

# Amadeus

## Cars Support Centre

### Purpose of this document

This document provides help and support information for users of the **Amadeus Cars Online Toolbox** ([www.amadeus.com/cars](http://www.amadeus.com/cars)), the Extranet for Amadeus Car Rental providers.

### Login information

Should you encounter a problem when using Amadeus Cars Online Toolbox or any of the applications accessible through this Extranet, attached is the information you will need to provide to your Amadeus support administrator



▶ Office ID (OID)	
▶ Terminal ID (ATID)	
▶ Amadeus Selling Platform certificate (CID)	
▶ Amadeus Selling Platform sign in	
▶ Amadeus Online Toolbox login including: <ul style="list-style-type: none"> <li>▶ Web Cars Manual Update</li> <li>▶ Multimedia</li> <li>▶ Online monitor tool</li> </ul>	
▶ Amadeus Customer Service Point login	

**Hint:** To find the details of your Amadeus Selling Platform Certificate, Office ID and Terminal ID, use the following link: <http://certificates.amadeusvista.com/certificateinfo/>

### Problems / Requests to be reported

Application	Problem / Request	Solution
<b>Amadeus Cars Online Toolbox</b> <ul style="list-style-type: none"> <li>▶ Manual Update</li> <li>▶ Multimedia server</li> <li>▶ Monitor tool</li> </ul>	Amadeus password lost or forgotten User ID locked	Go to the Amadeus Customer Service Point and open a work order using the following template: <b>“Reset password / Unlock User”</b>
	Report a problem when using the tool	Go to the Amadeus Customer Service Point and open an incident using the following template: <b>“New Cars online toolbox problem”</b>
	Request a new access Upgrade your user profile permissions	Go to the Amadeus Customer Service Point and open a work order using the following template: <b>“New User request”</b>
<b>Amadeus Selling Platform</b>	Request a new certificate	Go to the Amadeus Customer Service Point and open a work order using the following template: <b>“New certificate request”</b>
	Report a problem when using the tool	Go to the Amadeus Customer Service Point and open an incident.
	Problem to install the certificate of the Amadeus Selling platform	Go to the Amadeus Customer Service Point and open an incident using the following template: <b>“Certificate / Selling platform installation problem”</b>

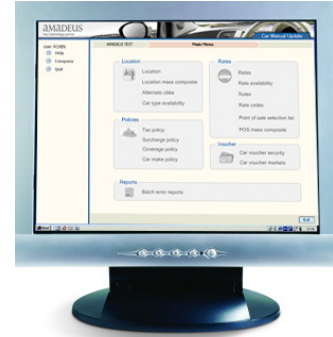
## Support Centre:

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### ▶ Amadeus Cars Manual Update

If you need support to use the Cars Manual Update and/or to load your AIS pages, please contact our database expert team by sending an e-mail to: [ncedmstsp@amadeus.com](mailto:ncedmstsp@amadeus.com)



### ▶ Amadeus Cars Multimedia Server

If you need support to load car pictures onto the multimedia Server, please contact the Amadeus Cars team by sending an e-mail to: [cars@amadeus.com](mailto:cars@amadeus.com)



### ▶ Information about Amadeus Cars

Contact the Amadeus Cars team by sending an e-mail to [cars@amadeus.com](mailto:cars@amadeus.com)

Or visit our website [www.amadeus.com/cars](http://www.amadeus.com/cars)

