

Self Check-in | MyBooking

BookingCenter's **Self Check-in System** lets the Guest update details, payment methods, view policies, digitally sign documents and complete check-in from their mobile device. The process is fully integrated with MyPMS with synchronized status updates, customized messaging, [eSign - Digital Document Signing](#) and optional SMS Messaging ([subscription required](#)).

The Self Check-in function is completed in **MyBooking**, our secure Guest Portal, the BookingCenter guest portal which allows the guest to view and update booking details and complete self check-in. Access to MyBooking is enabled for each booking in MyPMS and is seamlessly integrated with BookingCenter Customized Letters.

To give the Guest access to MyBooking, the Guest is sent a customized "**Start Self Check-in**" Letter (email and/or SMS) with a secure link to MyBooking. The secure link emailed to the Guest is unique to each Booking and, therefore will display the details specific to the that particular booking. The only exception to this is a multi-room booking under the same Guest Name with the same Arrival date. If a Guest has a multi-room booking, then all of the bookings will display when any of the self check-in links are clicked in any of the bookings. This gives the Guests the ability to view the details and check-in each booking.

If the Guest clicks on the Self Check-in link **BEFORE** the Check-in date, then the Guest will be able to Manage the Booking, but the Check-in button will not display. See below for the detailed information.

To learn more about how the Self Check-in process works, see [Self Check-in | Setup Process](#)

MyBooking

When a Guest clicks on the Self Check-in link and logs in to MyBooking, they can:

1. Complete Self Check-in (assuming all criteria is satisfied) **ON** Arrival Date. The Self Check-in process is designed to only allow the guest to start and complete Self Check-in **ON** the Check-in Date. The Guest will only see the Check-in button and be allowed to complete the process if all criteria has been met, similar to the check-in process in MyPMS. If the Booking Criteria has not been met, then the a message will display telling the guest what action to take i.e. Add Payment Method.
2. Manage Booking (**Before** and **On** Arrival Date)
 - View and edit basic Guest Details
 - Add or update the payment method, email, print or add to a calendar Booking Details of upcoming bookings.
 - View Policies, Terms and Conditions
 - Email or Print Check-in Details, Receipt and Digitally Signed Documents
 - Cancel the booking

All changes made by the guest are automatically updated to MyPMS. When a guest cancels a booking in MyBooking, the booking will update in MyPMS and the status will change to Cancelled. Likewise, any changes made to Guest Details is automatically updated to the Guest Booking Information in MyPMS.

MyBooking - Top Header will always the following Booking information

- Guest Name and Confirmation #
- Arrival Departure Dates
- Room Type
- Room
- Detailed Daily Room and Rate breakdown.
 - **Number of Rooms Booked**
 - If the Guest has only one room booked, then only the booking details will display for that particular booking..
 - If the Guest has a multi-room booking, then ALL of the bookings under that Guest Name for check-in that day will display. The Guest can click on each booking to view and update details.

Below is a step-by-step User Guide for the Self Check-in - MyBooking.

Self Check-in Criteria

- **Room Not Assigned**
- **Room Occupied (previous guest not checked out)**
- No Credit Card not in **Guaranteed By**

Then, depending on date of login and the status of the booking the criteria met in MyPMS, a message will display directing the Guest on what to do next or the "Check-in" button will display allowing the guest to check-in. Read below for a detailed description of what happens when a guest logs in to MyBooking.

Date of Login

- If the Guest logs in **BEFORE the Arrival date**, then the guest will only be able to use MyBooking to update Booking Details and Payment Method, View Correspondence and Policies and Cancel the Booking. The "Check-in" button will not display to the Guest before the Arrival Date.
 - This message will display to Guest "*We are looking forward to your upcoming stay. Please check back on your check-in date to complete Self Check-in. To review or update booking details, use the links below.*"

Williams Jane - Confirmation #: 160502 Choose Language: English, US

Arrival Date: 30-MAY-2019 Room Type: Standard Two Single
 Departure Date: 01-JUN-2019 Room: 1111

We are looking forward to your upcoming stay. Please check back on your check-in date to complete Self Check-in. To review or update booking details, use the links below.

Manage Booking

[Update Guest Details](#) ▾

[Add/Update Credit Card Details](#) ▾

[Check-in Details and Correspondence](#) ▾

[Policies and Terms](#) ▾

[Cancel Booking](#) ▾



2304 Snow Street,
Nederland, CO

erica@bookingcenter.com

1-800-111-1111

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[Need Help?](#)

- If the Guest logs in **ON the Arrival Date**,
 - Then the "Check-in" button will display if all criteria is met in MyPMS.
 - If the criteria has not been met, then a message will display to Guest with next action. *This message will display to Guest "We are looking forward to your upcoming stay. Please check back on your check-in date to complete Self Check-in. To review or update booking details, use the links below."*

Jones Beth - Confirmation #: 159504 Choose Language: English, US

Arrival Date: 16-MAY-2019 Room Type: Standard Queen
 Departure Date: 17-MAY-2019 Room: 108

CHECK-IN ←

Confirmation#	Arrival	Departure	Status	Room Type	Room	Avg. Rate	# Guests
159504	16-MAY-2019	17-MAY-2019	✘ Not Checked In	Standard Queen	108	\$ 135	1,0/0

Manage Booking

[Update Guest Details](#) ▾

[Add/Update Credit Card Details](#) ▾

[Check-in Details and Correspondence](#) ▾

[Policies and Terms](#) ▾

[Cancel Booking](#) ▾



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