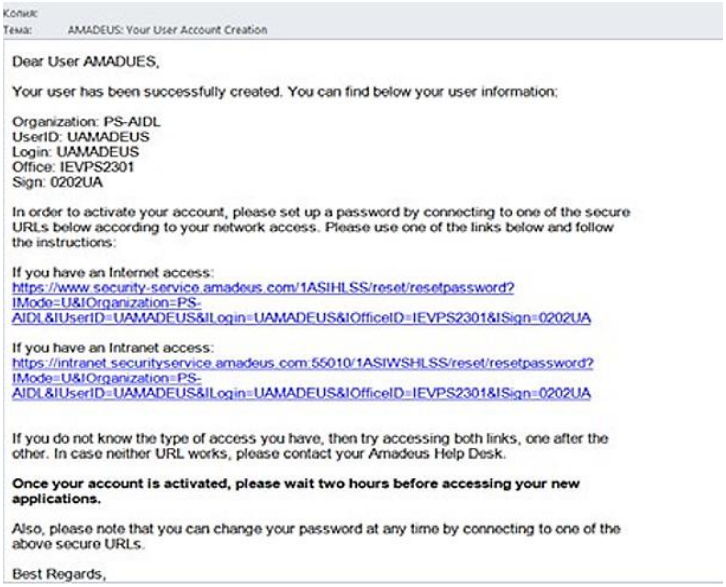
Міжнародні Авіалінії України
Ukraine International
AIRLINES

User guide – Amadeus Altea access.

How to activate your Amadeus account and log in

1. First step is to activate your Amadeus account.

1.1. Once your account has been created you will receive mail from Amadeus Security Service with your own data – email example:



Кому:
Тема: AMADEUS: Your User Account Creation

Dear User AMADUES,

Your user has been successfully created. You can find below your user information:

Organization: PS-AIDL
UserID: UAMADEUS
Login: UAMADEUS
Office: IEVPS2301
Sign: 0202UA

In order to activate your account, please set up a password by connecting to one of the secure URLs below according to your network access. Please use one of the links below and follow the instructions:

If you have an Internet access:
https://www.security-service.amadeus.com/1ASIHLSS/reset/resetpassword?IMode=U&IOrganization=PS-AIDL&IUserID=UAMADEUS&ILogin=UAMADEUS&IOfficeID=IEVPS2301&ISign=0202UA

If you have an Intranet access:
https://intranet.securityservice.amadeus.com:55010/1ASIWSHLSS/reset/resetpassword?IMode=U&IOrganization=PS-AIDL&IUserID=UAMADEUS&ILogin=UAMADEUS&IOfficeID=IEVPS2301&ISign=0202UA

If you do not know the type of access you have, then try accessing both links, one after the other. In case neither URL works, please contact your Amadeus Help Desk.

Once your account is activated, please wait two hours before accessing your new applications.

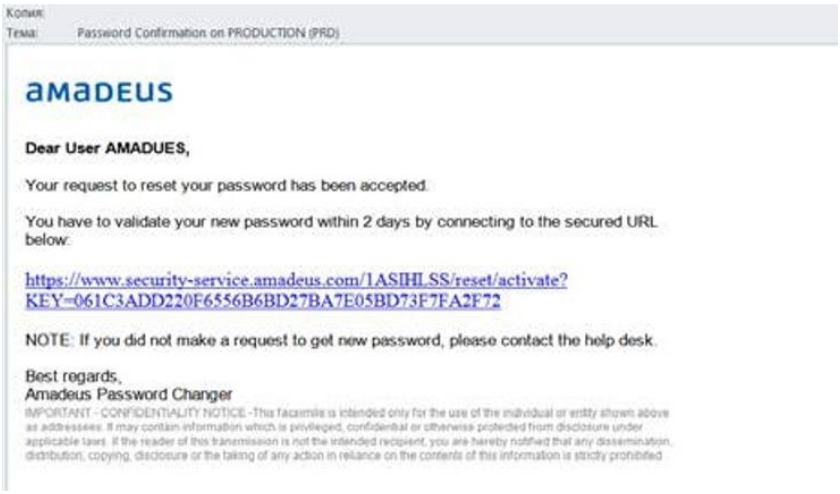
Also, please note that you can change your password at any time by connecting to one of the above secure URLs.

Best Regards,

1.2. Please go to first link to activate your account, create your own password and confirm it.

1.3. If you did all correct the system gives following response:

After that system will send you a new mail with link for password validation. Click this link and validate your password.



1.4. If you did all correct the system gives following response:

Once your account is activated, please wait two hours before accessing your new applications.

2. Also, please note that you can change your password at any time by connecting to one of the above secure URLs.

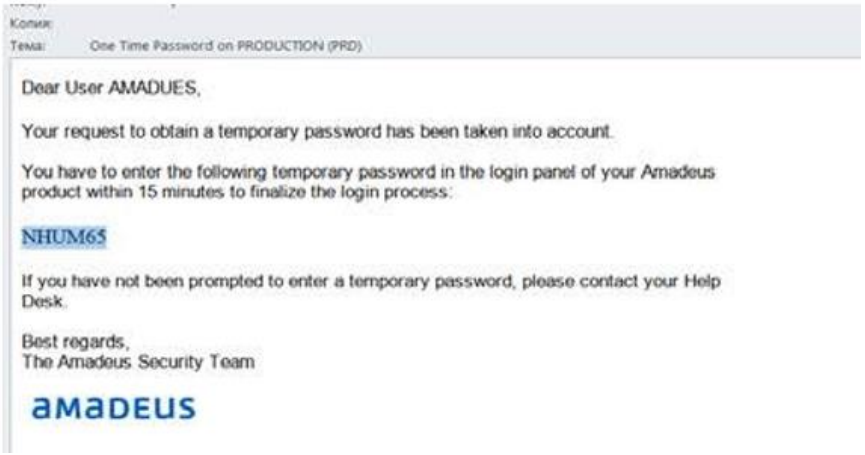
3. To access Amadeus Altea production use this link:

https://tc29.resdesktop.altea.amadeus.com/app_ard/apf/init/login?LANGUAGE=GB&SITE=EPSPAIDL&MARKETS=ARDW_PROD_LP_INTER

3.1. Please insert your LOGIN into USERNAME field for access to Amadeus Altea.

3.2. System will send to your email the ACCESS CODE when you try to login to Amadeus Altea:

3.3 Example of email with the ACCESS CODE:



Кому:
Тема: One Time Password on PRODUCTION (PRD)

Dear User AMADUES,

Your request to obtain a temporary password has been taken into account.

You have to enter the following temporary password in the login panel of your Amadeus product within 15 minutes to finalize the login process:

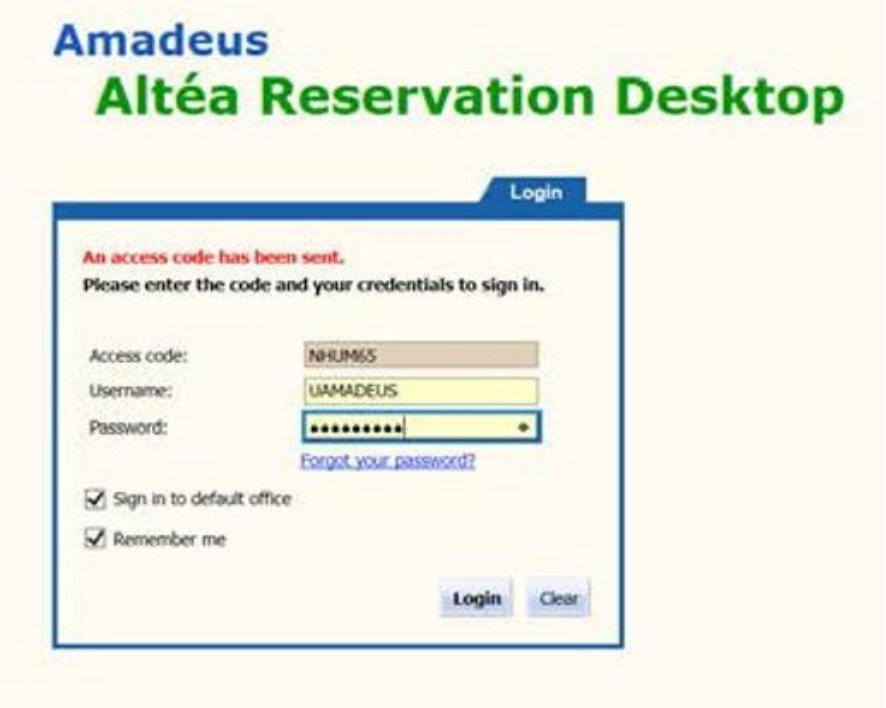
NHUM65

If you have not been prompted to enter a temporary password, please contact your Help Desk.

Best regards,
The Amadeus Security Team

amadeus

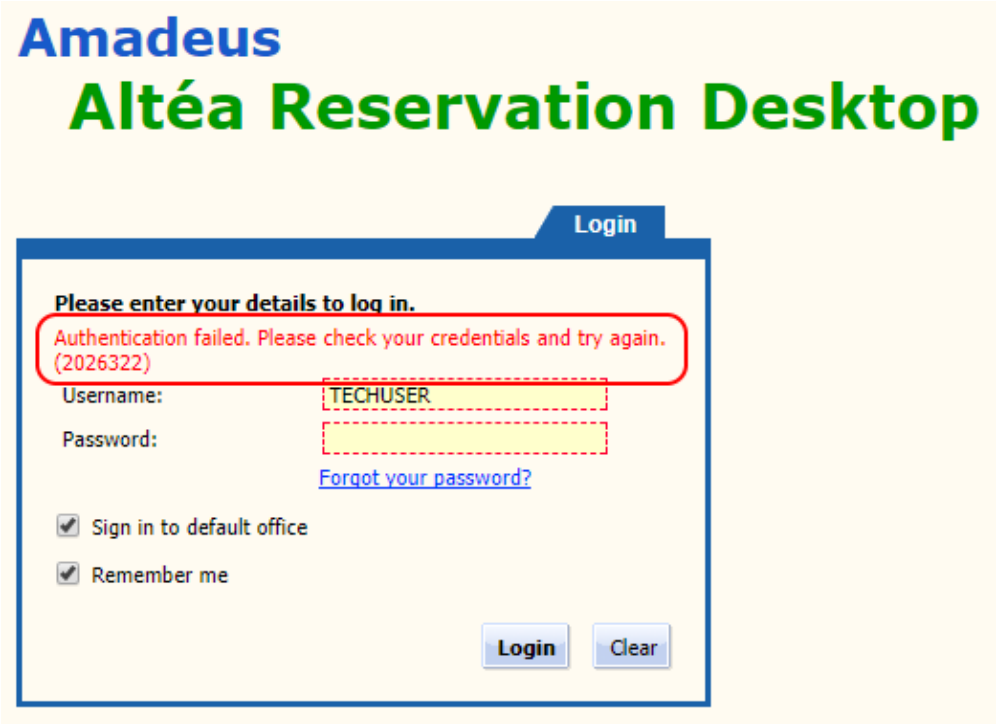
3.4 Please insert access code, your login and password and click login button.



3.5 You have successfully entered in Amadeus! Congratulations!

4 Troubleshooting:

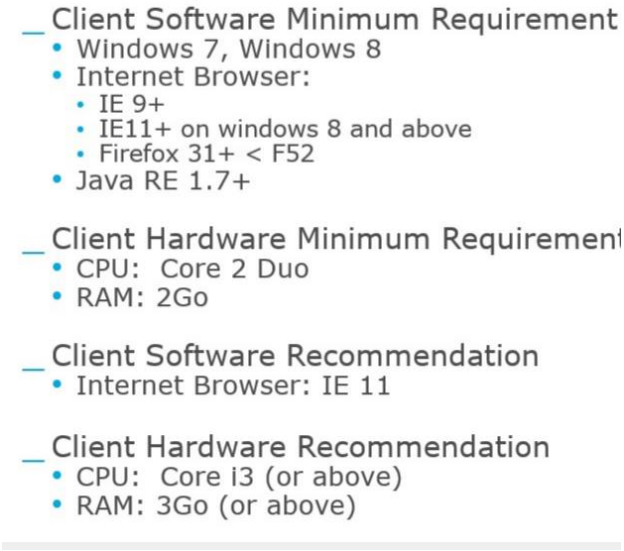
4.1 If you can open provided link, but can't log in – check red error message and act accordingly.
For example:



The system indicates that Username or/and password is not correct.
You can reset password by using blue link "Forgot your password?".
If you still have problems with logging into Amadeus Altea - send request to Rescontrol@flyuia.com with detailed description/screenshots.

4.2 If you can't open provided link:

- check your internet connection/other websites ;
- check if your computer/browser meets requirements:



4.3 If you internet connection is up and you can access websites except Amadeus Altea – send request to IThelp@flyuia.com with detailed description/screenshots.