amadeus
THAI - Amadeus Southeast Asia

Amadeus Selling Platform Connect

Getting Started

(EN)

Thai-Amadeus Southeast Asia Learning Centre

Table of contents

Amadeus Selling Platform Connect....1
Sign In....1
Multi-Factor Authentication (MFA) Registration Step (one time)....5
Password Settings / Expired Password....8
I Forgot My Password....10
Session Locked....17
Auto Sign out....17
Main Page Tab....18
Multiple Office Support....19
Change Password....20
Command Page....21
Command Page Setting....22
Sign Out....25
Search Solution....26

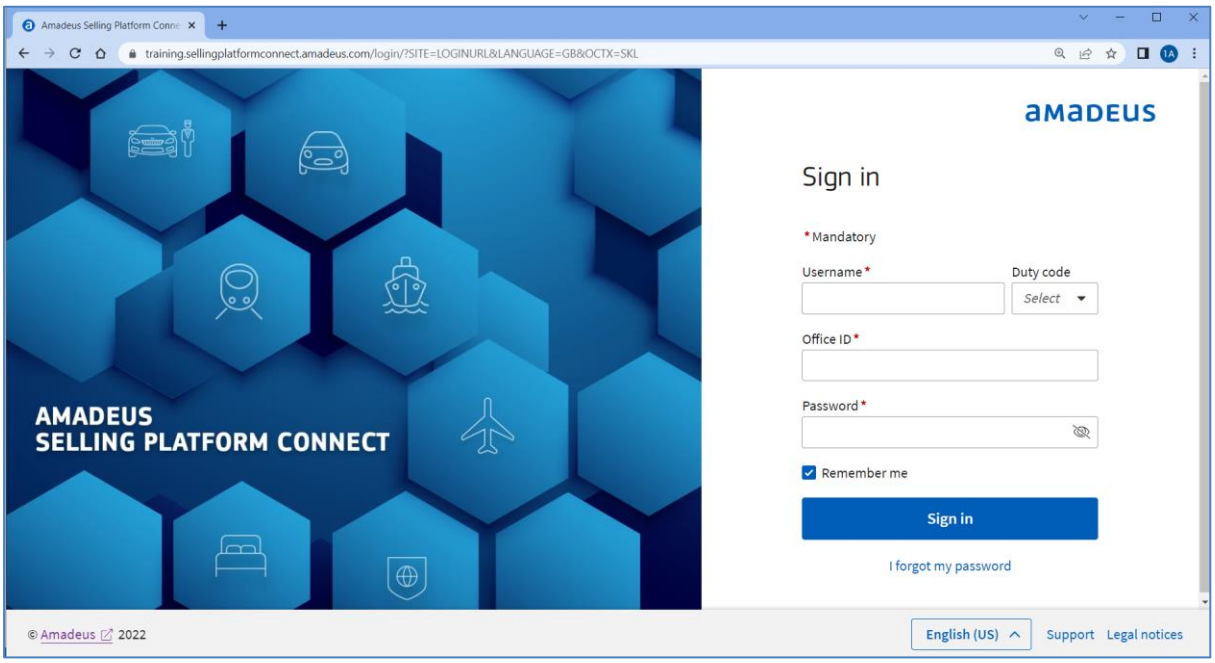
Getting Started

Amadeus Selling Platform Connect

- ✓ Completely web-based
- ✓ No Installation
- ✓ Flexibility and mobility with online access anytime, anywhere from a variety of browsers and devices.
- ✓ Able to reset password (send to user's email)
- ✓ Security check with One Time Password (OTP) (send to user's email)
- ✓ All web browsers support (Microsoft edge, Firefox, Google Chrome and Apple Safari)

Sign In

1. Visit to www.sellingplatformconnect.amadeus.com (Production Mode)
   www.**training.**sellingplatformconnect.amadeus.com (Training Mode)

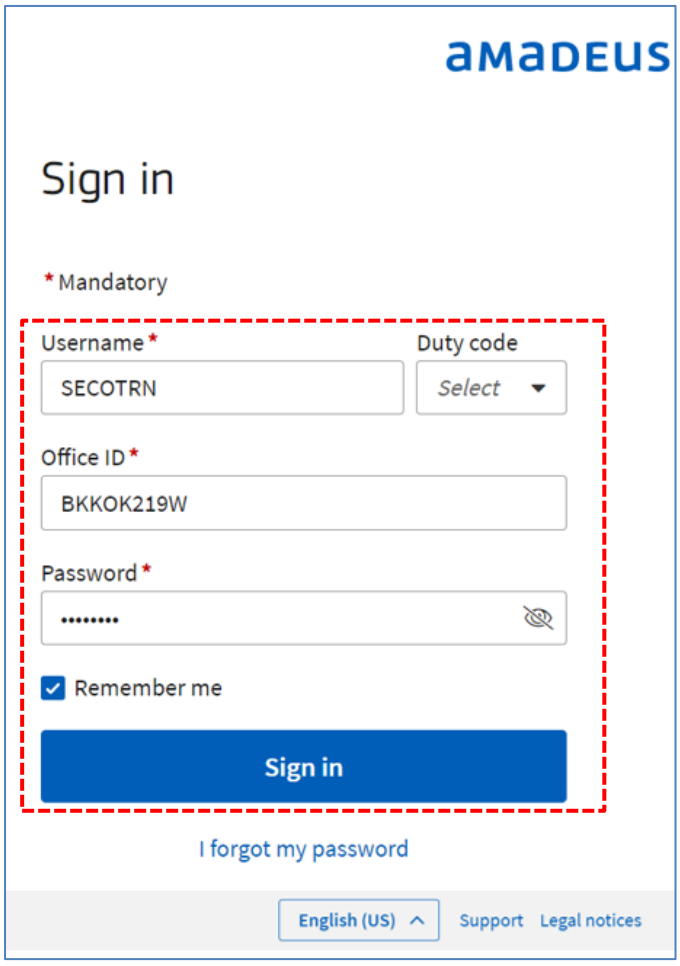


2. Enter your sign in details in the sign in section of the welcome page. Select the language and duty code from the drop-down list before you sign in.

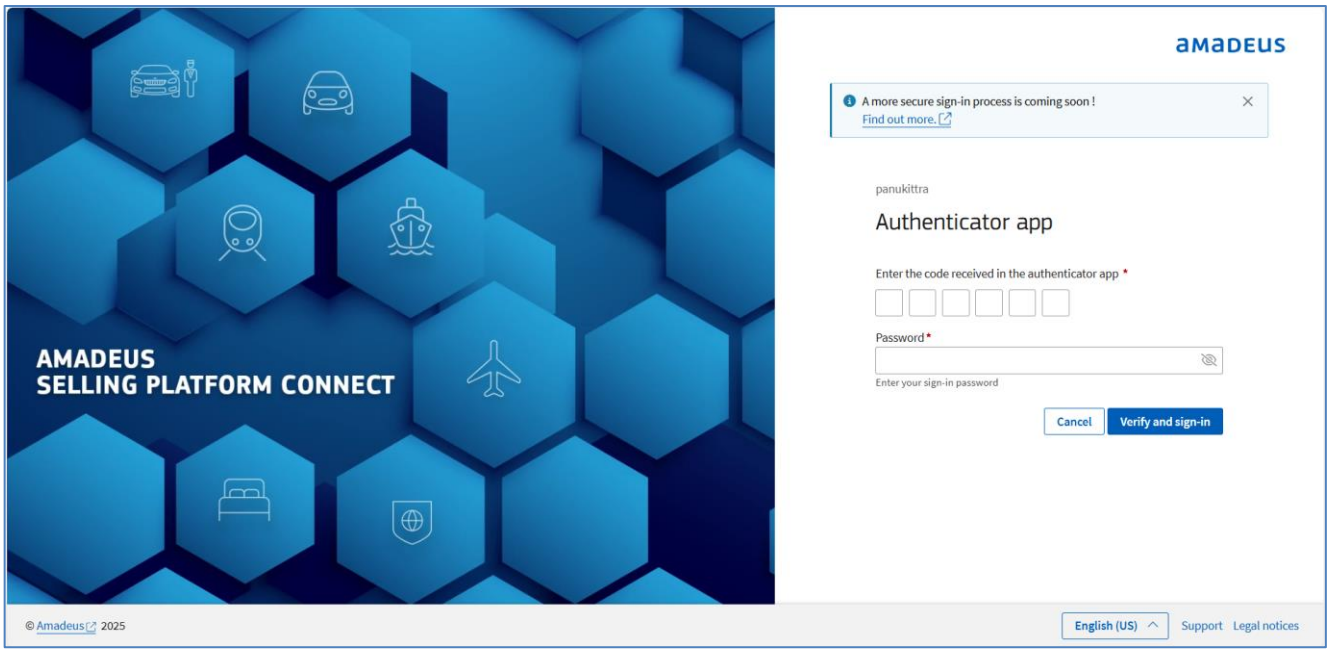
Username:	Maximum 10 Characters	(Assigns by Amadeus Ex. SECOTRN)
Duty Code:	AS or SU or Blank	(AS=Agent Sell or SU= Supervisor)
Office ID:	Amadeus Office ID	(Ex. BKKOK219W)
Password:	Minimum 12 characters.	

Note: - *Password must be contain both alphabetic and numeric characters*
- *Case-Sensitive*
- *Validity: 90 days*
- *Disallow use of the 4 prior passwords.*
- *Maximum password attempt: 6*

3. Click **Sign in.**

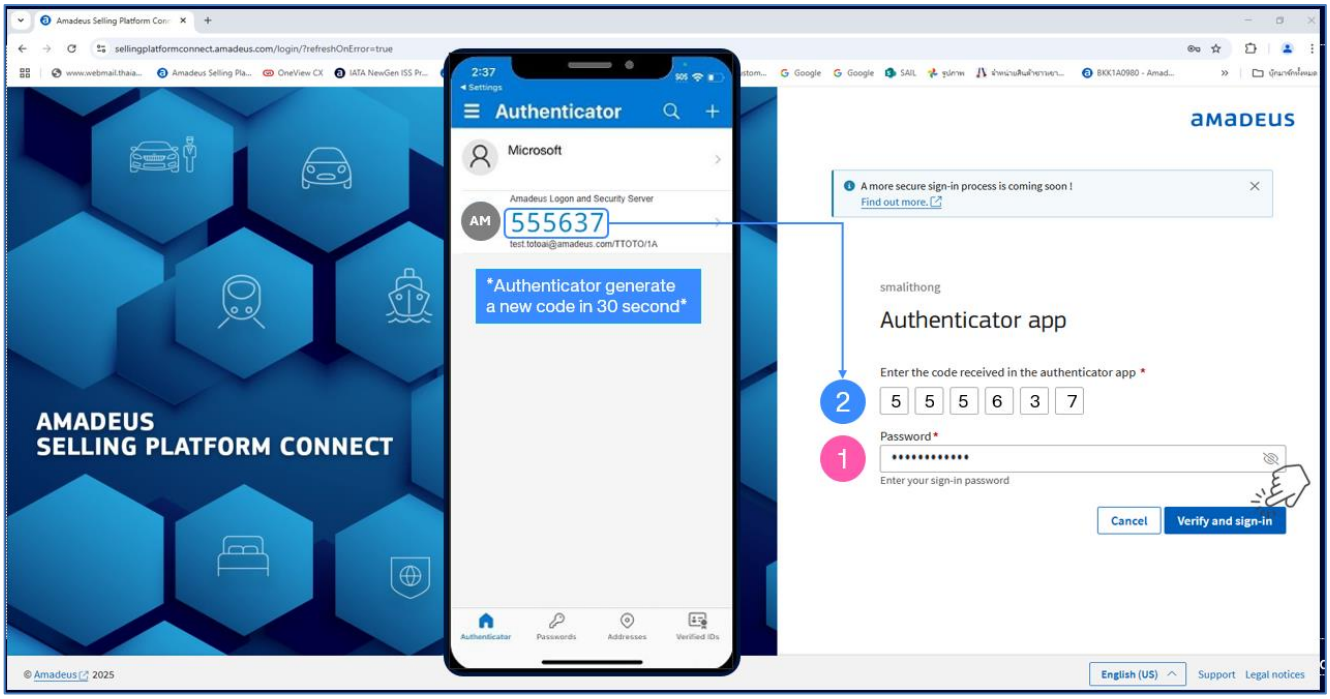


4. Security with Multi-Factor Authentication (MFA)



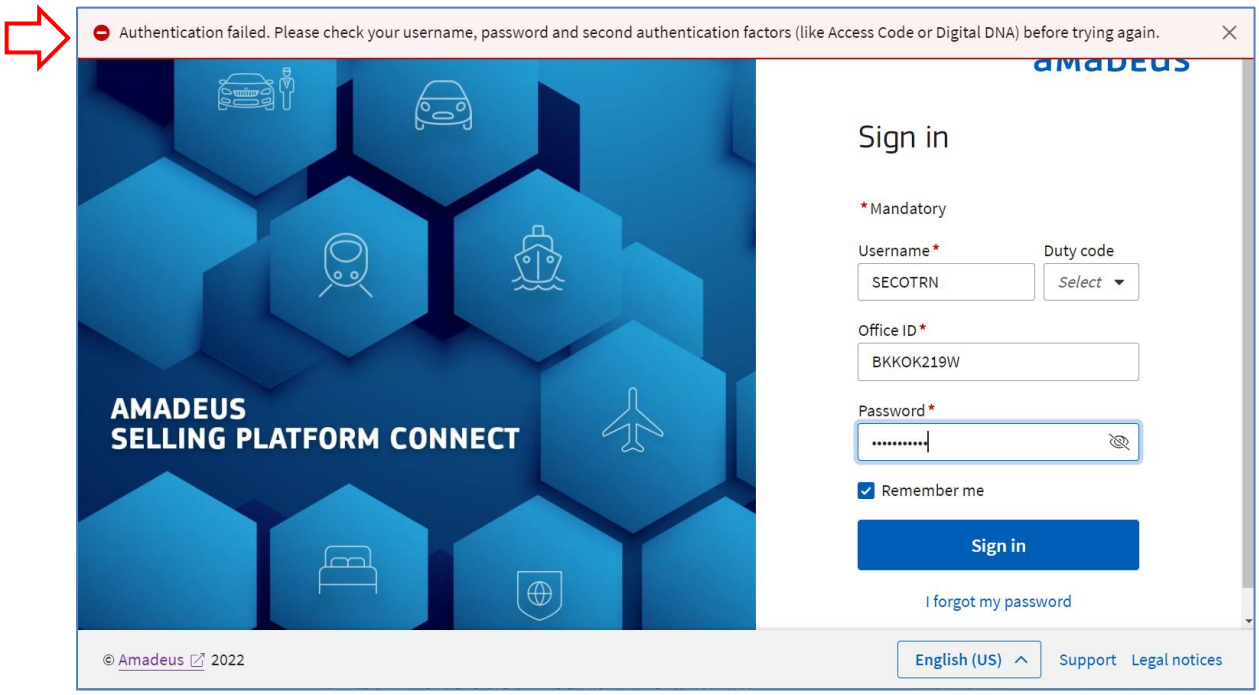
4.1. Enter Password first and Open the Authenticator app to get the Code and Verify sign in

4.2. Time-based One-Time Password (30 second)



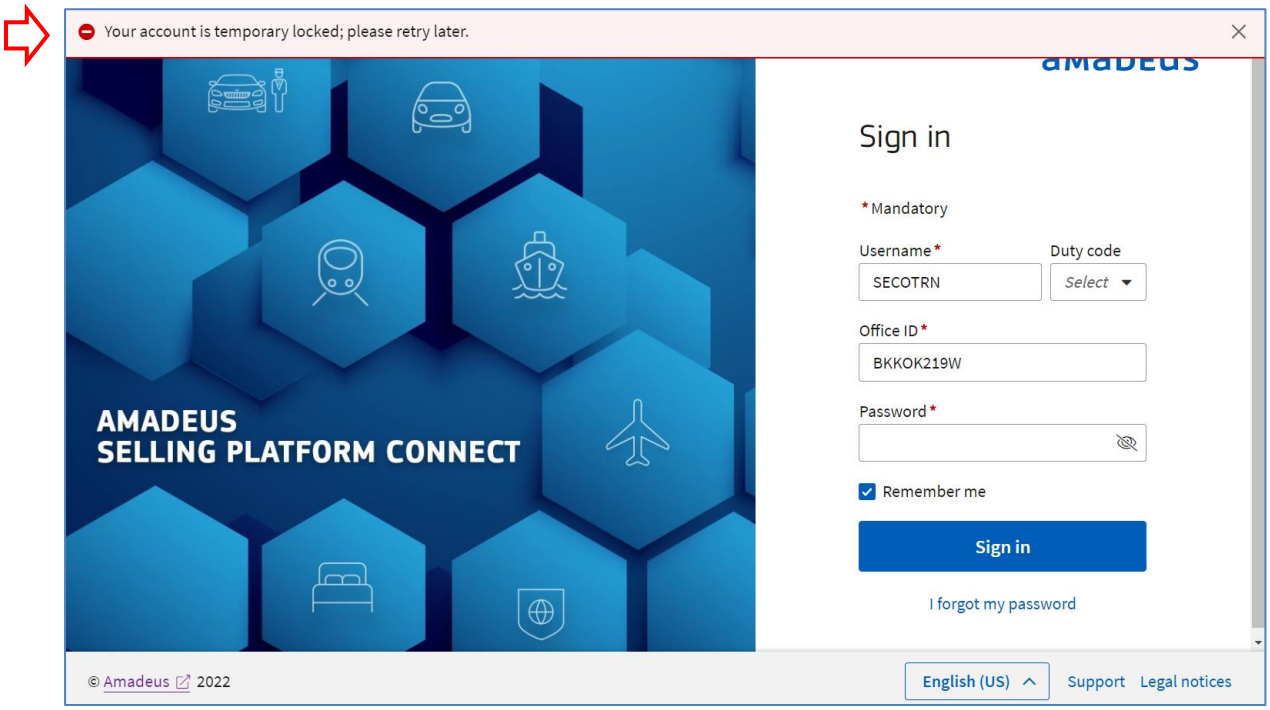
In case you enter wrong a username, password, office id or duty code, a warning message is display.

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



If you enter the wrong password 6 consecutive times, the system will temporarily lock the active account. A warning message is displayed.

"Your account is temporary locked, please retry later."



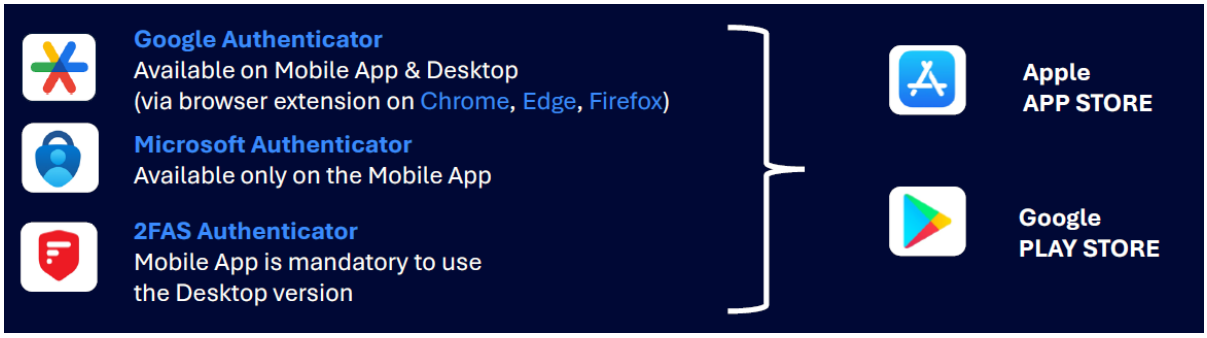
TOTP: Authenticator Registration Step (one time)

Multi-Factor Authentication (MFA) is an authentication method that requires the user to provide two or more verification factors to gain access to a resource such as an application.

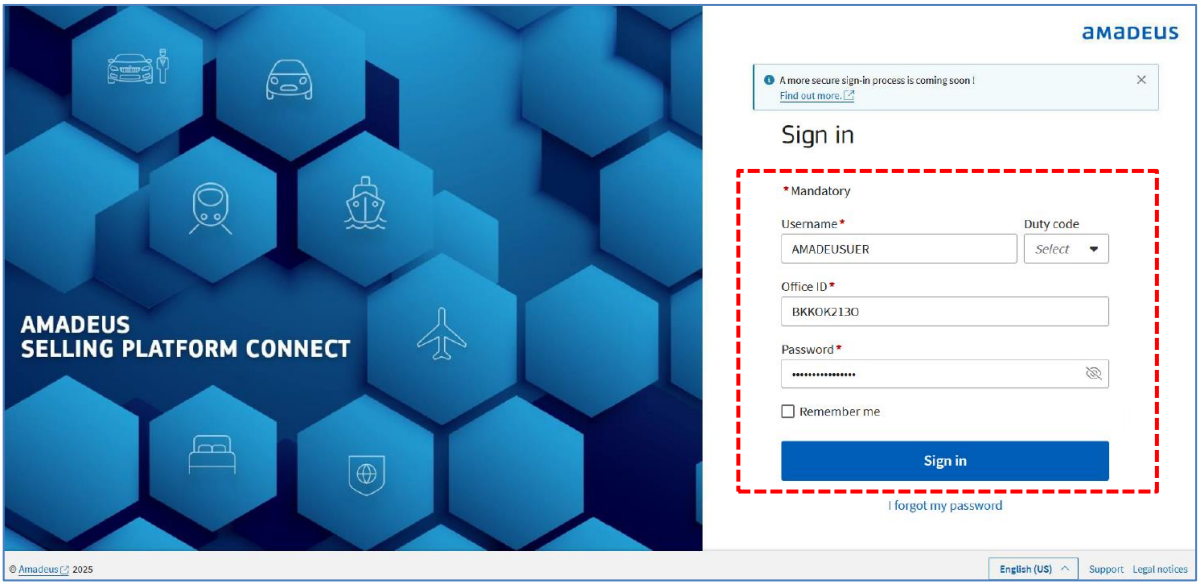
Time-Based One-Time Password (TOTP) via Authenticator Apps

This registration can only be done once per username

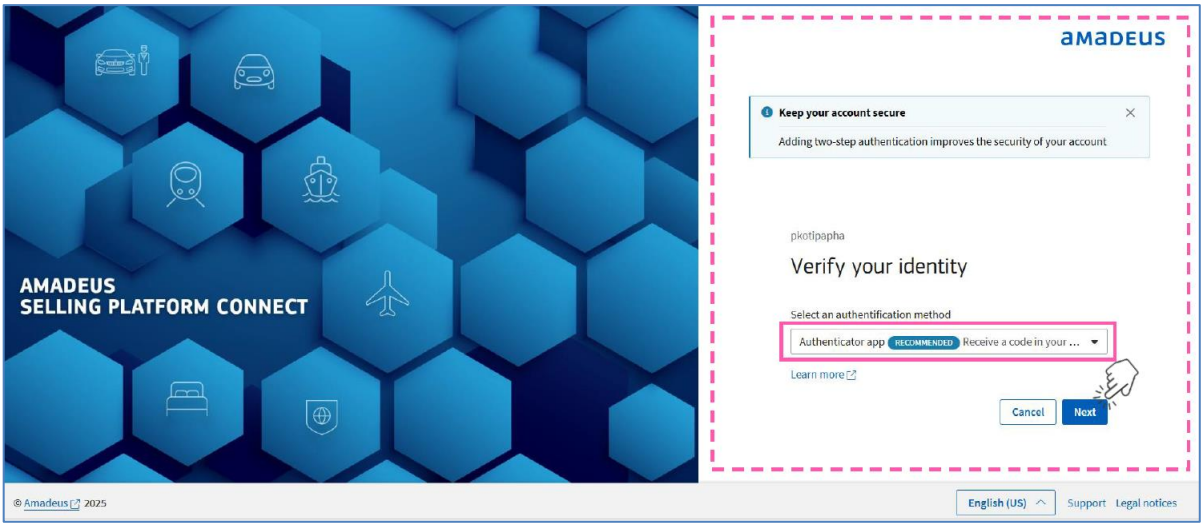
1. Download the Authenticator App on your mobile before start the registration process
   There are 3 authenticator app which recommended by Amadeus



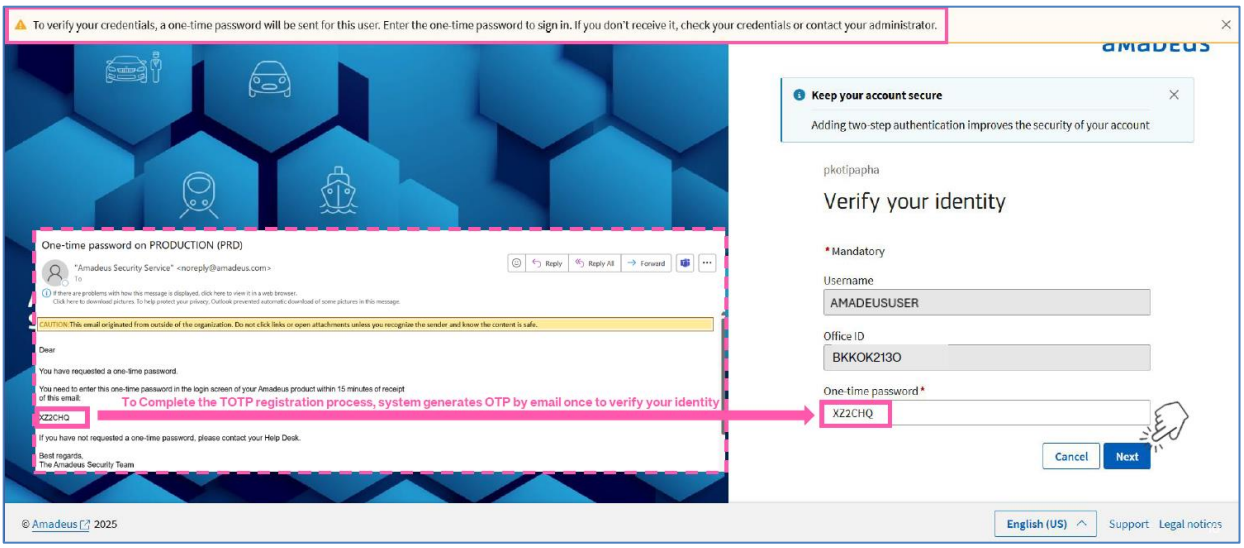
2. Login to SECO with your Username/ Office ID/ Password



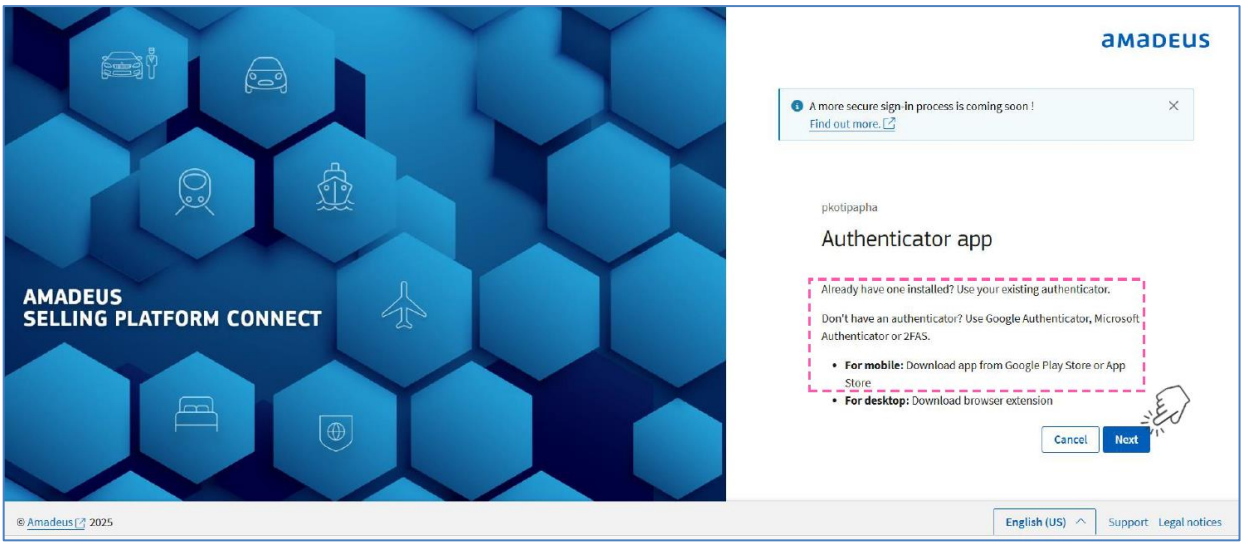
3. Select the Authenticator app. Click **Next**



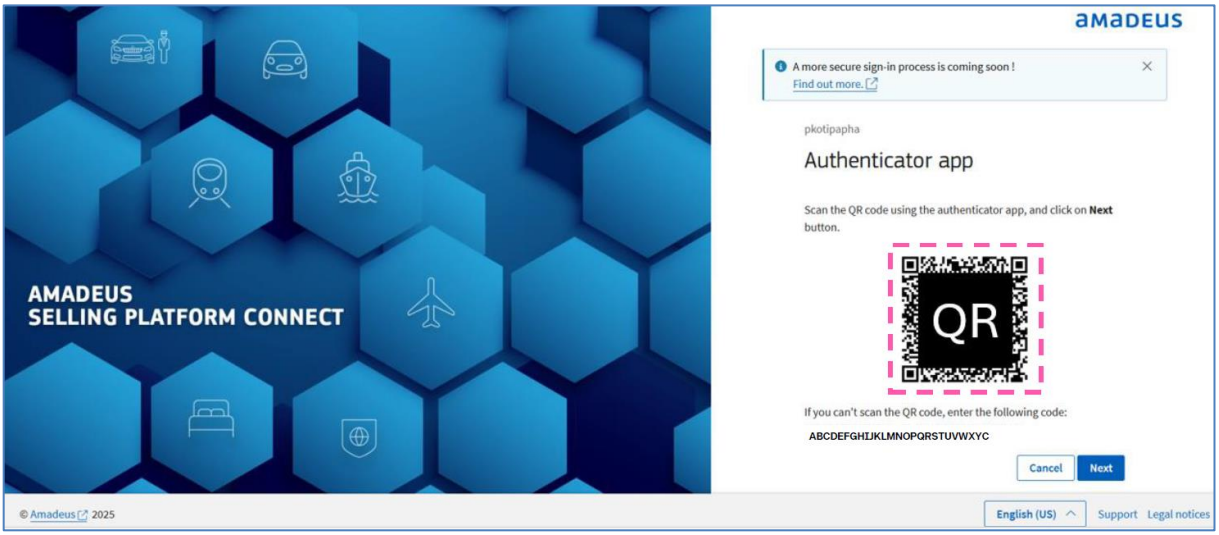
4. A One Time Password (OTP) has been sent to your email, Fill in One Time Password (OTP), Click **Next**



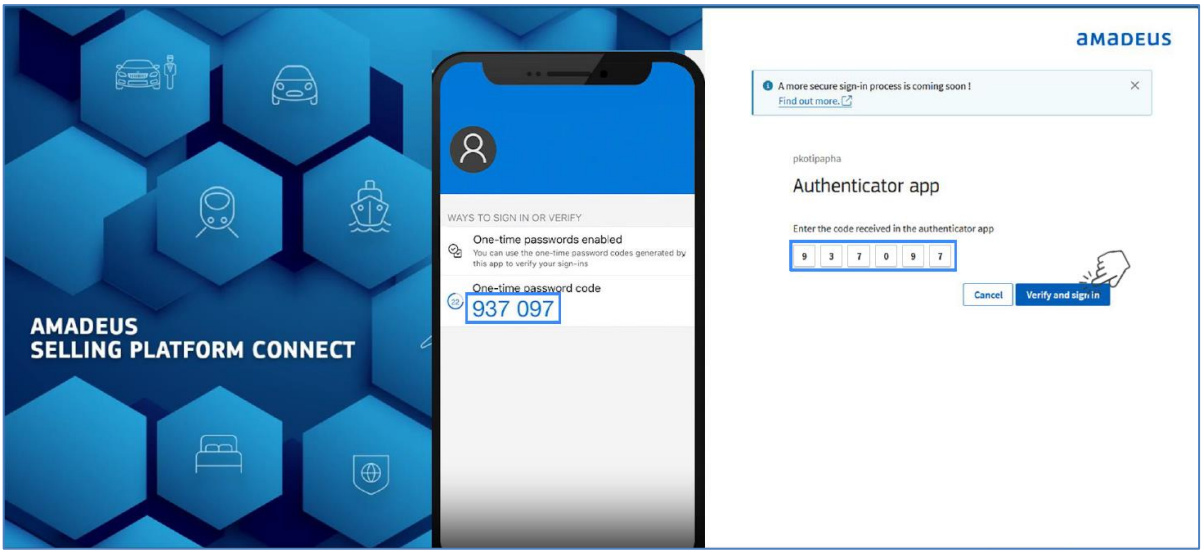
5. Authenticator App must be ready stored on mobile, Click on **Next** to move forward in the Self-Registration flow



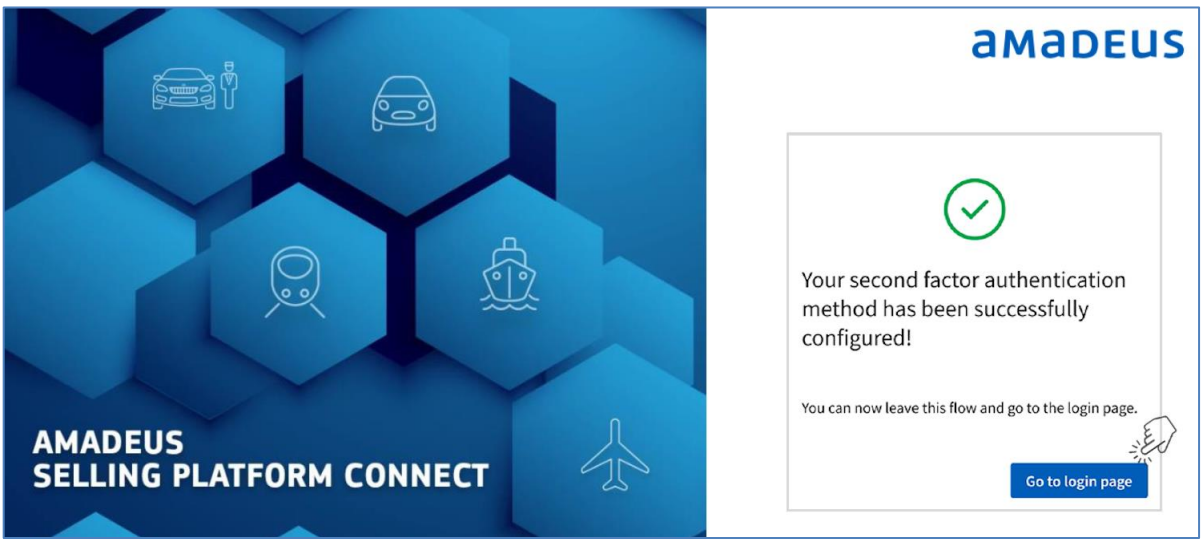
6. Open the Authenticator App on your mobile and scan QR Code, Click **Next**



7. In the Authenticator App, the account added under Amadeus Logon and Security Server to see the 6-digit code.
   Enter the 6-digit code in Amadeus, Click **Verify and sign in** to complete Self Registration:



8. Once completed, you will receive a message notifying you that your registration is complete.

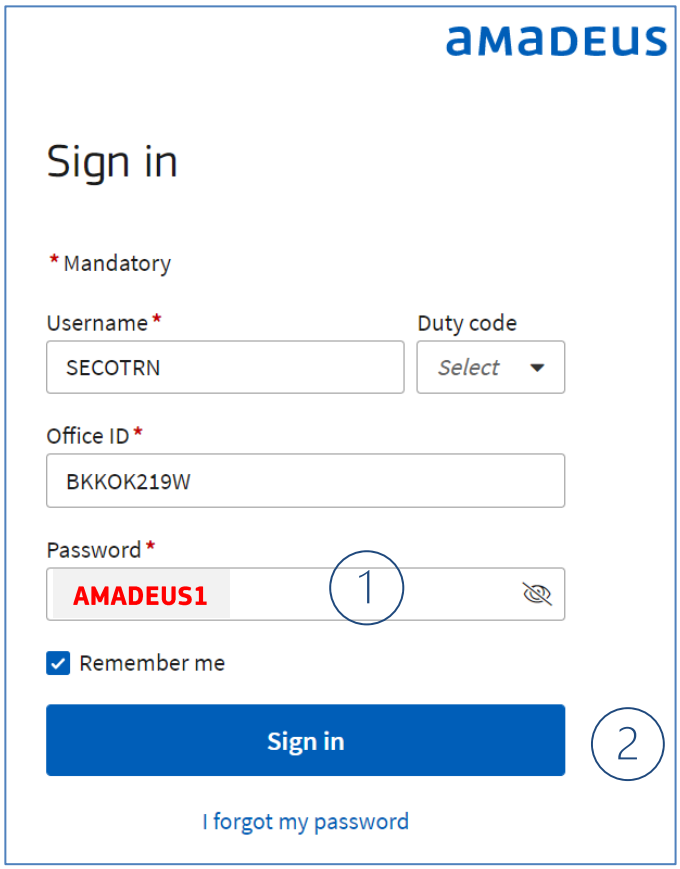


Password Settings / Expired Password

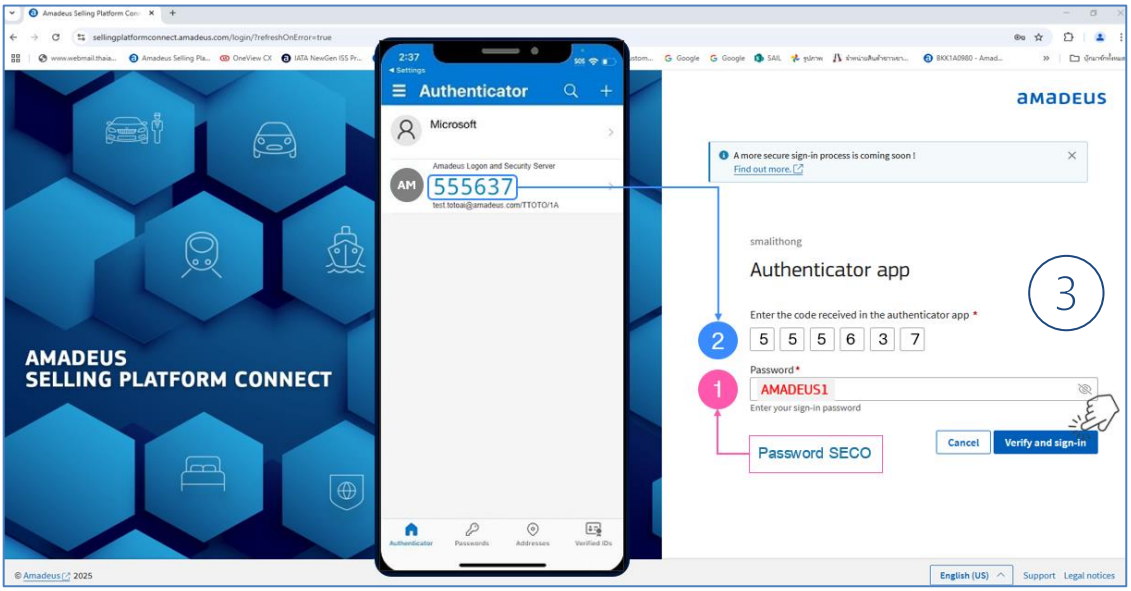
- **New User:** After generate account or reset password by Amadeus, Password always is **AMADEUS1**
  When you sign-in the system will display a panel for update your password.

- **Password Expired:** If your password expired (validity 90 days), when you sign-in the system will display panel for update your password.

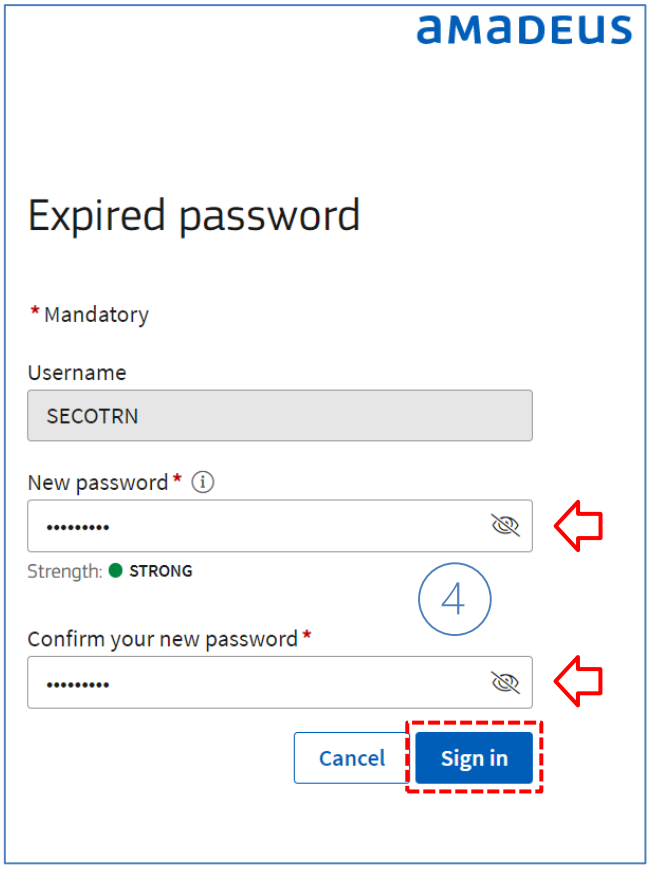
1. In case **New User :** Specify password is **AMADEUS1**
   In case **Password Expired :** Specify your current password
2. Click **sign in**



3. Security with Multi-Factor Authentication (MFA)
   Enter Password first and Open the Authenticator app to get the Code and **Verify sign in**



4. When you click Sign in the system will display expired password panel for set new password. The new password will be a minimum of 12 characters and click **Sign in** button again.

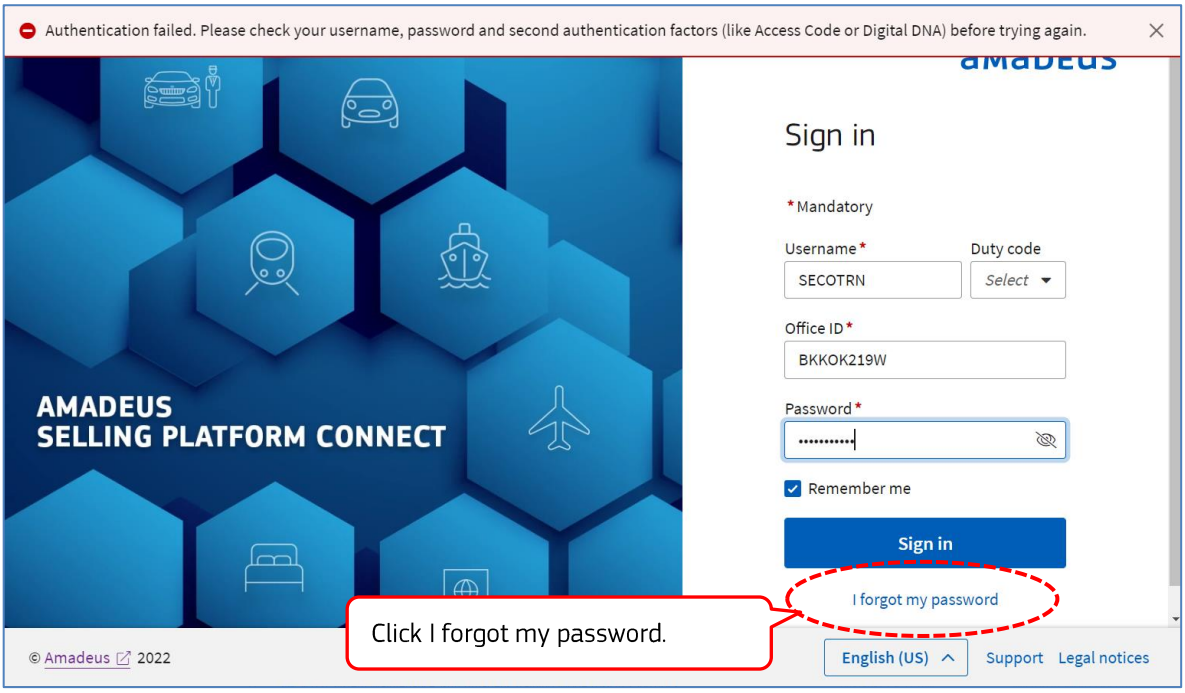


I Forgot My Password

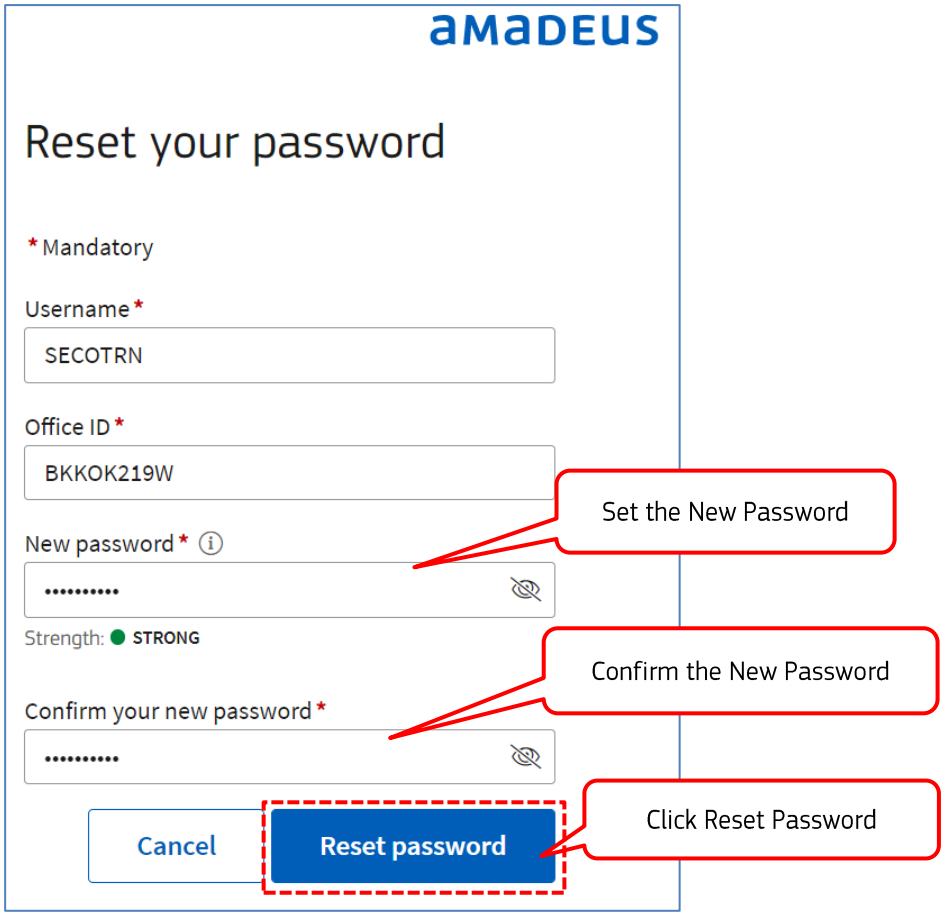
Password Reset Flow

How To Set "*I Forgot my password*" Step By Step

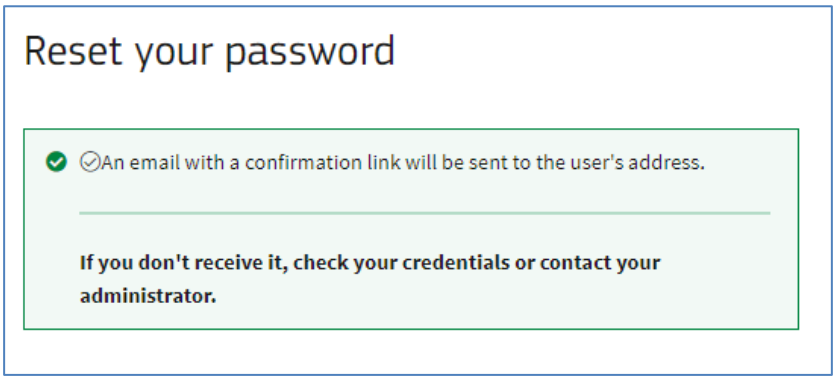
1. When travel agent forgot a password, users have to click on ***"I Forgot my password?"*** link.



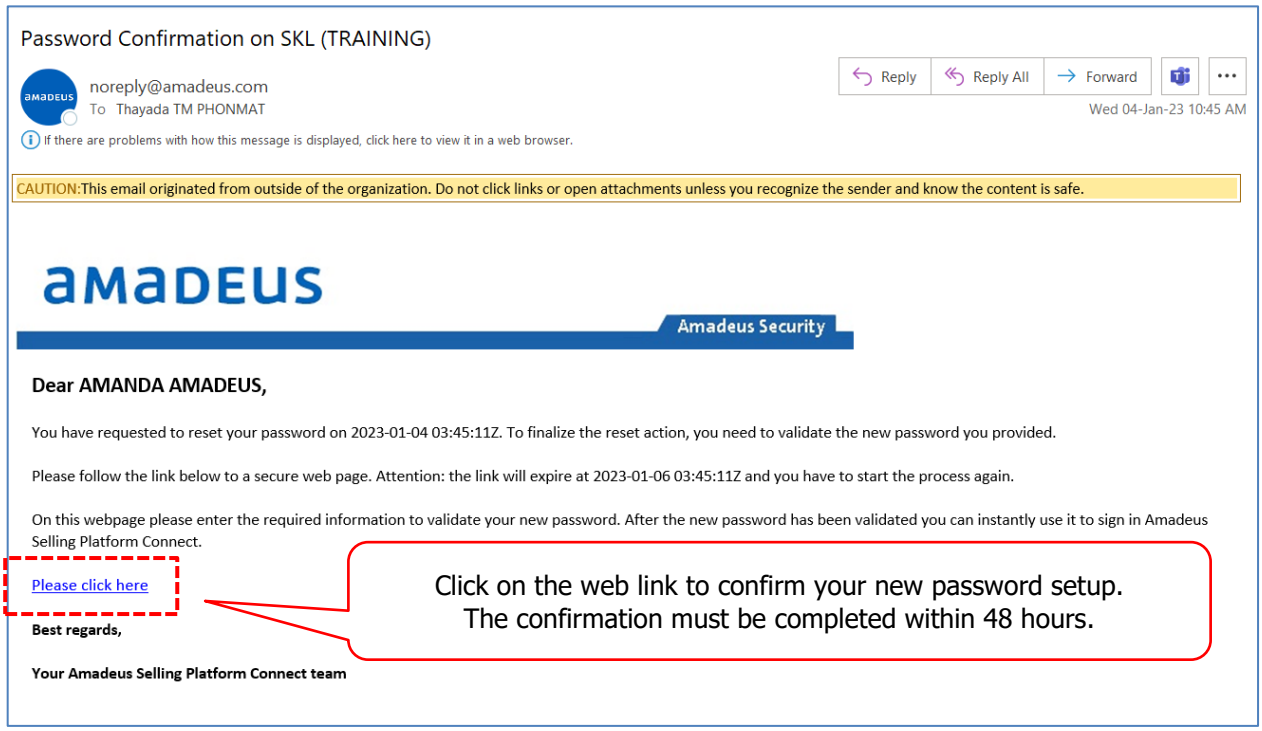
2. Then set the New Password and Confirm New Password in the new displayed form and click on **“Reset password”**.



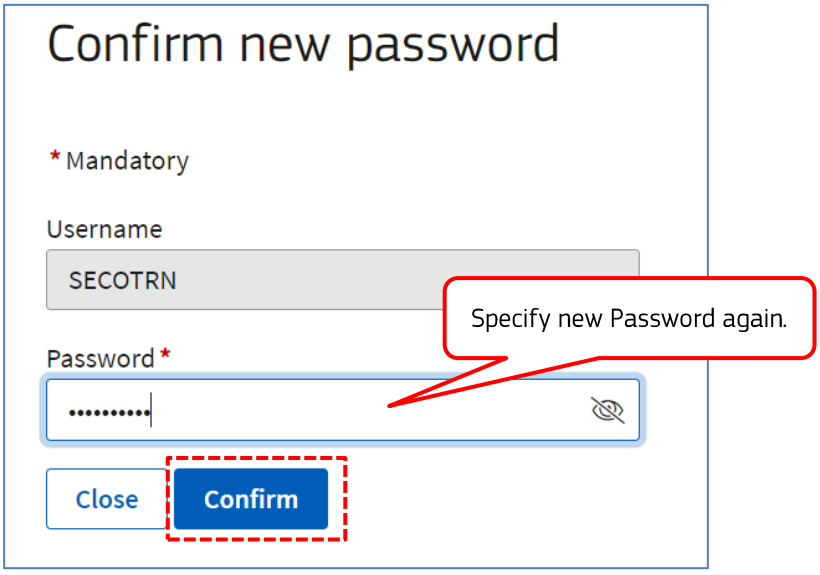
3. Confirmation panel is displayed.



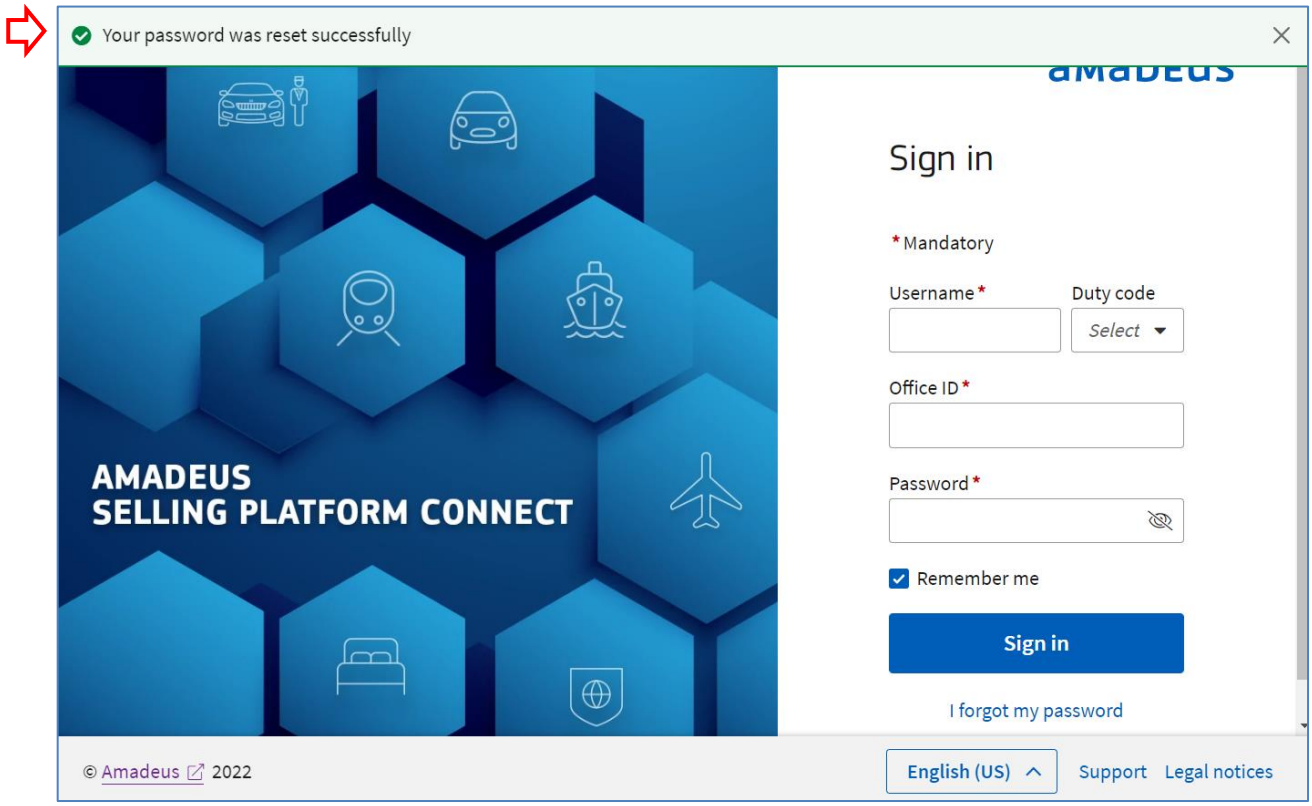
4. A mail will be sent to the email address. Click on the link "**Please click here**"



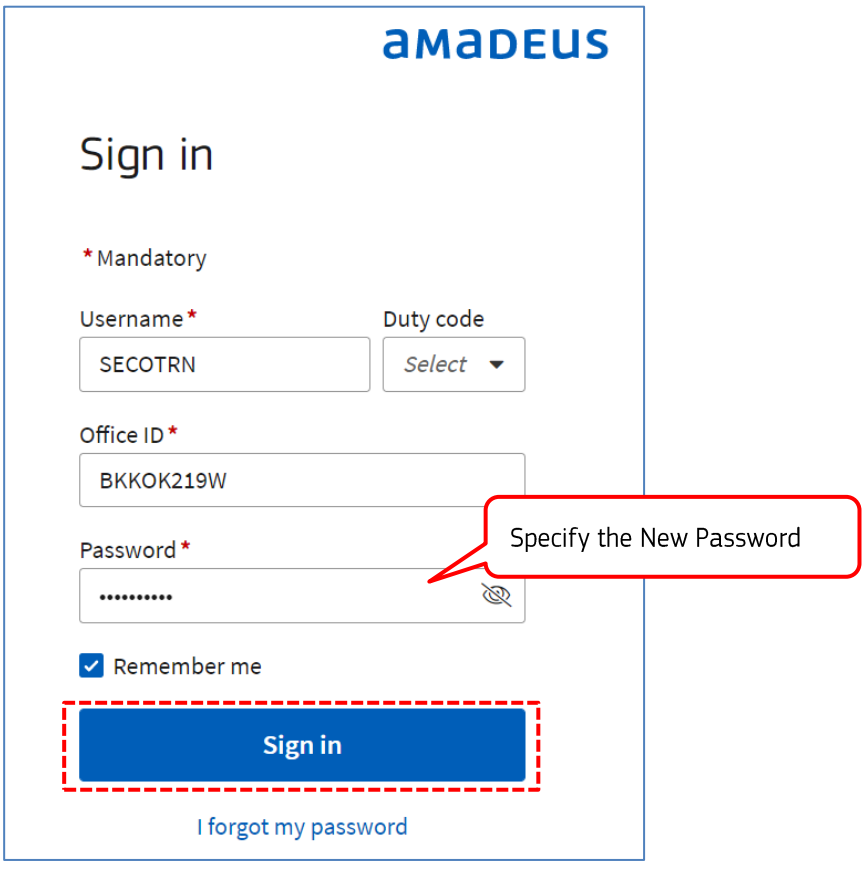
5. The password confirmation panel is displayed. Simply type a new password and Click on **"Confirm"** button.



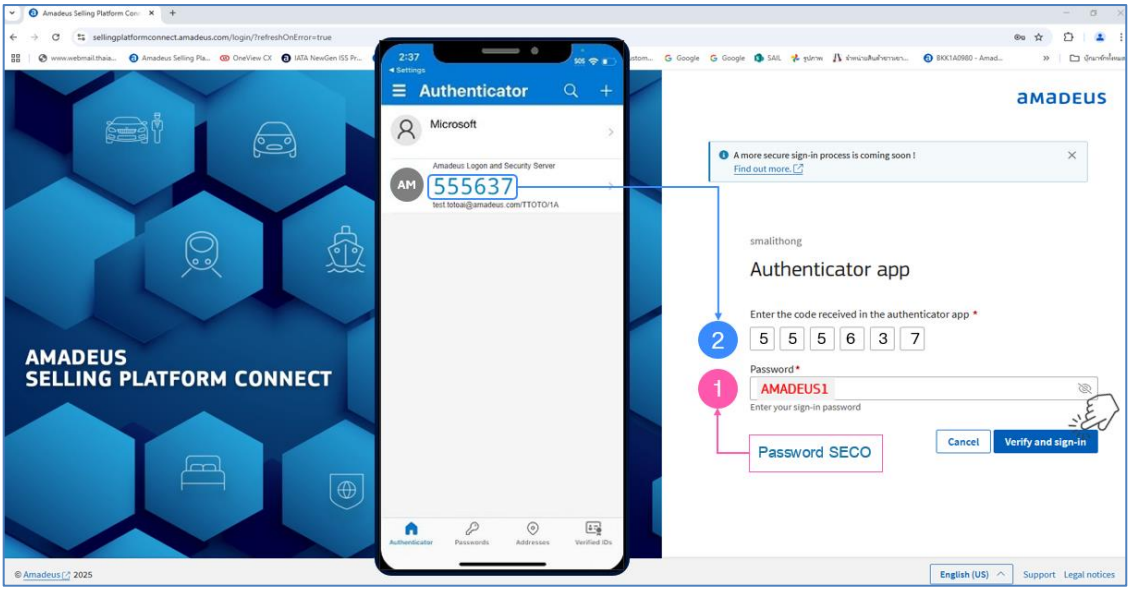
6. The successful password change message is displayed.



7. User can now log in to Selling Platform Connect with the new password.

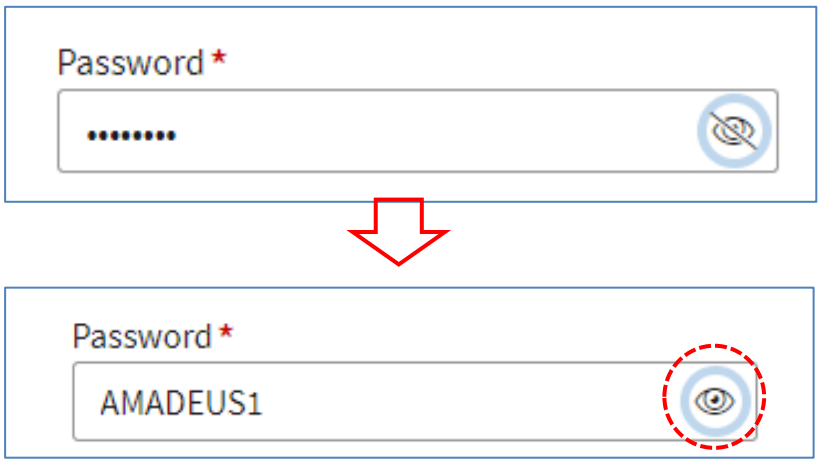


8. Enter Password first and Open the Authenticator app to get the Code and **Verify sign in**



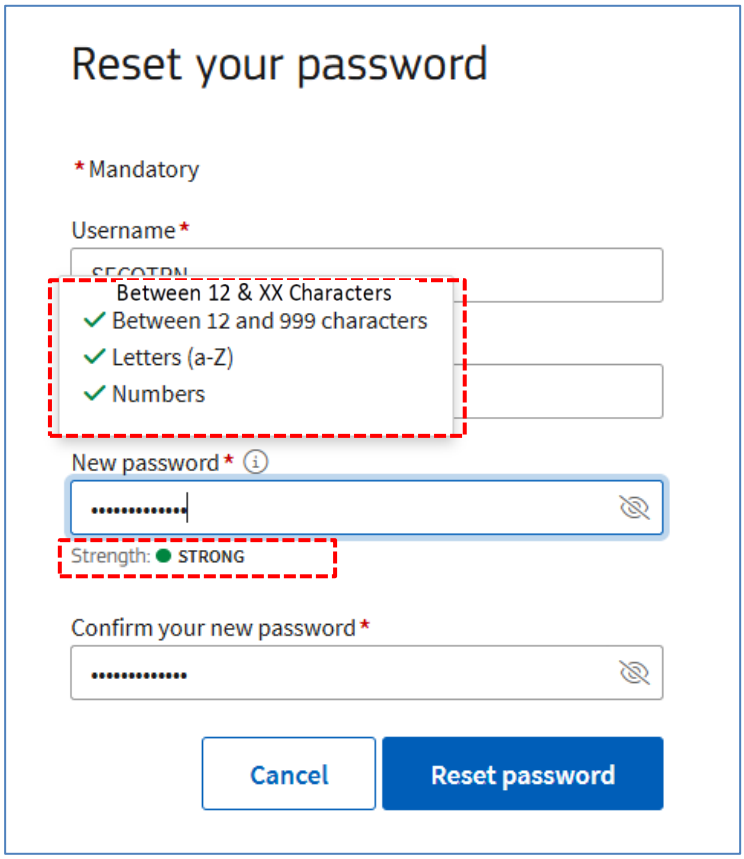
Enhanced usability include:

Show Password (eye)

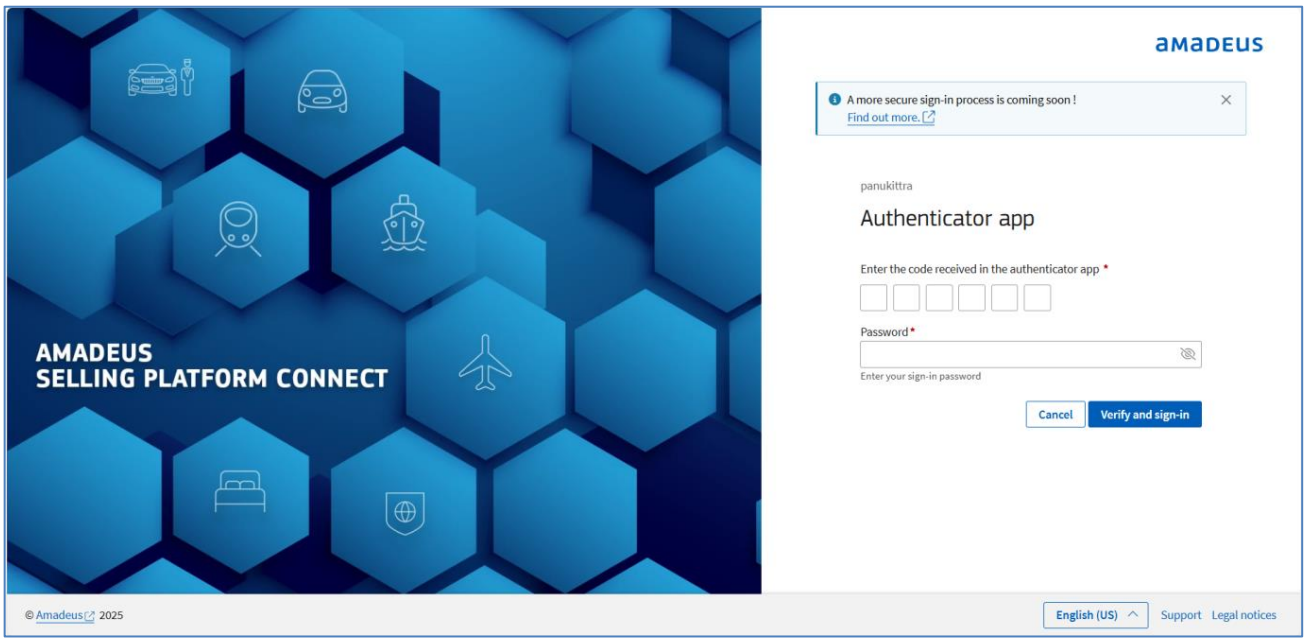


Caps Lock Warning

Password strength indicator and suggestion message to set password (on password reset)

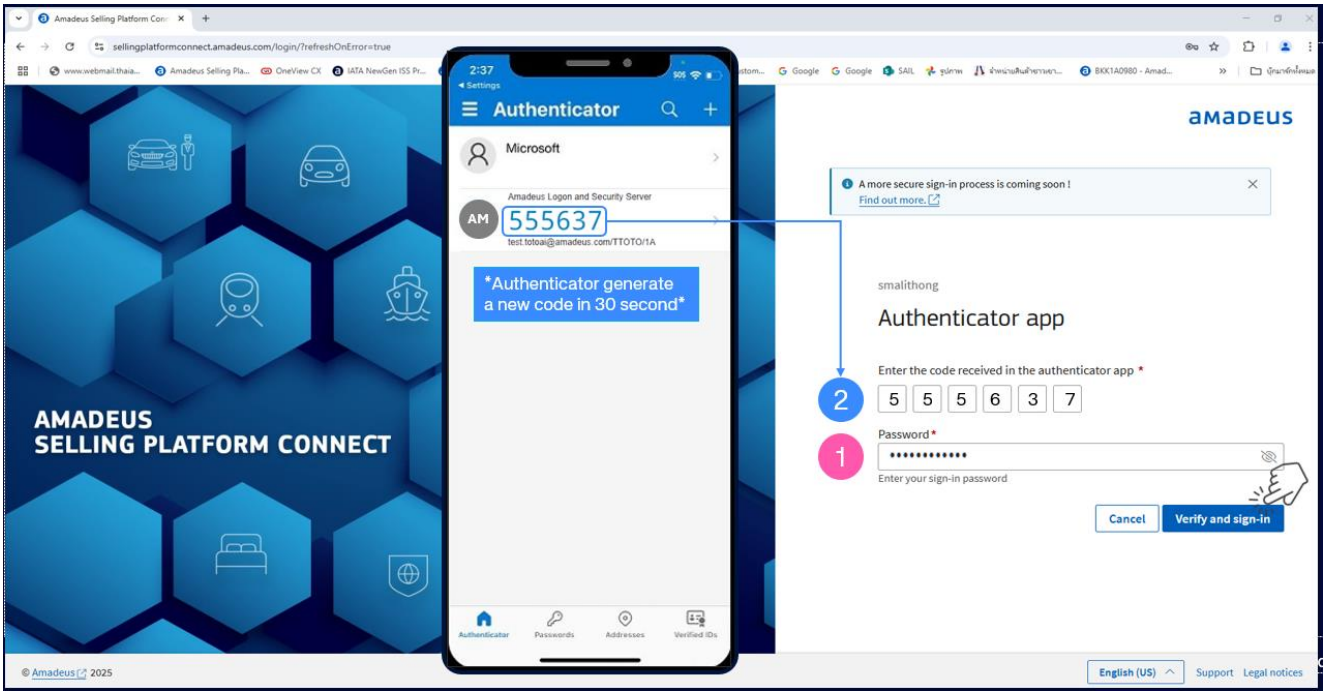


Enhance security with Multi Factor Authentication (MFA)



Open the Authenticator app on your mobile phone to get the Code and Verify sign in.

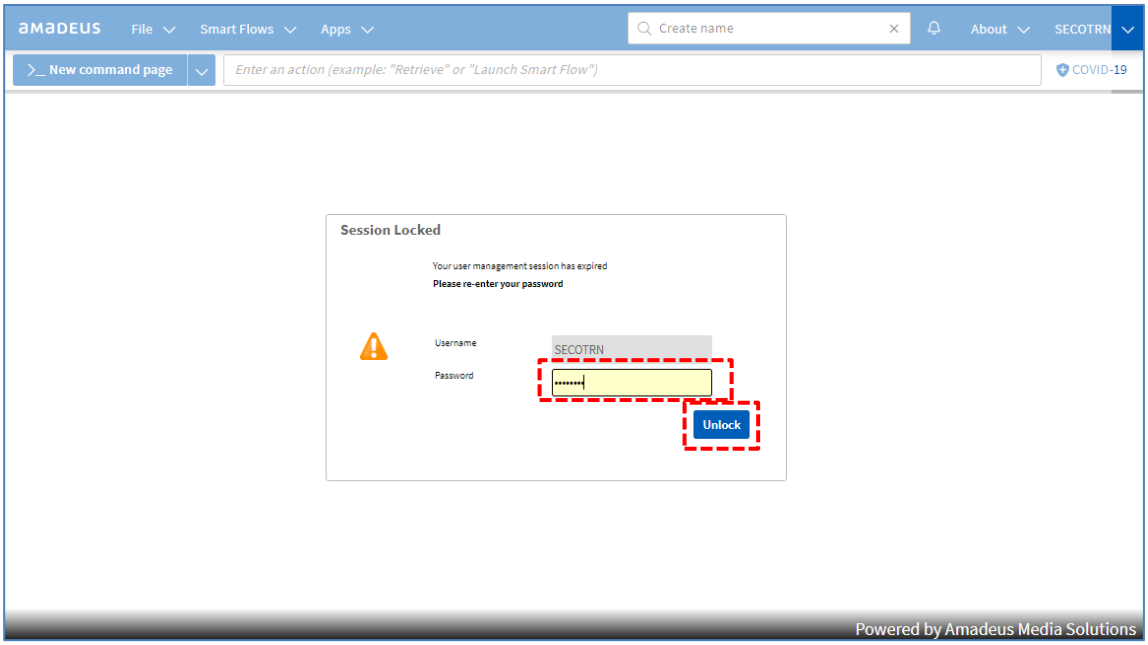
Time-Based One-Time Password (TOTP) via Authenticator Apps.



Session Locked

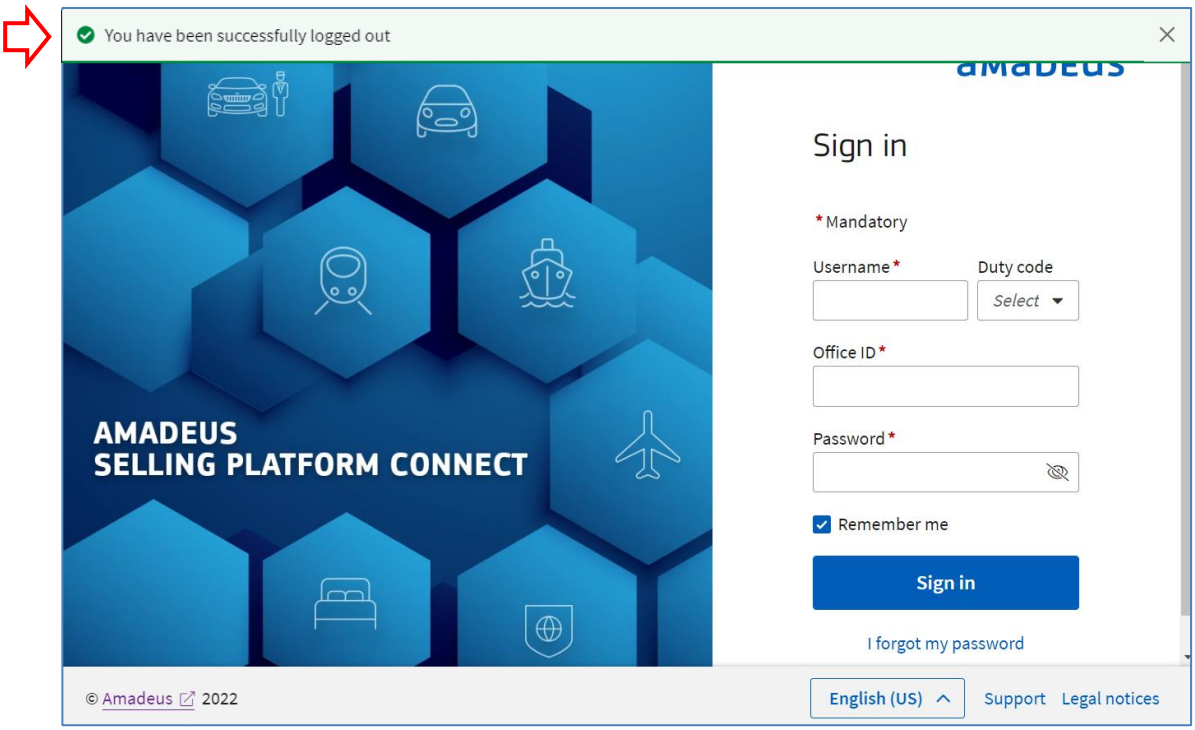
When a user session is locked due to **inactivity for 15 minutes** or more prolonged period of time, the system is automatically **session locked** of the application.

You can re-enter your password and click Unlock button to access the session again.

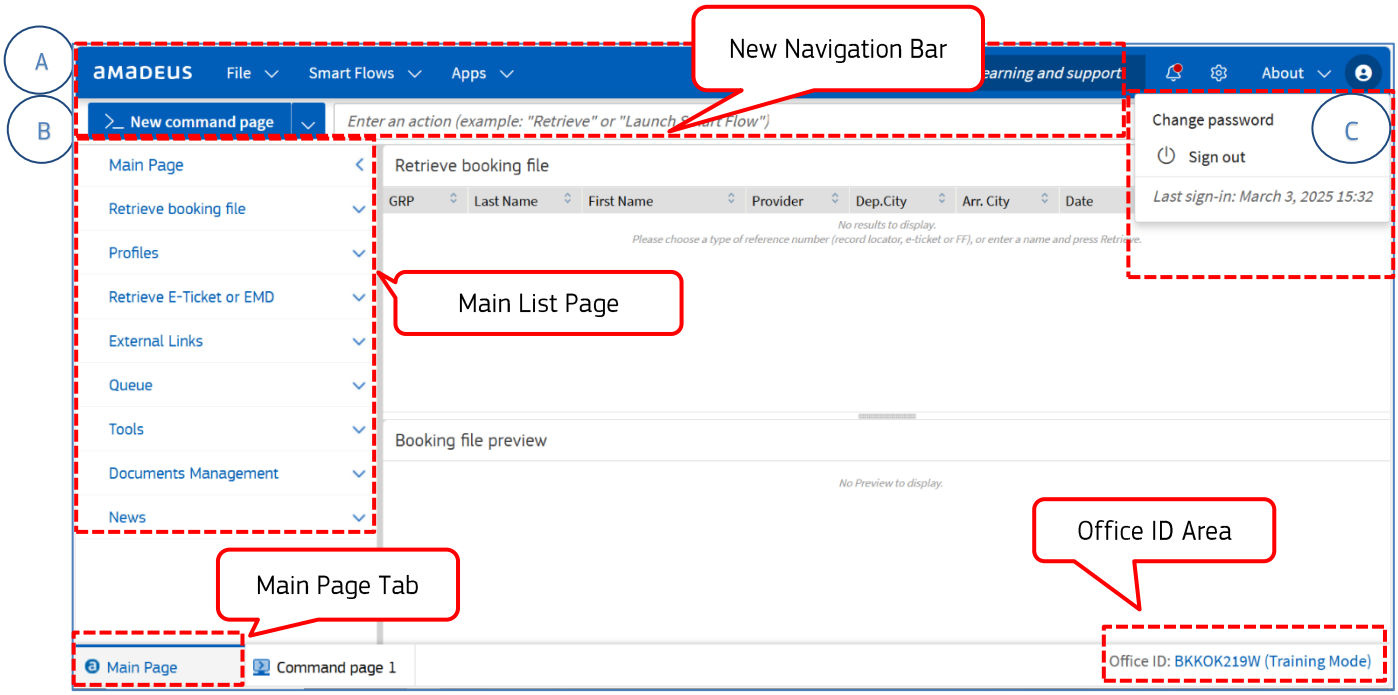


Auto Sign out

When a user session is locked due to **inactivity for 60 minutes** or prolonged period of time, the user is automatically **logged out** of the application. Any unsaved work will be lost in the pre-existing session.



Main Page Tab



Main Page: The **Main Page** is the default page for main tools. It displays all tools for working with Amadeus Selling Platform Connect.

Navigation Bar The new Navigation Bar is designed, amongst other things, to load faster, and provide a seamless look and feel across multiple platforms such as a PC, mobile phone and tablet.

A. **Menu Bar:** A menu bar is a graphical control element which contains drop-down menus.
B. **Tools Bar:** New Navigation Bar includes a "Remember Button" (shown here as New Command Page) which remains the same as when you previously logged out.
C. **User Area:** User area is the information of uasername who has current sign in, Change password, Command page setting, Last login and Sign Out Command

Office ID Area: The area showing the active Office ID.

Multiple Office Support

Multiple office support grants you access to several different offices using the same username and password. This allows you to work on the Booking Files of different offices at the same time.

You can switch to an office either within the same organisation or in another organisation provided that the office is authorised for your login areas.

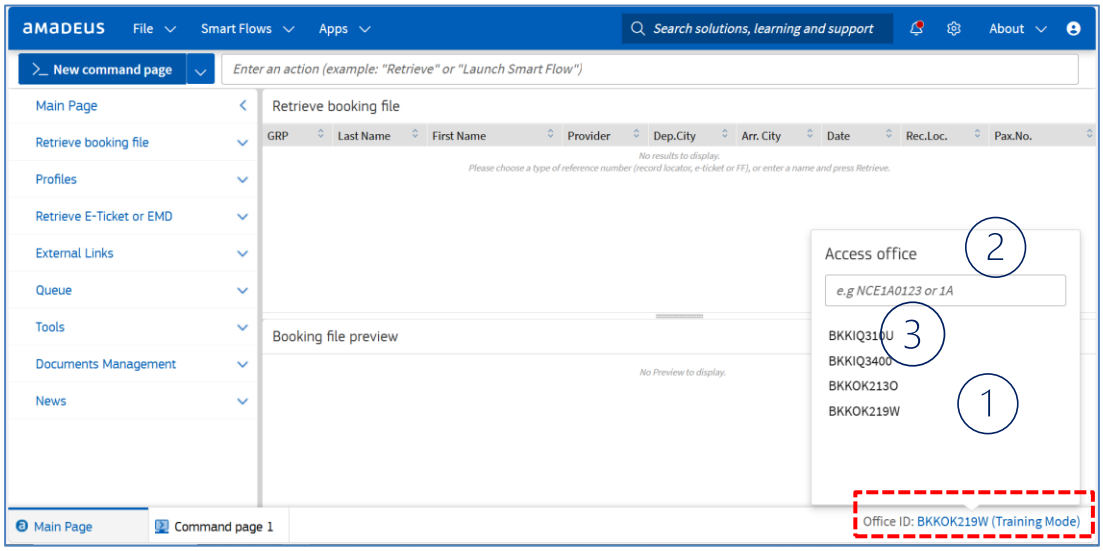
Switch Between Offices After Signing In

1. Click on the **Office ID** in the lower right-hand corner of the task bar.

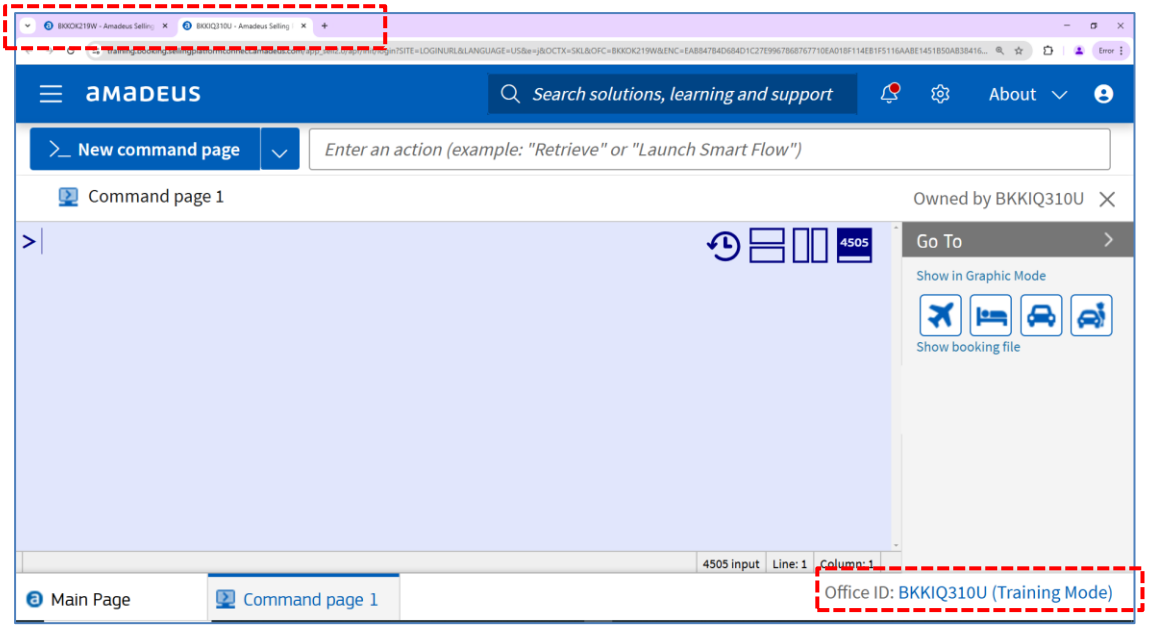
   An **Office ID** pop-up window is displayed with a list of the offices available to you.

2. To filter the list of offices, enter part of the office ID in the text field of the pop-up window to display only the offices matching that part of the ID.

3. Click on the office ID that you want to change to.

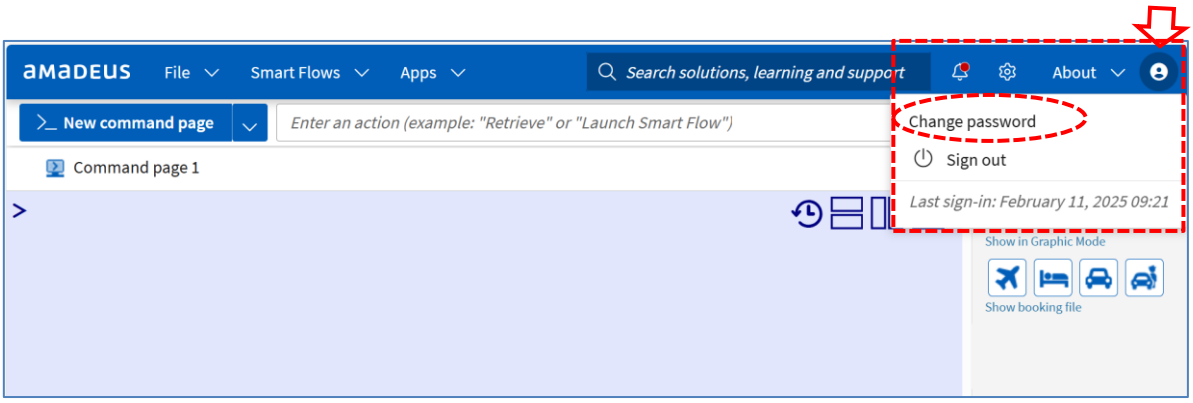


A new session for that office opens in another window or another tab of the same window without the need to sign in again.

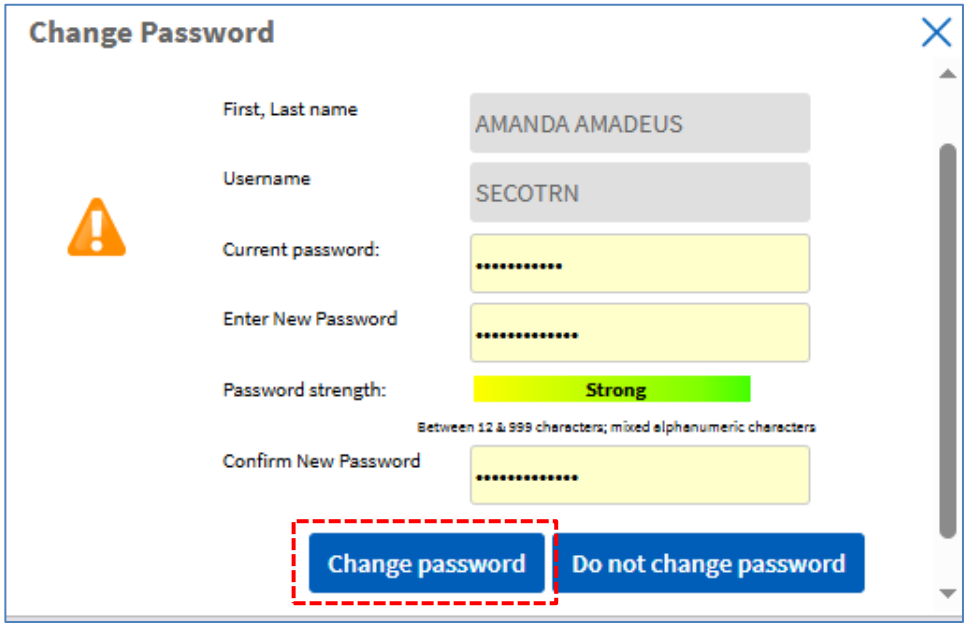


Change Password

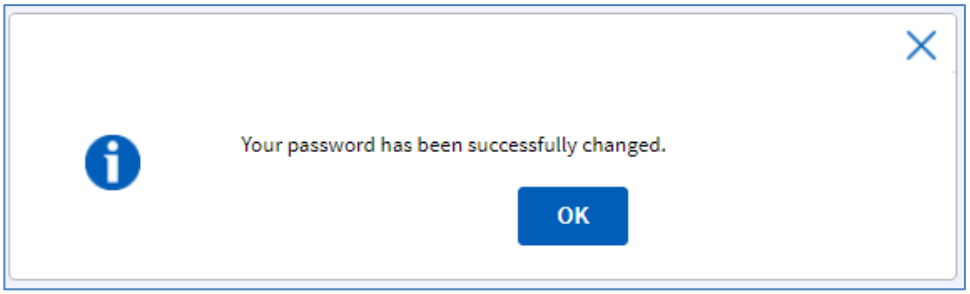
1. Click on drop down at user area > Click **Change password.**



2. In the Change Password dialogue box, enter your current password, your new password and confirm your new password and click on **Change Password.**



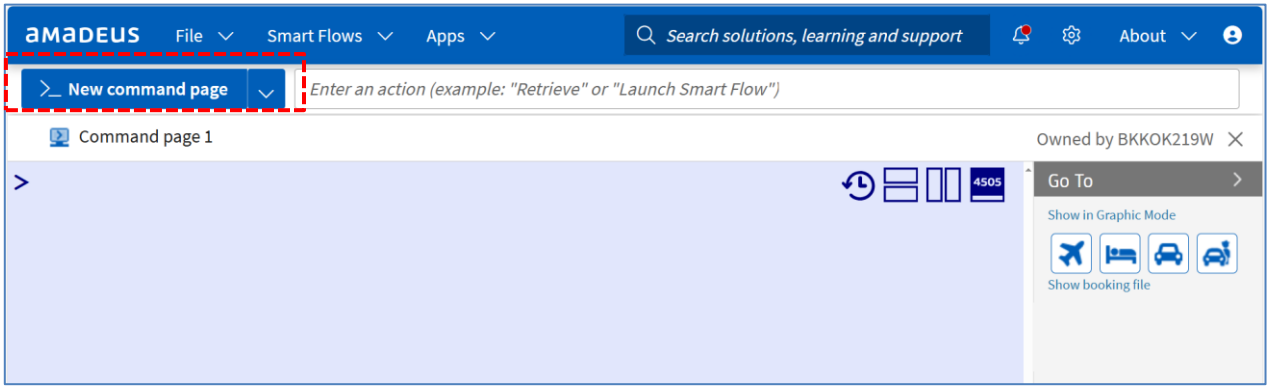
3. Pop up window successfully change is displayed, click on **OK** to close the pop up window.



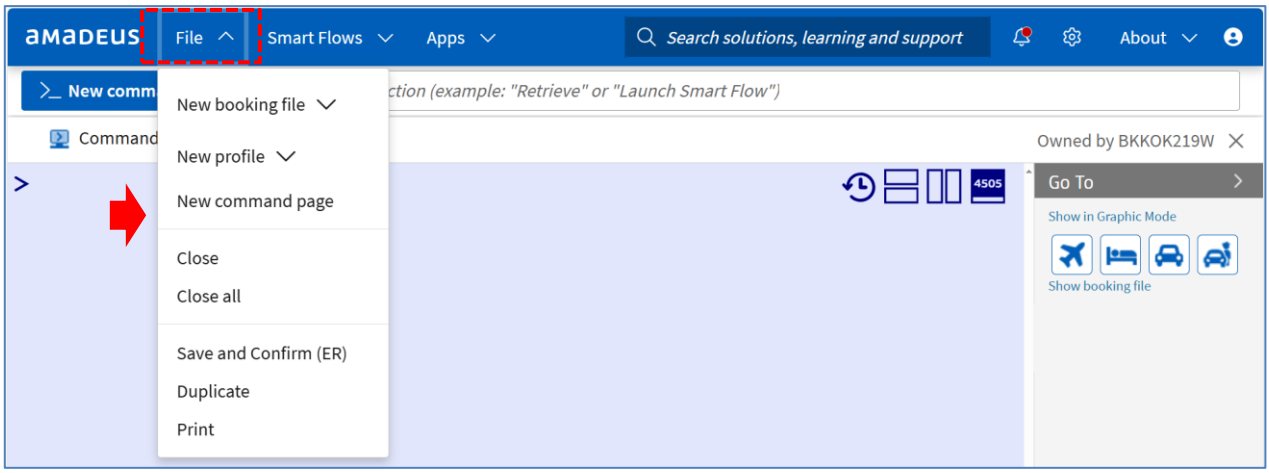
Command Page

Open New Command Page

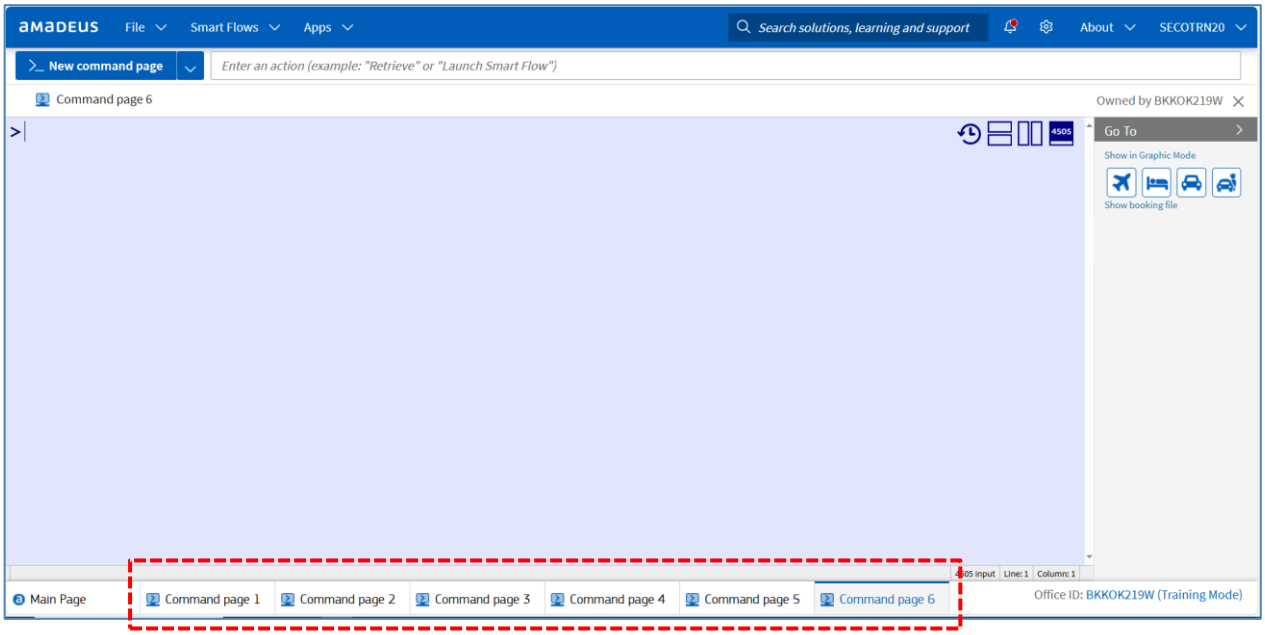
On the Tool bar, click on **New Command Page** button.



Alternatively, Click on **File >> New Command Page.**

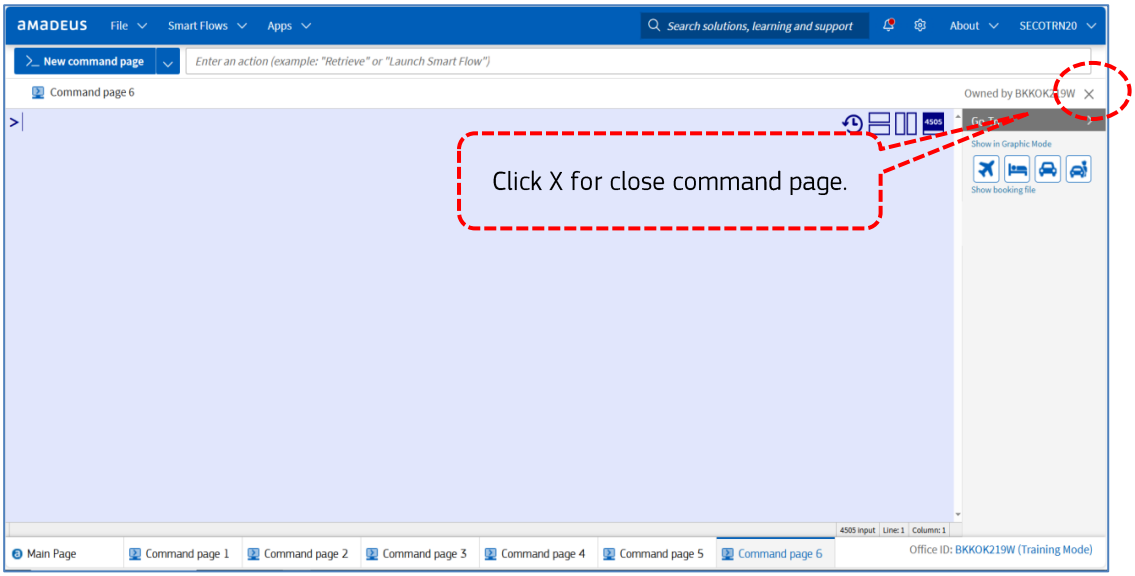


The Command Page as shown in the tab bar below. You can open 6 tabs of Command Page for simultaneous use. (Not include main page.)



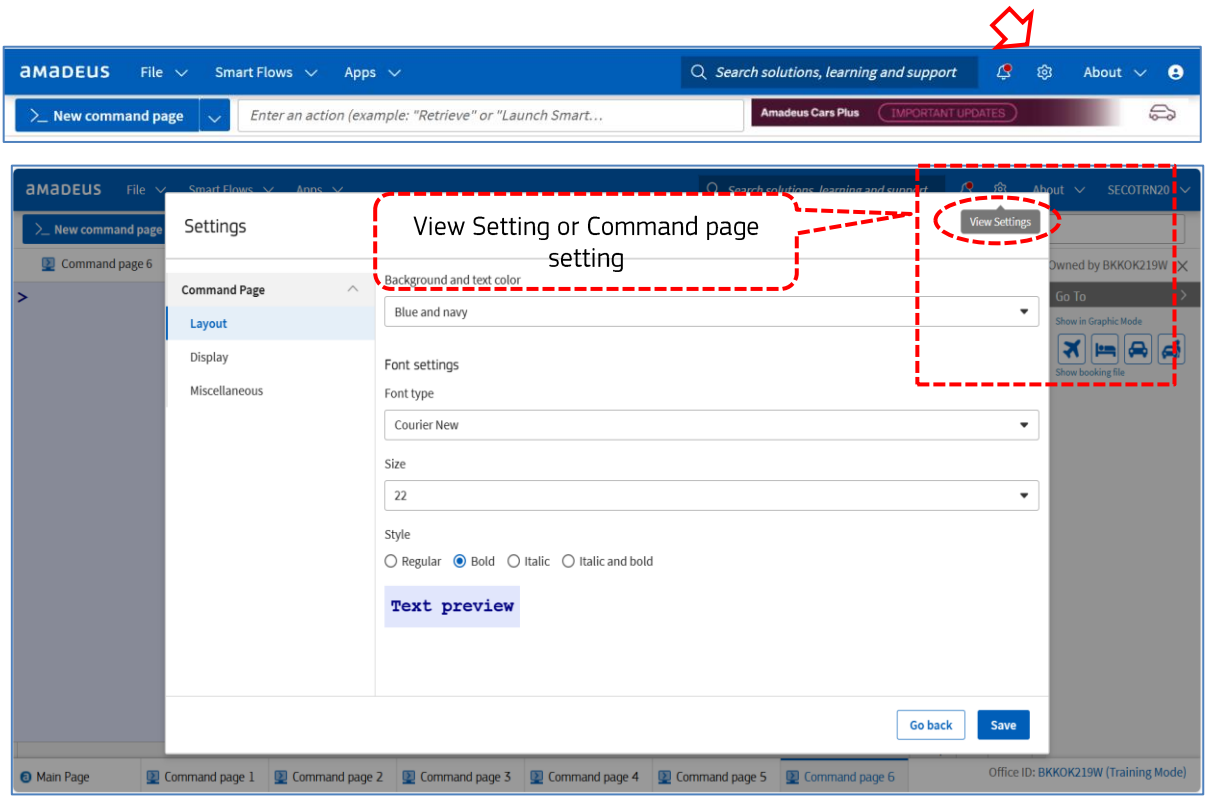
Close Command Page tab

To close the Command Page, select command page tab that you want to close and click on **X** in the upper right corner.



Command Page Setting

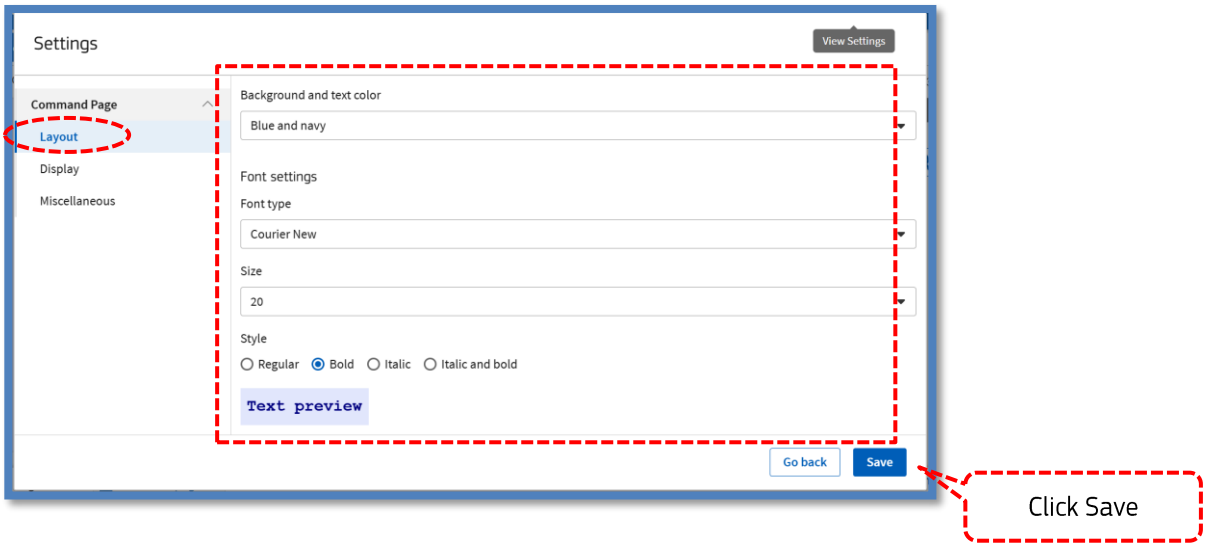
1. Click on drop down at user area > Click **Icon**



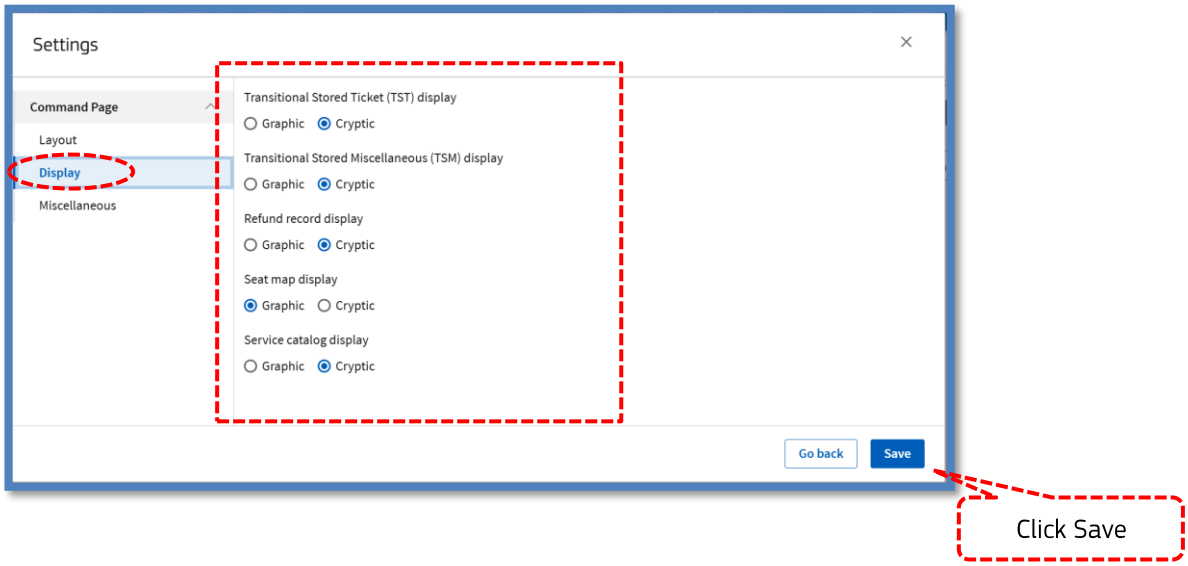
2. Click on **Command Page**.

Command Page settings can be changed:

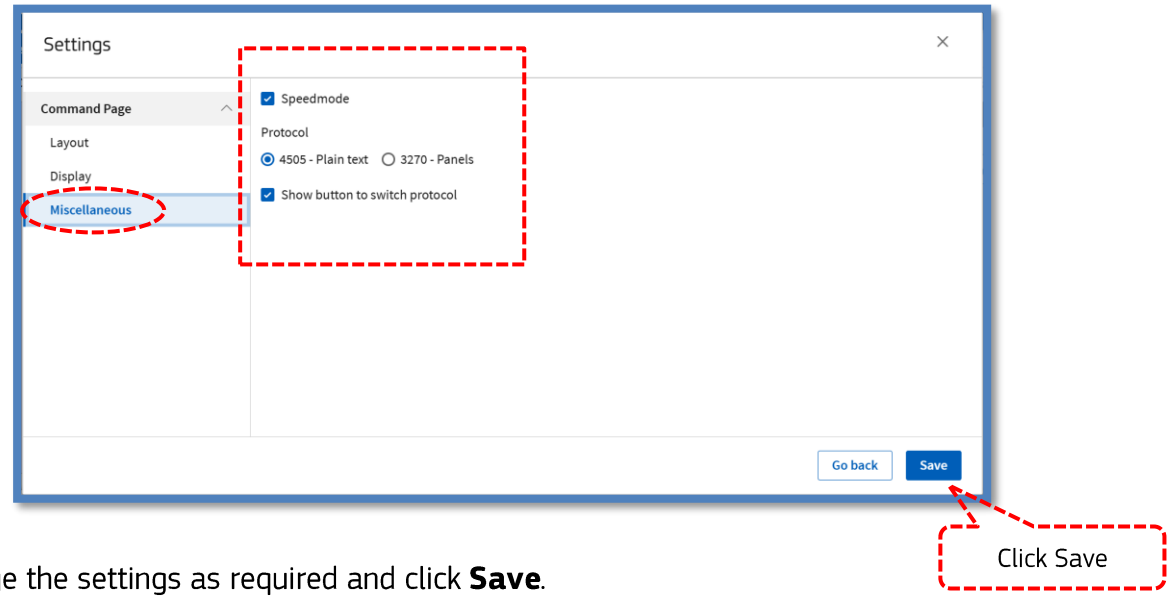
- Layout
  - Background and text color
  - Font settings
  - Font type
  - Font size
  - Font style



- Display
  - Transitional Stored Ticket (TST) display
  - Transitional Stored Miscellaneous (TSM) display
  - Refund record display
  - Seat map display
  - Service catalogue display



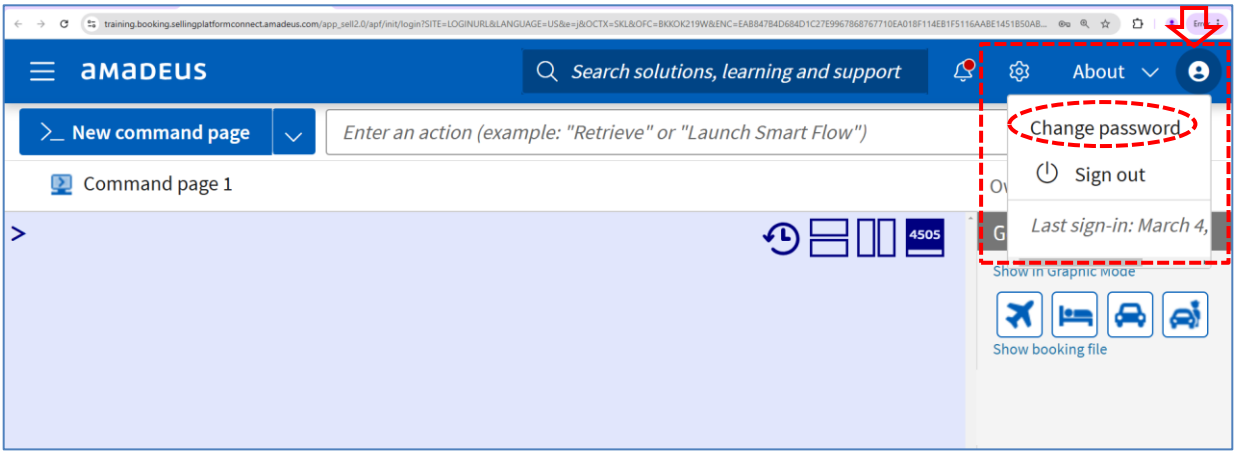
- Miscellaneous
  - Speed mode
  - Protocol
  - Show button to switch protocol



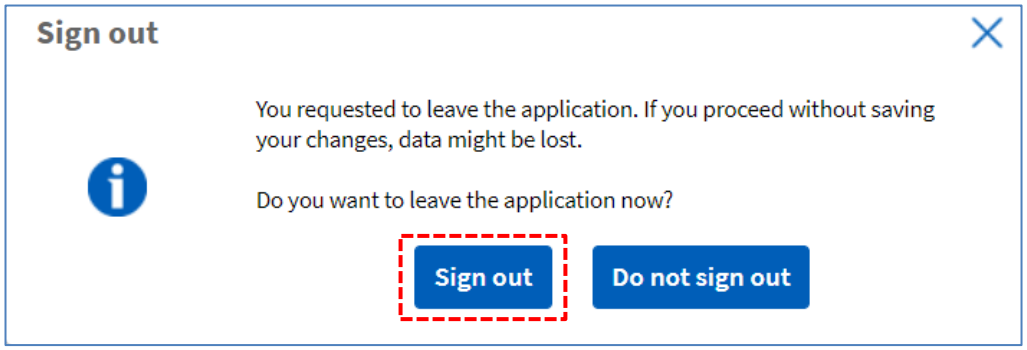
3. Change the settings as required and click **Save**.

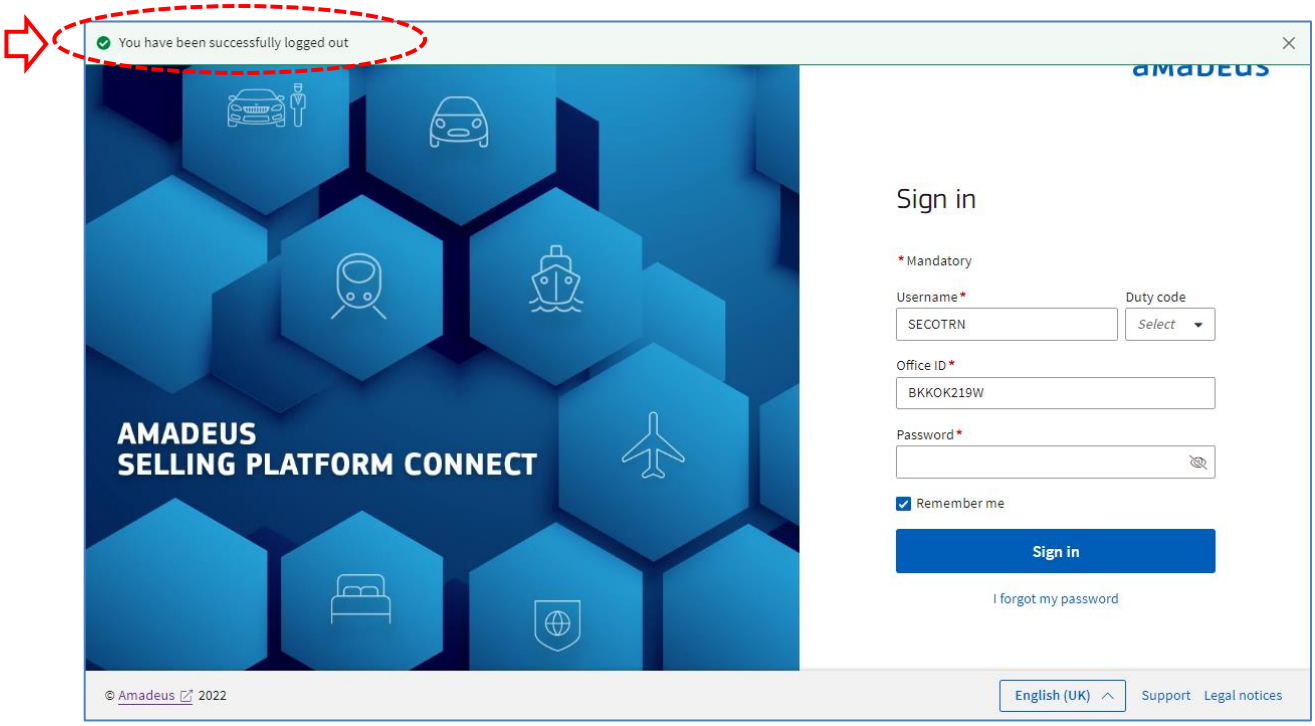
Sign Out

1. Click on drop down at user area > Click **Sign out**.



2. In the **Sign out** pop-up window, click on **Sign out** to confirm the action.

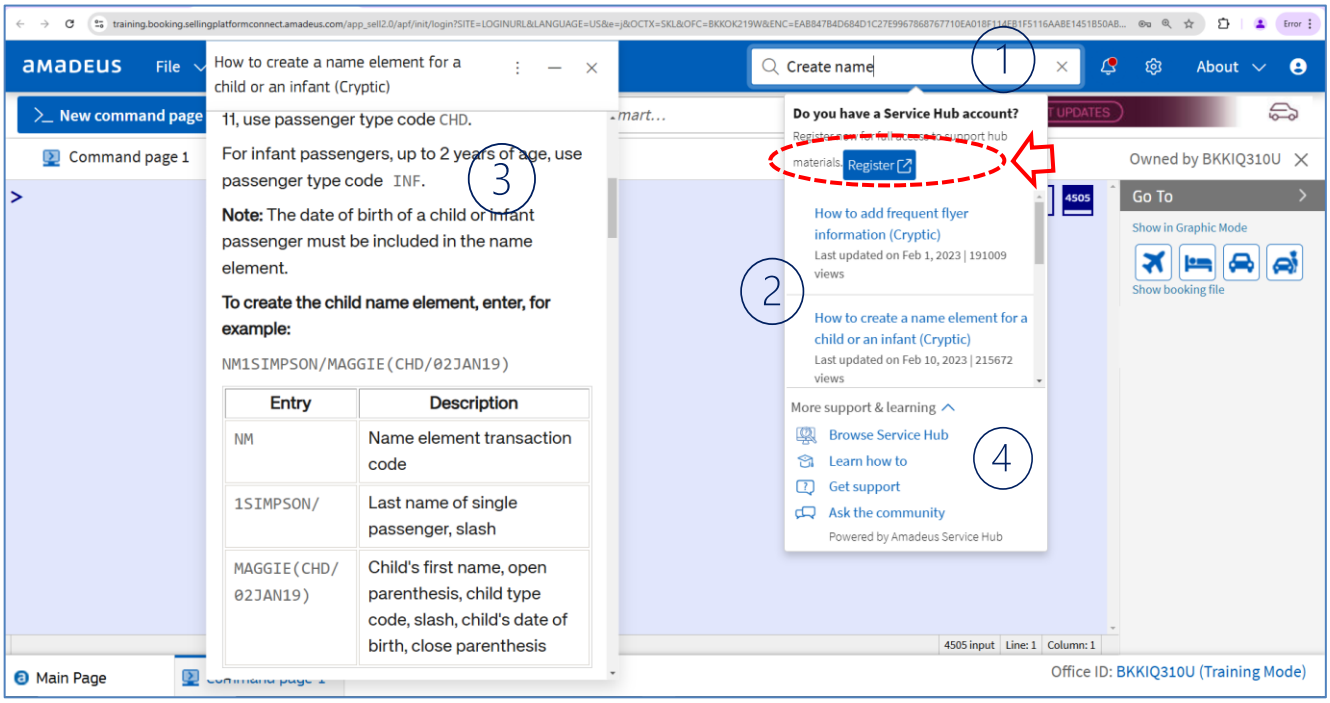




Search Solution

The 'Search Solution' feature replaces the former 'Amadeus Service Hub' link in Amadeus Selling Platform Connect.

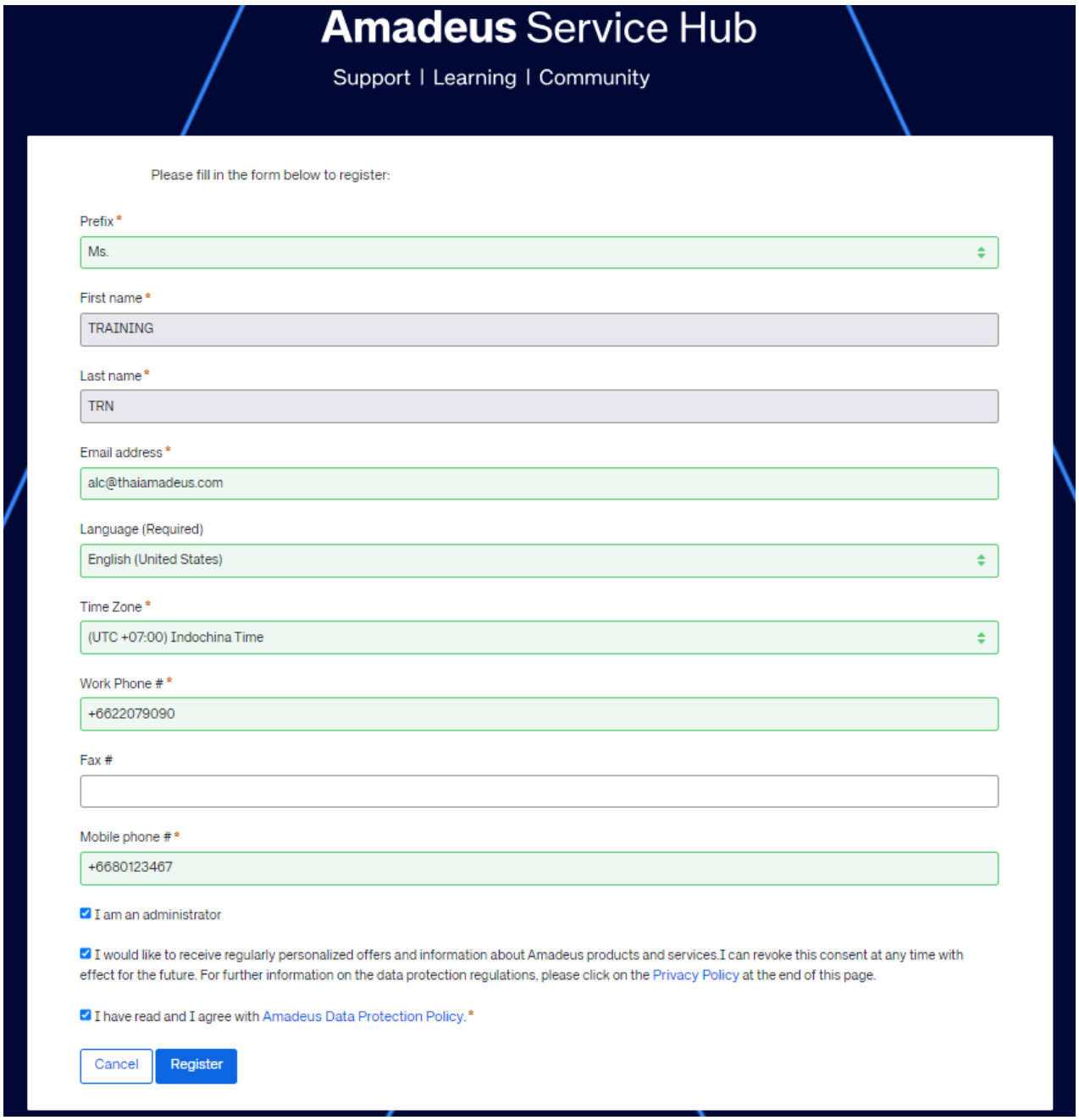
1. When clicking in the search field, your search history is automatically displayed to provide you a quick access to your previous searches.
2. Ask a question, copy-paste an error message or type keywords. Search results are displayed upon pressing 'Enter' or clicking on the search icon.
3. The search will return:
   - Articles (How to and Error messages)
   - Cryptic Entries and Accepted Answers from the community. Upon clicking, the selected title will open in a new floating window within Amadeus Selling Platform Connect.
4. The More support & learning drop-down provides links to go to :
   - Amadeus Service Hub
   - Trainings, Lessons and Learning paths on the Learning Universe by clicking on 'Learn how to'
   - Our support services by clicking on 'Get support'
   - The Live Travel Community to ask a new question

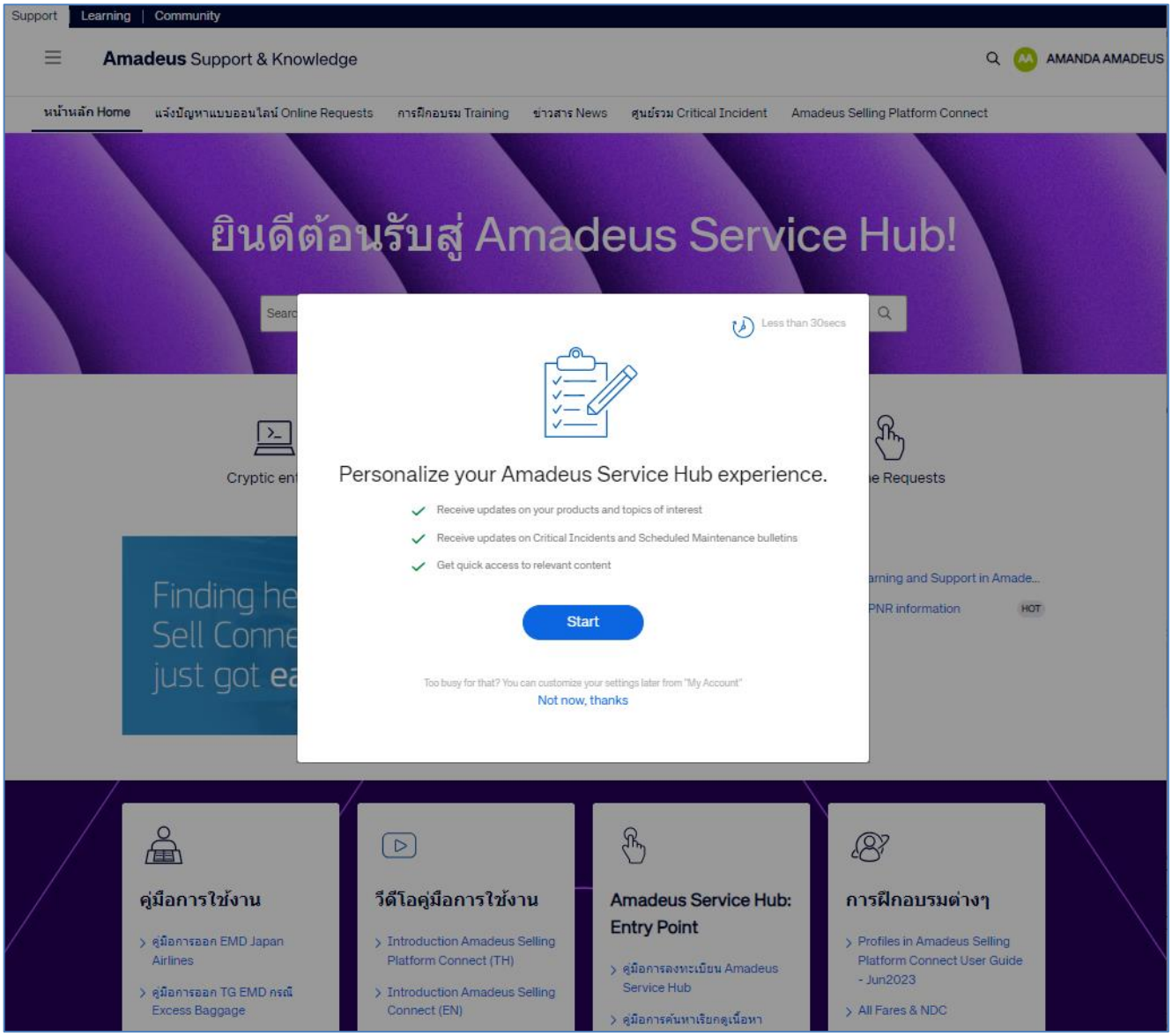


Registered in Amadeus Service Hub

You can already access a large volume of solutions without restrictions.

Click on '**Register**' and you will be taken through a very short registration flow that will grant you access to additional restricted content and services.




Support
Learning
Community
Amadeus Support & Knowledge
AMANDA AMADEUS
หน้าหลัก Home
แจ้งปัญหาแบบออนไลน์ Online Requests
การฝึกอบรม Training
ข่าวสาร News
ศูนย์รวม Critical Incident
Amadeus Selling Platform Connect
ยินดีต้อนรับสู่ Amadeus Service Hub!
Less than 30secs
Personalize your Amadeus Service Hub experience.
Receive updates on your products and topics of interest
Receive updates on Critical Incidents and Scheduled Maintenance bulletins
Get quick access to relevant content
Start
Too busy for that? You can customize your settings later from "My Account"
Not now, thanks
คู่มือการใช้งาน
คู่มือการออก EMD Japan Airlines
คู่มือการออก TG EMD กรณี Excess Baggage
วีดีโอคู่มือการใช้งาน
Introduction Amadeus Selling Platform Connect (TH)
Introduction Amadeus Selling Connect (EN)
Amadeus Service Hub: Entry Point
คู่มือการลงทะเบียน Amadeus Service Hub
การฝึกอบรมต่างๆ
Profiles in Amadeus Selling Platform Connect User Guide - Jun2023
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