



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](#)

[Operational Support](#)

Additional Information

[Mobile Application](#)

User Roles and Permissions

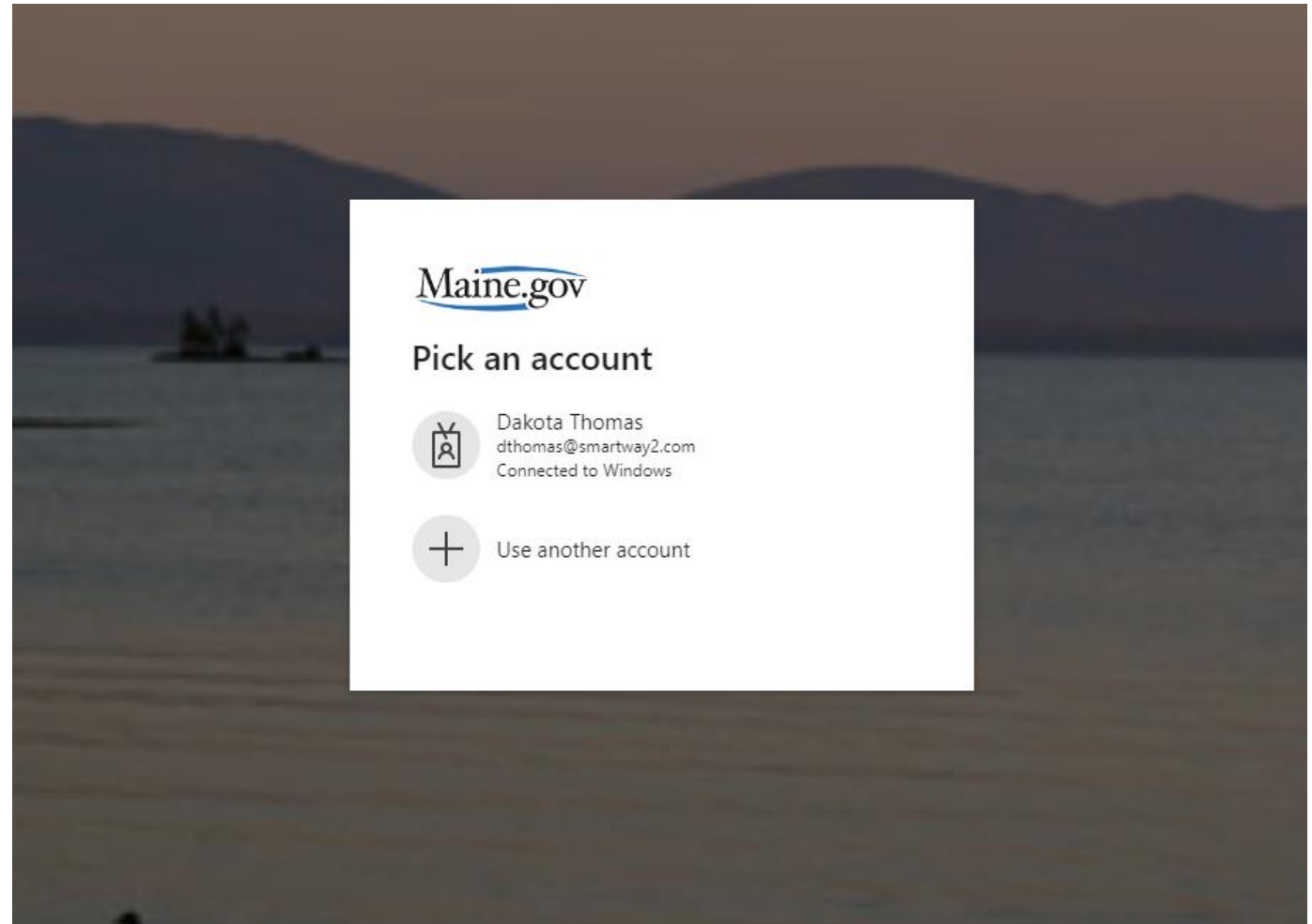
- **PERMISSIONS:** The default permissions in Smartway2 are:
 - **User** - Can create, edit and delete their own reservations. Can create bookings for others.
 - **Scheduler** - Can create, edit and delete other's bookings.
 - **Admin** - Can access all administration functions on the web client.



Web Application

Login

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



Booking a desk via Floorplan

The screenshot displays the WorksME reservation system interface. At the top, it shows the date "Tuesday, October 18, 2022" and the time "2:38 PM". Below this is a calendar view for October 2022, with the 18th highlighted. The main area shows a floorplan of a building with various rooms labeled, including "CONFERENCE RM - LARGE", "RECEPTION", "LABORATORY", "OFFICE - HOTELING", and "CONF - SMALL". A blue arrow points to the "Map" tab in the top navigation bar, with the text "Click Map to open the floor plan view". Below the arrow, a blue box contains the text "Please select a location from the timeline or map view". On the right side, a yellow box contains the text "Locations are only displayed if the user has access to book space." The interface also includes a search bar, a location filter, and a seating capacity slider.

WorksME

(GMT-05:00) Eastern Time (US & Canada) 2:38 PM English (US) Reporting Reservations Admin Smartway2 Support Account

October 2022 Tuesday, October 18, 2022 Day Week Month Timeline Map

Start Duration

from 2:00 PM 1 hours, 0 minutes

Zoom Extents Layers

Search... Reservations I am hosting or attending

Location Filter

Locations

- United States
- 111 Sewall St
- 109 Capitol St
- 1st Floor

Resource Types

- Workstations
- Offices
- Cubicles
- Cubicle Offices

Seating Capacity

Clear

3

5

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

Booking a desk via Floorplan

The screenshot displays the 'Works for ME' booking interface. On the left, a calendar for November 2022 shows the 21st selected. Below it is a 'Location Filter' panel with options for United States, 111 Sewall St., and 109 Capitol St., and resource types like Workstations, Offices, and Cubicles. The main area features a floorplan with several desks highlighted in green. On the right, a reservation details panel shows the date 21/11/2022, time 17:00, duration of 1 hour, and workspace 'BURTO5076'. A 'Save' button is highlighted at the bottom right.

2 Select the reservation date in the Calendar pane

3 Apply filters to only show suitable locations

4 Select a time

5 Choose a desk

6 Save the reservation details

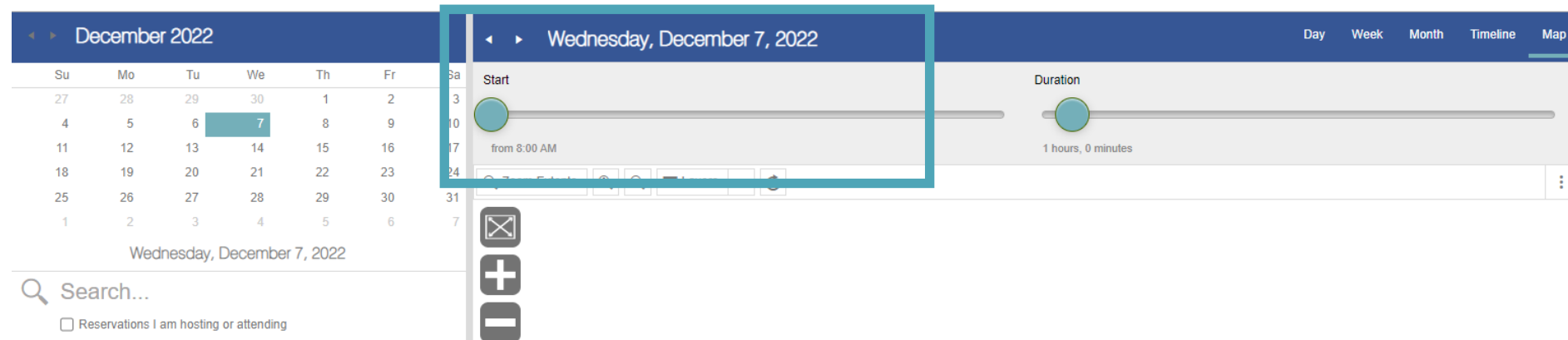
1 Click Reservations and choose 'Book an Office or Workstation'

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 screenshot displays a user interface for booking a desk. On the left, a 'Start' slider is set to 'from 8:00 AM' and a 'Duration' slider is set to '1 hours, 0 minutes'. Below these are navigation icons for 'Zoom Extents', 'Layers', and a refresh button. On the right, a 'Create a new Reservation' panel is open. It features a 'From' field with '12/7/2022' and '8:00 AM', and a 'To' field with '12/7/2022' and '9:00 AM'. A teal box highlights the time selection area, including the date, time, and a clock icon. Below the 'To' field is a 'Duration' slider set to '1 hours, 0 minutes'.

- 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.

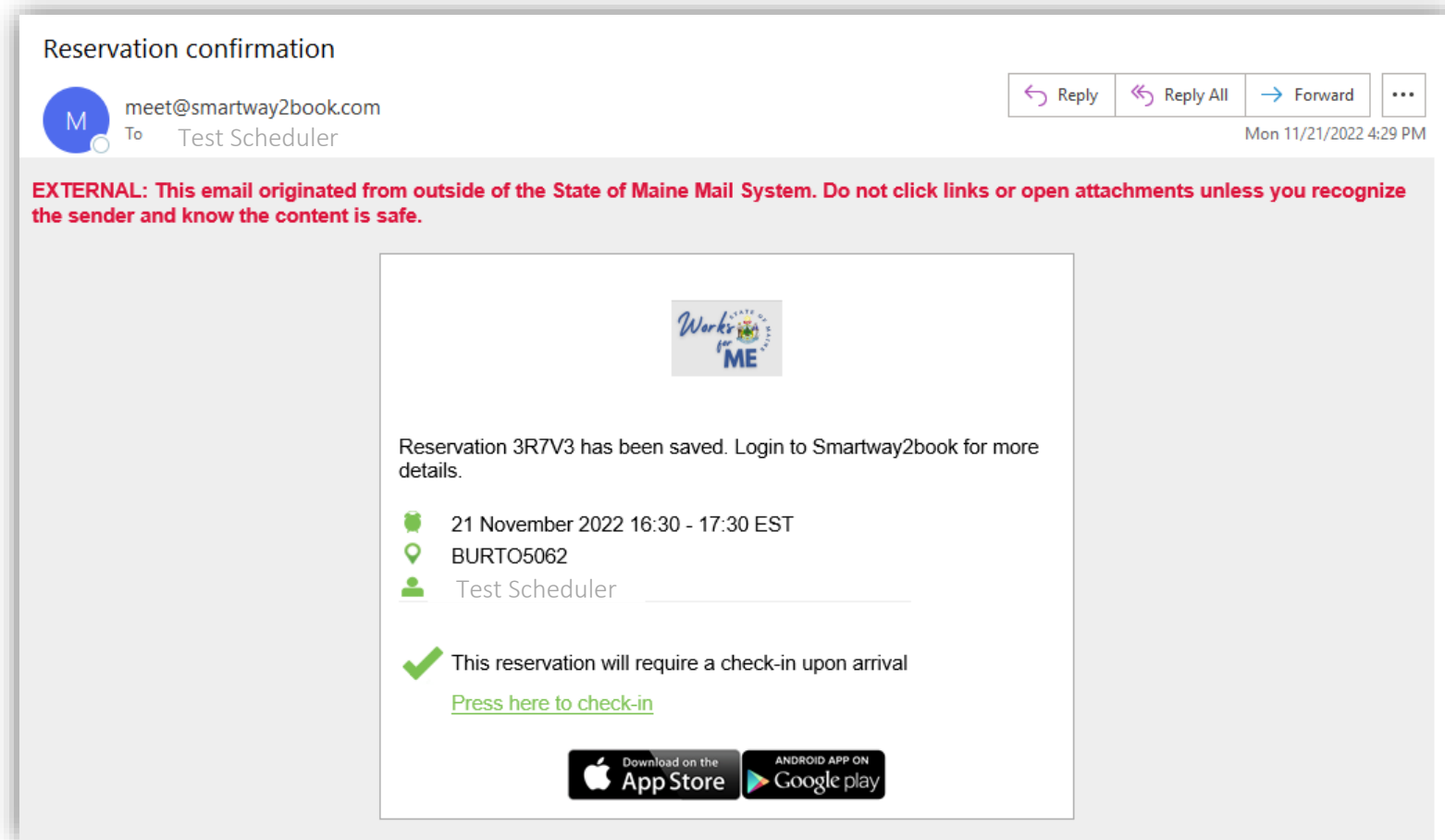
Booking a desk: Navigating the floorplan

- Zoom functionality is available in the floorplan view to:

The image shows a software interface for navigating a floorplan. At the top, there is a toolbar with a search bar labeled 'Zoom Extents', a magnifying glass icon, a zoom in icon (+), a zoom out icon (-), a 'Layers' dropdown menu, and a refresh icon. Below the toolbar are three icons: a square with an 'X' (Fit to screen), a plus sign (+) (Zoom in), and a minus sign (-) (Zoom out). A blue callout box points to the 'Zoom Extents' search bar and the magnifying glass icon, containing the text: 'Show the highest level view including ALL spaces you can book in'. Another blue callout box points to the plus and minus icons, containing the text: 'Zoom in or out on the current floorplan'. A third blue callout box points to the 'X' icon, containing the text: 'Fit the current floorplan to the screen'. The floorplan itself is a detailed architectural drawing of an office space. It includes several rooms: 'CONFERENCE RM - LARGE' (two instances), 'BREAK ROOM' (two instances), 'COPY', 'STORAGE', 'RECEPTION', 'LABORATORY', and 'PRINTER/COPY'. There are also smaller rooms labeled 'HOTEL' and 'AP Coat Rm'. The floorplan is color-coded with green circles highlighting specific areas and blue/yellow rectangles highlighting other areas. The interface is clean and professional, with a white background and clear text labels.

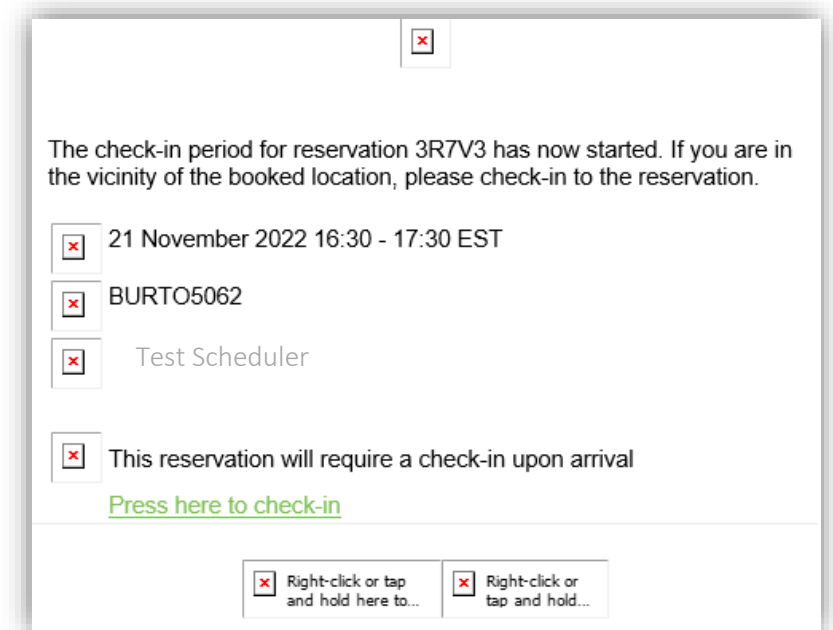
Reservation Notifications

- 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.



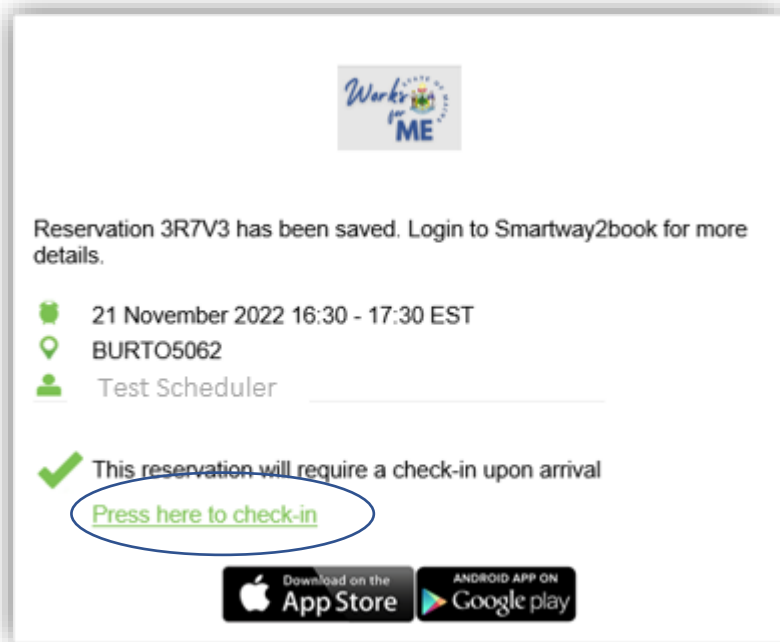
- Outlook may block the download of images causing the email to look suspicious.
- Use of links coming from this smartway2book.com address is SAFE and an expected and helpful part of the process.

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.

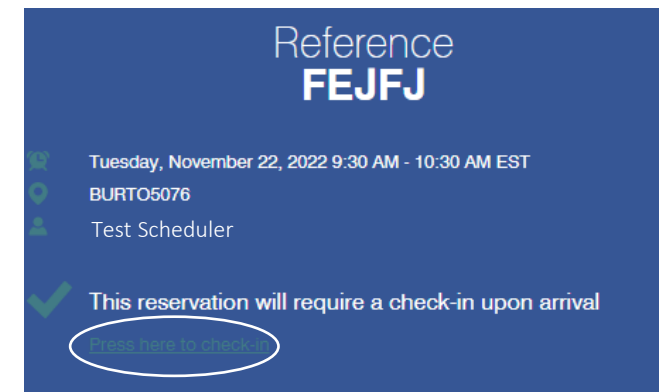
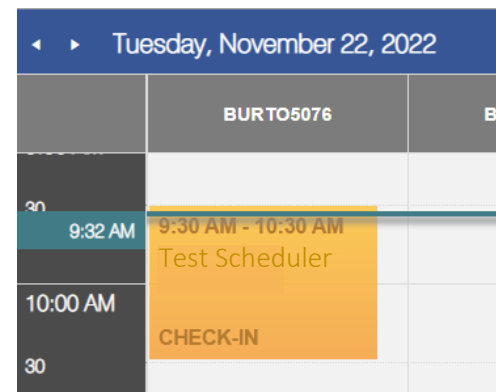
Option 1

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.

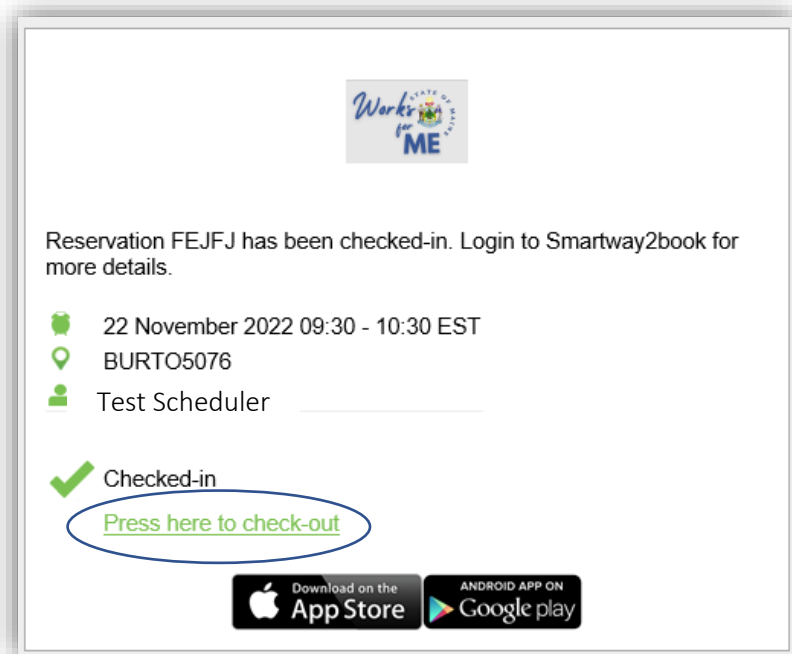


Checking out of a reservation

- 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.

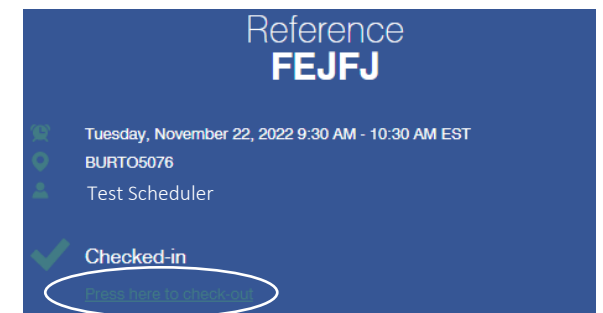
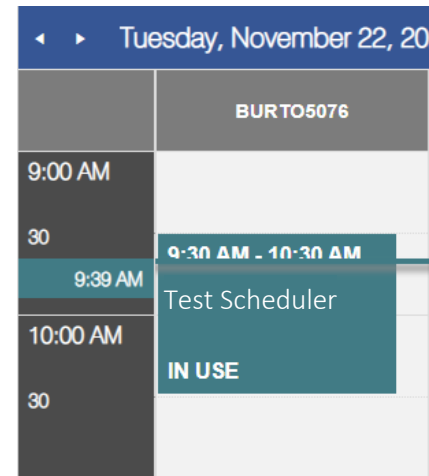
Option 1

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

Works for ME

(GMT-05:00) Eastern Time (US & Canada) | time | English (US) | Reporting | Reservations | Admin | Smartway2 Support Account

October 2022

Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	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	28	29
30	31	1	2	3	4	5

Tuesday, October 18, 2022

Search...
 Reservations I am hosting or attending

Location Filter

Locations

- United States
- 111 Sewall St.
- 109 Capitol St.

Resource Types

- Workstations
- Offices
- Cubicles
- Cubicle Offices

Seating Capacity

0 people seating capacity

Clear

Tuesday, October 18, 2022

Day Week Month Timeline Map

Start: from 2:30 PM

Duration: 1 hours, 0 minutes

Zoom Extents Layers

Select the booking via the Map or Day view

Select the reservation you would like to change/cancel

Select Edit to make changes to the reservation

Reference 3N3TR

- Tuesday, October 18, 2022 3:00 PM - 4:00 PM EST
- BURTO5076
- Smartway2 Support Account

This reservation will require a check-in upon arrival

Close Edit

Changing and cancelling a booking via Floorplan

Workday ME

(GMT-05:00) Eastern Time (US & Canada) | 2:41 PM | English (US) | Reporting | Reservations | Admin | Smartway2 Support Account

October 2022

Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	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	28	29
30	31	1	2	3	4	5

Tuesday, October 18, 2022

Search...
 Reservations I am hosting or attending

Location Filter

Locations

- United States
- 111 Sewall St.
- 109 Capitol St.

Resource Types

- Workstations
- Offices
- Cubicles
- Cubicle Offices

Seating Capacity

0 people seating capacity

Clear

Tuesday, October 18, 2022

Day Week Month Timeline Map

Start: from 2:30 PM

Duration: 1 hours, 0 minutes

Zoom Extents Layers

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

To Cancel a booking, select Delete

Reference 3N3TR

From: 10/18/2022 3:00 PM

To: 10/18/2022 5:00 PM

Duration: 2 hours, 0 minutes

Repeat

Workspace: Workspace Filter

BURTO5076

Check availability

1 | 111 Sewall St, Augusta, ME 0433...

Hosts: Search contacts

Smartway2 Support Acco... (Attendance)

Back Delete Save

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	Timeline	Map
	BURTO5113	BURTO5102	BURTO103	BURTO5104	BURTO5105					
13:00										

Monday, 21 November 2022		
	BURTO5113	BURTO5102
13:00		
13:25		
14:00		14:00 - 15:00
30		
15:00		
30		
16:00		

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.

The image shows a scheduling interface. On the left is a calendar view for Monday, 21 November 2022, with two columns for locations BURTO5113 and BURTO5102. A reservation is shown in the BURTO5102 column from 14:00 to 15:00. A callout box points to this reservation with the text "Click the reservation to open Edit".

On the right is the "Edit" modal for Reference PP543. It displays reservation details: 21 November 2022 14:30 - 15:30 EST, location BURTO5102, and scheduler Test Scheduler. A note states "This reservation will require a check-in upon arrival". The modal includes fields for "From" (21/11/2022 14:30) and "To" (21/11/2022 15:30), a duration slider set to 1 hour, and a "Workspace Filter" dropdown. The selected workspace is BURTO5102 (111 Sewall St, Augusta, ME 0433...). The "Hosts" section shows "Test Scheduler" with a dropdown menu set to "(Attendance)" and "Host: No response". At the bottom, there are "Close", "Edit", "Back", "Delete", and "Save" buttons.

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

Create Repeating Reservations

Create a new Reservation

From
11/14/2022 4:30 PM

To
11/14/2022 5:30 PM

Duration
1 hours, 0 minutes

Repeat

Workspace
Workspace Filter

BURTO5076
Check availability

1
111 Sewall St, Augusta, ME 04330, ...

Hosts
Search contacts

Test Scheduler
(Attendance)
Host|No response

Cancel Save

1

Choose Repeat to create a recurring booking

Weekly

Repeat every 1 week or weeks on:
 Monday Tuesday Wednesday
 Thursday Friday Saturday Sunday

Range
 End after 6 occurrences
 End by 11/21/2022
 No end date

Occurrences

- * Monday, November 21, 2022
4:30 PM - 5:30 PM
- * Monday, November 28, 2022
4:30 PM - 5:30 PM
- * Monday, December 5, 2022
4:30 PM - 5:30 PM
- * Monday, December 12, 2022
4:30 PM - 5:30 PM
- * Monday, November

2

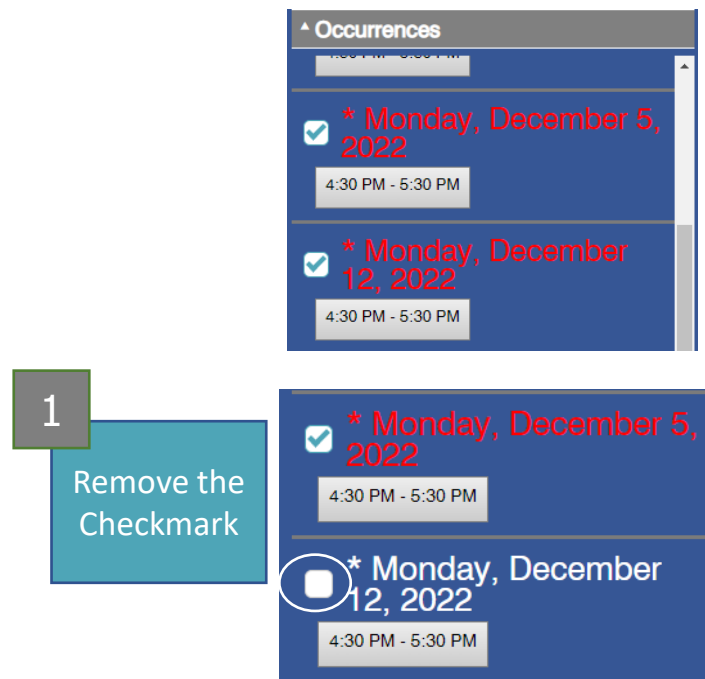
Choose the frequency and timing recurring bookings

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

Create Repeating Reservations (cont.)

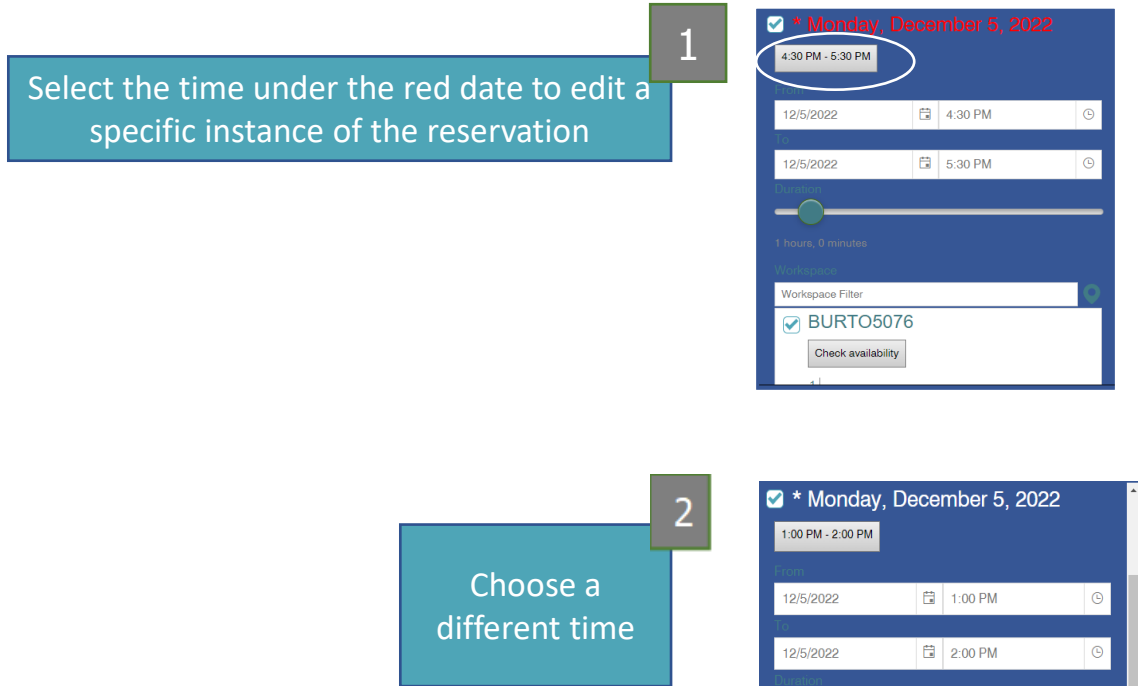
- When making a booking series, sometimes the location is not available for the entire series
- 3 Options are available to the End-User:

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

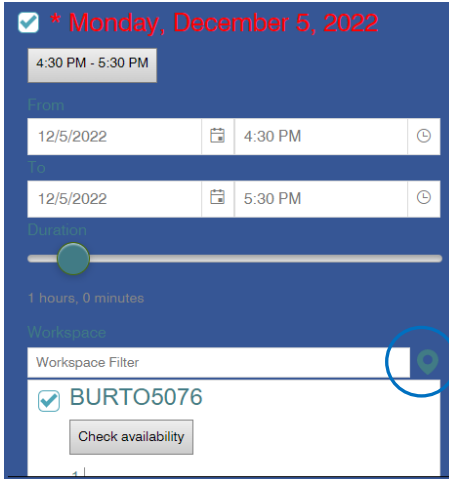
2
Choose a different time

Create Repeating Reservations (cont.)

Option 3: Change the Room

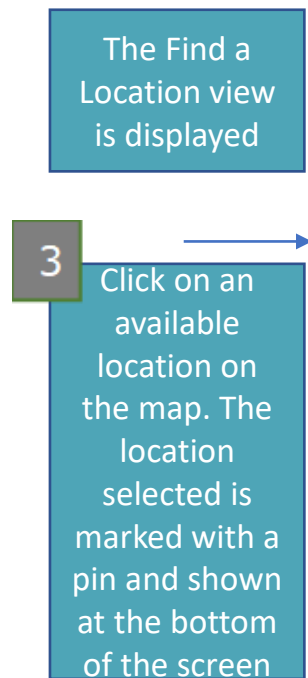
1 Select the time under the red date to edit a specific instance of the reservation

2 Use the Workspace filter to select another space



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



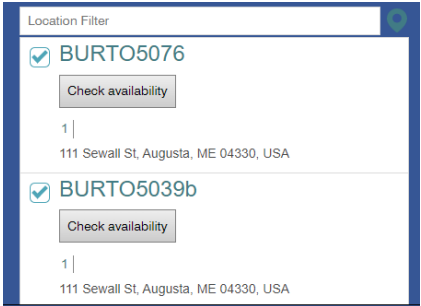
Create Repeating Reservations (cont.)

Option 3: Change the Room

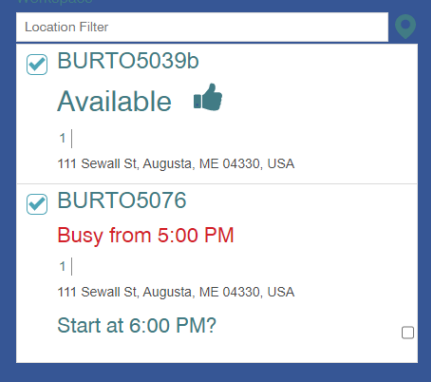
4
Add a checkmark next to the location. Select OK



5
Check availability and uncheck the busy space



6
Close. Save.



Find a colleague in your area(s) only

November 2022

Mo	Tu	We	Th	Fr	Sa	Su
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
28	29	30	1	2	3	4
5	6	7	8	9	10	11

Monday, 21 November 2022

Search...

Reservations I am hosting or attending

Location Filter

Locations

- United States
 - 111 Sewall St.
 - 5th Floor
 - 3rd Floor
 - 109 Capitol St.

Resource Types

- Workstations
- Offices
- Cubicles
- Cubicle Offices

Seating Capacity

Clear

Monday, 21 November 2022

Day Week Month Timeline Map

Start from 13:30

Duration 1 hours, 0 minutes

Zoom Extents

3

5

- 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

Find a Colleague

Start typing your colleague's name

Test

User Role Tester

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

Find a colleague in your area(s) only

21 22 23 24 25 26 27
28 29 30 1 2 3 4
5 6 7 8 9 10 11
Monday, 21 November 2022

Search...
 Reservations I am hosting or attending

Location Filter

Locations

- United States
 - 111 Sewall St.
 - 5th Floor
 - 3rd Floor
 - 109 Capitol St.

Resource Types

- Workstations
- Offices
- Cubicles
- Cubicle Offices

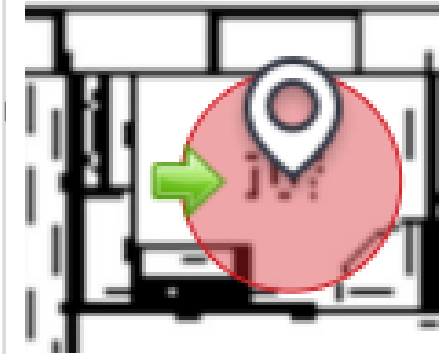
Seating Capacity

Clear

5 See the colleague highlighted with the pin and arrow

Find a Colleague
Start typing your colleague's name
User Role Tester

3
5



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

Booking for another user

The screenshot displays the 'Works ME' booking application interface. At the top left is the 'Works ME' logo. The top right shows system information: '(GMT-05:00) Eastern Time (US & Canada)', '13:12', 'English (UK)', and navigation links for 'Reporting', 'Reservations', 'Admin', and 'Test Scheduler'.

The main interface is divided into several sections:

- Calendar:** A calendar for November 2022 is shown on the left. The date 'Monday, 21 November 2022' is selected.
- Booking Controls:** A 'Start' time of 'from 13:00' and a 'Duration' of '1 hours, 0 minutes' are set using sliders.
- Floorplan:** A detailed floorplan of a building is shown in the center. A blue callout box with the text 'Select a time and desk using the floorplan' is overlaid on the map. Several desks and conference rooms are highlighted with green circles.
- Workspace Filter:** A sidebar on the left contains a 'Workspace Filter' section with 'Locations' (United States, 111 Sewall St., 109 Capitol St.) and 'Resource Types' (Workstations, Offices).
- Booking Sidebar:** A right-hand sidebar titled 'Book an Office or Workstation' contains the following fields:
 - From:** 21/11/2022, 13:00
 - To:** 21/11/2022, 14:00
 - Duration:** 1 hours, 0 minutes
 - Repeat:** (dropdown menu)
 - Workspace:** Workspace Filter
 - Selected Workspace:** BURTO5108 (So...), 111 Sewall St, Augusta, ME 0433...
 - Hosts:** Search contacts
 - Host:** Test Scheduler (Attendance), Host|No response
- Buttons:** 'Cancel' and 'Save' buttons are at the bottom right.

Booking for another user

1

Check Availability

Book an Office or Workstation

From: 21/11/2022 13:00

To: 21/11/2022 14:00

Duration: 1 hours, 0 minutes

Repeat: >

Workspace: Workspace Filter

BURTO5108 (So...)

Check availability

1 | 111 Sewall St, Augusta, ME 0433...

Hosts: Search contacts

2

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

test

User Role Tester
WorksForME@maine.gov

Close New **OK**

3

Remove checkmark next to the scheduling user

From: 21/11/2022 13:00

To: 21/11/2022 14:00

Duration: 1 hours, 0 minutes

Repeat: >

Workspace: Workspace Filter

BURTO5108 (So...)

Available

1 | 111 Sewall St, Augusta, ME 0433...

Hosts: test

Test Scheduler
(Attendance)
Host|No response

User Role Tester
In person
Host|No response

Cancel Save

4

Only the user remains on the saved reservation

Book an Office or Workstation

From: 21/11/2022 13:00

To: 21/11/2022 14:00

Duration: 1 hours, 0 minutes

Repeat: >

Workspace: Workspace Filter

BURTO5108 (So...)

Available

1 | 111 Sewall St, Augusta, ME 0433...

Hosts: test

User Role Tester
In person
Host|No response

Cancel **Save**



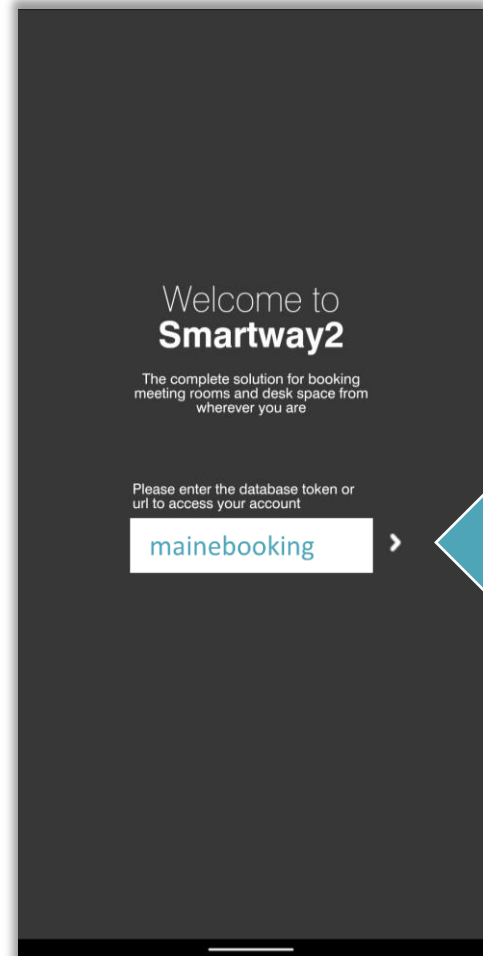
Mobile App

Smartway2: Booking system

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

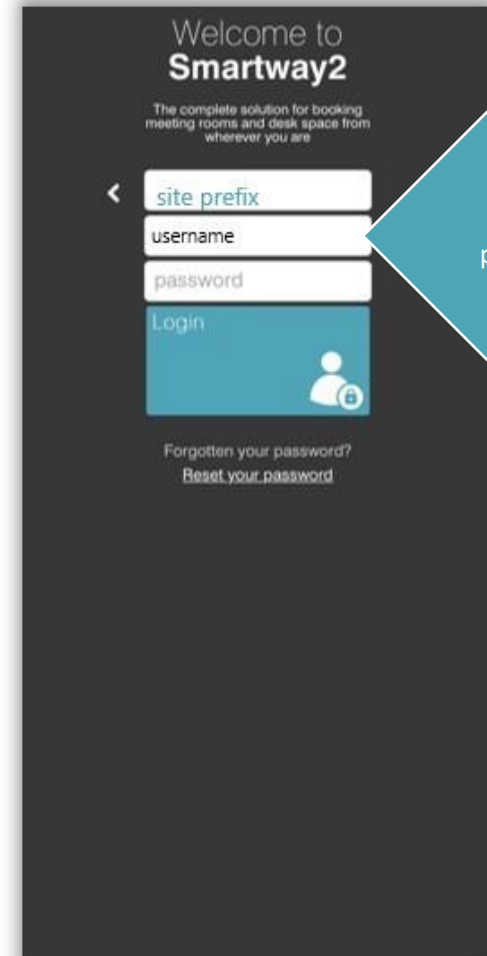


- Choose this app if more than one is available



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

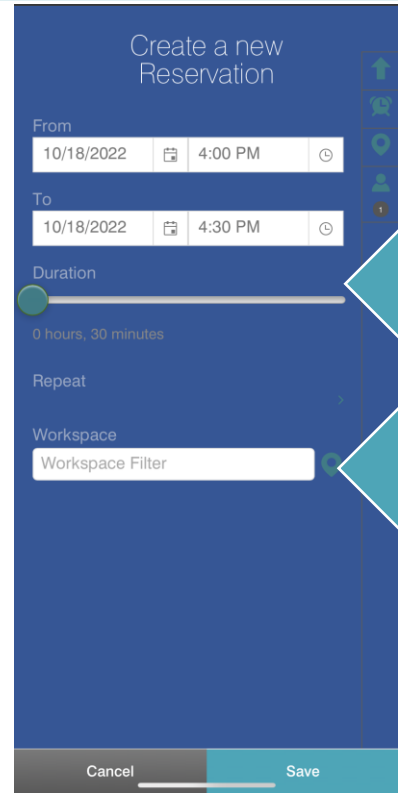


Type in your username and password (if not using SSO)

Booking a desk in advance via the mobile app

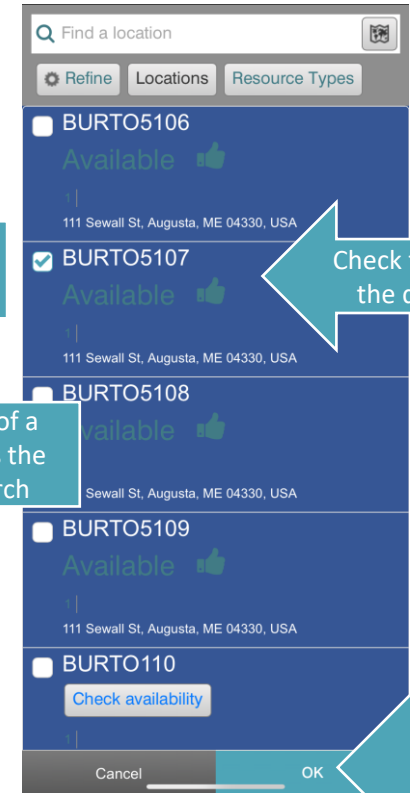


Press the Book an Office or Workstation button



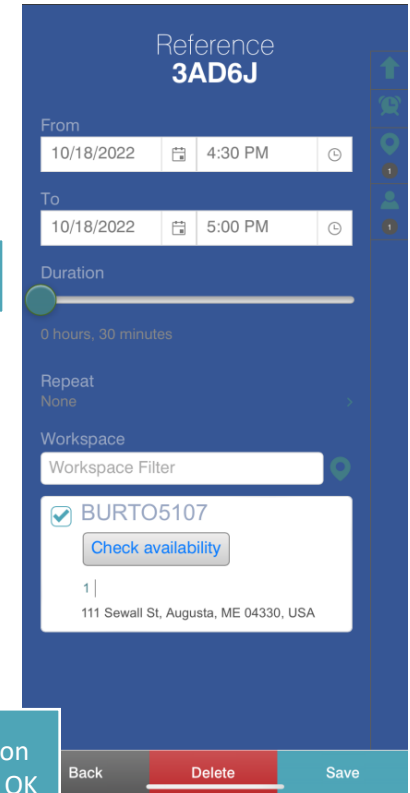
Select start and end date and time

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



Check the box next to the desired space

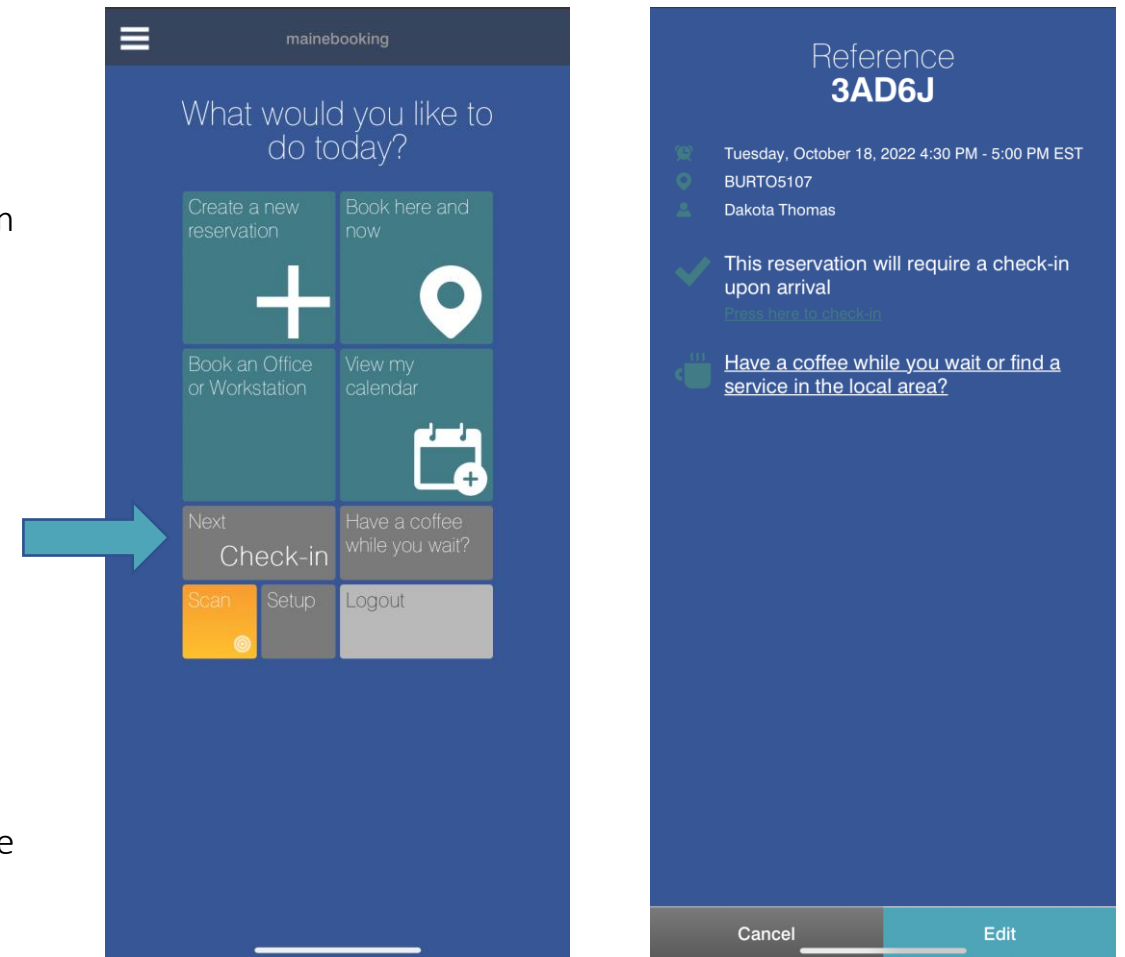
After your location is selected, press OK



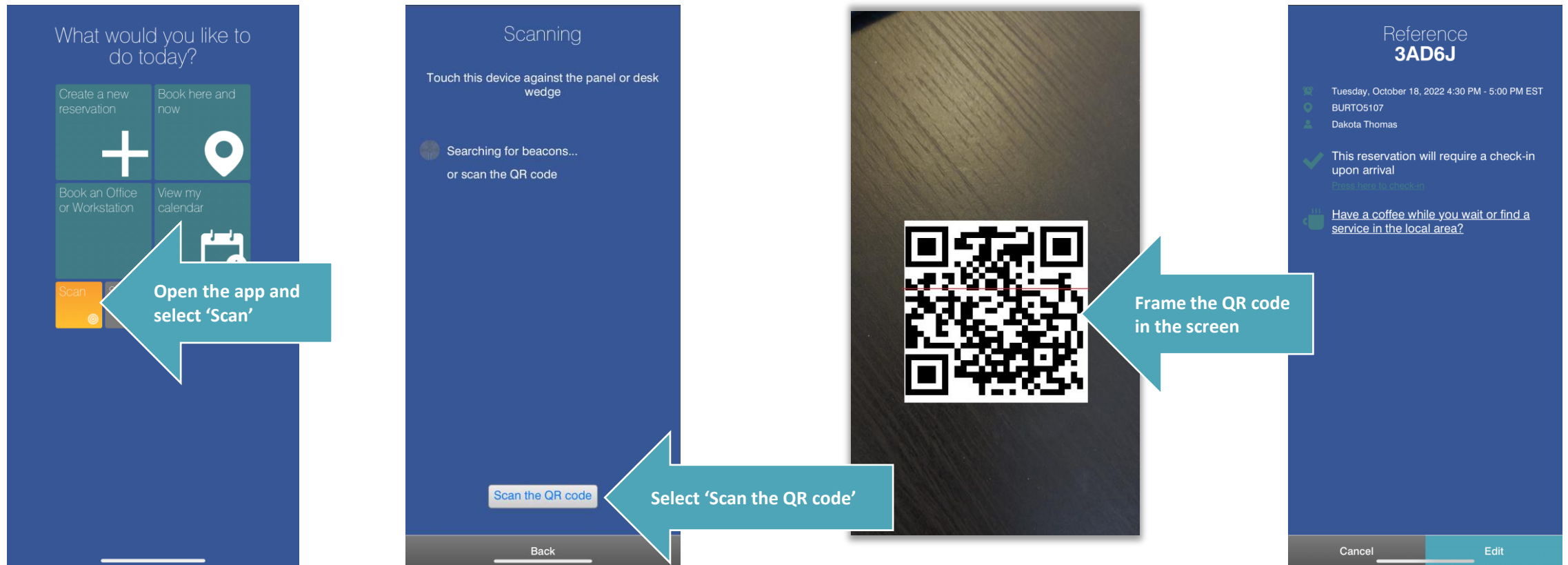
- Adjust any further details and then click Save

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.



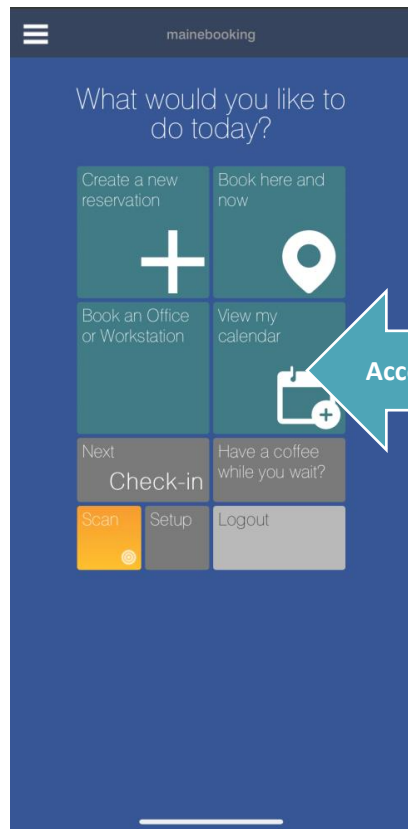
Check in via QR code



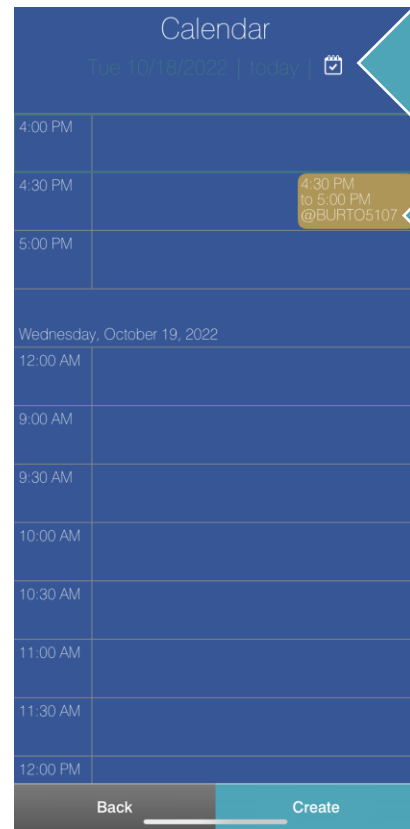
- Check in will only work when you are within half a mile of the location

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

Cancelling and changing a reservation

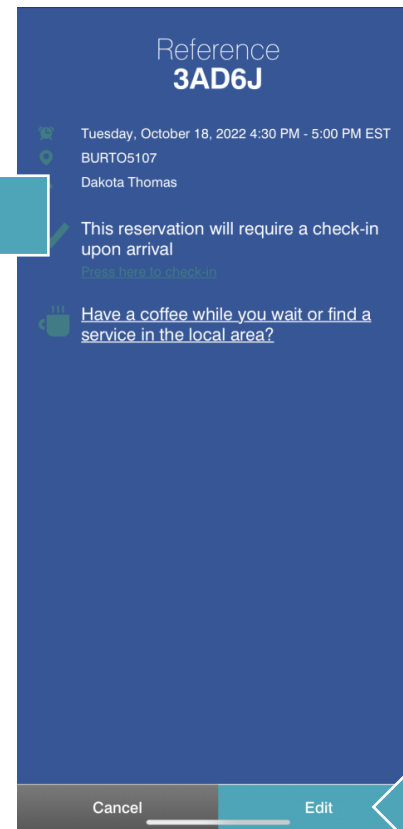


Access the calendar

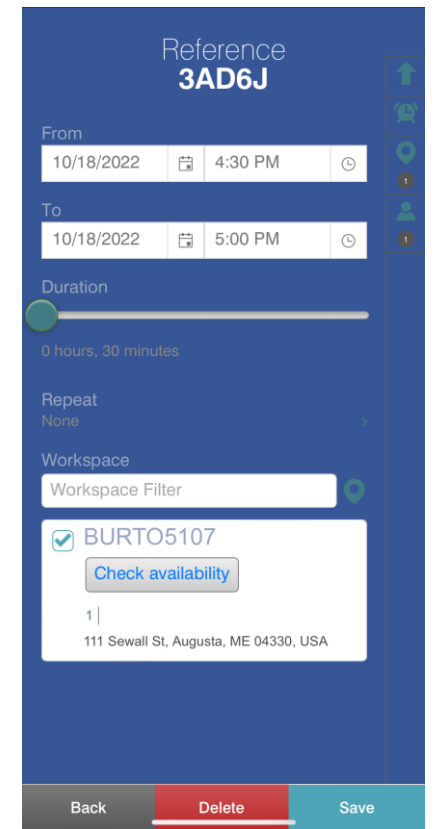


Select date

Select booking



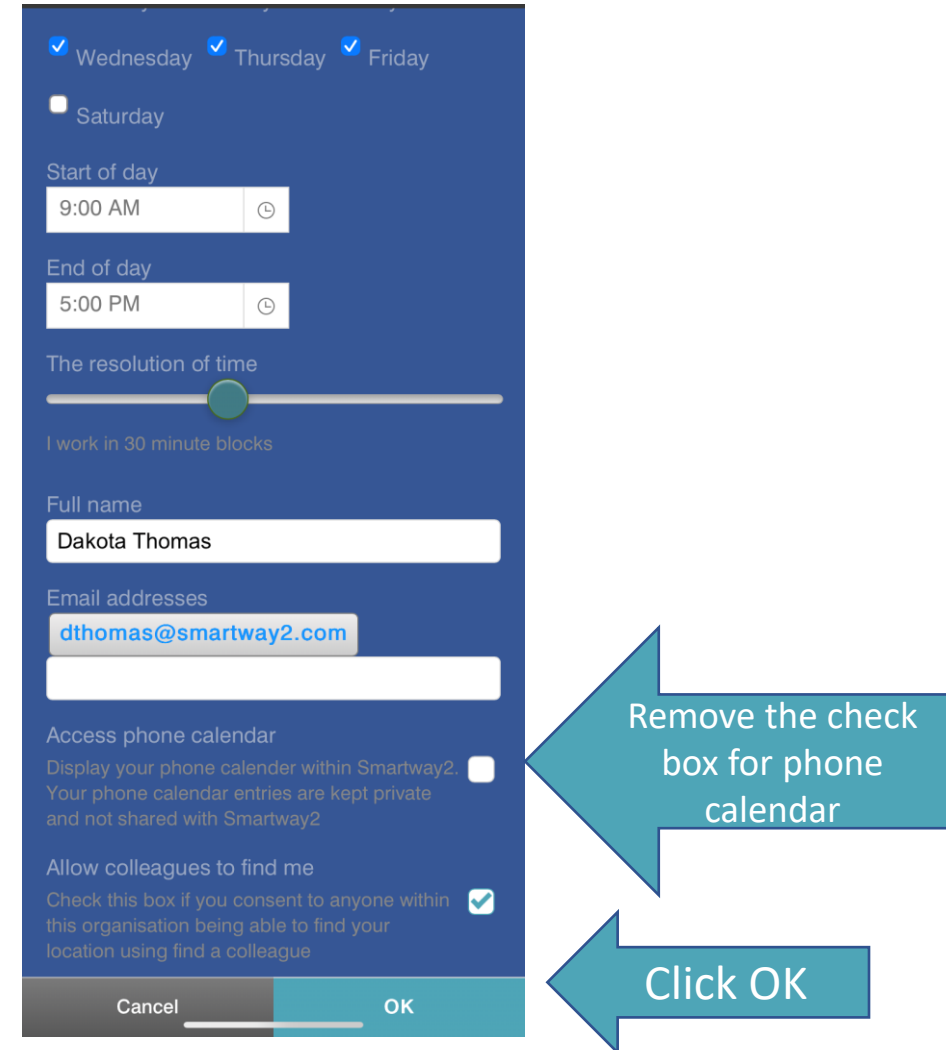
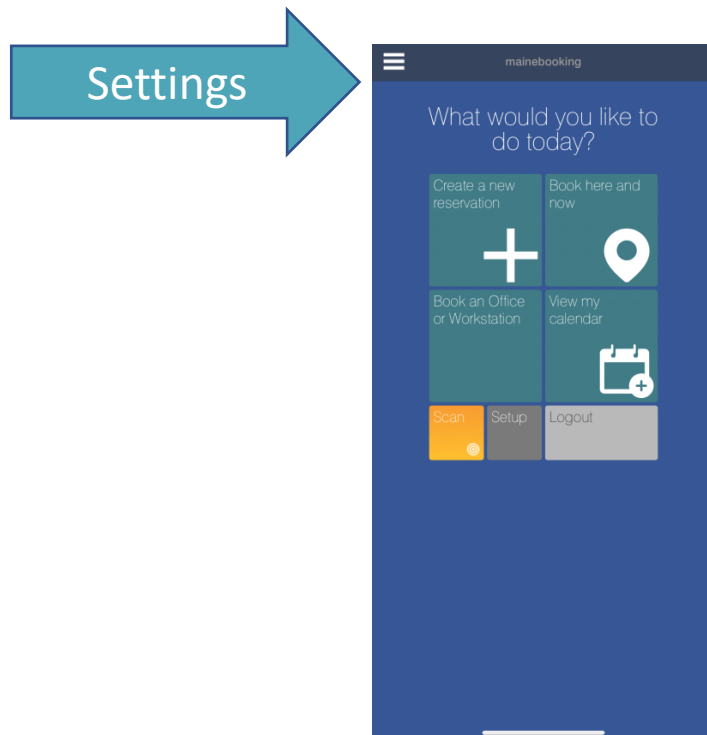
Edit booking



- 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.



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

The screenshot shows a web browser window titled "New Ticket for Customer Support - Google Chrome". The URL is `footprints.state.me.us/MRCgi/MRTicketPage.pl?MAJOR_MODE=CREATE&LASTID=79967&USER=Ridhima.Jaiswal&MRP=16cdf699391399d24249d808646f6a6b3&PROJECTID=1&RUNNING_IN_POPUP=1`. The page has a "SAVE" button and a "Help" icon. The main form area is titled "New Ticket for Customer Support" and includes a "Select" dropdown menu and a "Use selected template" button. Below this is a "Brief Description*" text field. The "Priority*" is set to "Low" and the "Status*" is set to "Open". On the left, there is a sidebar with sections: "Contact Information*", "Ticket Information*", "Description*", "Attachments", "Assignees and Notifications", "Inventory-Shipping", and "Time Tracking". The "Assignees and Notifications" section is expanded, showing a list of "Workspace Members" including "- Shared Services", "Assign Team", "Jeremy N. Davis", "Ridhima Jaiswal", and "Jeremy P. Wilson". Below this are several expandable categories: "+ACES", "+ACF Developers", "+ACF FSMA Support", "+AG Helpdesk", and "+ARCS". A "Send Email To" section on the right has checkboxes for "Assignees", "Contact", and "CC:", with a text input field next to "CC:". A "Check Availability" button is also visible.