

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	<input checked="" type="checkbox"/> Web active <input checked="" type="checkbox"/> App active
Role	Tester
First name	Jaina
Last name	Tester
Access Code	VDF2Y0
E-mail	jaina.chavda+1@leadingqualitygroup.com
Phone Number	 +44 8648 29290

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](#)

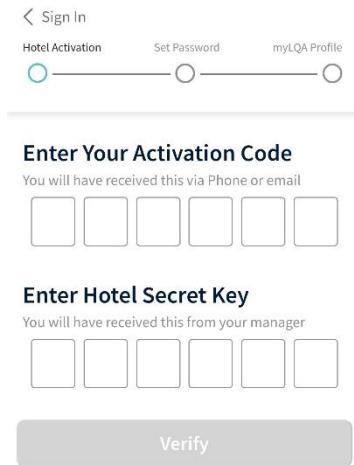
Manage Users

myLQA Monthly Hotel Secret Key
LOCATE

myLQA Licenses Available
1911/1999

Bulk Actions

4. 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:



The image shows a registration screen for 'Hotel Activation'. At the top, there is a back arrow labeled 'Sign In' and three circular buttons labeled 'Hotel Activation', 'Set Password', and 'myLQA Profile'. Below this is a horizontal line with three empty input fields. The first input field is highlighted with a green border. The text 'Enter Your Activation Code' is displayed above the fields, with a note below stating 'You will have received this via Phone or email'. Below the activation code fields is another horizontal line with six empty input fields, also highlighted with a green border. The text 'Enter Hotel Secret Key' is displayed above these fields, with a note below stating 'You will have received this from your manager'. At the bottom is a large grey button labeled 'Verify'.



5. 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.
6. Once registration is complete you will be logged in and you're all set!