Galileo Desktop Internet Access – Frequently Asked Questions

How do agents order Galileo Desktop Internet Access (GDIA)?

You can order directly online via My Galileo at https://myaccount.galileo.com/portal
Or contact your account representative.

How do agents access Galileo via Galileo Desktop – Internet Access?

Once purchased and all of the relevant GTIDS have been set-up, agents will access GDIA via the Internet at the following URL – https://gdia.galileo.com

Does GDIA have full printing capabilities?

Yes, GDIA does offer full ticket printing capabilities however this is currently only available using Galileo Print Manager which requires the VPN Software to be installed if not already on-site. Web enabled printing is currently being developed and will be available in the near future.

Does GDIA offer the same functionality as FocalpointNet?

GDIA does offer the same functionality as FocalpointNet with the exception of scripting. This functionality will be coming soon

As an agency still needs to use the Galileo Print Manager software (that they already have as part of the FocalpointNet product) for ticket printing, why would they want to move from FocalpointNet to GDIA?

Agents that currently access Galileo via FocalpointNet do so using the VPN client at all times. With GDIA, agents will only need to use the VPN for ticket printing as GDIA does not need to use the VPN connection for accessing, searching and booking.

How does an agent order Galileo Print Manager software?

If an agent already uses FocalpointNet, they already have the Galileo Print Manager software. For non FocalpointNet customers, the Galileo Print Manager software will either be sent to them on a CD or be downloadable from a secure website. The method of delivery will be decided by the local market.

Will a new Galileo customer require an engineering visit to use this product?

Agents will only require an engineering visit if a ticket printer needs to be installed. The Galileo Print Manager software that the agents will need for ticketing purposes has been designed to be installed by the customer using easy to follow instructions. If the agent wishes to use a printer for printing itineraries only, then any printer supported by windows can be used.

When adding a new Agency User in GDIA Admin what does an agent enter in the username box?

The username is a globally unique name to the user e.g. their e-mail address. If a username has previously existed in GDIA and been deleted, the username can not currently be used again. This restriction will be removed in the near future.

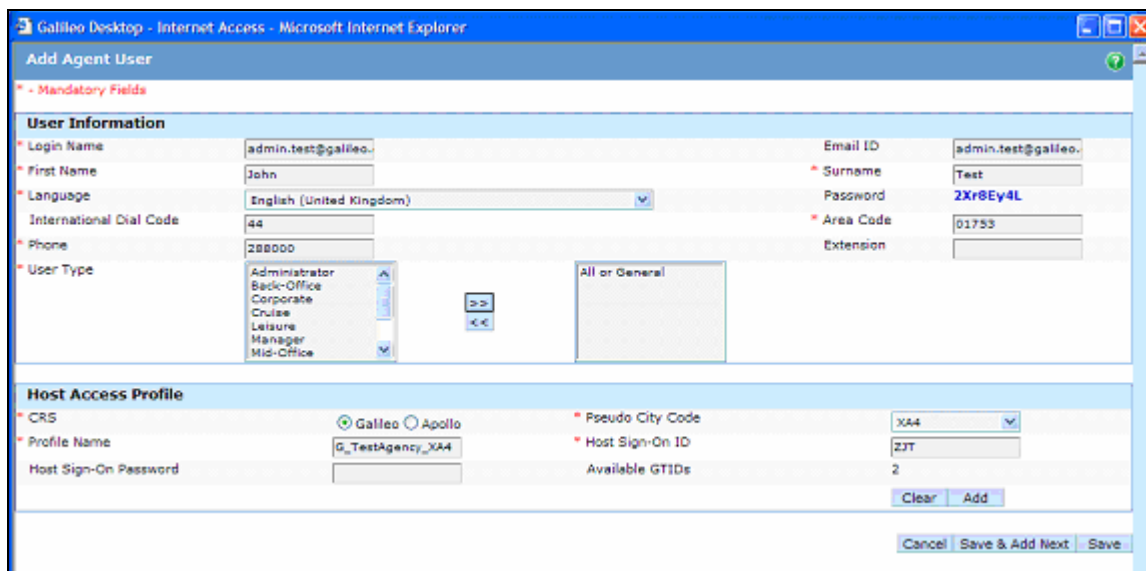**When adding a new Agency User in GDIA Admin what does an agent enter in the Profile Name box?**

The Profile Name is a globally unique name to the user e.g. GALILEO_PCC_username.

Can FocalpointNet users get access to the same information on GDIA?

All the Galileo Host content that an agent currently has access to using FocalpointNet is available via GDIA. Other content such as Rail is not currently available.

How does an agency create a user using the administration component?

- Using the Administrator URL, Login name and Password, login to the Administrator site. The agent can update their profile and password when prompted.
- Click the Users menu and select Add Agency User
- Complete the Add Agent User screen, as follows:

Please refer to the 'Getting Started – Admin Guide' for more information.

How does an agency benefit from any software updates / enhancements?

As the product is browser based, all software updates will be automatic so the agent will always be using the latest version of the product.

Is there a library of scripts available?

In this release of GDIA, a library of scripts is not available. This has been identified as a requirement and scripts based on some from the Galileo Desktop will be made available in a future release.

Is it possible for an agency to write their own scripts?

An API which will enable scripts to be created is currently being developed and will be available soon.

What is the minimum internet connectivity required?

The minimum required is a 56K line but broadband is recommended i.e. at least 512kbps ADSL

Can you map GDIA Windows based keyboard to an Apollo based keyboard?

No, GDIA will only run in the Windows Keyboard mode.

I am a GDIA administrator and have deleted GTIDS from our agency profile, but these deletions are not reflected in my billing. Why not?

In the first phase of GDIA, deleted GTIDS are not sent to Galileo® sales. Therefore, it's a good idea to print and send the list of deleted GTIDS to your Galileo sales representative to ensure their deletion.

Can GDIA users be set up as a Service Bureau?

The browser product does not recognize reinitialization as we know it today. For this reason, certain steps had to be put into place to provide the customer needs regarding secondary pseudos and service bureaus. Following lists two work-arounds to meet the customer requirements while a better solution is developed for Phase 2:

- If it is known that a customer requires service bureau or secondary pseudo reinitialization when the project is ordered:
  - Add a remark stating that all GTIDS are to be initialized as 1ZX (service bureau) or 1YW (secondary pseudo).
  - Change the Ln Typ (Network Request) to "MO".

This will automatically drop the project on the CD Telecom Provisioner Queue to be worked manually versus programmatically assignment of DB to the prime pseudo.

- If a customer advises they want reinitialization after the project has been completed, then 2 projects must be created.
  - First project will be a revision to delete the original request for GDIA
  - Second project is to reorder following the above guidelines to initialize as a different pseudo