

## Configuring Single Sign On for ClientBase Online within Sabre Red Workspace

ClientBase Online is currently accessible within the Sabre Red Workspace. In order to access the ClientBase Online tab you must first launch Sabre Red Workspace and log in using a Sabre assigned Agent ID, PCC and Password. ClientBase Online also has its own login screen, but the login screen can be bypassed, allowing automatic logging into ClientBase Online, if the ClientBase Online User Login record is properly setup.

Once logged into Sabre Red Workspace the ClientBase Online tab is accessed by selecting Tools | Other | ClientBase Online. The ClientBase Online application will launch and an attempt to log into ClientBase Online will occur. In order for the auto login to occur, you must have an individual ClientBase Online User Login created and that login must be SSO enabled and contain your Sabre PCC and Agent Sign.

To configure a ClientBase Online User Login so single sign on can occur

- Log into ClientBase Online using the SYSDBA (Systems Administrator) login
- Navigate to Tools | Settings | User Logins

The screenshot shows the ClientBase Online interface with a dark red header. The header contains the text "clientbase online" on the left and "Profiles", "Activities", "Res Cards", "Tools", "Help", and "Log Out" on the right. The "Tools" menu is open, showing a list of options: "Page History", "Settings", "Mask Credit Card Number", "Import Profile", "My Login", and "About". The "Settings" option is circled in red. Below the "Tools" menu, the "User Logins" option is also circled in red. The main content area is divided into two columns of links. The left column includes links for "Marketing Categories", "Marketing Codes", "User Defined Fields", "Communication Defaults", "Group List", "Membership ID Fields", "Merge to PNR Settings", "Merge to PNR Rules", "Auto-Case Converter Settings", "Document Templates", "Reminder Alarm Settings", "Client Survey Report Settings", and "Close Agency Settings". The right column includes links for "Res Card Insurance Prompting", "Res Card Tax and Commission Defa", "Default Field Values For New Invoice", "Batched Reminders", "Host Codes", "Live Connect Providers", "Live Connect Logins", "Header and Footer - Invoices", "Header and Footer - Trip Proposals", "Branch Settings", "User Logins", "Login Security Settings", and "Required / Optional Fields".

Configure the following settings for all ClientBase Online User Login records.

- **Sabre PCC:** Enter the Sabre PCC assigned to the agency.
- **Enable SSO:** Check this box in order to turn on Single Sign On capability.
- **Sabre Agent ID:** Enter the users Sabre assigned Agent ID

The screenshot shows the 'User Settings' page for user 'DIANNEB'. The 'Sabre PCC' field is set to '1234'. The 'Enable SSO' checkbox is checked. The 'Sabre Agent ID' field is set to '123'. The 'Save' button is highlighted with a red circle.

Once the ClientBase Online User Logins are configured for Single Sign On, after successfully logging into Sabre Red Workspace, CBO will then verify that the log in is SSO enabled and attempt to match the PCC and Sabre Agent ID. Once verification is complete the user is automatically logged into ClientBase Online.

***“The Agent ID you have entered is not Single Sign On enabled. Please click here to sign in using the ClientBase Online login page.”***

If the user logs into Sabre Red Workspace but the ClientBase Online User login is not SSO enabled, user will receive the message, *“The Agent ID you have entered is not Single Sign On enabled. Please click here to sign in using the ClientBase Online login page.”* Clicking the link will take the user to the ClientBase Online login page where user can login using their ClientBase Online user Login Name and password.

***“ClientBase Online cannot find a match to the Agent ID and PCC you are using. Please click here to sign in using the ClientBase Online login page.”***

If the user logs into Sabre Red Workspace but the Sabre Agent ID or PCC do not match what was entered in the ClientBase Online User Login record, user will receive the message, *“ClientBase Online cannot find a match to the Agent ID and PCC you are using. Please click here to sign in using the ClientBase Online login page.”* Clicking the link will take the user to the ClientBase Online login page where user can login using their ClientBase Online user Login Name and password.

## Add ClientBase Online to the Favorites menu in Sabre Red Workspace:

Make ClientBase Online part of your favorite SRW applications

- Select the Favorites menu option on the SRW toolbar
- Click the Add Button
- Click the checkbox next to the ClientBase Online
- Apply

The application is now saved under the Favorites group. Up to 15 frequently used applications can be added to the Favorites menu.

