Galileo Desktop℠ Internet Access

Getting Started - Administrator

Galileo by Travelport

Acknowledgement:
This document was developed by Galileo by Travelport, Training and Development.
Customer feedback is important to us. Please take a few minutes to send any questions or comments to us at training.development@galileo.com

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Getting Started with Galileo Desktop [SM] Internet Access

This Getting Started guide focuses on information for the travel agent and the travel agency administrator using Galileo Desktop[SM] Internet Access (GDIA).

This Getting Started guide includes the following:

- What is GDIA?
- Platform Requirements and Support
- Getting Started - Administrator
- FAQ

Note: Getting Started Agent is available as a separate document.

What is Galileo Desktop [SM] Internet Access?

Galileo Desktop[SM] Internet Access (GDIA) offers you the ability to access Apollo® and Galileo® Terminal Emulation through an Internet browser.

- Log on to any computer, access Galileo Desktop[SM] Internet Access, sign in and you are ready to go.
- You don't need any dedicated circuits or software installations.

It's just like making a booking in Focalpoint®, only now you can do it online! Using GDIA you are able to access Apollo® or Galileo® from any location that can reach the Internet; an office, home, or a remote site.

Those of you who use FocalpointNet™ will benefit greatly. This is a thin-client application available on the Web. There is nothing to download.

Platform Requirements and Support

Minimum Hardware requirements:

- Intel® Pentium® I or higher (Recommended: Pentium® III 750Mhz, 128MB of RAM).
- Super VGA (800 x 600) or higher-resolution monitor with 256 colors (suggested minimum is 1024X768 with 16-bit color quality or higher).
- Dialup or direct Internet connection; Microsoft® Mouse, Microsoft IntelliMouse®, or compatible pointing device.
- Connectivity: 28.8kbps (dial-up) (suggested minimum is 56kps)

Minimum Software requirements:

- Windows® 2000 or Windows® XP, Linux Redhat 9.0 (or comparible Linux OS flavors)
- Internet Explorer 6.0, Netscape® 7.2, Mozilla 1.7 (and comparible Mozilla browser 'flavors' including Firefox) or Opera 7.5

Noted Browser Limitations

Opera Browser Differences

- Backspace Key acts as 'View Previous Page'.
  When you press the backspace key while in the Terminal Entry (TE) window (like when you make a typo on a format and want to backspace to correct it), the browser cycles back through previous web pages.
- The arrow keys do not scroll.
  On Opera it only moves one position and stops. (When you are in IE, Mozilla or Netscape® and hold down one of the arrow keys, they scroll across the TE window.)
- Numeric Keypad produces double characters.
  If you use the numeric keypad, the keys are duplicated on the screen. For example, if you press / it types //.
- In the TE window, when you tab to a tab stop in the host window, the cursor goes to the correct place but the focus goes to a different tab on the browser window. As a result you will have to click on the cursor before you press <enter> to make sure that you enter the format and do not execute where the browser focus has moved. The following snap shot shows this issue.
- The Delete, HOME and END keys are not available on Opera.

Browser Configuration

GDIA is configured to return responses using GZip compression. GZip compression reduces the size of responses to about 1/8 of their uncompressed size.

Most browsers can handle GZip, but for GZip to work, the HTTP request must:

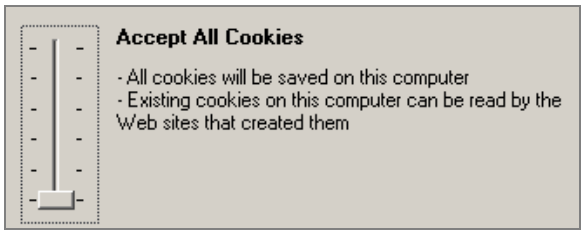
- specify the proper Accept-Encoding header (automatically set by the browser).
- be an HTTP 1.1 version request (automatically set by the browser, but some proxies map HTTP1.1 requests to HTTP 1.0, which precludes compressed responses).

Configure for Optimal Performance

Configure the Web Browser for Optimal Performance:

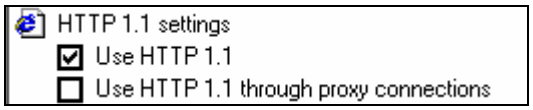
- Enable cookies in your browser. The GDIA website requires cookies.

  In IE, select Tools/Internet Options, and select the Privacy Tab.



- Use HTTP 1.1 if possible. This will tend to speed up responses:

  In IE, select Tools/Internet Options, and select the Advanced tab.



  Accessing the GDIA Web site through a proxy server will cause slower response times. We do *not* recommend this type of access.

- GDIA works faster if caching is enabled. In IE, select Tools/Internet Options, select the General tab and select Settings. Select the option called 'Automatically'.

Support

- To get started, contact your Galileo Customer Support.
- For support, call your Galileo Help Desk telephone number.
- HELP – Try HELP first.

  When you encounter a problem in the GDIA interface, click the HELP link in the upper right corner of the page. In the Administrator, click to access help for a specific page. HELP will provide you with pertinent, context-sensitive information about the page, its components, and how it works.
- The agency administrator can reset passwords for agents. From the Users menu, select Edit/Delete Agency user. Click HELP for specific instructions.

Access Hierarchy

For every agency, there are two levels of access defined: Agency Administration (administrator level) and Agent User (agent level)

Agency Administration

Agency administrators use a separate interface to accomplish administrative tasks. The agency administration user interface access allows the agency administrator to view/edit anything related to their agency (PCC). An administrator can set up agents and/or other administrators within your agency, and assign levels of authority for each. Tool bars, stored commands and menus for your agency can also be created within agency administration application.

Agent User

Agent level access is given to travel agents. The agent user has no administrative authority and cannot log on to the administrative application. Agent users do not have the same access rights as agency administrators. Additional information about the agent application is available in the document called *Galileo Desktop Internet Access Getting Started – Agent*.

Note: An individual can be designated as both an agent and an administrator.

Glossary of Terms and Acronyms

GI	Galileo International
GDIA	Galileo Desktop[SM] – Internet Access
GDS	Global Distribution System
CRS	Computer Reservation System
NDC	National Distribution Company.
SMO	Sales and Marketing Organization
PCC	Pseudo City Code
AM	Americas Region
AP	Asia Pacific Region
EMEA	Europe, Middle East, and Africa Region
SGTID	Static Galileo Terminal ID
GTID	Dynamic Galileo Terminal ID
HAS	Host Access Service
TE	Terminal Emulation
User	Individual User of the product, such as a Travel Agent
Host Access Profile (HAP)	This is the profile created in the ADMIN for the agency user. After entering the pertinent agency user information, the Host Access Profile fields include the CRS, Pseudo City Code, Profile Name (must be unique to the GDIA browser application) Host Sign-on ID, Host Sign-on Password.

Getting Started - Administrator

The administration application provides agency administrators access to GDIA's administrative functionality.

The following topics are discussed in this section:

- Administration System User Interface
- Maintaining Administrators and Agent Users
- Maintaining the Agency
- Promotions and Messages
- Stored Commands
- (future enhancement) Maintain Process Automation and Customization (Scripts)
- Menu Settings
- Maintain Toolbar

Administration System User Interface

The GDIA agency administrator can perform the following activities in the GDIA Admin system:

- Modify or add agent users or GDIA administrators.
- Delete or lock out agent users or other administrators.
- Unlock an agent user and/or an administrative user (and provide them with a new temporary password) that has been locked out of GDIA applications.
- View the number of SGTIDs available to add new agent users for a given agency.
- Add, delete and maintain Promotions and Messages for agent users. (You may also receive messages and promotions from Galileo®.)
- Create, delete and maintain Stored Commands for agent users.
- Create, delete and maintain Menus for agent users.
- Create, delete and maintain Tool Bars for agent users.
- (future enhancement) Upload scripts for all agent users to utilize.

Logging on to Administrator

Administrators are created by a Galileo representative as part of the provisioning process. That administrator can then create other administrators within your own agency.

The login path for each of these types of administrators differs.

Before you can login to the GDIA Administrator, Galileo® must provision an administrator at your agency.

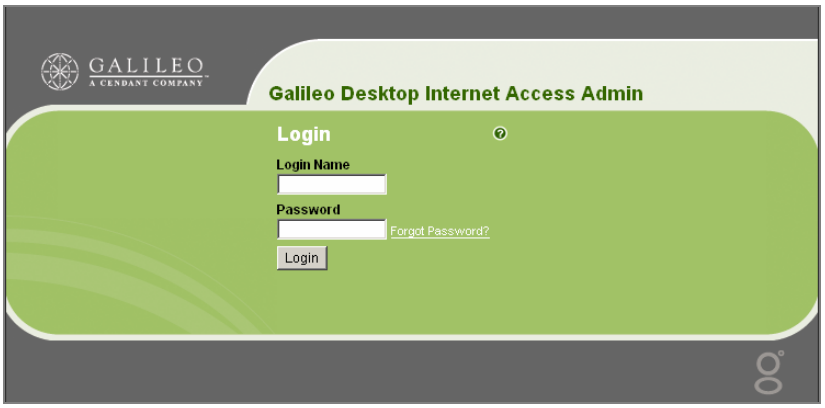
To login, access the Galileo Desktop[SM] administrator page at:

https://gdiaadmin.galileo.com

Administrators Provisioned by Galileo®

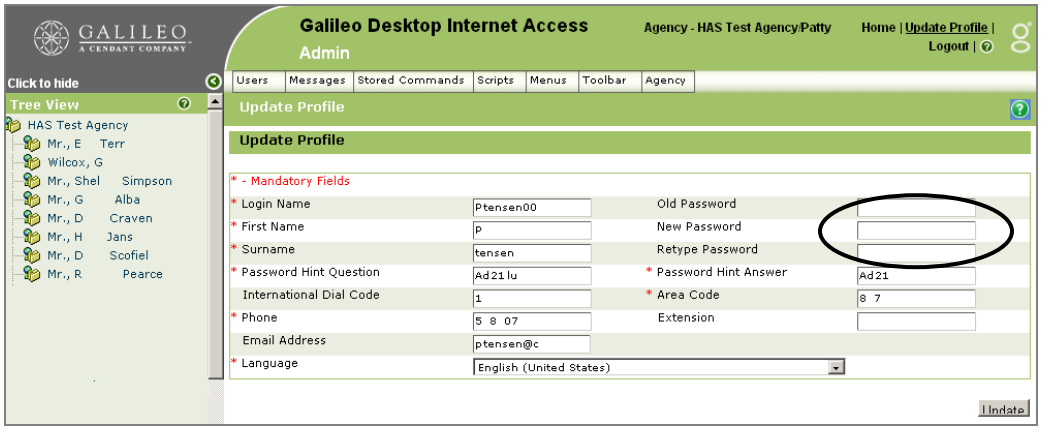
Administrators who were first provisioned by Galileo® will experience the following process at login.

At the Login page:



1. Enter the Login Name and Password provided by Galileo®.

   The first time you login, the Update Profile screen appears.



2. Update all mandatory fields.

   Change your password using the Old Password/New Password fields.
   - Password rules are as follows:
   - Passwords are case sensitive.
   - Passwords must include one numeric or space.
   - Passwords must include at least one upper case letter and one lowercase letter.

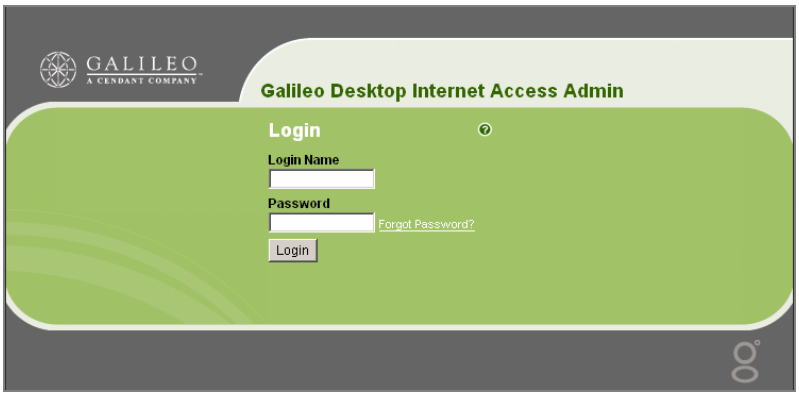
3. Click Update. Your password is updated.

Administrators Created by an Agency Administrator

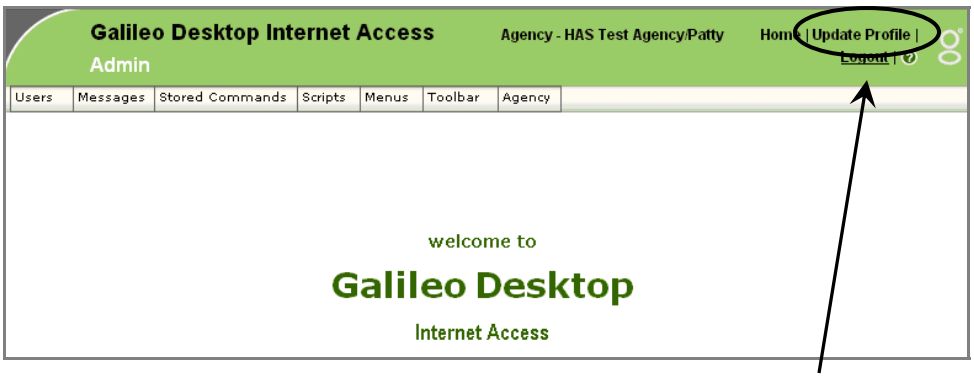
To login, access the Galileo Desktop[SM] administrator page at:

https://gdiaadmin.galileo.com

1. Enter the Login Name and Password provided by your agency administrator.



The Welcome page appears. An administrator who has been created by the *agency* administrator is *not* prompted to change their password the first time they sign on.

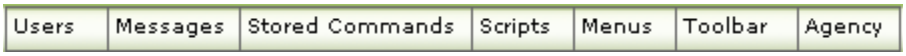


2. Click the Update Profile link to access your profile.
3. Change your password as shown in the previous section.

See additional information in the section called **Maintaining Administrators and Agent Users.**

Menu Buttons

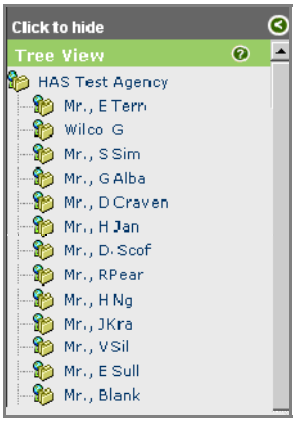
The Menu buttons across the top of the Welcome Screen provides easy access for the administrator to the following options:



Tool Bar Title	**Function**
Users	Add, delete, edit unlock or lock out users
Messages	Create, delete or edit messages
Stored Commands	Create, delete or edit stored commands
Scripts (future enhancement)	Add, delete scripts
Menus	Customize menus
Toolbar	Customize toolbars
Agency	Modify agency info

Tree View

On the left side of the admin page is the Tree View. This is a hierarchical view of the agency structure. For most administrators, the agency will be the highest level you will see. Beneath the agency level is a list of all agents who have profiles built for the agency.



- When you are working at the agency *admin* level, all of the menus listed in the Menu section are available for use.
- When you click an agent name, the view changes to the agent level. The only menus you will see are those related to the agent level application. These include the Users menu, and the Stored Commands menu.

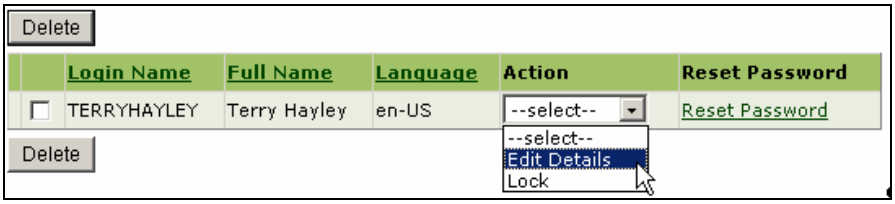
Users Menu Buttons

When you, as an administrator click an agent name in Tree View…

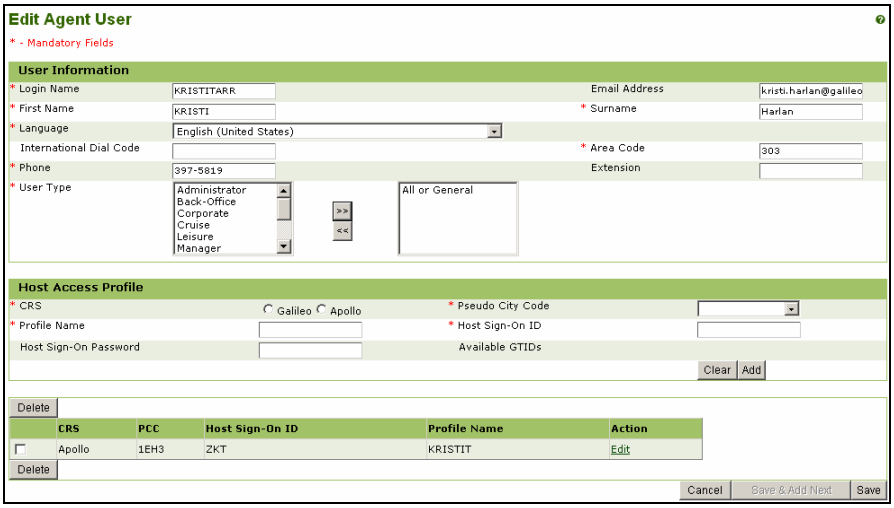
…and then click the Users menu, your option is Edit Agency User Profile.

When Edit Agency User Profile is selected, you have the following options:

- Delete the profile (click to select and press the Delete button).
- Reset the password (the Reset Password dialog appears).
- Lock out the agent user (locks the agent user).
- Edit Details of the profile (Edit Details dialog appears, see below).



When you select Edit Details, the Edit Details window appears.



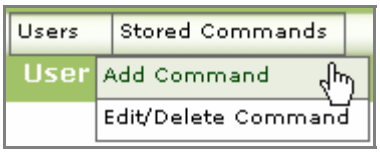
The fields in this dialog are defined in *Maintaining Administrators and Agent Users/Agent Users*, below.

Stored Commands Menu Button

When you, as an administrator click an agent name in Tree View, and then click the Stored Commands menu, you can either:

- Add a stored command.
- Edit/Delete stored command(s).

Changes to either will change the options available to the agent in the agent's work area in GDIA Agent Terminal Emulation (TE).



Stored Commands are discussed in more detail in the section titled *Stored Commands*.

Maintaining Administrators and Agent Users

Administrators

As an administrator, you can create, delete and maintain other administrators and agent user log-on profiles for your agency. When you delete an administrator, a warning message displays asking for a confirmation to delete.

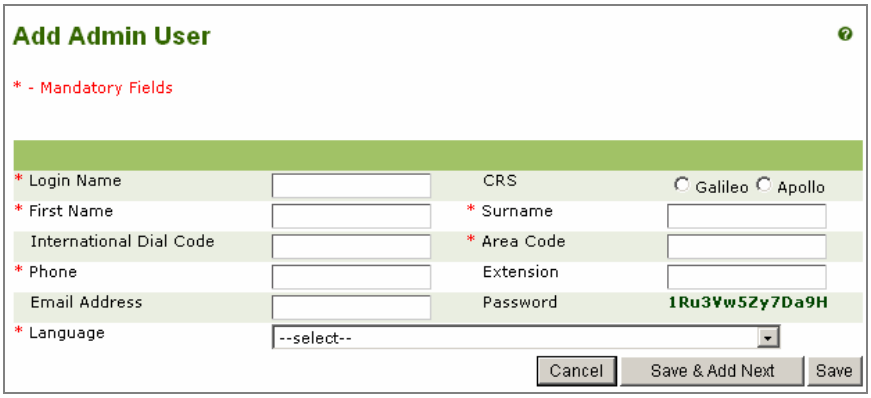
The administrator and the agent are separate entities. Two separate sign-on profiles are required when the same individual requires administration permission and agent permission. The agency adminstrator creates all agent level user logons for the agency.

As the administrator, you will add the name, phone, and surname associated with any new administrator you add.

To access:

- Click the Users menu and select Add Admin User.

This is an example of the Add Admin User screen.



Click Help for instructions on how to use this dialog.

To add an administrative User ID, the administrator fills out the following admin information:

Field	Mandatory?	Explanation
Login Name	Yes	The user name for GDIA. The Login name must be globally unique. E-mail addresses are recommended because they are globally unique. A deleted Login Name may not be reused. If an Administrator is responsible for 2 or more GDIA agencies, they must have a unique Login Name for each separate agency
CRS	No	Indicate the host system to be used (Apollo®/Galileo®)
First Name	Yes	Administrator first name
Surname	Yes	Administrator last name
International Dial Code	No	Enter the international dialing code for the administrator's country.
Area Code	Yes	Administrators telephone area code.
Phone	Yes	Administrators phone contact number
Extension	No	Administrators phone extension.
E-mail address	No	Administrators e-mail address. A temporary password is sent to this e-mail address when he/she forgets their password. If no email address is provided, the password must be reset through an administrator in your office.
Password	Yes	The system automatically assigns a temporary password. The Admin user should change their password the first time they sign in to GDIA. It must be a minimum of 8 and a maximum of 24 characters. It must include at least one numeric value or a space, and at least one upper case letter and one lower case letter. The Admin user cannot use the same password within the next 5 password cycles. Lockout occurs after three wrong password attempts.
Language	Yes	Choose the preferred language from a drop down menu

Admin Password Changes

Password Reset

There are two steps to resetting a password for an Admin user.

1. Lock the user.
2. Unlock the user.

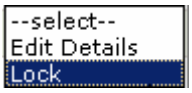
To lock the user, follow these steps:

1. In the Admin application, click the Users drop-down and select Edit/Delete Admin user.

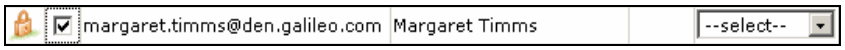
   The Admin user list appears.

2. Click to select the Admin you want you want to reset.

3. Click the Action drop-down menu next to the name and select Lock.



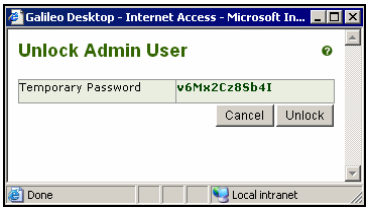
4. Click Yes to the question: "Do you want to lock the Administrator?"
5. A lock appears next to the name.



To Unlock the user, follow these steps:

1. Click the Actions drop-down and select Unlock.

2. The Unlock Admin User appears.
3. Click and drag your cursor and copy (ctrl+c) the password, and paste it (ctrl+v) into an e-mail to the Admin whose password you are changing.



4. Click Unlock.

Change a Pre-Assigned Admin Password

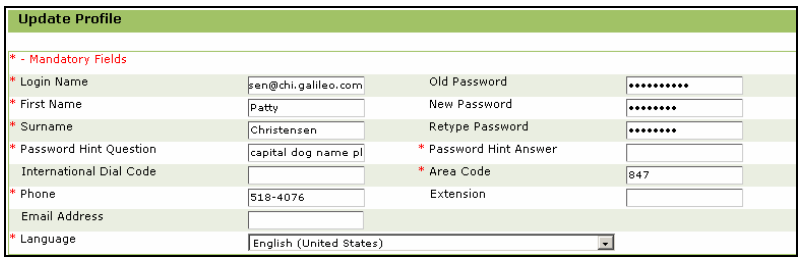
As an administrator, you are assigned a system-generated password which has probably been sent to you by the administrator who set you up.

To preserve password security, and make it easy for you to recover a forgotten password, it is a good idea to update your user profile with a new password when you first sign in to the Admin application. The Password Hint and Answer are sent to you when you click the Forgot Password link.

To change your own password within the Admin, follow these steps:

1. Sign into the Admin application with your new user ID and password.
2. Click the Update Profile link in the top right of the page.

   The Update Profile screen appears.



3. Enter Old Password, New Password, Retype Password, enter Password Hint Question, Password Hint Answer and click Update.

   Your password is changed.

Agent Users

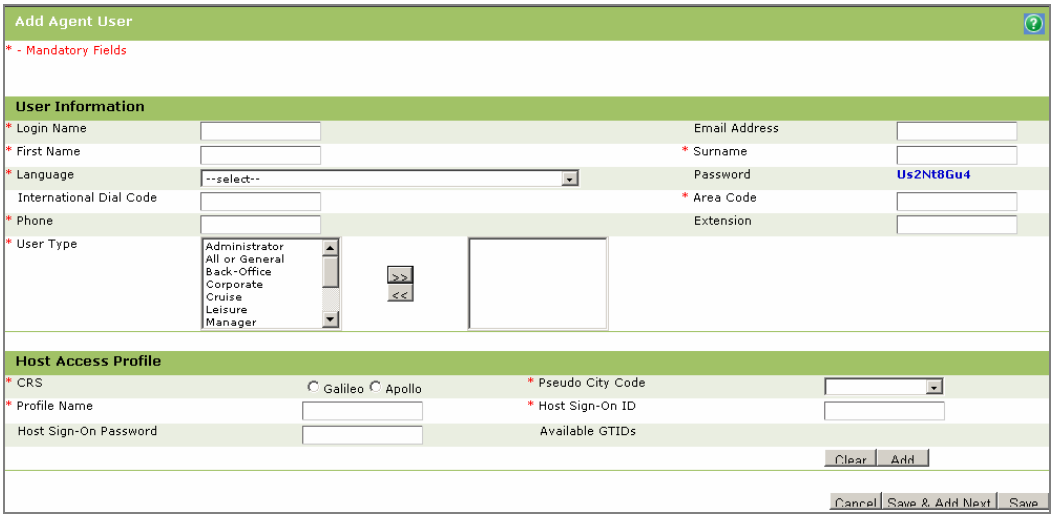
As an Administrator, you can create, modify and delete an Agent User.

When deleting an agent user, a warning message displays to confirm the delete.

To access:

- Click the Users Menu and select Add Agency User.

This is an example of the Add Agent User screen:

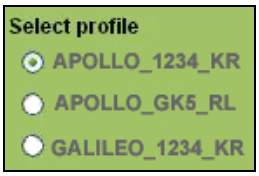


Click Help for instructions on how to use this dialog.

To add an Agent User ID, the Administrator fills out the following User Information:

Field	Mandatory?	Explanation
Login Name	Yes	The user name for GDIA. It must be globally unique. The agent user e-mail address is recommended, but not required. The administrator should copy and paste the login name into an e-mail along with the password and send it to the agent.
Email Address	No	Add an e-mail contact address.
First Name	Yes	Agent user first name
Surname	Yes	Agent user last name
Language	Yes	Choose the preferred language for the User from a drop down menu
Password	--	GDIA assigns a temporary password. The agent user is prompted to change it when they sign in to GDIA. The administrator should copy and paste the login name into an e-mail along with the password and send it to the agent. It must be a minimum of 8 and a maximum of 24 characters and include at least one numeric value or a space. It must include at least one numeric value or a space, and at least one upper case letter and one lower case letter. Lockout occurs after three wrong password attempts.
International Dial Code	No	Enter the international dialing code for the agent's country.
Area Code	Yes	Agent's telephone area code.
Phone	Yes	Agent's phone contact number
Extension	No	Agent's phone extension.
User Type	Yes	Select the agent user type from the drop-down list. For example, the Agent could be a Corporate and/or Leisure agent. Select more than one type if necessary, or select All or General.

In addition, Host Access Profile (HAP) information is required:

Field	Mandatory?	Explanation
CRS	Yes	Select the Host system the user will be working in, Apollo® or Galileo®. A separate login is required for each host.
Pseudo City Code	Yes	Select the Host PCC from the drop-down menu. Agents are able to emulate other PCCs when necessary.
Profile Name (Host Access)	Yes	Name associated with the Host Access Profile (HAP). The name is displayed at login if the user has more than one HAP, a list will appear to the agent during the login process.  This field must be globally unique. A *suggested* naming convention is: CRS_PCC_AGENTHOSTSINE e.g. APOLLO_1234_KR or GALILEO_XX1_ZG10
Host Sign-on ID	Yes	Sign-on created for them in the host system (Z…). If an agent sign-on in Apollo® is SON/ZJL, the admin would enter ZJL. If the agent sign-on in Galileo® is SON/ZXX1/G10, then ZG10 should be entered. *Always use caps.*
Host Sign-on Password	No	The agent's Host password. *Always use caps.* **Note**: This must match the password that the user enters to access the host (e.g. in GalileoDesktop[SM] or FocalPoint®), or the user will not be able to sign in successfully.
Available GTIDS	--	This is a list of the number of GTIDs available for the PCC. If the agent requires a sign-on for each Host, a separate GTID for each sign-on is required. Agent users cannot be added without a GTID.

Maintaining the Agency

Agency information is established during the provisioning process. However, you can modify your agency type. An Agency Name is required, and an Agency Type must be selected.

As an agency administrator, you can update your Agency Type. Available agency types include:

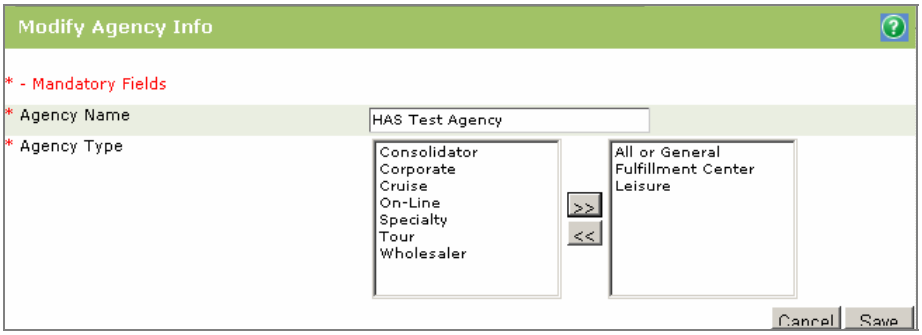
- Corporate
- Tour
- Specialty
- Consolidator
- Fulfillment Center
- Cruise
- Wholesaler
- On-line
- All or General (default)

To access:

- Click the Agency Menu and select Modify Agency Info.

- Both the Agency Name and Agency Type are mandatory fields.

This is an example of the Modify Agency Info dialog.



Click Help for instructions on how to use this dialog.

Messages

As an Administrator, you have the ability to target specific groups of users within your agency with Messages. This means that your Agent users receive messages that are relevant to them, thus enabling them to maximize earnings and/or provide better service to their customers.

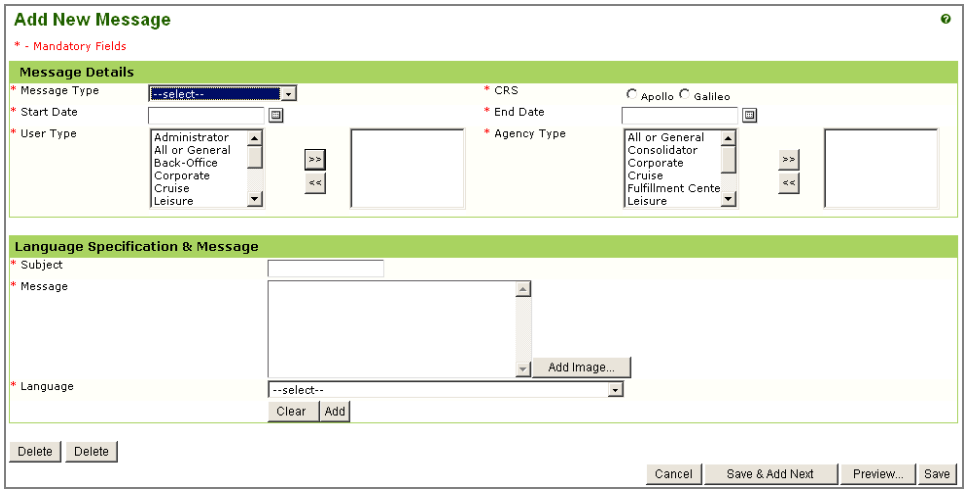
You can create, change and delete the messages that appear to GDIA agent users. You can preview messages while they are being created/edited, and you are able edit the message from the preview page.

Messages can be set to target agent users based on their user type. Several agent user types are available. One or more of these types can be selected for a single message.

To access:

- Click Messages, and select Add Messages:

This is an example of the Add New Message screen. The Edit/Delete messages dialog contains the same elements.



Click Help for instructions on how to use this dialog.

Note: Messages only appear to agent users *when they sign into GDIA.* Messages added after an agent has signed in will not appear to the agent until they sign out and then sign in again.

Messages must contain the following Message Detail information when created:

Field	Mandatory?	Explanation
Message Type	Yes	The Message types include: • Urgent Announcements • Agency • Promotional/Deal • Announcement • Product Tip/Shortcuts • Training • Miscellaneous
CRS	Yes	Apollo® or Galileo® host access.
Start Date	Yes	Enter the date you want the message to appear.
End Date	Yes	Enter the date the message expires.
User Type	Yes	• All or General (Excluding GDIA Administrators) • Back Office • Corporate • Cruise • GDIA Administrators • Leisure • Managers • Mid Office • Owners • Specialty • Ticketing • Tour
Agency Type	Yes	Select an agency type or types from the list provided.

continued…

- Messages include a language code and a set of country codes in the UTF-8 format. For locales with multiple locals, a default language must be set.
- Messages can be textual and can include an image. If you want to add an image, the image must exist on the Internet and be accessible via a URL. As an administrator, you can enter the message in HTML or plain text.
- If using HTML, you must specify the addition of an image and its URL. The administration application creates the HTML image tag with the specified URL at the selected point. These URLs are embedded in the message.

In addition, Language Specification & Message information is required:

Field	**Mandatory?**	**Explanation**
Subject	Yes	Headline subject for the message.
Message	Yes	The text of the message entered in HTML or plain text.
Add Image	No	Click Add Image…to add an image to the message. See below for additional information.
Language	Yes	Select a language applicable to the message.

Adding an Image

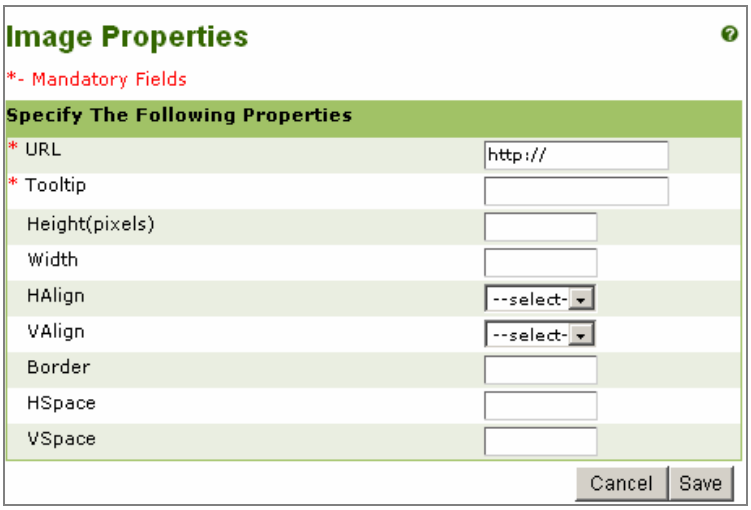
When creating a message, you can add an image to the message.

Note: You cannot upload images to the server. To add an image, the image must exist on the Internet and be accessible via a URL.

- To do this, you would type your message in the Message area, and then click Add Image…

When you do this, the Image properties screen appears.

This is an example of the Image Properties screen.



To preview how the message will appear to GDIA users (with actual images rather than just the link, for example):

- Select Close to return to the Add New Message screen, then select Preview.

Click Help for instructions on how to use this dialog.

The following fields appear on the dialog.

Field	Mandatory?	Explanation
URL	Yes	Enter the URL for the image.
Tooltip	Yes	Enter a tooltip. This text appears when users hover the cursor over the URL.

Values for the options below are optional. The numeric values define where the image appears on the agent's desktop when they click the URL. Values except HAlign and VAlign are stored in pixels.

Those who are unfamiliar with building Web pages, and using graphics in various applications, may find trial and error the best way to determine the desired values. In this case, use of the Preview option on the Add New Message screen will come in handy.

Field	**Mandatory?**	**Explanation**
Height	No	Indicate the image height in pixels
Width	No	Indicate the image width in pixels
HAlign	No	Horizontal alignment, left, center, right.
VAlign	No	Vertical alignment, left, center, right.
Border	No	Indicate the width of the border around the image, in pixels.
HSpace	No	Horizontal margin in pixels
VSpace	No	Vertical margin in pixels

Stored Commands

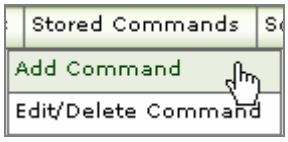
A stored command is one or more Apollo® or Galileo® terminal entry commands that are stored so that the agent user can use them without retyping them each time they need to execute them. Stored Commands provide the same functionality in GDIA as do Programmable Keys in Focalpoint®.

As an administrator, you can create, delete and maintain Stored Commands for GDIA agent users within your agency.

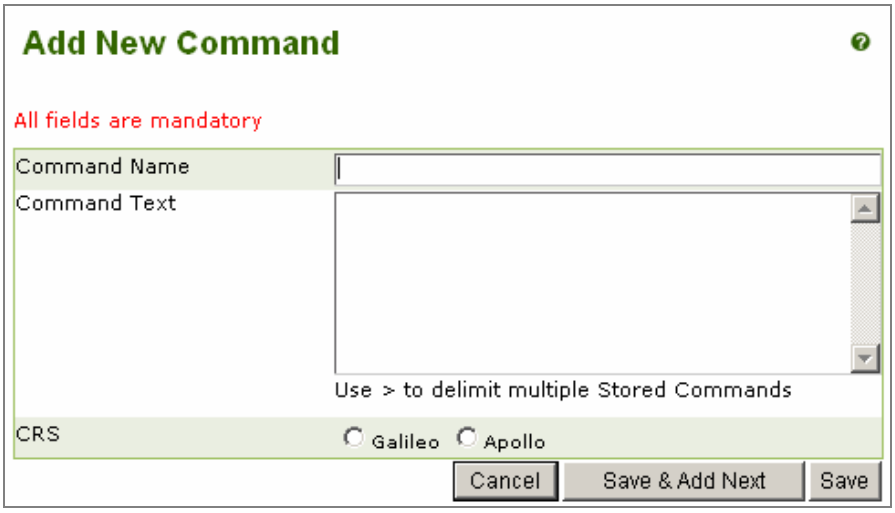
Note: (For beta participants only) If you add any Stored Commands for your agency, the default Stored Commands that come with the application, will still be available to the agent. This is true only for the beta test. After the beta test, we will be adding an enhancement that will display the default Stored Commands in the administration application.

To access:

- Click Stored Commands, and select Add Command:



This is an example of the Add Command screen.



Once you have created the Stored Command, a list of all available Stored Commands displays in the Admin.

Click Help for instructions on how to use this dialog.

All created Stored Commands must include the following:

Field	Mandatory?	Explanation
Command Name	Yes	The agent will see this text in the list.
Command Text	Yes	This is the Host Command area. The command will auto transmit and will automatically include the SOM. *Do not include the SOM in your entry.*
CRS	Yes	Select Apollo® or Galileo®.

Keyboard Mapping - Windows® Keyboard

GDIA uses standard Windows® keyboard mapping. The traditional Apollo®/Galileo® keyboard using mapped special characters *does not work* in GDIA. The table below translates the characters for you.

Apollo®

To enter the mapped character:	Press this key combination	To display in GDIA as:
End item	Shift + \ Backslash	| (Vertical bar)
Start of Message	Shift + **.** (period /dot)	> (Greater than)
Pillow	Shift + 2	**@** (at sign)
Carriage return	Ctrl + J	
Asterisk	Shift + 8	*****
Dollar (money) sign	Shift + 4	**$**
Colon	Shift + ; (semi colon)	**:**

Galileo®

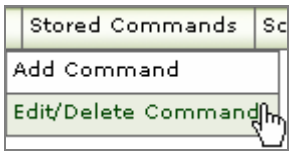
Press this key combination:	To display:
Shift + **.**	> (Greater than)
Shift + \	| (Vertical bar)

Edit/Delete Command

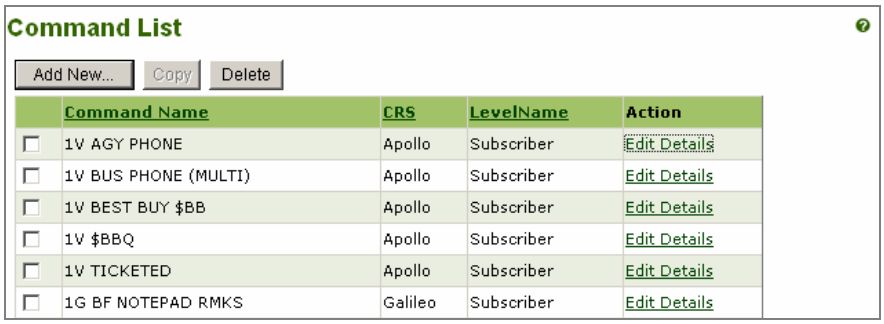
When you select Edit/Delete Command, a list of existing stored commands is displayed.

To access:

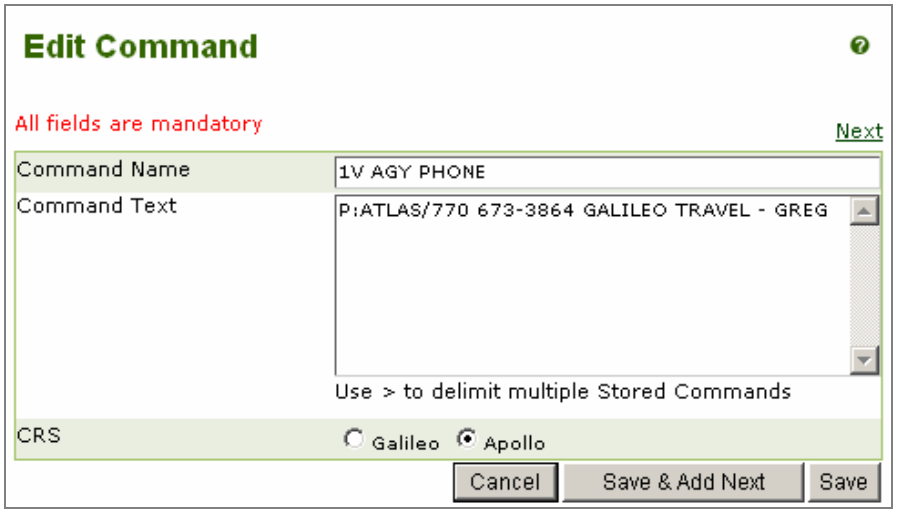
- Click Stored Commands, and select Add Command:



If applicable, the Command List appears. Click Edit Details in the Action column.



The edit/Delete Stored Commands Screen appears:



Click Help for instructions on how to use this dialog.

Note: The list of available Stored Commands is also displayed in the Stored Command area in GDIA Terminal Emulation for agents. Agents also have the ability to customize Stored Commands in Terminal Emulation.

Maintain Process Automation and Customization (Scripts)

Note: *Scripts are not currently available. The ability to use scripts is a future enhancement.*

As an administrator, you can maintain Process Automation & Customization (scripts) for the GDIA Terminal Emulation Agent. This is *not* a scripting tool.

In the near future, Galileo will provide you with a list of scripts that can be used by your agents. As an administrator, you will create the list of script locations that will appear. The scripts themselves are not created by GDIA, nor do they reside in the GDIA administration application. The GDIA administration site only contains links to the scripts location.

Note: The script language is JavaScript in an .HTML file. Scriptwriter™ and Scriptwriter Plus™ scripts *will not* work in GDIA.

Scripts reside on a Galileo International (GI) Web server. If an agency has the resources and wants to change a script on a GI server, they must download the script from the server and make the change on their local copy. They can reload the script to the GDIA server using the administration application.

- You can select a file for uploading, or specify a URL while adding/updating scripts.
- You can group the Process Automation & Customization capabilities into categories and sub-categories. The script categories and sub-categories have a parent/child relationship. You will select a node from the GDIA relationship tree.
- Uploaded scripts must have a description. When uploading, GDIA alerts you if the same name exists at a higher hierarchical level. If you find a script with exactly the same name, you have the option to rename your script. Unique script names are required within an entity. If you choose to retain a duplicate name, GDIA agent users receive the script closest to their level.
- Agencies with the resources to do so may create new scripts. The accepted script language is JavaScript™. Check with your Account Manager regarding other types of script building software.

Each script is stored in exactly one file.

You (the administrator) must:

- use the upload mechanism to manually upload the script to a GDIA server
- or, designate the URL of the file if your agency wants to host it.

GDIA validates to ensure the size of the file is not greater than 64KB.

Once the Process Automation & Customization scripts are uploaded, the Admin displays a list of all Process Automation & Customization scripts available for your agency in real time.

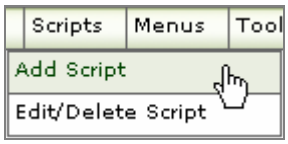
As an administrator, you can do the following:

- Re-upload existing Process Automation & Customization capabilities for your agency.
- Inherit Process Automation & Customization capabilities from a higher level, i.e. Galileo International.
- Delete existing Process Automation & Customization capabilities for your agency.
- Display a list of available Process Automation & Customization capabilities after logging into the GDIA administration application and selecting the Process Automation & Customization capability option. The specific script can be selected and modified, or deleted from the list.
- View a list of all Process Automation & Customization capabilities available to agent users. This includes the Process Automation & Customization capabilities created at a higher level and which are already available to users.

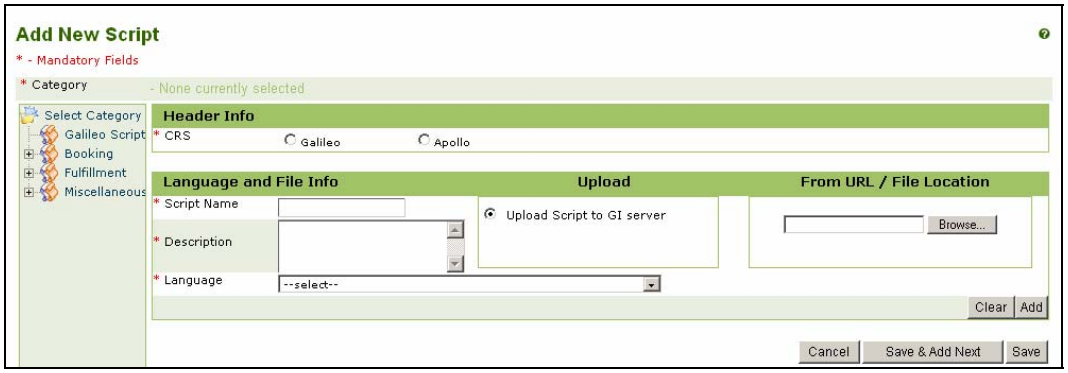
Adding a Script (Future Enhancement)

To access:

- Click Scripts, and select Add Script:



This is an example of the Add New Script screen.



Click Help for instructions on how to use this dialog.

When adding a script, the following attributes are required.

Field	Mandatory?	Explanation
CRS	Yes	Select Apollo® or Galileo®.
Category	Yes	Click to select a category.
Script Name	Yes	Enter a script name. If you choose to retain a duplicate name, GDIA Agent Users receive the script closest to their level.
Description	Yes	Enter a script description.
Language	Yes	Select the language for the script.
Upload Script to GI server	No	You may upload your own script to the GI server.
URL/File Location	Yes	Click browse to find the script you wish to add.

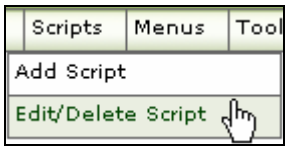
Edit/Delete Script (Future Enhancement)

The Script List, which displays when you select Edit/Delete Scripts from the Script menu, has an option to "View" on each script link. Your ability to delete the script is based on your administrative authority and whether you have control over the script.

Script links are available to all levels under the one at which it was created. For example, a script link created at the agency level is available to all users in that agency.

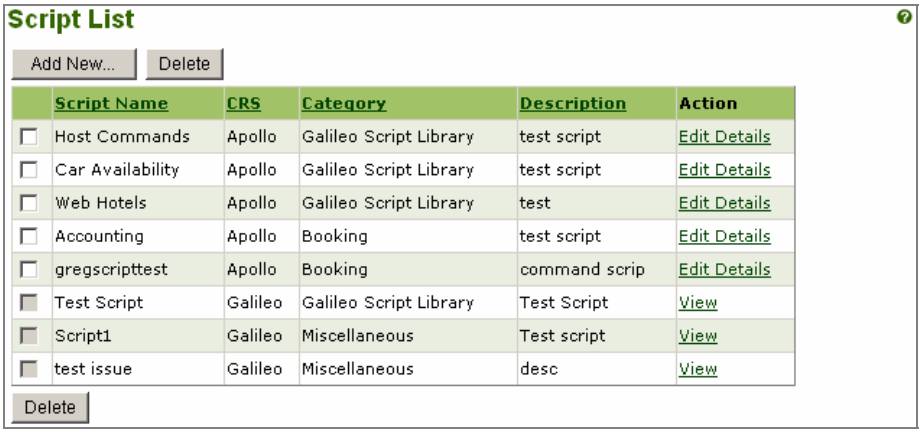
To modify a script:

- Click the Scripts menu and select Edit/Delete Script:



  You may also add a new script from this dialog.

This is an example of how the Script List screen appears.



Click Help for instructions on how to use this dialog.

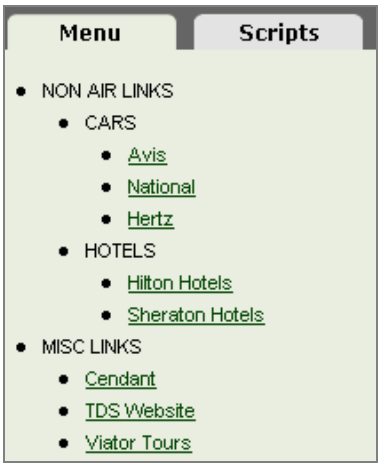
Menu Settings

As an administrator, you can create, modify and maintain menu layouts for your Agency.

Menus organize and provide access to links and information that agent users frequently need. (E.g. a Web site, or Web based application.) The menu hierarchy can have up to three levels:

Main Menu	Can display a sub-menu, or perform a task
Level 1 Sub Menu	Can display a sub-menu, or perform a task
Level 2 Sub Menu	Can only perform a task

In GDIA Terminal Emulation (TE) for agents, menus appear on the Menus tab on the left.

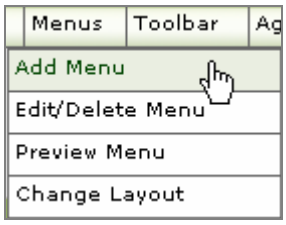


Click Help for instructions on how to use this dialog.

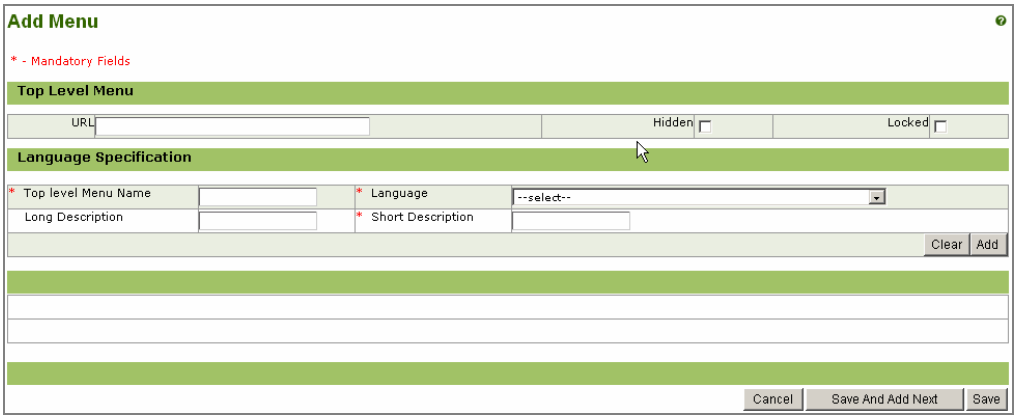
Add Menu

To access:

- Click the Menus menu and select Add Menu:



This is an example of the Edit Menu screen.



Click Help for instructions on how to use this dialog.

The following attributes apply when creating a menu.

Field	Mandatory?	Explanation
URL	No	For Main Menu and Level 1 sub-menu.
Menu Name	Yes	Enter the name that will appear on the menu tab
Language	Yes	Select the language of the menu. (See *Menu Languages*, below.)
Short Description	Yes	Enter a short description
		For Level 2 submenu. Enter the location of the menu URL (Web site or custom application).
Long Description	No	A detailed description of what the menu does.
Locked Indicator	No	Menus can be locked. If you see a menu item with the locked indicator, you will not be able to hide it or make changes to it. You will, however, be able to add items to a locked menu. Click Help to view the inherited menu options summary.
Hidden Indicator	No	If the hidden flag is checked, the corresponding Main Menu or Menu Item is not displayed to an agent user, provided it is not locked. Use this feature if you wish to hide default menu items from the agent users within your agency. Click Help to view the inherited menu options summary.
Parent Menu Item	No	Each level has one 'inherited' flag. If the inherited flag is true, items in that level are merged from upper levels of the hierarchy. Parent Menu Item only appears if the inherited flag is true. Otherwise, you will not see this field.

Menu Languages

Menus are presented in a specific language. The following attributes are stored for the available languages:

- Menu Text
- Short description
- Long Description

You can enter Menu text in different languages. Therefore, the agent user displays a menu that contains menu items in multiple languages. When a menu is created in multiple languages, you must select a default language. When displaying a menu item to an agent user it will display in the agent's preferred language, if available. Otherwise, the default language is used.

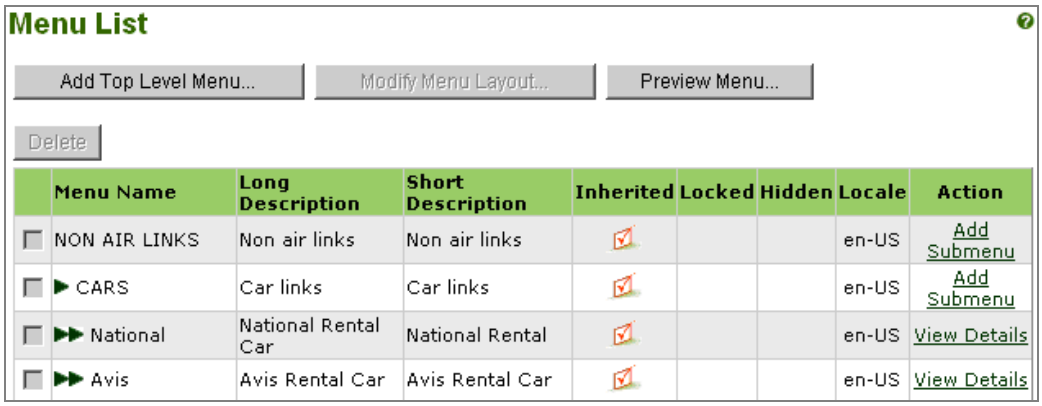
Click Help for instructions on how to use this dialog.

Edit / Delete Menu

To access:

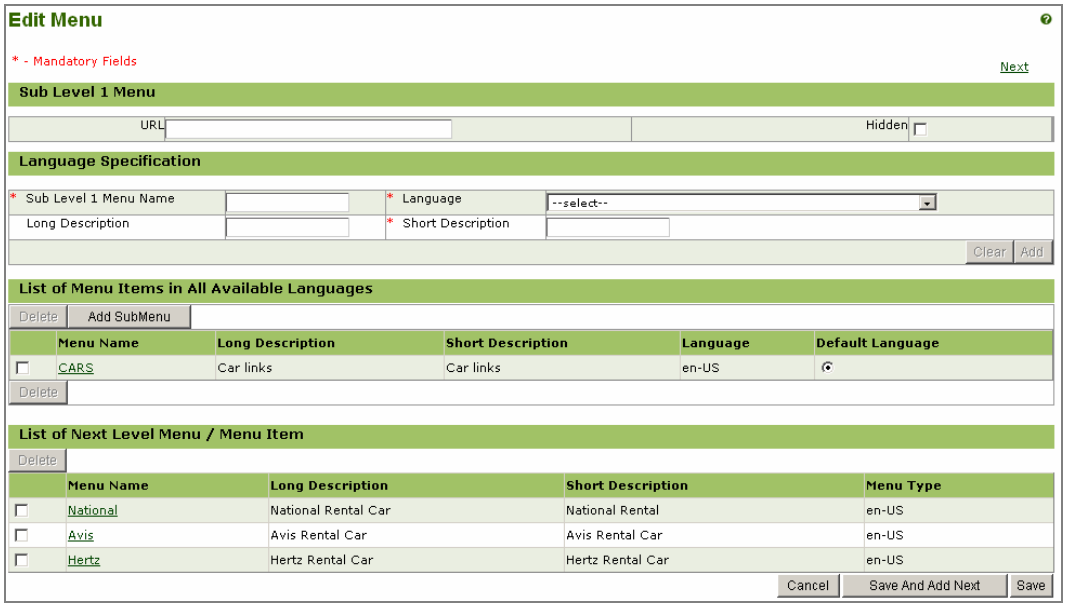
- Click the Menus menu and select Edit/Delete Menu:

Click Help for instructions on how to use this dialog.

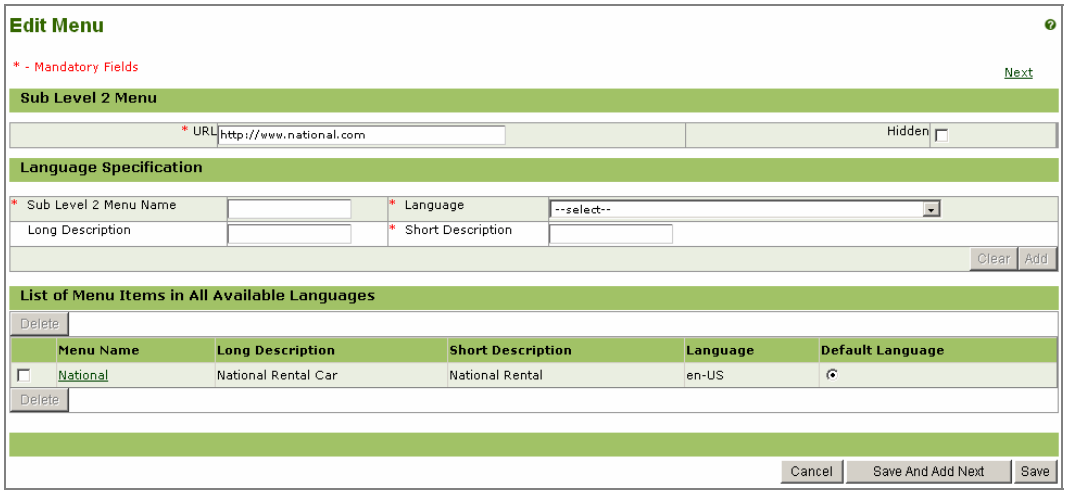


- Add Top Level Menu takes you to back to the Add Menu dialog (shown in the section called *Add Menu).*

- Add Submenu takes you to the Edit Menu dialog for the specific item.



- View Details takes you to the Edit Menu dialog for the specific item.

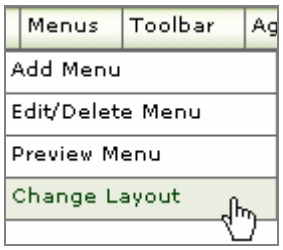


Change Layout

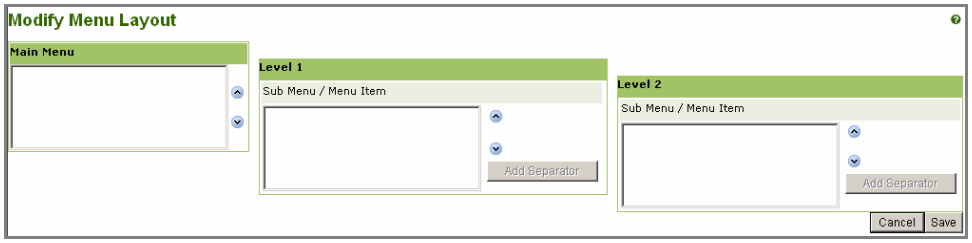
Change Layout is used to modify the actual layout hierarchy of the menu. You can only Change Layout for your own level.

To access:

- Click the Menus menu and select Change Layout. You can also access this from the Edit/Delete Menu.



This is an example of the Change Layout screen.



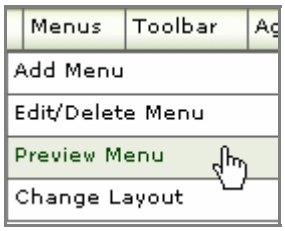
Click Help for instructions on how to use this dialog.

Preview Menu

Used to preview how a Menu System (all menu layouts) will look in GDIA to the agent user. The top level menu items first appear. Lower levels will appear when you hold the mouse over a top level or 1st sublevel item. You can also access this from the Edit/Delete Menu.

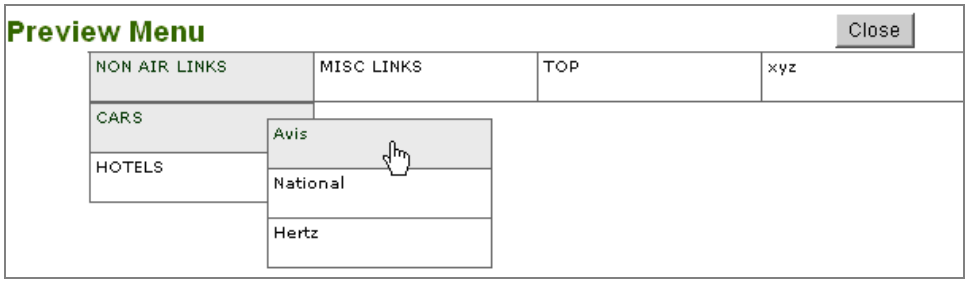
To access:

- Click the Menus menu and select Preview Menu.



Click Help for instructions on how to use this dialog.

Preview Menu shows you the menu structure. Click an item for a drop-down list of menu items.



Maintain the Agent Toolbar

The GDIA toolbar provides the agent with one-click access to tools they use frequently. Toolbar links should relate to tools that the agent may need to perform their work during the course of a day, such as Print Recovery, Galileo NetFares[SM], Galileo Cruise[SM], or similar, but can give the agent access to any resource the admin determines is useful.

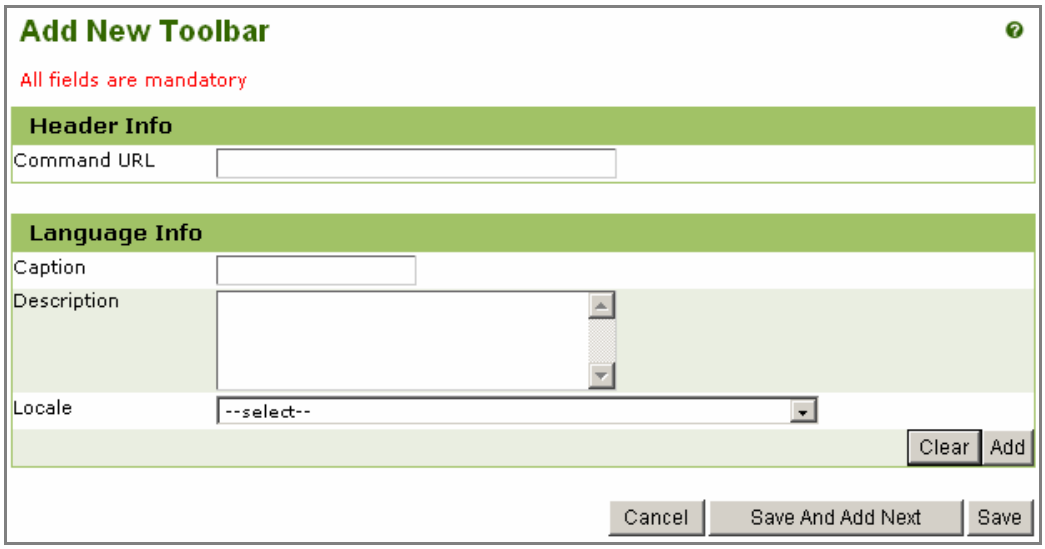
Only the administrator has the ability to create a Toolbar. Careful consideration should be given to the creation of toolbars as space is limited. Short names should be used.

As an administrator, you can maintain toolbar entries for agent users within your agency. This includes modifying and deleting a toolbar for your agency.

To access:

- Click the Toolbar menu and select Add Toolbar.

This is an example of the Add New Toolbar dialog.



Click Help for instructions on how to use this dialog.

The following fields are available on the Add New Toolbar dialog.

Field	Mandatory ?	Explanation
Command URL	Yes	Enter the complete URL or location of the item you want this toolbar button to display. You *must* include http://
Caption	Yes	Enter a caption of the toolbar button. This will display on the button in GDIA.
Description	Yes	Enter a description of the toolbar button. This will appear in GDIA when the mouse hovers over the toolbar button.
Language Info - Locale	Yes	The caption and description can be entered in different languages. This allows the agent user to view a toolbar in multiple languages. You will specify a default language for each toolbar entry. Select the language of the Web site, document, etc.

Edit/Delete Toolbar

Use Edit/delete Toolbar to View and/or Delete toolbars.

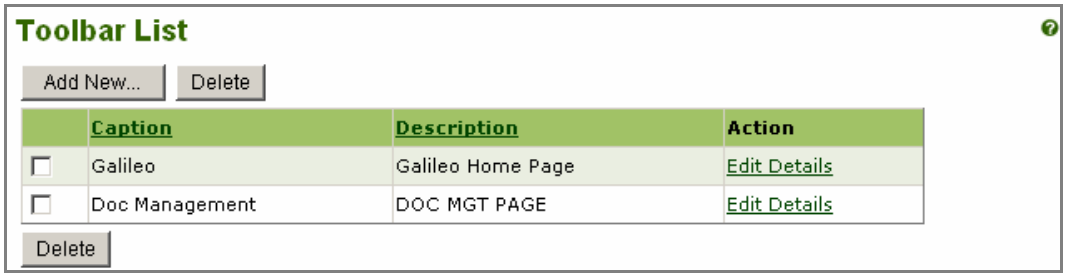
You can only edit toolbar buttons that were created by you or other administrators within your agency.

Note: There is a limited amount of visual space for toolbars. For this reason, you should limit the number of toolbars you create. To maximize use of space, try to abbreviate, or use short toolbar names.

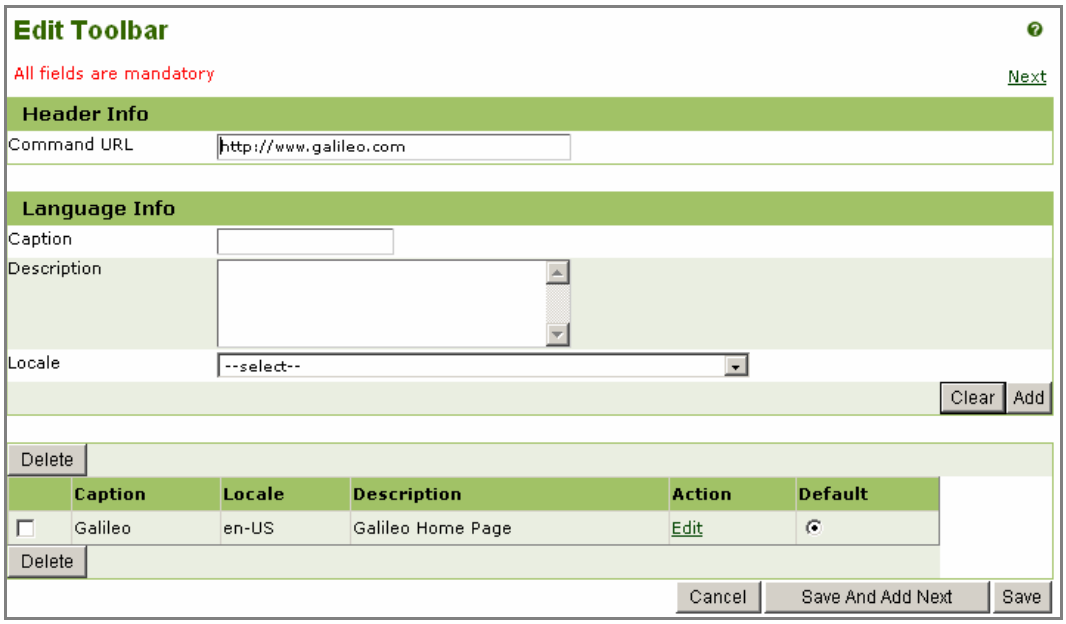
To access:

- Click the Toolbar menu and select Edit/Delete Toolbar.

This is an example of the Edit/Delete Toolbar dialog.



- Select Add New (graphic shown above, or Edit Details).



Click Help for instructions on how to use this dialog.