MyBooking - User Guide

MyBooking (https://mybooking.bookingcenter.com/) is an online booking app that offers a personalized site for guests to manage their booking and personal Information. By logging in to https://mybooking.bookingcenter.com/, a guest can:

- View, email, or print their Booking Details of upcoming bookings.
- Cancel an upcoming booking (and pay a cancellation fee, if needed).
- Print the current Folio or any signed document on file for the booking.
- Edit Guest Profile information.
- Add a new credit card to become the 'Guarantee by:' payment for the booking.

All changes made by the guest are automatically updated to MyPMS. When a guest cancels a booking in MyBooking, the booking will be charged the cancellation fee that was saved wit hotel booking when it was made (if applicable), and update the status to Cancelled, freeing the rom for re-sell. Likewise, any changes made to Guest information is automatically updated.

Below is a step-by-step User Guide for the MyBooking App.

MyBooking

- MyBooking - Getting Started
- Self Check-in | MyBooking
- MyBooking - How does it work?
- MyBooking - User Guide
- MyBooking - Create Guest Password
- MyBooking - Email/Print Custom Letter
- MyBooking - Customize to Property
- MyBooking - Guest Update Only (MYBK)

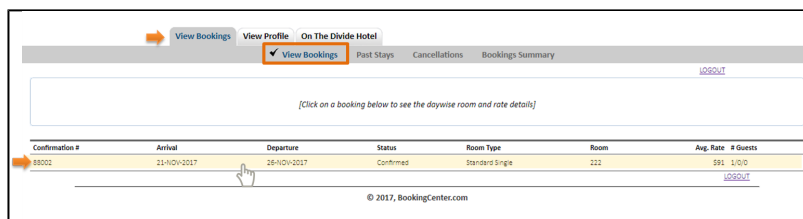## After logging in to MyBooking, you will see three Tabs:: View Bookings, View Profile and Property Information

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TAB 1: View Bookings
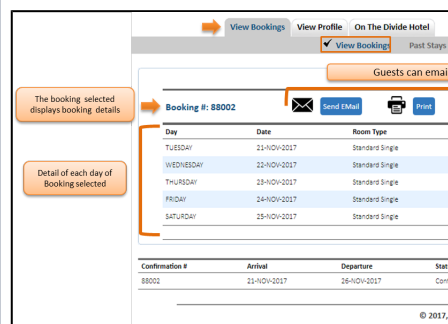
View Bookings

Displays a list of all upcoming Confirmed Bookings.

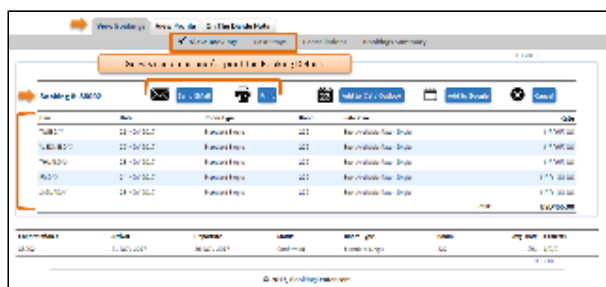By clicking on a booking in the list, the booking details expand

Click image to enlarge

By clicking on a booking in the list, the booking de type, room and rate information for each day of the option to email, print, add to calendar or cancel the

Click image to e

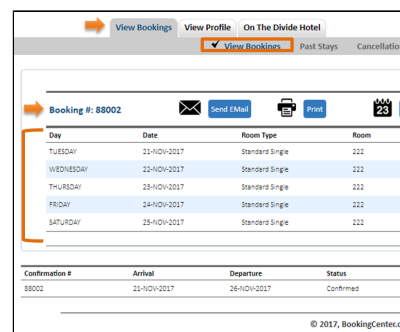**Email/Print Booking Details**

Cancel Booking

Past Stays

Click image to enlarge

Displays a list of all past Completed Bookings.

Click image to e...

By clicking on a booking in the list, the booking de...
type, room and rate information for each day of th...
option to email, print, add to calendar or print an i...

Cancelled

Displays a list of all Cancelled Bookings

Click image to enlarge

Booking Summary

Displays a summary of booking activity for the Guest with the following information.

- Avg # of Nights: 2
- Cancellation Ratio: 0%
- Most Freq Room Type: Standard Queen
- Most Freq Room: 220
- Avg Rate: $225.00
- Active Stays: 0
- Total Stays: 3

Click image to e...

TAB 2: View Profile

Displays Guest Details as entered in the Booking Data Tab in MyPMS as well as additional fields for Dietary Requirements, etc.

The Guest can click Edit to enter more information or modify the existing information.

Click image to enlarge

TAB 3: Property Information

General Information:

Basic contact property Information, phone, address, Address of the property. The information displayed here is entered in MyPMS in SETUP | S...
SITE DETAILS. See Site Details

Click image to enlarge

Policies:

Deposit, Confirmation, and Cancellation Policy Message.The information displayed here is entered in MyPMS in SETUP | SETTINGS | MARKE
POLICIES. See Marketing And Policies

Click image to enlarge

Location Map:

Interactive map showing property location. This map is automatically displayed with your location. Location is entered in MyPMS in SETUP | SE
GENERAL SETTINGS. Under Geography Section - Latitude and Longitude. See General Settings

Click image to enlarge