



**Enhance Security
with Multi-Factor
Authentication (MFA)**

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What is the MFA?

An Authentication method that requires the user to provide two or more verification factors to gain access to a resource such as [an application](#).

We are in process of enhancing Multi-Factor Authentication (MFA) in
Amadeus Selling Platform Connect

Also provide alignment with 4.0 version of ***PCI DSS** which become
mandatory starting **April 1st, 2025** for those organizations that take
Credit, Debit or charge card as payment.

Time-Based One-Time Password (TOTP) ***via Authenticator Apps***

TOTP: Authenticator Registration step

- Download the Authenticator App on your mobile before start the registration process
- There are 3 authenticator app which recommended by Amadeus



Google Authenticator

Available on Mobile App & Desktop
(via browser extension on [Chrome](#), [Edge](#), [Firefox](#))



Microsoft Authenticator

Available only on the Mobile App



2FAS Authenticator

Mobile App is mandatory to use
the Desktop version



Apple
APP STORE



Google
PLAY STORE

- **Login to SECO to start the registration step (one time)**
 - Please see the registration step >> next slide

** Please note that once the TOTP registration is completed

email will no longer be a valid method for Multi-Factor Authentication**

Let's start

TOTP Self-Registration



Login to SECO with your Username/ OID/ Password

**AMADEUS
SELLING PLATFORM CONNECT**

AMADEUS

 A more secure sign-in process is coming soon!
[Find out more.](#)

Sign in

*Mandatory

Username*

AMADEUSUER

Duty code

Select ▼

Office ID*

BKKOK2130

Password*

.....

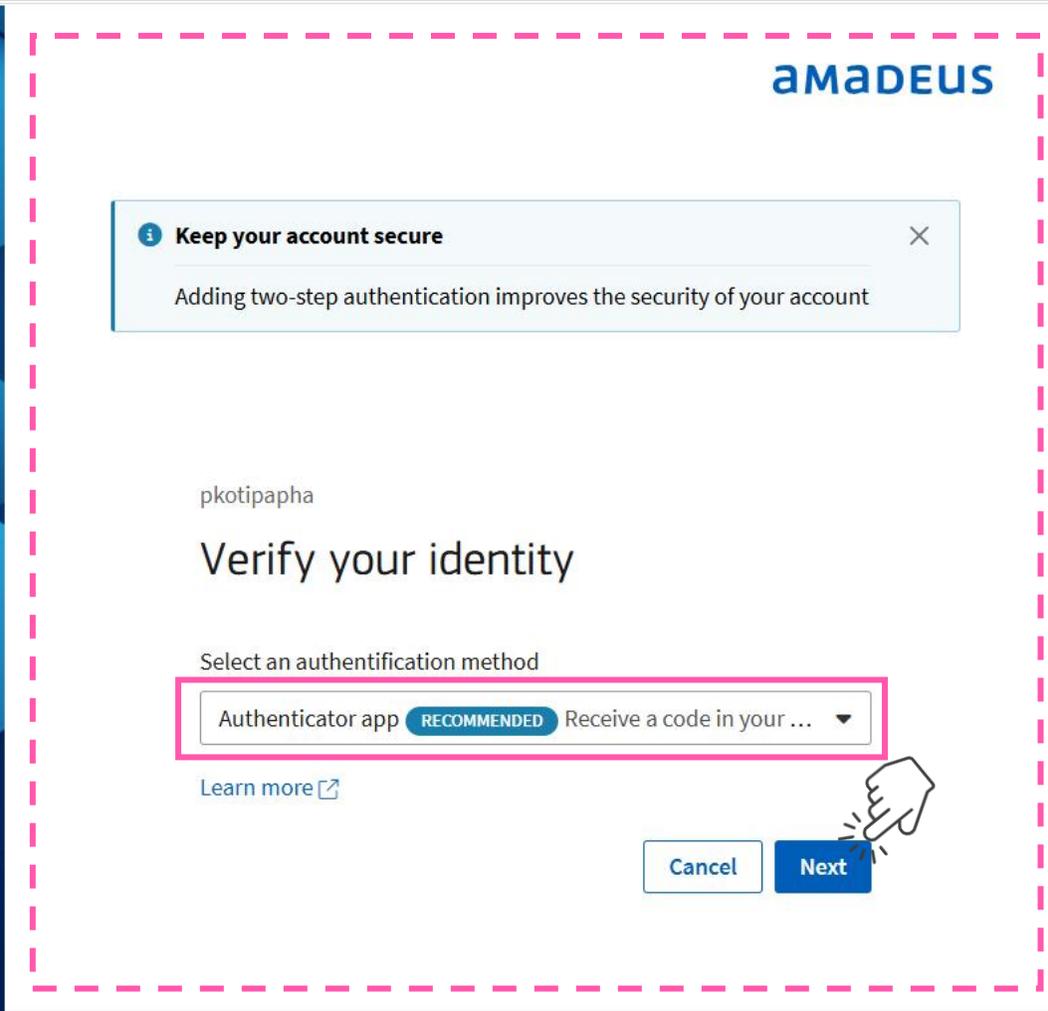


Remember me

Sign in

[I forgot my password](#)

Select the Authenticator app



Verify Your Identity page: One Time Password (OTP) sending

⚠ To verify your credentials, a one-time password will be sent for this user. Enter the one-time password to sign in. If you don't receive it, check your credentials or contact your administrator.



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Keep your account secure ×
Adding two-step authentication improves the security of your account

pkotipapha

Verify your identity

*Mandatory

Username
AMADEUSUSER

Office ID
BKKOK2130

One-time password *

Cancel Next

Fill in One Time Password (OTP)

⚠ To verify your credentials, a one-time password will be sent for this user. Enter the one-time password to sign in. If you don't receive it, check your credentials or contact your administrator.

One-time password on PRODUCTION (PRD)

"Amadeus Security Service" <noreply@amadeus.com>
To

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear

You have requested a one-time password.

You need to enter this one-time password in the login screen of your Amadeus product within 15 minutes of receipt of this email:

To Complete the TOTP registration process, system generates OTP by email once to verify your identity

XZ2CHQ

If you have not requested a one-time password, please contact your Help Desk.

Best regards,
The Amadeus Security Team

Keep your account secure

Adding two-step authentication improves the security of your account

pkotipapha

Verify your identity

*Mandatory

Username

AMADEUSUSER

Office ID

BKKOK2130

One-time password *

XZ2CHQ

Cancel

Next

Authenticator App must be ready stored on mobile



The screenshot shows the Amadeus Authenticator app setup screen. At the top right is the 'amadeus' logo. Below it is a notification box with an information icon, the text 'A more secure sign-in process is coming soon!', and a 'Find out more.' link. The user's name 'pkotipapha' is displayed. The main heading is 'Authenticator app'. A dashed pink box highlights the instructions: 'Already have one installed? Use your existing authenticator.' and 'Don't have an authenticator? Use Google Authenticator, Microsoft Authenticator or 2FAS.' Below this are two bullet points: 'For mobile: Download app from Google Play Store or App Store' and 'For desktop: Download browser extension'. At the bottom right are 'Cancel' and 'Next' buttons, with a hand icon pointing to the 'Next' button.

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A more secure sign-in process is coming soon !
[Find out more.](#)

pkotipapha

Authenticator app

Already have one installed? Use your existing authenticator.

Don't have an authenticator? Use Google Authenticator, Microsoft Authenticator or 2FAS.

- **For mobile:** Download app from Google Play Store or App Store
- **For desktop:** Download browser extension

Cancel Next

QR code for the user



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i A more secure sign-in process is coming soon !

[Find out more.](#)

pkotipapha

Authenticator app

Scan the QR code using the authenticator app, and click on **Next** button.



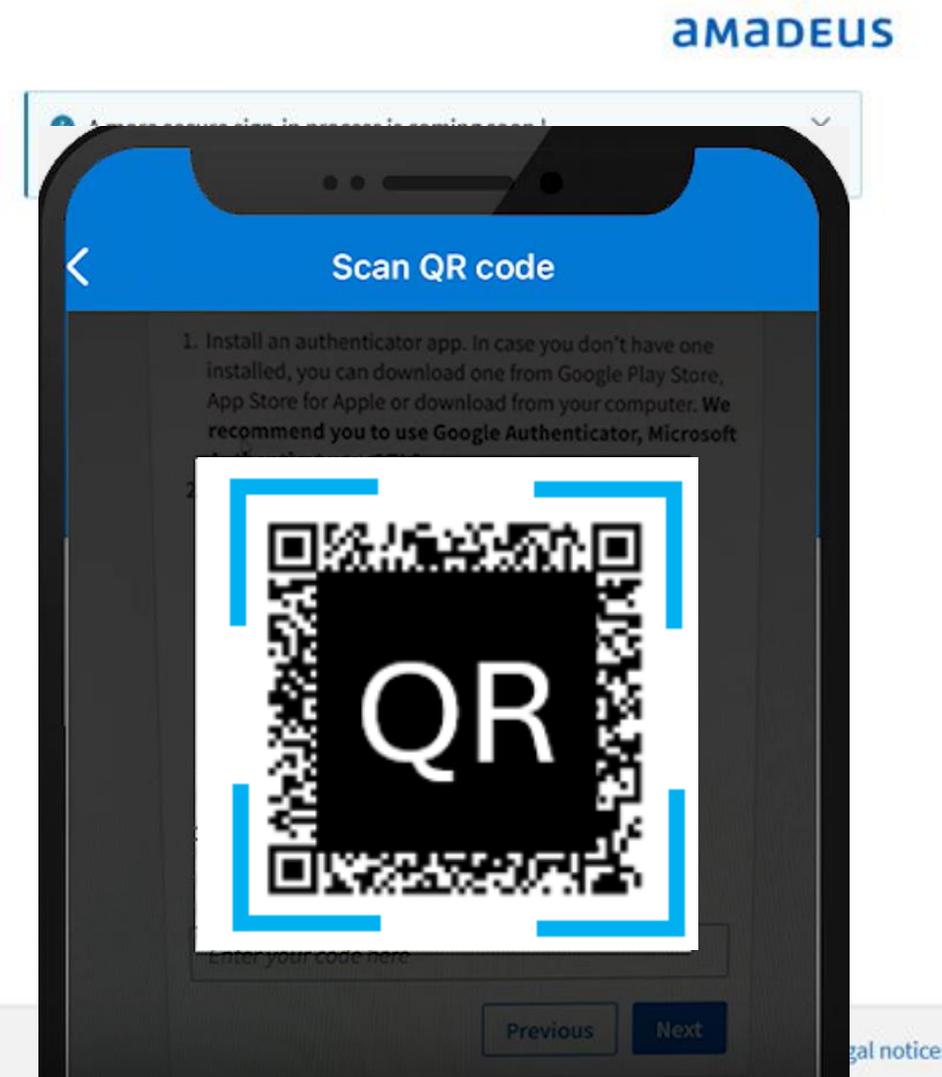
If you can't scan the QR code, enter the following code:

ABCDEFGHIJKLMN**OP**QRSTUVWXYZC

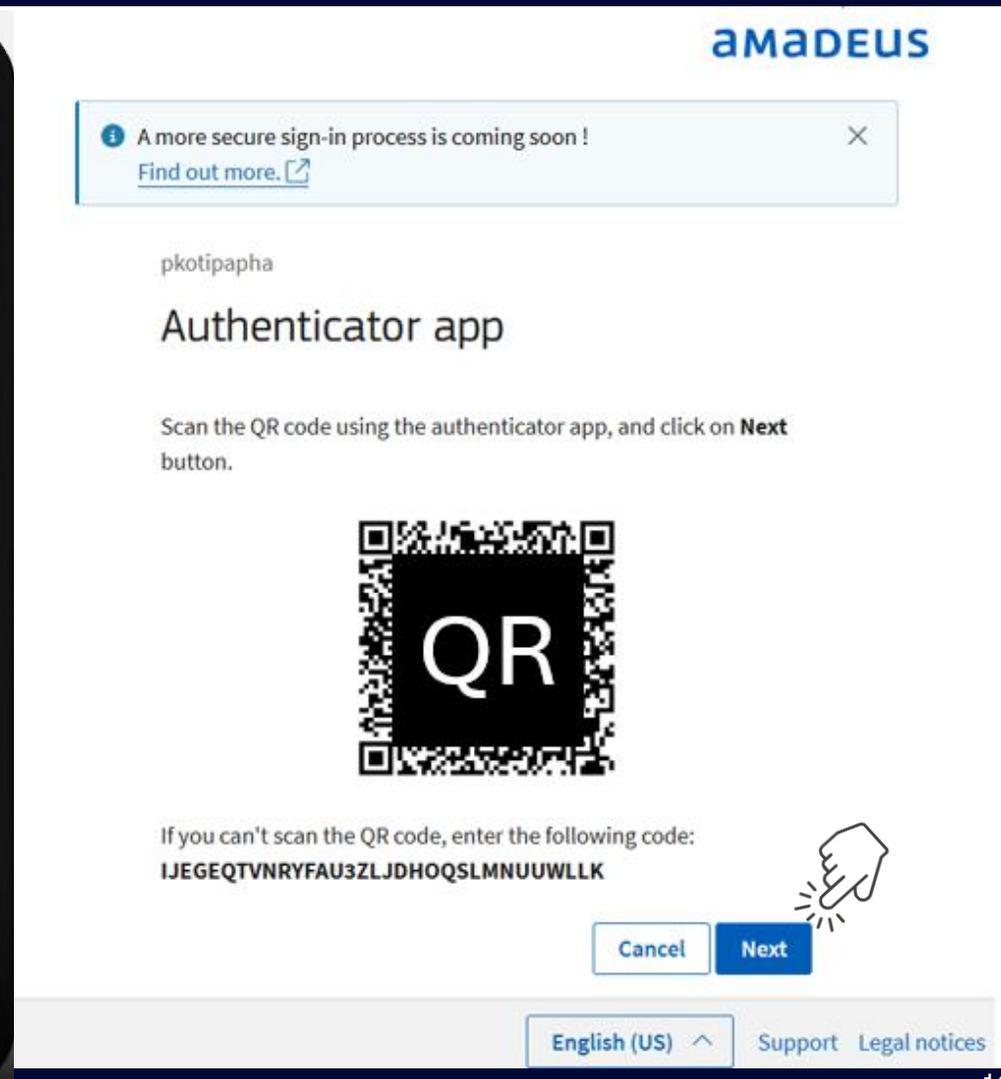
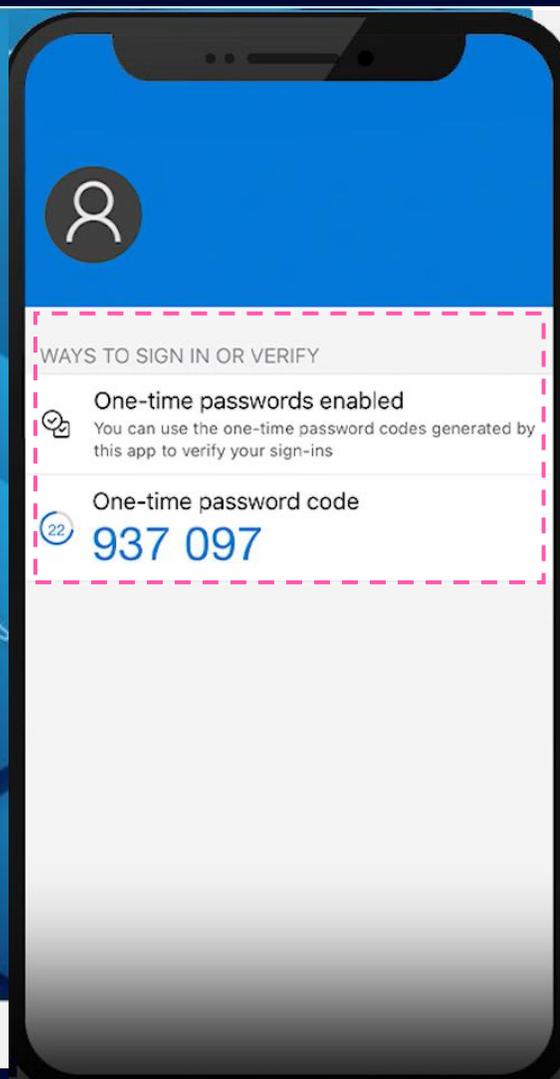
Cancel

Next

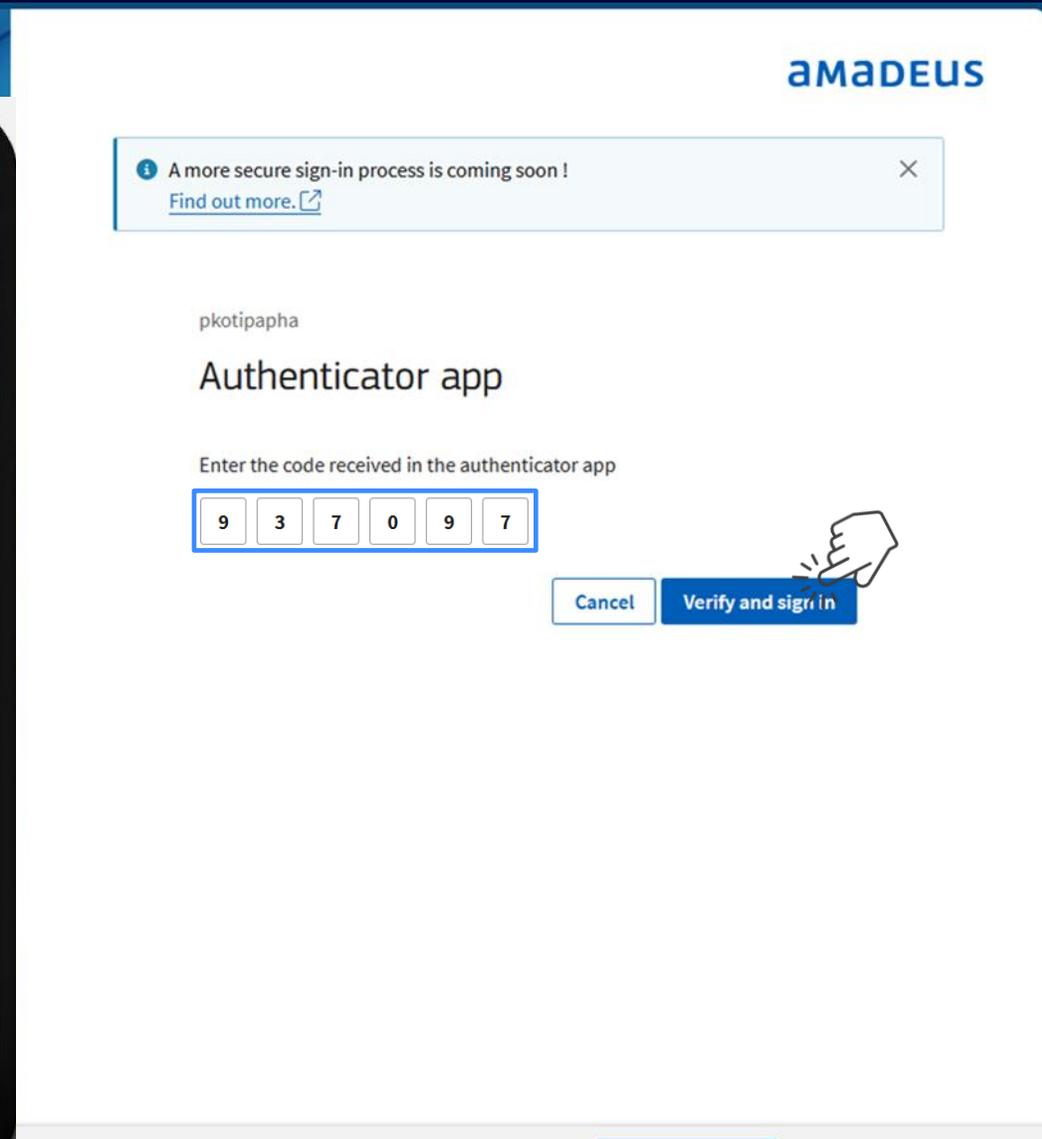
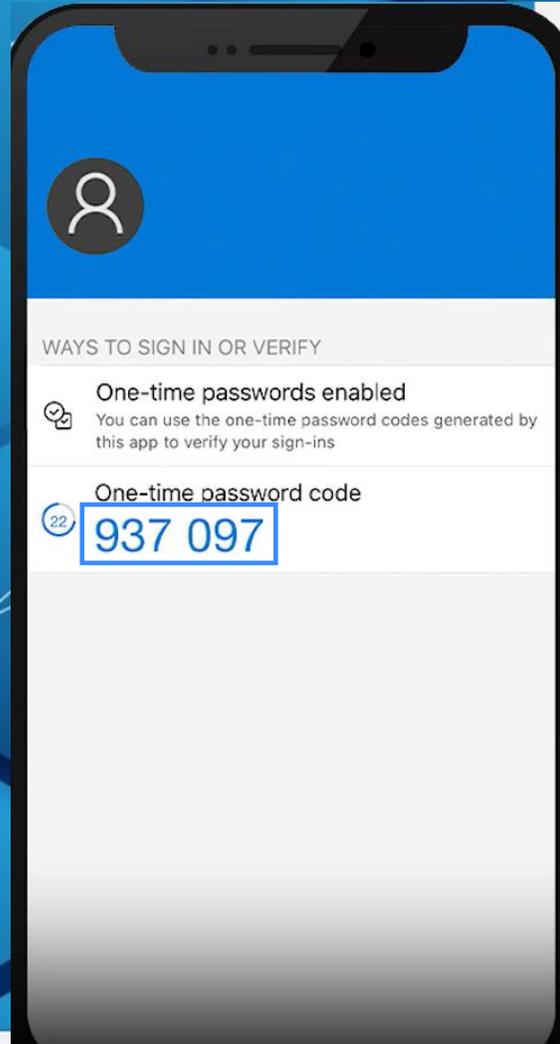
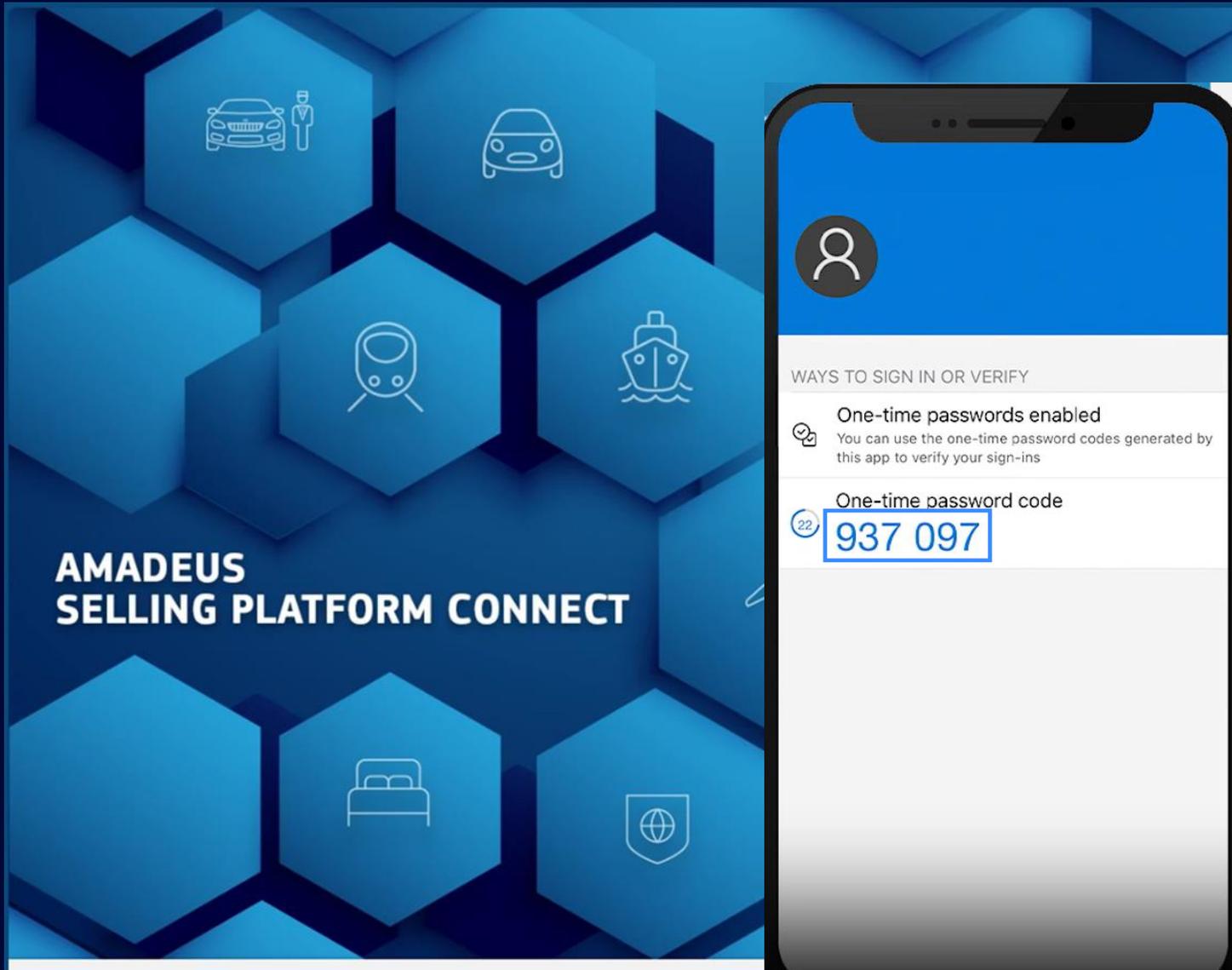
Open the Authenticator App on your mobile and scan QR Code



Authenticator Apps is activated and Ready then "Next"



Enter the Code from the Authenticator App





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Your second factor authentication method has been successfully configured!

You can now leave this flow and go to the login page.

[Go to login page](#)



TOTP Self-registering completed

app/init/login?SITE=LOGINURL&LANGUAGE=US&e=j&refreshOnError=true&OFC=BKK1A0980



>_ New command page

Enter an action (example: "Retrieve" or "Launch Smart Flow")

Command page 1

Owned by BKK1A09

```
> |
```



Go To

Show in Graphic Mode

More Products

Show booking file

Quality Monitor

No Quality Monitor items

4505 input Line: 1 Column: 1

Next time you log in SECO

SECO : Log in page



Browser tabs: www.webmail.thaia..., Amadeus Selling Pla..., OneView CX, IATA NewGen ISS Pr..., Edifact Traces - Thai..., SECO_PDT, Imported, APAC Retail Custom..., Google, SAIL, BKK1A0980 - Amad...

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A more secure sign-in process is coming soon!
[Find out more.](#)

Sign in

*Mandatory

Username* Duty code

Office ID*

Password*

Remember me

[I forgot my password](#)

Enter **SECO Password** and open the **Authenticator** to get the **Code**

The image shows a browser window displaying the Amadeus Selling Platform Connect login page. The page features a blue background with icons for various travel services (car, train, ship, bed, globe) and the text "AMADEUS SELLING PLATFORM CONNECT". A notification at the top states: "A more secure sign-in process is coming soon! Find out more." The login form includes the username "smalithong", the title "Authenticator app", and a field for the code received in the authenticator app, which contains the digits "5 5 5 6 3 7". Below this is a "Password*" field with a masked password and a "Verify and sign-in" button. A pink box labeled "SECO Password" points to the password field, and a blue circle with the number "2" points to the code input field. A blue arrow points from the code "555637" on the Authenticator app to the code input field on the login page. The Authenticator app screen shows a Microsoft account for "test.totoai@amadeus.com/TTOTO1A" with a generated code of "555637" and a note: "*Authenticator generate a new code in 30 second*".

>_ New command page

Enter an action (example: "Retrieve" or "Launch Smart Flow")

Command page 1 Owned by BKK1A09

```
> |
```

Refresh, Split, Vertical, 4505

Go To Show in Graphic Mode More Products Show booking file Quality Monitor No Quality Monitor items

Best Practice

Best Practice for TOTP

- Once the TOTP registration is completed then
 - You must enter the code generated by the Authenticator App **each time** you log in to SECO
 - Please enter your **SECO Password first**
 - Then open **the authenticator app** and enter the ***TOTP code**
 - Authenticator generates ***a new code every 30 seconds.**

****Note: OTP via email will no longer be a valid method For Multi-Factor Authentication****

Sum up: TOTP self-registration (One time only)

Start on **March 18, onward**

1 **Log in SECO**

AMADEUS SELLING PLATFORM CONNECT

Authentication failed. Please check your username, password and second authentication factors (like Access Code or Digital DNA) before trying again.

Sign in

*Mandatory

Username* Duty code

Office ID*

Password*

Remember me

[I forgot my password](#)

2 **Select Authenticator app**

Keep your account secure

Adding two-step authentication improves the security of your account

smallthong

Verify your identity

Select an authentication method

Authenticator app **RECOMMENDED** Receive a code in your app

3 **Get OTP**

via Email (One time)

All Unread

10:42 AM "Amadeus Security Service" One-time password on PRODUCTION (PROD)

10:39 AM Live Travel Community Forum Daily Digest

10:33 AM "Amadeus Security Service" One-time password on TEST (PDT)

10:23 AM Pangnison PK KOTISALPHA SF: Beach 1 Th1 Dwa4 Deal Readiness

One-time password

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear SIRIWAN MALITHONG,

You have requested a one-time password.

You need to enter this one-time password in the login screen of your Amadeus product within 15 minutes of receipt of this email.

BSSEEM

If you have not requested a one-time password, please contact your Help Desk.

Best regards,
The Amadeus Security Team

6 **Scan QR**

AMADEUS SELLING PLATFORM CONNECT

Authenticator app

Scan the QR code using the authenticator app, and click on **Next** button.

If you can't scan the QR code, enter the following code:
1UEGEQTVNRYFAU3ZLJDHOQSLMNUUWLLK

5 **Next**

Authenticator app

Already have one installed? Use your existing authenticator.

Don't have an authenticator? Use Google Authenticator, Microsoft Authenticator or 2FAS.

- **For mobile:** Download app from Google Play Store or App Store
- **For desktop:** Download browser extension

4 **Add OTP**

Verify your identity

Keep your account secure

Adding two-step authentication improves the security of your account

*Mandatory

Username

Office ID

One-time password*

FAQ (1)

- What is the TOTP?
 - [Time-Based One-Time Password \(TOTP\)](#) is a computer algorithm that generates a one-time password with a current timestamp.
- What are the Authenticator apps?
 - Authenticator apps are applications that allow [two-factor authentication \(2FA\)](#) for users.
- On March 18, 2025 (after 10:00 AM) when you log in to SECO and cannot find the TOTP Self-registration page, what should you do?
 - [Contact Amadeus Helpdesk](#) to check by providing your Username and OID
- During the TOTP Self-Registration process, when reaching the step where you have to scan the QR code, but clicked the Next button without scanning the QR code, what should I do?
 - Please press the “[Cancel](#)” button to return to the Log in page and start the TOTP Self-register again

FAQ (2)

- Can a user register two SECO username in the same authentication app?
 - Yes, the user needs to register for both username as they are considered different accounts
- Can you use an authenticator app that is already installed on your desktop or on your mobile phone?
 - Yes, You can.
- Can you use email as an OTP delivery method after Q1'25?
 - No. It is not considered a safe option according to PCI-DSS V. 4.

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Thank You

