



MOBILE ACCESS

Enter your hotel room with your mobile

Using: GuestKey – Apaleo - Hotek

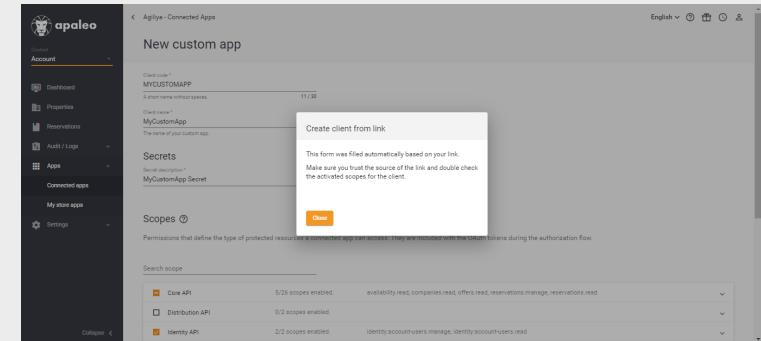
Version 1.1 2020



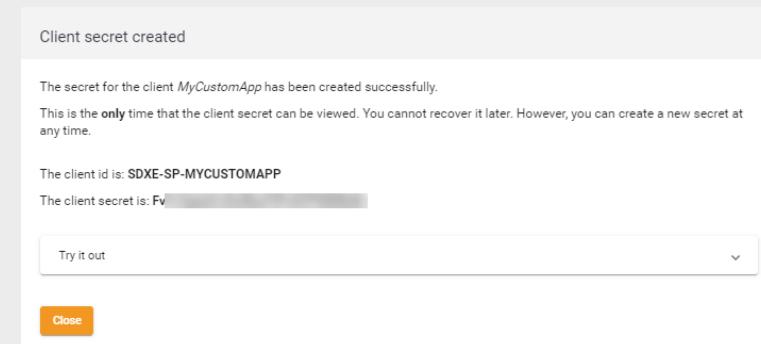
BOARDING PROCESS

PT. 1

1. Hotek will send you a link to connect your Apaleo account.
2. When opening the link you will see the message “Create client from link”: see screenshot 1 on the right.
3. After closing the message scroll down and click on save.
4. ATTENTION: after clicking on save you will see a popup with a **client id** and **secret**: see screenshot 2 on the right.
5. Save these two credentials and proceed to the next page.



1

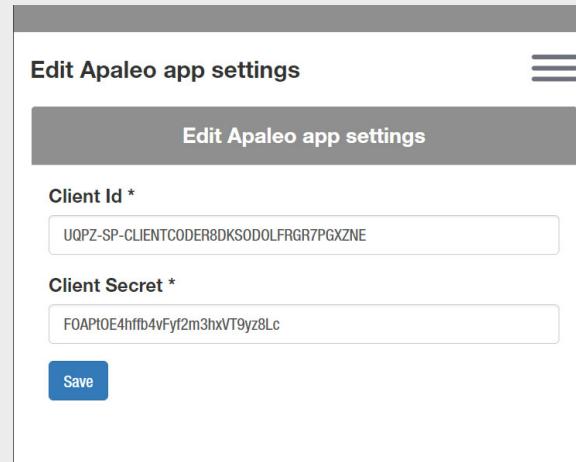


2

BOARDING PROCESS

PT. 2

1. Login to the GuestKey reception tool using the credentials you received from Hotek.
2. Click on the menu button and chose for “Apaleo Integration” in the menu and fill in the **client id** and **client secret** you received from Apaleo and click on Save.
3. Your cloud locks are now connected with your PMS!

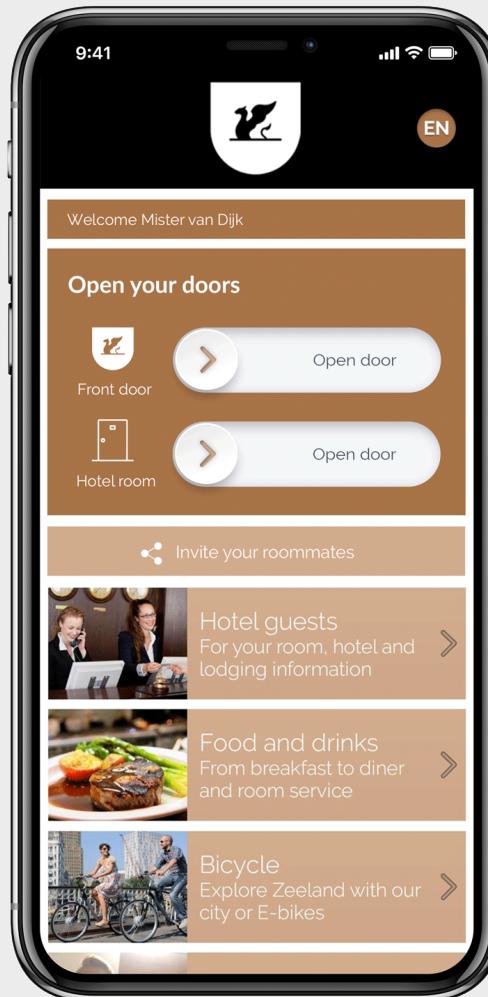


The screenshot shows a mobile-style interface for editing app settings. At the top, a grey header bar contains the text "Edit Apaleo app settings" and a three-line menu icon on the right. Below this is a dark grey action bar with the same text "Edit Apaleo app settings". The main content area has two input fields: "Client Id *" with the value "UQPZ-SP-CLIENTCODER8DKSODOLFRGR7PGXZNE" and "Client Secret *" with the value "FOAPIOE4hffb4vFyl2m3hxVT9yz8Lc". A blue "Save" button is located at the bottom of the form.

HOW DOES IT WORK

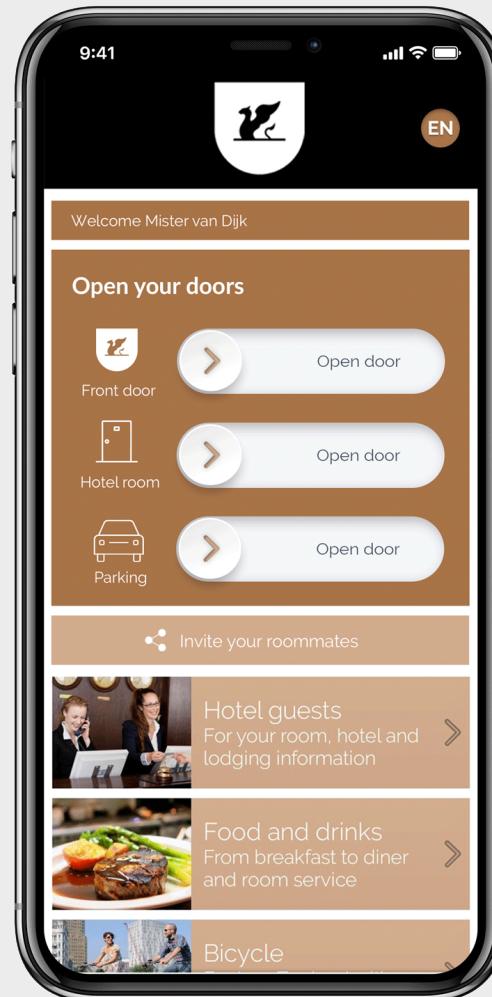
GuestKey is connected with Apaleo

1. Guest is checked in using Apaleo.
2. Within 1 minute an e-mail or/and SMS is sent to the guest with a smartlink.
3. When the guest clicks on the smartlink a browser will open and he will see the doors he has access to and can open them using the sliders.
4. A guest can forward the e-mail or hit the share button to give his travel companions access to the same digital keys.



BUSINESS LOGIC

1. When a room change is made in Apaleo the access to the room is also changed in GuestKey within 1 minute.
2. When the e-mail address in Apaleo changes after check-in the guest will again receive an e-mail with a smart link.
3. After checkout access is immediately revoked.
4. When the length of the stay is changed the access to his room is changed accordingly within 1 minute.



E-MAIL

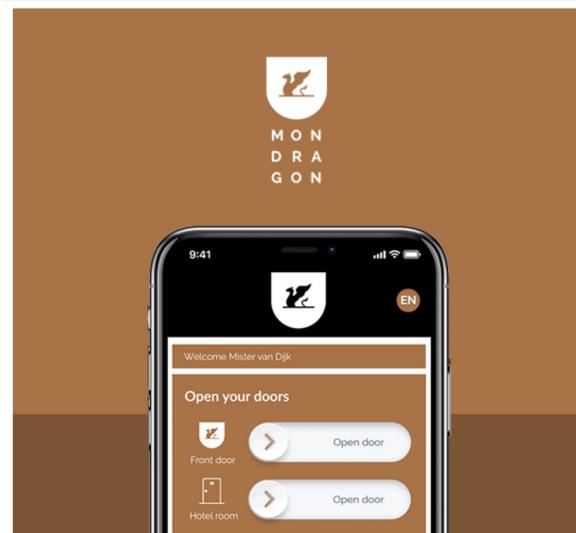
1. E-mail sent to guests is custom in the style of the hotel.
2. We can use the name of the guest and also show him the room number he has access to.

Your room is ready

Mondragon <mondragon@guestcompass.nl>
aan Ralf, bcc: connect

11:30 (1 uur geleden) Uitschakelen voor: Engels

Engels Nederlands Bericht vertalen



MON
DRA
GON

9:41

Welcome Mister van Dijk

Open your doors

Front door Open door

Hotel room Open door

Dear Ralf Gurski,
Your Room 37 is ready. Use the button below to get access to your room.

 Access to your keys

Kind regards,
Hotel Mondragon

CONTACT

ANY QUESTIONS?



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GuestKey is a fully cloud hosted platform with which you are always able to communicate directly with your customer, colleague or guest. It is easy to make real time changes to the web app, for example to upload new promotions or important messages. But also everything to properly inform the recipient. GuestKey also offers an excellent opportunity to generate sales, directly via the app interface.

