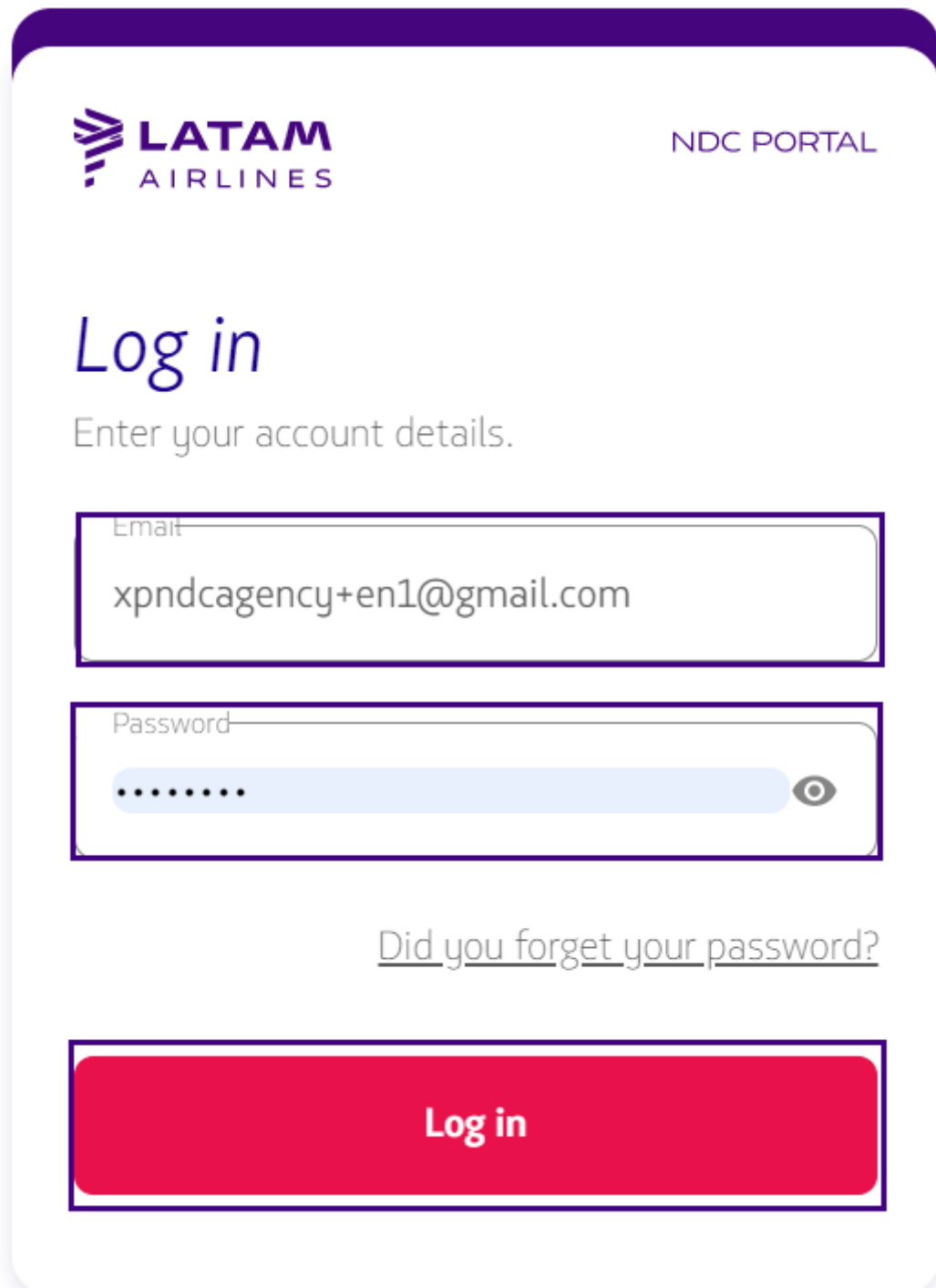


## Step by step: how to edit a user in the NDC Portal by LATAM

Profiles that allow you to manage access are: Administrator and Supervisor


### ❖ Modify Function:

1. Log in with your “**Email**” and “**Password**” and then click on “Login”



The screenshot shows the LATAM NDC Portal login interface. At the top left is the LATAM AIRLINES logo, and at the top right is the text 'NDC PORTAL'. The main heading is 'Log in' in a large, dark font. Below the heading is the instruction 'Enter your account details.' There are two input fields: the first is labeled 'Email' and contains the text 'xpndcagency+en1@gmail.com'; the second is labeled 'Password' and contains a series of dots, with a small eye icon to its right. Below the password field is a link that says 'Did you forget your password?'. At the bottom of the form is a large red button with the text 'Log in' in white.

2. You will also need to enter the verification code (**2FA**) that will be sent by phone or email. After typing, click on “**Send code**”



NDC PORTAL

## Enter the verification code

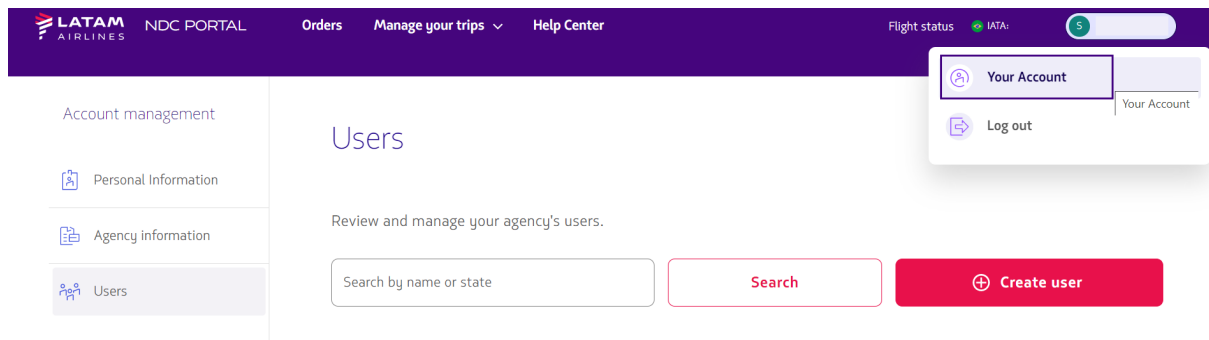
We are sending a 6-digit code to your registered contact method, which will be valid for the next 5 minutes.

**Send code**

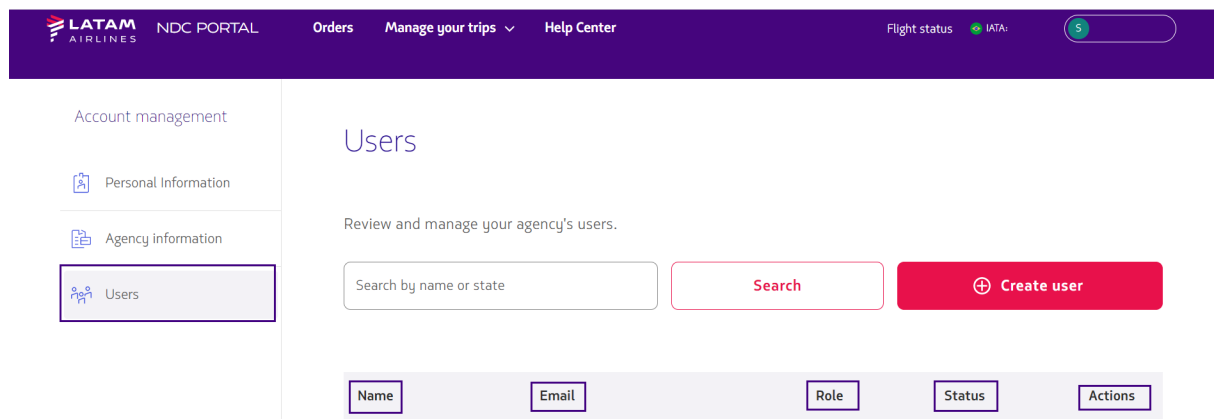
**Cancel verification**

Still haven't received the code? [Request a new one](#)

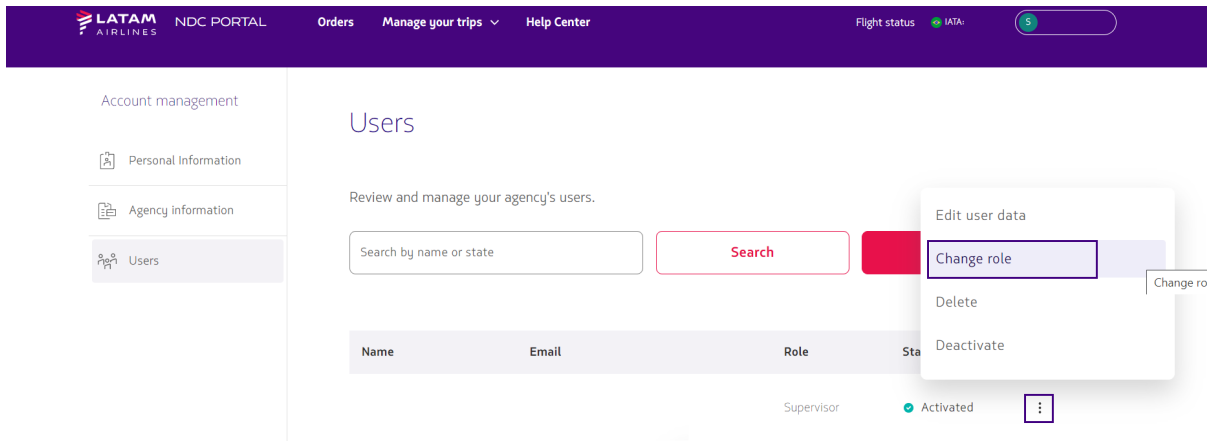
- On the top right side of the screen, select the name (user) and then **“Your Account”**:



- Select the **“Users”** option on the left side. The system will display the list of users created by your agency, with information on: Name, email, Function, Status and Actions.



- To change the profile, in the list of created users, click on the three dots (...) on the right side and then select the option **“Modify Role”**:



- The available profiles will be displayed, select the **“Profile”** for which you want to change the access and then click on **“Save”**:

### Change the role

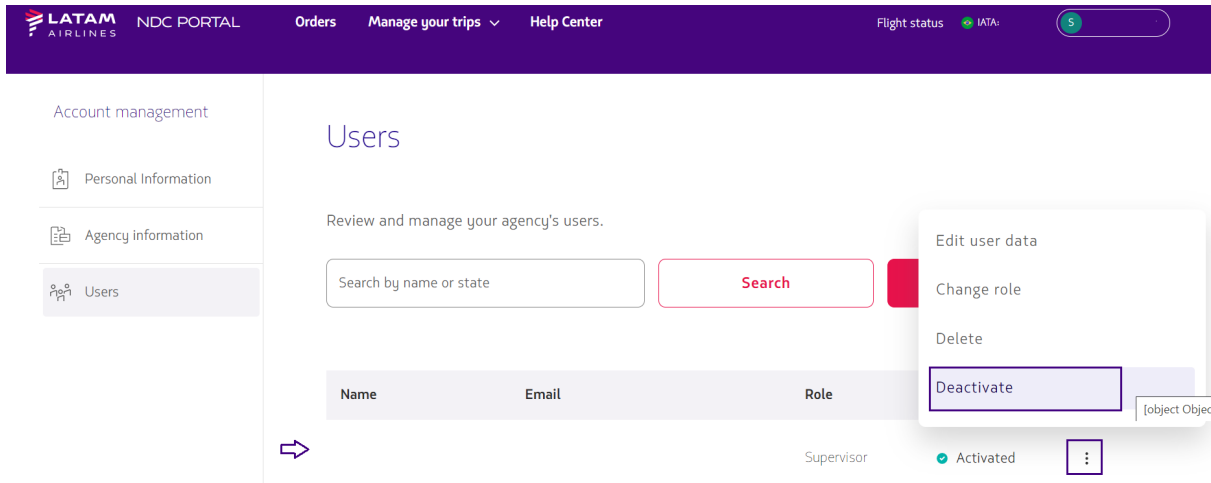
- General administrator**  
Creates and manages users.
- Supervisor**  
Creates and manages users, makes reservations, issues orders and manages post-sales orders.
- Reservation agent**  
Makes reservations and views orders.
- Issuing agent**  
Makes reservations, issues orders and manages post-sales orders.
- Financial agent**  
Views and manages post-sales orders.

[Back](#)

***After saving the modification process will be completed.***

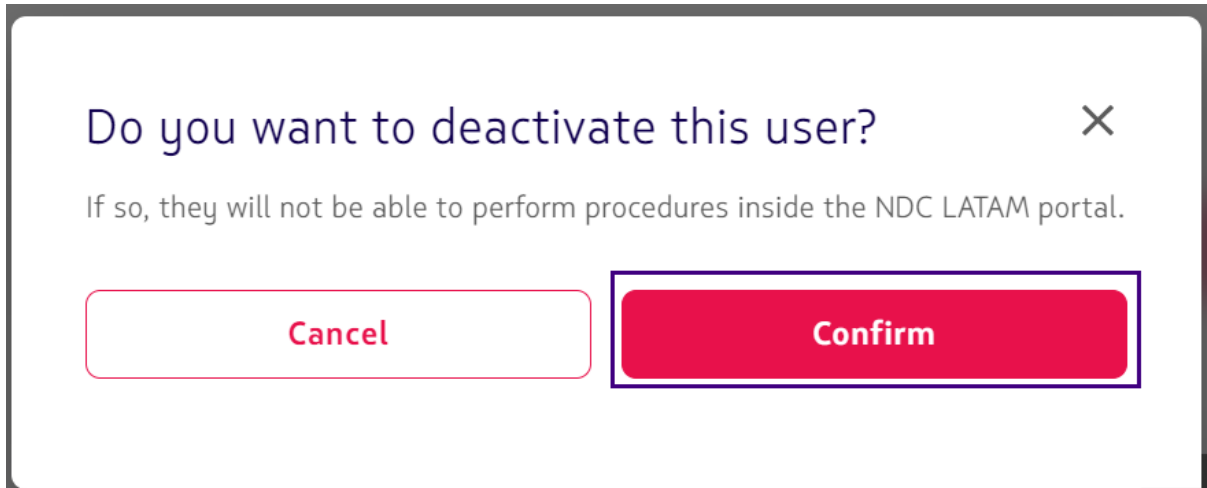
## ❖ Disable user

1. To disable a user, click on the three dots (...) on the right side and then select the “Disable option”:



The screenshot shows the 'Users' management interface in the NDC LATAM portal. The page title is 'Users' and the subtitle is 'Review and manage your agency's users.' There is a search bar with the placeholder text 'Search by name or state' and a red 'Search' button. Below the search bar is a table with columns for 'Name', 'Email', and 'Role'. A dropdown menu is open over the table, showing options: 'Edit user data', 'Change role', 'Delete', and 'Deactivate'. The 'Deactivate' option is highlighted with a purple border. The table shows a user with the role 'Supervisor' and status 'Activated'. A red arrow points to the three-dot menu icon for this user.

- 2- Select the “Confirm” option:



The confirmation dialog box has a title 'Do you want to deactivate this user?' and a close button (X) in the top right corner. Below the title is the text 'If so, they will not be able to perform procedures inside the NDC LATAM portal.' At the bottom of the dialog are two buttons: 'Cancel' and 'Confirm'. The 'Confirm' button is highlighted with a purple border.

**After confirming, the user will be disabled as below, but can be enabled at any time.**

- Account management
- Personal Information
- Agency information
- Users**

## Users

Review and manage your agency's users.

Search by name or state

Name	Email	Role	Status	Actions
		Supervisor	Deactivated	

### ❖ Enable user

1- Select "activate" to activate the user:

The screenshot shows the 'Users' management page. A context menu is open over the 'Supervisor' user, with the 'Activate' option highlighted. The menu also includes 'Edit user data', 'Change role', and 'Delete'. The user's status is currently 'Deactivated'.

2- Select "Confirm":

Would you like to activate this user? ✕

If so, they will be able to perform procedures inside the NDC LATAM portal.

3- After confirming, the user will return to the “Enabled” status:

The screenshot shows the 'Users' management page in the LATAM NDC Portal. The page title is 'Users' and it includes a search bar and a 'Create user' button. A table lists users with columns for Name, Email, Role, Status, and Actions. One user is listed with the role 'Supervisor' and status 'Activated'.

Name	Email	Role	Status	Actions
		Supervisor	Activated	

### ❖ Delete user:

1- To delete a profile, select the “Delete” option:

The screenshot shows the 'Users' management page with the actions menu open for the 'Supervisor' user. The 'Delete' option is highlighted.

Name	Email	Role	Status	Actions
		Supervisor	Activated	<ul style="list-style-type: none"> <li>Edit user data</li> <li>Change role</li> <li><b>Delete</b></li> <li>Deactivate</li> </ul>

2- Select "Confirm":

A confirmation dialog box is displayed with the text: 'Would you like to delete this user? If so, you will lose all the information and will not be able to go back.' There are two buttons: 'Cancel' and 'Confirm'.

***After confirming the user will be removed from the agency user list.***

**Edit user process completed!**