

Amadeus Altéa DC-CM Learning Paths for IATA Students

What is Altéa Departure Control – Customer Management?

Altéa Departure Control – Customer Management (Altéa DC-CM) is an application that completes tasks at an airport to check in and board passengers onto a flight.

What are Amadeus Altéa DC-CM learning paths?

Altéa DC-CM learning paths are a series of e-Learning lessons available to any customer using that Amadeus product. These activities use simulations to replicate the keystrokes needed to complete common tasks in Altéa DC-CM. Each learning path groups applicable e-Learning lessons according to job role: Gate Agent, Check-in Agent, and Supervisor.

Where are Amadeus Altéa DC-CM learning paths hosted?

Amadeus hosts the learning paths on the web-based platform, Amadeus Learning Universe (ALU). IATA students receive automated e-mails from ALU when they enroll into the Amadeus Altéa DC-CM learning paths.

How do IATA students access Amadeus Altéa DC-CM learning paths for the first time?

[IATA Training](#) will send a list of IATA students requesting access to Altéa DC-CM learning path to Amadeus. Amadeus will create each student's user account in Amadeus Learning Universe (ALU). Each IATA student will receive two automated emails from Amadeus when the user account is created in ALU. The first email will contain the username. The second email will contain a temporary password and a URL to ALU, with instructions to change the password after initial log in.

When accessing the **Sign In** page of ALU, the student needs to:

1. Select **Others** for the audience.
2. Enter the username and password provided in the email.
3. Ensure the password is entered exactly as indicated (*no extra spaces and case-sensitive*).

IATA, Travel schools, and Guests

If you're not IATA, Travel school, or guest, [click here](#)

Extranet username

Enter your User Name (e.g. john.smith)

Extranet password

Enter your Password

Sign In

[Forgot your password](#)

Amadeus Support & Knowledge

- Consult our knowledgebase of Product documentation, How To, Error Message and Troubleshooting solutions
- Subscribe to product-related news and access online support services and tools 24/7
- Contact Amadeus Customer Service and manage your cases online

Amadeus Learning Universe

- Find all Amadeus e-Learnings and upcoming instructor-led sessions in one click
- Utilize dashboards to track your learning goals
- Discover trending learning topics

Amadeus Live Travel Community and Airline Expert Community

- Join the community of Travel experts who contribute and share their knowledge and experience on Amadeus products and services
- Follow updates on your Amadeus solutions and subjects you are interested in
- Get the latest Amadeus and industry news

Powered by Amadeus Service Hub

What are the security rules when creating a password?

- Minimum of 12 characters in length.
- At least 1 lowercase, 1 uppercase, 1 numeric, and 1 special character.
- Password must be changed every 90 days.
- The last 11 passwords cannot be reused.

Can IATA students allow their browser to save their password?

No. For security reasons, Amadeus Learning Universe prevents all browsers from saving passwords in their settings. IATA students must enter their password each time they access Amadeus Altéa DC-CM learning paths.

Do the Amadeus Altéa DC-CM learning paths timeout due to inactivity?

Yes. After 20 minutes of inactivity, Amadeus Learning Universe (ALU) will display a pop-up window announcing the IATA student's session will expire. The IATA student can click to extend the current session. After 25 minutes of inactivity, ALU will automatically logout the IATA student.

How do IATA students resume Amadeus Altéa DC-CM learning paths?

1. Go to the URL: <https://servicehub.amadeus.com/group/lms-iata-learning/>.
2. Select **Others** for the audience.
3. Enter the username and password.
4. Click on the learning path to resume.
5. Click on **Start**.

How to reset a password?

1. Go to the URL: <https://servicehub.amadeus.com/group/lms-iata-learning/>
2. Select **Others** for the audience.
3. Click **Reset your password**.
A new window is displayed.
4. Enter the IATA student's username and e-mail address.
5. Click on **Reset your password**.

An automated email with a new temporary password will be sent to the student. After entering the temporary password, the student will be instructed to change the password.

What are the technical requirements for Amadeus Altéa DC-CM learning paths?

- The latest version of either Google Chrome or Microsoft Internet Explorer.
- All pop-up blockers disabled in the browser.

Who to contact for support on Amadeus Altéa DC-CM learning paths

For any difficulties accessing Amadeus Altéa DC-CM learning paths, IATA students need to contact [IATA Training](#).