



The Choice Connection Integration Update: ChoiceNOW is Available to You NOW - Your Hotel Technology Support Portal

We're making great progress towards integrating your hotel into Choice systems and processes. Today, we are excited to share that you now have access to our ChoiceNOW Hotel Technology Support Portal. ChoiceNOW is your one stop shop to submit and manage your hotel technology support questions and issues related to systems such as Okta, choiceADVANTAGE[®] (applies to Country Inn & Suites by Radisson and Park Inn by Radisson brands), and more. In addition, we have established a new Interactive Voice Response (IVR) menu for you to request support over the phone, which will be implemented soon. Please review the exciting details below to learn more.

What are the benefits of ChoiceNOW?

ChoiceNOW is fast, simple, and accessible on all devices, including mobile. With ChoiceNOW, you can:

- Find answers to your "how to" questions through self-service forms and knowledge articles.
- Submit, update, and receive real-time updates on the status of support tickets.
- Chat with support specialists with easy access to property information and tickets.

- Receive the latest news and important updates, using our streaming information center.

When can I start using ChoiceNOW?

- **ChoiceNOW** is available to you to start using immediately.

What do I need to do to be ready to start using ChoiceNOW?

- You will log into ChoiceNOW using your Okta credentials. If you or your staff are not already set up in Okta, please get set up immediately by visiting the ChoiceNOW hotel portal and completing the form called “Hotel User – Create OKTA Account.” For proper access permissions, assign each person to the role that matches their job duties.
- If you have any questions regarding Okta setup, please contact the Franchise Services team at 1-888-232-4772.
- In addition, please visit Choice University and prepare yourself and your staff by taking the available **ChoiceNOW training modules** by June 15.

What will change from how I currently receive support?

- For the best and fastest service, we encourage you to use the ChoiceNOW portal for technology support and service questions and issues. Your request will be routed to your Franchise Services team or the applicable Choice team for prompt action.
- Effective July 5, access to the current Radisson ticket entry system “Lobby” will no longer be available. Instead, you will be redirected to the ChoiceNOW service portal.
- The telephone number you currently call to reach the various support teams will remain in place, 1-888-232-4772. However, the IVR menu options will be modified, offering new selections to better route you to the correct resources.

We welcome you to ChoiceNOW to bring you a more targeted, accessible way to submit, receive guidance, and resolve your hotel technology support questions and issues.

The Choice Connection is your source for updates on every step of our integration journey. Be sure to check out the archives posted on CONNECT — click on the Choice Hotels + Radisson Hotels Americas quick link.

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