

How do I add my housekeepers and allocate them to properties?

One of the easiest ways to use Supercontrol to save you admin time is to set-up our Housekeeper Login.

If you have housekeepers, this allows them to see, at a glance, the arrivals and departures for any properties to which they have been assigned. This will help them to manage their own schedules, and also allows you to share key information with them (for example how beds are to be made-up), and they can run their own printable reports for any date range that they may wish.

Step 1 - Add your Housekeepers

1. Go to **Admin > Housekeepers > Add Housekeepers**.
2. Add your housekeeper's details (add an email address and password in order to provide them with a login). Setting a password for your housekeeper will allow the housekeeper to log in to their own Housekeeping area using log in details.

Add housekeepers

Company name:	<input type="text"/>
Contact:	<input type="text"/>
Email:	<input type="text"/> <input type="checkbox"/> Send email alerts <input type="checkbox"/> Send email alerts when bookings are cancelled
Alt. Email:	<input type="text"/> <input type="checkbox"/> Send email alerts <input type="checkbox"/> Send email alerts when bookings are cancelled
Telephone:	<input type="text"/>
Mobile:	<input type="text"/>
Address:	<input type="text"/>
Password:	<input type="password"/>

i **Send email alerts** - this will automatically trigger a notification email to a housekeeper once a booking has been placed. It will include limited details of the booking (booking number, lead guest name, number of people, property, booking status and dates).

Send email alerts when bookings are cancelled - this will trigger an email to the housekeeper once a booking has been cancelled.

Step 2: Select what your housekeepers can see in their log in

3. Scroll down the page and select to **Show** or **Hide** certain parts of a guests booking if it is not needed

View Options:	Option	Access	Option	Access
	Booking Reference	Show ▼	Second Cottage Description	Show ▼
	Arrival Time	Show ▼	Date Booking Placed	Show ▼
	Departure Time	Show ▼	Actual Arrival Time	Show ▼
	Customer's Telephone Number	Show ▼	Actual Departure Time	Show ▼
	Customer's Mobile Telephone Number	Show ▼	Exclude Guest Names	Show ▼
	Customer's Town / City	Show ▼	Customer's Email Address	Show ▼
	Customer's Country	Show ▼	Exclude Provisional Bookings	Show ▼
	Customer comments	Show ▼	Show Clean Status	Show ▼
	Show Booking Source	Show ▼	Customer notes	Show ▼
	Show Cross Updated Bookings	Show ▼	Full customer address	Show ▼

i **Please be aware!**
If you select to hide provisional bookings from the housekeeper, the housekeeper will not be aware of these bookings and potentially not attend to a property they should have attended to.

Scenario:

Your housekeeper is wondering '*why there are so few bookings in my report?*'

The setting for provisional bookings is checked and it turns out that provisional bookings are hidden.
Once the setting is changed the housekeeper has all relevant bookings in their report.

4. Click **Save**.

AGENCY only:

It is also possible to add your Housekeeper as a [supplier](#).

Address:

Password:

Also add as a supplier

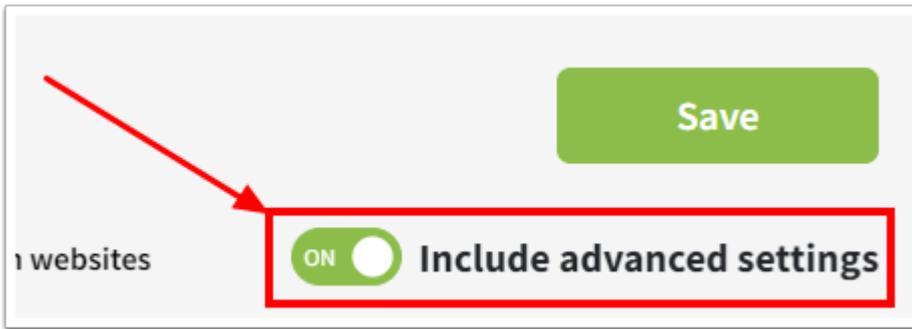
Custom comment:

Step 3. Allocate your Housekeepers to their Properties

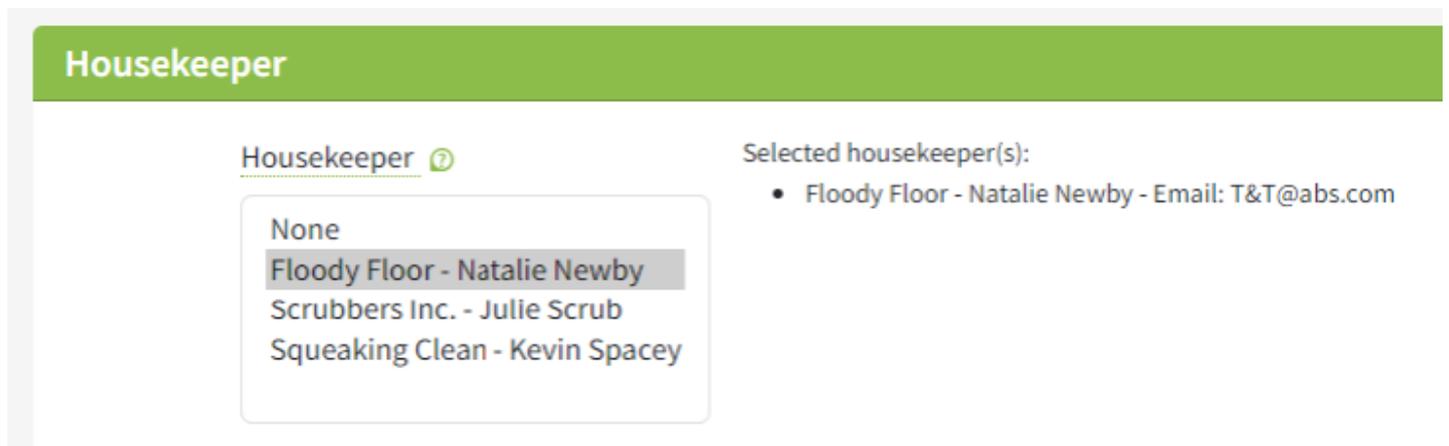
1. Go to **Properties > Edit > select property > Settings > Go**.

Please note:

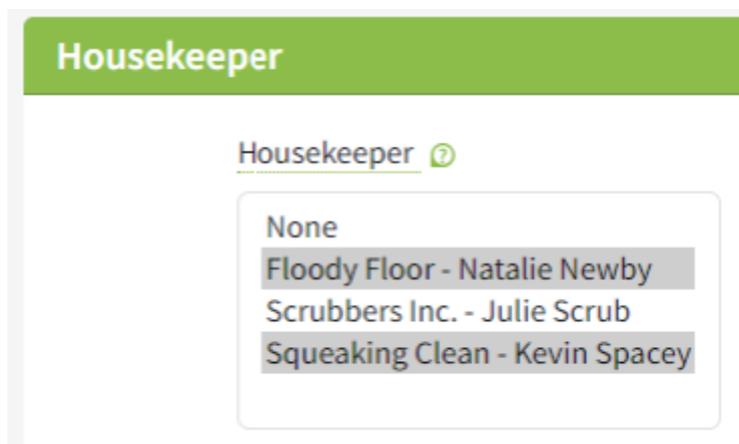
Make sure you have the toggle for the advanced options move to ON.
Otherwise the section for the housekeeper will not display.



2. Scroll down to the heading **Housekeeper** and click on the housekeeper you wish to choose. Scroll to the bottom of the page and click **Save**.



TIP: If you need to allocate multiple housekeepers to a property, hold down the Ctrl button and click each housekeeper name (if using a Mac select the command key whilst clicking on the housekeeper names).



How do I send my housekeepers their log in details?

1. Go to **Admin > Housekeepers > Edit housekeepers**.
2. Click **Edit** next to your housekeeper and ensure you have an email address and password entered:



Please note:

Your housekeepers will login via a different URL from your own Admin Portal.
The Housekeeper Login URL is: <https://secure.supercontrol.co.uk/housekeeping>

Company name:

Contact:

Email: Send email alerts for new bookings Send email alerts when bookings are cancelled

Password:

3. If these details are not added, enter them and click **Save**.
Then tick **Send login details to housekeeper via email**, scroll to the bottom of the page and click **Save** again.

If the housekeeper email address and password is already entered then just tick **Send login details to housekeeper via email**, scroll to the bottom of the page and click **Save**.

4. The housekeeper will then be sent an email like this:

SuperControl - Housekeeper login details

You can login to <https://secure.supercontrol.co.uk/housekeeping/> with the details below. Please note that passwords are case sensitive.

Username: Email address added here:
Password: *****

Kind regards,



TIP:

Housekeepers can see notes added to particular bookings. This allows you to

communicate with them easily to pass on important information. [Click here to find out more.](#)

How to send your Housekeeper a Calendar Link

If your housekeeper would like to see a visual display of their changeovers, you can easily send an iCal link from your SuperControl account, which they can add to their Google calendar or another, similar online calendar.

Just go to **Integrations > Admin tools - iCal feed** in your SuperControl account. Click the **For Housekeepers'** tab. You can then copy and paste the link next to your housekeeper, and this will show a live feed of the arrivals and departures of all the properties to which they are assigned.

Housekeeper ID	Housekeeper name	iCal feed
110131	Mr Super Cleaner	<input type="text" value="https://api.supercontrol.co.uk/ical/453C59BD5B554EA8/housekeeper/C68A4356888356BB/ical.ics"/> [link] iCAL
107115	Mrs mop	<input type="text" value="https://api.supercontrol.co.uk/ical/453C59BD5B554EA8/housekeeper/30C66B239415CB86/ical.ics"/> [link] iCAL

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