



QUICK REFERENCE GUIDE

1 INFOSECURITY WITH VENZA

Find out what PCI, PII and Privacy are on page 2 and learn more about VENZA on page 3.

2 ACCESSING TRAINING

Information on how to access your compliance training on page 4.

3 USER MANAGEMENT

Learn how to add and manage your learners with VENZA Peak™ on page 5.

4 GROUP TRAINING & RESOURCES

Find more on group training, resources, like ePosters or Activities, and certification guide on pages 6-8.

5 REPORTS

How to generate a Training Percentage Report is covered on pages 9-11.

6 CONTACT VENZA

Get in touch with VENZA's Customer Success Team, access our Support Page or submit a Support Ticket to get assistance - find our contact information on the last page.



Information Security

WHAT IS PCI



The Payment Card Industry Data Security Standard is established by American Express, Mastercard and Visa.

It applies to all entities that store, process and transmit cardholder data. A merchant of any size that accepts or processes payment cards must comply with PCI DSS.

WHAT IS PII

Personally Identifiable Information is data that is linked to an individual and permits their identity to be inferred.

Some PII is more sensitive than others; Social Security Numbers, drivers license numbers, financial and medical records are examples of Sensitive PII.



WHAT IS PRIVACY



Privacy and security of guest and employee data are crucial in hospitality.

Laws such as GDPR and CCPA are enforced to regulate which components of PII an organization can access and details how the information is handled.

venza®

Better Visibility. Better Defense.



VENZA ARMS YOUR TEAM WITH PREVENTION,
PROTECTION, AND INTELLIGENCE TOOLS TO HELP
THEM BECOME YOUR STRONGEST ASSET IN ENSURING SECURITY AND FIGHTING DATA FRAUD.

WHO IS VENZA

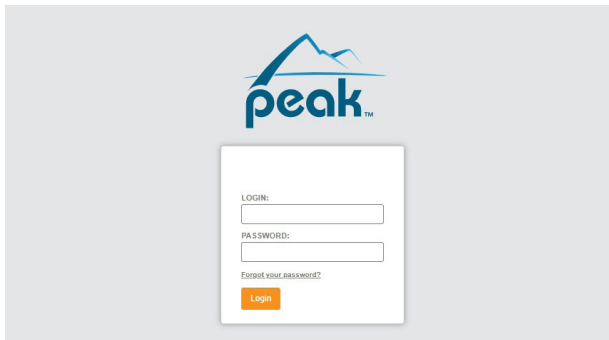


Drawing on decades of experience, VENZA is a data protection company that helps organizations mitigate their vulnerabilities and ensure compliance, keeping guests and their data safe. By delivering a security solution for readiness, reassurance and response, VENZA offers 360-degree visibility for proactive management of risks—so users can focus on guest service and building trust in their brand. Better visibility means better defense.

More than 250,000 users in 100+ countries look to VENZA for tools, technology, and strategic security support.

**WE MAKE IT EASY TO DEPLOY, UPDATE, AND MANAGE
YOUR SECURITY PROGRAM AGAINST CYBER THREATS AND BREACHES.**

Accessing compliance training

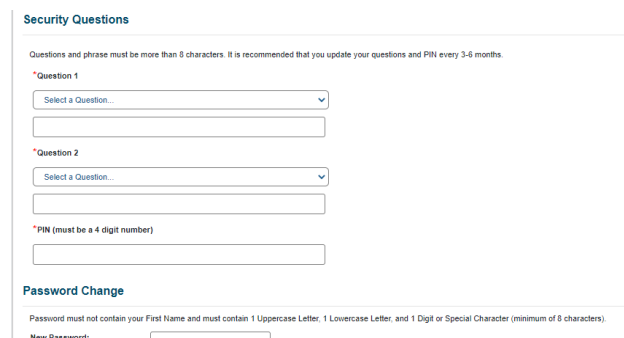


1. Start by logging into VENZA Peak

- Go to:
- Login:
- Password:

2. Update your password

- Follow the prompts on the [«Security Settings»](#) page and update your password.
- When asked for the old password, enter the default password listed above in Step 1 of this document.
- You may update your password and security setting at any time in the Profile section.

The image shows the 'Security Questions' and 'Password Change' section of the VENZA Peak interface. It includes two security questions with dropdown menus, a PIN field, and a 'Password Change' section with a 'New Password' field. Instructions for password requirements are provided.

Security Questions

Questions and phrase must be more than 8 characters. It is recommended that you update your questions and PIN every 3-6 months.

*Question 1
Select a Question...

*Question 2
Select a Question...

*PIN (must be a 4 digit number)

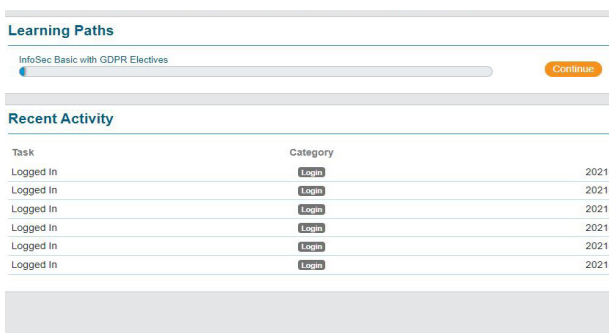
Password Change

Password must not contain your First Name and must contain 1 Uppercase Letter, 1 Lowercase Letter, and 1 Digit or Special Character (minimum of 8 characters).

New Password:

3. Begin your training

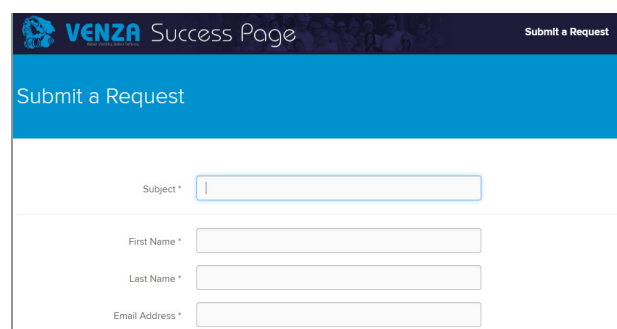
- Select a learning path and click [«Continue»](#)
- The [«My Courses»](#) page displays what training has been assigned to you. All core courses are required.

The image shows the 'Learning Paths' and 'Recent Activity' sections. The 'Learning Paths' section has a progress bar for 'InfoSec Basic with GDPR Electives' and a 'Continue' button. The 'Recent Activity' section is a table with columns for Task, Category, and a date.

Task	Category	
Logged In	Login	2021-C
Logged In	Login	2021-C
Logged In	Login	2021-C
Logged In	Login	2021-C
Logged In	Login	2021-C
Logged In	Login	2021-C

Help & Support

- Online through our [Support Page](#)
- E-mail: tickets@venzagroup.com
- By Phone: +1 (800) 684-6132
- EU Office: +31 (0) 85 007 0475

The image shows the 'VENZA Success Page' with a 'Submit a Request' form. The form includes fields for 'Subject', 'First Name', 'Last Name', and 'Email Address', and a 'Submit a Request' button.

VENZA Success Page [Submit a Request](#)

Submit a Request

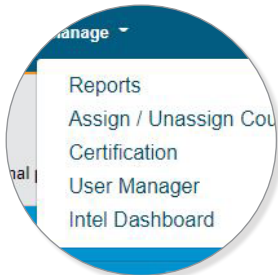
Subject *

First Name *

Last Name *

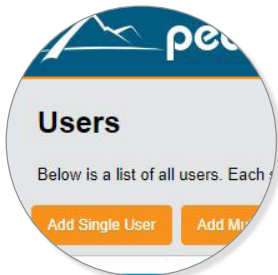
Email Address *

User Management



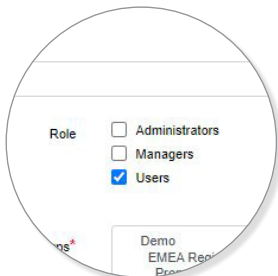
1. Navigate to the Manage section

Select the **Manage drop-down menu on the top of your screen** and then click on User Manager.



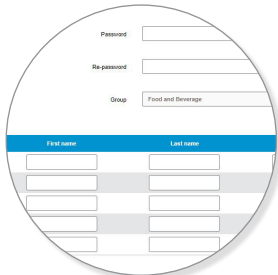
2. To Add Users

- Click «**Add Single User**» or «**Add Multiple User**».
- Fill out mandatory User Registration information, including default password, assign new user(s) to appropriate group and job class, and save.



3. Selecting User Role

User role is **always** user unless that individual will be running reports, managing users or certifying group training sessions.



4. Adding multiple users

When using the **Multiple User** function to add multiple users, they need to be part of the same department. Need to bulk-upload more than 20 employees? Reach out to the Customer Success Team - we are happy to help!



5. Inactivate Termed Users

- It is essential to keep your user database up to date. For termed employees, select one or multiple users and click «**Inactivate**» at the bottom of the page.
- Do not delete users or you will lose course history.



6. Reset employee's password

Should a user forget their log in credentials and answers to their security questions, you can **reset their password** by clicking on «**Edit**» on the right side of your employee list. Then enter a new temporary password and save.

GROUP TRAINING

My Courses

Welcome to PEAK™. Below is a list of courses that are currently assigned to you.

Course Title
SpotCheck
SpotCheck - Take spotcheck (SC 2 of 2)
InfoSec Basic with GDPR Electives (Current Job Role) (1 hour 17 min)
Level: Policies here if required.
Test Policy
Level: Basic (42 min)
001 How to Use the Player (3 min)
002 Email Hygiene (3 min)
005 About This Program (4 min)
010 InfoSec Basics (6 min)
015 Protecting Account Data (3 min)
020 How Criminals Acquire Sensitive Information (5 min)

PLAY COURSES

- From the Home Page go to **My Courses**.
- Select the Path Option and Language.
- You can use the Table of Contents for slide selection and review tab.

UTILIZE THE SIGN-IN SHEET

- Once your Group Training is complete, locally save your **Sign-in sheet**.
- Then Certify your employees in VENZA Peak.

Group Training Sign-In Sheet

Course or Learning Path			
First Name (please print)	Last Name (please print)	Signature (verifying course taken)	Date

Certification

The certification page allows courses to be certified or completed by selecting the appropriate course status for each course / user and To access the Group Training Sessions navigate to the Resources menu from the Manager Dashboard.

When Certifying users for an entire Learning Path please be sure to certify ALL courses. (EX: Basic = 005 - 100)

Certify By: Learning Path

Filters

☐ Learning Path: InfoSec Advanced with GDPR Electives

☒ Learning Path Status: Incomplete

☐ Users: Users' First Name

☐ Status: Active

☒ Group: Property 1 Select group ☐ Exclude Subgroups

Display Results

InfoSec Basic with GDPR Electives	Payne	Natalie	Natalie Payne	Admin and General,	<input type="radio"/> C <input checked="" type="radio"/> I
InfoSec Basic with GDPR Electives	Russell	Anthony	Anthony Russell	Front Desk,	<input type="radio"/> C <input checked="" type="radio"/> I
InfoSec Advanced with GDPR Electives	Underwood	Sean	Sean Underwood	Housekeeping,	<input type="radio"/> C <input checked="" type="radio"/> I
InfoSec Basic with GDPR Electives	Wright	Heather	Heather Wright	Admin and General,	<input type="radio"/> C <input checked="" type="radio"/> I

21 Records Found
Don't forget to click Save when you are finished with a page of certifications.

Save

CERTIFICATION

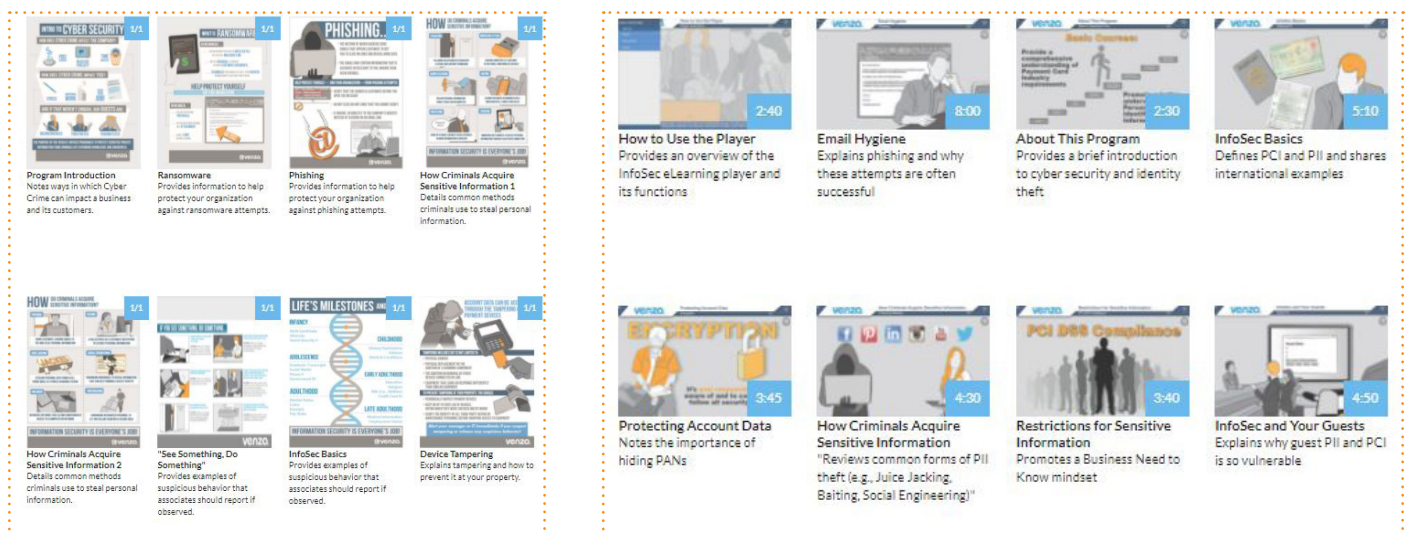
- Navigate to the Manage drop-down menu and select **«Certification»**
- First, change the **«Certify By»** drop-down menu to **«Learning Path»**
- Tick the box next to **«Group»** and select your location or a specific department. You can use the filters to search and sort your attendees.
- Certify employees by changing the radial button from **«I»** (Incomplete) to **«C»** (Complete).
- You can also display and print certificates for your employees on this page.

Group Training Sign-In Sheet

Course or Learning Path			
First Name (please print)	Last Name (please print)	Signature (verifying course taken)	Date

Group Training

Utilize the ePosters, Job Aids and Activity Sheets to promote training participation, increase Data Security awareness of your employees around the property and to make the group trainings engaging and fun for the attendees.



From the Dashboard select Resources to access additional materials available to your organization:

COURSE LIBRARY

- Explore the selection of our hospitality-focused courses to introduce to your team during a group training.

POSTERS

- Print and post these situational role-based and topic-based posters around employee designated areas.

ACTIVITY SHEETS

- Make group training sessions interactive and fun with crossword puzzles, matching exercises and more.

INSTRUCTOR GUIDES

- Prepare a group training session with these convenient packets.

REPORTS

TRAINING PERCENTAGE

1. Access the Report section

- From the Manage drop-down menu select «**Reports**»
- Select «**Training Percentage Report**» for a summary of your team's progress as well as to assess which employees have yet to complete the training.

2. Apply filters to assess your teams' compliance

- Group is pre-populated to show your location, only change if needed (e.g. if you are managing multiple locations).
- Status is «**Active**» to eliminate termed users.
- Tick the box next to «**Training Certification**» and select «**All Learning Paths**»
- Now you can click «**Display Results**» to see an overview of your team's progress.
- Select «**Show Each Course / Learning Path**» and «**Show Details**» to see individual user details.

Filters

> Group

☒ Group: ☐ Exclude Subgroups

(How many groups/department levels in your hierarchy would you like to view?)

> Course

☐ Course:

☒ Training Certification: ☒ Show Each Course / Learning Path

Show Details

☒ Show Details

Export

☒ Export Result As: Sort:

NOTE: Please do not click this button more than once or refresh your browser after it has been clicked.

REPORTS

COURSE COMPLETION

1. Access the Report section

- From the Manage drop-down menu select «**Reports**»
- Select «**Course Completion Report**» to display statistics for a selection of courses or learning paths based on your preferences.

2. Apply filters to generate the report

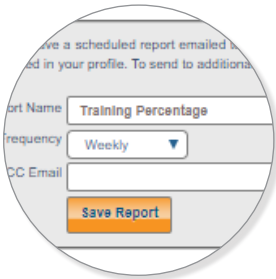
- Tick the box next to Group and using the arrows move any number of locations to the box on the right. Always choose all sublevels you wish to display.
- Status should be set to «**Active**» to eliminate termed users.
- Tick the box either for «**Training Certification**» or for «**Course**» and with the arrows, move all courses or learning paths for which you wish to generate the report to the box on the right.
- The level of detail determines how detailed information the report will display. Select «course» to review completion dates and discern core / elective courses.

The screenshot shows the filter interface for the Course Completion Report. It is organized into sections: Group, User, Status, Course, and Training Certification. Each section has a search bar and a list of items that can be moved to a target box on the right using arrows.

- Group:** A checkbox is checked. The search bar is empty. The list on the left contains: Demo, EMEA Region, Property 2, Front Desk and Guest Services, Sales, Property 1, Admin and General, and Food and Beverage. The target box on the right contains: Property 1, Admin & General, and Food and Beverage.
- User:** A checkbox is unchecked. The search bar is empty. The list on the left is empty. The target box on the right is empty.
- Status:** A checkbox is checked. The dropdown menu is set to 'Active'.
- Course:** A checkbox is unchecked. The search bar is empty. The list on the left contains: Architect, InfoSec Advanced with GDPR Electives, InfoSec Basic with GDPR Electives, InfoSec Intermediate with GDPR Electives, InfoSec Overview, and Sand Elective Path. The target box on the right is empty.
- Training Certification:** A checkbox is unchecked. The search bar is empty. The list on the left is empty. The target box on the right is empty.
- Course:** A checkbox is checked. The search bar contains 'gdpr'. The list on the left contains: Packet 4 Protecting Personal Information for GDPR and CCPA and VD5 InfoSec and GDPR Outline, VV2 Video Developing your Human Firewall with a Focus on PCI C, and VV3 Video GDPR - Now That It Is Here. The target box on the right contains: 070 GDPR Overview, 075 GDPR Requirements, 080 GDPR and Your Guests, 135 GDPR Regulations, 140 GDPR Data Protection Officers, 145 GDPR Privacy by Design, 150 GDPR and Third Parties, and 155 GDPR Consent and Breach Notification.

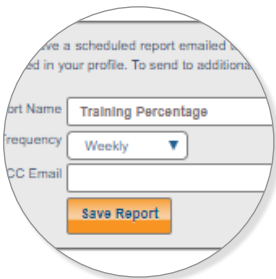
At the bottom, there is a 'Show Details' link and a 'Lowest level of detail:' section with radio buttons for Group, User, Training Certification, and Course. The 'Course' radio button is selected.

Generating Reports



Downloading the Report

- For all reports, after your filters are selected, you can download the report in .doc, .xlsx or .pdf format by applying the **«Export Results As»** filter.



Set up an Auto Report

- In **Auto Reports**, you can save useful reports to be sent to your email inbox as frequently as you choose.
- You can copy non-managers in this section to receive the reports; just type their email into the **«CC Email»** field.
- You can review, download or edit the reports via the **«Reports»** section accessible through the Manage drop-down menu.

INTEL DASHBOARD

You can gather further information on your team's compliance and training progress through the Intel Dashboard, accessible through the Manage drop-down menu on the top of your screen.

Utilize the Intel Dashboard to review the adoption of the training over time, compare results of phishing tests delivered to your employees or gather further insight into how your employees feel about data security, what they know about data security and how important they think data security is to their job roles.

CONTACTS

GET IN TOUCH WITH THE VENZA CUSTOMER SUCCESS TEAM

E-mail: tickets@venzagroup.com

US Office Phone: +1 (800) 684-6132

EU Office Phone: +31 (0) 85 007 0475

ONLINE SUPPORT CENTER

Within the Support Center you will find:

- Help Articles and FAQs
- Community Support

Access the Online Support Center
by going to the [Support Page](#).

SUBMIT A SUPPORT REQUEST

Submit a [Support Request](#) to get
assistance from the VENZA Customer
Success team.

