

Lanyon Passkey Release Notes October 4, 2016 With Product Outage On September 22, 2016

Maintenance Window

September 22, 2016 from 10 PM to 11:00 PM US Eastern Daylight Time (GMT minus 4 hours).

In advance of the feature releases on October 4th, there will be a site-down release on September 22nd. Users will not have access to the Passkey web application during the upgrade; however, the Attendee Website, APIs and CRS/PMS integration (formerly GroupLink) will not be impacted.

Modules Impacted

The changes in this release affect these products and features:

Lanyon Passkey

- Passkey for Hotels
- Passkey for CVBs
- Passkey for Meeting & Event Planners
- Attendee Website

Summary

On October 4, 2016, Lanyon will release several enhancements to Lanyon Passkey, the travel industry's leading group reservation technology provider.

A new and improved Find Reservation search screen will be made available to Hotel users of Passkey, allowing more convenient and faster reservation searching.

The old attendee website templates will no longer be supported and all customers will be migrated to the new website templates on September 29th, just prior to the final release.

Finally, significant technology and infrastructure changes have been made in the application to enhance security, stability, and performance in several areas.

For details, see the [New Features and Improvements](#) section.

New Features and Improvements

Find Reservation Search Screen

In this release, there is a new and improved form for Hotels users (and all others) when searching for reservations. The new Find Reservations screen is faster and easier to use than the old screen and we think it will make your job searching for reservations even easier! Please know that this change does not involve any modifications to the call center form – only the Find Reservations screen.

We know that this enhancement may be disruptive at first as you get used to the new flow, so we want to make sure you are prepared. Please review [this article](#), which provides a simple overview of the new screen. If you prefer, this [recorded webinar](#) is also available to walk you through the updated screen. Citywide customers can also benefit from the article and webinar as a refresher on this screen, which has been available to that audience from a prior release.



Sunset Of Old Attendee Websites

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.

A few months ago, we made changes to phase out the older templates. The changes prevented the creation of attendee websites that use the older templates.

This release removes old AWS templates entirely from the product. Any attendee websites using those old templates will be automatically converted to the current AWS templates on September 8, just prior to the release — but with possible loss of branding, customization and other design elements.

Additionally, the enrollment feature within the old templates will no longer be available to use.

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>

Performance Improvements

With this release, we've also moved to a new front-end application framework. This means that not only will customers have a smoother front-end experience, the added scalability will allow us to build more robust and powerful features in the future. In addition, this upgrade opens the door for us to continue to adopt the latest in available enterprise technologies and ensure that Lanyon Passkey is running on the most streamlined, robust and best performing solutions available for SaaS applications. On top of this is the benefit of an added level of security, further protecting the system from common security attacks, such as SQL injections.

Best Practices Reminder for RezHUB Downloads

In a previous release we added several new hotel communications visible to organizers in their libraries and events, and provide a default template for those. With the prior release of the RezHUB download feature, it is important to update your custom Hotel Reservation Notification emails to highlight this feature. As a reminder, RezHUB Download is a feature which is included within RezHUB that enables non-integrated (non-licensed) hotels to download an Excel or CSV rooming list.

We suggest replacing step 2 of the default template for "Hotel Reservation Notification" with the following (or add this to your custom wording):

RezHUB will display reservations which have either been created, modified or canceled in Lanyon Passkey, and which need to be entered/updated in your hotel system. Once logged in to RezHUB, click on the "**Room List Download/Report**" button to begin the room list download wizard. You can view a video on how to use the Download Wizard [here](#) as well as a user guide [here](#). **Best practice is to download your reservations in Excel or CSV file.**

Other Issues

- **Attendee Website** – Resolved an issue where an incorrect error message was shown for credit card authorization while using merchant accounts
- **Attendee Website** – Fixed the date formats shown for the Spanish US website locale
- **Roomlist Manager** – Resolved an issue where the roomlist export layout was broken when a reservation had additional guests