



THE CROCKETT HOTEL

CONCIERGE IPAD IMPORTANT INFORMATION & TOPICS

NEW APP INSTALLATION INSTRUCTIONS

Necessary for new App version updates and troubleshooting solutions

The following are App installation instructions for the iPad...

1. Press the Settings icon, then press WiFi to connect or ensure a steady WiFi connection.
2. Delete the existing version of the App
[May require going within Settings > Restrictions > Password 1021 > Turn on Safari, Installing Apps and Deleting Apps]
3. Enter the following URL bit.ly/crockettipad
4. Press the blue Install button
[App should then install on the main screen of the iPad in the background]
5. After installation, go back and press 'Settings' > Restrictions > Password 1021 > Turn off Safari, Installing Apps and Deleting Apps]
6. Exit settings back to the main screen and then press the Resort App icon
7. Press the refresh icon [arrow in the circle] on the top right of the screen to begin caching.
8. If able to, press the home button 3 times then enter the Password 1021 to enable Guided Access feature [Lock App]

GUIDED ACCESS INSTRUCTIONS

Important for restricting guests from exiting App

1. Within Settings > General > Accessibility > Turn on Guided Access
2. Exit Settings then press the App icon
3. While App is launched, Press the home button 3 times consecutively
4. Enter Password 1021 to enable Guided Access feature
5. Press Done on the top right of the screen if the App appears zoomed out

Direct iPad App Install Link...

bit.ly/crockettipad | Password 1021



UNTRUSTED DEVELOPER FIX INSTRUCTIONS

In case you experience installation problems with the new iOS issue:

'Untrusted Developer, unable to install', please use the following instructions...

The issue exists for Apple users with the new iOS 9+ software update on their devices. It is due to Apple's attempt to limit third party app installation outside of their App Store.

Instructions for new app users with iOS 9+ (Untrusted Developer fix).

1. Go to device settings
2. Select "General" from settings
3. In General select "Device Management" [3rd item from the bottom], select "Resort Information"
4. On next screen Tap on "Trust Resort Information, Inc."
5. A pop up will come, again Tap on "Trust" in pop up.
6. Then try launching the app and it will launch successfully.

WiFi SETUP INSTRUCTIONS

Necessary for Updates

1. Press the Settings icon
2. Press General > WiFi > Connect to the Hotel's WiFi network
3. Press the home button to exit Settings
4. Press the **Crockett Hotel** icon on the bottom
5. Press the home button three times quickly
6. Press Start on the top right then enter the Password 1021

UPLOAD INSTRUCTIONS

Direct website links that lead to direct installation pages for downloading the Apps

iPad

bit.ly/crockettipad

iPhone

bit.ly/crockettiphone

Android Smartphone & Tablet

bit.ly/crockettgp

Interactive Website for CPU

<http://resortinteractive.com/hotel/crockett-hotel>



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