

**Quest Front Office Operations:**  
**Digital Check In**  
Quest Learners Guide

## Contents

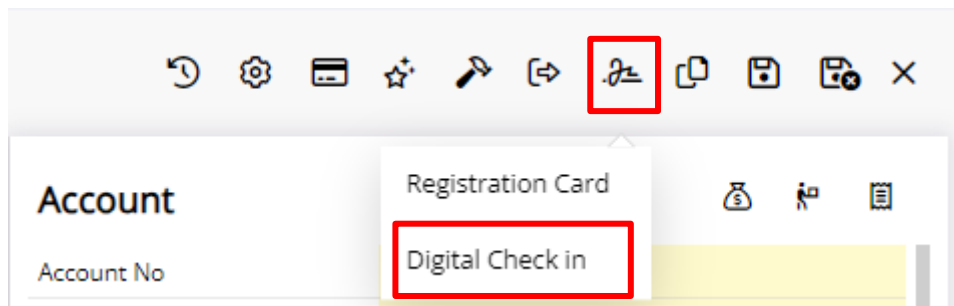
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## 1.0 About Digital Check In

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 reception 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.

A screenshot of the Quest RMS web interface. The browser address bar shows 'questportal8.rmscloud.com'. The page features the Quest logo and contact information for Australia (03 9967 7000). Below this, there are two tabs: '1 Guest Details' and '2 Terms and Conditions'. The 'Guest Details' tab is active, showing a form for 'Guest 1'. The form includes fields for 'Surname' (Robertson), 'Given' (Stephanie), 'Title' (a dropdown menu), and 'Mobile' (431383391). There is an 'Edit' link next to the 'Guest 1' header. At the top of the form, it displays the reservation dates 'Fri. 28 Jul. 2023 - Mon. 31 Jul. 2023', the room type '1K - 1 Bedroom - 127', and the number of adults 'Adults: 1'.

9:34 am Tue 25 Jul

AA guestportal8.rmscloud.com

**QUEST**  
COLLINGWOOD

Australia 03 9967 7000

Post Code  
3025

Country Of Residence  
AUSTRALIA

ETA

Vehicle Registration

**Keep in touch with us**  
Please tick the boxes below to tell us all the ways you would prefer to hear from us:

☐ Yes, I would like to receive marketing  
☐ Yes, I would like to receive emails

Exit Continue

**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.

9:35 am Tue 25 Jul

AA guestportal8.rmscloud.com

**QUEST**  
COLLINGWOOD

Australia 03 9967 7000

**1** Guest Details **2** Terms and Conditions

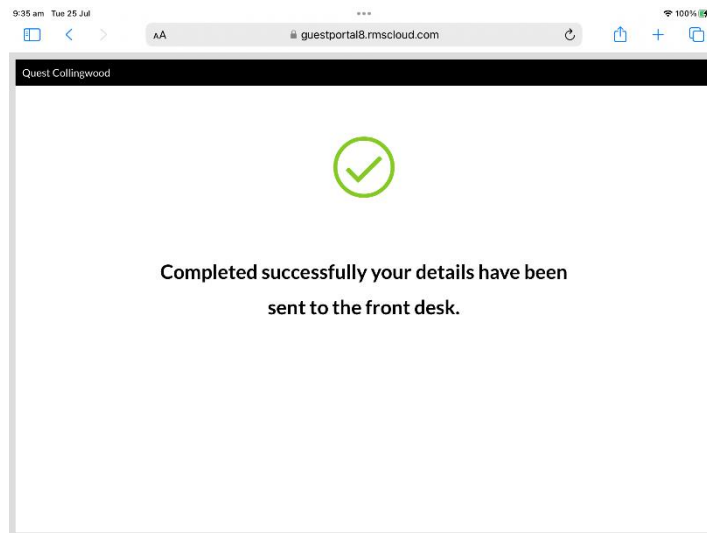
**Guest details provided:**

<b>Surname</b> Robertson	<b>Given</b> Stephanie
<b>Title</b>	<b>Mobile</b> 431383391
<b>Email</b> sroach@questapartments.com.au	<b>Email 2</b>
<b>Address Line 1</b> 19 Lawrence Court	<b>Town</b> Altona North
<b>Address Line 2</b>	<b>Post Code</b> 3025
<b>State</b> VIC	<b>Vehicle Registration</b>
<b>Country Of Residence</b> Australia	
<b>ETA</b>	

By selecting continue I acknowledge that this information is correct and I accept the [Terms and Conditions](#)

**Signature (mandatory requirement)**

- Once all the required information has been entered and the guest has accepted terms and conditions by signing 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.

Correspondence								
						(All Types)		
Type	Date	Description	Email Read	Res No	Username	Attachment	Code	Doc Type
Printed	Mon, 31 Jul 2023 - 7:21 AM	Key Wallet New		2548266	freeves			Standard
Guest Portal - Rec	Sun, 30 Jul 2023 - 2:49 PM	Registration Card - Digital	Sun, 30 Jul 2023 - 04:49:07 AM GMT+00:00	2548266	Client Portal			Interactive
Email	Sun, 30 Jul 2023 - 2:16 PM	QAH - Pre Check-in: From: collingwood@questapa...		2548266	Manager			Standard