



Best Practices Administration Credit Cards – Encryption/ Decryption

Updated Feb 2009

Security for credit card information is one of our highest priorities these days. In answer to that challenge, The Concierge Assistant® has taken numerous steps to assist everyone with that need.

As of December 2006, The Concierge Assistant is a Visa CISP and PABP validated solution. CA uses Triple DES/AES methods to encrypt credit card information.

Logbook Credit Card Entries

When a vendor requires a credit card number for orders and or reservations, this information may be entered into The Concierge Assistant as a convenience for future orders or reservations or historical data for this guest.

The Concierge Assistant Logbook Manager - Support Profile - Thursday, February 12, 2009

Concierge Logbook Manager

Last Name: Aaron
First Name: Aimsley
Room Number:
Arrival Date:
Departure Date:
Reference Date: Monday, 2/16/2009
Reference Time:
Type of Entry: Dining Reservations
Entry is Pending: No
Entry is Charged: No
Entry is Cancelled: No
Entry is Complete: No

Karen Neumeier
Friday, March 06, 2009 09:44 am 458

Dining Reservations

Confirmed Time: 7:30 pm
Restaurant: Chevys Fresh Mex Restaurant
Address: 2 Embarcadero Center San Francisco
Telephone: (415) 391-2323
Number in Party: 4
Special requests:
Directions:
Credit Card/Exp: 4444333322221111 exp 12/09
Confirmed With: Roberto
Special Comments:
Are Children welcome?:
Cuisine:
Guest Cell:

Email Large Font No Preview Save Close Export Save & Exit

When the transaction is saved, by clicking on the Save button, the system will encrypt the credit card number and mask the first 11 or 12 numbers of the credit card by replacing them with x's, showing only the last 4 numbers of the card. Also at that time, a small "CC" button will appear on both the front panel under the checkmark

The Concierge Assistant Logbook Manager - Support Profile - Thursday, February 12, 2009

Karen Neumeier 458
Friday, March 06, 2009 09:44 am

Most Frequently Used Logbook Entry Types:

- Dining Reservations
- Limousine
- Spa
- Golf
- Sally's
- Floral
- Che Frontiere
- Managers Log
- Fax/Photo Copies
- Lost and Found

Logbook Entry Types:

- Airline Reservation
- Amenity Order Outside
- Avis
- Beauty Services
- Business Center/AV
- Cabana Rentals
- Cafe del Rey
- Car Rental
- Che Frontiere
- Dining Reservations
- Fax/Photo Copies

Double Click to View Linked Document:

Link	Description

Maintain Links

Current Logbook Notes: 250

Last Name: Aaron
First Name: Aimsley
Room Number:
Arrival/Departure:
Reference Date: 2/16/2009 Time:
Type of Entry: Dining Reservations
Complete ☐ Cancel ☐ Charged ☐ Pending ☐
Guest Notification:
Group Name: Gold Key Solutions
Descriptive Text:
Confirmed Time: 7:30 pm
Restaurant: Chevys Fresh Mex Restaurant
Address: 2 Embarcadero Center San Francisco
Telephone: (415) 391-2323
Number in Party: 4
Credit Card/Exp: xxxxxxxxxxxx1111 exp 12/09
Confirmed With: Roberto
(c) 2005/03/05 09:44

Buttons: Close, Clear, Delete, Save and Repeat, Save, Clone This Entry, Messages/History

and the back panel under the Save button

The Concierge Assistant Logbook Manager - Support Profile - Thursday, February 12, 2009

Karen Neumeier 458
Friday, March 06, 2009 09:44 am

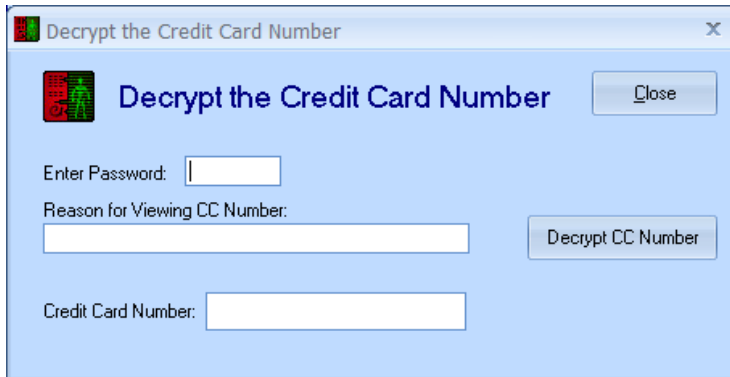
Concierge Logbook Manager

Last Name: Aaron
First Name: Aimsley
Room Number:
Arrival Date:
Departure Date:
Reference Date: Monday, 2/16/2009
Reference Time:
Type of Entry: Dining Reservations
Entry is Pending: No
Entry is Charged: No
Entry is Cancelled: No
Entry is Complete: No

Dining Reservations

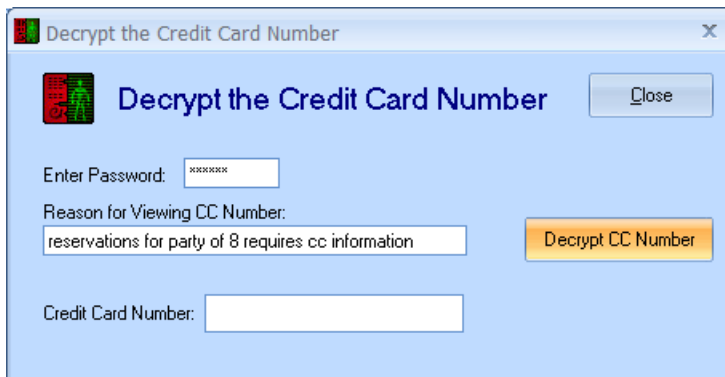
Confirmed Time: 7:30 pm
Restaurant: Chevys Fresh Mex Restaurant
Address: 2 Embarcadero Center San Francisco
Telephone: (415) 391-2323
Number in Party: 4
Special requests:
Directions:
Credit Card/Exp: xxxxxxxxxxxx1111 exp 12/09
Confirmed With: Roberto
Special Comments:
Are Children welcome?:
Cuisine:
Guest Cell:
Buttons: CC, Save, Close, Export, Save & Exit

Decrypting the credit card requires a second password used only for this purpose. Simply start by clicking on either of the cc buttons. You will see this screen.



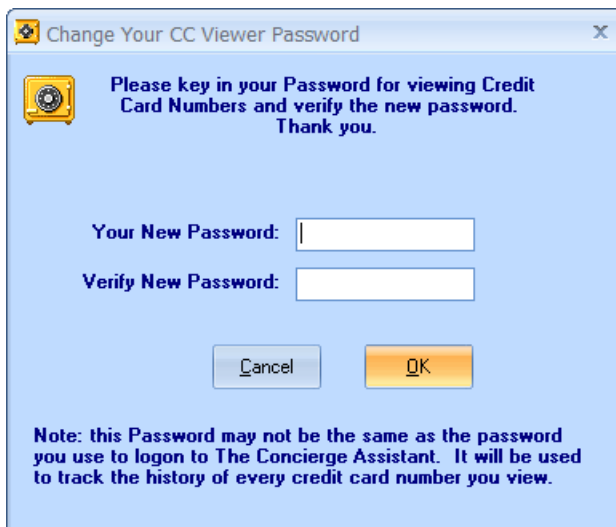
The screenshot shows a Windows-style dialog box titled "Decrypt the Credit Card Number". It has a blue header bar with a close button (X) in the top right corner. Below the header, there is a small icon of a person and the title "Decrypt the Credit Card Number" in bold. To the right of the title is a "Close" button. The main area contains three input fields: "Enter Password:" with a text box, "Reason for Viewing CC Number:" with a text box, and "Credit Card Number:" with a text box. To the right of the "Reason for Viewing CC Number:" field is a button labeled "Decrypt CC Number".

The very first time you are decrypting the credit card number, you will enter your logon name, exactly like the first time you entered into The Concierge Assistant, and the reason you are decrypting the credit card number. Click on the button "Decrypt CC Number".



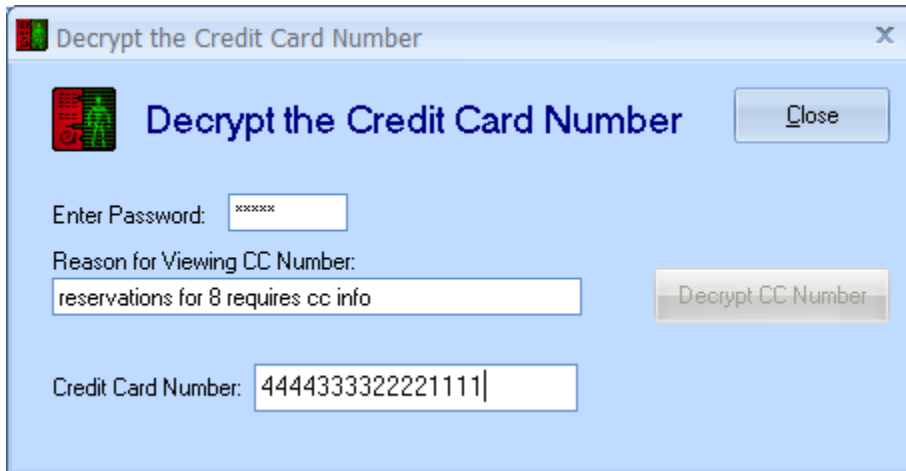
This screenshot shows the same "Decrypt the Credit Card Number" dialog box, but with some changes. The "Enter Password:" field now contains "XXXXXX". The "Reason for Viewing CC Number:" field contains the text "reservations for party of 8 requires cc information". The "Decrypt CC Number" button is now highlighted in orange.

You will see this screen, prompting you for a new password. Enter the new password and then verify it in the second space provided. You may choose any password you desire as long as it is not the same as your logon password.



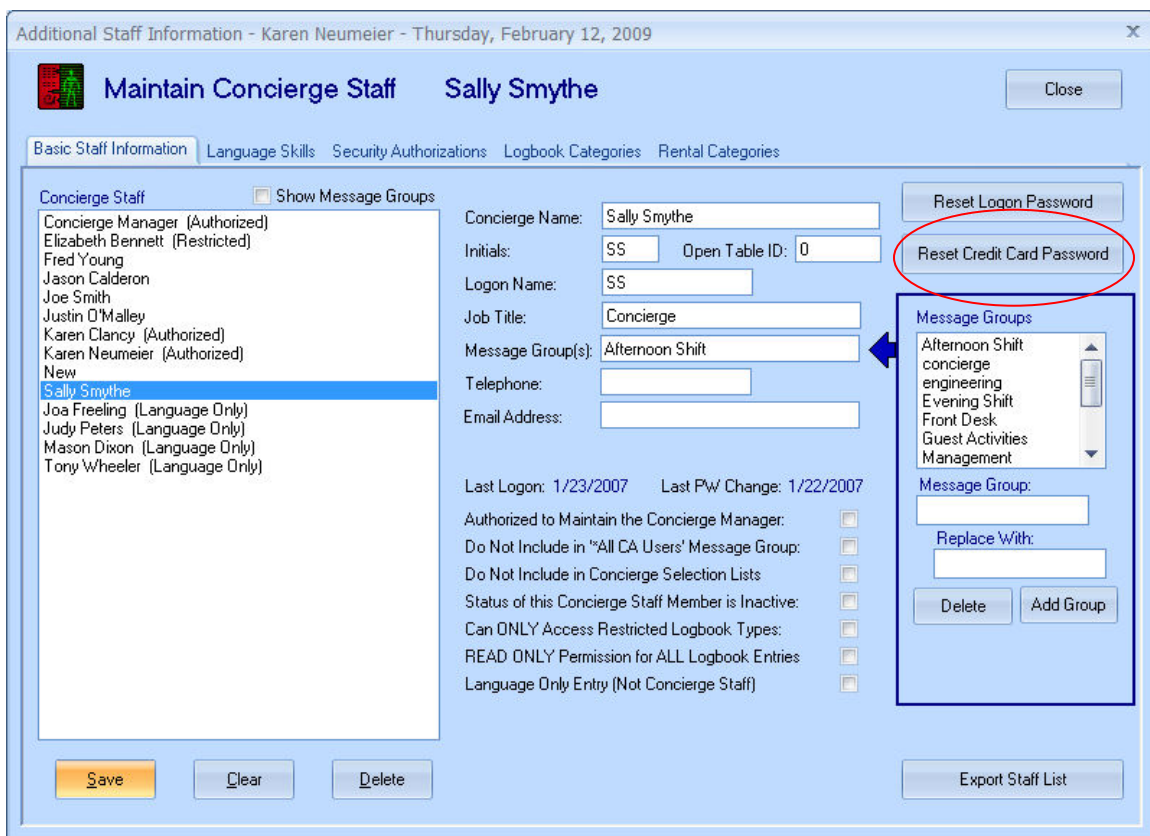
The screenshot shows a new dialog box titled "Change Your CC Viewer Password". It has a blue header bar with a close button (X) in the top right corner. Below the header, there is a small icon of a padlock and the text "Please key in your Password for viewing Credit Card Numbers and verify the new password. Thank you." in bold. The main area contains two input fields: "Your New Password:" and "Verify New Password:". Below these fields are two buttons: "Cancel" and "OK". At the bottom of the dialog box, there is a note: "Note: this Password may not be the same as the password you use to logon to The Concierge Assistant. It will be used to track the history of every credit card number you view."

When you click on the OK button, your screen will return to the original decrypting screen. Now enter the new password you just created and click on the “Decrypt CC Number”. The system will present the encrypted number.



The screenshot shows a dialog box titled "Decrypt the Credit Card Number". It has a "Close" button in the top right corner. Below the title bar, there is a "Decrypt the Credit Card Number" label and a "Close" button. The main area contains three input fields: "Enter Password:" with a masked password "xxxxxx", "Reason for Viewing CC Number:" with the text "reservations for 8 requires cc info", and "Credit Card Number:" with the text "444433332221111". A "Decrypt CC Number" button is located to the right of the "Reason for Viewing CC Number:" field.

If the associate forgets his/her credit card password, you may reset it in Administration, Concierge Staff. After clicking on the associate's name click the button labeled “Reset Credit Card Password”.



The screenshot shows a window titled "Additional Staff Information - Karen Neumeier - Thursday, February 12, 2009". The main section is "Maintain Concierge Staff" for "Sally Smythe". It has a "Close" button in the top right corner. Below the title bar, there are tabs: "Basic Staff Information", "Language Skills", "Security Authorizations", "Logbook Categories", and "Rental Categories". The "Basic Staff Information" tab is selected. It contains a list of "Concierge Staff" on the left, including "Concierge Manager (Authorized)", "Elizabeth Bennett (Restricted)", "Fred Young", "Jason Calderon", "Joe Smith", "Justin O'Malley", "Karen Clancy (Authorized)", "Karen Neumeier (Authorized)", "New", "Sally Smythe", "Joa Freeling (Language Only)", "Judy Peters (Language Only)", "Mason Dixon (Language Only)", and "Tony Wheeler (Language Only)". The "Sally Smythe" entry is selected. To the right of the list are input fields for "Concierge Name:", "Initials:", "Open Table ID:", "Logon Name:", "Job Title:", "Message Group(s):", "Telephone:", and "Email Address:". Below these fields are checkboxes for "Last Logon:", "Last PW Change:", "Authorized to Maintain the Concierge Manager:", "Do Not Include in 'All CA Users' Message Group:", "Do Not Include in Concierge Selection Lists", "Status of this Concierge Staff Member is Inactive:", "Can ONLY Access Restricted Logbook Types:", "READ ONLY Permission for ALL Logbook Entries", and "Language Only Entry (Not Concierge Staff)". On the right side, there are buttons for "Reset Logon Password" and "Reset Credit Card Password", with the latter circled in red. Below these buttons is a "Message Groups" section with a list of groups: "Afternoon Shift", "concierge", "engineering", "Evening Shift", "Front Desk", "Guest Activities", and "Management". There are also input fields for "Message Group:" and "Replace With:", and buttons for "Delete" and "Add Group". At the bottom, there are buttons for "Save", "Clear", "Delete", and "Export Staff List".

Profile Credit Card Entries

Credit Card information may also be stored in the “Profiles” feature of The Concierge Assistant for each guest for easy retrieval.

Maintain Guest Profile Information - Karen Neumeier - Thursday, February 12, 2009

Last Name: Miss Wyman
First Name: Jane

Group Name: Complex Computing

Company Name:
Job/Title:
Home Email: janewyman@netscape.com
Business Email:
Profile Type:
Color Code: ☒ Red ☐ Green ☒ Blue ☐ Black
Private Entry (Shown Only to Authorized Users) ☐

Home Phone: (310) 555-3600
Cell Phone: (310) 555-9874
Business Phone: (310) 555-9868
Fax Phone: (310) 555-7894
Other Phone:

Notes:

Indicators Contact History Group Logs Logbook Entries **Credit Cards** Contact Flags

Credit Card Information:

Type	Credit Card Number	Expiration MM/YY
MC	xxxxxxxxxxx1111	xx/xx

MC / (mm/yy)

Delete Change Add

Create Group Logbook Entries

To decrypt a credit card in this area, double-click on the credit card number of your choice and you will get this screen.

Maintain Guest Profile Information - Karen Neumeier - Thursday, February 12, 2009

Last Name: Miss Wyman
First Name: Jane

Group Name: Complex Computing

Company Name:
Job/Title:
Home Email: janewyman@netscape.com
Business Email:
Profile Type:
Color Code: ☒ Red ☐ Green ☒ Blue ☐ Black
Private Entry (Shown Only to Authorized Users) ☐

Home Phone: (310) 555-3600
Cell Phone: (310) 555-9874
Business Phone: (310) 555-9868
Fax Phone: (310) 555-7894
Other Phone:

Notes:

Indicators Contact History Group Logs Logbook Entries **Credit Cards** Contact Flags

Credit Card Information:

Type	Credit Card Number	Expiration MM/YY
MC	xxxxxxxxxxx1111	xx/xx

MC / (mm/yy)

Delete Change Add

Change Password Viewing History

Reason for Viewing CC Number: Password: Show CC Number

Credit Card Number: Expires:

You must enter the reason for decrypting this credit card and your password. (If this is the first time at decrypting you will need to follow the steps described in the section for Logbook entries.) Now click on the button labeled “Show CC Number”.

Maintain Guest Profile Information - Karen Neumeier - Thursday, February 12, 2009

Last Name: Miss Wyman
First Name: Jane

Group Name: Complex Computing
Company Name:
Job/Title:
Home Email: janeyman@netscape.com
Business Email:
Profile Type:
Color Code: ☒ Red ☐ Green ☐ Blue ☐ Black
Private Entry (Shown Only to Authorized Users) ☐

Phones: Home Business Other Assistant Links
Home Phone: (310) 555-3600
Cell Phone: (310) 555-9874
Business Phone: (310) 555-9868
Fax Phone: (310) 555-7894
Other Phone:

Notes:

Indicators Contact History Group Logs Logbook Entries **Credit Cards** Contact Flags

Credit Card Information:

Type	Credit Card Number	Expiration MM/YY
MC	xxxxxxxxxxx1111	xx/xx

MC xxxxxxxxxxx1111 xx/xx (mm/yy)
Delete Change Add
Change Password Viewing History

Reason for Viewing CC Number: guest requested floral order for Anniversary Password: xxxxxx **Show CC Number**
Credit Card Number: 4444333322221111 Expires: 12/09

Create Group Logbook Entries

You have additional options in this screen that are not available through the logbook CC lookup, such as the ability to “Change Password” and a button for “Viewing History” of past CC lookups.

Maintain Guest Profile Information - Karen Neumeier - Thursday, February 12, 2009

Last Name: Miss Wyman
First Name: Jane

Group Name: Complex Computing
Company Name:
Job/Title:
Home Email: janeyman@netscape.com
Business Email:
Profile Type:
Color Code: ☒ Red ☐ Green ☐ Blue ☐ Black
Private Entry (Shown Only to Authorized Users) ☐

Phones: Home Business Other Assistant Links
Home Phone: (310) 555-3600
Cell Phone: (310) 555-9874
Business Phone: (310) 555-9868
Fax Phone: (310) 555-7894
Other Phone:

Notes:

Indicators Contact History Group Logs Logbook Entries **Credit Cards** Contact Flags

Expanded Reason (Click on Entry to View):

Date and Time	Concierge	Workstation	Reason
2009/02/12 10:57	Karen Neumeier	VOYAGER	guest requested floral

Create Group Logbook Entries

If the Logbook entry is generated from the Profile feature,

Maintain Guest Profile Information - Karen Neumeier - Thursday, February 12, 2009

Last Name: Miss Wyman
First Name: Jane

Group Name: Complex Computing
Company Name:
Job/Title:
Home Email: janewyman@netscape.com
Business Email:
Profile Type:
Color Code: ☒ Red ☐ Green ☐ Blue ☐ Black
Private Entry (Shown Only to Authorized Users) ☐

Home Phone: (310) 555-3600
Cell Phone: (310) 555-9874
Business Phone: (310) 555-9868
Fax Phone: (310) 555-7894
Other Phone:

Notes:

Indicators Contact History Group Logs Logbook Entries Credit Cards Contact Flags

Preference Selection

Show Trip History Delete Change Add

Create Group Logbook Entries

The Guest profile information comes over too.

The Concierge Assistant Logbook Manager - Karen Neumeier - Thursday, February 12, 2009

Most Frequently Used Logbook Entry Types:
Dining Reservations
Limousine
Spa
Golf
Sally's
Floral
Che Frontiere
Managers Log
Fax/Photo Copies
Lost and Found

Logbook Entry Types:
Airline Reservation
Amenity Order Outside
Avis
Beauty Services
Business Center/AV
Cabana Rentals
Cafe del Rey
Car Rental
Che Frontiere
Dining Reservations
Fax/Photo Copies

Double Click to View Linked Document:
Link Description

Maintain Links

Current Logbook Notes: 250

Karen Neumeier
Thursday, February 12, 2009 11:06 am

* Profiled *

Last Name: Wyman
First Name: Miss Jane
Room Number:
Arrival/Departure:
Reference Date: 2/12/2009 Time:
Type of Entry:
Complete ☐ Cancel ☐ Charged ☐ Pending ☐
Guest Notification:
Group Name: Complex Computing
Descriptive Text:

Close
Clear
Delete
Save and Repeat
Save

Click on the checkmark and you will get additional profile information, including credit cards.

The Concierge Assistant Logbook Manager - Karen Neumeier - Thursday, February 12, 2009

Buttons: Edit, Select, Deselect, Close

DoubleClick to View Guest Profile:

Profiled Name	City, State
Miss Jane Wyman	Redondo Beach, CA

Name: **Miss Jane Wyman**
 Address: **2214 Ruhland Aven
 Redondo Beach, CA 90278**
 Home: (310) 555-3600 Cell: (310) 555-9874
 Business: (310) 555-9868 Fax: (310) 555-7894
 EMail Address: **jnewyman@netscape.com**
 Business EMail:

Credit Card Information: [Decrypt Information](#)

Type	Credit Card Number	Expires
MC	xxxxxxxxxxxx1111	xx/xx

Profile Indicators:

Preference	Selection

Last Name: **Wyman** ☒ *** Profiled ***
 First Name: **Miss Jane**
 Room Number:
 Arrival/Departure:
 Reference Date: 2/12/2009 Time:
 Type of Entry: Dining Reservations
 Complete ☐ Cancel ☐ Charged ☐ Pending ☐
 Guest Notification:
 Group Name: Complex Computing
 Descriptive Text:
 Buttons: Close, Clear, Delete, Save and Repeat, Save

When you get to the data entry panel for this request, the credit card information is available

The Concierge Assistant Logbook Manager - Karen Neumeier - Thursday, February 12, 2009

Buttons: Edit, Select, Deselect, Close

DoubleClick to View Guest Profile:

Profiled Name	City, State
Miss Jane Wyman	Redondo Beach, CA

Name: **Miss Jane Wyman**
 Address: **2214 Ruhland Aven
 Redondo Beach, CA 90278**
 Home: (310) 555-3600 Cell: (310) 555-9874
 Business: (310) 555-9868 Fax: (310) 555-7894
 EMail Address: **jnewyman@netscape.com**
 Business EMail:

Credit Card Information: [Decrypt Information](#)

Type	Credit Card Number	Expires
MC	xxxxxxxxxxxx1111	xx/xx

Profile Indicators:

Preference	Selection

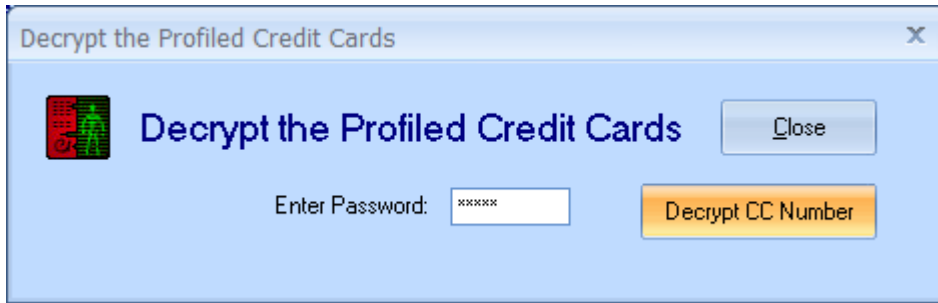
Buttons: Clone Last Entry

Dining Reservations

Confirmed Time:
 Restaurant:
 Address:
 Telephone:
 Number in Party:
 Special requests:
 Directions:
 Credit Card/Exp:
 Confirmed With:
 Special Comments:
 Are Children welcom?:
 Cuisine:
 Guest Cell:
 Buttons: Save, Close, Export, Save & Exit

If you wish to decrypt the credit card information, simply click on the verbiage above the credit card field... "Decrypt Information"

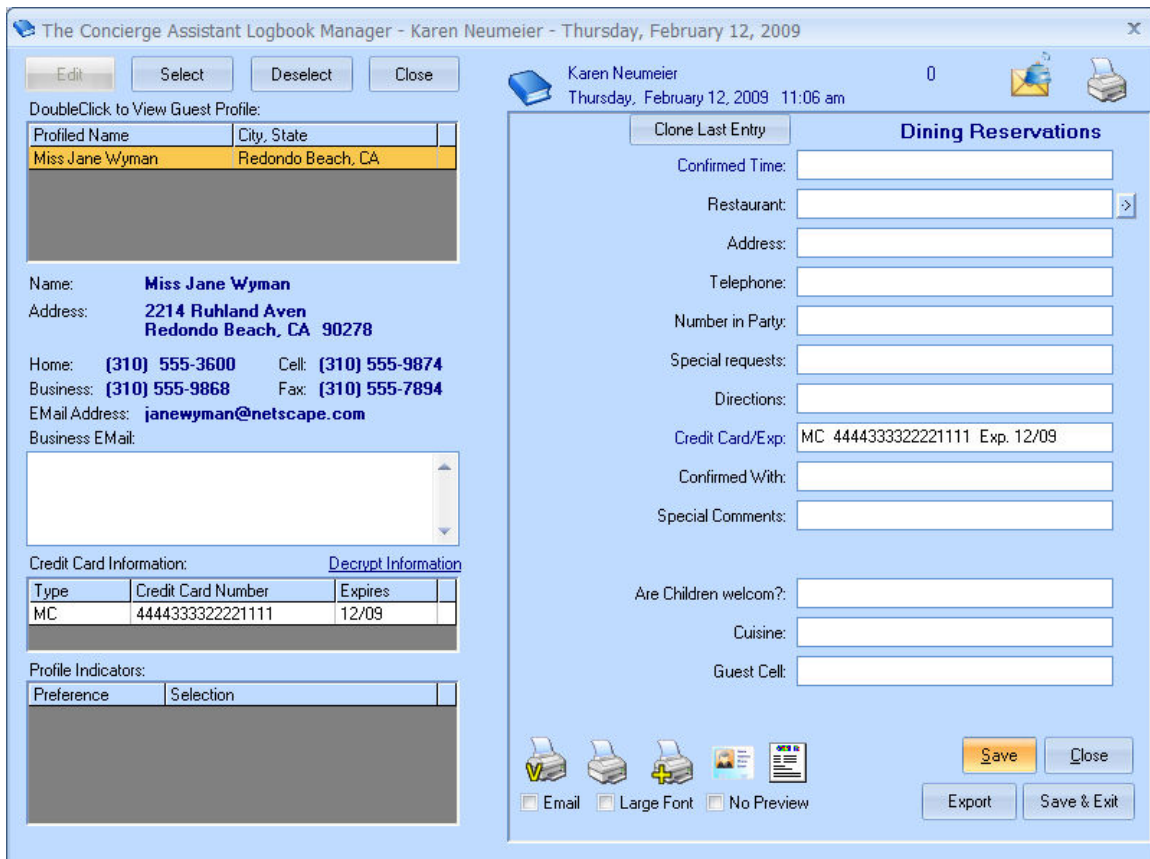
You will get this screen



A dialog box titled "Decrypt the Profiled Credit Cards" with a close button in the top right. On the left is a small icon of a person with a red and green background. The main text "Decrypt the Profiled Credit Cards" is in a large blue font. Below this is a label "Enter Password:" followed by a text input field containing six asterisks "xxxxxx". To the right of the password field is a yellow button labeled "Decrypt CC Number".

Enter your password and click on "Decrypt CC Number"

The screen will now reflect the decrypted credit card information.



The main application window titled "The Concierge Assistant Logbook Manager - Karen Neumeier - Thursday, February 12, 2009". The window has a menu bar with "Edit", "Select", "Deselect", and "Close". Below the menu bar is a section "DoubleClick to View Guest Profile:" containing a table with two columns: "Profiled Name" and "City, State". The table has one row: "Miss Jane Wyman" and "Redondo Beach, CA". Below this table is a large grey rectangular area. To the right of the table is a section with contact information: "Name: Miss Jane Wyman", "Address: 2214 Ruhland Aven Redondo Beach, CA 90278", "Home: (310) 555-3600 Cell: (310) 555-9874", "Business: (310) 555-9868 Fax: (310) 555-7894", "E Mail Address: janyewyman@netscape.com", and "Business E Mail:". Below this is a large white rectangular area. To the right of the white area is a section "Credit Card Information:" with a link "Decrypt Information". Below this is a table with three columns: "Type", "Credit Card Number", and "Expires". The table has one row: "MC", "4444333322221111", and "12/09". Below this table is a section "Profile Indicators:" with a table with two columns: "Preference" and "Selection". The table has one row: "Preference" and "Selection". To the right of the table is a large grey rectangular area. On the right side of the window is a section "Dining Reservations" with a "Clone Last Entry" button. Below this are several input fields: "Confirmed Time:", "Restaurant:", "Address:", "Telephone:", "Number in Party:", "Special requests:", "Directions:", "Credit Card/Exp: MC 4444333322221111 Exp. 12/09", "Confirmed With:", "Special Comments:", "Are Children welcom?:", "Cuisine:", and "Guest Cell:". At the bottom of the window are several icons: a printer, a folder, a plus sign, a document, and a list. Below these icons are checkboxes for "Email", "Large Font", and "No Preview". At the bottom right are buttons for "Save", "Close", "Export", and "Save & Exit".

The credit card information is now available for orders and reservations just click and drag! When you save the logbook entry, the number will encrypt. Once the entry is closed, the credit card info will re-encrypt for the Profiled guest, should this entry be reviewed in future.

Who is Looking?

The second step of encrypting/decrypting credit cards is to know who is looking up credit card information and why.

In The Concierge Assistant, through the use of logon names and passwords, we have provided a means to create an “audit trail” of staff associates who are accessing this information via Logbook entries and the Profile feature.

This information is only accessible to “Authorized” individuals. In the Administration feature of The Concierge Assistant, click on the tab labeled “Configuration Options”, click on “Profile CC Entries” or “Logbook CC Entries”. You may also make selections on Successful and Unsuccessful attempts as well as Sort options for the final report. If a printed copy is needed, click the F4 function key for a screen shot.

Configuration Options - Karen Neumeier - Thursday, February 12, 2009

Configuration Options

Close Save

Default Values Color Choices Security Options User Rights Other Options Mapping Options
Define Correspondence User Logon Attempts Profile CC Lookups Credit Card Lookups Suspicious Activity

Sort by: ☒ Name ☐ Date and Time ☐ Concierge ☐ Workstation

Profile Name	Date and Time	Concierge	Workstation	Reason
Hollenbeck, David	2008/07/28 16:00	Karen Neumeier	VOYAGER	In Logbook Entry - Create or Update
Hollenbeck, David	2008/07/28 16:00	Karen Neumeier	VOYAGER	In Logbook Entry - Create or Update
Hollenbeck, David	2008/07/28 16:00	Karen Neumeier	VOYAGER	In Logbook Entry - Create or Update
Hollenbeck, David	2008/07/28 16:00	Karen Neumeier	VOYAGER	Invalid Password
Hollenbeck, David	2008/07/28 16:00	Karen Neumeier	VOYAGER	Invalid Password
Hollenbeck, David	2008/07/28 16:00	Karen Neumeier	VOYAGER	Invalid Password
Hollenbeck, David	2008/07/28 15:58	Karen Neumeier	VOYAGER	In Logbook Entry - Create or Update
Hollenbeck, David	2008/07/28 15:58	Karen Neumeier	VOYAGER	In Logbook Entry - Create or Update
Wilson, James A	2008/06/07 08:21	Karen Neumeier	VOYAGER	In Logbook Entry - Create or Update
Wyman, Jane	2009/02/12 11:13	Karen Neumeier	VOYAGER	In Logbook Entry - Create or Update
Wyman, Jane	2009/02/12 10:57	Karen Neumeier	VOYAGER	guest requested floral order for Anniversary

☒ Show All
☐ Successful Attempts
☐ Unsuccessful Attempts

Export Delete All Entries More Than 120 Days Old

Your current license will expire: 10/10/2010

Configuration Options - Karen Neumeier - Thursday, February 12, 2009

Configuration Options

Close Save

Default Values Color Choices Security Options User Rights Other Options Mapping Options
Define Correspondence User Logon Attempts Profile CC Lookups Credit Card Lookups Suspicious Activity

Sort by: ☒ Name ☐ Date and Time ☐ Concierge ☐ Workstation Select: ☒ Logbook ☐ Lost And Found

Logbook Name	Date and Time	Concierge	Workstation	Reason
Aaron, Aimsley	2009/02/12 10:47	Karen Neumeier	VOYAGER	reservations for 8 requires cc info
Aaron, Aimsley	2009/02/12 10:45	Support Profile	VOYAGER	Invalid Password
Aaron, Aimsley	2009/02/12 10:45	Support Profile	VOYAGER	Invalid Password
Aaron, Aimsley	2009/02/12 10:44	Support Profile	VOYAGER	Invalid Password
Fudd, Elmer	2008/07/28 15:32	Karen Neumeier	VOYAGER	adding wine to order
Fudd, Elmer	2008/07/28 15:00	Karen Neumeier	VOYAGER	curious
Hollenbeck, David	2008/12/11 13:35	Karen Neumeier	VOYAGER	training
Hollenbeck, David	2008/12/11 13:34	Karen Neumeier	VOYAGER	training
Hollenbeck, David	2008/12/11 09:16	Karen Neumeier	VOYAGER	guest using different card from record
Hollenbeck, David	2008/02/06 13:10	Karen Neumeier	VOYAGER	testing
Hollenbeck, David	2008/02/06 13:04	Karen Neumeier	VOYAGER	testing
Johnson, Karen	2008/04/30 09:36	Karen Neumeier	VOYAGER	ordering flowers too
Neumeier, Karen	2008/12/09 13:17	Karen Neumeier	VOYAGER	training
Neumeier, Karen	2008/12/08 17:11	Karen Neumeier	VOYAGER	ordering flowers
Neumeier, Karen	2007/06/06 15:56	Karen Neumeier	VOYAGER	testing changes to CA

☒ Show All
☐ Successful Attempts
☐ Unsuccessful Attempts

Export Delete All Entries More Than 120 Days Old

Your current license will expire: 10/10/2010

Who Is Authorized to Decrypt Credit Card Information?

All “Authorized” users are capable of decrypting Credit Card information. Authorized users are the Administrators and are given the responsibilities of the foundational controls in The Concierge Assistant. They have access to the “Administration” tab. The staff associates who are “Authorized” need to have the box checked giving them that authority.

Additional Staff Information - Karen Neumeier - Thursday, February 12, 2009

Maintain Concierge Staff Karen Neumeier

Basic Staff Information | Language Skills | Security Authorizations | Logbook Categories | Rental Categories

Concierge Staff ☐ Show Message Groups

Concierge Manager (Authorized)
Elizabeth Bennett (Restricted)
Fred Young
Jason Calderon
Joe Smith
Justin O'Malley
Karen Clancy (Authorized)
Karen Neumeier (Authorized)
New
Sally Smythe
Joa Freeling (Language Only)
Judy Peters (Language Only)
Mason Dixon (Language Only)
Tony Wheeler (Language Only)

Concierge Name: Karen Neumeier
Initials: KN Open Table ID: 54486
Logon Name: KarenN
Job Title: Lead Concierge
Message Group(s): Management, concierge, PBX, Shipp
Telephone: (530) 672-6491
Email Address:

Last Logon: 2/12/2009 Last PW Change: 12/4/2008

Authorized to Maintain the Concierge Manager: ☒
Do Not Include in "All CA Users" Message Group: ☐
Do Not Include in Concierge Selection Lists: ☐
Status of this Concierge Staff Member is Inactive: ☐
Can ONLY Access Restricted Logbook Types: ☐
READ ONLY Permission for ALL Logbook Entries: ☐
Language Only Entry (Not Concierge Staff): ☐

Message Groups
Afternoon Shift
concierge
engineering
Evening Shift
Front Desk
Guest Activities
Management

Message Group:
Replace With:
Delete Add Group

Reset Logon Password
Reset Credit Card Password

Save Clear Delete Export Staff List

The permission to decrypt credit cards may be given to staff associates who are not considered “Authorized”.

Only “Authorized” individuals can give other staff associates the permission to decrypt credit card information. Under the “Administration” tab, click on “Concierge Staff” tab,

Click on the person you want to give permission to.

Additional Staff Information - Karen Neumeier - Thursday, February 12, 2009

Maintain Concierge Staff Sally Smythe

Basic Staff Information | Language Skills | Security Authorizations | Logbook Categories | Rental Categories

Concierge Staff ☐ Show Message Groups

Concierge Manager (Authorized)
Elizabeth Bennett (Restricted)
Fred Young
Jason Calderon
Joe Smith
Justin O'Malley
Karen Clancy (Authorized)
Karen Neumeier (Authorized)
Sally Smythe
New
Joa Freeling (Language Only)
Judy Peters (Language Only)
Mason Dixon (Language Only)
Tony Wheeler (Language Only)

Concierge Name: Sally Smythe
Initials: SS Open Table ID: 0
Logon Name: SS
Job Title: Concierge
Message Group(s): Afternoon Shift
Telephone:
Email Address:

Last Logon: 1/23/2007 Last PW Change: 1/22/2007

Authorized to Maintain the Concierge Manager: ☐
Do Not Include in "All CA Users" Message Group: ☐
Do Not Include in Concierge Selection Lists: ☐
Status of this Concierge Staff Member is Inactive: ☐
Can ONLY Access Restricted Logbook Types: ☐
READ ONLY Permission for ALL Logbook Entries: ☐
Language Only Entry (Not Concierge Staff): ☐

Message Groups
Afternoon Shift
concierge
engineering
Evening Shift
Front Desk
Guest Activities
Management

Message Group:
Replace With:
Delete Add Group

Reset Logon Password
Reset Credit Card Password

Save Clear Delete Export Staff List

Select the "Security Authorizations" and the Logbook tab.

Additional Staff Information - Karen Neumeier - Thursday, February 12, 2009

Maintain Concierge Staff Sally Smythe Close

Basic Staff Information Language Skills **Security Authorizations** Logbook Categories Rental Categories

Optional - Clone Concierge Rights: Clone Save

General Contacts Events **Logbook** Messages Others Other Add Ons Profiles Administration Maintenance

The Tabs

- ☒ Contacts (Required)
- ☒ Events
- ☒ Logbook
- ☒ Messages
- ☒ Others & Add Ons
- ☒ Profiles
- ☐ Administration
- ☒ Maintenance

<input checked="" type="checkbox"/> Add/Maintain Logbook Entry	<input checked="" type="checkbox"/> Send Logbook Messages	Check All
<input checked="" type="checkbox"/> Show Due and Overdue	<input checked="" type="checkbox"/> Print Logbook Details	
<input checked="" type="checkbox"/> Print Confirmations for Selected Guests	<input checked="" type="checkbox"/> Print/Email Vendor Service Request	Uncheck All
<input checked="" type="checkbox"/> Print Guest Itineraries	<input checked="" type="checkbox"/> Print/Email Guest Service Request	
<input checked="" type="checkbox"/> Show Logbook Messages	<input checked="" type="checkbox"/> Print/Email Guest Confirmation	
<input checked="" type="checkbox"/> Maintain Guest Notifications	<input type="checkbox"/> Decrypt Credit Card Number	
<input checked="" type="checkbox"/> Link to Profiled Guests	<input type="checkbox"/> Decrypt Profile Credit Card Numbers	
<input checked="" type="checkbox"/> Edit Guest Profile		
<input checked="" type="checkbox"/> Select Guest Profile		
<input checked="" type="checkbox"/> Deselect Guest Profile		
<input checked="" type="checkbox"/> Work with Reservations		
<input checked="" type="checkbox"/> Export Logbook Information		

Check either or both boxes for decrypting ability and don't forget to save.

And in the Profiles tab, permission must be given. Again, be sure to save.

Additional Staff Information - Karen Neumeier - Thursday, February 12, 2009

Maintain Concierge Staff Sally Smythe Close

Basic Staff Information Language Skills **Security Authorizations** Logbook Categories Rental Categories

Optional - Clone Concierge Rights: Clone Save

General Contacts Events Logbook Messages Others Other Add Ons **Profiles** Administration Maintenance

The Tabs

- ☒ Contacts (Required)
- ☒ Events
- ☒ Logbook
- ☒ Messages
- ☒ Others & Add Ons
- ☒ Profiles
- ☐ Administration
- ☒ Maintenance

<input checked="" type="checkbox"/> Add/Maintain Profile Information	<input type="checkbox"/> Maintain Contact Types	Check All
<input checked="" type="checkbox"/> Import Profiles	<input type="checkbox"/> Maintain Contact Results	
<input checked="" type="checkbox"/> Extract Profile Lists	<input type="checkbox"/> Maintain Profile Types	Uncheck All
<input checked="" type="checkbox"/> Maintain Profile Notes		
<input checked="" type="checkbox"/> Send Indicator Email		
<input checked="" type="checkbox"/> Maintain Indicators		
<input checked="" type="checkbox"/> Maintain Correspondence		
<input checked="" type="checkbox"/> Create/Maintain Group Logs		
<input checked="" type="checkbox"/> Maintain Logbook Entries		
<input checked="" type="checkbox"/> Maintain/Decrypt Credit Cards		
<input checked="" type="checkbox"/> Maintain Contact Flags		