

FAQs - ReFuelEU Aviation Sustainability Portal

We have issues receiving emails from the EASA Sustainability portal, what can we do?

Answer

EASA Sustainability Portal offers you various functions for the [ReFuelEU Aviation](#) regulation and the Environmental Labelling Scheme for Flight emissions calculation.

The portal sends emails to invite **new users**, **password** reset and **notifications**. In case you have issues in receiving these emails please follow the steps below:

1. It could be that the email is delayed, we suggest to wait at least 15 minutes.
2. Please check your Spam folder, the email is send from no-reply [at] easa.europa.eu and the name of the sender is "EASA Sustainability Portal"
3. Contact your IT department to ensure the mail filter software is not blocking the emails send from no-reply [at] easa.europa.eu (no-reply[at]easa[dot]europa[dot]eu) and/or 192.254.124.43

Last updated:

05/06/2024

Link:

<https://www.easa.europa.eu/en/faq/139938>

How can I login to the EASA Sustainability Portal?

Answer

Competent Authorities who have been invited by EASA and Aircraft Operators who have been invited by Competent authorities can log in.

Login to the sustainability portal

<https://sustainabilityportal.easa.europa.eu>

Restricted area - Invitation only

When you are logged in you can access the manuals and FAQs of the portal.

The voluntary Labelling Scheme data reporting for aircraft operators will also be possible through the future Sustainability Portal.

More information on the [ReFuelEU Aviation Sustainability Portal](#) page.

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Link:

<https://www.easa.europa.eu/en/faq/139959>