

## Master User's Role

- Each IATA, ARC or TIDS agency that is registered to use [www.aircanada.com/agents](http://www.aircanada.com/agents) must have an assigned Master User (Agency ID #000)
- The Master User profile can be created by clicking on the "*Register now*" hyperlink from the sign-in page and following the steps outlined in "*Setting Up the Master User Agency ID and Agency ID users*" section below.
- The Master User can create and administer up to 999 Agency ID users either by location, individual counsellors or group of counsellors.
- The Master User is responsible for password resets for the Agency ID users if revoked or forgotten.

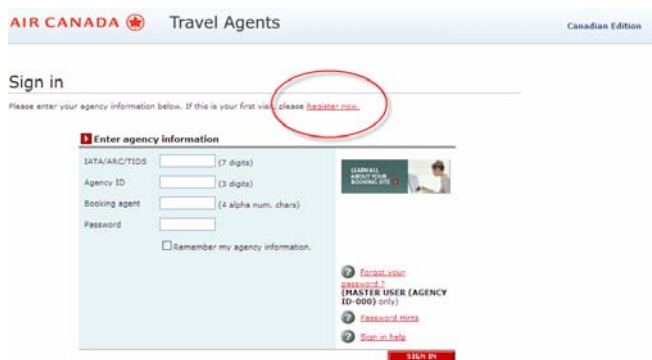
### NEW MASTER USER: PASSWORD RESET

To reset the Master User password:

- » The Master User can click on the *Forgot your password* link from the sign-in page;
- » If authentication of the profile name and email is successful, a new password will be sent to the Master User's email;
- » If authentication is not successful, they will need to contact web technical support at 1 888 247 2262

## Setting up the Master User Agency ID and Agency ID users - Step by Step

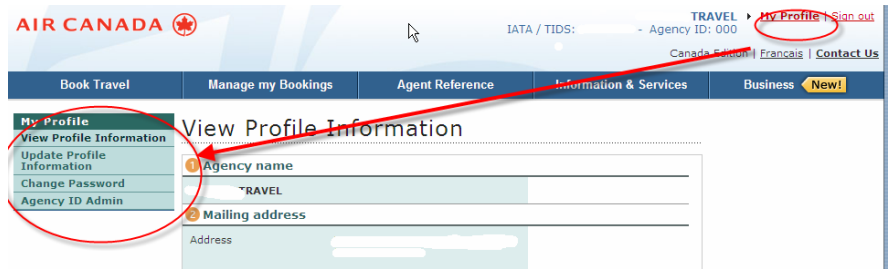
1. To create a Master User profile, click on the "*Register now*" hyperlink from the sign-in page:



The screenshot shows the Air Canada Travel Agents sign-in page. At the top, there is a navigation bar with the Air Canada logo and 'Travel Agents' text. Below this, the 'Sign in' section is visible. A red circle highlights the 'Register now' link. Below the sign-in form, there are several links: 'Forgot your password', 'Master User (Agency ID-000) only', 'Forgot my password', and 'Sign in help'. A 'SIGN IN' button is located at the bottom right of the form.

2. Complete the "*Master User Registration*" form.
3. In the "*Agency ID Description*" section, choose a User Name that can easily describe the Agency ID, for example, an individual user or branch location. Note that *Cash* as a form of payment is not available at this time and will default to NO.
4. Once completed, click on "*Register*" to finalize the Master User profile.
5. The next time that you sign-in, use the first 7 digits of your IATA, ARC or TIDS number, your Master User Agency ID 000, Booking Agent (any 4 alphanumeric characters) and your password.

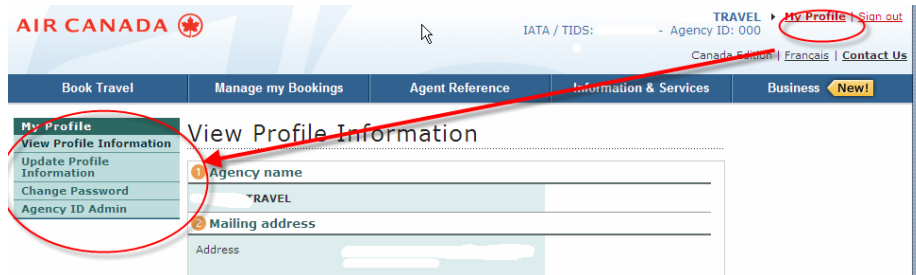
6. At your convenience, you can start creating Agency IDs by clicking on "Agency ID Admin:"



7. You can choose to create a shared user Agency ID (001) OR multiple unique Agent IDs for users either by location, individual counsellors or group of counsellors. Start with Agency ID 002 and then continue in sequential order.
8. For each Agency ID, create a profile and a password.
9. Communicate the Agency ID information once assigned to the user.
10. An Agency ID number can be deleted by selecting "Delete". A warning message will appear, asking if you want to delete the Agency ID number. Note that once deleted, the number can not be re-used. You may however, re-assign an existing Agency ID number to another user by selecting 'Update'

### Agency ID User tips and guidelines-

- Your Agency ID and password is assigned to you by your Master User so that you can sign-into [www.aircanada.com/agents](http://www.aircanada.com/agents).
- It can be a shared Agency ID (001) or your own individual Agency ID.
- Start using your Agency ID/ password to Sign-in once it has been assigned to you by your Master User as follows:
  - a. First 7 digits of your IATA, ARC or TIDS number,
  - b. Agency ID (shared # 001, or individual)
  - c. Booking agent (any 4 alphanumeric characters)
  - d. Password supplied to you by your Master User
- If you were assigned an individual Agency ID, you can update your profile information and change your password via the 'My Profile' tab at any time:



If your password has been revoked or forgotten, it can only be reset by your Master User.