

# Инструкция для самостоятельного сброса SSLсессии

1. Войдите на сайт ASK Travelport (<u>ask.travelport.com</u>) и выберете английскую версию интерфейса.

ASK Travelport Travelport Travelport	g travel commerce	
HOME ADVISORIES ALERTS ANSWERS TIPS TRAINING TRAVELPORT Profile	Out English	
Apollo Galileo Worldspan Select Language 👻	Español	
	Français	
	Deutsch	
	Ελληνικά	
WHY CALL WHEN YOU CAN CLICK	Magyar	
See Search Tips	Italiano	
	Polski	

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

Service Alerts			
	G	Create Incident	
** INTERNAL** QR Airline Alert - Ticketed PNR with UC status	Ø	My Incidents	01
See more >			•••
Popular Articles			
Where can I find EMD information for all carriers participating in Travelport Galileo, Apollo and Worldspan including an Airline EMD fact sheet and country activation?		My Quick Links	
Where can I find e-ticketing functionality information for all carriers participating in Travelport Galileo and Apollo?		Recommend Content	
Where can I find a list of the most common Travelport Galileo error messages?		Contribute Content	
Where can I find the Standalone Electronic Miscellaneous Document (EMD-S) Galileo/Apollo User Guide? Where can I find the Galileo Formats Guide for Booking File?		My Subscriptions	

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 Tr on this screen will o	avelport employee only see options that	you will see more options o t are relevant to their Orga	on this pa nisation.	age, Trial Chat services have been launched. Customers
General Incident				Frequent Issues submitted to Travelport Customer Support Desk
Report an Incident	or ASK a Question			Request a PNR Name Change for a Galileo booking
Rooms and More I	ncidents			Submit a Hotel or Car Vendor Claim
Content Mapping Is	ssue			Client ID Reset request
Hotel Name Chang	<u>e</u>			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 РСС и нажмите клавишу "Enter".
  - Если Вы знаете CIDB номер Вашего агентства, выберете "I know my customer number (CIDB)", далее следуйте инструкции.

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

e an Incident	My Incidents	My Details	My Notifications	My AS	K Travelport Administrator
se an Incide	ent				
	I know	my PCC / SI	D		I know my customer number (CIDB)
Please select ( Galileo	GDS		~		
Enter PCC/SID			Q		

5. После того, как Вы внесли РСС 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 <u>My Incidents</u> 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 <u>My Details</u> and update the default organization on the 'My Customer Numbers' area of the page then reload this form.

Galileo International Services

Next

6. 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**

Back

Submit

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 <u>here</u> to redirect to the General incident page.

Enter up to 10 Client ID's to be reset below:	_
*	6.

g00xxxxx	0.
	7:
	8:
	9:
	10:

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