

## FREQUENTLY ASKED QUESTIONS

We are here to support you during this transition. From Expedia PartnerCentral, you can manage rooms and rates, reservations, finances, room and property information, photos, and more--all in one place! If you encounter any issues signing into Expedia PartnerCentral, please reference the troubleshooting steps below.

### I'VE NEVER USED EXPEDIA PARTNERCENTRAL BEFORE, WHAT IS MY USERNAME AND PASSWORD?

Your Expedia PartnerCentral username and password is the same as your existing Hotel Extranet username and password.

### I FORGOT MY USERNAME, HOW DO I LOOK IT UP?

If you don't remember your Hotel Extranet username, please refer to the emails you received from your Market Manager and the Expedia Lodging Support Services about Expedia PartnerCentral. These include your Hotel Extranet username. If that does not work, contact Expedia Lodging Support Services for further assistance.

### I FORGOT MY PASSWORD, WHAT DO I DO?

If you forgot your password, click on the **Need Help Signing In** link and follow the instructions to reset your password. You will receive an email from Admin at Expedia PartnerCentral with a link to reset your password. When resetting your password, choose a new password. Do not attempt to reuse old passwords.

### I'M GETTING A LOGIN ERROR OR I THINK MY PASSWORD HAS EXPIRED, WHAT DO I DO?

Click on the **Need Help Signing In** link and follow the instructions to reset your password. You will receive an email from Admin at Expedia PartnerCentral with a link to reset your password. When resetting your password, choose a new password. Do not attempt to reuse old Hotel Extranet passwords.

### WHAT DO I DO IF I DON'T RECEIVE THE PASSWORD RESET EMAIL?

If you use the **Need Help Signing In** link, and do not receive the reset email within the hour, check in your junk mail folder. If you do not find it, try again in case the email was typed incorrectly or the email system had a temporarily failure. If, after a second try, you still have not received the email, contact your regional support team to verify which email address is associated with your account or to reset your account.

### WHEN RESETTING MY PASSWORD, ARE THERE PASSWORD REQUIREMENTS I NEED TO FOLLOW?

The password must be at least 7 characters long, must be a combination of letters and numbers, and must be different from your last four Hotel Extranet or Expedia PartnerCentral passwords.

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## I'M GETTING A "USER NOT FOUND" ERROR, WHAT DO I DO?

If you don't remember your Hotel Extranet username, please refer to the *Start working smarter – use Expedia PartnerCentral* or the *Stay connected – use Expedia Partner Central* emails you received from Expedia Lodging Support Services. If that does not work, contact Expedia Lodging Support Services for assistance.

## WHAT DO I DO IF MY ACCOUNT IS LOCKED?

If you repeatedly type in your password incorrectly, your account will be temporarily locked for 30 minutes. This is a security measure to prevent unauthorized use of your account. If you have forgotten your password, please click the **Need Help Signing In** link, and follow the instructions to reset your password. When resetting your password, choose a new password. Do not attempt to reuse old passwords.

## DO I NEED TO SIGN OUT OF EXPEDIA PARTNERCENTRAL?

Yes, you should always log out for security reasons so others don't have access to your personal information. The system will automatically time you out after 30 minutes of inactivity.

## WHY CAN'T I LOG IN WITH MY EMAIL ADDRESS?

If more than one account is associated with your email address, then you will need to log in with your Hotel Extranet username instead of your email. Contact Expedia Lodging Support Services to disable or remove obsolete accounts, or to modify your email address or other account information.

## WHAT DO I DO IF I DON'T RECEIVE THE PASSWORD RESET EMAIL?

If you use the **Need Help Signing In** link, and do not receive the reset email within the hour, check in your junk mail folder. If you do not find it, try again in case the email was typed incorrectly or the email system had a temporarily failure. If, after a second try, you still have not received the email, contact your regional support team to verify which email address is associated with your account or to reset your account.

## HOW DO I CHANGE THE EMAIL ADDRESS ASSOCIATED WITH MY ACCOUNT?

You can change the username associated with your account but to modify any other information, including your email address, you will need to contact Expedia Lodging Support Services.

## HOW DO I GET AN EXISTING USER ACCOUNT REMOVED OR DISABLED?

Contact Expedia Lodging Support Services for assistance.

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