

Self Check-in | MyGuest Integration

BookingCenter's **Self Check-in** lets the Guest update Booking Details, Add Payment Methods, Cancel the booking and complete the Self Check-in process from their *mobile* device. The Self Check-in function is completed in **MyBooking**, our secure Guest Portal. MyBooking is fully integrated with MyGuest and your PMS with synchronized status updates, customized messaging and digital document signing. Once a site is enabled for Self Check-in, MyPMS can be integrated with MyGuest to manage the daily process, and in real-time reports on what is happening but focuses on what is **NOT** going right - ie, the variances to your defined, daily process.

As an overview for how MyGuest works with **Self Check-in**, the Guest is sent (email and/or SMS) a customized "Check-in" Letter/SMS with a secure link to their Booking at a time of your choosing. It can be x days/hours *before* the arrival date/time, or it can be automated *on the day of arrival* - different customers choose differently.

Then, depending on the status of the booking and the criteria met, the following actions trigger a notification to MyGuest:

1. **Self Checkin Letter Generated** - MyGuest displays a Request for each booking 'outstanding'. Note, individual bookings can be set [empt from Self Checkin](#).
2. **Self Checkin Letter Signed** - once this occurs, the Self Checkin Letter is updated with the fact the Letter was signed and the eSign document is available for viewing in the Letters area of the Booking.
3. **Self Checkin Booking Checked In** - once this occurs, the Self Checkin Request is updated and closed, reducing clutter for the staff. This booking is now in active status.
4. **Self Checkin Booking Cancelled** - this can only be done prior to checkin, MyGuest updates the the Self Checkin Request.
5. **Self Checkin Booking Edited** - this can only be done prior to checkin, MyGuest updates the the Self Checkin Request.
6. **Self Checkin Credit Card Declined** - this can only be done prior to checkin, MyGuest updates the the Self Checkin Request.
7. **e-Sign Letter Generated** - this is a unique Request opened when the eSign Letter (email and/or SMS) is sent to the Guest. Optionally, eSign can be a requirement of Self Checkin, so that eSign requests are only made during the Self Checkin process and not as unique Requests.
8. **e-Sign Letter Signed** - if the Request was opened with the eSign Letter sent, it is closed when the Guest signs it, reducing clutter for the staff. The eSign document is available for viewing in the Letters area of the Booking.
9. **Self Check-in Attempted with Room or Room Type set to OVER** - if the Self Check-in system finds a Guest attempting to check-in to a Booking with an OVER assignment, then a MyGuest message will be immediately triggered with a Detail message: "Booking <Booking_reference number> attempted to Check-in with a Room set to OVER".

MyGuest notifications post to the [BookingCenter iOS App & Android App](#) immediately, the MyGuest [widget](#) on the front desk (optional), and post to the MyGuest tab part of the booking in MyPMS, allowing staff to follow exactly which messages have been associated with the specific booking. Changes made by the guest on their Bookings are automatically updated to MyPMS and notification sent to MyGuest, so staff can validate whether *cancelling*, booking *edits*, or adding a new *Guaranteed by*: payment method requires intervention.

When using MyGuest we recommend using the BookingCenter Manager's app, especially for the Users who will be associated with Requests for the category: Self Checkin.

Manager's App

MyGuest comes with an [iOS](#) and [Android](#) app for key staff for immediate alerts via 'push' notifications of incoming guest requests. This enables you to monitor your guests' requests in real-time while roaming the property or from anywhere via your smart phone. But for users who prefer to use a web browser, as opposed to a mobile app, the same data is available on the MyGuest [Management website](#).

