



# NEWS TO USE

December 4, 2023

## Weekly News to Use Updates for Radisson-Branded Hotels

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## News and Resources

### Take Action: Request OKTA Credentials to Ensure Continued Medallia Access for Hotel Employees

Beginning in January, your property will migrate from your existing Medallia platform to the Choice Medallia platform, which is accessed through Okta. To prevent lapses in Medallia access, hotel owners and managers must request Okta access for all hotel employees expected to use Medallia who currently do not have Okta access no later than Thursday, December 21.

#### Take action now:

- Verify which hotel employees need to access Medallia.

- [Search for your employees](#) to identify who does not currently have Okta access.
- For each user that needs to access Medallia but does not currently have Okta access, please [submit a ticket in ChoiceNOW](#) requesting Okta credentials, providing all relevant user email addresses.

### **What to expect next:**

- Once tickets are submitted, Okta accounts will be created and requestors will receive confirmation.
- Notifications will be sent to all requested emails indicating next steps to finalize Okta credentialing.
- Users should complete all steps as directed prior to **Thursday, December 21**.
- The Medallia tile and access will be automatically provisioned with Okta, but may be hidden until early January when the Medallia portals are integrated.
  - *Note: Okta accounts may be requested after the Thursday, December 21 deadline, however, there may be a delay in when Okta and Medallia credentials are available to those users.*

### **Questions?**

- For questions on obtaining Okta access, follow the normal process to inquire on your ticket, or [contact Franchisee Care](#).
- For questions or issues with the Medallia platform, please fill out a ticket [here](#).
- For questions or assistance with the Reputation Management process, please fill out a ticket [here](#).

**Reminder: We've Moved**

 **Please Note Our New Address**

Our corporate headquarters have moved to the new Pike & Rose development in North Bethesda, Maryland. **Our new address is 915 Meeting Street, Suite 600, North Bethesda, MD 20852.** Going forward, all communications and notices required or permitted under your Franchise Agreement and related documents should be sent to this address.

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