

Support Resources

When you have a question on a specific function or process, we recommend the following steps:

1. Search the [Knowledge Base](#) for articles on frequently asked questions, tips on using features and functions and best practices for managing your PMS. (See Tips for using Knowledge Base below)
2. Look for a [Video Tutorial](#) on the topic. Short, step-by-step tutorials on specific functions in MyPMS.
3. Refer to the [Online Documentation](#) for user manuals and step-by-step instructions.
4. If you need further assistance, Login and submit a Support Ticket.

Getting Started with MyPMS

Tips for using the Knowledge Base

We have some tips that may help you find the specific resources you are looking for more quickly.

- Go to the **Knowledge Base section** specifically relating to the product, service or topic. For example, MyPMS or GDS and OTA Channels. (See below). Then, choose the specific category or function. This will give you a list of all of the articles listed in that category.
- **Search** - Search by key word or phrase. Both of these methods will display a list of all articles with the key word, question or phrase in the title of the article and related articles associated with the search terms.
 - Key words: use a key word(s) such as, Rates, Folio or Reports or Transfer Folio Payment.
 - Phrase: Ask a question or enter a phrase. For example, "How do I set up Gift Certificates?" or "Manage availability on website."
- **Subscribe**: Enter your email to get email notifications of new postings in Latest Updates.

The screenshot shows the BookingCenter Knowledge Base interface. Callouts highlight the following elements:

- Login to Submit a Ticket**: Points to the 'Login' button in the top left navigation bar.
- Subscribe to Latest Updates**: Points to the 'Subscribe' button in the top left navigation bar.
- Search Key words**: Points to the search bar at the top right.
- Register and other links**: Points to the 'Register', 'Knowledgebase', 'News', 'Twitter', and 'Facebook' icons in the center navigation bar.
- Knowledge Base Sections**: Points to the 'KNOWLEDGEBASE' sidebar on the left, which lists categories like MyPMS, Setup, Demo, and General Operations, XML Team, Manuals, System Notices and Release Notes, Local Distribution Systems (LDS), Online Bookings, Commissions and Billing, Management Tool, BookingCenter Desktop, and GDS and OTA Channels.
- Latest updates**: Points to the 'Latest Updates' section on the right, which features an article titled 'Online Bookings and Distribution: How to Enroll In GDS Networks and/or OTA Contract Rates to Sell Online'.

Did you know that there are Help Icons in MyPMS?

There are help icons located throughout MyPMS sections. When you see a help icon, click on it to see specific articles and videos related to the page or topic in the Knowledge Base.

REPORT LIST

Click on Help Icon to see help articles
on the current section.



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