# WORLD OF HYATT

*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**