

Self Check-in | Using Auto Letters

There are two Letters that need to be created for the Self Check-in process: **"Self Check-in Start"** and **"Self Check-in Complete"**. Once these Letters are set in Default Letters, then they will be automatically be sent to the Guest on Arrival Date and when the Guest is Checked-in. However, you can also choose to send the "Self Check-in Start" Letter, eSign Request Letter, or any other Letter on a date before the booking.

Remember, both of these Letters also need to be set as the Default for Self Check-in Letters and the method of delivery selected, email and/or SMS. See [Self Check-in | Default Letters](#)

See below for detailed instructions

Self Check-in

The **"Self Check-in Status" Letter** starts the self check-in process by automatically sending the Guest an email and/or SMS with a secure link to access MyBooking. This Letter **MUST be scheduled for delivery ON or BEFORE the check-in date**. The timing of what day this occurs is up to you. If you want to start the check-in process before arrival and give the guest a chance to update booking details or cancel the booking, then schedule delivery before check-in. The Check-in function will only be enabled ON the Check-in date. Before this date, the Guest will ONLY be able to manage their booking.

Schedule Delivery for "Self Check-in" Letter to EMAIL

The Self Check-in Letter starts the self check-in process by sending the Guest an email and/or SMS. with the link to MyBooking. Set up an Auto Letter event to schedule Delivery.

- Go to **SETUP | PARAMETERS | AUTO LETTERS**
- Click Add
- In the "Event" drop-down menu, select Self Check-in Email
- The Event Details screen will open.
 - **Letter:** Select the Default Letter that you created or the Default BookingCenter Template.
 - **Days:** Choose the number of days on or before check-in that you want to automatically send emails.
 - **Timing:** Select Before (I.e. 2 days before Check-in)
 - **Notes:** This field is for your notes. It will not be displayed to Guests.

Schedule Delivery for "Self Check-in" Letter to SMS

The Self Check-in Letter starts the self check-in process by sending the Guest an email and/or SMS. with the link to MyBooking. Set up an Auto Letter event to schedule Delivery.

- Go to **SETUP | PARAMETERS | AUTO LETTERS**
- Click Add
- In the "Event" drop down menu, select Self Check-in SMS
- The Event Details screen will open.
 - **Letter:** Select the Default SMS Letter that you created or the Default BookingCenter Template.
 - **Days:** Choose the number of days on or before check-in that you want to automatically send the SMS message. This should be timed with the email.
 - **Timing:** Select Before (I.e. 2 days before Check-in)

Notes: This field is for your notes. It will not be displayed to Guests.

 Unknown macro: 'page-turner'