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 AuditNight Audit Procedures