

AMEX GBT
Neo

Neo™ Product Update 23.4 SP3

December 2023

Classification: Restricted

GBT Travel Services UK Limited (GBT UK) and its authorized sublicensees (including Ovation Travel Group and Egencia) use certain trademarks and service marks of American Express Company or its subsidiaries (American Express) in the "American Express Global Business Travel" and "American Express GBT Meetings & Events" brands and in connection with its business for permitted uses only under a limited license from American Express (Licensed Marks). The Licensed Marks are trademarks or service marks of, and the property of, American Express. GBT UK is a subsidiary of Global Business Travel Group, Inc. (NYSE: GBTG). American Express holds a minority interest in GBTG, which operates as a separate company from American Express.



**GLOBAL
BUSINESS
TRAVEL**

Table of Contents

PLATFORM2

[SECURITY] CHANGES FOR INACTIVE USERS3

AMEX GBT Neo

PLATFORM

Classification: Public

P.2

This document contains unpublished, confidential, and proprietary information of American Express Global Business Travel (Amex GBT). No disclosure or use of any portion of these materials may be made without the express written consent of Amex GBT. © 2023 GBT Travel Services UK Limited.



**GLOBAL
BUSINESS
TRAVEL**

[SECURITY] CHANGES FOR INACTIVE ACCOUNTS

MADE FOR...?	Traveler Neo Admin
ACTIVATION REQUIRED?	No

SYNOPSIS

Neo continues to improve security for Neo applications while minimizing the disruption for users.

In addition to the security improvements delivered on 18 November 2023, Neo introduced a maximum inactivity period of 2 years for user accounts before they are blocked at the next login.

To limit the number of blocked accounts for customers who infrequently use Neo while maintaining the proper security level, Neo is introducing the following changes in this version:

- Admins will be able to disable the process of automatically blocking inactive accounts:

Account Security: ACME Inc.

Settings are not inherited (Change)

Block Account

Failed Log In

Disabled

Block after number of failed logins

Inactivity

Disabled

Block after days of inactivity

Security

Force Change

1

2

3

4

5

10

15

30

60

90

180

365

730

Must be changed after number of days

Reuse Password

30

Password can be reused after number of changes

Minimum Change Period

30

Password can be changed after this period

- Regardless of the value set for the field entitled Inactivity under the node: **Company Setup | Account Security**, a new activity check will be performed ***only for users attempting to log-in with their username and password***. If they have not logged into Neo for at least one year, a password reset link will be sent to them by email, with which they can change their password and login again:

