

iSafari

Retired Staff Support



Issued on 10th May 2013

3 Step Process

Step 1 : Retired Staff should send details necessary for using iSafari on address hrsupportservices@kenya-airways.com

Example of Retiree called Nina Sali Giglio, the following details are needed to input or reconfirm

	Employee Number	Last Name	Middle Name	First Name	Title (Mr. Mrs.)	Gender	Date of Birth	Email Address	Date of joining	Telephone Number
Self	00C1235	Giglio	Sali	Nina	Mrs.	F	10May 1960	Nina.giglio@gmail.com	10FEB1990	+254(0)721386580

* Only eligible spouse and 2 dependants may benefit from rebate travel as per Staff Travel Policy

Step 2 : The retiree will receive an email or Tele confirming that details are updated on the system. Email from hrsupportservices@kenya-airways.com

Step 3: To log-in follow process of new user “First time Login” and a system generated password will be sent to individual email address

*A tutorial and/or simple user manual available once logged-in

Where to Get Support

For Support in May-June:

Reach Staff Travel Project Team on StaffTravel.Project@kenya-Airways.com

Telephone Contacts in May and June 2013

+254 642 2832 / 2854

Continuous Support

Human Resources Support Services	Employee data base	hrrsupportservices@kenya-airways.com +254 642 2280
Staff Travel	Travel on Other Airlines	stafftravel@kenya-airways.com +254 327 4289 /4322
IS Service Desk	Password and iSafari access related issues	IS.CustomerServiceDesk@kenya-airways.com +254 0736 500 381