APMA Frequently Asked Questions

Table of Contents

 Differences between APMA PMS and IDPMS 	. 2
User Management	. 2
Sending mails	. 2
• File storage	. 2
• Options	3
Multi Factor / 2-Factor Authentication	. 4
How to reset a user session	. 5
Forgot Password function	. 6
Reset DUO and Password	. 9

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:

Edit Users		×
Code		
First Name		
Last Name		
Initials	1A	
Group	SYSTEM -	
Language	ENG 🔻	
EFT User Reference		
Email reply address		
Email display name	Amadeus Hospitality	
RezExchange portal user	\checkmark	
		$\checkmark \times$

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:

AMADEUS Duo Push RECOMMENDED Send Me a Province Call Me Call Me Call Me What is this? If Passcode Enter a Passco	EUS DUO PUSH RECOMMENDED Send Me a Push
What is this? If Call Me Call Me What is this? If Passcode Enter a Passcode	Call Me Call Me
What is this? If Image: Base of the second	
	Passcode Enter a Passcode
Remember me for 8 hours	Remember me for 8 hours

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.

≡ амары	us						~ 2 ~	~
Property Ma	nagement-Advanced n	ashboard Administrat	or v Interfacer v	File Manager			Change Password	
in topercy ma	nagement Advanced	ashioard Administrat	or • intendees •	inc manager			Reset Session	
Home						<u></u> i	Sign out	
Full PMS	Arrivals	Day Use Arrivals		Arrived	Departues	Day Use Departures	Departed	
Check-in	0	0		0	0	0	0	
÷	Occupancy		Current Vacant Ro	om Status	Available rooms			
Check-out	40 % 60	e.		Vacant Clean	4			
In House	20 %	80 %	0 Room	Vacant Clean Inspected Vacant Dirty	2 0 Sunday 12 Monday 13	14 Thursday 16 Saturd Wednesday 15 Friday 17	Available rooms ay 18 Monday 20 Sold rooms Sunday 19	
	Quick Statistics		Current Occupied	Room Status	Reservations			
	ADR 0 RevPAR 0 Inventory 3 Available rooms 3 Solid rooms 0 Out of Order 0 Out of Inventory 0		0 Room	Occupied Clean Occupied Clean Inspected Occupied Duty	New Reservations	Cancelled 0	Non-Validated 0	
a Ma https://pms.apma.app/Home	COLLS © Amadeus IT Group SA						f 🎔 in 💿	

- 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 N	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

Amadeus Property Management-Advanced

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



© 2020 Amadeus IT Group SA

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"

Reset Password		
New Password *		
	٩	
Confirm Password *		
	٩	
Send		

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.

 \oslash 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.

← → C △ @ pms.apma.app/Home/Index				\$;
III Apps					
≡ amadeus				×	• ~
Property Management-Advanced	Dashboard Administrator ~	Interfaces ~	File Manager		My Profile
					Reset Session
Home					Sign out

 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.

Apps	E ms.apma.app/Home/Inde	x									ਸ				:
≡ ам	adeus											~	٥		~
Property	y Management-Advance	d Dashboard	Administrator \sim	Interfaces \checkmark	File Manag	r									
Home														iii 1	/13/2020
	Info														
Full PMS	First Name:														Edit
Ā	Last Name:														
Check-in	Email:	.com													
Ē	Mobile Number:														
Check-out	Duo: Reser	d Duo Activation													
In House	Enabled: True														
	Change Password														
	Old Password: *		5												
	New Password: *		۲												
	Confirm New Password: *		۲												
	ලි Save														
	amadeus S & Amadeus IT G	roup SA									f	y	in	0	

3. It is also possible to reset your password

Info	
First Name:	
Last Name:	11-703
Email:	
Mobile Number:	
Duo:	Resend Duo Activation
Enabled:	True
Change Passv	vord
Old Password: *	
New Password: *	
Confirm New Pas	ssword: *
🐻 Save	

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.

Change Password		
Old Password: *	•••••	Password policy
New Password: *		 Password must not contain the user's account name or more than two consecutive characters from the user's full name. Password must be eight or more characters long.
Confirm New Password: *	••	 Password must contain characters from three of the following four categories: Oppercase characters A-Z (Latin alphabet)
ි Save		 Lowercase characters a-z (Latin alphabet) Digits 0-9 Special characters (I, \$, #, %, etc.)

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

