

Corrections/Changes in the user profile of the .GRM-CLOUD

- Instructions for accommodation providers -

Name	Date	Signature
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Delivering committed	2021-07-16	Matthias Liedtke
Update requested		
Update published and committed		

Foreword

The client's account setup is initially created by registering the accommodation provider for the .GRM-CLOUD in several stages:

- **Client account of the accommodation provider** - All the information necessary for issuing the digital guest card is stored here.
- **User account of the owner of a client account**- The personal details of the user profile as well as the login and your password are stored here.

These two elements are created in an automated process from the information provided in the registration form.

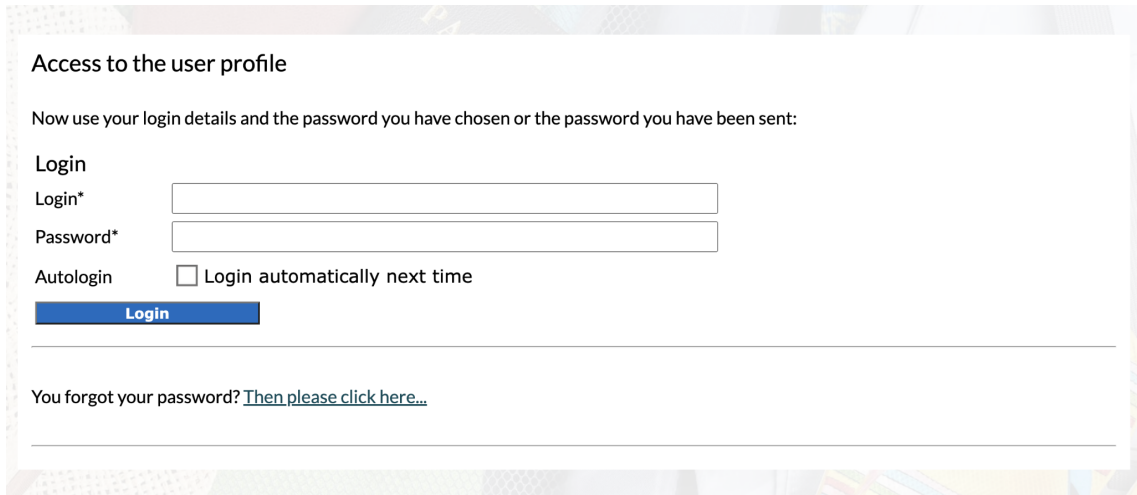
From the moment of completed registration, these elements are independent of each other and may need to be updated and corrected separately.

We ask you to take this into account when using the following FAQ article.

Step 1: Corrections/changes in the user profile

1. Use the following link and log in via the profile page of your user profile:

www.registration-jungfrauregion.swiss/de/user-profile/



Access to the user profile

Now use your login details and the password you have chosen or the password you have been sent:

Login

Login*

Password*

Autologin ☐ Login automatically next time

Login

You forgot your password? [Then please click here...](#)

2. Now enter your login and your chosen password and log in. After successful login, the following profile page opens:

User profile

Salutation	Mr. <input type="text"/>
Last name	Liedtke
First name	Matthias
Second name	<input type="text"/>
Gender	Male <input type="text"/>
Birth date	<input type="text"/>
Language	German <input type="text"/>
E-mail*	matthias.liedtke@masch.com
Login*	matthias.liedtke@masch.com

- You can now edit the profile and make your intended changes. Please note that you can also change your password here, but you should only do this for a valid reason. If you leave the password field blank, your already assigned password will still be valid:

User profile

Salutation	<input type="text" value="Mr."/>
Last name	<input type="text" value="Liedtke"/>
First name	<input type="text" value="Matthias"/>
Second name	<input type="text"/>
Gender	<input type="text" value="Male"/>
Birth date	<input type="text"/>
Language	<input type="text" value="German"/>
E-mail*	<input type="text" value="matthias.liedtke@masch.com"/>
Login*	<input type="text" value="matthias.liedtke@masch.com"/>
Password	<input type="password"/>

Please enter now your username with associated password for the future login of your account. We recommend that you use your e-mail address as your login. When choosing your personal password, please make sure that your password has at least 8 characters and contains a capital letter, a number and a special character. Spaces are not allowed for login or password!!!

Password confirmation	<input type="password"/>
Company	<input type="text" value="MASCH Software Solutions"/>
Position	<input type="text"/>
Address	<input type="text" value="Paulinenweg 3"/>
ZIP Code	<input type="text" value="51149"/>
City	<input type="text" value="Köln"/>
State	<input type="text" value="-"/>
Country	<input type="text" value="Germany"/>
Phone	<input type="text" value="+41335112135"/>
Fax	<input type="text"/>
Mobile phone	<input type="text"/>
Webpage	<input type="text" value="www.masch.com"/>
Customer number	<input type="text"/>

<input type="button" value="Save"/>	<input type="button" value="Reset"/>
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[Logout](#)

At the end please use the "[Logout](#)" button at the bottom right and log out of your user profile.

Step 2: Updates in the client account

Please note:

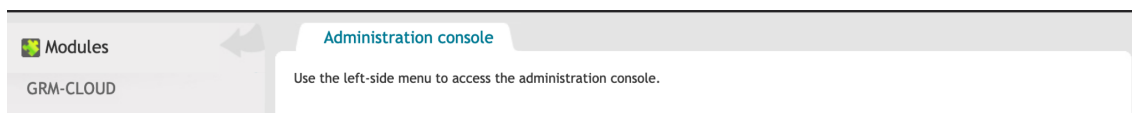
Content changes to your user account such as: A misspelled name must also be updated in the client account as in the foreword.

Although the client account and user account are logically connected, they are two elements that must be maintained separately in the digital reporting system of your tourism organization.

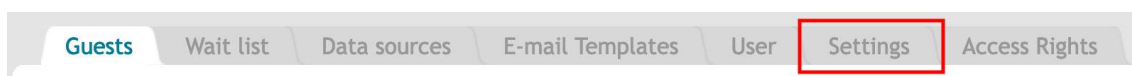
To be able to make the necessary updates/corrections, please log in to your client's extranet using the following link:

<https://www.registration-jungfrauregion.swiss/admin/>

The following or a similar screen opens:



Please click with the mouse on the module in the module bar on the left "**GRM-CLOUD**". After opening your CLOUD account, please click on the tab "**Settings**":



If you are within the section "**Settings**" Scrolling down with the mouse will show you the client setup based on the information you provided during registration:

Name:	Testhotel Erkerhof
Gemeinde:	Grindelwald
Klassifizierung im Gästekartensystem:	Klasse C1
Kurtaxen Klassifizierung:	2000. Kurtaxen Hotellerie
E-Mail:	oleg.schildt@masch.com
Kontakt-Email:	oleg.schildt@masch.com
Adresse:	Kölner Str. 52
PLZ:	51149
Ort:	Köln
Telefon:	+49 2203 23456789
Ansprechpartner:	Jürg Mustermann
Signatur:	Testhotel Erkerhof Jürg Mustermann Kölner Str. 52 51149 Köln
Logo:	resources/grm/14/logo-home-200-transparent.png ...
Hintergrund:	resources/grm/14/covid-19-msitec.jpg ...
Bild mobil:	resources/grm/14/covid-19-msitec.jpg ...

Some of the information is grayed out and can only be updated or corrected by support, as this information is system-relevant entries. However, you can make changes to data such as telephone number, email signature, etc. at any time.

If you are not sure what impact your change requests may have, please contact our support.