



## AIR INDIA LIMITED RETIRED EMPLOYEES ASSOCIATION

Dear Members

We quote below the email received from Ms Meenakshi Kashyap regarding the **"Account Locked Issues"** while registering for the ELT Policy

### **QTE:**

Dear All,

It has been observed that a number of retired employees are facing the issue of "Account Locked".

This is happening due to entering the wrong password multiple times on the portal: <https://stafftravel.airindia.com/>

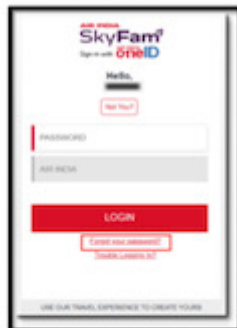
To avoid this happening, please ensure that the wrong password is not entered more than 3 times, password can be recovered through your mail ID by following the below steps mentioned in the Step Guide:

If user forgets the password to login to the application, then follow the below steps:

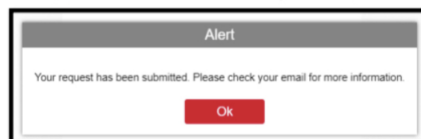
1. Use the URL below to navigate to login screen of the application and enter the credentials (username, which is your staff ID) provided in the welcome email from the HR to log in to the system.  
<https://stafftravelairindia.com/>



2. Click on '**Forgot your password?**' hyperlink displayed in the screen and enter the username and registered email id shared by the HR in Forgot password screen.



3. Click on '**Submit**' button. If the entered information is correct, an alert will appear on screen informing the request is submitted. Click "**Ok**".



The above may please be brought to the attention of retired employees.

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Regards,

**Meenakshi Kashyap**

Vice President (Employee Relations)

Block 4, Level 1, Vatika One on One,

## UNQUOTE

### THE MANAGING COMMITTEE, AILREA – MUMBAI

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