

Managing Users

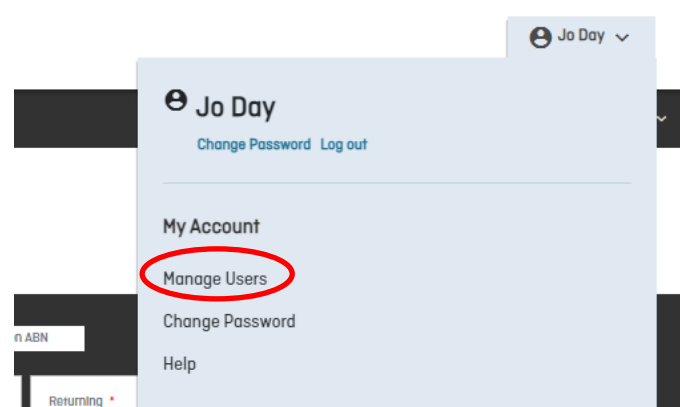
Each user of the Qantas Group Travel website requires a username and password to access the system. These details are logged for every action taken within a quote or booking against the signed in user.

The Administrator (main user) for the agency is created during the Registration process. Once the Administrator is granted access to the Qantas Group Travel website, subsequent users can be created in the system.

The Administrator can create as many additional users as required; however the number should be kept at a manageable level. Each user is created with their own individual email address, so the notifications that the system generates for each booking are sent to the correct user.

Creating & Managing Users

From the Account drop down menu on the top right of the home screen, select 'Manage Users' -



The following screen is then displayed, showing the agency details at the top, followed by a list of current users -

QANTAS | GROUP TRAVEL

Search by: PNR/Booking reference [] []

Trading Name: ABC Travel Pty Ltd | Agency Name (Legal Name): ABC Travel | Agency ID: QAUA12039 | IATA Number: 02312343 | Email: admin@abctravel.com | Team(s): Alpha

Search For Users

Indicates locked User(s) | Indicates logged in User(s)

Title	First Name	Last Name	Username	Email	20	Select User Action(s)
<input type="checkbox"/> MS	Jo	Day	jday	jo@abctravel.com	Edit	Password Change Request Bookings
<input type="checkbox"/> MR	Peter	Jones	PJONES	peter@abctravel.com	Edit	Password Change Request Bookings

Page Number: 1

First users Previous users Next users

From here the Administrator can -

- Enable User(s)
- Disable User(s)
- Change Booking Ownership
- Add User

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Select User Action(s)

- Enable User(s)
- Disable User(s)
- Change Booking Ownership
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Enable User

To enable a user, select the required user using the tick box on the left-hand side and then select 'Enable User' from the drop down menu. This will reactivate a previously disabled user.

Disable User

Any users who have left the business need to be disabled.

As with Enable User, to disable a user select the relevant user by checking the tick box on the left-hand side and then select 'Disable User' from the drop down menu.

Change Booking Ownership

It may be necessary to change the owner of a booking if, for example, a user leaves the agency. Again, to change the booking ownership, select the user and then select 'Change Booking Ownership' from the drop down menu. Choose the required user from the drop down list to whom you wish to change ownership to, and click 'Change'.

The screenshot shows the Qantas Group Travel user management interface. At the top, there's a header with agency details: Trading Name (ABC Travel Pty Ltd), Agency Name (ABC Travel), Agency ID (QAUA12039), IATA Number (02312343), Email (admin@abcctravel.com), and Team(s) (Alpha). Below this is a 'Search For Users' section with a table of users. The table has columns for Title, First Name, Last Name, Username, and Email. Three users are listed: Jo Day, Lucy Young, and Peter Jones. The 'Jo Day' user is selected with a tick box. To the right of the table is a 'Select User Action(s)' dropdown menu. Below the table, there's a 'Change Booking Ownership' modal. The modal has a title bar and a close button. Inside, it says 'Selecting the new user that the bookings need to be assigned to from the below list.' Below this is a 'List of User(s):' section with a dropdown menu showing 'Jo Day', 'Lucy Young', and 'Peter Jones'. A 'Change' button is at the bottom right of the modal.

Ownership of all the quotes/bookings assigned to the original user will then change to the new user selected who will now receive all subsequent notifications.

Add User

To add a new user, select 'Add User' from the drop down menu. This will then display the below pop up for the Administrator to complete the required details (* indicates mandatory item) and choose the level of access the user requires-

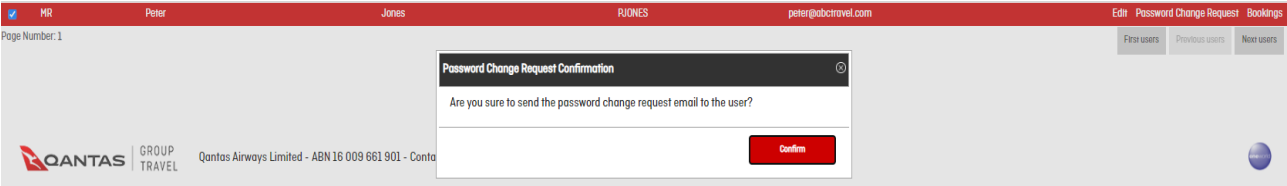
- Agency – Own Bookings Only, indicates the user will only have access to the bookings they create
- Agency – All Bookings, indicates the user has access to all agency bookings
- Permissions – These are the actions that the user can perform within the Qantas Group Travel website. These are book, amend, ticket, post ticket and agency administration.
- Agency Administration – Indicates the user will have a higher level of privilege and will be able to create new users

Note, an email address can only be entered once within the website, any attempt to add the same email address for a subsequent user will result in an error.

The screenshot shows the 'Add User' form. It has a title bar with 'Add User' and a close button. The form contains several input fields: Title (dropdown), First Name (text), Last Name (text), Username (text), Lock/Unlock (checkbox), Email (text), and Phone (text). Below these fields are two tabs: 'User Permissions' and 'User Preferences'. The 'User Permissions' tab is active. It shows a table with columns for 'Revenue Stream', 'Role', 'Enable', 'User Type', and 'Permissions'. The 'Revenue Stream' column has a dropdown menu with 'Australia' selected. The 'Role' column has a dropdown menu with 'Travel Agent - My Bookings' selected. The 'Enable' column has a checkbox. The 'User Type' column has a dropdown menu with 'Travel Agent - My Bookings' selected. The 'Permissions' column has a list of checkboxes: Book, Agency Administration, Amend, Ticket, and Post Ticket. At the bottom right of the form is an 'Add User' button.

Password Change Request

An Administrator can send a password reset link to a user if the user forgets their password. This is done by selecting ‘Password Change Request’ associated to the user for which you wish to change the password for. Note it is not possible for any user to change a password on behalf of another.



Edit

An Administrator can also edit the details of a user such as their email address or phone number. This can be done by selecting ‘Edit’ against the user for whom details need to be updated.

Bookings

The Administrator also has the ability to see all bookings associated to an individual user by selecting ‘Bookings’ associated to the relevant user.

MR Peter Jones RUONES peter@abctravel.com Edit Password Change Request Bookings			
Booking ref	PNR	Status	Close
74015409	64QF9S	Partially Ticketed	
74015197		Quote	
74015196	65YNWW	Option	