



ETDS Enhancements for SSO Rollout

2021

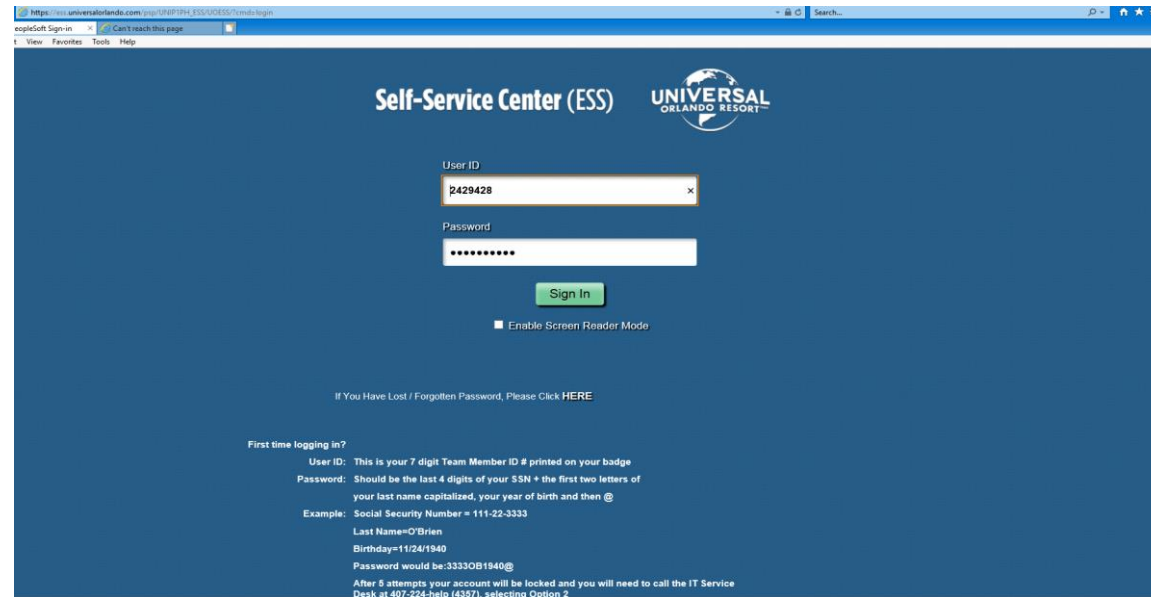
User Experience

Users will be able to access ETDS with or without a registered SSO.


1. UO Team Members will be able to access ETDS via ESS as done today.
2. UO Team Members will be able to access ETDS with their registered SSO by visiting etds.universalparks.com.

User Experience via ESS

1. Visit uoteam.com
2. Select on ESS
3. Use ESS Credentials
4. Sign In
5. Select Team Member Comp Pass System



The screenshot shows the Universal Orlando Self-Service Center (ESS) login page. The page has a dark blue background with the Universal Orlando Resort logo in the top right. The main heading is "Self-Service Center (ESS)". Below this, there are input fields for "User ID" (containing "2429428") and "Password" (masked with dots). A green "Sign In" button is positioned below the password field. A checkbox labeled "Enable Screen Reader Mode" is located below the "Sign In" button. A link "If You Have Lost / Forgotten Password, Please Click HERE" is centered below the login fields. At the bottom, there is a section titled "First time logging in?" with instructions on how to create a user ID and password based on a team member's badge information. An example is provided: Social Security Number = 111-22-3333, Last Name = O'Brien, Birthday = 11/24/1940, resulting in a password of ba:3333OB1940@.

Self-Service Center (ESS) 

User ID
2429428

Password

Sign In

☐ Enable Screen Reader Mode

If You Have Lost / Forgotten Password, Please Click [HERE](#)

First time logging in?

User ID: This is your 7 digit Team Member ID # printed on your badge

Password: Should be the last 4 digits of your SSN + the first two letters of your last name capitalized, your year of birth and then @

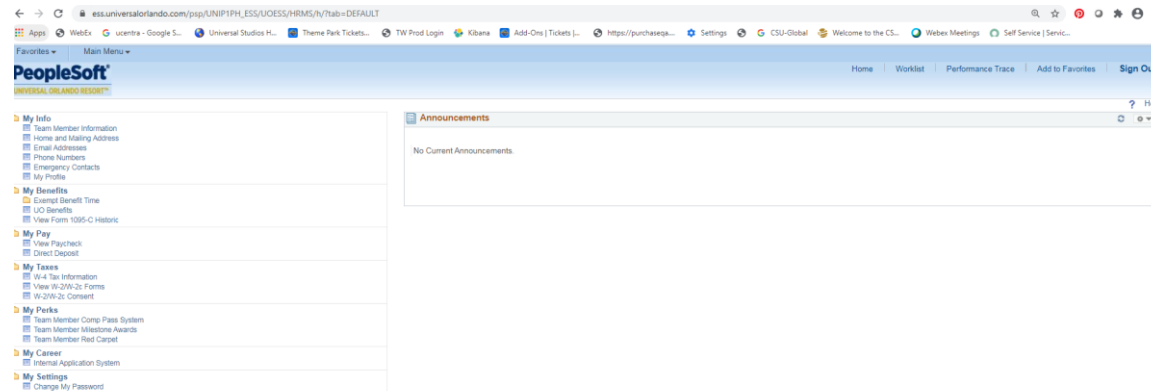
Example: Social Security Number = 111-22-3333

Last Name=O'Brien

Birthday=11/24/1940

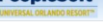
Password would be:ba:3333OB1940@

After 5 attempts your account will be locked and you will need to call the IT Service Desk at 407-224-help (4357), selecting Option 2



The screenshot shows the Universal Orlando Self-Service Center (ESS) dashboard. The page has a light blue header with the PeopleSoft logo on the left and navigation links (Home, Worklist, Performance Trace, Add to Favorites, Sign Out) on the right. Below the header, there is a "Main Menu" section with a list of links: My Info (Team Member Information, Home and Mailing Address, Email Address, Phone Numbers, Emergency Contacts, My Profile), My Benefits (Compensation Time, UO Benefits, View Form 1095-C History), My Pay (View Paycheck, Direct Deposit), My Taxes (W-4 Tax Information, View W-2/W-2c Forms, W-2/W-2c Consent), My Perks (Team Member Comp Pass System, Team Member Milestone Awards, Team Member Red Carpet), My Career (Internal Application System), and My Settings (Change My Password). On the right side, there is an "Announcements" section with the text "No Current Announcements."

ess.universalorlando.com/psp/UNIP1PH_ESS/UESS/HRMS/ty/Tab=DEFAULT

PeopleSoft  Home Worklist Performance Trace Add to Favorites Sign Out

My Info

- Team Member Information
- Home and Mailing Address
- Email Address
- Phone Numbers
- Emergency Contacts
- My Profile

My Benefits

- Compensation Time
- UO Benefits
- View Form 1095-C History

My Pay

- View Paycheck
- Direct Deposit

My Taxes

- W-4 Tax Information
- View W-2/W-2c Forms
- W-2/W-2c Consent

My Perks

- Team Member Comp Pass System
- Team Member Milestone Awards
- Team Member Red Carpet

My Career

- Internal Application System

My Settings

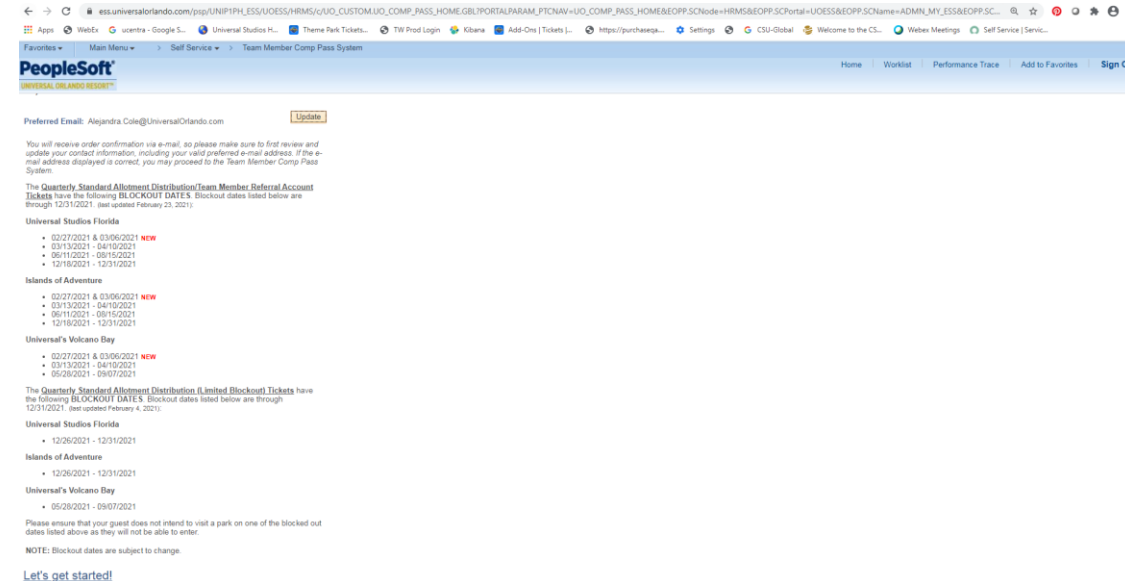
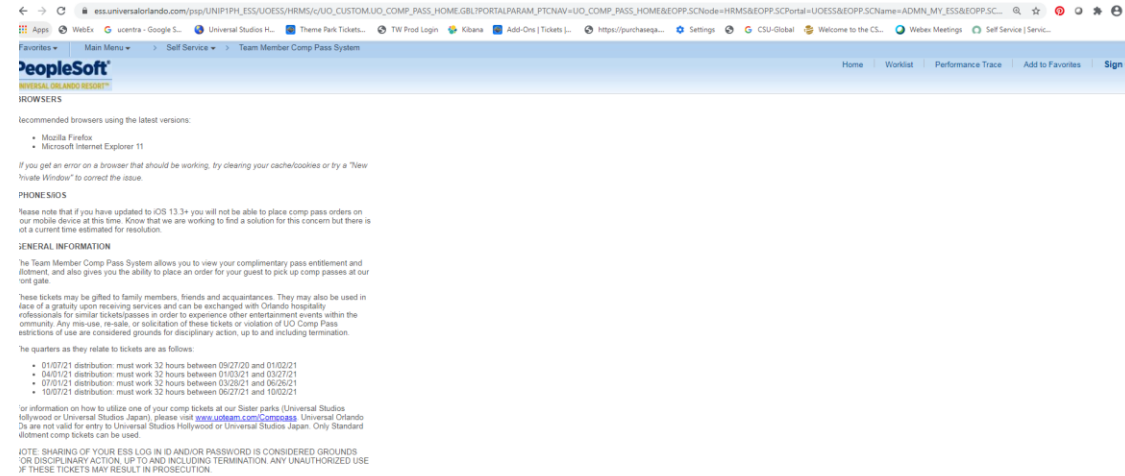
- Change My Password

Announcements

No Current Announcements.

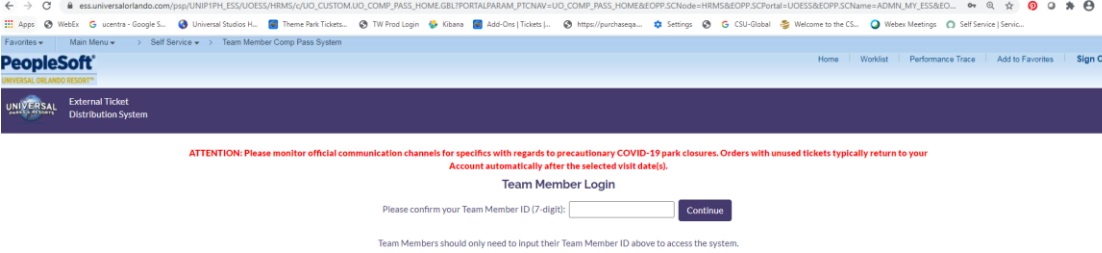
User Experience via ESS

1. Select “I Understand and agree to comply NEXT”
2. Select “Let’s get started!”

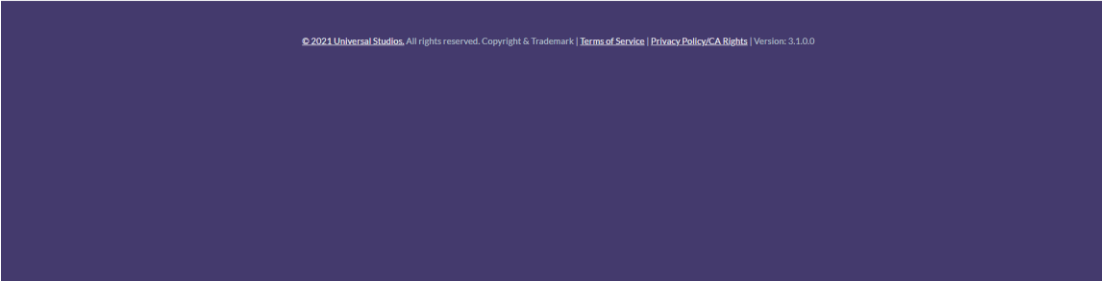


User Experience via ESS

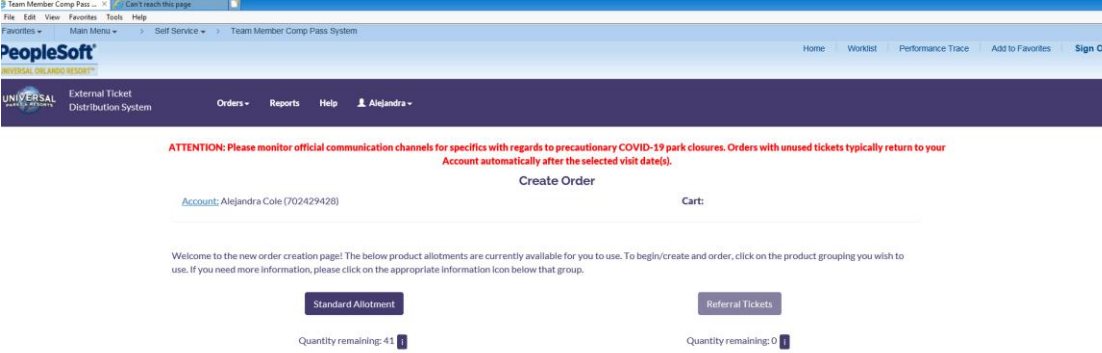
1. Enter your 7 Digit Team Member ID
 2. You're in!
- You can only login this way via an old browser.




The screenshot shows the Universal Orlando ESS login page. The browser address bar displays a long URL. The page header includes the PeopleSoft logo and navigation links. A red attention message is displayed. The main content area is titled "Team Member Login" and contains a form for entering a 7-digit Team Member ID. A "Continue" button is visible. Below the form, a note states: "Team Members should only need to input their Team Member ID above to access the system."



The screenshot shows the Universal Orlando ESS dashboard. The page header includes the PeopleSoft logo and navigation links. A red attention message is displayed. The main content area is titled "Create Order" and contains a form for entering a 7-digit Team Member ID. A "Continue" button is visible. Below the form, a note states: "Team Members should only need to input their Team Member ID above to access the system."



The screenshot shows the Universal Orlando ESS dashboard. The page header includes the PeopleSoft logo and navigation links. A red attention message is displayed. The main content area is titled "Create Order" and contains a form for entering a 7-digit Team Member ID. A "Continue" button is visible. Below the form, a note states: "Team Members should only need to input their Team Member ID above to access the system."



The screenshot shows the Universal Orlando ESS dashboard. The page header includes the PeopleSoft logo and navigation links. A red attention message is displayed. The main content area is titled "Create Order" and contains a form for entering a 7-digit Team Member ID. A "Continue" button is visible. Below the form, a note states: "Team Members should only need to input their Team Member ID above to access the system."



User Experience via ETDS

1. Visit
etds.universalparks.com
2. Select Universal Orlando
3. Enter 9 Digit SSO

etdsuat.universalparks.com

Universal's Volcano Bay, Universal CityWalk, and the Universal Orlando Resort hotels, please be advised that you must follow Universal Orlando's policies, CDC guidelines and the recommendations of health officials. Please note that any public location where people are present provides an inherent risk of exposure to COVID-19 and Universal Orlando cannot guarantee that you will not be exposed during your visit. By visiting Universal Orlando, you acknowledge and agree that you assume these inherent risks associated with attendance. When you enter Universal Orlando, you understand that you are subject to the Universal Orlando terms of service (including arbitration, class action waiver, assumption of risk, and infectious disease release of liability) located at <https://www.universalorlando.com/web/en/us/terms-of-service/terms-of-use>.

Welcome to the External Ticket Distribution System (ETDS)!

This system (the External Ticket Distribution System, or ETDS) is primarily used for Universal Parks and Resorts employees to order complimentary and discounted tickets for their guests. Accounts and tickets may also be given to affiliated third parties and/or given away as part of promotions. The majority of users accessing this site will be given an account by their business unit or promotional contact. Your login information should have been sent to your email address on file or provided to you per your company's policy.

Please select your affiliation below, so that you are redirected to the most appropriate method to log in.

Universal Orlando
NBCUniversal
Comcast
Loews Hotels
Redemption Codes
3rd Party Vendor, Administrator, or Other

etdsuat.universalparks.com/Login/NBCULoginCheck.aspx

Orlando UAT - After 10/23/19 Prod Copy

NOTE #1: Please monitor official communication channels for specifics with regards to precautionary COVID-19 park closures. Orders with unused tickets typically return to your Account automatically after the selected visit date(s).

NOTE #2: In connection with your purchase of Universal Orlando products and your visit to Universal Orlando, including Universal Studios Florida, Universal's Islands of Adventure, Universal's Volcano Bay, Universal CityWalk, and the Universal Orlando Resort hotels, please be advised that you must follow Universal Orlando's policies, CDC guidelines and the recommendations of health officials. Please note that any public location where people are present provides an inherent risk of exposure to COVID-19 and Universal Orlando cannot guarantee that you will not be exposed during your visit. By visiting Universal Orlando, you acknowledge and agree that you assume these inherent risks associated with attendance. When you enter Universal Orlando, you understand that you are subject to the Universal Orlando terms of service (including arbitration, class action waiver, assumption of risk, and infectious disease release of liability) located at <https://www.universalorlando.com/web/en/us/terms-of-service/terms-of-use>.

Welcome to the External Ticket Distribution System (ETDS)!

NBCUniversal Log In

If you are experiencing login issues or do not know your SSO, please contact:

Universal Orlando Team Members: XXXX or XXXX@XXXX.com
Universal Studios Hollywood Team Members: (313) 777-HELP or USA.TeamMemberServices@nbcul.com
NBCU Domestic Employees: HRCconnection at 855-HR4-NBCU or hr.connection@nbcul.com
NBCU International Employees: Your local HR Contact

SSO (9-digit):

Check ID

© 2021 Universal Studios. All rights reserved. Copyright & Trademark | [Terms of Service](#) | [Privacy Policy](#) | [CA Rights](#) | Version: 3.1.0.0 | Time: 10:00 AM Local/10:00 AM server

User Experience via ETDS

1. Add Sign In Credentials
2. Select Sign In
3. You are in!

The image displays two screenshots of web interfaces. The top screenshot shows the NBCUniversal Staging Sign In page, which has a teal background. It features a login form with fields for username (containing 'j02429428') and password (masked with dots), a 'Remember me' checkbox, a 'Forgot my password' link, and a blue 'SIGN IN' button. Below the button are links for 'Register', 'Forgot My Username', and 'FAQ'. The bottom screenshot shows the ETDS (External Ticket Distribution System) homepage. It has a dark purple header with the Universal logo and navigation links. The main content area contains two red notices: 'NOTE #1: Please monitor official communication channels for specifics with regards to precautionary COVID-19 park closures...' and 'NOTE #2: In connection with your purchase of Universal Orlando products and your visit to Universal Orlando...'. Below these is a 'Welcome to the External Ticket Distribution System (ETDS!)' section. The footer contains copyright information for 2021 Universal Studios.

login.stg.inbcu.com/login/login.jsp?TYPE=33554433&REALMOID=06-0000ad51-9442-15d4-b597-b12803034007&GUID=85MAUTHREASON=0&METHOD=GET&SMAGENTNAME=SSMSUZO%2B5667xLBR4ZA0kg5MnJCa7f9jN9ufqT3SPb86j3k7G9...

NBCUniversal
Staging - Sign In

j02429428

☐ Remember me

[Forgot my password](#)

[SIGN IN](#)

[Register](#) | [Forgot My Username](#) | [FAQ](#)

© 2020 NBCUniversal Media, LLC.

etdsuat.universalparks.com/Default.aspx

External Ticket Distribution System

Orders Reports Help Alejandro

Orlando UAT - After 10/23/19 Prod Copy

NOTE #1: Please monitor official communication channels for specifics with regards to precautionary COVID-19 park closures. Orders with unused tickets typically return to your Account automatically after the selected visit date(s).

NOTE #2: In connection with your purchase of Universal Orlando products and your visit to Universal Orlando, including Universal Studios Florida, Universal's Islands of Adventure, Universal's Volcano Bay, Universal CityWalk, and the Universal Orlando Resort hotels, please be advised that you must follow Universal Orlando's policies, CDC guidelines and the recommendations of health officials. Please note that any public location where people are present provides an inherent risk of exposure to COVID-19 and Universal Orlando cannot guarantee that you will not be exposed during your visit. By visiting Universal Orlando, you acknowledge and agree that you assume these inherent risks associated with attendance. When you enter Universal Orlando, you understand that you are subject to the Universal Orlando terms of service (including arbitration, class action waiver, assumption of risk, and infectious disease release of liability) located at <https://www.universalorlando.com/web/en/us/terms-of-service/terms-of-use>.

Welcome to the External Ticket Distribution System (ETDS!)

Universal Parks & Resorts' External Ticket Distribution System is your portal to distribute tickets and other products to your end guest or to other individuals that are part of your organization or distribution chain.

Throughout the system you will find general navigation controls at the top of your browser window.

© 2021 Universal Studios. All rights reserved. Copyright & Trademark | [Terms of Service](#) | [Privacy Policy](#) | [CA Rights](#) | Version: 3.1.0.0 | Time: 10:08 AM Local/30:10 AM server

User Experience via ETDS – Terminated Team Members

Terminated Team Members will no longer be able to access ETDS via ESS or using their SSO. Terminated Team Members will only be able to access ETDS with the personal e-mail in ESS at the time of termination. Terminated Team Members will receive this e-mail to their personal e-mail address in ESS at the time of termination:

Subject: New User Account for Universal Orlando's External Ticket Distribution System



New User Account for Universal Orlando's External Ticket Distribution System

Dear Matthew Karran,

A new account has been created for you to access Universal Orlando's External Ticket Distribution System (ETDS). This is the system that Universal Orlando uses to provide you with complimentary attraction passes.

To finish setting up your account including setting your password and security question please click on the link below or copy and paste the address into your web browser's address bar. **Once you're on the web page, you will log in with your username (your Universal Orlando Team Member ID number) and your temporary password.**

Complimentary Passes may be gifted to family members, friends and acquaintances. They may also be used in place of gratuity for services rendered and can be exchanged with Orlando hospitality professionals for similar tickets/passes in order to experience other entertainment events within the community. Such attraction experiences may include, but not be exclusive of:

- Walt Disney World
- Cirque du Soleil
- SeaWorld Parks and Entertainment
- Orlando Magic
- Other Amway Arena or Orlando Community Events

By establishing and using your account you are confirming that you are Matthew Karran. All user activities within the system are tracked by Universal Orlando. Universal Orlando employs additional security measures to monitor system usage and access, including tracking IP addresses of users when they access the system.

Any of the following may result in suspension of account access and/or ticket privileges:

- Sale of these tickets
- Violation of restrictions of use
- Sharing of your log in ID and/or password

ANY UNAUTHORIZED USE OF THESE TICKETS MAY RESULT IN PROSECUTION.

Site: <https://etds.universalorlando.com>

Temporary Password: **\$QWS@XkHH3**

Thank you,
Universal Orlando

Universal elements and all related indicia ™ & © 2021 Universal Studios. © 2021 Universal Orlando. All rights reserved.



User Experience via ETDS – Terminated Team Members

If the Terminated Team Members does not have a personal e-mail on file, they will not receive an automated e-mail from ETDS. We will need to add their personal e-mail address in ESS and then manually send an e-mail from ETDS.



Password Reset for Universal Parks & Resorts' External Ticket Distribution System

Dear Brooke Cheatwood,

Your password has been reset for Universal Parks & Resorts' External Ticket Distribution System. To set a new password and security question please click on the link below or copy and paste the address into your web browser's address bar. Once you are on the web page, you will log in with your username and your temporary password.

You should never share your log in information (including password) with another person, all activities within the system are tracked by user. Further by establishing and using your account you are confirming that you are an authorized agent of the Company that Universal Parks & Resorts has provided products to and are taking action within the system on behalf of that Company. Products provided via the External Ticket Distribution System may not be sold or bartered and should be distributed/used in accordance with the understanding between Universal Parks & Resorts and your Company.

Universal Parks & Resorts employs additional security measures to monitor system usage and access, including tracking IP addresses of users when they access the system. Suspicious use may result in the suspension of account access.

Site: <https://etds.universalstudios.com>

Temporary Password: v@tf6rwze2

When resetting your password you will be asked to enter your "current password to save any changes", your current password is v@tf6rwze2

Thank you,
Universal Parks & Resorts

Universal elements and all related indicia TM & © 2021 Universal Studios. © 2021 Universal Orlando. All rights reserved.



Items to Consider

1. Active TMs will be able to access ETDS whether they have a registered SSO or not. Makes this release a low-risk release.
2. Terminated TMs will be the ones to receive the largest impact, which can be planned for/mitigated.
 - Once we make the changes, all terminated TMs within the last 180 days will receive an e-mail from ETDS with directions on how to log in using a personal e-mail. They will no longer be able to log in through ESS. Need us all to get ready for this.
 - TMS
 - UPT Service Desk
 - What other items can we do in preparation for the swap?
3. Where should the new ETDS URL be posted?
4. Need to review/approve the current e-mail templates (shown in this presentation).
5. Additional testing/UAT?
6. Timeline to deploy to Production.
7. Any additional items?