

## **Tele Check-In / Web Check-In Procedure**

**Meaning** – Tele Check-In / Web check-in is the process in which passengers confirm their presence on a flight via the Internet and typically print their own boarding passes. Passengers may also select their preferred seating.

**Objective** – Ministry of Civil Aviation (MOCA) for upcoming three months until 24<sup>th</sup> August, 2020, has made it mandate for all passengers to perform web check-in and carry print out of boarding pass on the date of journey. This process is drafted in order to ensure we assist customers calling us at call center with all possible means to carry our web check-in formalities.

**Check-In Time**– Web Check-in window opens 48 hours prior and closes 75 minutes prior to flight departure.

**Procedure to be followed** - Call center team member can follow below steps in order to assist caller with web check-in.

### ***PAX calling within 48 hours of Departure***

#### **Step 1 – Health Declaration**

To perform web Check-In, it is mandate for customers to declare their health status. Team member to first login at [www.goindigo.in](http://www.goindigo.in) and click on Check-In option available at the home page to declare a health status.

Team member needs to ask below health related questions from caller on the recorded line:

- i. I/ we am/are not residing in any containment zone.
- ii. I/ we am/are not suffering from any fever/cough/ any respiratory distress.
- iii. I/we am are not under quarantine.
- iv. If I/ we develop any of the above-mentioned symptoms, I shall contact the concerned health authorities. immediately.
- v. I/ we have not tested COVID-19 positive in last two months.
- vi. I/ we am eligible to travel as per the extant norms.
- vii. I/ we make my mobile number / contact details available to the airlines whenever required by them.
- viii. I/ we understand that if I/we undertake the air journey without meeting the eligibility criteria I/we would be liable to penal action.
- ix. I/we undertake to adhere to the health protocol prescribed by the destination State / UT.

Select “I Declare” and Submit.

#### **Important Note**

Inform caller that as per Government Guidelines the declaration is subject to verification at airport through Aarogya Setu App. So request you to please download Aarogya Setu app.

If passenger phone is not compatible to download the app or he/she not carrying a phone, then a self-health declaration will be conducted by the airport staff at the entry gate.

### Step 2 – Check-In (Issue Boarding Pass)

Once, the declaration is given by passenger on the call, call center team member has to perform a web check-in.

Select Seat and continue to perform web check-in. Send E-Copy of Boarding pass to customer and advise him to carry print out of boarding pass.

#### Important Note:

It is mandate to carry print out of boarding pass to take entry into airport premises. However, if passenger is not carrying print out, he/she may show the E-copy of boarding pass received on their email ID to enter into airport and then re-print boarding pass through Kiosk Machine.

### Step 3 – Generate Bag Tag

It is mandate for passengers to generate a bag tag before they reach airport. Generate bag tag facility will be made available between 24 hours – 120 minutes prior to the departure of the flight.

Passenger will able to declare the bags only if the web check-in process is completed.

- Team member can retrieve the booking on website through Edit Booking Page OR through Check-In option to generate bag tag.
- Mandate contact number and email ID of each passenger available in booking has to be entered.
- Select number of bag passenger carrying in front of all passengers and click on Generate Bag Tag.
- Once the bag tag is generated an SMS/ Email will be send to passenger on the provided contact details with bag tag number.

#### Important Note:

Do inform customer that he/she needs to carry print out of bag tag.

After printing the tag in PDF form, need to fold the page as per the instructions shared on the print (barcode to be placed on top) and then place it in the bag tag holder. **(Bag tag holder shall be provided by airline and can be collected from bag drop counter).**

If they are not able to take a print, they can write PNR number and the name of the passenger (as mentioned in the ticket) should be boldly written on a piece of thick paper and affixed to the bag or tag it with the help of a strong string.

Staff at airport will later assist passenger to generate bag tag and customer copy will be send via SMS and Email.

### ***PAX calling outside 48 hours of departure***

Please inform customer that web check-in opens 48 hours prior to departure and closes 75 minutes prior to departure. And as per Government Regulations it is mandate for all passengers to perform web check-in and carry print out of boarding pass.

### **Related FAQs:**

- 1. In case passenger voluntary change the flight. Does the entire check-in process have to be followed again?***

Ans. Yes, once we undo-check-in the passenger from the flight, the system will automatically remove the bag tag and cancel check-in. Customer has to go through the entire process again which is Declare Health Status > Perform Web Check-in > Generate Bag Tag.

- 2. In case of IROPs and free move opted by passenger. Does the passenger have to go through the entire check-in process again?***

Ans. To move flight we have need to undo-check-in the passenger. Once passenger is undo-check-in we need to follow the entire process again as mentioned point 1.