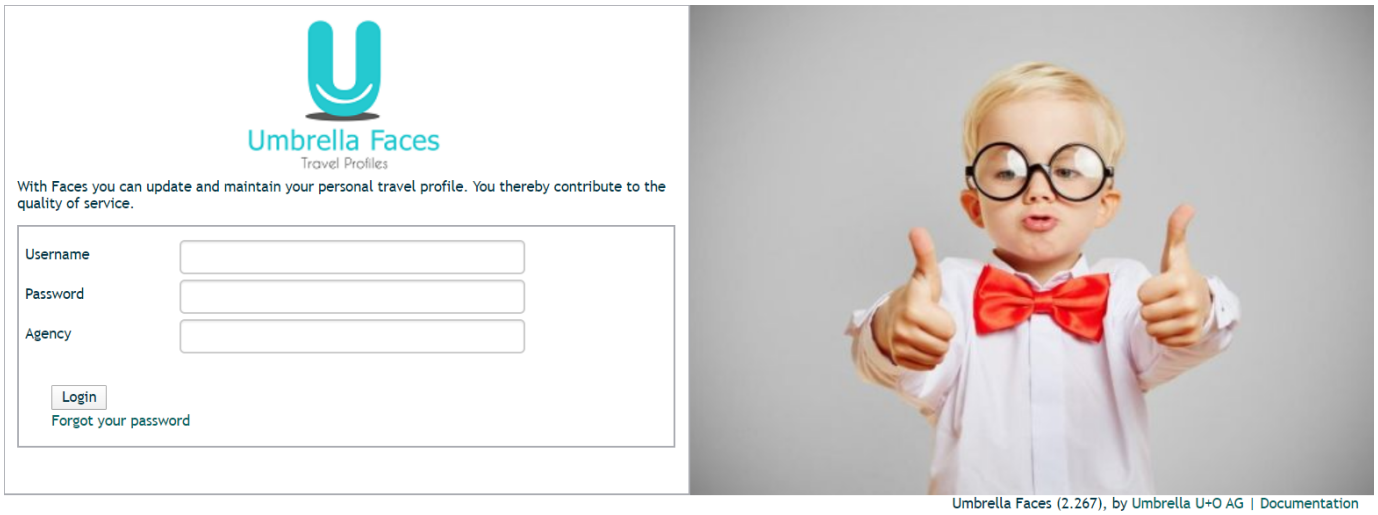
Login Page

After receipt of the credentials, users (travellers as well as administrators) are able to follow a hyperlink to register into Faces for the first time and to create a password. After this, they will be able to log in to Umbrella Faces. The Login Page id is depicted by the below image.

Overview



Umbrella Faces (2.267), by Umbrella U+O AG | Documentation

Description

Field	Description
Username	Enter your username here
Password	The password is to be entered here
Agency	Fill in your agency key (visible in the credentials email)
Login	Click on this button to log in after entering the above required information
Forgot your password	This can be used to reset your password in case: • You do not remember your password anymore • The credentials you received already expired. By using this procedure, you can avoid contacting Umbrella support or your travel agency to send you new credentials
Two Factor Authentication (2FA)	Some logins will require two factor authentication if the site and/or user has been given a role with ability to view plain-text credit cards. If 2FA is enabled, the user will need to set up their own 2FA with their preferred app. If there becomes a need to reset the 2FA login (ie. user no longer has access to original app), instructions to reset can be found in our documentation via the link below: General Issues