

User Journey



Web Application

User Roles & Permissions

Login

Booking a Desk

Reservation Notifications

Check-in to a Reservation

Checking out of a Reservation

Changing and Cancelling a Reservation

Moving a Reservation

Repeating Reservations

Find a Colleague

Booking for Another User

Additional Information

Mobile Application

User Roles and Permissions

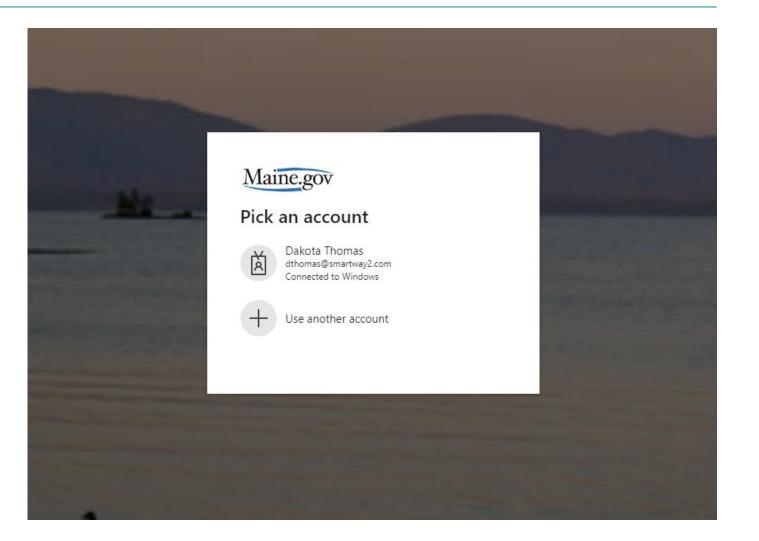
- **PERMISSIONS**: The default permissions in Smartway2 are:
 - User Can create, edit and delete their own reservations. Can create bookings for others.
 - Scheduler Can create, edit and delete other's bookings.
 - Admin Can access all administration functions on the web client.



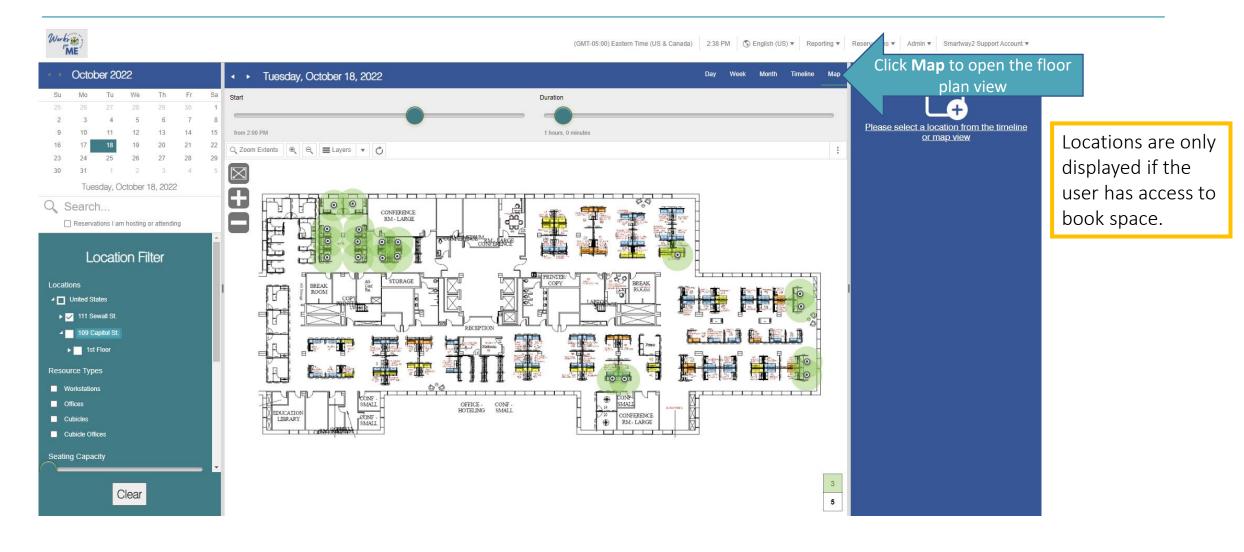
Web Application

Login

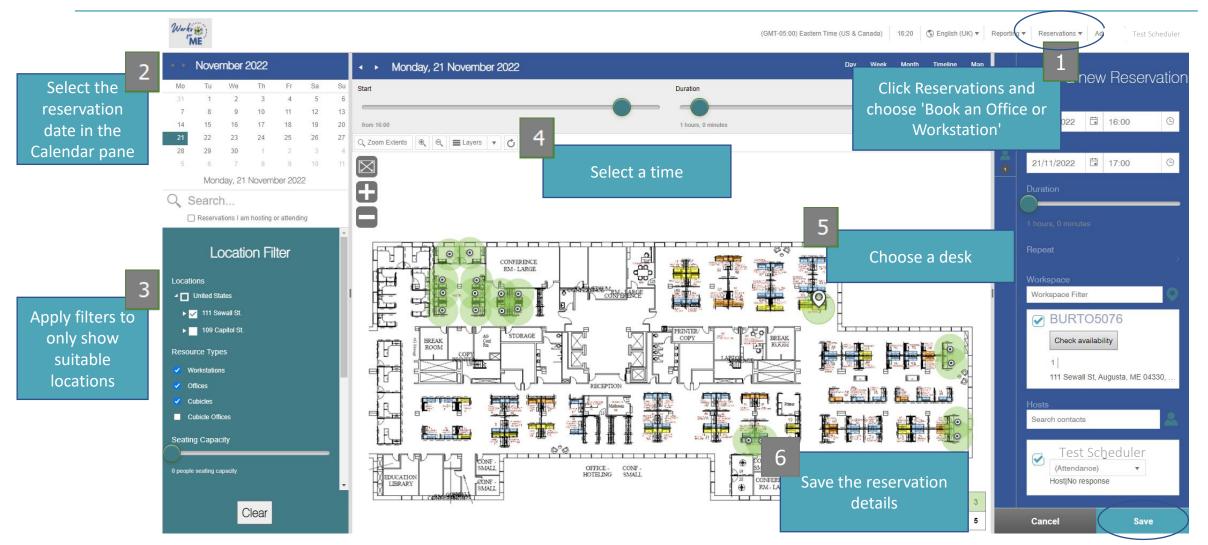
- To login go to <u>https://maine.smartway2book.com/</u>
- With Single Sign On enabled you will be able to login using your usual credentials



Booking a desk via Floorplan



Booking a desk via Floorplan

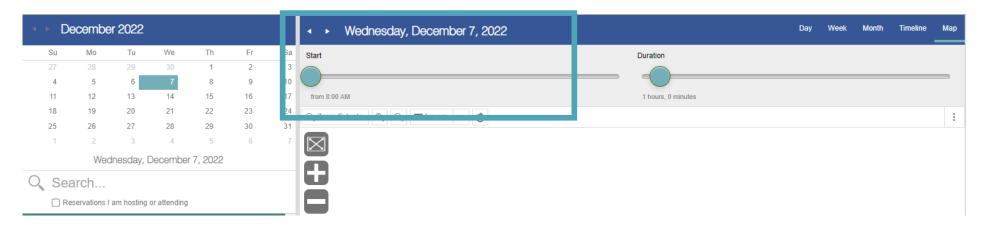


Hint: Notice the scroll bar above for more filter options

Hint: No entry is needed for the Attendance field

Booking a desk: Using the Floorplan Start Slider

- There is a slider on the map view that can be used to
 - Select the time for a new reservation or
 - View available of desk space at different periods in the day.



Hint: the map will show reserved locations and colleague locations based on the start time selected via the slider

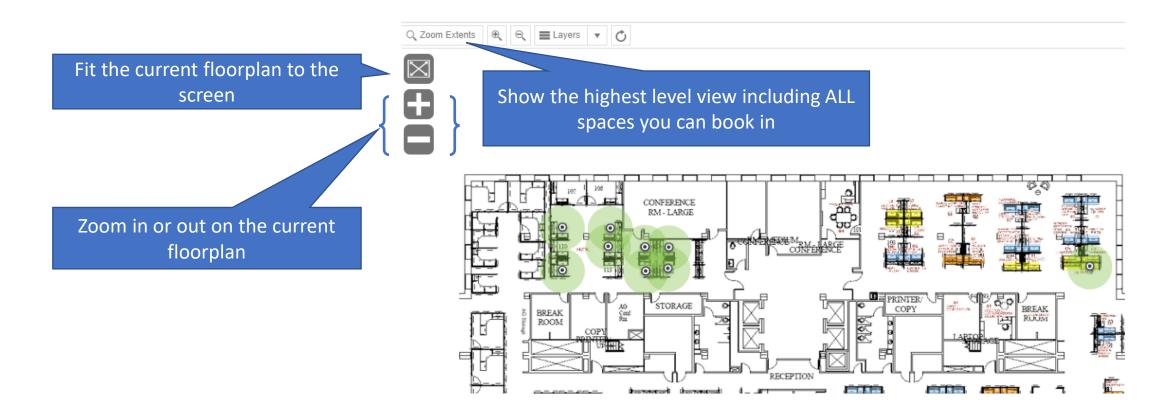
Booking a desk: Using the Floorplan Start Slider

 ✓ Wednesday, December 7, 2022 		Day Week	Month	Timeline	Мар		Create a	new Reser	vation
Start	Duration					T			valioi
					_	R	From		
from 8:00 AM	1 hours, 0 minutes					•	12/7/2022	8:00 AM	G
Q, Zoom Extents ⊕ ■ Layers ▼					:	1	То		
						1	12/7/2022	9:00 AM	G
•							Duration		
							1 hours, 0 minu	utes	

- The map slider shows only the default workday, 8AM to 5PM EST.
- Bookings can be made outside of the default workday by updating the time directly in the reservation detail.

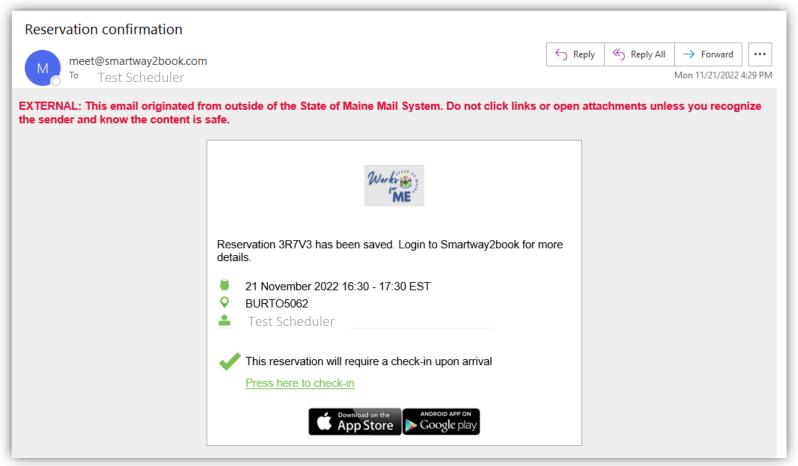
Booking a desk: Navigating the floorplan

• Zoom functionality is available in the floorplan view to:



Reservation Notifications

• Notifications are sent via email throughout the booking process to provide useful information and links to the booking employee.



Reservation Notifications

• All emails generated in this booking process will come from an email outside of the state of Maine. This address is SAFE and known to the State of Maine System.

	×				
Deconvotion confirmation	The check-in period for reservation 3R7V3 has now started. If you are the vicinity of the booked location, please check-in to the reservation.				
Reservation confirmation	■ 21 November 2022 16:30 - 17:30 EST				
	BURTO5062				
M meet@smartway2book.com	Test Scheduler				
	This reservation will require a check-in upon arrival				
	Press here to check-in				
	Right-click or tap and hold here to Right-click or tap and hold				

- Outlook may block the download of images causing the email to look suspicious.
- Use of links coming from this smartway2book.com address is SAFE and an expected and helpful part of the process.

Checking in to a reservation

• It is necessary to check in to the reserved space within the first 15 minutes of the scheduled time. The reservation will be terminated if check in does not occur in the first 15 minutes of the reservation. There are (2) options for check-in.

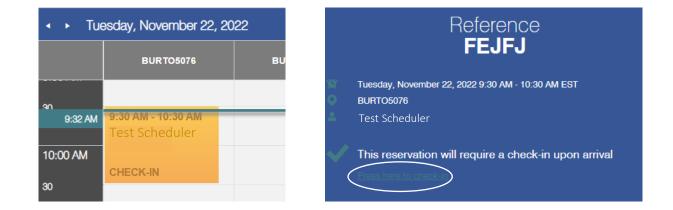
Option 1

Click the link in the email notification sent to inform you that the check-in period has started.



Option 2

Click the reservation in the Day or Week views in the web app (it will be colored orange when the check-in time has started). Select Press here to check in on the reservation details at the right of the screen.



Checking out of a reservation

• Checking out of the reservation will occur automatically at the end of the reservation period. Manual checkout can be used to terminate the reservation earlier than expected. This will make the space available to others as soon as vacated.

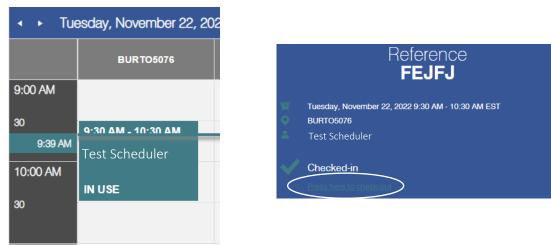
Option 1

Click the link in the email notification sent to inform you that the reservation has been checked in.

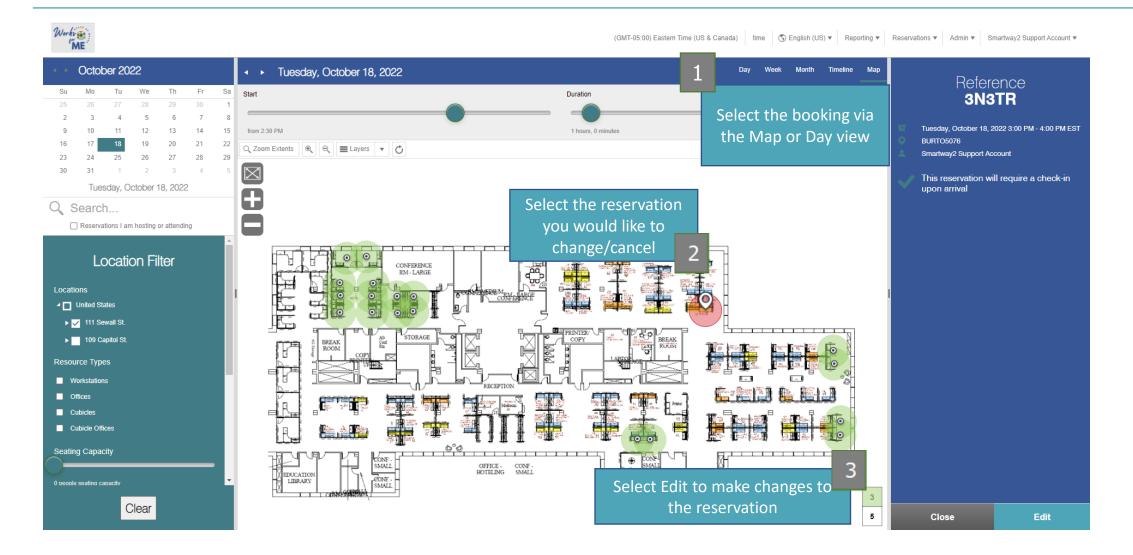


Option 2

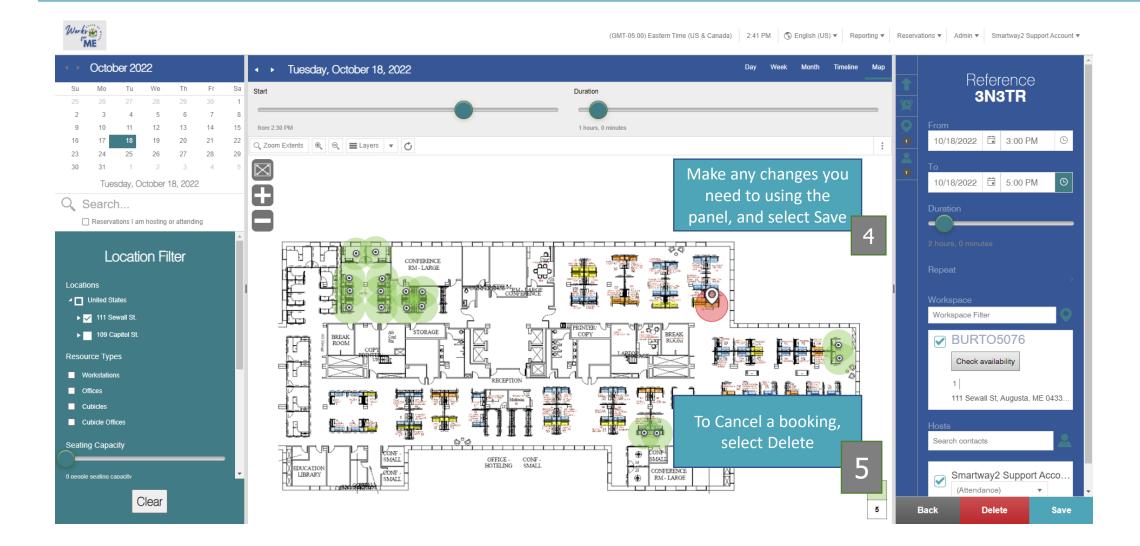
Click the reservation in the Day or Week views in the web app (it will be labelled "In Use"). Select "Press here to check out" on the reservation details at the right of the screen.



Changing and cancelling a booking via Floorplan



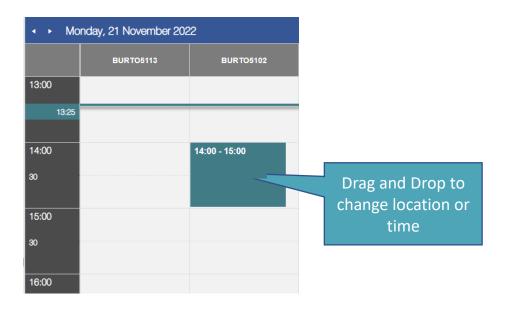
Changing and cancelling a booking via Floorplan



Moving a booking via the Schedule view

• Changes can be made to the timing and location of a booking in the Day and Timeline views using drag and drop functionality.

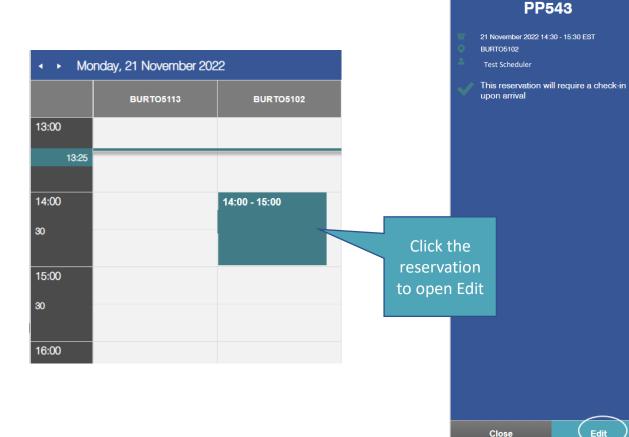
 ✓ Monday, 21 November 2022 					Day Week Month Time	eline Map		
		BURTO5113	BURTO5102	BURTO103	BURTO5104	BURTO5105		The Day view shows the booking calendar with
13:00							1	locations

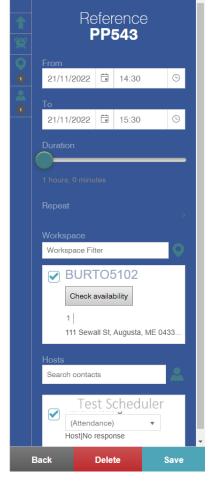


Moving a booking via Schedule views

 Changes can be made to the timing and location of a booking in the Day and Timeline views by editing reservation details.

Reference





 Note: You can only move bookings to locations that have the same services available.

Create Repeating Reservations



Create Repeating Reservations (cont.)

- When making a booking series, sometimes the location is not available for the entire series
- 3 Options are available to the End-User:

Option 1: Remove the booking for that day



Option 2: Pick a different time for that Room

Select the time under the red date to edit a specific instance of the reservation

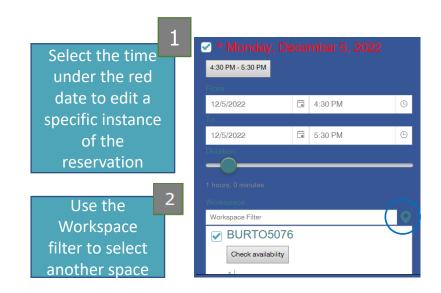




😪 * Monday, December 5, 2022					
1:00 PM - 2:00 PM					
From					
12/5/2022		1:00 PM	G		
To					
12/5/2022	ä	2:00 PM	G		
Duration					

Create Repeating Reservations (cont.)

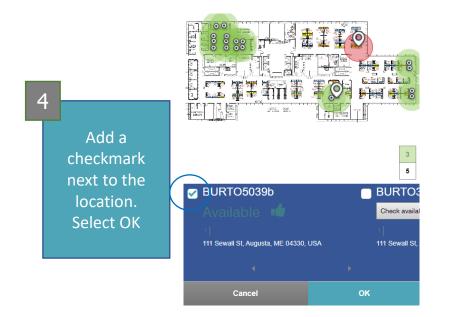
Option 3: Change the Room





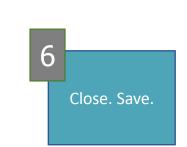
Create Repeating Reservations (cont.)

Option 3: Change the Room

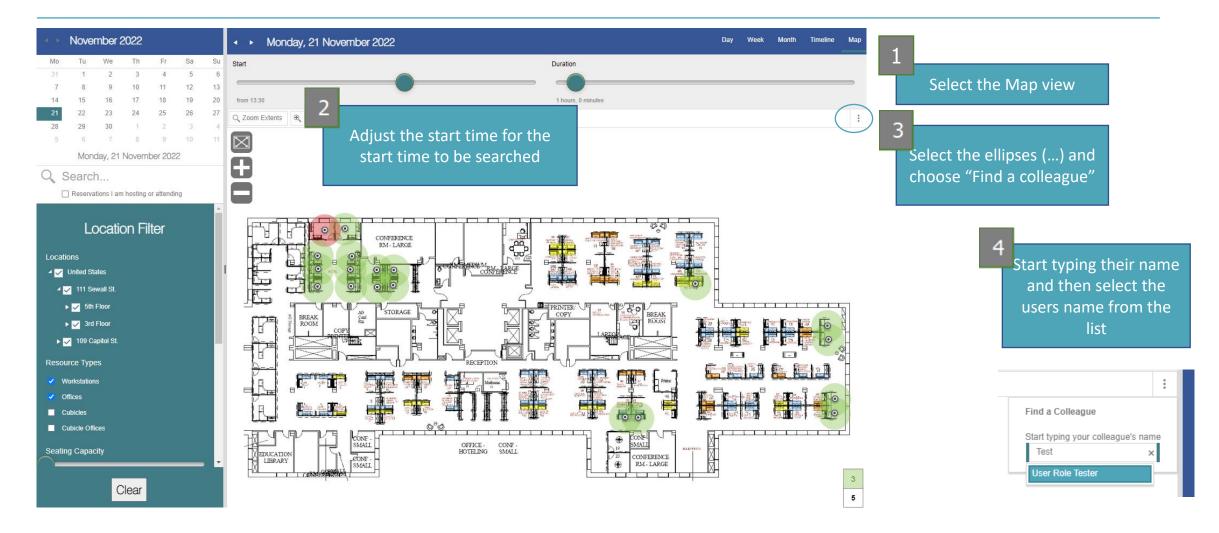


5	Check availability and	BURTO5076 Check availability 1 111 Sewall St, Augusta, ME 04330, USA BURTO5039b Check availability 1 111 Sewall St, Augusta, ME 04330, USA
	uncheck the	Location Filter
	busy space	BURTO5039b Available
		1 111 Sewall St, Augusta, ME 04330, USA
		BURTO5076 Busy from 5:00 PM 1 11 Stevall St, Augusta, ME 04330, USA Start at 6:00 PM?

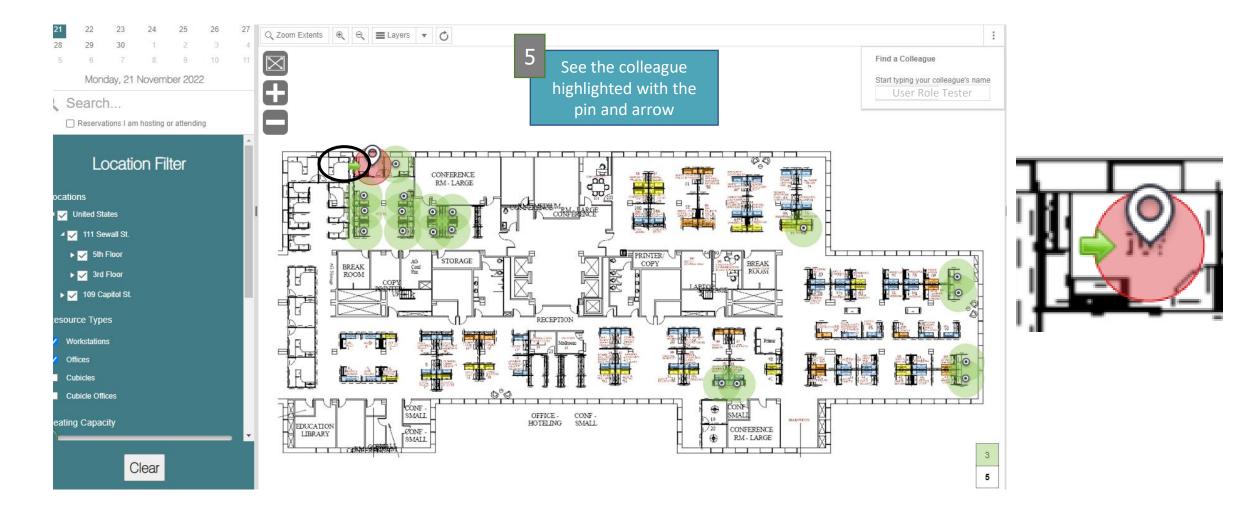
ocation Filter



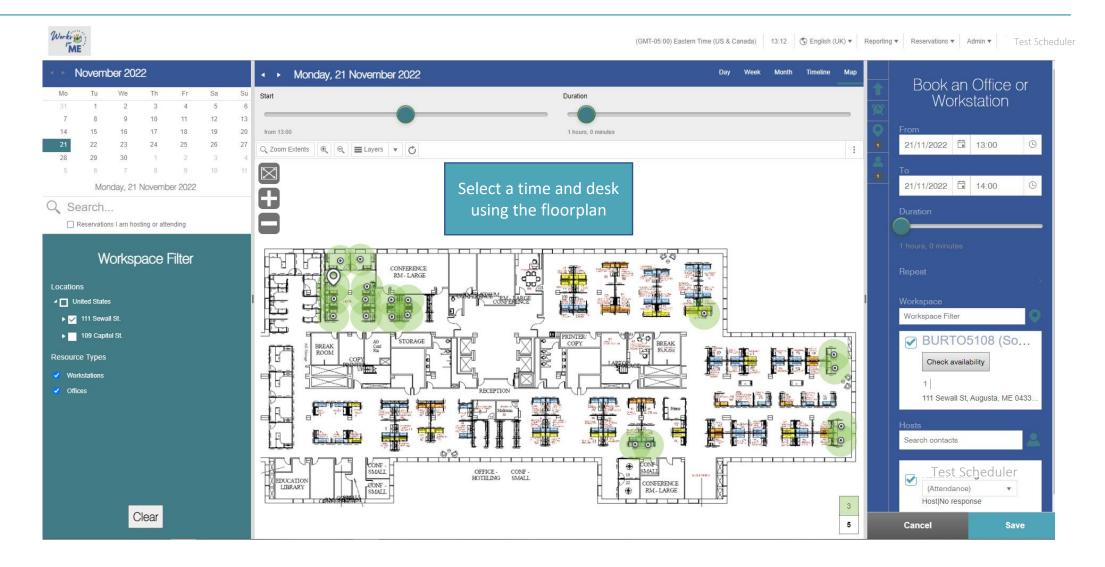
Find a colleague in your area(s) only



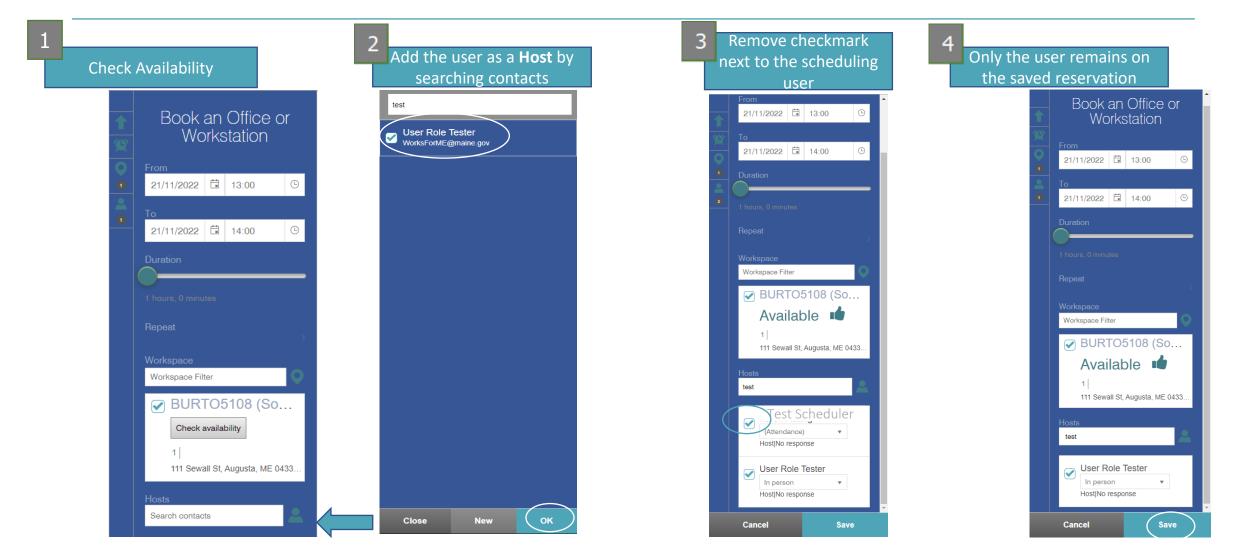
Find a colleague in your area(s) only



Booking for another user



Booking for another user





Mobile App

Smartway2: Booking system

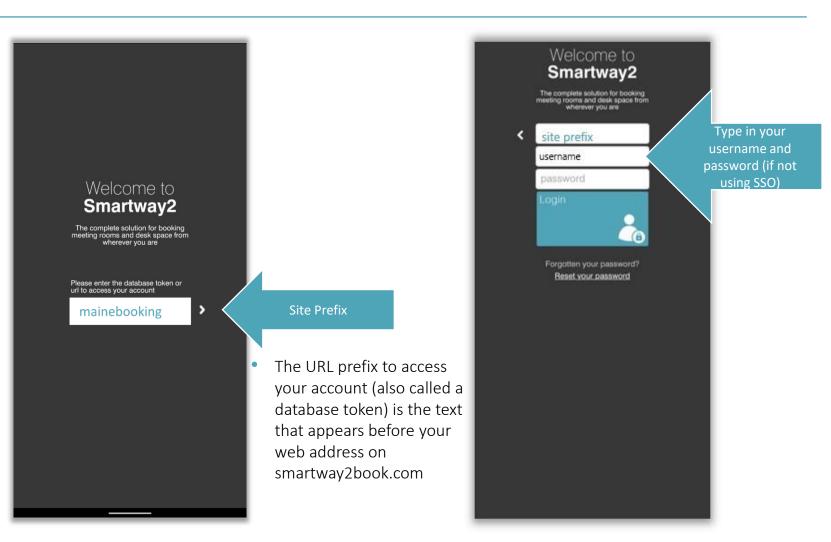
• Welcome to Smartway2, your new desk and meeting room booking system.



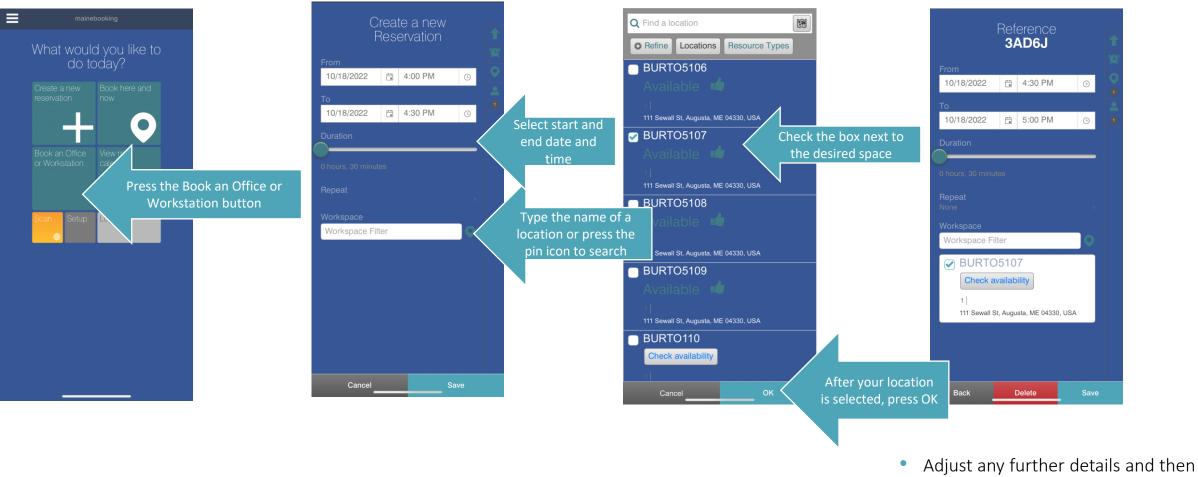


• Choose this app if more than one is available





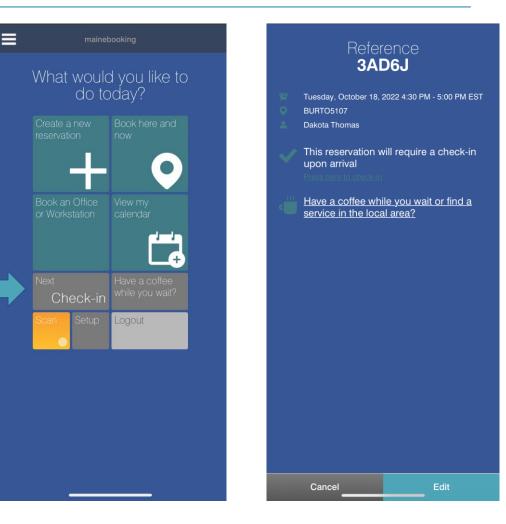
Booking a desk in advance via the mobile app



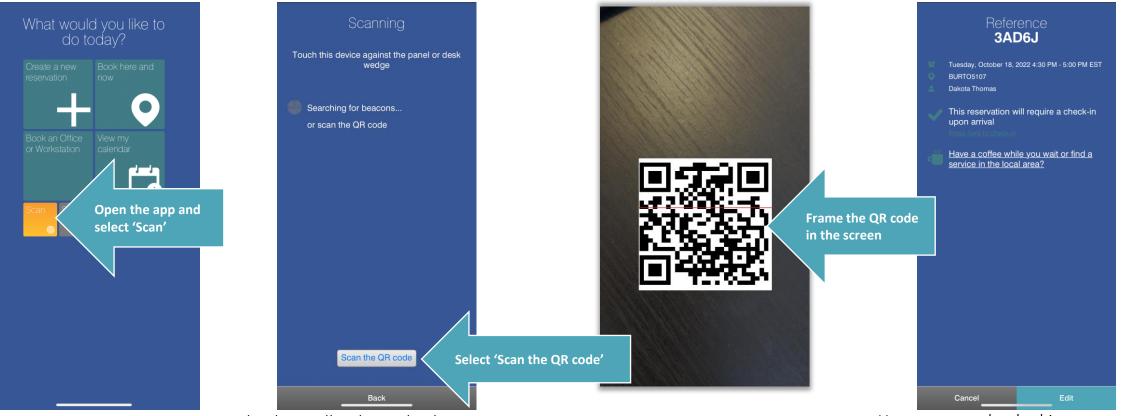
Adjust any further details and then click Save

Check-in via the Mobile Device

- If the location is set to require a check-in, there will be a check-in period defined which starts up to one hour before the reservation starts and ends up to 30 minutes after the reservation starts.
- Additionally, the location may be configured to terminate any reservation that has not been checked-in within a specified time period.
- You will receive a pending termination email notification prior to the reservation being terminated.
- The check-in process requires that you are located within 500m of the booked location.
- When a reservation has entered the check-in period, a number of indicators are shown within the mobile app.
- Notification may be sent to your mobile app at the start of the check-in period. Press the bell icon at top right of the app to see your notifications.
- If the reservation is within the check-in window, the Next Reservation tile shows Check-in. Press this tile to open the reservation summary page where a link is displayed that will check-in to the reservation.



Check in via QR code



• Check in will only work when you are within half a mile of the location

- You are now checked in.
- This method also works when arriving on-site or for rooms.

Cancelling and changing a reservation



- Make any changes and Save again
- Delete booking to cancel

Syncing contacts to your mobile

- In the Smartway2 mobile app you can sync your contacts over from your phone.
- If you do this the system will show them instead of companies list until you change the settings.
- To change go to settings > access phone calendar and turn off.



