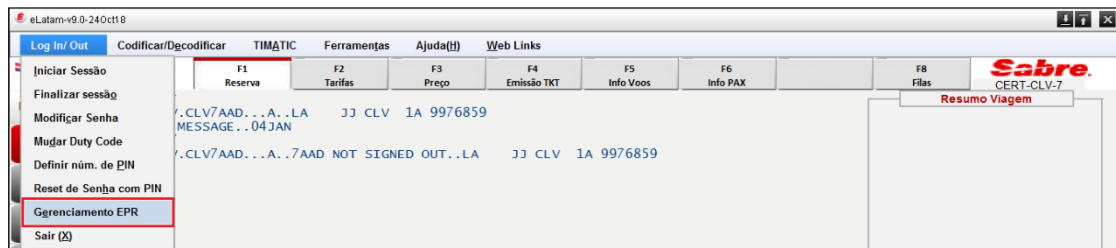




### User management through the Verify profile

To manage a user, click on the “Log In / Out” menu and then on the “EPR Management” button:



The features will be displayed:

Gerenciamento EPR

Gerenciamento EPR

Número de Usuário: \*

Sufixo: \*

☒ Exibir

☐ Ativar

☐ Desativar

☐ Histórico

INFORMAÇÕES EPR

ATIVAR EPR

DESATIVAR EPR

HISTÓRICO DO EPR

☐ Resetear Senha

RESETAR SENHA DO EPR

OK

Ignorar

Cancelar

## Password reset process

Before performing a password reset, it is necessary to display the EPR information. Fill in the EPR information with suffix, check display and click OK:

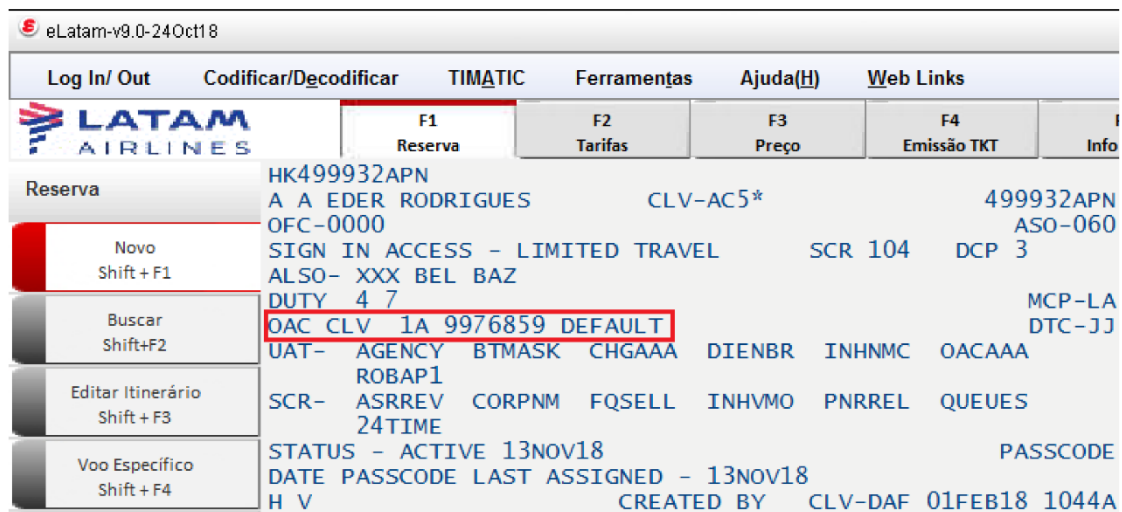


The image shows a dialog box titled "Gerenciamento EPR". It contains the following elements:

- Número de Usuário:** A text field containing "499932".
- Sufixo:** A text field containing "APN".
- Exibir:** A radio button that is selected.
- Ativar:** A radio button that is not selected.
- Desativar:** A radio button that is not selected.
- Histórico:** A radio button that is not selected.
- Resetear Senha:** A checkbox that is not checked.
- Buttons:** "OK", "Ignorar", and "Cancelar".

Red boxes and numbers highlight specific parts: a red box around the user number and suffix fields is labeled "1"; a red box around the "Exibir" radio button is labeled "2"; and a red box around the "OK" button is labeled "3".

The information will be displayed. Identify the OAC line XXXXXX DEFAULT, because for security the entire process must be performed in the same OAC as the user. After identifying the DEFAULT OAC it will be necessary to change to the identified OAC.



The image shows the eLatam-v9.0-24Oct18 interface. It features a menu bar with "Log In/ Out", "Codificar/Decodificar", "TIMATIC", "Ferramentas", "Ajuda(H)", and "Web Links". Below the menu bar is a sidebar with the LATAM AIRLINES logo and a list of functions: "Reserva", "Novo Shift + F1", "Buscar Shift+F2", "Editar Itinerário Shift + F3", and "Voo Especifico Shift + F4". The main content area displays the following information:

HK499932APN  
A A EDER RODRIGUES CLV-AC5\* 499932APN  
OFC-0000 ASO-060  
SIGN IN ACCESS - LIMITED TRAVEL SCR 104 DCP 3  
ALSO- XXX BEL BAZ  
DUTY 4 7 MCP-LA  
OAC CLV 1A 9976859 DEFAULT DTC-JJ  
UAT- AGENCY BTMASK CHGAAA DIENBR INHNC OACAAA  
ROBAP1  
SCR- ASRREV CORPNM FQSELL INHVM PNRREL QUEUES  
24TIME  
STATUS - ACTIVE 13NOV18 PASSCODE  
DATE PASSCODE LAST ASSIGNED - 13NOV18  
H V CREATED BY CLV-DAF 01FEB18 1044A

To change OAC it will be necessary to press ALT + F3. Check the option “Change AAA” and then “CAB Information”:

Configuração da Aplicação

☒ Mudar AAA 1

☐ Mudar Duty Code

☐ Mudar para RES

☐ Mudar para CERT

Código Cidade: \*

☒ Informações do OAC 2

Duty Code \*

OK Cancelar

Alterar OAC - Contabilidade

Configuração OAC PREENCHER COM O OAC DEFAULT, EXEMPLO, CLV1A

Cidade do OAC:  CIDADE DO OAC

Cidade do OAC:  CIDADE DO OAC

Account Code: 1  ACCOUNT CODE

Número do IATA:

OK 2 Cancelar

Open "EPR Management" again.

To finish the reset, type the EPR, SUFIXED, check the "Reset Password" option, type a temporary password and end with OK:

Gerenciamento EPR

Número de Usuário: \* 499932

Sufixo: \* APN

☒ Exibir ☐ Ativar ☐ Desativar ☐ Histórico

☒ Resetear Senha \* \*\*\*\*\*

OK Ignorar Cancelar

The success message will be displayed. Click "Ignore" and choose "OK" to make another one or "Cancel" to exit:

Gerenciamento EPR

Número de Usuário: \*

Sufixo: \*

☒ Exibir ☐ Ativar ☐ Desativar ☐ Histórico

☐ Resetear Senha

SUCCESSFUL

OK Ignorar Cancelar

The temporary password is used only at the first access, so, at this moment, it must be changed.

### Process to activate an EPR

All creations will be received with inactive users, so it will be the responsibility of the Verify user to activate and reset the password of the created EPR.

Open the "EPR Management" menu. Enter the EPR, suffix, check display and click OK:

The screenshot shows a window titled "Gerenciamento EPR" with a close button (X) in the top right corner. The window contains the following elements:

- A red box labeled "1" highlights the input fields for "Número de Usuário: \* 499932" and "Sufixo: \* APN".
- A red box labeled "2" highlights the "Exibir" radio button, which is selected.
- Other radio buttons include "Ativar", "Desativar", and "Histórico", all of which are unselected.
- A checkbox labeled "Resetear Senha" is present.
- A red box labeled "3" highlights the "OK" button.
- Buttons for "Ignorar" and "Cancelar" are also visible.

Consult the OAC DEFAULT and change to the desired OAC by pressing ALT + F3.

Fill in the EPR data, suffix, check "Activate" and finish with OK:

The screenshot shows the same "Gerenciamento EPR" window, but with the following changes:

- The "Ativar" radio button is now selected and highlighted with a red box.
- A red box highlights the "Data Ativação" field, which contains the text "TRADUÇÃO INCORRETA" and a dropdown arrow.
- Below the "Data Ativação" field, the text "DESATIVAÇÃO NA DATA MARCADA (OPCIONAL)" is displayed in red.
- The "OK" button is still highlighted with a red box.

The "Activation Date" field has the incorrect translation, because when filling in it will be determined a date for deactivation.

The success message will be displayed:

The screenshot shows a dialog box titled "Gerenciamento EPR". It contains the following elements:

- Fields for "Número de Usuário: \*" and "Sufixo: \*", both empty.
- Radio buttons for "Exibir", "Ativar", "Desativar", and "Histórico". "Exibir" is selected.
- A checkbox for "Resetear Senha" which is unchecked.
- A red box highlights the word "SUCCESSFUL" in the center.
- Buttons at the bottom: "OK" (green), "Ignorar" (grey, highlighted with a red box and labeled "1"), and "Cancelar" (grey).

### Process to deactivate an EPR

To deactivate the user, open the "EPR Management" menu. Enter the EPR, suffix, check display and click OK:

The screenshot shows the same "Gerenciamento EPR" dialog box, but with the following changes:

- The "Número de Usuário: \*" field is filled with "499932" (highlighted with a red box and labeled "1").
- The "Sufixo: \*" field is filled with "APN".
- The "Exibir" radio button is still selected (highlighted with a red box and labeled "2").
- The "Resetear Senha" checkbox remains unchecked.
- The "OK" button is highlighted with a red box and labeled "3".
- The "Ignorar" button remains grey.
- The "Cancelar" button remains grey.

Consult the OAC DEFAULT and change to the desired OAC.  
Fill in the EPR data, suffix, check “Activate” and finish with OK:

Gerenciamento EPR

Número de Usuário: \* 499932

Sufixo: \* APN

☐ Exibir ☐ Ativar ☒ Desativar ☐ Histórico

Data Desativação  
TRADUÇÃO INCORRETA

ATIVAÇÃO NA DATA MARCADA (OPCIONAL)

OK Ignorar Cancelar

The “Deactivation Date” field has the incorrect translation, because when filling in, a date for activation will be determined.

Gerenciamento EPR

Número de Usuário: \*

Sufixo: \*

☒ Exibir ☐ Ativar ☐ Desativar ☐ Histórico

☐ Resetear Senha

SUCCESSFUL

OK Ignorar Cancelar

1

## EPR consultation process

To consult the user's history, open the “EPR Management” menu. Enter the EPR, suffix, check display and click OK

Gerenciamento EPR

Gerenciamento EPR

Número de Usuário: \* 499932 1

Sufixo: \* APN

☐ Exibir ☐ Ativar ☐ Desativar ☒ Histórico 2

OK 3 Ignorar Cancelar

eLatam-v9.0-24Oct18

Log In/ Out Codificar/Decodificar TIMATIC Ferramentas Ajuda(H) Web Links

**LATAM AIRLINES**

F1 Reserva F2 Tarifas F3 Preço F4 Emissão TKT F5 Info Vc

Reserva

MU  
09JAN19 0521A CST  
PERMANENT HISTORY SECTION ...  
CREATED CLV-DAF 01FEB18 1044A DAF  
VERIFIED CLV-AAD 04JAN19 0510A AS ANDERSON SILVA  
AGT/SIN CLV-DAF 01FEB18 1044A DAF  
SCR ... CLV-DAF 01FEB18 1044A DAF  
DIE CLVAC5 FROM 01FEB18 1044A CLV-DAF TO PRESENT

DETAIL HISTORY SECTION ...  
PASSCODE CHANGED  
AUTH-AS ANDERSON SILVA  
CLV-AAD 09JAN19 0520A

STATUS-HXACTIVE  
AUTH-AS ANDERSON SILVA  
CLV-AAD 04JAN19 0510A

STATUS-HXINACTIVE  
AUTH-AS ANDERSON SILVA  
CLV-AAD 04JAN19 0505A

Novo Shift + F1

Buscar Shift+F2

Editar Itinerário Shift + F3

Voo Específico Shift + F4

Copiar Reserva Shift + F6

Assentos... Shift + F7



Reserva

MU

09JAN19 0521A CST

PERMANENT HISTORY SECTION ...

Novo

Shift + F1

CREATED CLV-DAF 01FEB18 1044A DAF

VERIFIED CLV-AAD 04JAN19 0510A AS ANDERSON SILVA

AGT/SIN	CLV-DAF	01FEB18	1044A	DAF
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Buscar

Shift+F2

AGT/SIN	CLV-DAF	01FEB18	1044A	DAF
SCR ...	CLV-DAF	01FEB18	1044A	DAF

DIE CLVAC5 FROM 01FEB18 1044A CLV-DAF TO PRESENT

[Editar Itinerário](#)

Shift + F3

DETAIL HISTORY SECTION ...

PASSCODE CHANGED

— PASSCODE CHANGED = RESET DE SENHA REALIZADO

AUTH-AS ANDERSON SILVA

CLV-AAD 09JAN19 0520A

HORÁRIO E DATA REALIZADO (DALLAS TIME)

STATUS-HXACTIVE

— STATUS-HXACTIVE = EPR ATIVADO

AUTH=AS ANDERSON STI VA

CLV-AAD 04JAN19 0510A

HORÁRIO E DATA REALIZADO (DALLAS TIME)

STATUS-HXINACTIVE

— STATUS-HXINACTIVE = EPR DESATIVADO

AUTH-AS ANDERSON SILVA

CLV=AAD 041AN19 0505A

04 JAN 19 0303A  
HORÁRIO E DATA REALIZADO (DALLAS TIME)

Copiar Reserva

Shift + F6

Assentos

Shift + F7