

Quick Guide: Mobiler Check-in von HelloGuest

1

Launch check-in app

- A. Download the app from the Apple or Android Store (name: helloquest) or
- B. Access the webapp without download via QR code scan or direct link <https://pm-am-do.helloquest.app> in your smart phone browser.



2

Log in to the check-in app with your email address and password (min. 8 characters).

Note: If you do not have an account yet, please continue with step 3.

3

Create a guest account with name, gender, birthday, email address and password (min. 8 characters) in the check-in app. Finally, accept the terms of use.



4

Search for your host in the hotel search.
If you use the WebApp (without download), you will get directly to your host without searching.



5

Perform check-in

Add your reservation by entering your name and arrival date. If your reservation cannot be clearly assigned, please use the "Advanced search function".



PM-AM Apartments

6

Check your registration form data. If data is not yet available, please complete it and sign your registration form digitally with your finger.



7

For payment, please enter your credit card information and provide your desired billing address so we can invoice you correctly.



8

Your digital room key is now generated and available to you. With this you can open all necessary accesses. Please follow the instructions within the check-in app.



9

Perform check out

Start your check-out. All outstanding amounts will be displayed and must be paid by credit card in order to complete check-out.



10

After successful check-out, you will receive your invoice either by email or directly in the check-in app as a PDF.



We wish you a pleasant stay!