User Journey

Web Application

Additional Information

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
  https://maine.smartway2book.com/

- With Single Sign On enabled you will be able to login using your usual credentials
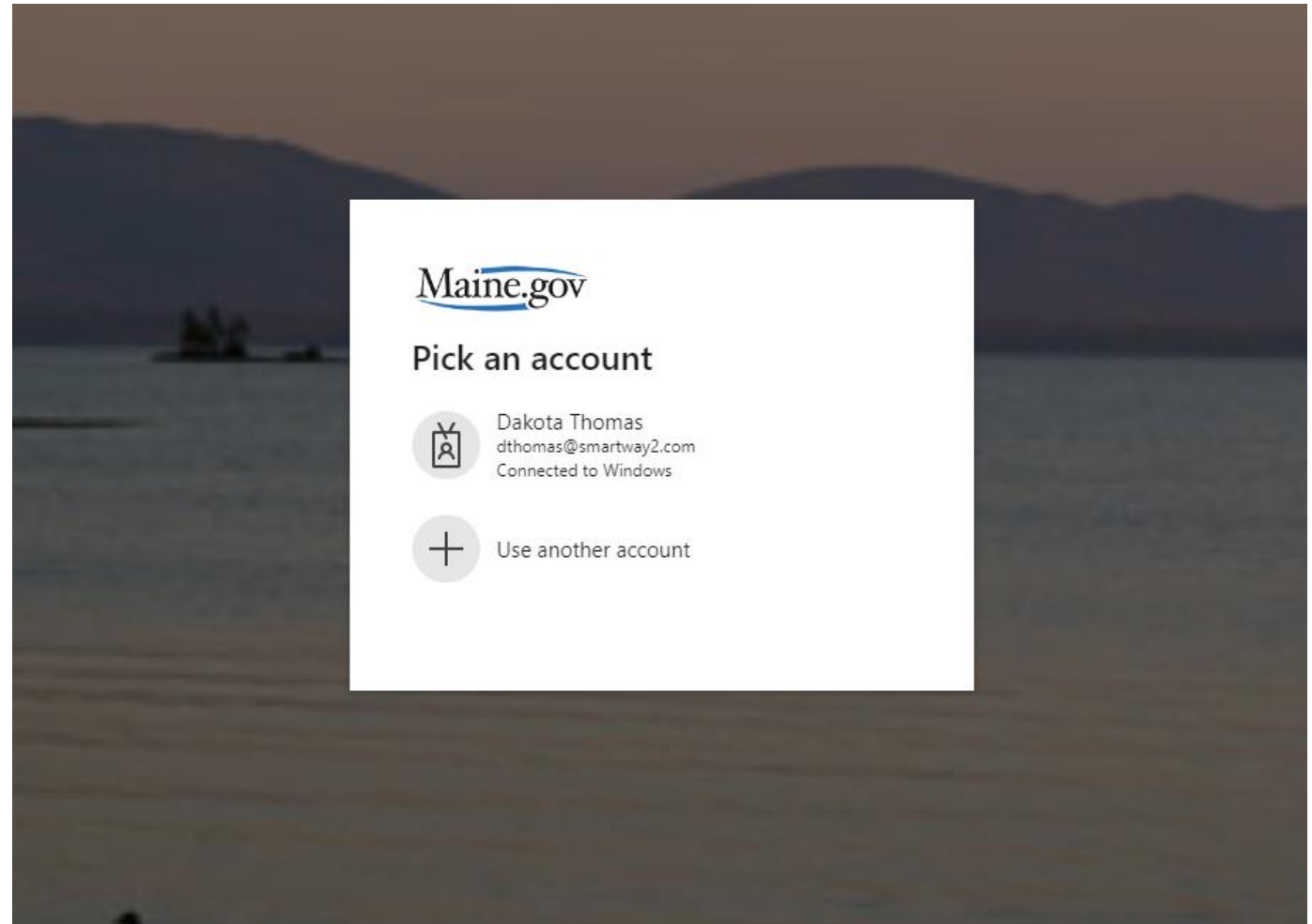
Booking a desk via Floorplan

Click **Map** to open the floor plan view

Please select a location from the timeline or map view

Locations are only displayed if the user has access to book space.

Booking a desk via Floorplan

2 Select the reservation date in the Calendar pane

3 Apply filters to only show suitable locations

1 Click Reservations and choose 'Book an Office or Workstation'

4 Select a time

5 Choose a desk

6 Save the reservation details

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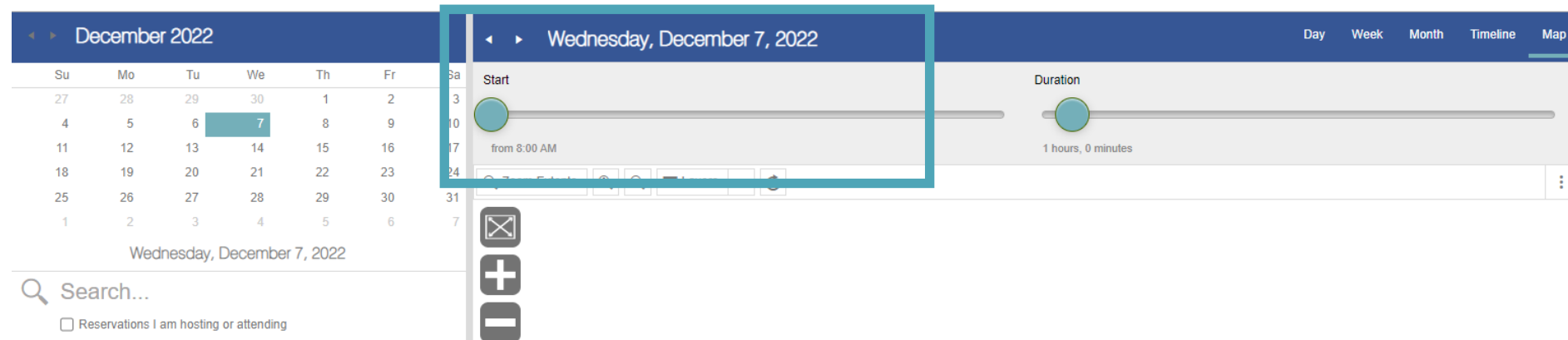
Hint: the map will show reserved locations and colleague locations based on the start time selected via the slider

Booking a desk: Using the Floorplan Start Slider

- 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:

Fit the current floorplan to the screen

Show the highest level view including ALL spaces you can book in

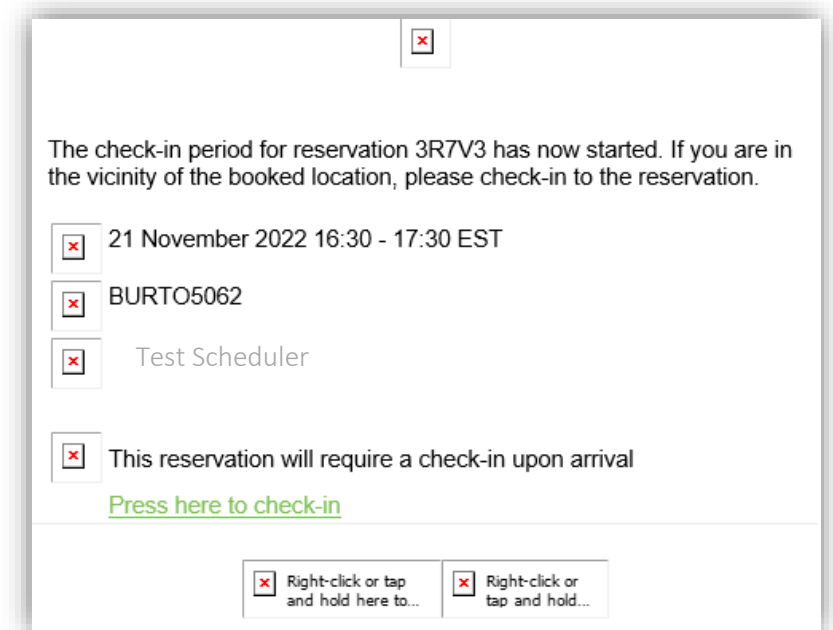Zoom in or out on the current floorplan

Reservation Notifications

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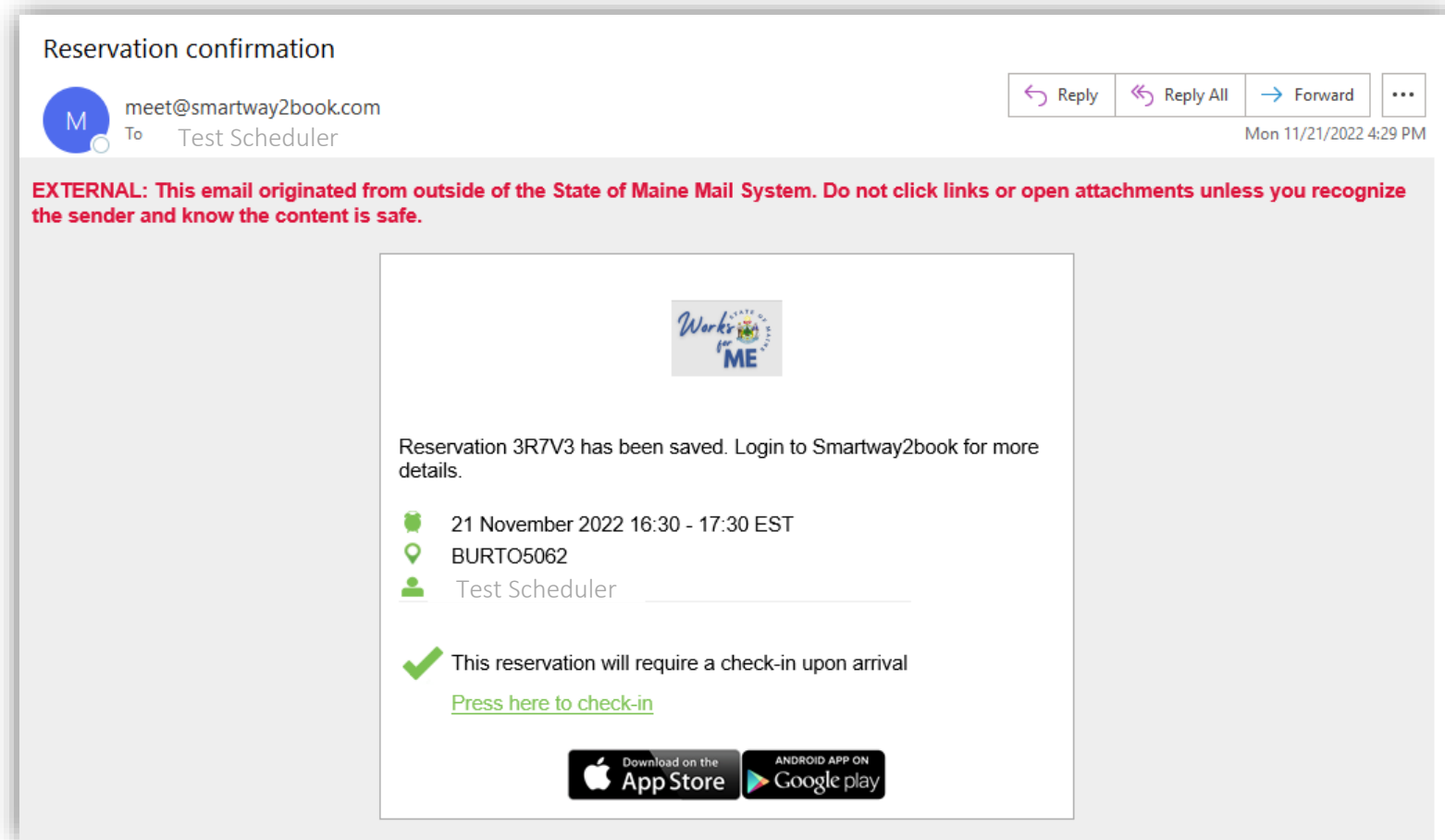
Reservation Notifications

- 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.

Reservation confirmation 👍😄

meet@smartway2book.com

The check-in period for reservation 3R7V3 has now started. If you are in the vicinity of the booked location, please check-in to the reservation.

- 21 November 2022 16:30 - 17:30 EST
- BURTO5062
- 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.
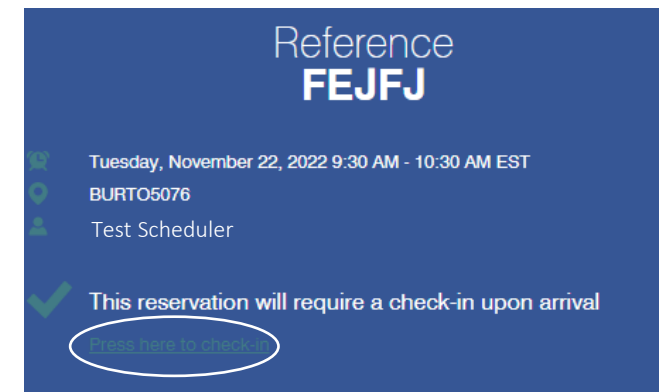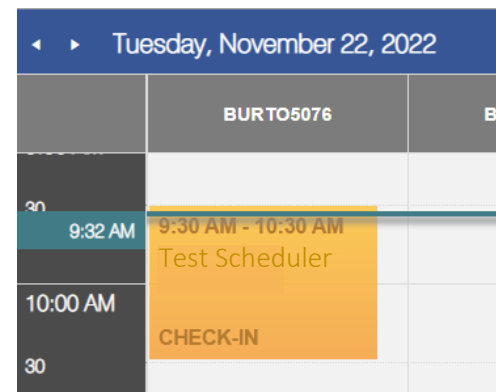
Option 1
Click the link in the email notification sent to inform you that the check-in period has started.
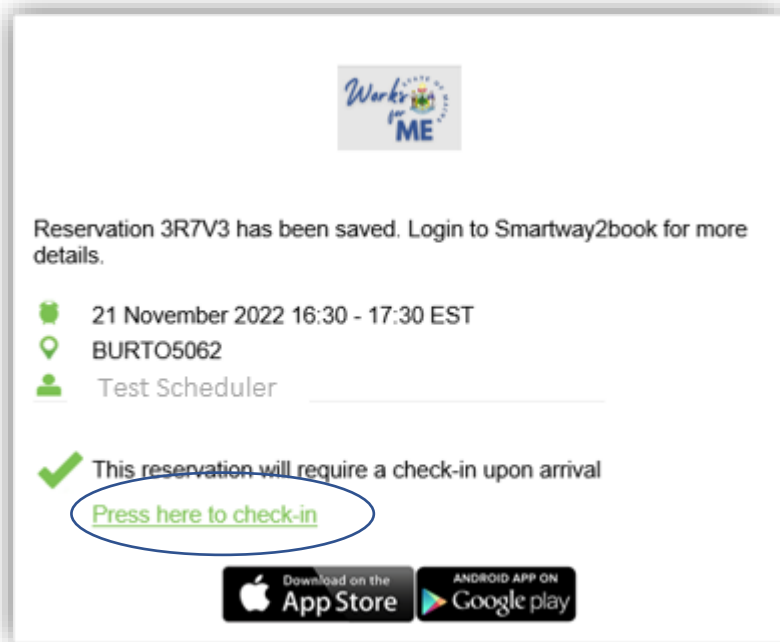
Option 2
Click the reservation in the Day or Week views in the web app (it will be colored orange when the check-in time has started). Select Press here to check in on the reservation details at the right of the screen.

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.
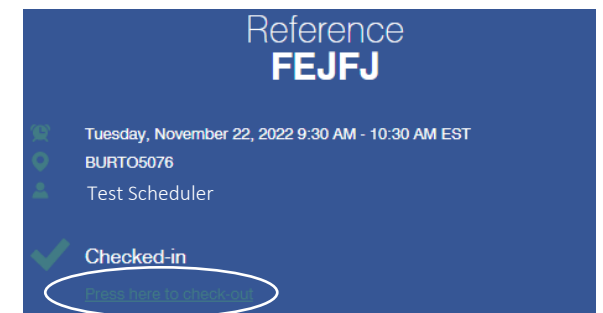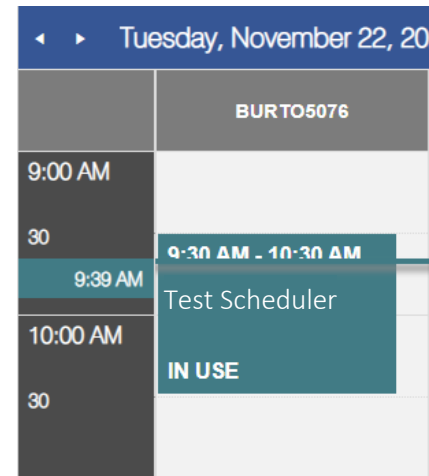
Option 1
Click the link in the email notification sent to inform you that the reservation has been checked in.
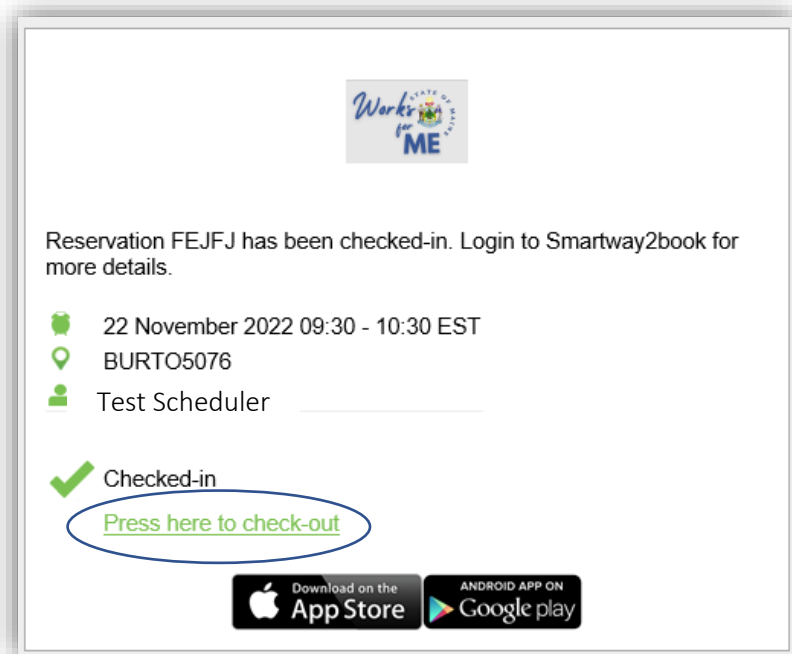
Option 2
Click the reservation in the Day or Week views in the web app (it will be labelled "In Use"). Select "Press here to check out" on the reservation details at the right of the screen.

Changing and cancelling a booking via Floorplan

Changing and cancelling a booking via Floorplan

Make any changes you need to using the panel, and select Save

4

To Cancel a booking, select Delete

5

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.

The **Day** view shows the booking calendar with locations

Drag and Drop to change location or time

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.

Click the reservation to open Edit

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

Create Repeating Reservations

1 Choose Repeat to create a recurring booking

2 Choose the frequency and timing recurring bookings

- When a room is not available the system will highlight this during the booking process indicated as RED

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

1 Remove the Checkmark

Option 2: Pick a different time for that Room

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

2 Choose a different time

Create Repeating Reservations (cont.)

Option 3: Change the Room

1 Select the time under the red date to edit a specific instance of the reservation
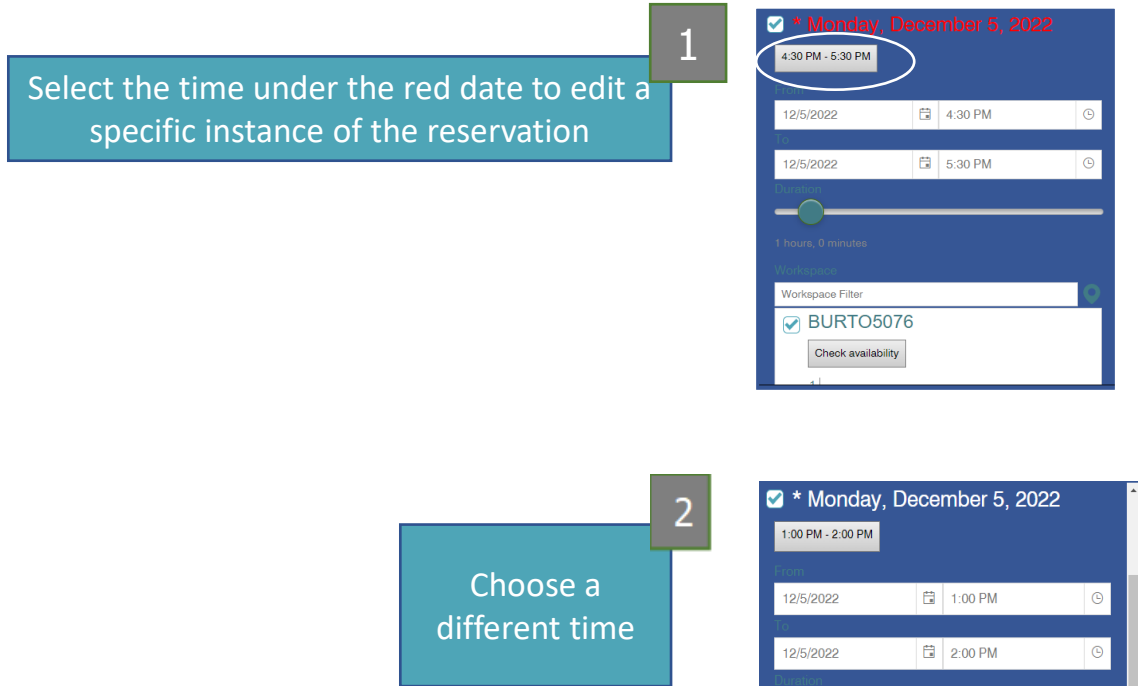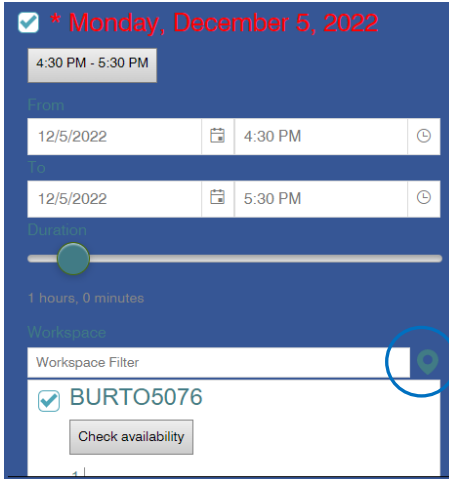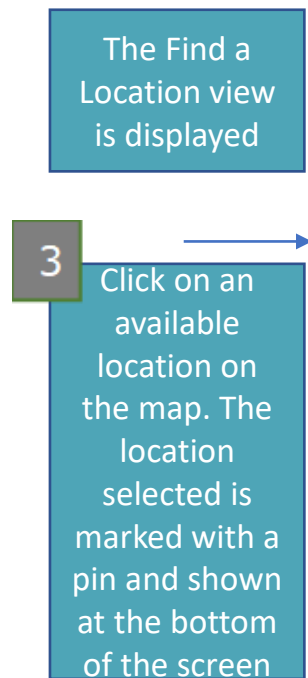
2 Use the Workspace filter to select another space

☑ * Monday, December 5, 2022

4:30 PM - 5:30 PM

From
12/5/2022 4:30 PM
To
12/5/2022 5:30 PM
Duration

1 hours, 0 minutes

Workspace
Workspace Filter
☑ BURTO5076
Check availability

The Find a Location view is displayed

3 Click on an available location on the map. The location selected is marked with a pin and shown at the bottom of the screen
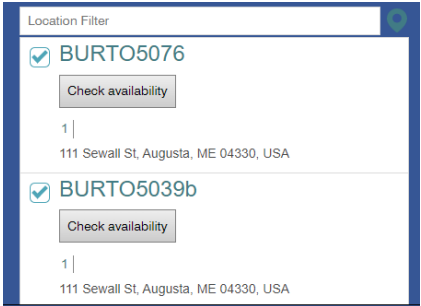
Find a location

⚙ Refine | Locations | Resource Types | Seating Capacity | Adjusta

3
5

BURTO5039b   BURTO
Available 👍
111 Sewall St, Augusta, ME 04330, USA   111 Sewall St,

Cancel   OK

Create Repeating Reservations (cont.)

Option 3: Change the Room

4
Add a checkmark next to the location. Select OK

5
Check availability and uncheck the busy space

6
Close. Save.

3
5

BURTO5039b

☑ BURTO5039b
Available 👍

1|
111 Sewall St, Augusta, ME 04330, USA

☐ BURTO3

Check availa

1|
111 Sewall St,

Cancel   OK

Location Filter

☑ BURTO5076
Check availability

1|
111 Sewall St, Augusta, ME 04330, USA

☑ BURTO5039b
Check availability

1|
111 Sewall St, Augusta, ME 04330, USA

Location Filter

☑ BURTO5039b
Available 👍

1|
111 Sewall St, Augusta, ME 04330, USA

☑ BURTO5076
Busy from 5:00 PM

1|
111 Sewall St, Augusta, ME 04330, USA

Start at 6:00 PM?   ☐

Find a colleague in your area(s) only

1 Select the Map view

2 Adjust the start time for the start time to be searched

3 Select the ellipses (…) and choose "Find a colleague"

4 Start typing their name and then select the users name from the list

Notice : You'll only find colleagues in the areas you can book in

Find a colleague in your area(s) only

5 See the colleague highlighted with the pin and arrow
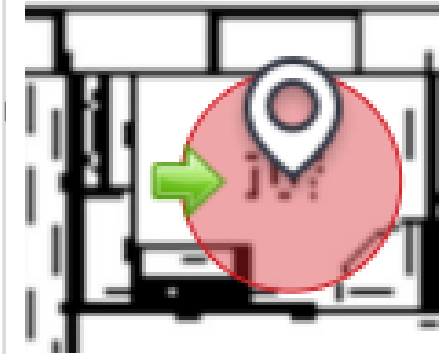
Notice : You'll only find colleagues in the areas you can book in

Booking for another user

Booking for another user

1 Check Availability

2 Add the user as a **Host** by searching contacts

3 Remove checkmark next to the scheduling user

4 Only the user remains on the saved reservation
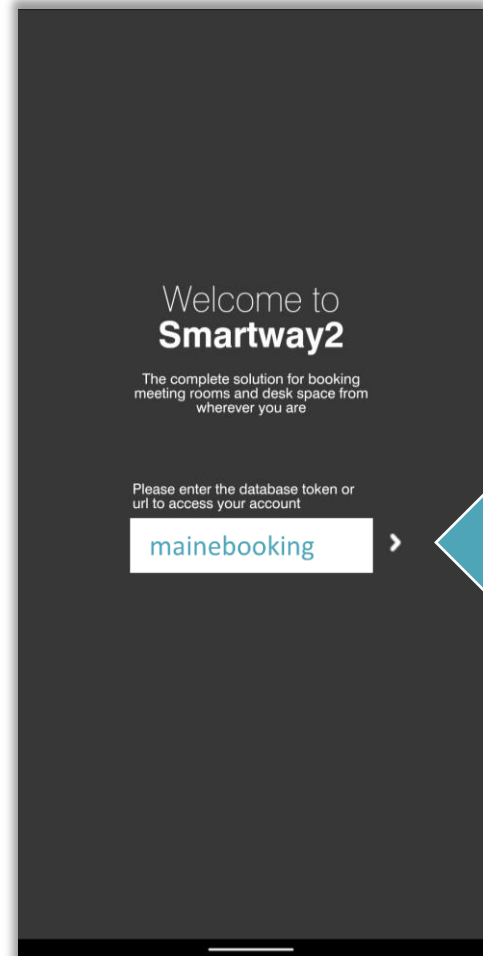
Mobile App

Smartway2: Booking system

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

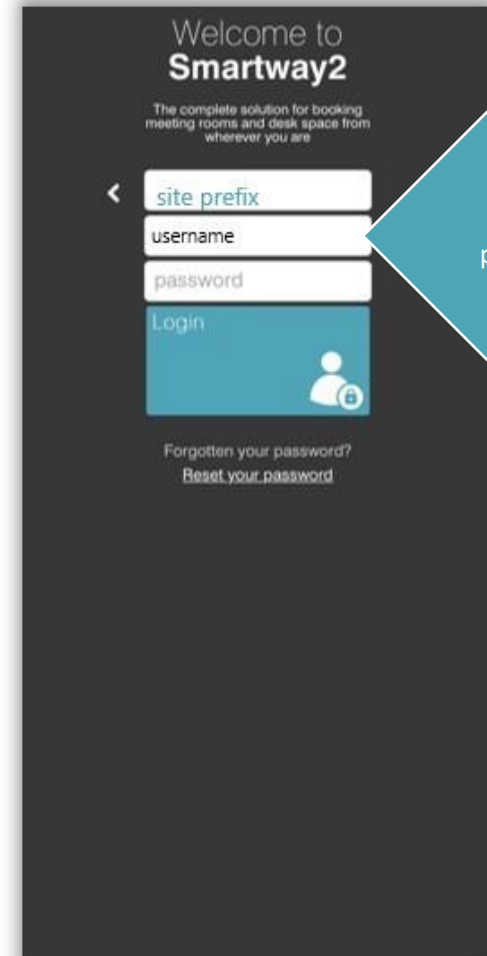- Choose this app if more than one is available

Welcome to
Smartway2

The complete solution for booking meeting rooms and desk space from wherever you are

Please enter the database token or url to access your account

mainebooking >

Site Prefix

- The URL prefix to access your account (also called a database token) is the text that appears before your web address on smartway2book.com

Welcome to
Smartway2

The complete solution for booking meeting rooms and desk space from wherever you are

site prefix

username

password

Login

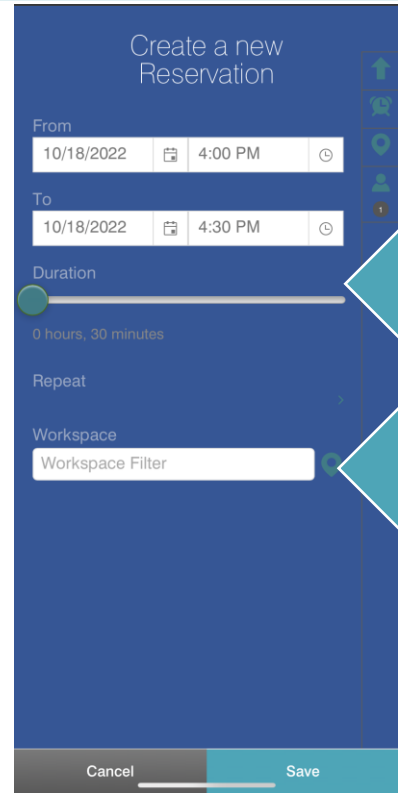Forgotten your password?
Reset your password

Type in your username and password (if not using SSO)

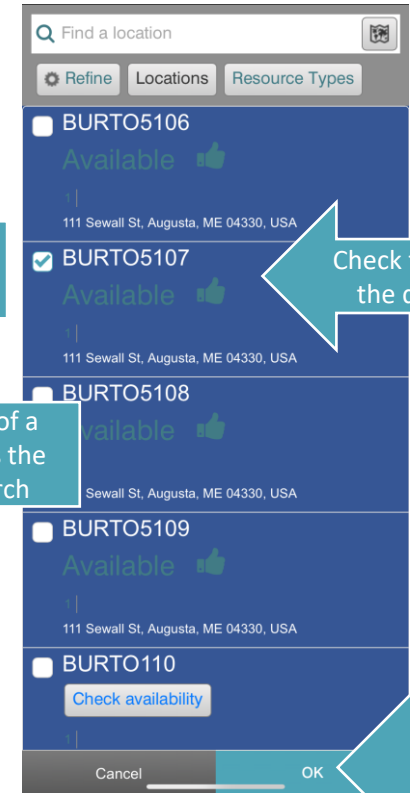# Booking a desk in advance via the mobile app

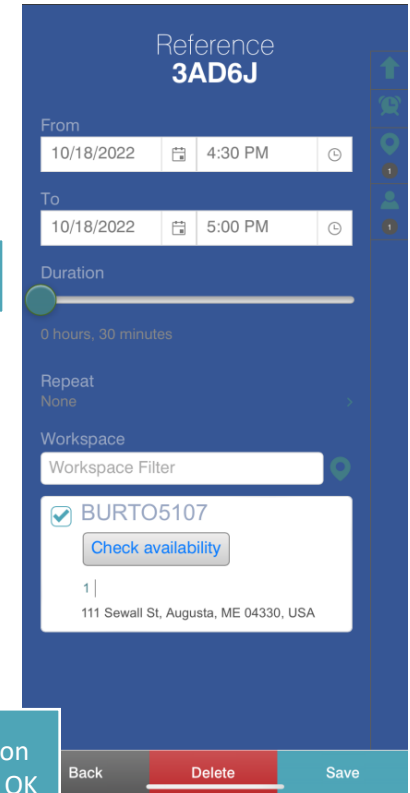Press the Book an Office or Workstation button

Select start and end date and time

Type the name of a location or press the pin icon to search

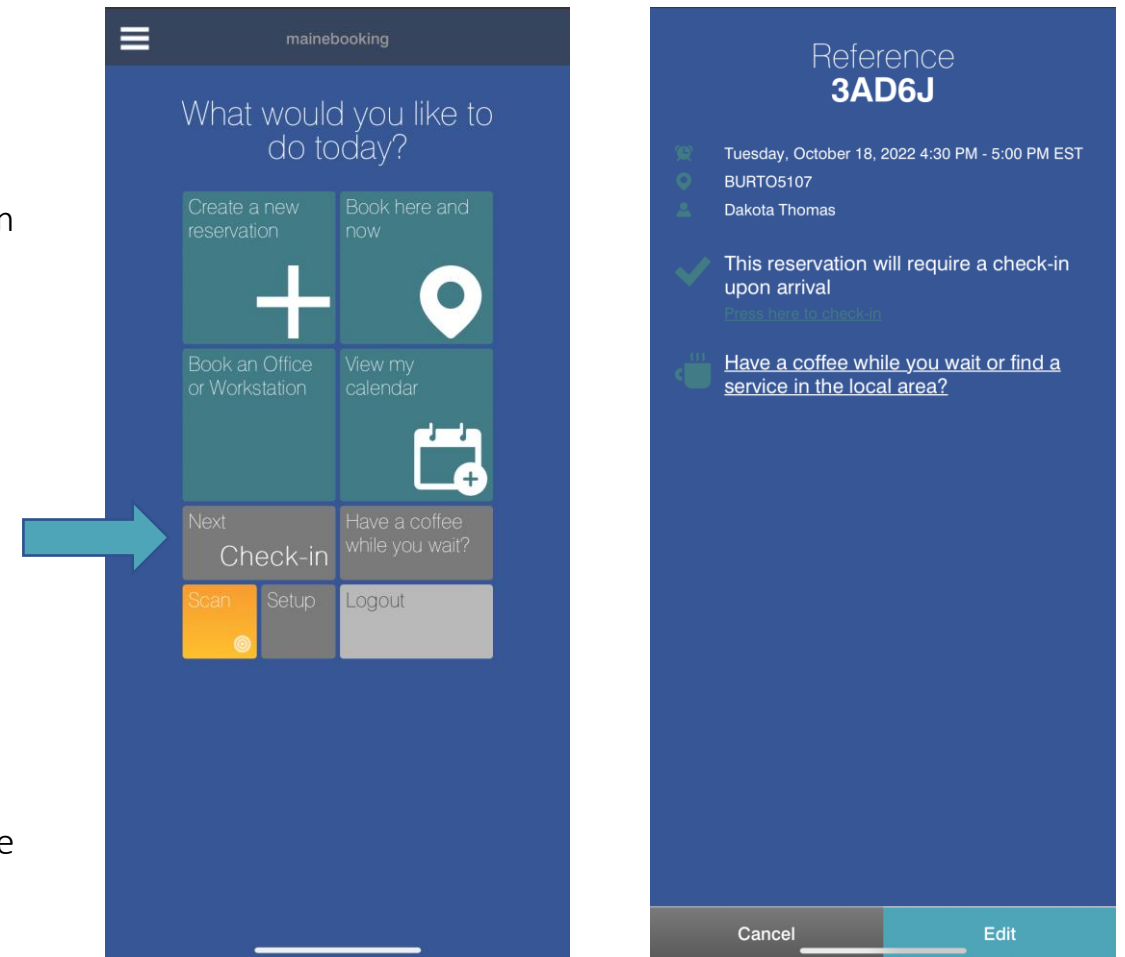Check the box next to the desired space

After your location is selected, press OK

- 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.
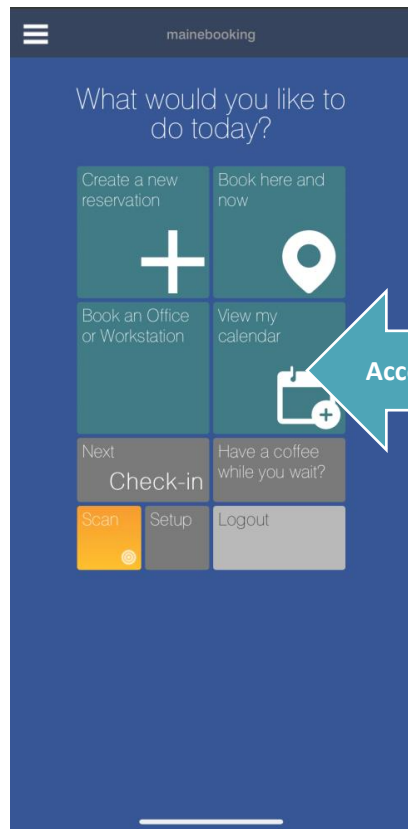
Check in via QR code

Open the app and select 'Scan'

Select 'Scan the QR code'
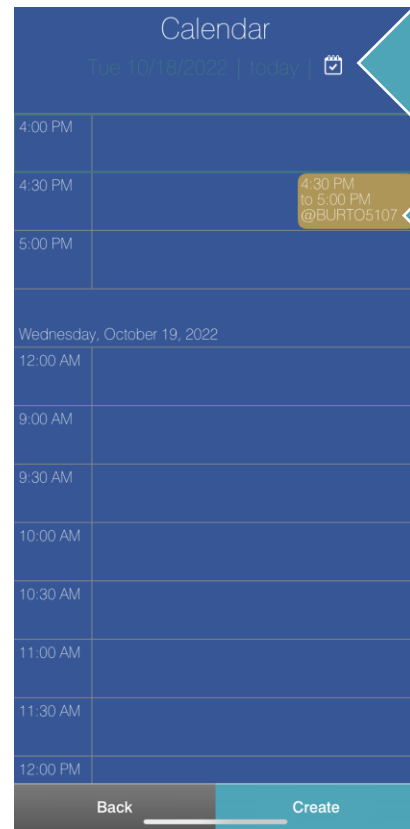
Frame the QR code in the screen
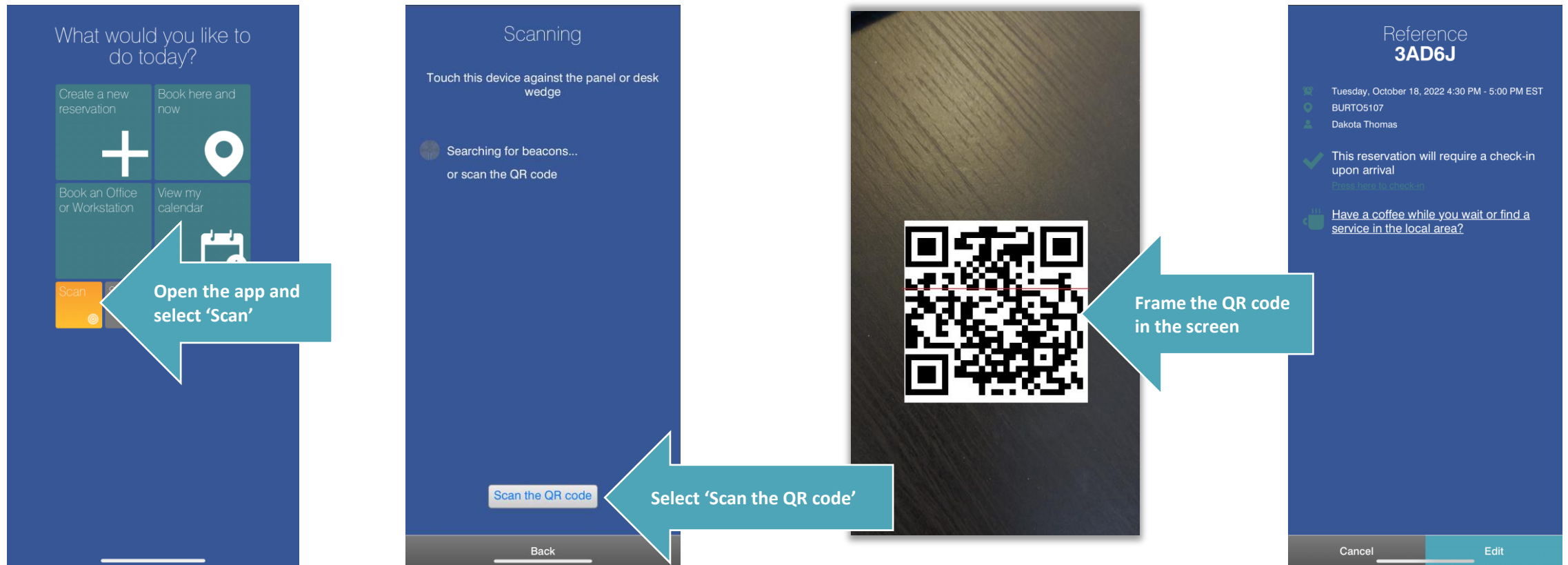
- Check in will only work when you are within half a mile of the location

- You are now checked in.

- This method also works when arriving on-site or for rooms.
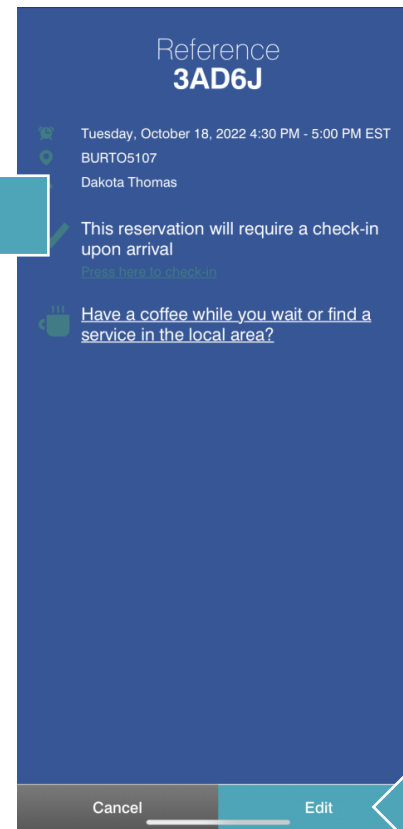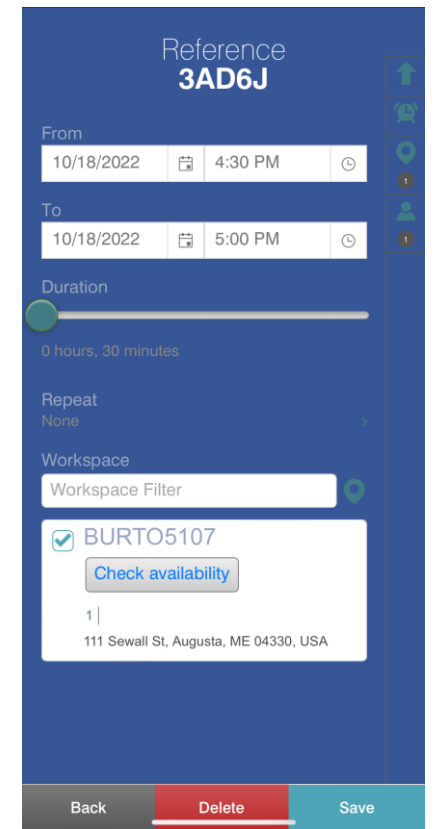
Cancelling and changing a reservation


Select date

Select booking

Access the calendar

Edit booking

- 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.

Settings
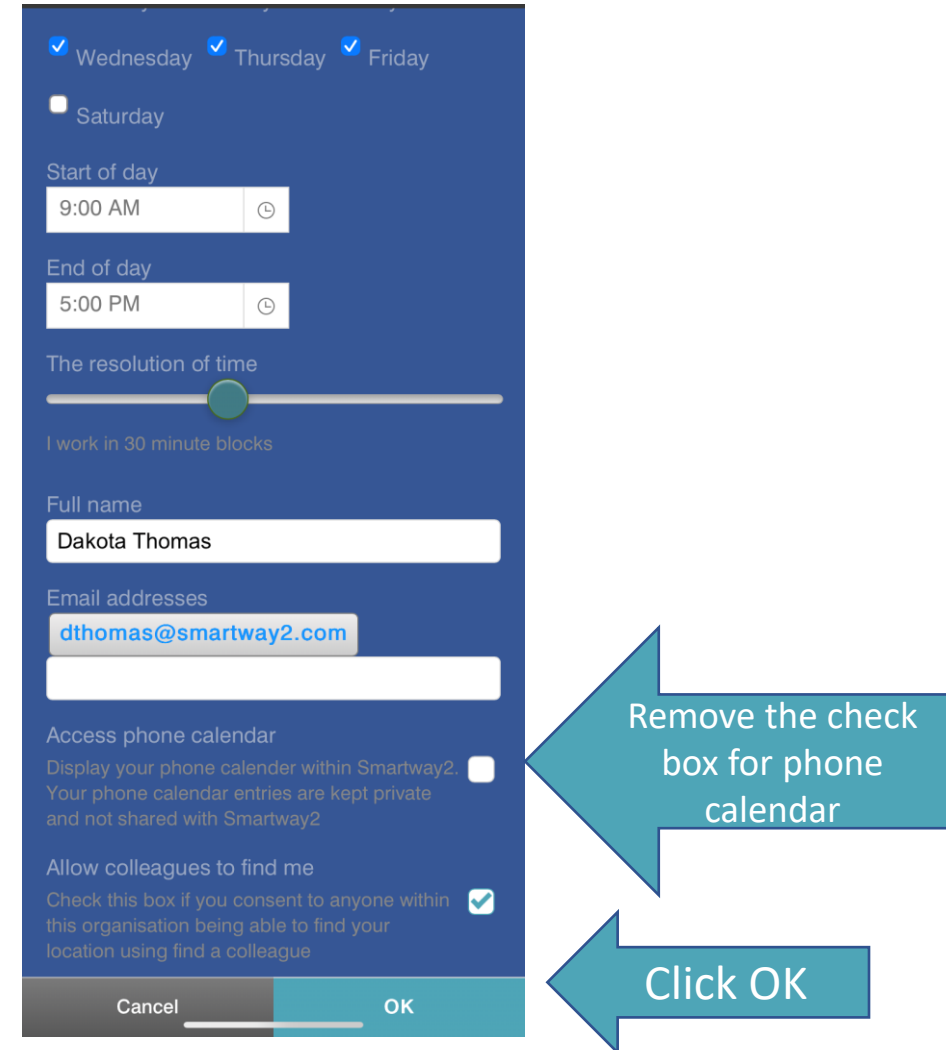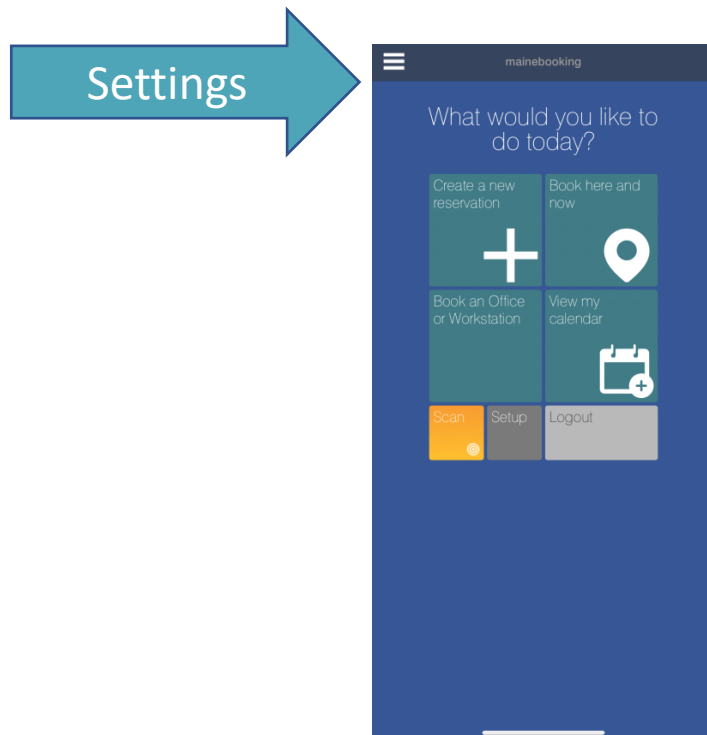
Operational Support Issues

- Any support issues or service requests related to Smartway2 hoteling application should be submitted through Footprints ticketing system and assigned to Shared Services group