



HRS CREW AIR FRANCE USER GUIDE

SEPTEMBER 2025

CONTENT

1 **SIGN UP**

PAGE 04

2 **SIGN IN**

PAGE 09

3 **DASHBOARD**

PAGE 10

4 **OPERATIONS**

4.1 PLANNING

PAGE 11

4.2 48 HOURS

PAGE 12

4.3 ON DUTY

PAGE 15

4.4 PAST JOURNEYS

PAGE 16

PAGE 17

CONTENT

5 **CONTACT**

PAGE 18

6 **RESOURCES**

PAGE 19

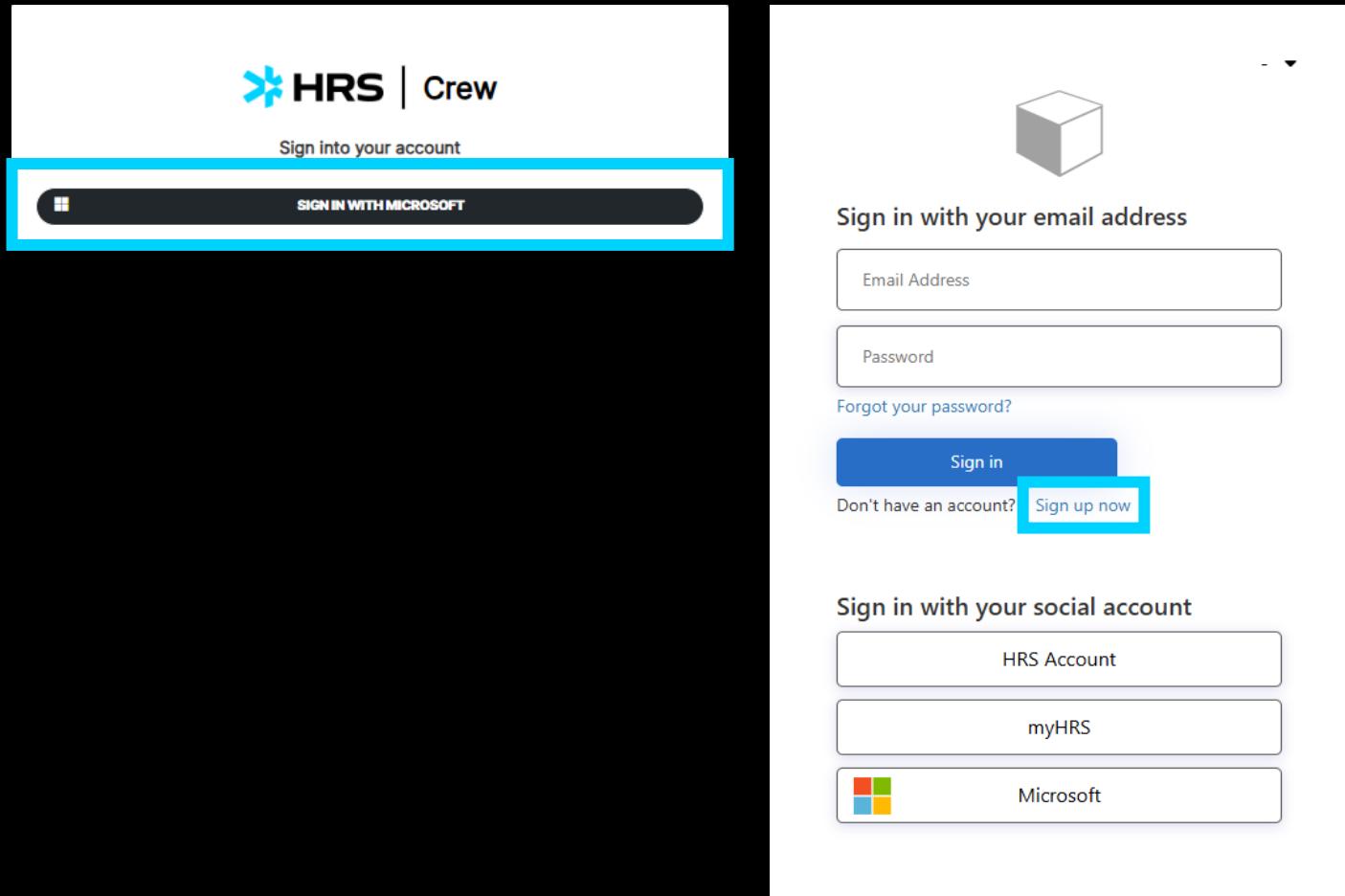


SECTION 1

SIGN UP

Step 1: Access the [HRS Crew platform](#) to register

Step 2: Click on “Sign up now”



The image shows a screenshot of the HRS Crew sign-in page. At the top, the HRS logo and the word "Crew" are displayed. Below that is a "Sign into your account" button. A "SIGN IN WITH MICROSOFT" button is highlighted with a blue border. The main section contains fields for "Email Address" and "Password", a "Forgot your password?" link, and a "Sign in" button. Below this, there is a "Don't have an account? [Sign up now](#)" link. The right side of the page features a "Sign in with your social account" section with options for "HRS Account", "myHRS", and "Microsoft" (represented by the Windows logo).

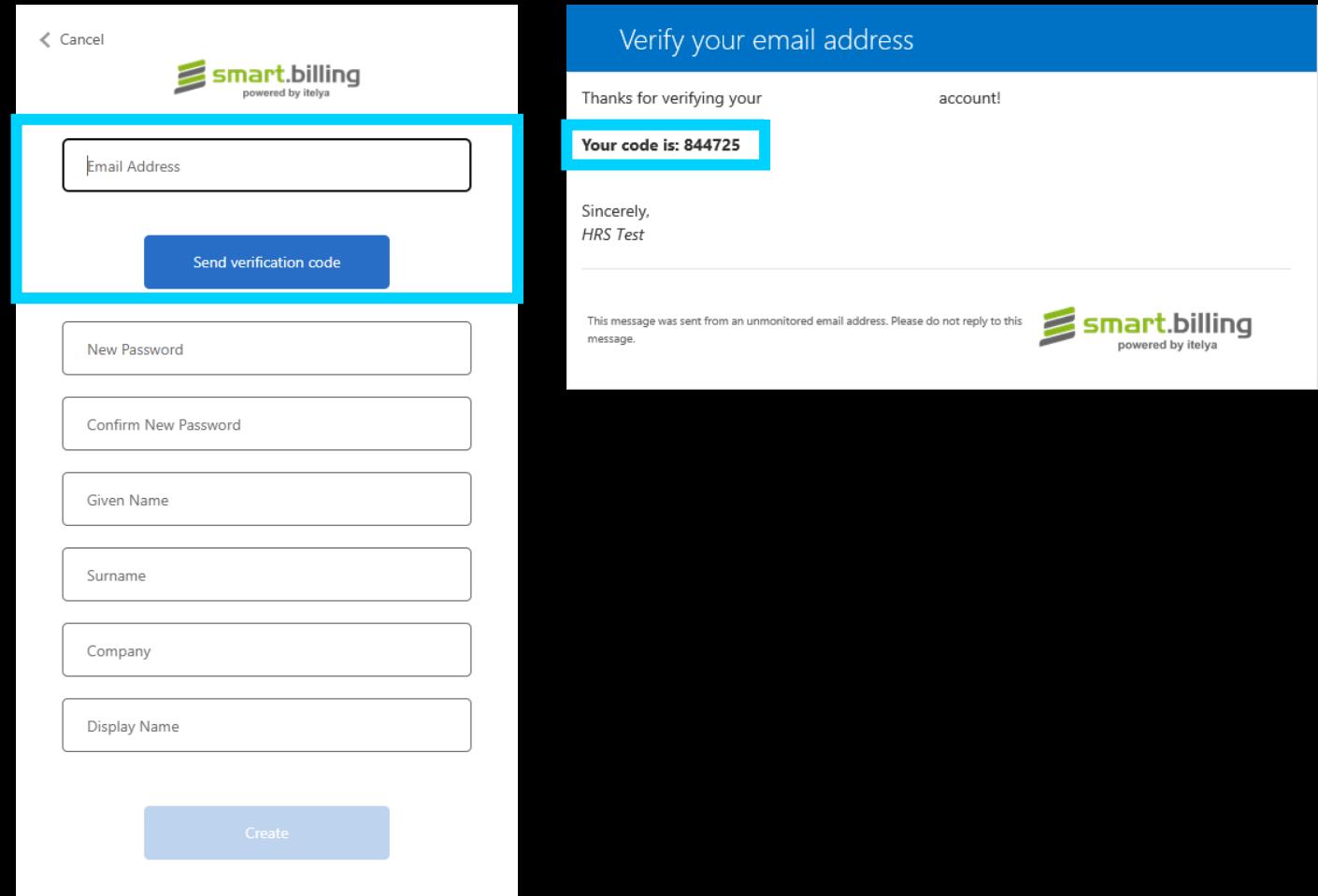
SECTION 1

SIGN UP

Step 3: Enter your email address

Attention: The email domain must be @airfrance.fr or @klm.com

Step 4: Click on “Send verification code”



The image consists of two side-by-side screenshots. The left screenshot shows a sign-up form for 'smart.billing' with a 'Cancel' button at the top left. It has input fields for 'Email Address', 'New Password', 'Confirm New Password', 'Given Name', 'Surname', 'Company', and 'Display Name'. A blue box highlights the 'Email Address' input field. Below these fields is a blue 'Send verification code' button. The right screenshot shows an email with a blue header 'Verify your email address'. It contains the text 'Thanks for verifying your account!', 'Your code is: 844725' (highlighted with a blue box), 'Sincerely, HRS Test', and a note at the bottom: 'This message was sent from an unmonitored email address. Please do not reply to this message.' Both screenshots feature the 'smart.billing' logo at the bottom right.

Step 5: You will receive an email with a verification code

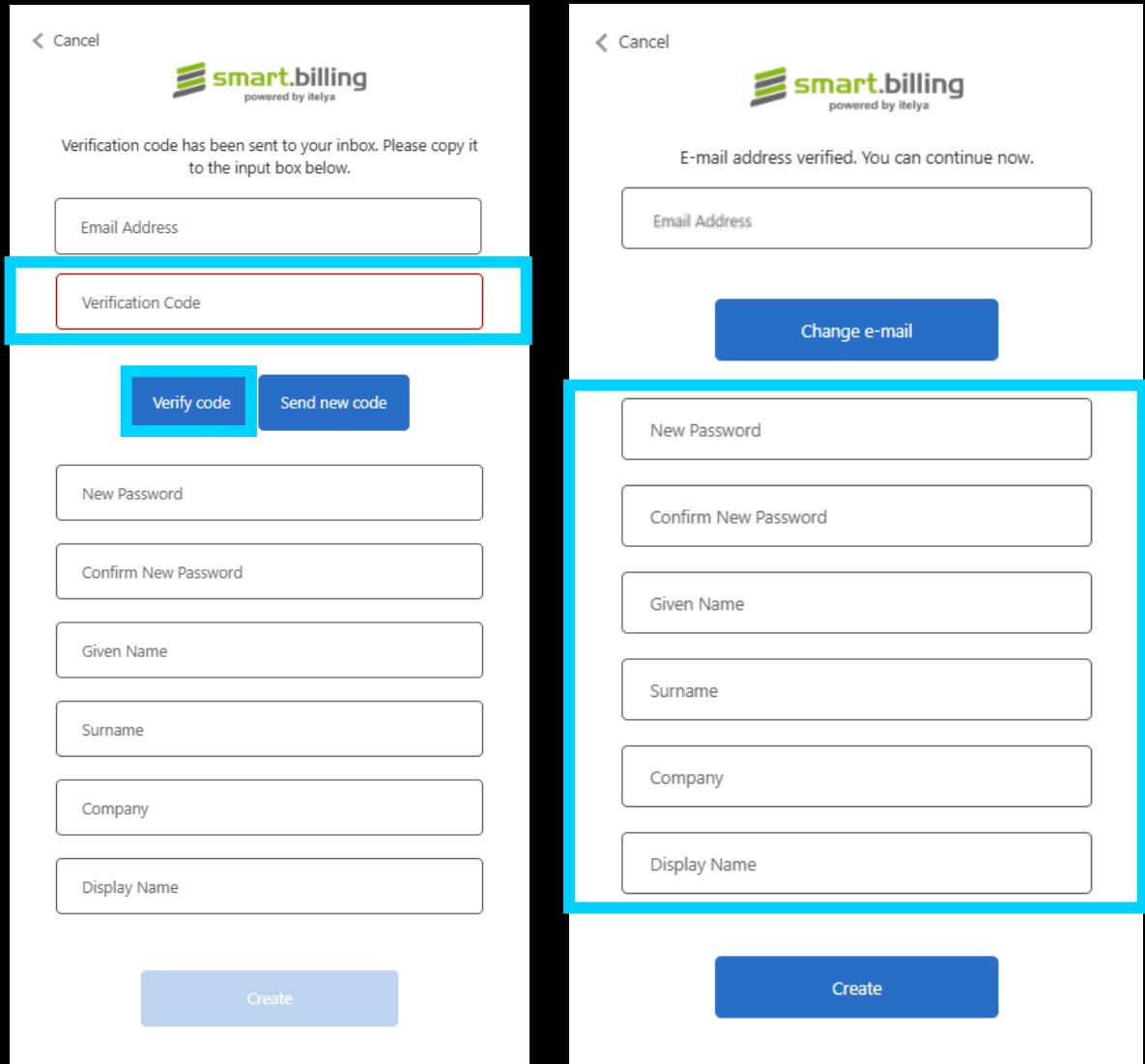
SECTION 1

SIGN UP

Step 6: Enter your verification code

Step 7: Click on “Verify code”

Step 8: Once your email has been verified successfully, complete the following fields (create a password, enter your name, last name, company name and display name)



The image displays two screenshots of a mobile application interface for 'smart.billing' (powered by itelya).

Left Screenshot (Verification Step):
- The top header includes a back arrow, a 'Cancel' button, and the 'smart.billing' logo.
- The main message: 'Verification code has been sent to your inbox. Please copy it to the input box below.'
- Below the message are two input fields: 'Email Address' (gray) and 'Verification Code' (red border).
- At the bottom are two buttons: 'Verify code' (blue) and 'Send new code' (gray).
- Below these buttons are six empty input fields for personal information: 'New Password', 'Confirm New Password', 'Given Name', 'Surname', 'Company', and 'Display Name'.
- A large blue box highlights the 'Verification Code' input field.

Right Screenshot (Profile Step):
- The top header includes a back arrow, a 'Cancel' button, and the 'smart.billing' logo.
- The message: 'E-mail address verified. You can continue now.'
- Below the message is an 'Email Address' input field.
- A large blue box highlights the 'Email Address' input field.
- Below the email field is a blue button labeled 'Change e-mail'.
- Below the 'Change e-mail' button are six empty input fields for personal information: 'New Password', 'Confirm New Password', 'Given Name', 'Surname', 'Company', and 'Display Name'.
- A large blue box highlights the entire row of personal information input fields.
- At the bottom is a large blue 'Create' button.

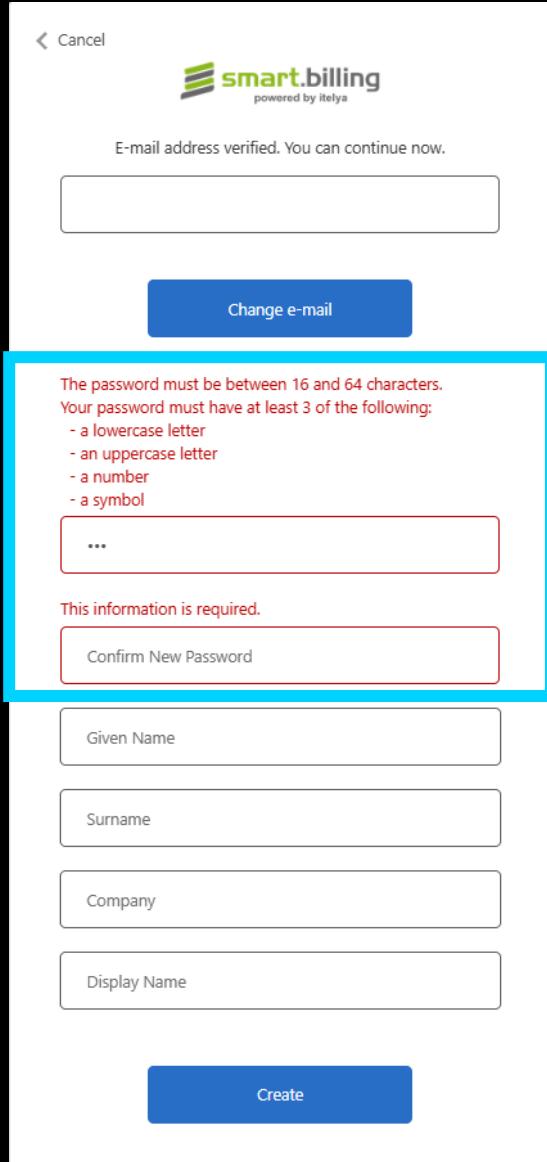
SECTION 12.1

SIGN UP

Attention:

The passwords must:

- Be between 16 and 64 characters
- Have at least 3 of the following:
 - A lowercase letter
 - An uppercase letter
 - A number
 - A symbol



The screenshot shows a sign-up form for 'smart.billing' powered by itelya. At the top, it says 'E-mail address verified. You can continue now.' Below that is a 'Change e-mail' button. The main area has a red border and contains the following text:
The password must be between 16 and 64 characters.
Your password must have at least 3 of the following:
- a lowercase letter
- an uppercase letter
- a number
- a symbol
Below this is a red box containing '...' and the text 'This information is required.' followed by a 'Confirm New Password' input field. Further down are input fields for 'Given Name', 'Surname', 'Company', and 'Display Name'. At the bottom is a 'Create' button.



SECTION 1

SIGN UP

Step 1: Access the [HRS Crew platform](#) and click on “Login (with Microsoft – Single Sign On)”

Step 2: Enter your email and password

Step 3: Click on “Sign in”

The image shows a split-screen view of the HRS Crew login interface. The left side displays the Microsoft SSO option, with the "SIGN IN WITH MICROSOFT" button highlighted by a blue box. The right side shows the standard Email/Password sign-in form, with the "Email Address" and "Password" fields highlighted by a blue box. Below the form are links for "Forgot your password?", "Sign in", and "Don't have an account? Sign up now". The bottom section offers social account sign-in options for "HRS Account", "myHRS", and "Microsoft", each with its respective logo.

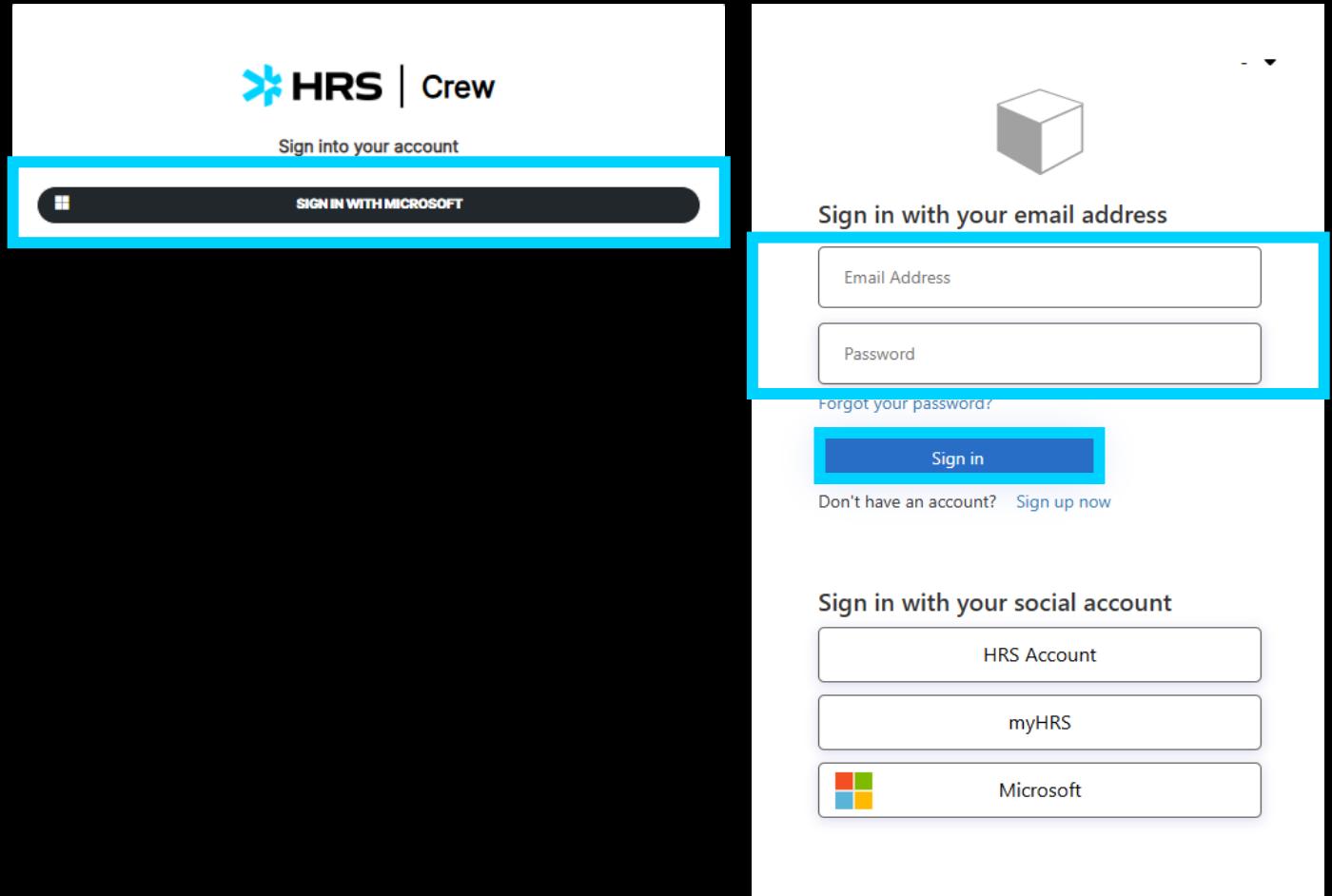
SECTION 2

SIGN IN

Step 1: Access the [HRS Crew platform](#) and click on “Sign in with Microsoft”

Step 2: Enter your email address and password

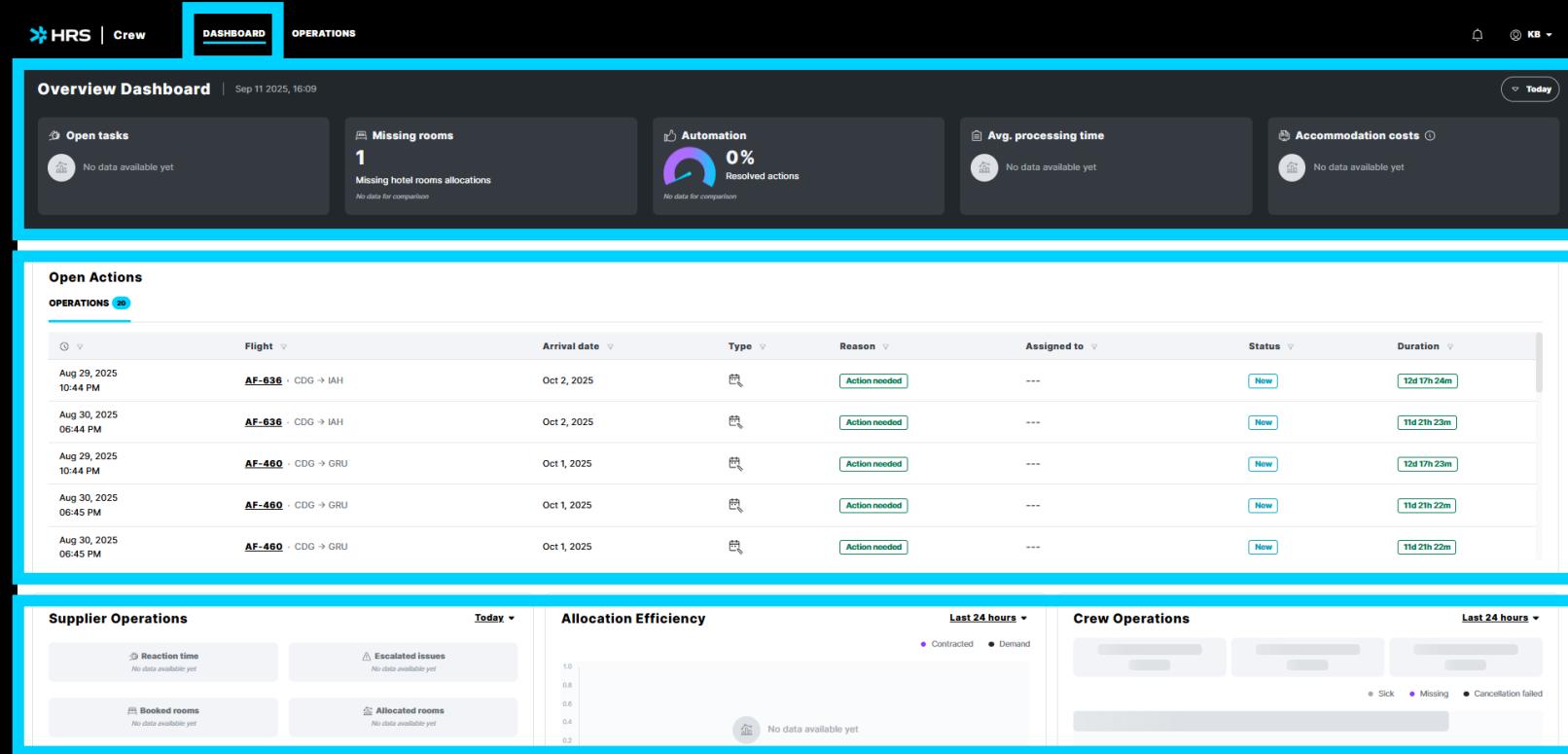
Step 3: Click on “Sign in”



SECTION 3 DASHBOARD

Click on the “Dashboard” tab to access:

- The Overview Dashboard – showing the most important KPIs in real-time
- Open Actions
- Supplier Operations, Allocation Efficiency and Crew Operations metrics



The screenshot displays the HRS Crew Dashboard with the following sections:

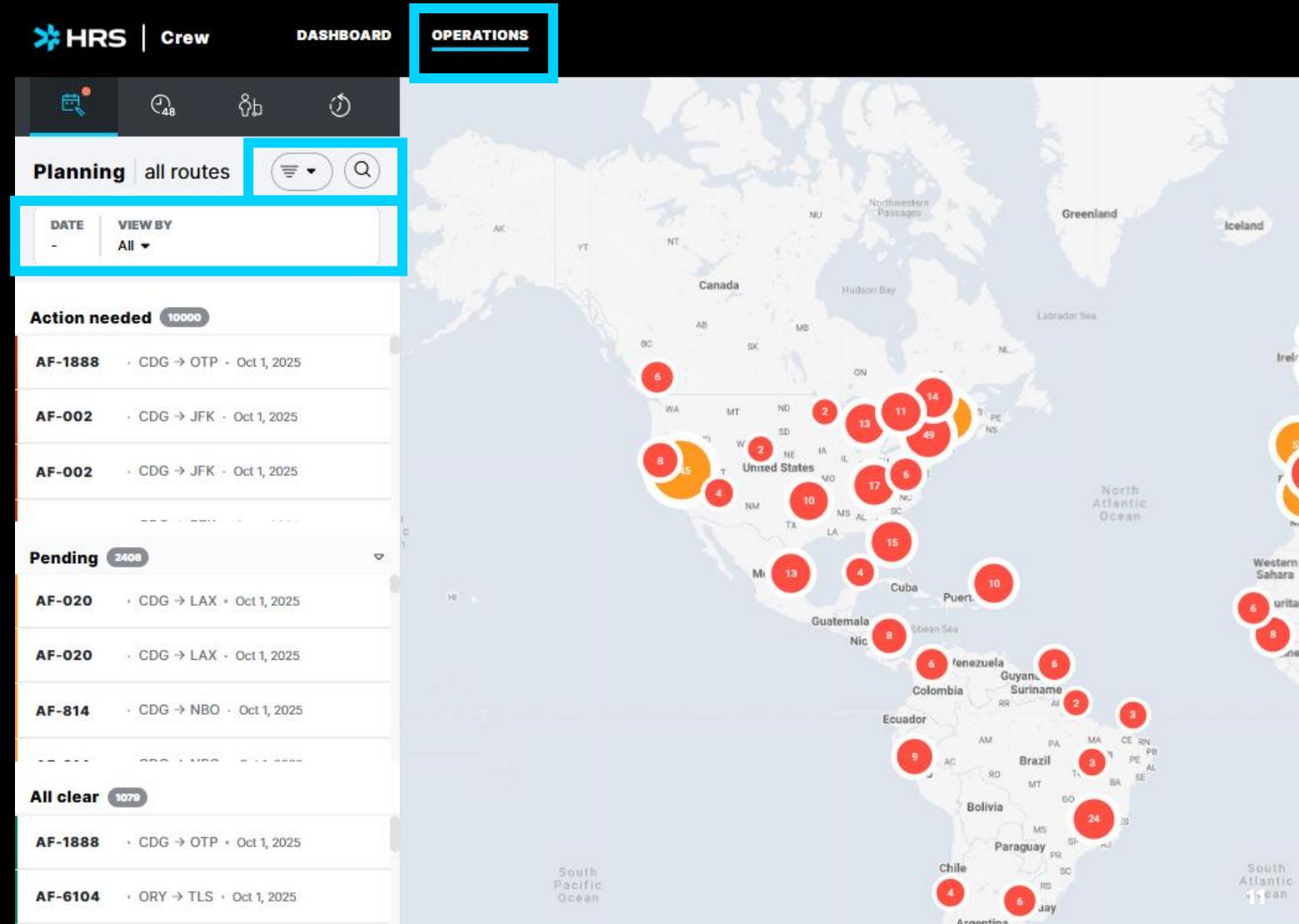
- Overview Dashboard:** Shows real-time KPIs: Open tasks (No data available yet), Missing rooms (1, Missing hotel rooms allocations), Automation (0%, Resolved actions), Avg. processing time (No data available yet), and Accommodation costs (No data available yet).
- Open Actions:** A table listing flight details, arrival date, type, reason, assigned to, status, and duration for several actions. All actions are marked as "Action needed".
- Supplier Operations:** Displays metrics for Reaction time, Escalated issues, Booked rooms, and Allocated rooms, all showing "No data available yet".
- Allocation Efficiency:** A chart showing efficiency over the last 24 hours, comparing Contracted (blue) and Demand (black) data. The chart shows a value of 1.0.
- Crew Operations:** Displays metrics for Sick, Missing, and Cancellation failed crew members, all showing "No data available yet".

SECTION 4 OPERATIONS

Click on the “Operations” tab to view get a real-time view of flights and crew events organized by schedule phase

Tip:

Use the filter, search, date and view by fields to find specific flights – in all tabs

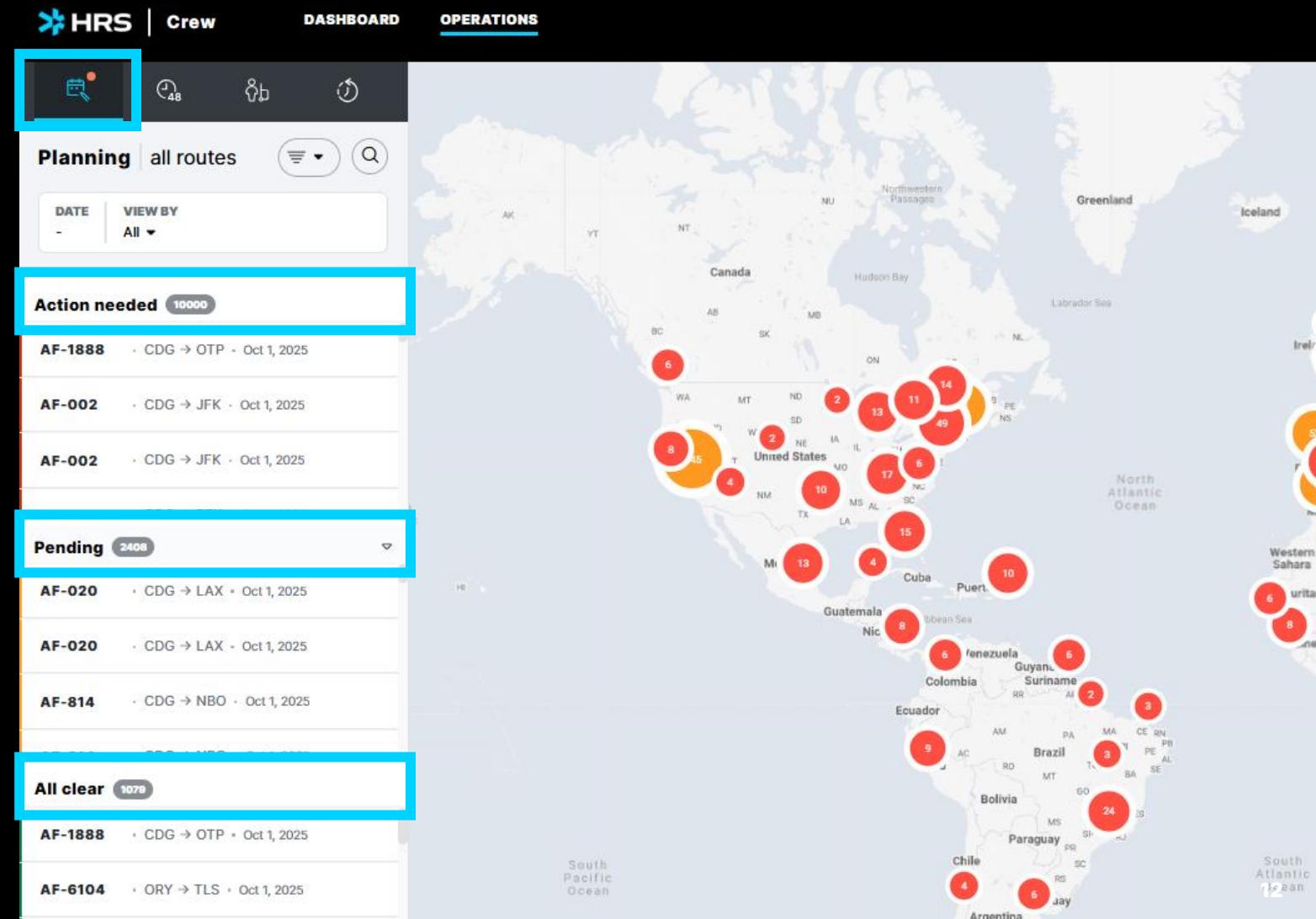


SECTION 4.1

OPERATIONS PLANNING

Click on the first tab (Planning) to see all flights organized by:

- Action Needed (manual intervention is required)
- Pending (accommodation and/or transportation are not confirmed yet)
- All Clear (accommodation and transportation are confirmed)

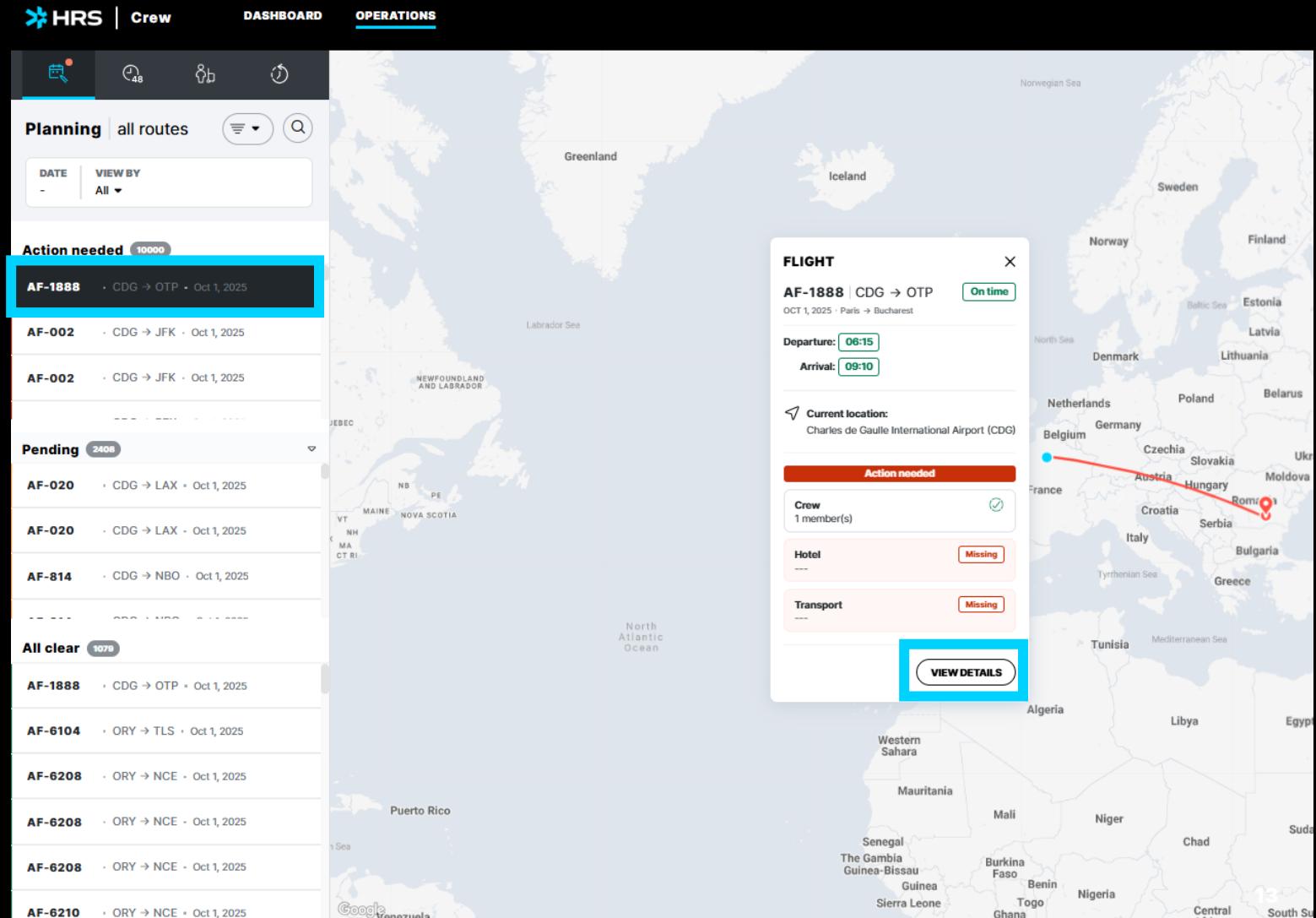


SECTION 4.1

OPERATIONS PLANNING

To verify and check the accommodation and transportation services requested for every flight:

Step 1: Click on the flight information, the route will be shown on the map



The screenshot displays the HRS Operations Planning interface. At the top, there are tabs for 'Crew', 'Dashboard', and 'Operations'. The 'Operations' tab is active. On the left, a sidebar lists flight status categories: 'Action needed' (10000), 'Pending' (2408), and 'All clear' (1078). Each category contains a list of flight details, such as AF-1888 from CDG to OTP on Oct 1, 2025. A red box highlights the first flight in the 'Action needed' list. To the right of the sidebar is a world map showing the flight route from Paris (CDG) to Bucharest (OTP). A red line traces the path across the North Atlantic and over Europe. A callout box for 'AF-1888' shows the flight status as 'On time', departure at 06:15, and arrival at 09:10. It also lists 'Action needed' items: 'Crew 1 member(s)' (checked), 'Hotel' (Missing), and 'Transport' (Missing). A 'VIEW DETAILS' button is at the bottom of the callout. The map also labels various regions and countries, including Greenland, Iceland, Norway, Sweden, Finland, Estonia, Latvia, Lithuania, Poland, Belarus, Czechia, Slovakia, Hungary, Austria, Croatia, Serbia, Bulgaria, Greece, Turkey, North Africa, and South Africa.

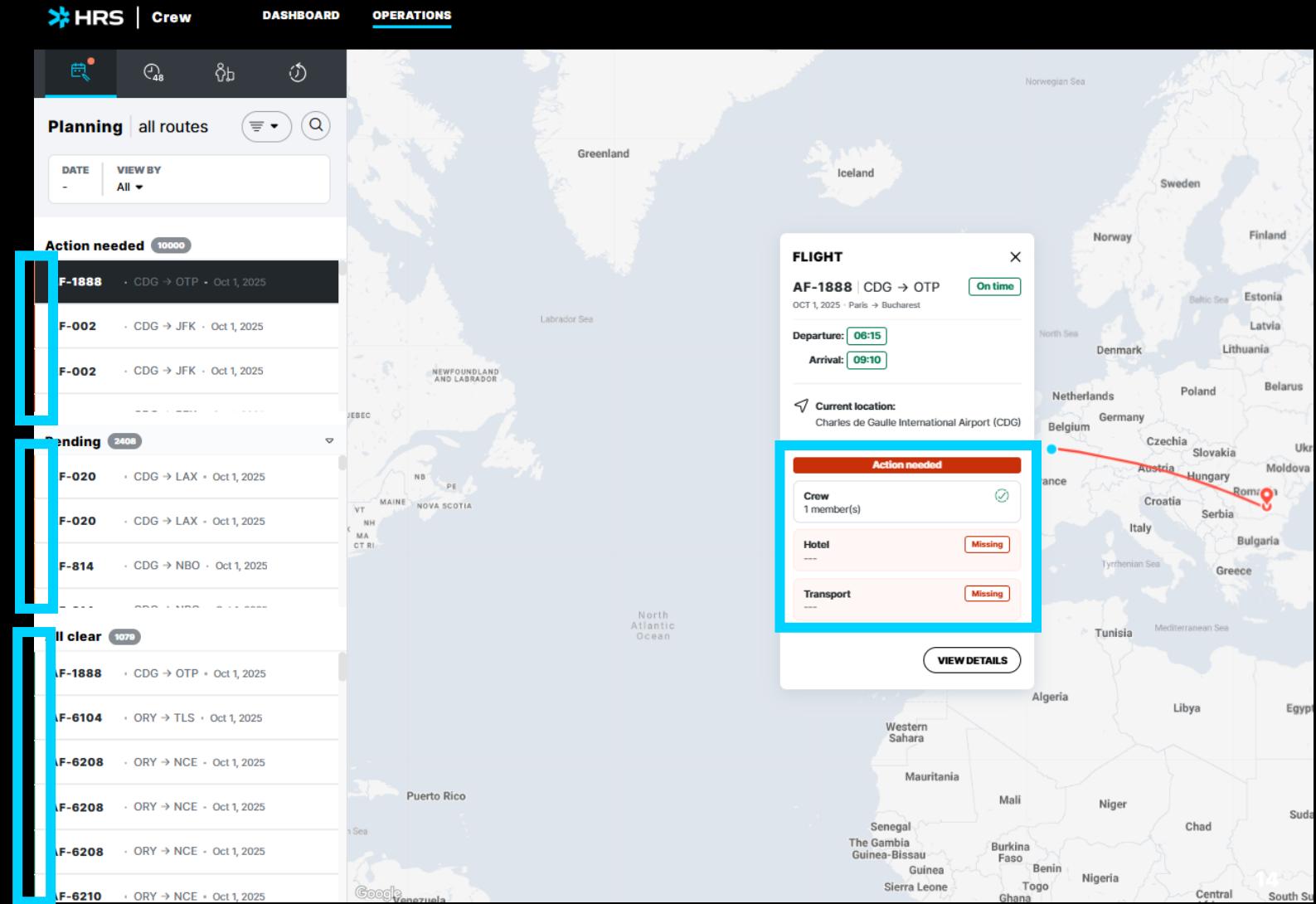
SECTION 4.1

OPERATIONS PLANNING

Step 2: Click on “View details” to learn more

Tip

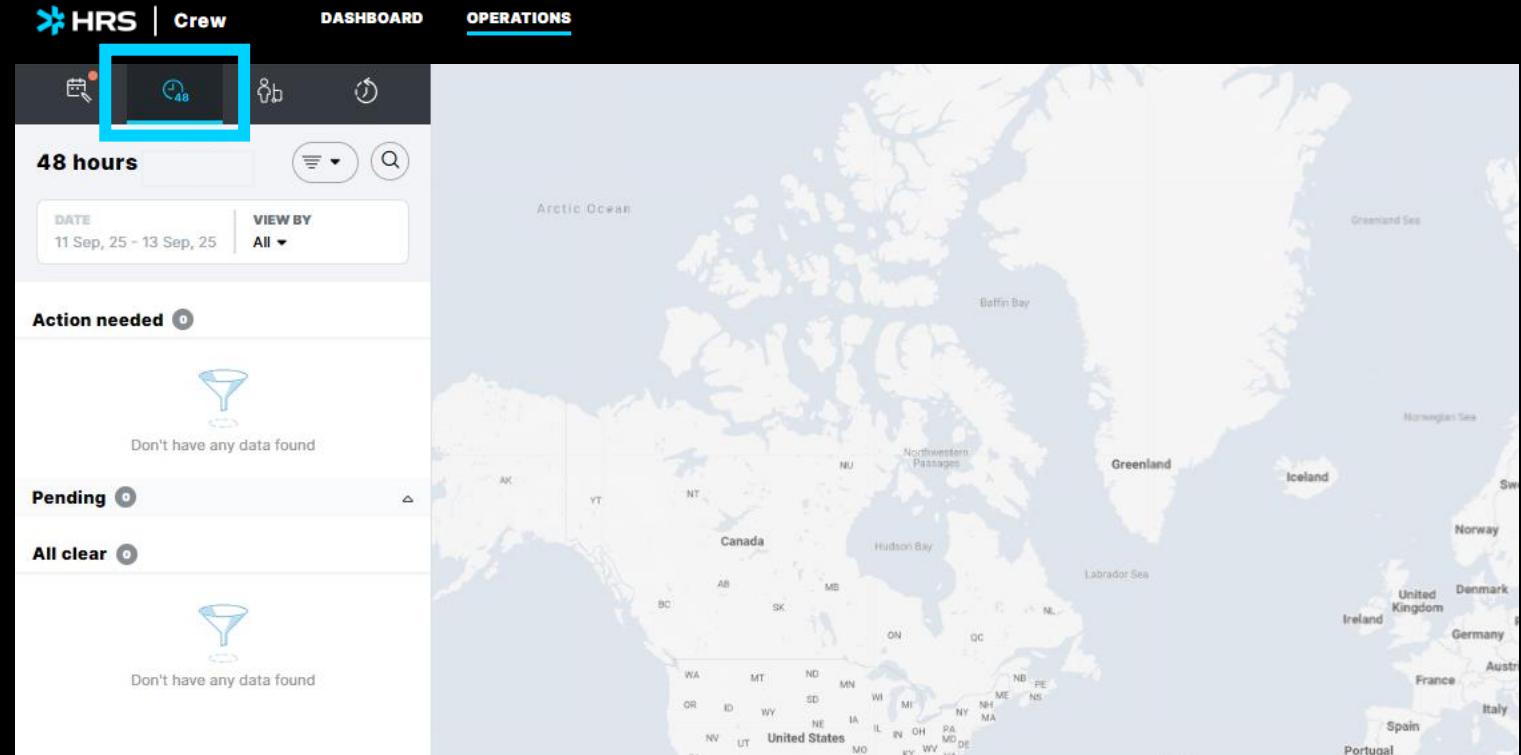
Depending on the status, the color next to the flight changes, as well as some elements of the flight card shown on the map (Action needed = Red, Pending = Yellow and All Clear = Green)



SECTION 4.2 OPERATIONS 48 HOURS

Click on the second tab (48 hours) to see the flights in the next 48 hours

All flights are organized the same way as in the previous tab, as well as the search mechanisms, flight organization and flight details



Attention!

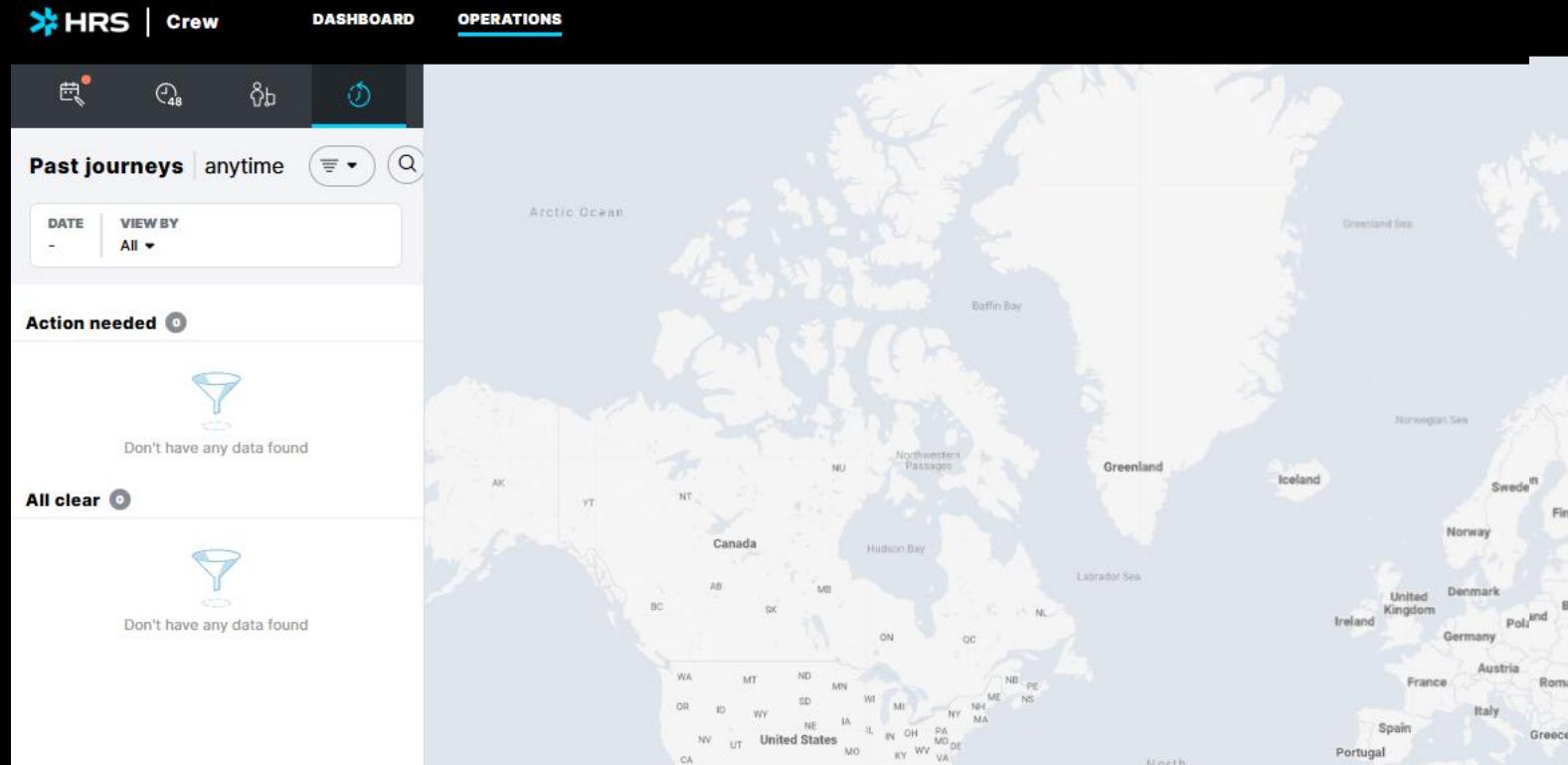
Empty fields due to only future Air France data being available on the platform (visual will be replaced on upcoming guide versions)

SECTION 4.3 OPERATIONS ON DUTY

Click on the third tab (On duty) to see all flights with crews on duty (checking-in/out)

The flights are organized in:

- Action needed
- All clear



The screenshot shows the HRS Crew Operations interface. At the top, there are tabs: 'Crew' (selected), 'DASHBOARD', and 'OPERATIONS' (underlined). Below the tabs is a search bar with the placeholder 'Past journeys | anytime' and a date selector. The main content area is divided into two sections: 'Action needed' and 'All clear'. Each section contains a message with a cocktail glass icon and the text 'Don't have any data found'. To the right of the interface is a map of the North Atlantic region, including Canada, the United States, Greenland, and Europe, with labels for the Arctic Ocean, Baffin Bay, Hudson Bay, and various countries and provinces.

Attention!

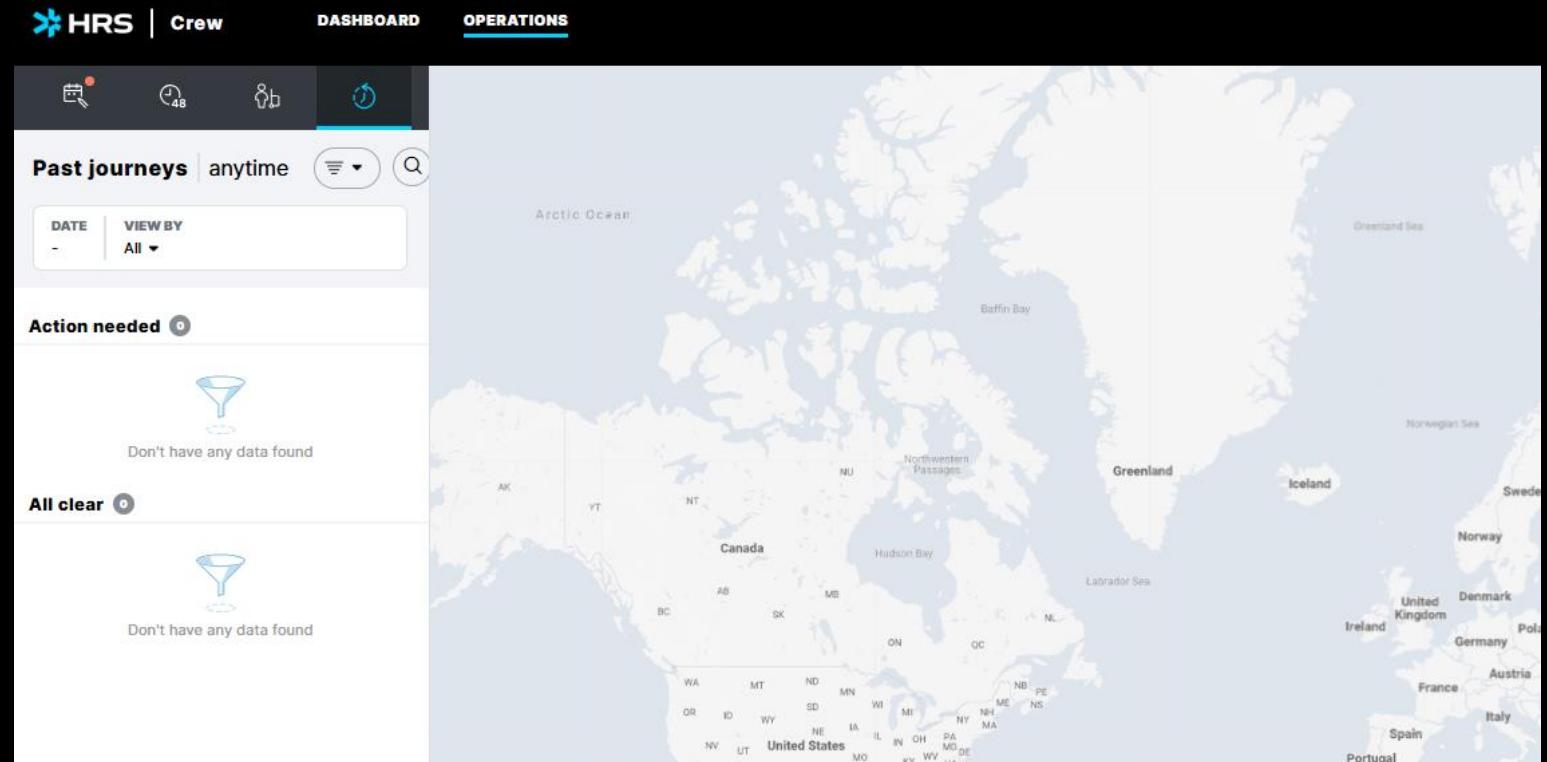
Empty fields due to only future Air France data being available on the platform (visual will be replaced on upcoming guide versions)

SECTION 4.4

OPERATIONS

PAST JOURNEYS

Click on the fourth tab (Past journeys) to see all flights and crews of finalized journeys



Attention!

Empty fields due to only future Air France data being available on the platform (visual will be replaced on upcoming guide versions)

SECTION 5 CONTACT

Contact our team via email you have
any questions

crewsupport@hrs.com



SECTION 6 RESOURCES

We're currently building a [Knowledge HUB](#) page specially for Air France to gather the most updated information about the HRS platforms, guide, video tutorials and FAQs.



More information will be shared soon. Stay tuned!



THANK YOU