



Best Practices Administration Credit Cards – Encryption/ Decryption

Updated October 2007

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 screenshot shows the 'The Concierge Assistant Logbook Manager' window. The title bar indicates the user is Karen Neumeier on Tuesday, August 15, 2006. The interface is divided into two main sections. On the left, under 'Concierge Logbook Manager', there is a list of fields for a guest: Last Name (Aaron), First Name (Aimsley), Room Number, Arrival Date (Tuesday, 8/15/2006), Reference Date (Tuesday, 8/15/2006), Type of Entry (Dining Reservations), Entry is Pending (No), Entry is Cancelled (No), and Entry is Complete (Yes). On the right, under 'Dining Reservations', there is a form for a reservation at 'Cafe Sinfonia'. Fields include Cuisine, Requested Time (7-9), Confirmed Time (8pm), Number in Party (4), Special Requests, Price Range, Address (465 Grove Street, San Francisco), Phone Number ((415) 431-7899), Directions, Special Comments, Confirmed With (Jack), and Credit Card/Exp. The credit card number '5491098600831977 exp 04/07' is highlighted with a red rectangle. At the bottom of the window, there are icons for Email, Large Font, No Preview, and buttons for Save and Close. A language dropdown menu is set to English.

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 Logbook Manager - Karen Neumeier - Tuesday, August 15, 2006

Karen Clancy 548 Friday, December 08, 2006 04:24 pm

Concierge Logbook Manager

Logbook Entry Types:

- 2nd Effort Log
- Activities
- Airline Reservation
- Beauty Services
- Business Center/AV
- Car Rental
- Che Frontiere
- Dining Reservations
- Dry Cleaning
- Event Tickets
- Fax Log Sheet
- Floral
- Gate Entry
- Golf Tee Time
- Grocery List
- Hiking
- Hotel Reservations
- House Car
- Hyatt CISP Roll Out

Double Click to View Linked Document:

Link Description

Maintain Link

Current Logbook Notes: 250

Last Name: Aaron

First Name: Aimsley

Room Number:

Arrival Date: 8/15/2006

Reference Date: 8/15/2006 20:00

Type of Entry: Dining Reservations

Entry is Complete ☒ Cancelled ☐ Pending ☐

Guest Notification:

Group Name: Gold Key Solutions

Descriptive Text:

Restaurant: Cafe Sinfonia
Requested Time: 7-9
Confirmed Time: 8pm
Number in Party: 4
Address: 465 Grove Street San Francisco
Phone Number: (415) 431-7899
Confirmed With: Jack
Credit Card/Exp: xxxxxxxxxx1977 exp 04/07
(KC 2005/08/24 16:24)

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

and the back panel under the Save button

The Concierge Assistant Logbook Manager - Karen Neumeier - Tuesday, August 15, 2006

Karen Clancy 548 Friday, December 08, 2006 04:24 pm

Concierge Logbook Manager

Export

Dining Reservations

Restaurant: Cafe Sinfonia

Cuisine:

Requested Time: 7-9

Confirmed Time: 8pm

Number in Party: 4

Special Requests:

Price Range:

Address: 465 Grove Street San Francisco

Phone Number: (415) 431-7899

Directions:

Special Comments:

Confirmed With: Jack

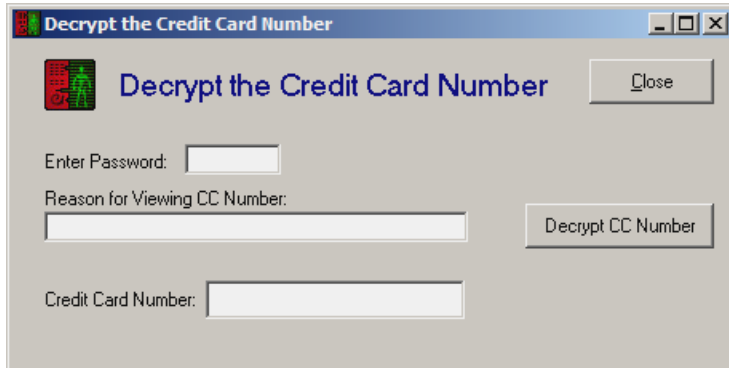
Credit Card/Exp: xxxxxxxxxx1977 exp 04/07

Buttons: Save, Close

CC English

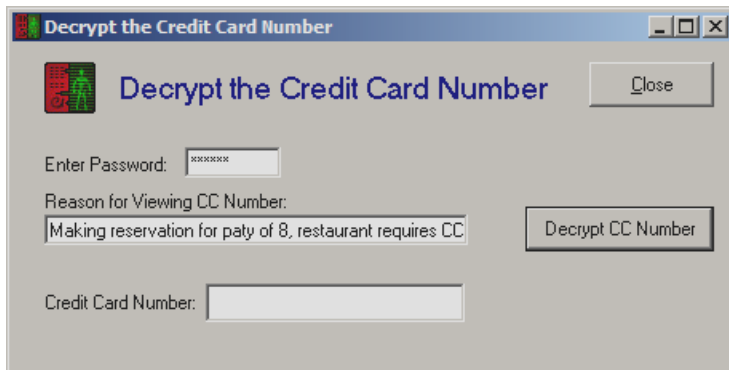
☐ Email ☐ Large Font ☐ No Preview

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.



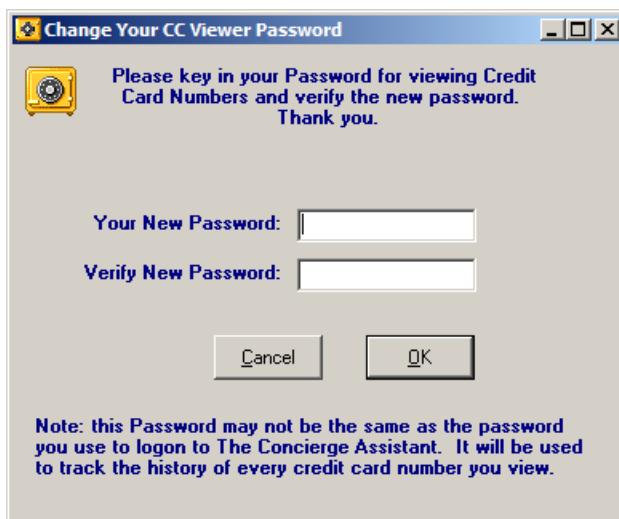
The screenshot shows a Windows-style dialog box titled "Decrypt the Credit Card Number". It features a small icon of a person in a green suit on the left. The title "Decrypt the Credit Card Number" is in blue text. To the right of the title is a "Close" button. Below the title, there are three input fields: "Enter Password:" (a small text box), "Reason for Viewing CC Number:" (a larger text box), and "Credit Card Number:" (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 the fields filled in. The "Enter Password:" field contains "XXXXXX". The "Reason for Viewing CC Number:" field contains "Making reservation for party of 8, restaurant requires CC". The "Credit Card Number:" field is empty. The "Decrypt CC Number" button is still present.

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 dialog box titled "Change Your CC Viewer Password". It has a yellow padlock icon on the left. The text inside says: "Please key in your Password for viewing Credit Card Numbers and verify the new password. Thank you." Below this, there are two input fields: "Your New Password:" and "Verify New Password:". At the bottom, there are "Cancel" and "OK" buttons. A note at the bottom states: "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.

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 CC” or “Reset Passwords”, which will require both passwords to be re-established.

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 - Tuesday, August 15, 2006

Last Name: Hyman
First Name: Jane

Group Name: Complex Computing
Company Name:
Job/Title:
Home Email: janefuhyman@netscape.com
Business Email:
Profile Type:
Color Code this Profile ☒ 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
Disc	xxxxxxxxxx1977	xx/xx
MC	xxxxxxxxxx5494	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 - Tuesday, August 15, 2006

Last Name: Hyman
First Name: Jane

Group Name: Complex Computing
Company Name:
Job/Title:
Home Email: janefuhyman@netscape.com
Business Email:
Profile Type:
Color Code this Profile ☒ 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
Disc	xxxxxxxxxx1977	xx/xx
MC	xxxxxxxxxx5494	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 - Tuesday, August 15, 2006

Last Name: First Name:

Group Name: Company Name: Job/Title:

Home Email: Business Email:

Profile Type: Color Code this Profile: ☒ Red ☐ Green ☒ Blue ☐ Black

Private Entry (Shown Only to Authorized Users) ☐

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

Notes:

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

Credit Card Information:

Type	Credit Card Number	Expiration MM/YY
Dsc	xxxxxxxxxx1977	xx/xx
MC	xxxxxxxxxx5494	xx/xx

MC (mm/yy)

Delete Change Add

Change Password Viewing History

Reason for Viewing CC Number: Password: **Show CC Number**

Credit Card Number: 4356890040265494 Expires: 01/08

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 - Tuesday, August 15, 2006

Last Name: First Name:

Group Name: Company Name: Job/Title:

Home Email: Business Email:

Profile Type: Color Code this Profile: ☒ Red ☐ Green ☒ Blue ☐ Black

Private Entry (Shown Only to Authorized Users) ☐

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

Notes:

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

Expanded Reason (Click on Entry to View):

ordering flowers for anniversary **Close**

Date and Time	Concierge	Workstation	Reason
2006/08/15 15:46	Karen Neumeier	VOYAGER	ordering flowers for an
2006/08/15 15:42	Karen Neumeier	VOYAGER	ordering flowers for an
2006/08/15 15:38	Karen Neumeier	VOYAGER	ordering flowers for an

Create Group Logbook Entries

If the Logbook entry is generated from the Profile feature,

Maintain Guest Profile Information - Karen Neumeier - Tuesday, August 15, 2006

Last Name: ↑ ↓ Group Name: Clear Close

First Name: Company Name: Delete Save

Phones Home Business Other Assistant Links

Home Phone: Job/Title: Home Email: Create Email

Cell Phone: Business Email: Profile Type:

Business Phone: Color Code this Profile ☒ ☐ Red ☐ Green ☒ Blue ☐ Black

Fax Phone: Private Entry (Shown Only to Authorized Users) ☐

Other Phone:

Notes:

Create Group Logbook Entries

Indicators Contact History Group Logs Logbook Entries Credit Cards Contact Flags

Preference Selection

Delete Change Add

The Guest profile information comes over too.

The Concierge Assistant Logbook Manager - Karen Neumeier - Tuesday, August 15, 2006

Concierge Logbook Manager

Logbook Entry Types:

- 2nd Effort Log
- Activities
- Airline Reservation
- Beauty Services
- Business Center/AV
- Car Rental
- Che Frontiere
- Dining Reservations
- Dry Cleaning
- Event Tickets
- Fax Log Sheet
- Floral
- Gate Entry
- Golf Tee Time
- Grocery List
- Hiking
- Hotel Reservations
- House Car
- Hyatt CISP Roll Out

Double Click to View Linked Document:

Link Description:

Maintain Link

Current Logbook Notes: 250

Last Name: * Profiled * Close

First Name: Clear

Room Number: Delete

Arrival Date: Save and Repeat

Reference Date: *None Save

Type of Entry:

Entry is Complete ☐ Cancelled ☐ Pending ☐

Guest Notification: ...

Group Name:

Descriptive Text:

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

The Concierge Assistant Logbook Manager - Karen Neumeier - Tuesday, August 15, 2006

Edit Select Deselect Close

DoubleClick to View Guest Profile:

Profiled Name	City, State
Jane Hyman	Redondo Beach, CA

Name: **Jane Hyman**
 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: janefuhyman@netscape.com
 Business EMail:

Credit Card Information: [Decrypt Information](#)

Type	Credit Card Number	Expires
Dsc	xxxxxxxxxxxx1977	xx/xx
MC	xxxxxxxxxxxx5494	xx/xx

Profile Indicators:

Preference	Selection

Last Name: **Hyman** ✓
 First Name: **Jane**
 Room Number:
 Arrival Date:
 Reference Date: 8/15/2006 *None
 Type of Entry: Dining Reservations
 Entry is Complete ☐ Cancelled ☐ 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 - Tuesday, August 15, 2006

Edit Select Deselect Close

DoubleClick to View Guest Profile:

Profiled Name	City, State
Jane Hyman	Redondo Beach, CA

Name: **Jane Hyman**
 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: janefuhyman@netscape.com
 Business EMail:

Credit Card Information: [Decrypt Information](#)

Type	Credit Card Number	Expires
Dsc	xxxxxxxxxxxx1977	xx/xx
MC	xxxxxxxxxxxx5494	xx/xx

Profile Indicators:

Preference	Selection

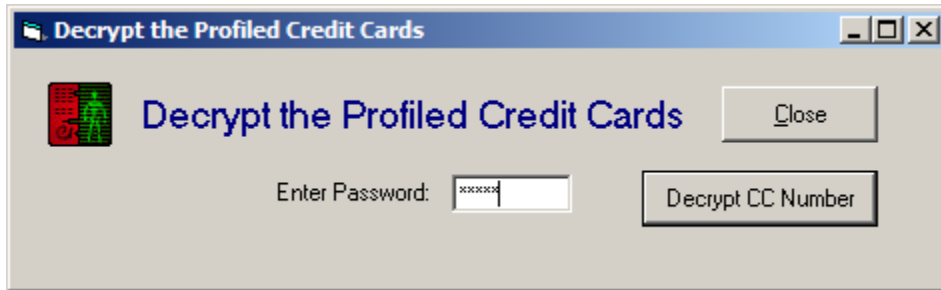
Export Clone Last Entry **Dining Reservations**

Restaurant:
 Cuisine:
 Requested Time:
 Confirmed Time:
 Number in Party:
 Special Requests:
 Price Range:
 Address:
 Phone Number:
 Directions:
 Special Comments:
 Confirmed With:
 Credit Card/Exp:

Buttons: Save, Close

☐ Email ☐ Large Font ☐ No Preview English

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



Enter your password and click on “Decrypt CC Number”

The screen will now reflect the decrypted credit card information.

The Concierge Assistant Logbook Manager - Karen Neumeier - Tuesday, August 15, 2006

DoubleClick to View Guest Profile:

Profiled Name	City, State
Jane Hyman	Redondo Beach, CA

Name: **Jane Hyman**
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: janehyman@netscape.com
Business EMail:

Credit Card Information: [Decrypt Information](#)

Type	Credit Card Number	Expires
Dsc	5491098600831977	06/09
MC	4356890040265494	01/08

Profile Indicators:

Preference	Selection

Dining Reservations

Restaurant:

Cuisine:

Requested Time:

Confirmed Time:

Number in Party:

Special Requests:

Price Range:

Address:

Phone Number:

Directions:

Special Comments:

Confirmed With:

Credit Card/Exp: Dsc 5491098600831977 Exp. 06/09

☐ Email ☐ Large Font ☐ No Preview

English

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.

The screenshot shows the 'Configuration Options' window with the 'Profile CC Entries' tab selected. The window has a title bar, a close button, and a save button. Below the title bar is a navigation pane with tabs: Default Values, Color Choices, Credit Card Types, Security Options, User Rights, Other Options, MapPoint Registry Values, Define Correspondence, Failed Logon Attempts, Profile CC Lookups, and Logbook CC Lookups. The 'Profile CC Lookups' tab is active. Below the tabs is a 'Sort by' section with radio buttons for Name (selected), Date and Time, Concierge, and Workstation. A table displays the following data:

Profile Name	Date and Time	Concierge	Workstation	Reason
Clancy, Karen	2005/09/29 06:46	Karen Clancy	KAREN	need to fax to vendor
Clancy, Karen	2005/09/29 06:45	Karen Clancy	KAREN	Need to fax to vendor
Clancy, Karen	2005/09/29 06:45	Karen Clancy	KAREN	Need to fax to vendor
Clancy, Karen	2005/09/29 06:44	Karen Clancy	KAREN	need to fax back to vendor
Clancy, Karen	2005/09/29 06:42	Karen Clancy	KAREN	need to fax back to vendor
Clancy, Karen	2005/09/29 06:42	Karen Clancy	KAREN	need to fax back to vendor
Clancy, Karen	2005/09/29 06:42	Karen Clancy	KAREN	Need to make a change
Clancy, Karen	2005/09/29 06:42	Karen Clancy	KAREN	Need to make a change
Clancy, Karen	2005/09/29 06:42	Karen Clancy	KAREN	Need to make a change
Hyman, Jane	2006/08/15 17:19	Karen Neumeier	VOYAGER	In Logbook Entry - Create or Update
Hyman, Jane	2006/08/15 17:19	Karen Neumeier	VOYAGER	In Logbook Entry - Create or Update
Hyman, Jane	2006/08/15 17:18	Karen Neumeier	VOYAGER	In Logbook Entry - Create or Update
Hyman, Jane	2006/08/15 17:18	Karen Neumeier	VOYAGER	In Logbook Entry - Create or Update
Hyman, Jane	2006/08/15 16:49	Karen Neumeier	VOYAGER	In Logbook Entry - Create or Update
Hyman, Jane	2006/08/15 16:49	Karen Neumeier	VOYAGER	In Logbook Entry - Create or Update

Below the table are radio buttons for 'Show All' (selected), 'Successful Attempts', and 'Unsuccessful Attempts'. A button labeled 'Delete All Entries More Than 120 Days Old' is also present. At the bottom, a status bar indicates 'Your current license will expire: 4/1/2010'.

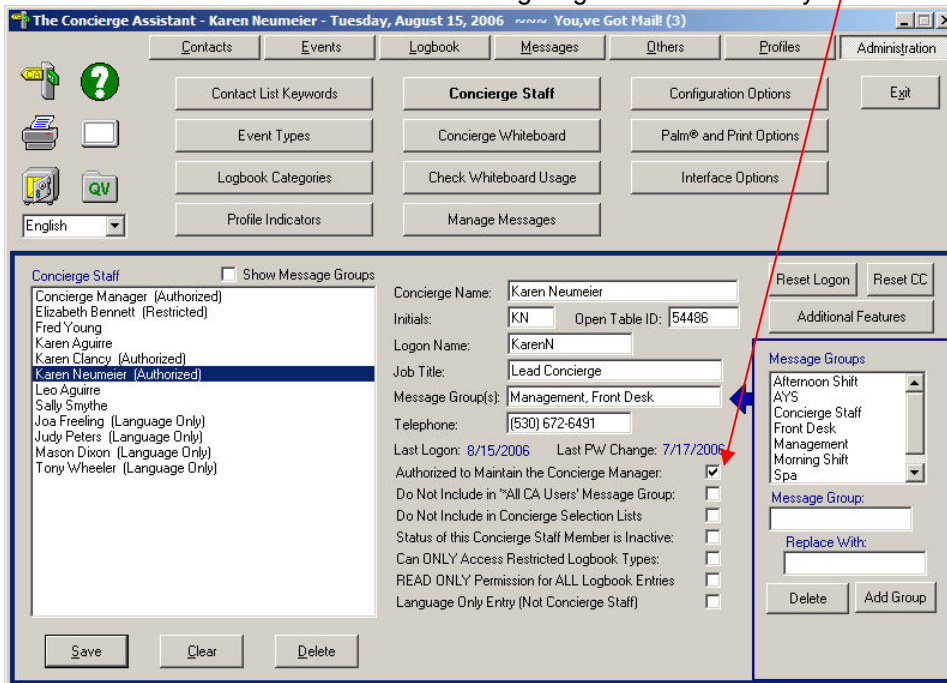
The screenshot shows the 'Configuration Options' window with the 'Logbook CC Entries' tab selected. The window has a title bar, a close button, and a save button. Below the title bar is a navigation pane with tabs: Default Values, Color Choices, Credit Card Types, Security Options, User Rights, Other Options, MapPoint Registry Values, Define Correspondence, Failed Logon Attempts, Profile CC Lookups, and Logbook CC Lookups. The 'Logbook CC Lookups' tab is active. Below the tabs is a 'Sort by' section with radio buttons for Name (selected), Date and Time, Concierge, and Workstation. A table displays the following data:

Logbook Name	Date and Time	Concierge	Workstation	Reason
Aaron, Amsley	2006/08/15 14:44	Karen Neumeier	VOYAGER	Making reservation for party of 8, restaurant
Neumeier, Karen	2006/07/11 14:03	Karen Neumeier	VOYAGER	training
Neumeier, Karen	2006/07/10 14:19	Karen Neumeier	VOYAGER	training
Neumeier, Karen	2006/07/10 14:18	Karen Neumeier	VOYAGER	mail
Smith, James	2006/07/25 13:22	Karen Neumeier	VOYAGER	training on back panel
Smith, James	2006/07/25 13:21	Karen Neumeier	VOYAGER	training

Below the table are radio buttons for 'Show All' (selected), 'Successful Attempts', and 'Unsuccessful Attempts'. A button labeled 'Delete All Entries More Than 120 Days Old' is also present. At the bottom, a status bar indicates 'Your current license will expire: 4/1/2010'.

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.



The Concierge Assistant - Karen Neumeier - Tuesday, August 15, 2006 ~~~~~ You've Got Mail! (3)

Contacts Events Logbook Messages Others Profiles Administration

Contact List Keywords Concierge Staff Configuration Options Exit

Event Types Concierge Whiteboard Palm® and Print Options

Logbook Categories Check Whiteboard Usage Interface Options

Profile Indicators Manage Messages

English

Concierge Staff ☐ Show Message Groups

Concierge Manager (Authorized)
Elizabeth Bennett (Restricted)
Fred Young
Karen Aguirre
Karen Clancy (Authorized)
Karen Neumeier (Authorized)
Leo Aguirre
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, Front Desk
Telephone: (530) 672-6491
Last Logon: 8/15/2006 Last PW Change: 7/17/2006
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): ☐

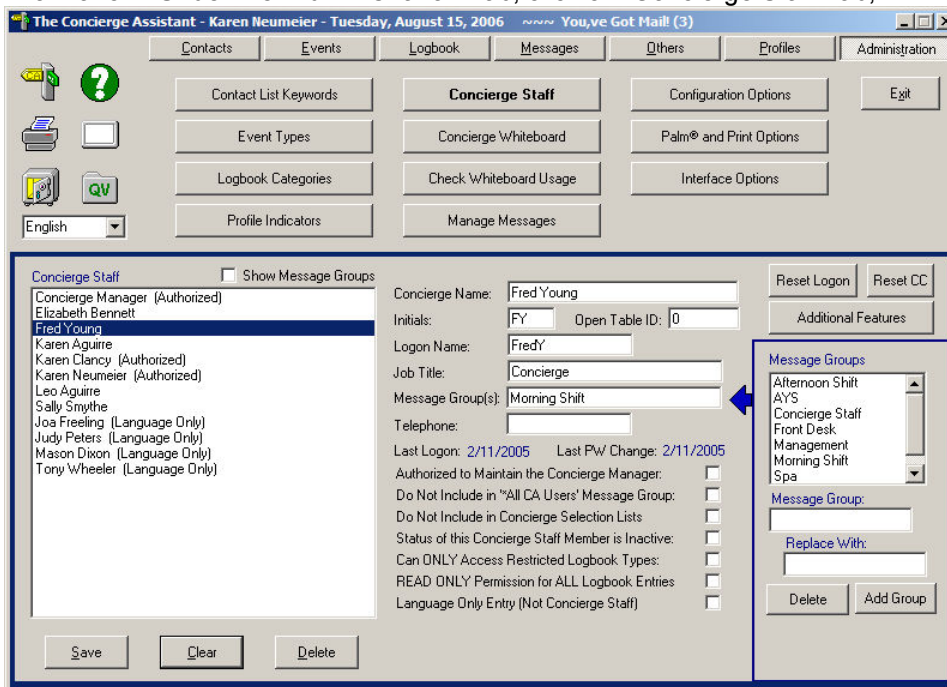
Reset Logon Reset CC
Additional Features

Message Groups
Afternoon Shift
AYS
Concierge Staff
Front Desk
Management
Morning Shift
Spa
Message Group:
Replace With:
Delete Add Group

Save Clear Delete

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,



The Concierge Assistant - Karen Neumeier - Tuesday, August 15, 2006 ~~~~~ You've Got Mail! (3)

Contacts Events Logbook Messages Others Profiles Administration

Contact List Keywords Concierge Staff Configuration Options Exit

Event Types Concierge Whiteboard Palm® and Print Options

Logbook Categories Check Whiteboard Usage Interface Options

Profile Indicators Manage Messages

English

Concierge Staff ☐ Show Message Groups

Concierge Manager (Authorized)
Elizabeth Bennett
Fred Young
Karen Aguirre
Karen Clancy (Authorized)
Karen Neumeier (Authorized)
Leo Aguirre
Sally Smythe
Joa Freeling (Language Only)
Judy Peters (Language Only)
Mason Dixon (Language Only)
Tony Wheeler (Language Only)

Concierge Name: Fred Young
Initials: FY Open Table ID: 0
Logon Name: FredY
Job Title: Concierge
Message Group(s): Morning Shift
Telephone:
Last Logon: 2/11/2005 Last PW Change: 2/11/2005
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): ☐

Reset Logon Reset CC
Additional Features

Message Groups
Afternoon Shift
AYS
Concierge Staff
Front Desk
Management
Morning Shift
Spa
Message Group:
Replace With:
Delete Add Group

Save Clear Delete

Click on the person you want to give permission to.

Now click on the button labeled “Additional Features”

The screenshot shows the 'The Concierge Assistant' window for Karen Neumeier on Tuesday, August 15, 2006. The 'Additional Features' button is circled in red. A blue arrow points from this button to the 'Message Groups' list on the right side of the window. The 'Message Groups' list includes: Afternoon Shift, AYS, Concierge Staff, Front Desk, Management, Morning Shift, and Spa. Other visible elements include the 'Concierge Staff' list on the left, the 'Concierge Name' field (Fred Young), and various configuration options like 'Reset Logon' and 'Reset CC'.

Select “Security Authorizations” and the Logbook tab.

The screenshot shows the 'Additional Staff Information' window for Fred Young. The 'Security Authorizations' tab is selected. A red arrow points from this tab to the 'Logbook' sub-tab. Another red arrow points from the 'Logbook' sub-tab to the 'Decrypt Profile Credit Card Numbers' checkbox. The 'Logbook' sub-tab contains a list of permissions with checkboxes, including 'Add/Maintain Logbook Entry', 'Show Due and Overdue', 'Print Confirmations for Selected Guests', 'Print Guest Itineraries', 'Show Logbook Messages', 'Maintain Guest Notifications', 'Link to Profiled Guests', 'Edit Guest Profile', 'Select Guest Profile', 'Deselect Guest Profile', 'Work with Reservations', 'Export Logbook Information', 'Send Logbook Messages', 'Print Logbook Details', 'Print/Email Vendor Service Request', 'Print/Email Guest Service Request', 'Print/Email Guest Confirmation', 'Decrypt Credit Card Number', and 'Decrypt Profile Credit Card Numbers'. The 'Decrypt Profile Credit Card Numbers' checkbox is highlighted with a red arrow.

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