

Employee Profile Records

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 cannot 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 FinderSM help system for a detailed explanation of each EPR field.

```

      Agent Name
      ┌──────────┴──────────┐
      J SANCHEZ
Office Code ─── OFC-CORP
      ┌──────────┴──────────┐
      SIGN IN ACCESS - PCC0
Duty Codes  ─── DUTY 6 9 *
      UAT- ACCESS ARCRPT COMMSG CCVIEW CIIMGR CREATE
      MINOPR MULSET PFKAGT SUBAAA SUBACC SUBMGR
      ┌──────────┴──────────┐
EPR Status  ─── STATUS - ACTIVE 15MAY86
      H D
Last date of display ─── 06JAN15 0421P CST

      Pseudo City Code (PCC0)
      and Agent Sign (A71)
      ┌──────────┴──────────┐
      PCC0-A71
      ┌──────────┴──────────┐
      0000-PCC0
      ASO-60
      ┌──────────┴──────────┐
Keywords (ACCESS,
ARCRPT, etc.)
      ACCESS ARCRPT COMMSG CCVIEW CIIMGR CREATE
      MINOPR MULSET PFKAGT SUBAAA SUBACC SUBMGR
      ┌──────────┴──────────┐
EPR creation date, time and
create agent sign
      PASSCODE
      CREATED BY PCC0-AKP 15MAY86 0430A
  
```

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

NEW AGENCY - INITIAL EPR AND PASSCODE

Every new Sabre ConnectedSM 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** change your initial EPR passcode; your new passcode **must** consist of 7 or 8 alphanumeric characters.
- You **must** then use the initial EPR to create an EPR for yourself and for **each** agent.

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

DISPLAY AN EPR

FORMAT

You can display EPRs by agent id or agent sign.

Display EPR by agent id	H*(agent id) H*0000
Display EPR by agent sign	H*ASA(agent sign) H*ASA71
Display EPR history	H*(agent id)*H H*0000*H
Display EPR keywords for the agent that is currently signed in to the computer	HU*

CITY SIGN TABLE**FORMAT**

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

CREATE AN EPR**FORMAT**

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/Profiles, 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)

HB0000/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: Temporary passwords you assign to **newly created** EPRs will expire **30 days** after the creation date.

H/PASS(temporary passcode)

H/PASSPASSWRD1

Note: The passcode must contain 7 to 8 alpha/numeric characters. See the Sabre System Passcodes quick reference for additional passcode requirements.

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 Format Finder 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.
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. Temporary passwords you assign to **newly created** EPRs will expire **30** days after the creation date.

CREATE KEYWORD PROCEDURE

The CREATE keyword allows you to create and modify EPRs and reset EPR passcodes. It is a very powerful keyword and can, in the wrong hands, create security issues for your agency and any branch agencies. This keyword is **restricted** and you must request this keyword from the Sabre system.

Sabre strongly recommends the following guidelines regarding the maximum number of EPR CREATE agents per PCC:

- Agencies with 99 EPRs or less: 2 CREATE agents
- Agencies with 100 up to 199 EPRs: 3 CREATE agents
- Agencies with 199+ EPRs: 2 CREATE agents + 1 additional EPR per every 100 agents

Process:

1. **Agency eServices site administrator** should go to agencyeservices.sabre.com
2. Search for **Agency Security**
3. Then go to **CREATE Agent Request form**
4. Complete form adding **each Agent ID requiring the CREATE keyword** (maximum number as suggested above)
5. Click **Submit**

Note: The **Agency eServices Site Administrator** can click directly on this [link](#) to access the form. If you are not a Site Administrator you will see an error message accessing this form. **Only an authorized Agency eServices Site Administrator can view and submit the form.**

MODIFY AN EPR

FORMAT

1. Enter the build mode

HB(agent id)
HB0000

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

HH/A(agent sign)
HH/A64

Note: The system responds with "DONE" - you have successfully changed the agent sign. You do **not** need to enter HE to end the update.

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

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

Note: Add multiple keywords in one entry separating each with a comma.

Delete existing keywords

H/UAT/D-(keyword,keyword,keyword)
H/UAT/D-PNRREL,MINOPR,SUBMGR

Note: Delete multiple keywords in one entry separating each with a comma.

Reset passcode

H/PASS(temporary passcode)
H/PASSPASSWRD1

Note: The temporary passcode **must** consist of 7 or 8 alphanumeric characters. Temporary passwords you assign to **existing** EPRs will expire **30 minutes** after you complete the EPR update. If the agent does not change the temporary password and it expires, a prompt message to obtain a new temporary password displays.

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)

H/CTY(pcc),(pcc),(pcc)
H/CTYPCC0,PCC1,PCC2

Note: Agent must have the SUBACC keyword in their EPR to sign in under these pseudo city codes.

Delete sign-in access for the branch pseudo city codes

H/CTY#(pcc),(pcc),(pcc)
H/CTY# PCC0,PCC1,PCC2

Modify the office category code

H/OFC(office code)
H/OFCORP or H/OFCLEIS

Change the status from active to inactive until a specific future date

HP(agent id)/INACTIVE-(future date)
HP0000/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

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 Sabre® Red™ Workspace.

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

1. Enter the build mode

HB(agent id)

HB0000

2. Authorize the deletion

H/AUTH (your name)

H/AUTH JASMINE

3. Delete the EPR

HX*REUSE

Display deleted EPR agent sign history

H*AH(space)(pseudo city code)(space)A(agent sign)

H*AH PCC0 AKP

AUTOMATIC INACTIVATION AND AUTOMATIC DELETION OF UNUSED EPRS

The Sabre system will automatically **inactivate** any EPR which has **not signed in for 90 days**.

When that same EPR **has been inactive for an additional 145 days**, the system will **delete** that EPR.

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)

HB0000

2. Authorize the changes

H/AUTH (your name)

H/AUTH JASMINE

3. Assign temporary passcode

H/PASS(temporary passcode)

H/PASSPASSWRD1

Note: The temporary passcode **must** consist of 7 or 8 alphanumeric characters. Temporary passwords you assign to **existing** EPRs will expire **30 minutes** after you complete the EPR update. If the agent does not change the temporary password and it expires, a prompt message to obtain a new temporary password displays.

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*0000

Note: When you assign a new passcode, it **must** consist of 7 or 8 alphanumeric characters 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*0001

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

ADDITIONAL REFERENCES

Additional quick references and interactive tutorials are available on the Web at <http://agencyeservices.sabre.com/> under the Training menu. You may also find additional information in the Format FinderSM help system. Use these keyword combinations or formats in your Search request:

Create EPR

Modify EPR

Delete EPR