

09232021 / 24092021 -- Consortium Leadership Community Meeting

Date and Time:

23 September 2021 - All items on the board
17:04 (UTC+00:00)

Facilitator:

Brian Parker

Attendees:

Mindee, Mindee Waltz (she/her), Henry Kelly

Summary:

Actions:

Learnings:

Topics discussed:

Anybody using the TNew Education registration plug-in?

Votes: 3

Suggested by: Henry Kelly

Comments:

- Brian Parker
Henry: Alliance Theater had a TNEW customization done in 2016 to handle extra questions involved with registering for a theater school class. At the last TLCC, learned of a standard plugin for education that is available for TNEW at this time. Potentially this new plugin is a perfected version of the previous "Frankensteined" code that was put together.
- Brian Parker
Mindee: Also got an Education customization TNEW worked out in 2016. Bit of a slog to work through, and not as streamlined as what is available more recently through the Network. Taking the time to determine whether it would make sense to update customization, use the Base Code, or use standard functionality. Have used the TNEW Base Code since January of 2021 and it has been an upgrade generally speaking, with some hiccups. Base Code comes with a report as part of the overall package for reporting on the answers. Report has been a

nice alternative to creating hundreds of Output Set Elements to report data instead. Some issues overall, but relatively happy.

Protected Constituent Records: Any gotchas to watch out for?

Votes: 2

Suggested by: Brian Parker

Comments:

- Brian Parker
Brian: Recently working on implementation for an organization with some celebrity records that need to be protected, and curious about any gotchas or suggestions around their use.
- Brian Parker
Nobody on the call had specific use cases for protected constituents being used for celebrity data.

CC Deletion & Tokenization Utility: has anyone changed their "purge" date parameters for the COVID era?

Votes: 2

Suggested by: Mindee

Comments:

- Brian Parker
Mindee: About to (hopefully) tokenize in the TEST environment. Currently run the CC Deletion Utility monthly without tokenizing any of the credit cards in the database. Not currently purging rows from the credit card server log, because of the references being required for refunds. Documentation says that the "Refund Prior Payments" function requires that credit card server log rows exist, so it's necessary to hold off on doing this until the time for a refund has been processed.
- Brian Parker
https://www.tessituranetwork.com/Help_System_v151h/Tessitura.htm#Payment%20Methods/P2PE%20Only%20only
- Brian Parker
Brian: Along with the link shared here, talked about how it is possible to switch Windcave EMV devices from the default EFTPOS configuration (primarily used with wired devices like Ingenico iPP350s) to a HIT over USB configuration which allows the wired device to function as a Cloud EMV device and thus be able to enter credit card numbers to the constituent record using the keypad of the EMV device in P2PE-only mode.

Any experience with purge constituent?

Votes: 2

Suggested by: Henry Kelly

Comments:

- Brian Parker
Henry: Just had some fraudulent account creation happen in the database. Experimented with running the purge constituent utility for a small number of records and was surprised at the amount of time it took to run, plus the records technically remaining in the database (with selective purging of data fields/replacement with "Purged" in those fields).

- Brian Parker
Mindee: This has been consistent with my findings as well. Used to monitor fraudulent and bot accounts coming into the database from TNEW (stemmed by the application of reCAPTCHA on the sites, thankfully). Regular monitoring of the purge review and I am the only person who can actually run the utility. Sometimes send constituent IDs to power users at organizations to ask users to do further investigation of the record. Difficulties using in a consortium because sometimes patrons are shared and cannot be fully purged out.
- Brian Parker
Brian: No experience using the purge constituent utility in Tulsa thus far.