# PUBLIC

# USER MANUAL

1st EDITION

MAY 2022

*This manual is referred to the public audience of the Trapezaki system.*

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# 1. PUBLIC USER SYSTEM MANUAL

## 1.1 First Screen

When navigating into [www.trapezaki.me](http://www.trapezaki.me) on your browsers address line, you will see the initial page as shown below.

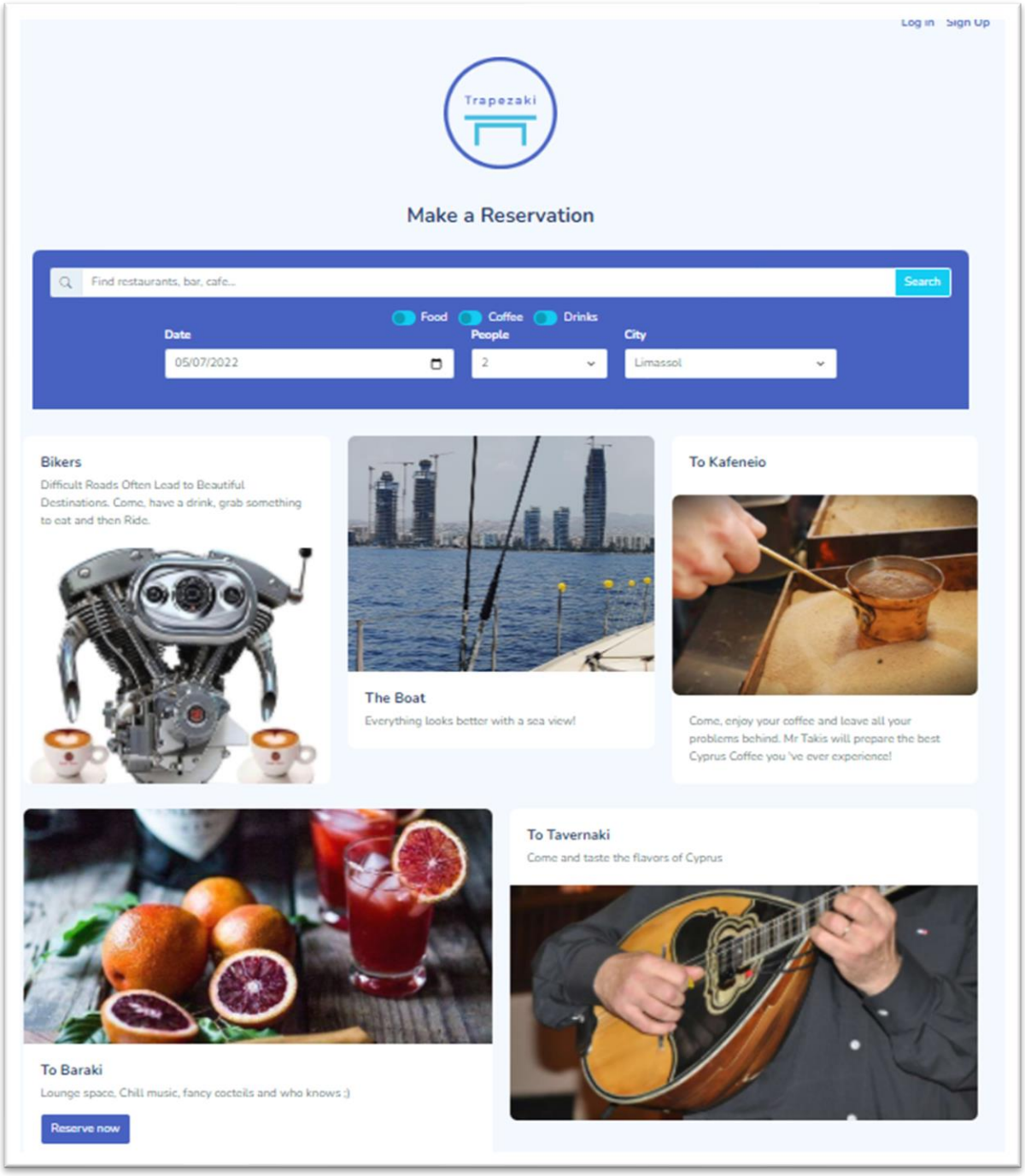


*Figure 1 : First page*

From this main screen, you can register in the system, log in to it, but also navigate looking for a restaurant business as a guest.

## 1.2 Account Features

### 1.2.1 Register

#### 1.2.1.1 Register Process

Selecting Sign Up from the Home screen will display the form below. All information is required. When you have entered the details, press the Sign Up button.

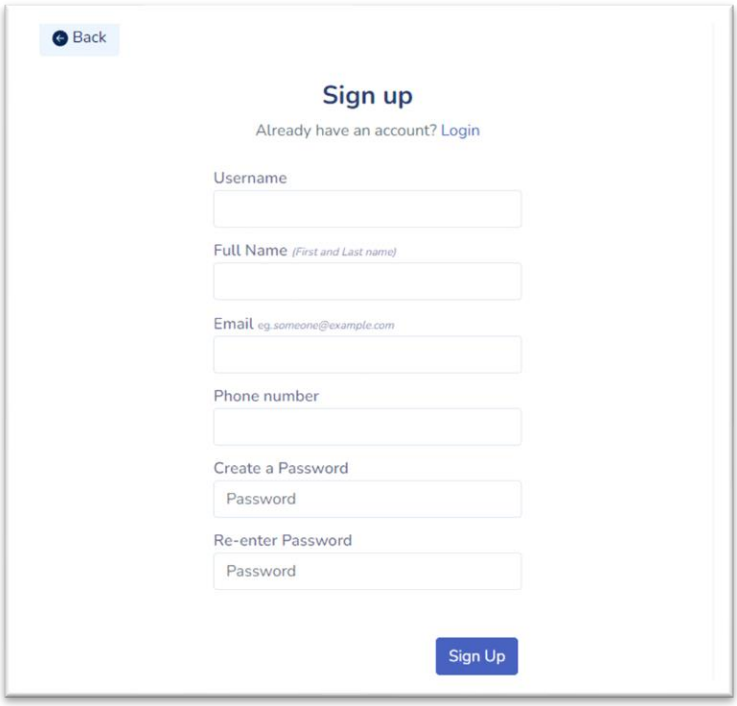


*Figure 2: Register Form*

By submitting your application, the system redirects to the login page, and a message of successful creation of the account you have created is displayed on the top right of the window. The next step is to visit your email to verify your account.

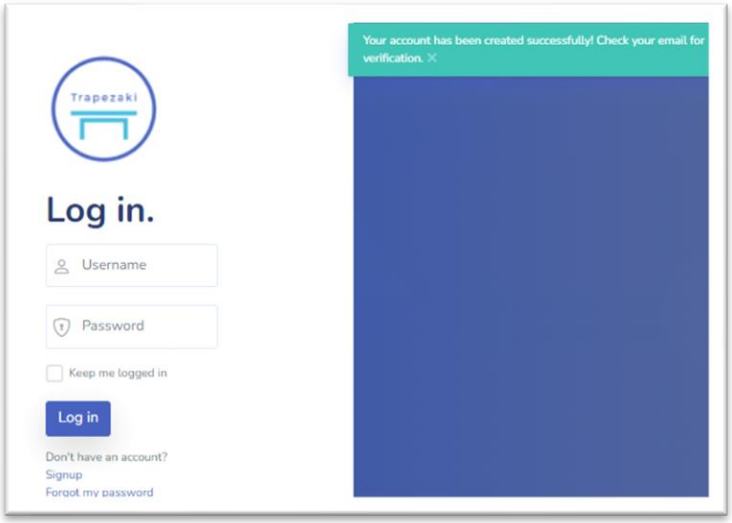


*Figure 3: Succesful Register message confirmation*

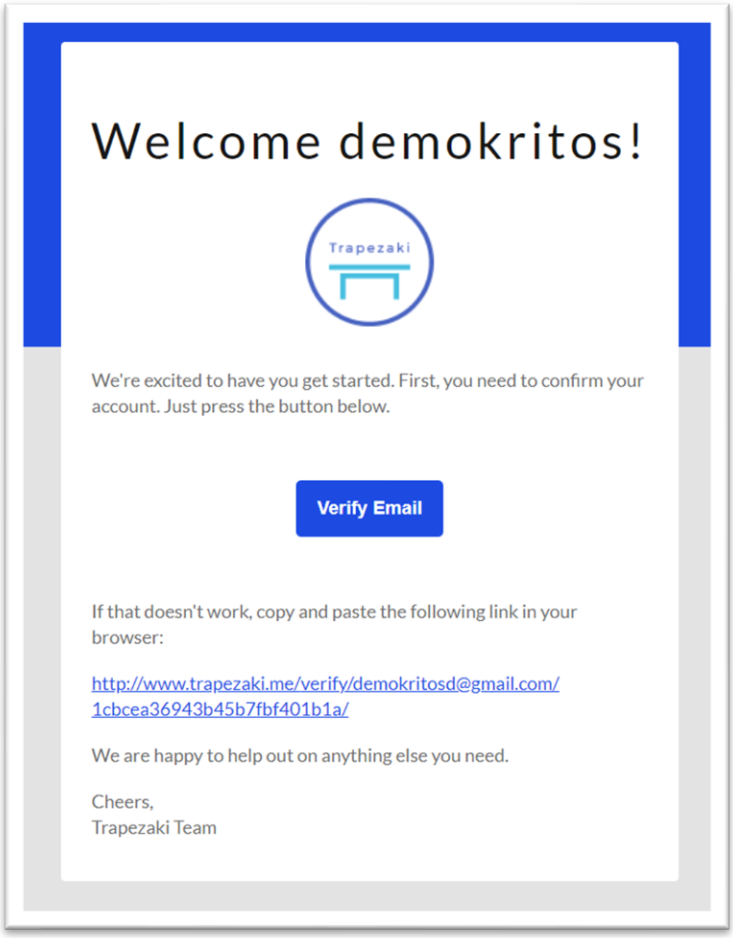


*Figure 4: Email Verification*

As shown above, in Figure4, you can click the Verify Email button or the link below it, on your email and the system will redirect you to the login page, displaying a confirmation message confirming your account, as shown in the following image.

If you cannot find the confirmation email that was sent to you, check your spam folder.

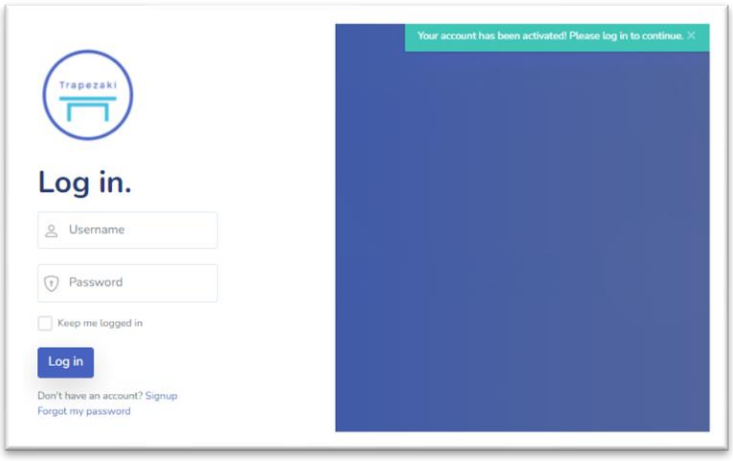


*Figure 5: Successful Account Activation confirmation message*

### 1.2.1.2 Possible Registration Errors

While filling out the form, the system displays a message if:

- the username and / or email you have entered belongs to another user
- Full Name contains less than 3 characters
- the email you entered has the correct format that includes "@"
- the phone number consists of 8 to 13 digits
- the code must be 7 characters or more.

• the re-enter code matches the code entered.

Please make sure all fields are filled in correctly.

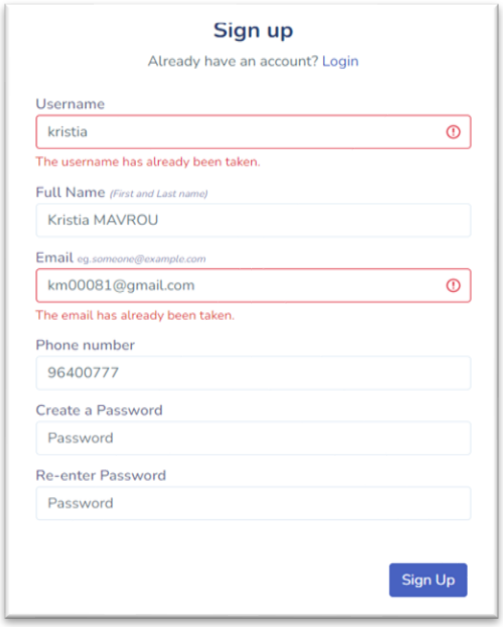


*Figure 6: Email and/or username that already are registered*

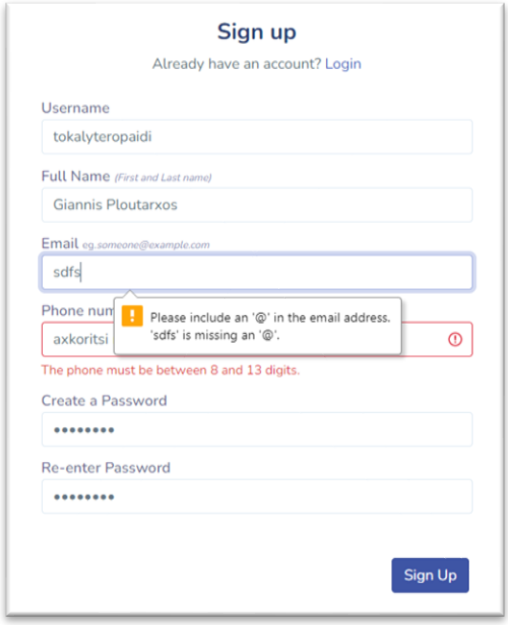


*Figure 7: Email with characters without @ and phone number outside the range of 8-13 digits*

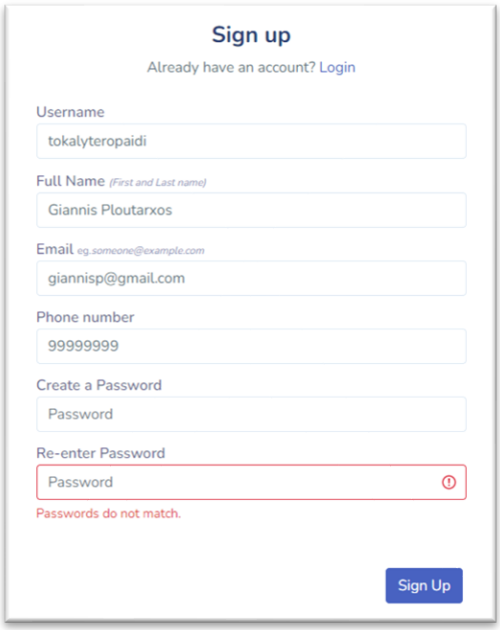


*Figure 8: Password and confirmation mismatch*

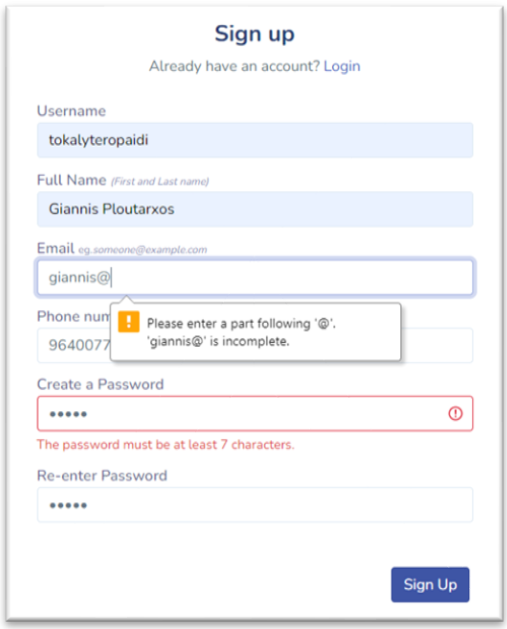


*Figure 9: Password length less than 7 characters*

## 1.2.2 Login

### 1.2.2.1 Login Process

Once you have completed the registration and verification process of the email, you can use the username and password you have entered to log in to the system. If the credentials are validated, the system redirects you to the search page.

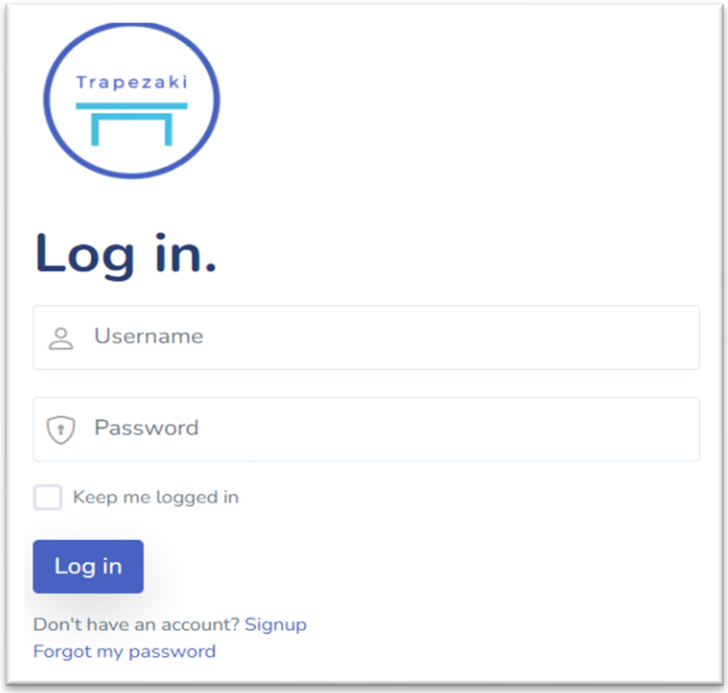


*Figure 10: Login Page*

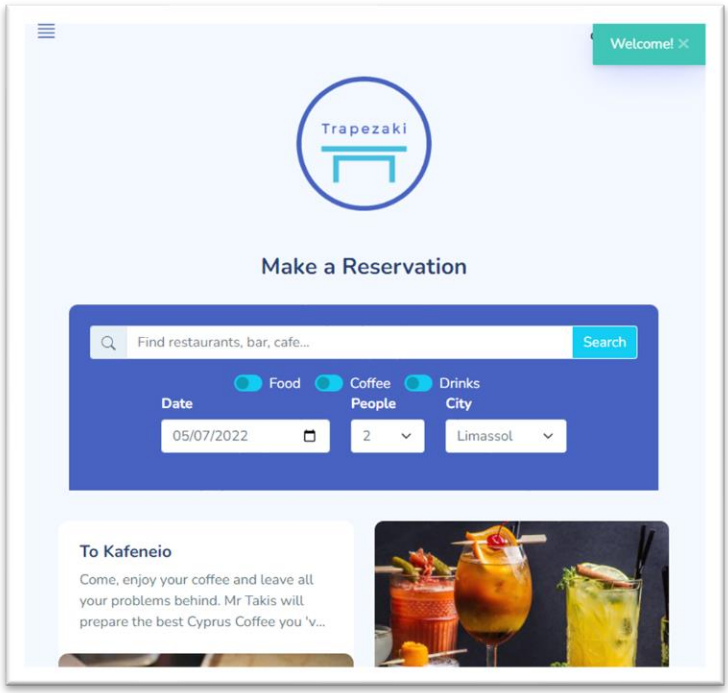


*Figure 11: First page - Welcome!*

#### 1.2.2.2 Possible Login Errors

- Wrong credentials. Please try again or choose the Forgot my password option.

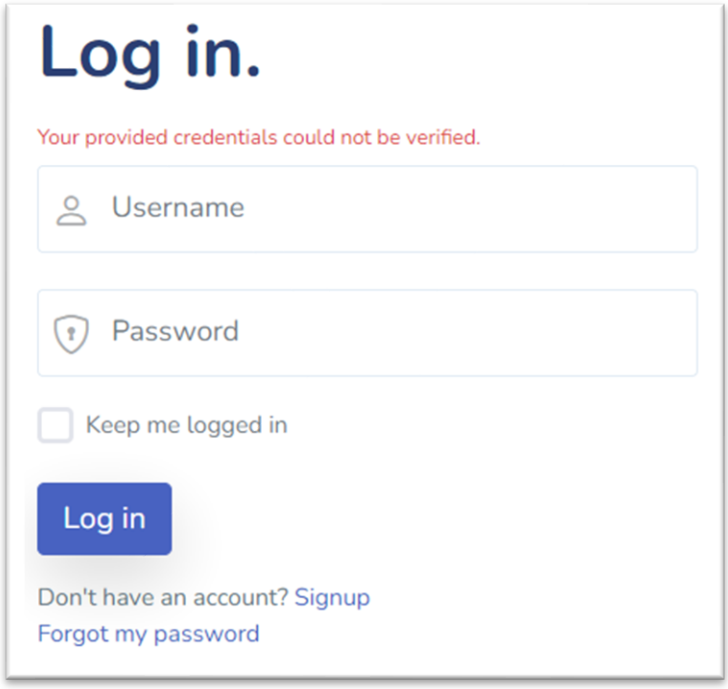


*Figure 12: Wrong credentials*

- Non activated account. Please check your email to activate it.

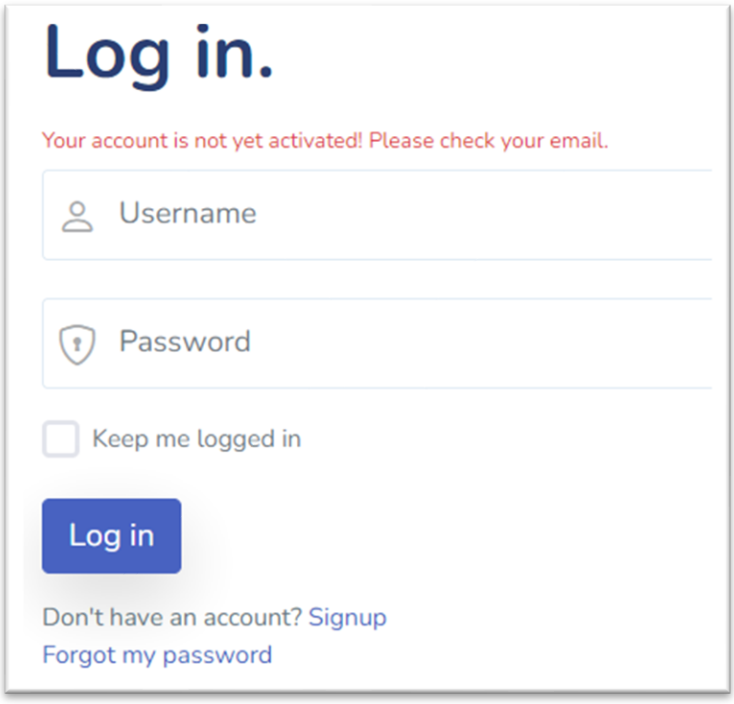


*Figure 13: Login trial for a non activated account*

### 1.2.3 Password recovery

#### 1.2.3.1 Password recovery process

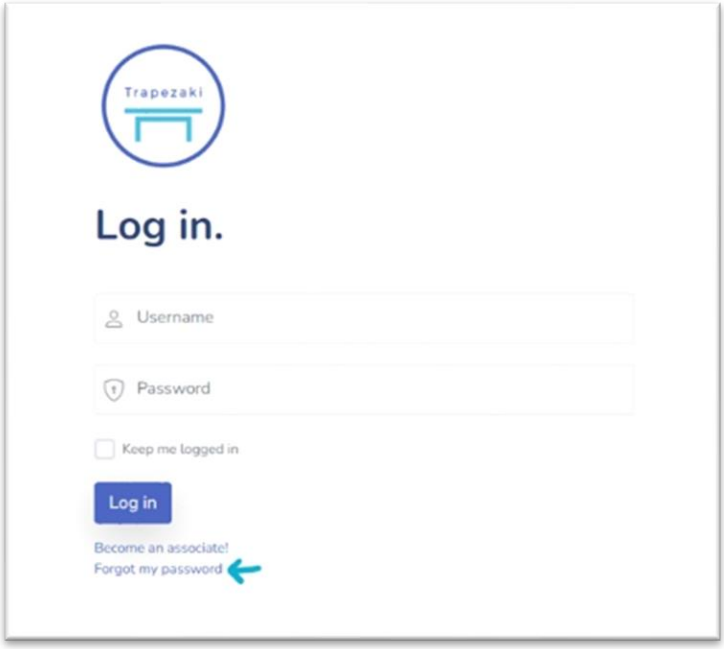


*Figure 14: Forgot my password option*

In case you have forgotten your password in the system, select "Forgot my password" as shown in the image above and then enter your email.

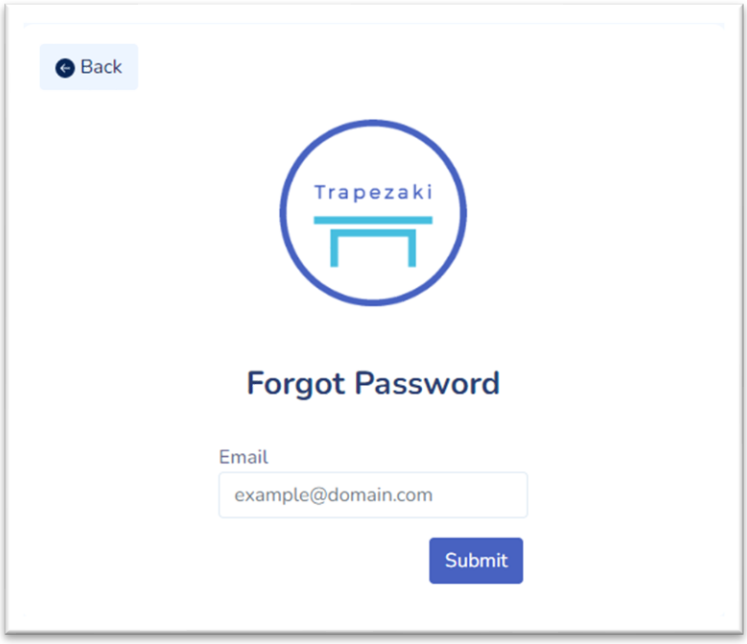


*Figure 15: Forgot Password window - email entry*

Pressing the Submit button will send a password reset link to the email of the account whose password you want to recover. At the same time, the system will redirect to the login page of the system, where a confirmation message will appear as shown in the following image.

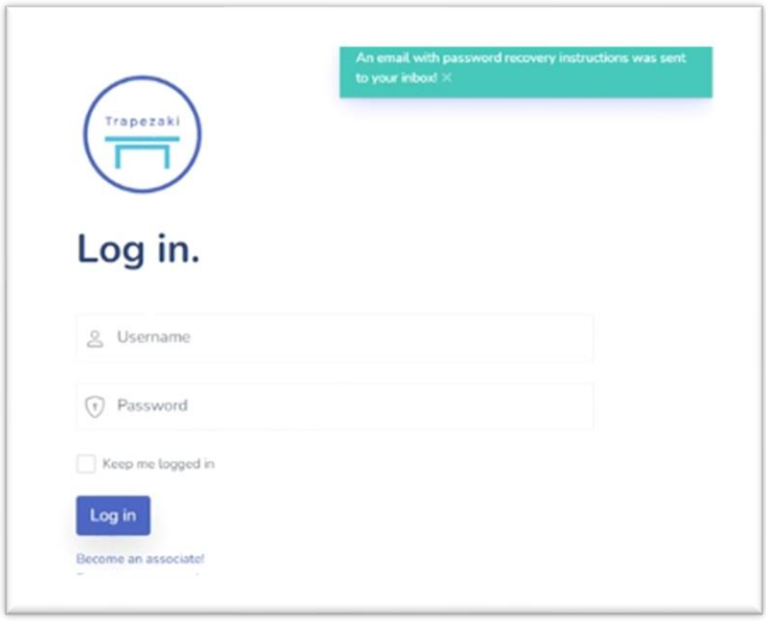


*Figure 16: Password recovery email sent successful message*

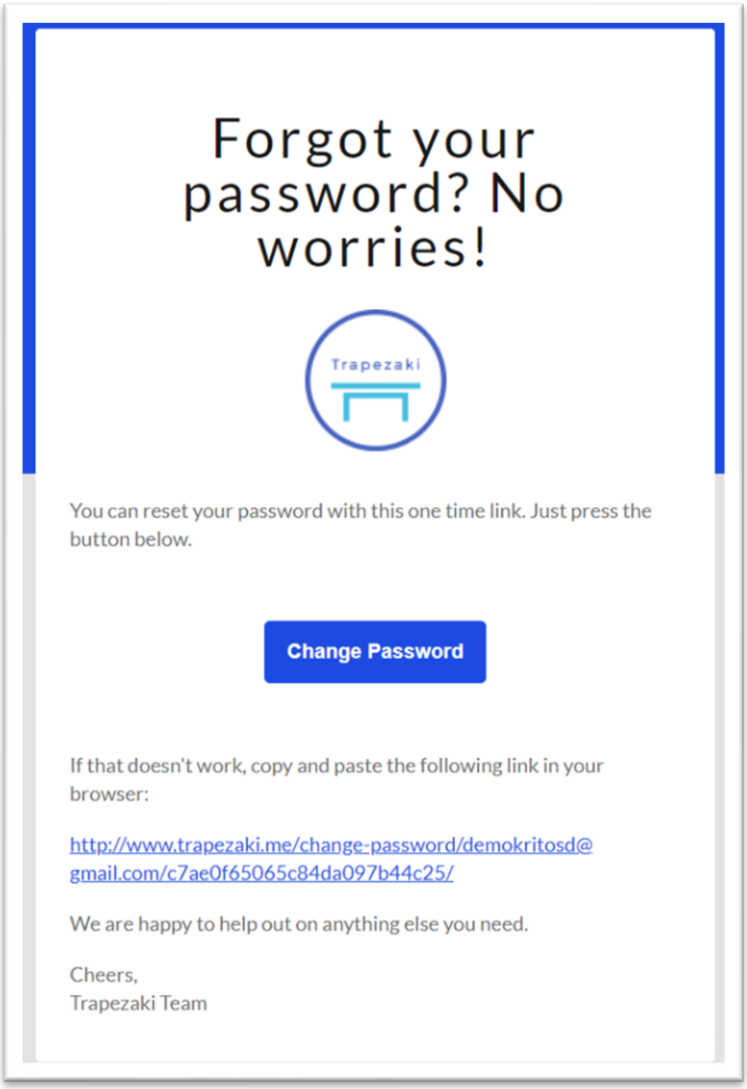


*Figure 17: Password change email link*

After going to your email, please select the Change Password button, or the relevant reset link, below it and the system will redirect to the following password change page.

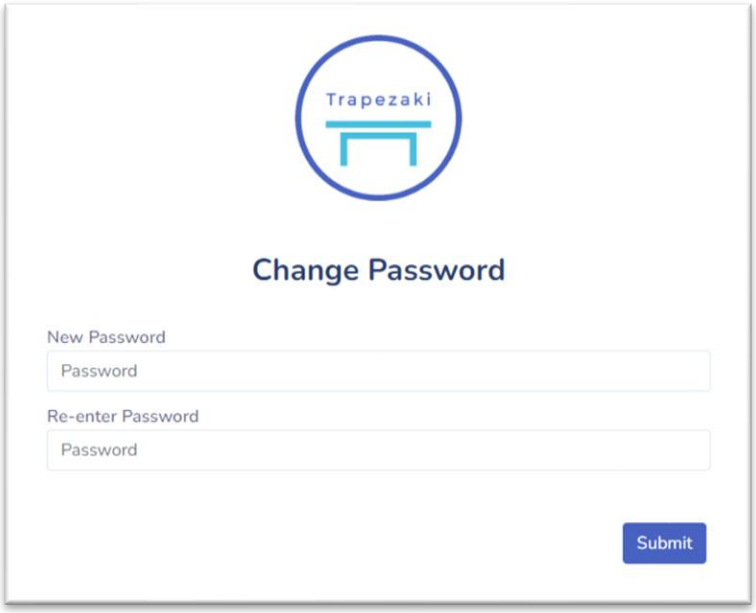


*Figure 18: Change password page*

When the password change window appears, you can enter the new password you want and confirm it. By submitting the password change form, the system redirects the main window to the login page and a relevant confirmation message appears.

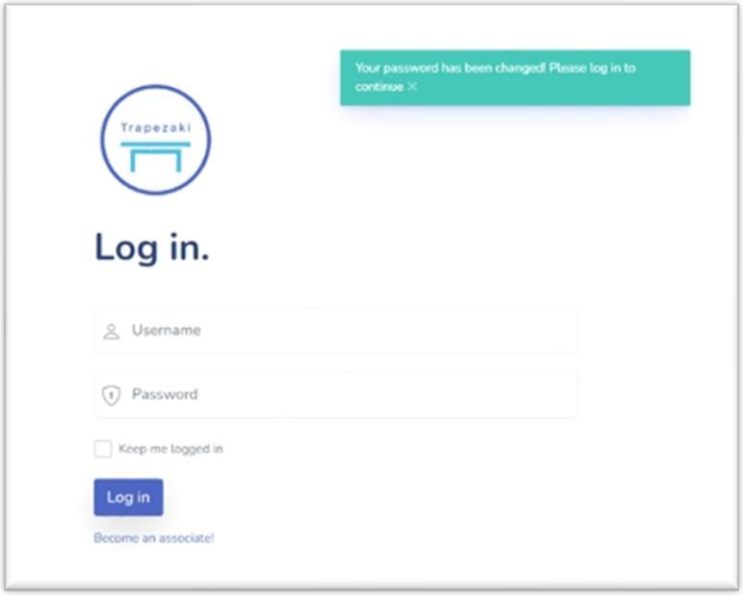


*Figure 19: Password successfully changed confirmation message*

### 1.2.3.2 Possible Password Change Errors

- When entering a new code shorter than 7 characters

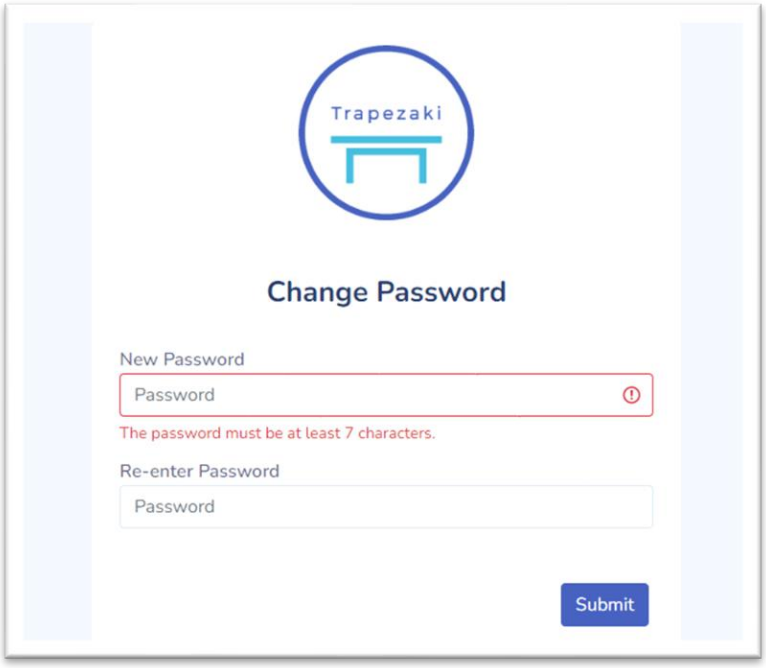


*Figure 20: Password length shorter than 7 characters error*

- Password and Password Confirmation mismatch

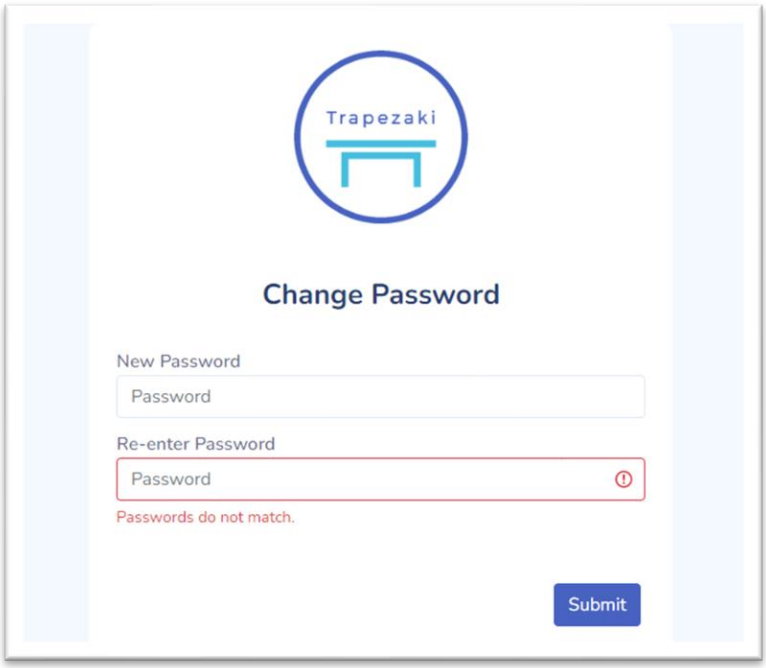


*Figure 21: Password and Password Confirmation mismatch*

## 1.2.4 Modify Profile details

### 1.2.4.1 Profile Modification Process

To change your account information, you must select the My Profile section. This section is available both from the help menu on the left side and from the help menu at the top right that appears by selecting your username.

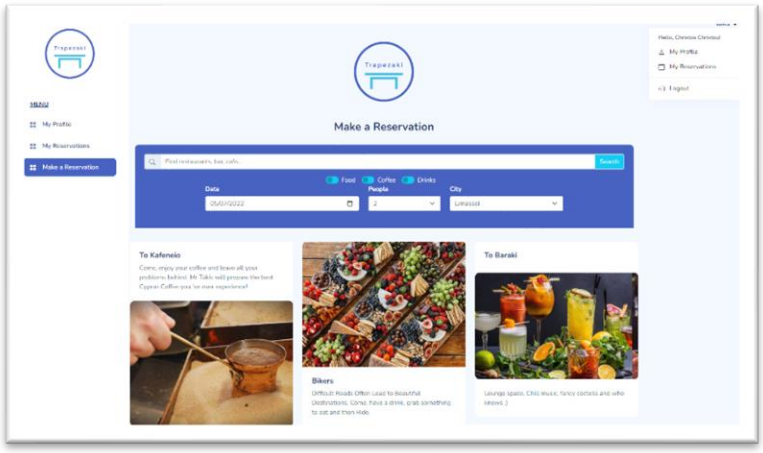


*Figure 22: Side menu and navbar to access My Profile*

Username and Email fields cannot be changed as they are unique for each user. It is possible to change the full name and phone though. Enter the new full name and the new phone number you of your choice in the relevant fields, then select the Save Changes button

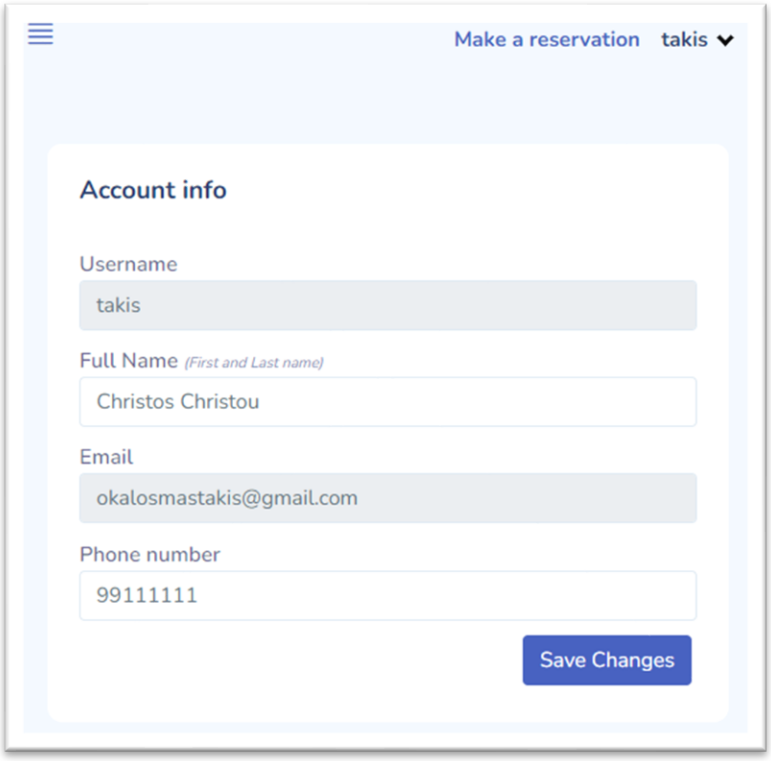


*Figure 23: Trapezaki.me user profile information details*

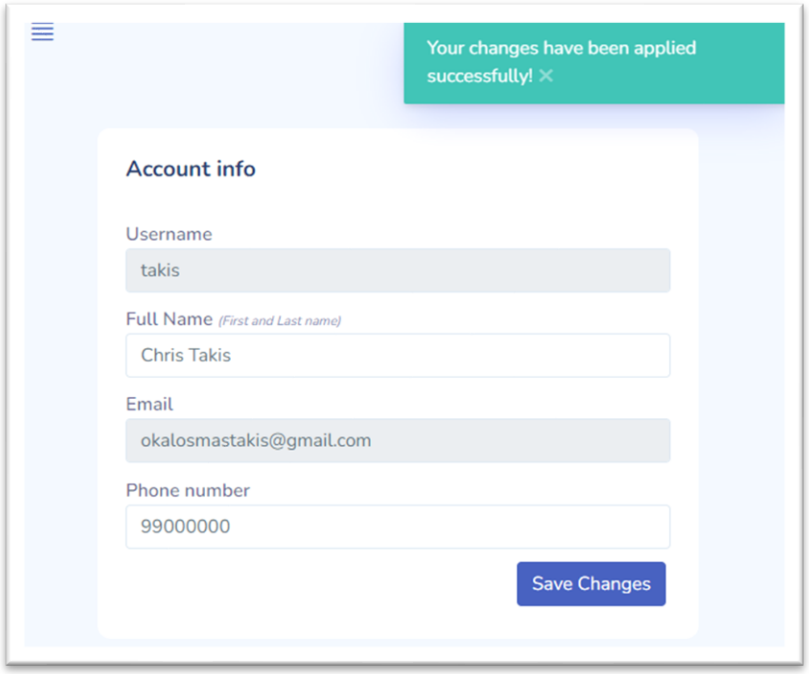


*Figure 24: Successful changes confirmation message*

#### 1.2.4.2 Possible Account Details Modification Errors

As explained within register error section the full name must be at least 3 character long and the phone number must have a length between 8 and 13 digits.

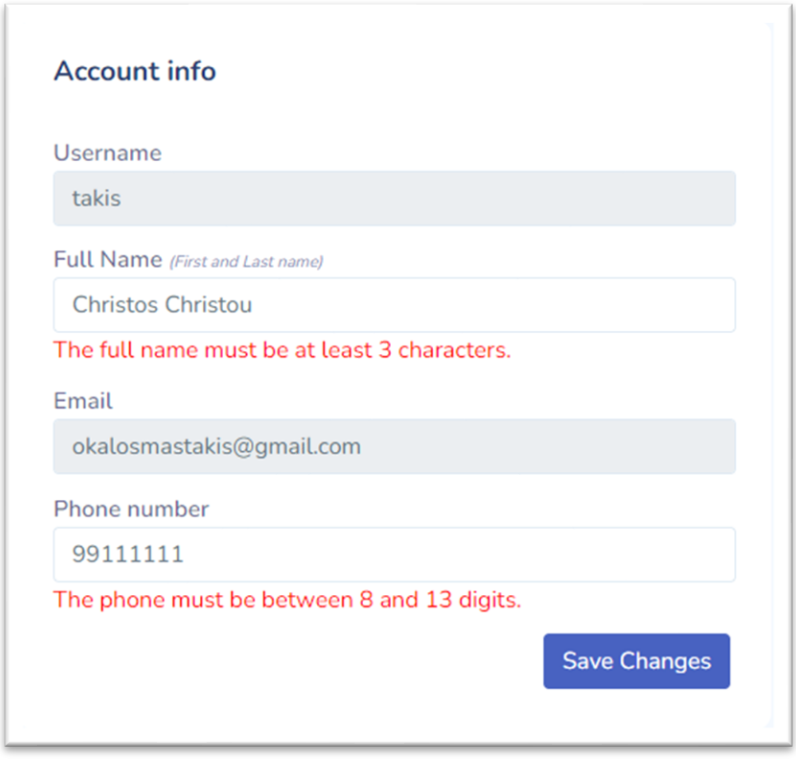


*Figure 25: Incorrectly filling profile editing fields*

### 1.2.5 Logout

Select your username on the top left navbar menu and a list of options will appear, including the Logout option. By selecting Logout, your session will be terminated, the page is redirected to the login page, where a relevant farewell message is displayed.

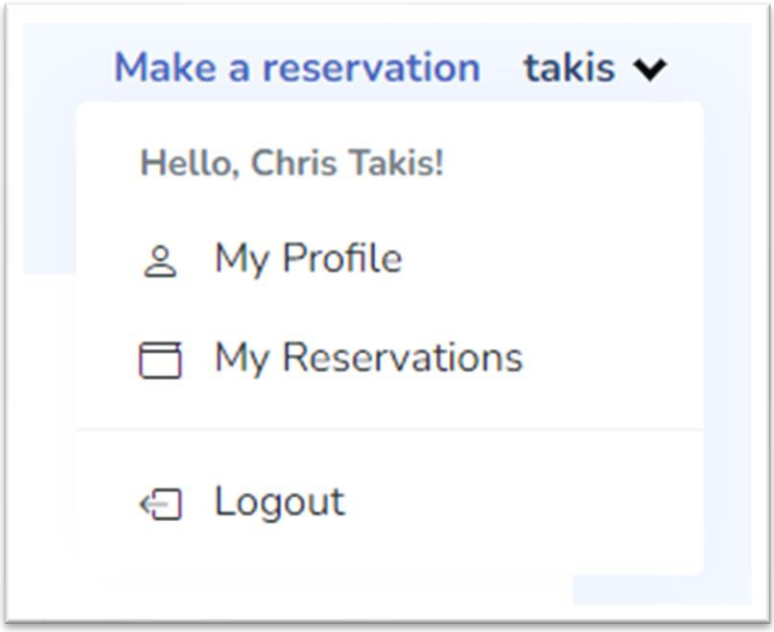


*Figure 26: Top right nav bar menu*

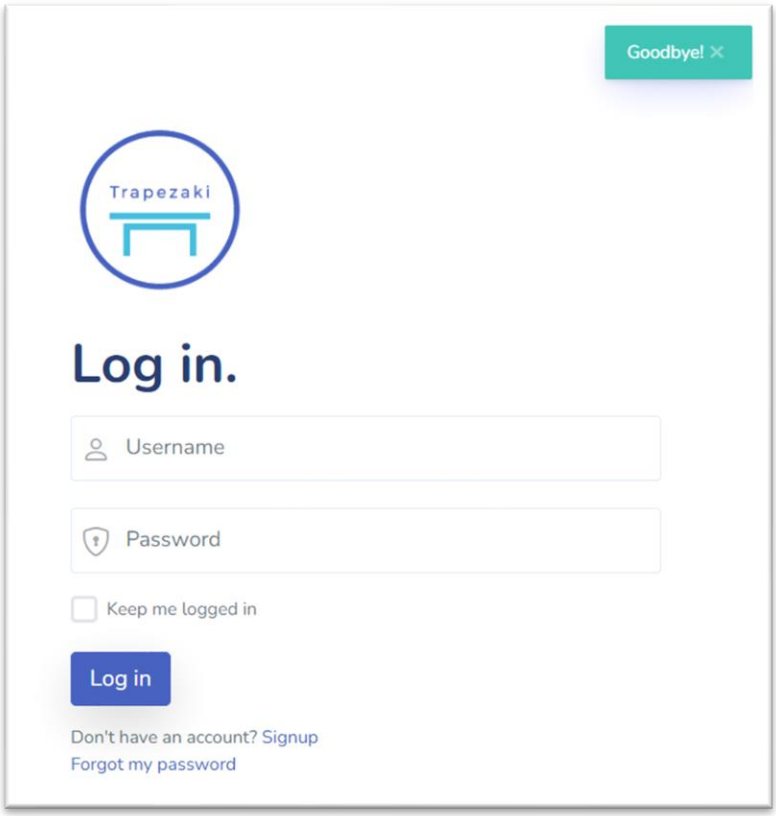


*Figure 27: Redirect to Log in page and farewell message is displayed after logout.*

## 1.3 Bussiness search to make a reservation

Type www.trapezaki.me and you will see the first page where you will be able to search for any available place in Cyprus. You will initially be presented with five recommended places but you can also use the search criteria to find a desired one. You can type a name, choose a service that it could provide, choose a date, the people to be seated and the city to search from.

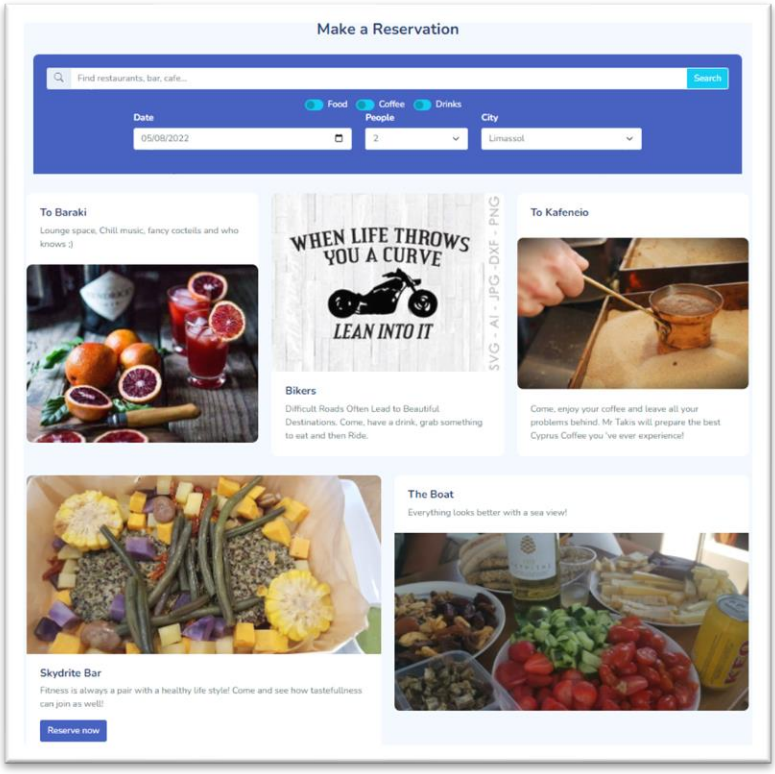


*Figure 28: Businesses search window to make a reservation*

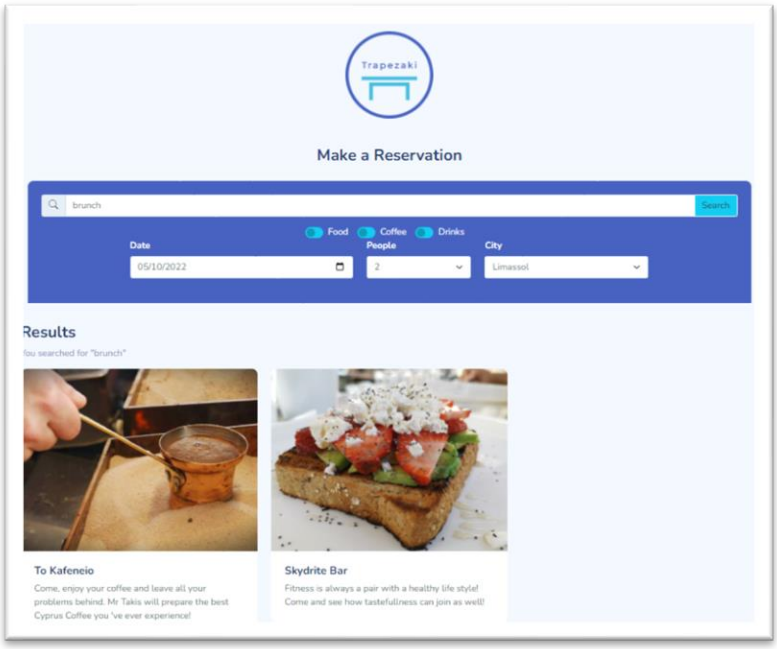


*Figure 29: Search example using the tag brunch*

## 1.4 View chosen business profile

When you choose a desired place, you will be presented with the below screen where you could see the location, some pictures, the menu and of course book the reservation.

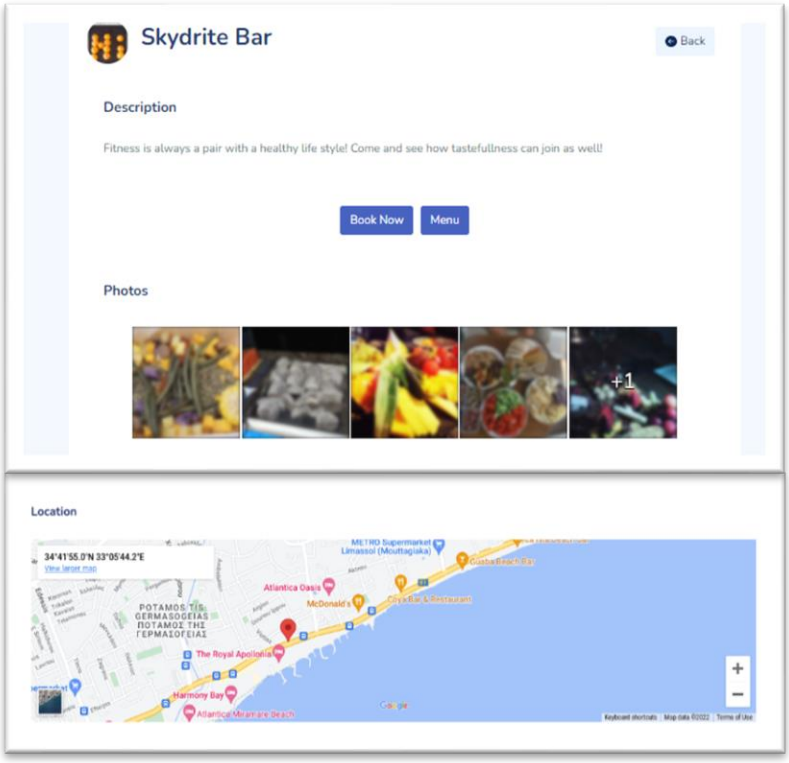


*Figure 30: Chosen business profile*

When you click the red location indicator, the map will be opened in a new window.

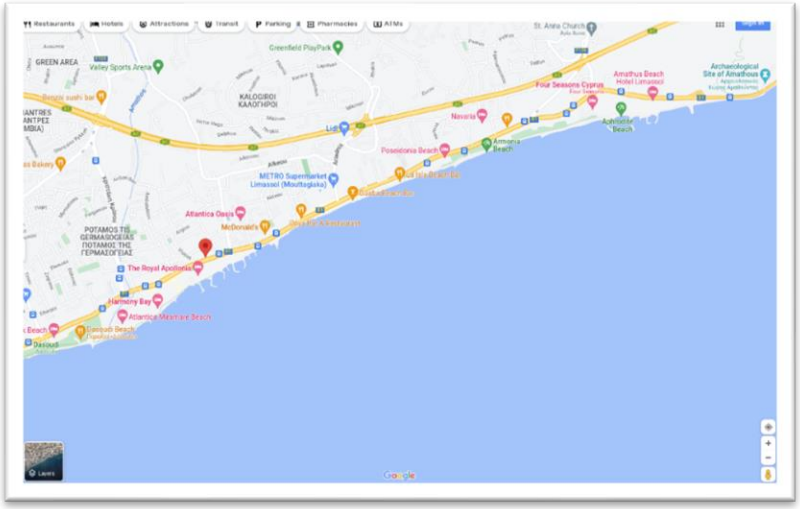

*Figure 31: Chosen business map location*

When you click the Menu button, a new tab will be opened showing the menu of the selected place.

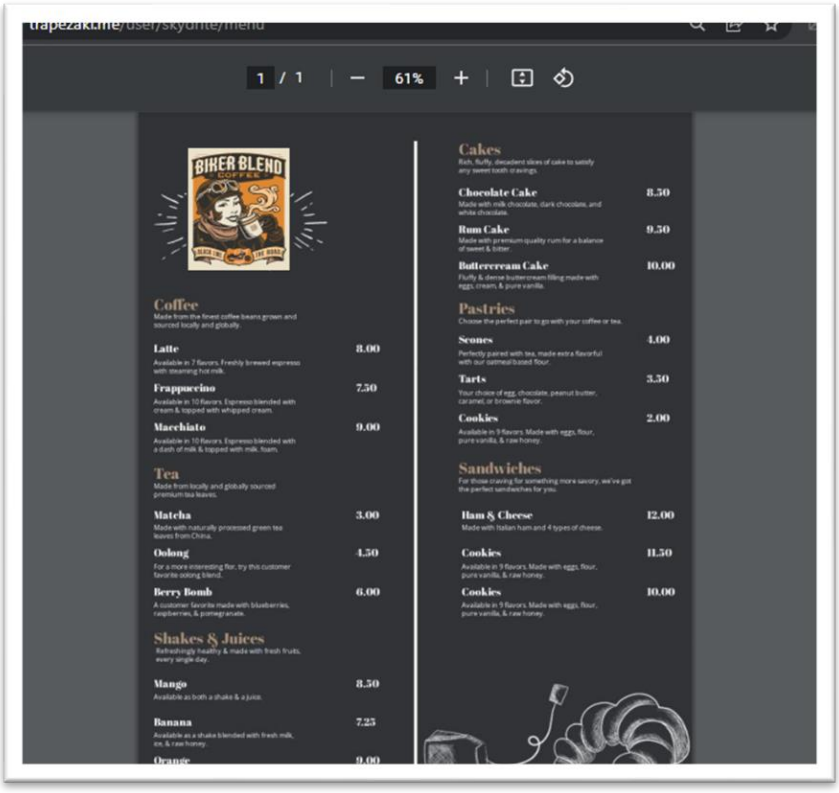


*Figure 32: View menu*

## 1.5 Make a reservation process

There are 3 ways to make a reservation

1. If you are already logged in to the system
2. If you are registered but not logged in yet
3. If you wish to make the reservation as a guest

### 1.5.1 Reservation for a logged in user

If you have an account at trapezaki.me and are already logged in, then after selecting a table a pop up window will appear where you can select booking time based on availability, enter the number of people and some comments as shown below.

Upon completion of the data, the system redirects to the home page where a message confirming the reservation is displayed.

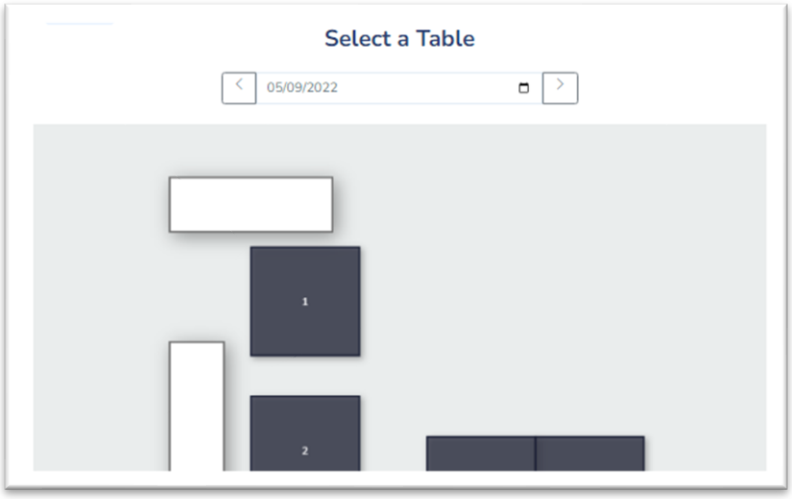


*Figure 33: Select table page*

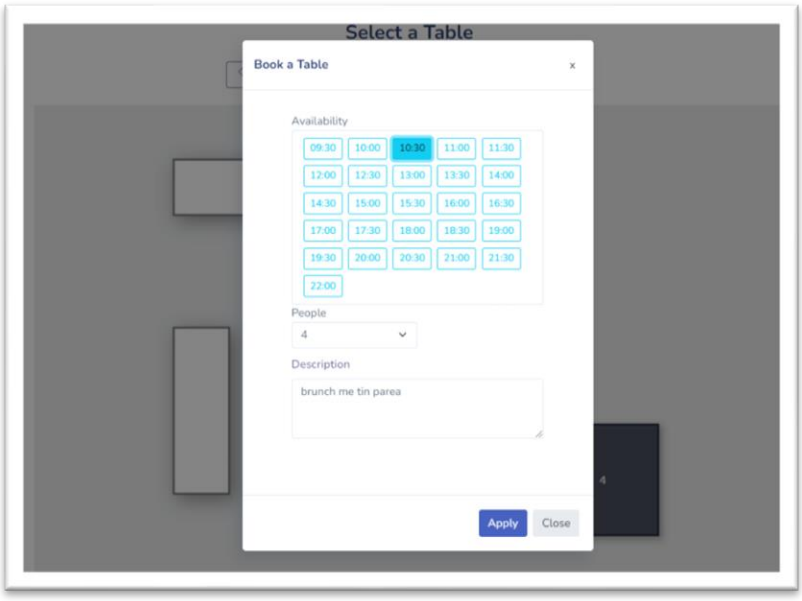


*Figure 34: Reservation filled details example*

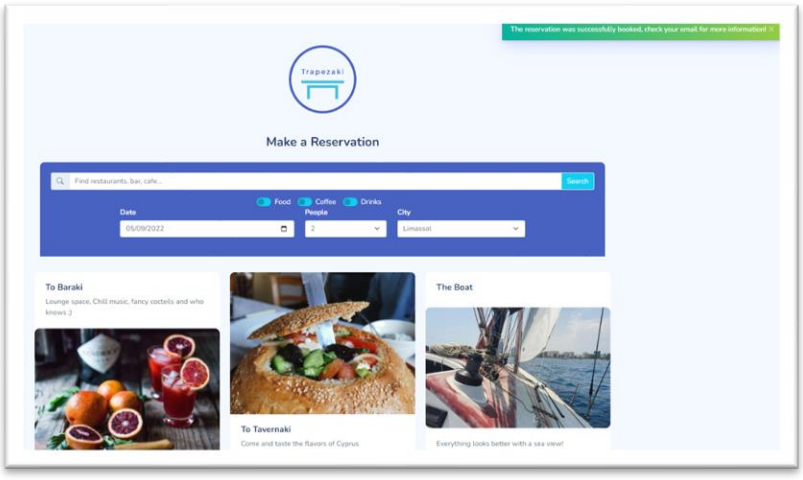


*Figure 35: Successful Reservation confirmation message*

### 1.5.2 Reservation for a non logged in resgistered user

If you have a trapezaki.me account and have not yet logged in, you are invited to sign in as soon as you select Book Now from the business page. The process is then repeated exactly as on the previous page for already logged in users.

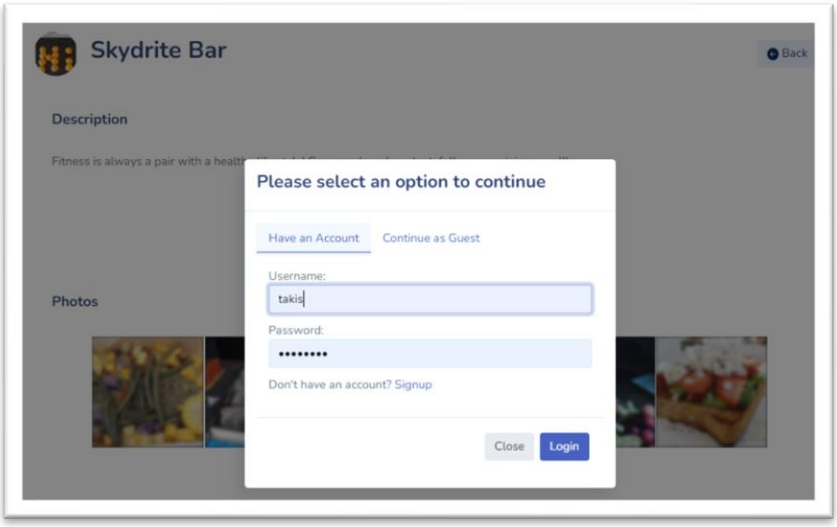


*Figure 36: Registered user log in prompt*

### 1.5.3 Reservation for a guest user

If you do not have a trapezaki.me account and do not want to create one, you can continue making a reservation in the system as a guest. When you select Book Now on your chosen business profile page, the system offers you the possibility Continue as a guest where you are asked to fill in a name, a phone number and your email to proceed with the reservation. The process is then repeated exactly as on the previous page for already logged in users.

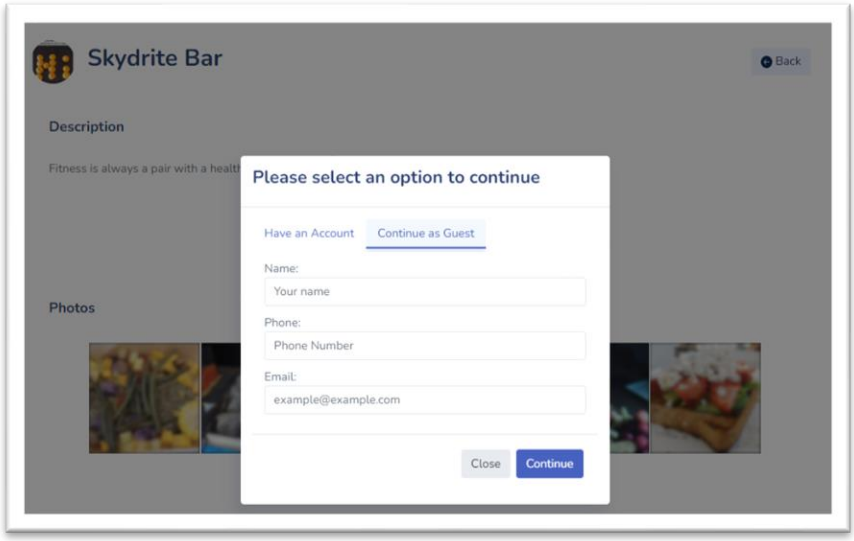


*Figure 37: Continue as a guest information form*

### 1.5.4 Reservation confirmation email

Upon completion of the reservation the system informs the user with a relevant email

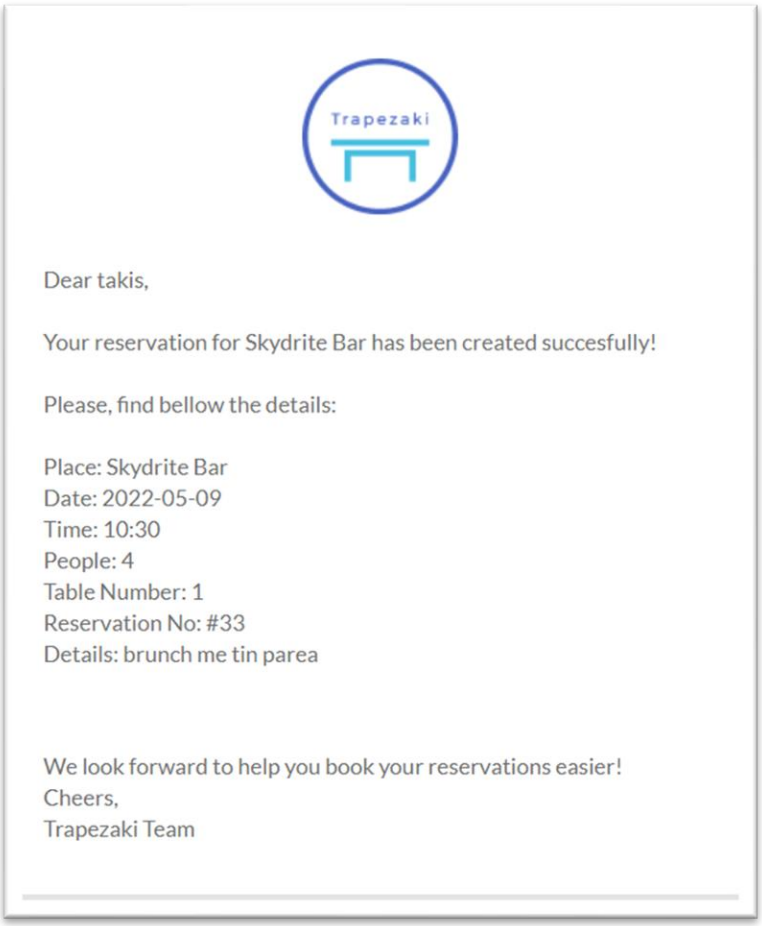


*Figure 38: Reservation email confirmation*

#### 1.5.4.1 Possible Reservation Process Errors

1. If there are no available timeslots, the following will appear, in which case you have the options to change the table, date or selected business:

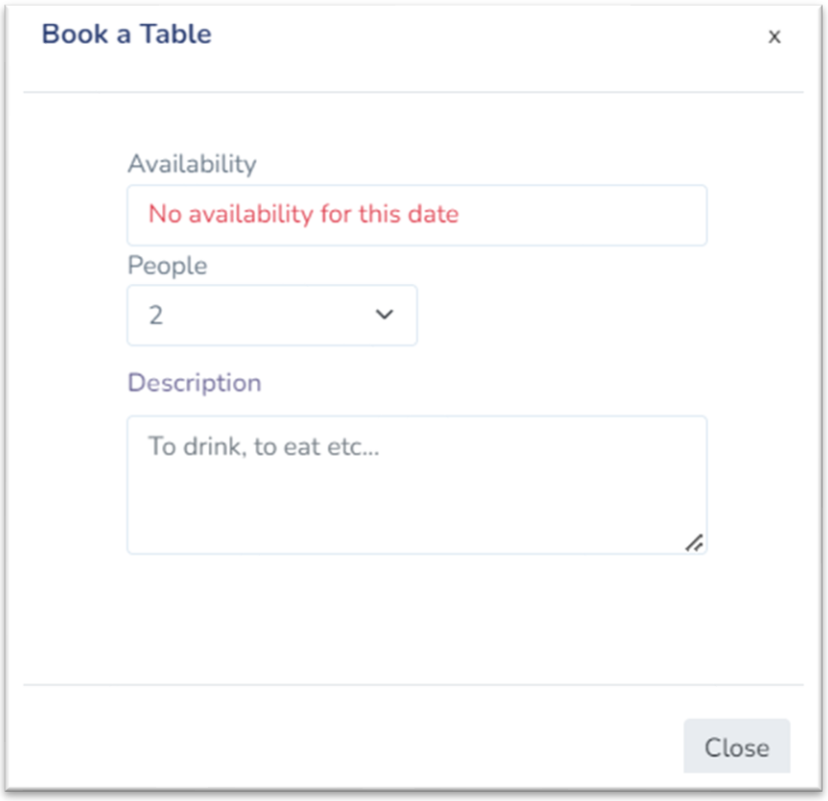


*Figure 39: No availability error message*

2. The timeslot option, and the completion of the description for the reservation are mandatory fields. Failure to complete the system will display the following error message:

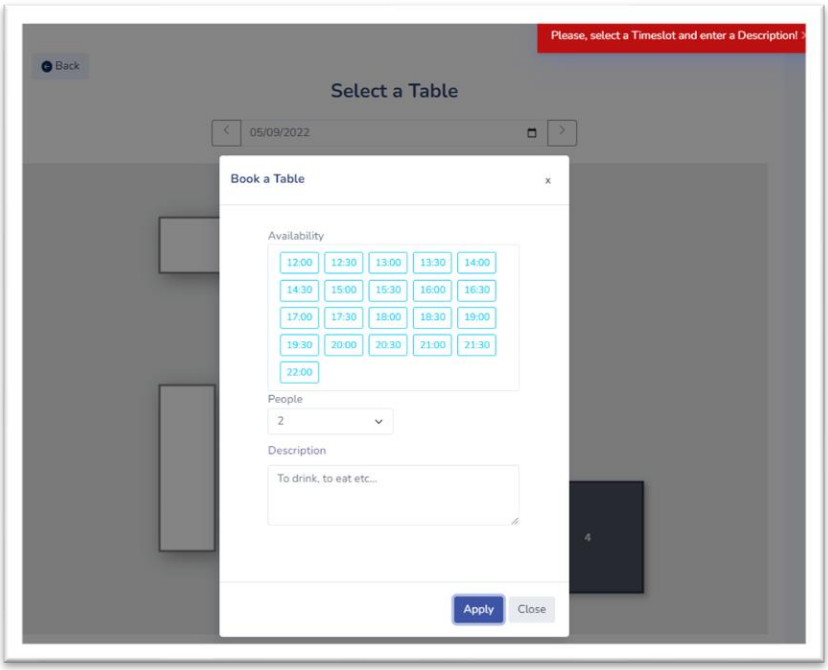


*Figure 40: Error on reservation form fill fields*

## 1.6 My reservations – only for logged in users

### 1.6.1 View Reservations

If you are registered and logged in the system, then you have the opportunity to view the history of previous bookings, as well as all your upcoming bookings.

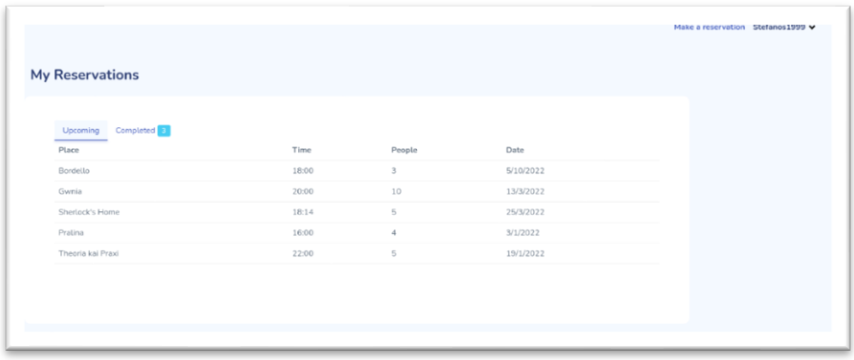


*Figure 41: View old reservations*

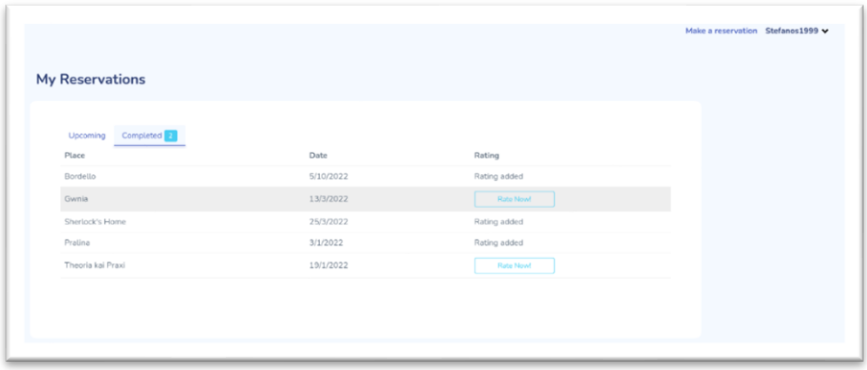


*Figure 42: View upcoming reservations*

### 1.6.2 Reservation Rating

Upon completion of your reservation, there is the possibility of rating it. To proceed with rating, click on ‘Rate now’ where a popup window opens to select the rating for the booking.

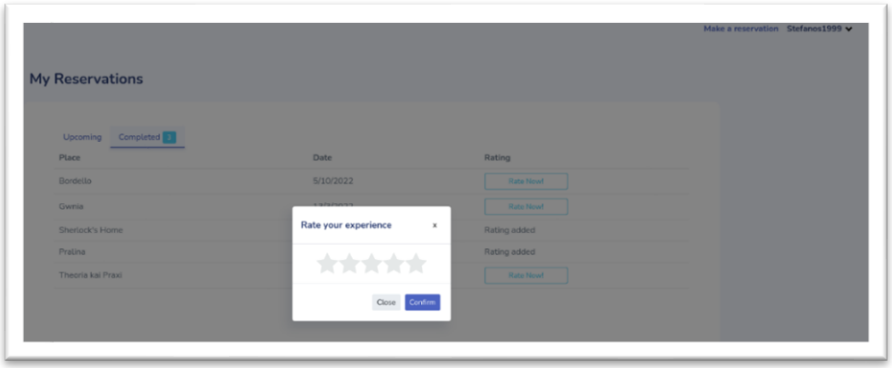


*Figure 43: Rate your reservation*

Once the rating is complete you can click the "Confirm" button and return to My Reservations.

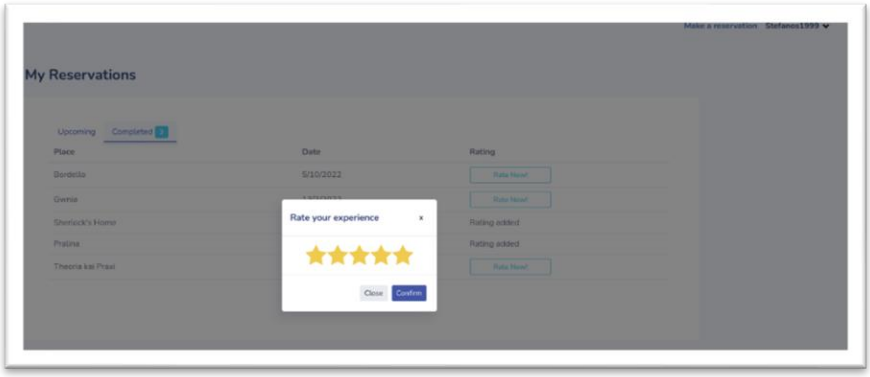


*Figure 44: Reservation Rating example*

### 1.6.3 Cancel a reservation

Select the reservation you want to cancel, enter the reason and then press the Submit button.

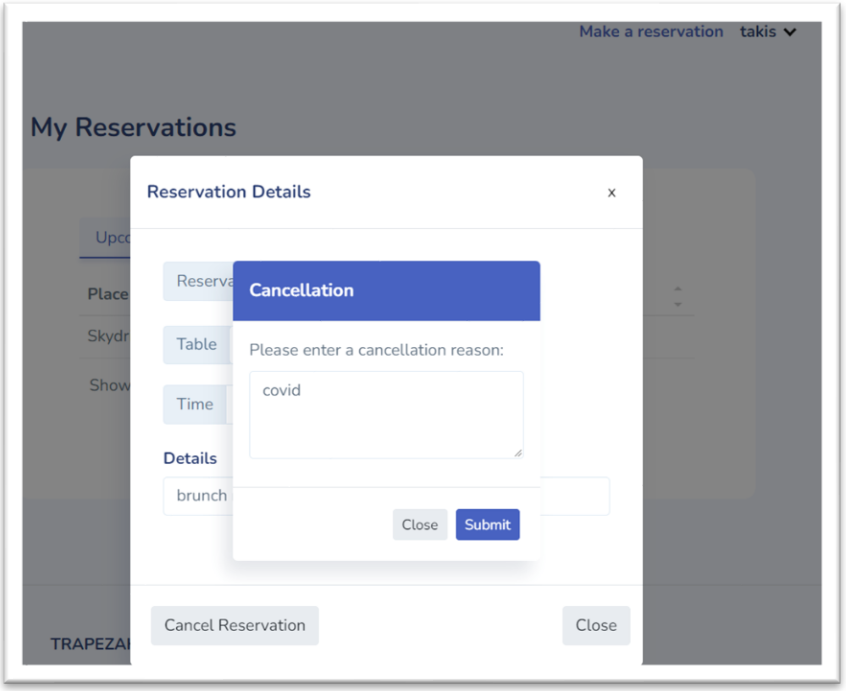


*Figure 45: Reservation cancellation example*

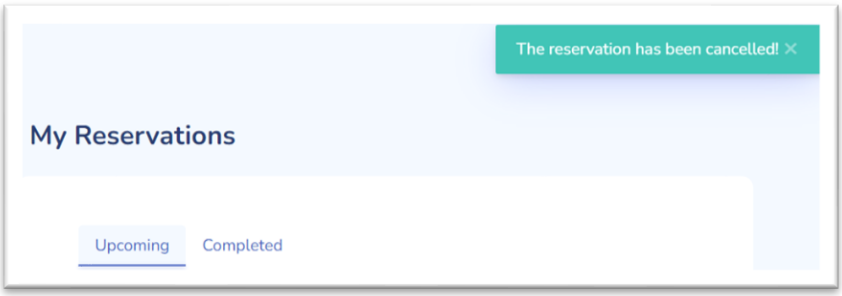


*Figure 46: Reservation cancellation confirmation message*

## 1.7 General Errors

If you stay for a long time on the page the following will appear. This interruption is for security purposes and this issue is resolved by refreshing the page.

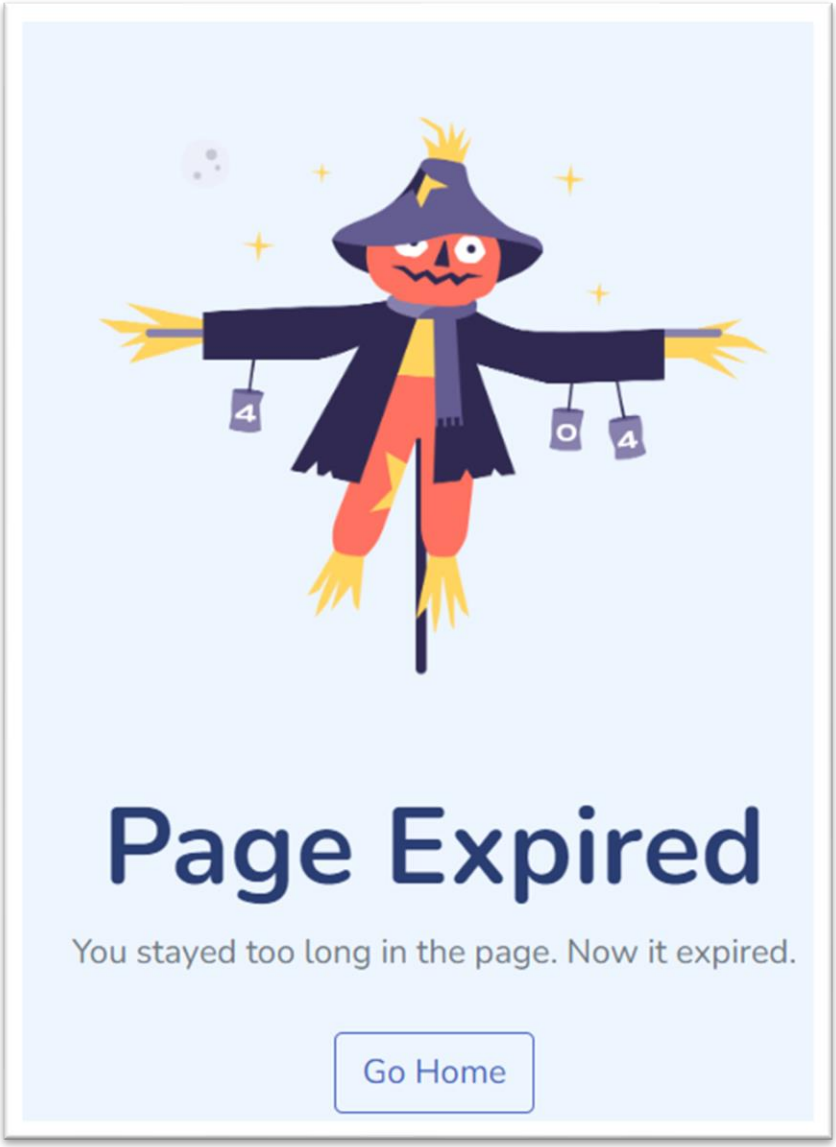


*Figure 47: Page Expired error message*