

A hand is shown holding a smartphone in a dark environment. A blue light source, possibly a screen or a light fixture, is visible on the right side, casting a glow on the hand and the phone. The background is mostly black.

eviivo

THE EVIIVO QUICK GUIDE TO

**CONTACTLESS
CHECK-IN FOR
HOTELS AND B&BS**

You want to keep on top of all the latest trends and best practices in the hospitality industry...but you're busy. Super busy.

We get it.

That's why we've created this series of quick guides for hoteliers and B&B owners, covering key topics you need to know about.

All the insights. No fluff.

In this edition, we're exploring contactless check-in.

Learn why it's worth giving guests the option of a self check-in and how to set up a seamless process for easy, contactless room access.

READ ON TO FIND OUT.





THE BASICS: WHAT IS CONTACTLESS CHECK-IN?

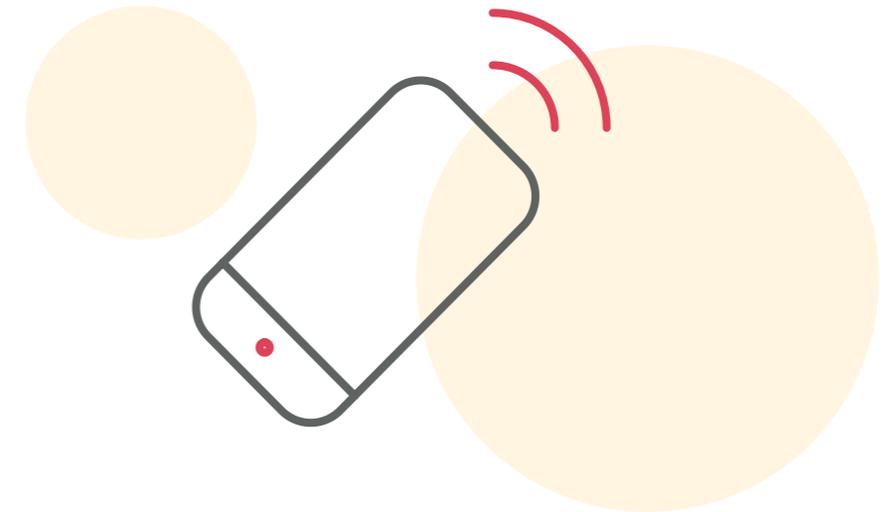
Contactless check-in allows your guests to access their rooms without having to collect a room key or interact with a member of staff.

MUST KNOW 1

A seamless self check-in relies upon you sending your guests the information they need to access their room before they arrive. Send access codes and instructions to guests via email, SMS, WhatsApp or app.

MUST KNOW 2

Setting up a contactless check-in system requires some corresponding hardware. We'll cover this in more detail in a minute.





WHAT ARE THE BENEFITS OF CONTACTLESS CHECK-IN?

Saves time and hassle for both staff and guests

- No more queuing or authorizing IDs at the front desk.

Gives guests total flexibility

- Your guests have freedom to check-in before they arrive and head straight to their room on arrival.

Reduces staff time at the front desk

- Free them to focus on delivering great guest experiences!

Increases property safety and security

- No risk of physical key losses or theft.
- Access codes can be updated with each new booking.

Helps address labor shortage issues

- Use existing resource more efficiently with less burden on the front desk.

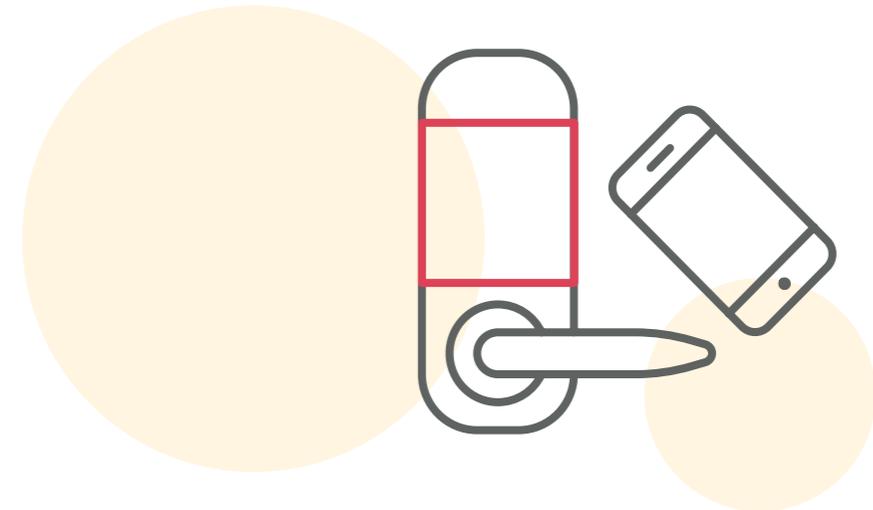
WHAT HARDWARE DO I NEED FOR MY CONTACTLESS CHECK-IN SYSTEM?

Compulsory

- **Smart locks:** a physical door locking device that can be controlled remotely when combined with specific software, allowing guests to access their room without a physical key.

Optional

- **Kiosks:** a standalone electronic device that allows users to access services and information from a touchscreen. For check-in, a kiosk gives guests a self-service way to access door codes, verify documents, and/or make payments.
- **Lockboxes:** a compact, secured container used to store property keys, more commonly used in short-term and vacation rentals than hotels and B&Bs.





4 STEPS TO UNLOCK A SMOOTH CONTACTLESS CHECK-IN PROCESS

1/4

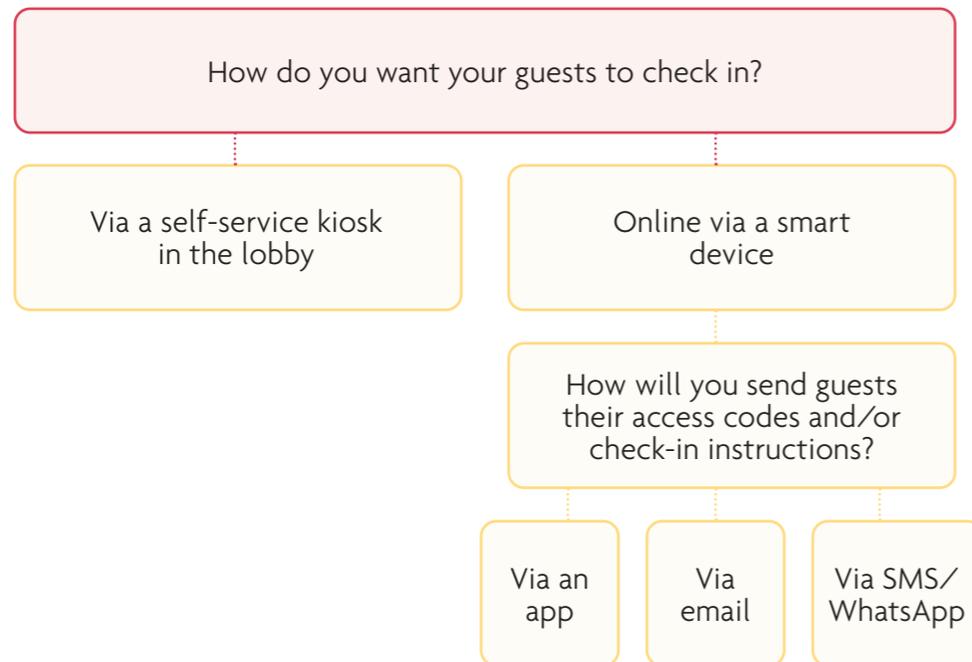
Select your property's smart locks

There are plenty of smart lock providers to choose from, including:



IMPORTANT: Different types of smart locks work with different types of doors. Do your research to make sure your chosen smart lock is compatible with the doors in your accommodation.

2/4 Pick your check-in method and tools



3/4 Connect your PMS (Property Management System)

Integrating your smart lock and/or kiosk technology and check-in platform with your PMS makes everything easier for you and your guests.

How?

The booking information in your PMS is synchronized with these platforms, which unlock the following functionalities (depending upon your specific check-in tools):

- Unique access codes are automatically uploaded to bookings in evivo Suite.
- Booking and guest data is automatically updated on connected kiosks.
- Guest identity documents (and other required data) are collated and sent directly to authorities.
- Booking information is pre-filled to simplify guests' pre-stay online registration.



4/4

Prepare your guests

Make sure that you communicate your check-in process to your guests before they arrive — and that you do it in your own words to avoid any confusion. Set the scene immediately after you receive a booking.

- **If you receive a direct booking,** send the guest a booking confirmation that includes your mobile check-in instructions.
- **If you receive a travel agency booking,** make sure you reconfirm all details, including check-in instructions, in your own words.

Sending key communications like these allows you to nurture your guests remotely and brings high-touch interactions into your contactless check-in process.

Best of all, a strong PMS allows you to automate these communications so that you're able to ensure guests receive timely messages from you at all the right points in their booking journey.



EVIIVO AND PARTNERS: THE BEST CONTACTLESS CHECK-IN SOLUTION

eviivo Suite integrates with several full guest experience software providers to unlock enhanced check-in solutions for our customers.

These integrations include:



eviivo Suite also connects to market-leading smart locks:

- indirectly, through **Operto** and **RemoteLock**, two leading suppliers of smart technology solutions for property owners. This allows you to use smart locks from leading providers, such as **Yale**, **Schlage** and **August**.
- directly in the cases of **Chekin**, **The Keys** and **Nuki**.

Finally, eviivo Suite integrates with **Roomattik**, the self check-in kiosk provider.

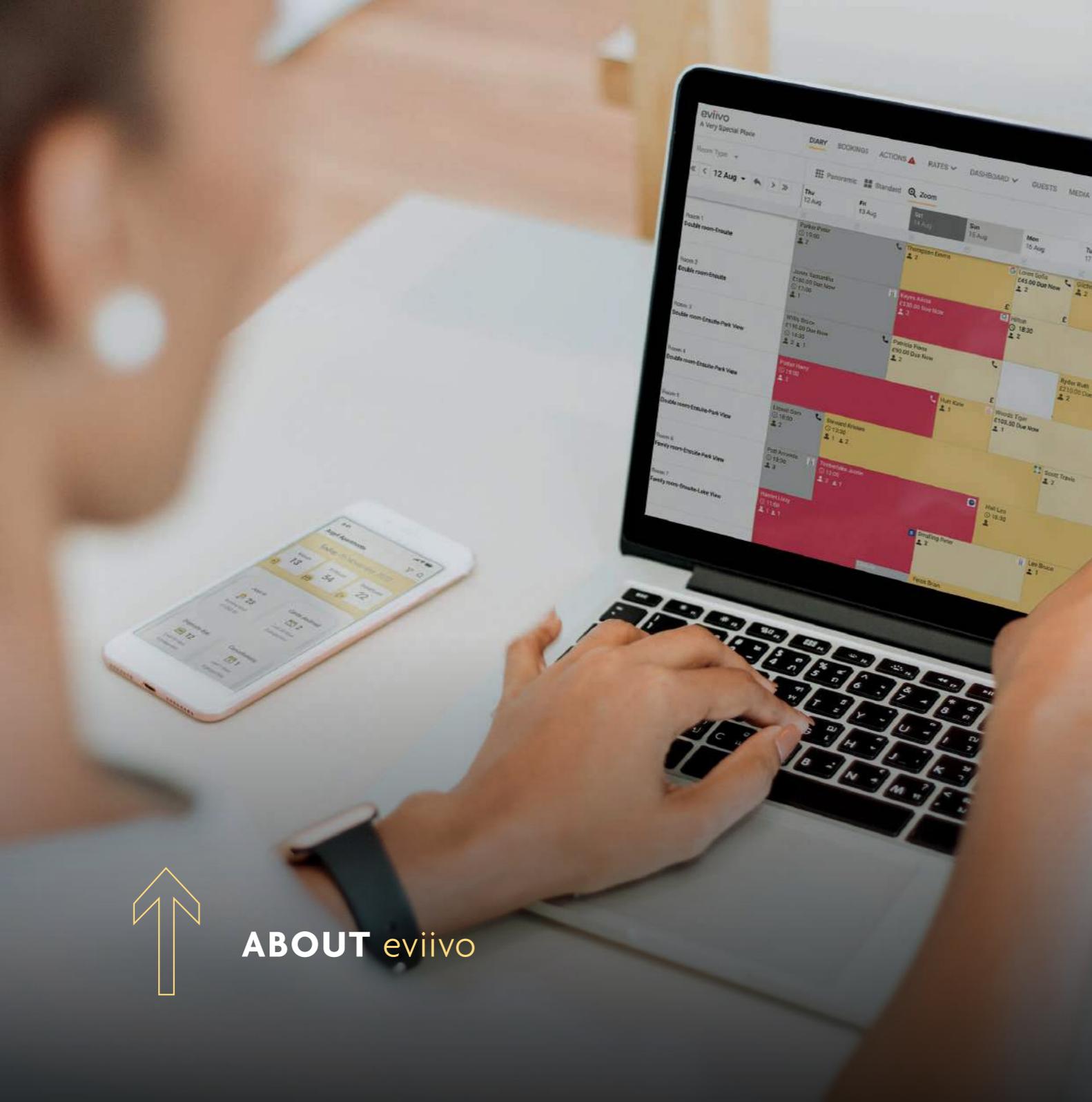
eviivo [Guest Manager](#) helps you give guests a seamless check-in experience from booking to arrival by automatically sending them all the information they need at just the right points in their journey.

To learn more about this issue's topic, read our in-depth article [here](#).

Would you like to learn more about setting up a seamless contactless check-in process with eviivo Suite, including Guest Manager?

Book your **FREE DEMO** of our award-winning software below.

[BOOK DEMO](#)



ABOUT eviivo

Launched in 2011, eviivo is a leading hospitality software company known for its award-winning, cloud-based booking and property management system. eviivo Suite, an “all-in-one” system that allows property owners, hoteliers and hosts to manage guests, bookings and online travel agencies — such as Airbnb, Booking.com, Expedia and Vrbo — in one simple, easy-to-use platform, helping them increase revenue and occupancy, improve the guest experience and future-proof their business.

With over **20,000 accommodations** and **660,000 bookings per month**, eviivo’s booking and property management platform is the preferred software for hotels, B&Bs, vacation rentals, urban rentals, guest houses, serviced apartments, resorts, inns, villas, cottages, campsites and even unique accommodations, such as windmills, boats, castles and yurts!

over

20,000
individual
accommodations

over
660,000

bookings per
month


17
industry
awards



eviivo has seven main headquarters across the globe, including: London, UK (flagship location); Austin, TX and New York, NY (USA); Dusseldorf, Germany; Paris, France; Malaga, Spain; and Tunis, Tunisia.

eviivo

FOR MORE INFORMATION, CONTACT
SALES@EVIIVO.COM | +1-800-913-2939