



ATTN AutoClerk Customer

There has been an increase in social engineering attempts throughout the hospitality industry over the last several years. We are sending you this notification to advise you to remain skeptical of any unsolicited requests to access your systems.

In a recent example, an AutoClerk customer property was targeted. The attackers contacted the night auditor and convinced them that remote access was necessary to deploy updates. Once the night auditor allowed the connection for the attacker, the attacker assumed the same access as the night auditor and was able to successfully complete various processes within the PMS system.

Below are some measures you can take to reduce the risk of successful social engineering at your property:

1. Train your front desk staff to follow the following validation process when receiving one of these calls. Your staff should be politely ending any calls requesting access and then calling back the calling organization at a known good number, not a number provided by the caller.
 - a. Take down their full name, phone number, and what organization they are calling from.
 - b. DO NOT call them back on the number provided. Instead look up a known good number for that organization. For Best Western numbers you can look on Member Web.
 - c. Call them back on the known good number.
 - d. If in doubt, contact the Best Western Property Help Desk at 1-800-528-1902 and they can help you to validate the call's legitimacy.
2. Have your front desk staff watch the following training video describing how these social engineering attempts occur and how to prevent them: <https://www.youtube.com/watch?v=nB5OYZIB7IA>
3. We recommend blocking any remote access tools you do not officially use at your firewall's edge. You can accomplish this by opening a ticket with the Property Help Desk.
 - a. Please include the approved remote access tools for your property while requesting all others are blocked.
4. AutoClerk Support Notes
 - a. AutoClerk support will only ask to connect through esupport.autoclerk.com via Bomgar/BeyondTrust.
 - b. AutoClerk support can be reached at 1 (866) 750-3144 to confirm validity of any suspicious requests for someone claiming to be from AutoClerk.
 - c. If caller is claiming the support number has changed, you can confirm the correct number in AutoClerk itself.

If you have any questions, please reach out to support@autoclerk.com.

Best Regards.

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