I am a new Reservation Agent - How do I get started?

Use the following article links to learn about common Reservation Agent tasks and functions in RoomKeyPMS

Login

Use the following articles to learn more about managing a RoomKeyPMS Login:

- How to Log into the PMS
- How to Change my Password
- How to Reset a Clerk ID Password for a User

Create & Manage Reservations

💡 PMS Shortcut Keys

Use the following articles to learn more about reservation management functions in RoomKeyPMS:

Create

- How to Create a Reservation for an Individual Guest
- How to Create a Reservation for a Corporate Guest
- How to Create a Reservation for a Group Guest
- How to View a Room Type & Rate Description during the Reservation Process
- How to Assign a Room Number during the Reservation Process
- How to Email a Reservation Confirmation or Cancellation Confirmation

Manage

- How to Search for a Guest Reservation
- How to Copy a Reservation
- How to Modify a Reservation
- How to Cancel a Reservation
- How to Post a Deposit

Additional Reservation Management Functions

- [How to Create a Reservation for a Wholesaler Guest](#)
- [How to Create a Reservation using Overbooking Limits](#)
- [Wait List Reservations](#)
- [How to Override a Rate](#)
- [How to Overbook a Room Type](#)
- [How to Reinstate a Reservation](#)
- [How to add a Second Address to a Guest Reservation](#)
- [How to Book a Reservation with Multiple Rates](#)
- [How to use the Tape Chart in your PMS](#)

Managing Reports

Use the following articles to learn more about common Reservation reports in RoomKeyPMS:

- [Property Dashboard (F1)](#)
  - [Property Dashboard Reports](#)

- [How to use the Inventory Calendar (F12)](#)
- [Print Guest Notes Report](#)
- [Cancellation and Early Check out by Reason](#)
- [Rate Restriction Override Report](#)
- [Rate Override/Variance Report](#)
- [Reservations by Client Type](#)
- [Reservation by Source of Business](#)

> 💡 Accessing RoomKeyPMS requires an internet connection. If your internet goes down, you can use the **Smart File Backup** button from the Login Page to access emergency reporting

Click Here to Access More Getting Started Articles

- [I am a new Front Desk Agent - How do I get started?](#)
- [I am a new Night Auditor - How do I get started?](#)