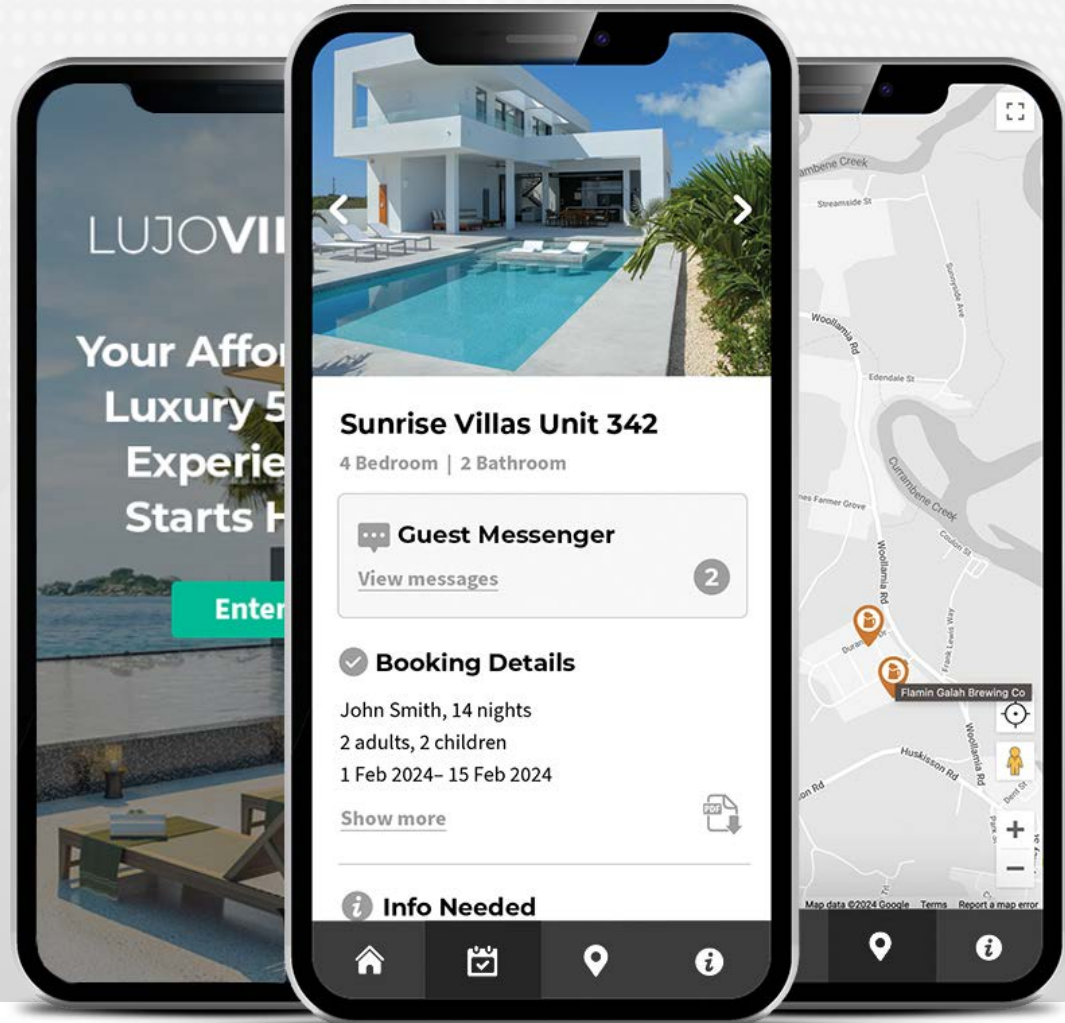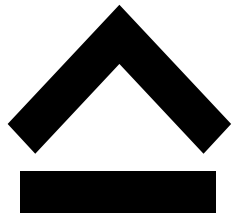# 365Villas Guest App Tutorial

GuestWisely

From **365VILLAS**

We are delighted to provide you and your guests with our app services: 365Guest and GuestWisely.

365Guest is required to set-up and administer GuestWisely for your guests. It is tailored specifically for you - the property manager. 365Guest enables you to customize GuestWisely settings and preview your guest experience. Note that all booking, property, and policy information is synchronized from the 365Villas platform. 365Guest is the gateway you use to control what information and tools you give to your guests and what you do not.

GuestWisely equips your guests with all the necessary information about their booking, the property, and the local area, right at their fingertips, subject to the controls you enable in your 365Guest configurator app. GuestWisely also facilitates payment processing, collection of essential arrival details, and more. The app is white labeled with your company logo and branding, which you manage in 365Guest.
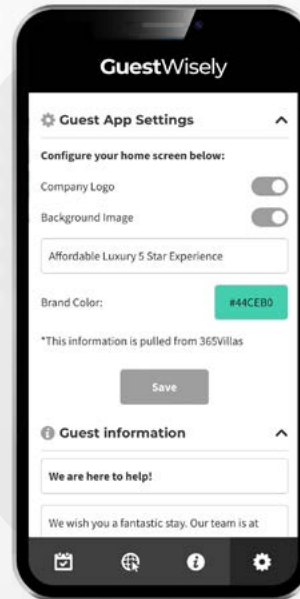
GuestWisely
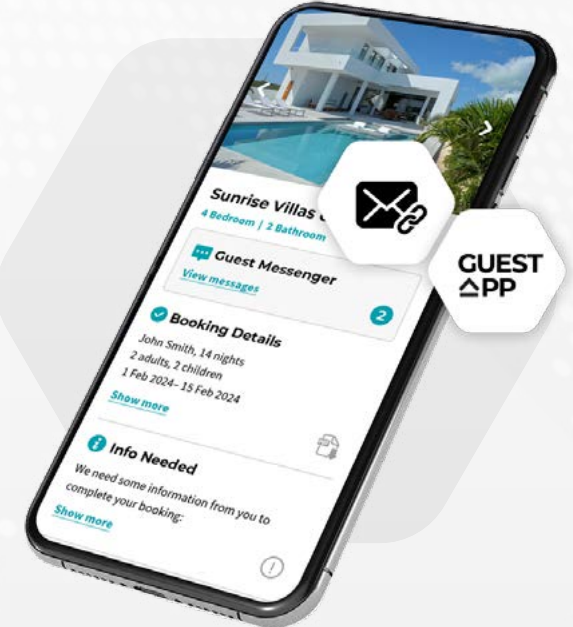
STEP 1

Check your property settings on 365Villas
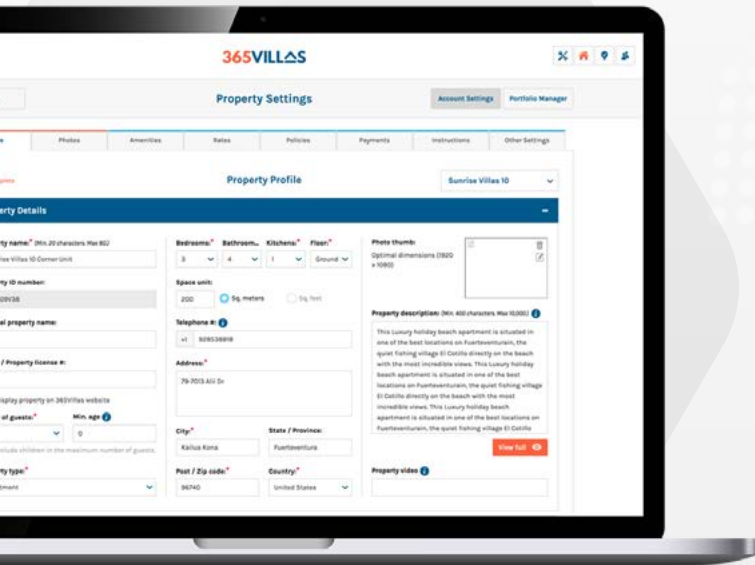
STEP 2

Set up GuestWisely through your 365Guest app

STEP 3

Share access to GuestWisely

GuestWisely

Download and Login 365Guest

Download the 365Guest from *Google Play or the App Store.
After installing the app, log in using your 365Villas credentials.

*Estimated availability for Google is June 10th. Let us know (support@365villas.com) and we will alert you as soon
as GuestWisely is available on Google. Our Apple version is live now.
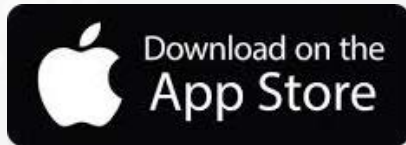
Logging in: Use the same credentials you use for your 365Villas account to
log into 365Guest.
Later, when you include the relevant short code in your booking
confirmation emails, your guests will receive a special code, which they will
use to log into the GuestWisely guest app for the first time.

GuestWisely

Navigating the 365Guest App

The 365Guest app mirrors the GuestWisely app, allowing you to preview the guest experience while setting up some of the information guests will see. The settings that you will enable in the 365Guest app, will apply to all of your properties in the GuestWisely app. Property-specific information is pulled from your 365Villas account.

The app is organized into four tabs to help you navigate the setup and preview process:

In the **Homepage Tab,** you can see how the communications between you and your guests will display on GuestWisely, provide additional booking details through short codes, and preview the guest arrival form. You can also enable the directions download for your guests. This tab also shows the check-in and check-out schedule for guest reference, as well as property information and house rules. Additionally, you can provide information on local attractions through recommendations, and view payment details and booking change requests. You can also include additional contact information for guests.

The GuestWisely **Preview Tab** shows what guests will see on the GuestWisely app.

The **Info Tab** provides overall usage instructions for the 365Guest app.

The Guest App **Settings Tab** allows you to customize the GuestWisely app experience.
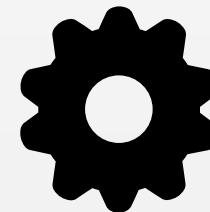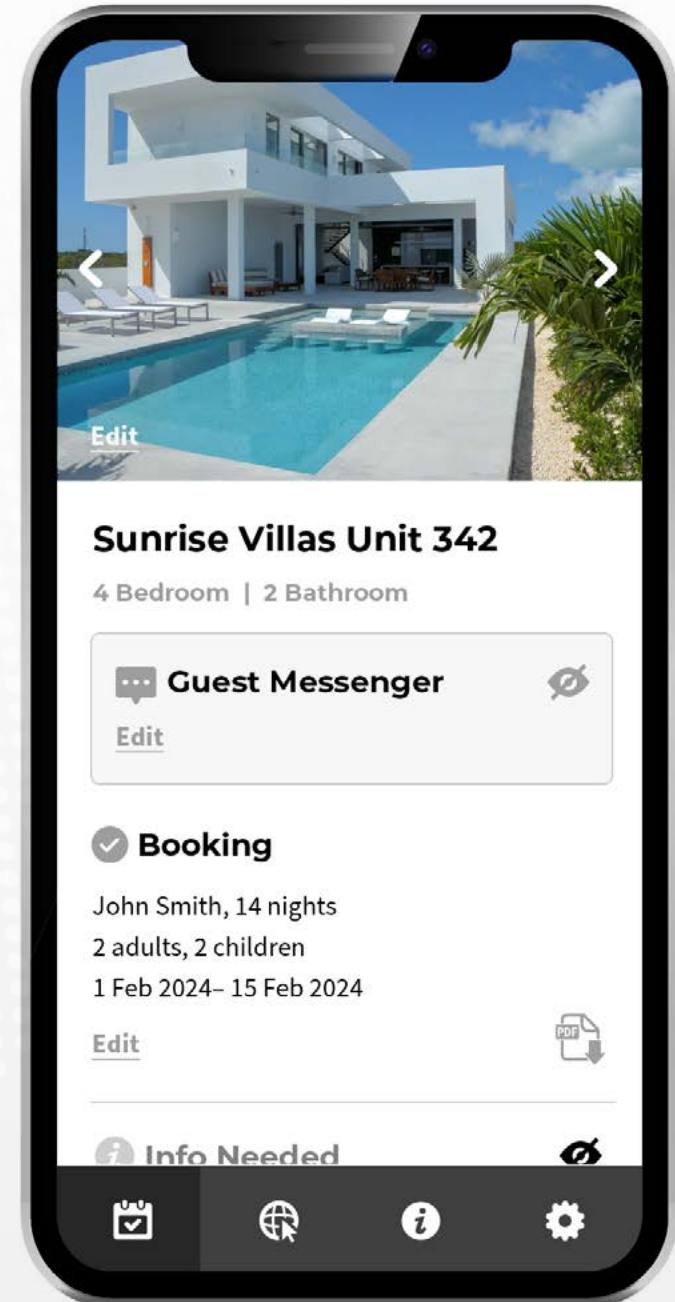
HOME

PREVIEW

INFO

SETTINGS

Homepage

Once you access the app, you will see the Homepage. In the 365Guest app, you are previewing your default property as a template, but the GuestWisely app will automatically source the information related to each specific property based on the guest booking.

The homepage features a slideshow of property pictures sourced from the system. Pictures should be edited in 365Villas. Below the slideshow, you'll find the accommodation name, which links to your 365Villas website, if available, and the number of rooms.

Each of the sections that follow will allow you to accomplish different actions:

- Click the eye icon to show or hide the section for guests.
- Use the "How it works" dropdown for explanations.
- Sections with a locked icon and grayed out information indicate that the data is sourced from 365Villas and can only be edited in your 365Villas account.
- Click "Live Preview" inside the section to see the feature from the guest's perspective.
- Close a section by clicking the "x" in the top right corner.
- Any modifications made to the app will only be visible after closing and re-opening the app.

Edit

Sunrise Villas Unit 342

4 Bedroom | 2 Bathroom

💬 **Guest Messenger**   👁

Edit

✅ **Booking**

John Smith, 14 nights
2 adults, 2 children
1 Feb 2024– 15 Feb 2024
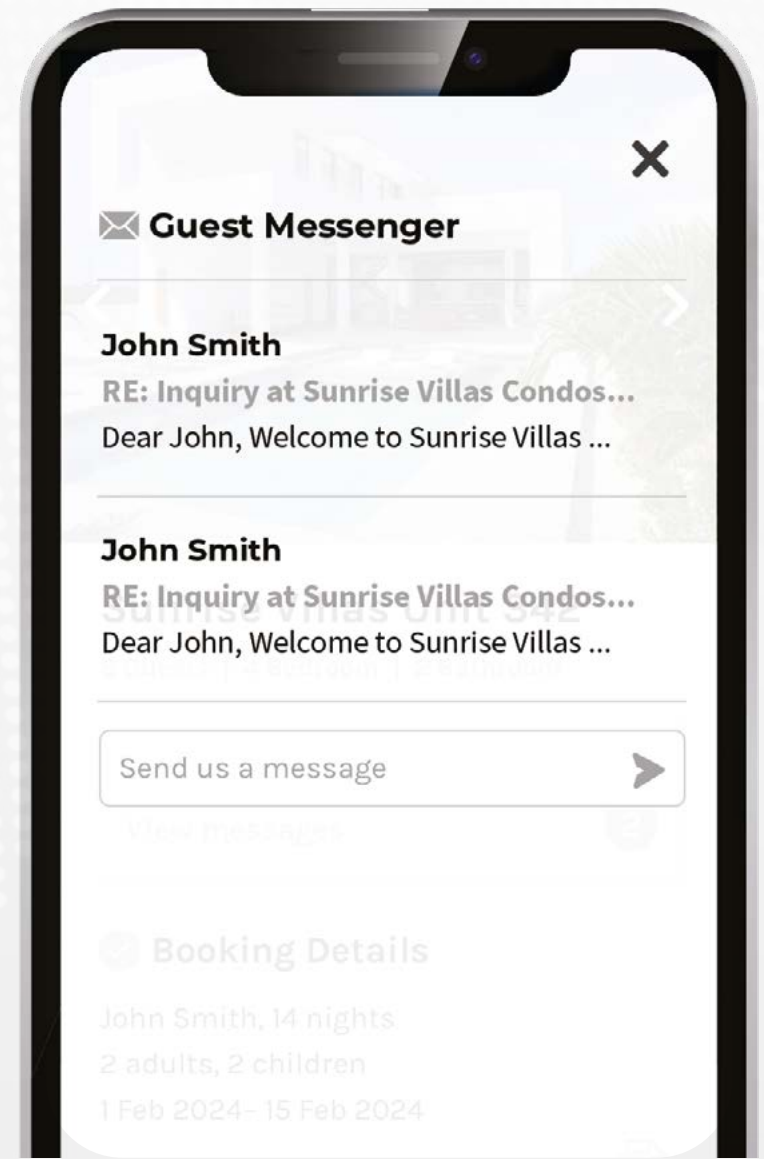
Edit

ℹ **Info Needed**   👁

Guest Messenger

In this section, you will have a preview of how your guests will see your communications in the GuestWisely app.

All messages sent from your 365Villas account will be stored in the Guest Messenger section, ensuring no automated messages are missed or lost to spam.

Messages from guests via the Guest Messenger will also arrive in your 365Villas account. Guests receive *phone notifications for new messages. All messages, sent and received, are displayed chronologically from newest to oldest.

*Available from 1st of July, 2024

✉ **Guest Messenger**

John Smith
RE: Inquiry at Sunrise Villas Condos...
Dear John, Welcome to Sunrise Villas ...

John Smith
RE: Inquiry at Sunrise Villas Condos...
Dear John, Welcome to Sunrise Villas ...

Send us a message ➤

Booking Details

John Smith, 14 nights
2 adults, 2 children
1 Feb 2024 - 15 Feb 2024

Booking

In the primary view, you will see guest details like name, stay dates, number of nights, and occupant count, enabled by default in GuestWisely. This information is populated in the GuestWisely app with actual data, while in the 365Guest app, you will only visualize the placeholders.

For additional details, refer to the "View Short Code" option with customizable short codes. Adjust these settings by clicking the short codes editing box.

Activate the Rental Agreement and Digital Signature by toggling the button (this feature is available only if you have activated the "Digital Signature" bolt-on in your 365Villas account). Once signed, the Rental Agreement is available and downloadable for your guests, directly on the GuestWisely app. If you are not using these features, hide the section by clicking the "eye" icon on the Homepage.
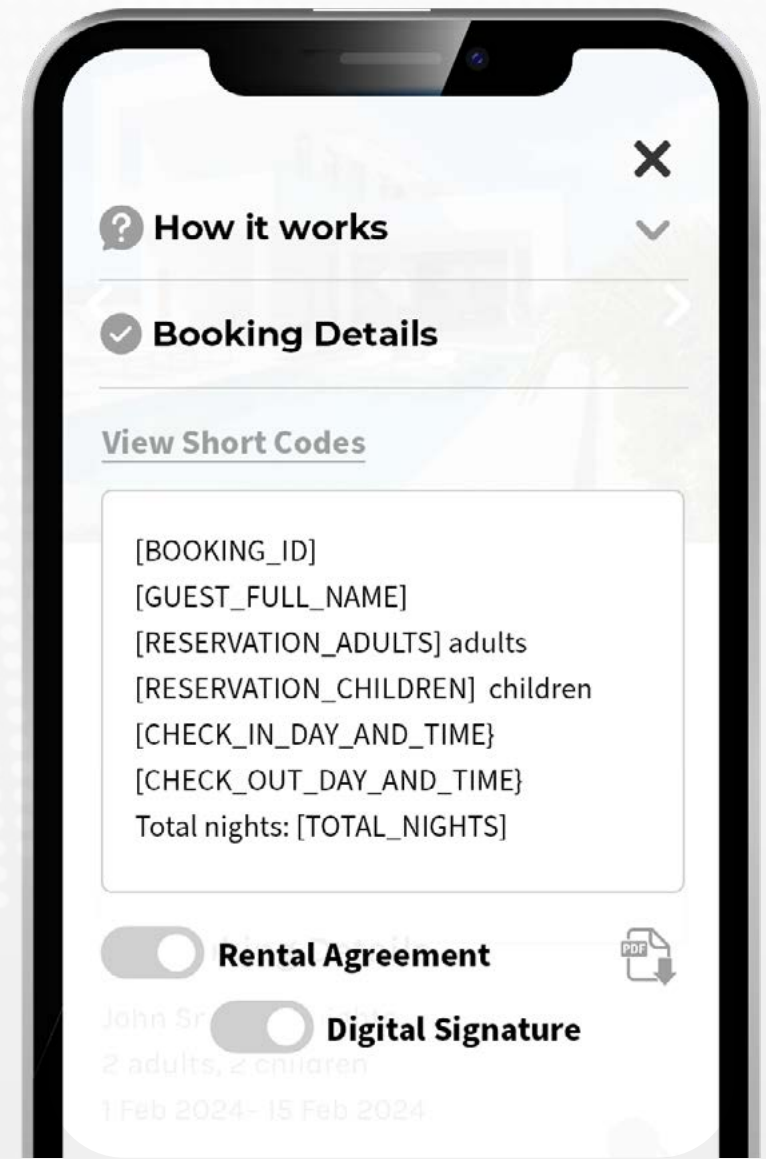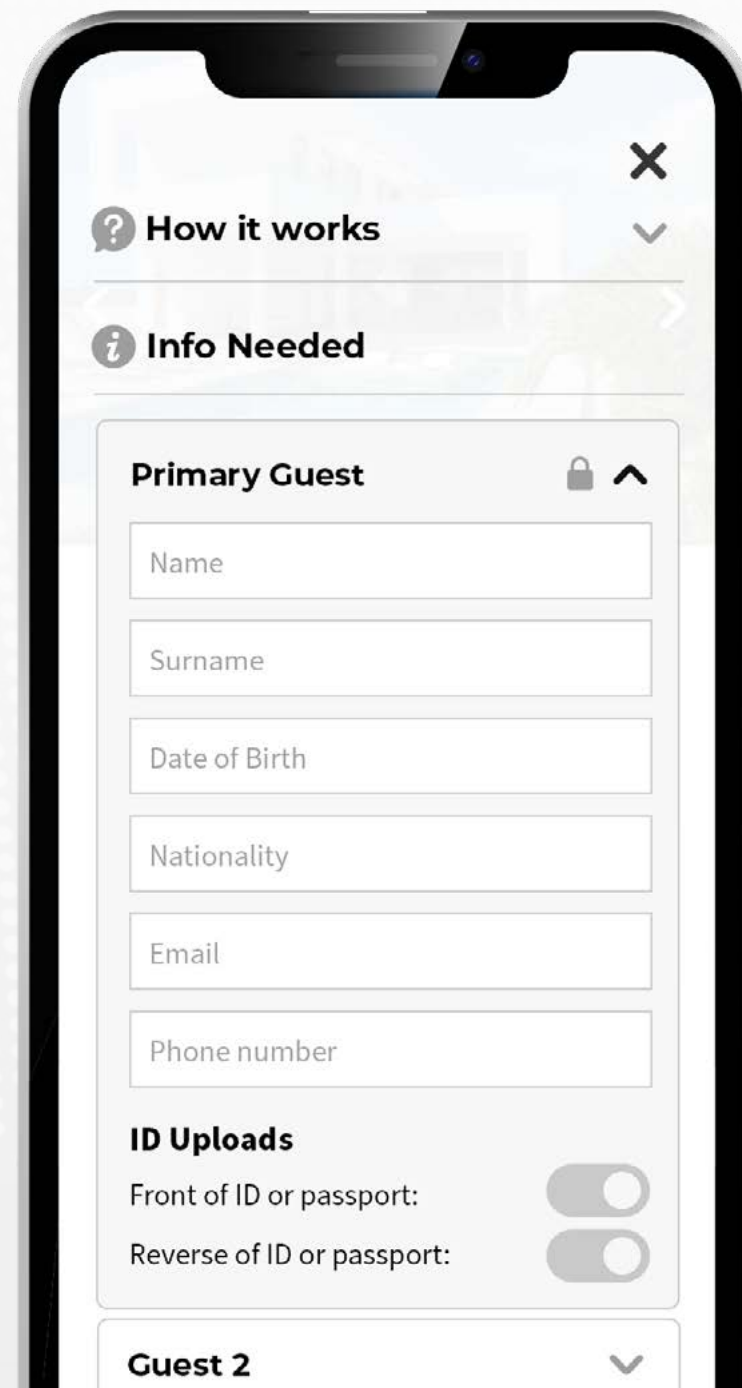
Info Needed

This is your 365Villas Arrival Form (this feature is available only if you have the "Arrival form" bolt-on activated in your 365Villas account) which allows you to seamlessly preview the collected guest information, including photo ID, estimated arrival times, and preferences. The Info Needed section will display empty guest-related fields if your guest hasn't provided the necessary information.

Note also that this is an excellent way to systematically capture otherwise unavailable email addresses from Airbnb guests for future direct marketing for direct bookings, subject to good GDPR practice, where applicable.

GuestWisely app will *remind your guests to first complete the "Info Needed" data.
This feature operates according to your Arrival Form settings in your 365Villas account.

*Available from 1st of July, 2024

Directions

This section will allow your guests to easily find your property location. The app will display the property's physical address and once selected, the pinpoint of the location will be displayed on a map. The Directions settings can be found and edited on the Property Settings>Instructions>Directions page on the 365Villas system.

You can enable the directions download for the guest, by switching the "Directions download" toggle.
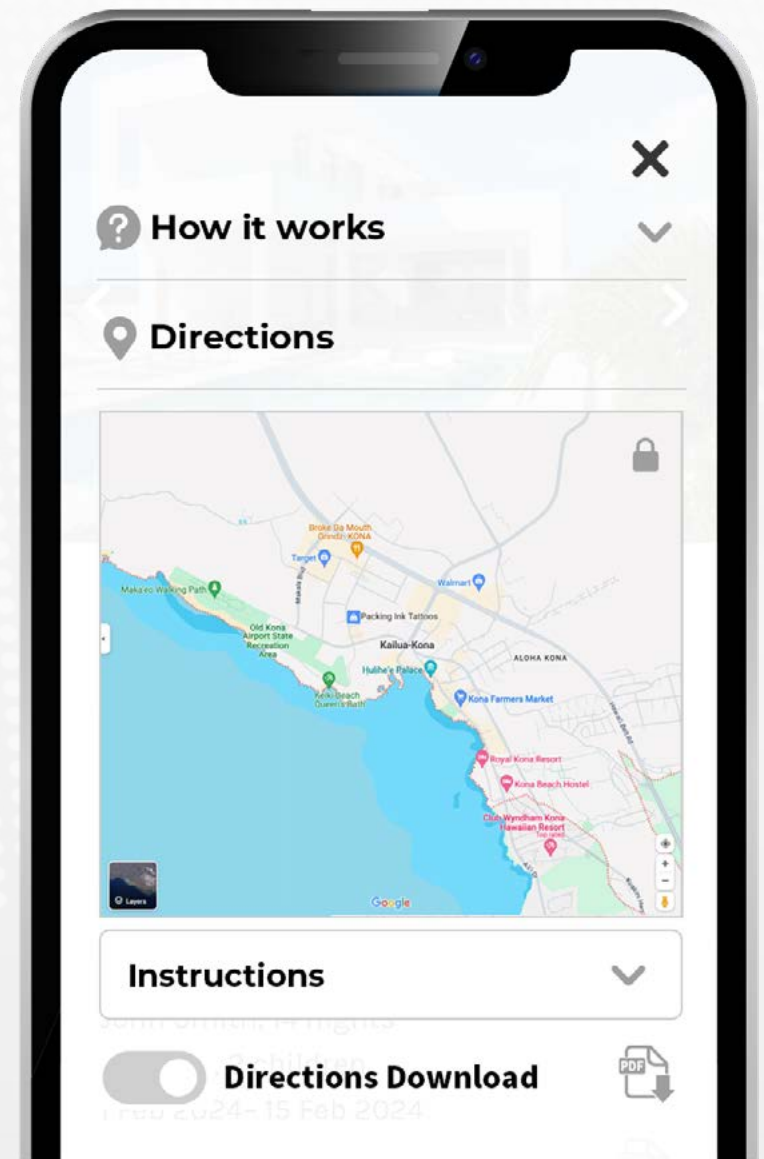
Check-in & Check-out time

Guests will easily be able to verify their check-in and check-out time information from this section. The default check-in and check-out time are automatically displayed based on your preferences set in the Property Settings>Instructions> Logistics page of your 365Villas property settings.

How it works ⌄

⇥ Check-in

Check-in time is from 4:00 pm.
Latest check-in time is 10:00 pm.

Sunrise Villas Unit 342

Guest Messenger

Booking Details

John Smith, 14 nights
2 adults, 2 children
1 Feb 2024– 15 Feb 2024
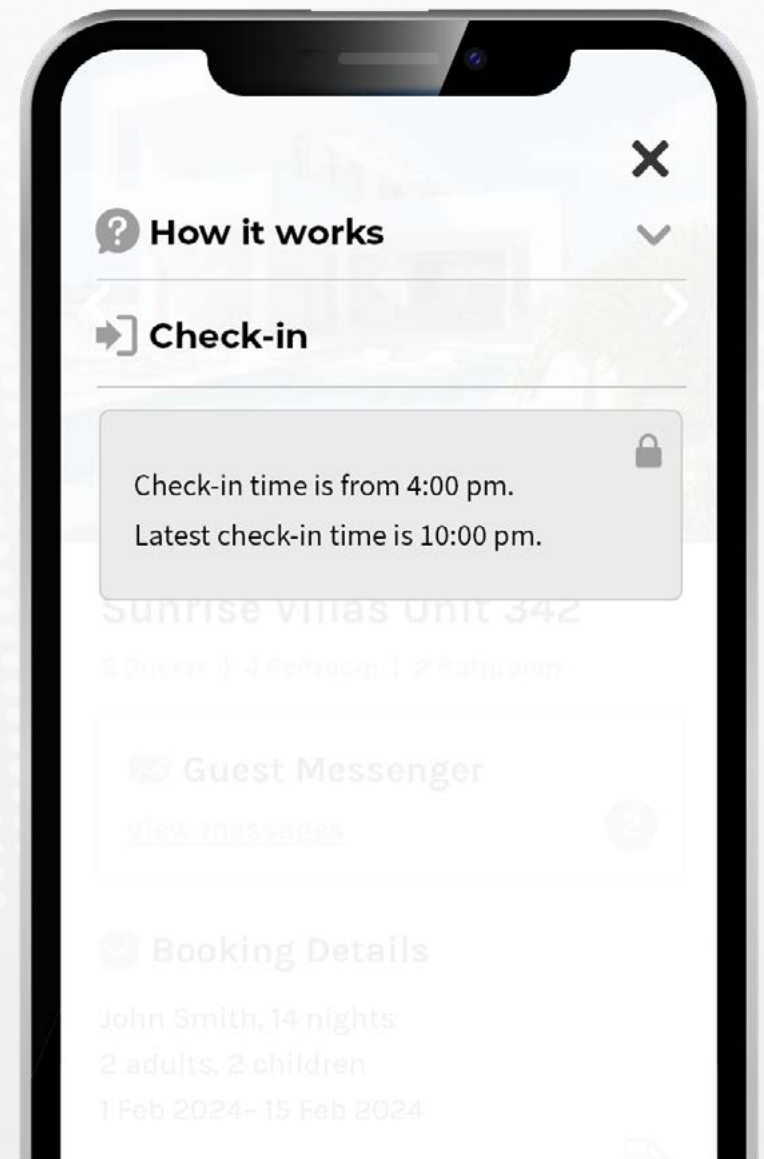
Property Info

The Property Info section provides handy information to the guest, related to property description and amenities. Those options are automatically sourced from your Property and Amenities pages within your 365Villas account. Any necessary updates should be made directly into your account, in the Portfolio Management section.

🏠 **Property Info**

Sunrise Villas Unit 342

Luxury ocean view condo at the Country Club Villas complex in Keauhou Resort area of Kailua Kona. Luxury ocean view condo at the Country Club Villas complex in Keauhou Resort area of Kailua Kona. Luxury ocean view condo at the Country Club Villas complex .

Property Guide

Living Room ⌄

Kitchen 🔒 ⌃

Air Conditioned

High Ceilings
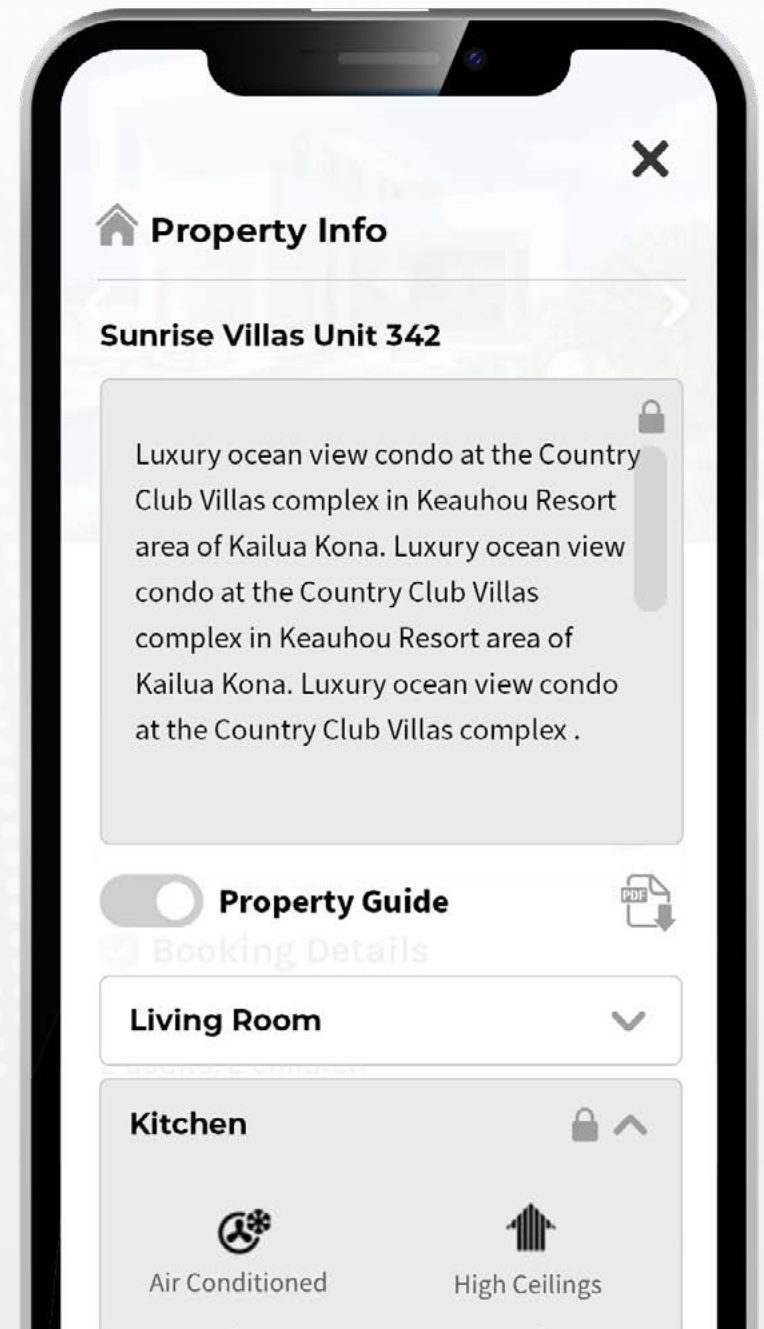
House Rules

Guests will also be able to quickly check the house rules of the property they are staying at.. The full list of rules your guests will see is sourced from your 365Villas account House Rules page. To edit the rules, simply update them under Property Settings>Instructions> Info & Rules page on the 365Villas platform.

How it works

Your guests will see the full list below.

It is pulled from the House Rules page in your 365Villas account. Make any changes there.

House Rules

No smoking.
4 guests maximum
No parties
No pets
No commercial filming.

John Smith, 14 nights
2 adults, 2 children
1 Feb 2024- 15 Feb 2024
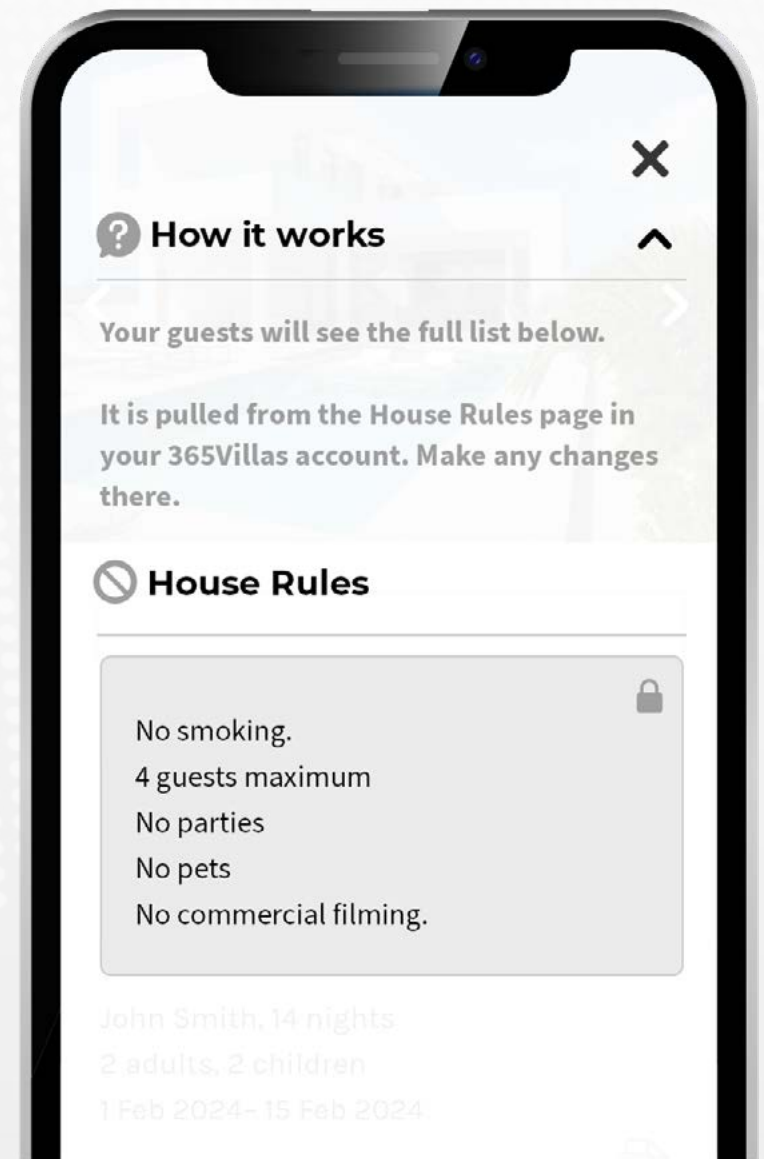
Recommendations

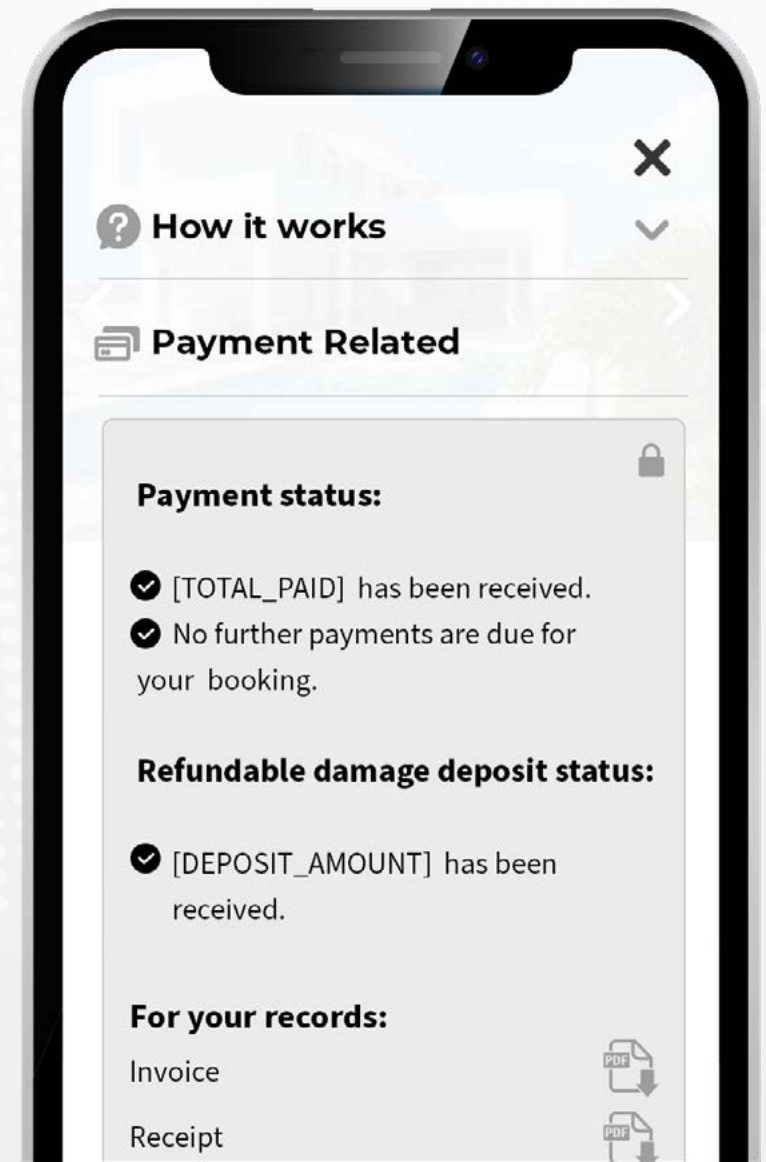Recommend nearby restaurants and attractions to your guests so they can spend less time searching and more time enjoying their stay. You can add more sections if needed. This information will be sourced from the Property Settings>Profile>Local Information.
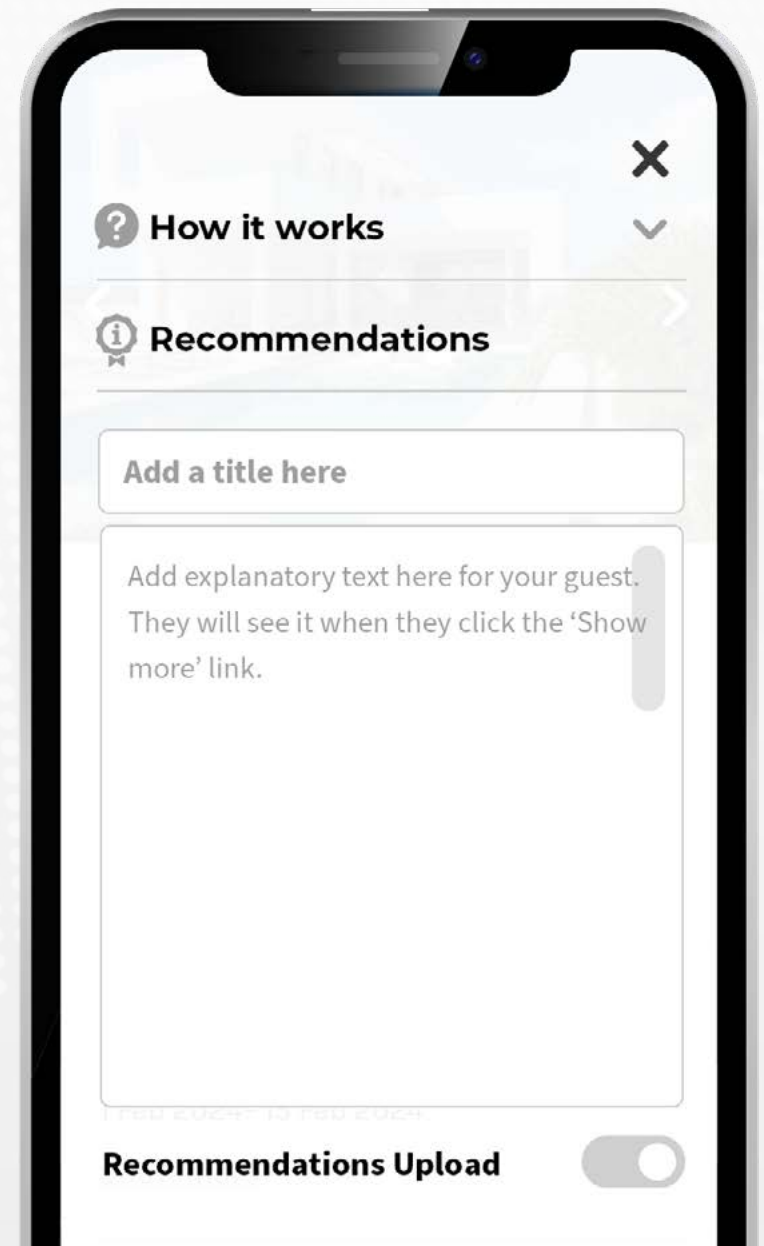
Payment Related

The Payment related section provides you a glimpse of how guests will preview payment details and how GuestWisely keeps guests informed about payments:

- Automated reminders: Guests receive timely notifications about upcoming payment deadlines, similar to 365Villas.
- Manual payments: If you are not using 365Villas' automated billing, GuestWisely offers helpful "Pay Now" buttons for your guests.

How it works

Payment Related

Payment status:

- [TOTAL_PAID] has been received.
- No further payments are due for your booking.

Refundable damage deposit status:

- [DEPOSIT_AMOUNT] has been received.

**For your records:**

Invoice

Receipt

Change Requests

Guests can conveniently send you change requests for things such as arrival/departure times or dates, adjusting occupant numbers, or even canceling reservations directly within the app. Approval for such requests will of course be subject to your terms of service and discretion.
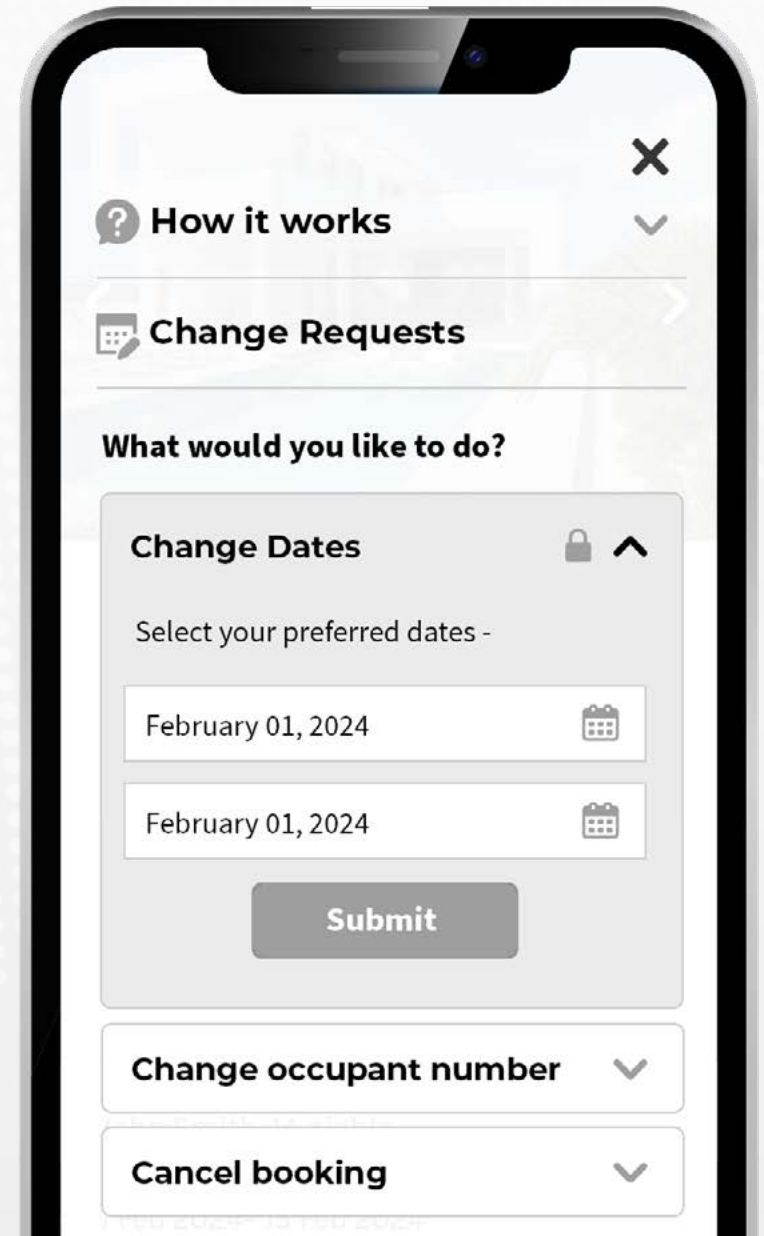
Assistance

This section provides your contact info to the guest. You can also update your contact and personalize guest messages. Name, email, and phone number are editable only on your primary profile in Account Settings > Profile on 365Villas. Include your name, role (optional), and a custom message for guests.
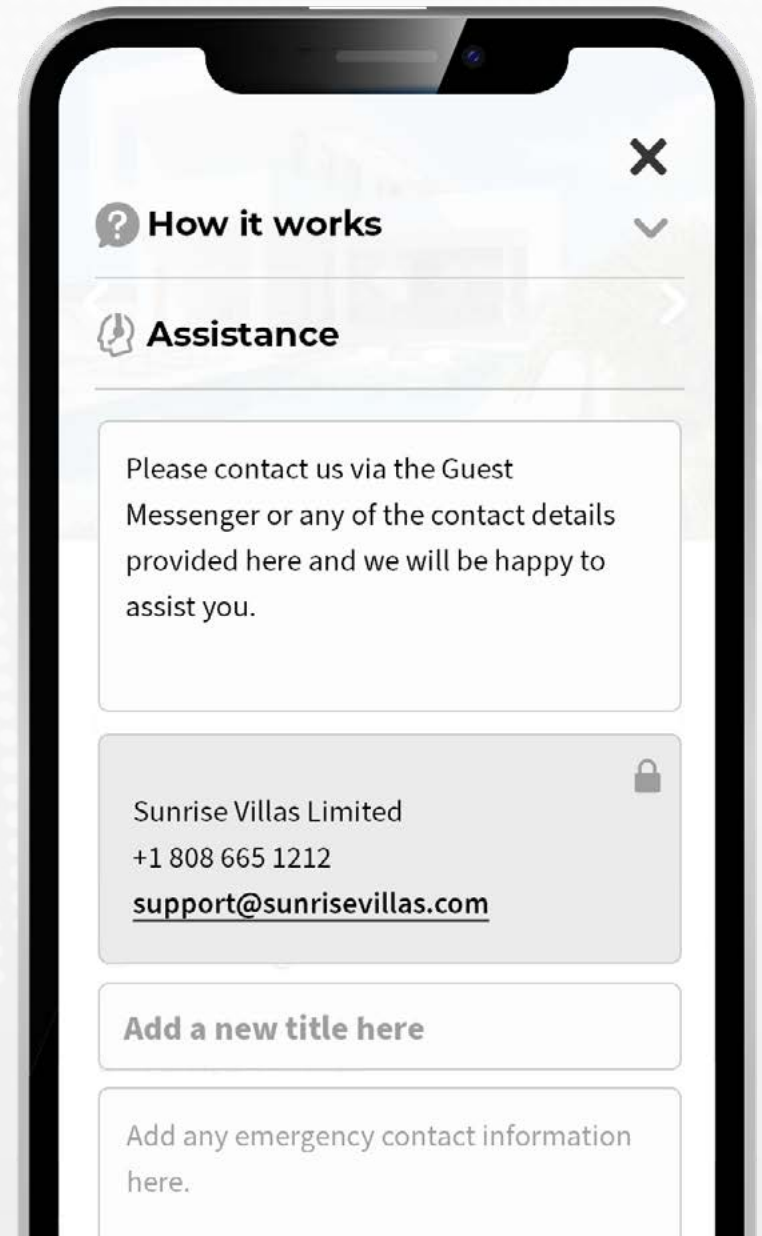
GuestWisely Preview

See exactly what your guests will experience, by previewing all the sections discussed above, within a secure preview window. This allows you to view the guest app features they can access in a centralized environment. (No actions allowed here, only preview)
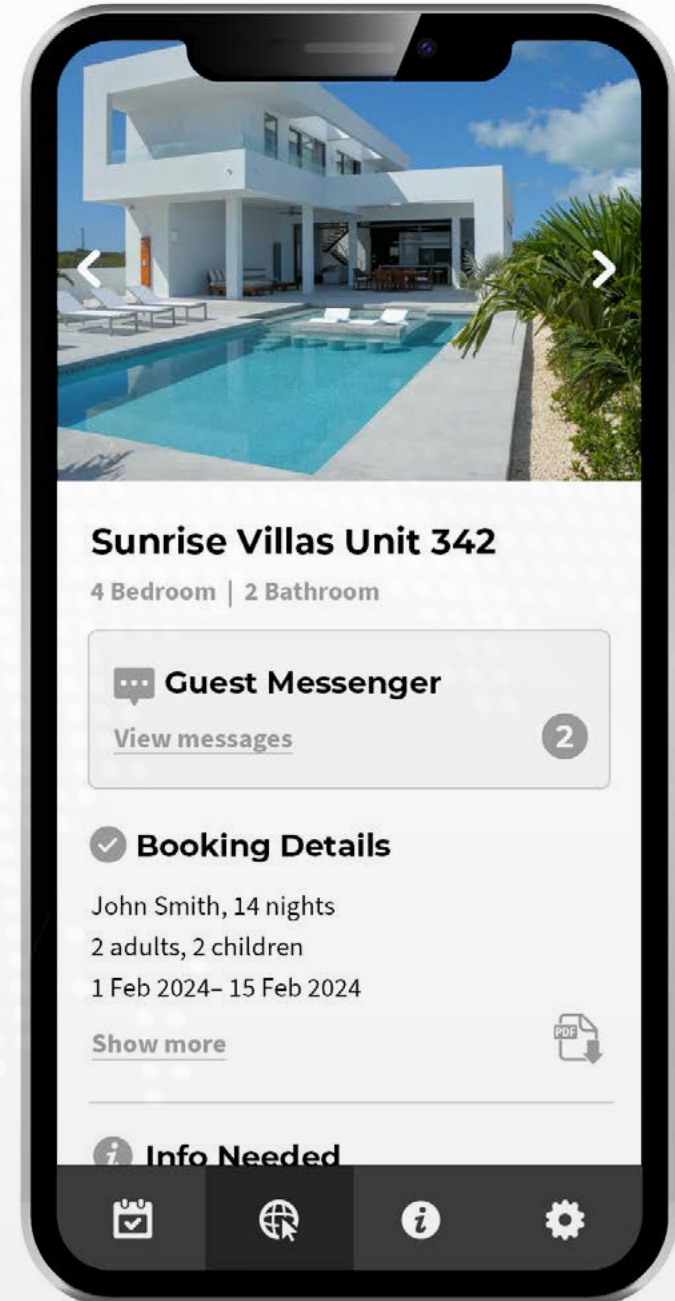
Info

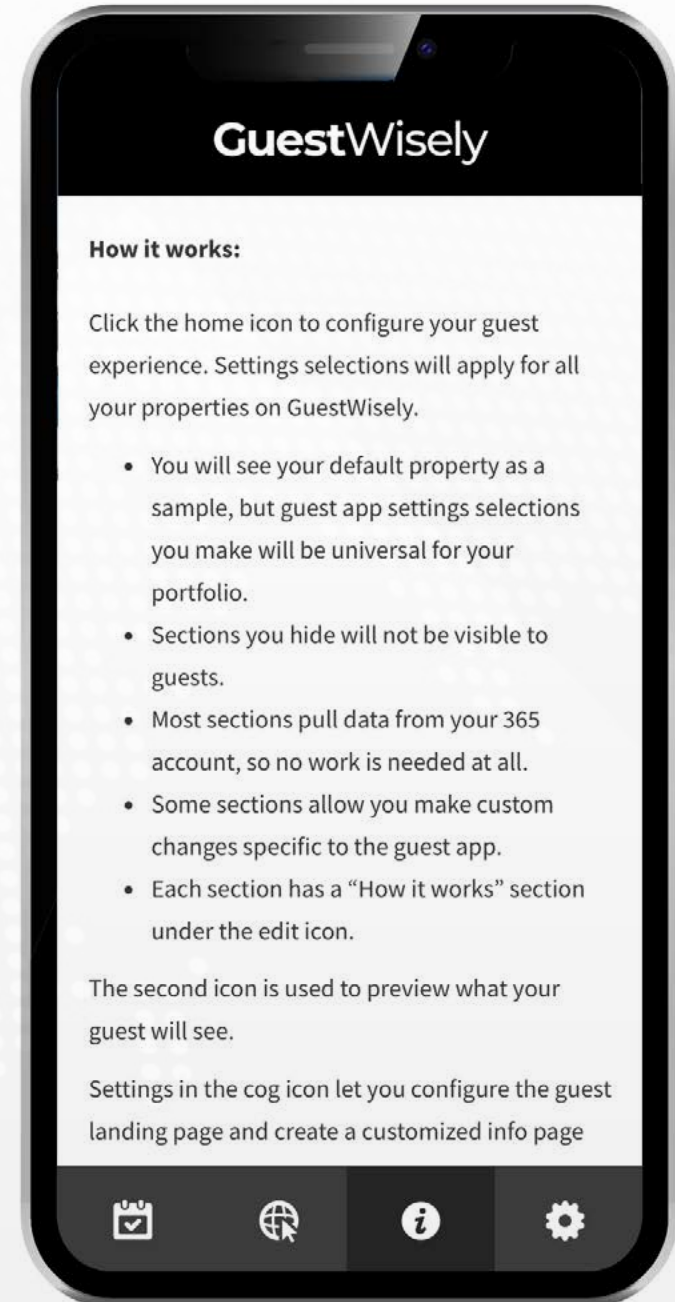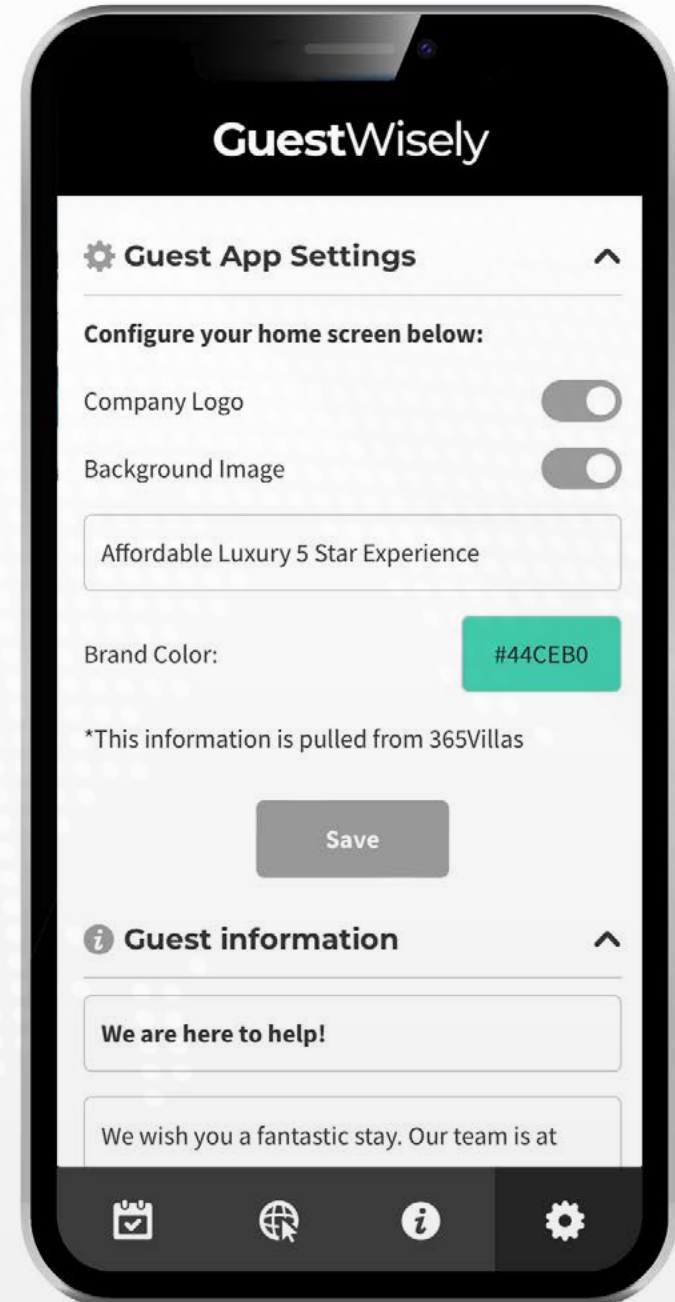This section provides overall app usage instructions:

- Click the home icon to personalize your guest experience. Settings apply to all your GuestWisely properties even though not all properties will be displayed in your configuration app.
- The default property is shown as an example, but settings apply universally.
- Hide sections to remove them from the guest app.
- Most sections automatically use your 365 account data.
- Some sections allow custom changes for the guest app.
- "How it works" guides are available for each section.
- Preview the guest experience with the second icon.
- Use the cog icon to configure your app settings such as the landing page and create a custom guest info page.
- Any modifications made in the app will only be visible after closing and re-opening the app.

GuestWisely

How it works:

Click the home icon to configure your guest experience. Settings selections will apply for all your properties on GuestWisely.

- You will see your default property as a sample, but guest app settings selections you make will be universal for your portfolio.
- Sections you hide will not be visible to guests.
- Most sections pull data from your 365 account, so no work is needed at all.
- Some sections allow you make custom changes specific to the guest app.
- Each section has a "How it works" section under the edit icon.

The second icon is used to preview what your guest will see.

Settings in the cog icon let you configure the guest landing page and create a customized info page

Guest App Settings

This tab allows you to further design the GuestWisely user experience:

- Customize look and feel: By default, some of the customization options will be sourced based on your settings in 365Villas. But you can also upload your logo, background image, and brand color to personalize the guest app experience.
- Provide guest information: Add sections with custom text and photos to deliver relevant information to your guests.
-

GuestWisely

⚙ **Guest App Settings** ⌃

Configure your home screen below:

Company Logo   ⬤

Background Image   ⬤

Affordable Luxury 5 Star Experience

Brand Color: #44CEB0

*This information is pulled from 365Villas

Save

ⓘ **Guest information** ⌃

We are here to help!

We wish you a fantastic stay. Our team is at

GuestWisely APP Access

To enable your guests to use the GuestWisely app, you will need to provide them with the download information. You need to include the following shortcodes in your communication with the guests:

- **[GUESTWISELY_LINK]** - A message containing all the links for downloading and accessing GuestWisely and the guest's unique code to access GuestWisely. **(RECOMMENDED)**
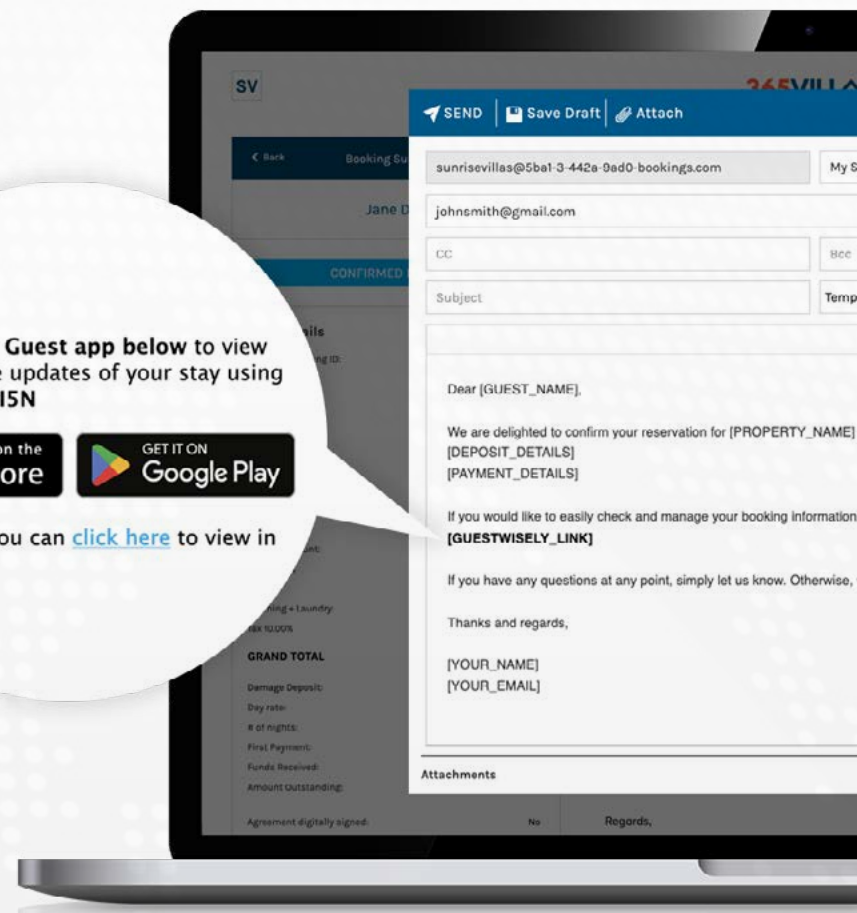
Guests will receive the links to download the app on their preferred device or open it in the browser, and the **unique code** to access their booking info through the app.

Note: This option includes images that may not be visible on communications channels such as Whatsapp, SMS, or Airbnb.

Alternative Shortcodes

Therefore, we also provide the option to send the links separately, by adding to your communications the shortcodes below. Always include the mandatory shortcode **[GUESTWISELY_CODE]** so guests receive their unique code and access the app.

- **[GUESTWISELY_CODE]** - The code required to access GuestWisely. **(MANDATORY)**
- **[GUESTWISELY_WEBLINK]** - Direct link for accessing GuestWisely via any browser.
- **[GUESTWISELY_IOSLINK]** - Direct link to download GuestWisely from the App Store.
- **[GUESTWISELY_ANDROIDLINK]** - Direct link to download GuestWisely from the Play Store.

Note: Only your guests will be able to access the GuestWisely app through the unique code they will receive based on the short codes mentioned above. You can only preview the GuestWisely app directly from the 365Guest app, in the "GuestWisely Preview" tab.

In order for you, as a host, to download the actual app, you would need to be a guest in the 365Villas system, on one of your properties. For this reason, we provide you with the GuestWisely preview directly into the 365Guest app.
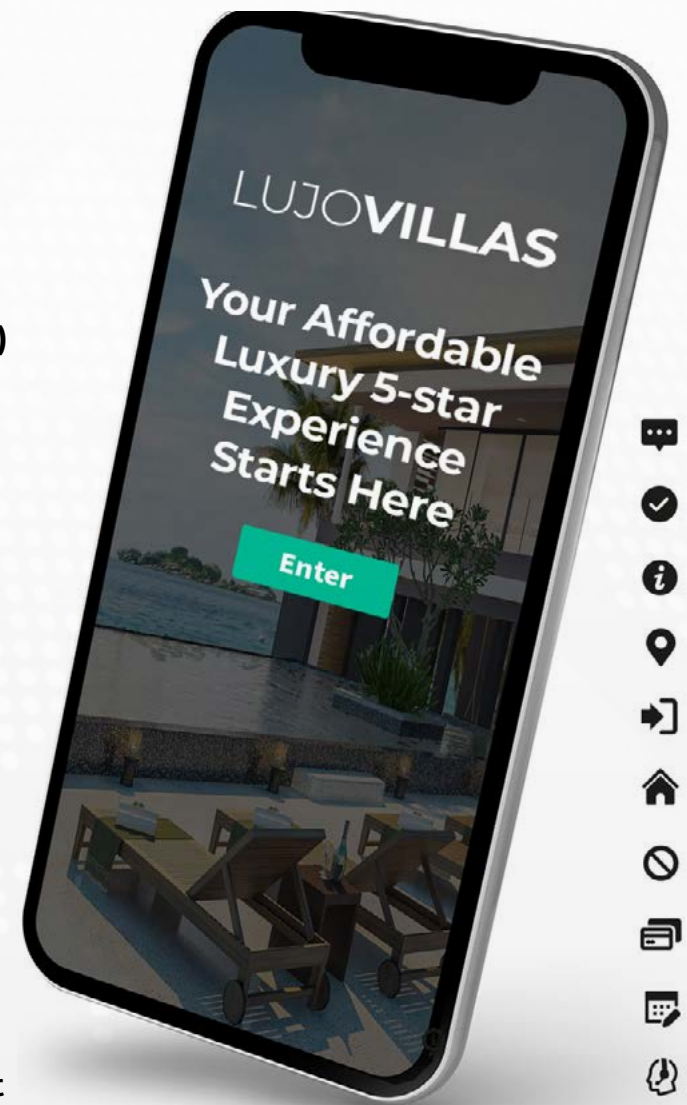
GuestWisely

The hottest new Guest App in town

From

365VILLAS