

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:

SHIKRC HMBC	AMADEUS: Your User Account Creation
Dear t	Iser AMADUES
Your u	ser has been successfully created. You can find below your user information;
Organ	ization: PS-AIDL
UserIL	D: UAMADEUS
Login:	UAMADEUS
Office	IEVPS2301
Sign: (0202UA
In orde	or 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 ins	tructions:
If you	have an Internet access:
https:/	/www.security-service.amadeus.com/1ASIHLSS/reset/resetpassword?
IMode	=U&IOrganization=PS-
AIDL8	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-
AIDL8	IUserID=UAMADEUS&ILogin=UAMADEUS&IOfficeID=IEVPS2301&ISign=0202UA
Margar	de and because the time of excess you have then by excession with Folice, one offer the
IT you	do not know the type of access you have, then try accessing both links, one after the
ouner.	In case neither URL works, please contact your Amadeus Help Desk.
Once	your account is activated, please wait two hours before accessing your new
applic	ations.
Also, p	lease note that you can change your password at any time by connecting to one of the
above	secure URLs.
Best B	legards.

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:

Amadeus Logon and Security Server



You will receive an e-mail with a link to confirm your password change. This action must be performed within 2 days. You cannot use your password until you validate it.

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

Копия		
Тема	Password Confirmation on PRODUCTION (PRD)	
	NADEUC	
d	Madeus	
Dea	ar User AMADUES,	
You	ir request to reset your password has been accepted.	
You	have to validate your new password within 2 days by connecting to the secured URL	
belo	DW.	
http	ps://www.security-service.amadeus.com/1ASIHLSS/reset/activate?	
KE	Y=061C3ADD220F6556B6BD27BA7E05BD73F7FA2F72	
	TF. How did ad write a second to ad any assessed along particular has help due to	
NU	TE: If you did not make a request to get new password, please contact the help desk.	
Bes	st regards,	
Ama	adeus Password Changer	
INPO	SRTART - CONFIDENTIALITY NOTICE. This facemile is intended only for the use of the individual or entity shown above	
35.50	azresses. Il may contain entrimation which is pryreged, considential or otherwise protected from disclosure under rable taxes. If the reader of this franchiseion is not the intended recipient, you are havely notified that any dosemination.	
(5:11)	bution, copying, disclosure or the taking of any action in reliance on the contents of this information is strictly prohibited	



Amadeus Logon and Security Server

System	PRODUCTION (PRD)
dentification	
Mode:	User + Organization 😽
User Id:	LIAMADELIS
Organization:	PS-AUX
alidate Password	
Password:	******* *

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

Amadeus Logon and Security Server

Password Validation Successful

Your password has been initialized.

The user is activated.

You can now log on Amadeus products.

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&MARKE TS=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:

	Login
An access code ha	s been sent. ode and your credentials to sign in.
Prese cinci cire e	out and four elementary to also an
Access code:	
Username:	UAMADEUS ×
Password:	
	Forgot_your_password?
Sign in to default	t office
CZ Commenter and	



3.3 Example of email with the ACCESS CODE:

олия	
INTE	One Time Password on PRODUCTION (PRD)
Dear I	Jser AMADUES,
Your r	equest to obtain a temporary password has been taken into account.
You ha	ive to enter the following temporary password in the login panel of your Amadeus t within 15 minutes to finalize the login process:
NHU	465
lf you Desk	have not been prompted to enter a temporary password, please contact your Help
Best n The A	agards, nadeus Security Team
an	Iadeus

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

	Login	
in access code ha	s been sent.	
lease enter the co	ode and your credentials to sign in.	
Access code:	NHUM65	
Username:	UAMADEUS	
Password:		
	Forgot your password?	
Sign in to default	toffice	
the state of the s		



3.5 You have successfully entered in Amadeus! Congratulations!

Settings	Sector * Cryptic Window	UMMADEUS Office ID : IEVESZIDL Logost
Cryptic Window Scratch Pad Smart Flows Manager	A B Zoos South Dawn	·

4 Troubleshooting:

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

madeus		
Altéa	Reservation	Deskto
	Login	
Please enter your det	ails to log in	
Authentication failed. Ple (2026322)	ease check your credentials and try again.	
Username:	TECHUSER	
Password:		
	Forgot your password?	
🖉 Sign in to default of	fice	
Remember me		
	Login	

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 <u>Rescontrol@flyuia.com</u> with detailed description/screenshots.

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- 4.2 If you can't open provided link:
- check your internet connection/other websites ;
- check if your computer/browser meets requirements:
 - _ Client Software Minimum Requirement
 - Windows 7, Windows 8
 - Internet Browser:
 - IE 9+
 - IE11+ on windows 8 and above
 Firefox 31+ < F52
 - Firefox 31+ < F
 Java RE 1.7+
 - Client Hardware Minimum Requirement
 - CPU: Core 2 Duo
 - RAM: 2Go
 - Client Software Recommendation
 - Internet Browser: IE 11
 - Client Hardware Recommendation
 - CPU: Core i3 (or above)
 - RAM: 3Go (or above)
- 4.3 If you internet connection is up and you can access websites except Amadeus Altea send request to <u>IThelp@flyuia.com</u> with detailed description/screenshots.

