USER MANUAL:STAY HUB

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Introduction:

Welcome to StayHub, your all-in-one solution for NITT-guest house room booking website.The purpose of this document is to present a detailed description of the online room booking portal StayHub. It will explain the purpose and features of the system, the interfaces of the system, what the system will do, the constraints under which it must operate and how the system will react to external stimuli. The system is intended for both the admin and faculty/students for its approval.

StayHub acts as an intermediate between the students,faculty and guest house incharge to facilitate room booking.

System requirements:

User needs to have a device with good internet connectivity.
The online website will be on a server with high-speed internet capability. The physical machine to be used will be determined by the authority to maintain the database. The software developed here assumes the use of a tool such as website connection between user and the database. The speed of the user's connection depends on the hardware used rather than characteristics of this system.

The authority will contain an access database.

Installation instructions:

There is no need for installation of the software because StayHub is an online platform (website) for room booking and runs well with a good internet connection on all devices.

User interface overview:

The home page of the website provides login options for three different users and unregistered users can get registered by clicking on the "Create account" option given at the bottom of the page. Authorizer and guest house incharge are special registered users and have institute login credentials.
All the pages of the website have a menu bar with Home and logout options.

How to use specific features:

Once signed in the user will be able to view his/her personalized home page.

1.Students have access to view a home page with a menu bar having options to logout. The user can view guest house details ,available rooms ,make a booking or cancel a booking by clicking on the respective button.
1.1 The "About guest house" option displays the guest house details, and users can return back to the home page by clicking on the home icon in the menu bar.
1.2 The "View available rooms" option displays a calendar and the user can select the desired date to view the number of rooms available.
1.3 The "Make a booking" option opens up a request form to enter the guest details and purpose of visit for approval by the authority.(It includes an undertaking by the guest)
1.4 The "Cancel booking" option lets a user cancel a previously made booking
1.5 The "Mailbox" holds the booking status of a user if the user had made a booking.

2.Authorizer has access to view a home page with a menu bar having options to logout.The authorizers home page has a mailbox box menu that holds the list of requests to be reviewed.

2.1 The authorizer selects a particular request to see the request form submitted and chooses to approve or decline using the buttons provided at the bottom of the page.

2.2 The authorizer can logout using the logout option at the menu bar.

2.3 Once a request is approved the request is forwarded to the guest house incharge for allocation.

3.Guest house incharge has access to view a home page with a menu bar having options to logout.The incharge home page has options to view room availability, update room availability, mailbox and checkout.

3.1 The "View room availability" option displays a calendar and the manager can select the desired date to view the number of rooms available before allocating rooms.If an request for allocation is made on a date that is already full the manager doesn't allocate the room.

3.2 The "Update room availability" option displays a screen wherein the manager can increment or decrement the number of rooms in a particular guest house.

3.3 The "Mailbox" contains the approved requests and the manager clicks on the request to allocate after he verifies the availability of rooms on the mentioned dates using the "View room availability" option provided at the bottom of the page.Once viewed the content of the mailbox is cleared. The guest details are stored to the guest database and the manager uses the "Checkout" option to remove the guest details by entering the guest name and guest house name.The system automatically increments the room availability.

3.4 The manager does not manually modify the room availability on allocation but that is done by the system itself.

3.5 The website doesn't have features to maintain records of individual room availability.

Frequently asked questions (FAQ's) :

1.How do I(user) access the StayHub portal?
StayHub is hosted on a high speed server and can be accessed through any web browser with good internet connectivity.

2.How do I (manager) view the approved requests?

The approved requests are sent to the manager by the authorizer and can be viewed in the mailbox.

3.What happens if I(user) request for rooms on days that are already full?
The manager verifies the room availability and does not allocate room.
Room booking is based on a first come first serve basis and as the calendar is updated only when the manager allocates room, there are possibilities that all rooms get booked even when the calendar shows availability.

4.How do I(user) know if I am allocated a room?
Once the manager allots rooms, a notification will be sent to the user mailbox .
If the request gets rejected then this notification will also be sent to the user mailbox.

5.How do I(user) benefit from the website?
The user can use the mailbox notification to get verified at the guest house.
Once the guest checks out his/her mailbox will be cleared.Payment options will not be provided by the website.

6.What if the user doesn't arrive at the specified date?
The manager removes the guest record using the checkout option and that clears the notification sent to the user unless the user contacts the guest house to keep it reserved.

Troubleshooting:
If the user finds that no confirmation or rejection notification has been sent even after two days of requesting, the user can contact MadeEasy through mail and share a screenshot of the current notification status so that the query will be addressed as fast as possible to avoid delay in room allocation.
Note:The allocation status is sent only after the manager allotts rooms.

Support:

Feel free to contact us at our support email address support@madeeasy.com and please make sure to describe the issue in as much detail as possible. (The email provided is just an example.)