

How to Connect and Disconnect Traversing.ai from Cloudbeds PMS

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This guide explains how to connect and disconnect the Traversing.ai integration with Cloudbeds PMS.

Overview

This article will walk you through the steps to integrate **Traversing.ai** with your **Cloudbeds PMS** account. Once connected, Traversing.ai can sync key data (reservations, availability, rates, and guest information) to enable automated marketing, guest engagement, and AI-assisted operations.

 **Note:** Only users with the appropriate Marketplace permissions can connect or manage apps. If you don't see the Marketplace section, contact your **Property Owner** or **Admin** to enable access.

Connecting Traversing.ai to Cloudbeds PMS

Follow these steps to connect your Traversing.ai account to Cloudbeds PMS.

1. Log in to your Cloudbeds PMS Account

- Go to your Cloudbeds PMS dashboard.
- From the top navigation bar, click on the **Account** menu .
- Select **Apps & Marketplace**.

2. Find Traversing.ai in the Marketplace

- In the **Marketplace** search bar, type “**Traversing.ai**.”
- Click the app name to open its profile page.
- Select **Learn More** to view details about the integration and permissions.

3. Click “Connect App”

- On the Traversing.ai app page, click **Connect App**.
- If you do not already have a Traversing.ai account, click **Support Article** to learn how to create one.
- Once your Traversing.ai account is active, return to Cloudbeds and repeat the connection step.

4. Authorize the Connection

- The **Application Authorization** page will appear, showing the data Traversing.ai will access.
Typical permissions include:
 - Property information
 - Reservations and booking details
 - Room availability and rates
 - Guest contact and profile data
- Review these permissions carefully.
- Click **Allow Access** to complete the integration.

 **Tip:** If you are logged in as an **organization-level user**, Cloudbeds will prompt you to select which **properties** to connect. Confirm that both the property and login credentials are correct before approving.

5. Confirm the Connection

- Once authorized, Cloudbeds will confirm that **Traversing.ai** is now connected.
- You can view all connected apps and their details anytime under **Apps & Marketplace** → **Connected Apps**.

 **You're all set!**

Traversing.ai will now begin syncing your data to enable AI-powered insights and automation.

Disconnecting Traversing.ai from Cloudbeds PMS

Disconnecting Traversing.ai from your Cloudbeds PMS account takes just a few clicks. This will immediately revoke data access and stop synchronization.

1. Navigate to Connected Apps

- Log in to Cloudbeds PMS.
- Click on **Account** → **Apps & Marketplace** → **Connected Apps**.

2. Disconnect the App

- Locate **Traversing.ai** in the list of connected apps.
- Click **Disconnect** next to the app name.
- Confirm by clicking **Disconnect App** again in the confirmation prompt.

 Once disconnected, Traversing.ai will no longer access your Cloudbeds PMS data or act on your behalf.

3. Data Handling After Disconnection

- Any data previously shared (e.g., reservations, rates, or guest records) will **remain stored in Traversing.ai** as part of your historical analytics.
- To **delete or anonymize** data on Traversing.ai after disconnection, please contact **support@traversing.ai**.
- In some cases, deletion of historic data may not be possible due to data retention or reporting requirements.

4. Confirm the Disconnection (Optional)

To verify that Traversing.ai has been disconnected:

- Go to **Logs** → **Activity Logs** in Cloudbeds.
- Under **Change Made**, apply the filter **App Disconnected (API & Apps)**.

Need Help?

If you experience issues connecting or disconnecting:

- Email: **support@traversing.ai**
- Visit: <https://traversing.ai/support>
- Support Hours: **Mon–Fri, 8 AM–6 PM (PST)**