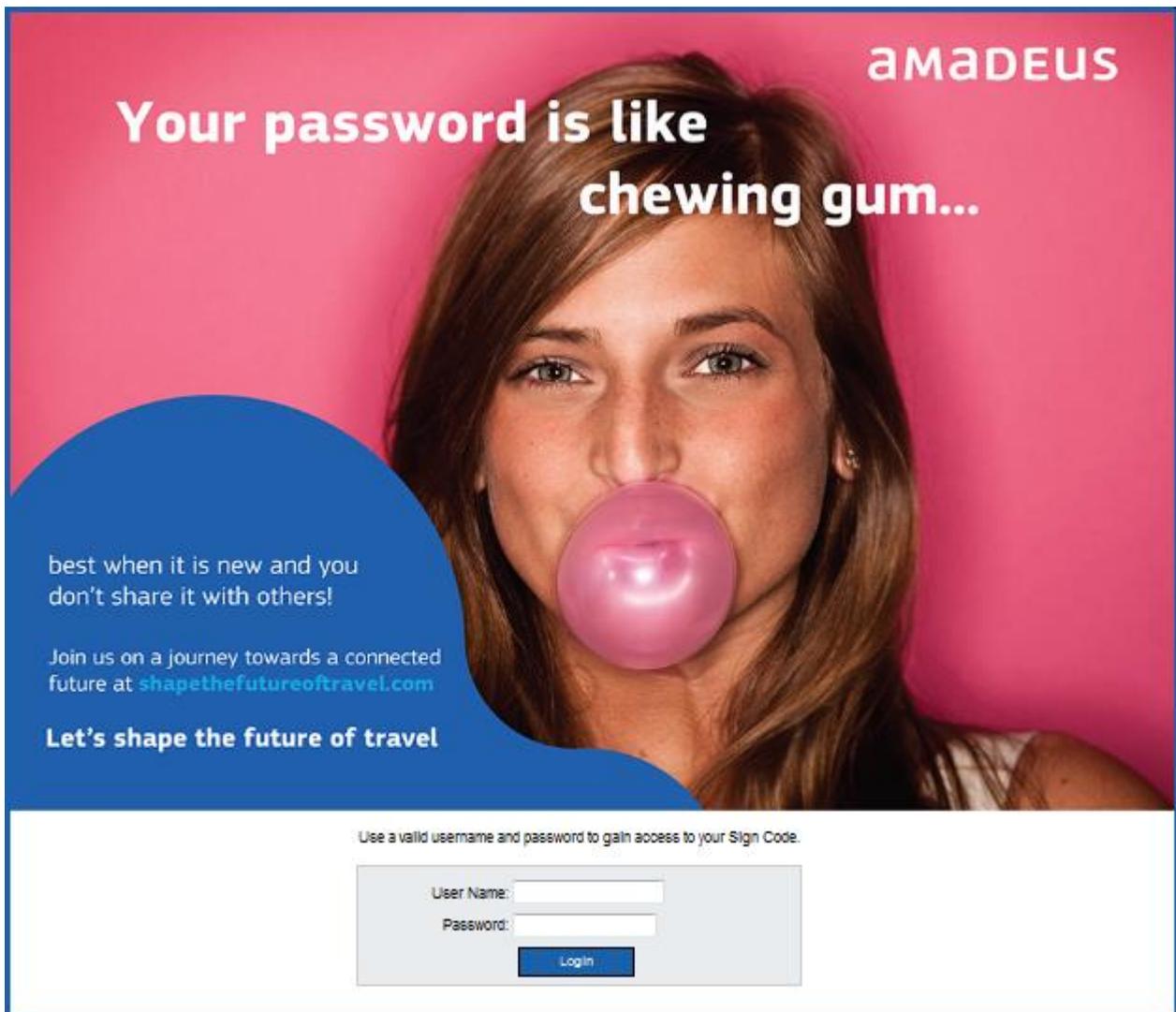


## AMADEUS SIGN CODE SITE

### How to login to Amadeus sign code site?

1) Access below link:

[www.amadeus-signcode.com](http://www.amadeus-signcode.com)

The image shows a promotional banner for the Amadeus sign code site. The banner features a woman blowing a pink bubble of gum against a pink background. The Amadeus logo is in the top right corner. The main text reads "Your password is like chewing gum...". A blue circular graphic on the left contains the text "best when it is new and you don't share it with others!", "Join us on a journey towards a connected future at [shapethefutureoftravel.com](http://shapethefutureoftravel.com)", and "Let's shape the future of travel". Below the banner is a login form with the instruction "Use a valid username and password to gain access to your Sign Code." and fields for "User Name:", "Password:", and a "Login" button.

amADEUS

**Your password is like  
chewing gum...**

best when it is new and you  
don't share it with others!

Join us on a journey towards a connected  
future at [shapethefutureoftravel.com](http://shapethefutureoftravel.com)

**Let's shape the future of travel**

Use a valid username and password to gain access to your Sign Code.

User Name:

Password:

Login

- 2) Login using a username and a password sent to you by Amadeus

**...best when it is new and you don't share it with others!**

Use a valid username and password to gain access to your Sign Code.

User Name:

Password:

Login

- 3) Enter the 14 digits of your personal ID number.

**ID Number Checker**

Kindly enter the last 14 digits in your id number.

"you reached the maximum number of trials to enter your id number, please contact helpdesk for assistance."

Personal ID Number

Submit

- 4) Insert your data as requested below. Please ensure that you insert your accurate details, check the terms and conditions and click the box.

**General Information**

Title \* :

First Name\* :

Last Name \* :

Personal ID Number\* : 11111111111111

Job Title \* :

Direct Manager \* :

Department \* :

Selected Office ID's :

E-Mail \* :

Mobile \* :

Experience \* :  Years

Birthdate \* :

Start date of current job \* :

I have read and agreed to [the terms and conditions](#).

Next

- 5) Insert your password that previously sent to you by Amadeus in the (Old Password) and insert your new password in (New Password & Verify Password) boxes.

Kindly change your password here.

Old Password\* :

New Password \* :

Verify Password \* :

Password strength :

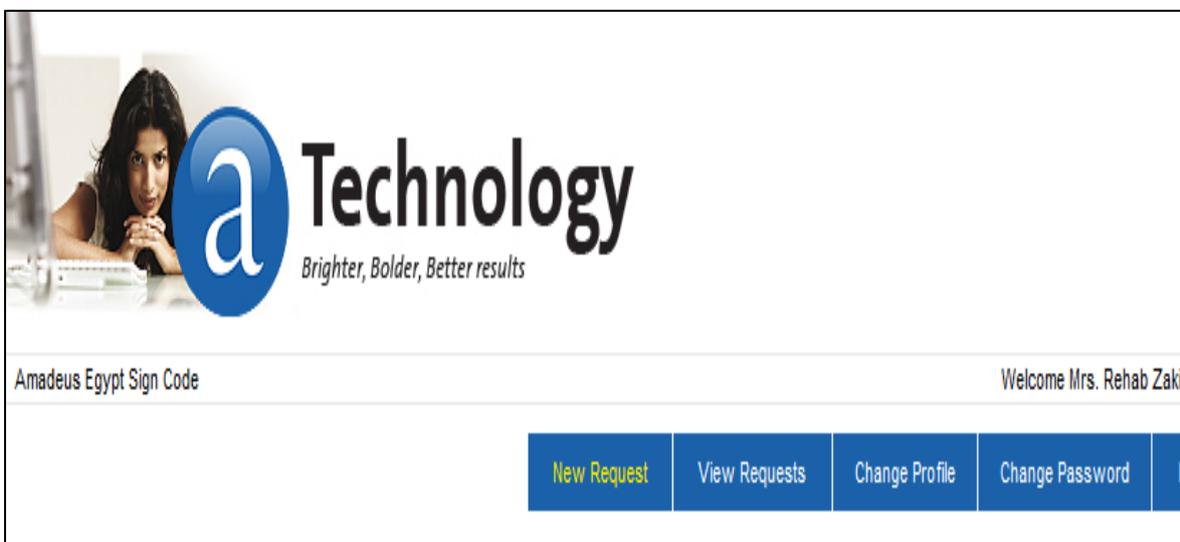
Please enter at least 6 characters

[Change password and continue](#)

**IMPORTANT:**

- Password should be at least 6 alphanumeric characters (small letters). You can check online while changing the password its strength through (Password Strength) indicator.
- The password is locked after six wrong trials.

**Once you are logged in, you can send Amadeus Helpdesk new request, view your requests, and change your profile data or your password. You can also view Amadeus useful links, news and download manuals.**



“New Request” screen allows you to send one of the following requests:

**1- Create Sign** where you are requested to choose sign code consists of four digits & two letters, e.g.: (1234AA). And enter the sign’s user details as shown below:

The screenshot shows the 'Create Sign' form with the following elements:

- Navigation tabs: Create Sign, Update Sign, Delete Sign, Display all Available Signs, Display Signs History, Reset Sign Password, Others.
- Instruction: Please fill in the below fields by the details of the person who will use the sign and click "Submit Request" to send your request.
- Fields:
  - Sign Code \* (two input boxes)
  - Job title \* (input box)
  - Direct Mgr. \* (input box)
  - Work Address \* (input box)
  - First Name \* (dropdown: Mr., input box)
  - Family Name \* (input box)
  - Mobile # \* (input box)
  - Work Phone \* (input box)
  - E-mail \* (input box)
  - Birthdate \* (dropdowns: 17, Mar, 2014)
- Permissions (checkboxes):
  - Allows practicing Amadeus functionalities with restricting saving any transaction in production. Moreover, it allows user to access Amadeus Training Courses and enrol him/herself.
  - Merges the travel and company profiles automatically while displaying customer profile.
  - Makes creation of the PNRs mandatory from customer profiles
  - Allows signing in multiple terminals at the same time.
  - Displays errors and Amadeus Help Pages in specific language
- Radio buttons:
  - No other branches are accessible
  - Allows signing in another branch and having full access to PNRs, profiles, queues and all e-tickets functionalities (issue-void-refund-display).

**IMPORTANT:**

- In case of any update in the above details, please ensure that you send us "update request" to maintain our database synchronized with your employee's details.
- As a result of allowing signing in another branch, the user of the sign will have full access to all reservations, customer profiles and queues of the accessible offices. In addition, he/she will be allowed to perform all ticketing and booking functionalities in the accessible offices.
- Please avoid generic mail as this mail will receive sign details which must be only received by the user.
- Please send the user the sign-in steps guide that you can find in "Help" tab.

**2- Update sign** after clicking on "continue", the sign code details will be displayed to allow you to update the required field(s).

The screenshot shows the 'Update Sign' form with the following elements:

- Navigation tabs: Create Sign, Update Sign, Delete Sign, Display all Available Signs, Display Signs History, Reset Sign Password, Others.
- Field: Sign Code (two input boxes)
- Button: continue

### 3- Delete Sign

Create Sign Update Sign **Delete Sign** Disaply all Available Signs Disaply Signs History Reset Sign Password Others

Please type the sign code to be deleted and click "Submit Request" to send your request.

Sign Code

### 4- Display all available Signs

you can use this request to display all created signs in your office ID.

Create Sign Update Sign Delete Sign **Disaply all Available Signs** Disaply Signs History Reset Sign Password Others

Are you sure you want to receive all available signs in your Office ID?

### 5- Display Sign's History

Create Sign Update Sign Delete Sign Disaply all Available Signs **Disaply Signs History** Reset Sign Password Others

Please type the sign code to receive its history and click "Submit Request" to send your request.

Sign Code

## 6- Reset Sign Password

The screenshot shows a navigation bar with buttons: 'Create Sign', 'Update Sign', 'Delete Sign', 'Disaply all Available Signs', 'Disaply Signs History', 'Reset Sign Password' (highlighted), and 'Others'. Below the navigation bar, a grey box contains the instruction: 'Please type the sign code to reset its password and click "Submit Request" to send your request.' The form includes a 'Sign Code' label, two input fields, and a blue 'Submit Request' button.

7- **Others** you can use this option to send other sign requests, where you write your request and then click on "Submit Request" button.

The screenshot shows a navigation bar with buttons: 'Create Sign', 'Update Sign', 'Delete Sign', 'Disaply all Available Signs', 'Disaply Signs History', 'Reset Sign Password', and 'Others' (highlighted). Below the navigation bar, a grey box contains the instruction: 'Please type your request and click "Submit Request" to send your request.' The form includes a 'Request Title' label and a text input field, a 'Request' label and a large text area with a vertical scrollbar, and a blue 'Submit Request' button.

“**View Requests**” screen allows you to view all sent requests, their status, request information, and replies received from Amadeus Helpdesk and view attachments if any.

You can view requests by sign codes, status (Processing – Ready), request date or date range and request types (create sign, update sign, etc...)

The screenshot shows a search interface for requests. It includes a 'Sign Code' input field, 'Request Date from' and 'Request Date to' date pickers, a 'Status' dropdown menu set to 'All', and a 'Request Type' dropdown menu set to 'All'. Below these fields, it displays '0 result(s) displayed' and 'Showing 10 Result(s)'. There are 'reset' and 'search' buttons.

“**Change Profile**” screen will display the pre-inserted data, with the possibility to update all fields except Full Name, Personal ID Number, Travel Agency and Birthday.

The screenshot shows a 'Change Profile' form for a user. The branch is 'City Stars'. The form contains the following fields and values:

Title *	: Mrs	Department *	: Customer Support & Training
First Name*	: Rehab	E-Mail *	: rehab.zaki@amadeus.com
Last Name *	: Zaki	Mobile *	:
Personal ID Number*	: 1234	Experience *	: 12 Years
Job Title *	: Customer Support & Training Manager	Birthdate *	: Tuesday 27th of March 1979
Direct Manager *	:	Start date of current job *	: 2000-10-15
Branch *	: City Stars		

“**Change Password**” screen allows you to change your password.

Kindly change your password here.

Old Password*:	<input type="password"/>
New Password * :	<input type="password"/>
Verify Password * :	<input type="password"/>

Finally you can also view Amadeus news, useful links and download sign-in manuals from below as shown below:

Amadeus Egypt Sign Code Welcome Mr. Rehab Taha 'CAI1A0982L

<a href="#">New Request</a>	<a href="#">View Requests</a>	<a href="#">Change Profile</a>	<a href="#">Change Password</a>	<a href="#">News</a>	<a href="#">Useful Links</a>	<a href="#">Help</a>	<a href="#">Logout</a>
-----------------------------	-------------------------------	--------------------------------	---------------------------------	----------------------	------------------------------	----------------------	------------------------

**Note:** Please ensure that you **logout** once you submitted your requests from Logout tab.