Employee Profile Records

Quick Reference

OVERVIEW

Employee Profile Records (EPRs) are an element of the *Sabre*® global distribution system's security that governs the capabilities of agents using the *Sabre* system. Your EPR enables you to sign into the *Sabre* system and controls which functions you can or can not perform in the system.

EPRs contain many different components including:

- agent id – use this to sign-in
- agent sign - identifies each specific agent
- office code – allows you to group agents by job function
- duty codes – allow specific functionality
- keywords – allow specific functionality
- passcode (password) – secures your sign-in and allows access to the system

EPR example. See the *Format Finder*[SM] help system for a detailed explanation of each EPR field.

```
                              Agent Name          Pseudo City Code (7DQ2)    Agent ID (9876) and
                                                  and Agent Sign (A71)       Pseudo City Code (7DQ2)

                        J SANCHEZ              7DQ2-A71              9876-7DQ2
Office Code             OFC-CORP                                    ASO-180
                        SIGN IN ACCESS – 7DQ2
Duty Codes             DUTY  6 9 * /
                       UAT-  ACCESS  ARCRPT  COMMSG  CCVIEW  CIIMGR  CREATE          Keywords (ACCESS,
                             MINOPR MULSET  PFKAGT  SUBAAA  SUBACC  SUBMGR            ARCRPT, etc.)
EPR Status             STATUS - ACTIVE 15MAY86                     PASSCODE
                       H D                  CREATED BY  7DQ2-AKP 15MAY86 0430A        EPR creation date, time and
Last date of display   06JAN06 0421P CST                                             create agent sign
```

Note: All entries on this reference require the *Employee Profile Record* (EPR) keyword CREATE.

NEW AGENCY - INITIAL EPR AND PASSCODE

Every new *Sabre Connected*[SM] agency is issued **one** initial EPR and a temporary (default) passcode. You will use this EPR and passcode the first time you sign-in to the *Sabre* system. You **must** then create additional EPRs for **each** agent.

The default temporary passcode is your agency's **Pseudo City Code (PCC) and the first four characters of the IATA number**.

- Agency PCC - A1B2   IATA number – 39205569   Temporary passcode – A1B23920

If your agency does **not** have an IATA number or it is not present in your Travel Journal Record (TJR) your default passcode is **your PCC and four 9's**.

- Agency PCC - A1B2   IATA number – does not yet exist   Temporary passcode – A1B29999

If your new agency PCC includes Q or Z, the default passcode WILL work, even though the *Sabre* system does not accept Q or Z in most passcodes.

When you change your initial EPR passcode, your new passcode **must** consist of 7 or 8 alphanumeric characters and it may **NOT** include Q or Z.

Important Note: To ensure agency security, it is important to delete the initial EPR.

DISPLAY AN EPR

FORMAT EXAMPLES

You can display EPRs by agent id or agent sign.

Display EPR by agent id	H*(agent id) **H*3579**
Display EPR by agent sign	H*ASA(agent sign) **H*ASA12**
Display EPR history	H*(agent id)*H **H*3579*H**
Display EPR keywords for the agent that is currently signed in to the computer	**HU***

CITY SIGN TABLE

FORMAT EXAMPLES

The City Sign Table (CST) is a list of **all** persons at an agency who have access to the *Sabre* system. The system obtains the CST data from the individual EPRs created for that agency or pseudo city code.

Display the city sign table	**H*CST**
Search for EPRs in your pseudo city code by specific fields	**H*CSTMASK**
Display help screen to decipher codes on city sign tables	**H*CSTHELP**

Each agent must have his or her own EPR.

Important Note: Assign the managerial duty code and keywords only when necessary and only to managerial or supervisory agents. These keywords and duty code allow the agent to **affect the security of your agency data;** including PNRs/Stars, branch access, sine in access, and reports. The agent is also able to activate options and tools that are **billable** to your agency.

1. Create a new shell
    Note: Enter **H*** to display the new EPR anytime during the create process.

    HB(agent id)/A(agent sign)
    HB9876/A75

2. Add agent name
    Note: Mandatory space after NAM

    H/NAM (last name/first initial)
    H/NAM DOE/J

3. Add authorization
    Note: Mandatory space after AUTH

    H/AUTH (your name)
    H/AUTH SMITH

4. Assign temporary passcode
    Note: See the *Sabre* System Passcodes quick reference for passcode requirements.

    H/PASS(temporary passcode)
    H/PASS123ABC4
    Note: The passcode must contain 7 to 8 alpha/numeric characters.

5. Add duty codes

    H/DTY(duty code symbol)(duty code symbol)
    H/DTY*6

Duty Code	Description
*	Reservations mode
6	Training mode
9	Manager functions

6. Add keywords
    See the *Format Finder*[SM] help system for more keywords

    H/UAT/A-(keyword),(keyword),(keyword)
    H/UAT/A-PFKAGT,SUBMGR,PNRREL

Common keyword for all agents:

Keyword	Allows agent to…
24TIME	Show all displays in the 24 hour clock time.

Common keywords for managers:

Keyword	Allows manager to…
ACCESS	Establish Branch Access and order reports.
CREATE	Modify Employee Profile Records (EPR) and reset passcodes
SUBMGR	Change optional PNR edits and make PNR search (Spectra) entries
PNRREL	Release security of a PNR

7. End EPR transaction   **HE**

Note: New agents must supply a new passcode the first time they sign in to *Sabre* system. After entering the SI* format, type in the temporary passcode in the CURRENT PASSCODE field, TAB to the NEW PASSCODE field, type in the desired passcode and then press Enter. The passcodes do not appear on the screen for security purposes. See the *Sabre* System Passcodes quick reference for passcode requirements.

M O D I F Y A N E P R	**F O R M A T E X A M P L E S**

1. Enter the build mode

    HB(agent id)
    HB3535

2. Authorize the changes

    H/AUTH (your name)
    H/AUTH JASMINE

3. Make necessary modifications as listed below

Note: For most modifications, the agent must sign in or enter SI* to activate the change.

Modify the existing name	H/NAM¤(agent's last name)/(agent's first initials) **H/NAM¤RODRIGUEZ/A**
Delete the existing name	**H/NAM¤**
Add new agent sign to override the existing agent sign **Note**: The system responds with "DONE" - you have successfully changed the agent sign. You do not need to enter HE to end the update.	HH/A(agent sign) **HH/A64**
Add new duty codes	H/DTY (duty codes to be added) **H/DTY 6*/**
Delete existing duty codes	H/DTY D(duty codes to be deleted) **H/DTY D9/**
Add new keywords **Note**: Add multiple keywords in one entry separating each with a comma.	H/UAT/A-(keyword,keyword,keyword) **H/UAT/A-PFKAGT,PTRAGT,SUBMGR**
Delete existing keywords **Note**: Delete multiple keywords in one entry separating each with a comma.	H/UAT/D-(keyword,keyword,keyword) **H/UAT/D-PNRREL,MINOPR,SUBMGR**
Modify the automatic sign out time	H/ASO(automatic sign out time in minutes) **H/ASO90**
Add sign in access for these branch pseudo city codes (PCC) **Note:** Agent must have the SUBACC keyword in their EPR to sign in under these pseudo city codes.	H/CTY(pcc),(pcc),(pcc) **H/CTYB4T0,KK41,CC20**
Delete sign-in access for the branch pseudo city codes	H/CTY¤(pcc),(pcc),(pcc) **H/CTY¤B4T0,KK41,CC20**
Modify the office category code	H/OFC(office code) **H/OFCCORP or H/OFCLEIS**
Change the status from active to inactive until a specific future date	HP(agent id)/INACTIVE-(future date) **HP5928/INACTIVE-03FEB**
Change the status from active to inactive indefinitely	**HXINACTIVE**
Change the status from inactive to active	**HXACTIVE**

4. End and save the EPR modifications

    HE

DELETE AN EPR

FORMAT EXAMPLES

Delete an EPR when an agent no longer works for your agency. This is especially important when you terminate an employee. If you do not delete the EPR, the agent is still able to access your agency data through the *MySabre* agent portal.

Note: To ensure agency security, it is important to delete the initial EPR.

1. Enter the build mode

HB(agent id)
HB3535

2. Authorize the deletion

H/AUTH (your name)
H/AUTH JASMINE

3. Delete the EPR

HX*REUSE

NOT ALLOWED WHILE AGENT SIGNED IN ERROR

Occasionally an *Employee Profile Record* (EPR) gets hung up in the system and you receive this error, although the person whose EPR you want to delete no longer works in your agency. Follow these guidelines to delete that EPR:

1. Enter the build mode

HB(agent id)
HB3535

2. Authorize the changes

H/AUTH (your name)
H/AUTH JASMINE

3. Assign temporary passcode

H/PASS(temporary passcode)
H/PASS123ABC4

Note: The temporary passcode **must** consist of 7 or 8 alphanumeric characters, it may **NOT** include a Q or Z

4. End the update and save the temporary passcode

HE

Note: Steps 1 – 4 immediately above are the steps to reset a passcode. You may use these steps anytime you need to reset an agent's passcode. Once you have completed these four steps, the agent would sign in using the temporary passcode and then assign their new passcode.

5. Sign out of all work areas

SO*

6. Sign back into the *Sabre* system, using the agent ID (EPR) that you are trying to delete, and assign a new passcode.

SI*(agent ID you are trying to delete)
SI*3535

Note: When you assign a new passcode, it **must** consist of 7 or 8 alphanumeric characters, it may **NOT** include a Q or Z and you **cannot** use a previous passcode.

7. Sign out of all work areas again

SO*

8. Sign in with your own EPR

SI*(your agent ID)
SI*0792

9. Follow the steps above to delete the EPR you were previously trying to delete.