

Release Notes

Cvent Passkey

July 2017

Cvent, Inc
1765 Greensboro Station Place
McLean, VA 22102
www.cvent.com
passkeysupport@lanyon.com

Overview

We are excited to announce the latest updates to Cvent Passkey, the industry's leading group reservation technology provider.

There are some new options for showing Rewards Programs to attendees on the website, including adding a logo to the program and showing a sign-up link so attendees can become members of a hotel's loyalty program. You can also optionally position the rewards programs on the top of the page to highlight it.

Within Event Connector, we now offer a simple way to communicate the event codes to the registration provider.

We also enhanced callbacks, a part of the Event Connector that lets you set up notifications to the registration provider on your events, usually on reservation changes such as creating a reservation, modifying it, or cancelling it. For an overview of the Event Connector and how integrated registration using Event Connector can help your business, check out this short [video](#).

Rewards Program Improvements

The rewards program page for Hotels has been streamlined and new features added under **Hotel → Rewards Program**.

It is now possible to add more visual elements to rewards programs, set a default program, and decided on the placement on the Guest Information page of the Attendee Website.

HOTEL | [Hotel Search](#) | [Bundles](#) | [Libraries](#) | [Planners & Affiliates](#)
[Profile](#) | [Amenities](#) | [Credit Cards](#) | **[Rewards Program](#)** | [Taxes](#) | [Users](#) | [Dashboard Fields](#) | [Defaults](#) | [Passkey Settings](#)

Rewards Program Setup [Reference Guide](#)

Wellesley Inn
Last modified by lprentice99 on 06/04/2017 21:47

To add a new rewards program, click [here](#)

Set a default rewards program: Attendee website placement:

Name	GL Code	Logo	Sign Up Link	Actions
Rewards	1234	No	Yes	

Save [Cancel](#)

NOTE: All your existing programs will appear here and no further action is needed from you.

To Add A Rewards Program

You may add any program from the available selections.

Add Rewards Program

Rewards name:

GL Code:

Rewards logo: [Add logo](#)

Sign up text:

Sign up URL:

Save [Cancel](#)

1. Select the **click here** link.
2. Select a rewards program from the available list. Note that some settings may be filled in automatically based on your selection.
3. Click **Save** to add the program or **Cancel** to return to the list of programs.

To Make Changes To the Program For Your Hotel

If you wish to make change to the program settings you may do so for your Hotel. To do so:

1. Optionally change the **GL Code**. Note that your ability to change this may be restricted depending on the program selected. This code will be used within an electronic transfer of the reservation between Passkey and a PMS/CRS system.
2. Optionally add a logo. The logo will be displayed to the guest along with the program name.

3. Optionally add sign up text and a URL. This allows the guest to see the text and be taken to the link to sign up for the rewards program. This link is only shown to the guest when they have completed their reservation on the attendee website but have not provided a rewards program number.

NOTE: Consider using the default program settings when possible. By making customizations for your hotel, you will not receive further updates should the default rewards logo or sign up link change.

To Set A Default Program

Select a program you have already added instead of “None”, and then click **Save**. In this case, the program will be pre-selected for guests making reservations on the attendee website, but is always optional to enter. This setting applies to all events.

If you do not want a pre-set program then choose the option **None**.

To Adjust the Program Position

Select the placement as “Top” or “Bottom”. These settings refer to the position of the Rewards Program display on the Guest Information page of the Attendee Website and apply for all events.

Top placement will place the rewards information into the Guest 1 area near the top of the page:

GUEST 1



Orchid Grove Rewards


Membership Number

Arrival Date	<input type="text" value="10/9/20"/>
Prefix	<input type="text"/>
* First Name	<input type="text"/>
Middle Initial	<input type="text"/>
* Last Name	<input type="text"/>
Suffix	<input type="text"/>
Position/Title	<input type="text"/>

Departure Date	<input type="text" value="10/11/20"/>
* Email	<input type="text"/>
* Confirm Email	<input type="text"/>
Organization	<input type="text"/>
* Country	<input type="text" value="SELECT COUNTRY"/>
* Mailing Address	<input type="text"/>
Mailing Address 2	<input type="text"/>
* City	<input type="text"/>
State, Zip	<input type="text"/>
* Phone Number	<input type="text"/>

Bottom placement will place it within the Other Information section where it previously appeared:

OTHER INFORMATION



Orchid Grove Rewards

☐ Accessible

Additional Requests

Click **Save** to save your settings.

To Remove A Program

To stop offering a program, click the red **X** and confirm that you want to delete it.

NOTE: This will not affect existing reservations but will prevent new guest reservations from selecting this program.

Sharing Event Codes

Within an event, under the Event Connector setup found at **Details → Registration**, you now have a simple way to provide event codes to your registration provider. Simply copy and paste the link that appears in the Event Codes section to allow the provider to access the needed codes at any time.

Event Codes: ▼

Copy the link below and share with your registration partner to connect your registration and Passkey Website.
URL: <https://gai-manage.passkey.com/EventRegistration/shareCodes.action?id=11634393&ehid=2d7382d6521ab26c1c61410012bf9a4a>
Warning! These codes include access codes that can be used to make reservations through your event's website. Please share with caution.

General Information:

Primary Event Organizer	Organizer Demo Company
Event Name	Event Connector Tutorial Event
Event ID	11634393

Attendee Codes:

Attendee Type	Event Code
Attendee	GBDATT1117391RQH

Callback Improvements

The configuration of callbacks has moved from **Communications** → **Callback Service** to **Details** → **Registration**. A new section called “Callback Services” has been added to the bottom of this page to allow you to efficiently manage callbacks used in an event.

Now it's possible to configure just one callback to be triggered in multiple cases instead of creating three separate callbacks to the same URL.

Callback Service

Specify your callbacks

RegOnline

Label:
RegOnline

* Callback URL:
https://regonline.com/registrations/passkeycallback.aspx?RegID=[extAckNumber]&ResID=[resAckNum]

Send upon:
☒ New
☒ Modify
☒ Cancel

Number of Retries: 3
Retry Interval: 180 s
Notification Email: John.Smith@example.com

ADD NEW CALLBACK SAVE CANCEL

NOTE: All the existing Callbacks for your events, if any, will appear here. No action is needed on your part.

Adding A Callback

To add a new callback to the event:

1. Select **Add New Callback**
2. Complete the fields including:
 - **Callback URL/Web service** - Indicates the type of callback (e.g. web service or URL)
 - **Label** – The name of the callback as it will appear on this page
 - **Callback URL** – The actual URL to use in the callback (with placeholders to represent dynamic data)
 - **Send Upon** – The action that will trigger the callback
 - **New** – When a new reservation is created
 - **Modify** – When a reservation is modified
 - **Cancel** – When a reservation is cancelled
 - **Number of Retries** – How many times the system will try to make a callback in case the target server returns an error
 - **Retry Interval** – The time (in seconds) between a failure and retry
 - **Notification Email** – Optionally provide an email address that will receive a failure report
3. Click **Save** to add the callback to the event or **Cancel** to discard your changes.

The newly added callback appears on the screen.

Removing A Callback

To remove a callback from the event:

1. Click the **X** button on the callback.
2. Confirm that you want to remove the callback.

The callback is removed from the screen.