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