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Better Visibility. Better Defense.

QUICK

REFERENCE

GUIDE

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.

PII is valuable to criminals

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.

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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.
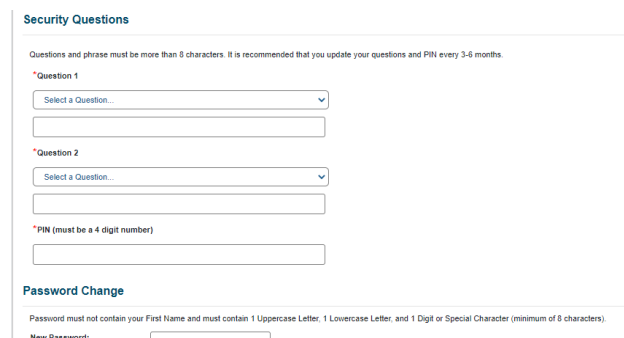
Accessing compliance training
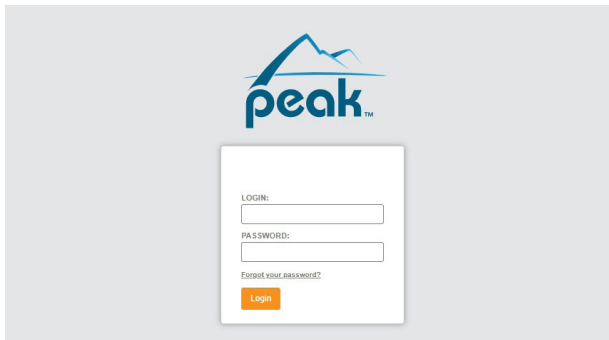
1. Start by logging into VENZA Peak

- 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.
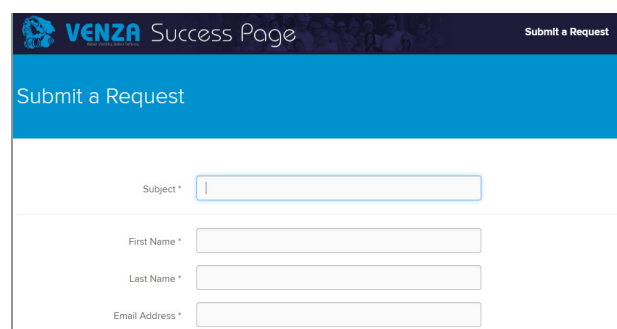
3. Begin your training

- Select a learning path and click **«Continue»**

- The **«My Courses»** page displays what training has been assigned to you. All core courses are required.

Help & Support

- Online through our **Support Page**

- E-mail: tickets@venzagroup.com
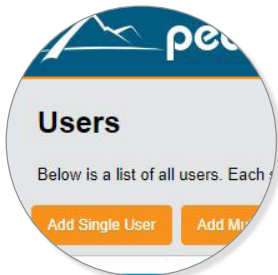
- By Phone: +1 (800) 684-6132

- EU Office: +31 (0) 85 007 0475
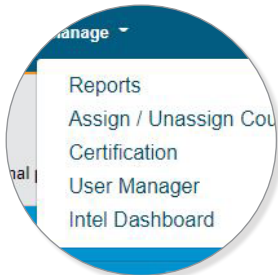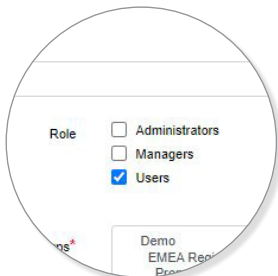
User Management

1. Navigate to the Manage section

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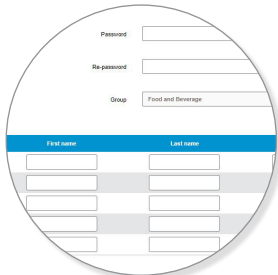
2. To Add Users

- 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 that 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

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.

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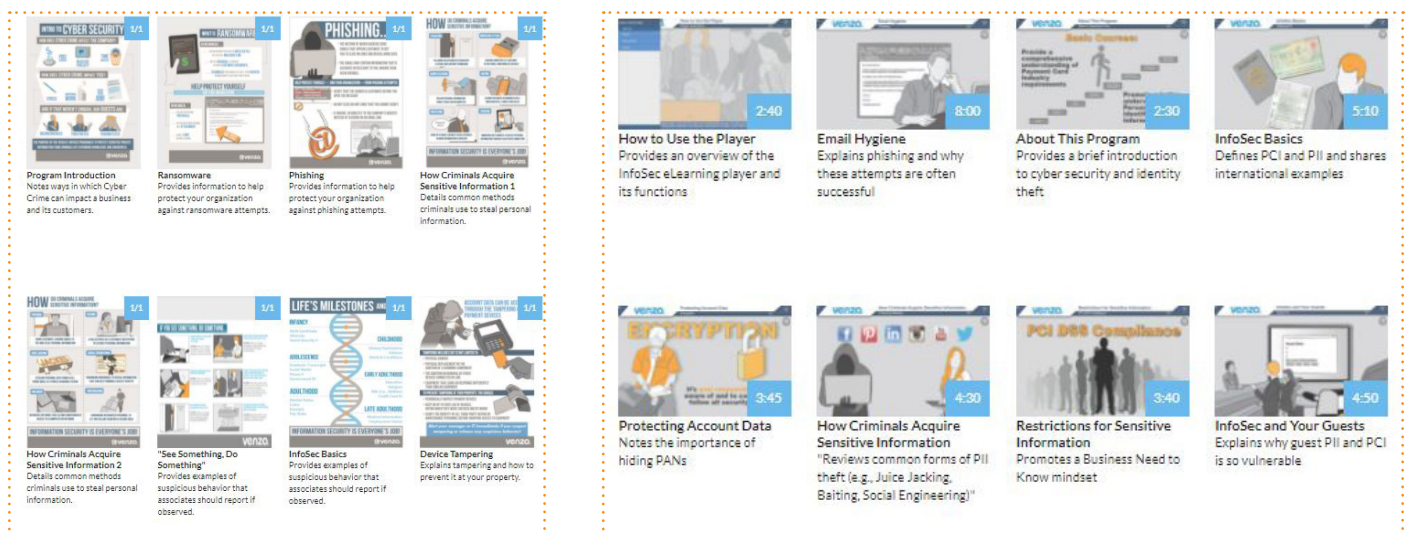
From the Dashboard select Resources to access additional materials available to your organization:

COURSE LIBRARY

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

ACTIVITY SHEETS

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

POSTERS

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

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: [Property 1] [Select group] ☐ Exclude Subgroups

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

> Course

☐ Course: [001 How to Use the Player ▾]

☑ Training Certification: [All Learning Paths ▾] ☑ Show Each Course / Learning Path

Show Details

☑ Show Details

Export

☑ Export Result As: [MsWord Document] [MsExcel Document] [PDF Document]   Sort: [Last Name ▾]

[Display Results] 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.
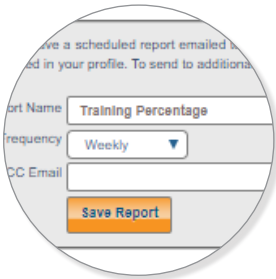
2. Apply filters to generate the report

- 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.

Generating **Reports**

Dowloading 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.
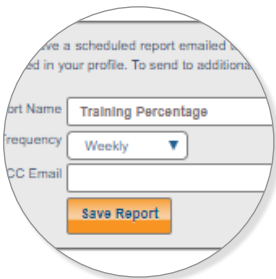
Set up an Auto Report

- 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 accessbile 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.