WESTJET

Citrix and Sabre

This document is to be used to:

- Install and Access Citrix
- Access Sabre
- Test Sabre CERT

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IT Requirements

Computer Requirements

To successfully complete your training, you are required to have access to a computer with the following capabilities:

- Windows PC
  - Windows 10 (preferred)
  - Minimum 4 GB of RAM
  - Access to function keys F1 – F12

The following computers are unsupported and cannot be used:

- MAC
- Chromebooks
- Smart Phones
- Tablets

Please ensure you have confirmed the above requirements are met before proceeding to the next section.

If you do not have the required computer for training, You will be provided with a WestJet loaner laptop on day 1 of your Airport Familiarization shift. At that time you will be able to complete the below steps.

Citrix

Installation

This section covers the one-time installation of WestJet's Citrix Desktop.

If you have been provided with a WestJet loaner laptop, proceed directly to <u>Access Citrix</u>

1. Use the link Citrix Workspace app 2105 for Windows - Citrix
2. Click Download Citrix Workspace app for Windows

Citrix Workspace app 2105 for Windows

Release Date: May 10, 2021

Compatible with
Windows 10, 8.1, Thin PC as well as Windows Server 2019, 2016, 2012, and 2012R2.

Download Citrix Workspace app for Windows

3. When the download is complete, install the application
    a. You may be required to open your computer's download files, select the download, and follow the prompts
    b. If the following message displays, uninstall the existing version

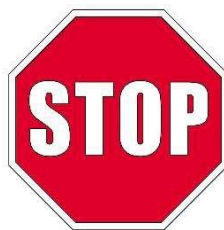   c. Continue with the installation by selecting **START**

    d. Accept the license agreement and select **NEXT**

e. Select **Enable App Protection** and click **INSTALL**


f. Click **FINISH**

If you do not see Installation Successful contact the IT Service Desk for assistance using the Airports Welcome Aboard Team Chat (Monday-Friday 0800-1630 MST) or call the IT Service Desk for afterhours support using the IT Contact Information.
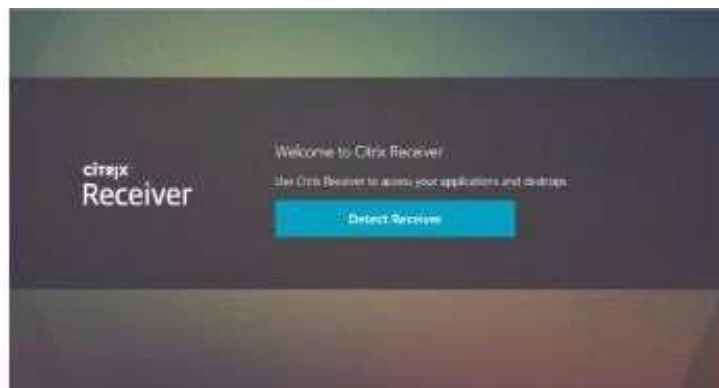
Access Citrix

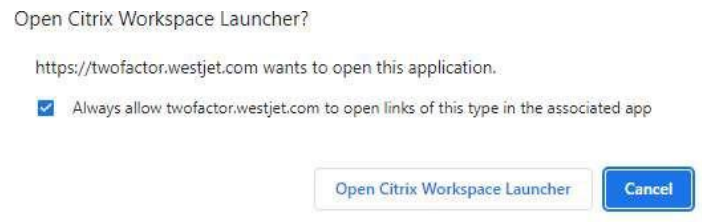On the WestJet landing page (https://westjet.sharepoint.com) select **My Apps**
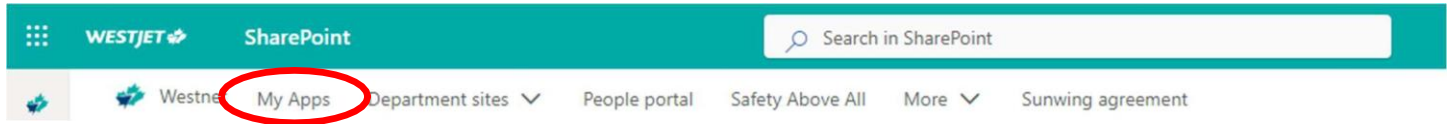
Your application desktop will open, in the search bar type **Citrix TwoFactor WDC** and click on the icon
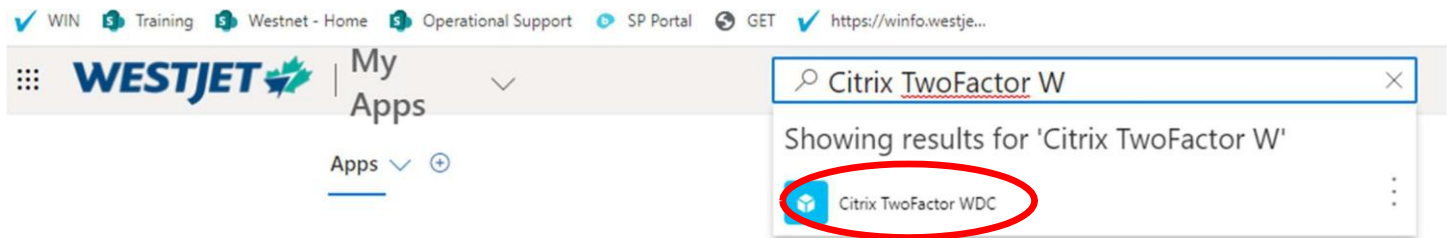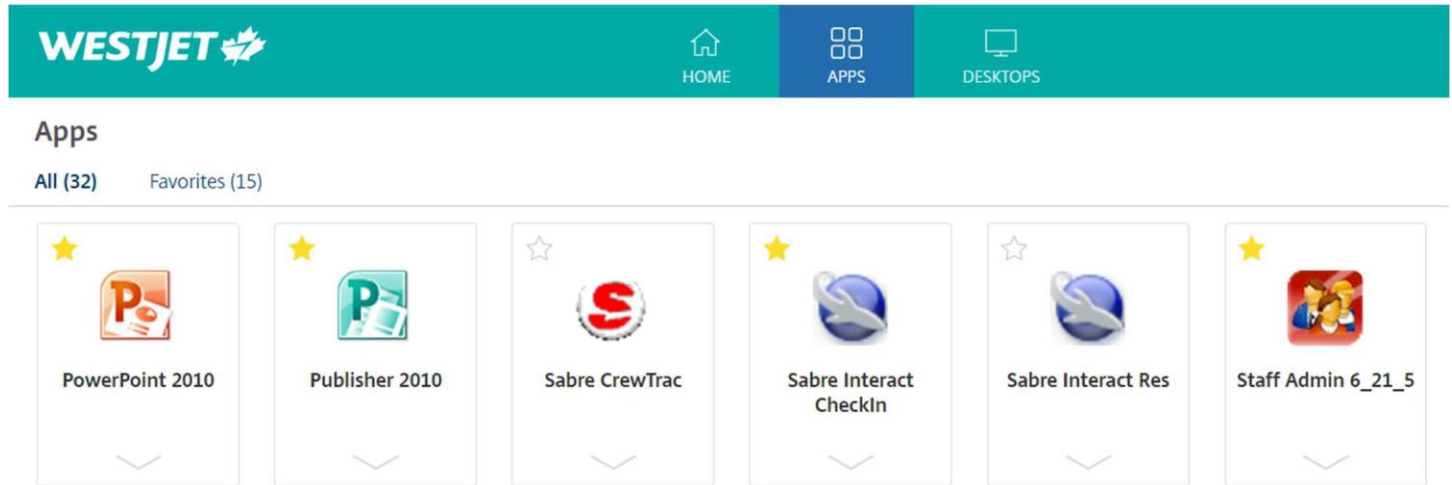

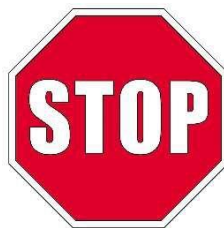If presented with the following screen, select **Detect Receiver**

Select **Always Allow twofactor.westjet.com to open links of this type in the associated application** and click **Open Citrix Workspace Launcher**.

The Citrix Desktop will open

Only proceed to the next section if you have successfully completed the above steps. If you require assistance, contact the IT Service Desk using the Airports Welcome Aboard Team Chat (Monday-Friday 0800-1630 MST) or call the IT Service Desk for afterhours support using the IT Contact Information.

Sabre Interact

The steps outlined in this section will be followed each time you launch Sabre from the Citrix Desktop. There are **four** steps to complete.

1. Sabre Interact CheckIn Access

- From the Citrix Desktop, locate the Sabre Interact CheckIn Icon and click once to launch the application
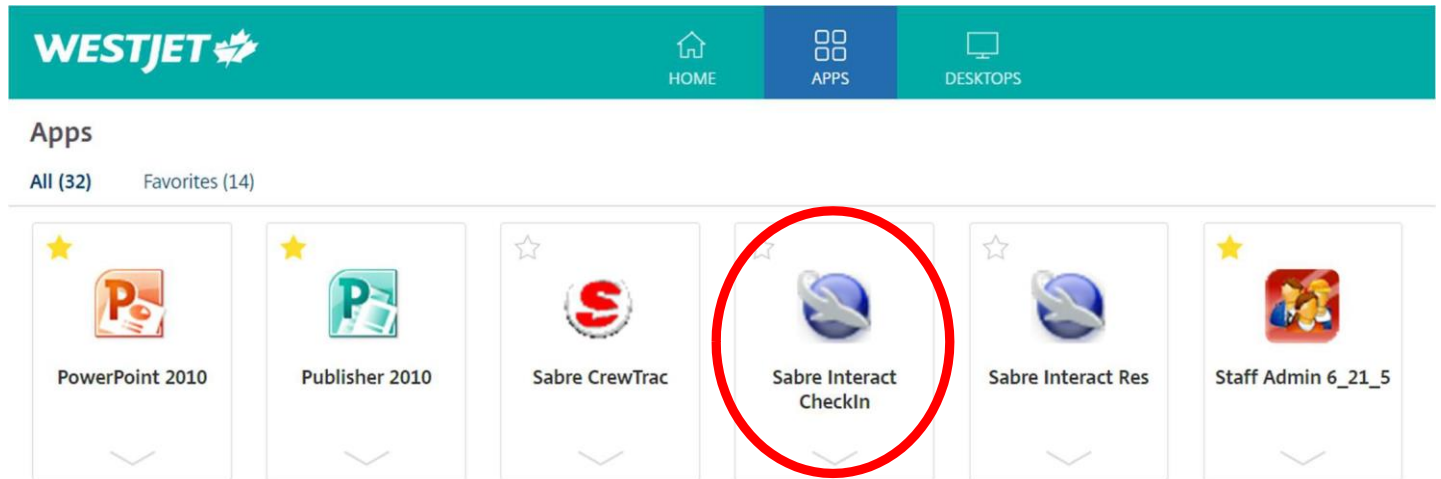
- If the following screen appears, select OK

- Verify that your tabs F1 – F8 along the top of the screen match the image below. If not return to Sabre Interact CheckIn Access

2. Sabre CERT Access

- Do not sign in. On your keyboard enter **ALT F3** (or **ALT FN F3**)
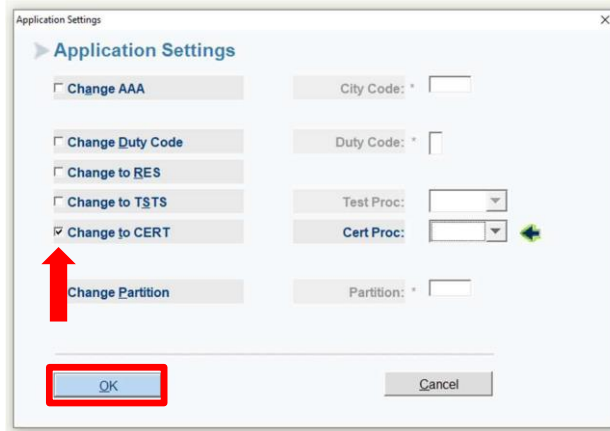   - o This will open the Application Settings Screen
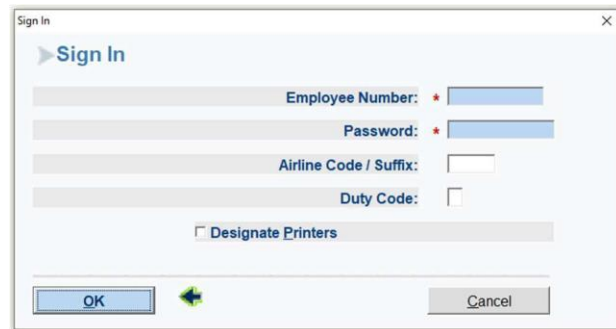   - o Select Change to **CERT** and **OK**

- You will see the word CERT in the top right-hand corner, select OK to Sign In

- On your Sign In screen complete all fields using the following information:
    - o **YOUR** WestJet Employee Number
    - o Password (**a1b2c3d4**)
    - o Airline Code/Suffix **WS**
    - o Duty Code **5**
    - o Uncheck Designate Printers
    - o Select **OK**

- You will be prompted to create a new password and it must meet the following guidelines:
    - o Combination of alpha and numeric characters (no special characters)
    - o 8 characters in length
    - o Characters cannot be sequential (for example abcd or 1234)
    - o Maximum repetition of characters is two (for example 1134 or abbc)
    - o Cannot contain words
- Sabre will prompt for a new password if the one you provide is not acceptable
- Once you have signed in you will see **CERT-Your Airport Code-5** in the top-right hand corner

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3. Change AAA Access

- On your keyboard enter **ALT F3** (or **ALT FN F3**)
  - o This will open the Application Settings Screen
    - Select **Change AAA**
    - In the **City Code** box type **YXY**
    - Select **OK**
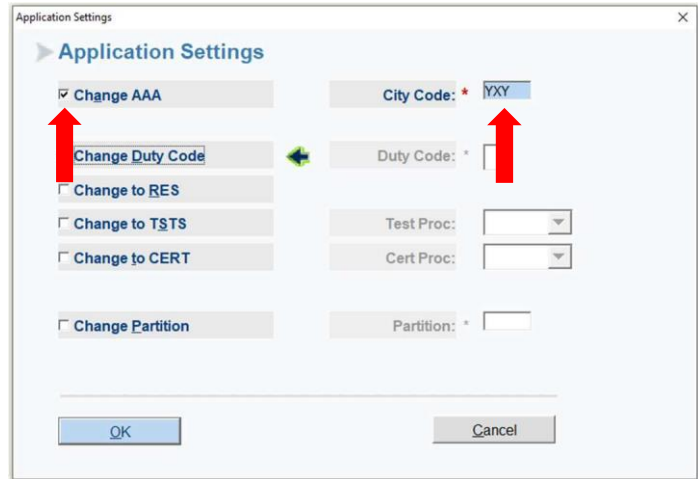
- Confirm the AAA was successful
  - o In the top right-hand corner, you will now see CERT-YXY-5
  - o On the main screen you will see AAA SET UP FOR YXY
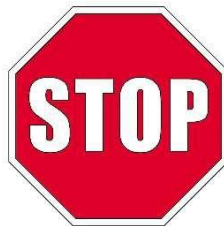
If you do not see the above screen or receive the prompt "NOT ALLOWED THIS CITY", contact the IT Service Desk for assistance using the Airports Welcome Aboard Team chat (Monday – Friday 0800-1630 MST) or call the IT Service Desk for afterhours support using the IT Contact Information.

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4. Assign Printers in Sabre CERT

- On your keyboard enter CTRL P
    - o This will open the Printer Functions Screen
    - o Use the dropdown to select **Designate Printers** and complete the following:
        - ▪ Do not select Hardcopy Printer Address
        - ▪ Select the checkbox beside Ticket Printer Address
            - • Ticket Printer Address **6F569F**
            - • Type of Ticket Printer Routine **2A**
            - • Station Number **21000781**
        - ▪ Select the checkbox beside Bag Tag Printer Address
            - • Bag Tag Printer Address **6F56AE**
        - ▪ Do not save as defaults
    - o Select **OK**
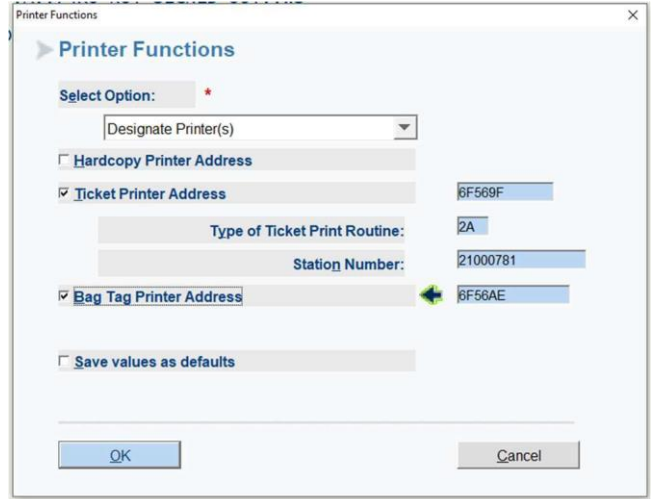
- When your printers are designated correctly the following screen will appear, select **OK**

![WESTJET logo]

You have now signed into Sabre CERT, changed your working Airport City Code, and designated your printers. Your screen should look like this:

Notice the following:

- In the top right-hand corner CERT-YXY-5 (steps 2 and 3)
- In the bottom left corner after Sabre: RESP OK TKT: 6F569F ATB: 6F569F BTP: 6F56AE (step 4)
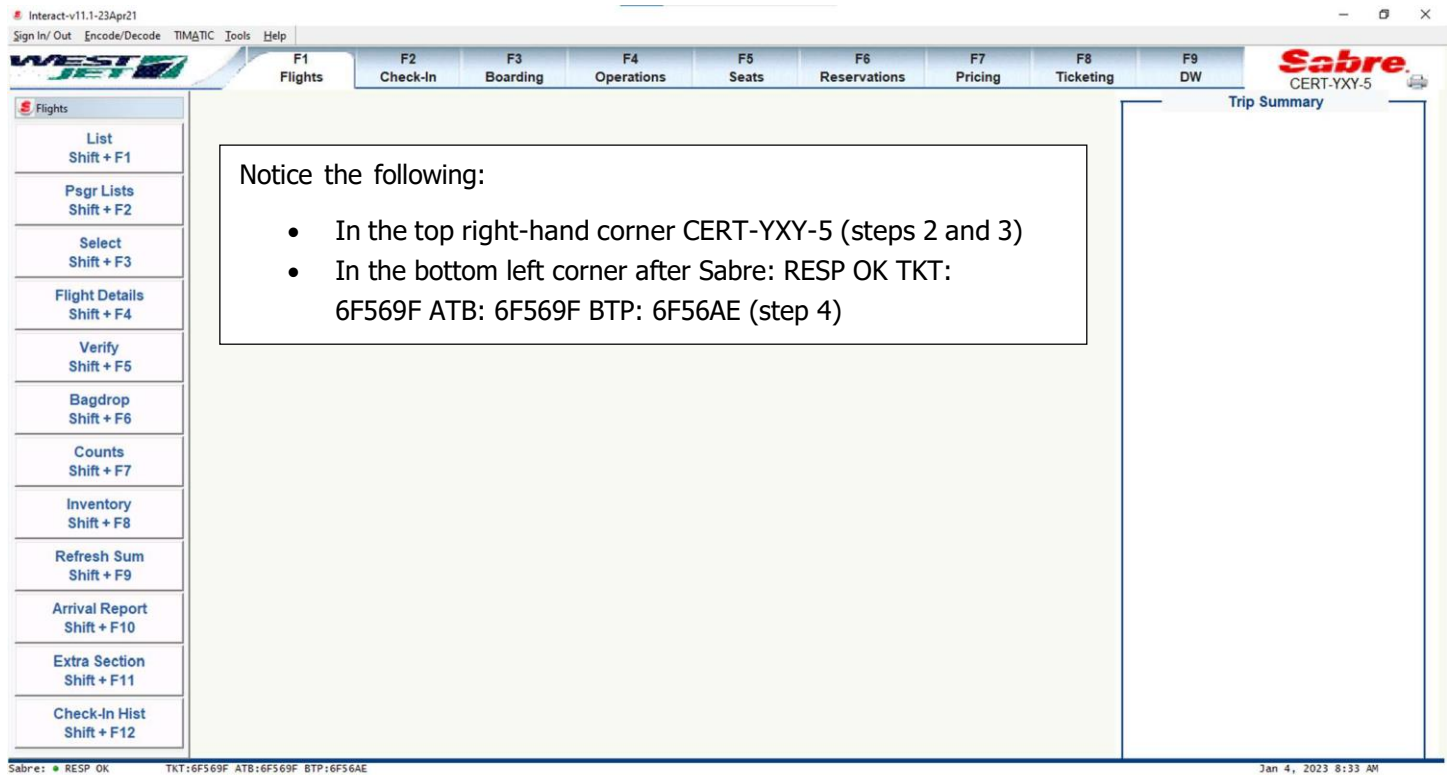
To correctly sign out of Sabre, from the top right-hand corner select Sign-In/Out:
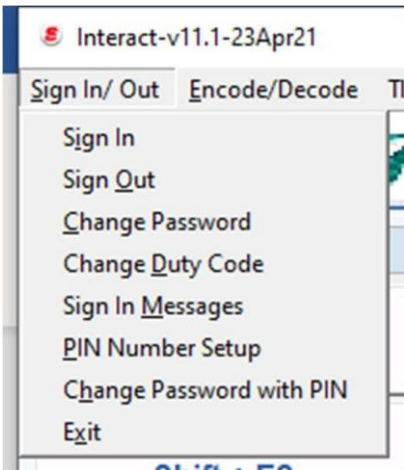
Select **Sign Out**. From the pop up select **Undesignate Printers** and select **OK**.

Select Sign-In/Out again and select **Exit**.

IT Contact Information

Have a question? Need help? Reach out using one of the available options

Canada and United States toll-free: 1-888-255-0995

IT Service Desk direct phone number (long-distance charges apply): +1-403-444-2444

International toll-free numbers:

Country			Phone Number
Antigua Australia Austria Belgium China Columbia Costa Rica Denmark Finland France Germany Hong Kong	Hungry, Ireland, Israel, Italy, Japan, Korea, Luxembourg, Macao, Malaysia, Netherlands, New Zealand Norway	Philippines Portugal Singapore South Africa Spain Sweden Switzerland Taiwan UK	800-2538-5696
Bahamas			1-866-887-3588
Barbados			1-800-204-5629
Bermuda			1-800-204-0314
Cayman Islands			1-800-204-0080
Costa Rica			1-866-887-3588
Dominican Republic *must dial from a land line			1-888-751-4686
Jamaica			1-800-101-0599
Mexico			001-800-514-1688
Puerto Rico			1-866-991-0499
St. Lucia			1-800-204-0144
Trinidad and Tobago			1-800-204-0221