



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.

Successful social engineering attempts have become a serious problem for hotels as they have resulted in an attacker getting access to everything that the current hotel user has access to. This includes, but is not limited to, email, PMS, file shares, and other systems available on a machine that remote access was granted to.

Listed below are some measures and considerations for you to reduce the risk of successful social engineering at your hotel:

1. Educate your staff on how to handle someone contacting them and requesting remote access. Below are some questions that you want to make sure your staff knows how to answer when these situations come up:
 - a. Who are they authorized to allow access to a system to and how should they verify the person requesting access is who they say they are?
 - b. Should they be obtaining certain levels of approval for these types of requests?
 - c. Should they be installing any tools on their machines without a certain level of approval?
 - d. If they realize they've been tricked and mistakenly granted access to an attacker, what immediate steps should they take?
2. We recommend working with your IT to ensure that any unauthorized remote access tools are blocked at your firewall.
 - a. *Note that AutoClerk support will only ask to connect through esupport.autoclerk.com via Bomgar/BeyondTrust.*
3. We recommend that you limit who is allowed to install software on your workstations to those who need to, such as IT staff.

We are encouraging all our customers to think about the impact if an attacker were to gain unauthorized access to one of your machines and start considering preventive measures you can take to reduce your susceptibility to these types of attacks.

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

Best Regards.

Clay Porter - Senior Manager
623-780-6450
clay.porter@autoclerk.com

