



FAQ – Room Key in Apple Wallet

This document provides a list of frequently asked questions (FAQs) and answers that hotels can use to inform guests about adding and using their Room Key in Apple Wallet.

Use the term **Room Key in Apple Wallet**. This terminology is recommended for customer communications because it matches the wording displayed in the iPhone and Apple Watch user interface. Other acceptable terms include **Hotel Key** or **Resort Key**.

Room Keys in Apple Wallet

Q: What is Room Key in Apple Wallet?

A: You can add your room key to Apple Wallet and access **[your studio]** using only your iPhone or Apple Watch. It's simple, convenient, and designed with your privacy in mind.

Q: How do I set up and use a Room Key in Apple Wallet?

A: You can add your room key to Apple Wallet after booking your stay. Once you've completed online check-in, tap the Wallet icon to add your key. Your room key will automatically become active once your arrival has been confirmed and your room has been assigned.

To use your room key, simply hold your iPhone or Apple Watch near the door lock.

Q: Can I use Room Keys in Apple Wallet if I have booked multiple rooms?

A: Yes. Your room key will automatically be activated for each room included in your reservation.

Q: Where can I use a Room Key in Apple Wallet?

A: In addition to your guest room, your room key can also be used to access the same hotel areas that are accessible with a physical key, such as **[the laundry room]**.

Access to additional areas using your room key may vary by property.

Q: Are Room Keys in Apple Wallet secure?

A: When your room key is added to Apple Wallet on your iPhone or Apple Watch, it is stored directly on your device. This means Apple cannot see which areas you access or when you access them. Your data remains private and secure.

Q: What do I need to start using Room Key in Apple Wallet?

- An iPhone or Apple Watch running the latest version of iOS or watchOS.
- An Apple Account signed in to iCloud.
- **[Mews]**

Q: Do I need to unlock my iPhone to use my Room Key in Apple Wallet?

A: With Express Mode, you don't need to wake or unlock your iPhone or Apple Watch to use your room key in Apple Wallet. Express Mode is enabled by default. For more information, please refer to Apple's documentation.

Q: Can I use my Room Key in Apple Wallet if my iPhone battery is low?

A: Power Reserve allows you to continue using your room key for up to five hours after your iPhone battery reaches a critically low level. This feature is available on iPhone XS, iPhone XS Max, iPhone XR, and later models. For more information, please refer to Apple's documentation.

Q: How do I add my Room Key to my Apple Watch?

A: When you add your room key to Apple Wallet on your iPhone, it is automatically added to Apple Wallet on your paired Apple Watch. Once added, simply hold your Apple Watch near the reader to unlock the door.

Q: How many devices (iPhone/Apple Watch) can I use with my Room Key in Apple Wallet?

A: You can use your room key on up to one iPhone and one Apple Watch. Both devices must be signed in with the same Apple Account and iCloud account.

Q: What should I do if my iPhone or Apple Watch is lost or stolen?

A: Use the Find My app or iCloud.com to suspend, deactivate, or reactivate your Room Key in Apple Wallet. Instructions for locating lost Apple devices and using Find My are available in Apple's documentation.

Q: I can't add or use my Room Key in Apple Wallet. What should I do?

A: Try the following troubleshooting steps:

- Update your device to the latest version of iOS or watchOS.
- Make sure Face ID, Touch ID, or a passcode is set up on your device.
- Verify that your Apple Account is signed in to iCloud and that two-factor authentication is enabled.
- Confirm that you've accepted Apple's Terms and Conditions when signing in to iCloud.

If you're still unable to add your room key, please contact **[Carole Belley]** at **[418-452-8113 ext. 1410]** or **[accueil@domaineforget.com]**.

Q: How do I remove Wallet cards or passes from a device, such as after upgrading to a new iPhone or Apple Watch?

A: If you're no longer using a device, you can remove its Wallet cards and passes either directly on the device or online. Once removed, you can add them to your new iPhone or Apple Watch.

You can remove a pass from your old device in two ways:

1. On your iPhone

Open the Wallet app and select the pass you want to remove. Tap the **More** button in the upper-right corner, scroll down, and tap **Remove Pass**.

Note: This also removes the pass from any paired Apple Watch.

2. Online (if you no longer have access to the device)

Go to **account.apple.com** and sign in. Select **Devices** from the sidebar, choose the appropriate device, then click **Remove Items**.

Note: This removes all Wallet cards and passes from that device.

After the passes have been removed, you can add them to your new device.

Optional – If Room Key in Apple Wallet is available at multiple properties

Q: Why can I use Room Key in Apple Wallet at only some hotels?

A: At this time, only a limited number of hotels support the latest Room Key features. Additional properties will add support for Room Key in Apple Wallet in the future.