

# Amadeus Selling Platform Connect

# Getting Started

(EN)



Thai-Amadeus Southeast Asia Learning Centre

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# Getting Started

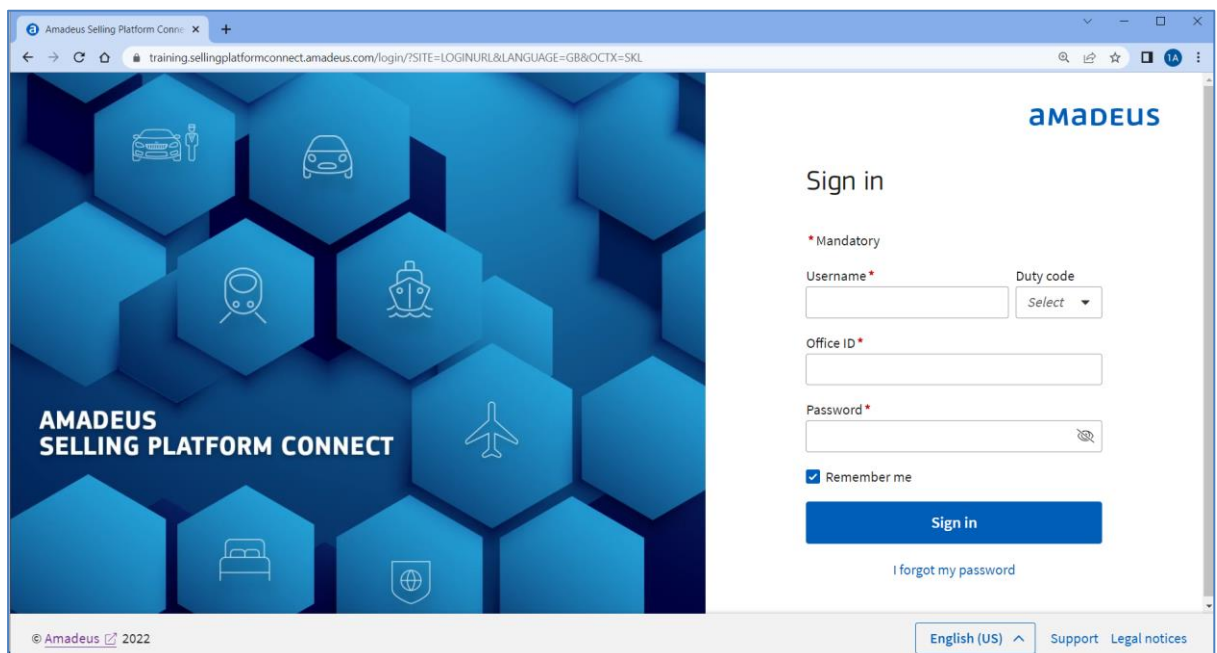
## Amadeus Selling Platform Connect

- ✓ 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](http://www.sellingplatformconnect.amadeus.com) (Production Mode)  
[www.training.sellingplatformconnect.amadeus.com](http://www.training.sellingplatformconnect.amadeus.com) (Training Mode)



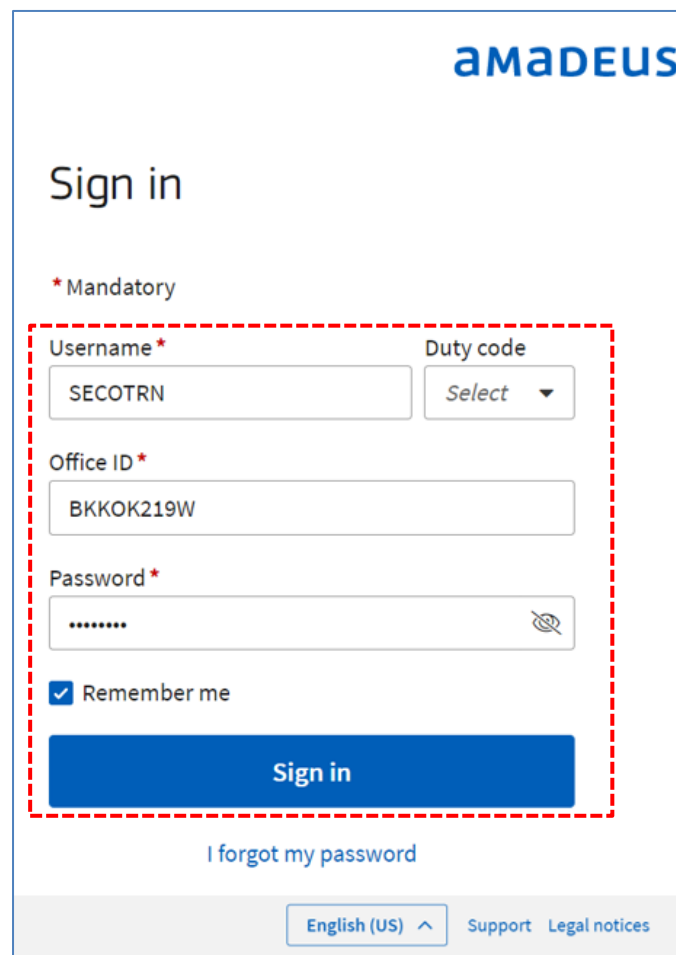
2. Enter your sign in details in the sign in section of the welcome page. Select the language and duty code from the drop-down list before you sign in.

**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**.



The image shows the Amadeus Sign in form. The form is titled "Sign in" and features the Amadeus logo in the top right corner. Below the title, there is a red dashed box containing the sign-in fields. The fields are: Username (with a red asterisk indicating it is mandatory), Duty code (a dropdown menu with "Select" as the current value), Office ID (with a red asterisk indicating it is mandatory), Password (with a red asterisk indicating it is mandatory and a toggle icon for visibility), and a "Remember me" checkbox. Below these fields is a blue "Sign in" button. Below the button is a link that says "I forgot my password". At the bottom of the form, there is a footer with a language selector set to "English (US)" and links for "Support" and "Legal notices".

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## Sign in

\* Mandatory

Username \* Duty code

SECOTRN Select

Office ID \*

BKKOK219W

Password \*

.....

☒ Remember me

Sign in

[I forgot my password](#)

English (US) ^ Support Legal notices

#### 4. Security with Multi-Factor Authentication (MFA)

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English (US) Support Legal notices

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

panukitra

Authenticator app

Enter the code received in the authenticator app \*

Enter your sign-in password

Cancel Verify and sign-in

- 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)

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English (US) Support Legal notices

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

smalithong

Authenticator app

Enter the code received in the authenticator app \*

Enter your sign-in password

Cancel Verify and sign-in

Microsoft

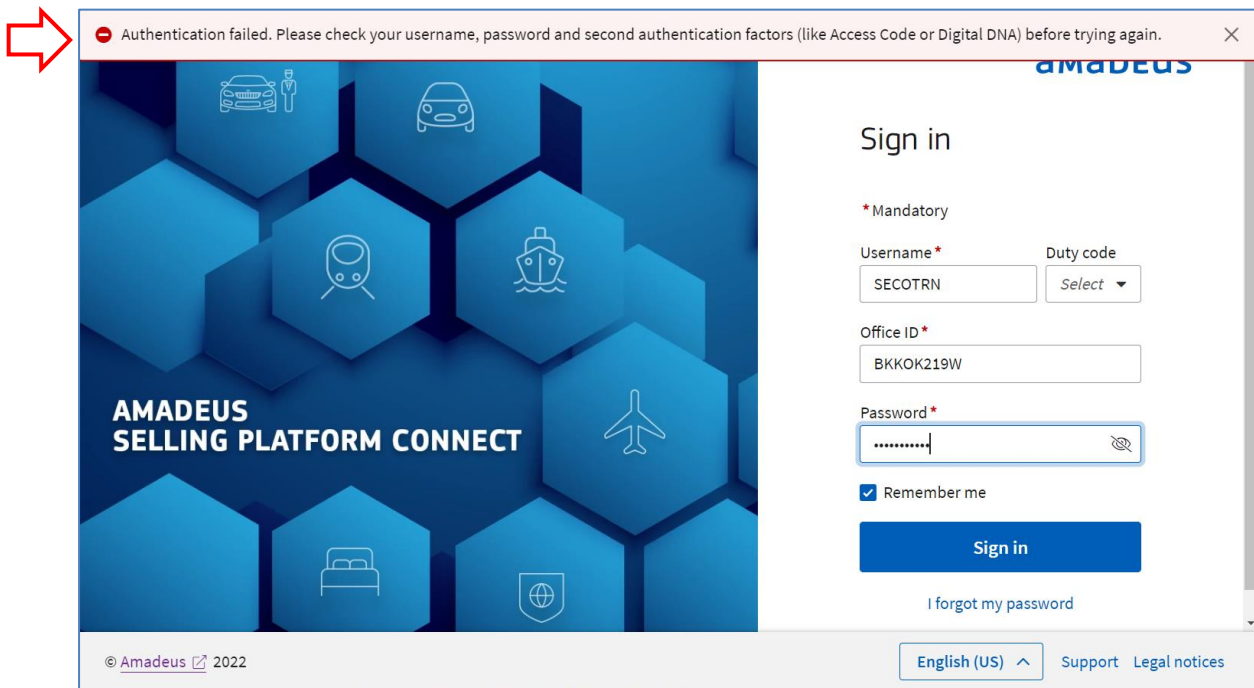
Amadeus Logon and Security Server

555637

\*Authenticator generate a new code in 30 second\*

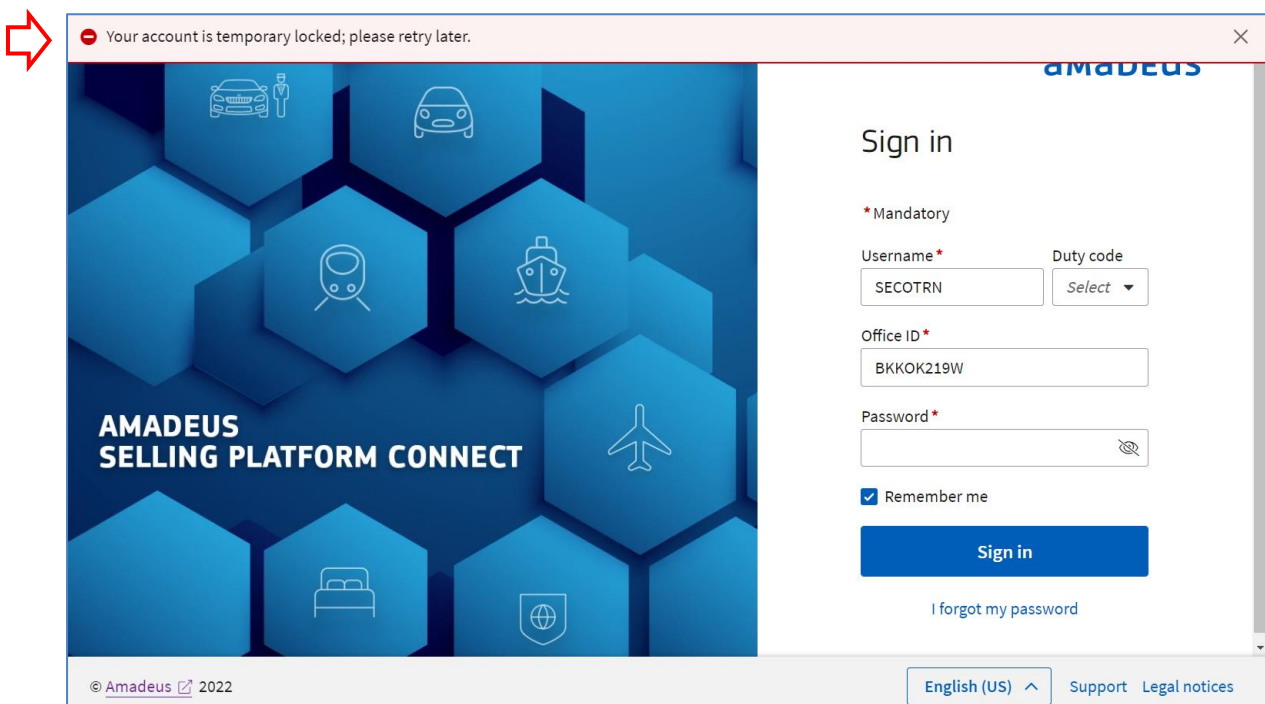
In case you enter wrong a username, password, office id or duty code, a warning message is display.

*"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."*





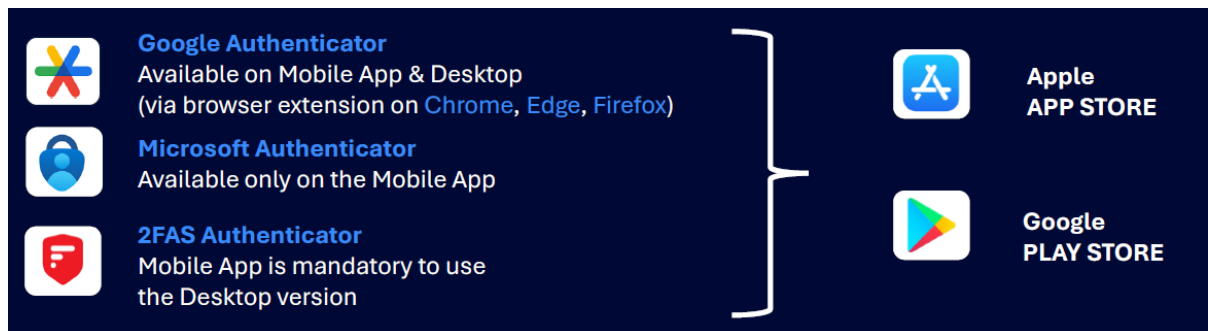
## TOTP: Authenticator Registration Step (one time)

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.

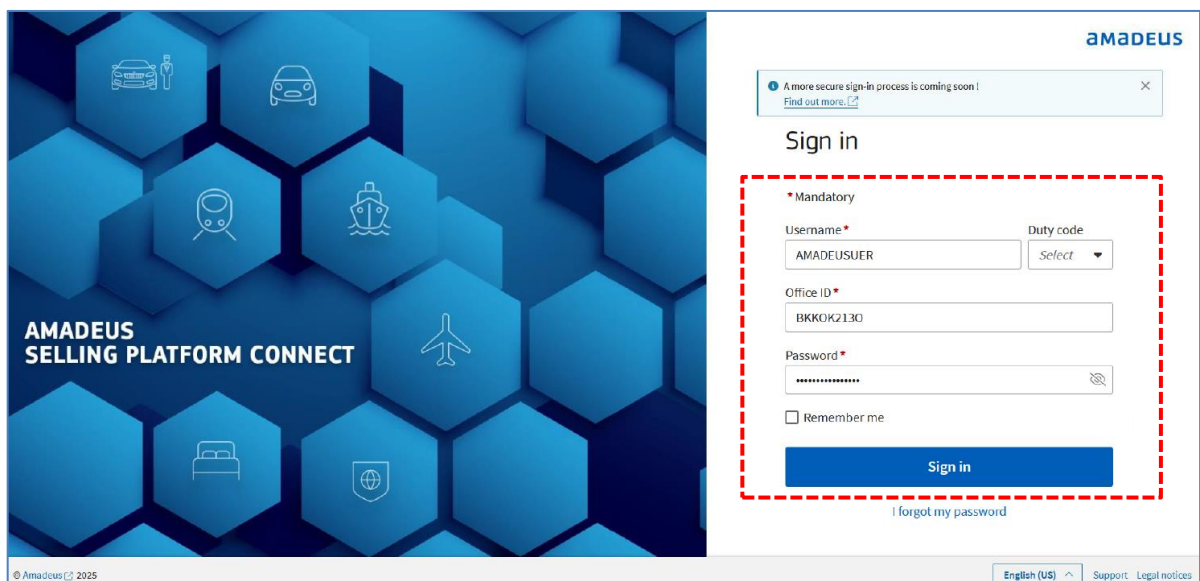
Time-Based One-Time Password (TOTP) via Authenticator Apps

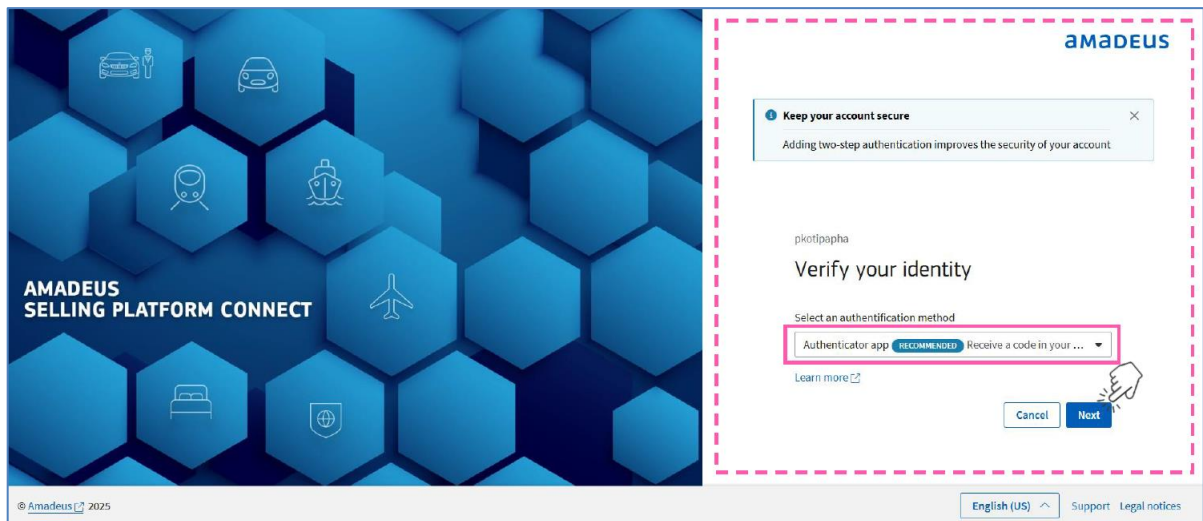
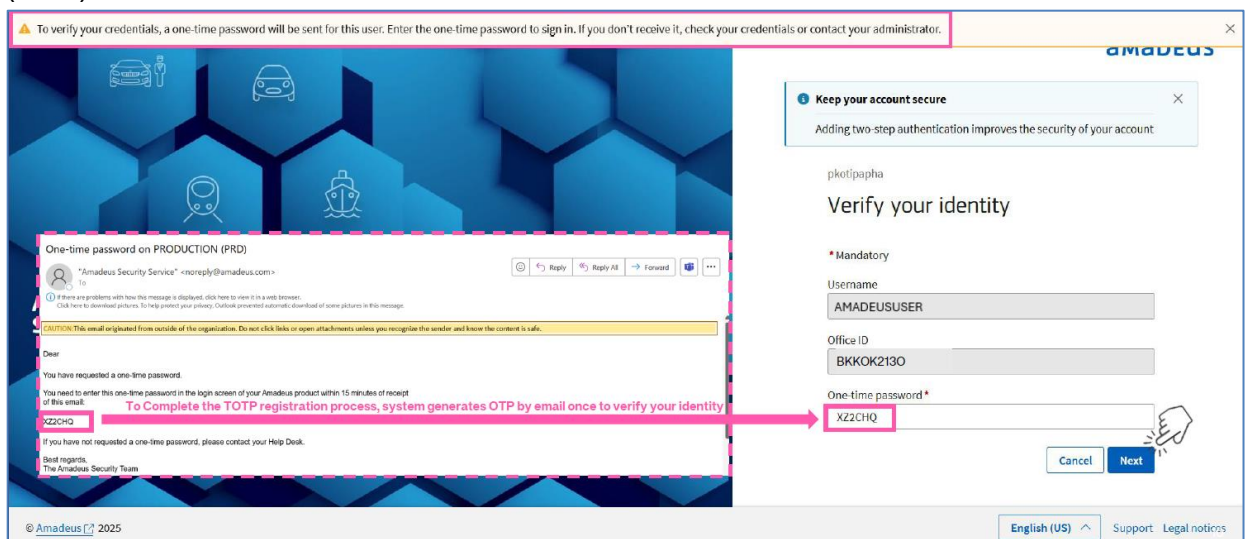
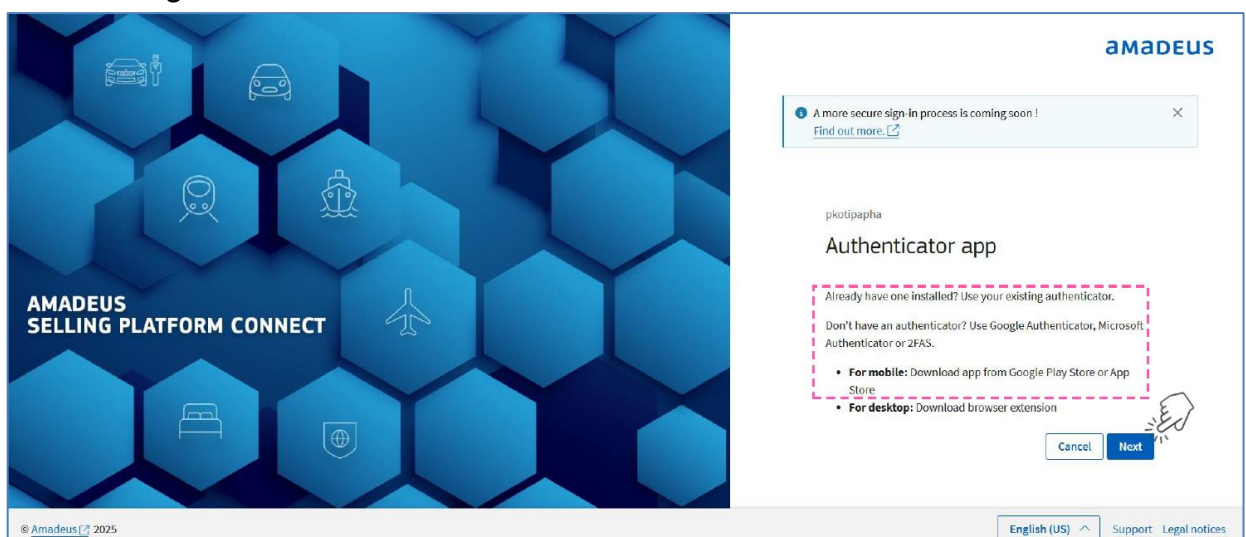
**\*This registration can only be done once per username\***

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



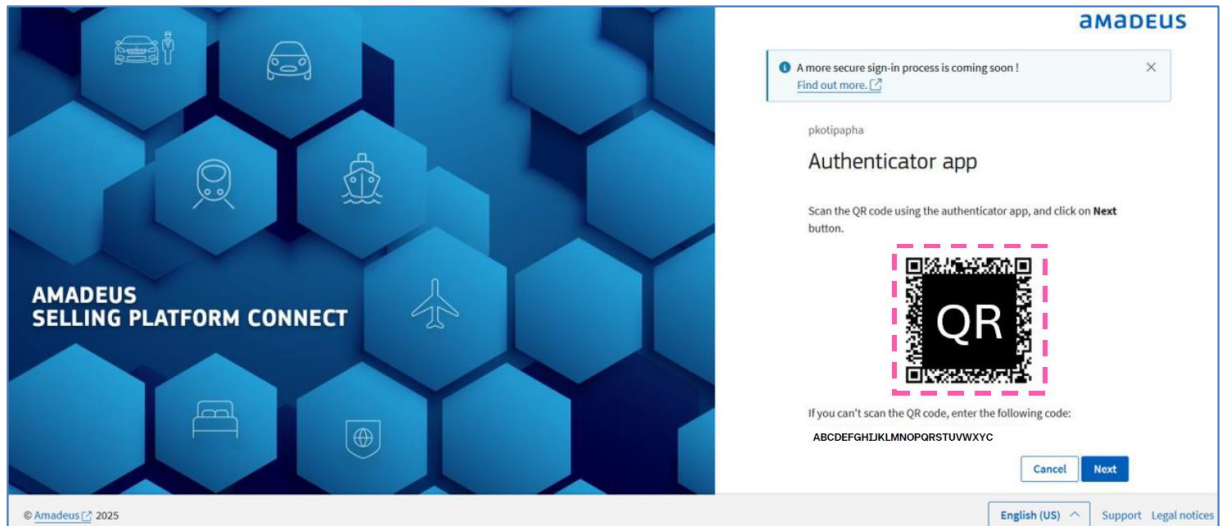
2. Login to SECO with your Username/ Office ID/ Password



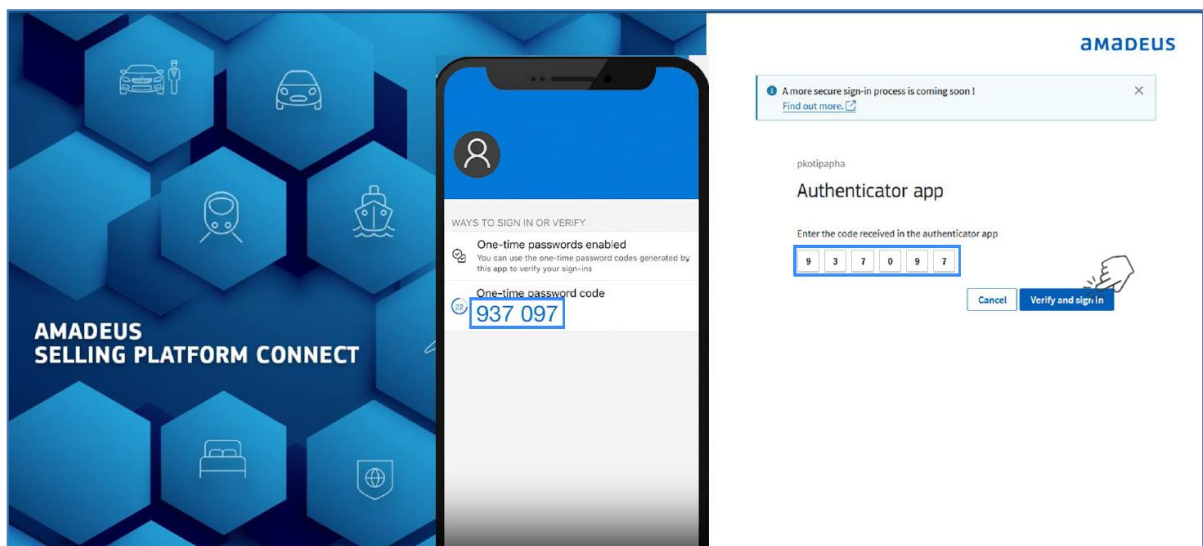
3. Select the Authenticator app. Click **Next**4. A One Time Password (OTP) has been sent to your email, Fill in One Time Password (OTP), Click **Next**5. Authenticator App must be ready stored on mobile, Click on **Next** to move forward in the Self-Registration flow



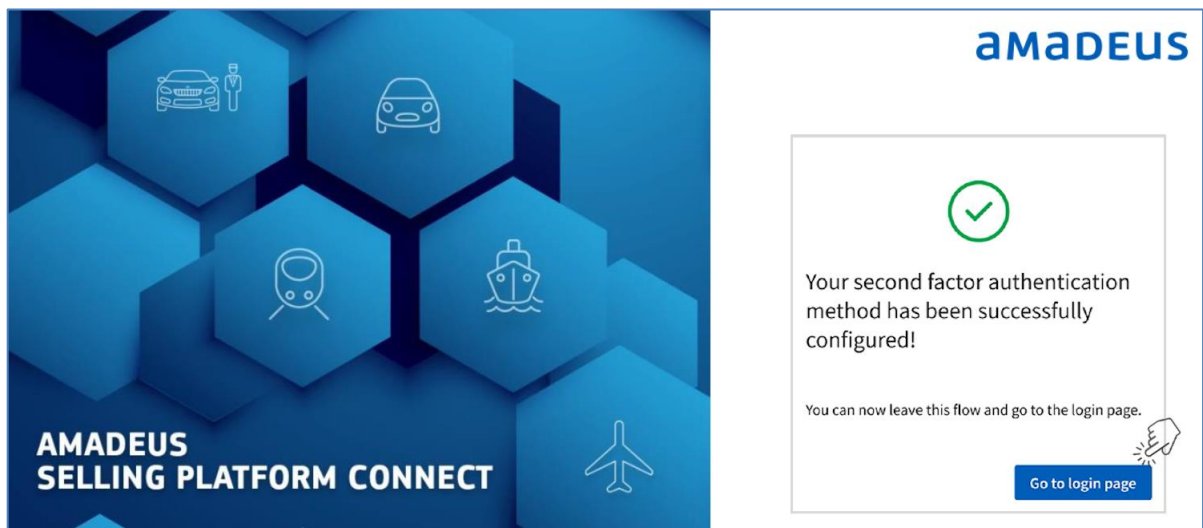
6. Open the Authenticator App on your mobile and scan QR Code, Click **Next**



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:

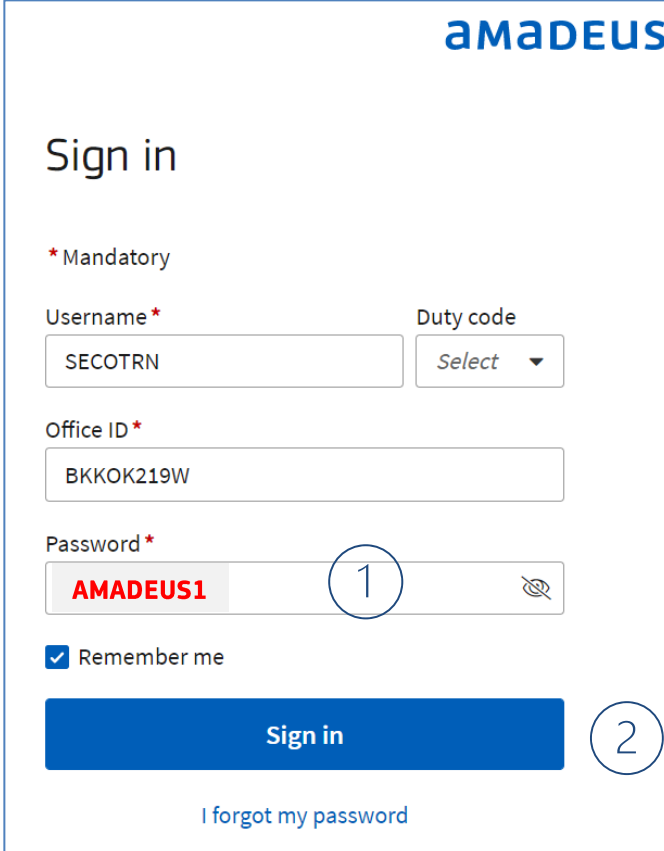


8. Once completed, you will receive a message notifying you that your registration is complete.



## 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**



The image shows a 'Sign in' form for the Amadeus system. The form is titled 'Sign in' and features the Amadeus logo in the top right corner. It includes several input fields: 'Username' (with a red asterisk indicating it is mandatory) containing 'SECOTRN', 'Duty code' (a dropdown menu with 'Select' and a downward arrow), 'Office ID' (with a red asterisk) containing 'BKKOK219W', and 'Password' (with a red asterisk) containing 'AMADEUS1'. A blue circle with the number '1' is drawn around the password field. Below the password field is a 'Remember me' checkbox, which is checked. At the bottom of the form is a large blue 'Sign in' button, with a blue circle and the number '2' drawn around it. Below the button is a link that says 'I forgot my password'.

amADEUS

### Sign in

\* Mandatory

Username\* Duty code

SECOTRN Select ▼

Office ID\*

BKKOK219W

Password\*

AMADEUS1 1

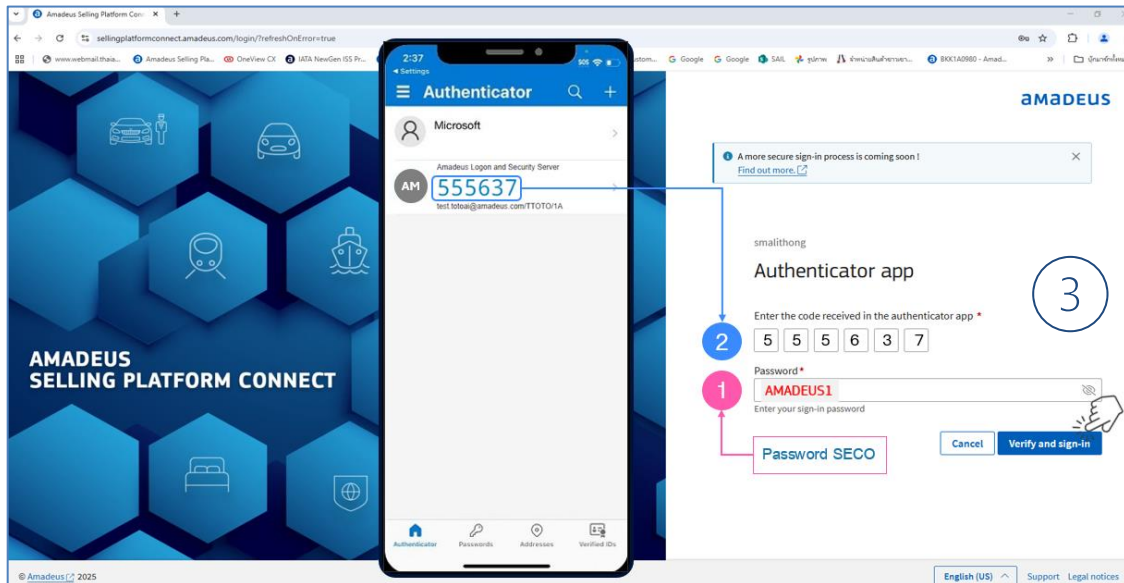
☒ Remember me

Sign in 2

[I forgot my password](#)

### 3. Security with Multi-Factor Authentication (MFA)

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

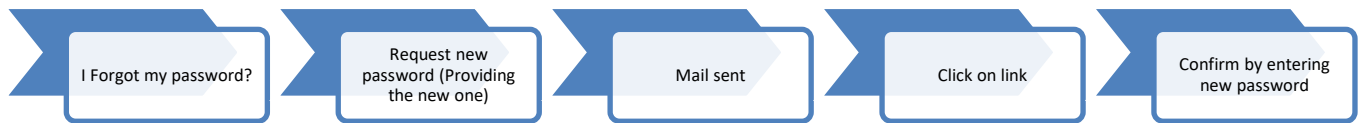


4. When you click Sign in the system will display expired password panel for set new password. The new password will be a minimum of 12 characters and click **Sign in** button again.

The screenshot shows the 'Expired password' panel in the Amadeus system. The panel has a title 'Expired password' and a sub-header '\*Mandatory'. Below this, there are three input fields: 'Username' (containing 'SECOTRN'), 'New password \*' (with a strength indicator 'STRONG'), and 'Confirm your new password \*'. The 'New password' field has a red arrow pointing to it, and the 'Confirm your new password' field has a red arrow pointing to it. A blue circle with the number '4' is next to the 'Confirm your new password' field. At the bottom, there are two buttons: 'Cancel' and 'Sign in'. The 'Sign in' button is highlighted with a red dashed box.

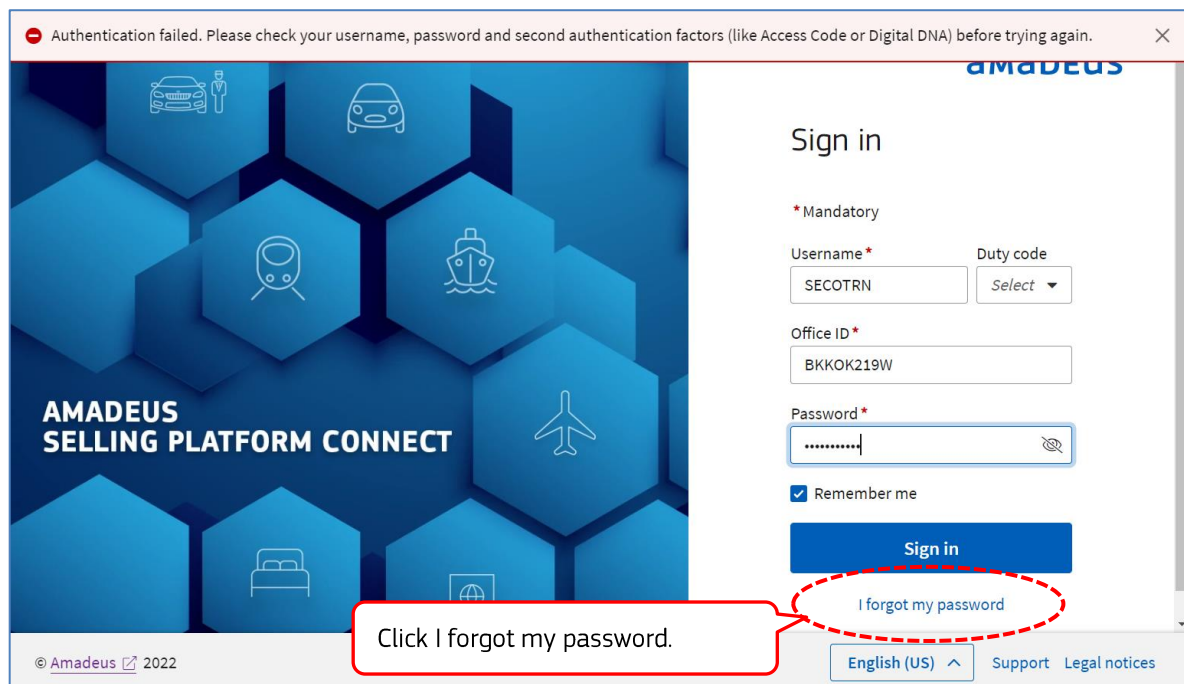
# I Forgot My Password

## 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.



- Then set the New Password and Confirm New Password in the new displayed form and click on **"Reset password"**.

The screenshot shows the 'Reset your password' form with the following fields and annotations:

- Username \***: Input field containing 'SECOTRN'.
- Office ID \***: Input field containing 'BKKOK219W'.
- New password \* ⓘ**: Input field with masked characters '.....'. A red callout bubble points to this field with the text 'Set the New Password'.
- Strength: ● STRONG**: Password strength indicator.
- Confirm your new password \***: Input field with masked characters '.....'. A red callout bubble points to this field with the text 'Confirm the New Password'.
- Buttons**: 'Cancel' and 'Reset password' buttons. A red dashed box highlights the 'Reset password' button, with a red callout bubble pointing to it containing the text 'Click Reset Password'.

- Confirmation panel is displayed.

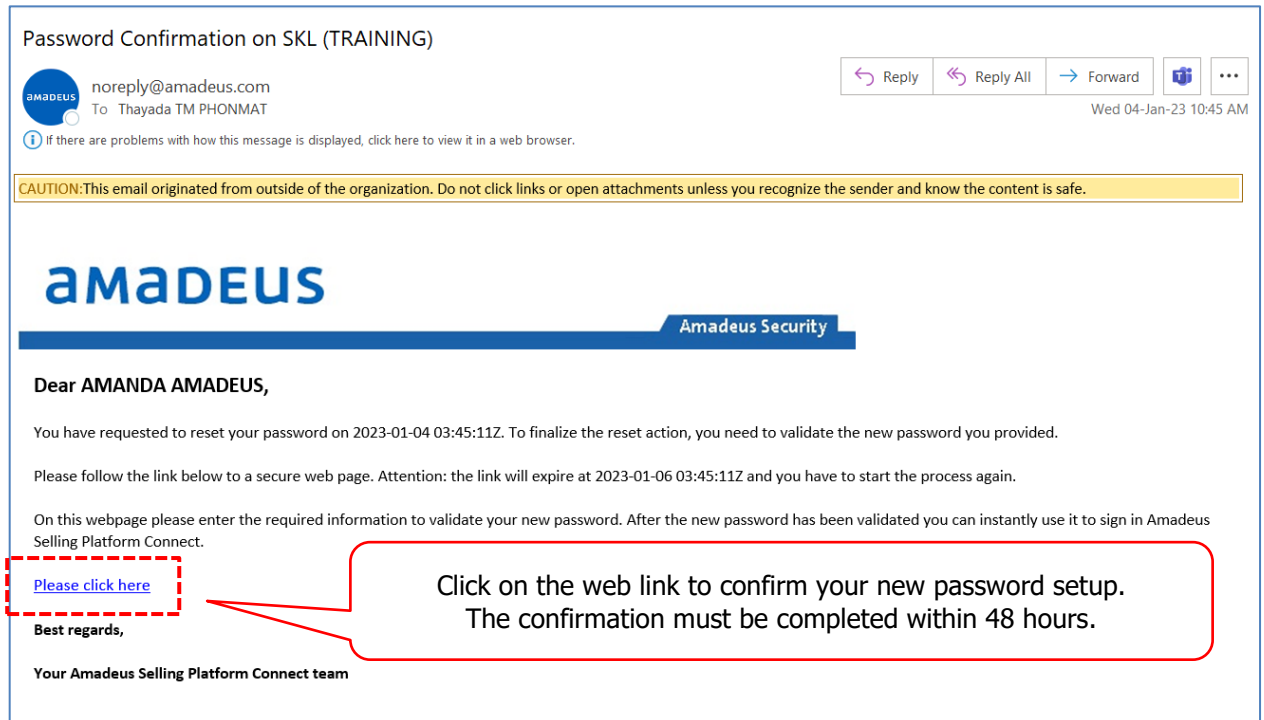
The confirmation panel displays the following message:

✔️ An email with a confirmation link will be sent to the user's address.

If you don't receive it, check your credentials or contact your administrator.



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.

Confirm new password

\* Mandatory

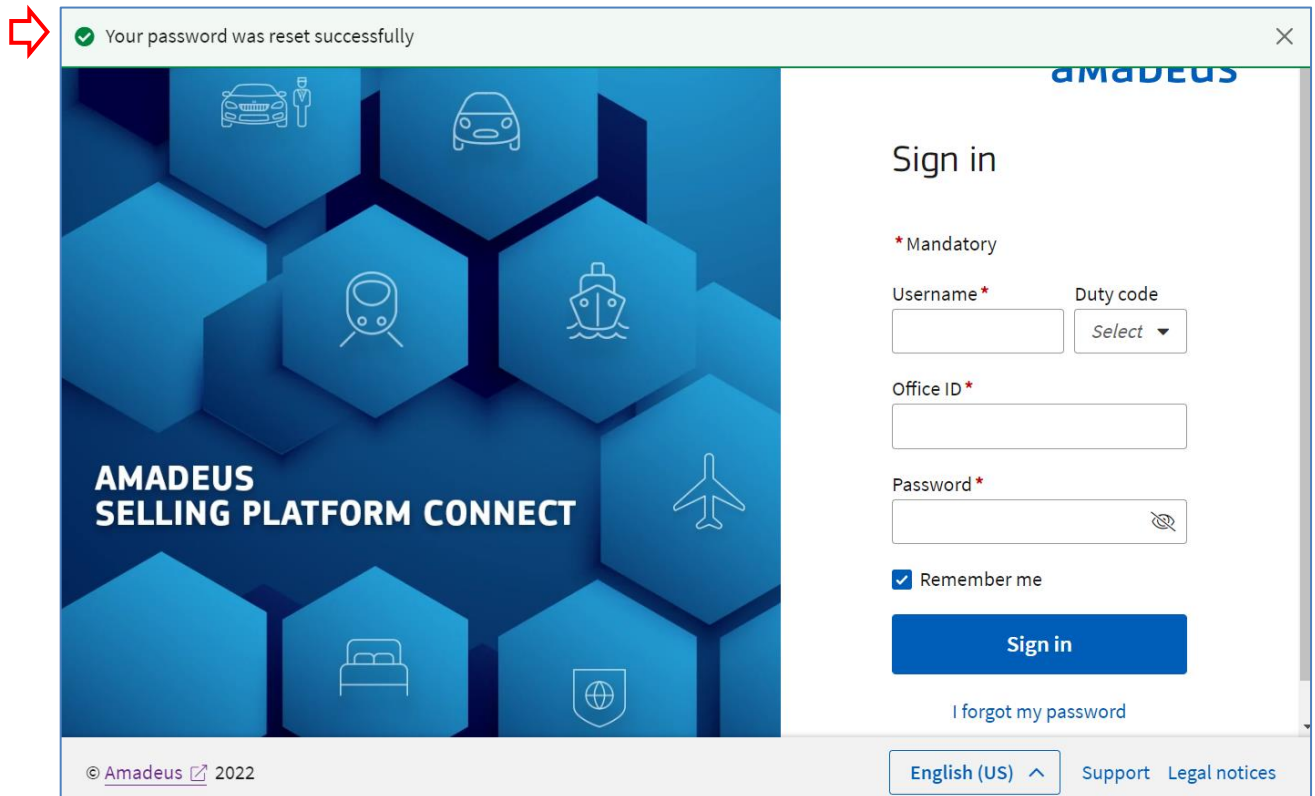
Username  
SECOTRN

Password \*  
.....

Close Confirm

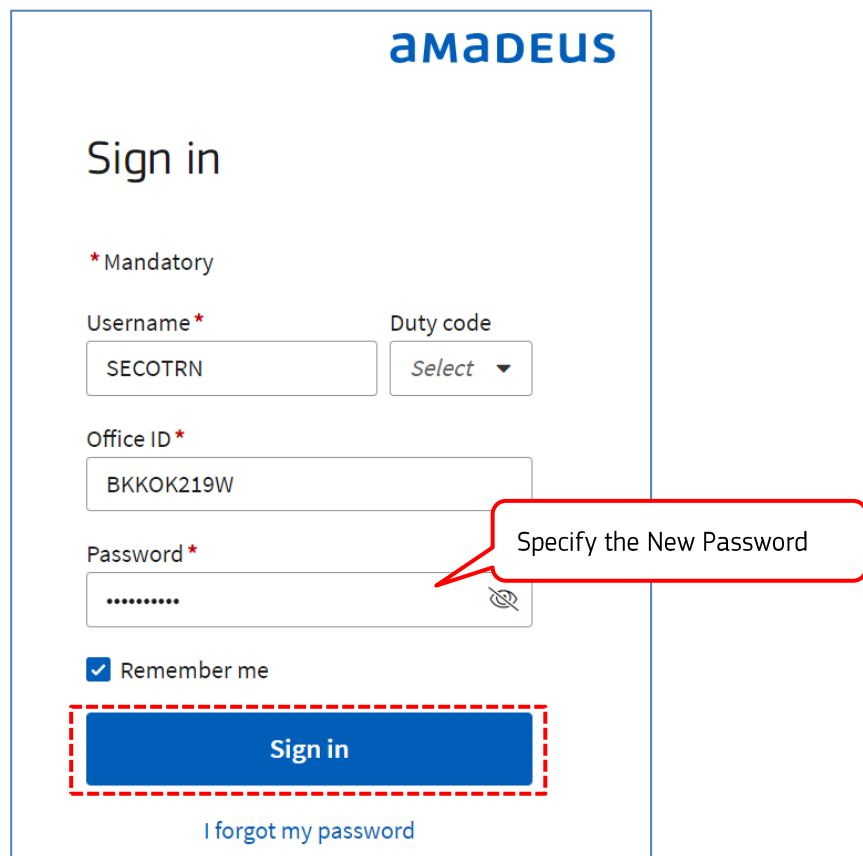
Specify new Password again.

6. The successful password change message is displayed.



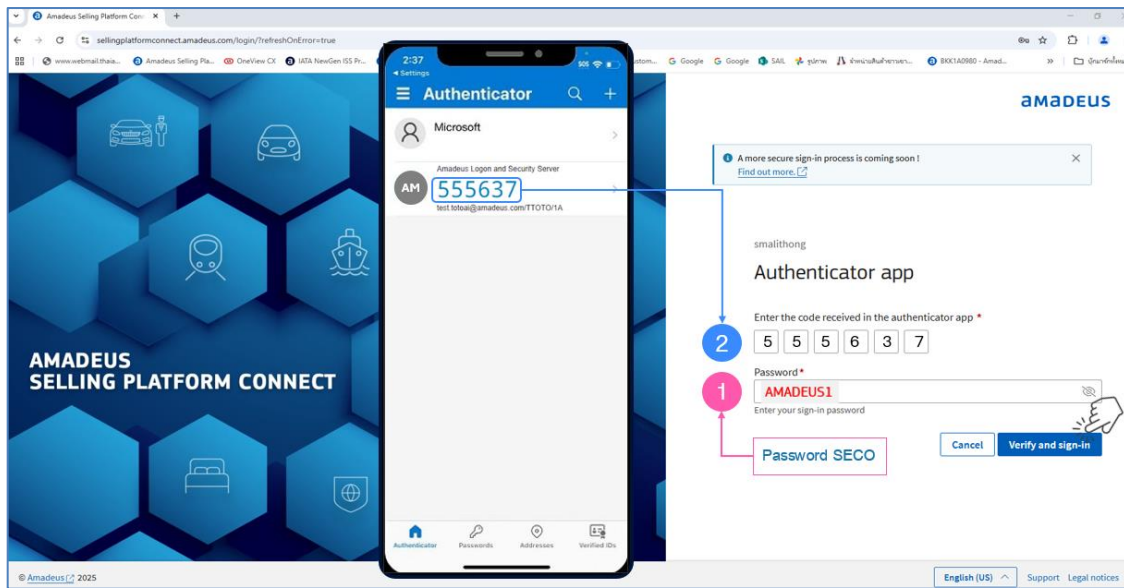
A screenshot of the Amadeus Selling Platform Connect login page. At the top, a green notification bar with a checkmark icon and the text "Your password was reset successfully" is displayed. The main content area is split into two sections. The left section features a blue background with a hexagonal pattern and icons representing various travel services: a car, a train, a ship, an airplane, a bed, and a globe. The text "AMADEUS SELLING PLATFORM CONNECT" is prominently displayed in white. The right section is the login form, titled "Sign in". It includes fields for "Username\*" (with a red asterisk indicating it is mandatory), "Duty code" (a dropdown menu with "Select" as the current value), "Office ID\*", and "Password\*" (with a red asterisk and a toggle icon for visibility). Below these fields is a "Remember me" checkbox, which is checked. A blue "Sign in" button is positioned below the checkbox. At the bottom of the login form, there is a link that says "I forgot my password". The footer of the page contains the copyright notice "© Amadeus 2022", a language selector set to "English (US)", and links for "Support" and "Legal notices".

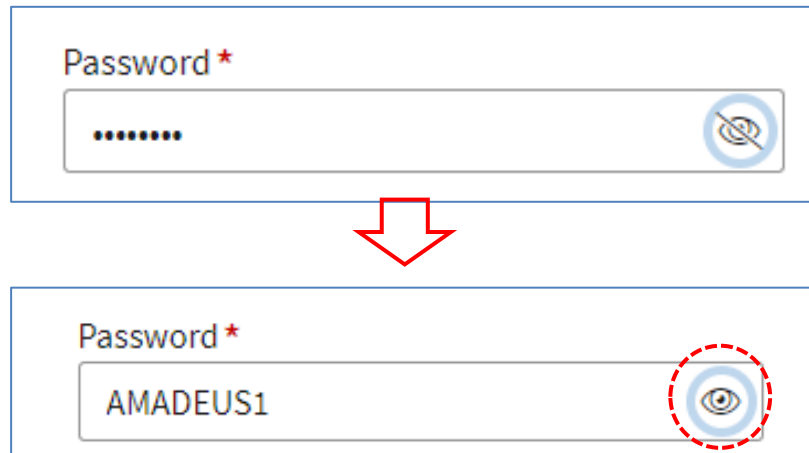
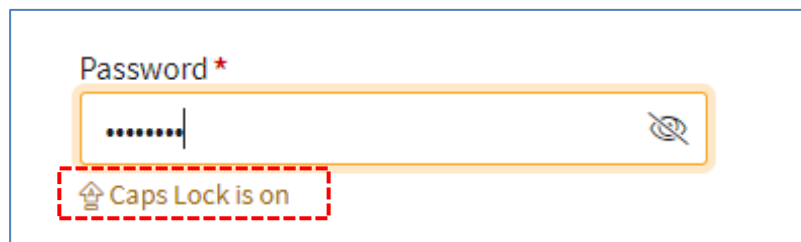
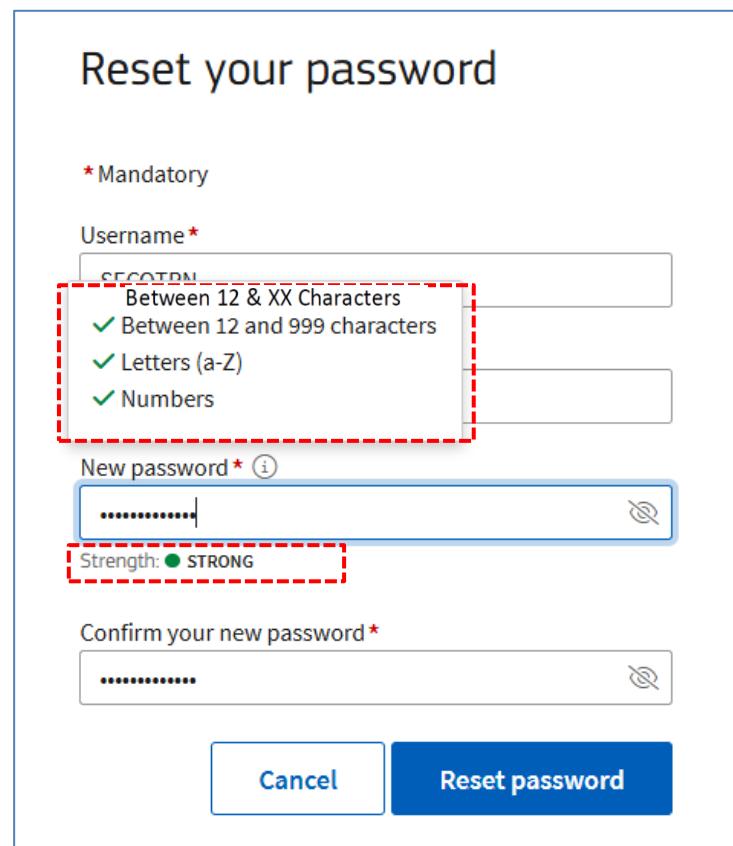
7. User can now log in to Selling Platform Connect with the new password.



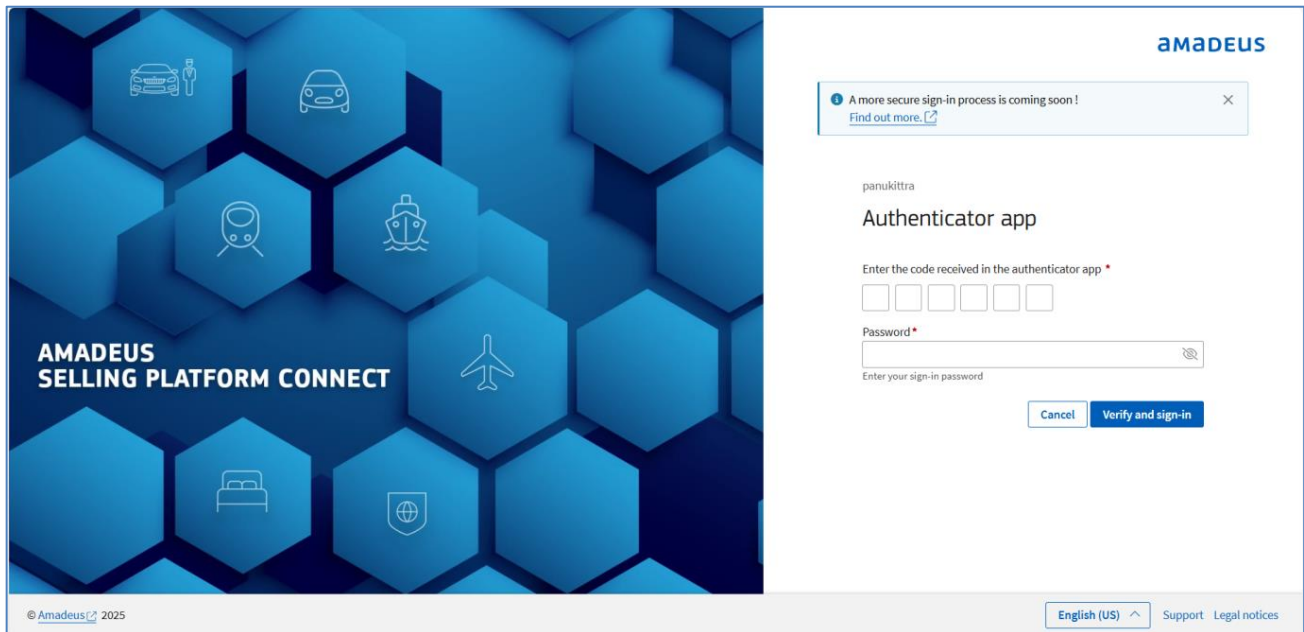
A screenshot of the Amadeus Selling Platform Connect login page, showing the same "Sign in" form as in the previous image. The form is now populated with user credentials: "SECOTRN" in the Username field, "BKKOK219W" in the Office ID field, and a masked password "\*\*\*\*\*" in the Password field. The "Remember me" checkbox remains checked. A red dashed rectangle highlights the blue "Sign in" button. A red callout bubble with the text "Specify the New Password" points to the Password field. The "I forgot my password" link is visible at the bottom of the form.

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



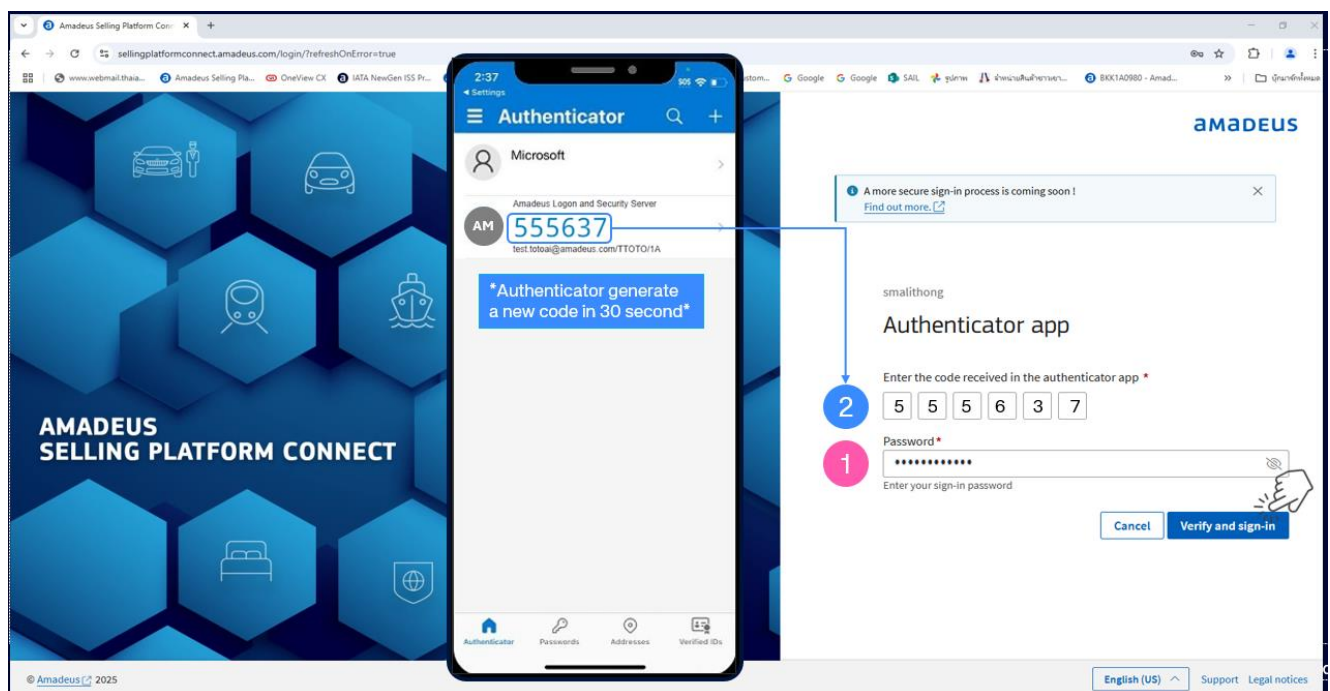
**Enhanced usability include:****Show Password (eye)****Caps Lock Warning****Password strength indicator and suggestion message to set password (on password reset)**

## 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.

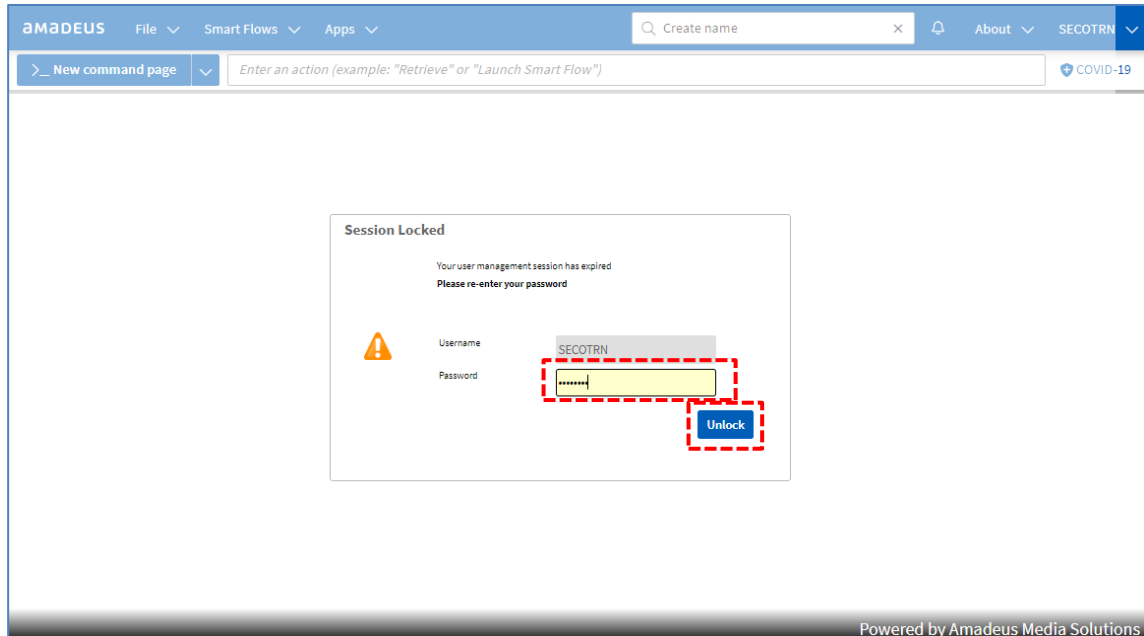




## Session Locked

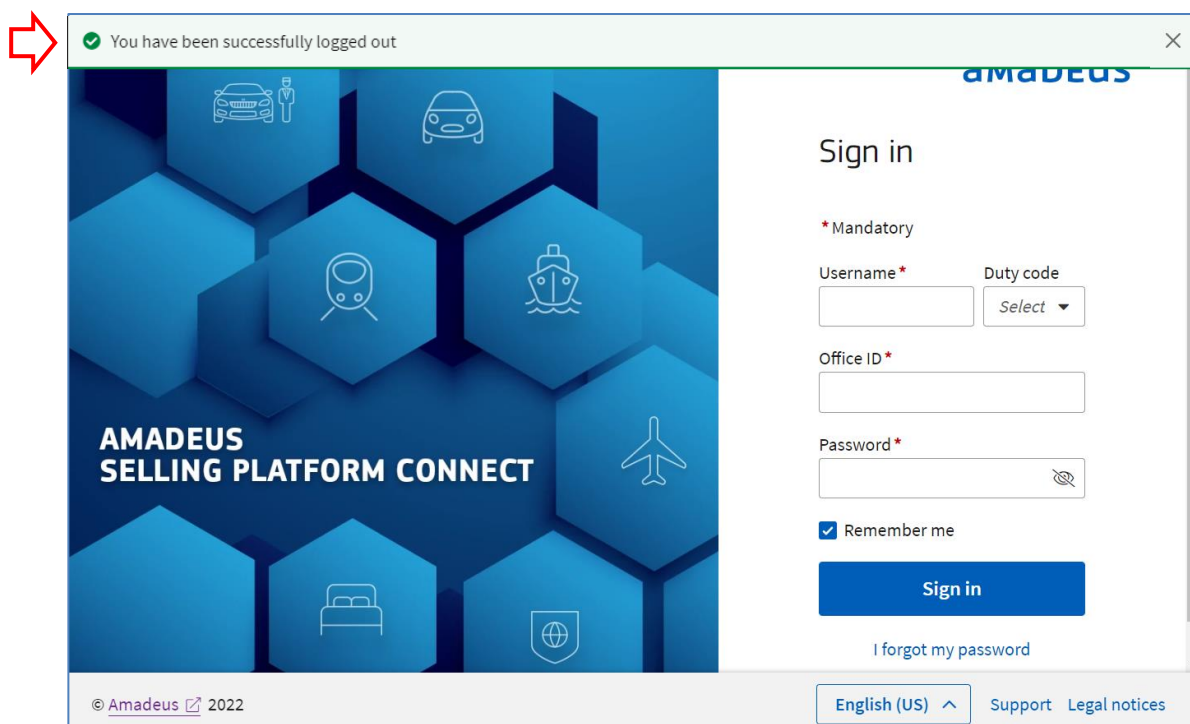
When a user session is locked due to **inactivity for 15 minutes** or more prolonged period of time, the system is automatically **session locked** of the application.

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

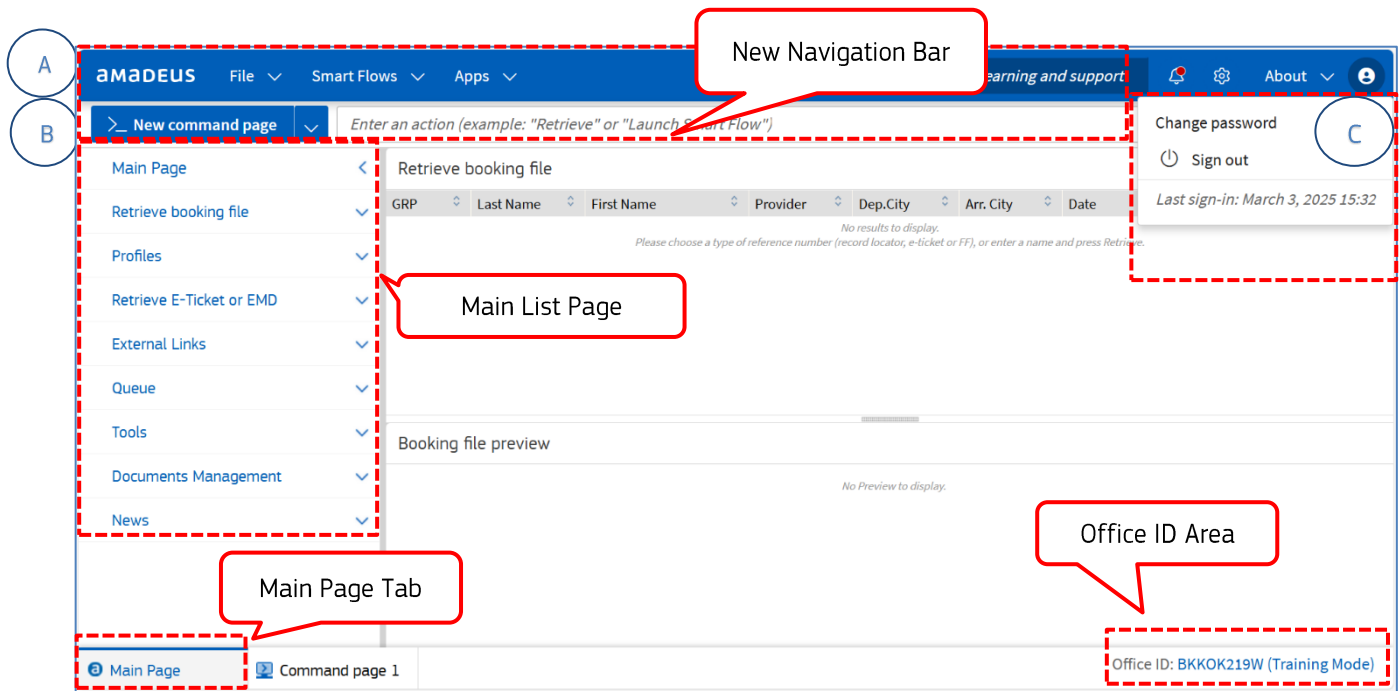


## Auto Sign out

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 username 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.

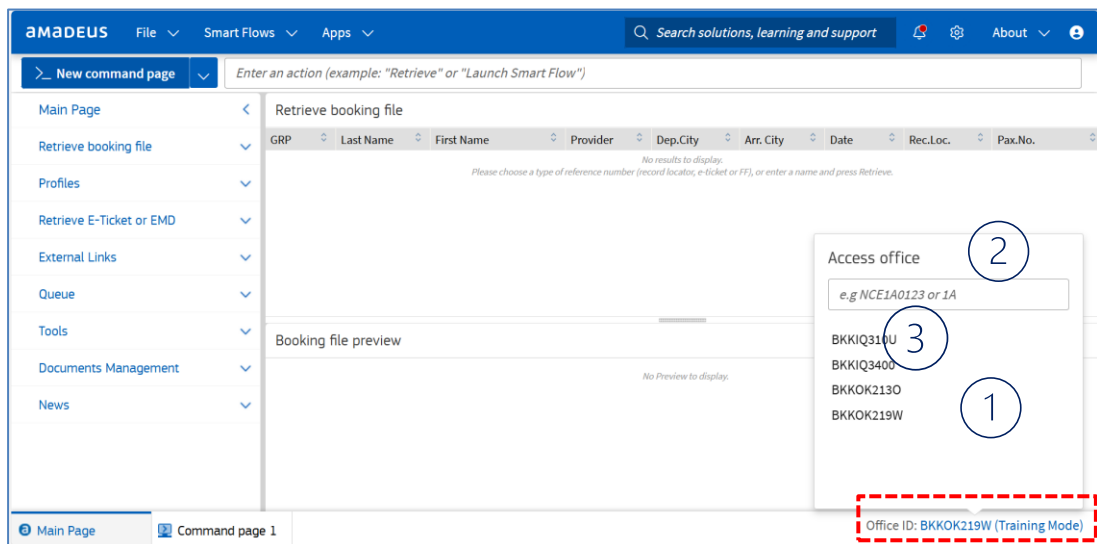
You can switch to an office either within the same organisation or in another organisation provided that the office is authorised for your login areas.

### Switch Between Offices After Signing In

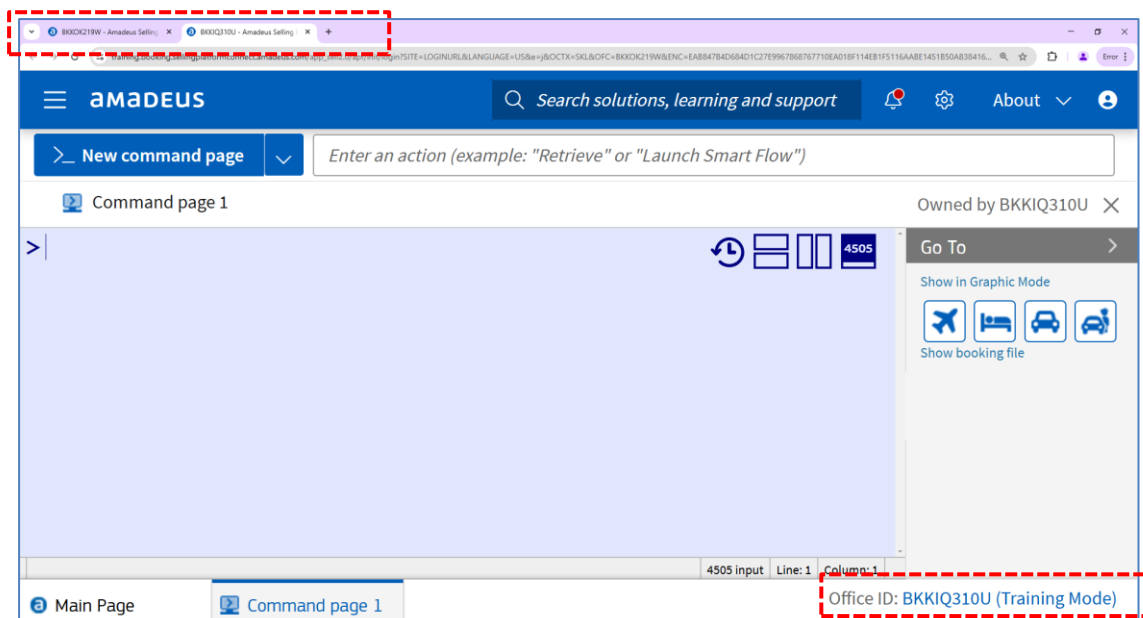
1. Click on the **Office ID** in the lower right-hand corner of the task bar.

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.

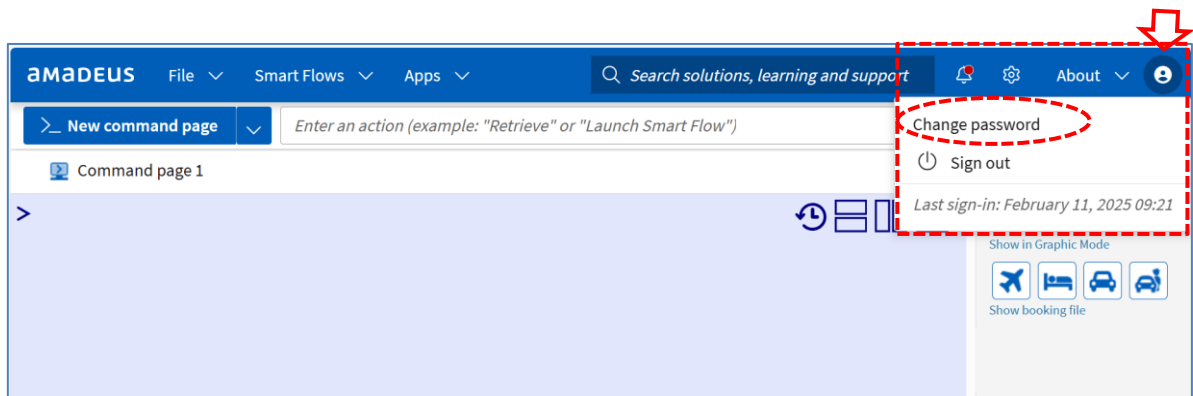


A new session for that office opens in another window or another tab of the same window without the need to sign in again.



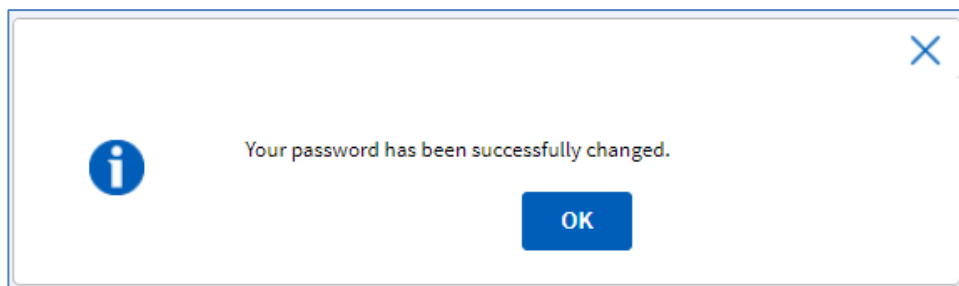
## Change Password

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**.

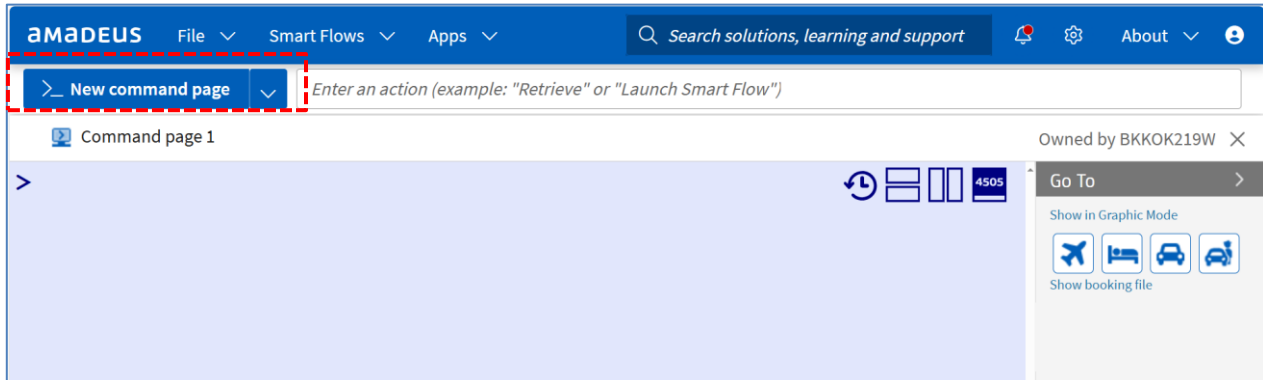
3. Pop up window successfully change is displayed, click on **OK** to close the pop up window.



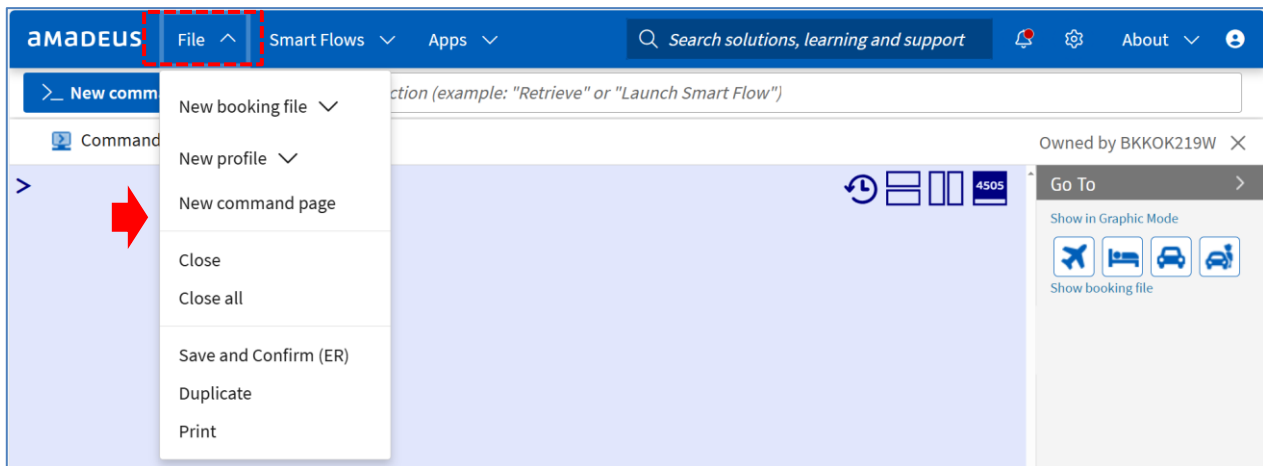
## Command Page

### Open New Command Page

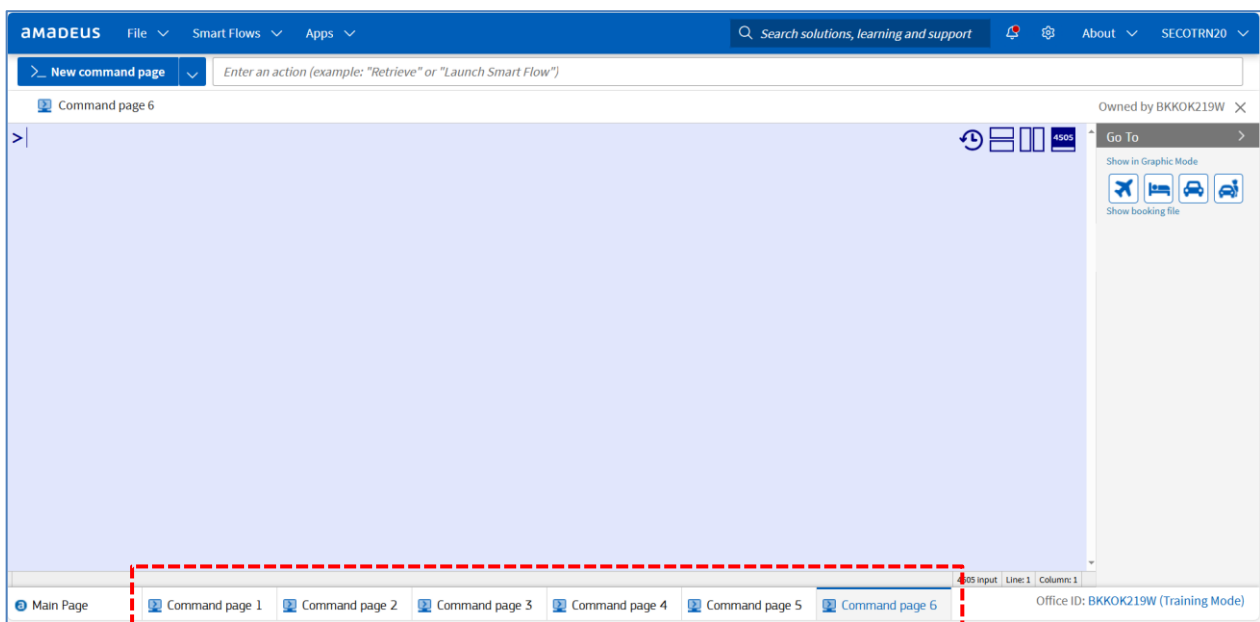
On the Tool bar, click on **New Command Page** button.



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



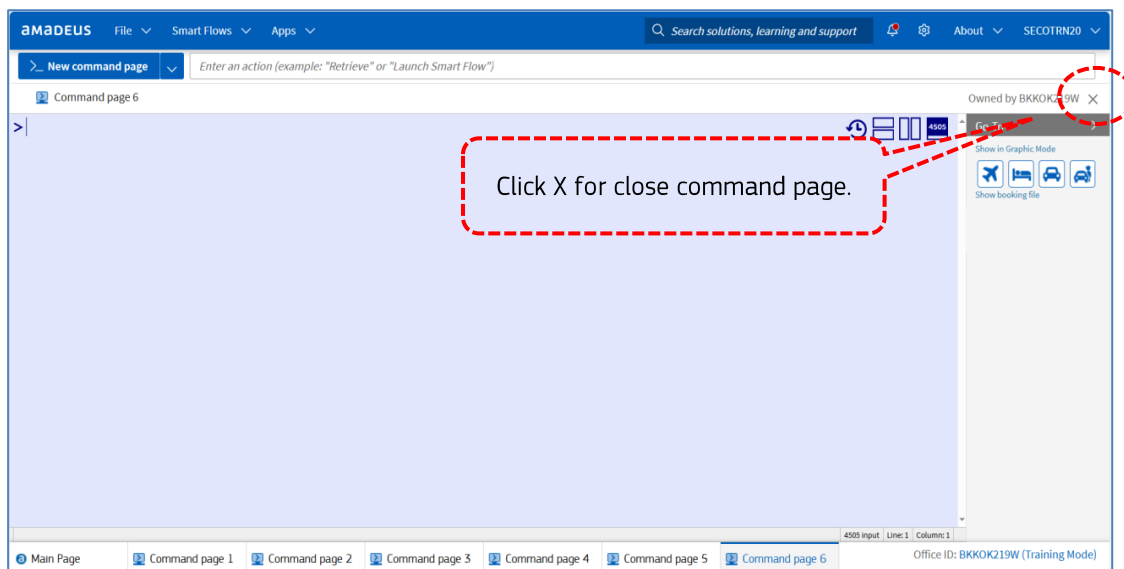
The Command Page as shown in the tab bar below. You can open 6 tabs of Command Page for simultaneous use. (Not include main page.)






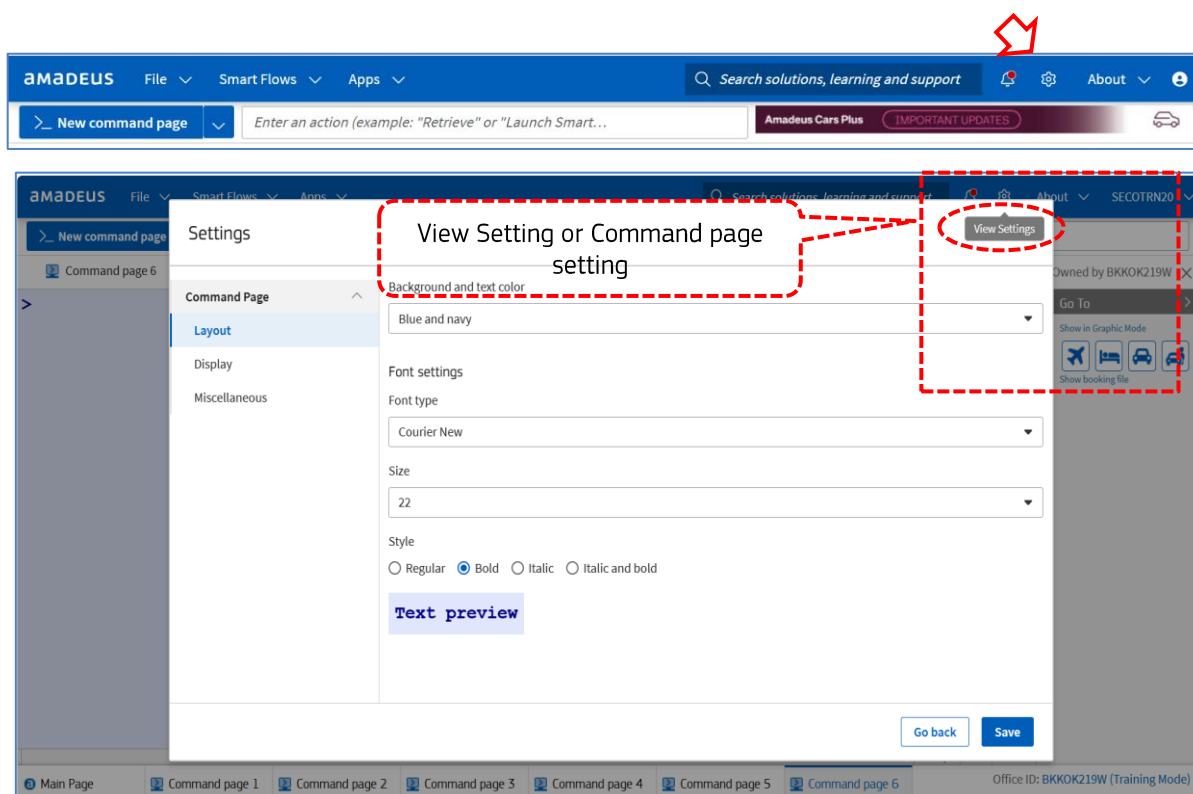
## Close Command Page tab

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

The screenshot shows the 'Settings' window with the 'Command Page' tab selected. Under 'Command Page', the 'Layout' option is highlighted with a red dashed circle. The 'Layout' section is expanded, showing options for 'Background and text color' (set to 'Blue and navy'), 'Font settings' (including 'Font type' set to 'Courier New', 'Size' set to '20', and 'Style' with 'Bold' selected). A 'Text preview' button is visible. At the bottom right, there are 'Go back' and 'Save' buttons. A red dashed box highlights the 'Save' button, with a callout pointing to it.

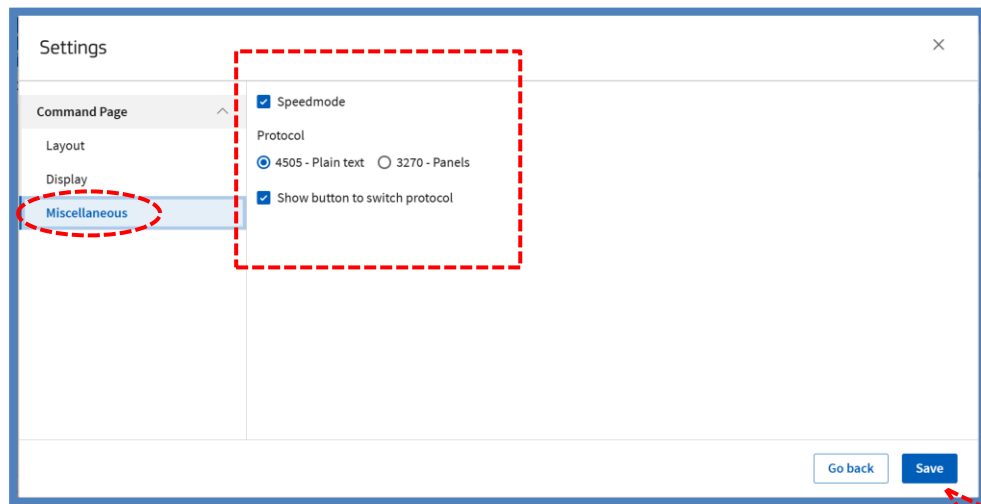
Click Save

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

The screenshot shows the 'Settings' window with the 'Command Page' tab selected. Under 'Command Page', the 'Display' option is highlighted with a red dashed circle. The 'Display' section is expanded, showing options for 'Transitional Stored Ticket (TST) display', 'Transitional Stored Miscellaneous (TSM) display', 'Refund record display', 'Seat map display', and 'Service catalog display'. Each option has radio buttons for 'Graphic' and 'Cryptic'. 'Cryptic' is selected for all options. At the bottom right, there are 'Go back' and 'Save' buttons. A red dashed box highlights the 'Save' button, with a callout pointing to it.

Click Save

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

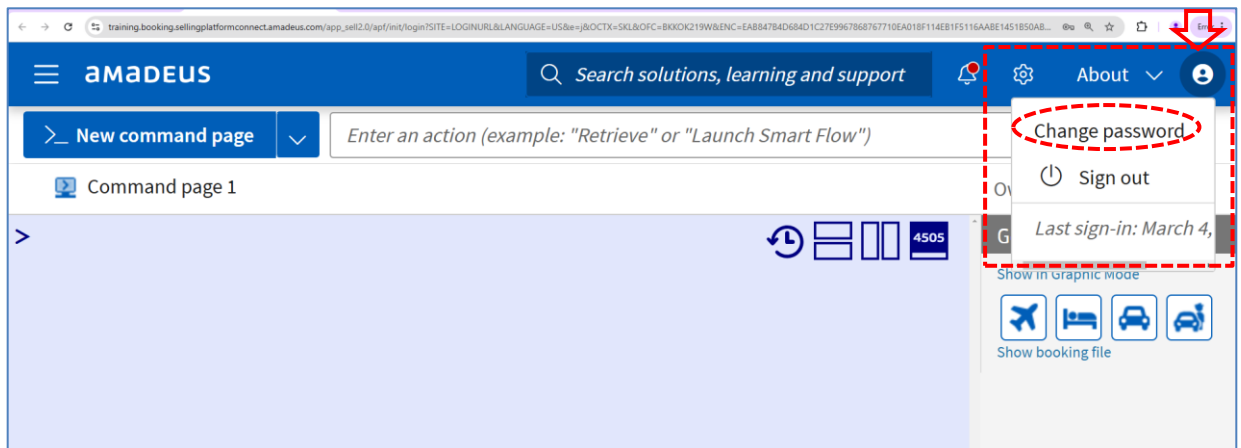


Click Save

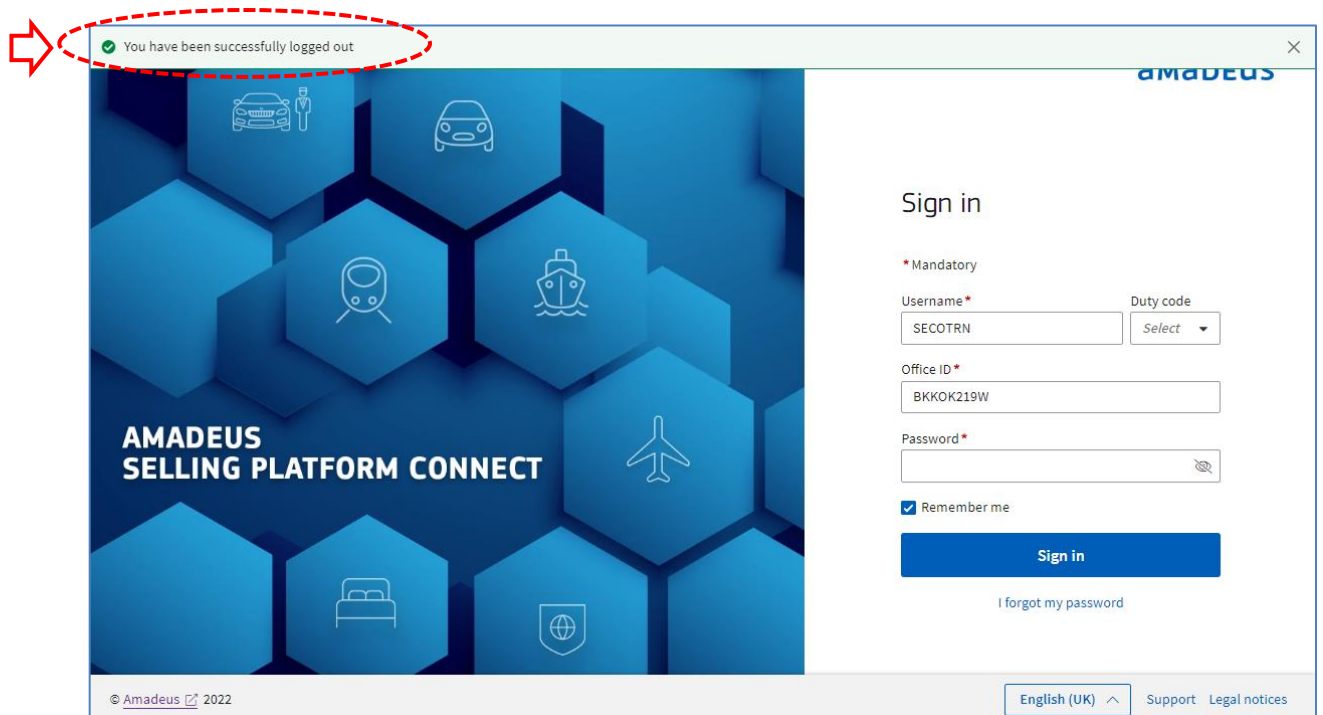
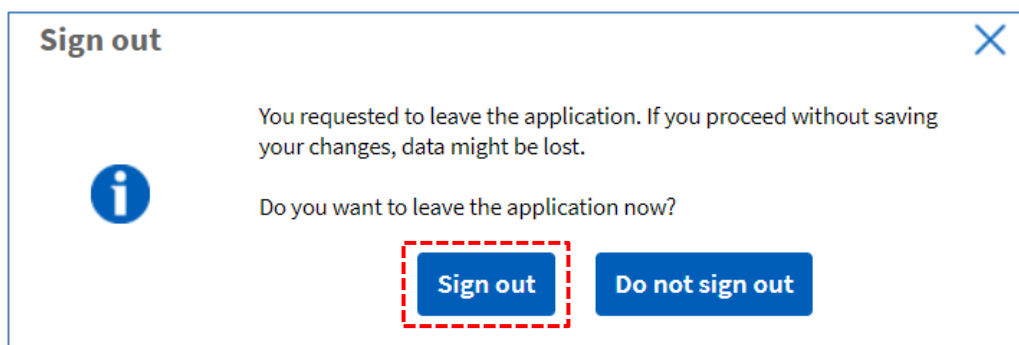
3. Change the settings as required and click **Save**.

## Sign Out

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



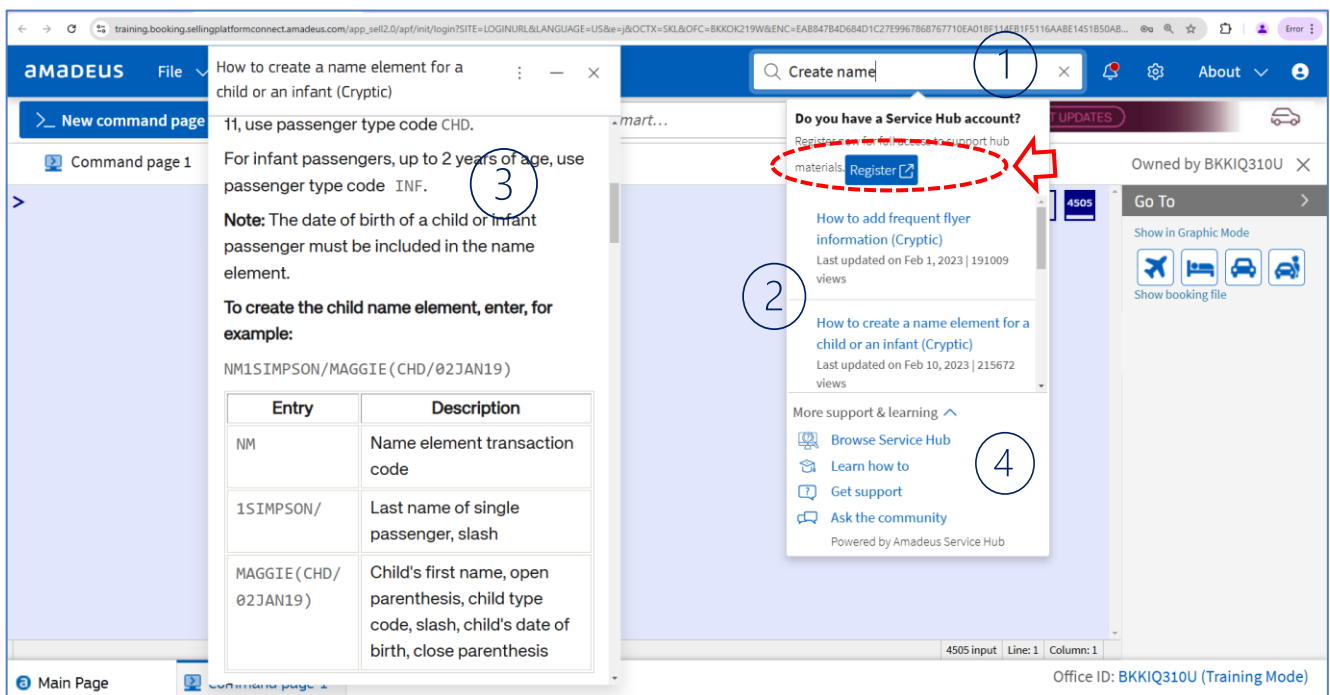
2. In the **Sign out** pop-up window, click on **Sign out** to confirm the action.



## Search Solution

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

- When clicking in the search field, your search history is automatically displayed to provide you a quick access to your previous searches.
- Ask a question, copy-paste an error message or type keywords. Search results are displayed upon pressing 'Enter' or clicking on the search icon.
- 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.
- 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.

### Do you have a Service Hub account?

Register now for full access to support hub materials.

**Register** 

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.

## Amadeus Service Hub

Support | Learning | Community

Please fill in the form below to register:

Prefix \*  
Ms.

First name \*  
TRAINING

Last name \*  
TRN

Email address \*  
alc@thaiamadeus.com

Language (Required)  
English (United States)

Time Zone \*  
(UTC +07:00) Indochina Time

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**วิดีโอคู่มือการใช้งาน**

- > Introduction Amadeus Selling Platform Connect (TH)
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**Amadeus Service Hub: Entry Point**

- > คู่มือการลงทะเบียน Amadeus Service Hub
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- > Profiles in Amadeus Selling Platform Connect User Guide - Jun2023
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