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## Features Overview

The Reservation Request System is a web based booking application. It allows customers to view available lounge spaces, view dates, create an account and build their reservation to The Weingarten. Reservation requests are visible to event staff and is sent to them via an email and the desired event date is placed on their Google Calendar.

There are two levels of access to the Reservation Request System. One level is for admins and the other level is for users. The user level access gives users the most basic level of content. Users can only update their information and see time slots but not who reserved that time slot for a reservation, Administrative-level access allows admins to make changes and view content and is designed for the event staff at The Weingarten.

The administrative-level users have the same access as technicians and more. They can generate reports in addition to modifying customer information. Admins can perform maintenance on the system. The Reservation Request System requires (?) number of admins.

For further information on how to operate the Reservation Request System, please refer to the training manual.

## User Level Scope

The user-level scope access was created to allow customers to input their reservation request and information for the Reservation Request System. A typical user to the Reservation Request system would be a customer. A user can view the available spaces to the six lounges as well as the price and number of guests for the space. However, the customer can only see blocked out times on the Google Calendar when making or searching for a request. They cannot see who booked what time.

The user will be required to enter a date for the event and submit the form. Next, the customer will need to enter an email and password to proceed with the reservation request if they are a repeat customer. New customers will need to signup and will be directed to an order form where they will be required to enter their first and last name. The user is also required to enter a phone number, address, event date, start and end time, number of guests, event date, event type, food trays and quantity. The user will then see a calculated total of their request and have to sign off on the rental agreements. Lastly, the customer will then receive a confirmation letting them know that a member of the event staff will contact them to complete the reservation within 24 hours of the placed request via phone call.

## **Admin Level Scope**

The admin-level of access was created for the staff at The Weingarten as well as any resource that has been put in place to help manage the website. Admin users have more access to the Reservation Request system than the basic user. Admins can edit and delete reservations and customers and see details about reservations and customers. The admin level also allows admin users to create reservations and customers.

Admin-level users can easily access the system to view reservation details left by customers.

## **Security Concerns**

The distribution of administrative rights is at the discretion of The Weingarten event staff. Before handing over access to a user to the admin level, please use proper judgement to determine who would need those rights. The Reservation Request System requires a minimum of \_\_\_\_ admins who can make changes to the system. This includes the creation or deletion of any user within the Reservation Request System.

## **Health Concerns**

There are very little health concerns with using the Reservation Request System. Very few users may experience seizures when exposed to certain images, flashing lights or colors when using the system. A zoom feature in the browser does work for any users with impaired eyesight. If you or your relatives have a history of epilepsy or seizures, please consult your doctor prior to using the application. It is advised that the application should be used in a well lit room and in a safe location with electrical appliances plugged in properly.

Please immediately stop using the Reservation Request System and consult your doctor if you experience any symptoms such as lightheadedness, disorientation, twitching, blurred vision and confusion.

## **Frequently Asked Questions**

### **I am a user, how should my password be set-up?**

Your password should be 8 or more characters long with an uppercase letter and at least one number.

### **How do I get to the login for my account?**

Go to the Reservations tab and click Book Now. You will be redirected and asked to login.

### **I forgot my password.**

Click the 'Email Me' link next to Forgot Password. Enter your email in the box and click submit. A link to reset your password will be sent to the email that.

### **I am unable to login (user).**

Please be sure that you are inputting the correct username and password. Check to see if the keyboard has the Caps Lock button on and turn it off if needed. If the problem persists, please contact an Administrator to help reset your password via the Contact Us page and leave details about your problem.

### **I am a member of the event staff and I need admin privileges, where do I go?**

Type in Reservations.wine/admin in your browser. Here you will have access to the admin control panel.

### **I am an admin but I cannot delete a user.**

. To delete a user, be sure to select delete on the admin control panel under Action.

### **I am an admin and I want to create a reservation and a customer.**

Go to the admin control panel. In the top left there are buttons to create a reservation or to create a customer.

**As an admin, I deleted a reservation from the system but it still appears on the calendar.** delete from the Action column for that specific reservation request and refresh the page. If the

Be sure to check the admin control panel to see if the reservation still exists. If it does, click request is simply on the calendar, delete it from the Google Calendar by selecting on the event and clicking delete at top right of the screen.

**I am a user, I reserved a reservation but now it is not showing up on the calendar.**

An admin will need to contact you before your spot is reserved on the calendar. Once you have been contacted and your reservation has been completely confirmed, the admin will block out your time slot on the calendar for you to view.

**As a user, I had access to the system yesterday but now I cannot login with the same username and password.**

Please contact an admin with your request i by going to the Contact Us page and leaving a message. Your account might have been deleted from the system. Ask the admin to restore your account. You may be asked to choose a different password.

**Where do I check the reservation request that the customer has placed (admin)?**

Check the email associated with the account that was registered for the admin. A confirmation from Google should be sent with the details of the reservation. If the reservation has not been sent, check the admin control panel with the details of the customer reservation. There you have the option to create that reservation and have the information sent to the admin email.

**As a customer, I want to make changes to my reservation (time, date, food trays, guest count, event type etc)**

You can contact an admin of the system by going to Contact Us and leaving a message or call a member of the event staff at the Weingarten with the information you wish to update. Be sure to have your email and phone number ready to give a member of the event staff so they can look up your information and make changes accordingly.

**I am a customer, and I want to update my personal information.**

Contact an admin of the system with a request to update your information.

## **Warranty**

Vintner Consulting will assist in supporting The Reservation Request system for up to sixty days after implementing the new system. Starting December 14th, 2017 until February 12th, 2018. The members of Vintner Consulting can be reached by email:

Amanda Gorham - ags2p8@mail.umsi.edu  
Megann Welch (developer)- mawfz9@mail.umsi.edu  
Denree Wells (developer)- dw6v4@mail.umsi.edu  
Chelsea Coats- cacb88@mail.umsi.edu  
Andrew Cook - amc3n2@mail.umsi.edu  
Omar Salih - omsf7f@mail.umsi.edu

Should The Weingarten wish to work with Vintner Consulting after the sixty day period, the team is willing to continue working contractually for a price and negotiated timeframe.