# MyPMS Training Guide

Use our Quick Start Training Guide to get started with the most commonly used functions in daily operations.For in depth information and a step-by-by step guide of the MyPMS system, go to MyPMS User Manual.

We offer a variety of video tutorials on the most commonly used front desk functions. See https://www.youtube.com/BookingCenter.

To get started, watch the **MyPMS Front Desk Training Videos**, recommended for all first time users.

**MyPMS Front Desk Training Video (Part 1)**

**MyPMS Front Desk Training Video (Part 2)**

### Getting Started

- Support Resources
- System Setup
- Customize MyPMS
- Property Profile Website and GDS
- User Roles and Functions
- MyPMS Front Desk TABS
- Page Header

### System Overview

- Using MyPMS in Web Browsers
- Multilingual MyPMS
- Multilingual Booking Engine

### Tools and Navigation

### Bookings

- Create A New Booking
- Locate A Booking
- Confirm Booking
- Modify Bookings
- Cancel Booking
- Room Assignments
- Using Booking and Guest Comments
- Print Registration Card
- Letters eSign
- Email or Print Confirmation Letter
    - Multi Lingual Confirmation Letters
- Cancel a booking after its been checked in
- Add or Remove Days from Booking
- Change Room Type and Room - Edit Tab
- Modify Rates - Get New Rates
- Add Additional Guests
- Change Arrival and Departure Dates
- Change Date Range of Booking

### Manage Group Bookings

**Arrivals and Departures**

- Check-in a Guest
- Check out a Guest
- Prepare for Arrivals
- Print All Registration Cards For My Arrivals
- Registration Cards
- Same Day Checkouts
- Walk-in Bookings

**Managing the Folio**

**Tape Chart Management**

**Manage Availability**

**Manage Rates**

**Understanding Reports**

**Understanding the Night Audit**

- Night Audit
- Night Audit Procedures