

Lanyon Passkey Release Notes January 21 2016

Maintenance Window

10:00 PM to 2:00 AM US Eastern Standard Time (GMT minus 5 hours).

This is not a site-down release. Users still have access during the upgrade.

Modules Impacted

The changes in this release affect these products and features:

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| <p>Lanyon Passkey</p> <ul style="list-style-type: none">○ Passkey for Hotels○ Passkey for CVBs○ Passkey for Meeting & Event Planners |
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Summary

In 2013, Lanyon Passkey introduced its current set of templates for building Attendee Websites (AWS) for events. Today, nearly all events on Lanyon Passkey are being built easily and successfully using those templates.

We're writing to let you know that Lanyon Passkey will begin to phase out its older website templates with this release on January 21, 2016.

With this release, Lanyon Passkey users will no longer be able to create new Attendee Websites using the old templates.

Any websites created using old AWS templates can still be used for events — but we suggest that users redesign any events that end **after March 2016** using the current AWS templates to maintain design elements and branding.

You'll receive email notification from Lanyon during this phase if you have any attendee websites using the old AWS templates.

In April 2016, a new release to Lanyon Passkey will remove old AWS templates entirely from the product. Any attendee websites using those old templates will be automatically converted to the current AWS templates — but with possible loss of branding, customization and other design elements.

We strongly suggest using the new website templates as you create future events.

To learn about using Lanyon Passkey's current AWS templates, watch this webinar:

<https://www.brainshark.com/lanyon/vu?pi=zHczRKbtczMwKJz0>

For more details about this release, see the [Changes](#) section.

Changes

What Does This Mean For Me?

This change is a part of a transitional process throughout the first few months of 2016, which will ultimately result in the end of support for older website templates. By April of 2016, all events must use new website templates in order to accept reservations of any kind, even if the event is not accepting web reservations.

For information on how to transition your website, library or bundle to the latest templates, please see this instructional video:

<https://www.brainshark.com/lanyon/vu?pi=zHczRKbtczMWKJz0>

or contact passkeysupport@lanyon.com.

If you do not transition your websites to the latest template by April of 2016, we will transition them automatically for you but will not preserve any customizations that were made. This may result in an unsatisfactory web booking experience for your guests, so we strongly suggest that all websites be transitioned over as soon as possible.

Until April, any events currently built using older website templates are unaffected by this change but you will not be permitted to build any new events with old website templates after January 21, 2016.

Any websites using the old website template will continue to run correctly and will not be shut down, but there will be restrictions on changing the website appearance and wording.

After this release you will notice messaging in several areas of the application to inform you of the change and provide advice on how to adjust your websites.

In summary, the changes will prevent you from using or copying website templates, bundles, and events that use the old website templates.

A detailed list of restrictions includes:

- In the Hotel or Organization website library, you will not be able to create old website templates or change your existing templates to the old style
- In bundles, you will not be able to choose an old template
- In bundles, you will not be able to copy a bundle that uses an old template website until you update to the new website template
- If creating an event “without bundle” you will not be able to proceed if your default website in the Hotel or Organization library uses the old website template
- If creating an event “with bundle” you will not be able to proceed if your bundle uses the old website template
- If creating an event using “copy existing event” you will not be able to proceed if your selected event uses the old website template
- In an existing event, you will not be able to make changes to the appearance of the website if the event uses the old website template
- If creating events using GML manually, the same restrictions will apply as creating events with or without a bundle
- If creating events using GML auto-create, the event will be set to “excluded” status if it is using the old website template

What Should I Do To Prepare?

You should update your Hotel or Organization default website templates to use the current website templates in your library.

You should also update any bundles that you plan to use in the future to use the current website templates.

Finally, you should update your events that use the old website to use a current website template.

What Happens If I Do Nothing?

If you do nothing, then after this release, you will *not be able to change the website appearance* for your website templates, bundles, and events that use the old website template. Guests will not notice any changes. The websites will continue to operate properly and accept reservations.

After the release, you may want to update your website template, bundles, and events to start using the current website template.

How Will Future Events Be Handled?

Later this year, any remaining events that use the old website template will be *required* to use the current template. These events may be updated manually to the new template at any time.

If your libraries, events and bundles are not updated by that time, then they will be *automatically* migrated to use a default website style - but with possible loss of branding, customization, and other design elements.

Guests will notice the updated style of the website and will be able to continue using it for reservations. Existing communications and acknowledgements will function properly, and will automatically direct guests to the updated website.

Frequently Asked Questions

How can I determine if my website library is using an old website?

If you navigate to Hotel/Libraries/Websites or Organization/Libraries/Websites and see a link “Switch to New Templates” in the upper right corner, then you will know that you are using the old website templates. We would encourage you to select this link and start using the current website template. When you create a template you can click also choose “Make Default” to make it the default template that will be used for any new events you create.

How can I determine if a bundle is using the old website template?

First, navigate to Hotel/Bundles or Organization/Bundles and then click the pencil icon to edit a bundle, and click on the green “Website” step on the top of the page. If you see a link in the upper right corner to “Switch to New Templates” then you will know that the bundle uses the old website template. You can select the link to “Switch to New Templates” and choose a library website that uses the current template. At this point, your bundle will use the current template, and any events created with the bundle will use the current template.

How can I determine if an event is using the old website template?

Events that started before the summer of 2013 used the old template. Events created before this time also used the old template, unless they were manually upgraded at some point. But to be sure, you can expand the event in the Event List using the down arrow (▼) and then click

“Manage Website”. If you see the link “Switch to New Templates” then the website for this event uses the older template. You can click this link to use the current template, but you will need to customize it to maintain design elements and branding.

If I open the event website in the browser, can I tell that it is using the old website?

Yes, the visual differences will be clear. Also, the older website template has a URL containing “resweb.passkey.com”, whereas the new template will contain “aws.passkey.com”.

If I have an event that’s open for reservations can I update it?

Yes, you can update it, and guests will be redirected to the new URL even if they initially click an older URL that they had previously received. All guests will be able to make, modify, and cancel reservations using the new website template.

However, after updating a website, you are *strongly* encouraged to click the “Preview” link and then customize it to ensure a good guest experience. The customizations you made on the old website template are not preserved upon upgrading the website.

If I update my libraries, bundles, and events do I need to make other changes in Lanyon Passkey?

No, communications to your guests and planners will adjust automatically wherever the website URL is involved. You do not need to take any special actions. The application will redirect guests automatically to the correct website.

If I do not update my libraries, bundles, and events, what website template will they ultimately use?

Later this year, they will *all* use the default Lanyon Passkey website template that is supplied by us and which contains the most common design elements and settings.

That is why we strongly encourage you to use the current website templates in your libraries, bundles, and events, in order to prepare for the coming changes.

Questions/Issues

To learn more about these new enhancements, please feel free to contact our Technical Support team via [email](#), or contact your account manager.