

## **Intranet/Staff Travel password re-setting problem**

BA has informed us that there is a problem with re-setting BSAFE passwords. That is passwords that have been forgotten or have expired.

This is a security issue that applies to all Former Staff accessing the Intranet from personal and/or home computers. The re-setting function has been disabled for all personal devices and online.

BA has advised us about what Former Staff, who are unable to use the Intranet and book Staff Travel and Hotline tickets, should do.

**Staff Travel** bookings will have to be made through the Staff Travel call centre. Telephone numbers are in the box below.

**Hotline:** from Monday 14<sup>th</sup> July, Hotline bookings can be made through the normal BA Reservations telephone number. An instruction to BA Reservations went out on Friday 11<sup>th</sup> July. BA Reservations **0344 493 0787** (option 2)

The password re-setting problem has not been resolved and thus continues with no indication of when it will be resolved.

We await further information from BA.

### **Staff Travel Phone numbers.**

Colleagues in the USA and India can continue to use their existing numbers, but any other colleagues overseas can use the number below.

**UK: +44 (0) 207 949 3081** (0800hrs - 1700hrs UK local time, Daily)

**USA: 1-800 782 3387** (2330hrs -1600hrs, Monday to Friday)

**India: +91 124 4120708** (0900hrs-0130hrs, Daily)

**Rest of World: +44 (0) 207 949 3081** (0800hrs – 1700hrs UK local time, Daily) If staff are away from base and are unable to manage their booking online and need to contact Staff Travel, they can call the local number depending on which region their destination comes under.