

# Passkey RegLink OpenAPI - RegExpress

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## 1 Overview

Passkey's RegLink OpenAPI allows third party applications, such as registration systems, to interact with Passkey's GroupMAX system. RegExpress is the simplest way to integrate registration with the GroupMAX booking site, allowing the external system to pass attendee information for a seamless booking experience.

### 1.1 Getting Started

The first step in planning a successful implementation is understanding the features that will be used. RegExpress has two main features (other advanced features are available in the full API):

- **Defaulting Attendee/Guest Information** - This primary feature allows a third party application to send basic attendee information to GroupMAX and housing reservations are then completed through the GroupMAX Attendee Website for the applicable GroupMAX event. At the conclusion of the registration process, attendees can be forwarded the GroupMAX Attendee Website with details auto-populated to streamline the housing reservation process. This business process is completed with a single browser-based API call. With RegExpress integration, the GroupMAX attendee website is always utilized to complete reservations for housing.

**Note:** RegExpress is not intended to be used with RegLink-related GroupMAX/Passkey reporting. Please make the customer aware of this limitation. Using advanced features in the full API will support reporting available in GroupMAX.

- **Updating Registration System with GroupMAX Confirmation Number (Callback Service)** - The RegLink Open API includes an optional feature which allows GroupMAX to send a simple message to a third party application indicating when a reservation is created, modified, or canceled. This service is referred to as a "Callback" in GroupMAX. Callbacks for each reservation action (create, modify, or cancel) may be activated separately allowing any combination of the three to be used as needed and include attendee-specific ID's so the message can be properly processed by the external system receiving the Callback.

Callbacks are often used as a mechanism allowing a third party system to store the GroupMAX housing Acknowledgment number which can then be used to provide attendees with a URL they can use to modify their reservation.

### 1.2 Next Steps

This document contains full samples, descriptions, mappings and other information for planning a successful implementation. All samples in this document are "working", meaning you can use them with the certification/test credentials provided in [Section 5](#) of this document to follow the RegLink process.

A unique Passkey Partner ID and applicable production credentials will be provided after a RegLink solution has been developed and fully tested against the Passkey Certification/Training environment using the test codes and credentials provided.

If you have any questions, contact us at [integrations@lanyon.com](mailto:integrations@lanyon.com) and someone from the Passkey Integrations team can assist you.

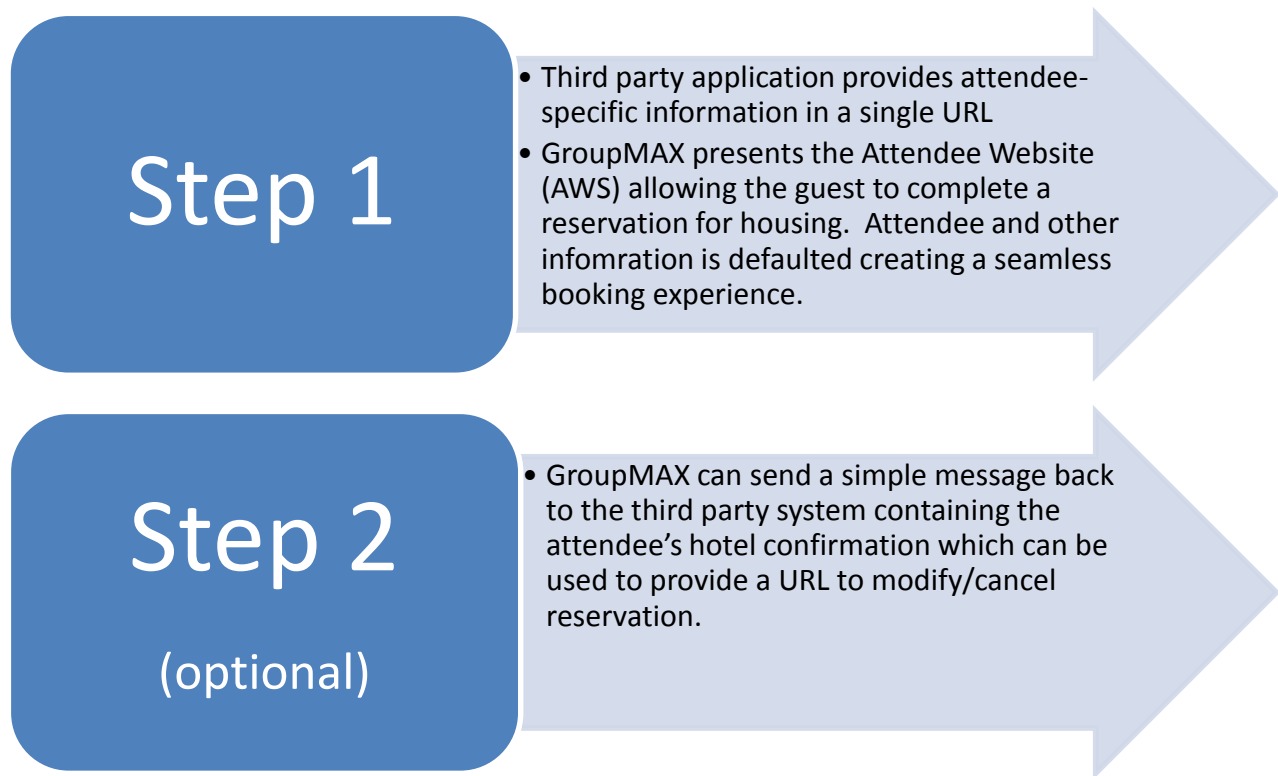
## 2 Advanced Features

A full copy of the API is available at [www.passkeypartners.com](http://www.passkeypartners.com). The full RegLink OpenAPI supports the following features using web service/XML messageing including those mentioned in this guide.

- Create, modify, or cancel GroupMAX attendee information – for example name, address, and other details.
- Fetch availability data used for creating reservations using web service calls, or to use in publishing dynamic housing availability information – for example, a housing widget.
- Create, modify, or cancel reservations directly.
- Retrieve reservation details.

### 3 RegExpress Business Process

RegExpress is Passkey’s most basic RegLink integration method. It is executed as a single-step URL API call which utilizes a formatted URL to save attendee information in GroupMAX and direct attendees directly to the GroupMAX Attendee website with basic attendee information pre-populated. This solution provides a seamless booking experience for attendees, however it is not intended to be used with RegLink-related GroupMAX reports. It’s important to make the customer aware of the reporting limitation. Also note that credit card information is not supported by this method, and consequently, guests must enter payment information as part of the housing reservation process if required by the event.



#### 3.1 Step 1– Forward Guest/Attendee to GroupMAX

In this step, the third party application provides (or automatically redirects) the attendee with an attendee-specific URL. When followed, GroupMAX saves the attendee-specific information within the system and presents the applicable GroupMAX Attendee Website to the attendee. The more information provided within the URL by the registration system, the more seamless the experience is for the user. The attendee then makes any applicable selections as part of the reservation process and confirms a housing reservation.

Please see [Appendix B – Field Mappings](#) for a complete list of both required and optional fields supported by RegExpress and descriptions for their use. Keep in mind that each time the URL is used, GroupMAX creates a new record of the Attendee/Guest (a Bridge Record). As such there are 2 common limitations that should be considered:

1. If shared, an attendee-specific URL may be used more than once to create multiple reservations. This can be undesirable in some cases.
2. If an attendee uses an attendee-specific URL but does not complete a housing reservation through the GroupMAX attendee website, an attendee Bridge Record is still created and stored in GroupMAX. This does not create any issues directly for the attendee, but can lead to multiple Bridge ID's for a single attendee and is the reason why RegLink-related reports in GroupMAX are not supported with RegExpress.

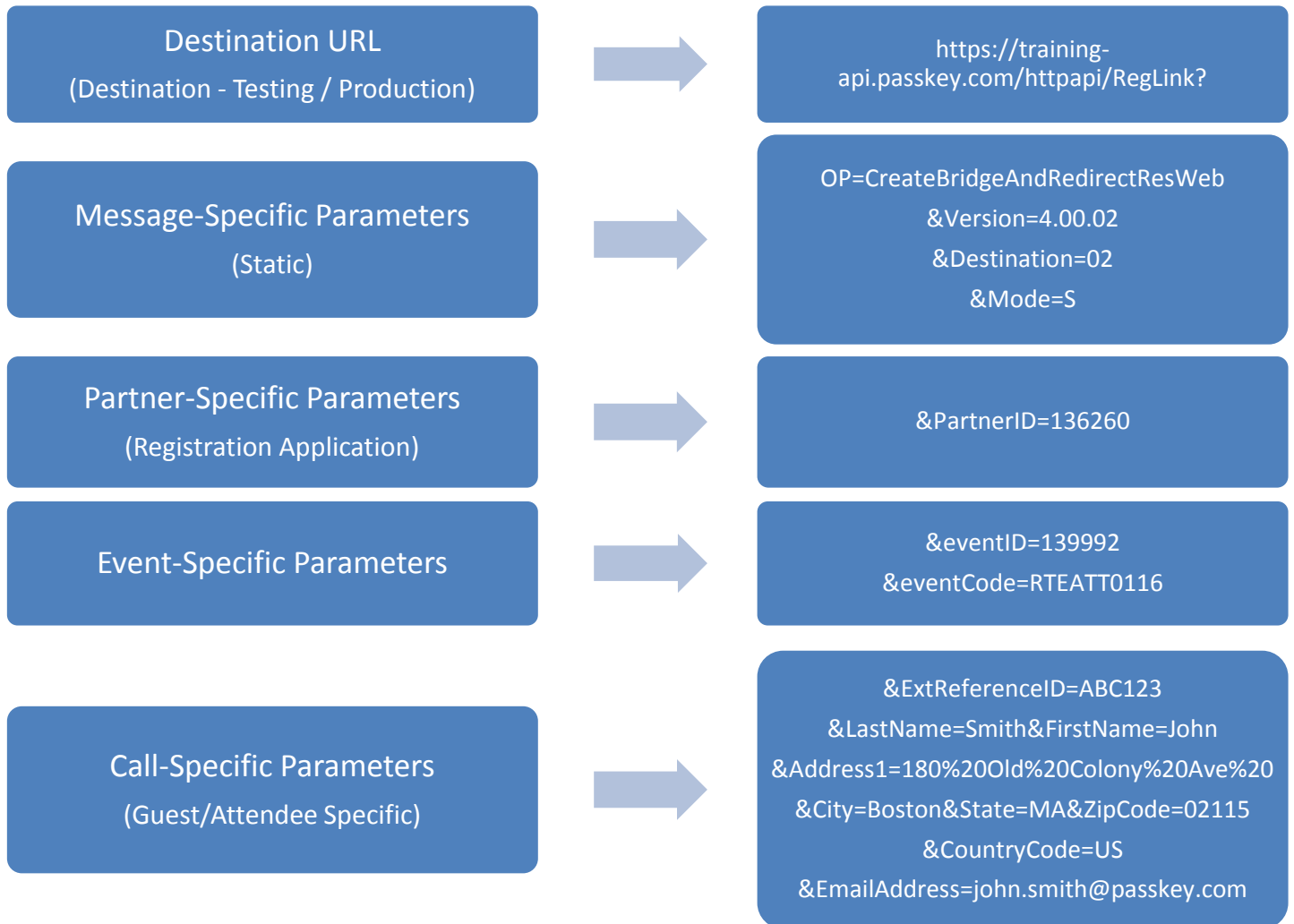
### **3.2 Step 2 – Receive Notification of Booking (Optional)**

GroupMAX can be setup to send a quick message to the registration system to confirm that a booking was created, modified or canceled. This could be especially useful in cases where an attendee modifies or cancels their registration. A trigger could be put in place to remind the user to modify or cancel their housing reservation an attendee-specific URL provided to facilitate the process. Additionally, the ability to automatically invoke the GroupMAX Attendee Website within the registration system can allow attendees to seamlessly access their reservation from their registration record. GroupMAX automatically handles all business logic in the housing modification and cancellation processes. Callback messages can be configured so they are sent back to the external system following any reservation modification or cancellation.

## 4 Details

### 4.1 URL Overview

RegExpress attendee-specific URL's consist of a root URL and a series of formatted parameters as follows:



### 4.2 Working Sample

Please try the working sample below to see how this provides details. This is a simple example, however, additional parameters are available as listed in [Appendix A – Field Mappings](#).

<https://training-api.passkey.com/httpapi/RegLink?OP=CreateBridgeAndRedirectResWeb&Version=4.00.02&Destination=02&Mode=S&PartnerID=136260&eventID=139992&eventCode=RTEATT0116&ExtReferenceID=ABC123&LastName=Smith&FirstName=John&MiddleInitial=M.&Title=Mr.&Position=Director%20of%20Sales&Organization=Lanyon%20Solutions&Address1=4%20Yawkey%20Way&City=Boston&State=MA&ZipCode=02115&CountryCode=US&EmailAddress=john.smith@lanyon.com&WorkPhone=617-237-8236>

### 4.3 Required Codes

PartnerID, EventID, eventCode and domain must be configurable within the third party system. Complete details on all supported URL parameters are described in [Appendix A – Field Mappings](#).

- **OP** – This is the operation of the message or call. This is the same for both the GroupMAX test and production environments and is based on the call being made.
- **Version** – As feature sets are expanded and new enhancements released, updated message versions may be released. Supported message versions will be consistent between the test and production environments based on the call being made. Specific features are tied to a specific version number. Versions are backwards compatible unless otherwise noted.
- **Destination** – This item must be used in each message as defined in the samples provided within this document.
- **Mode** – This parameter specifies the communication mode used by the API. A value of ‘S’ (Synchronous) is the only supported value for RegExpress.
- **PartnerID** – This is a unique number assigned to each third party organization with a certified RegLink Open API integration and identifies the system to GroupMAX. Upon successful certification, a production Partner ID is provided.
- **EventID** – A unique ID which identifies a specific event in GroupMAX. For testing purposes, this document includes sample event ID 139992. The GroupMAX event ID will correspond to the applicable event/group within the registration software being integrated.
- **eventCode** – A unique ID which identifies an “Attendee Type” configured for a specific event in GroupMAX. This unique “sub-block” is often used to classify or group sets of attendees, such as “General Attendee”, “VIP”, “Staff” or “Exhibitor”. GroupMAX allows individual events to be configured with as many attendee types needed and separate booking rules and housing options can be assigned to each type. Another use of sub-blocks could be group attendees under separate groups, teams, companies, vendors, etc. These values normally match the registration setup. The eventCode is required by the API, meaning the registration system must define it and the system configuration must allow the value to be updated/changed based on the business needs of the customer.
- **ExtReferenceID** – An attendee-specific identifier assigned by a registration system to the attendee’s registration record such as a “Registration ID” or similar unique identifier. This is used by GroupMAX to identify unique attendees and prevent duplicate records from occurring. An ExtReferenceID is required and can be supplied back to the third party system using the [Certification/Test Codes \(Parameters\)](#)



- [All](#) new RegLink integrations should be tested against the Passkey Certification/Training environment before being implemented into the production environment. It is also recommended that the customer be provided with an opportunity to complete an end-to-end test (Registration through housing confirmation) to validate the RegLink solution prior to activating the solution for a production event. The following test codes are valid within the Passkey Certification/Training environment and should be used for all testing/UAT activities prior to requesting production API codes and credentials.

<b>Base URL</b>	https://training-api.passkey.com/httpapi/RegLink?
<b>OP</b>	CreateBridgeAndRedirectResWeb
<b>Version</b>	4.00.02
<b>Destination</b>	02
<b>Mode</b>	S
<b>PartnerID</b>	136260
<b>EventID</b>	139992
<b>eventCode</b>	RTEATT0116

- Based upon these values, all RegExpress URLs generated for testing/certification should contain the following: https://training-api.passkey.com/httpapi/RegLink?OP=CreateBridgeAndRedirectResWeb&Version=4.00.02&Destination=02&Mode=S&PartnerID=136260&eventID=139992&eventCode=RTEATT0116
- Attendee-specific (call-specific) parameters as outlined in section 4.1, should be derived from each individual registration within the registration system.

- RegLink Callback Service - Technical Details during Step 2 if the Callback service is being utilized.

## 5 Certification/Test Codes (Parameters)

All new RegLink integrations should be tested against the Passkey Certification/Training environment before being implemented into the production environment. It is also recommended that the customer be provided with an opportunity to complete an end-to-end test (Registration through housing confirmation) to validate the RegLink solution prior to activating the solution for a production event. The following test codes are valid within the Passkey Certification/Training environment and should be used for all testing/UAT activities prior to requesting production API codes and credentials.

Base URL	<a href="https://training-api.passkey.com/httpapi/RegLink?">https://training-api.passkey.com/httpapi/RegLink?</a>
OP	CreateBridgeAndRedirectResWeb
Version	4.00.02
Destination	02
Mode	S
PartnerID	136260
EventID	139992
eventCode	RTEATT0116

- Based upon these values, all RegExpress URLs generated for testing/certification should contain the following: <https://training-api.passkey.com/httpapi/RegLink?OP=CreateBridgeAndRedirectResWeb&Version=4.00.02&Destination=02&Mode=S&PartnerID=136260&EventID=139992&EventCode=RTEATT0116>
- Attendee-specific (call-specific) parameters as outlined in [section 4.1](#), should be derived from each individual registration within the registration system.

## 6 RegLink Callback Service - Technical Details

The RegLink Callback Service provides the ability for Passkey to send reservation-specific messages to an external system triggered by any change to the reservation, including its creation. Callbacks may be configured in 2 different ways – POST to a URL (REST) or web service calls. Only the POST method is mentioned in this guide, if you require advanced functionality using web service calls please download the full API at [www.passkeypartners.com](http://www.passkeypartners.com).

**Important Note:** Passkey expects a status of 200 or “OK” on any callback messages sent and will not process any errors or other messaging. It is up to the third party system to process the message and provide the customer any reporting if needed.

### 6.1 Callbacks

The Callback service is a simple - POST to a URL. These URLs always contain all data available and the third party system is responsible to process or discard, but GroupMAX can not reprocess a Callback. All Callback messages are asynchronous, which means that unless there is a connection issue or Passkey does not receive an HTTP 200 response, any other type of response from the external system is discarded.

Example header information for this type of a call:

```
POST ?r=323F2VKJ HTTP/1.1
User-Agent: Profile/MIDP-1.0 Configuration/CLDC-1.0
Content-Language: en-US
Content-Type: application/x-www-form-urlencoded
Host: beta-manage.passkey.com
Accept: text/html, image/gif, image/jpeg, *; q=.2, */*; q=.2
Connection: keep-alive
Content-Length: 0
X-Forwarded-For: 82.209.214.162
```

Callback URLs are entered into the GroupMAX UI on the event level. A Callback entry appears in the following format:

[http://www.myreg.com/newres.asp?extacknum=\[\[extAckNumber\]\]&bridge=\[\[bridgeID\]\]&resacknum=\[\[resAckNum\]\]&status=\[\[resStatus\]\]](http://www.myreg.com/newres.asp?extacknum=[[extAckNumber]]&bridge=[[bridgeID]]&resacknum=[[resAckNum]]&status=[[resStatus]])

The resulting URL generated when an applicable callback is triggered appears in this format:

<http://www.myreg.com/newres.asp?extacknum=48943548&bridge=3233XNZ2-G582&resacknum=328T24NB&status=0>

**Note:** The parameter names used may be customized if needed. See the next table for the tags available.

## 6.2 Callback Tags

This is the complete list of service tags which can be configured in GroupMAX to “fire” back at the third party system when either a creation, modification, or cancelation occurs in GroupMAX regardless of booking channel.

Tag	Description
[[bridgeID]]	The unique identifier assigned by GroupMAX when attendee-specific information is sent from a third party application using the RegLink Open API.  Note: This tag is not available to during a Modify or Cancel reservation operation.
[[extAckNumber]]	An attendee-specific identifier assigned by a registration system to the attendee’s registration record. For example, a “Registration ID”.  Note: This tag is not available to during a Modify or Cancel reservation operation.
[[resAckNum]]	The reservation acknowledgement (confirmation) number for the housing reservation in GroupMAX.
[[MasterResAckNum]]	The reservation master acknowledgement number applies to room list reservations created in GroupMAX. The same number is used for all reservations created within a single room list.
[[resStatus]]	The status of the reservation in Passkey, either “0” (New), “1” (Cancelled), “2” (Modified), or “3” (Modified and Cancelled).
[[lastName]]	The last name of the primary attendee on the reservation or bridge ID, depending upon the type of Callback service. If the Callback service is a Bridge Notify Link or Bridge User Link, then it uses the bridge last name. If the Callback service is an Action Link or User Link, it uses the reservation last name.
[[ResContactPhone]]	The phone number of the primary attendee on the reservation or in the bridge depending upon the type of Callback service. If the Callback service is a Bridge Notify Link or Bridge User Link, then it uses the bridge phone number. If the Callback service is an Action Link or User Link, it uses the reservation phone number.

**Note:** bridgeID, extAckNumber are only available for inclusion within Callbacks triggered by a new reservation. These tags are not available for Callbacks triggered by reservation modifications or cancellations and therefore the GroupMAX resAckNum should be stored with each attendee registration record when received.

### 6.3 Website URL's

In the sample URLs below, the highlighted portions represent the 2 variable parameters used. The first parameter represents the applicable **Event ID** and is the same used in URL used to send an attendee/guest to the GroupMAX booking site. The second parameter represents the reservation's GroupMAX Acknowledgment Number which is provided by the Callback message as **resAckNum**. This is obtained from the Callback that is received.

There are two variants of the GroupMAX Attendee Web Site (AWS). Please confirm which AWS will be used with the customer before coding the following functionality:

**New Attendee Website - View Reservation ("Guest Deck" Training / Test System):**

<https://training-aws.passkey.com/event/138936/owner/100/r/328T224G>

**New Attendee Website - View Reservation ("Guest Deck" Production):**

<https://aws.passkey.com/event/138936/owner/100/r/328T224G>

**New Attendee Website - Modify Reservation (Training / Test System):**

<https://training-aws.passkey.com/event/138936/owner/100/r/edit/328T224G>

**New Attendee Website - Modify Reservation (Production):**

<https://aws.passkey.com/event/138936/owner/100/r/edit/328T224G>

**New Attendee Website - Cancel Reservation (Training / Test System):**

<https://training-aws.passkey.com/event/138936/owner/100/r/328T224G#cancel-reservation>

**New Attendee Website - Cancel Reservation (Production):**

<https://aws.passkey.com/event/138936/owner/100/r/328T224G#cancel-reservation>

**Legacy Attendee Website – Modify Reservation:**

[https://resweb.passkey.com/Resweb.do?mode=ep\\_modify\\_ei&eventID=138231&lastName=Jones&resAckNum=328T224H&locale=EN\\_US](https://resweb.passkey.com/Resweb.do?mode=ep_modify_ei&eventID=138231&lastName=Jones&resAckNum=328T224H&locale=EN_US)

**Legacy Attendee Website – Cancel Reservation:**

[https://resweb.passkey.com/Resweb.do?mode=ep\\_cancel\\_ei&eventID=138231&lastName=Jones&resAckNum=328T224H&locale=EN\\_US](https://resweb.passkey.com/Resweb.do?mode=ep_cancel_ei&eventID=138231&lastName=Jones&resAckNum=328T224H&locale=EN_US)

## 7 Endpoints / IP Addresses

### 7.1 Destination URL's:

- Testing / Certification: <https://training-api.passkey.com>
- Production: <https://api.passkey.com>

### 7.2 Passkey Outbound IP Address Information (only if Callbacks are used):

Direction	Description	
Passkey Outbound IP Addresses (Passkey -> Customer)	<p>All messages coming from Passkey to the customer will originate from a single IP address regardless of a Customer Lab or Production System.</p> <p>Customers must configure their inbound firewall rules to allow inbound traffic to pass through to the interface.</p> <p><i>All traffic will utilize port 443 for SSL.</i></p>	<p>206.31.250.10</p> <p>and</p> <p>209.51.243.2</p> <p>and</p> <p>74.104.143.34</p> <p>and</p> <p>167.216.251.254</p> <p>Please note: Passkey reserves the right to change IP addresses. Passkey will provide notification prior to any changes in order to avoid any disruption of service.</p>

## 8 Appendix A – Field Mappings

Browser Parameter	Required	Include as Best Practice	Description	Additional Comments	Sample Data
PartnerID	Y		Unique ID which represents the Partner Profile or “Organization” in Passkey.	Assigned to all new partners at the time of setup in production.	136260
Version	Y		This identifies the RegLink API message version used.		4.00.02
Mode	Y		Communication Mode. Synchronous is the only mode supported for this API call.	Synchronous=S	S
OP	Y		API Operation/Message Type	RegExpress consists of a single operation method – “CreateBridgeAndRedirectResWeb”	CreateBridgeAndRedirectResWeb
Destination	Y		No redirect. A value of “02” must be used for this API call.		02
ExtReferenceID	Y		External Registration company unique record identifier (e.g., registration confirmation number) – This must be unique for each attendee/guest. A future enhancement to this API call will utilize this number to update existing information.		987123
EventID	Y		This is a unique code for a specific event, for example the “6 <sup>th</sup> Annual Widget Maker’s Convention” would have a single event ID. This can be found in GroupMAX under the <b>Event Home -&gt; Website -&gt; Event Website -&gt; View All URLs</b> and exposed at the end of the website url “...eventid=#####”		139992
EventCode	Y		This is a unique id which represents each Attendee Type within an Event. This can be used for General Attendees, VIP, Staff, etc. and can be found in GroupMAX under the <b>Event Home -&gt; Advanced Options -&gt; Attendee Types</b> . These codes are labeled as “ <b>Access Code</b> ” in the UI for each configured Attendee Type and typically formatted similar to “TMBATT041414”		RTEATT0116
LastName	Y	Y	Attendee’s Last Name		Smith
MiddleInitial	N		Attendee’s Middle Name		P
FirstName	N	Y	Attendee’s First Name		Simon
Title	N	Y	Attendee’s title	1. Bishop 2. Brother 3. Dr. 4. Father 5. Frau 6. Herr 7. M. 8. Miss 9. Mlle. 10. Mme. 11. Mr. 12. Mrs. 13. Ms. 14. Prof. 15. Rabbi 16. Rep. 17. Rev. 18. Sister 19. Sr. 20. Sra. 21. Srta.	Mr.
Organization	N	Y	Attendee’s Company or Organization		Lanyon Solutions, Inc

Browser Parameter	Required	Include as Best Practice	Description	Additional Comments	Sample Data
Position	N	Y	Attendee's professional title/position		Product Manager
Address1	N	Y	Attendees's Address Line 1		221 Crescent Street
Address2	N		Attendees's Address Line 2		Building 17
City	N	Y	Attendees's City		Waltham
State	N	Y	Attendees's 2-letter State/Province code		MA
ZipCode	N	Y	Attendees's Zip/Postal Code		02453 or 02453-1234
CountryCode	N	Y	ISO 3166 2-letter code		US
WorkPhone	N	Y	Attendees's Work Phone Number		781-373-4100
FaxNumber	N		Attendees's Fax Number		781-547-5414
EmailAddress	N	Y	Attendees's Email Address		<a href="mailto:noreply@lanyon.com">noreply@lanyon.com</a>
ArrivalDate	N		Arrival date in format YYYY-MM-DD		Date from Training Sample Event
DepartureDate	N		Departure date in format YYYY-MM-DD		Date from Training Sample Event
ReceivedFrom	N		Text field available to track the origin of reservations created in Passkey	Registration company name	A Reg Company, Inc
SpecialRequests	N		Attendee Special Requests		Guest requests King Bed
<b>Additional Guests</b> Note: A total of up to 9 guests may be sent using the parameter name and guest number conventions below					
LastName2	Y	Y	Last name of first additional guest.		White
MiddleInitial2	N		Middle initial of first additional guest.		G
FirstName2	N	Y	First name of first additional guest.		Betty
Title2	N	Y	Title of first additional guest.		Ms.
Position2	N	Y	Position of first additional guest.		Analyst
Organization2	N	Y	Organization of first additional guest.		Lanyon Solutions, Inc
Division2	N		Name of division of first additional guest.		
Address12	N	Y	Address line 1 of first additional guest. This is <b>NOT</b> address line 12.		9 Jones Avenue
Address22	N		Address line 2 of first additional guest. This is <b>NOT</b> address line 22.		Suite 18
City2	N	Y	City of first additional guest.		Kittery
State2	N	Y	2-letter code; state abbreviation of first additional guest.		ME
ZipCode2	N	Y	Zip/Postal code of first additional guest.		03905 or 03905-1234
CountryCode2	N	Y	ISO 3166 2-letter country code for first additional guest.		US
WorkPhone2	N	Y	Work phone number of first additional guest		603-555-1212
FaxNumber2	N		Fax number of first additional guest		603-555-1213



## 9 Appendix B - Definition of Terms

GroupMAX	GroupMAX is Passkey’s core product. GroupMAX is the only Software as a Service (“SaaS”) solution that is deployed to power reservations for all sizes of meetings across a wide range of event settings including Convention & Visitor Bureaus (CVBs), corporations, travel management companies, brand hotels, independent hotels, and casinos.
Reservation	The term “Reservation” indicates a confirmed reservation for housing. A reservation in GroupMAX will always be associated with a Passkey Acknowledgement number and will have a status of “0” (New), “1” (Cancelled), “2” (Modified), or “3” (Modified and Cancelled).
Acknowledgement number	A Passkey “Acknowledgement number” or “Ack”, is a unique identifier for a reservation in GroupMAX and is most similar to a reservation “confirmation number” assigned by most hotel reservation systems. Only 1 Acknowledgement number is associated with each reservation irrespective of the number of guests included.
Bridge Record	Attendee information which can be used to create a reservation. Each Bridge Record is assigned a Bridge ID. A Bridge Record may contain some or all data elements needed to create a reservation within the GroupMAX system depending upon the type of RegLink integration being utilized.
Attendee Website (AWS)	Attendee Website or “AWS” refers to the attendee-facing web booking engine component of GroupMAX which customers may customize per GroupMAX event. RegExpress and Basic RegLink integrations both utilize RegLink calls which direct attendees to the event-specific GroupMAX Attendee Website where the attendee completes his/her housing reservation.
Callback	An optional component of the RegLink Open API which allows GroupMAX to send a simple message to a third party application indicating when a reservation is created, modified, or canceled. This can allow that application to execute additional business logic or API calls based upon real-time reservations activity within GroupMAX.