

# MYPECHANGA

## Guest FAQ:

### How do I download the myPechanga app?

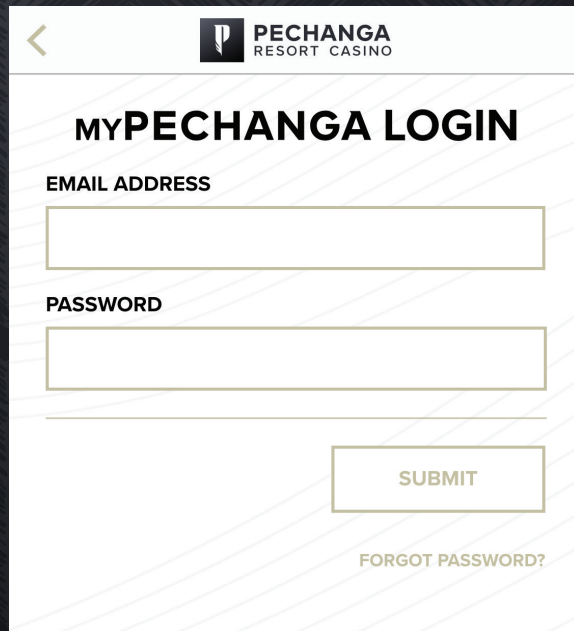
- 1) Visit the App Store®, or Google Play™ store and search for “myPechanga”
- 2) Visit [www.pechanga.com/mypechanga](http://www.pechanga.com/mypechanga) for more information

### What do I do once I have downloaded the myPechanga app?

You will be prompted with a screen to create an account the first time you open the app. Follow the steps to set-up your account.

### What information is required to create an account?

- 1) Account Number: You'll need your Club account #, pin # and birthdate to link your account to myPechanga.
- 2) Password Requirements: 8 characters, 1 number, 1 special character (\$, #, etc.)



< **PECHANGA**  
RESORT CASINO

## MYPECHANGA LOGIN

EMAIL ADDRESS

PASSWORD

SUBMIT

FORGOT PASSWORD?

### What happens if I can't remember my password?

You can click on the “forgot password” link, to receive an email to reset your password.

*NOTE: If you enter your password incorrectly more than five (5) times, your account will be locked. If your account becomes locked, please visit The Club to unlock your account.*

# MYPECHANGA

## What happens if I can't remember my pin?

If you've forgotten your pin, you will need to choose a new pin by visiting The Club next time you visit Pechanga.

## How do I unlink my Club account from my myPechanga app account?

You can unlink your account by visiting The Club. The Club will assist with changing your pin. You can then link your app profile to a different account.

## What if I need to update my personal contact information in the app?

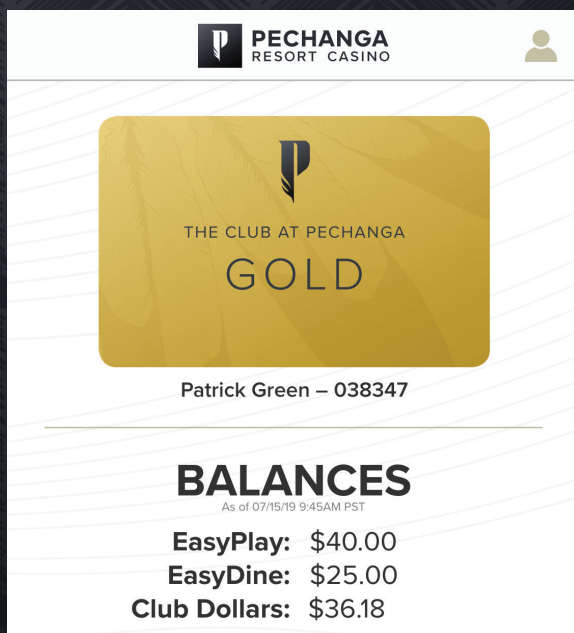
To update your contact info in the app, please click on the profile icon in the upper right corner. Here, you can update your password, and email address. Note: this does not affect your personal contact information on your Club card.

## Can I purchase a hotel room through the app?

You can reserve your hotel room through the app. The room will be held and paid for at check-in. Final room type will be based on availability at check-in.

## I'm having difficulty booking my hotel room.

When booking a hotel room, it may take a moment to save and process the reservation. For further issues, please email [comments@pechanga.com](mailto:comments@pechanga.com).



## When do my rewards balances get updated?

Live account balances (EasyPlay, EasyDine, Club Dollars) can be shown by tapping the "WEBSITE" button in the navigation area, then tapping back into "YOUR OFFERS." Balances are valid as of the shown date & time, as shown in the image to the left.