

## **Steps to Access G-Cubed**

### **Air Canada Group Module**

Air Canada is the first carrier to use G-Cubed, an Amadeus Group Tool. These instructions apply regardless of which GDS you use.

Section 1: User authentication and password set up                      pgs. 2-5

Section 2: Accessing G-Cubed to start booking                              pgs. 6-8

## Section 1

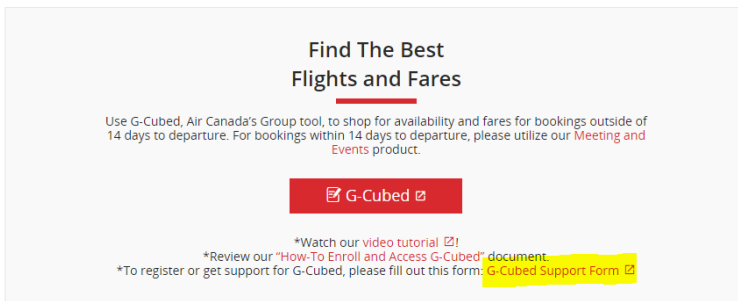
### Instructions for User Authentication and Password Set Up

You will need the following information:

- Agency Name
- Your Head Office 8-digit IATA number and your ticketing IATA.
- Telephone number
- Business Address
- Your first and last name
- E-Mail
- If your agency already has a G-Cubed Office ID, you will need to include it so you can be added to the same office.

Request access via the G-Cubed Support Form linked on the Group Travel website:

Group Travel



Find The Best  
Flights and Fares

Use G-Cubed, Air Canada's Group tool, to shop for availability and fares for bookings outside of 14 days to departure. For bookings within 14 days to departure, please utilize our [Meeting and Events](#) product.

[G-Cubed](#)

\*Watch our video tutorial [!](#)

\*Review our ["How-To Enroll and Access G-Cubed"](#) document.

\*To register or get support for G-Cubed, please fill out this form: [G-Cubed Support Form](#) [!](#)

Select Issue Type "New User":

G-Cubed Support Form

Issue Type

- Please Select --
- New User**
- Password Reset
- Did Not Receive Email
- Login Issue
- Booking Issue

Once we have received your credentials, you will receive a **two-step process instruction** requiring password creation and validation from the Amadeus "noreply" email address.

- Follow instructions to change and set up your password
- Upon receipt of the second email from Amadeus, please confirm your password immediately

If you don't see these emails in your Inbox, please check your Spam or Junk mail folder.

The first email will contain your new profile details:

**From:** "Amadeus Security Service" <noreply@amadeus.com>  
**Sent:** February 21, 2020 10:01 AM  
**To:** chris@travel.com  
**Subject:** Your Amadeus Account

Dear xxxxxxxx

You can change your password to activate your account, enforce security or if you simply forgot it.

**Please change your password with [Internet link](#) or [Intranet link](#) and follow the instructions.**

Your Amadeus account password is used to access many Amadeus solutions, like Amadeus Reservation Desktop or Selling Platform Connect.

Below is your account information that may be requested to login to different Amadeus solutions:

Organization: AC-AIDL

UserID: CSMITH (example)

Login: CSMITH (same as UserID)

Default Office: YOWACXXXX for everyone in Canada or WASACXXXX for everyone in the USA

Sign: 1111CC (example)

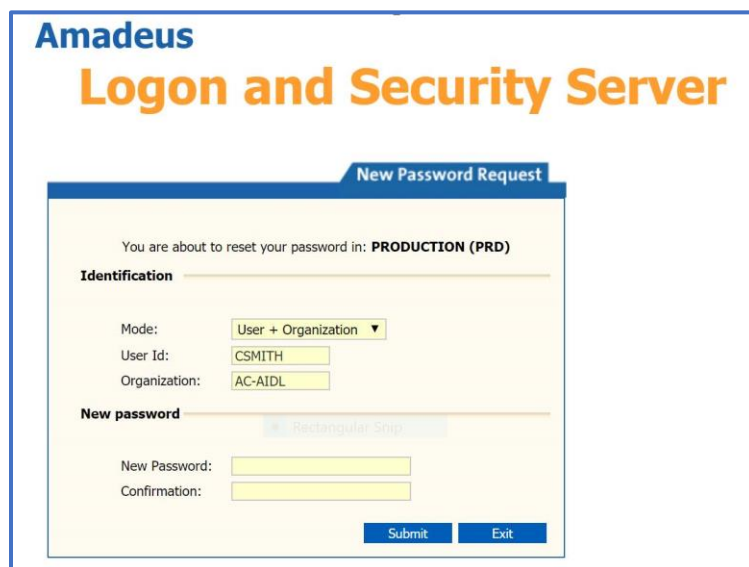
Best regards,

The Amadeus Security Team

Click on the link in the above email. You will see the window below to create your password.

The new password requires a minimum of 8-characters, including upper- and lower-case letters, a number and a special character (!, #, @, % etc.). Passwords expire every three months.

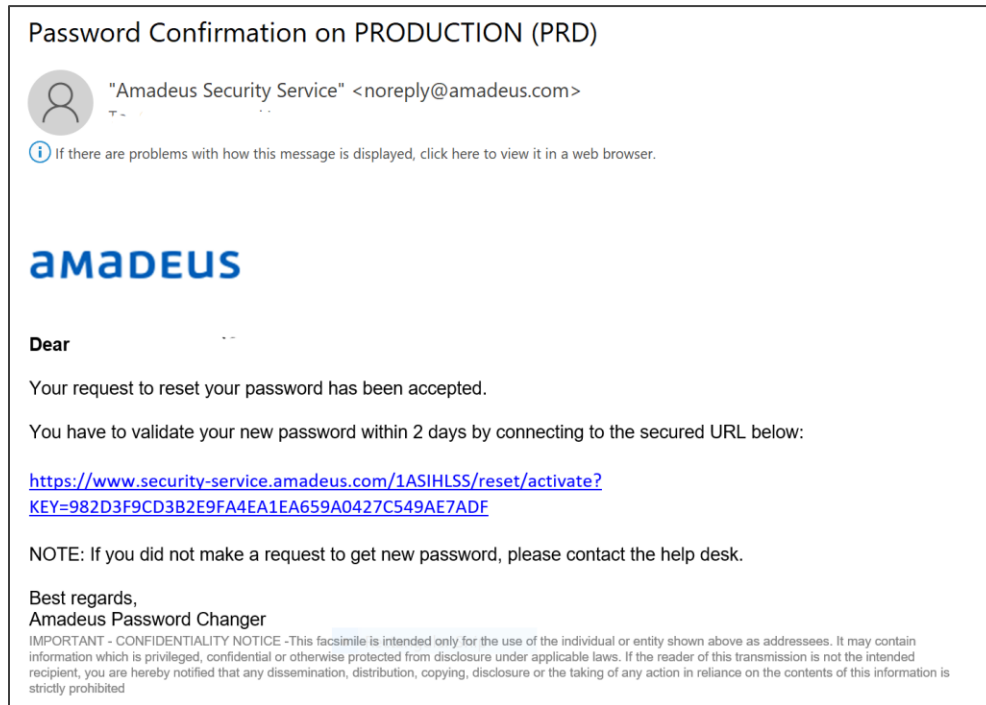
*Note that the **Organization** should be **AC-AIDL**.*



The screenshot shows a web browser window titled "Amadeus Logon and Security Server" with a sub-tab "New Password Request". The page content includes a message: "You are about to reset your password in: PRODUCTION (PRD)". Below this is an "Identification" section with a "Mode" dropdown menu set to "User + Organization", a "User Id" text box containing "CSMITH", and an "Organization" text box containing "AC-AIDL". The "New password" section features a "Rectangular Strip" button, two text boxes for "New Password:" and "Confirmation:", and "Submit" and "Exit" buttons at the bottom.

Enter your password in the **New Password** and **Confirmation** fields and click **Submit**.

You will then receive the second email from the Amadeus "noreply" email address which will ask you to confirm your new password:



## Password Validation

Enter the information as required in these two boxes to complete the password validation.

### Amadeus Logon and Security Server



System: PRODUCTION (PRD)

Identification

Mode: User + Organization

User Id: [REDACTED]

Organization: [REDACTED]

Validate Password

Password: [REDACTED]

Buttons: Validate Password, Exit



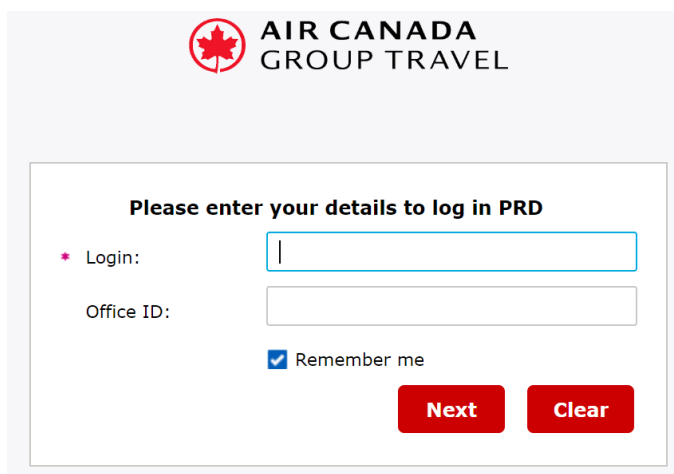
## Section 2


### Instructions to access G-Cubed to start booking

To access Air Canada G-Cubed please click [here](#). The G-Cubed tool is also accessible via the Group Travel page on our [aircanada.com/agent](http://aircanada.com/agent) website.

Enter your Login and Office ID that were on the activation email, and click **Next** in the password window:

(Login and UserID are the same, example Login CSMITH, Office ID was in initial email with YOWACXXX or WASACXXX format)



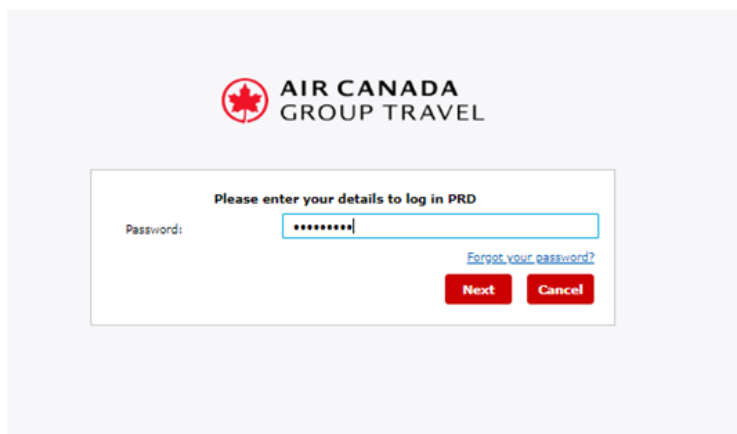
 **AIR CANADA**  
GROUP TRAVEL


Please enter your details to log in PRD

\* Login:

Office ID:

Remember me



 **AIR CANADA**  
GROUP TRAVEL


Please enter your details to log in PRD

Password:

[Forgot your password?](#)

If you receive PASSWORD FAILED, click on the "Forgot your password" link to change your password again.

After creating your new password, you will receive this response:



Your request to reset your password has been accepted.


In case your credentials are linked to an existing account, with a valid email address, you will receive an email with a web link to validate your new password.


You will have 48 hours after receiving the email to validate your new password.

**Your password has not been changed yet.**

You will then receive this email to validate the password change:

Password Confirmation on PRD (PRODUCTION)

 noreply@amadeus.com  
To



**Dear**

You have requested to reset your password on Wed Feb 26 19:20:46 GMT 2020. To finalize the reset action, you need to validate the new password you provided.

Please follow the link below to a secure web page within 48 hours. After 48 hours the link will become invalid and you have to start over the process.

On this webpage please enter the required information to validate your new password. After the new password has been validated you can instantly use it to sign in .

[Please click here](#)

**Best regards,**

Your team


Click on the link to validate your password.

Please enter your new password below so that it can be validated on

Login:

New Password:

The following screen confirms that the password was successfully changed:

 **AIR CANADA**  
GROUP TRAVEL  

Your password has been changed successfully.

New Password:

If you need any login or password assistance, please use the G-Cubed Support Form linked on the Air Canada Group Travel website.

Review the G-Cubed Tool Tutorial [Video](#) and start booking!