



PROVENUE TRAINING DOCUMENTATION

User Management

Revision History

Document Version	Application Version	Date	Author	Changes
1.0	PV 3.1.00		Craig Thurmer	Document Originated
2.0	PV 3.4.10	12/23/2015	Susan Leslie	Updated format
3.0	PV 3.8.00	2/09/2017	Susan Leslie	Updated for latest release

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Overview

A User is an individual who is provided with login access to the system. Login access is provided through Username/password authentication. A User is assigned one or more Portal Roles, and belongs to one or more Agencies, mechanisms used for the assignment of security to various high-level areas of the User interface.

If a User belongs to more than one Agency, the User will be assigned a Primary Agency, which will be the default Agency for the User upon login. Users that belong to more than one Agency have the option to change Agencies from the *Home* screen. The Agency determines the business Organization for the User. The assignment to the Agency determines what information a User can access and in some contexts the degree to which the information can be manipulated.

Prerequisites

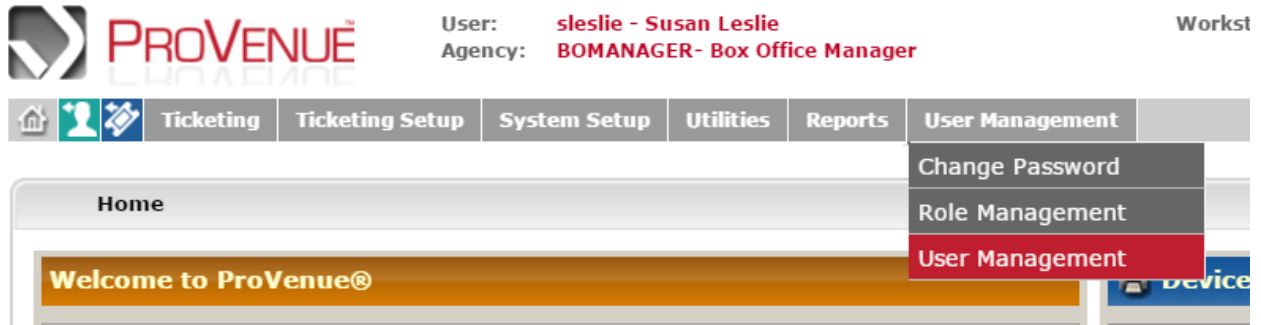
To create or edit a User within ProVenue[®], a User must have the following Portal Role assigned within *User Management*:

- PortalAdmin - Portal Administration.

This role allows a User access to *User Management*.

User Management

- Navigate to *User Management > User Management*.

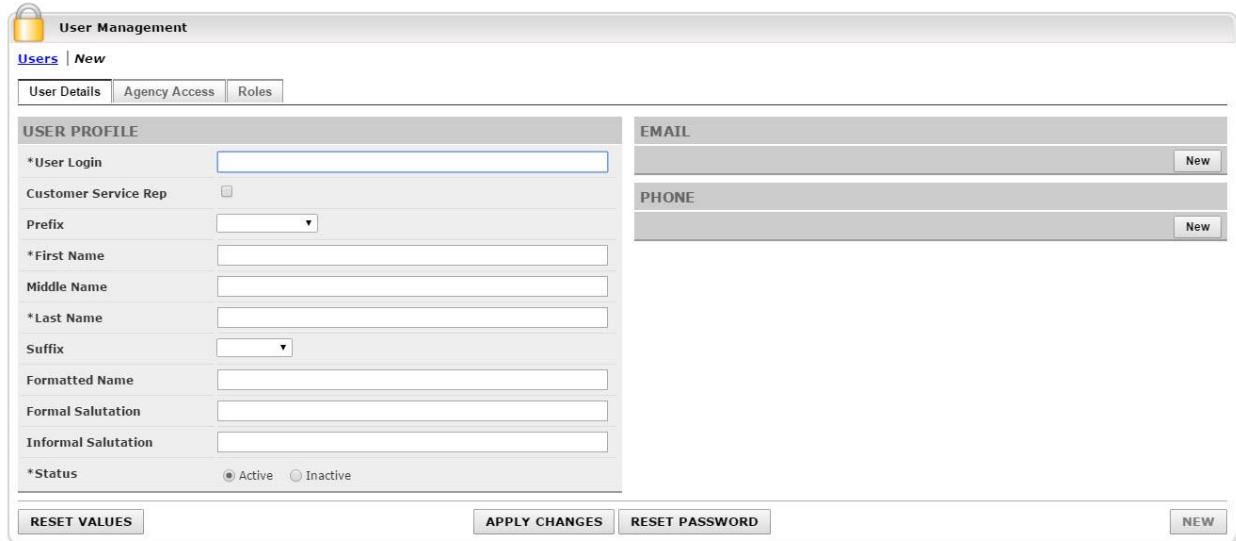


- To create a new User, click **New**.



User Details

The following screen will be displayed.



User Details	
User Login	<p>Each User Login is part of the authentication process when logging into ProVenue. User Logins must be unique and consist of the following requirements:</p> <ul style="list-style-type: none"> • Must be between 6 and 20 characters long • Case-sensitive • No spaces • Can have digits and punctuation characters as well as letters. i.e. 0-9, !@#%&*()_+ -~=\`{}[]: "; '<>?,./) <p>Once APPLY CHANGES has been clicked, the User Login cannot be changed. It is recommended that the User Login be standardized as the first initial last name all in lower case. If this combination does not meet the minimum of 6 characters, use the full first name and last name. Example: John Smith = jsmith Example: John Doe = johndoe</p>
Customer Service Rep	When checked, the User details can be assigned to an order as a Customer Service Rep. The User's contact details can then be associated to an order for statements and invoices.
Prefix	Select from the drop down list the User's prefix. To add new prefixes, contact Tickets.com Support to add them to your schema.
First Name	Enter the User's first name (required).
Middle Name	Enter the User's middle name.
Last Name	Enter the User's last name (required).
Suffix	Select from the drop down list the User's suffix. To add new suffixes, contact Tickets.com Support to add them to your schema.
Formatted Name	<p>This field will automatically update when APPLY CHANGES is clicked. The system will create the name as:</p> <p>[Prefix] [First Name] [Middle Name] [Last Name] [Prefix]</p> <p>An individual User's formatted name can be changed, if required, by typing in this field.</p>
Formal Salutation	<p>This field will automatically update when APPLY CHANGES is clicked. ProVenue® will create the name as:</p> <p>[Prefix] [Last Name]</p> <p>If the prefix is blank, the system will use:</p> <p>[First Name] [Last Name]</p> <p>An individual User's formal salutation can be changed, if required by typing in this field.</p>
Informal Salutation	Enter an informal salutation within this field.
Status	Select the radio button to determine if the User is active or inactive.

- To add an email address to the User, click **New**.



EMAIL

New

- Select the type of email and enter the address.



EMAIL

NEW!

Business | smith@tickets.com

Primary

New

- To add a phone to the User, click **New**.



PHONE

New

- Select the type of phone number and enter the number and extension (if needed). From the dropdown list, select the country associated with the phone number.



PHONE

NEW!

Business | 714-555-1212

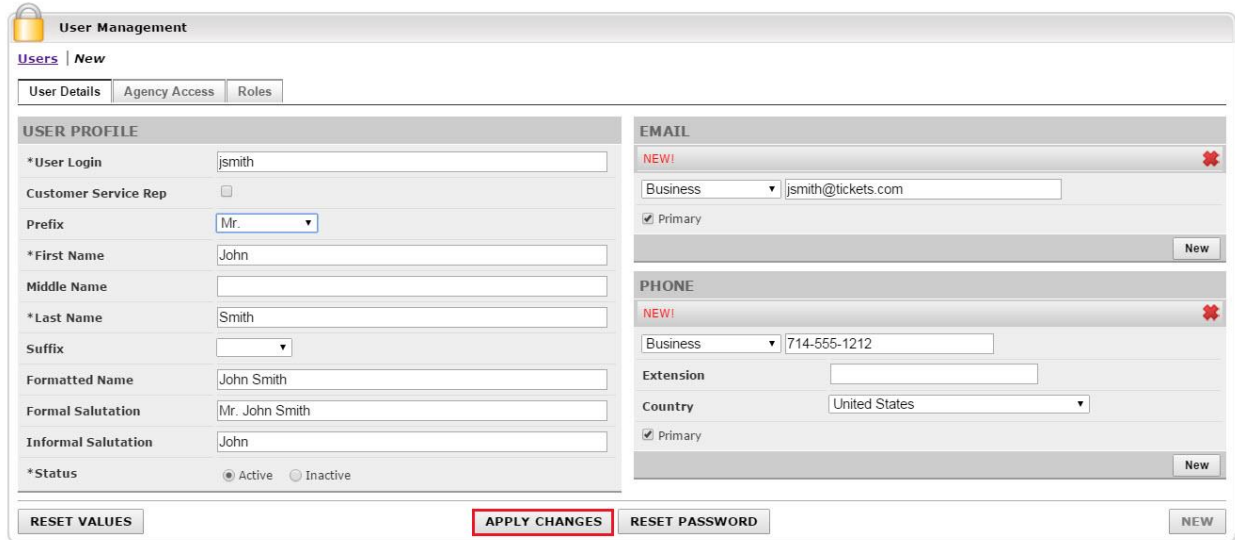
Extension

Country | United States

Primary

New

- To create the User, click **APPLY CHANGES**.



Passwords

Once you click APPLY CHANGES, the system creates a password for the User. Make sure that you note that password. Passwords should not be provided to Users via email messages, instant messages, or other forms of unsecure or unencrypted electronic communication.

The first time the User logs into ProVenue® he/she will be prompted to change the password.

A password in ProVenue® needs to meet the following requirements:


- Are case sensitive and must contain both upper and lower case characters (e.g., a-z, A-Z)
- Have digits and punctuation characters as well as letters e.g., 0-9, !@#\$%^&*()_+|~-=\`{}[]:~";'<>?,./)
- Are not the same as the User Login
- Contain at least eight alphanumeric characters

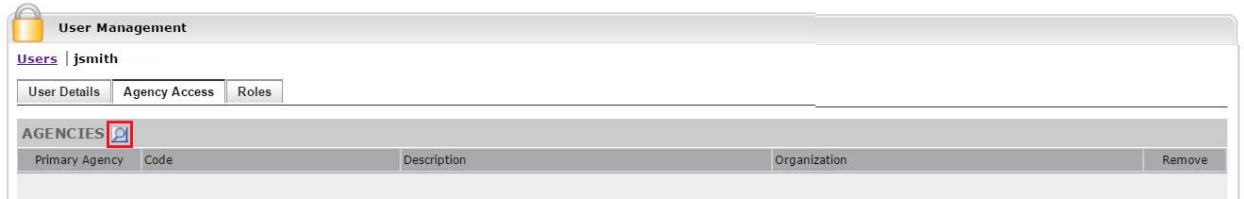
Passwords must be changed every 90 days.

If a User does not login to ProVenue® for 90 days, then that login will be made inactive.

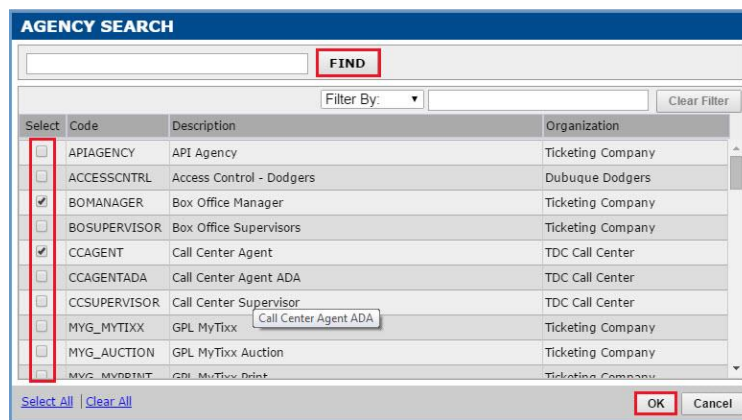
A User will be locked out after 4 unsuccessful login attempts.

Agency Access

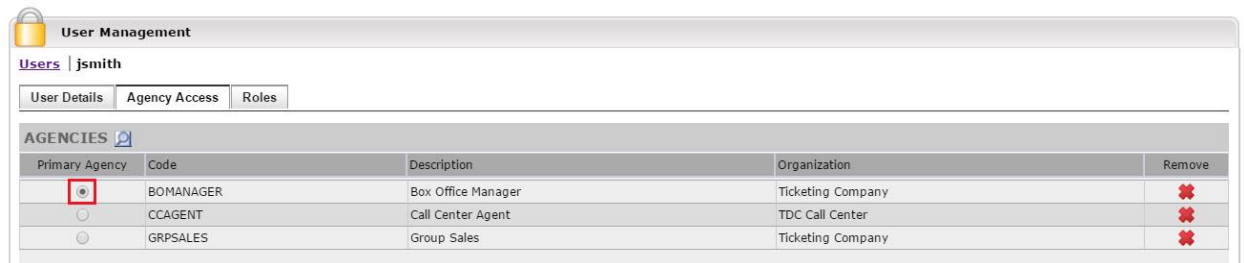
- To add Agencies to the User, click the “Agency Access” tab and then click the  icon to lookup Agencies.



- Enter search criteria, if needed, and click **FIND**. Select the Agency or Agencies to add to the User by checking the box in the Select column and then click **OK**.



- Select a Primary Agency for the User by clicking the radio button for that Agency.



Roles

Portal roles determine the menu options available to a given User in ProVenue®. For example, some Users may only have access to transactional menu options, such as *Ticket Sales* and *Ticket Services*. Other Users have portal roles allowing system configuration, such as *Event Administration*, *Service Charges*, *System Administration*, etc. The list below indicates the menu options that correspond to the assigned Role.

AnonymousSalesOnly – Tickets Sales Restricted to Anonymous Sales Only

- This role will override other roles for Ticket Sales. No access to Patron Portlet. Normally this role would be given to an Outlet

BOAsstMgr – Box Office Assistant Management / Customer Service

- Navigation – Ticketing, Reports, User Management
- Ticketing – Ticket Sales
- Ticketing – Ticket Services
- Ticketing – Ticket Window Returns
- Ticketing – Will Call Service
- Reports – Reports
- User Management – Change Password

BOClerk – Box Office Clerk

- Navigation – Ticketing, Reports, User Management
- Reports – Reports
- Ticketing – Ticket Sales
- Ticketing – Ticket Window Returns
- Ticketing – Will Call Service
- User Management - Change Password

BOMgmt – Box Office Management

- Navigation – Ticketing, System Setup, Reports, User Management
- Ticketing – Batch Printing
- Ticketing – Hold Code Management
- Ticketing – Ticket Sales
- Ticketing – Ticket Services
- Ticketing – Ticket Window Returns
- Ticketing – Will Call Service
- System Setup – Customer Service Rep Administration
- Reports – Reports
- User Management – Change Password

ConfigMgmt – Ticketing and System Setup

- Ticketing Setup - Access Control Admin
- Ticketing Setup – Event Administration
- Ticketing Setup – Package Event Lists
- Ticketing Setup – Packages
- Ticketing Setup – Promotion Administration
- Ticketing Setup – Supplier Administration
- Ticketing Setup – Template Administration
- Ticketing Setup – Ticket Designer
- Ticketing Setup – Venue Administration
- System Setup – Data Protection
- System Setup – Delivery Methods
- System Setup – Marketing Source Administration
- System Setup – Organization Administration
- System Setup – Payment Methods
- System Setup – Report Access
- System Setup – Sales Rep Admin
- System Setup – Service Charges
- System Setup – System Administration
- System Setup – Trait Administration
- Utilities – Data Import
- Utilities – Inventory Tools

DPUAdmin – Data Protection Administration

- System Setup – Data Protection

DeployMgr – Deployment Manager

- This role is restricted to authorized Tickets.com personnel.

FP Access – Feature Permission Access

- System Setup – Application Feature Permissions

OrgAdmin – Organization Administration

- System Setup – Organization Administration

PatronOrders – Access to Patron Orders

- Orders Tab in Patron Account is available

Note: If not added, users can still look at Patron Orders with access to Ticket Services.

PortalAdmin – ProVenue Portal Administrators

- User Management – Role Management
- User Management – User Management

SecurityMgr – System Security Officer

- System Setup – Public Access Codes and Roles
- System Setup - Organization Administration: Ability to see orgs outside of the one assigned to user's agency

ServiceCharge – Service Charge Administration

- System Setup – Service Charges

TicketDesign – Ticket Designer

- Ticketing Setup – Ticket Designer

TicketingSetup – Supplier Scoped Ticketing Setup

- Ticketing Setup – Event Administration
- Ticketing Setup – Package Event Lists
- Ticketing Setup – Packages
- Ticketing Setup – Promotion Administration
- Ticketing Setup – Supplier Administration
- Ticketing Setup – Venue Administration

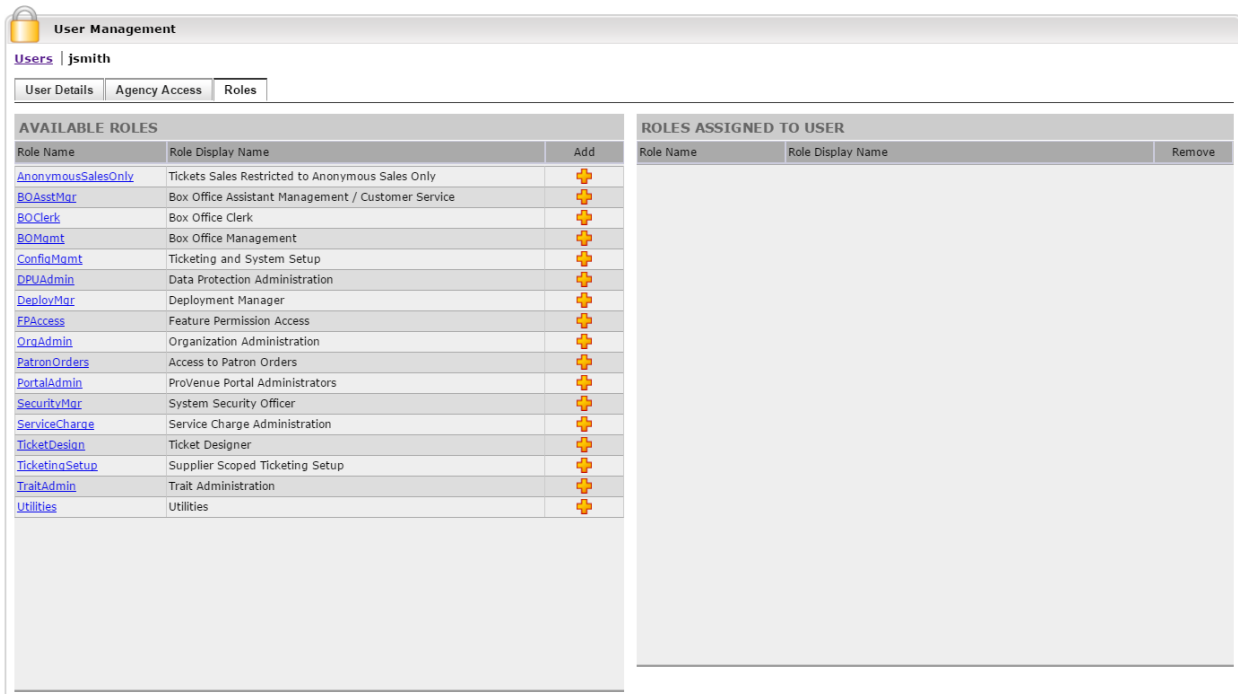
TraitAdmin – Trait Administration

- System Setup – Trait Administration

Utilities – Utilities

- Utilities

- To assign Roles to the User, click the “Roles” tab.

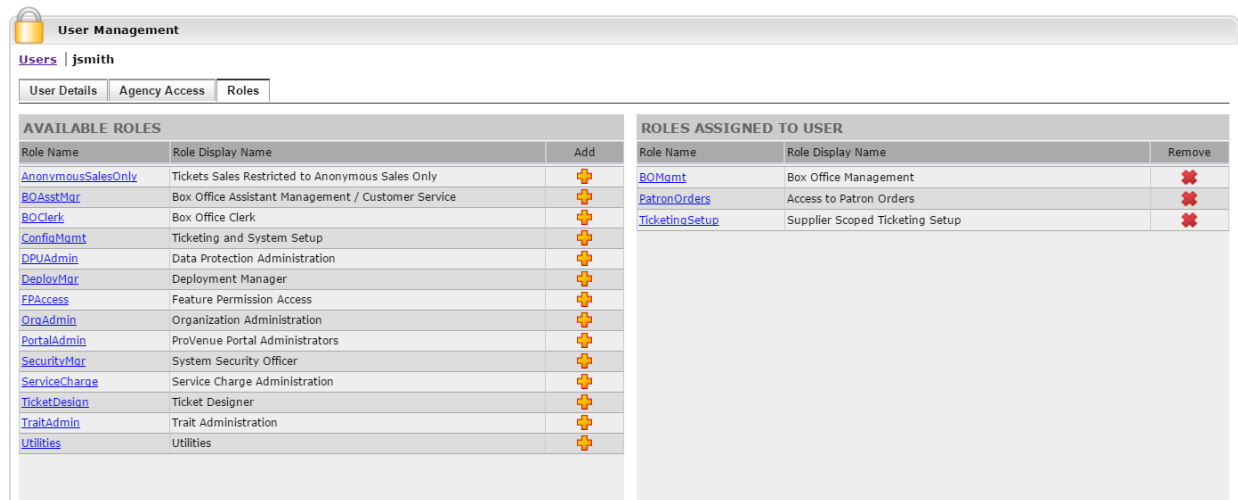


User Management
Users | jsmith

User Details | Agency Access | **Roles**

AVAILABLE ROLES			ROLES ASSIGNED TO USER		
Role Name	Role Display Name	Add	Role Name	Role Display Name	Remove
AnonymousSalesOnly	Tickets Sales Restricted to Anonymous Sales Only	+			
BOAsstMgr	Box Office Assistant Management / Customer Service	+			
BOClerk	Box Office Clerk	+			
BOMgmt	Box Office Management	+			
ConfigMgmt	Ticketing and System Setup	+			
DPUAdmin	Data Protection Administration	+			
DeployMgr	Deployment Manager	+			
FPAccess	Feature Permission Access	+			
OrgAdmin	Organization Administration	+			
PatronOrders	Access to Patron Orders	+			
PortalAdmin	ProVenue Portal Administrators	+			
SecurityMgr	System Security Officer	+			
ServiceCharge	Service Charge Administration	+			
TicketDesign	Ticket Designer	+			
TicketingSetup	Supplier Scoped Ticketing Setup	+			
TraitAdmin	Trait Administration	+			
Utilities	Utilities	+			

- To add a Role, click the  icon corresponding to that Role.



User Management
Users | jsmith

User Details | Agency Access | **Roles**

AVAILABLE ROLES			ROLES ASSIGNED TO USER		
Role Name	Role Display Name	Add	Role Name	Role Display Name	Remove
AnonymousSalesOnly	Tickets Sales Restricted to Anonymous Sales Only	+			
BOAsstMgr	Box Office Assistant Management / Customer Service	+			
BOClerk	Box Office Clerk	+			
ConfigMgmt	Ticketing and System Setup	+			
DPUAdmin	Data Protection Administration	+			
DeployMgr	Deployment Manager	+			
FPAccess	Feature Permission Access	+			
OrgAdmin	Organization Administration	+			
PortalAdmin	ProVenue Portal Administrators	+			
SecurityMgr	System Security Officer	+			
ServiceCharge	Service Charge Administration	+			
TicketDesign	Ticket Designer	+			
TraitAdmin	Trait Administration	+			
Utilities	Utilities	+			

Role Name	Role Display Name	Remove
BOMgmt	Box Office Management	-
PatronOrders	Access to Patron Orders	-
TicketingSetup	Supplier Scoped Ticketing Setup	-