



What is our website? <https://guestsvcs.com>

How do you contact us? [support@GuestSVCS.com](mailto:support@GuestSVCS.com)

When asked for Building ID please input **MBR**

When asked for Unit number:

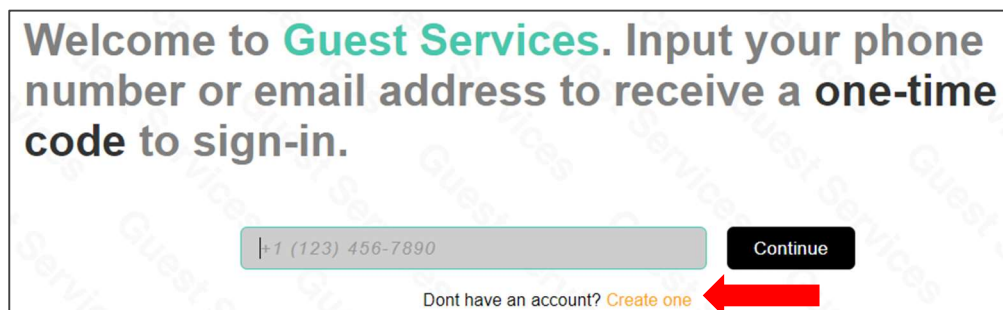
- If there is only one building/tower, input the unit number.
- If there are multiple buildings/towers, please input the tower number, followed by a dash, and then the unit number. *For example, Building/Tower 1 Unit 101 would be **1-101**. Building/Tower 2 Unit 101 would be **2-101**.*

## Step 1 – Creating New Account (Owner or Management Company)

1. Go to the GuestSVCS website: <https://guestsvcs.com>
2. Click on the **Sign in** link at the top right corner of the page.



- Existing GuestSVCS users can login as usual and skip down to the next step.
- If you are a new user of GuestSVCS, click on the **Create one** link to the right of “Don’t have an account?” This process is only for creating one primary user account. A primary user can then add additional users associated with the account as described below.



3. You will be redirected to our account creation page. Input the primary user’s First and Last Name (name fields must begin with an uppercase letter), Email, and Cell Phone and then Scroll down.

**\*NOTE:** The email address and phone number entered here become your login information for the system, so it is important to enter this correctly to receive your login code via email or text. We recommend to **NOT** use a shared email address as a unit can have multiple user accounts created. Use individual email addresses and cell numbers.



4. Input the address information for the primary user if this is an owner account. If this is a property management account, input the primary address for the company. Scroll down.

**Address**

Street  
1000 Really Far Dr

Apt, Suite, Building \*Optional  
#101

City  
Cincinnati

Select state/province ▼

ZIP Code  
10000

5. Click the **Create account** button at the bottom of the screen.
6. Your account will be created, and you will be redirected back to the login page. Input the *email address* used for account setup and click on **Continue**.

**Welcome to Guest Services.** Input your phone number or email address to receive a one-time code to sign-in.

+1 (123) 456-7890

Continue

Don't have an account? [Create one](#)

### Step 2 – One-Time Sign In Code

A code will be sent to the email address or phone number entered. The code can only be used one time, and it expires two minutes after being sent. Input the code and click on **Sign in**. The system will keep you signed in for up to 90 days unless you click the **Sign out** link in the upper right corner of the screen. After 90 days, you will need another one-time code to sign in.

- If using an email address, you may have to search for GuestSVCS in all of your email folders.
- If you do not receive the code, try the other contact (phone or email address) that was used for account setup (i.e. if you do not receive the code via email, try using your phone number).
  - If you still do not receive a code, contact us at [support@GuestSVCS.com](mailto:support@GuestSVCS.com). Please provide the building code, unit number, email address, and cell phone number used for account setup.

**Input the 6 digit one-time code to sign in.**

123456

Sign in

Didn't receive code? [Try different contact](#)





### Step 3 – Account Verification

1. Once logged in, click the **Account** link at the top of the screen. If your device does not show the menu items across the top of the screen, click the [...] symbol to display the menu and click **Account** from there.
2. Verify your account information and email/global preferences. We recommend turning on all the options (click on them and they will turn blue).
3. Click on **Save changes**.

*For help on this step, click on the **Help** link at the top of the page and then click on the link **User account**.*

### Step 4 – Add Unit / Request Access

1. Click the [...] symbol to display the menu and click **My Units**. From there, click on the button **Create Unit Request** and input the following:  
**Select Type:** If you are an owner of the unit, select Owner; otherwise select Management Company  
**Select Classification** (Owner Role Only):
  - Resident – Lives in the property full-time
  - Rental only – Rents the property full-time
  - Temporary residence and rental – Rents the property but also stays in it occasionally
  - Secondary residence without rental - Second home, no rentals**Building ID:** MBR  
**Unit number:**
  - If there is only one building/tower, input the unit number.
  - If there are multiple buildings/towers, please input the tower number, followed by a dash, and then the unit number. *For example, Building/Tower 1 Unit 101 would be **1-101**. Building/Tower 2 Unit 101 would be **2-101**.***Acquisition date:** If you are an owner of the unit, enter the date that the unit was purchased. If you are with a Management Company, enter the date that you acquired the unit.
2. Click on **Request access**.
3. Repeat for additional units.
4. Wait for approval in Step 5.

*For help on this step, click on the **Help** link at the top of the page and then click on the link **Add unit to account**.*

### Step 5 – Unit Approval / Denial

Unit requests are reviewed by a system administrator. A notice will be sent once the unit request is approved/denied.

**Take no additional actions until the unit is approved by the system administrator. You will receive a confirmation approval notice email from GuestSVCS.com. Response times vary; please allow up to 24 hours before contacting support.**

Once the approval confirmation is received, your account is live in the system. You can complete the remaining steps without further delay.



**Step 6 – Property Manager Verification**

1. If you selected the role of Owner above with a Classification of *Rental* or *Own/Rent* and have a Property Management Company, log in and select on **My Units** from the [...] menu.
2. Verify that your property manager's name is listed for your unit. You will see the word None as the last item under your unit if no property manager is identified. If it is None, please contact your property management company letting them know to contact us at [support@GuestSVCS.com](mailto:support@GuestSVCS.com).

SBR 2505	SBR 2510
Acquired Dec 20, 2022	Acquired Dec 20, 2022
Owner	Owner
? People - 859 ft <sup>2</sup>	? People - 1249 ft <sup>2</sup>
None	BE Home Rentals, LLC <a href="#">[url]</a>

This is an example of an email that you can send to your property manager to request this information:

Subject: (Resort Name) HOA Guest Registration

Body: (Resort Name) has partnered with GuestSVCS to manage guest registration with the HOA. Please contact GuestSVCS at [support@GuestSVCS.com](mailto:support@GuestSVCS.com) regarding this process to ensure that you are properly set up to register guests as the property manager for my unit(s)

**Step 7 – Management Company Name Input**

If you selected the role of Management Company above, log in and click on **Account** from the [...] menu. Scroll down and input the **Management Company** name. Click on **Save Changes**.

**Step 8 – Owner and Occupational Vehicles – (My Garage)**

Owners can create permanent registrations for their own vehicles or for the vehicles of frequent visitors such as family, friends, or occupational workers (i.e. cleaners, maintenance). Management Companies can also use this functionality to register occupational workers. There is no charge for this registration; however, it does require approval. Each vehicle registered under My Garage will be reviewed and a notice will be sent once the registration is approved. Some HOAs limit the number of vehicles and use of this feature. Due to this approval process, we recommend that you input these vehicles ahead of time.

1. Log in and click on **My Garage** from the [...] menu.
2. Click the **Create vehicle request** button.
3. Enter vehicle information (all fields are required).
4. Click the **Create vehicle request** button at the bottom of the screen.

For help on this step, click on the **Help** link at the top of the page and then click on the link **Create new user**.





### Step 9 – Additional Account Users

1. If you want to create additional users for the account, click on **Account** from the [...] menu and scroll to the bottom of the page.
2. Click on the **Create user** button.

*For help on this step, click on the **Help** link at the top of the page and then click on the link **Register long-term vehicle**.*

### Step 10 – Help File Review

1. Once logged in, click on the **Help** link at the top of the page. There are links to videos for common processes, help links for individual processes, common terminology used in the system, commonly asked questions, and the complete User Manual can be found by clicking on the link for **Complete user manual** on the help screen.
2. For role specific help, click on the appropriate role.

#### Manuals (PDF)

[All](#)[Admin](#)[Guest](#)[Owner](#)[Management Company](#)[Security](#)

3. The help for the selected role will be highlighted in the list.

About Guest Services  
Activity  
Add unit to account  
Admin search  
Complete new account form  
Complete user manual  
Create new account  
Create new user  
Create citation  
Create gathering registration  
Create guest registration  
Create owner rental registration  
Create visitor registration  
Delete long-term vehicle  
Guest registration process  
Guest update registration  
How to sign-in  
My Garage FAQs  
Register long-term vehicle  
Request Manager  
Unit Manager  
Update long-term vehicle  
Update registration  
User account  
Vehicle lookup







### Step 11 – Guest Registration Process

Registering a guest (a paying renter) with the HOA is a two-step process.

1. Property Managers/Owners create a registration in GuestSVCS > GuestSVCS creates a unique link for that registration > that link is sent to the guest via GuestSVCS > and/or the link can be copied from the screen and sent inside the property manager's communication to the guest.
2. The guest gets the unique link > the link opens to the rules and regulations for the guest to read > the guest acknowledges the rules and regulations > the guest registers vehicles, if applicable, and pays for the registration. **NOTE:** *Guests must register with the HOA even if they are not bringing a vehicle on property.*

### Step 12 – Create Guest Registrations

If you are a management company or an owner that rents your unit and manages your own guests, you are now ready to key guest registrations.

1. Log in and click on **Create registration**.
2. Enter data for the registration.
3. Click on the Create registration button at the bottom of the screen.
4. Send registration email to the guest.

*For help on this step, click on the **Help** link at the top of the page and then click on video titled **How to Register a Guest**, or click on the link **Create guest registration**.*

\*\*\* Please note that every option may not be supported as some HOAs restrict their use.\*\*\*

If you have any questions, please contact us at [support@GuestSVCS.com](mailto:support@GuestSVCS.com). Be sure to include your resort name and unit number in your email.

