

Access Manual – HMobile



To be use HMobile you will need this information:

Company code:

Your Hotel's HMobile Administrator can provide it to you.

Web URL

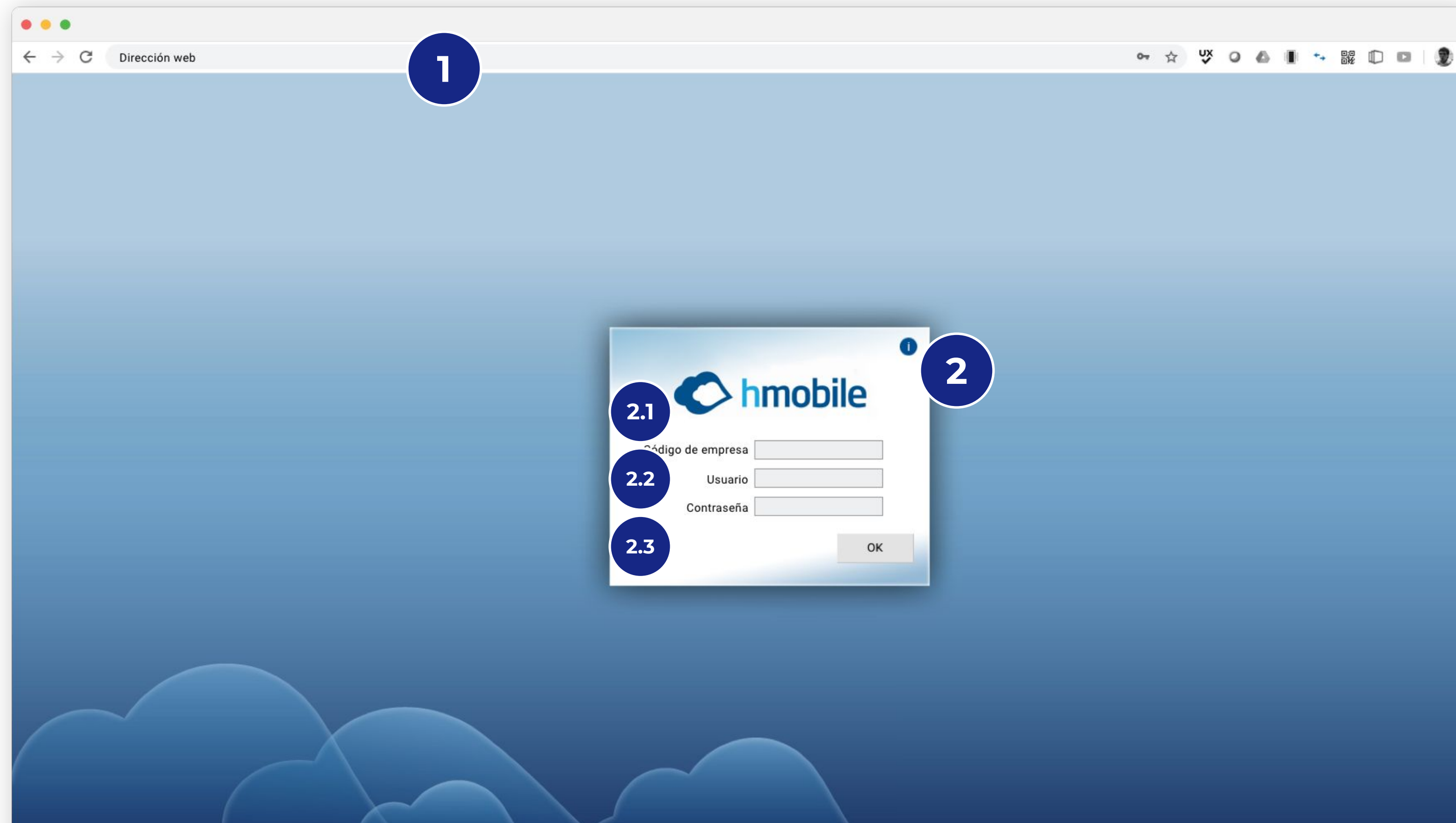
Your Hotel's HMobile Administrator can provide it to you.

Usuario y contraseña

Your Hotel's HMobile Administrator can create new users and passwords. Each user can change it's own password later on.

If you have any dude, you can request help to helpedesk.staff@hmobile.es

Steps for the use of HMobile WEB.



1. WEB URL

Open web browser (Chrome, Safari, Firefox, Internet Explorer) and write the URL.

URL provided by Hotel's Administrator.

2. ACESSS INFO

Introduce:

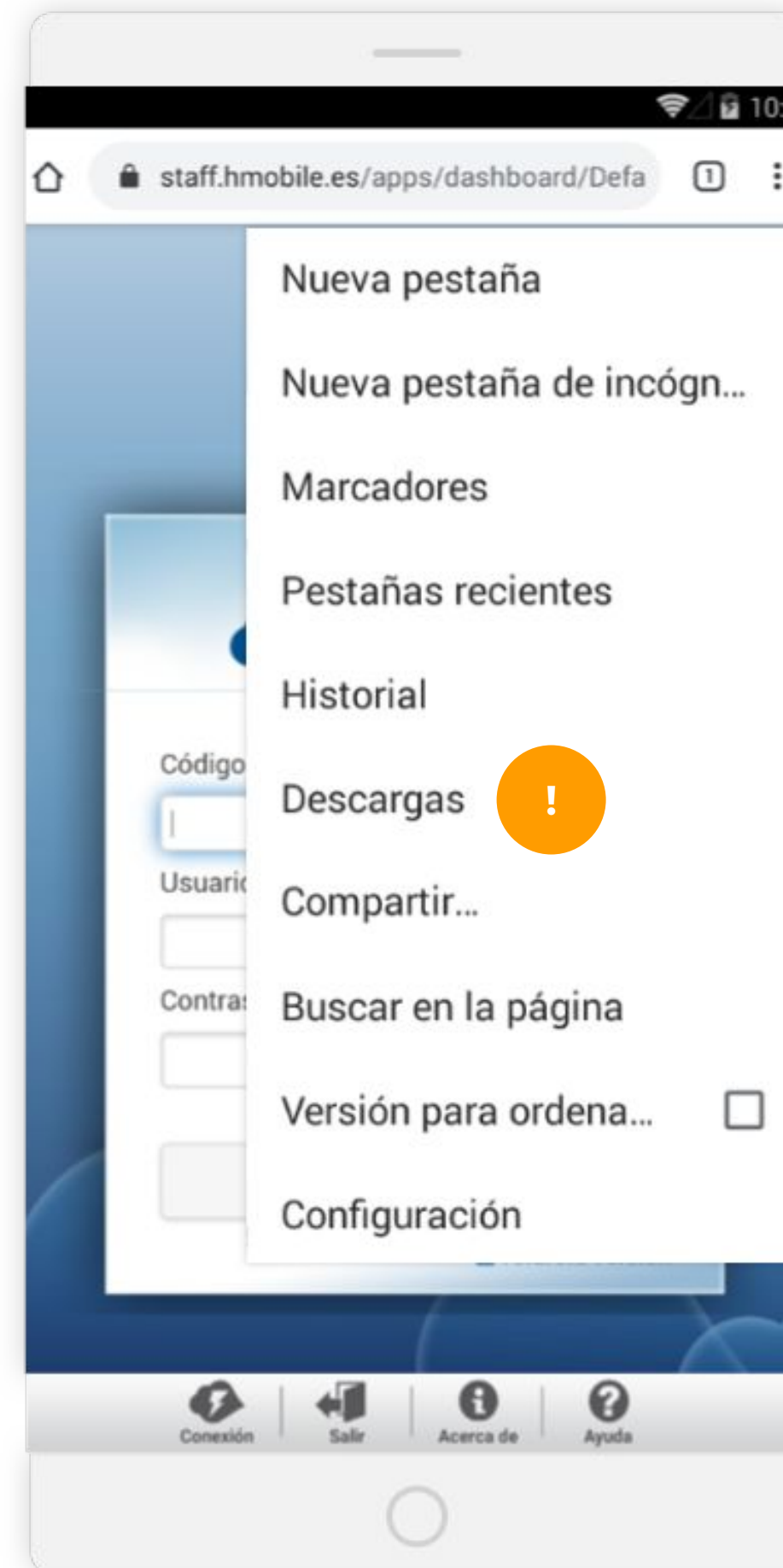
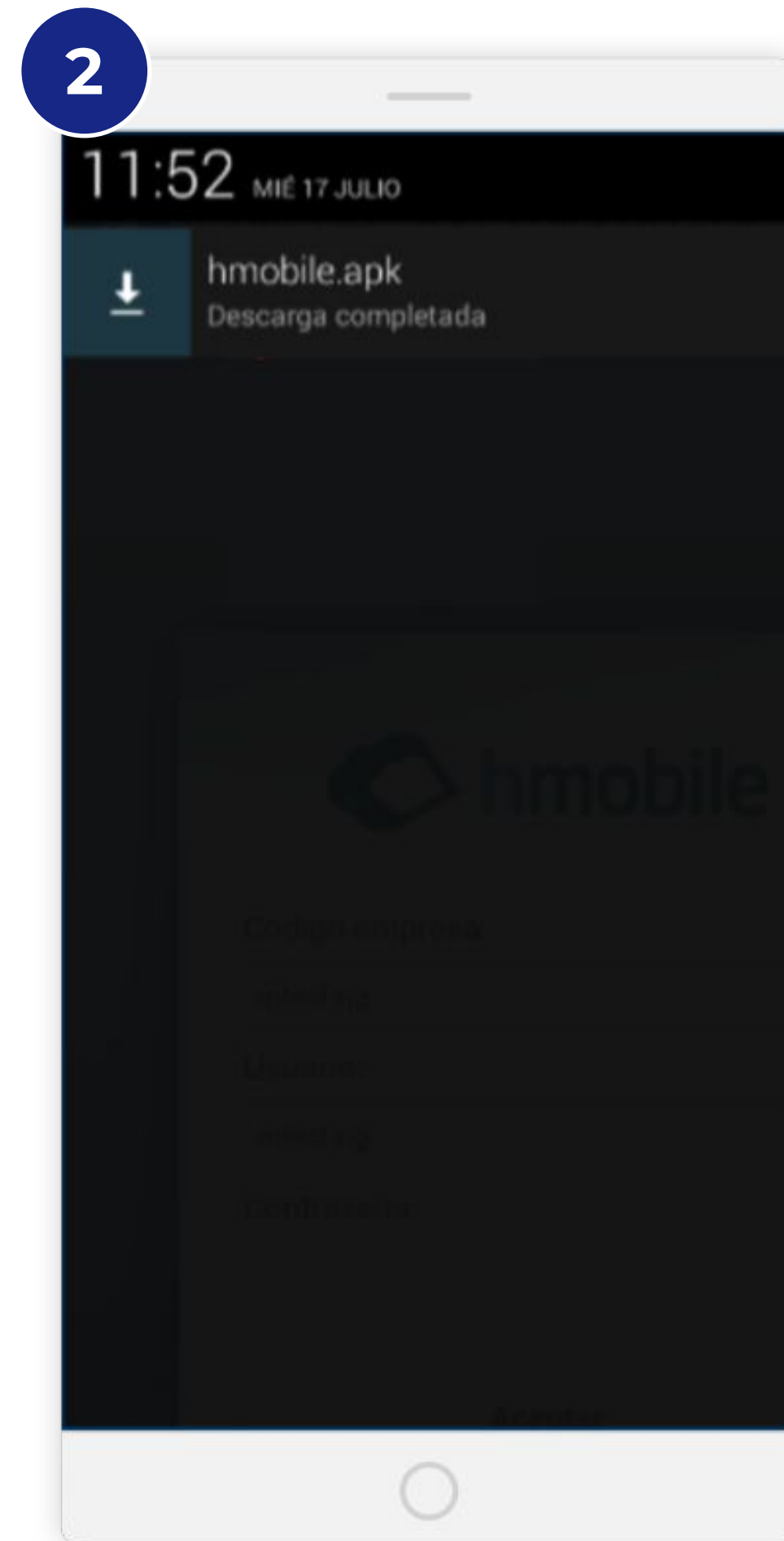
2.1. Company code

Provided by Hotel's Administrator.

2.2. User and 2.3. Password

Provided by Hotel's Administrator.

To use HMobile Android APP you must install it from HMobile Servers following this steps:



1. DOWNLOAD APP

Open web browser in your android device and to the HMobile Web URL.

1.1. Download APK

Click on “Android version” link to download the APP.

2. INSTALLATION

Once the download has finished, your browser will warn you. Click on Downloaded Archive to start the installation process..

Some Android versions or models may require you to Accept Installation from Unknown Sources to be able to install this file. Accept this option to install HMobile..

! GOOGLE CHROME

Some versions of Android Chrome has its own Downloads Folder. If you don't find the downloaded file, go to Chrome Menu and click on “Downloads” option.

To use HMobile Android APP you must install it from HMobile Servers following this steps:

3. PERMISSIONS

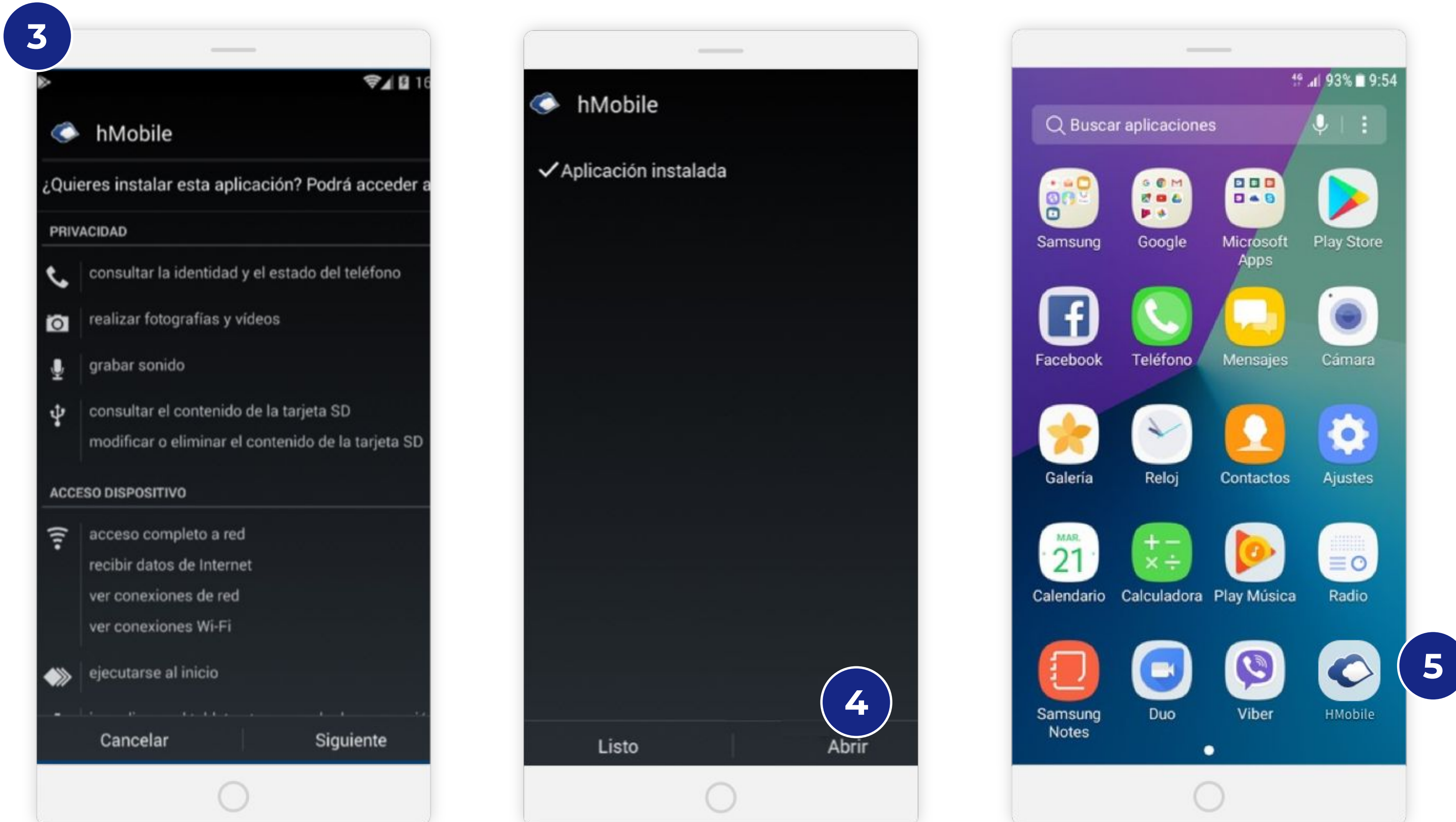
You will be asked to allow the APP to use some functions of your mobile: take images and photographs , etc. to be able to attach this type of information in Services Tasks, etc. Accept it.

4. OPEN

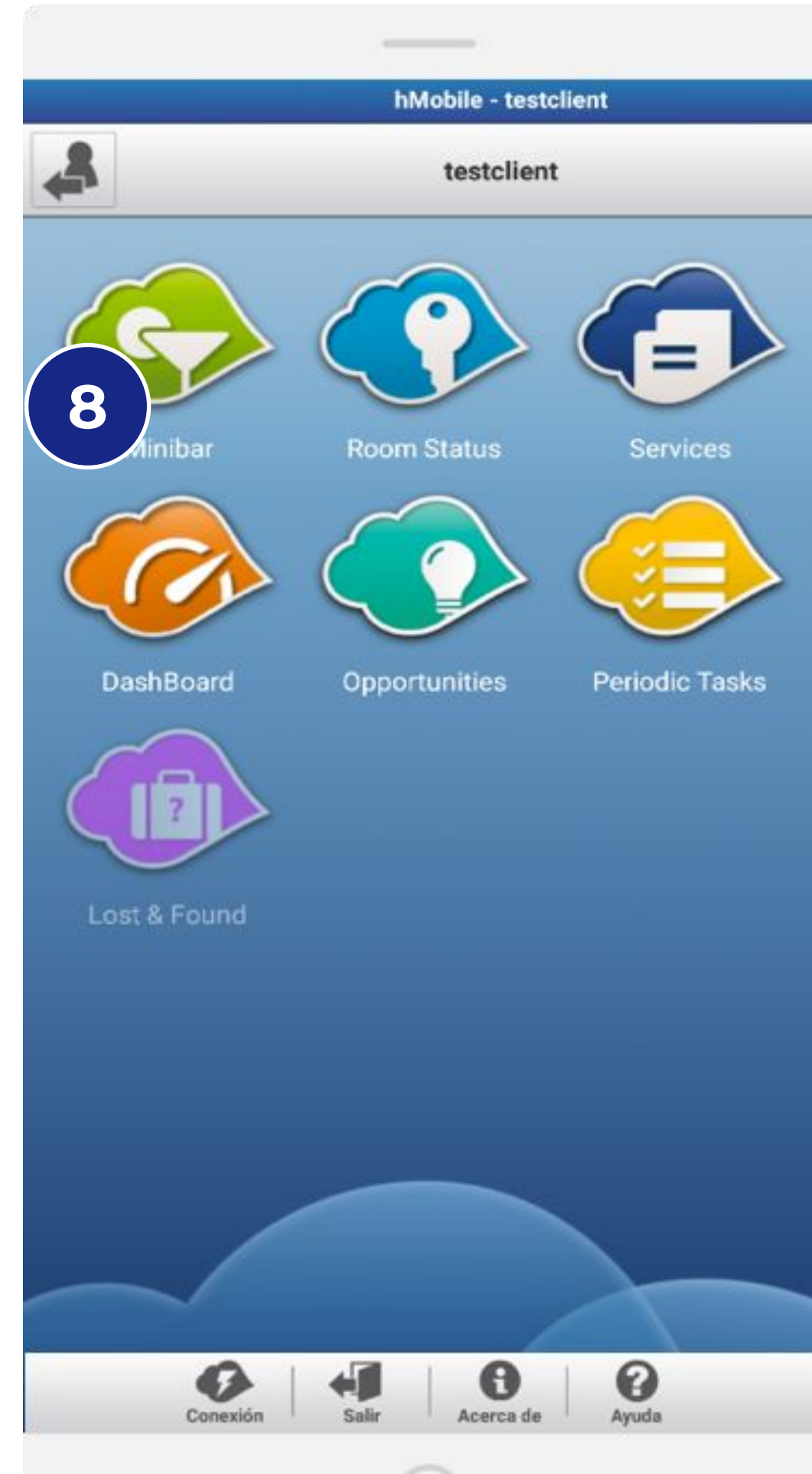
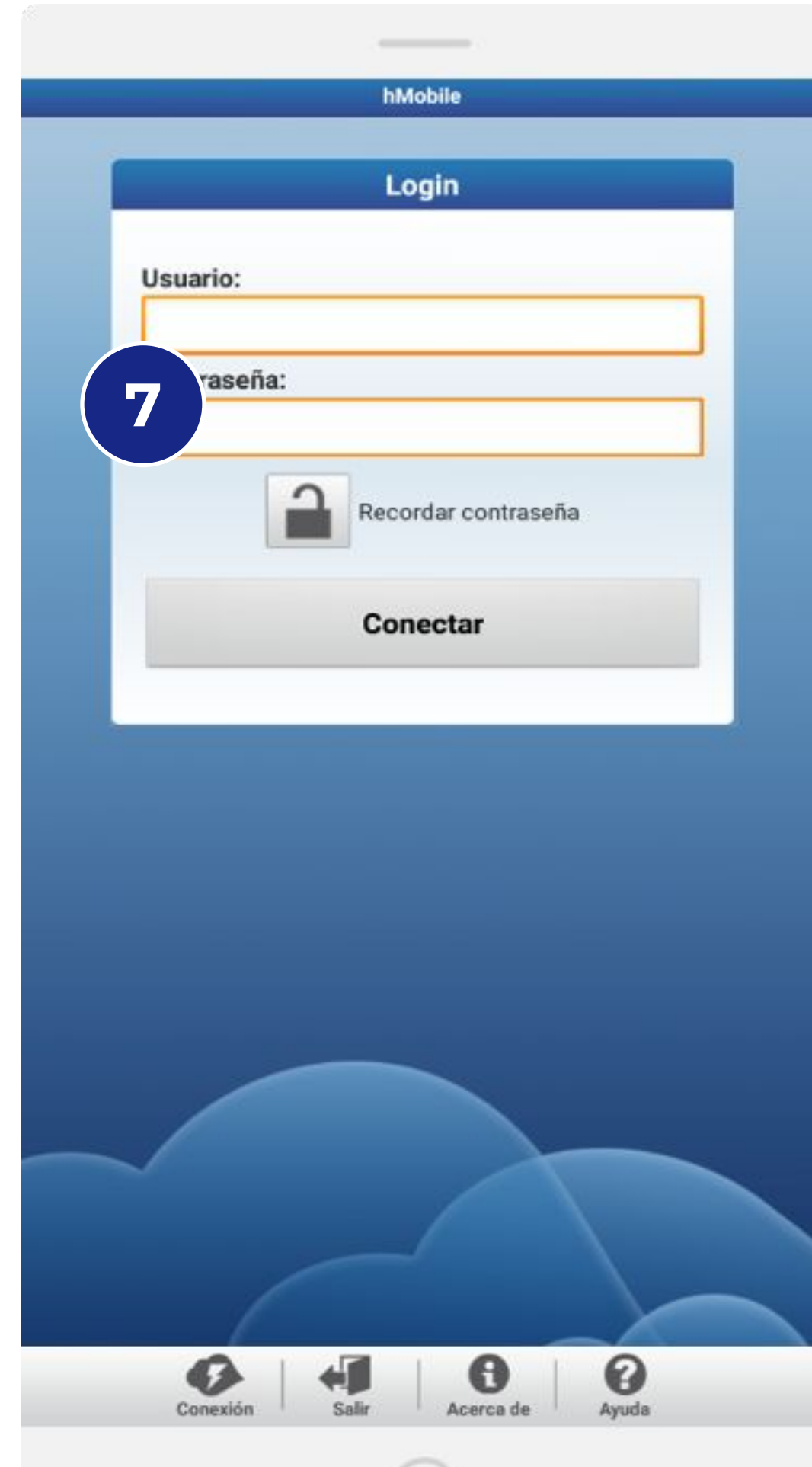
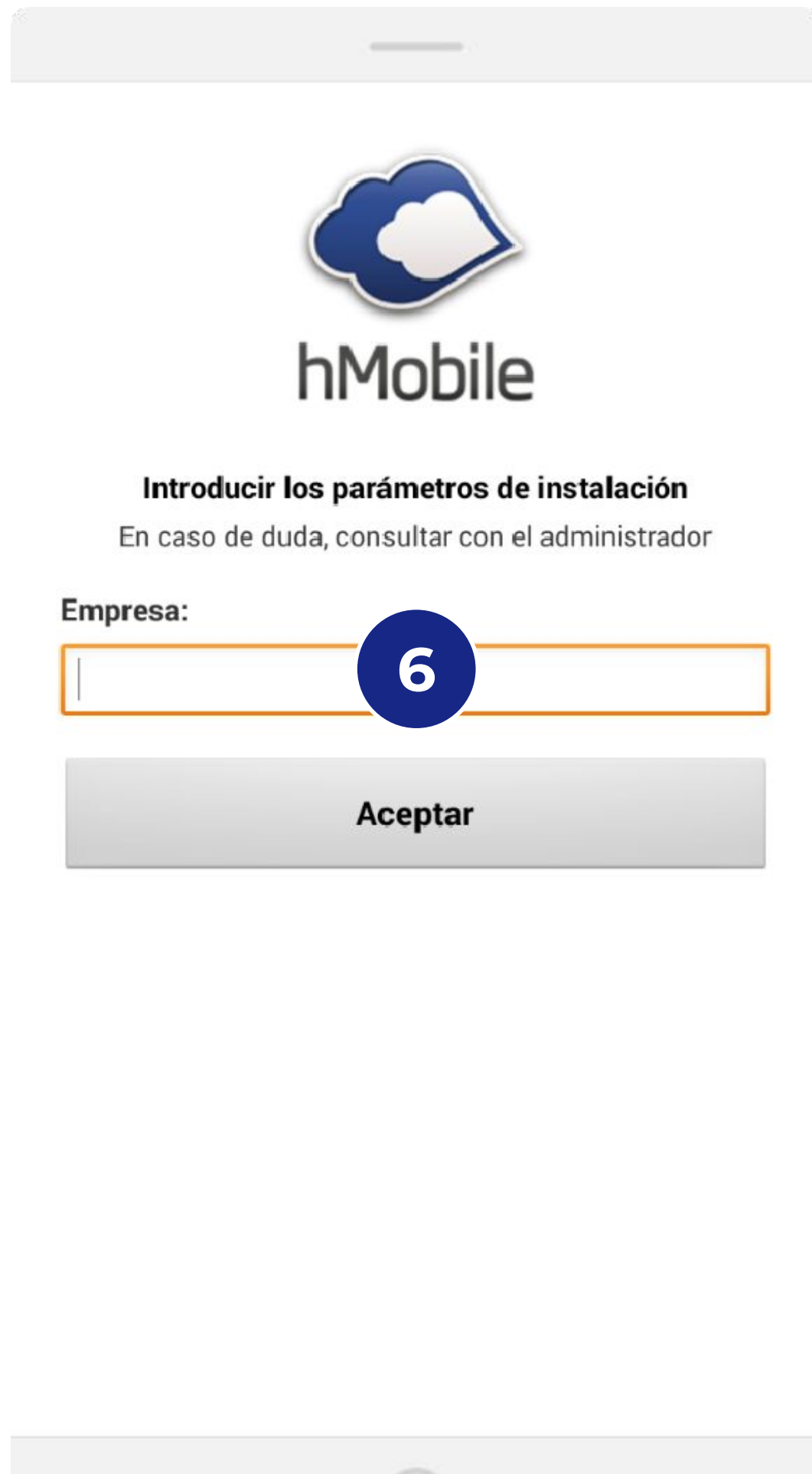
Once you accept permission, the Application will be installed and ready to be used. Click on “Open” option to open it..

5. APPLICATION

Now you will see the HMobile Icon in your installed Applications and you can use it anytime you need it..



To use HMobile Android APP you must install it from HMobile Servers following this steps:



6. FIRST-TIME SETUP

Introduce you HMobile Company Code.

Provided by Hotel's Administrator..

That's everyting you need to do to setup the APP.

7. ACCESSS

Enter your user and password and you will access HMobile desktop.

8. DESKTOP

Here you can see all the icons to all the modules. Click on them to access each module.

If you want to access HMobile from IOS device, follow the same steps as with Web access.



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2.1. Company code

Provided by Hotel's Administrator.

2.2. User and 2.3. Password

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To help you start using HMobile a get the most of it, you can take a look at our VIDEOS and MANUALS where we explain how to use each module:

Video tutorials for each module:

<https://www.hmobile.es/en/resources/videos-on-how-it-works-services/> (you can see videos for each module by clicking in the menu at the left)

Detailed user guides:

<https://www.hmobile.es/en/resources/user-guides/>

If you have any **question** or **suggestion**,
do not hesitate to contact as at:

helpdesk.staff@hmobile.es

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