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Getting Started with Galileo Desktop℠ Internet Access

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

This Getting Started guide includes the following:

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

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

What is Galileo Desktop℠ Internet Access?

Galileo Desktop℠ 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℠ 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 comparable Linux OS flavors)
- Internet Explorer 6.0, Netscape® 7.2, Mozilla 1.7 (and comparable 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

- 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. HELP will provide you with pertinent, context-sensitive information about the page, its components, and how it works.

- Apollo® HELP and Galileo® GIS pages are still available to you. Use this help to find cryptic entry formats.

- For password problems, contact your agency administrator.

- For support, call your Galileo Help Desk number.

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.

Additional information about the administrative application is available in the document called Galileo Desktop Internet Access Getting Started – Administrator.

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.

Note: An individual can be designated as both an agent and an administrator.
## Glossary of Terms and Acronyms

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>GI</td>
<td>Galileo International</td>
</tr>
<tr>
<td>GDIA</td>
<td>Galileo Desktop℠ – Internet Access</td>
</tr>
<tr>
<td>GDS</td>
<td>Global Distribution System</td>
</tr>
<tr>
<td>CRS</td>
<td>Computer Reservation System</td>
</tr>
<tr>
<td>NDC</td>
<td>National Distribution Company.</td>
</tr>
<tr>
<td>SMO</td>
<td>Sales and Marketing Organization</td>
</tr>
<tr>
<td>PCC</td>
<td>Pseudo City Code</td>
</tr>
<tr>
<td>AM</td>
<td>Americas Region</td>
</tr>
<tr>
<td>AP</td>
<td>Asia Pacific Region</td>
</tr>
<tr>
<td>EMEA</td>
<td>Europe, Middle East, and Africa Region</td>
</tr>
<tr>
<td>SGTID</td>
<td>Static Galileo Terminal ID</td>
</tr>
<tr>
<td>GTID</td>
<td>Dynamic Galileo Terminal ID</td>
</tr>
<tr>
<td>HAS</td>
<td>Host Access Service</td>
</tr>
<tr>
<td>TE</td>
<td>Terminal Emulation</td>
</tr>
<tr>
<td>User</td>
<td>Individual User of the product, such as a Travel Agent</td>
</tr>
<tr>
<td><strong>Host Access Profile (HAP)</strong></td>
<td>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.</td>
</tr>
</tbody>
</table>
Getting Started - Agent

GDIA offers you the ability to access Apollo® and Galileo® Terminal Emulation through an Internet browser. Simply log on to any computer, access Galileo Desktop™ - Internet Access, log in and you are ready to go. It’s that easy! It needs no 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 such as a client’s office, a hotel room, or a convention or trade show. GDIA supports your home-based client booking activities, thus providing you with maximum flexibility and space savings.

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

The following topics are discussed in this section:

- Access Hierarchy
- Key Features
- What’s New?
Key Features

The key features of Galileo Desktop℠ - Internet Access are:

- **Access to Apollo® or Galileo® via a Web browser.**

- **Stored Commands List** – Replaces programmable keys. Stored Commands are a list of frequently used commands that have been stored for reuse.
  
  - An agent may inherit stored commands from any level in the GDIA hierarchy including the administrator application, or additionally, they can create their own stored commands. An agent can change and delete only the stored commands they have created.
  
  - (Applies to beta period only.) An administrator can build Stored Commands but cannot view or change commands built at higher levels in the hierarchy. All Stored Commands created at the agency administrative level can be viewed and used at the agent level.

- **Recent Entries list** – Replaces Focalpoint® Replay. A list of recent entries appears right on the page. Simply double-click the entry to re-enter it, or click to highlight the entry, and click submit.

- **Customizable Menus** – menus allow you quick access to a Web site, a document stored on a server, or a Web based application. Menus are built in the administrative application only.

- **Script Menu** – The Scripts menu provides quick access to scripts. To activate a script, click on the script title. A standard script list will be provided by Galileo®.

  Agency administrators are responsible for setting up and maintaining the scripting capabilities for their individual Agency beyond that which is provided by Galileo® via the GDIA Administration application. See Script Menu in the section titled Overview elsewhere in this document.

- **Customizable Toolbars** – Only the administrator has the ability to create a Toolbar. 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℠, Galileo Cruise℠, or similar. Careful consideration should be given to the creation of toolbars as space is limited. Short names should be used.

- **Separate Administration Application** – Enables agency administrators to perform administrative tasks such as creating other administrators, travel agent users, stored commands, scripts, menus and toolbars.
Overview

GDIA offers you the ability to access Apollo® and/or Galileo® Terminal Emulation through an Internet browser.

With Internet access come changes to the appearance of the interface, as well as changes to how you will perform certain tasks.

They include:

- Terminal Entry Windows
- Windows® Keyboard
- Stored Commands
- Recent Entries list
- Customizable Menus
- Script Menu
- Messages
- Administrative functions
- Focalpoint Relay™
Administrative Functions

Agency administrators can perform administrative functions that include setting menus, scripts, toolbars, etc. at the agency level.

Agency administrators also have the ability to create and manage agent user IDs for GDIA. This administrative functionality is available on a separate user interface within the application.

For additional information on administrative functions, see Additional information about the administrator application is available in the document called Galileo Desktop Internet Access Getting Started – Administrator.

Host Access Profile

The agency administrator creates a Host Access Profile for an agent user. After entering the pertinent agency user information such as name and phone numbers, etc. the Host Access Profile information is entered. This includes the CRS, Pseudo City Code, Profile Name (this is the name that appears on the profile list when the agent has more than one logon, see Multiple Host Access Profiles, below). Host Login ID, Host Login Password.

After the profile is created, the administrator advises the agent of their sign-on ID and password to the GDIA browser.

Login/Passwords

Use the following URL to access GDIA for the travel agent user application:

https://gdia.galileo.com

Your agent Login ID must be globally unique. Your e-mail address is recommended. The administrator will provide you with your Login ID and first password. You may change your password at any time.

The following rules apply to all GDIA browser passwords:

- Passwords are case-sensitive.
- Passwords must include one numeric or space.
- Passwords must include at least one upper case letter and one lower case letter.
- Your password locks after three failed attempts.
Access the Website

When you enter the GDIA Web site for the first time, the Terms and Conditions page appears.

You must click “I Agree” before you can continue.

Then the GDIA Login page appears.

Enter the Login Name and Password provided by your administrator.

**Note:** You should change your password the first time you login to GDIA.

To change your password on your first login attempt, follow these steps:

1. Enter the login name provided to you by your administrator (do not enter your password).
2. Click the Change your password? link.
   
   The Change Password page appears.

3. Cut and paste, or type in the Old Password provided to you by your administrator.
4. Type in a new Password.
5. Re-enter your new Password.
6. Enter a Password Hint and Answer.
7. Click Change Password.

The Login page reappears noting that your *Password successfully changed*.

8. Now you can sign in with your Login Name and *new* password.

**Forgot Password?**

There is a ‘Forgot your password?’ link on the Login page. Click this link and answer the password hint correctly and the password is e-mailed to you, if your administrator has provided an e-mail address for you.

**Change Password?**

Click ‘Change your password?’ to change your password.

**Multiple Host Access Profiles**

If you have more than one host access profile set up, you are first prompted to select one to use. Your host access profile is linked to a specific GTID and host Login ID. A profile points to the Apollo® or Galileo® host, and is set up in the administration application.

The names selected for this option are unique.
- Select the one you wish to use.
Note: If you have only one profile setup, you will not see this page.

The Terminal Entry window appears.

Log Out

When you are working in GDIA and want to sign off, click LOGOUT in the upper right corner of the window.

Note: Do not use the standard Apollo® or Galileo® sign off: SOF.
Password Changes

Your GDIA Login ID and password automatically log you in to Apollo® or Galileo® host.

There are two general instances when you will be prompted to change your password:

1. Your GDIA Website password has expired.
   Note: Currently no expiration time limits exist for the GDIA Website password. In the future, it will be 90 days.

2. Your Apollo® or Galileo® host password has expired (every 90 days).

GDIA Password Expires

When you attempt to login to the GDIA Website, two password change conditions exist.

1. You may be required to change your password because it has expired.
   You are required to change your password when you receive the password expired screen. It prompts you to create a new password and confirm it by typing it in again. A Password Hint, and Hint Answer are also required.
   Note: Currently no expiration time limits exist for the GDIA Website password. In the future, it will be 90 days.

2. You can voluntarily change your password.
   You can change your password at any time. Select Change your Password? when you sign in.

Expired GDIA Website Password

When you attempt to login to the GDIA Website and your password has expired, the Change Password screen appears.

To change your expired GDIA password, follow these steps
1. Enter your Old Password.
2. Enter your new password (Password), and then Re-enter Password.
3. Enter a Password Hint, and Hint Answer
4. Click Change Password.
   Your GDIA Website access password is changed.

Voluntarily Change Your GDIA Website Password

You can voluntarily change your GDIA Website password at any time.

To voluntarily change your GDIA Website password, follow these steps

On the GDIA Website Login screen…:

1. Enter your Login Name and Select Change your Password?
   The Change Password Screen appears.

2. Follow the same steps as for changing an expired GDIA Website password, above.
   Your GDIA Website access password is changed.
Apollo®/Galileo® Host Password Expires

When your Apollo® or Galileo® host password has expired or has been reset, you are prompted with a change password screen where you will enter your new password. When you change your password here, your password in the Host Access Profile (HAP) within the GDIA administrator is updated with no administrative intervention.

There are three scenarios under which you may be asked to change your host password.

Scenario 1

You changed your password outside of GDIA.
i.e. You changed your password when prompted in Focalpoint®, or changed your password in your Apollo®/Galileo® STD host profile.

When you login to the GDIA Website, you are prompted with the Change Host Password screen: “Please provide your host password”.

To Change your host password, follow these steps:

1. Type the new Apollo® or Galileo® host password, re-enter it, then click the Submit button.

Your GDIA host access profile (HAP) in the administrator is updated with your new host password, and the login screen redispays with the text “Password Updated”.

2. If the password is not accepted, you may need to reset your password.
2. Type your **GDIA Website** Login Name and Password (*do not* use the new host password you just changed). Your login name is probably your e-mail address.

3. Click Login.

   The GDIA home page appears.

   **Note:** It is easy to get confused on this screen. Remember that this screen is your GDIA Website Login and Password screen.

**Scenario 2**

- **The agency “secondary” authorizer builds a new STD profile** on the Apollo® or Galileo® host, and then as a GDIA administrator, adds a new GDIA browser user to the admin.

- **The secondary authorizer resets** (changes) your agent password in the Apollo® or Galileo® host.

Whether the password is new, or being reset, you are prompted to change the password on the first login (so you will see the password updated screen twice).

When you log into the GDIA Website, you are prompted to “Provide your host password.” (The authorizer has either built a new host STD profile or reset your host password.)
To change your Apollo®/Galileo® host password, follow these steps:

1. Type the Apollo®/Galileo® HOST password provided by your secondary authorizer, re-enter it, then click submit.

   Your GDIA host access profile (HAP) in the administrator is updated with your new host password and the login screen redispalyes with the text “Password Updated”.

2. Type your GDIA Website Login Name and Password. Your login name will probably be your e-mail address.

3. Click Login.

   The Change Host Password screen will display (again) with the text, “Please provide a new host password.”

   Your secondary authorizer or administrator provided you with the generic password you just used to log in. Now, the Apollo®/Galileo® host is prompting you to change your password again, enabling you to create your own personal password just as it would do if the same thing occurred in Focalpoint®.

   **Note:** The host rules for a password are: 6-10 alpha or numeric characters, must not repeat last 5 passwords, must include at least one numeric character, must not include the following: your name/day/month/sign-on/test/Apollo).

4. Type the new password, re-enter it, then click the Submit button.
Your GDIA host access profile (HAP) in the administrator is updated with your new password and the login screen redisplayed with the text “Password Updated”.

5. Type your GDIA Website Login Name and Password (do not use the new host password you just changed). Your login name will probably be your e-mail address.

6. Click Login.

The GDIA home page appears.

Note: It is easy to get confused on this screen. Remember that this screen is your GDIA Website Login and Password screen.

Scenario #3

Your Apollo® or Galileo® host password has expired.

When you login on the GDIA Website, you are prompted with the Change Host Password screen: “Please provide a new host password”.

To change your expired Apollo/Galileo host password, follow these steps:

1. Type the new password, re-enter it, then click the Submit button.

Note: The host rules for a password are: 6-10 alpha or numeric characters, must not repeat last five passwords, must include at least one numeric character, must not be name/day/month/sign-on/test/Apollo).
Your GDIA host access profile in the admin is updated with your new host password and the login screen redisplays with the text “Password Updated”.

2. Type your GDIA Login Name and Password (*do not* use the new host password you just changed). Your login name is probably your e-mail address.

3. Click Login.

   The GDIA Website home page appears.

   **Note:** It is easy to get confused on this screen. Remember that this screen is your GDIA Website Login and Password screen.
Terminal Emulation (TE) Windows

When you login to the GDIA Website, you are automatically logged in to your pseudo city for either Apollo® or Galileo®.

It is not necessary to login again with your Focalpoint® sign-on. You have access to everything you need to conduct business.

As you may have access to either system, or more that one PCC, the login you use is dependent on how you are provisioned within GDIA.

TE windows in GDIA function like the standard Focalpoint® windows. There are four windows. Enter an Apollo® or Galileo® command following the SOM (>) and press Enter in the same way you would if you were in Focalpoint®.

Service Bureau users are required to select the pseudo city of their choice when they login. Rules defining a Service Bureau and the pseudo cities allowing emulation have not changed.
Switching windows

To switch to a different window, click the tab for that window, or use Ctrl + the window number (e.g. Ctrl+4).

Redirect

You may redirect entries to another window using ALT+ window number.

Commands/Tabbing

There is no change to the way commands and sub-commands work in GDIA. For example, if you have an availability display A15JUNORDSEA, with a sub-command of A*M, you can tab to the sub-command and enter. Or, you can tab to the sub-command, enter a line number and enter.

Fill-In-Formats

There is no change to how you use fill-in-formats (FIF). Use the tab key to move from field to field, and make the applicable entry(ies).

Issuing Tickets

The process for issuing tickets is the same as it is when you use FocalpointNet™. You will link your PC to the agency printers using the current 'HMLM' entries. Documents will be issued from the devices attached to the PC which has Galileo Print Manager (GPM) installed.

Issuing Multiple Tickets

There is an infrastructure limitation applicable when you have a PNR/BF with multiple ATFQ lines.

Ordinarilly when you enter HB: in Focalpoint®, the response for each ticket appears separately as each stored fare is issued.

With this version of GDIA, you will only see the last message in the group: MULTIPLE TICKETING COMPLETE.

To see a message for each ATFQ issued, we recommend that you issue each ticket separately, e.g. HB1: HB2: HB3:, etc.
Windows® Keyboard

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

### Apollo®

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

### Galileo®

<table>
<thead>
<tr>
<th>Press this key combination:</th>
<th>To display:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shift + .</td>
<td>&gt; (Greater than)</td>
</tr>
<tr>
<td>Shift + \</td>
<td></td>
</tr>
</tbody>
</table>
## Other Keyboard Differences

<table>
<thead>
<tr>
<th>Entry</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;</td>
<td>Not available for use in GDIA</td>
</tr>
<tr>
<td>END</td>
<td>Moves to the end of text on the current line</td>
</tr>
<tr>
<td>HOME</td>
<td>Moves to the beginning of text on the current line</td>
</tr>
<tr>
<td>CTRL + W</td>
<td>Clear active window (focus must be within the TE window)</td>
</tr>
<tr>
<td>CTRL + S</td>
<td>Clear all active windows (focus must be within the TE windows)</td>
</tr>
<tr>
<td>CTRL + 1</td>
<td>Move to Window 1</td>
</tr>
<tr>
<td>CTRL + 2</td>
<td>Move to Window 2</td>
</tr>
<tr>
<td>CTRL + 3</td>
<td>Move to Window 3</td>
</tr>
<tr>
<td>CTRL + 4</td>
<td>Move to Window 4</td>
</tr>
<tr>
<td>CTRL + P</td>
<td>Print GDIA page</td>
</tr>
<tr>
<td>HOME HOME</td>
<td>Not applicable</td>
</tr>
<tr>
<td>END END</td>
<td>Not applicable</td>
</tr>
<tr>
<td>PAGE UP</td>
<td>GDIA scroll up (not mapped to host move up)</td>
</tr>
<tr>
<td>PAGE DOWN</td>
<td>GDIA scroll down (not mapped to host move down)</td>
</tr>
<tr>
<td>ALT + Window Number</td>
<td>Redirect is available in GDIA.</td>
</tr>
<tr>
<td>CTRL + X</td>
<td>Print all windows not applicable in GDIA</td>
</tr>
<tr>
<td>Shift + Enter</td>
<td>Resend is not applicable</td>
</tr>
<tr>
<td>Copy</td>
<td>Highlight the text and Ctrl+C. You can copy text from the window to an e-mail or word document.</td>
</tr>
</tbody>
</table>
Stored Commands (replaces Programmable Keys)

In GDIA, stored commands are commands that have been stored for reuse. You run stored commands multiple times without having to retype the command. Focalpoint® users will find these similar to Programmable Keys.

Stored Commands List – Replaces programmable keys.
- An agent is able to view stored commands from any level in the GDIA hierarchy including the administrator, and they can create their own stored commands. An agent can only change or delete stored commands they have created.
- All Stored Commands created at the agency administrator level can be viewed and used at the agent level.

If you need information on what a specific Stored Command does, contact your GDIA administrator (if it is not a command you created).

Stored Commands are applicable in both Apollo® and Galileo®. The Stored Commands displayed are for the CRS specified at the time they were built. For example, if you have access to both Apollo® and Galileo®, the applicable set of Stored Commands will display.
Add a Stored Command (Agent Level)

Use the Edit function to add, edit or delete your own stored command(s).

To add a stored command, follow these steps:

At the bottom of the Stored Commands list...

1. Click Edit.
   
   The Edit Stored Commands dialog appears.

2. Click Add Command to add a new command.
   
   The Add Command dialog appears.
3. Complete the fields as follows:
   - Command Name - Enter a name for the stored command. This will appear in the GDIA stored command list.
   - Command Text - Enter the TE command. If the stored command contains multiple TE commands, type the “>” character at the end of each TE command.

4. Click the Add Command button to save this stored command.
   - Select Cancel if you decide not to add this stored command.

5. Click Return to TE when you are finished.

   **Note:** Do not include the SOM character in stored commands. The SOM is included automatically when a stored command is executed in Galileo Desktop<sup>SM</sup> - Internet Access (GDIA).

Click Help for additional instructions on how to Edit or delete a Stored Command.

### Edit or Delete a Stored Command

1. Click Edit.

2. The Edit Stored Commands dialog appears.

   ![Edit Stored Commands Dialog](image)

   - Click the Edit link for the command you want to edit.
   - The Edit Stored Commands dialog appears.

   ![Edit Stored Commands Dialog](image)

   Edit the command and click Update Command, or click cancel if you want to cancel the action.

   - Click the Delete link to delete a command.

   The ‘Are You Sure’ warning appears.

   ![Are You Sure Warning](image)

   3. Click OK to proceed with the deletion, or click cancel if you want to cancel the action.
Running/Searching for a Stored Command

- To run a stored command, double-click or highlight it and select Submit. The command or commands execute in the current TE window.
- To search for a stored command, click any command, and type a letter. This moves the highlight bar to the next command beginning with that letter.

Recent Entries list

Recent Entries displays a list of all of your last 20 Apollo® or Galileo® commands. These entries appear in the Recent Entries area near the lower right corner of the page.

Recent Entries Commands

- To run a command from the Recent Entries window, double-click the command, or highlight the command and select Submit. The command is executed in the current TE window.
- To search for a recent entry, click a command in the list, and type a letter to move the highlight bar to the next command beginning with that letter.
- To remove all commands from the Recent Entries list, select Clear.
Customizable Menus

Customizable Menus provide quick access to tools like Web sites, and Web based applications. Agency menu options are created in the administration application.

- To view content, click the desired link from the list.

![Customizable Menus](image)

Script Menu

*Note: Look for scripts in a future phase of GDIA.*

The Scripts Menu provides quick access to a standard script library that will be provided by Galileo®. Your agency administrator will be able to create and manage agency specific scripts as well. If created, agency specific scripts will display along with standard Galileo® provided scripts.

This graphic illustrates what the script menu might look like.

![Script Menu](image)
Unsolicited Message

Unsolicited Messages are indicated by the envelope icon in the upper right corner of the page.

Unsolicited messages are those you receive from the central processor such as a failure to ticket, last ticket/invoice issued, etc.

**Note:** Due to infrastructure limitations GDIA is not able to display multiple unsolicited messages.

You can click on the envelope icon to retrieve a message, or type ‘U’ and Enter in Focalpoint®. Using the Focalpoint command Ctrl+U does not work.

Toolbars

In GDIA, a toolbar provides you with one-click access to the tools you use most frequently, such as a Web site. The toolbar is customizable and created in the administration application or by a Galileo® representative. Toolbars appear as links across the top of the display.

In the example below, Viewtrip was selected.
Messages & Promotions

You have the ability to receive Promotions & Messages (alerts, promotions, etc.) from your agency and/or Galileo International organizations. You can access these messages by clicking the MESSAGE link in the top right corner of the window.

Once clicked, GDIA displays any Promotions & Messages in a separate window.

Do not confuse this type of message with unsolicited messages, defined above.

Administrators are responsible for creating and maintaining Promotions & Messages within the GDIA Administration application. The administrator determines the length of time that a message appears on the list at the time they create the message. You will see the subject of the message in the message list and can click on a specific message to get the entire content (including graphics).
Focalpoint Companions

Focalpoint® Companions will take on a different form in GDIA.

Programmable Keys

GDIA *Stored Commands* replace Focalpoint® Programmable Keys.

Focalpoint® Replay

GDIA *Recent Entries* replace Focalpoint® Replay.

Scriptwriter Plus™

Scriptwriter Plus™ scripts cannot be used in GDIA.

Galileo® Regional organizations are working hard to provide you with a number of canned scripts that will work in GDIA. These scripts are written in an industry standard programming language, JavaScript™.

Agencies with their own development resources can develop/use their own (JavaScript™) scripts. When GDIA canned scripts become available, you can copy and modify them for your own use.

Relay™

Print Recovery

The only Relay™ option available in GDIA is Print Recovery. You will be able to access this utility by clicking on the ‘Print Recovery’ toolbar button as shown in the example below.

Before you activate Print Recovery, turn off any pop-up blockers you may have running.

Print Recovery works in much the same way as it does in Focalpoint®.

When you click the Print Recovery tab, the Autorecovery-Specify Missing Document dialog pops up…
…on top of the Print Recovery dialog.

If you do not want to see this screen at startup, click to clear the checkbox on the pop-up.

Hints on this and other pop-up screens will help you with navigation.

For detailed help on how to use this and other Print Recovery dialogs, click Help.

(A Fallback and Recovery Quick Reference document on the Galileo 360 Portal at: [http://support.galileo.com/portal](http://support.galileo.com/portal))
Itinerary Capture

Relay™ Itinerary Capture is *not* available in GDIA, however, you can still capture an itinerary in GDIA using the e-mail options formats. They are found in HELP DESKTOP-EMAIL. GDIA operates using the standard Windows® keyboard.

In addition, you can cut and paste text using Ctrl+V, Ctrl+C, if desired.

Other Relay™ Tools

Other Relay™ options may be made available based on customer demand, however, they may take a different form than what you currently see in Focalpoint® today.

The following Relay™ tools are not currently available in GDIA:

- Response Capture / Queue Manager / PNR to Profile / Profile Editor / Ticket Exchange / Custom Check / E-ticket Status
**Troubleshooting**

*I have a PNR with multiple ATFQs. When I make the HB: entry for all of the tickets, the response for each ticket does not appear. All I get is MULTIPLE TICKETING COMPLETE. How do I know all of the tickets were issued?*

There is an infrastructure limitation applicable when you have a PNR/BF with multiple ATFQ lines.

Ordinarily when you enter HB: in Focalpoint®, the response for each ticket appears separately as each stored fare is issued.

With this version of GDIA, you will only see the last message in the group: MULTIPLE TICKETING COMPLETE.

To see a message for each ATFQ issued, we recommend that you issue each ticket separately, e.g. HB1: HB2: HB3:, etc.