


Getting Started

Welcome to RoomKeyPMS!

Our Property Management System can help you keep guest satisfaction high, while synchronizing across Front-of-House and Management Operations.

- [Click Here to Download the Latest Version of RoomKeyPMS](#)
- You must have a Clerk ID and Password to access RoomKeyPMS: Ask someone with an Owner (Administrator) user role to [Create a Clerk ID and Password](#) for you

 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

Front of House Operations

? Guest Profiles, New Res, and Walk-In

These modules and functions are used to manage bookings throughout the guest life cycle

- [I am a new Reservation Agent - how do I get started?](#)
- [I am a new Front Desk Agent - how do I get started?](#)

? End of Day Reporting

These reports are used to track daily metrics; and the **Rollover** setting allows RoomKeyPMS to support both limited, and 24-hour front desk operations

- [I am a new Night Auditor - how do I get started?](#)

Management Operations

? Rate Wizard

This module allows you to view/manage rate plans and pricing across multiple distribution channels

- [I am a new Rate Manager - How do I get started?](#)

? Corporates, Groups, Wholesaler, and City Ledger

These modules allow you to manage accounts, negotiated rates, allotments, and billing across multiple sales opportunities

- [I am a Corporate/Wholesaler Sales Manager - How do I get started?](#)
- [I am a Group Sales Manager - How do I get started?](#)