

## Deactivating a user who has left the agency

If a user has left your agency, you must deactivate him.

1. Select the user and click on **Manage Selected User**.

The Personal information form is displayed.

Personal Information

First Name: John  
Last Name: Doe  
\*Email: john@metro-travel.com  
\*Work Phone # (e.g., +4423 456789):  
Fax # (e.g., +4423 456789):  
Mobile Phone # (e.g., +4423 456789):  
\*Language: English-American  
\*Contact Method: Email  
\*Time Zone: (GMT) Greenwich Mean Time: Dublin, Edinburgh, Lisbon, London  
\*Office Id: LON123456  
\*Sign: John  
Deactivated:

I would like to join MY AMADEUS COMMERCIAL ORGANISATION making list and receive information about products that I may be interested in from THEM OR FROM A TRUSTED PARTNER COMPANY.  
The recipient of THE DATA I AM PROVIDING is MY AMADEUS COMMERCIAL ORGANISATION AND may also be communicated to other affiliated companies within the Amadeus IT Group S.A.  
Also, my data might be transferred to third party companies for the restricted reason of performing marketing campaigns.  
I expressly and unambiguously accept the processing of MY personal data AND the communication of MY data to THE ENTITIES mentioned above.

[Data Protection Policy](#)

\*I am aware of the Amadeus Data Protection Policy:

Submit Cancel

2. Select the Deactivate check box.

Amadeus will be informed that the user no longer works for your agency. He will no longer be able to access the Amadeus e-Support Centre.

# Amadeus e-Support Centre

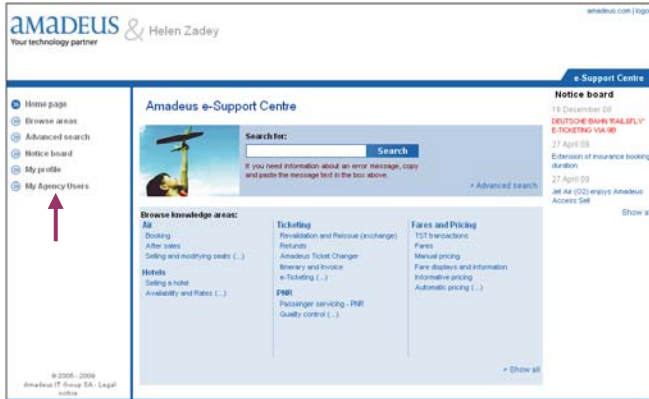
Release 4.0

*Delegated User Administration*  
**Quick Card**

## Managing users from your agency

This quick card explains how to grant access to or remove access from the Amadeus e-Support Centre for a user in your agency.

As a delegated administrator, when you access the Amadeus e-Support Centre, the My Agency Users link will be available for you in the main menu.



Click on the My Agency Users link in the main menu.

A new window opens which displays the list of persons belonging to your agency.

First name	Last name	Email address	Telephone
Naher	Ahmed	nahmed@amadeus.com	+33497154874
Patrick	Alloncle		
Arnaud	Aterbach	arnaud.aterbach@amadeus.com	
Fabien	Felix	ffelix@amadeus.com	
Ricardo	Baptista	ricardo.baptista@amadeus.com	
Stephen	Barrett	sbarrett@amadeus.com	+999999
Jean-Marie	Dideau	jmideau@amadeus.com	+996600 00000 00
Delphine	Spineili	delphine.spineili@amadeus.com	+330497230214 (0)00-00-00
Corito	Guevara	cguevara@amadeus.com	+9976618179 000 0000 0000
Emmanuel	VIGUÉ	emmanuel.vigue@amadeus.com	+33123456789
David	VanLoe	dvantoo@amadeus.com	+330497230230 (0)00-00-00
Helen	Zadey	sma@amadeus.com	+3312345678
Elaine	Campbell	ecampbell@amadeus.com	+990286

Manage selected user    Create a new user

**Note:** The screenshots in this Quick Card may differ from your own user interface, depending on your market.

## Giving a user access rights to the Amadeus e-Support Centre

### Case 1: the user is displayed in the list.

1. Select the user and click on **Manage Selected User**.

The Personal Information form is displayed.

2. Complete the missing mandatory information (marked with a red asterisk).
3. Indicate the Office ID and Sign which will enable the user to log into the Amadeus e-Support Centre.
4. On the user's behalf, indicate if he wishes to subscribe to Amadeus commercial communications and that he is aware of the data policy.
5. Click on **Submit**.

The user is now registered and is able to access the Amadeus e-Support Centre.

### Case 2: the user is not displayed in the list.

1. Click on **Create a New User**.

The Personal information form is displayed.

2. Complete the mandatory information (marked with a red asterisk).
3. Indicate the Office ID and Sign which will enable the user to log into the Amadeus e-Support Centre.
4. On the user's behalf, indicate if he wishes to subscribe to Amadeus commercial communications and that he is aware of the data policy.
5. Click on **Submit**.

The user is now registered and is able to access the Amadeus e-Support Centre.