



ADMINISTRATION  
USER MANUAL

1<sup>st</sup> EDITION

MAY 2022

*This manual is referred to the administration user of Trapezaki system.*

## TABLE OF CONTENTS

---

<i>1.</i>	<i>ADMINISTRATION SYSTEM MANUAL .....</i>	<i>5</i>
<i>1.1</i>	<i>LOGIN.....</i>	<i>5</i>
<i>1.2</i>	<i>FIRST PAGE.....</i>	<i>6</i>
<i>1.3</i>	<i>MANAGE CUSTOMERS.....</i>	<i>6</i>
<i>1.4</i>	<i>PENDING REQUESTS.....</i>	<i>11</i>
<i>1.5</i>	<i>ISSUES .....</i>	<i>12</i>

## TABLE OF FIGURES

---

<i>Figure 1: Login Page.....</i>	<i>5</i>
<i>Figure 2: Login using wrong credentials .....</i>	<i>5</i>
<i>Figure 3: Initial window of Trapezaki .....</i>	<i>6</i>
<i>Figure 4: Manage Customer Page .....</i>	<i>7</i>
<i>Figure 5: View and edit customer's page .....</i>	<i>8</i>
<i>Figure 6: View and edit Daily Settings, Photos, Menu and changes confirmation message .....</i>	<i>9</i>
<i>Figure 7: View and edit Floor Plan and Location .....</i>	<i>9</i>
<i>Figure 8: View and edit Floor Plan.....</i>	<i>10</i>
<i>Figure 9: Table No and Capacity fill up fields pop up window.....</i>	<i>10</i>
<i>Figure 10: Error cases on adding a table .....</i>	<i>10</i>
<i>Figure 11: Save Changes.....</i>	<i>11</i>
<i>Figure 12: Businesses Pending Requests list .....</i>	<i>11</i>
<i>Figure 13: Bussiness acceptance confirmation message.....</i>	<i>11</i>
<i>Figure 14: Pending Request business's page .....</i>	<i>12</i>
<i>Figure 15: Reported issues list .....</i>	<i>13</i>
<i>Figure 16: Reported issue details .....</i>	<i>13</i>

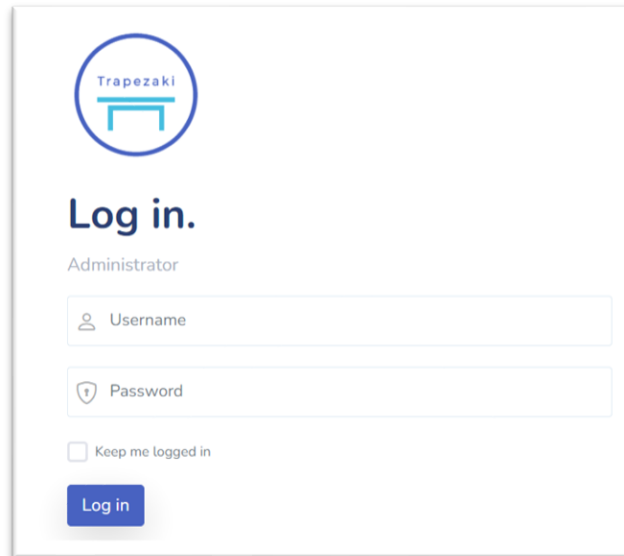
*This page is intentionally left blank*

# 1. ADMINISTRATION SYSTEM MANUAL

---

## 1.1 Login

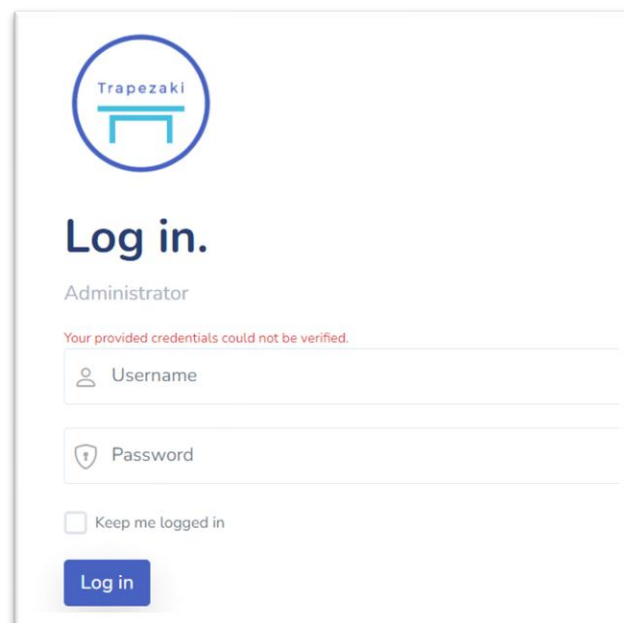
If you are the admin, you have been given a username and password. When navigating at `admin.trapezaki.me` you will see the following screen. Please fill the respective fields with your username and password and then press the Log in button.



The screenshot shows the login page for the Trapezaki system. At the top left is the Trapezaki logo, which consists of a blue circle containing a stylized blue trapezoid. Below the logo, the text "Log in." is displayed in a large, bold, dark blue font. Underneath this, the word "Administrator" is written in a smaller, grey font. There are two input fields: the first is labeled "Username" with a small person icon to its left, and the second is labeled "Password" with a small shield icon to its left. Below these fields is a checkbox labeled "Keep me logged in". At the bottom left of the form is a blue button with the text "Log in" in white.

*Figure 1: Login Page*

In case some of your input is wrong, you will see the following message. Please try again.



This screenshot shows the same login page as Figure 1, but with an error message. The error message, "Your provided credentials could not be verified.", is displayed in a small red font above the Username input field. The rest of the page, including the Trapezaki logo, "Log in." text, "Administrator" label, input fields, checkbox, and "Log in" button, remains the same as in Figure 1.

*Figure 2: Login using wrong credentials*

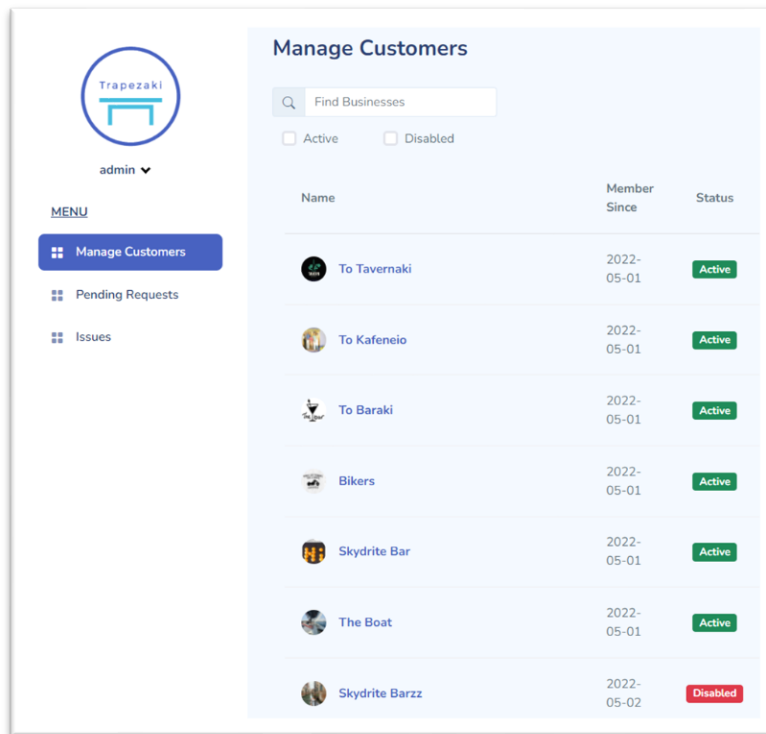
## 1.2 First Page

After login Validations, the initial page will be presented, which includes:

1. The Side Menu
2. The main window, showing the chosen option.

There are 3 menu options:


1. Manage Customers: Appears by default after the login process. In this section you can find information and information about the businesses that have an account on the platform.
2. Pending Requests: This section manages the requests of businesses that do not have an account on the platform and wish to become an associate with the Trapezaki system.
3. Issues: It concerns the management of the various problem reports registered by the businesses that have an account on the platform.



*Figure 3: Initial window of Trapezaki*

## 1.3 Manage Customers


This is the initial default section shown in the image above. Here you can see all the companies that work with the system. Specifically, as an Administrator you can search for them through the relevant search box, as well as separate them between active and inactive accounts by selecting the 'Active' and 'Disabled' checkboxes respectively. By going deeper into this section, you can select one of your clients and the system will show you the relevant page that you can edit accordingly.



admin ▼
 

MENU
 

Manage Customers
 Pending Requests
 Issues



**Skydrite Bar**  
 Skydrite Group of Companies
 

Active

Description

Fitness is always a pair with a healthy life style!  
 Come and see how tastefulness can join as well!

Business Information

Email

info@skydrite.com

Phone Number

99081229

Representative

Andreas Christou

Services

☐ Coffee  
☒ Food  
☒ Drinks

Tags

#fitness #health #protein #fitness

Save changes

Reservation Management

Reservation Range

30 days

Reservation Duration

30 minutes

Daily Reservation Range

Day Monday

First

08:00 AM

Last







10:00 PM

Save changes

Photos

Upload photos here

Choose File No file chosen

Menu

Upload a menu here

Choose File No file chosen

Upload


Open

Floor Plan

Open Floor Plan Editor

Location

Christou Christou 16, Limassol 3096, Cyprus



Lat

34.69373805067

Long

33.052443027353

Address

16 Christou Christou 16

Zip Code

3096

City

Limassol

Save changes

Figure 4: Manage Customer Page



From this page you can change the status of the user from Active to Disabled and vice versa, you can edit his description, the type of the offered services (coffee, food, drink), labels, the daily reservation settings, add or remove a photo or change the menu file, and change its address and location on the map. Finally, through the Open Floor Plan Editor you can view and edit the floor plan of the store.

**Manage Customer**

**Skydrite Bar**  
Skydrite Group of Companies Active

**Description**

Fitness is always a pair with a healthy life style!  
Come and see how tastefulness can join as well!

**Business Information**

Email  
letsgooutevents@gmail.com

Phone Number  
99081329

Representative  
Andreas Efstathi

**Services**

☐ Coffee  
☒ Food  
☒ Drinks

**Tags**

platters x brunch x protein x fitness x

**Save changes**

*Figure 5: View and edit customer's page*

Select the field you wish to modify and then type in. For the Services options, check the type of service, the business provides, among Coffee (cafeteria), Food and Drinks. The business can be a combination of multiple types, but at least 1 type must be selected. Upon any save changes click, the system will inform you with a relevant success message on the top right of your screen as shown in the image below. Another customization option is the tag selection, where the tags can be used to search the business by the public.

As shown in the next page, there is also an eligibility to modify the daily settings of the business bookings. These are the pre-booking range (in days), the booking duration and the last allowed booking time for a specific day (day & time). In the following sections, how you can also add or delete photos of the store or change the catalog menu.

**Reservation Management**

Reservation Range: 30 days

Reservation Duration: 90 minutes

Daily Reservation Range: Day Monday

First: 08:00 AM

Last: 10:00 PM

**Save changes**

**Photos**

Upload photos here

Choose File No file chosen

**Menu**

Upload a menu here

Choose File No file chosen

**Upload Open**

Figure 6: View and edit Daily Settings, Photos, Menu and changes confirmation message

**Floor Plan**

**Open Floor Plan Editor**

**Location**

Christou Christovasilis 16, Limassol 3096, Cyprus

Center (Limassol)

Lat: 34.69373885 Long: 33.05244392

Address: 16 Christou Christovasilis

Zip Code: 3096

City: Limassol

**Save changes**

Figure 7: View and edit Floor Plan and Location

Within the last section of your customer's page there are relevant field to modify address and pin location on the map. Above that, there is a separate section, the Floor Plan Editor. By clicking the Open Floor Plan Editor button, the Floor Plan editor page will load in the main window, as shown below. This, canvas allows you as the Administrator to view and change the topographic placement of the tables. Please note that the system will not let you move or delete any table with a reservation.



Figure 8: View and edit Floor Plan

The floor plan editor, allows you to add round or square tables and walls. There is also a feature where you can export the floor plan on a Json file, as well as, to insert a prefabricated floor plan in the same file format. After making the desired changes, please click the 'Save' button to save them. The system informs you about the success of their storage.

Use the buttons   to add a square or round table respectively, a pop-up window will appear as below. In this window, you are requested to set the table number and capacity.

Enter the table details

Table Number

Table Capacity

OK

Figure 9: Table No and Capacity fill up fields pop up window

Enter the table details

Table Number

Table Capacity

! You need to select a number between 2 and 16

OK

Enter the table details

Table Number

Table Capacity

! There is already a table with this number

OK

Enter the table details

Table Number

Table Capacity

! The table number must be atleast 1

OK

Figure 10: Error cases on adding a table

The system allows a unique number for each table and the capacity has range from 2 to 16 people.

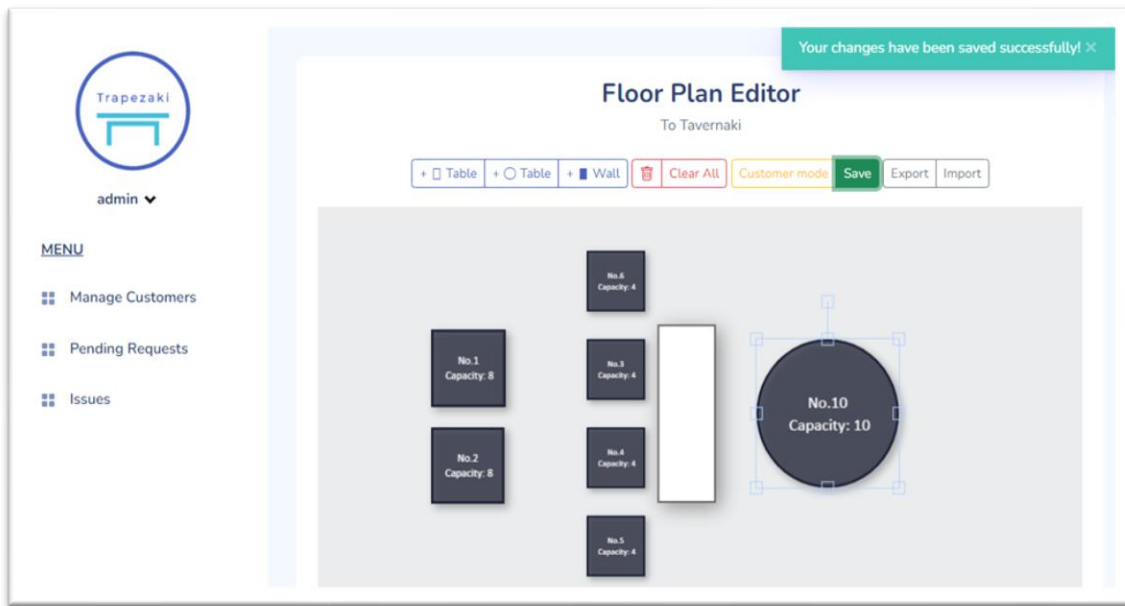


Figure 11: Save Changes

## 1.4 Pending Requests

This chapter contracts with business account pending requests. After completing the registration form and email verification, the company representative is waiting, for his application to be modified by the Administrator, and then accepted, to connect to the system.

You can sort applications for collaboration alphabetically or by date of entry. Clicking on one of the applications takes the Administrator to the page we saw above: Customer Management, where you will be able to make the necessary changes to its components.

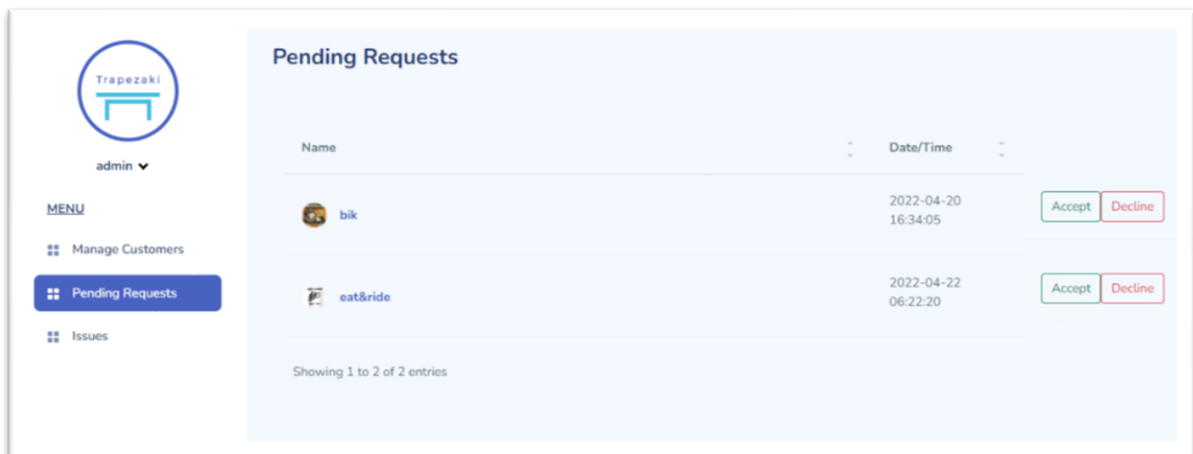


Figure 12: Businesses Pending Requests list

When you either accept or decline a pending request, a confirmation toast message appears on the top right corner of the main window as shown below.

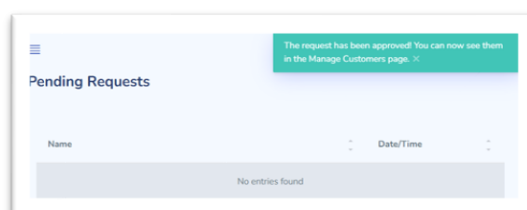


Figure 13: Business acceptance confirmation message

Prior to approve or reject a request, you are directed to click on the company and view its details and create its floor plan, as explained in chapter 2.3 Manage Customers. After all the relevant consultation with the prospective customer outside the system is completed, you can accept or reject the application.

The screenshot displays the 'Manage Customer' interface. On the left is a sidebar with the Trapezaki logo, a user dropdown for 'admin', and a 'MENU' section containing 'Manage Customers', 'Pending Requests', and 'Issues'. The main content area is titled 'Manage Customer' and features a header for 'Theoria kai Praksi' with a 'Pending' status dropdown. Below this, the 'Description' section contains a text box with 'Lets go from theory to action'. The 'Business Information' section includes input fields for 'Email' (info@theoriakaipraksi.com), 'Phone Number' (96400777), and 'Representative' (Kristia Mavrou). The 'Services' section has checkboxes for 'Coffee' (checked), 'Food' (checked), and 'Drinks' (unchecked).

*Figure 14: Pending Request business's page*

You can sort the pending request applications alphabetically or by date of entry. Clicking on one of the applications takes the Administrator to the page we saw above: Customer Management, where you will be able to make the necessary changes to its components. Finally, after the relevant consultation with the prospective customer outside the system, you can accept or reject the application.

## 1.5 Issues

This last chapter of Trapezaki Administration User manual refers to the issues reported by your business customers. The following image outlines the view of the issues window, where the business's reports are listed.

There are filters to view past resolved issues / issues that cannot be resolved immediately and issues that are pending. There is also a search bar, for an easy search of a specific topic where the list of topics is displayed.

You can then find out about the problem and then mark it as solved or unsolvable by selecting the appropriate option as shown in Figure 15.

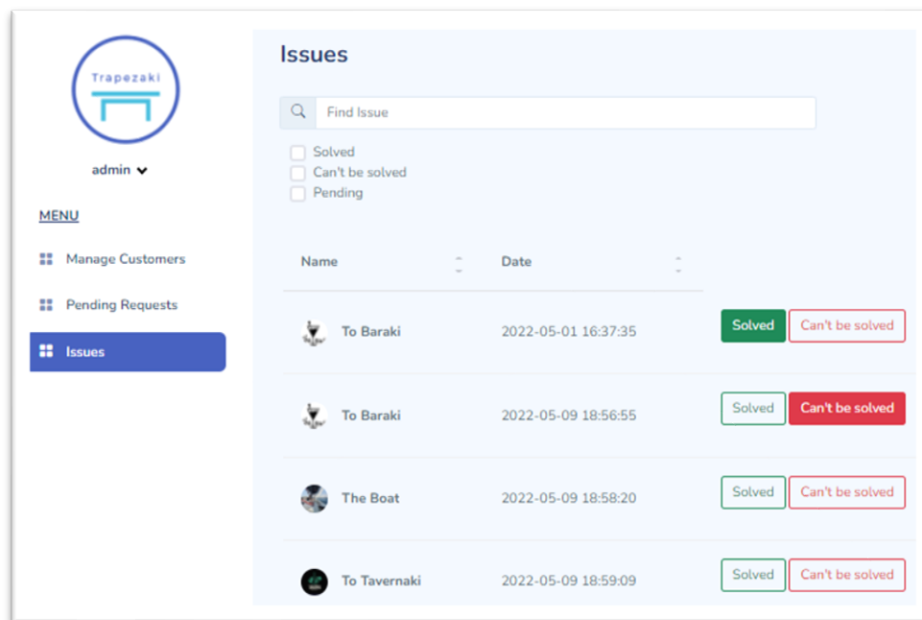


Figure 15: Reported issues list

Clicking on one of your customers who mentioned a topic will bring up a pop-up window that shows further details of the issue as follows:

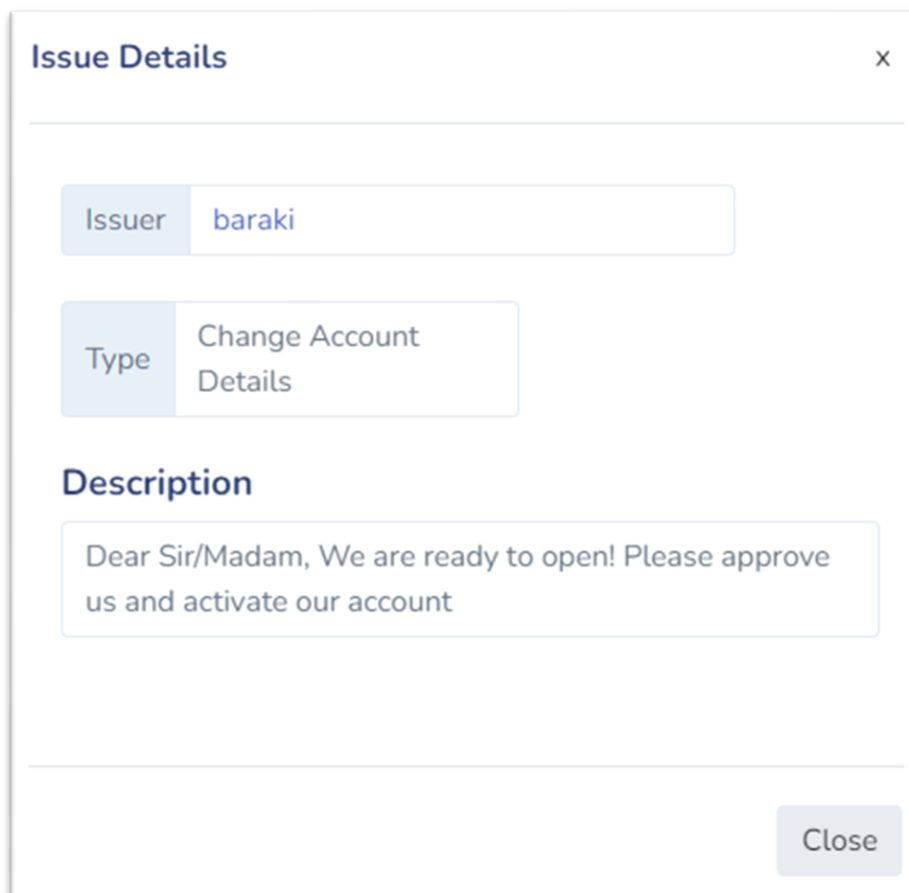


Figure 16: Reported issue details