



Minor DISCOVERY

my.gha.com

Quick Guide



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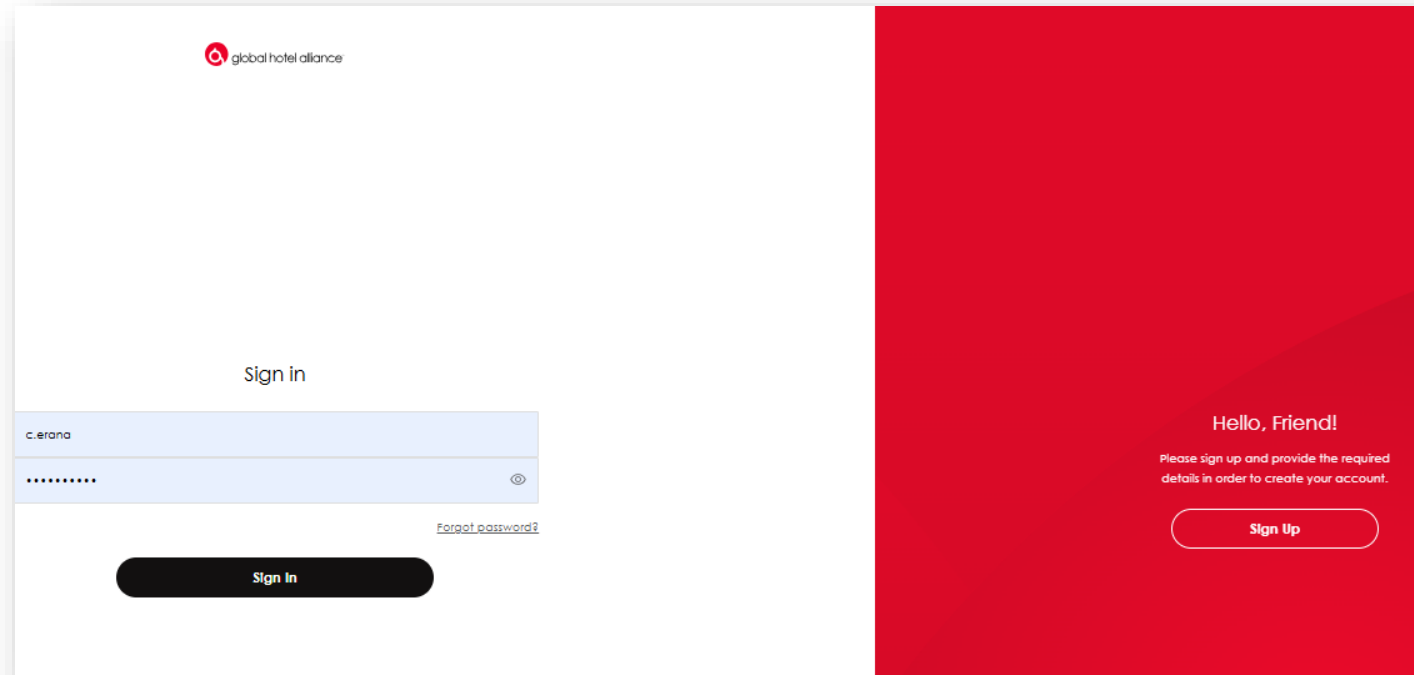
04

How to create a my.gha account – Shared Email

05

What is my.gha.com?

-  My.gha.com is a web-based application that allows user Access to the GHA DISCOVERY applications.
-  Access to the applications is managed through user rights that are managed by Brand and Hotel Champion
 - ✓ Check [here](#) who is your Hotel Champion
-  Assigned Hotel Champions and Brand Champions are responsible for:
 - ✓ Approving new users Accounts
 - ✓ Changing user roles and properties of a user if needed



What can I find at my.gha.com?

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DISCOVERY DASHBOARD allows you to check all information data from members

- ✓ Member data: Email/DISCOVERY number/Enrollment Code/Expiration Date/Enrollment Date
- ✓ D\$ History: D\$ Balance/Caducity of D\$/How many D\$ earned per stay
- ✓ Stay Transactions: Last and Future Stays/Eligibility of each Stay/D\$ earned per Stay (only appears for the past stays)
- ✓ Claim History: All history claims opened by the member
- ✓ Promotions History: All Signed Up Promotions History
- ✓ LO & EX: All Local Offers & Experiences booked



DISCOVERY IN A BOX you can find GHA news and updates

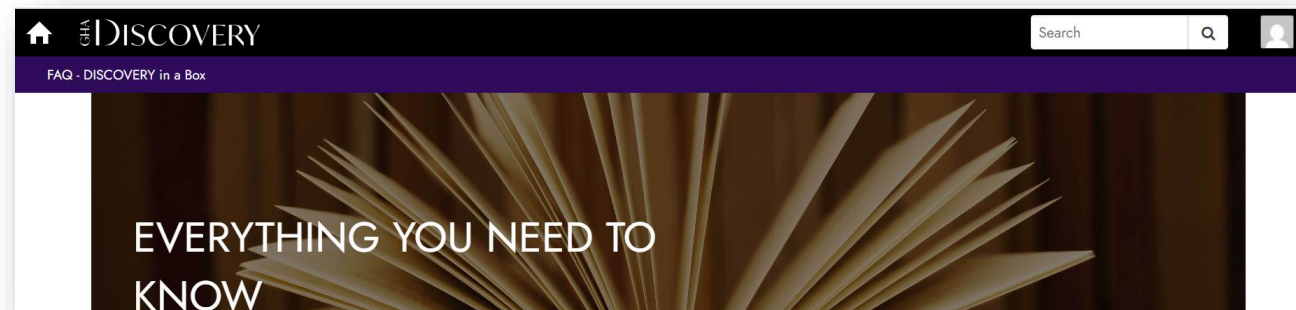
- ✓ DISCOVERY training now available in TALENT: click [Here](#) to do it

Welcome to GHA DISCOVERY Dashboard

Member Search [Enroll a Member](#)

Member #	E-mail address	First name	Last name	City	Country
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Search Results



What can I find at my.gha.com?

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GHA Brand Report PowerBI: you can view DISCOVERY KPIs at your hotel.

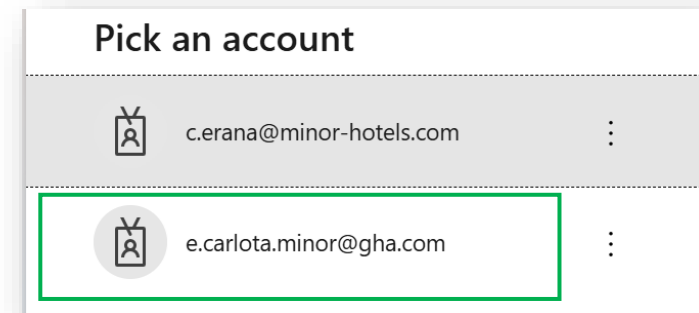
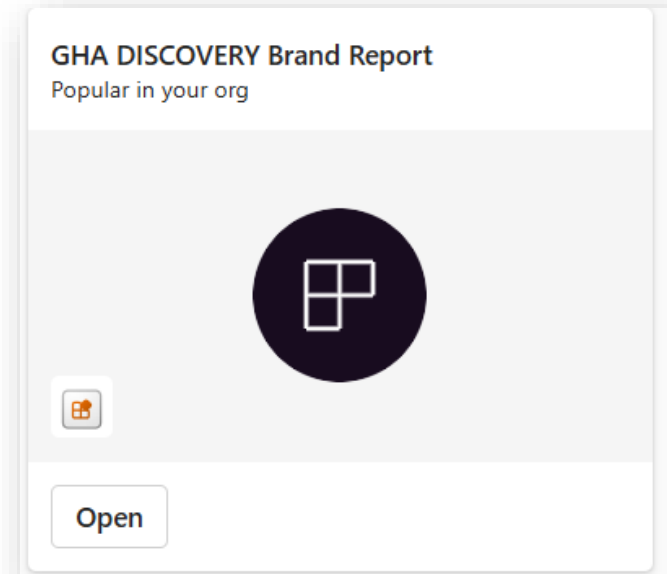
- ✓ Production
- ✓ eCommerce
- ✓ Enrolments Members
- ✓ DISCOVERY Dollars
- ✓ Email Acquisition
- ✓ Claims
- ✓ LO & EX
- ✓

How to have access to GHA PowerBI? You must have user role as:

- ✓ Super User/Reservations Department Head/Finance Department Hotel/General Manager.

How to access to GHA Brand Report GHA?

1. User assigned as some of the above roles.
2. In the first 48hours since Super User role assigned you will receive an email from gha.reports@gha.com under “Power BI Login Information” Subject.
3. Includes the Login credentials, including username and password and the link to access → [Powerbi.com](https://powerbi.com)
4. Any issue? Contact brand.support@gha.com for assistant with your credentials.



REMEMBER: your username for accessing to GHA Brand Report it is not your nominative email; it is a @gha.com email that has been sent to your email from gha.reports@gha.com

- Every GM, Front Office Guest Relations and Concierge team member s must create an account at www.my.gha.com
- Only email addresses with domains @nh-hotels.com/ @tivoli-hotels.com/ @anantara-hotels.com/ @avani-hotels.com with sign up. Any other email domains will not be accepted E.g., Hotmail.com, gmail.com, etc.
- GM's, Front Office Managers, Guest Relations Managers, and Concierge managers sign up with nominative emails.
- Front Office, Guest Relations and Concierge employees must sign up with the generic shared email from their corresponding departments (E.g nhalicante@nh-hotels.com).
- Nevertheless, all users should create their own account even if they use the same shared email accounts are not to be shared
 - Example
 - 1 Maria Garcia has nominative email m.garcia@nh-hotels com and creates her account with this email and her name employee number
 - 2 Juan Perez has shared email nhfrontoffice@nh-hotels com and creates his account with this email and his name/employee number, marks "Shared Email functionality"

How to create a my.gha.com account

MINOR | DISCOVERY

– Nominative email

1. Enter to <https://my.gha.com/login> and click on the “Sign up” button

Use Google Chrome Web Browser

2. Complete the First & Last Name fields:

If you have two first names you must write them (E.g Maria Angeles)

Write your first two Last Names, and if you have a compound, write them as well (E.g Sanchez-Pena Garcia)

In addition, you must indicate your employee number (without Eooooo) followed by a “/” (E.g Sanchez-Pena Garcia/248575)

Only English language characters are allowed in the registration

3. Complete the Email Address field:

Enter your corporate nominative email.

At “Are you sharing this email with a colleague” field → Select “NO”

4. Complete the remaining fields:

Where do you work? Select Individual Hotel if you work at a Hotel.

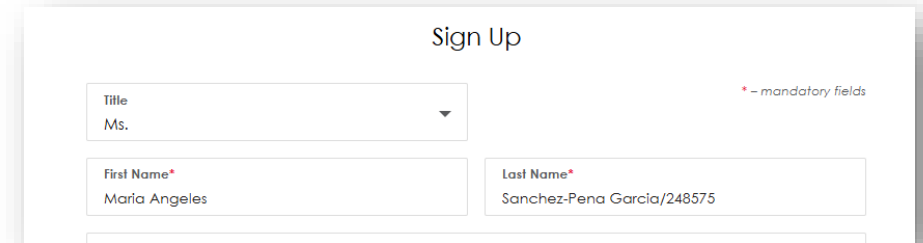
What do you do? Select your department/role (Your selection will determine which applications you have access)

If you want to have access to GHA Brand Report PowerBI, please select “Super User”

Brand: Indicate the brand of your hotel

Hotel: indicate your hotel

If you are from Global or Regional Office, please, select all the brands and hotels where you work for



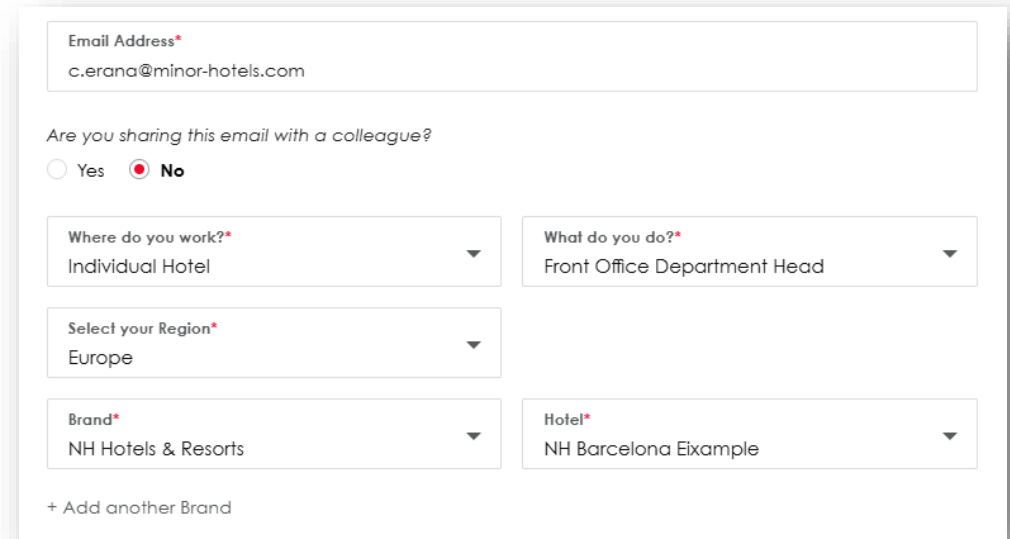
Sign Up

* – mandatory fields

Title
Ms.

First Name*
Maria Angeles

Last Name*
Sanchez-Pena Garcia/248575



Email Address*
c.erana@minor-hotels.com

Are you sharing this email with a colleague?
☐ Yes ☒ No

Where do you work?*
Individual Hotel

What do you do?*
Front Office Department Head

Select your Region*
Europe

Brand*
NH Hotels & Resorts

Hotel*
NH Barcelona Eixample

+ Add another Brand

How to create a my.gha.com account

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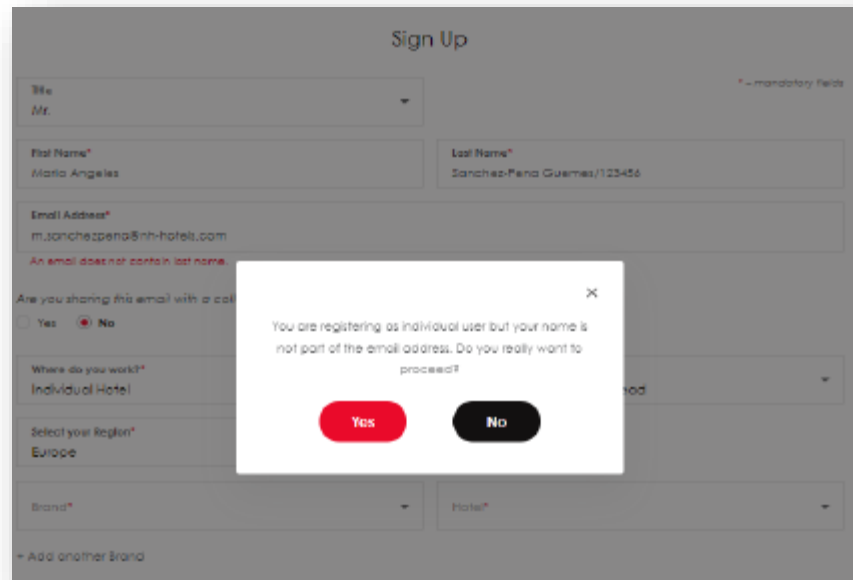
— Nominative email

5. Once you submit the completed form, 2 possible scenarios may arise:

SCENARIO 1

Following Pop Up appears:

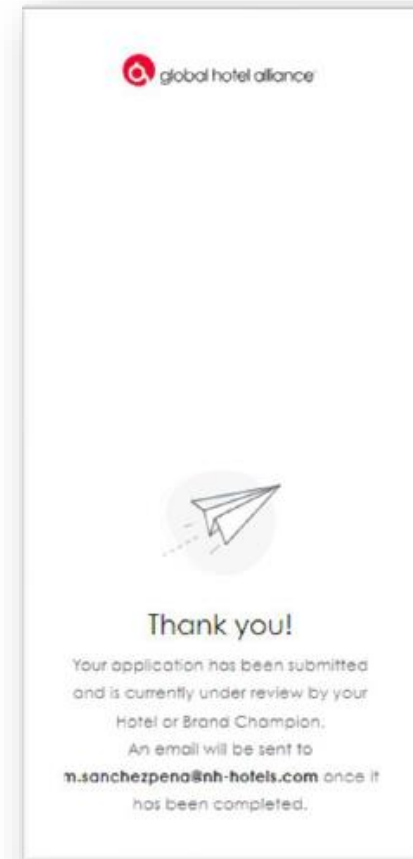
- Click on “YES”
- Then you will receive confirmation as in Scenario 2



The image shows a 'Sign Up' form with fields for Title, First Name, Last Name, Email Address, Where do you work?, Select your Region, Brand, and Hotel. A pop-up window is displayed in the center, asking: 'You are registering as individual user but your name is not part of the email address. Do you really want to proceed?'. The pop-up has 'Yes' and 'No' buttons.

SCENARIO 2

The account is created directly

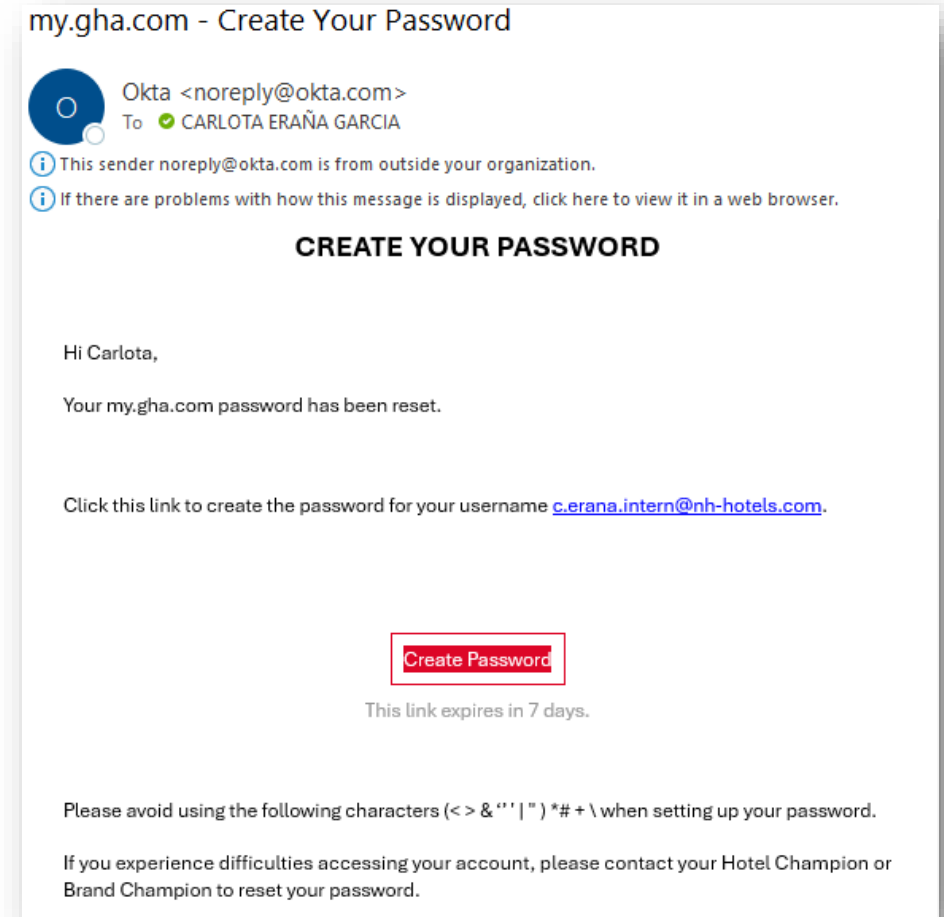


How to create a my.gha.com account

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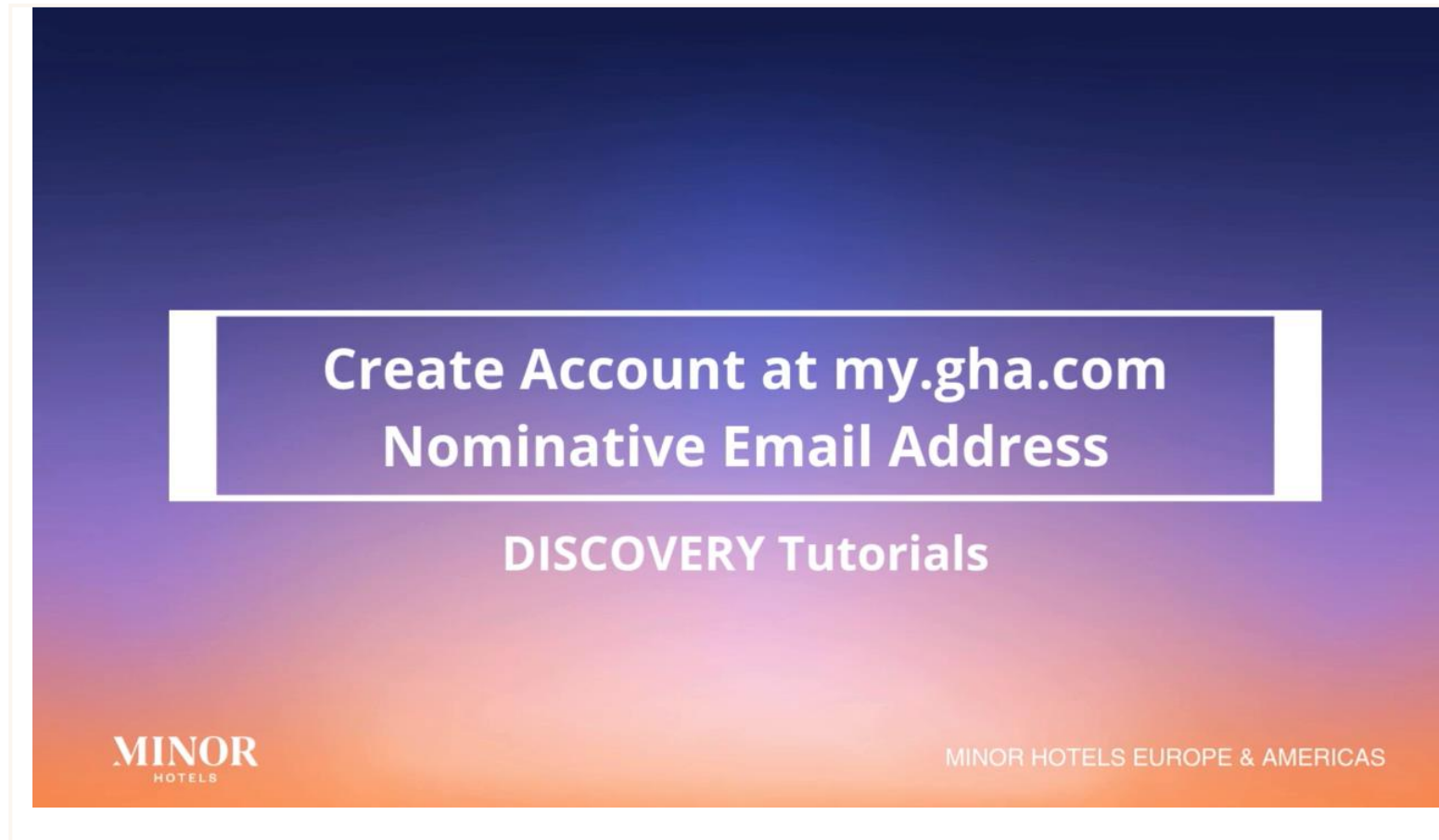
– Nominative email

- ✓ You don't have access to my.gha.com immediately.
- ✓ The DISCOVERY Hotel Champion of your work center will receive a notification to approve your account → Check [HERE](#) who is your Hotel Champion.
- ✓ Once your account has been approved, you will receive an email from noreply@okta.com to the email address you entered in the registration process, with your username and a link to create your password.
- ✓ Click in the button “Create Password” and follow the below guidelines to create your password:
 - Needs to be at least 8 characters long
 - Needs to contain a letter and a number
 - Needs to contain a special character (for example ! Or *)
 - Needs to contain a capital letter and a small letter
 - Cannot contain any part of your first name(s), last name(s) or your email domain
 - Cannot contain any of the following characters < > & ” | ” ? @ #



Video Tutorial

Creating a New User Account – Nominative Email



How to create a my.gha.com account

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– Shared email

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Use Google Chrome Web Browser

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If you have two first names you must write them (E.g Maria Angeles)

Write your first two Last Names, and if you have a compound, write them as well (E.g Sanchez-Pena Garcia)

In addition, you must indicate your employee number (without Eooooo) followed by a “/” (E.g Sanchez-Pena Garcia/248575)

Only English language characters are allowed in the registration

3. Email address:

Enter the generic shared email from your corresponding Department

At “Are you sharing this email with a colleague” field → Select “YES”

A field with your username for your account will be display.

E.g: nhalicante.maria_angeles.sanchez-pena_Garcia/248575@nh-hotels.com

With this username, you will log-in to your my.gha.com account

4. Complete the remaining fields:

Where do you work? Select Individual Hotel if you work at a Hotel.

What do you do? Will be automatically filled with “Shared Email”

Brand: Indicate the brand of your hotel

Hotel: indicate your hotel

Sign Up

* - mandatory fields

Title
Ms.

First Name*
Maria Angeles

Last Name*
Sanchez-Pena Garcia/248575

Email Address*
nhalicante@nh-hotels.com

Are you sharing this email with a colleague?
☒ Yes ☐ No
Select "Yes" only if the email address you are registering with is shared and accessible by your colleagues as well.

Username
nhalicante.maria_angeles.sanchez-pena_garcia/248575@nh-hotels.com

Where do you work?*
Individual Hotel

What do you do?*
Shared Email

Select your Region*
Europe

Brand*
NH Hotels & Resorts

Hotel*
Multiple Hotels

+ Add another Brand

How to create a my.gha.com account

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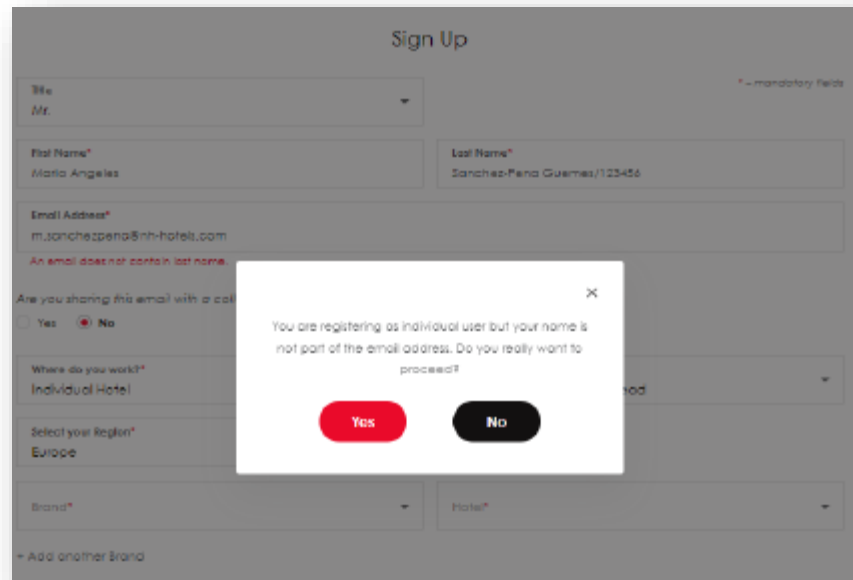
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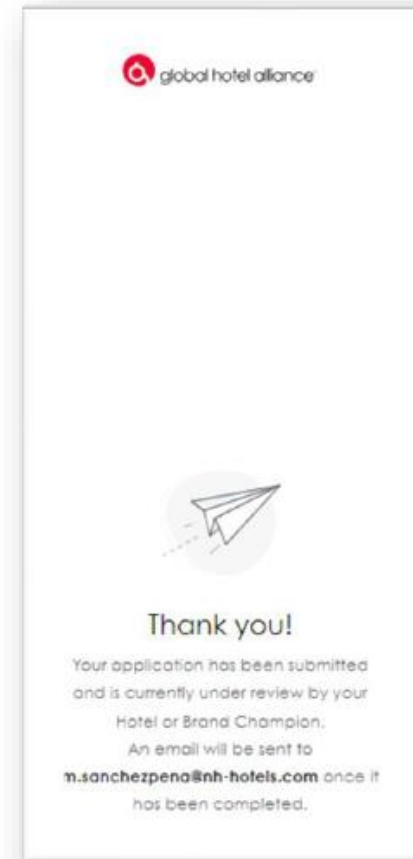
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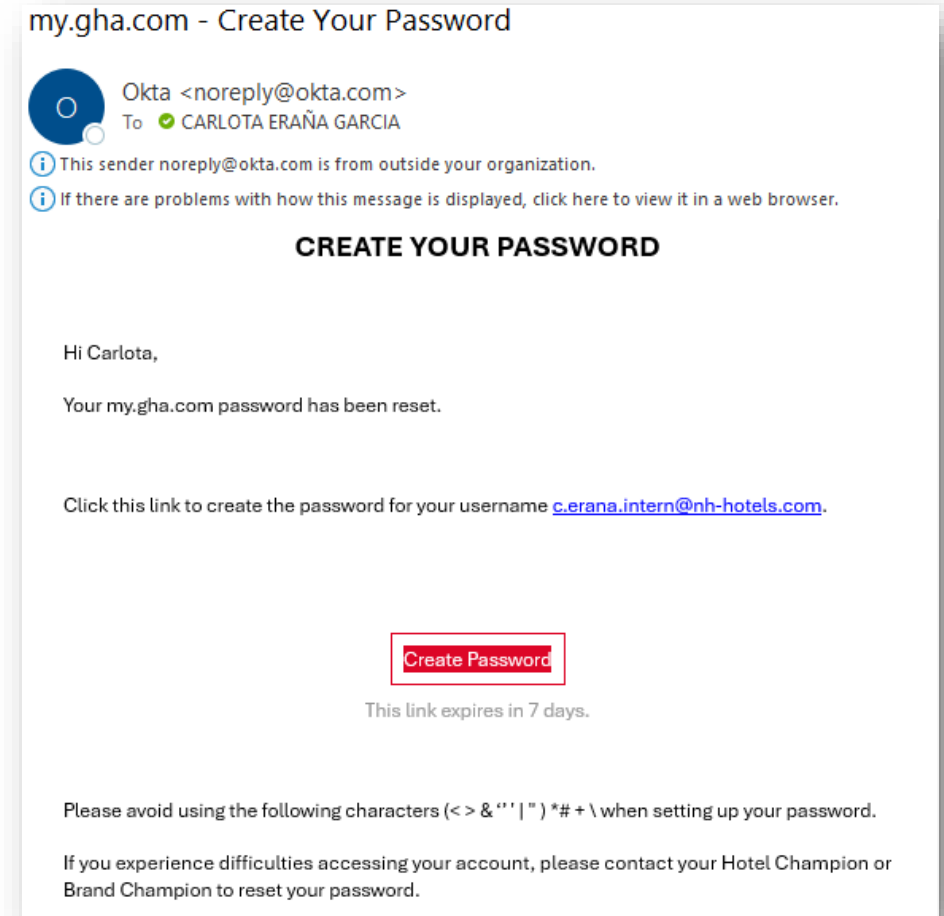
– Shared email

- ✓ You don't have access to my.gha.com immediately.
- ✓ The DISCOVERY Hotel Champion of your work center will receive a notification to approve your account → Check [HERE](#) who is your Hotel Champion.

- ✓ Once your account has been approved, you will receive an email from noreply@okta.com to the email address you entered in the registration process, with your username and a link to create your password.

- ✓ Click in the button “Create Password” and follow the below guidelines to create your password:

- Needs to be at least 8 characters long
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- Cannot contain any part of your first name(s), last name(s) or your email domain
- Cannot contain any of the following characters < > & ” | ” ? @ #



How to create a my.gha.com account

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– Shared email



MINOR

HOTELS


ANANTARA
HOTELS & RESORTS

AVANI
Hotels & Resorts

elewana
— COLLECTION —

 OAKS
HOTELS • RESORTS • SUITES

nh
HOTELS &
RESORTS


NH COLLECTION
HOTELS & RESORTS

nhow
HOTELS & RESORTS

TIVOLI
HOTELS & RESORTS