

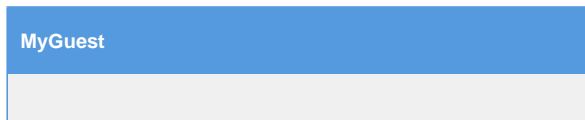
# MyGuest | Management

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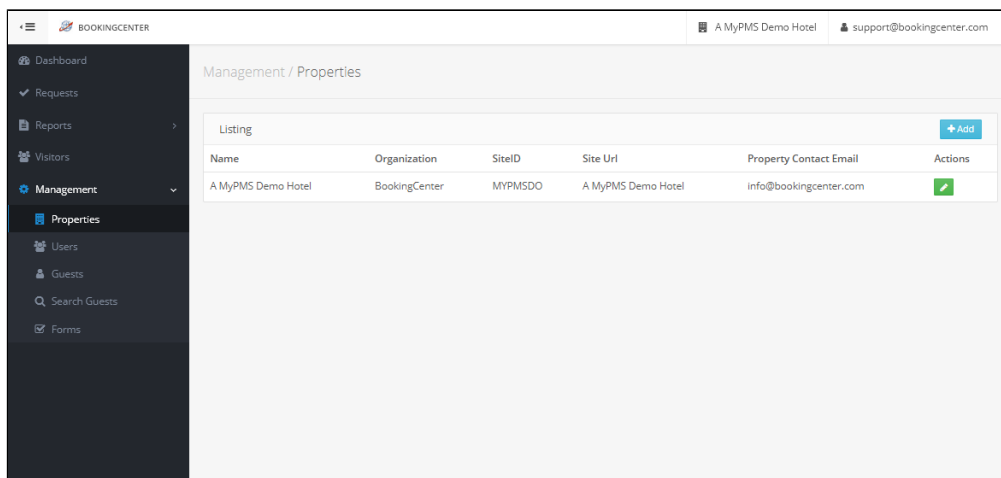
The Management Section is available to Users with "Manager" level access. The Management section allows Managers to manage and edit Users, Guest Records and Forms.

The Management Section contains the following sections.

- **Properties:** Displays a list of the properties associated with your login. If you only have one property, then only one will display.
- **Users:** Displays a list of Users with email address, role and edit function. You can also add users here.
- **Guests:** Displays a list of Guest Records with details and number of requests.
- **Search Guests:** Search by guest name, email or phone.
- **Forms:** Displays a list of forms used for Requests on your MyGuest site.
- **Text** to be used when a request is entered via an interface.

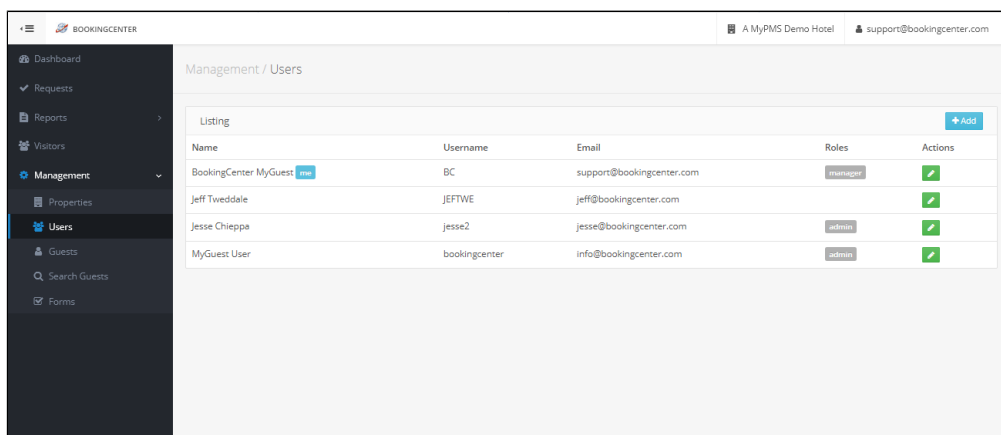


**Properties:** Displays a list of the properties associated with your login. If you only have one property, then only one will display.

A screenshot of the MyGuest web application interface. The left sidebar shows a navigation menu with options: Dashboard, Requests, Reports, Visitors, Management (selected), Properties, Users, Guests, Search Guests, and Forms. The main content area is titled "Management / Properties" and displays a table with one row of data. The table has columns: Name, Organization, SiteID, Site Url, Property Contact Email, and Actions. The data row shows "A MyPMS Demo Hotel" as the Name, "BookingCenter" as the Organization, "MYPMSDO" as the SiteID, "A MyPMS Demo Hotel" as the Site Url, and "info@bookingcenter.com" as the Property Contact Email. There is a green checkmark icon in the Actions column. An "Add" button is visible in the top right corner of the table.

*Click image to enlarge*

**Users:** Displays a list of Users with email address, role and edit function. Users must be added via the MyPMS Users area and assigned Users to MyGuest: Yes in order to login.

A screenshot of the MyGuest web application interface showing the "Management / Users" section. The left sidebar is the same as in the previous screenshot, but "Users" is now selected. The main content area displays a table with columns: Name, Username, Email, Roles, and Actions. There are four rows of data. The first row is "BookingCenter MyGuest" with Username "BC" and Email "support@bookingcenter.com", with a role of "manager". The second row is "Jeff Tweddale" with Username "JEFTWE" and Email "jeff@bookingcenter.com", with a role of "admin". The third row is "Jesse Chieppa" with Username "jesse2" and Email "jesse@bookingcenter.com", with a role of "admin". The fourth row is "MyGuest User" with Username "bookingcenter" and Email "info@bookingcenter.com", with a role of "admin". Each row has a green checkmark icon in the Actions column. An "Add" button is visible in the top right corner of the table.

**Guests:** Displays a list of Guest Records with details and number of requests.

BOOKINGCENTER

Dashboard

Requests

Reports

Visitors

Management

Properties

Users

Guests

Search Guests

Forms

A MyPMS Demo Hotel

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Management / Guests

Listing

Name	Email	Phone	Requests	
Joe Banks	jchieppa@gmail.com	7075551414	6	
John	jeff@bookingcenter.com	0	18	
John Doe	john@doe.com		14	
Jesse Chieppa	jesse@chieppa.com	1	2	
Sam Smith	test@Bookingcenter.com	12345678901	1	
Jeff Tweddale	Sales@bookingcenter.com	0	4	
Sally Stewart	sally.siewert@gmail.com		1	
Melissa Talsky	mtalskyislander@hotmail.com	310-503-6525	1	
John Doe	john@example.com	22	2	
Erica Johnson	erica@onthedivide.com	222-222-2222	4	
Dave Martin	dave@bookingcenter.com	1	2	
Erica Johnson	erica@bookingcenter.com	333-333-3333	1	
Jason tmms	jason@jasontimms.com	902	35	

BOOKINGCENTER	A MyPMS Demo Hotel	support@bookingcenter.com
<ul style="list-style-type: none"> <li>Dashboard</li> <li>Requests</li> <li>Reports</li> <li>Visitors</li> <li>Management</li> <li>Properties</li> <li>Users</li> <li>Guests</li> <li>Search Guests</li> <li>Forms</li> </ul>	<p>Listing &gt; Search Guests</p> <p>Management / Guests / Search</p> <p>Search Guests</p> <p>Erica Johnson</p> <p>Search Cancel</p>	

**Search Guests:** Search by guest name, email or phone. The "Search Guest Results" will display the following information. For details, see [MyGuest | SEARCH Guests](#)

- **Name:** Name of Guest
- **Email:** Guest email associated with Guest Request. If the Guest used different email addresses under the same Name, all records will display here
- **Phone:** Phone number of Guest if entered. Click "Edit Guest" to enter a phone number.
- **Requests:** Displays the number of Requests submitted by the Guest. Click on the number displayed to see the details of each Request.
- **Edit Guest:** Click this icon to edit the Guest Details.

**Forms:** Displays a list of forms used for Requests on your MyGuest site.

BOOKINGCENTER

Dashboard

Requests

Reports

Visitors

Management

- Properties
- Users
- Guests
- Search Guests
- Forms

A MyPMS Demo Hotel

support@bookingcenter.com

Management / Forms

Listing

+ Add

Name	Category	Property	Actions
Request Items	House Keeping Request - Items	Crowne Plaza	
Turndown	House Keeping Request - Turndown	Crowne Plaza	
Wake Up Call	Front Desk Request - Wake Up Call	A MyPMS Demo Hotel	
Wake-up Call	Front Desk Request - Wake Up Call	Hotel Ballard	
Request a Towncar	Transportation Request - Valet	Hotel Ballard	
Spa Menu	Spa Request - Treatment	A MyPMS Demo Hotel	
Request a Taxi	Transportation Request - Taxi	Hotel Ballard	
Taxi request	Transportation Request - Taxi	A MyPMS Demo Hotel	
Maintenance	House Keeping Request - Maintenance	A MyPMS Demo Hotel	
Maintenance	House Keeping Request - Maintenance	Steves Test Property	
Wake up Call	Front Desk Request - Wake Up Call	Steves Test Property	
Survey - Steve's test	Front Desk Request - Feedback	Steves Test Property	
Request Items Steve's test	House Keeping Request - Items	Steves Test Property	

## Custom Messages for Request Entries

Each Site can edit the text used for their Request messages when set by one of the automated events. The property can update the 'default text' for a specific message at :[https://myrms.bookingcenter.com/site\\_myguest.phtml](https://myrms.bookingcenter.com/site_myguest.phtml) - Note: don't forget to press UPDATE.

Code	Description
1	Self Checkin Letter Generated
2	Self Checkin Letter Signed
3	Self Checkin Booking Checked In
4	Self Checkin Booking Cancelled
6	Self Checkin Credit Card Declined

Unknown macro: 'page-turner'