

Introducing Galileo *Enhanced Privacy Protection*

Galileo is pleased to announce the launch of enhanced security functionality for all customers who access and utilise the Galileo system.

The aim of Galileo *Enhanced Privacy Protection* is to assist all Galileo customers in complying with many of the Payment Card Industry (PCI) Security Council standards and to help them protect themselves and their customers against credit/debit card fraud.

The purpose of this message is to advise you of the changes that are taking place, and to let you know that there may be a number of actions that must be completed before the 07 May¹ 2007 when Galileo *Enhanced Privacy Protection* is activated. Please understand that **failing to prepare means that you may lose the ability to access the Galileo system temporarily.**

Summary of Changes

The following system changes will apply from 07 May 2007 - the date of activation of Galileo *Enhanced Privacy Protection*.

- **Individual sign-on for each user.**

The primary focus of this initiative is to ensure that each person who accesses the Galileo system has their own sign-on and password. Currently some customers using Airline Servicing Terminals (AST's) operate in a multi-user or shared sign-on environment. Use of the 'multi-terminal' capability in Galileo to accommodate multiple users is no longer permitted. This will be monitored to ensure that this functionality is not used inappropriately. Please note that it is your responsibility to ensure that **each person accessing Galileo has an individual sign-on.**

- **Password controlled access for each user.**

Some AST customers are currently able to sign-on without using a password at all. This password bypass functionality will no longer be available, and everyone who accesses the Galileo system will be required to have their own private and secure password. The only exception to this will be for robotic applications where these are identified.

- **Minimum password length.**

All new passwords created beginning the 23rd of April 2007 (this element loads ahead of the other changes) will need to be between 7 and 10 alpha numeric characters long. Previously, the minimum was 6 characters.

- **Deletion of inactive user sign-ons.**

A new system clean-up utility will run regularly to delete any user sign-on that has not utilised to log into Galileo for **more than 90 days**. This feature ensures that sign-ons allocated to members of staff who may have left or changed responsibility do not remain active unnecessarily – an identified security risk.

Please note that Galileo is implementing this functionality to allow Galileo customers to comply with **some** PCI requirements only. It is your company's responsibility to address all PCI security standards, not just those related to Galileo access only.

Full details of the PCI Security Standards can be found at:

- <http://www.pcicomplianceguide.org/> - a guide to achieving PCI compliance
- <https://www.pcisecuritystandards.org/tech/index.htm> - direct link to the PCI Data Security Standard

Please follow the steps below to ensure you are prepared for the implementation of Galileo Enhanced Privacy Protection initiative.

¹ Please note that activation will take place late on 07 May (Denver time) therefore will take effect in most of the world on 08 May.

Preparing for Galileo Enhanced Privacy Protection:

Galileo has undertaken some preliminary investigation as to how each AST location utilises their sign-on's. Please use the table below for guidance as to any actions, if any, are necessary for your office:

If your AST Location:	Next step:
...meets all three of the following criteria: <ul style="list-style-type: none"> • has at least one Secondary Level User (that has been used in the past 90 days) • does not use Password Bypass at all • does not use Multi Terminal at all 	No action is required other than to understand the details contained within this advisory and ensure ongoing compliance.
...has a Secondary Level User, but also has Password Bypass activated for one or more of its Sign Ons.	Please advise those people accessing Galileo who do not currently utilise a password that passwords will be automatically enforced from the day after Enhanced Privacy Protection is activated (i.e. 08 May). This means that they will be prompted to set up a password the first time they sign on from this date onwards.
...has any of the following characteristics: <ul style="list-style-type: none"> • no Secondary Level Authoriser sign on that has been used within the past 90 days • any sign-one's with Multi-Terminal set to 'Y' or yes 	Several actions need to be taken to review your location's sign on requirements in order to be ready for Galileo's Enhanced Privacy Protection initiative. Galileo will be contacting your airline directly to discuss requirements and guide you through the necessary steps. If you do not hear from Galileo by the 30 April and feel that actions remain, please use the details shown under Contacting Galileo to contact us.

Determining your location's situation:

Step 1: Identify whether or not your location has a 'Secondary Level Authoriser'.

Secondary Level Authorisers

The key to a successful transition to Enhanced Privacy Protection is for each AST location to ensure they have one or more "Secondary Level Authorisers." These Secondary Level Authorisers will have the ability to manage other individual user sign-on's within that location.

The Secondary Level Authoriser within the AST location is responsible for:

- Creating new user Sign-On's when new staff require access to Galileo.
- Deleting Sign-On's when staff leave the business or no longer require access.
- Managing Credit Card Masking control for individual users.
- As necessary, allowing robotic application sign-ons to by-pass the password requirement.
- Resetting passwords for existing AST users when these have been forgotten (Please note that Second Level Authorisers will still need to contact Galileo using the online Airline Customer Centre <http://tdssupport.cendant.com/tdssupport/> to have their own passwords reset).

Effective use of the Secondary Level Authoriser function, will allow your business to take control of monitoring who accesses, and utilises Galileo, and to ensure your business maintains PCI compliance.

Locating the ‘Secondary Level Authoriser’ sign-on in your location:

Enter **SDA/ZPCC** where PCC is the pseudo city code of the AST location you wish to check. The response will be similar to:

```
THE FOLLOWING IS A LIST OF USER PROFILES INDEXED TO EA7
Z EA7/GK KERIN GERARD 02MAR1531 SEC
Z EA7/PS SHARP PAUL 01MAR0925 ---
Z EA7/TS SAIT TONY 02MAR0850 ---
Z EA7/000 ATB AUTOSON 01MAR1652 ---
END REPORT
>
```

The field highlighted in yellow above indicates that agent ID GK is a secondary level authorizer. If you do not see ‘SEC’ in any of the sign-on’s for your location, then you do not have a secondary level authoriser.

Step 2: Does a particular sign on utilise Password Bypass or Multi-Terminal?

To display the details associated with an individual sign on, enter **STD/ZPCC/xxx** (where PCC represents the PCC of the AST location and xxx represents the actual sign on initials/number)

This entry would display a screen similar to that shown below. The Sign On level is shown in the ‘Authorizer Level’ field (shown in yellow below). If the user is a secondary authorizer, the area will show “SECOND”. If the user is an agent level the field will be empty. If password bypass is not active, then an N will show in the BYPASS field, (shown in green below). If the multi-terminal capability is not active, then N will show in the MULTI-TERMINAL field, (shown in green below).

```
>STD/·ZK29/SL . NAME:·SHARON LINX
ADDRESS CODE:·DENK29 . TERMINALS IN USE:F3211A/
PASSWORD:·..... CHANGED BY:..... PSWD BYPASS:·N
PASSWORD LAST UPDATED:..... SIGN LAST USED:03MAR0030
DUTY-CODES:·AG/·.../·.../·.../·.../·.../·.../·.../·.../
·.../·.../·.../·.../·.../·.../·.../·.../·...
TEMP AUTH:·... EXPIRES:·..... TEMP AUTH:·... EXPIRES:·.....
LOCK:·Y EFF:·..... MULTI-TERMINAL:·N ALL-DEPT:·N ALL-CITY:·N
AUTO SIGN-OFF TIME:·030 MIN CORPORATE SECURITY LEVEL:·0
AUTHORIZER LEVEL:·SECOND MESSAGE ADDR:·040763 PSEUDO AUTH:·N
AUTHORIZER ID:·C098897.. ADDR CODE:DENKF . BNDC:·ATS
PROFILE CHANGED BY:C098897.. DATE:27FEB1709
AUTH CITIES:·.../·.../·.../·.../·.../·.../·.../·.../
NUM AAA:·5 RSPR TEAM:·SL AASRS:·N KEYWORD:·..... USE KYWD:·N·
```

Step 3: Use the table above to determine your office’s situation, and next steps.

Miscellaneous:

Notes on Password Rules

The following rules will still apply when creating new passwords:

- New passwords MUST contain at least one alpha AND one numeric character.
- New passwords cannot contain the users’ first name, last name, or sign-on ID.
- There is a list of “Restricted” words that cannot be used such as Apollo, United, Galileo, etc.
- Three consecutive characters are not allowed. (Example: AAA or 222.)
- The users’ previous five passwords will be stored and may not be re-used.
- Password changes are limited to once per system day.
- At least three characters must change in the new password.
- Passwords are good for 90 days.

Managing forgotten passwords: Keywords

Keywords in Galileo are an additional security feature within the sign-on functionality that help identify a user when a password has been forgotten, and a request for password reset is made. Each user can update their sign-on to add their own keyword (see [Adding a Keyword](#) in the 'How to' Guide below) and this will remain hidden from all other users of the system. No-one but the user themselves can update or add a keyword to their sign-on.

For example: A user forgets their password and needs to request a reset from their secondary authoriser.

If the user requesting the reset is known to the Secondary Level Authoriser and is positively validated as the user making the request, then the authoriser can reset the password (see [Locked Sign-on/Resetting Forgotten Password](#) below) leaving **USE KYWD** set to **N**.

If the Secondary Level Authoriser cannot positively identify the user requesting the reset, they should set the **USE KYWD** flag in the sign-on to **Y**, so that the next time the user logs in they will be prompted to enter their keyword before they will be able to create their new password. This way you can protect against illegitimate reset requests from unauthorised users.

We strongly recommend that your business use this functionality and enforce the use of keywords to provide additional system security.

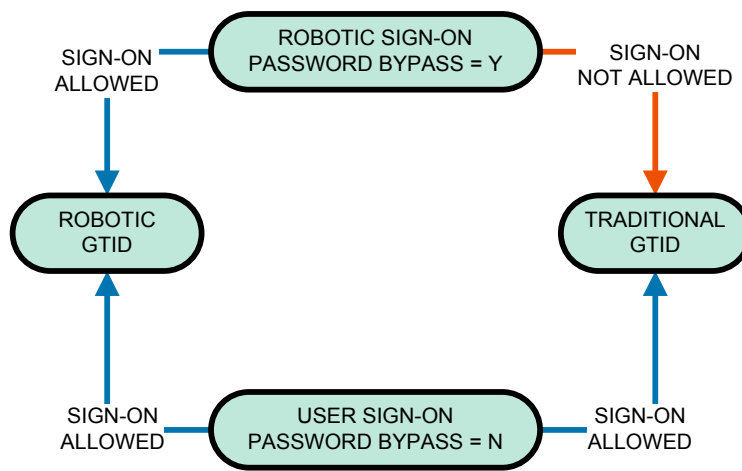
Suggested Preparation Timeline:

DATE	ACTION	OWNER	NOTES
IMMEDIATELY	Identify which of the three situations your AST location fits	AST owner at airline	See table above and take action as described. Galileo has also undertaken this analysis in order to identify which Airlines it will be calling as a matter of priority.
IMMEDIATELY	Ensure all persons accessing Galileo have a unique, individual sign-on.	Second Level Authoriser	Create new sign-in's for each person as necessary. See below for instructions.
IMMEDIATELY	Ensure each person with a sign-in is using their own password.	Second Level Authoriser	Sign-ons can either be updated right away to ensure the PSWD BYPASS field is set to N . Or, if no action is taken this will be setting will be activated automatically once Enhanced Privacy Protection is implemented.
26 March - 26 April	Identify Robotic applications that require password bypass activation.	Airline IT	A list of all Sign-Ons and GTIDs must be identified in advance of activation to ensure that these can be updated to retain their password bypass functionality. See Notes on Robotic Applications below.
21 March - 30 April	Galileo will contact those AST locations that require review owing to lack of Secondary Level User and/or use of Multi Terminal	Galileo	See table above which describes the situation.
23 April	Minimum password length extended from 6 character to 7-10	Everyone who uses Galileo	Although this will be activated on 23 April, it will not come into effect until the next time each person sets a new password.
07 May	Galileo <i>Enhanced Privacy Protection</i> functionality is activated	Galileo	See On Activation below.
Post-Activation	Ensure that the Second Level Authorisers are responsible for user maintenance.	Second Level Authoriser	See How To Guide for more information.
Post-Activation	Ensure PCI compliance is monitored and enforced within the agency.	Airline AST owner	Full details of the PCI Security Standards can be found here: <ul style="list-style-type: none"> http://www.pcicomplianceguide.org/ https://www.pcisecuritystandards.org/tech/index.htm

Notes on Robotic Applications:

A robotic is an application that performs a predetermined set of automated tasks and does not usually have the ability to use a password or change a password every 90 days. Examples of robotic applications can include quality assurance and auto ticketing software and whilst these would generally apply more to Travel Agency locations, it is possible that they may also exist within some of our airline customer locations.

Unlike individual sign-ons, robotic sign-ons will not require a password. Therefore, the robotic sign-on can only be used in association with a “robotic” GTID terminal type. Typical individual user sign-ons can be used on a robotic GTID or a traditional GTID, but **robotic sign-ons can only be used on robotic GTIDs**. The following diagram shows the relationships:



GTIDs running robotics will have to be identified by the airline to Galileo. Airlines using robotics need to gather a list of all GTIDs and all sign-ons that will need to be designated as robotics. A re-initialisation of the GTID (sign off) will need to occur to make it a Robotic GTID. Therefore, Galileo will have to coordinate with the airline to update these.

Additionally, any Sign-On which needs to retain password bypass functionality for robotic use should be reported to your Second Level Authoriser so that the appropriate changes can be made (see [Configuring a Sign-on for Password Bypass](#)) to ensure continued operation once Galileo Enhanced Privacy Protection is activated.

In addition, all GTIDs associated with this sign-on must also be updated to a new terminal type of ‘robotic’. A list of all relevant GTIDs should be passed to Galileo using the Airline Customer Centre (<http://tdssupport.cendant.com/tdssupport/>) raising a new issue under Request Type General Issue and Request Category Airline Servicing Terminal. This will allow Galileo to clearly identify your request and take appropriate action.

IMPORTANT NOTES

For robotic GTIDs to be updated ahead of the 07 May load date, each Airline must **advise Galileo of impacted GTIDs by 1700 LON on 26 April**.

Please also note that whilst the ability to bypass passwords still exists in Galileo, this must only ever be used in legitimate cases where an application or robotic requires this functionality in order to access the host. This functionality is not to be used as a ‘workaround’ to allow access to the Galileo host without password control. Any location found to be using this functionality to bypass password-controlled access would not be PCI compliant.

Structured Data

There is no impact to structured data as a result of these changes. Structures already exist which can be used to sign in with a password and to change the password if the application wishes to use a password.

Troubleshooting On Activation Day:

Provided all the activities above are completed in advance of the 07 May Enhanced Privacy Protection activation date, users and applications should be unaffected. In the event that certain actions are not completed, the following are a list of possible issues and guidance for resolution:

ISSUE	RESOLUTION
AST user does not have password set on day of activation.	The next time this person signs on to Galileo, they will be prompted to enter a keyword and password. These will need to be memorised and the password used each time the agent signs on.
AST user has password of only 6 characters on day of activation.	There is no change on day of activation. The next time the AST user's password expires they will be prompted to create a new password conforming to the new 7 character minimum.
AST users attempt to continue sharing sign-in's on day of activation.	If these shared sign-ons were previously used without password-controlled access, the first user to log into Galileo post-activation will be prompted to create a keyword and password preventing subsequent users from accessing the system. This would fail a PCI compliance audit. Galileo cannot restrict this activity. Galileo will monitor the use of 'multi-terminal' and 'M' type sign-ons but responsibility to ensure these are not used remains with the airline.
'Robotic' applications fail.	It is likely that the sign-in's for these applications have not been identified and reported to Galileo in advance before activation day. The user should report the issue to their Second Level Authoriser who should then update the impacted sign-on following the special instruction for configuring a sign-on for password bypass in the 'How to Guide' below. Additionally, the list of associated GTIDs should be reported to Galileo via the Airline Customer Center.

Important: There are likely a number of actions that **must** be completed by customers who access the Galileo system using an Airline Servicing Terminal (AST) before the **07 May** activation date of Enhanced Privacy Protection. **Failure to perform these tasks may mean lack of system access..**

Important: To ensure PCI compliance, it is the **Airline's responsibility** to control each individual user's access to confidential credit card information. Galileo does not have the visibility of the operational processes and staff within each location where the Galileo system is used, so cannot manage this on behalf of the airline or guarantee their compliance.

'How To' Guide

Determine if Sign-on is a Secondary Level Authoriser

Enter **SDA/ZPCC** where PCC is the pseudo city code of the AST location you wish to check. The response will be similar to:

```
THE FOLLOWING IS A LIST OF USER PROFILES INDEXED TO EA7
Z EA7/GK KERIN GERARD 02MAR1531 SEC
Z EA7/PS SHARP PAUL 01MAR0925 ---
Z EA7/TS SAIT TONY 02MAR0850 ---
Z EA7/000 ATB AUTOSON 01MAR1652 ---
END REPORT
>
```

This field highlighted in yellow above indicates that agent ID GK is a secondary authorizer. You can also see the level of each Sign On by displaying the individual Sign-on Table Display using the following entry:

STD/ZPCC/xxx (where PCC represents the PCC of the AST location and xxx represents the actual sign on initials/number)

This entry would display a screen similar to that shown below. The Sign On level is shown in the 'Authorizer Level' field (shown in yellow below). If the user is a secondary authorizer, the area will show "SECOND". If the user is an agent level the field will be empty.

```
>STD/·ZK29/SL . NAME:·SHARON LINX
ADDRESS CODE:·DENK29 . TERMINALS IN USE:F3211A/
PASSWORD:·..... CHANGED BY:·..... PSWD BYPASS:·N
PASSWORD LAST UPDATED:·..... SIGN LAST USED:03MAR0030
DUTY-CODES:·AG/·.../·.../·.../·.../·.../·.../·.../·.../
·.../·.../·.../·.../·.../·.../·.../·.../·...
TEMP AUTH:·.. EXPIRES:·..... TEMP AUTH:·.. EXPIRES:·.....
LOCK:·Y EFF:·..... MULTI-TERMINAL:·N ALL-DEPT:·N ALL-CITY:·N
AUTO SIGN-OFF TIME:·030 MIN CORPORATE SECURITY LEVEL:·0
AUTHORIZER LEVEL:·SECOND MESSAGE ADDR:·040763 PSEUDO AUTH:·N
AUTHORIZER ID:·C098897.. ADDR CODE:DENKF . BNDC:·ATS
PROFILE CHANGED BY:C098897.. DATE:27FEB1709
AUTH CITIES:·...../·...../·...../·...../·...../·...../·...../
NUM AAA:·5 RSPR TEAM:·SL AASRS:·N KEYWORD:·..... USE KYWD:·N·
```

Create a Second Level Sign-on

If your AST location does not have a second authoriser sign-on, or you no longer have the access details for this user, please contact Galileo using the Airline Customer Centre ([see Contacting Galileo](#)) stating the PCC where the new Secondary Level user should be built and the full name of the individual the Sign On will be used by. Galileo will then create the new Secondary Level user for you. Where required by the AST location multiple second authoriser accounts can be created.

Create an Agent Level Sign-On

A person with a secondary level sign-on is authorised to create agent level sign-on profiles for users within their AST pseudo city. Take the following steps to create a new agent level user profile:

Enter: **STD/ZPCC/xx**

Screen response (using EA7 as an example PCC):

```

Window 1
THE FOLLOWING IS A LIST OF USER PROFILES INDEXED TO EA7
Z EA7/GK KERIN GERARD 02MAR1531 SEC
Z EA7/PS SHARP PAUL 01MAR0925 ---
Z EA7/TS SAIT TONY 02MAR0850 ---
Z EA7/000 ATB AUTOSON 01MAR1652 ---
END REPORT
>
  
```

Screen:	Explanation:
THE FOLLOWING IS A LIST.....	Header line including the PCC reference
Z	User sign-on indicator
EA7	Pseudo city the profiles are associated to
/	Separator
GK	User sign-on code
KERIN GERARD	Agent name
02MAR1531	Date and time sign-on was last used
SEC	Secondary level sign-on profile
---	Agent level sign-on profile

Configuring a Sign-on for Password Bypass

To allow the use of password bypass for Robotics, a new indicator will be added to the 3rd page of the User's Sign-on Profile. An example of a Sign On 3rd page is shown below:

```

>STD/ ZEA7/BB /** NAME: BASHAR
ADDRESS CODE: SWIEA7 TERMINALS IN USE: ...../.....
AUTHORITY LEVEL: SECOND REQUESTER ID: ..... TYPE: ....

STOCK ·N·N SALE ·N·N MCOST ·N·N CHKIN ·N·N COMM ·N·N
PAYMT ·N·N RFRSH ·N·N HLINE ·N·N DEBT ·N·N SELL ·N·N
CLEAR ·N·N PINV ·N·N APRT ·N·N ECCBP ·N·N CCBYP ·N·N
PDQA ·Y·Y PDQB ·N CFILQ ·Y·Y CFILC ·Y·Y CFILM ·Y·Y
QSORT ·N·N CFILD ·Y·Y CFILR ·Y·Y CFILN ·Y·Y CFILT ·Y·Y
HORAC ·N·N RULB ·N·N RULD ·N·N RULX ·N·N ETOD ·N·N
CFILU ·N·N STRT ·N·N AATV ·N·N QFWD ·N·N QSUM ·N·N
TKMC ·N·N DOTA ·N·N HMLRG ·N·N CMSK ·N·Y RBTC ·N·N
  
```

The new indicator will be **RBTC** and will default to **N.N** for most users. Secondary Level Authorisers within AST locations will have the **RBTC** indicator set to **Y.N**. The **Y** in the first position for Secondary Authorisers indicates that the user has the authority to change the **RBTC** indicator within other Sign Ons (at their AST location) to a robotic. The second letter, N in the case above means the user is not a robotic application themselves.

To create a new Sign On for a Robotic user or update an existing Sign On to be a Robotic user, the Secondary Level user must:

- First ensure that they have 'control' of the Sign On if updating an existing Sign On ([see Taking Control of Agent Level Sign-on's](#)) or build the new Sign On if required
- Ensure **PSWD BYPASS** is set to **N**
- Display the 3rd screen of the Sign-on using the entry **STD/ZPCC/XX/**** (where PCC should represent the actual AST PCC and XX represents the actual sign on).
- Tab to the **RBTC** field and set the second position to Y (i.e. the field should now read **N.Y**). A Y in this second position means this Sign On is a Robotic Sign On
- Re-display the front screen of the Sign On and then change **PSWD BYPASS** to **Y**.

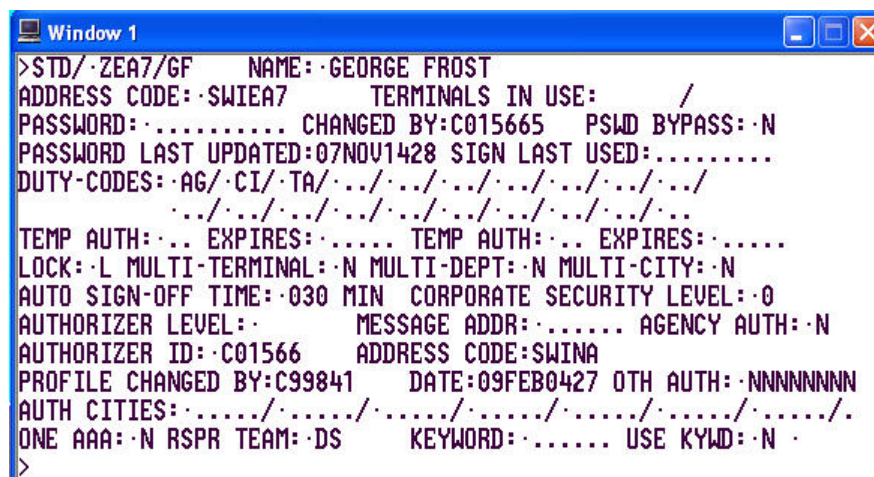
Note: Robotic Sign Ons can only be used on Robotic GTIDs. GTIDs can only be updated to Robotic status by Galileo therefore any required changes must be requested using the Galileo Airline Customer Center (see [Contacting Galileo](#)).

Unlocking locked Sign-Ons & Resetting Forgotten Passwords

Agent level Sign-on's can be unlocked by your Secondary Level Authoriser who should first display the relevant Sign-on Profile:

Enter: **STD/ZEA7/GF** where EA7 is an example of a PCC and GF is an example of a Sign On

Screen example:



```

Window 1
>STD/ZEA7/GF  NAME:·GEORGE FROST
ADDRESS CODE:·SWIEA7  TERMINALS IN USE:  /
PASSWORD:·..... CHANGED BY:C015665  PSWD BYPASS:·N
PASSWORD LAST UPDATED:07NOV1428 SIGN LAST USED:.....
DUTY-CODES:·AG/·CI/·TA/·.../·.../·.../·.../·.../·.../
          ·.../·.../·.../·.../·.../·.../·.../·.../
TEMP AUTH:·.. EXPIRES:·..... TEMP AUTH:·.. EXPIRES:·.....
LOCK:·L MULTI-TERMINAL:·N MULTI-DEPT:·N MULTI-CITY:·N
AUTO SIGN-OFF TIME:·030 MIN CORPORATE SECURITY LEVEL:·0
AUTHORIZER LEVEL:· MESSAGE ADDR:·..... AGENCY AUTH:·N
AUTHORIZER ID:·C01566 ADDRESS CODE:SWINA
PROFILE CHANGED BY:C99841 DATE:09FEB0427 OTH AUTH:·NNNNNNNN
AUTH CITIES:·...../·...../·...../·...../·...../·...../
ONE AAA:·N RSPR TEAM:·DS  KEYWORD:·..... USE KYWD:·N ·
>
  
```

The **LOCK** field shows **L** (locked). To unlock the sign-on profile:

1. First take control of the relevant Agent Level Sign On (see [Taking Control of Agent Level Sign-on's](#))
2. Tab to the **PASSWORD** field and over type the password with a default password.
3. Tab to the **LOCK** field and over type the **L** with a **U** (unlock)
4. Tab to the **USE KYWD** flag and either type Y or N (see below)

If the user requesting the reset is known to the secondary authoriser and is positively able to validate that it is this user making the reset request, then the Secondary Authoriser can go ahead and reset the password and leave **USE KYWD** set to **N**.

If however the Secondary Level Authoriser does not know or cannot positively identify the user requesting the reset, by setting the **USE KYWD** flag in the sign-on to **Y** when they reset the password, when the user next logs in they will

be prompted to first enter their keyword (which is known only to them) before they will be able to enter their new password. In this way you can protect against illegitimate reset requests from unauthorised users.

5. Tab to the end of the profile to the tab stop after **USE KYWD: N** and enter.

The **L** will change to **N**. The user must sign on to the Galileo system using the new password, and they will be immediately be prompted to change it to a new one.

Note: A Galileo sign-on must have a minimum of 7 alpha/numeric characters.

If you have a second level sign-on and your profile is locked, please contact Galileo via the Airline Customer Centre (see [Contacting Galileo](#)).

To reset a password for an Agent Level Sign On, the same process is followed but the **Password** field is overwritten with the new password rather updating the **Lock** field.

Adding a Keyword

To add a keyword to your sign-on:

1. Enter **STD/ZGK** (where GK is an example of a sign-on)
2. Tab to the **KEYWORD** field add type your chosen keyword over the *******s**. The keyword must consist of numbers and/or letters (no symbols) and be 6 characters long. It is important that something memorable is used as a keyword. Since this does not need to be changed every 90 days, it is recommended that something easily memorable such as date of birth, mother's maiden name, favourite pet etc. is used.
3. Tab to the end of the profile to the tab stop after **USE KYWD: N** and enter.

Delete an Agent Level Sign On

A second level sign-on must delete an agent level sign-on profile.

Note: Only the Galileo Helpdesks are able to delete a second level sign-on profile.

A profile may only be deleted by the creator.

- 1) Display the profile: **STD/ZE7/MH**
- 2) Take Control of the Agent Level Sign On by over typing your sign-on into the authorizer ID field
- 3) Remove the profile **STR/ZE7/MH**

Delete an Secondary Level Sign On

Only the Galileo can delete a Secondary Level Sign-Ons therefore all requests must be made via the Airline Customer Center (see [Contacting Galileo](#))

Taking Control of Agent Level Sign On

If a Secondary Level user experiences difficulties when trying to update an Agent Level Sign On, they may need to 'take control' of that Sign On. To do this simply:

- Display the Agent Level Sign On (**STD/ZPCC/XX** where PCC represents your PCC and XX represents the Sign On)
- Tab to the **Authorizer ID** field and enter **ZPCC/XX** (where PCC represents your PCC and XX represents the Secondary Level Sign On)
- Tab to then end of the screen (i.e. to the right of Use Keyword:.N) and press **Enter**

The Secondary Level user will now have control of that Agent Level Sign On.

Contacting Galileo

An AST location will need to contact Galileo if they:

- They do not know if they have a Secondary Level Sign On or not
- Need any additional Secondary Level Sign Ons
- If the Secondary Level Sign On becomes locked (i.e. password is forgotten)
- If they require any GTIDs to be updated to Robotic status
- Have users using Multi Terminal and have not received a call from Galileo by 22 April

In each of these situations please log on to the Airline Customer Centre <http://tdssupport.cendant.com/tdssupport/> and raise a new issue under:

Request Type **General Issue**

Request Category **Airline Servicing Terminal**

This will allow Galileo to clearly identify your request and take necessary action.

If action is required on an existing Sign On please ensure the problem report includes full details of that Sign On and the PCC it resides within. If the action requires the creation of a new Secondary Level Sign On please ensure the problem report includes the full name of the new Secondary Level User. If the action requires GTIDs to be updated to Robotic status, please list the applicable GTIDS.

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