Franchise Operations – Standard Operating Procedure	
01. Operations - Setting up the iPads	SOP - 001

Overview

As part of our paperless initiative, we have introduced our digital check in procedure which involves guest using our iPads to check in to their reservation. The below will provide you with a step-by-step guide for the setup process.
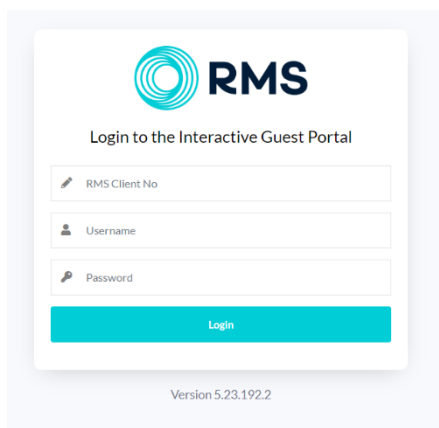
Standard

Ensuring all properties, and respective employees, are adhering to the expected guidelines to maintain efficiency whilst performing operational duties.

Procedure

→ Grab the laptops from the back office and setup in the correct workstation at reception. (each laptop and Ipad should be labelled with a workstation number)

→ Once you have powered on your laptop and logged into all programs eg Outlook, Ambience, Rms etc, you will then need to save the following link to your browser homepage on your iPad.
  o https://guestportal.rmscloud.com/DRC/Login

→ You will then be directed to the below screen where you will be asked to fill out the login details.
  o

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Policy No	SOP - 001	
Policy Name	Setting up the iPads	
Area of Operation	Property Management System	
Issue Date	08 August 2023	
Version	01	

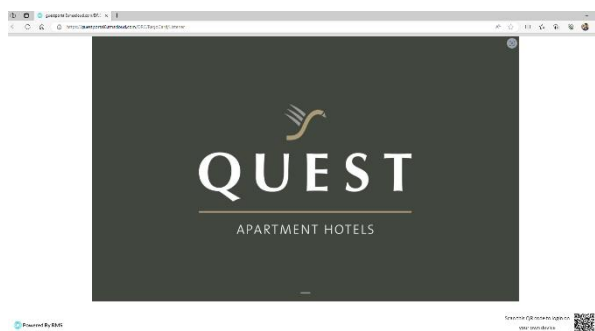# FRANCHISE OPERATIONS MANUAL

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→ Once you are logged in, the below screen will be displayed. This will indicate that you are now ready to check guests in digitally.

Refer to SOP 'RES-010.1 - Digital Check in' for next steps on how to check guests in digitally.

Version Control

Version	Issue Date	Developer	Approval	SLT Meeting Review
01	01 June 2023	Business Transitions	Emrah Tataroglu	