



User Registration

Adding App Access

myLQA Access can be given to any web user. On the LQA website, navigate to **Management > Manage Users**, search for the desired user, then **EDIT**.

Manage Users

User types: All types

User Management: User Management

Brand: Start typing to select...

Region: Start typing to select...

Status: Active

Platform Type: All

User Level: Select user level

User Access: myLQA Monthly Hotel Secret Key
ENDURE

myLQA Licenses Available: 1845/1999

Bulk Actions: Reggie

Name	Email	Type	Access Level	User Level	User Access	Platform Type	Actions
Stration, Reggie	rva4486@gmail.com	Hotel User	Sample Hotel A			Web	EDIT

Note: The **Hotel Secret Key** is always visible on the Manage Users page.

Edit User

User Information

Options: Web active, App active

Role: Registration Demo

First name: Reggie

Last name: Stration

E-mail: rva4486@gmail.com

Phone Number: +44

App Access

App Invite Delivery Method: Email, SMS

Job Title: (empty)

Level: Select Level

User Access: Select Level

Select **App Active** and designate **App Access**.

Job Title and **Level** are for identification purposes only.

User Access limits which elements of the LQA Reports the user is able to view.



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Next, ensure that the user is given **App Access & Privileges**. Add the desired groups and properties.

Remember to click the blue **Add** button for both the **User Access** line and **Licensing Hotel** line.

When finished, click **Update User** to save, which will trigger an email invitation to the address on file for that user.

User Access & Privileges

User management: Admin

User type: Hotel User

Client level user can see all hotel audits completed for that client
Brand level user can see all audits for the listed brands
Regional level user can see all hotels within a set of brands that are also within a defined region
Hotel level user can see all individual hotels they are provided access to on a one-off basis

User access: myLQA Sample Hotel Group, Sample Hotel A

App Access & Privileges

User access: myLQA Sample Hotel Group, LQA Sample Hotel A

Licensing Hotel: Sample Hotel A, myLQA Sample Hotel Group

User Access & Privileges

User access: myLQA Sample Hotel Group, Sample Hotel A

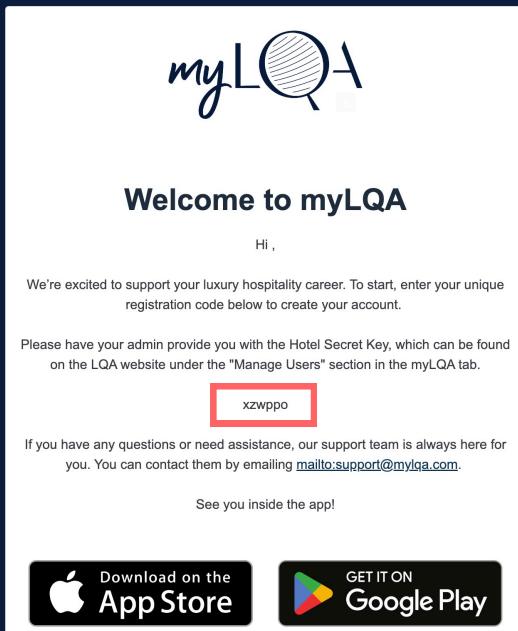
Licensing Hotel: Sample Hotel A, myLQA Sample Hotel Group

Update user (button highlighted with a red box)

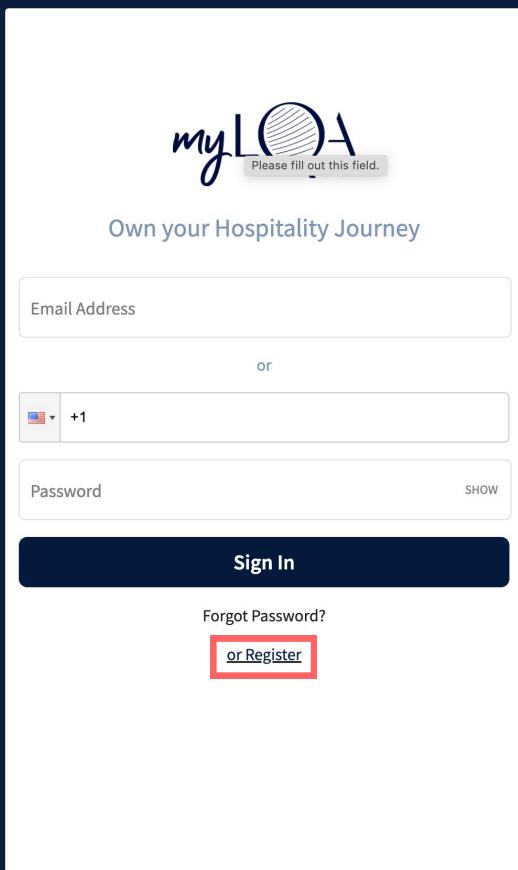


User Registration

First Time User Registration



The invited user will receive a welcome email that includes their 6-character access code and a link to download the myLQA App.



The user's website credentials will not automatically work for the app.

When signing in for the first time, the user must select **Register**.



User Registration

First Time User Registration

The user's unique **Activation Code** (received by email) is entered on the top. The **Hotel Secret Key** must be provided by a website admin.

The image shows a three-step registration process:

- Step 1: Enter Your Activation Code**
A user enters an activation code (e.g., X Z W P P O) into a field. A red box highlights the "Verify" button at the bottom of the screen.
- Step 2: Register with Sample Hotel A**
The user enters their name (Reggie Stration) and email (rva4486@gmail.com). They agree to the Terms of Service and Privacy Policy. A red box highlights the "Register" button at the bottom of the screen.
- Step 3: Register**
The user has successfully registered. A green box displays the message: "You have successfully registered your membership!" and provides instructions to reenter credentials. A red box highlights the "Start Using myLQA" button at the bottom of the screen.

After clicking **register**, the user can **log into myLQA** using their website credentials.

Additionally, the user can opt to create their own free **myLQA Membership** on their profile page, which will allow them to take their achievements and profile with them on their hospitality journey.

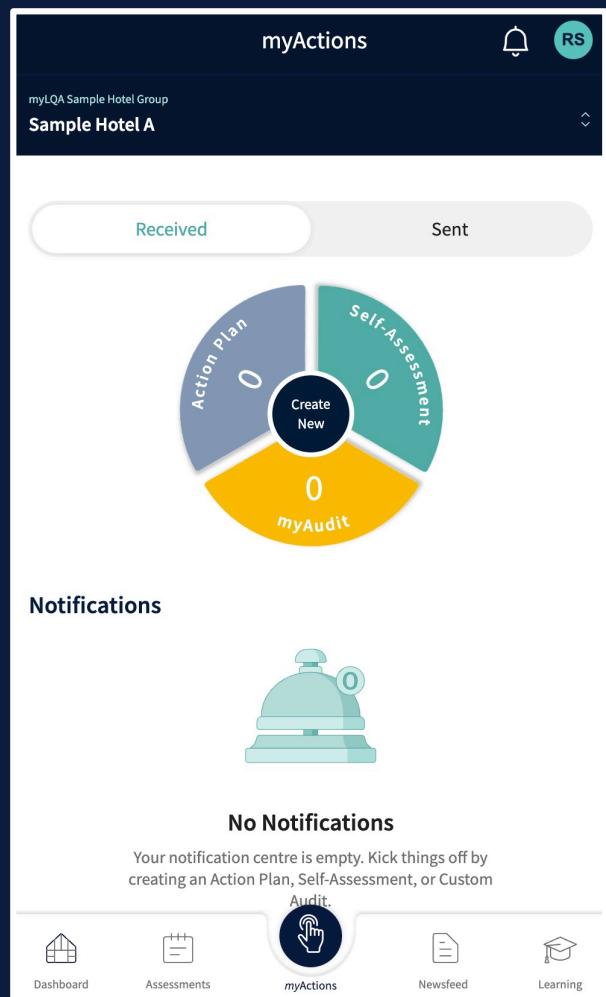
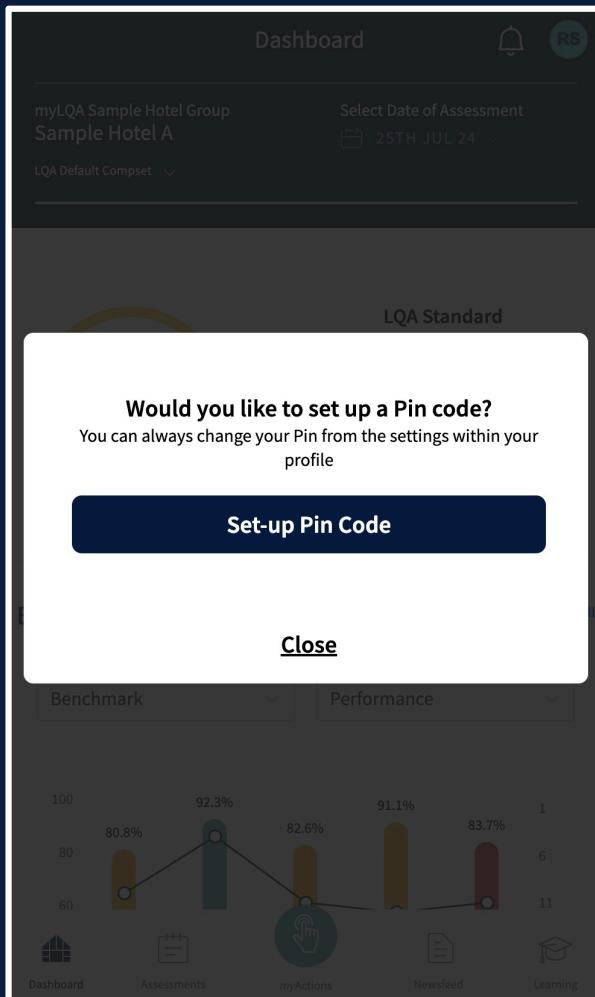
Note: The Activation Code can also be seen when editing a user's web profile, and the Hotel Secret Key is always visible on the Manage Users tab of the web dashboard.



User Registration

First Time User Registration

Upon signing in for the first time, the user will be invited to set up a PIN code, which makes future sign-ins quick and easy.



The user registration process is now complete! As a reminder, all user app access is managed by the website admin through the LQA dashboard.

If you are experiencing any issues completing the registration process, please contact us: info@mylqa.com