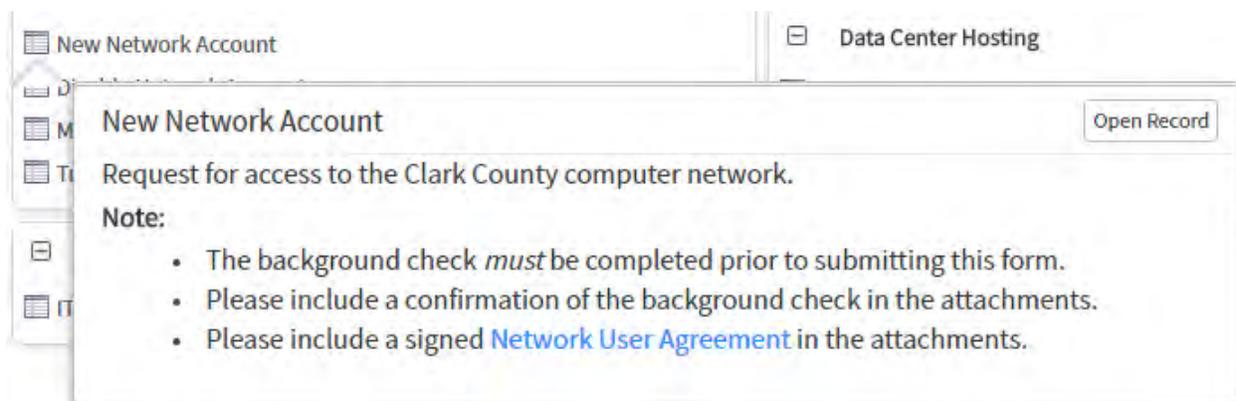


# PCI and RecTrac Access Procedures for New Hire:

1. Supervisor submits a New Hire request for Network Access in **Service Now**, attaching passed Fingerprinting & Background email confirmation and Network User Agreement.



In the **Additional Information** field include the need or no need for RecTrac and any other additional needs. You can try adding request for the following:

- Shared Mailbox Access
- P>Drive Folder Group Access
- RecTrac Access: like whom (username), position, & for what site
- Include phone change info for Telecom: phone #, location, Mac Address, & other lines need in what order.

But you may have to create another Service Now Request to modify the account after the new hire's account has been created.

## Additional Information

Employee will need access to RecTrac.

- If RecTrac is not needed, please add that statement in the Additional Information box

## Additional Information

Employee does not need RecTrac.

For **Modify Network Account**, click the RecTrac needed toggle:

Options

RecTrac

2. While waiting for the personal network login to be established, Supervisor may request the use of a training network login ("PRTrain" request password from PR Support Desk). New Hire may login and train in RecTrac using the RecTrac Demo Training Login "**TRAIN**" and password "**demo**":



The New Hire should access RecTrac Labs in RecTrac Demo to learn basic RecTrac navigational skills and functions; there are multiple skill labs:

The screenshot shows the 'Support' section of the RecTrac Demo interface. It includes a search bar for help, a 'Customer Support' link, and a 'The RecTrac Lab' link. Three callout boxes provide details:

- RecTrac Help - Enable In App Help:** activates little "i" over fillable fields providing information about the field content.
- Customer Support Button:** Allow the employee to activate RecTrac Lab
- The RecTrac Lab:** Allows you to access video trainings to build RecTrac Skills.

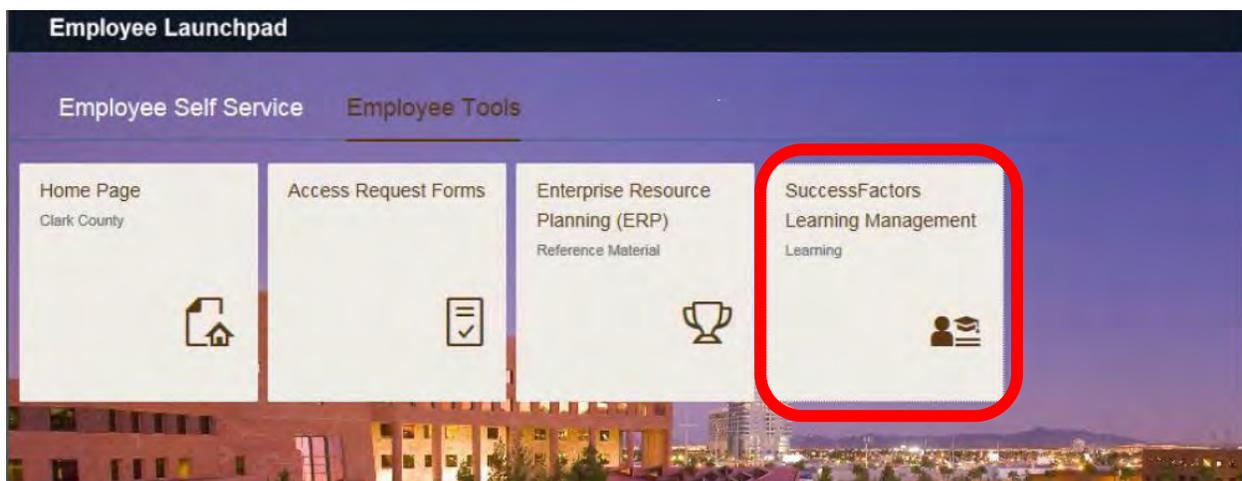
Additional text on the page includes: 'The VSI Support team is dedicated to helping you manage your business. Our expert support professionals and services are here to ensure your success.' and 'Drop in to the Lab to brush up on your RecTrac skills. Our e-learning courses are simple, entertaining, and cover the basics of migrating and processing in RecTrac.'

At the bottom, the version information is: 'RecTrac 3.1.10.06.02 Services:Unknown Exe:3.1.5 .NET Version:528040' and a toggle for 'Use VSI Screen Design'.



3. Once the New Hire has network access and an Outlook email, IT will forward the request ticket to the PR Support Desk to set up RecTrac access.

4. The New Hire must log into Employee Self-Service (ESS) and complete three Payment Card Industry (PCI) Data Security Trainings necessary for access to RecTrac. The trainings are in SuccessFactors:



If the 3 trainings have been assigned by the supervisor, then you will find them in “My Learning Assignments”. If they have not been assigned, then search for each training, “PCI-101”, “161”, “141”, and assign to yourself by clicking “Assign to Me” or the supervisor can assign the trainings to the staff.





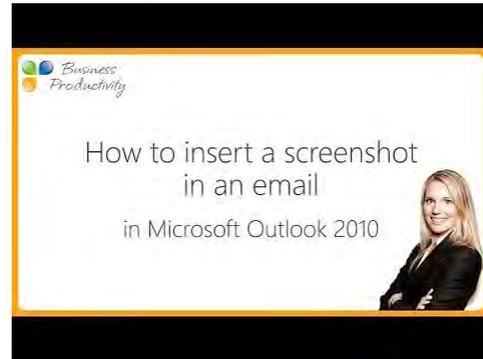
5. After the New Hire has completed the three trainings, the New Hire must read and review Parks and Recreation Fiscal Directive Policies:

- FD #10, PCI Compliance Policy
- FD #3, Payment Handling Policy
- FD #11, Customer Accounts Policy

6. After the New Hire has completed the three trainings and reviews the policies, the employee must complete and sign the **PCI Training and Policy Acknowledgement Form** and email to [PRSupportdesk@clarkcountynv.gov](mailto:PRSupportdesk@clarkcountynv.gov). Then the supervisor can access “My Team” in Success Factors and email a Learning History Report which includes the new hire’s name or screenshot the “Completed Learning History details” which includes the New Hire’s name and each training in an email to [PRSupportdesk@clarkcountynv.gov](mailto:PRSupportdesk@clarkcountynv.gov) as proof of the training completion.

SHARON AVILA RECREATION ASSISTANT PR_PR SUPPORT			
1/6/2021 09:02 AM	Equal Opportunity/Affirmative Action and Sexual Harassment Policy - Online Version	Policy Acknowledged	
12/7/2020 01:09 PM	Security Awareness Fundamentals	Attended	
12/7/2020 10:20 AM	PCI Essentials for Account Data Handlers and Supervisors - DSS 3.2	Attended	
12/7/2020 10:01 AM	Defensive Driving Fundamentals	Attended	
12/3/2020 10:01 AM	Phishing Awareness	Attended	
10/6/2020 12:09 PM	Clark County Whistleblower Mandatory Training Online	Attended	
3/13/2020 10:43 AM	Ergonomics in the Workplace (Update Available)	Attended	
3/13/2020 10:05 AM	Emergency and Disaster Preparedness	Attended	

Confirmation of trainings completion is needed before the RecTrac Account will be established. [Click the video to learn how to screenshot in an email](#)



6. Once the proof of the three completed trainings is received by PR Support Desk, a RecTrac Live account will be created and the username and temporary password will be emailed to the supervisor and the New Hire by PR Support Desk in a welcome email. New Hire can use their own Demo RecTrac access for continue training with assistance from center staff and/or PR Support Desk personal. If you have question are need assistance, please contact PR Support Desk at 702 455-8132 or [PRSuppotdesk@clarkcountynv.gov](mailto:PRSuppotdesk@clarkcountynv.gov).

## **Additional Resources:**

### **Assigning Courses in Success Factors**

**Click here to watch video (MP4)**

### **Success Factors Reports Training**

**Click here to watch video (MP4)**