



## What is MyPortal?

MyPortal is the Wyndham Hotels & Resorts single access point for tools and resources that directly affect your efforts to exceed your business goals, remain connected and stay ahead of your competition.

To access\* MyPortal, visit

<https://myportal.wyndham.com>

\*You must have a User ID and password to access this site.



## Contact Support

Contact the Wyndham Hotels & Resorts Operations Support Desk for assistance:

**USA and Canada:** 1-855-849-3487

**Email:** [osd@wyndham.com](mailto:osd@wyndham.com)



**Get to  
Know  
MyPortal**

This resource can be found on MyPortal under *"Manage My Business > Learn More About MyPortal."*

# MyPortal Setup

## Checklist



We recommend beginning with these steps if you are new to MyPortal.\*

- Bookmark MyPortal** on your Internet Explorer or Google Chrome Browser. <https://myportal.wyndham.com>
- Set up **Quick Links** to all the applications you use at your hotel. [@My Settings](#)
- Set up a **Preferred Email Address** and **Alert email preferences** to receive email communications and important messages from Wyndham Hotel Group. Remember to click Save! [@My Settings](#)
- Set up your **security questions** and **answers** in case you forget or lock out your password. [@My Settings](#)
- Download the Daily, Weekly and Monthly **MyPortal Action Checklists** which guide you towards important tasks and action items. [@Manage My Business > Learn More about MyPortal.](#)

# 7 Things You Can Do on MyPortal

- 1) **Create and Manage MyPortal accounts** for hotel employees. Owners and General Managers can create accounts and assign access to tools such as Wyndham Rewards eDesk.\* [@Manage My Business > Administer MyPortal Accounts.](#)
- 2) **Live Chat** with Technical Support (24/7) or Operations Support Desk when you need assistance. [@Top of Home Page](#)
- 3) Visit **Enter Wyndham University** for training resources. [@Learn with Wyndham University\\*](#) *In Greater China, Wyndham University is named as Wyndham Training & Development, not "Wyndham University."*
- 4) View your **Action Required Alerts** and **Brand Communications**. [@Top of Page](#)
- 5) View or Contact your Director or Manager of Franchise Operations [@Top of Page](#)
- 6) Check your **Wyndham Rewards Valid Enrollments** [@Increase Loyalty > Launch Wyndham Rewards eDesk](#)
- 7) Reset a **forgotten password**. Note that you must have security questions and answers set up prior to using this function. [@Login Page "Forgot Password" link.](#)



\*Owners/GMs: Access to **Wyndham University** may take 24-48 hours to appear on MyPortal.

# MyPortal Most Popular Resources

Your guide to finding the *most viewed* and *searched* resources on MyPortal.

## MANAGE MY BUSINESS

- **Property Performance, STR & Travelclick Reports**  
[@ Run My Property Reports](#)

## INCREASE LOYALTY

- **Wyndham Rewards eDesk (tool)**

## GENERATE REVENUE

- **MyRequest (Tool)**
- **Cvent/Transient/Lanyon (Tool\*)**
- **EZ Lite (Tool\* & Overview)**
- **SRP / Standard Rate Plan Master Form**  
[@Revenue Management Overview](#)

## IMPROVE MY RATINGS

- **Medallia (Tool)**
- **Brand Standards (Tool)**

## HOTEL RESOURCES

- **Wyndham Discount Rate**
- **Emergency Preparedness Resources**

## TOP NAVIGATION / HOME PAGE

- **Phone and Email Contact Information**  
[@ Support / Contact Us](#)
- **Live Chat (with Support)**
- **Action Required Alerts** (such as Customer Care & RFPs)

\*Requires separate ID / Password

\*Owners/GMs: Your MyPortal User ID and password will be delivered via email from "Wyndham Hotels & Resorts." All other users may be set up by the General Manager of the hotel.