

# Loventis Channel Management

Connect Myallocator and Booking Channels



## Main Features:

- Synchronize Loventis with booking channels
- Booking Engine for your Homepage
- Automatic real-time update of availabilities
- Download incoming bookings

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# 1. Overview

Loventis has a 2-Way-Interface with Myallocator:

## Availability Update (Loventis → Myallocator → Channels)

- Create, edit or delete a reservation in Loventis
- Loventis calculates availability and immediately sends it to Myallocator
- Myallocator adds prices and updates the channels

## Booking Download (Channels → Myallocator → Loventis)

- A guest creates a reservation on a channel
- The channel sends it to Myallocator
- Myallocator adjusts availability on all other channels (Automatic Adjustment)
- The Reservation arrives in the Loventis Incoming Bookings List:

The image shows two screenshots from a software interface. The left screenshot is a table titled 'Incoming Bookings List' with columns: Created, Channel, Arrival, and Guest. The right screenshot is a 'New' reservation form in Myallocator, showing details for a reservation made on the 'Homepage' channel.

Created	Channel	Arrival	Guest
18.09.2014 02:32 pm	Hostelworld	20.09.2014	W. Axl Rose
18.09.2014 03:39 pm	Expedia	01.10.2014	John Lennon
18.09.2014 03:43 pm	Homepage	03.10.2014	Miles Davis
18.09.2014 07:49 pm	Expedia	04.10.2014	Johann Bach

Next lookup: 35      Lookup now

**Myallocator Reservation Details:**

- Reservation type: Reservation
- Arrival: 03.10.14, Nights: 2, Departure: 05.10.14, Room: Quad Dorm, Persons: 2, Single: 7.50, Total: 30.00
- Total: 30.00
- Remaining: 30.00
- Channel: Homepage (Myallocator ID: 23384422)
- Myallocator ID: 541aef55438163e4052fedb1
- Created on Homepage: 18.09.2014 03:43:09 pm
- Created on Myallocator: 18.09.2014 03:43:14 pm
- Room: 2 beds in "Standard Quad Dorm"
- Period: 03.10.2014 - 05.10.2014 (2)
- Price: EUR 30,00
- TotalPrice: EUR 30,00
- Balance: EUR 30,00

- Click it --> A completely filled Guest Mask opens
- Check the room selection
- Click 'Save'

## 2. Prerequisites

Loventis calculates availabilities based on the occupancy in Loventis.

You must have set up your **rooms** and entered all your **upcoming reservations** into the Loventis occupation table.

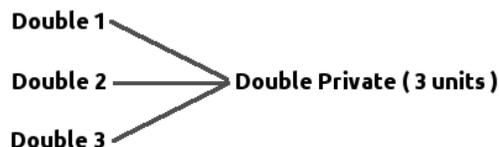
If you already have all reservations in Loventis, you can skip the rest of this section.

### Loventis Rooms

Create your rooms in *Loventis* → *Settings* → *Rooms*.

In Loventis set up your real rooms (e.g.: Double 1, Double 2, Double 3, ...) as opposed to Myallocator where you manage room types (e.g.: 'Double Private', 3 units).

You will later map your Loventis rooms to Myallocator room types.



### Enter Reservations into the Occupation Table

Loventis calculates your availability correctly, if all your upcoming reservations are in the Loventis occupation table.

If you have a new Loventis account, we have 4 reservation-entry approaches for getting started: manual, automatic, partial and testing.

#### Manual Reservation Entry (recommended)

We recommend that you enter your reservations manually because this is easy and much faster than you might expect.

Best practice is to spread the work among your staff. Each employee enters a portion of all bookings. Then it is quickly done and your Staff learns how to use Loventis.

#### Partial Reservation Entry (Quick Start)

Alternatively you can start testing Loventis with Myallocator by only partially connecting the two systems:

1. Only connect 1 or 2 rooms
2. Only connect 1 or 2 weeks (see *Update Time-frame*)

→ you only have to enter some of your reservations which takes less time.

→ you can move forward step-by-step, e.g. enter reservations for another 2 weeks, ...

## Automatic Reservation Download

Myallocator is able to send reservations to Loventis.

If you have reservations already in your Myallocator account, you can ask Myallocator to send them to Loventis.

If you have a new Myallocator account without reservations, Myallocator is able to download old reservations from some channels. Please contact Myallocator Support.

Downloading reservations from Myallocator also requires manual work. You must confirm the room selection in Loventis for each reservation and you must make sure that your reservations are complete, as Myallocator cannot know about e.g. phone reservations.

### Important:

You have to connect Loventis with Myallocator in order to receive reservations.

**But** you have to prevent Loventis from sending availability updates to Myallocator. Because your Loventis account is empty and cannot yet calculate your availabilities correctly.

→ Deactivate availability updates by setting *Loventis* → *Settings* → *Channels Manager* → *Update Time-frame* to a date in the past (e.g. yesterday).

### Test Environment

You can create a separate Myallocator account that is not linked to the channels for testing only. Then there is no interference with your production Myallocator account and you can freely test.

## 3. Configuration

### Prepare Myallocator

Create a Myallocator Account (if you don't have one): <https://www.myallocator.com/>

Go to:

*Myallocator → Manage → Property → General Details*

Fill all fields and set 'Download new Bookings' to 'On'

*Myallocator → Manage → Property → Automatic Adjustment*

Set *Automatic Adjustment* to 'On' and set cancellation method to 'Keep rooms/beds blocked'

(For detailed info see also section 'Automatic Adjustment' )

*Myallocator → Manage → Rooms → Setup Rooms*

Enter your room types

*Myallocator → Availability → Set Long-term*

Enter your prices for all room types

(Availabilities will be set later by Loventis automatically)

#### **If your Myallocator account is already connected to channels:**

- Make sure that you have read section 'Prerequisites'
- Make a backup of your availabilities in Myallocator → Manage → Backups

#### **If your Myallocator account is not yet connected to the channels:**

Perfect, nothing can go wrong!

Connect the channels as your last step, once you have tested the connection between Loventis and Myallocator.

## Configure Loventis

*Loventis → Setting → General*

Make sure that your time-zone is correct

*Loventis → Settings → Channel Manager → Myallocator Account*

Enter your Myallocator user name and password

→ If your data is correct, you will see more settings (room types, mapping, ...)

*Loventis → Settings → Channel Manager → Mapping*

*Map your Myallocator room types to your Loventis rooms*

*Loventis → Settings → Channel Manager → Update Time-frame*

This defines which dates are managed by Loventis.

Choose a date in the future to **enable** availability updates.

Choose a date in the past (e.g. yesterday) to **disabled** availability updates.

**Hint:** Choose the same date until which you have defined prices in Myallocator.

E.g. If you have set prices in Myallocator until December 31st, set the Update Time-frame also to December 31st.

*Loventis → Settings → Channel Manager → Complete Update*

Click 'Start Update'

Now Loventis calculates your availabilities from today until the date you set as Update Time-frame and sends it to Myallocator.

**→ DONE! Your Loventis account is now in sync with Myallocator.**

## 4. Testing

### Test Availability Upload

Compare the availability in Loventis and Myallocator manually:

- Choose a date in the future
- Goto that date in Loventis and count the availability manually (e.g. 2 free double rooms)
- Goto that date in *Myallocator* → *Availability* and check whether the availability is the same as you counted before.
- In Loventis enter a test-booking on that date.
- Again, goto that date in *Myallocator* → *Availability* and check whether the availability has changed accordingly (This should happen fast but sometimes might take a minute)
- Delete the test-booking from Loventis
- Again, goto that date in *Myallocator* → *Availability* and check whether the availability is the same as before.

You can repeat this test for multiple rooms and dates.

### Test Booking Download

Make a test-booking with Myallocator BookNow:

*Myallocator* → *Manage* → *Channels* → *BookNow* → *Settings*

make sure that '*Enable*' is set to '*On*'.

*Myallocator* → *Manage* → *Channels* → *BookNow* → *Preview*

make a test-booking in the blue BookNow applet (fill date, choose a room, enter contact data and confirm)

Go to Loventis and check the incoming bookings (World-Icon on the top left; might take up to 3 minutes).

Click on the incoming booking and check whether the Guest Mask is filled correctly (especially check prices and rooms).

Click '*Save*'.

## 5. Prices, Rates and Rate-Plans

Flexible Prices are possible in combination with Myallocator. Prices will be correctly imported into Loventis with each online-booking.

### Seasonal, Weekends, Day-by-Day, ...

Define varying prices for different days or date-ranges in Myallocator.

*Myallocator* → *Availability* to change prices for single days

or *Myallocator* → *Availability* → *Long-Term* to change prices for date ranges and multiple rooms.

Bookings you create manually in Loventis might require you to adjust the price.

#### Best Practice:

- Ask your customers to book directly on your homepage. With Myallocator BookNow you have a commission free booking engine. Then you do not have to do anything manually (adjust prices, enter guest details such as address, phone number, email, ..)
- Use BookNow on your Homepage yourself to create new reservations.

### Rate-plans

Rate-plans are multiple prices for one room. E.g. a quad room can be either quad, triple, double or single.

#### Double Room with Single Usage

Myallocator supports the 'Single Use Rate'. Once you have connected a channel that supports the 'Single Use Rate' you will be able to set it in

*Myallocator* → *Availability* (→ *Long-Term*)

The 'Single Use Rate' is only applicable for double rooms.

#### Other Variations (e.g. quad as quad, triple, double and single)

Channels like booking.com or Agoda allow to define multiple rates per room (rateplans).

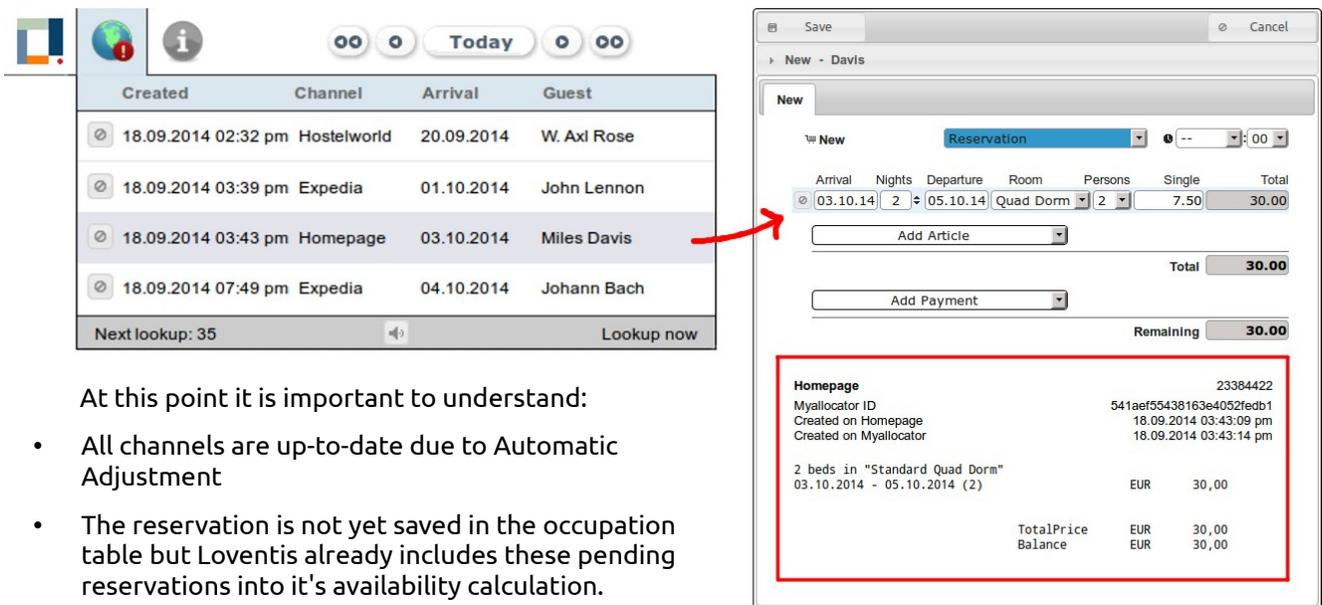
Define rate-plans directly in your channel back-office (sometimes this requires the help of your account manager). Once you have done this, go to Myallocator and (re-)do your channel mapping, selecting which rate-plan you would like to update as your default rate.

Myallocator supports updating one rate-plan (the default rate). The availability of the default rate and the other rate-plans are linked. Thus, by updating the default rate, all rate-plans are correct.

## 6. Reservations, Modifications and Cancellations

### Incoming Booking Process

1. A reservation is made on a channel (e.g. booking.com)
2. The reservation arrives in Myallocator
  - 2.1 Myallocator closes the availability on all other channels (Automatic Adjustment)
  - 2.2 Myallocator sends the reservation to Loventis
3. The red explanation mark on the globe icon and a reception bell sound indicate the arrival of new online-bookings:



The screenshot shows the Myallocator interface. On the left, a table lists incoming bookings. A red arrow points from the 'Miles Davis' booking to the detailed reservation view on the right. The detailed view shows the reservation details for 'Miles Davis' and a summary of the reservation.

Created	Channel	Arrival	Guest
18.09.2014 02:32 pm	Hostelworld	20.09.2014	W. Axl Rose
18.09.2014 03:39 pm	Expedia	01.10.2014	John Lennon
18.09.2014 03:43 pm	Homepage	03.10.2014	Miles Davis
18.09.2014 07:49 pm	Expedia	04.10.2014	Johann Bach

Next lookup: 35      Lookup now

**Reservation Details:**

Arrival	Nights	Departure	Room	Persons	Single	Total
03.10.14	2	05.10.14	Quad Dorm	2	7.50	30.00

Total: 30.00  
Remaining: 30.00

**Homepage** 23384422  
Myallocator ID 541aef55438163e4052fedb1  
Created on Homepage 18.09.2014 03:43:09 pm  
Created on Myallocator 18.09.2014 03:43:14 pm

2 beds in "Standard Quad Dorm"  
03.10.2014 - 05.10.2014 (2)      EUR 30,00

TotalPrice EUR 30,00  
Balance EUR 30,00

At this point it is important to understand:

- All channels are up-to-date due to Automatic Adjustment
- The reservation is not yet saved in the occupation table but Loventis already includes these pending reservations into it's availability calculation.  
→ When bookings arrive, there is no need to hurry.

#### 4. Enter the reservation into the Occupation Table

4.1 Click on an incoming booking → A completely filled Guest Mask opens

4.2 Briefly check the selected rooms. A few might need adjustments, e.g. in case of a room change.

4.3 Click 'Save'

→ **DONE**

## Process Incoming Reservations Quickly

You do not need to process incoming bookings immediately. However, we recommended that you insert them quickly. This keeps your system clean and well organized.

Imagine, you have a walk-in asking for a room. The occupation table shows a free room. Later you realize that there has been a reservation in the incoming bookings list for the same room.

→ when a reservation arrives, process it quickly. It only takes 5 seconds.

→ In a well organized Loventis system the incoming bookings list is empty. In other words: There is no red explanation mark.

### Best Practice:

Only have one person at a time responsible for processing incoming reservations. Usually the person who is currently working at the reception.

Since Loventis allows multiple users to be logged in at the same time, it can become confusing when two different users try to process the same booking at the same time.

## Channel Info

A channel info is attached to each online-reservation. It shows channel name, booking IDs, booking date, rooms and rates.

In case a reservation is modified or canceled on a channel, the channel info keeps track of the changes.

Regardless of what you do with a reservation in Loventis, the channel info will show what the guest originally booked.

## Modifications

Many channels do not support real modifications. If a guest wants to modify a reservation she will first have to cancel the initial reservation and then make a new one.

Some channels (e.g. booking.com) support real modifications. Modifications arrive in Loventis like reservations and are marked as 'Modified'. Loventis highlights the **old** and **new** Situation.

You have to manually apply the changes to the reservation in Loventis.

<b>Booking.com</b>	<b>Modified</b>	212832
Myallocator ID		7e0fd41309cad68e3b02b
Created on Booking.com		11.04.2014 02:32:27 pm
Created on Myallocator		11.04.2014 01:33:01 pm
<b>Modification</b> 11.04.2014 01:45:56 pm		
1 room: "Double / Twin with shared bathroom"		
<del>06.08.2014</del> - <del>07.08.2014</del> (1)	GBP	55,20
	TotalPrice	GBP 55,20
	Balance	GBP 55,20
<b>Reservation</b> 11.04.2014 01:33:01 pm		
1 room: "Double / Twin with shared bathroom"		
<del>07.08.2014</del> - <del>08.08.2014</del> (1)	GBP	55,20
	TotalPrice	GBP 55,20
	Balance	GBP 55,20

## Cancellations

Cancellations arrive in Loventis like reservations. They are labeled as 'Canceled'.

You have 2 options on how to proceed with a cancellation:

1. Delete the canceled reservation
2. Move the cancellation to a cancellation-room (e.g. to keep the data for reports and statistics)

A cancellation-room is an ordinary room that you might name 'Cancellation':

Cancellation	Chotsi	29	31	1	HSIAO	Moo	5	6	Tad	Siee	Lawlor	17	18	Tan	MATHIE	Makowi	24	25	26	27	Cancellation														
	28	29	31	1		4	5	6				17	18				20	21	22	23		24	25	26	27										
	pad	28	29	30	31	1	Thien	4	5			6	CHA	Lie	Liew	Law	che	20	21	22		23	24	25	26	27									
	28	29	30	31	1	4		5	6			7						12	13	14		16	17	18	19	20	21	22	23	24	25	26	27		
	Lok	29	30	31	1	2	3	4	5			6	7	Tad	9	10	11	12	13	14		17	18	20	21	22	23	24	25	26	27				
	Ponman	29	30	31	1	2	3	4	5			6	7	8	9	10	11	12	13	14		17	18	20	21	22	23	24	25	26	27				
	27	28	29	30	31	1	2	3	4			5	6	7	8	9	10	11	12	13		14	Che	16	17	18	19	20	21	22	23	24	25	26	27
	27	28	29	30	31	1	2	3	4			5	6	7	8	9	10	11	12	13		14	Gah	16	17	18	19	20	21	22	23	24	25	26	27
	27	28	29	30	31	1	2	3	4			5	6	7	8	9	10	11	12	13		14	15	16	17	18	19	20	21	22	23	24	25	26	27
	27	28	29	30	31	1	2	3	4			5	6	7	8	9	10	11	12	13		14	15	16	17	18	19	20	21	22	23	24	25	26	27

You can additionally create a separate color (Status) for cancellation.

Note that you do not have to pay for cancellation-rooms or any other kind of 'virtual' room. The price of your Loventis account depends on your real number of beds.

## Troubleshooting: 'Unknown Room Type' or 'Not Mapped'

If you read 'Unknown Room Type' or 'Not Mapped', there is an error in your mappings that must be fixed.

Check your mapping for completeness and correctness:

1. *Loventis* → *Settings* → *Channel Manager* → *Room Mapping*
2. *Myallocator* → *Manage* → *Setup Channels*
  - select the channel that caused the mapping issue
  - click 'Next' until you reach 'Room Mapping'
3. *Loventis* → *Settings* → *Channel Manager* → *Complete Update* → *Start Update*

Your changes will only affect upcoming bookings.

**Hint:** If you save a reservation without rooms (because of the mapping problem), the reservation will not show in the occupation table. To find it again use the search function.

**Note:** Room mapping also affects availability uploads. If there is an error in your mapping, fix it quickly. Feel free to contact us for assistance.

## 7. Availability Upload Logs

### Loventis Upload Log

The Loventis Upload Log only displays error messages. If your Upload Log is empty, all is fine.

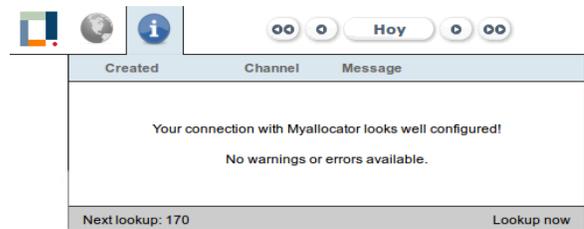
However, updates can fail. Loventis will then re-run the update 50 times or until it succeeds.

A green message indicates that a previously failed update has been successfully completed, so all is fine.

A common message is '*Another update is still in progress*'. Loventis must wait for any previous updates to be finished before sending a new one. Simultaneous updates could overtake each other on the network, which would result in wrong availabilities.

If you permanently get the same error message (e.g. for an hour or more), you must fix the cause.

Click on the message to see details and instruction for a solution.



This screenshot shows a list of messages in the Loventis upload log. The messages are organized into a table with columns for "Created", "Channel", and "Message". The messages are color-coded: green for successful updates and red for failed updates.

Created	Channel	Message
19/09/2014 12:48:24	All Channels	Successful Re-Run Update
19/09/2014 12:47:14	All Channels	Another update is still in progr...
17/09/2014 04:53:22	All Channels	Successful Re-Run Update
17/09/2014 04:51:57	All Channels	Another update is still in progr...
16/09/2014 06:54:18	Agoda	Successful Re-Run Update
16/09/2014 06:53:04	Agoda	Internal error or uncaught cha...

This screenshot shows a detailed view of a failed update message. The message text reads: "Failed Update for All Channels". Below this, it provides the "Original Message", "Description", and "Solution". The "Original Message" is "Invalid user or user password". The "Description" is "Your Myallocator user name or password is wrong". The "Solution" is "Go to Loventis -> Settings -> Channel Manager -> Myallocator Account and enter your correct user name and password there. Loventis will automatically re-run this update." Below the detailed view, there are three more entries in the log, all with the message "Invalid user or user password".

Created	Channel	Message
18.09.2014 09:07:39	All Channels	Invalid user or user password
<b>Failed Update for All Channels</b> <b>Original Message</b> Invalid user or user password <b>Description</b> Your Myallocator user name or password is wrong <b>Solution</b> Go to Loventis -> Settings -> Channel Manager -> Myallocator Account and enter your correct user name and password there. Loventis will automatically re-run this update.		
18.09.2014 09:07:15	All Channels	Invalid user or user password
18.09.2014 09:06:15	All Channels	Invalid user or user password
18.09.2014 09:05:15	All Channels	Invalid user or user password

### Myallocator Change Log

Myallocator logs every update between Loventis and Myallocator and Myallocator and the channels.

Go to Myallocator -> Availability -> Change Log and enter date and room type. In most cases it is sufficient to select 'Myallocator' as 'Channel'. You'll get a protocol showing all changes which is useful for investigating problems.

## 8. Automatic Adjustment

See *Myallocator* → *Manage* → *Automatic Adjustment*

### Automatic Adjustment for Reservations

Automatic Adjustment is a function in Myallocator that immediately updates availability on all channels when one channels sends a new reservation.

Example: A new reservation is created on booking.com → Automatic Adjustment closes the room or bed on all other channels.

### Automatic Adjustment for Cancellations

Some channels (especially booking.com) open rooms, when they are canceled. This sounds useful, however it is problematic in some special cases, especially when you are doing room upgrades.

Room upgrades are allowed and sometimes useful in order to optimize your occupation.

Example:

A guest books a single room on booking.com. Some time later you get a group request. You need the already booked single room in order to perfectly allocate the group (e.g. all together on one floor).

You decide to move the single guest to a free double room on another floor. The single guest is happy with the room upgrade and you have an attractive offer for the group.

Now, the single guest cancels the reservation on booking.com. Booking.com makes the single room available, which is occupied by the group. This can lead to over-bookings.

If you set Automatic Adjustment for Cancellations to 'Keep rooms/beds blocked', Myallocator will close the single room again. Once you process the cancellation in Loventis, Loventis will open the correct room type.

### Recommended Setting

Make sure that you have Automatic Adjustment enabled and set to 'Keep rooms/beds blocked' for cancellations.

#### Automatic Adjustments

Enable  On   Off

How to treat cancellations  Add availability on all channels  Keep room/beds blocked 

UPDATE

## 9. FAQ

### Can I set different prices for different Channels?

Yes, you can set offsets to add or subtract a certain amount or percentage for each channel individually. See:

*Myallocator* → *Manage* → *Setup Channels* → <Select a channel> → Click 'Next' until you reach 'Channel-Specific Rate Difference'

### How long does it take to setup Loventis with Myallocator?

Connecting Loventis with Myallocator can be done within 15 to 30 minutes. However, take into account:

1. A full integration requires that you have all your reservations in Loventis. If you have a new and empty Loventis account, you will have to populate Loventis with your upcoming reservations before you start connecting Myallocator. This will require more time. See also Section 2 of this document for detailed explanations and quick-start strategies.
2. Some channels require 1-3 business days for enabling their interface.
3. Consider to take some days for testing in order to gain a deep understanding of the system.

### Why does Loventis not automatically insert online-bookings into the Occupation Table?

The concept here is to give a human actor the last word on what is entered into your Occupation Table. You know better than a machine where to place your guests.

Especially for complex bookings (e.g. room changes), Loventis needs your help to find a perfect allocation. (e.g. in most cases room changes are not required, because you will be able to move other bookings around, so that no one has to change a room.)

We know from many Loventis users that they process incoming bookings and confirmation emails simultaneously. E.g. first enter the reservation in Loventis, then mark the email confirmation as processed or move it to a special folder. This gives you a double-control mechanism for checking correctness and completeness of incoming bookings.

### How do I block rooms or beds?

Simply enter a fake reservation and name it e.g. 'Blocked'.

We also recommend to give it special color (Status) in order to clearly visualize blocked resources in the occupation table and make it easy to filter blocked-reservations from the

reports.

This is how blocked rooms can look like:

<b>Double</b>	Blocked for Renovation	Miller	7	8
			7	8

**Note:** Myallocator also provides a setting to block rooms. You should not use it since it is not supported by all channels. If you block rooms or beds in Loventis, they will be blocked on all channels.

## Where do I find Credit Card data from the channels?

Credit Card info is stored in Myallocator. You find it here:

*Myallocator* → *Bookings* → *Details*

We do not transfer Credit Card data to Loventis due to privacy regulations.

## How do I setup and use Loventis and Myallocator for multiple properties (hotel chain)?

You need 2 separate Loventis and 2 separate Myallocator accounts. Do not use the sub-account feature of Myallocator as it will not work with Loventis.

If you have already set up Myallocator with sub-accounts, let us know. We are able to split it.

## How do I best use Loventis with multiple accounts?

Open all your Loventis accounts in one Browser in different Browser tabs.

### **Problem:**

If you access two or more Loventis accounts from **one Browser simultaneously** the server won't be able to distinguish between the different sessions.

### **Solution:**

Access Loventis from different domains!

### **Example:**

Account 1: To log in go to: **www.loventis.net**

Account 2: To log in go to: loventis.net (without www)

Account 3: To log in go to: **www.loventis.org**

Account 4: To log in go to: loventis.org (without www)

All domains point to the same server, so it makes no difference which one you use. But this approach will allow the server to distinguish between the session.

If you configure your Browser to open the accounts like that, you won't have to think about this anymore and you can have multiple Loventis sessions in one Browser (different Tabs).

If you access different accounts from different Browsers or computers, you don't have to care about the above.