



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](#)

User Roles and Permissions

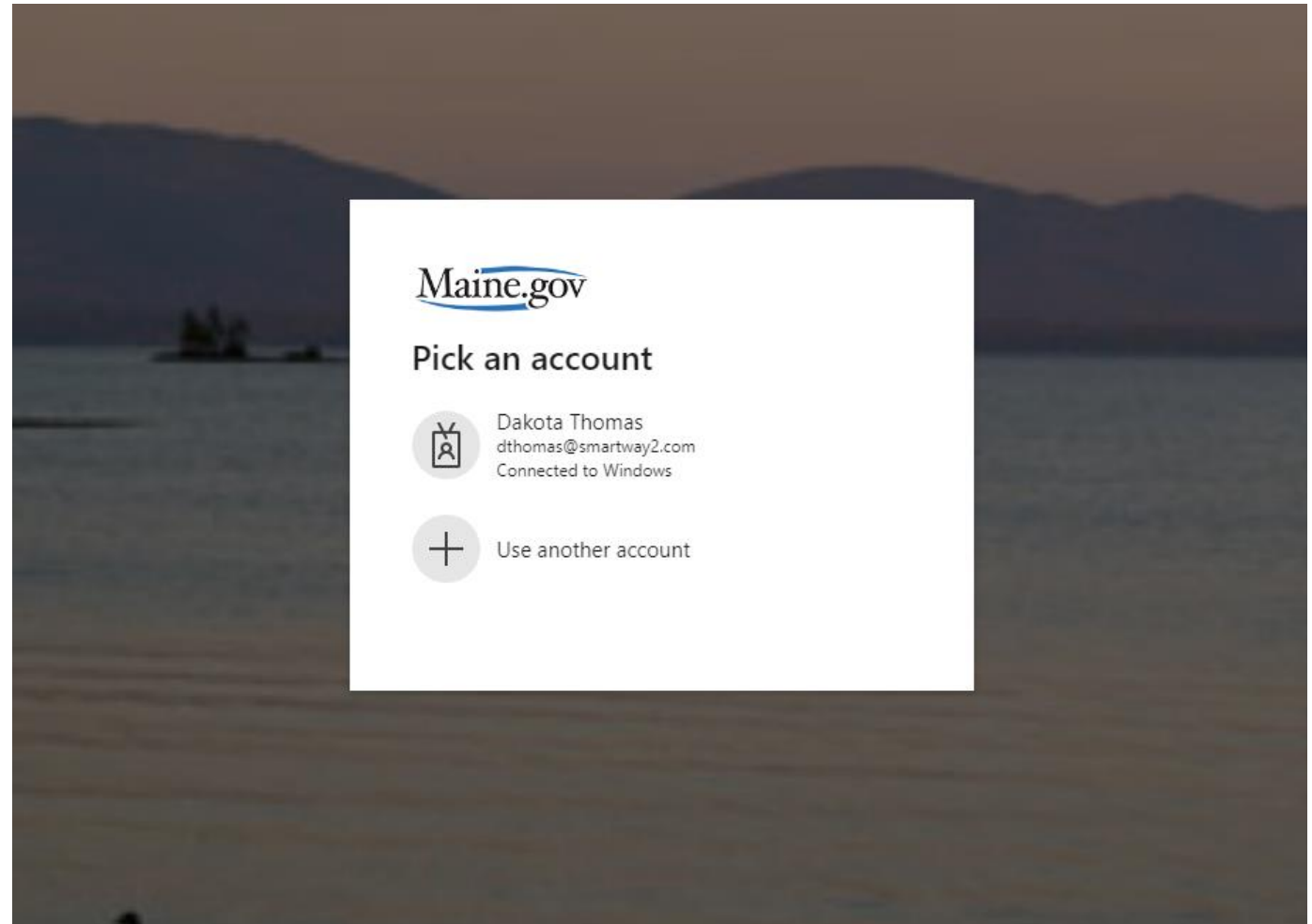
- **PERMISSIONS:** The default permissions in Smartway2 are:
 - **User** - Can create, edit and delete their own reservations. Can create bookings for others.
 - **Scheduler** - Can create, edit and delete other's bookings.
 - **Admin** - Can access all administration functions on the web client.



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

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

CONFERENCE RM - LARGE
CONFERENCE RM - MEDIUM
CONFERENCE RM - SMALL
RECEPTION
OFFICE - HOTELING
OFFICE - SMALL
CONFERENCE RM - LARGE
CONFERENCE RM - SMALL
CONFERENCE RM - SMALL
LABORATORY
BREAK ROOM
STORAGE
EDUCATION LIBRARY

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

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

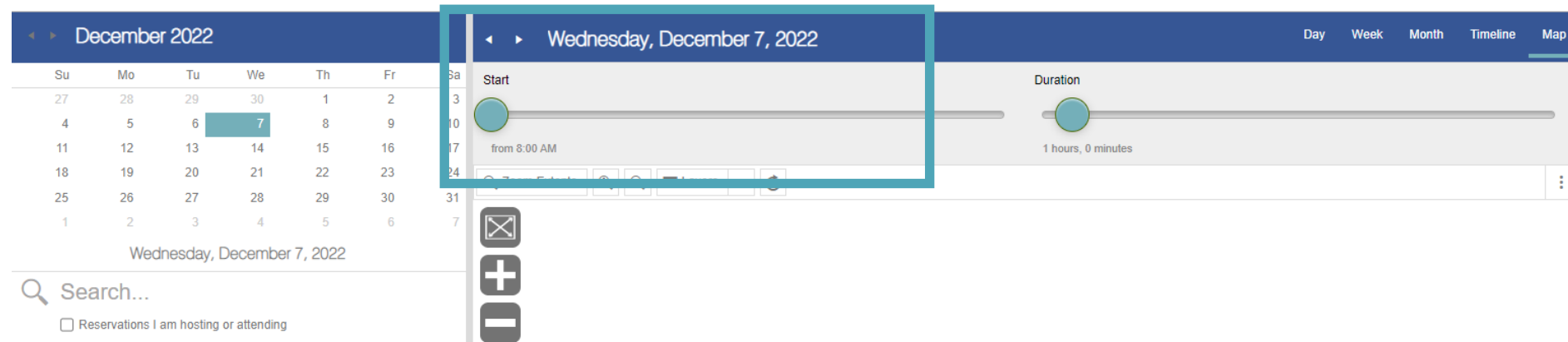
1 Click Reservations and choose 'Book an Office or Workstation'

Hint: Notice the scroll bar above for more filter options

Hint: No entry is needed for the Attendance field

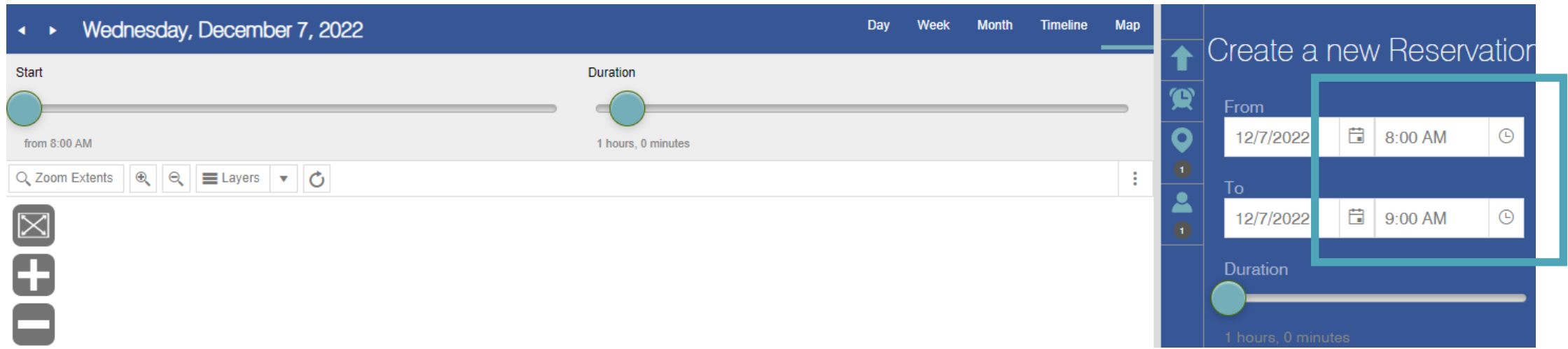
Booking a desk: Using the Floorplan Start Slider

- 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, there are two sliders: 'Start' and 'Duration'. The 'Start' slider is set to 'from 8:00 AM'. The 'Duration' slider is set to '1 hours, 0 minutes'. Below these sliders are navigation icons for 'Zoom Extents', 'Layers', and a refresh button. On the right, a 'Create a new Reservation' panel is visible. It contains fields for 'From' (12/7/2022, 8:00 AM) and 'To' (12/7/2022, 9:00 AM), with a 'Duration' slider set to '1 hours, 0 minutes'. A red box highlights the 'From' and 'To' time selection fields.

- 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.

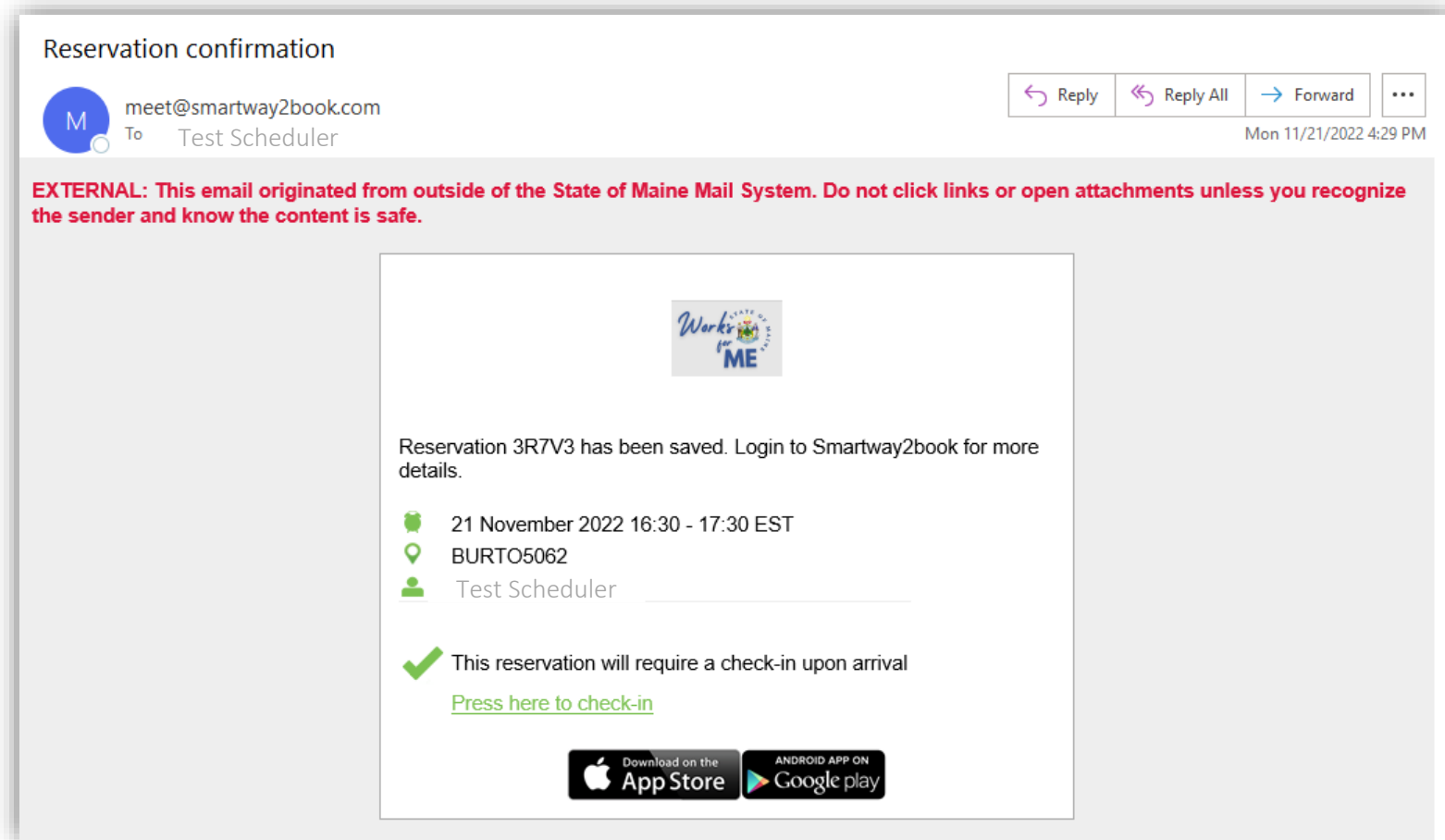
Booking a desk: Navigating the floorplan

- 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 'X' icon, containing the text 'Fit the current floorplan to the screen'. 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 plus and minus icons, containing the text 'Show the highest level view including ALL spaces you can book in'. The floorplan itself is a detailed architectural drawing of an office space. It includes rooms labeled 'CONFERENCE RM - LARGE', 'CONFERENCE RM - MEDIUM', 'CONFERENCE RM - SMALL', 'BREAK ROOM', 'COPY', 'STORAGE', 'RECEPTION', 'LABORATORY', and 'PRINTER/COPY'. Several desks are shown, some with green circles around them, indicating they are available for booking. The interface also shows a search bar at the top left and a 'Layers' dropdown menu at the top right.

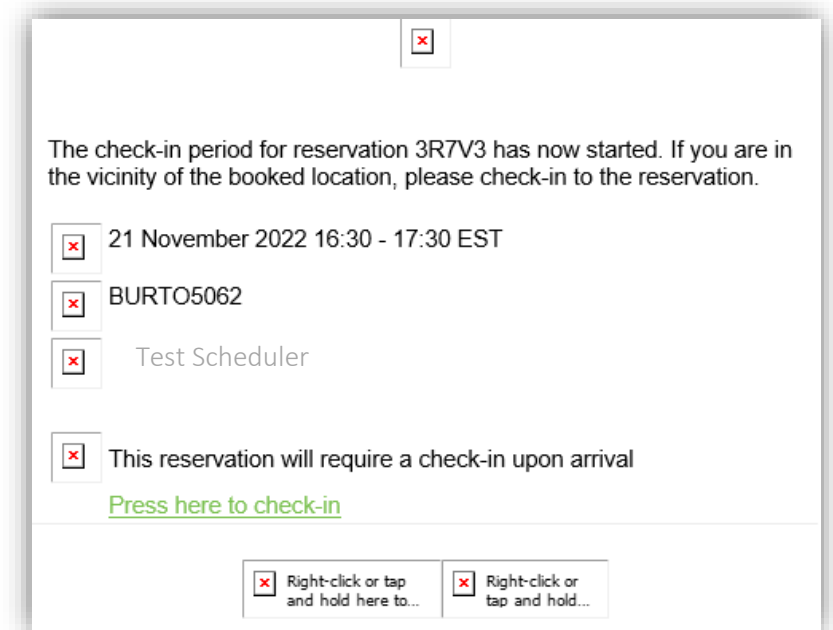
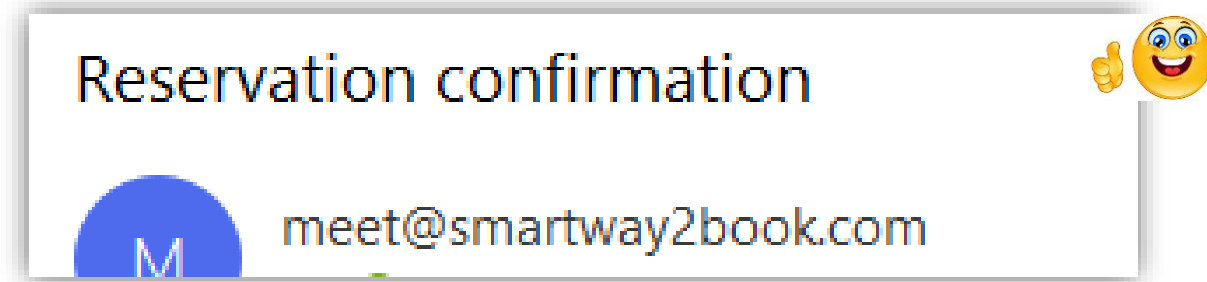
Reservation Notifications

- 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.



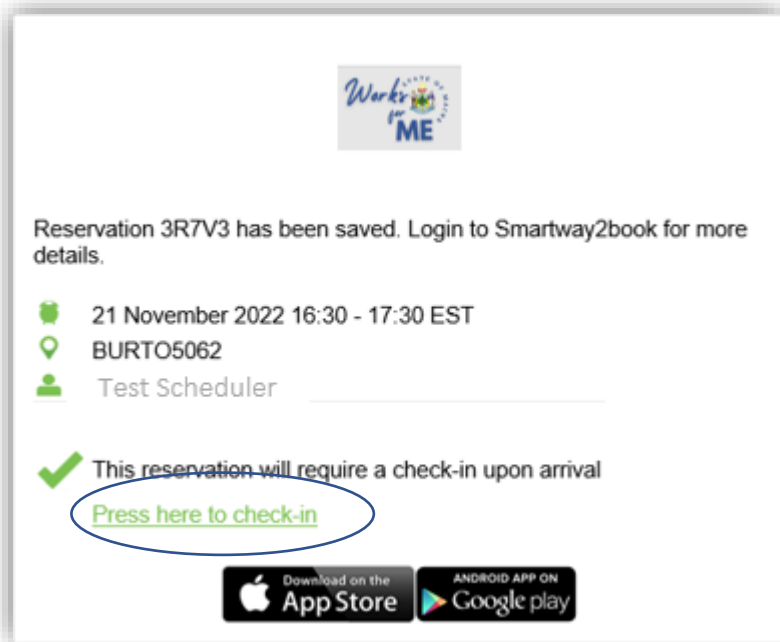
- Outlook may block the download of images causing the email to look suspicious.
- Use of links coming from this smartway2book.com address is SAFE and an expected and helpful part of the process.

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.

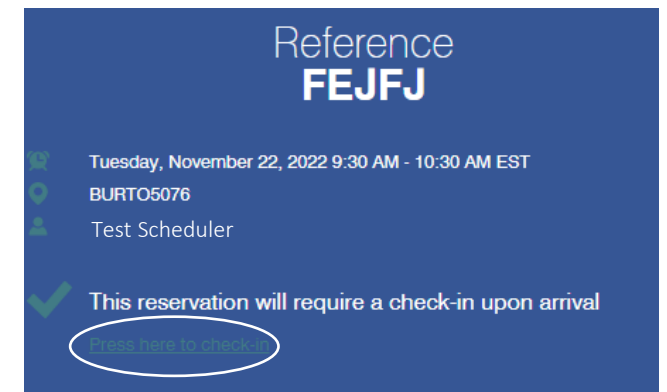
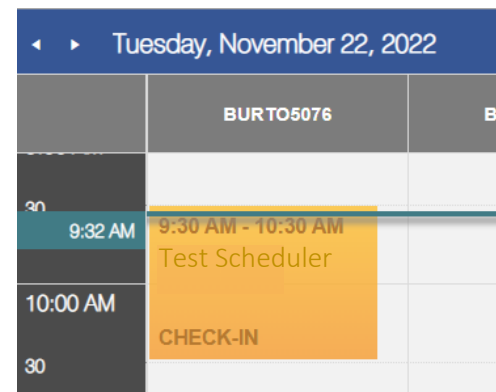
Option 1

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.

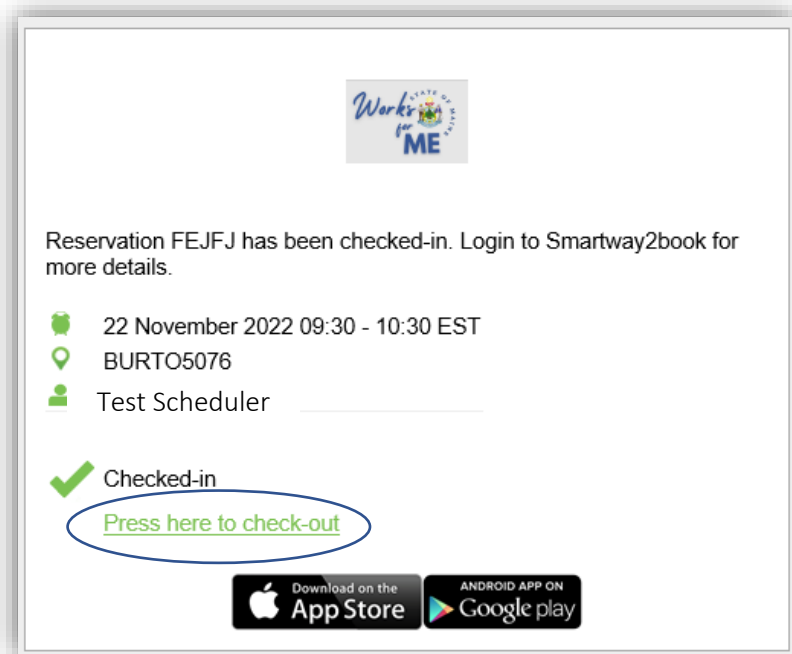


Checking out of a reservation

- 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.

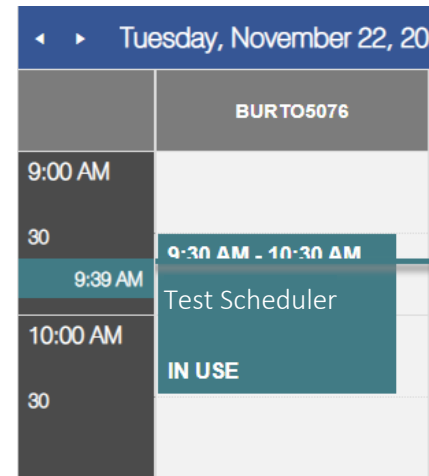
Option 1

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

Start: from 2:30 PM

Duration: 1 hours, 0 minutes

1 Select the booking via the Map or Day view

2 Select the reservation you would like to change/cancel

3 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										

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

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

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.

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

The main part of the image shows the "Edit" screen for Reference PP543. The booking details are as follows:

- Reference: PP543
- Date: 21 November 2022
- Time: 14:30 - 15:30 EST
- Location: BURTO5102
- Host: Test Scheduler
- Duration: 1 hours, 0 minutes
- Workspace: BURTO5102
- Address: 111 Sewall St, Augusta, ME 0433...
- Hosts: Test Scheduler (Attendance)

At the bottom of the edit screen, there are three buttons: "Close", "Edit" (circled in red), and "Save".

- 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

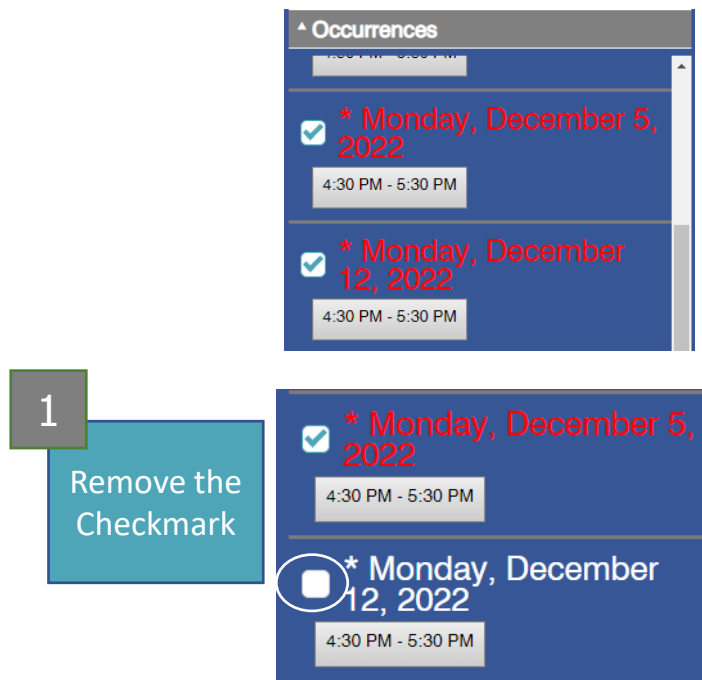
Choose the frequency and timing recurring bookings

- 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



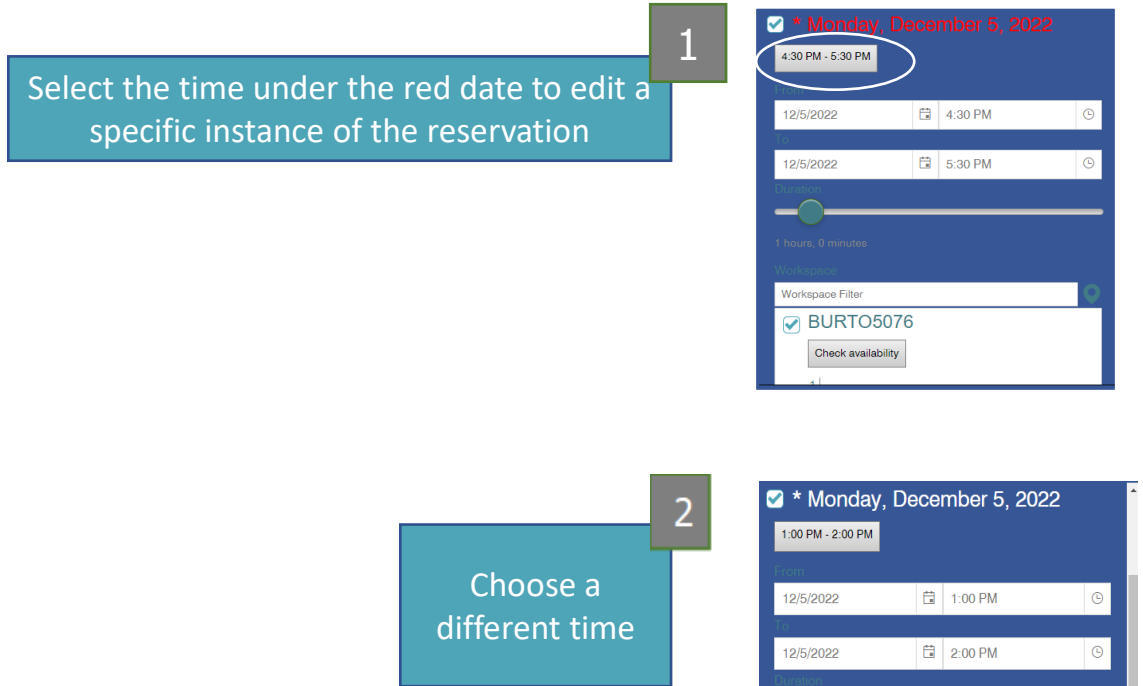
1
Remove the Checkmark

Occurrences

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

1
 * Monday, December 12, 2022
4:30 PM - 5:30 PM

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

* Monday, December 5, 2022
4:30 PM - 5:30 PM

12/5/2022 4:30 PM

12/5/2022 5:30 PM

Duration
1 hours, 0 minutes

Workspace
Workspace Filter

BURTO5076
Check availability

* Monday, December 5, 2022
1:00 PM - 2:00 PM

From
12/5/2022 1:00 PM

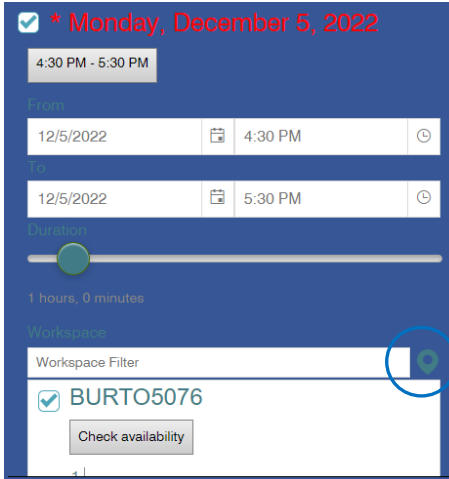
To
12/5/2022 2:00 PM

Create Repeating Reservations (cont.)

Option 3: Change the Room

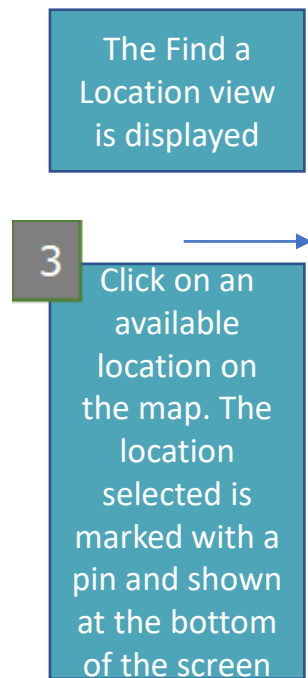
1 Select the time under the red date to edit a specific instance of the reservation

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

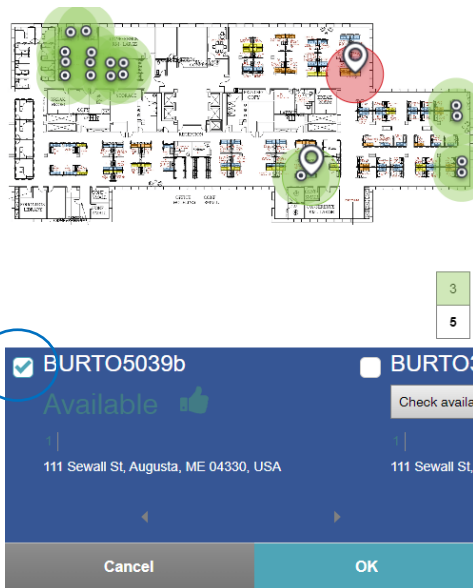


Create Repeating Reservations (cont.)

Option 3: Change the Room

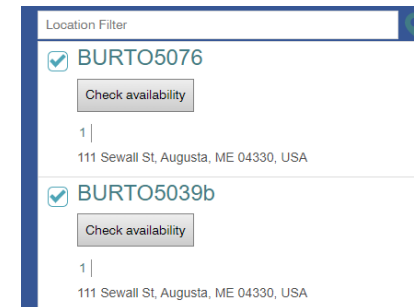
4

Add a checkmark next to the location. Select OK



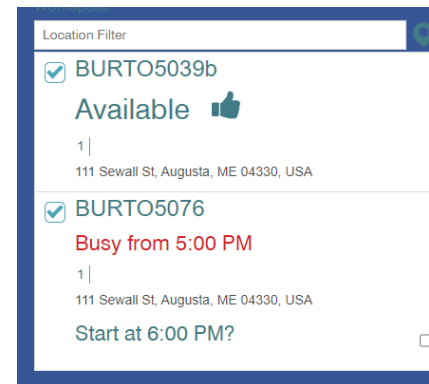
5

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

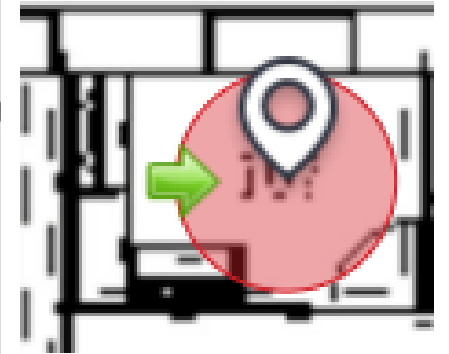
Seating Capacity

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, it shows the current date and time: (GMT-05:00) Eastern Time (US & Canada), 13:12, English (UK), Reporting, Reservations, Admin, and Test Scheduler.

Calendar: A calendar for November 2022 is shown on the left. The date 21st is selected. Below the calendar is a search bar and a checkbox for 'Reservations I am hosting or attending'.

Workspace Filter: A sidebar on the left contains filters for 'Locations' (United States, 111 Sewall St., 109 Capitol St.) and 'Resource Types' (Workstations, Offices). A 'Clear' button is at the bottom.

Booking Controls: At the top of the main area, there are sliders for 'Start' (from 13:00) and 'Duration' (1 hours, 0 minutes). Below these are icons for 'Zoom Extents', 'Layers', and a refresh button.

Floorplan: A detailed floorplan of the 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.

Booking Sidebar: On the right, a 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 (dropdown)
- Selected Workspace:** BURTO5108 (So...), 111 Sewall St, Augusta, ME 0433... (with a 'Check availability' button)
- Hosts:** Search contacts (input field)
- Host:** Test Scheduler (with a dropdown menu set to '(Attendance)') and 'Host|No response' option.

At the bottom of the sidebar are 'Cancel' and 'Save' buttons.

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...

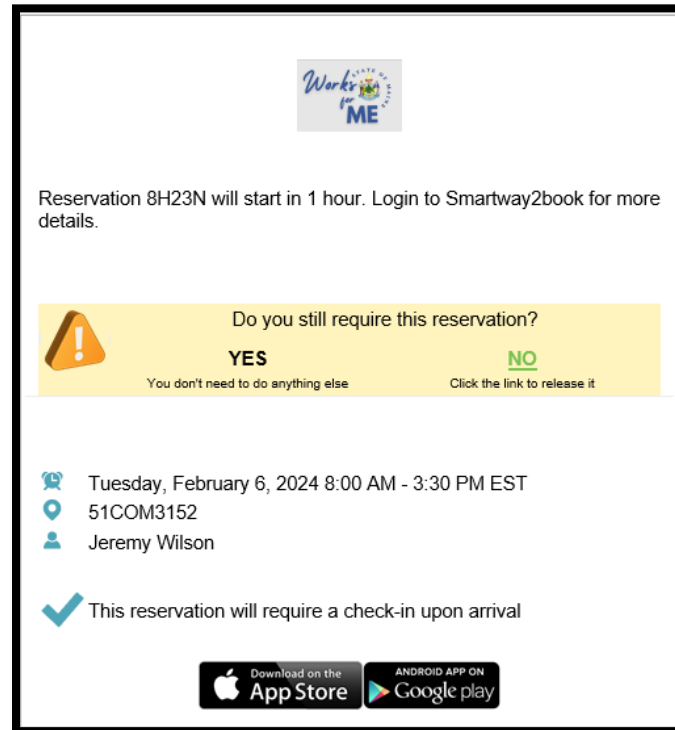
Hosts: test

User Role Tester
In person
Host|No response

Cancel Save

Additional Information

You will receive a reminder email 1 hour before your reservation starts. This email will not have a Check-in Link.



If you are having problems with the application, please submit a ticket using this link: [Assyst Link Report an Issue with Reservations in Smartway2 Hoteling](#). We have team members ready to provide support for the application.