MyGuest | Requests

When a new Guest Request is captured in your MyGuest system, an automatic notification for YOUR department is displayed on the Dashboard. The request is also added to the total number of "Guest Requests Submitted" on the Dashboard and to the **Requests** list. Staff can also be alerted to new entries via 'push' notifications

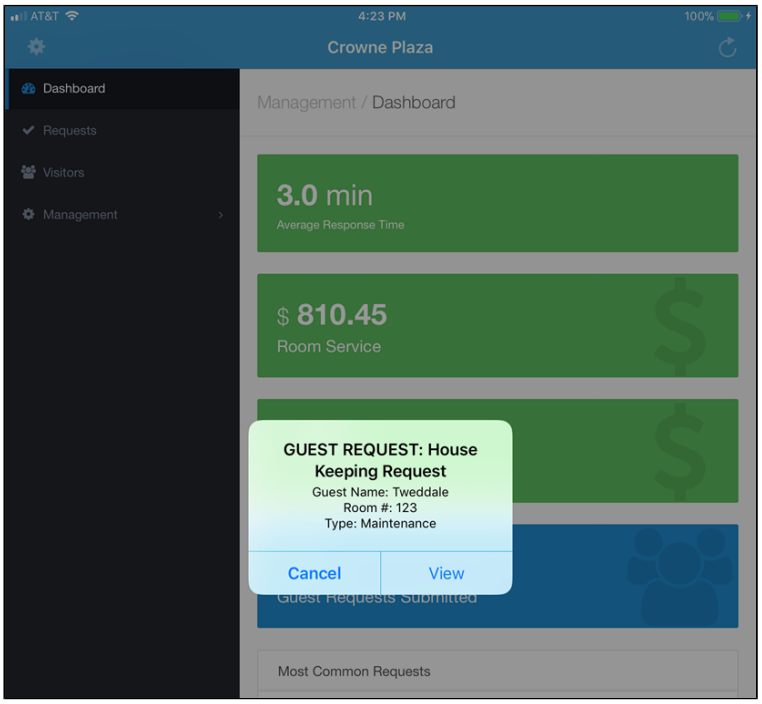
To view a list of all Guest Requests click on **Requests** in left menu. From here, you can click on each Guest Request to see the details, status and add comments.

MyGuest

Incoming Guest Requests

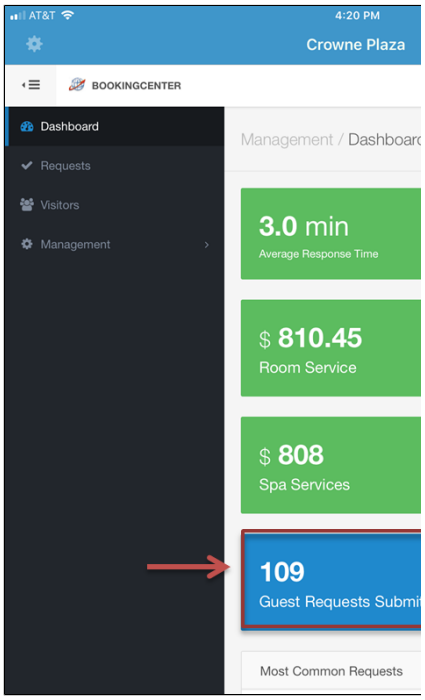
When a new Guest Request is captured in your MyGuest system, an automatic notification is displayed on the Dashboard. The Request will als "Guest Requests Submitted" on the Dashboard.

New Guest Request Notification



Click image to enlarge

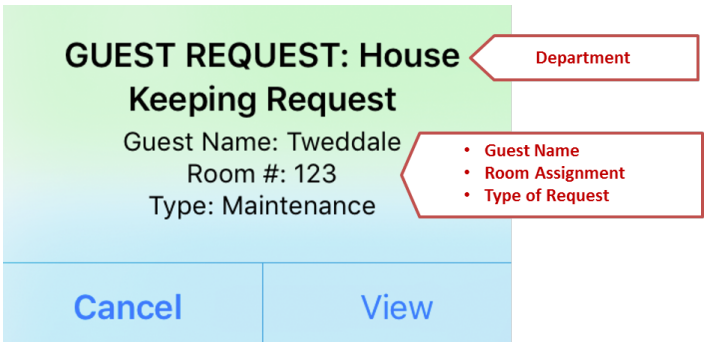
"Guest Requests Sub



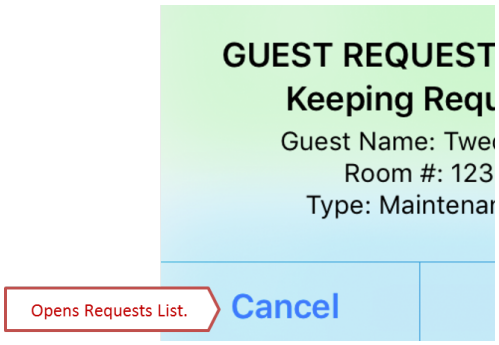
Click image to enla

New Guest Request Notification

The Guest Request Notification displays the department, guest Name, Room Assignment and the type of request. The Alert Notification has two Guest Request and view details. Click "Cancel" to go to the Request List.

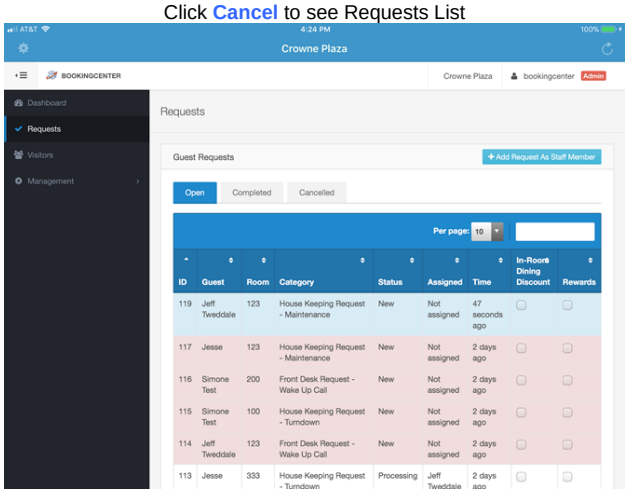


Click image to enlarge



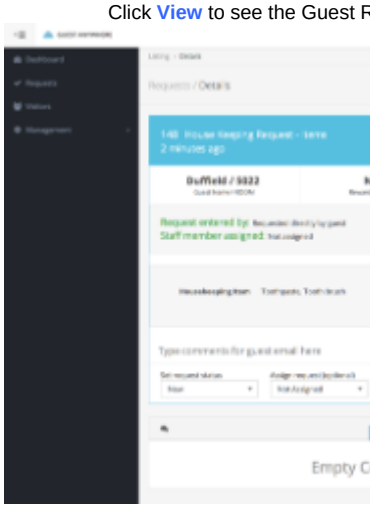
Click image to enla

Click **Cancel** to see Requests List



Click image to enlarge

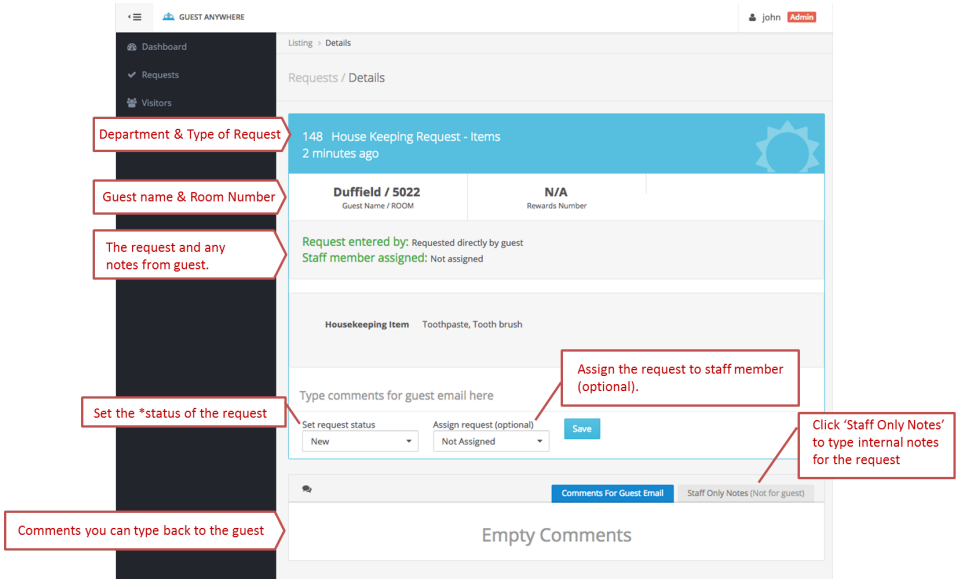
Click **View** to see the Guest F



Click image to enla

Guest Request Details

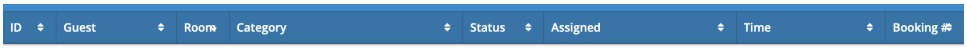
When you click "View" on the Guest Request Notification or click on any Guest Request in the Requests List, the Guest Request Details will ope
requests, Edit the Request info, set the status, assign to a staff member, add notes to a guest email or internal comments for staff.



click to enlarge image

Sorting Requests

Each Header can be clicked on to 'sort' the requests, so simply clicking "ID", for example, will sort by the ID of any request in the list viewed. Cl
sort'. Sorting can happen on any of these header records:

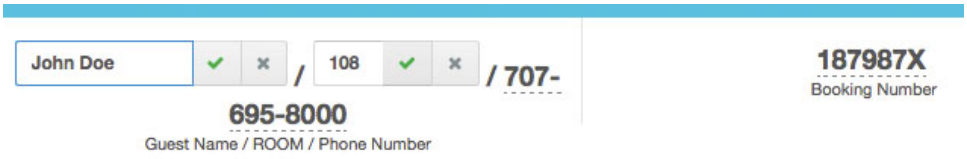


Handling Guest Responses

If you use the communication feature "Comments For Guest Email" to email the Guest, then your email will go the email address on file for the
however, the reply email goes to your *Property email* setup as part of your MyGuest profile. The email reply will NOT update the request in MyG
back from a Guest via email, and it's appropriate, have them update the request using the "Staff Only Notes" field so it persists with the ticket.

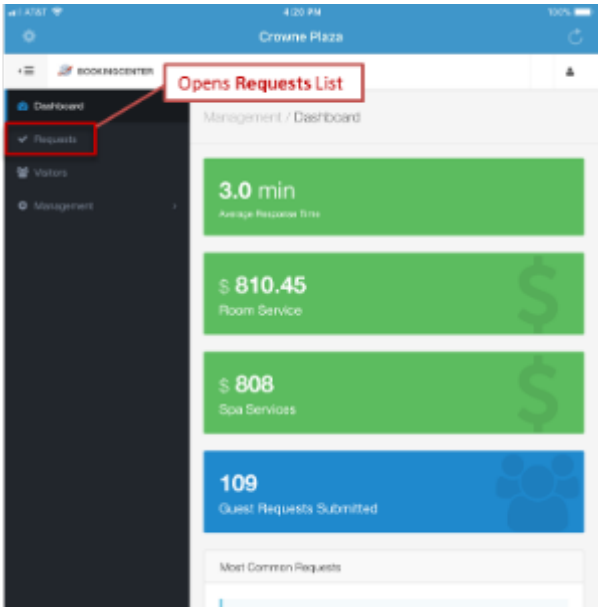
Edit Request Details

When you click on the fields for Guest Name, Room Number, Telephone, or Booking Number, there is a small edit box that allows you to edit th
entry. This allows for quick editing, as below shows:



Viewing Guest Requests

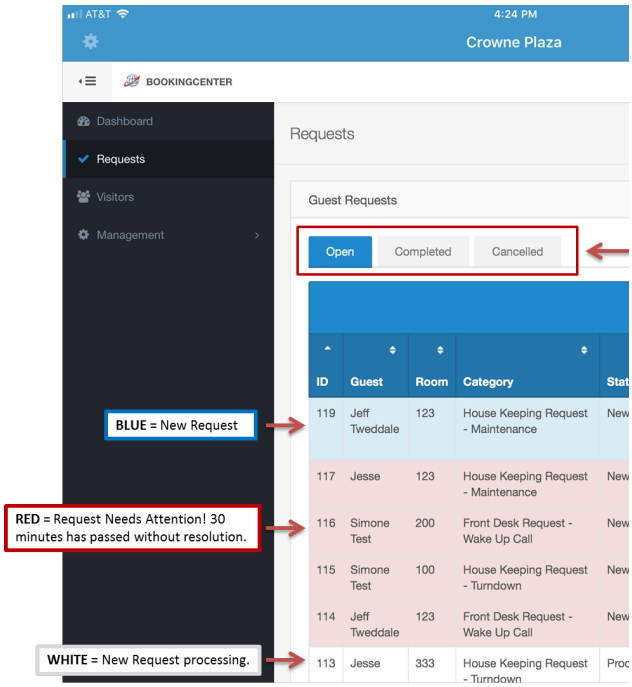
To view a list of all Guest Requests click on **Requests** in left menu.



Click image to enlarge

The Requests List displays all OPEN Requests. Each Guest Request is c

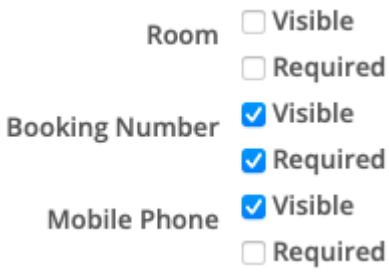
- **BLUE COLOR** = New request
- **WHITE COLOR** = Request is being processed
- **RED COLOR** = 30 minutes has passed and this request needs atter



Click image to enlarge

Which Fields to Show (make visible) and Require on Requests?

Your Property is offered a set of optional headers that determine whether a data element will be ***visual*** or ***required*** for submission. We call these your "Request Form Optional Elements". Your choice will apply to all Forms in your setup, so choose whether to show (***visible***) or ***requ ire*** these data elements.



Your Account rep can make these choices for your Request Forms.