Agency eServices
Password Management Tool

Sabre / *Travel Network*

Quick Reference

OVERVIEW

The Password Management Tool (PMT) allows you to reset your password if you have previously established questions and answers. If you have forgotten your password and have not established questions and answers, you are prompted to contact the CREATE agent in your office. In order to avoid interruption to your business productivity, we recommend that each agent establish security questions in advance.

ESTABLISH YOUR SECURITY QUESTIONS

Login and click **Your Name** or click **Profile** on the top right corner of the screen.

Once there, click **Personal Security Questions** (Manage PIV)

The Password Reset Security Management screen opens.

Select **five Security Questions** from the pre-defined lists and type your **answers**.

Note: Your answers must have a minimum of 1 character and a maximum of 25 characters. They are not case sensitive and they are encrypted.

Click **Save Questions**.

You see a confirmation message stating that your personal questions and answers have been saved.

Click **Close this window**.

Note: If you establish or reset your security questions at *Agency eServices*, the changes automatically carry over to *Sabre Red Workspace*.

RESET PASSWORD USING ANSWERS TO PERSONAL QUESTIONS
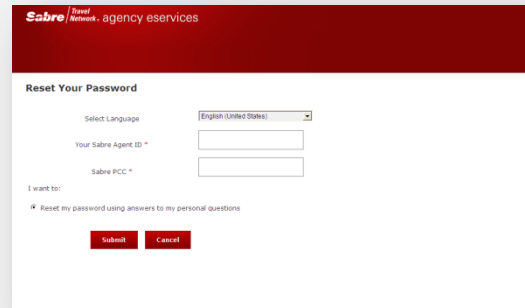
Click **Forgot Password** in the *Agency eServices* login screen.

In the Reset Your Password screen, select your language.

Type your **Agent ID** and **PCC**.

The option **Reset my password using answers to my personal questions** should be marked.
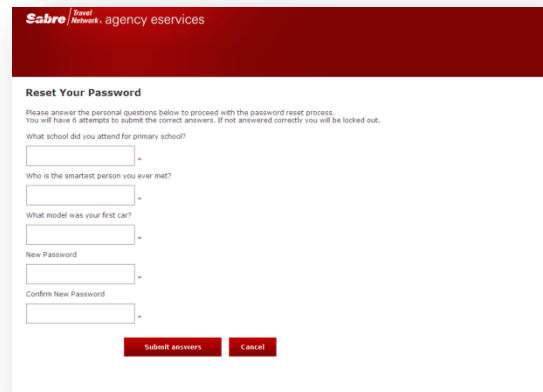
Click **Submit**.

Answer the **security questions**.

Type your new **password**.

Type your **password** a second time to confirm it.

Click **Submit answers**.

You now see the *Agency eServices* main screen.

FORGOT PASSWORD FUNCTIONALITY WHEN SECURITY QUESTIONS NOT PREVIOUSLY ESTABLISHED
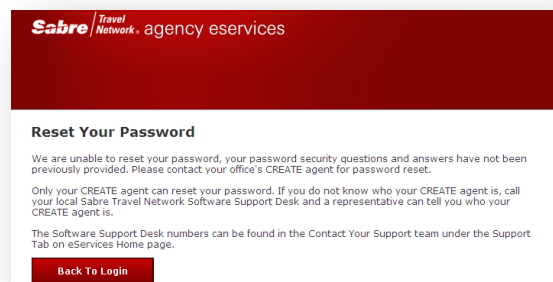
Should you forget your password before establishing the security questions, you need to contact your office's CREATE Agent for password reset.

Only the CREATE Agent can reset the password.

If you do not know who your CREATE Agent is, contact your local office management.

Note: SI HELP (PCC) entry displays the CREATE Agents in your Agency.

If management is not available, call your *Sabre Travel Network®* Software Support Desk and a representative can provide you with the name of your CREATE Agent.

Reset Your Password

We are unable to reset your password, your password security questions and answers have not been previously provided. Please contact your office's CREATE agent for password reset.

Only your CREATE agent can reset your password. If you do not know who your CREATE agent is, call your local Sabre Travel Network Software Support Desk and a representative can tell you who your CREATE agent is.

The Software Support Desk numbers can be found in the Contact Your Support team under the Support Tab on eServices Home page.

Back To Login

Note: This screen appears when you attempt to reset your password and no security questions have been previously established.

FORGOT PASSWORD FUNCTIONALITY WHEN YOUR NUMBER OF ATTEMPTS TO RESET PASSWORD HAS EXCEEDED ITS LIMIT

You have six attempts to reset your password using your security questions. If you miss any of the answers from the first set of three questions, a message displays on the screen saying your responses are incorrect. Click **Try again**. PMT prompts you with a new set of three questions.

Should you exceed the limit number of attempts to reset your password, you need to contact your office's CREATE Agent for password reset.

Only the CREATE Agent can reset the password.

If you do not know who your CREATE Agent is, contact your local office management.

Note: SI HELP (PCC) entry displays the CREATE Agents in your Agency.
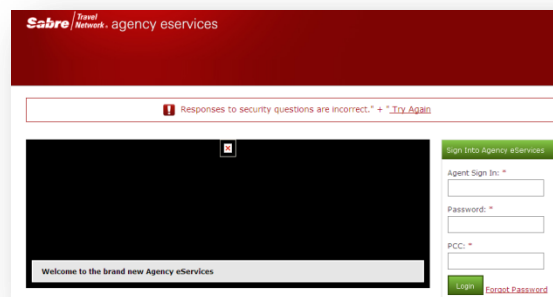
If management is not available, call your *Sabre Travel Network®* Software Support Desk and a representative can provide you with the name of your CREATE Agent.

Reset Your Password

Password Setup Error
Unable to reset password for 4444/Y2EA. You have tried to reset your password too many times.

Please contact your office's CREATE agent for passcode reset. Only your CREATE agent can reset your passcode. If you do not know who your CREATE agent is call your local Sabre Travel Network Software Support Desk and a representative can tell you who your CREATE agent is.

Back To Login
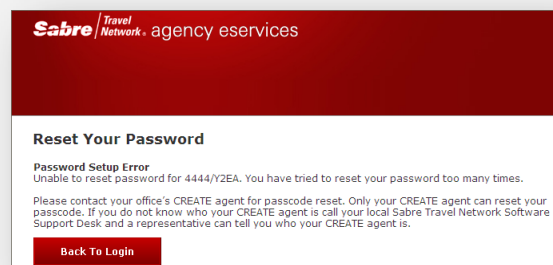
Note: This screen appears when you attempt to reset your password too many times exceeding the limit number of attempts.

SECURITY RELATED EMAILS

Password Management Tool will send you an email for the following situations:

- Successful password reset
- Failed password reset attempt using PIV questions
- Failed sign-in attempt after the account has been locked out

Emails are available in the following languages: English, French, German, Italian, Portuguese, Spanish, Russian, Japanese, and Greek.

Example of successful password reset email:	Title: Production Password Reset Activity Notification *** Do Not Reply To This Message*** This email serves to notify you that your Production Environment password associated with user ID XXXXXX was successfully changed on MM/DD/YYYY at (insert time) US central standard time. If you did not change your password, please contact your local administrator or owner/manager immediately. This message has been sent by an automated system from a no-reply address that does not accept incoming mail.
Example of failed password reset attempt using PIV questions	Title: Failed Production Password Reset Notification *** Do Not Reply To This Message*** This is to notify you there was a failed attempt to change your password associated with user ID (XXXXXX) due to incorrect answers provided to your PIV questions in the Production Environment. If you did not perform this action, please contact your local administrator or owner/manager immediately. This message has been sent by an automated system from a no-reply address that does not accept incoming mail.
Example of failed sign-in email	Title: Failed Production Sign-In Notification *** Do Not Reply To This Message*** This email is being sent to you as a result of a failed sign-in attempt by user ID (XXXXXX) in the Production Environment. This account has now been locked. Please contact your local administrator or owner/manager immediately. This message has been sent by an automated system from a no-reply address that does not accept incoming mail.