

New to the Apollo® system? Need a refresher? Here's your map to success!

The recommended courses will lead you down the path to mastering the Apollo® system. There is a combination of online self-paced and instructor-led courses available as you travel down your path. In addition, there are online demonstrations and quick references that can assist you as you continue on your journey.

Basic Training Path		Advanced Training Path <i>In addition to the Basic Path, the following courses are recommended</i>	
Click here to access the Training Home Page for courses - USA Click here to access the Training Home Page for courses - Canada		Click here to access the Training Home Page for courses - USA Click here to access the Training Home Page for courses - Canada	
Getting Started		Enhancing Core Skills	
Getting Started with Self-Paced Training	Online Self-Paced	Reviewing PNR History	Online Instructor-Led
ASK Galileo SM	Online Demo	Learn Out Loud (LOL) (various topics)	Online Instructor-Led
Air		TimeSavers for Selling Air	Online Instructor-led
Focalpoint® Air Curriculum	Online Self-Paced (9 courses)	Managing Queues Using Focalpoint Relay™ Queue Manager	Online Instructor-Led
Issue Tickets and Itineraries	Online Demo	Galileo Desktop SM Internet Access for Administrators	Online Instructor-Led
PNR Overview – Focalpoint®	Online Instructor-Led	Viewpoint™ Tips and Tricks	Online Instructor-Led
Display Fare Rules	Online Demo	Pricing and Ticketing	
Store the Fare (4 online demos)	Online Demo	Building Pricing Records (US only)	Online Instructor-Led
Galileo Optimal Shopping SM	Online Demo and Online Instructor-Led	HHPR-Manual Stored Pricing (CA only)	Online Instructor-Led
Working with Pricing and Ticketing Modifiers (CA/US versions)	Online Instructor-Led	Galileo NetFares SM	Online Demo and Online Instructor-Led
Car		Document Activity Report	Online Instructor-Led
Focalpoint® Car Specialist	Online Self-Paced	Display International Fares	Online Self-Paced
Viewpoint™ Car Specialist	Online Self-Paced	Galileo Automated Refunds and Exchanges SM (ARNE SM) (US only)	Online Instructor-Led
Booking Cars Using Focalpoint®	Online Instructor-Led	Automated Refunds (CA only)	Online Instructor-Led
Booking Cars Using Viewpoint™	Online Instructor-Led	Exchanging Tickets Using Focalpoint Relay™	Online Instructor-Led
Hotel		Sell International Flights	Online Self-Paced
Focalpoint® Hotel Specialist	Online Self-Paced	Price International Itineraries	Online Self-Paced
Viewpoint™ Hotel Specialist	Online Self-Paced	Focalpoint®: Ticket Exchange(CA only)	Online Self-Paced
Booking Hotels Using Focalpoint®	Online Instructor-Led	Focalpoint®: Virtual Ticketing (e-ticketing) (CA only)	Online Self-Paced
Booking Hotels Using Viewpoint™	Online Instructor-Led	Apollo PRO-files™	
Rail		Building PRO-files™ Using Focalpoint Relay™	Online Self-Paced
Booking Amtrak Using Apollo® (US only)	Online Instructor-Led	PRO-files™ Using Relay Tools	Online Instructor-Led
Apollo PRO-files™		Using Travelscreen Plus™	Online Instructor-Led
Working with PRO-files™	Online Self-Paced	Building Travelscreen Plus™	Online Instructor-Led
Leisure			
Travelport Cruise and Tour™ (Agent and Admin) (US only)	Online Instructor-Led		
Galileo Vacations SM for Agents (CA)	Online Instructor-Led		
Galileo Vacations SM for Administrators (CA only)	Online Instructor-Led		
G-Destinations SM (CA only)	Online Instructor-Led		
Selling Skills			
Get Started with Selling Skills	Online Self-Paced		
Sales as a Process	Online Self-Paced		
Continuing the Process	Online Self-Paced		

Supplementary Tools <i>Titles/Links to Documents and Quick Reference Cards</i>	
Document Production and Ticketing	Study Guides/Class Materials
ARNE (Automated Refunds and Exchanges)	Remind Me - Apollo Formats
Pricing Record	Welcome to Apollo
Document Activity Report	ASK Galileo
Design Your Own Itinerary	Galileo to Apollo
Galileo Training Services	Apollo to Galileo
Galileo Training Services	Amadeus to Apollo (Spanish version also avail)
Galileo Desktop Solutions - Focalpoint and Viewpoint	Sabre to Apollo (Spanish version also avail)
Galileo Desktop Internet Access Get Started - Agent	Worldspan to Apollo (Spanish version also avail)
Galileo Desktop Internet Access Get Started - Admin	PNR Management
Programmable Keys	PNR History
Fares	Queues for Travel Counselors
Best Buy Quote	Travelscreen Plus
Galileo NetFares	Car/Hotel/Leisure/Rail
Galileo Optimal Shopping	Booking Cars - Apollo
Pricing Record	Sell Hotels - Focalpoint
International Fare Quote Using Focalpoint	Sell Cars and Hotels Study Guide - Viewpoint
International Fare Quote Using Viewpoint	Sell Cars and Hotels Study Guide - Focalpoint
Issue MCOs in Focalpoint (US Only)	Booking Amtrak

Instructions for Logging on to the Galileo Training Services Website
<ol style="list-style-type: none"> http://support.galileo.com/SGC/LMS/AMERICAS/US for US http://support.galileo.com/SGC/LMS/AMERICAS/en-CA/ for CA English http://support.galileo.com/SGC/LMS/AMERICAS/fr-CA/ for CA French Enter your agency pseudo city code and PIN and click login Enter your Apollo® sign-on and Your initials - Click Login (if you are a first time user, it will ask you to complete a small profile)
To register for an Online Self-Paced course:
<ol style="list-style-type: none"> Under Apollo® System at the bottom of the page, click on USA or Canada (depending upon location) On the home page, click on the quick link for your course or Use categories and subcategories at the bottom of the page. Select Self-Paced Courses Select the subcategory - then select the desired course by clicking Register, then Submit Follow on screen instructions
To register for an Online Instructor-Led class:
<ol style="list-style-type: none"> In the Instructor-Led Online Scheduled Classes area - click on the desired class on the home page Follow on screen instructions
To view a Galileo Demo:
<ol style="list-style-type: none"> From the Galileo 360 Portal, select Galileo Training Services followed by Demos Click on the desired demo to launch.
To retrieve/download materials from the Documents area (including Quick References):
<ol style="list-style-type: none"> From the Galileo 360 Portal, select Documents (followed by Apollo® System Formats for US agents only) Click on the category to browse the available documents.
To view a current class schedule:
<ol style="list-style-type: none"> US: Galileo Training Services - Class Schedule - US CA (English and French): Galileo Training Services - Class Schedule - CA Enter your agency pseudo city code and PIN and click login