

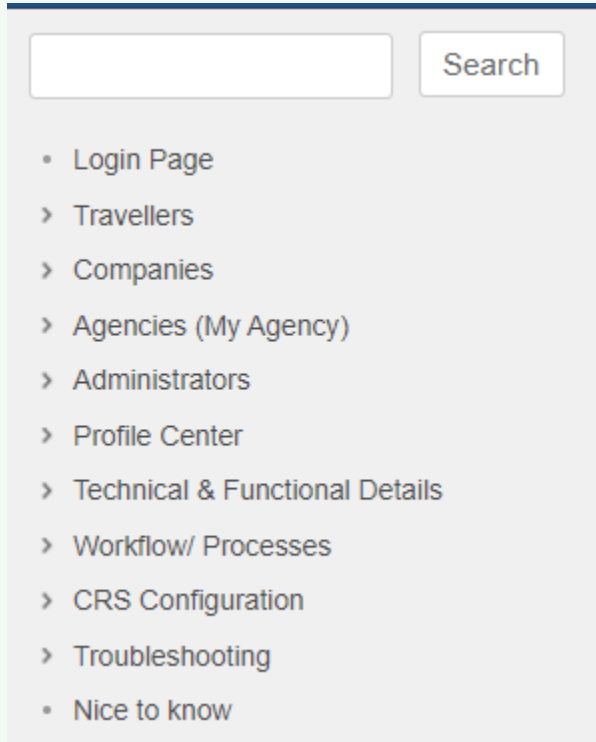
Knowledge Base - Umbrella Faces

Umbrella Faces is a **web-based** application which allows synchronization of all the relevant data of business travellers online. Travel Agencies and Business Traveller have the opportunity to change and modify their data 24/7.

Umbrella Faces runs on secure servers in Zurich, Switzerland. Not only do all our clients benefit from new developments equally but also 24/7 maintenance and operation are included. The adaptive interface works on PCs with any kind of browser and has a great look-and-feel on tablet and smart phones as well. No local installation is necessary.

How to Navigate!

Our documentation has been divided into sections based on the tabs on the Menu-Bar. Each Section has then been subdivided into subsections. We have also added extra information to the documentation (i.e. Troubleshooting & Nice to know). To be able to Navigate, choose the section of interest from the list.



The screenshot shows a navigation menu with a search bar at the top and a list of sections below. The search bar is a white input field with a 'Search' button to its right. The list of sections is as follows:

- Login Page
- › Travellers
- › Companies
- › Agencies (My Agency)
- › Administrators
- › Profile Center
- › Technical & Functional Details
- › Workflow/ Processes
- › CRS Configuration
- › Troubleshooting
- Nice to know

The main sections above listed are mostly linked to various subsections. Should you for example be interested in information about the "Privacy Policy" under the "Agencies (My Agency)" tab, you can click on the arrow to expand the section and to see all its subsections. Select the respective subsection for which more information is needed.

Search

- Login Page
- › Travellers
- › Companies
- ▼ Agencies (My Agency)
 - Address
 - Privacy Policy
 - › System Settings
 - › Interfaces
 - Custom field definitions
 - Custom publish actions
 - Import/export generic setup
- › Administrators
- › Profile Center
- › Technical & Functional Details
- › Workflow/ Processes
- › CRS Configuration
- › Troubleshooting
- Nice to know

To know if a section has indeed been expanded, you will see that the arrow faces downwards. If subsections are parent pages, then the same principle as above is used (and an arrow will be visible to help expand the attached pages).

One can also find the relevant information by using the search field as shown in the diagrams above or in the field directly below.

Contact

Umbrella AG
Binzstrasse 33 | CH-8620 Wetzikon

Phone: +41 44 933 53 90

Email: support@umbrella.ch
















Support Hours:
Monday – Friday 09.30AM- 12.00PM/ 14.00

Browse by topic

A-Z

[faq's/troubleshooting](#)
[mapping-company](#)
[setup](#)

Recently updated articles

-  [Companies](#)
Aug 09, 2022 • updated by [Brigita Kapferer](#) • [view change](#)
-  [Specifications for Cytric Synchronisation](#)
Aug 09, 2022 • updated by [Brigita Kapferer](#) • [view change](#)
-  [Specifications for Cytric Synchronisation](#)
Aug 05, 2022 • updated by [Wolfgang Schuller](#) • [view change](#)
-  [Travel Documents](#)
Jul 28, 2022 • updated by [Brigita Kapferer](#) • [view change](#)
-  [Your "Agency name" team](#)
Jul 19, 2022 • updated by [Brigita Kapferer](#) • [view change](#)
-  [Publishing \(Profile Center Tab\)](#)
Jul 19, 2022 • updated by [Brigita Kapferer](#) • [view change](#)
-  [Send Credentials](#)
Jul 19, 2022 • updated by [Brigita Kapferer](#) • [view change](#)
-  [Sabre Sources](#)
Jul 13, 2022 • updated by [David Reeves](#) • [view change](#)
-  [Profiles on Demand API Documentation](#)
Jul 12, 2022 • updated by [Remo Räber](#) • [view change](#)
-  [General sources \(all interfaces\)](#)
Jul 07, 2022 • updated by [Wolfgang Schuller](#) • [view change](#)
-  [Deem, Tramada](#)
Jun 30, 2022 • updated by [Wolfgang Schuller](#) • [view change](#)
-  [Address](#)
Jun 22, 2022 • updated by [Brigita Kapferer](#) • [view change](#)
-  [Agencies \(My Agency\)](#)
Jun 22, 2022 • updated by [Brigita Kapferer](#) • [view change](#)
-  [Custom field definitions](#)
Jun 21, 2022 • updated by [Sandra Herrmann](#) • [view change](#)
-  [Release Note - 21. June 2022](#)
Jun 21, 2022 • updated by [Susanne Schlegel](#) • [view change](#)