

A woman with short dark hair, wearing a blue cardigan, is shown in profile from the waist up, looking down at a smartphone she is holding in her hands. She is wearing a gold watch on her left wrist and a necklace. The background is a large, multi-story building with many windows, some of which are lit up, suggesting an urban setting at dusk or dawn. The overall lighting is soft and warm.

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Unlock convenience with Hyatt Mobile Entry

# Make your stay more convenient than ever with Hyatt Mobile Entry.

## Getting started

Follow these simple steps and get to your room quicker.



### 1. Download the World of Hyatt app

Available on the App Store and Google Play.



### 2. Enable Hyatt Mobile Entry (one time)

From settings, go to Mobile Entry and tap on enable.



### 3. Check-in to your hotel

We'll send a push notification to your smartphone when your room is ready.



### 4. Head to your room and unlock the door with your phone

Tap the key icon on the app home screen. This will begin the unlocking process by sending a signal to the lock.

## Unlocking your door



Touch and hold your phone against the lock. A sound from the lock will indicate when the door is unlocked.

You can also enable a vibration notification in your phone settings.

## Frequently asked questions

### What if a guest is having trouble unlocking their door using the back of their smartphone?

If they have a thick phone case, suggest they try touching the front of their phone against the lock. Thick phone cases and other accessories can potentially block the unlocking process.

### Can I access more than just my room with Hyatt Mobile Entry?

Hyatt Mobile Entry gets you access to your room as well other areas of the hotel you'd typically access with a traditional room key.

### What happens if I sign out of the app?

The device will still be authorized and the key will be regenerated. We'll notify you when your new key is ready when you log back in.

### What if I delete the World of Hyatt app?

You'll need to re-authorize your device before the mobile key will appear again. All other authorized devices will keep their keys.

Learn more at [hyatt.com/mobile](https://www.hyatt.com/mobile)

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