

Room Key in Google 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 Google Wallet.

Refer to the key as room key in Google Wallet. This hero name is recommended for communications, as it will be reflected within the Android phone and Wear OS UI. Alternate options include *hotel key* or *resort key*.

Keys in Google Wallet

Google DIGITAL WALLET – FAQS

Q: What is room key in Google Wallet?

A: Now you can add your room key to Google Wallet and access your room and the hotel's fitness center using only your Android phone or Wear OS smartwatch. It's easy, convenient, and secure.

Q: How do I set up and use a room key in Google Wallet?

A: A room key can be added to Google 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 Android phone or Wear OS smartwatch near the door lock.

Q: How secure are room keys in Google Wallet?

A: Your room key is securely stored on your device within Google Wallet. Google Wallet uses industry-standard security features to help protect your data, and your access activity is not shared with the hotel.

Q: Where can I use a room key in Google Wallet?

A: In addition to your room, your room key in Google Wallet can also be used to access other hotel facilities, such as the fitness center, just like a physical key.

Q: What do I need to get started with room key in Google Wallet?

- An Android phone or Wear OS smartwatch with NFC enabled
- The latest version of Android or Wear OS
- A Google Account signed in on your device

Q: Does my Android phone or smartwatch support room key in Google Wallet?

A: Most Android phones with NFC running Android 9 or later are supported. Wear OS smartwatches that support Google Wallet and NFC may also be used. Availability may vary by device model.

Q: How do I set up my room key in Google Wallet?

A: You can add your room key to Google Wallet at any time before or during your stay via the email sent prior to arrival. Your room key will be activated once you check in and your room is assigned.

Q: How do I use my room key in Google Wallet?

A: Simply wake your Android phone or smartwatch and hold it near the door lock reader. In most cases, you do not need to open an app.

Q: I am not able to add my room key to Google 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 Google Wallet?

A: Depending on your device and security settings, you may need to wake or unlock your phone. Some devices allow use without unlocking.

Q: What happens if my phone battery is low or empty? Can I still use my room key in Google Wallet?

A: If your phone battery is completely drained, you may not be able to use your digital room key. We recommend keeping your device charged or requesting a physical key from Reception as a backup.

Q: Can I use room key in Google Wallet without mobile/cellular signal?

A: Yes. Your room key is stored securely on your device and can be used even without an internet connection.

Q: What happens to my room key in Google Wallet if I lose my Android phone or smartwatch?

A: If your device is lost or misplaced, you should secure your Google Account immediately. You can remove access or lock your device via Google's Find My Device service.

Instructions can be found at: <https://support.google.com/accounts/answer/6160491>

Once your device is recovered, your room key can be reactivated as needed.

Q: Does it cost anything?

A: There is no additional cost to add or use your room key in Google Wallet.

Q: I am not able to add or use my room key to Google Wallet. What do I do?

A: Try the below basic troubleshooting steps:

- Ensure your Android phone or Wear OS smartwatch is running the [latest version of Android or Wear OS](#).
- Confirm screen lock is enabled. Make sure you have a screen lock set up on your device (PIN, pattern, password, fingerprint, or face unlock).
- Check that you are signed in to your Google Account. Verify that your Google Account is properly signed in on your device.
- Ensure Google Wallet is installed and updated. Confirm that Google Wallet is installed on your device and updated to the latest version.
- Enable NFC on your device. Make sure NFC is turned on, as it is required to use your digital room key.

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