

### Request a new virtual system

Request a new virtual system from Microflex Product Support (MPS). Provide the name of the system (for example: 105 - Superstar Arena). All markets should have between 5-10 'empty' virtual systems so that minimal time is required for the creation of a new system.

### Create classes in *Class editor 4.03*

1. The number of classes will change according to business needs. At least one class is needed in order to be able to log into that system (for example: Admin).
  - **No** (number): Automatically defined
  - **Name:** Admin
  - **System:** (the system that has just been created)
  - **Type:** Local
  - **Source:** Box Office (Internet is only for web classes and Phone is only for Call Centre classes)
  - **Default DB:** There should only be one to select
  - **Network Class:** Admin (network classes allow local classes to be accessed by virtual systems other than the virtual system where the local class was created). For venue classes, you will not need to add a network class.
2. If network classes are needed, they are created like this (for example: Outlet).
  - **Number:** Automatically defined
  - **Name:** Outlet
  - **Type:** Network
  - **Default DB:** There should only be one to select
  - **Network:** Select market
  - **GMX Outlets:** Ignore
  - **Service charge priority class:** Used when a reservation is made by one class and later sold by another class. The service charge that will be applied will be the class that has a priority.

### Create users in *User and cashier editor 4.04*

1. Template users should be created to save time. These should be created on the same system where the client DB is located. See job aid on batch creating users.
2. Create cashier groups.

- Cashier groups are used to create sales summaries by group. For example, all box office users in one group and all Ticketmaster internal staff in another group either on the local system or on other systems.

### 3. Complete **Properties** tab

- **Code:** Generally first name's initial and last name followed by system number. If there are many departments using the system, recommend adding department abbreviation. Example: LJensen104 or CSLJensen104 (Customer Service).
- **First Name:** Should include department initials if that was included in the user code.
- **System:** Same system as is being used.
- **Organization:** Organization responsible for user.

#### **Cashier Mode**

- **Unique:** User gets the same cashier number in all classes.
- **Automatic by class:** User gets a different cashier number depending on which class is being used. (Recommended)
- **Shared:** Multiple users of the same class have the same cashier number.

#### **Master pincode**

- Not used often.
- Must be at least 5 characters. Used as master pincode on prepaid bookings if you do not have the correct pincode that is provided with a particular booking.

### 4. **P.O.S. configuration** tab

- Select the cashier group.
- **Customer Record:** Permission to create customer records
- **Phone Sales:** If this is not checked you cannot select MOD nor send confirmation emails.
- **Print Tickets:** Permission to print tickets
- **Print Cards:** Permission to print season cards
- **Priority:** The priority the classes should be shown when logging in and also in P200, 0 is the highest priority. If multiple classes are 0 then the class that is underlined will be showed first.

### 5. **User permissions** tab:

- System admin permission will give user admin rights in programs 4.03, 4.04, 5.01 and 4.08. Needs to be combined with application permissions in 5.01.

### 6. Create password.

## **Confidentiality (9.41)**

1. Add confidentiality configuration to newly created class.

- **Independent** database configuration
- **Dependent** database configuration

See help file for details.

### Method of delivery (5.14)

1. For each applicable method of delivery, give permission to the newly created class.

### Method of payment (5.09)

1. For each applicable method of payment, give permission to the newly created class on the **Systems/Outlets** tab.

### Method of payment processing (5.10)

1. **Payment processing configuration by class** tab
  - Choose configuration group that is applicable to each class. **Payment processing configuration** tab shows the different configuration groups based on the different types of authorization needed.

### Add seat attribute (2.03.3) if applicable

1. Create seat attributes in 3.10 (local and global).

### Blocking codes (3.05)

- Create blocking code catalogs and give permission to newly created class.
- Adjust blocking codes as needed.