

## Employee Travel PIN Creation and Reset for Air Canada Employees – User Guide

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### Access to the Employee Travel Website (ETS) requires:

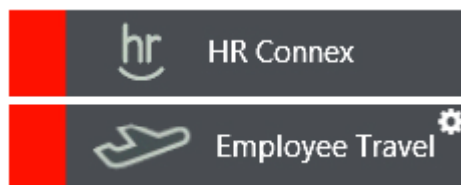
- A valid Air Canada employee Identification Number (012345)
- An ETS Personal Identification (PIN) number
- Access to the ACAeronet (AC Portal)
- A "Travel" email address registered on your HR Personnel file.

If you require information or assistance with the required ETS access data, please contact HR Connex by email at [hr.rh@aircanada.ca](mailto:hr.rh@aircanada.ca) or by phone at 1-855-855-0785 (Canada and US) or 1-469-619-2602 (International English) or 1-469-619-2604 (International French) Monday to Friday from 8 AM to 6 PM ET (Except holidays)

First time ETS users or employees who have revoked or forgotten their ETS PIN can create a new PIN by following **all** of the steps identified below.

### Logging into the Employee Travel Website through the Portal.

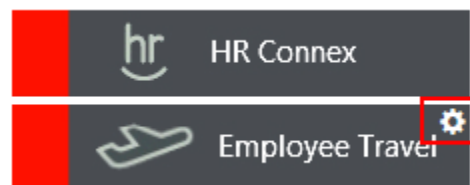
1. Log onto the portal: [acaeronet.aircanada.ca](http://acaeronet.aircanada.ca)
2. On the ACAeronet homepage, click on the Employee Travel icon.



If the login is successful, you will immediately enter the Employee Travel Website (ETS). If you receive an error about a PIN issue, you must reset your PIN.

### Resetting your PIN.

1. On the ACAeronet homepage, click on the gear icon on the upper right corner of the Employee Travel box.



2. A popup will ask you to enter your Employee Travel PIN. If you do not remember your pin or if your PIN has been revoked, click on the link indicated. A new window will appear asking for

your 6 digit employee number and the first 6 numbers and/or letters of your home address on file. Click on Enter.

## Save Employee Travel Website Information

Please enter your Language Preference, six digit employee ID, valid PIN number and click 'SAVE'.

Language :    
Employee Number (6 digits e.g. 012345):    
PIN Number (6 digits e.g. 123456):

If you have forgotten your PIN number, then please click [here](#).

If you require information about your employee number or travel profile, please contact HR Connex by email at [hr.rh@aircanada.ca](mailto:hr.rh@aircanada.ca) or by phone at 1-855-855-0785 (Canada & US) or 1-314-292-0391 (International English) or 1-314-292-0392 (International French) Monday to Friday from 8 AM to 6 PM ET (except holidays).

- When you click on the link, a new window will appear asking for your 6 digit Air Canada employee number and the first 6 numbers and/or letters of your home address on file.

**Create or Reset PIN / Créer ou réinitialiser un NIP**

**Employee Number/Matricule**

**Security Question/Question de sécurité**

Enter the first 6 numbers and or letters of your registered address /Entrez les 6 premiers chiffres et ou lettres de votre adresse enregistrée

Example/Exemple  
12-3 Main St., One City, Ontario. Enter: 123mai  
12-3 rue, une ville, Ontario. Entrez: 123rue

**Language/Langue**

- Fill in the requested information and click on "Enter"
- A message will appear saying that a new PIN was sent to your registered email address for travel.

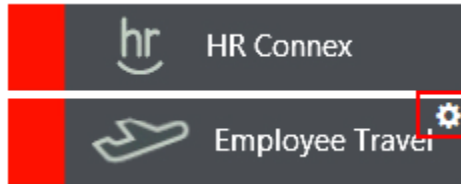
NOTE: If you get any type of error or if you do not receive an email with your new PIN within a few minutes, you can check the address that is on file as well as the travel email address on file by logging in to HRConnex and by going to HR Home > Personal Information > My Summary

- Check your travel email for the 6 digit temporary PIN.

### Saving your PIN

- Once you have the temporary PIN, go back to the homepage of the ACAeronet portal ([acaeronet.aircanada.ca](http://acaeronet.aircanada.ca))

2. On the ACAeronet homepage, click on the gear icon on the upper right corner of the Employee Travel box.



3. Save the temporary PIN that you received on your email by typing in your employee number and your new temporary PIN and then click on "Save"

**Save Employee Travel Website Information**

Please enter your Language Preference, six digit employee ID, valid PIN number and click 'SAVE'.

Language :

Employee Number (6 digits e.g. 012345):

PIN Number (6 digits e.g. 123456):

If you have forgotten your PIN number, then please click [here](#).

If you require information about your employee number or travel profile, please contact HR Connex by email at [hr.rh@aircanada.ca](mailto:hr.rh@aircanada.ca) or by phone at 1-855-855-0785 (Canada & US) or 1-314-292-0391 (International English) or 1-314-292-0392 (International French) Monday to Friday from 8 AM to 6 PM ET (except holidays).

4. You should see a response that your PIN has been successfully saved. Click on the Employee Travel icon on the ACAeronet homepage again and you should have immediate access to ETS. A message will appear prompting you to change your PIN once you are on ETS to a permanent one. Create a 6-digit PIN which is different from the one that you had before and from your temporary PIN that you received as prompted.
5. Once done, log out of ETS and save your new permanent PIN by repeating steps 2 and 3 above.