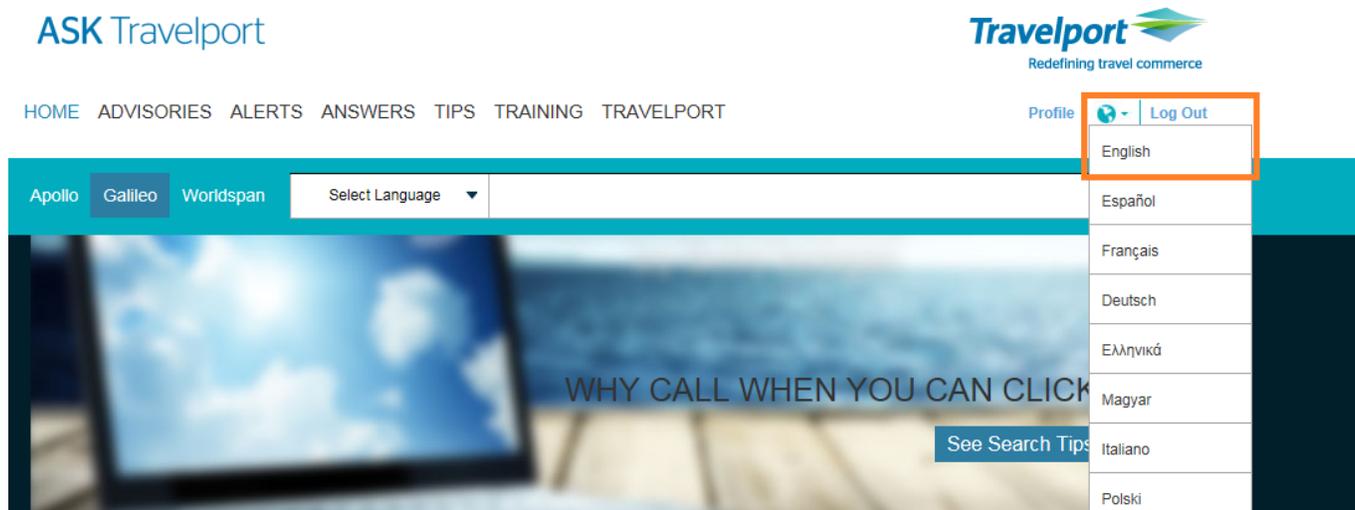
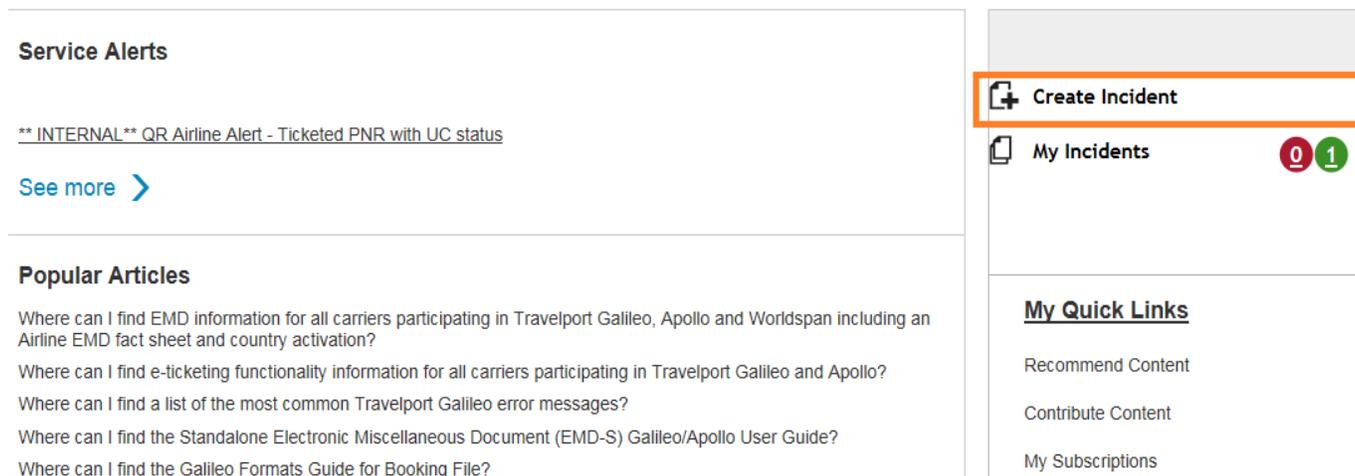


Инструкция для самостоятельного сброса SSL-сессии

1. Войдите на сайт ASK Travelport (ask.travelport.com) и выберите английскую версию интерфейса.



2. В ASK Travelport нажмите на раздел "Create Incident".



3. На следующей странице необходимо выбрать раздел “Client ID Reset request”.

Create an Incident | Fares & Pricing | Create an API Incident | Chat

Select an option below to raise an incident or select a tab above for more options.

Please note, as a Travelport employee you will see more options on this page, Trial Chat services have been launched. Customers on this screen will only see options that are relevant to their Organisation.

General Incident

- [Report an Incident or ASK a Question](#)
- Rooms and More Incidents**
- [Content Mapping Issue](#)
- [Hotel Name Change](#)

Frequent Issues submitted to Travelport Customer Support Desk

- [Request a PNR Name Change for a Galileo booking](#)
- [Submit a Hotel or Car Vendor Claim](#)
- [Client ID Reset request](#)**
- [Smartpoint Application Error](#)

4. В открывшейся категории “Raise an Incident”, по умолчанию вкладка “I know my PCC / SID”.

- В ячейке “Enter PCC/SID” укажите Ваш PCC и нажмите клавишу “Enter”.
- Если Вы знаете CIDB номер Вашего агентства, выберите “I know my customer number (CIDB)”, далее следуйте инструкции.

Вы можете посмотреть CIDB номер Вашего агентства при помощи команды C*CIDBNUMBER.

Raise an Incident | My Incidents | My Details | My Notifications | My ASK Travelport Administrator

Raise an Incident

I know my PCC / SID | I know my customer number (CIDB)

Please select GDS

Galileo

Enter PCC/SID

- После того, как Вы внесли PCC или CIDB номер агентства, в окне отобразится форма. Далее внимательно ознакомьтесь с информацией и нажмите клавишу "Next".

Client ID Reset

Use this form to submit an incident to the Travelport Support desk requesting to have a Client ID reset. First lets confirm your details, then you can describe the problem before submitting an incident. Thereafter you can access the incident on the [My Incidents](#) page to check the status, update it or close it at any time.

Confirm your details

An incident will be created for the ASK Travelport account registered to this email address. This address will also will receive status emails regarding this incident. To submit this incident to an alternative account please logout, then login to the alternative account and restart this form.

test@travelport.com

The name that will be recorded as creating this incident is:

John Daniel

Do you need a copy of emails about this incident sent to another email address? *

Yes No

The Organization name that will be recorded in the incident is shown below. To change the organization, navigate to [My Details](#) and update the default organization on the 'My Customer Numbers' area of the page then reload this form. *

Galileo International Services

Next

- Укажите Client ID и нажмите на клавишу "Submit".

Важно: Client ID – уникальная комбинация состоящая из букв и цифр, который прописан на рабочем компьютере. Для того, чтобы посмотреть Client ID установленный на компьютере, необходимо открыть "Панель Управления" -> "Galileo TCP/IP".

Client ID Reset request

If your request is only related to having your Client ID reset then proceed with the entry below, otherwise you should be submitting a general incident to the Helpdesk. Click [here](#) to redirect to the General incident page.

Enter up to 10 Client ID's to be reset below:

1: *	<input type="text" value="g00xxxxx"/>	6:	<input type="text"/>
2:	<input type="text"/>	7:	<input type="text"/>
3:	<input type="text"/>	8:	<input type="text"/>
4:	<input type="text"/>	9:	<input type="text"/>
5:	<input type="text"/>	10:	<input type="text"/>

По Вашему запросу будет создан инцидент с уникальным номером. На Ваш электронный адрес почты придет информация по статусу запроса.