



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	PAGE 11
	4.1 PLANNING	PAGE 12
	4.2 48 HOURS	PAGE 15
	4.3 ON DUTY	PAGE 16
	4.4 PAST JOURNEYS	PAGE 17

CONTENT

5	CONTACT	PAGE 18
6	RESOURCES	PAGE 19

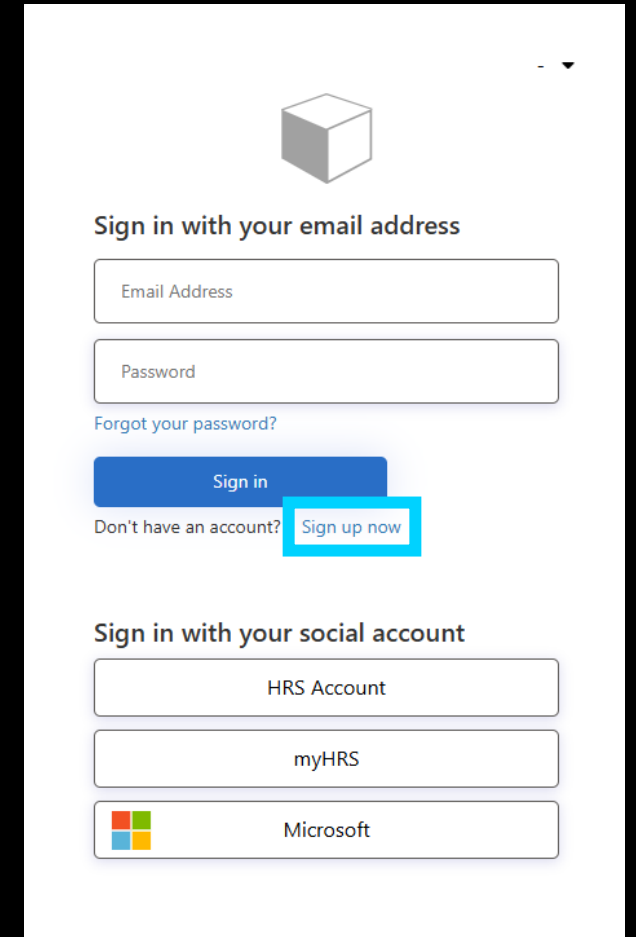
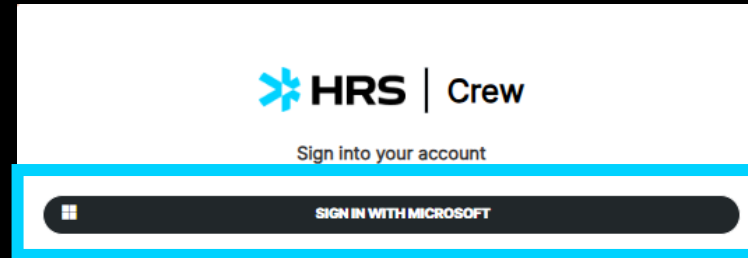


SECTION 1

SIGN UP

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

Step 2: Click on “Sign up now ”





SECTION 1

SIGN UP

Step 3: Enter your email address

Attention: The email domain must be [@airfrance.fr](mailto:airfrance.fr) or [@klm.com](mailto:klm.com)

Step 4: Click on “Send verification code”

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

The registration form for smart.billing, powered by itelya. It features a blue header with a back arrow and the text "Cancel". The form includes a blue box around the "Email Address" field and the "Send verification code" button. Below this are fields for "New Password", "Confirm New Password", "Given Name", "Surname", "Company", and "Display Name". A blue "Create" button is at the bottom.

Cancel

smart.billing
powered by itelya

Email Address

Send verification code

New Password

Confirm New Password

Given Name

Surname

Company

Display Name

Create

An email verification message from smart.billing, powered by itelya. The subject is "Verify your email address". The body says "Thanks for verifying your account!" and "Your code is: 844725". It is signed "Sincerely, HRS Test". At the bottom, it says "This message was sent from an unmonitored email address. Please do not reply to this message." and includes the smart.billing logo.

Verify your email address

Thanks for verifying your account!

Your code is: 844725

Sincerely,
HRS Test

This message was sent from an unmonitored email address. Please do not reply to this message.

smart.billing
powered by itelya

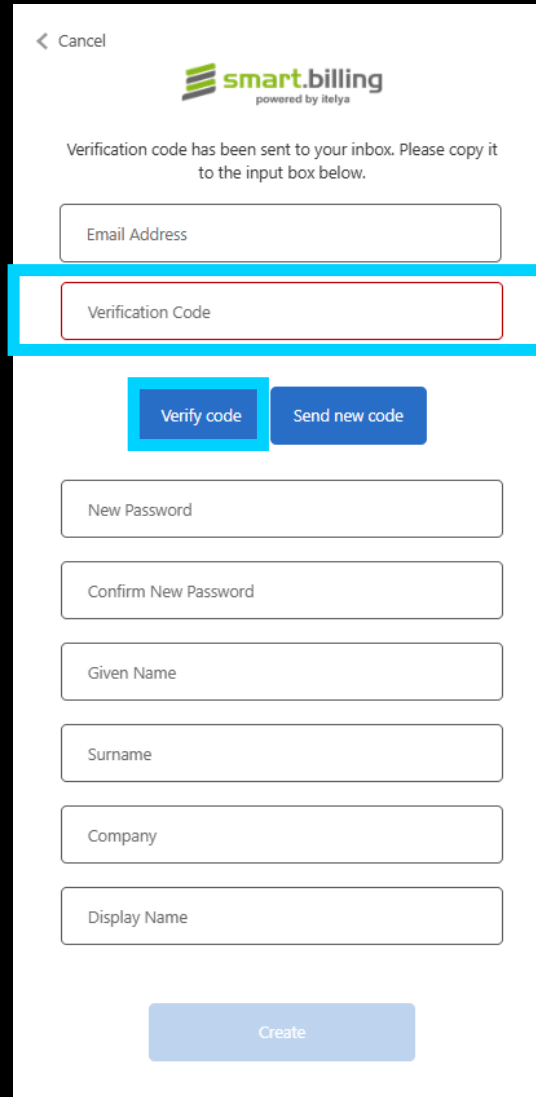
SECTION 1

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)



Smart.billing powered by itelya

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address

Verification Code

Verify code Send new code

New Password

Confirm New Password

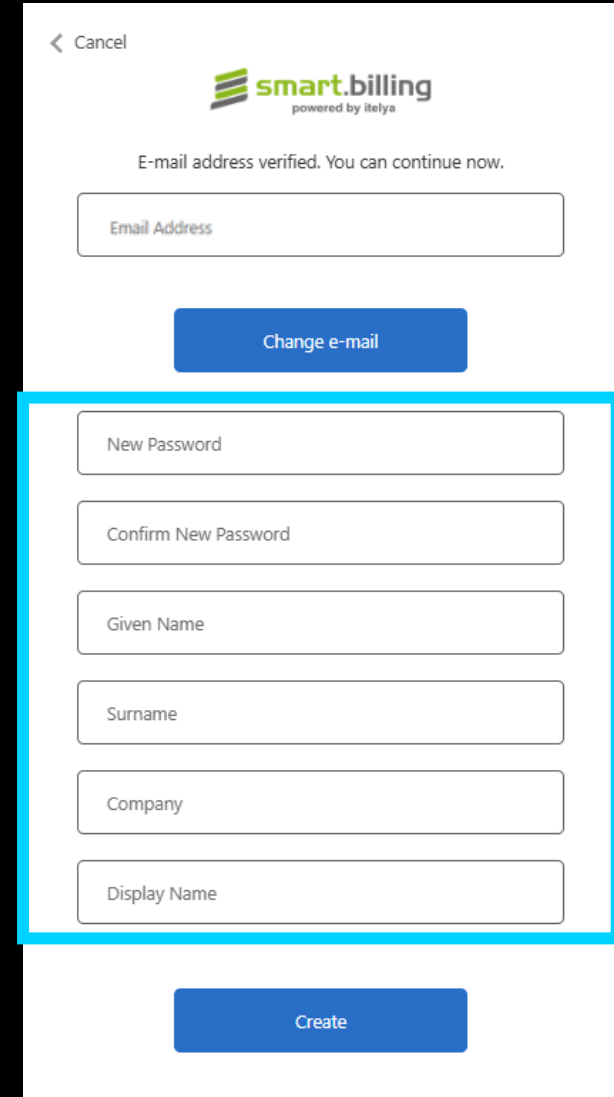
Given Name

Surname

Company

Display Name

Create



Smart.billing powered by itelya

E-mail address verified. You can continue now.

Email Address

Change e-mail

New Password

Confirm New Password

Given Name

Surname

Company

Display Name

Create

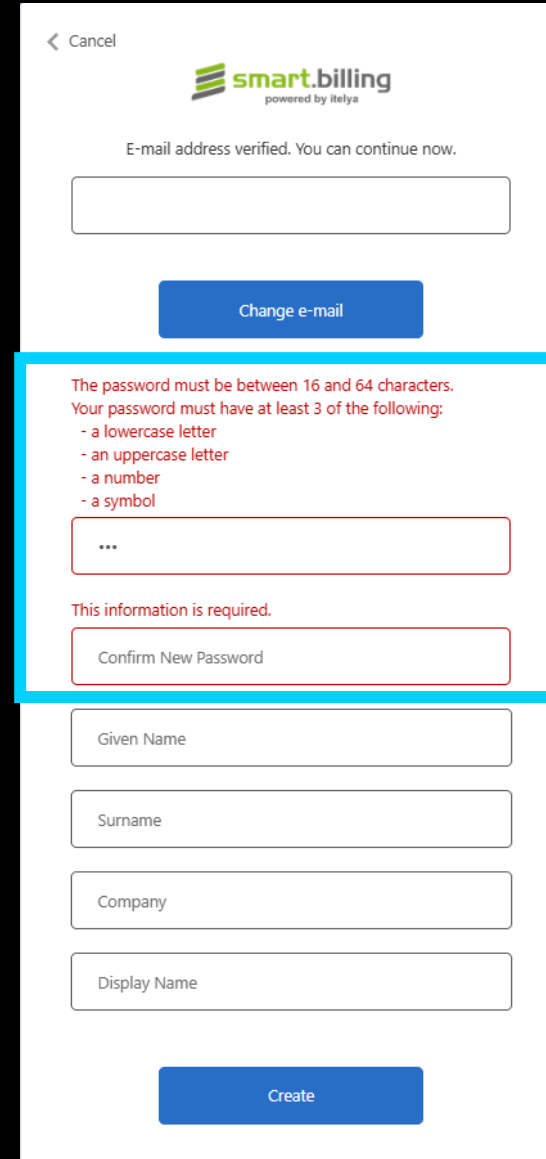
SECTION 1 2.1

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



Smart.Billing
powered by itelys

E-mail address verified. You can continue now.

Change e-mail

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

...

This information is required.

Confirm New Password

Given Name

Surname

Company

Display Name

Create



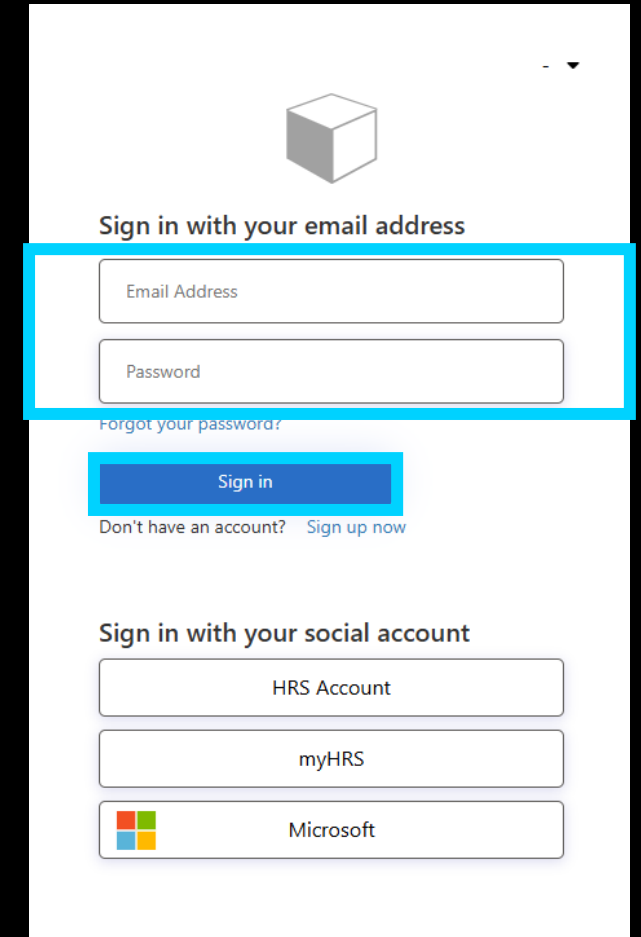
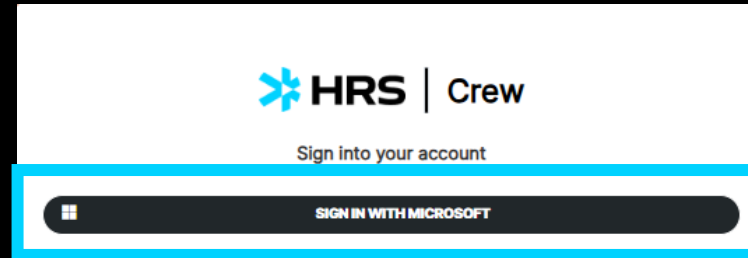
SECTION 1

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”





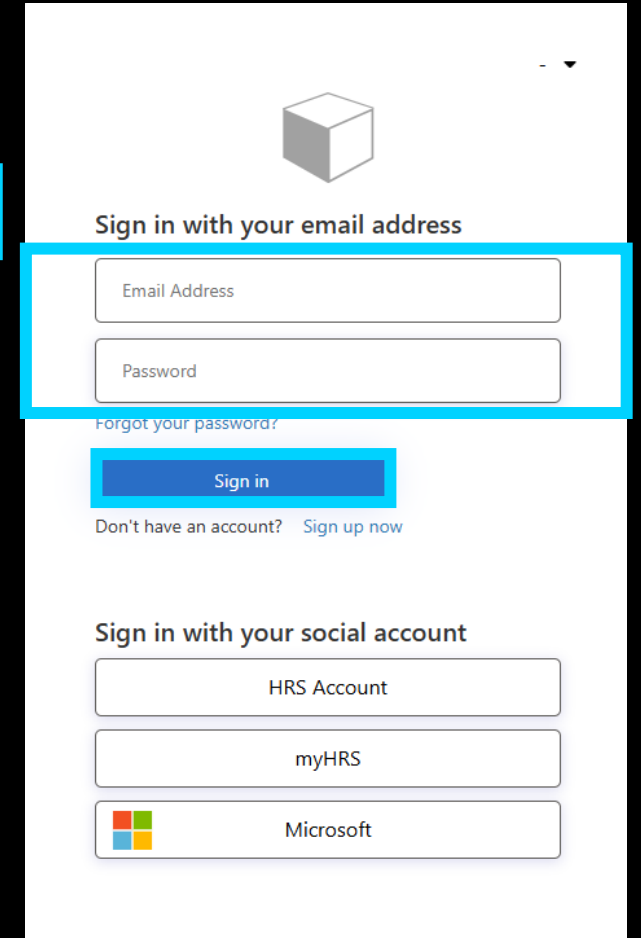
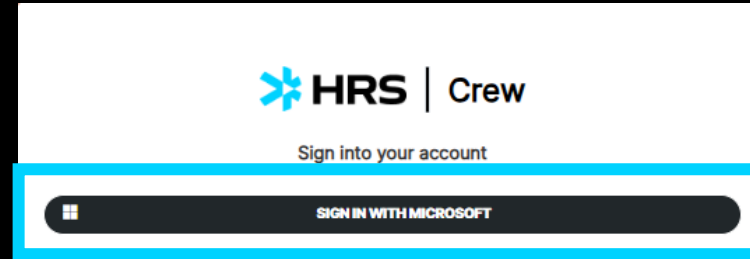
SECTION 2

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”

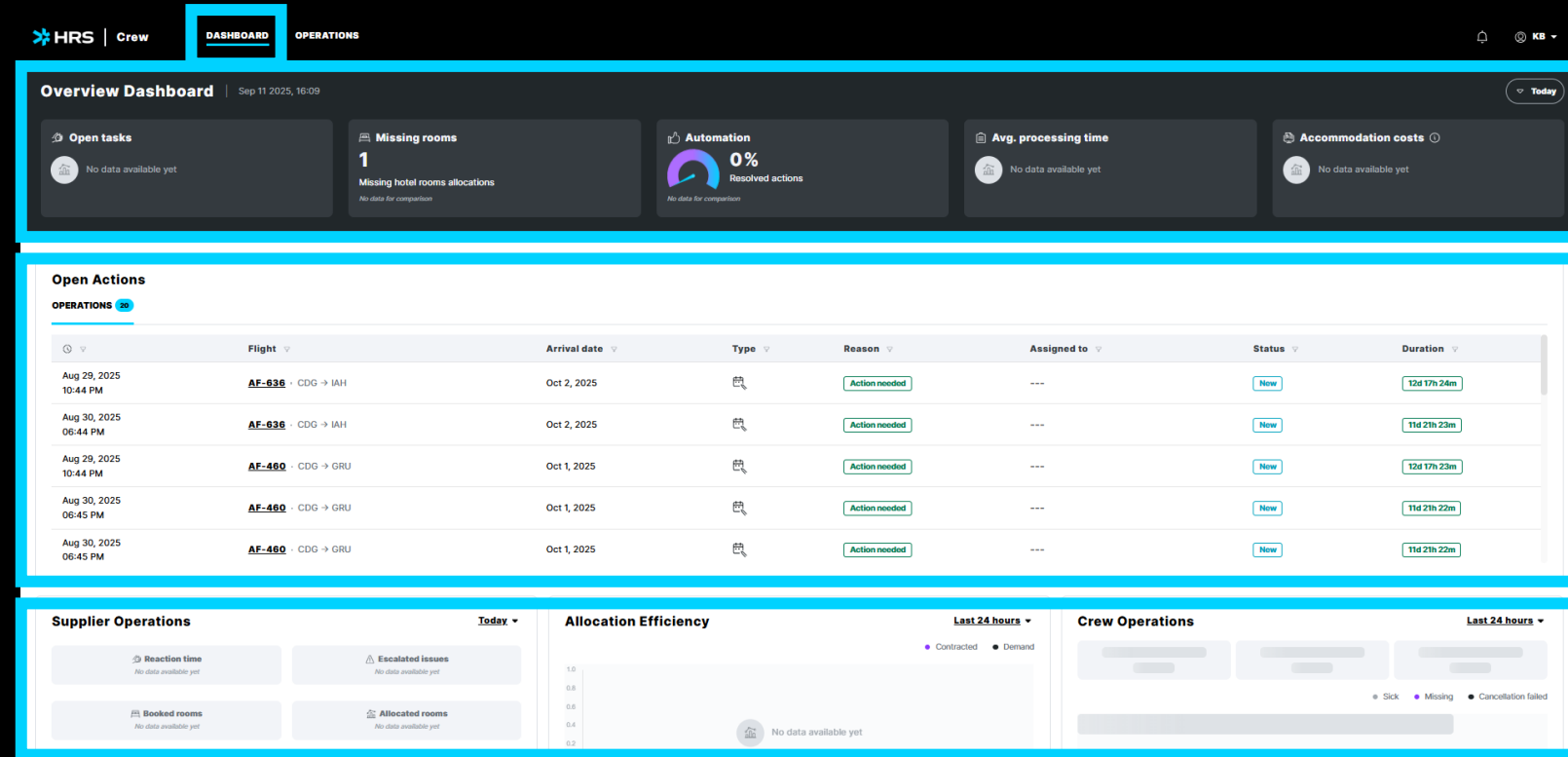


SECTION 3

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





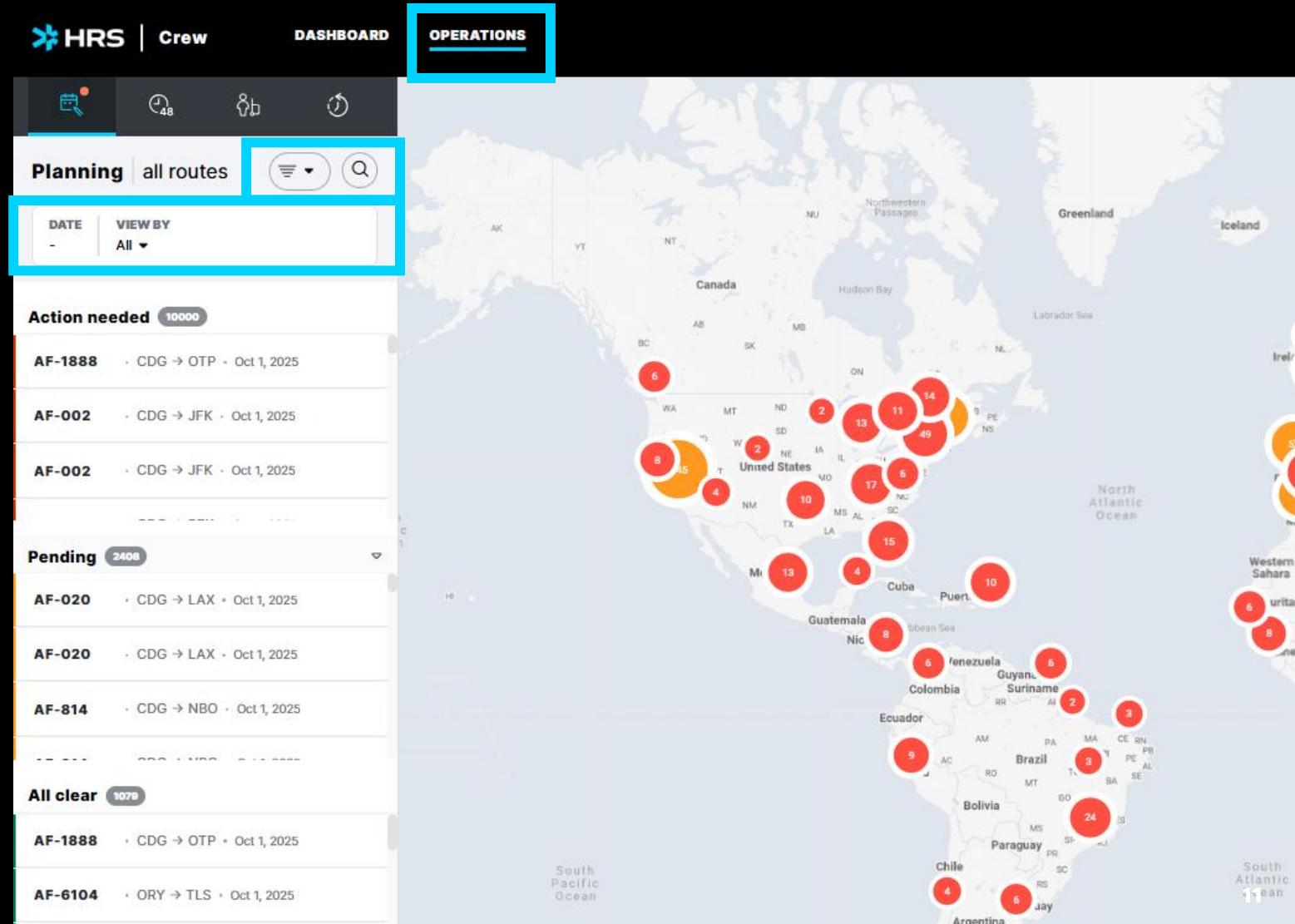
SECTION 4

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

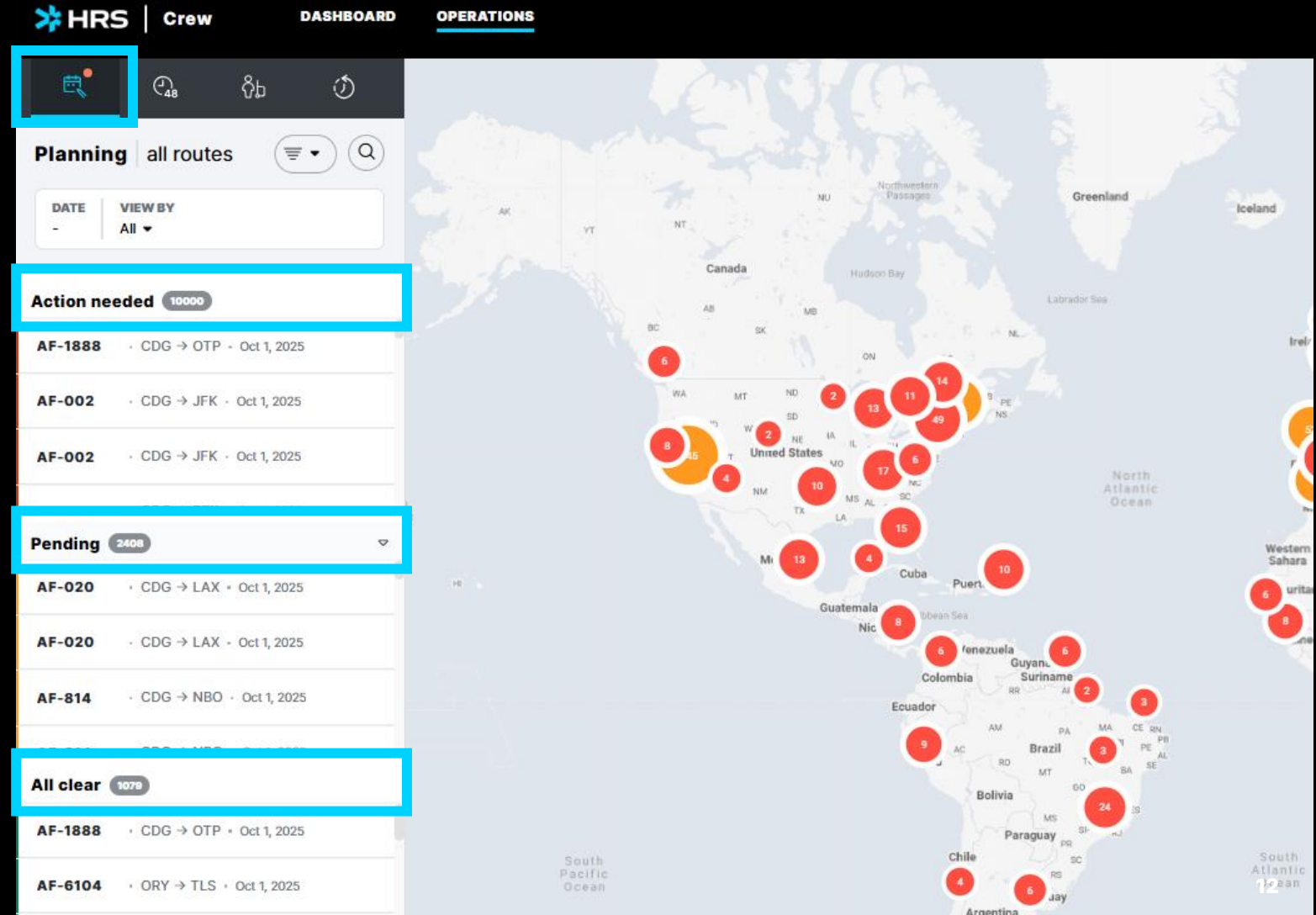


SECTION 4.1

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. The top navigation bar includes the HRS logo, 'Crew', 'DASHBOARD', and 'OPERATIONS' (which is underlined). Below the navigation bar, there are icons for a calendar, a clock, a person, and a refresh button. The main section is titled 'Planning | all routes' and includes a search bar and a 'VIEW BY' dropdown menu set to 'All'. A table of flight information is shown, with columns for flight number, route, and date. The flight 'AF-1888' is highlighted in blue. To the right of the table is a map of Europe and North Africa. A red line on the map indicates the flight route from Paris (CDG) to Bucharest (OTP). A 'FLIGHT' modal window is open, showing details for 'AF-1888 | CDG → OTP' on 'OCT 1, 2025'. The modal includes a 'Current location' field set to 'Charles de Gaulle International Airport (CDG)', a 'Departure' time of '06:15', and an 'Arrival' time of '09:10'. Below this, there are sections for 'Action needed', 'Crew' (1 member(s)), 'Hotel' (Missing), and 'Transport' (Missing). A 'VIEW DETAILS' button is highlighted in blue at the bottom right of the modal.

Flight	Route	Date
AF-1888	CDG → OTP	Oct 1, 2025
AF-002	CDG → JFK	Oct 1, 2025
AF-002	CDG → JFK	Oct 1, 2025
AF-020	CDG → LAX	Oct 1, 2025
AF-020	CDG → LAX	Oct 1, 2025
AF-814	CDG → NBO	Oct 1, 2025
AF-1888	CDG → OTP	Oct 1, 2025
AF-6104	ORY → TLS	Oct 1, 2025
AF-6208	ORY → NCE	Oct 1, 2025
AF-6208	ORY → NCE	Oct 1, 2025
AF-6208	ORY → NCE	Oct 1, 2025
AF-6210	ORY → NCE	Oct 1, 2025



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)

The screenshot displays the HRS Operations Planning interface. The top navigation bar includes the HRS logo, 'Crew', 'DASHBOARD', and 'OPERATIONS' (which is underlined). Below the navigation bar, there are icons for a calendar, a clock, a person, and a refresh button. The main section is titled 'Planning | all routes' and includes a 'DATE' filter set to '-' and a 'VIEW BY' dropdown set to 'All'. A table lists flights with their status indicated by a colored bar on the left: 'Action needed' (red), 'Pending' (yellow), and 'All clear' (green). The first flight, F-1888, is highlighted in red. A detailed flight card for F-1888 is shown on the right, displaying the route CDG → OTP, the date OCT 1, 2025, and the current location Charles de Gaulle International Airport (CDG). The card also shows the departure time 06:15 and arrival time 09:10. A 'VIEW DETAILS' button is visible at the bottom of the card. The background of the interface is a map of Europe and North Africa, with a red line indicating the flight path from CDG to OTP.

Status	Flight	Route	Date
Action needed	F-1888	CDG → OTP	Oct 1, 2025
Pending	F-002	CDG → JFK	Oct 1, 2025
Pending	F-020	CDG → LAX	Oct 1, 2025
Pending	F-814	CDG → NBO	Oct 1, 2025
All clear	AF-1888	CDG → OTP	Oct 1, 2025
All clear	AF-6104	ORY → TLS	Oct 1, 2025
All clear	AF-6208	ORY → NCE	Oct 1, 2025
All clear	AF-6208	ORY → NCE	Oct 1, 2025
All clear	AF-6208	ORY → NCE	Oct 1, 2025
All clear	AF-6210	ORY → NCE	Oct 1, 2025

FLIGHT
AF-1888 | CDG → OTP
OCT 1, 2025 · Paris → Bucharest
On time
Departure: 06:15
Arrival: 09:10
Current location: Charles de Gaulle International Airport (CDG)
Action needed
Crew: 1 member(s) ✓
Hotel: Missing
Transport: Missing
VIEW DETAILS

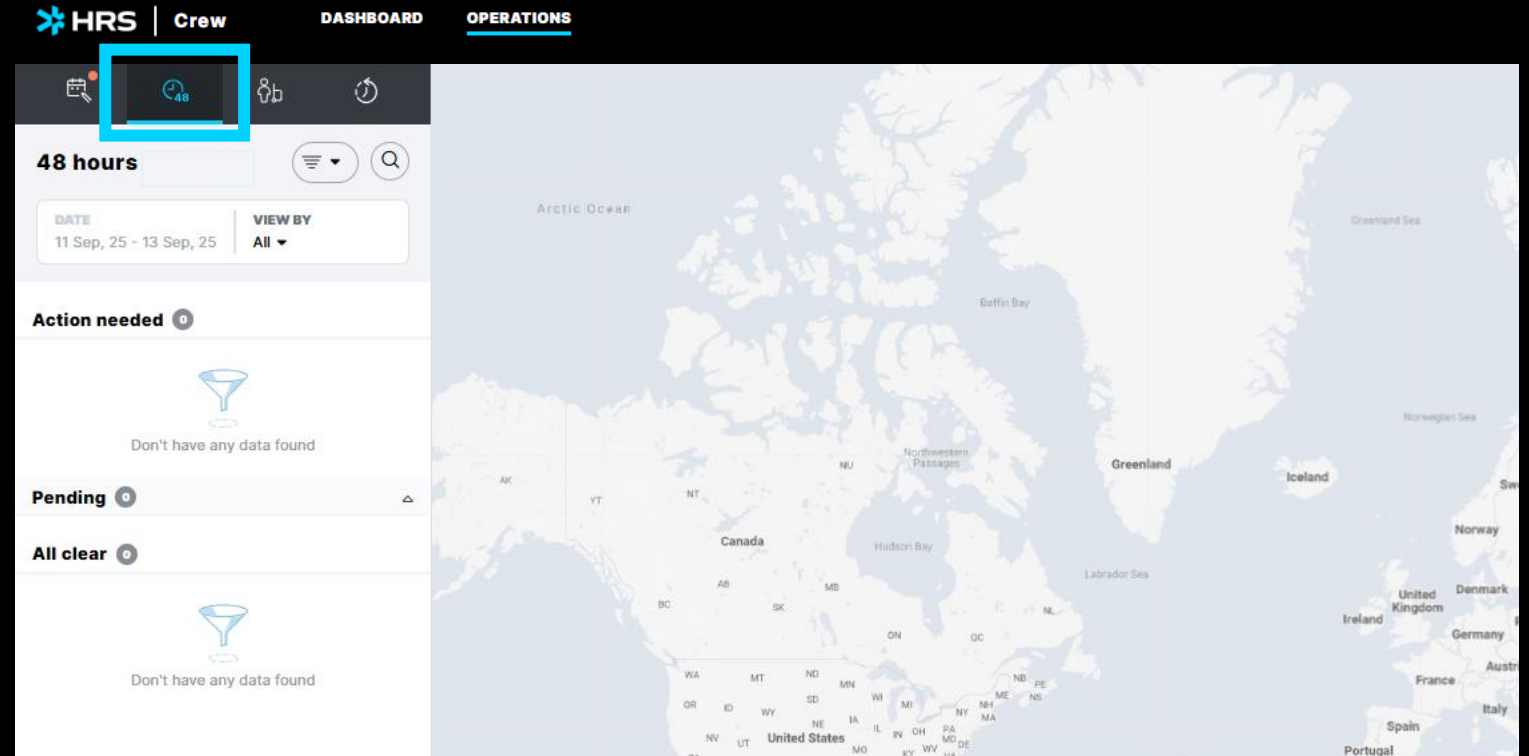
SECTION 4.2

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)

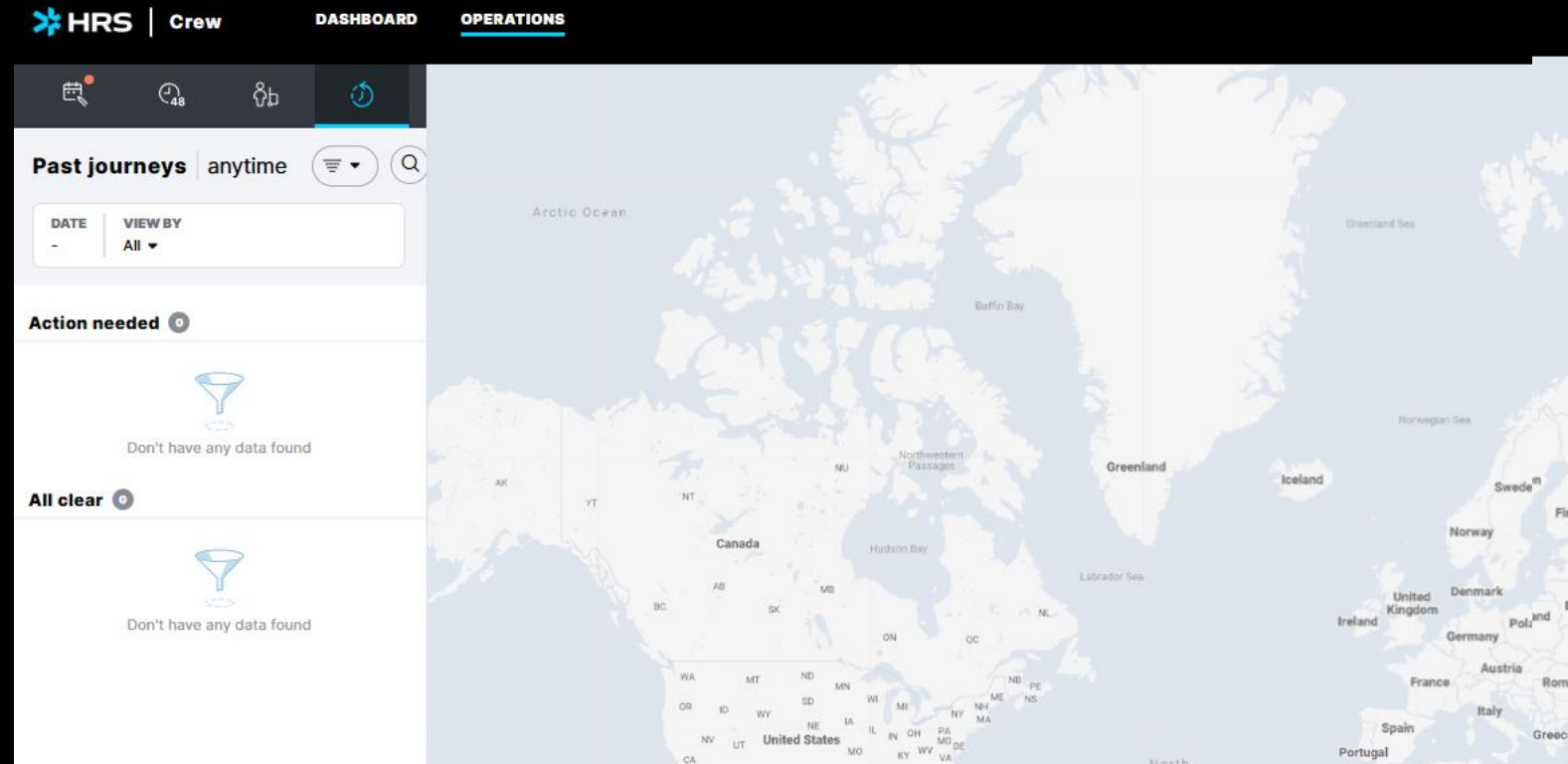
SECTION 4.3

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



Attention!

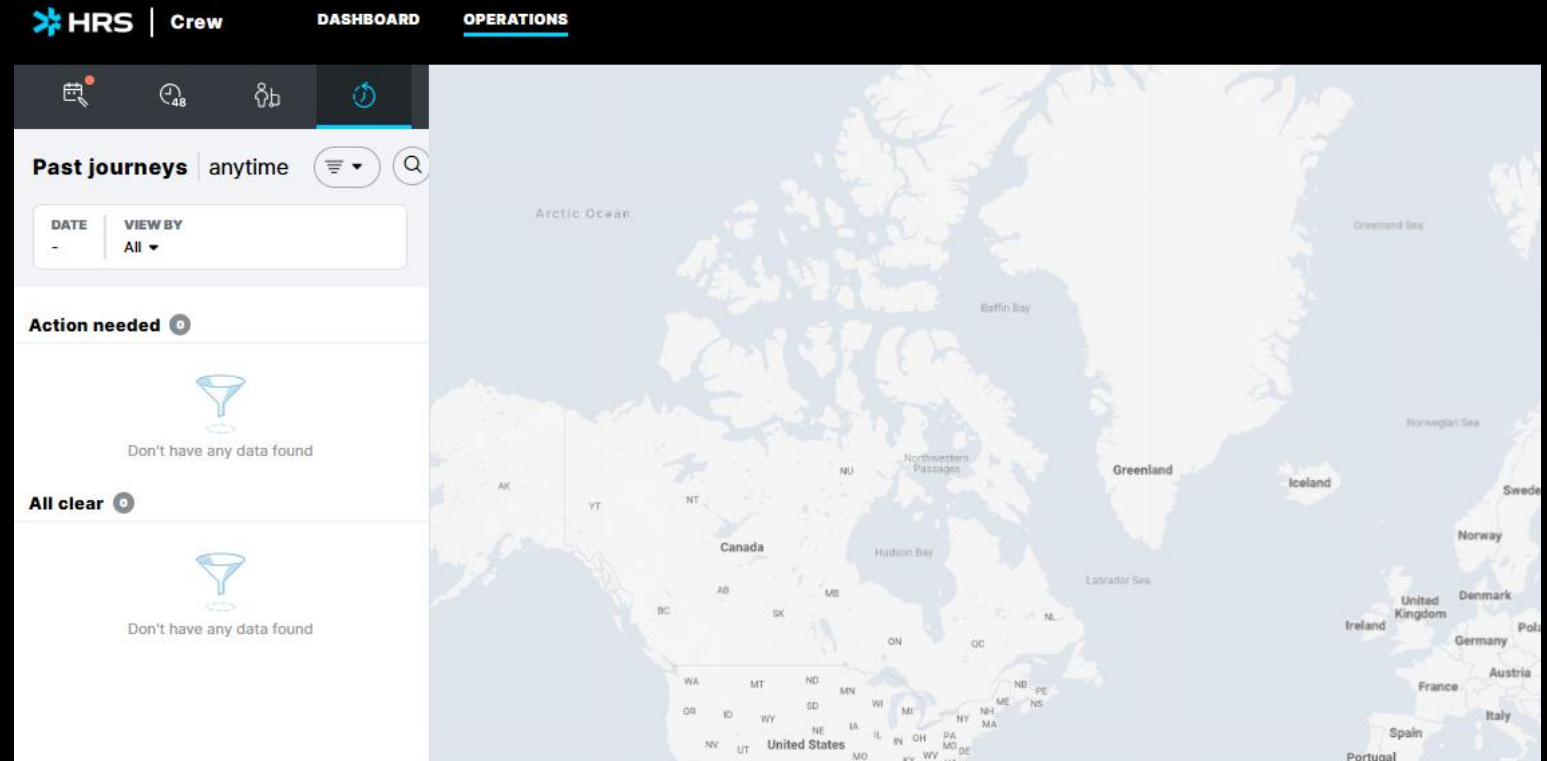
Empty fields due to only future Air France data being available on the platform (visual will be replaced on upcoming guide versions)

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