Quest Front Office Operations:
Digital Check In
Quest Learners Guide

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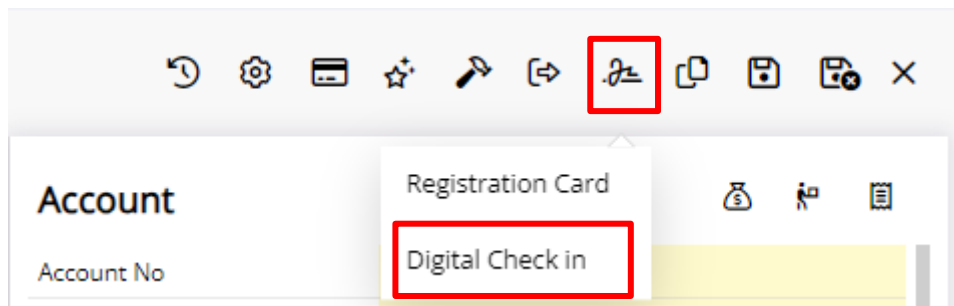# 1.0 About Digital Check In

RMS allows guests to check in digitally via our iPad when they approach reception. This ensures a smoother check-in experience as the guest can fill out all the required fields. Not only does this mean we don't need to print paperwork, but it also makes it comfortable for those guests who would rather not share their information verbally if there are other guests present.

2.0 Digital Check In

Once the guest approaches receptions and provides their name for check in, you will need to navigate to their reservation on RMS and select **'Registration Card'** then select **'Digital Check In'**. this will prompt the iPad at the front desk to commence the Digital Check in process.

- The guest is prompted to complete all the fields pertaining to their reservation.

Note: If the guest wishes to opt out of receiving marketing, they will need to untick the **'Yes, I would like to receive marketing'** tick box.

- Once the guest details page it is then required for the guest to accept the terms and conditions specific to the property and sign to proceed.

- Once all the required information has been entered and the guest has accepted terms and conditions by singing digitally, you will see the below screenshot confirming it has been completed.
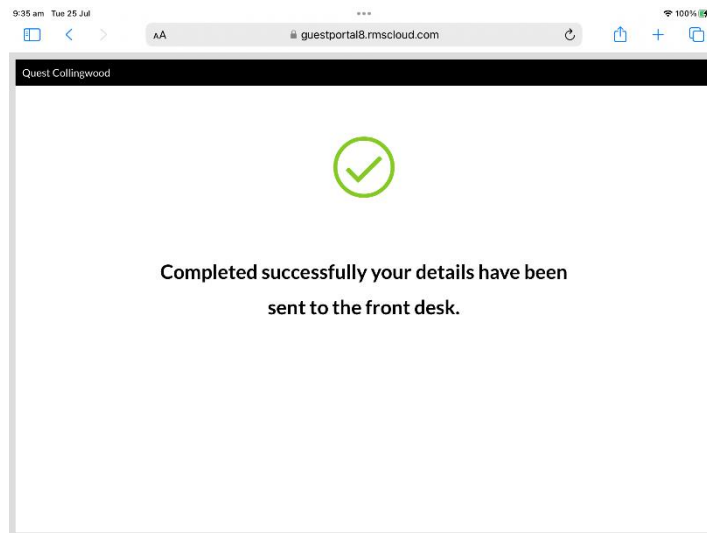
Note: The status of the booking will automatically change to **'Arrived'** and a copy of the signed registration form will be saved in correspondence.