



Special Edition News to Use

Retirement of Radisson ServiceNow and The Lobby

As of October 18, all new requests must be submitted through ChoiceNOW

Earlier this year, you began using [ChoiceNOW](#) to submit and manage your hotel technology support tickets for issues related to systems such as Okta, updating your property page on [ChoiceHotels.com](#), and more. Our teams are in the process of moving all remaining content from Radisson ServiceNow to the ChoiceNOW portal. We are excited to bring the two platforms together and centralize all your content in one location.

What is changing?

- As of October 18, all new requests must be opened in [ChoiceNOW](#). You will not be able to submit new requests through The Lobby.
- You may continue to update existing requests in Radisson ServiceNOW until October 31.
- All remaining knowledge articles and forms that were previously housed in The Lobby will be moved to ChoiceNOW late October.
- Radisson ServiceNow will be retired later this year.

You will continue to access ChoiceNOW through your Okta home page. We will keep you updated as transitions of content occur.

Questions? Please contact Property Support at 800-528-3118.