

Hotel Property Management System (PMS) - Sign-up and Login Guide

Sign-up Process

To create your Hotel PMS account, begin by visiting the official website and clicking the "Get Started" or "Sign Up" button prominently displayed on the homepage. You'll be directed to a comprehensive registration form where you must provide essential business information including your hotel name, property type (boutique, chain, resort, etc.), number of rooms, and complete address with city, state, and postal code. Personal details required include your full name as the primary administrator, official business email address, and a secure password meeting the system's requirements (typically 8+ characters with uppercase, lowercase, numbers, and special characters). Additional mandatory fields include your phone number, hotel license number, tax identification number, and preferred subscription plan based on your property size and feature requirements. During registration, you'll need to verify your email address by clicking a confirmation link sent to your inbox, and potentially provide business documentation such as hotel license certificates or tax registration papers for account validation. The system may also require you to set up billing information including credit card details or bank account information for subscription payments, along with selecting your preferred currency and time zone settings for your property location.

Login Process

Once your account is approved and activated, accessing your Hotel PMS dashboard is streamlined through the secure login portal. Navigate to the main website and click the "Login" or "Sign In" button, then enter your registered email address and password in the designated fields. For enhanced security, many Hotel PMS platforms implement two-factor authentication (2FA), requiring you to enter a verification code sent to your mobile device or email after entering your credentials. Upon successful authentication, you'll be directed to your personalized dashboard displaying real-time property data including current occupancy rates, available rooms, pending reservations, and daily revenue summaries. The system maintains session security through automatic logout after periods of inactivity (typically 30-60 minutes) and offers options to stay logged in on trusted devices. If you forget your password, utilize the "Forgot Password" link to receive reset instructions via email, ensuring you have access to your registered email account. For added convenience, many modern Hotel PMS platforms offer mobile applications with the same login credentials, allowing property managers to access critical functions, monitor reservations, and manage guest services remotely from smartphones or tablets, with full synchronization between web and mobile platforms.

Account Security and Best Practices

Maintaining the security of your Hotel PMS account is crucial for protecting sensitive guest information and business data. Ensure your password is unique and not used for other accounts,

and consider using a password manager to generate and store complex passwords securely. Regularly update your password every 90 days and immediately change it if you suspect any unauthorized access. Enable two-factor authentication whenever available, and keep your recovery email and phone number current to ensure you can regain access if needed. Monitor login activity through the system's security logs and report any suspicious activity to the PMS provider's support team immediately. Additionally, ensure that only authorized staff members have access to the system by setting up individual user accounts with appropriate permission levels rather than sharing a single login, and regularly review and update user access when employees join or leave your organization.