GUESTCENTRIX TRUSTCENTRIX
OWNERS PORTAL USER GUIDE



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Introduction

TrustCentrix Owners Portal is a secure website for owners of rooms and apartments in a hotel or resort managed with GuestCentrix. It lets owners follow how their property is performing, see upcoming bookings, request stays and read messages from the hotel, from a desktop, tablet or phone.

The portal reads the same data as GuestCentrix. Revenue, statements and bookings shown in the portal come straight from the hotel's property management system.

Who this guide is for

This guide is for property owners and their nominated contacts who use the Owners Portal, and for hotel staff who support owners. It walks through each screen in the order it appears in the menu.

About the screenshots

The screenshots in this guide were taken in **Demo mode**, which shows sample data for a fictional property. Names, rooms, amounts and dates are examples only. Your screens show your own property's data and your hotel group's name.

What you need

- A current web browser such as Microsoft Edge, Google Chrome or Safari.
- The Owners Portal web address for your hotel, supplied by the hotel.
- An Owners Portal user name and password, supplied by the hotel.

> **Note:** Your hotel decides which areas of the portal are switched on. If a screen in this guide is missing from your menu, contact your hotel's owner relations team.

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Signing in

Logging in

Open the Owners Portal web address in your browser. The login screen appears, with your hotel group's name at the top.

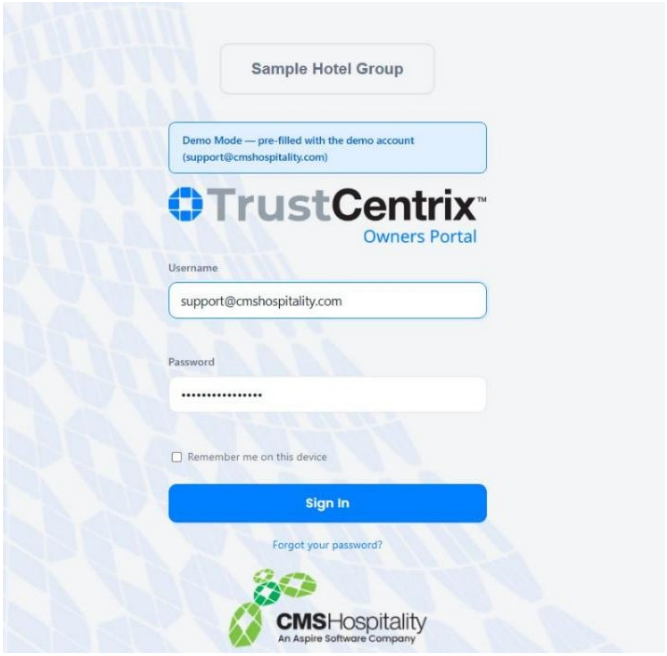


Figure 1 – The Owners Portal login screen

1. Enter your **Username** (usually your email address) and **Password**.
2. Tick **Remember me on this device** if you want the portal to remember you on this computer or phone. Do not tick it on a shared device.
3. Select **Sign In**. The Home page opens.

The **Light**, **Dark** and **Contrast** buttons below the login form change how the portal looks on this device. Your choice is remembered for next time.

Forgotten password

Select **Forgot your password?** below the Sign In button and follow the instructions. If you do not receive a reset email, contact your hotel.

Demo mode

Demo mode lets you explore the Owners Portal with sample data. Nothing you do in Demo mode changes real data, and stay requests made in Demo mode are not sent to the hotel.

1. Open the demo address supplied by CMS Hospitality. A **Demo Mode** notice shows that the demo account is already filled in.
2. Select **Sign In**. Each screen shows a blue **Demo Mode** notice explaining that the data is sample data.
3. To leave, select **Log Out** at the top right.

Finding your way around

Every Owners Portal screen has the same layout: the menu on the left, the page title and hotel group across the top, and the content in the middle.

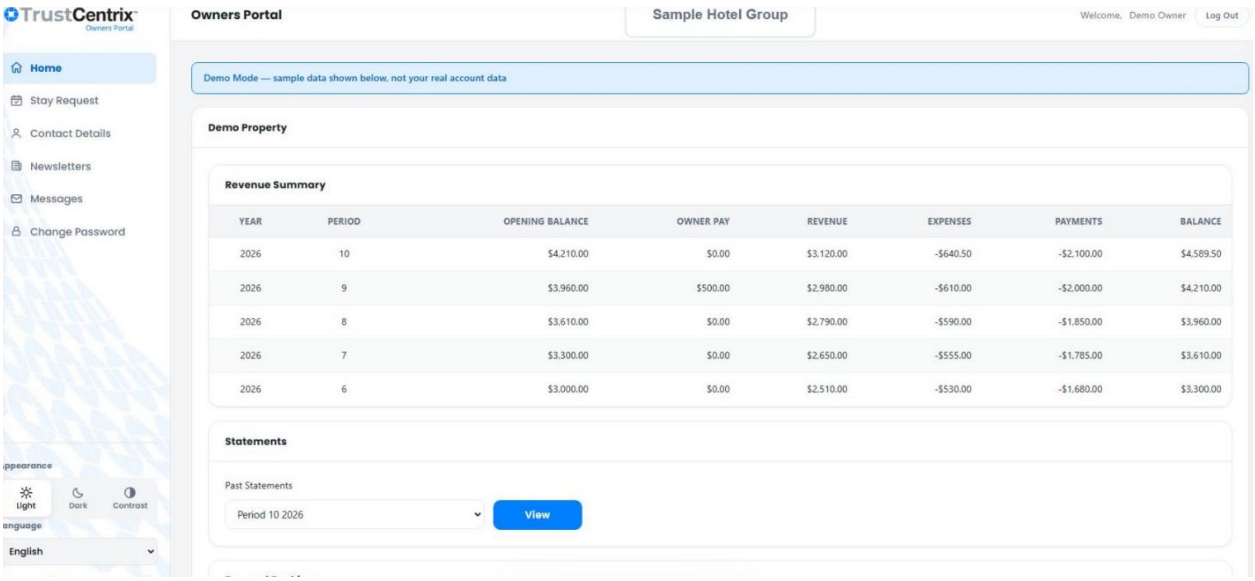


Figure 2 – The Owners Portal layout, showing the Home page

The menu

The menu on the left lists the screens available to you:

Menu item	What it is for
Home	Revenue Summary, Statements and Forward Bookings for your property.
Stay Request	Ask the hotel to book a stay for you or a guest.
Contact Details	The owner and contact details the hotel holds for you.
Newsletters	Owner newsletters issued by the hotel.
Messages	Messages from the hotel to you.
Change Password	Change your sign-in password.

The top bar

The top bar shows the name of the current page, your hotel group, a **Welcome** message with your name, and **Log Out**.

Appearance

Use **Light**, **Dark** or **Contrast** at the bottom of the menu to change the colour scheme. **Contrast** uses stronger colours that are easier to read in bright light or for people with low vision.

Language

Use the **Language** list at the bottom of the menu to change the language of the portal. Languages include English, Español, Français, Deutsch, Italiano, Português, 日本語 and 한국어.

Home

Home opens when you log in. Your property name is shown at the top, followed by three sections: Revenue Summary, Statements and Forward Bookings.

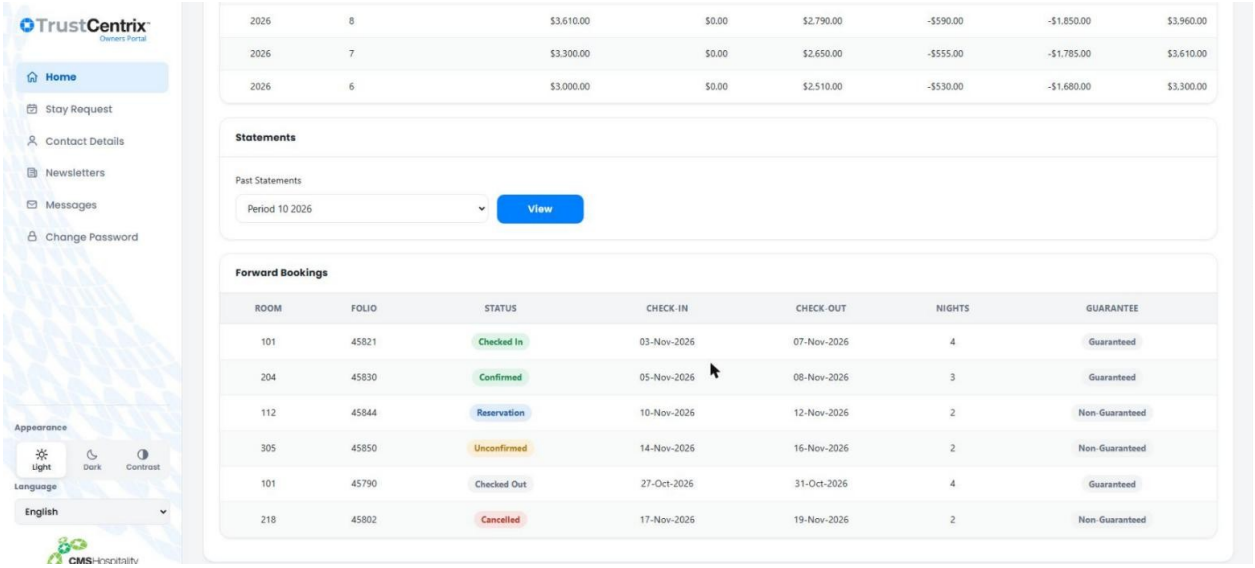


Figure 3 – Statements and Forward Bookings on the Home page

Revenue Summary

The Revenue Summary shows one row for each accounting period, newest first.

Column	Meaning
Year / Period	The accounting year and period number.
Opening Balance	Your balance at the start of the period.
Owner Pay	Amounts paid to you during the period.
Revenue	Revenue earned by your property during the period.
Expenses	Charges against your property. Shown as negative amounts.
Payments	Payments made during the period. Shown as negative amounts.
Balance	Your closing balance for the period. This becomes the next period's Opening Balance.

Statements

1. Under **Past Statements**, choose the period you want, for example **Period 10 2026**.
2. Select **View** to open the statement for that period.

Forward Bookings

Forward Bookings lists the bookings for your rooms. Each row shows the **Room**, **Folio** (booking number), **Status**, **Check-in** and **Check-out** dates, number of **Nights** and **Guarantee**. See Status reference at the end of this guide for what each status means.

Stay Request

Use Stay Request to ask the hotel to book a stay in your property, for yourself or for a guest. Fields marked with * are required.

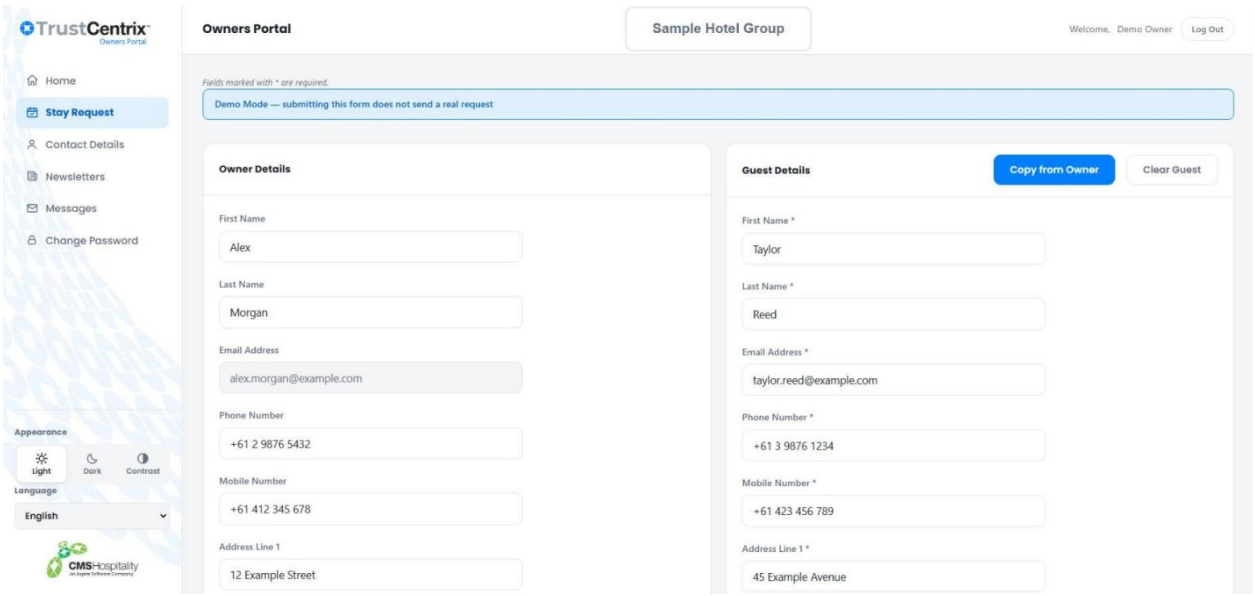


Figure 4 – Owner and guest details on the Stay Request form

Owner Details

Your details are shown on the left for reference. You do not need to change them.

Guest Details

Enter the details of the person who will be staying.

- If you are staying yourself, select **Copy from Owner** to copy your details across.
- Select **Clear Guest** to empty the guest fields and start again.
- Required fields are First Name, Last Name, Email Address, Phone Number, Mobile Number, Address Line 1, Postcode and Country.

Stay Details

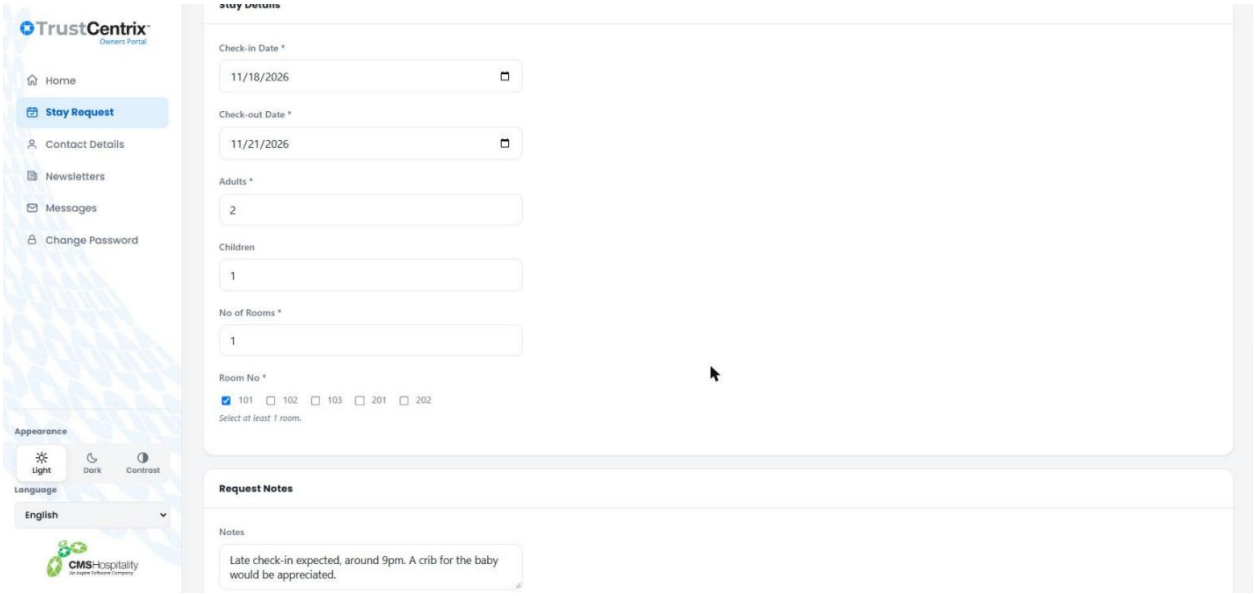


Figure 5 – Stay details and request notes

- Choose the **Check-in Date** and **Check-out Date**.
- Enter the number of **Adults** and, if any, **Children**.
- Enter the **No of Rooms** you need.
- Under **Room No**, select at least one of your rooms.

Sending the request

1. Add anything the hotel should know in **Request Notes**, for example an arrival time or special requirements.
2. Select **Submit Request**. To start again, select **Clear**.

> **Note:** A stay request is a request, not a confirmed booking. The hotel reviews it and contacts you. Once the hotel has made the booking, it appears under Forward Bookings on the Home page.

Contact Details

Contact Details shows the details the hotel holds for you, in two panels.

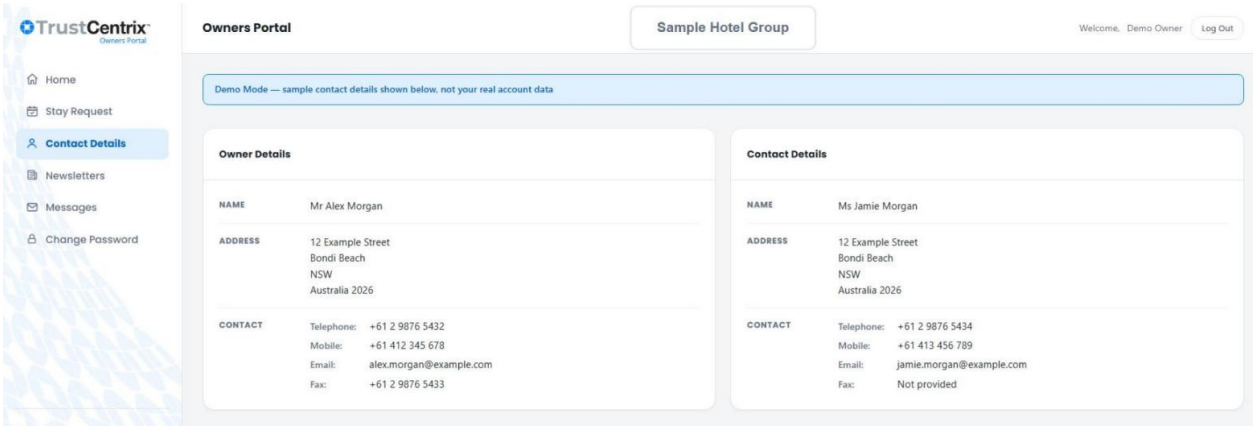


Figure 6 – Contact Details

Panel	Shows
Owner Details	The registered owner's name, address, telephone, mobile, email and fax.
Contact Details	The person the hotel should contact about the property, if different from the owner.

> **Note:** Contact Details cannot be changed in the portal. If anything is wrong or out of date, ask your hotel to update it.

Newsletters and messages

Newsletters

Newsletters lists owner newsletters by **Year** and **Period**, newest first. Select **View Newsletter** beside an issue to open it.

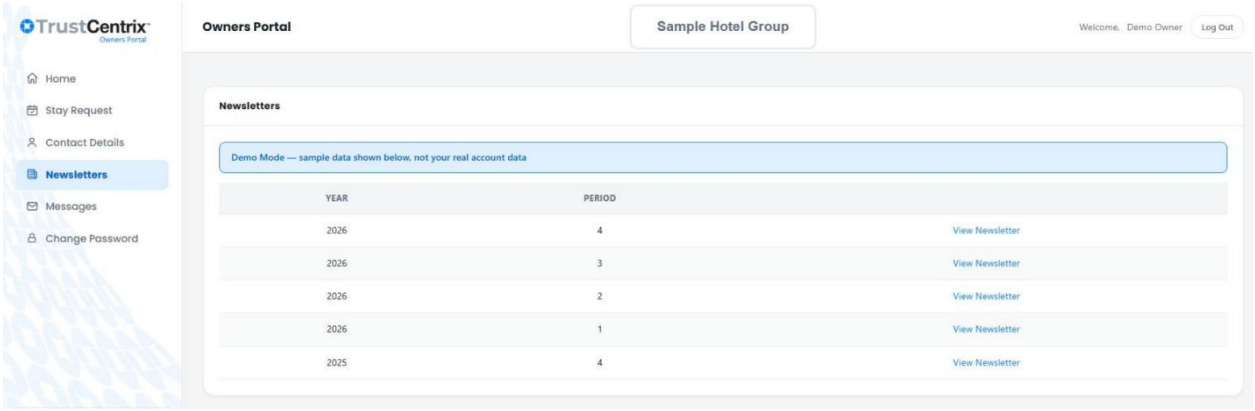


Figure 7 – Newsletters

Messages

Messages lists messages from the hotel by **Year** and **Period**, with the start of each message. Select a message to read it in full in the panel below the list.

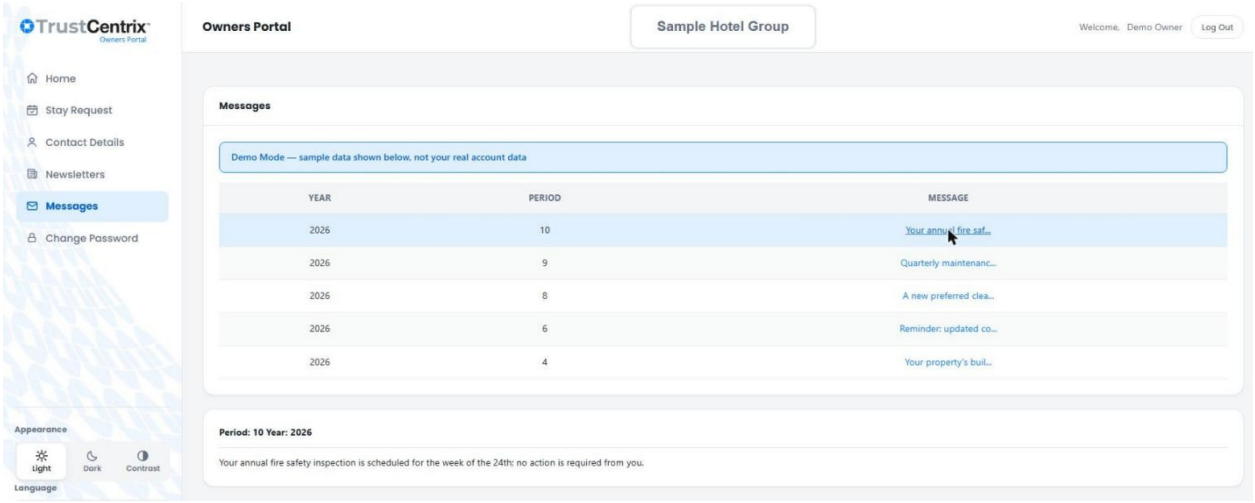


Figure 8 – Reading a message

Your account

Changing your password

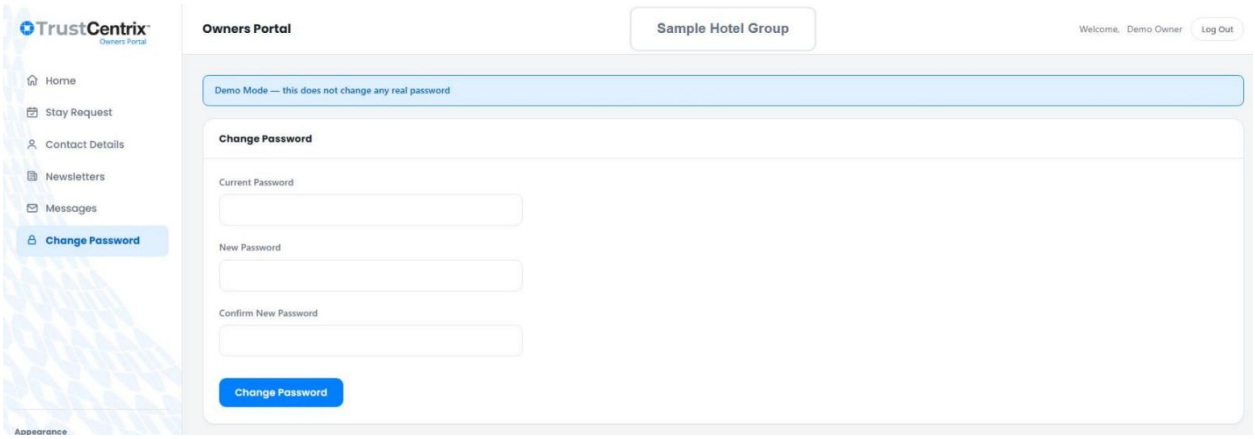


Figure 9 – Change Password

1. Select **Change Password** in the menu.
2. Enter your **Current Password**.
3. Enter your **New Password**, then type it again in **Confirm New Password**.
4. Select **Change Password**.

Logging out

Select **Log Out** at the top right. Always log out on a shared computer or phone.

> **Note:** For security, the portal logs you out automatically after a period of inactivity.

Status reference

Booking status

Status	Meaning
Reservation	The booking has been made but is not yet confirmed.
Unconfirmed	The booking is waiting for confirmation.
Confirmed	The booking is confirmed.
Checked In	The guest is staying in the room now.
Checked Out	The stay has finished.
Cancelled	The booking has been cancelled.

Guarantee

Guarantee	Meaning
Guaranteed	The booking is secured, for example by a credit card or deposit.
Non-Guaranteed	The booking is not secured and may be released if the guest does not arrive.