AMADEUS

APMA

Frequently Asked Questions

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Amadeus Hospitality, Property Management Advanced
Last update: 15 February 2021

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Differences between APMA PMS and IDPMS

APMA PMS and IDPMS are the same product. There are however a few differences, as working in the cloud brings some constraints. Therefor some functionalities may work a little different.

User Management

It is not possible to create users in the PMS, this is done via the APMA portal. User profiles are accessible in APMA PMS, but the fields for user code, first name, last name and initials cannot be changed:

User groups, shifts and user access can still be managed from APMA PMS.

Sending mails

Please note that it is not possible to connect directly from APMA PMS to Outlook, any installations of Outlook will be on the local workstation. All mails from APMA PMS will be sent using SMTP.

To be able to send mails from APMA PMS, a mail account with SMTP server (and credentials) is needed (for example Microsoft Office365). As APMA PMS will be unable to process 2-Factor Authentication, this will have to be disabled in the mail account. Alternatively, an App-Password can sometimes be set in the mail account which can be used to bypass the 2FA.

File storage

APMA uses "Blob storage" for storing custom reports and exports of various types, instead of a local folder. The functionality to upload files to Blob storage is incorporated in the save button on various forms within APMA PMS. This also means that it is not possible to directly

access your saved files from your local workstation. Files can however be downloaded through the APMA portal.
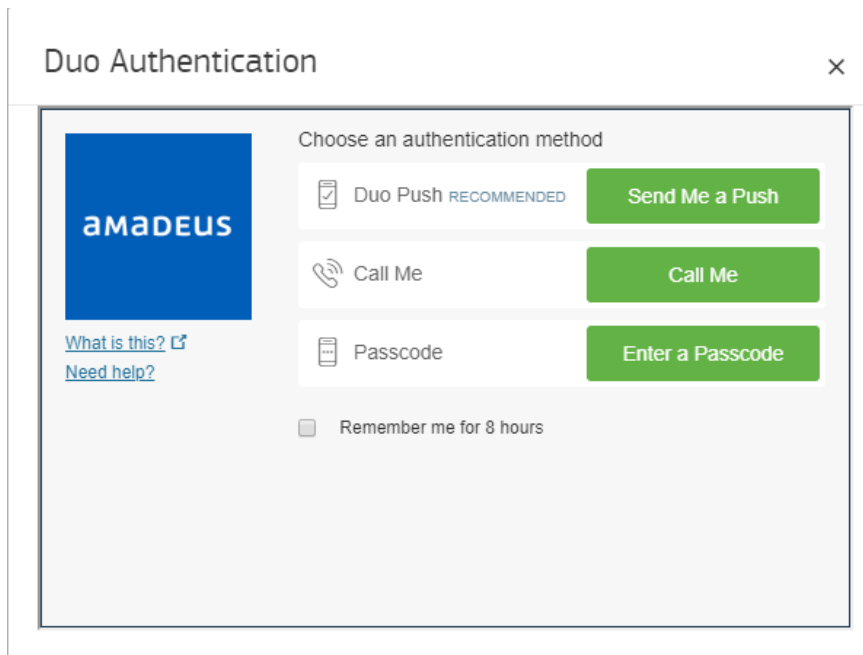
Options

In IDPMS it was possible to configure your own file paths in Settings > Options > General. In APMA this is not possible as these are managed by the APMA portal.

Multi Factor / 2-Factor Authentication

Access to Amadeus Property Management - Advanced will require use of 2-Factor Authentication using DUO security. This requires an application to be installed on a smartphone, an installation link will be sent by SMS to the supplied mobile phone number when a new user is created. Please install this application.

After successful verification of username and password, users will be asked to verify their identity via this DUO application on their mobile phone as well. The 2-Factor Authentication request will look similar this:

The options for "Send me a push" and "Enter Passcode" will only be available after installing the DUO-app on the cellular device.

- **Send me a push**
  will result in a push message being sent to the cellular device. This push message should be approved to get access
- **Call me**
  an incoming call will be received from DUO in order to authenticate the user
- **Enter a passcode**
  requires entering a passcode that can be found in the DUO app on the cellular device
- **Remember me for 12 hours**
  logging in will not require DUO authentication for the designated account for the next 12 hours. After that period has expired authentication will be needed again.

Tip: 2-Factor Authentication will also be needed when starting the RemoteApp connection, unless the IP-address used to connect has been whitelisted!

How to reset a user session

In case a user session is frozen, gets stuck or when a user is unable to login to the PMS, please take the following steps:

1. User should log into the APMA-portal and click on "Reset Session" under his/her name. The portal should provide an acknowledgement of the reset and the PMS session should be logged off.
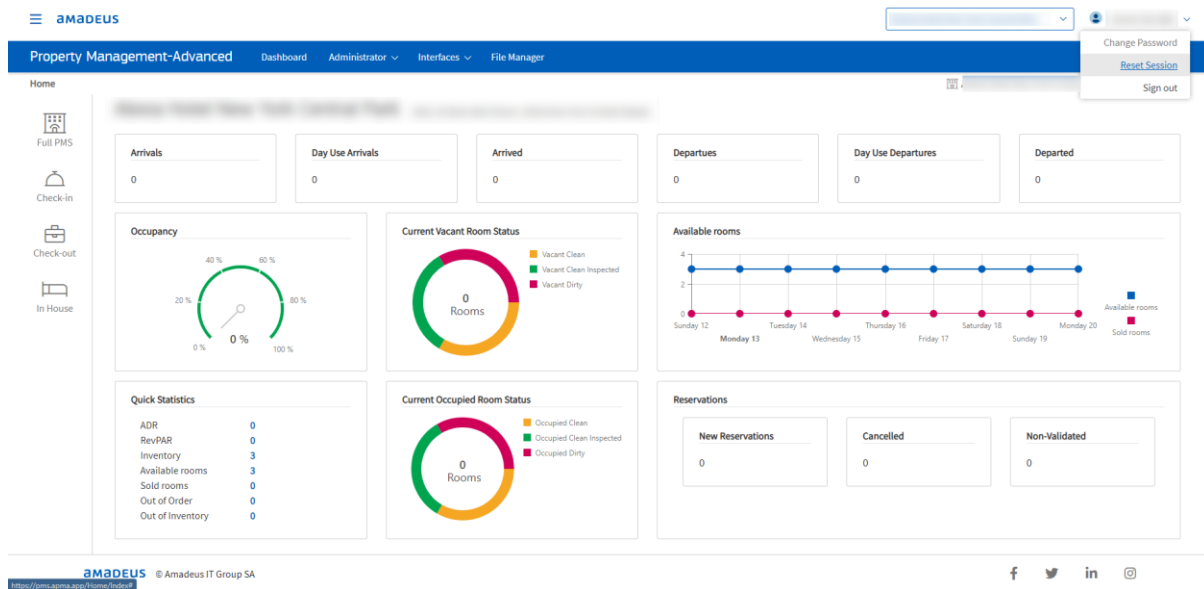
2. The user should start the PMS again
3. When the reset failed, please contact Amadeus Support and ask for a session reset

Forgot Password function

1. When you do not remember your password anymore or you are locked, you can click on Forgot password on the login screen to set a new password.

Amadeus Property Management-Advanced

Email

name@example.com

Password

Sign in

Forgot Password?

2. Fill in your email and click on "send"

Amadeus Property Management-Advanced

Forgot Password?

Enter your registered email below to receive instructions to reset your forgotten password and/or unlock your account.

Email

Send

Return to Login

3. The below message will appear
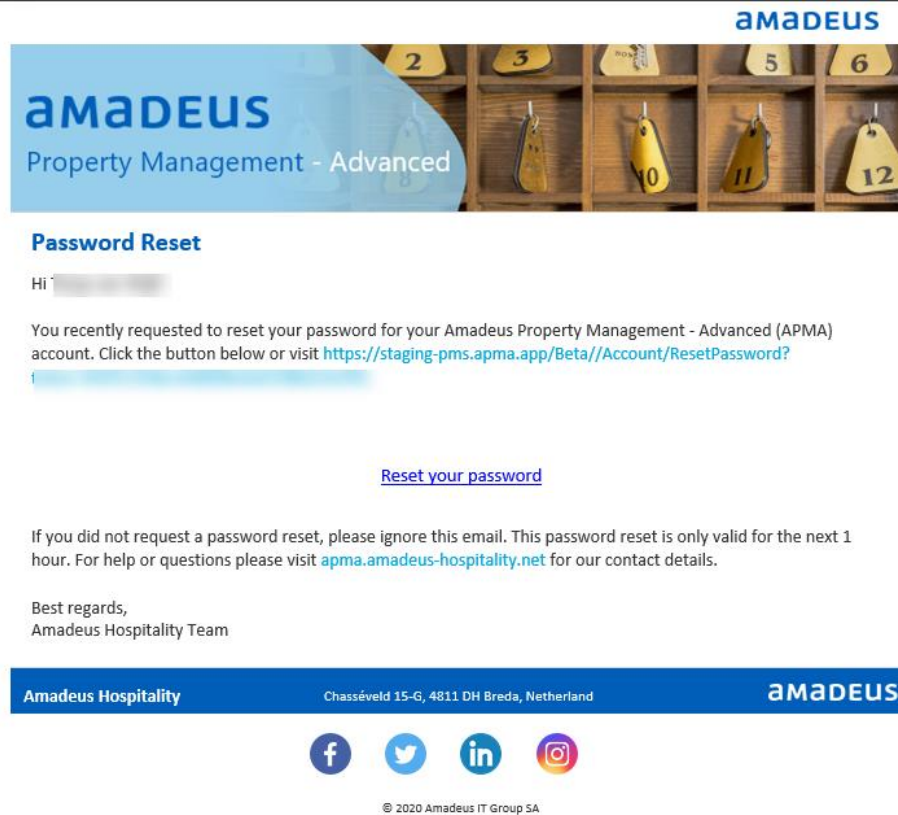
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Email Sent

If the provided email address is in our database, we will shortly send you an email with instructions on how to reset your password.

Return to Login

Only if you have an existing user account for APMA you will receive an instruction email.

4. Follow the instructions in the email and click on the "Reset your Password" link

5. Enter the new password and click "Send". The password needs to comply with the same password requirements as if you would change via "Change Password"

6. When successful you will get a DUO message on your phone to verify the change and you will see the below. Login with your new password and you will receive a email that the password has been updated.

⊘ Your password has been successfully updated, please log in with your new credentials

Amadeus Property Management-Advanced

Email

name@example.com

Password

Sign in

Forgot Password?

Reset DUO and Password

1. When logged into the APMA portal, you can see your own user profile.

2. Here you can also reset your DUO registration, when the previous DUO link has expired or when you get a new phone for example (not when the number changes!). You can resend the DUO activation message by clicking on the resend DUO activation button.
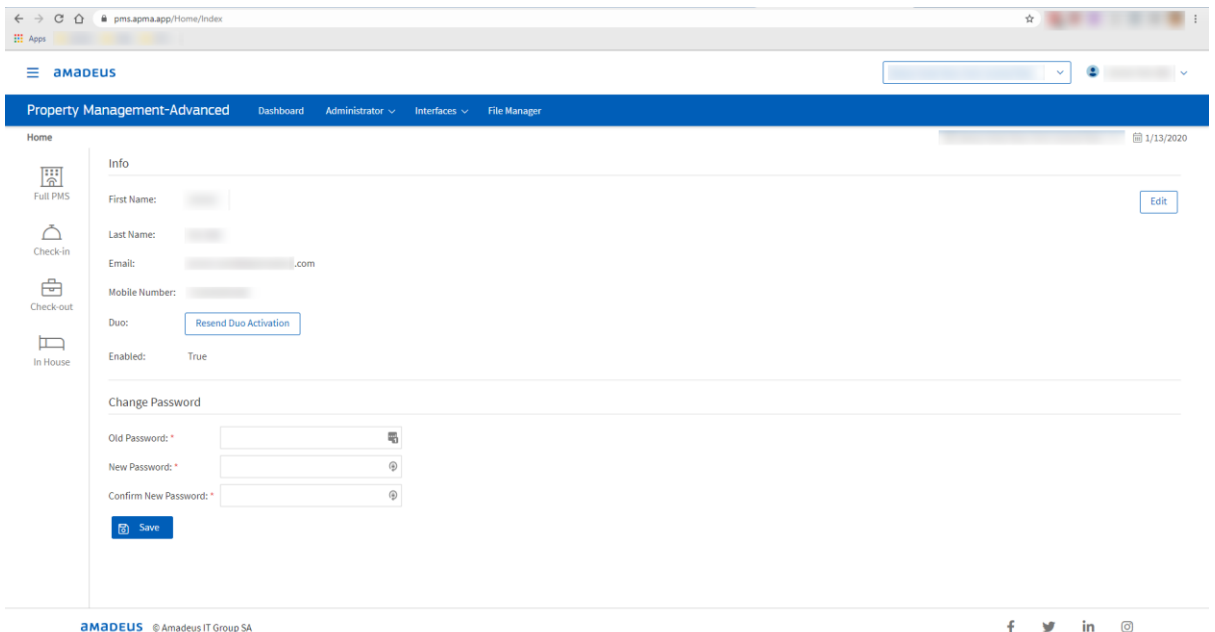
3. It is also possible to reset your password
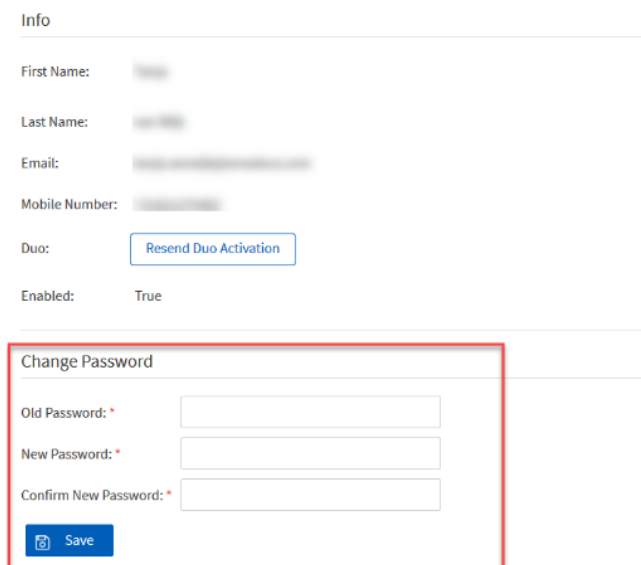
4. The new password must comply with the password policy. When clicking on save, the new password is saved, and you will be logged out so that you can log in with your new password on the APMA portal.

5. When the password is successfully changed an email will be received that your password has been changed.

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