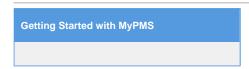
## **Support Resources**

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.



## 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.

	BookingCenter	Search Key			
Login to Submit a Ticket	Home Knowledgebare Marie Tuitter Facebook words English (U.S. Latest Updates				
Knowledge Base Sections	Login Subscribe	What can we help you with?			
	Remember me	Register Knowledgebase News Twitter Facebook			
	Lost password Login	Latest updates			
	KNOWLEDGEBASE MyPMS (529) Setup, Demo, and General (4) Operations	Online Bookings and Distribution: How to Enroll In GDS Networks and/or OTA Contract Rates to Sell Online Posted by Rebecca Meeler on 26 Oct 2014 0552 PM			
	XML Team (24) Manuals, System Notices (4) and Release Notes	Now is the time to start boosting your propery's online distribution and BookingCenter is here to assist!			
	Local Distribution Systems (8) (LDS)	Let us introduce you to Online Distribution of Rooms, Rates, and Availability to the global community! Many properties are keenly familiar or capable of navigating the throws of Online Distribution of property management. But did			
	Online Bookings (261) Commissions and Billing (10)	you know you could manage a variety of online distribution vehicles directly from your BookingCenter PMS?			
	Management Tool (88) BookingCenter Desktop (292)	How does online distribution work? The Global Booking Network is what BookingCenter refers to all distribution vehicles carrying your rooms, rates, availability beyond your own property's website.			
	GDS and OTA Channels (42)	What is BookingCenter's role in online distribution? BookingCenter offers seamless connections from your BookingCenter			

## 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.

Front Desk Booking	Reports Arrivals In	n House Departures	Search Syste	em Date: 15-JAN-2015		
REPORT LIST Click on Help Icon to see help articles on the current section.						
Daily Reports	Group Reports	Housekeeping	Manager	Accounting		
Arrivals Batch Settlements Booking Comments Cancellation Departures High Balance In House Guest Ledger In-House Item Analysis Print All Reg Cards	<u>Group Summary</u> <u>Rooming List</u>	<u>Out of Order Rooms</u> <u>Turndown</u> <u>Vacant Room List</u>	Booking Production Bookings Managers Report Occupancy Occupancy Forecast Revenue Tax Exempt User Activity	Accounts Receivable Aging Advance Charges Advance Deposits Owner Statement Transaction Summary Transactions Travel Agent Commissions		