Room Key in Apple Wallet FAQ

This document provides a set of frequently asked questions and answers (FAQs) that hotels should use to educate their guests on how to add and use their room key in Apple Wallet.

Refer to the key as room key in Apple Wallet. This hero name is recommended for communications, as it will be reflected within the iPhone and Apple Watch UI. Alternate options include hotel key or resort key.

Keys in Apple Wallet

APPLE DIGITAL WALLET – FAQS

Q: What is room key in Apple Wallet?
A: Now you can add your room key to Apple Wallet and access your room and the hotel's fitness center using only your iPhone and Apple Watch. It's easy, convenient, and private.

Q: How do I set up and use a room key in Apple Wallet?
A: A room key can be added to Apple Wallet after you book a reservation. After completing the online check-in, click on the Wallet icon to add your key. The room key will automatically activate once you check in and your room has been assigned. To use your room key, simply hold your iPhone or Apple Watch near the door lock.

Q: How secure are room keys in Apple Wallet?
A: When your room key is added to Apple Wallet on your iPhone and Apple Watch, it's stored on your device, which means Apple doesn't see the spaces you access or when. Your data is private and secure.

Q: Where can I use a room key in Apple Wallet?
A: In addition to your room, your room key in Apple Wallet can also be used to access other hotel spaces, including the resort's fitness center, just like a physical key.

Q: What do I need to get started with room key in Apple Wallet?
- An iPhone or Apple Watch running the latest version of iOS or WatchOS
- An Apple Account signed into iCloud

Q: Does my iPhone or Apple Watch support room key in Apple Wallet?
A: To add and use a room key in Apple Wallet, an iPhone 6S or later, or iPhone SE (2nd generation), with the latest version of iOS. Optionally, an Apple Watch Series 5 or later, or Apple Watch SE, with the latest version of Apple WatchOS.

Q: How do I use my room key in Apple Wallet?
A: To use your room key, simply hold your iPhone or Apple Watch near the door lock reader. With Express Mode, there's no need to unlock your device or open an app.

Q: I am not able to add my room key to Apple Wallet. What do I do?
A: Contact Reception and they will assist or provide you with an alternative room key

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.

Q: What happens if my iPhone needs to be charged? Can I still use my room key in Apple Wallet if my iPhone has a dead battery?
A: If your iPhone needs a charge, your room key in Apple Wallet will still work. Power Reserve provides up to five hours of access after the device's battery needs to be charged, so you can still get inside.

Q: Can I use room key in Apple Wallet without mobile/cellular signal?
A: Your room key in Apple Wallet can be used even if iPhone or Apple Watch does not have network connectivity, as the room key is stored on your device.

Q: What happens to my room key in Apple Wallet if I lose my iPhone or Apple Watch?
A: If your iPhone or Apple Watch is misplaced or lost, you should use Find My iPhone to suspend or deactivate your Rosewood Phuket Key in Apple Wallet. Instructions for Lost/Found Apple devices and Find My iPhone are located at https://support.apple.com/en-us/104978
Your room key in Apple Wallet will then be reactivated once your device is recovered. You can reactivate a found device that was suspended via iCloud.com.

Q: Does it cost anything?
A: There is no additional cost to add or use your room key in Apple Wallet.

Q: I am not able to add or use my room key to Apple Wallet. What do I do?
A: Try the below basic troubleshooting steps:
- Update to the latest version of iOS or WatchOS.
- Confirm that you have Face ID, Touch ID, or a passcode set on your device.
- Check that your Apple Account is signed into iCloud with two-factor authentication turned on.
- Check whether Apple T&C's were accepted in your settings when logging into iCloud.

If you're still unable to add your room key contact Rosewood Phuket's Concierge at Tel: +66 (0) 76 356 888
phuket.concierge@rosewoodhotels.com