Connected Portal.

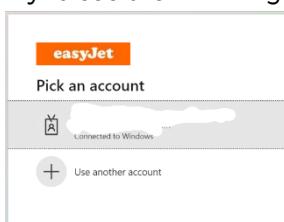
1. Open the browser and put it into incognito or in private mode.
 - The naming convention will change depending on the browser you use.
 - This can be found by clicking the three dots on the right-hand corner of a browser page.
 - If this is blocked, you will need to unblock it to access the Connected Portal. Please contact your own IT to do this.
 - Ensure you cache and cookies are cleared.



2. Manually add the new Connected Portal URL - <https://prod.ezy.s4a.aero>

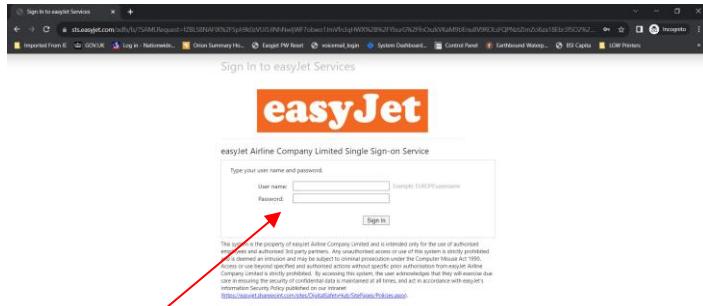


- 3.
4. Enter your account name@easyjet.com i.e., LTNGENERAL@easyjet.com
5. If you see the following screen select "use another account".

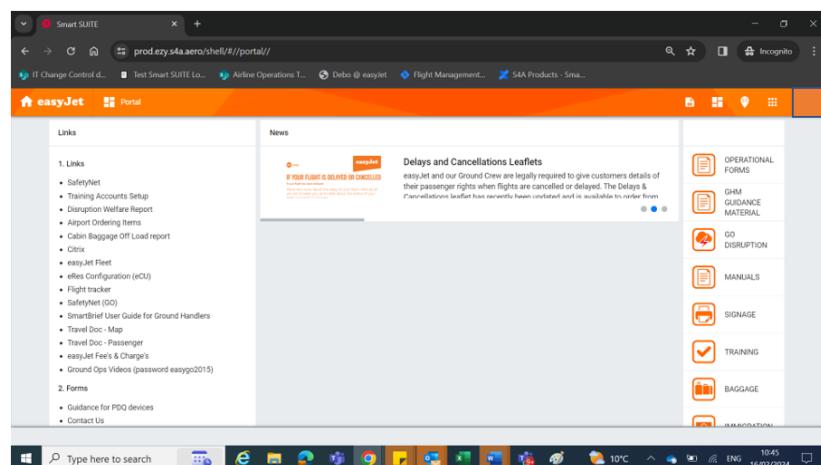


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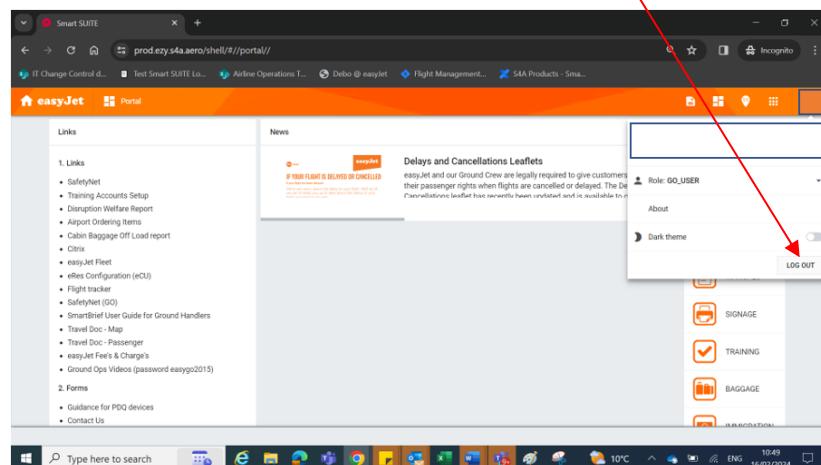
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- 6.
7. Enter your username and password as before i.e., LTNGENERAL or Joe Bloggs or Joeb.
8. You will then be logged into your 'home' page.



9. Use the portal as you would normally, and log out when complete and close your browser session.



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Need help?

- Please contact ITSD to raise a ticket if you are unable to sign on and copy in itairportinfrastructure@easyjet.com and s4aprojectteam@easyjet.com
- When logging this issue please reference the change of URL and Access to the Connected Portal.