Forward

This manual is created for training employees new to the Reservation System. It will instruct on how to use the system for viewers, technicians and administrators. This support guide will also be featured within the application for further use. If any user is needing more detailed information or has any problems, please refer to the user guide.

After reading this guide, you will be able to:

Understand how to navigate the system
Understand how to manage users
Run reports
Understand the interface
Differentiate between the levels of access

This manual is written in order from customer to administrative access and

Table of Contents

The Basic Credentials

Embedded Help

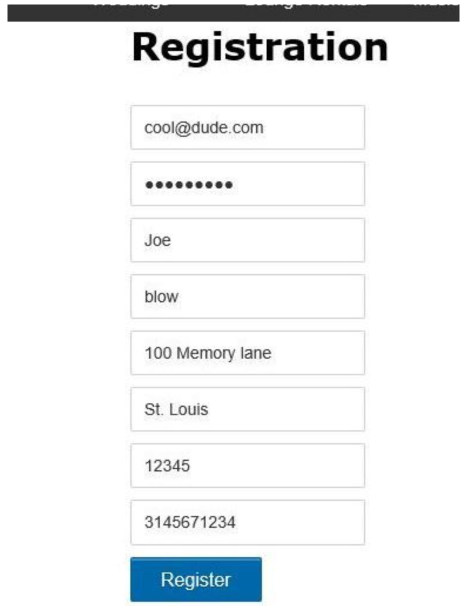
Users will have access to help nodes (screenshot to be added) throughout the Reservation Request System to explain how things work. Each interface in the system links to help users when needed.

Customer Login

This is the screen that the customer will see when they login into their account.

1. A returning customer will be asked to enter the email address associated with their account.
2. Next, the customer will be asked to enter their password.
3. When the proper credentials are entered, the customer can click ‘login’ to gain access to their account.
4. If the customer is new, there is a link under the login to register new users.

Customer Registration



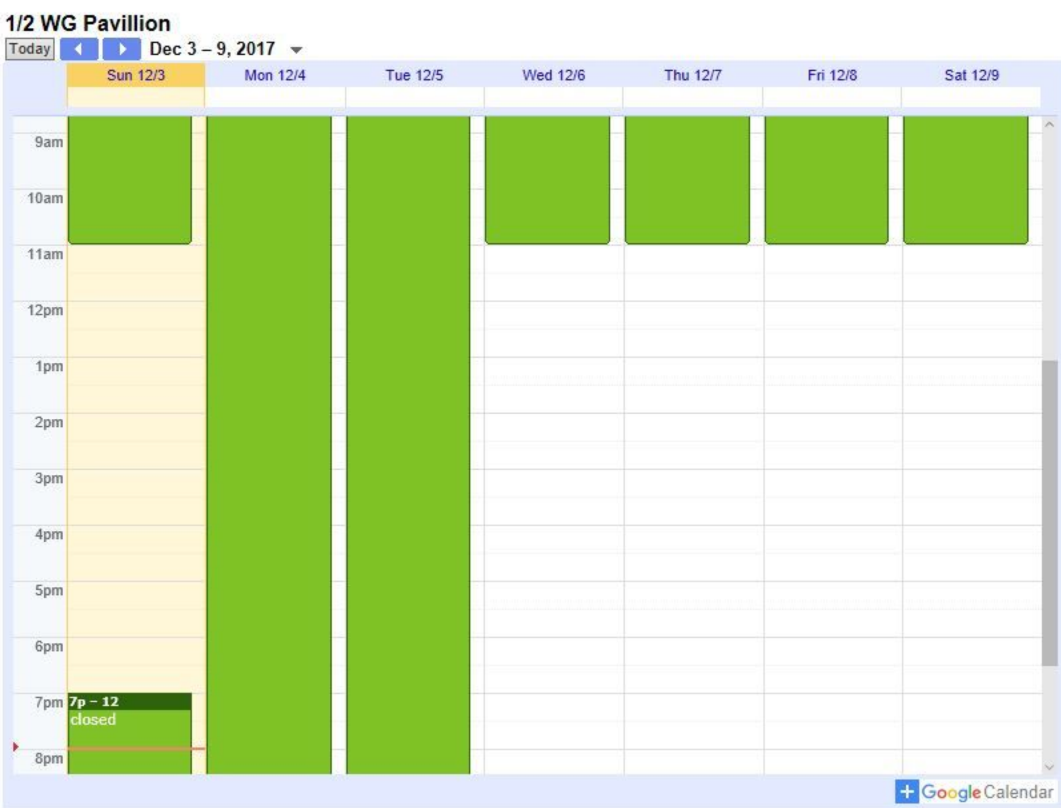
This is the screen The Weingarten’s customers will see when they are prompted to sign in or sign up before building their reservation request.If a customer is new to The Weingarten, they will be able to create an account. After completing the sign-in or account registration, the information will be stored in the database.

1. The customer will be prompted to enter an email address.
2. Then customer will need to enter a password.
3. The customer will need to enter their first name in the First Name field
4. The customer will need to enter their last name in the Last Name field.
5. Then the customer will need to enter their street address.
6. A city name is required to be entered.
7. A zipcode is also required.
8. A state is required.
9. Last, the customer will be required to enter a phone number.
10. To complete the registration, the customer will need to click the register button and their account will be created.

Registration Success

This is the screen that the customer will see once they click registration and complete their account. Once the registration is complete, the customer will need to login by clicking the login link on the page.

Check Lounge



This screen is what customers will see when they are looking at a lounge that they would like to select. It shows the time the lounge space is available, the availability of the lounge which displays a Google Calendar for each lounge space.

Lounge Reservation Request

THis is the screen that customers will see when they are ready to build their reservation. This page is accessed after the customer wants to book a reservation from viewing lounge spaces. The customer can book a reservation by selecting Book Now from the Lounge Rentals dropdown menu.

1. An event date is a required field that the customer will need to enter in the MM/DD/YYYY format.
2. The event type will need typed into the box.
3. Next the customer will need to enter an event start time.
4. The time to serve food trays is required if the customer chooses to order food trays, otherwise this field can be left blank.
5. The number of guests will be keyed into the box..
6. The customer can then select the lounge they wish to rent by clicking a radio button. This section lists the names of the lounge, the number of people they seat and the price per hour.
7. There is also an option to add additional time to the reservation request with a dropdown box of all the lounges and additional hours.
8. A calculated total will appear on the bottom of the screen as the customer adds in options. The customer can then submit their request. .

Food Tray Option

9. Food tray options can be selected with a check box
10. The food tray quantity can be entered at the box. A total will appear on the bottom of the screen to show the customer how
11. The customer will then click submit to proceed to the confirmation or back to change or edit any information from the former page.

Confirmation and Agreement

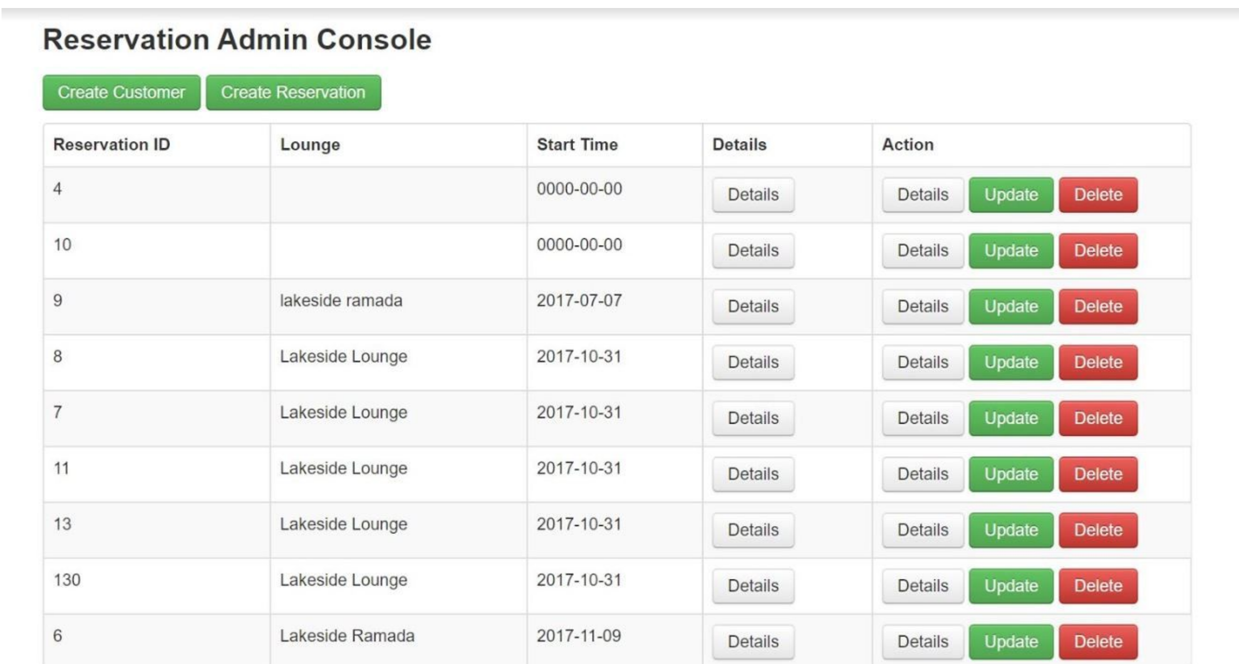
Once the customer has completed filling out their reservation request and select submit, the customer will then see this confirmation screen as well as the agreements that are required before the event is sent to a member of the event staff. The customer must check off on each agreement then enter their name and date before completing their reservation request.

Administrator Credentials

Admin Access

Admins can access the admin control panel simply by typing in **Reservations.wine/admin.** There are no logins or passwords required. It is at the discretion of the Operations Manager who gets access to this link to make administrative changes.

Admin Control Panel



Reservation Admin Console

Create Customer | Create Reservation

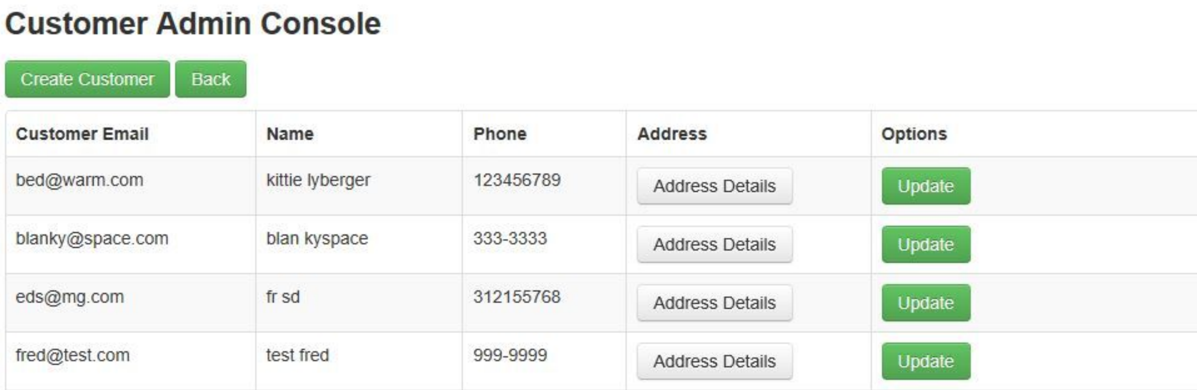
Reservation ID	Lounge	Start Time	Details	Action
4		0000-00-00	Details	Details Update Delete
10		0000-00-00	Details	Details Update Delete
9	lakeside ramada	2017-07-07	Details	Details Update Delete
8	Lakeside Lounge	2017-10-31	Details	Details Update Delete
7	Lakeside Lounge	2017-10-31	Details	Details Update Delete
11	Lakeside Lounge	2017-10-31	Details	Details Update Delete
13	Lakeside Lounge	2017-10-31	Details	Details Update Delete
130	Lakeside Lounge	2017-10-31	Details	Details Update Delete
6	Lakeside Ramada	2017-11-09	Details	Details Update Delete

This is the reservation admin console screen. Here, the admin can view customers, create a customer or reservation, delete, update or see details on a customer or reservation.

Under Reservation ID, the admin can view the current reservations that are made. The reservation ID correlates with a customer who has made a reservation request. Lounge is where the admin can see what lounge was requested by the customer. Start Time is where the admin can see what time the reservation request was made for. In the details tab, the admin can click the details button to look at the specifics of each reservation request that was made. It will generate a report that shows the details of the reservation. Under Action, the admin has the option to click details to view reservation details, update to update the reservation or delete to delete the reservation request.

This is the screen that the adim will use to update a reservation request. Here the admin can type into the fields to update the lounge space, email address, date, start and end times as well as food tray that was originally selected by the customer. To finalize the changes, click update. To exit the screen, place back and no updates will be made.

Customer Admin Console

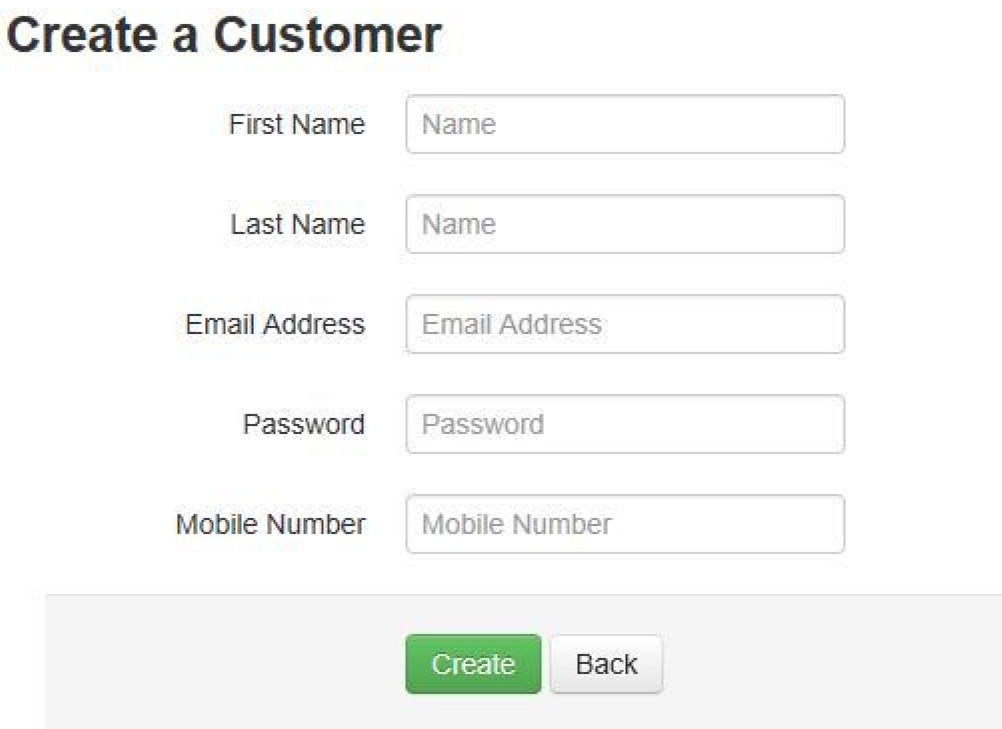

Customer Admin Console

Create Customer Back

Customer Email	Name	Phone	Address	Options
bed@warm.com	kittie lyberger	123456789	Address Details	Update
blanky@space.com	blan kyspace	333-3333	Address Details	Update
eds@mg.com	fr sd	312155768	Address Details	Update
fred@test.com	test fred	999-9999	Address Details	Update

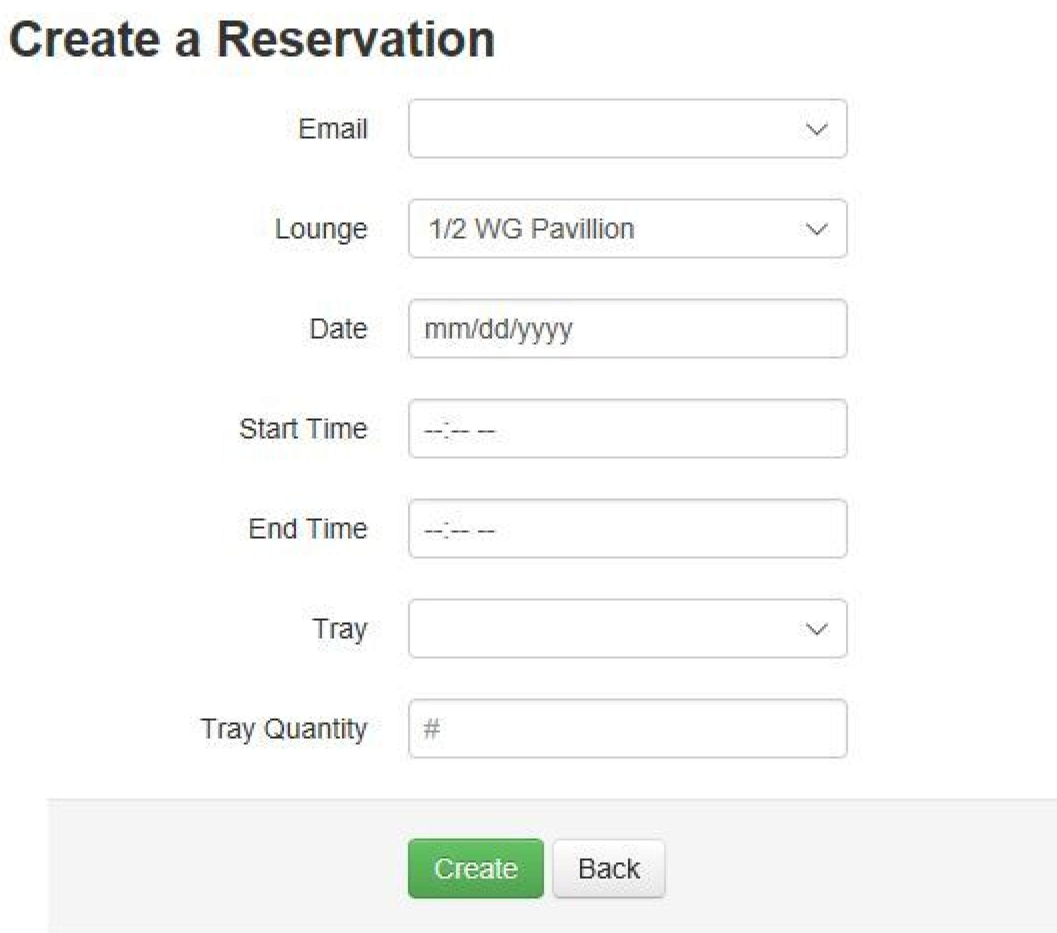
This screen shows the list of customer accounts by email, name and phone number. You can view a customer's address details by clicking the Address Detail Button. If any of the customer's information needs to be updated, click the Update button under the Options column. To exit out of the Customer admin console, click Back.

Create Customer



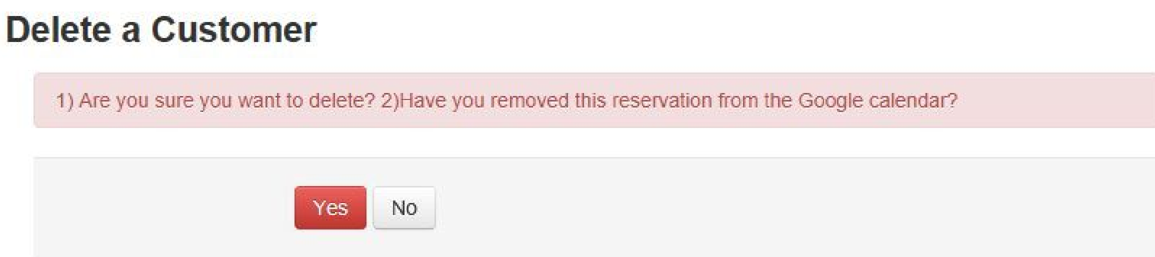
This screen shows how an admin can create a customer by clicking Create Customer. You will need to enter a first and last name, email address, password and mobile number. To finalize the information, click Create and to exit cilck Back. To return to the Reservation Admin Console, click Back.

Create Reservation



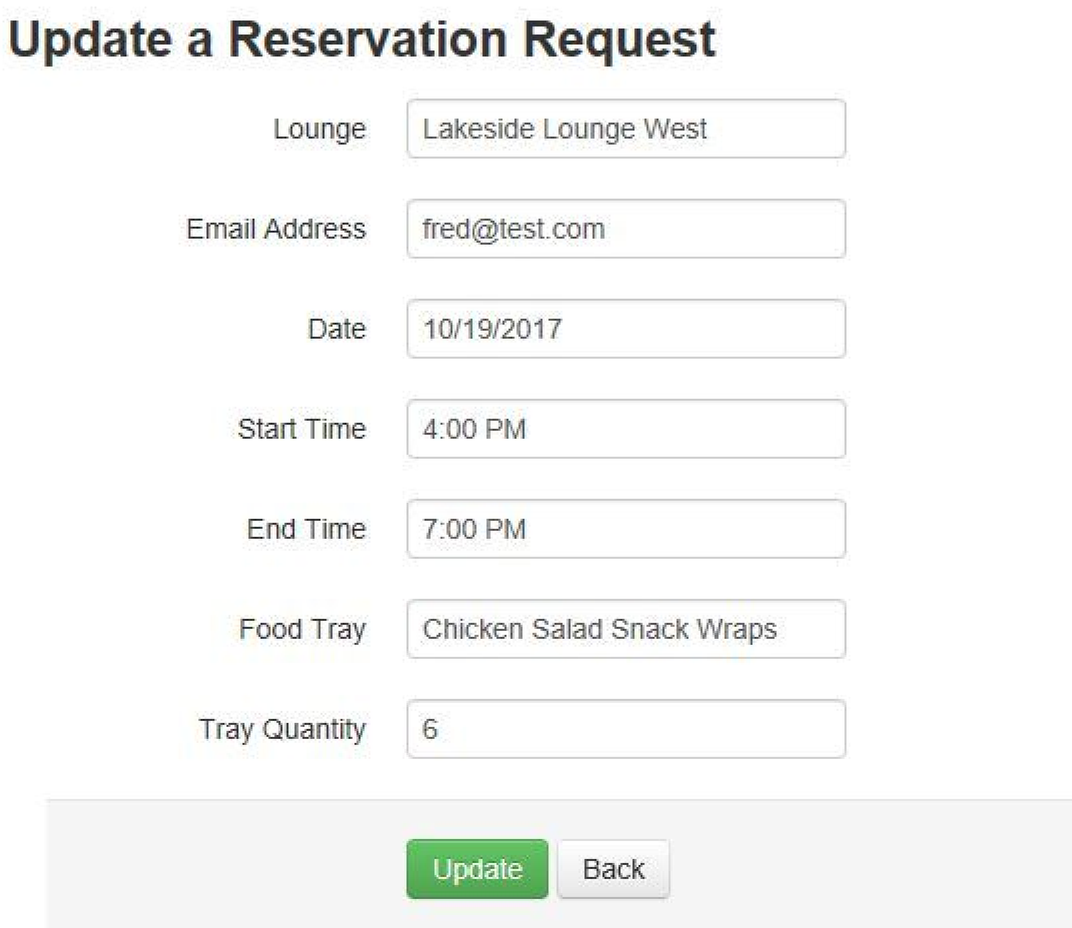
This screen shows how to create a reservation for a customer who is already registered in the system. The admin can select from a dropdown to select the email address. The lounge space can be selected from a dropdown box.The date, start and end time,of the reservation can be entered from a dropdown box and the desired food tray. Last, the admin can type in the food tray quantity and click Create or Back.

Delete Customer and Reservation



This screen will appear when an admin clicks Delete on an account. This function will delete both the customer and the reservation. The prompt will ask if the admin really means to delete the information and if they have previously deleted the reservation from their Google Calendar. To delete, click Yes and to exit, click No.

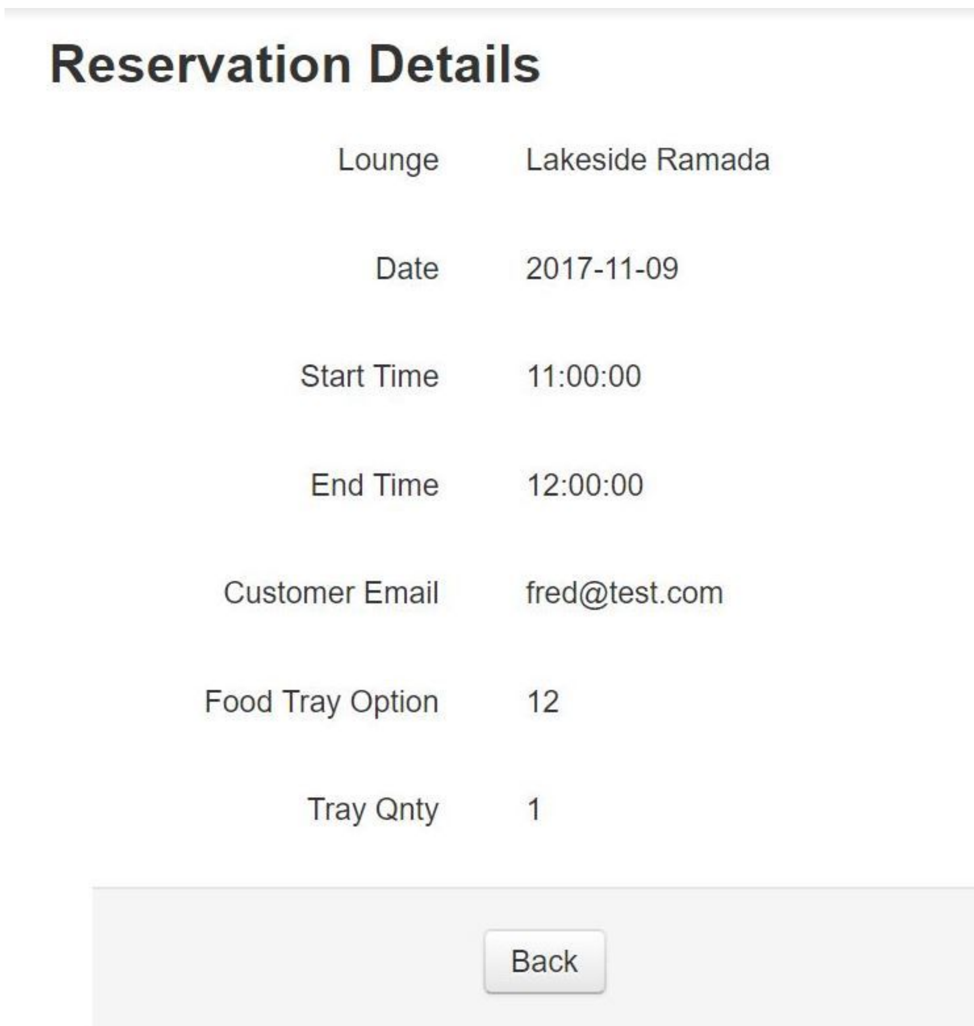
Update Reservation



This screen will display when an admin clicks Update for a created reservation. The admin can type in the Lounge and email address. The event date can be selected from a dropdown box as well as the start and end time. If a food tray option needs to be updated, it can be typed into the food tray date and the tray quantity can be typed in as well. To save the changes, click Update and to exit click Back.

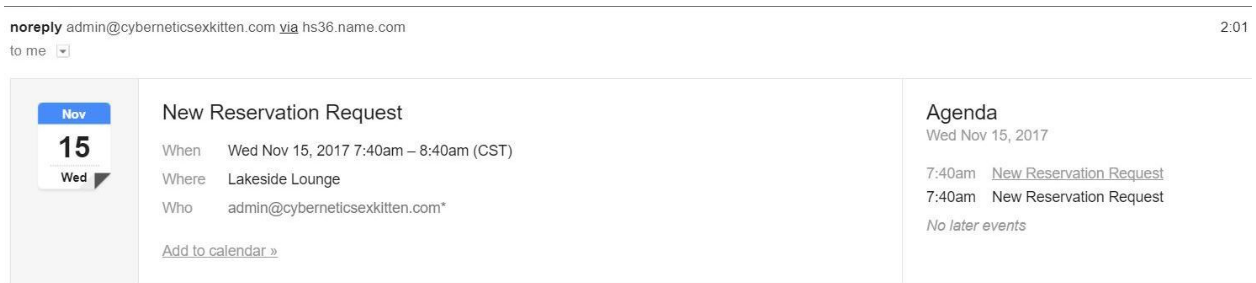
Reports

Reservation Details



This page allows administrative users to see the reservation details after a guest places a reservation request. It displays the Lounge selected, the date the request was made for, the start and end time of the reservation, the customer's email, food tray and food tray quantity. The admin can exit the report by clicking the back button.

Reservation Notification



This report is what an admin will see once a reservation request is made by a customer. An email is sent to an admin's email with the details of a reservation and an option to add this request to the Google Calendar. It also shows whether or not the admin already has time booked to the time that the reservation has been made.

System Backup??

This page allows admins to backup and archive the system.