

Registration Troubleshooting

In the event you do not have easy access to the invitation email sent from the LQA system

1. Download the myLQA app from the app store (apple store or google play)
2. You will need to provide 2 codes to the user to allow them to register for the app, this can be found in the invitation email that gets sent when first creating a myLQA user **or** can be found using the process below:
3. On the LQA website, under the User Management page, please select the user you wish you to set up for the mobile and click to edit their details and you will find the activation code (please see screenshot below)

Edit User

User Information

Options: ☒ Web active, ☒ App active

Role:

First name:

Last name:

Access Code:

E-mail:

Phone Number:

3. In the main User management page, you will also find your Hotel Secret Key in bold letters (please see the screenshot below)

New! 2025 LQA assessment format changes. [Click here to see more](#)

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User types: User Management: Brand: Hotel:

Region: Status: Platform Type: User Level:

User Access: **myLQA Monthly Hotel Secret Key:** myLQA Licenses Available:

Bulk Actions: Find by user name:

- Please send these codes to the user and ask them to open the app and select register, they should then be taken to the following screen where they can input their details:

< Sign In

Hotel Activation Set Password myLQA Profile

Enter Your Activation Code
You will have received this via Phone or email

Enter Hotel Secret Key
You will have received this from your manager

Verify

Dashboard Assessments myActions Newsfeed Learning

- Set a secure password (make sure it is one you will remember), the app will also ask if you wish to set up a pin. The pin is a memorable 4 letter or number combination which allows the user to sign in faster without need to put full email or password details in every time.
- Once registration is complete you will be logged in and you're all set!