# Guestfolio Interface Setup

Guestfolio is a customer relationship management (CRM) solution for boutique and independent hotels. With an interface connected to RoomKeyPMS, guest data is securely uploaded to the Guestfolio platform on an automated schedule. Within the Guestfolio platform you can activate your marketing campaigns in minutes and use simple personalization tools to tailor the guest experience and automate your communications.

Once you have purchased Guestfolio to interface with RoomKeyPMS, the connection process is initialized.

**Click below for more information:**

## To Interface with a New Guestfolio Account

- A **RoomKeyPMS** Trainer will schedule your activation date  to occur prior to your RoomKeyPMS Cutover/Go-Live date
  - if you are already using RoomKeyPMS, the Trainer will contact you to schedule this date
- **Guestfolio** will contact you to schedule Step #1 below

## To Interface with an Existing Guestfolio Account

- A **RoomKeyPMS** Trainer will schedule your activation date  to occur prior to your RoomKeyPMS Cutover/Go-Live date
  - if you are already using RoomKeyPMS, the Trainer will contact you to schedule this date
- **Guestfolio** will not contact you, proceed directly to Step #2 below

💡 [CLICK HERE to login to Guestfolio](#) and review your existing account settings, and room codes.

# STEP #1 Account Setup with a Guestfolio Representative

The purpose of this first step is to access your account and create room codes as they are setup in your RoomKeyPMS database. Your Guestfolio Representative will guide you through getting started with Guestfolio and customizing your platform in preparation for your activation date.

# STEP #2 Activation Date

The purpose of this date will be to activate the interface connection between Guestfolio and RoomKeyPMS. You do not need to activate anything inside your platform or database, but you must be aware of the date this activation will occur because once it is completed, you will see the following:

- Guest Profiles and Reservations from RoomKeyPMS will appear in the Guestfolio platform