

## Unlock the full potential of mobile and enhance your guest experience.

Mobile access is an innovative tool that you can use to allow guests to better manage their stay using their own smartphone. For the first time, guests can entirely skip the front desk and go straight to their room for the most convenient, seamless check-in experience possible.



### A Summary of the Process

- 1.** Once a guest books a reservation, you'll send an invitation asking them to opt-in to the mobile access program. This invitation could be sent via text message or e-mail, and will direct them to download the hotel's mobile app.
- 2.** The guest uses the app to initiate check in and register in the program. You'll be required to provide them with a confirmation number to complete this registration.
- 3.** Your staff assigns the guest to a room and uses the mobile access software to digitally generate a mobile key.
- 4.** A push notification is sent by staff to the guest's smartphone alerting them of the room assignment.
- 5.** Guests can entirely bypass the front desk and go straight to their assigned room.\* By opening the mobile app and waving their smartphone in front of the door, they can gain access to their room without a traditional key card.

\*Dependent upon requirements of hotel's standard check-in policy

### Requirements for the Intelity Mobile Access Integration

- The Intelity Mobile Guest Service Platform
- Partnership with a Mobile Access Lock Provider