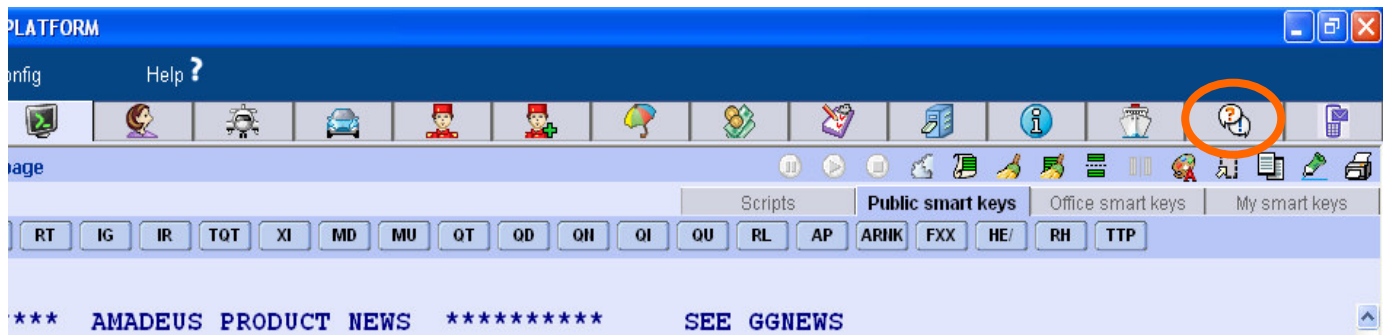


ACCESSING E-SUPPORT CENTRE

1. You should be able to access Amadeus e-Support Centre via a Smart Tab in Amadeus Selling Platform.



2. The first time you access Amadeus e-Support Centre, a list of users associated with your agency is displayed. If you see your name on the list, select your name and click on I am this person. If you are not included, then click on I am not in this list.

Can you identify yourself in the list?

	First name	Last name	Email address	Telephone
<input type="checkbox"/>	Edelyn	Aguilar	edelyn.aguilar@amadeus.com	+6325819930
<input type="checkbox"/>	Michelle	Bautista	michelle.bautista@amadeus.com	
<input type="checkbox"/>	Josephine	Gatbunton	josephine.gatbunton@amadeus.com	
<input type="checkbox"/>	Divine	Mayoralgo	divine.mayoralgo@amadeus.com	+6325819930
<input type="checkbox"/>	Josriel	Morales	josriel.morales@amadeus.com	+6325813390
<input type="checkbox"/>	Elenita	Ojeda	elenita.ojeda@amadeus.com	+6328577160
<input type="checkbox"/>	Catherine	Olaez	catherine.olaez@amadeus.com	+6328577110
<input type="checkbox"/>	Marlon	Palmado	marlon.palmado@amadeus.com	+6325819930
<input type="checkbox"/>	Estela	Salazar	estela.salazar@amadeus.com	+6328577100ext7115
<input type="checkbox"/>	Kristel	Santos	kristel.santos@amadeus.com	
<input type="checkbox"/>	Allan	Sesbreno	allan.sesbreno@amadeus.com	+6325819930
<input type="checkbox"/>	Katrina	Tatco	katrina.tatco@amadeus.com	+6328577100 0000 000 00 00
<input type="checkbox"/>	Rachel	Teodoro	rachel.teodoro@amadeus.com	+6328577100
<input type="checkbox"/>	Celeste	Ubana	celeste.ubana@amadeus.com	+6325819930
<input type="checkbox"/>	Jeffry	Uson	jeffry.uson@amadeus.com	+6325819930

I am this person

I am not in the list

ACCESSING E-SUPPORT CENTRE

3. If you select I am this person (kindly review and update your information where required), you will automatically be taken to the e-TA Homepage.

4. If your name is not on the list, you will then be taken through a registration page. Complete all mandatory Fields indicated by an asterisk (*). Click Submit once done.

Sample format:

- *First Name : Julius
- *Last Name : Cacapit
- *Email : Julius.cacapit@amadeus.com
- *Work Phone # : +6325819930
- Fax # : +6328577141
- *Language : Select from the drop down list
- *Contact Method: Select Email from the drop down list
- *Time Zone : Select GMT+8 Kuala Lumpur

NOTE: First letters of the first & last name should be capitalized

5. Once you have successfully registered for Amadeus e-Support Centre, you will need to click on the final link to access the tool.