



IATA Travel Pass

Version 4 – issued 2 March 2022

Qantas has partnered with the International Air Transport Association (IATA) to make the travelling experience easier during COVID-19.

Qantas will be progressively rolling out the IATA Travel Pass on all Qantas International flights, but we are delighted customers will be able to start using the IATA Travel Pass on all Qantas flights from Australia to UK from 17 December 2021 and Australia to Singapore from 9 March 2022.

Further international destinations will be available throughout 2022.

Introducing IATA Travel Pass

1. What is the IATA Travel Pass application and why should a customer use it?

The IATA Travel Pass application is a mobile app enabling customers to:

- check the travel requirements for your flights all in one place;
- receive information directly from the same system that Qantas check-in agents use to check eligibility to travel. This will help customers prepare for their flight and reduce the confusion and complexity of COVID-19 travel requirements;
- upload digital COVID-19 test results and vaccine certificate in a secure manner, and automatically confirm that customers meet the COVID-19 requirements for their flights;
- share their 'OK to Travel' status with Qantas prior to arriving at the airport, allowing customers to check-in online. Customers may still be required to show additional travel documents at the airport to receive their boarding pass, depending on their destination; and
- enjoy a streamlined and more convenient airport experience.

2. Do customers need to pay to download or use the IATA Travel Pass application?

No, it is free to download and use the IATA Travel Pass application.

3. How does a customer use the IATA Travel Pass application?

- a) Create a digital ID by taking a selfie and scanning their passport
- b) Add their flights using their Qantas booking reference
- c) View the travel requirements for their journey
- d) Upload their vaccine information
- e) When required, upload their COVID-19 test result into the app
- f) Check their 'OK to Travel' status
- g) Share their 'OK to Travel' status with Qantas before their flight

Customers should make sure they bring paper copies of all travel documents with them to show at border control checkpoints, or if asked by any airline representatives.



4. Where are the travel requirements displayed in IATA Travel Pass coming from?

IATA works with 1800+ sources from governments and airlines across the world to collect and keep up to date all the travel documentation and health check requirements for air travel.

Through the “My Flights” or “Travel Requirements” section of the app, customers can access information on travel restrictions and check the requirements for their journey.

5. Do customers need to set up their profile every time they travel using IATA Travel Pass?

No, profiles will only need to set up once. A profile will only be deleted if the app is deleted from their phone.

6. What languages is the IATA Travel Pass available in?

Currently the IATA Travel pass is available in English only.

IATA Travel Pass Eligibility

7. Are all customers eligible to use IATA Travel Pass?

Customers are eligible to use IATA Travel Pass if:

- Travelling with Qantas from [Australia to the UK or Australia to Singapore](#)
- at least 18 years old
- have a mobile device with a compatible NFC chip
- have taken your COVID-19 test at an IATA compatible lab
- have a compatible vaccination certificate

8. What type of device will support the IATA travel pass?

Devices must support the NFC technology that is required to complete the passport scanning step in IATA Travel Pass. The below devices have the NFC technology:

- Most Android phones
- iPhone 6 and above

Minimum software versions are:

- iOS: 13.2 and above
- Android: 6.0 (API level 23) and above

If customers do not have a compatible smartphone, please bring any required documentation to the airport and a check-in agent will review this documentation and provide a boarding pass.

9. What type of passport do customers need to use IATA Travel Pass?

If a passport has an electronic chip, it can be verified as genuine by scanning the chip through the IATA Travel Pass app.



Travel Agent FAQs

As countries have different types of passports and local regulations, customers may or may not be prompted to proceed to the passport chip scanning and verification step depending on the passport issuing country.

List of countries where customers will only be prompted to scan the photo page and not scan the chip:

iOS:	Android:
Australia	Australia
Bahrain	Bahrain
Bolivia	Bolivia
Burkina Faso	Burkina Faso
Cape Verde	Cape Verde
Chad	Chad
Djibouti	Djibouti
Ethiopia	Ethiopia
Fiji	Fiji
France	France
Germany	Germany
Grenada	Grenada
India	India
Jamaica	Jamaica
Jordan	Jordan
Mexico	Mexico
Mongolia	Mongolia
Niger	New Zealand
Palestine	Niger
Paraguay	Palestine
Peru	Paraguay
Rwanda	Peru
Sao Tome and Principe	Rwanda
Saudi Arabia	Sao Tome and Principe
South Africa	Saudi Arabia
Sri Lanka	South Africa
Vietnam	Sri Lanka
	Vietnam

10. What vaccine certificates are compatible with the IATA Travel Pass?

The IATA Travel Pass is currently compatible with the following digital vaccine certificate types.

Country of vaccination	Digital vaccine certificate type
Australia, Japan	International COVID-19 vaccination certificate
Albania, Andorra, Armenia, Aruba, Austria, Belgium, Bulgaria, Croatia, Curacao, Cyprus, Czechia, Denmark, Estonia, Faroe Islands, Finland, France, French Guyana, French Polynesia, Germany, Greece, Guadeloupe, Hungary, Iceland, Iraq, Ireland, Israel, Italy,	EU Digital COVID-19 Certificate format



Kuwait, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique, Monaco, Morocco, Netherlands, New Caledonia, New Zealand, North Macedonia, Norway, Panama, Poland, Portugal, Qatar, Romania, San Marino, Singapore, Slovakia, Slovenia, Spain, Sweden, Switzerland, Taiwan, Turkey, UAE, UK (England), UK (Northern Ireland), Ukraine, Vatican City	
Hong Kong	Country specific vaccination certificate
Malaysia	Country specific vaccination certificate

If the country of vaccination is not yet on the above list, or a customer does not have a digital vaccine certificate, they will not be eligible to use the IATA Travel Pass.

11. What happens if a customer only has a paper vaccine certificate and there is no QR code?

Customers will not be able to import their test results into the IATA travel pass. Please bring the paper certificate and any other required documentation to the airport and a check-in agent will review all documentation and provide a boarding pass.

12. Can Group Bookings (G class) use IATA Travel Pass?

Customers that are a part of a Group Booking cannot use the IATA Travel Pass at this time. Please bring the paper certificate and any other required documentation to the airport and a check-in agent will review all documentation and provide a boarding pass.

13. What happens if a customer has multiple passports - which passport should be used for IATA Travel Pass?

The IATA Travel Pass can currently only recognise a single passport. Customers will need to use the same passport to setup their identity in IATA Travel Pass as the passport details customers use when they get their COVID-19 test at a chosen laboratory, get their COVID vaccine certificate, and check in for their flight.

14. What happens if a customer uses a different passport for IATA Travel Pass and when checking in for their flight?

Customers will need to check in using the same passport that was used for IATA Travel Pass, or alternatively they will need to show all required documentation at check-in.

15. What happens if a customer uses a different passport for IATA Travel Pass and for their COVID test and /or the COVID vaccine certificate.

IATA Travel Pass will not be able to read and verify the customers COVID-19 test result and/or the COVID-19 Vaccine certificate. To remedy this, they will need to delete and re-download the IATA Travel Pass app. This will delete all prior data and prompt customers to set up their identity again using the matching passport.



16. What happens if a customer is travelling with children?

Currently, customers under the age of 18 are not able to use IATA travel pass. Adults will be able to complete the IATA Travel Pass process for themselves on their device, and those under 18 will need to bring their required documentation to the airport and a check-in agent will review all documentation and provide a boarding pass.

17. What happens if a customer's journey includes multiple airlines?

Customers will be able to use IATA Travel Pass to check the requirements for any flight, however it can only be used to check-in on the Qantas leg of their journey when Qantas is the first international leg and a customer has a Qantas booking reference. A customer should contact any other airline on the journey separately for their requirements.

IATA Travel Pass Privacy and Security

18. Where is a customer's information stored?

All customer information is stored on their device. IATA only has access to a customer's information for necessary processing when creating digital identity and receiving test or vaccine information. Once IATA has successfully confirmed the required information, they will no longer be able to access that information.

19. Who can access customer's information?

No one can access or share information except for the customer. Customers will be asked if they wish to share their travel status with Qantas and IATA compatible testing labs. If a customer chooses to share their information with Qantas or a testing lab, they will not receive any information other than what is needed for their journey. If a customer chooses not to share their information out of IATA Travel Pass, no one will have access to it.

20. How is a customer's information shared from IATA Travel Pass to Qantas?

When a customer chooses to share their information with Qantas, the 'OK to Travel' message is encrypted and attaches to their Qantas booking. This information is not used for any other purpose than telling the airline that a customer has met the COVID-19 vaccine and testing requirements for their flight. Qantas does not receive a copy of their information as part of this process.

21. How can a customer delete their personal information in the app?

As all information is stored on a customer's phone, they can simply delete the IATA Travel Pass app which will delete their information.

22. Where can I find out more information on how IATA will handle my customers personal information?

You can find more information in the IATA Travel Pass [Privacy Policy](#).

23. Is the IATA Travel Pass profile available across multiple devices?

No, to protect a customer's privacy, all information is stored on a single device and cannot be transferred to any other device.

24. Can a family member, travel agent, or assistant complete IATA Travel Pass process for a customer?

No, as a security feature the IATA Travel Pass verifies the identity of the person (eg. biometric scanning) so a customer must complete the process themselves.



Travel Agent FAQs

IATA Travel Pass Troubleshooting

Digital identity verification

25. Can an existing photo be uploaded instead of taking a selfie?

No, the photo can only be taken in the app by using the phone's camera in order to verify the person in the selfie is the same person as the profile.

26. An error has been received when taking the profile picture.

Please ensure there is a plain background without any objects in the camera view. Keep a 'neutral' expression. If there are prominent objects in the background, the camera might not be able to identify your face.

27. I was unable to scan the photo page on the passport.

Please make sure the passport page is being scanned in a well-lit area. Avoid light reflections as it might prevent the camera from capturing the code or cause errors in the name and/or passport number details.

28. I was unable to confirm my identity during the biometric scan (selfie).

Please ensure there is a plain background without any objects in the camera view (the same background as the one in the selfie).

Please also ensure the prompts are being followed correctly (e.g. turn your head in the correct direction and remain with your head turned until the notification indicates to move positions). If a customer is not receiving the notifications, try turning up the volume on the device or enabling notifications for IATA Travel Pass in the phone settings.

29. I cannot scan the chip on my passport.

If the application is unable to read the passport chip on the cover page, move the phone to a different place at the back of the passport. As the chip is not located in the same place for all passports, customers may need to move the phone/passport to be able to read the chip in the passport.

Below are the common locations for passport chips:

- A hard-plastic page in the passport
- Front cover page (try to scan from inside out)
- Photo page (place the phone directly on the photo page for scanning)
- Middle page (place the phone directly on the middle page for scanning)
- Back cover page (also try to scan from inside out)

30. Can a customer use another form of ID or driver's license instead of their passport?

No, the IATA Travel Pass app currently only works with passports.

31. Even following the above advice, my customer has failed to confirm their identity in the app. What are the next steps?

Please check the travel requirements for your customers flights in the 'Travel Requirements' section of the IATA Travel Pass and bring the documentation to the airport for manual review by a check-in agent.



Adding flights

32. Why can't the flight number my customer is booked on be found in the IATA Travel Pass application?

If the flight number cannot be found, it means that the route is not yet available for IATA Travel Pass. Please bring required documentation to the airport and a check-in agent will review all documentation and provide a boarding pass.

33. My customer has received an error 'No flight found, we couldn't find any flights using those details'. What does this mean?

It means that the route is not yet available for IATA Travel Pass. Please bring required documentation to the airport and a check-in agent will review all documentation and provide a boarding pass.

34. Once flights have been added to the IATA Travel Pass, will customers receive notifications if travel requirements change?

The IATA Travel Pass will update travel requirements should they change. Customers will receive a reminder 24 hours prior to a flight reminding customers to check the requirements for the countries they are traveling to. Customers should regularly check travel requirements to ensure no changes have occurred up until their flight departs.

Importing a vaccine certificate

35. Why is an error being received when uploading a vaccine certificate?

Please make sure the certificate being uploaded is intended for international travel. Some countries (including Australia) have a different certificate for domestic and international use. If this continues to generate an error, please bring required documentation to the airport and a check-in agent will review all documentation and provide a boarding pass.

36. How does a customer get an international vaccine certificate in Australia?

Customers will need to access their International COVID-19 Vaccination Certificate (ICVC) from the [Australian Government](#) before arriving at the airport. The easiest way to get a certificate is by using their Medicare account through [myGov](#), or the [Express Plus Medicare mobile app](#). If customers can't use these options, they can either visit a [Services Australia services centre](#) or contact the Australian Immunisation Register (AIR) on 1800 653 809.

Customers will need to have access to their current Australian passport or foreign passport with an Australian visa, and have their vaccinations reported to the Australian Immunisation Register (AIR) by their vaccination provider. Customers can apply for their ICVC after they have had at least one dose of an approved COVID-19 vaccine. Customers will need to ensure they are fully vaccinated and has been recorded on the AIR before obtaining the certificate in order to show their vaccination status.

37. My customer's vaccine certificate does not have a QR code on it. Can my customer still use the IATA Travel Pass?

As part of the IATA Travel Pass's protection of fraud and security, the IATA Travel Pass will only allow a vaccine certificate to be uploaded through a QR code. This will allow the app to verify the details on the certificate against the details of the profile.



38. Will my customer be able to upload a vaccine certificate after receiving the booster shot i.e. up to 3 doses?

Yes, the IATA Travel Pass will allow vaccine certificates to be uploaded after a customer has received a booster shot or up to 3 doses

Importing COVID health documentation

39. What happens if a customer went to a lab that is not part of the IATA Travel Pass network?

Customers will not be able to import their test results into the IATA travel pass. Please bring required documentation to the airport and a check-in agent will review all documentation and provide a boarding pass

40. What happens if a customer cannot locate a preferred lab in the IATA Travel Pass lab locator?

If a lab does not appear in the IATA Travel Pass lab locator, this means that it is not compatible with the IATA digital health pass process. Customers will be unable to share their test results into IATA Travel Pass. Please bring required documentation to the airport and a check-in agent will review all documentation and provide a boarding pass

41. What happens if a customer forgets to 'tick' the IATA box when they booked their COVID-19 test?

Depending on the lab, customers may be able to import their test results into IATA travel pass from a QR code on their result certificate or a link in the test results email. If these options are not available, customers may call the lab and ask for them to amend the booking reference to become IATA travel pass compatible and follow their instructions.

42. Why is an error being received when importing COVID-19 test results?

Customers will get an error if their personal details (name, date of birth and passport number) do not match the test result and the profile in IATA Travel Pass. Customers may be able to call the lab and ask them to adjust any incorrect details and reissue the certificate. If this continues to generate an error with the new certificate, please bring required documentation to the airport and a check-in agent will review all documentation and provide a boarding pass.

All customers personal details must match the passport to be eligible for international travel.

Travel status

43. What does it mean if a customer has received a green "OK to Travel" status for their flights?

"OK to Travel" means based on the health documentation, the COVID-19 testing and vaccine, travel requirements have been met for their journey. Due to the constant change in travel requirements, customers should always check these requirements closer to their departure date and bring a copy of their documentation to the airport.

44. Why did a customer receive "Not OK to Travel" / "Conditional OK to Travel" for their flights?

The IATA Travel Pass will check COVID-19 testing and vaccine certificates against government and Qantas requirements for their journey. The "Not OK to travel" and "Conditional OK to Travel" statuses mean that based on the documentation provided, one or more COVID-19 testing and vaccine rules for the destination are not satisfied. Customers will also receive a "Not OK to Travel" status if they do not have any health documentation in the app yet. Customers can click "See reasons" in the app to see why they have received this status.



Some examples of what may cause a “Not OK to Travel” status are:

- A positive test result;
- Taking the test too early (outside the pre-departure window specified by the government);
- Taking the wrong test type for the destination;
- A vaccination that is not approved or recognised by the transit or destination country.

Transit and destination countries may require additional travel documents such as government contact tracing forms and proof of on-arrival test bookings. These requirements can be viewed under the “Travel Requirements” section in the IATA Travel Pass app, but at this time there is no ability to upload this documentation into the app. Customers will need to bring all these documents to the airport.

45. What does it mean when receiving a request from IATA Travel Pass to share their information with Qantas?

When customers choose to share their information with Qantas, the ‘OK to Travel’ message is encrypted and attaches to their Qantas booking.

This information is not used for any purpose other than telling the airline that a customer has met COVID-19 vaccine and testing requirements for their flight and Qantas does not receive a copy of their information as part of this process.

Customers will then be able to check-in online and enjoy a streamlined experience at the airport. Customers should still bring a copy of their required documentation to the airport as they may still be required to show additional travel documents at the airport to receive their boarding pass, depending on the destination.

46. What happens if a customer chooses not to share the “OK to Travel” status with Qantas?

If a customer chooses not to share their information with Qantas, Qantas will have no record that they have met the COVID-19 testing and vaccine requirements. Customers will need to bring their required documentation to the airport. A check-in agent will review your documentation and provide your boarding pass.

47. A customer previously had an “OK to Travel” status in IATA Travel Pass, but now it has changed to “Not OK to Travel”. What does this mean?

Due to the unpredictable nature of the pandemic, governments around the world are constantly adjusting COVID-19 measures and policies. If requirements have changed since documentation was uploaded and the documentation no longer satisfies the requirements, the status will change in IATA Travel Pass.

Customer should continue to check the app in case changes are made to the entry requirements.