



PUBLIC  
USER MANUAL

1<sup>st</sup> 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.

The screenshot displays the Trapezaki website's main interface. At the top right, there are links for "Log in" and "Sign up". The central logo features a blue circle with a stylized table icon and the word "Trapezaki" above it. Below the logo is the heading "Make a Reservation". A search bar with the placeholder text "Find restaurants, bar, cafe..." and a "Search" button is positioned above a reservation form. The form includes a "Date" field set to "05/07/2022", a "People" dropdown set to "2", and a "City" dropdown set to "Limassol". Above these fields are three toggle buttons for "Food", "Coffee", and "Drinks". Below the form, there are four featured cards: "Bikers" with a motorcycle image, "The Boat" with a harbor view image, "To Kafeneio" with a coffee-making image, and "To Tavernaki" with a blood orange drink image. Each card has a title, a short description, and a "Reserve now" button. A fifth card, "To Kafeneio", features a photo of a person playing a mandolin.

*Figure 1 : First page*

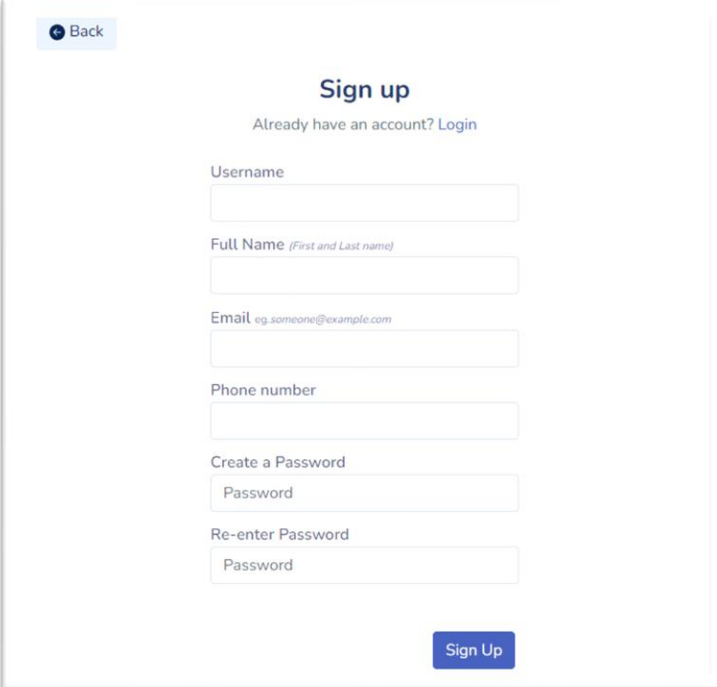
From this main screen, you can register in the system, log in to it, but also navigate looking for a restaurant business as a guest.

## 1.2 Account Features

### 1.2.1 Register

#### 1.2.1.1 Register Process

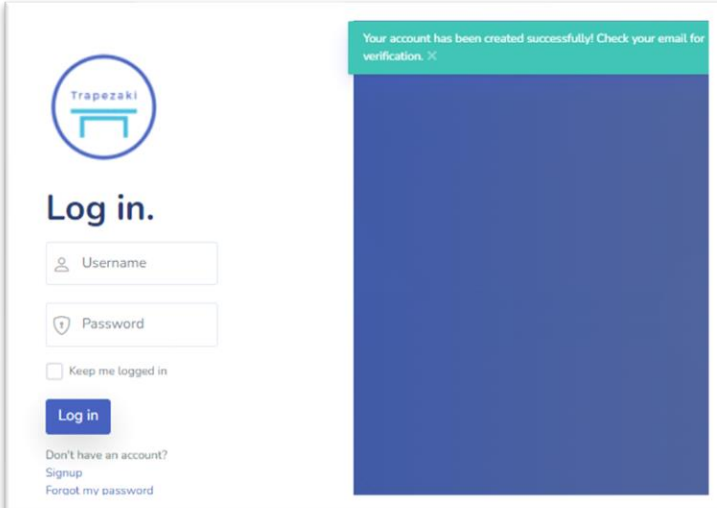
Selecting Sign Up from the Home screen will display the form below. All information is required. When you have entered the details, press the Sign Up button.



The image shows a 'Sign up' form with a blue 'Back' button at the top left. The title 'Sign up' is centered, with a link 'Already have an account? Login' below it. The form contains several input fields: 'Username', 'Full Name (First and Last name)', 'Email eg. someone@example.com', 'Phone number', 'Create a Password' (with a 'Password' placeholder), and 'Re-enter Password' (with a 'Password' placeholder). A blue 'Sign Up' button is at the bottom right.

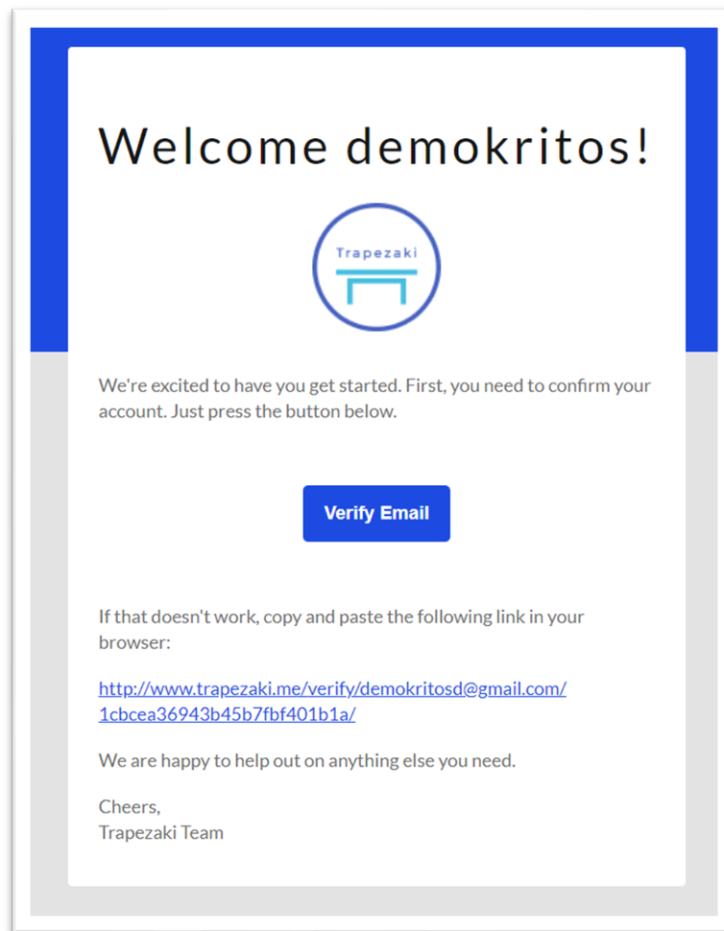
*Figure 2: Register Form*

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.



The image shows a 'Log in.' page with the Trapezaki logo at the top left. It has input fields for 'Username' and 'Password', a 'Keep me logged in' checkbox, and a blue 'Log in' button. Below the button are links for 'Don't have an account? Signup' and 'Forgot my password'. On the right, a large blue area contains a green banner at the top that reads: 'Your account has been created successfully! Check your email for verification. %'.

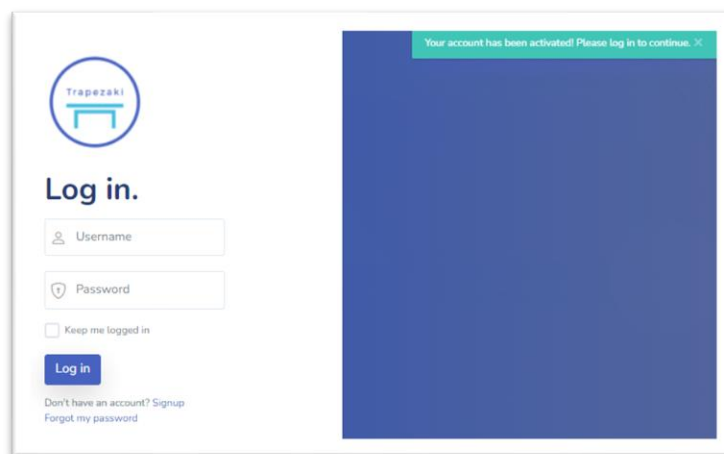
*Figure 3: Successful Register message confirmation*



*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.

The form is titled "Sign up" with a link "Already have an account? Login". It contains the following fields and errors:

- Username:** "kristia" (red border, error icon). Error message: "The username has already been taken."
- Full Name (First and Last name):** "Kristia MAVROU"
- Email (eg. someone@example.com):** "km00081@gmail.com" (red border, error icon). Error message: "The email has already been taken."
- Phone number:** "96400777"
- Create a Password:** "Password"
- Re-enter Password:** "Password"

A blue "Sign Up" button is at the bottom right.

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

The form is titled "Sign up" with a link "Already have an account? Login". It contains the following fields and errors:

- Username:** "tokalyteropaidi"
- Full Name (First and Last name):** "Giannis Ploutarxos"
- Email (eg. someone@example.com):** "sdfs" (blue border, error icon). Error message: "Please include an '@' in the email address. 'sdfs' is missing an '@'."
- Phone number:** "axkoritsi" (red border, error icon). Error message: "The phone must be between 8 and 13 digits."
- Create a Password:** "\*\*\*\*\*"
- Re-enter Password:** "\*\*\*\*\*"

A blue "Sign Up" button is at the bottom right.

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

The form is titled "Sign up" with a link "Already have an account? Login". It contains the following fields and errors:

- Username:** "tokalyteropaidi"
- Full Name (First and Last name):** "Giannis Ploutarxos"
- Email (eg. someone@example.com):** "giannisp@gmail.com"
- Phone number:** "99999999"
- Create a Password:** "Password"
- Re-enter Password:** "Password" (red border, error icon). Error message: "Passwords do not match."

A blue "Sign Up" button is at the bottom right.

Figure 8: Password and confirmation mismatch

The form is titled "Sign up" with a link "Already have an account? Login". It contains the following fields and errors:

- Username:** "tokalyteropaidi"
- Full Name (First and Last name):** "Giannis Ploutarxos"
- Email (eg. someone@example.com):** "giannis@" (blue border, error icon). Error message: "Please enter a part following '@'. 'giannis@' is incomplete."
- Phone number:** "9640077"
- Create a Password:** "\*\*\*\*\*" (red border, error icon). Error message: "The password must be at least 7 characters."
- Re-enter Password:** "\*\*\*\*\*"

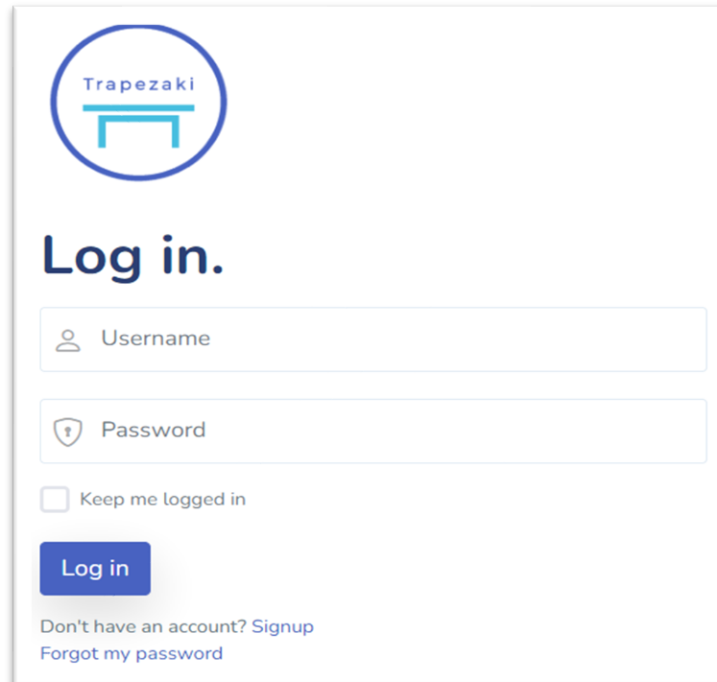
A blue "Sign Up" button is at the bottom right.

Figure 9: Password length less than 7 characters

## 1.2.2 Login

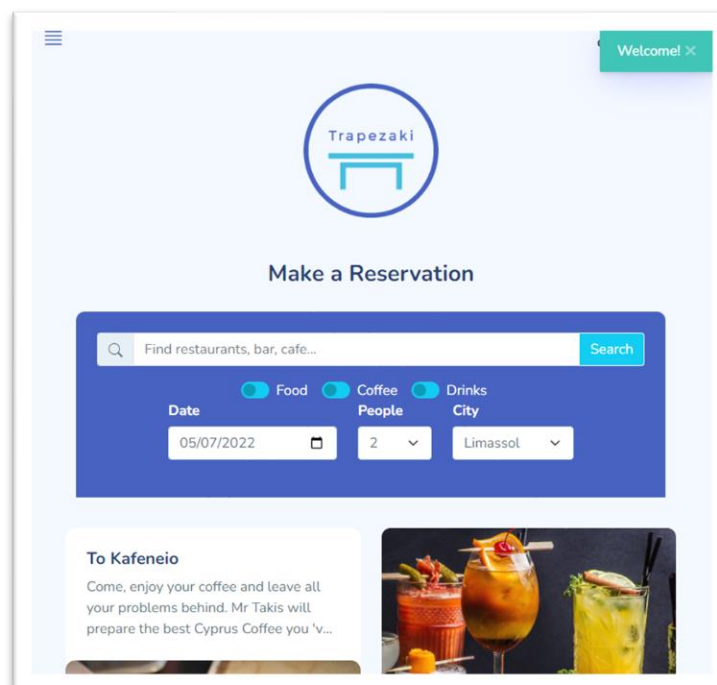
### 1.2.2.1 Login Process

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.



The login page for Trapezaki features a circular logo at the top left with the name 'Trapezaki' and a stylized table icon. Below the logo, the text 'Log in.' is displayed in a large, bold font. The form includes two input fields: 'Username' with a person icon and 'Password' with a shield icon. A checkbox labeled 'Keep me logged in' is positioned below the password field. A blue 'Log in' button is located at the bottom left of the form. At the bottom of the page, there are two links: 'Don't have an account? Signup' and 'Forgot my password'.

Figure 10: Login Page

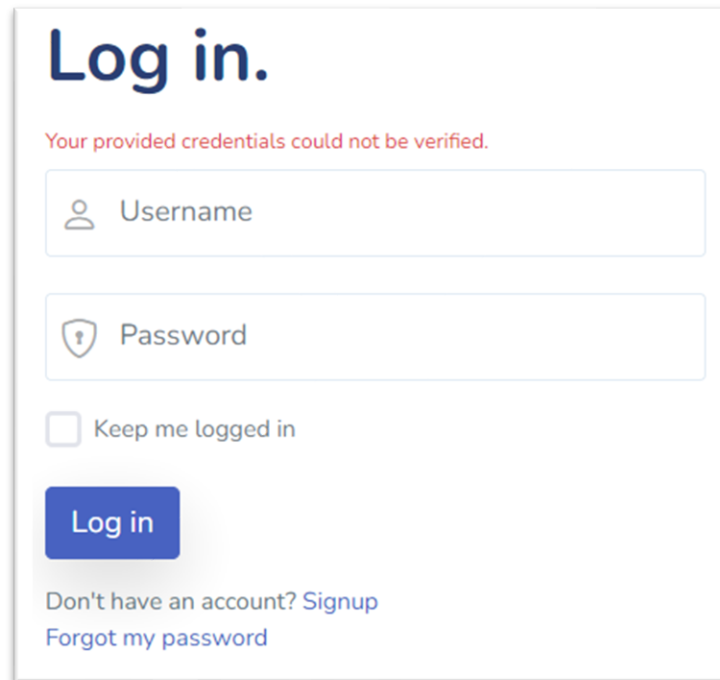


The first page of the Trapezaki application is a 'Welcome!' screen. It features a circular logo at the top center with the name 'Trapezaki' and a stylized table icon. Below the logo, the text 'Make a Reservation' is displayed. A search bar with the placeholder text 'Find restaurants, bar, cafe...' and a 'Search' button is located below the text. Below the search bar, there are three toggle switches for 'Food', 'Coffee', and 'Drinks', all of which are currently turned on. Below the toggle switches, there are three input fields: 'Date' with the value '05/07/2022', 'People' with the value '2', and 'City' with the value 'Limassol'. At the bottom of the page, there is a section titled 'To Kafeneio' with a description: 'Come, enjoy your coffee and leave all your problems behind. Mr Takis will prepare the best Cyprus Coffee you 'v...'. To the right of the text is a photograph of three glasses of coffee.

Figure 11: First page - Welcome!

### 1.2.2.2 Possible Login Errors

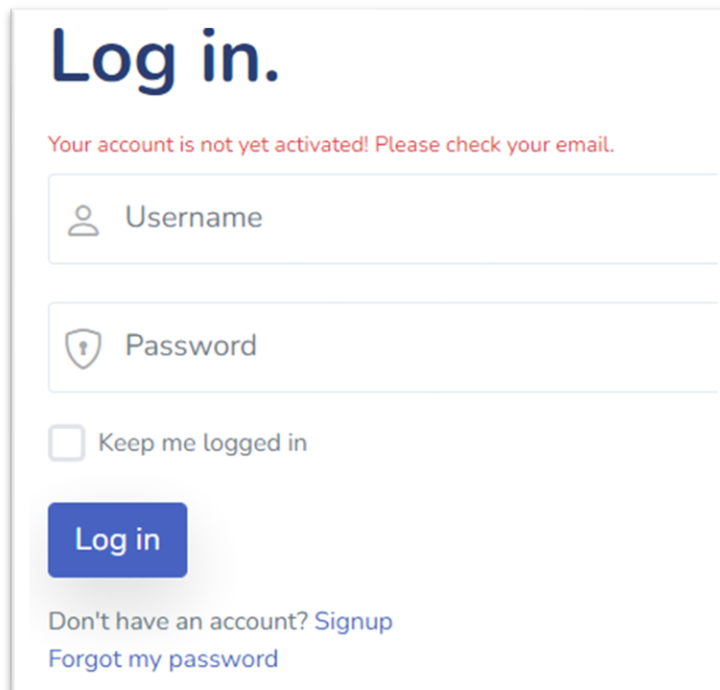
- Wrong credentials. Please try again or choose the Forgot my password option.



The login form has a title "Log in." in large blue font. Below it is a red error message: "Your provided credentials could not be verified." There are two input fields: "Username" with a person icon and "Password" with a shield icon. Below these is a checkbox labeled "Keep me logged in". A blue "Log in" button is positioned below the checkbox. At the bottom, there are two links: "Don't have an account? Signup" and "Forgot my password".

*Figure 12: Wrong credentials*

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

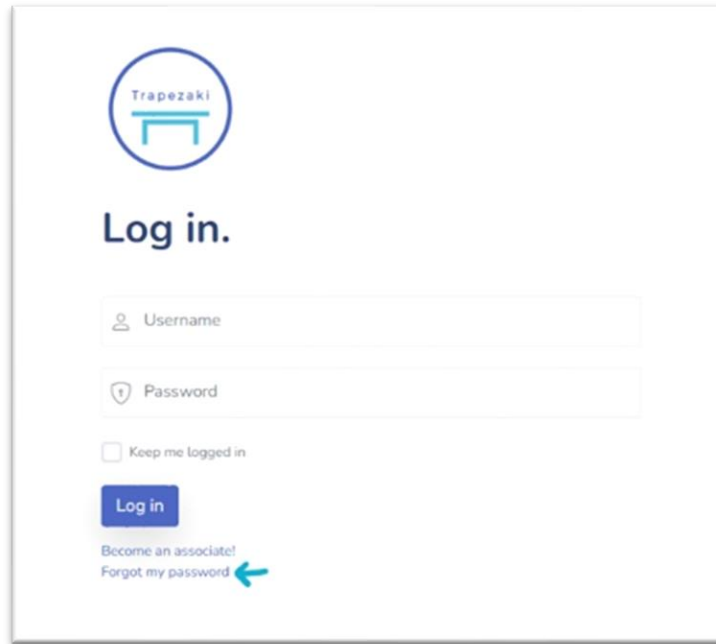


The login form has a title "Log in." in large blue font. Below it is a red error message: "Your account is not yet activated! Please check your email." There are two input fields: "Username" with a person icon and "Password" with a shield icon. Below these is a checkbox labeled "Keep me logged in". A blue "Log in" button is positioned below the checkbox. At the bottom, there are two links: "Don't have an account? Signup" and "Forgot my password".

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

## 1.2.3 Password recovery

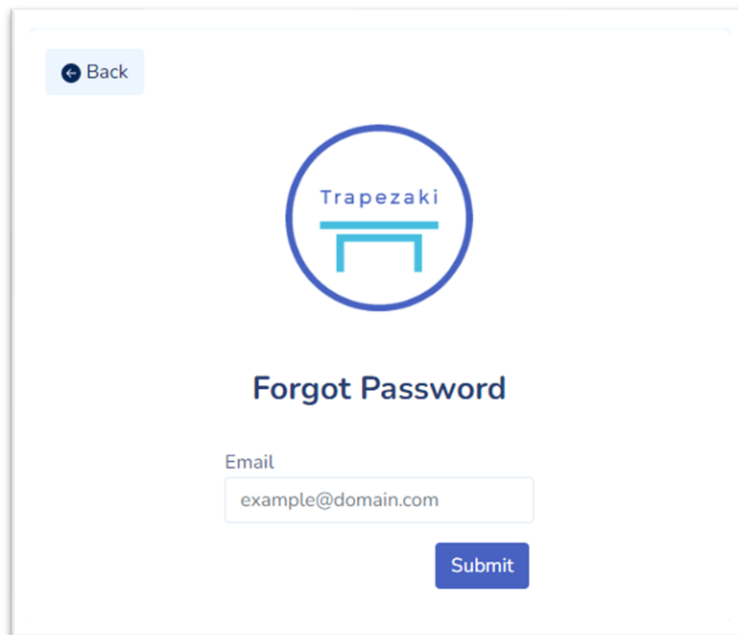
### 1.2.3.1 Password recovery process



The image shows the Trapezaki login interface. At the top is the Trapezaki logo, a blue circle containing a stylized table icon. Below the logo is the text "Log in." in a bold, dark blue font. There are two input fields: "Username" with a person icon and "Password" with a shield icon. Below these fields is a checkbox labeled "Keep me logged in". A blue "Log in" button is positioned below the checkbox. At the bottom, there is a link "Become an associate!" and a link "Forgot my password" with a blue arrow pointing left.

*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.



The image shows the "Forgot Password" window. At the top left is a "Back" button with a left arrow. In the center is the Trapezaki logo. Below the logo is the text "Forgot Password" in a bold, dark blue font. There is an "Email" input field with the placeholder text "example@domain.com". Below the input field is a blue "Submit" button.

*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.

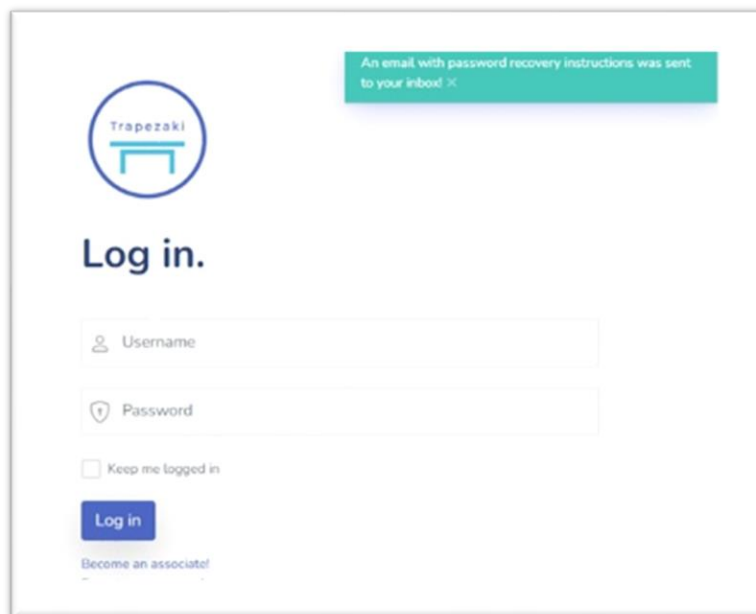


Figure 16: Password recovery email sent successful message

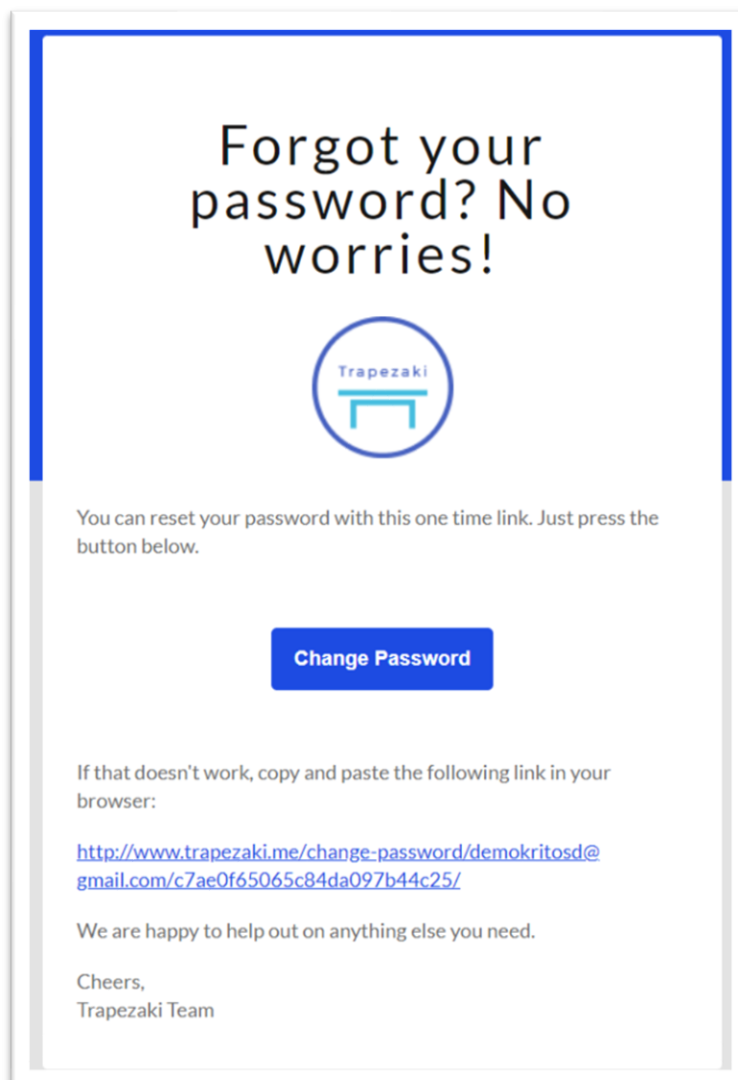
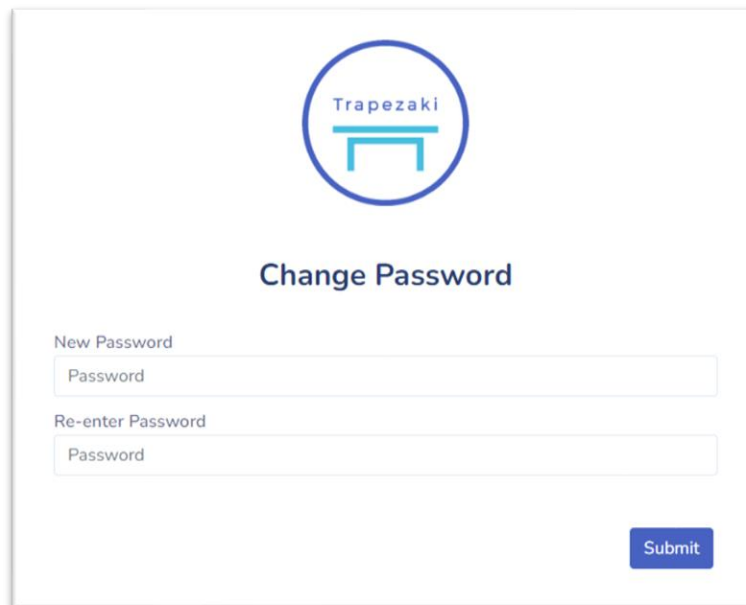


Figure 17: Password change email link

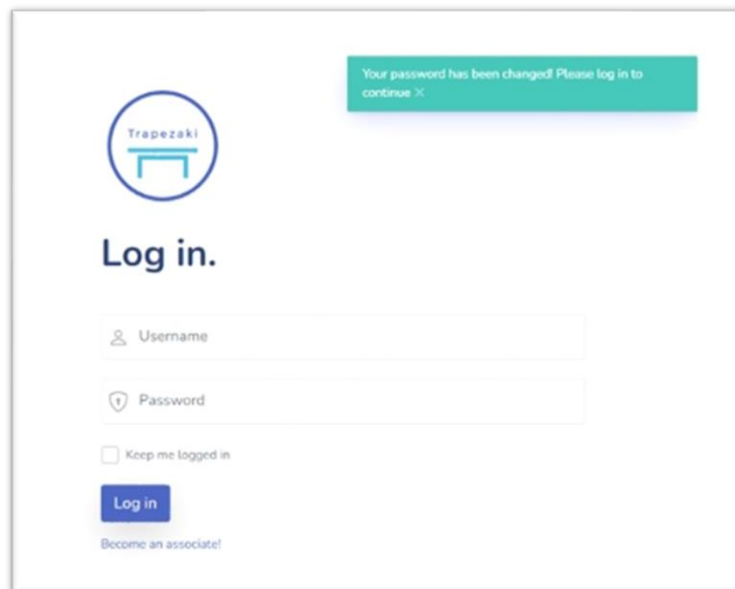
After going to your email, please select the Change Password button, or the relevant reset link, below it and the system will redirect to the following password change page.



The image shows a web page for changing a password. At the top center is the Trapezaki logo, which consists of a blue circle containing a stylized blue table icon with the word "Trapezaki" above it. Below the logo is the heading "Change Password" in a bold, dark blue font. Underneath the heading are two input fields: the first is labeled "New Password" and the second is labeled "Re-enter Password". Both fields have a light gray border and the word "Password" is visible inside them. To the right of the second input field is a blue button with the word "Submit" in white text.

*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.

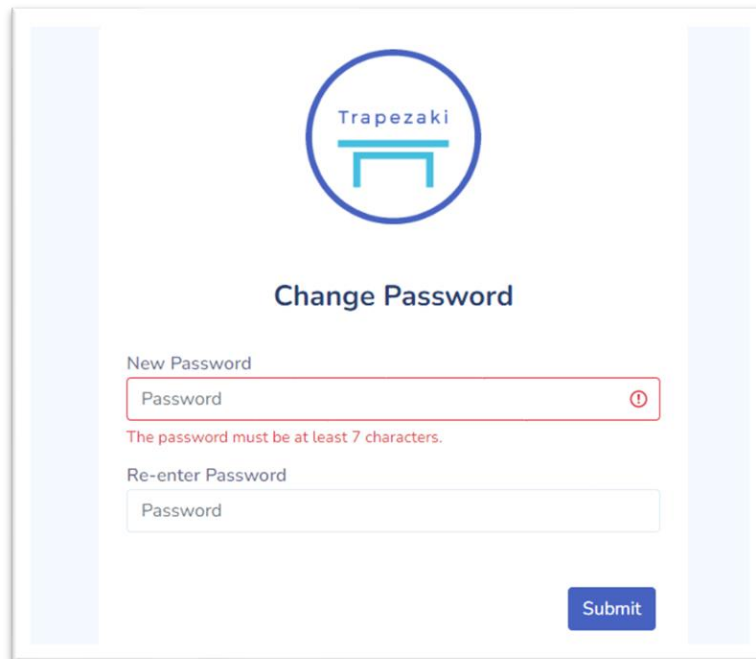


The image shows a web page for logging in. At the top center is the Trapezaki logo, which consists of a blue circle containing a stylized blue table icon with the word "Trapezaki" above it. Below the logo is the heading "Log in." in a bold, dark blue font. Underneath the heading are two input fields: the first is labeled "Username" and the second is labeled "Password". Both fields have a light gray border and the word "Password" is visible inside them. Below the second input field is a checkbox labeled "Keep me logged in". To the right of the checkbox is a blue button with the word "Log in" in white text. At the bottom left of the page is a link that says "Become an associate?". In the top right corner, there is a green notification box with the text "Your password has been changed! Please log in to continue X".

*Figure 19: Password successfully changed confirmation message*

### 1.2.3.2 Possible Password Change Errors

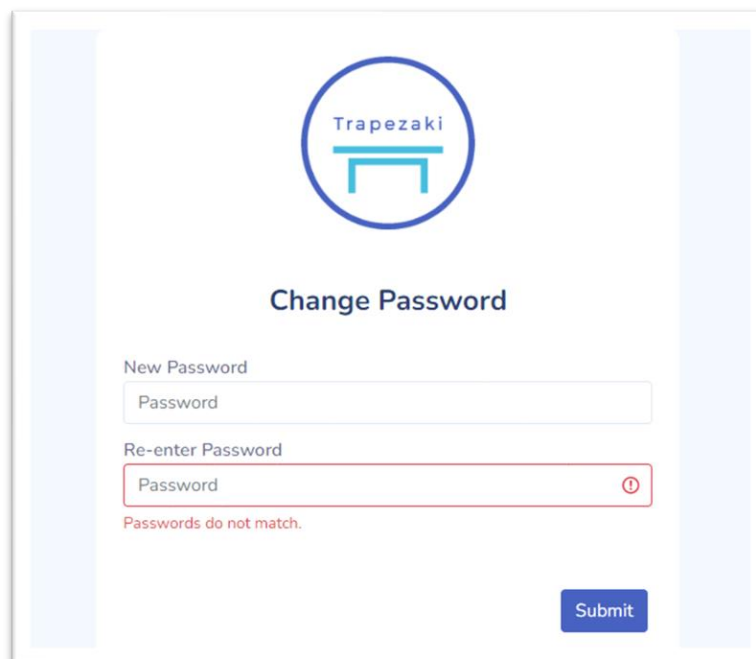
- When entering a new code shorter than 7 characters



The screenshot shows the Trapezaki logo at the top, followed by the title "Change Password". Below this are two input fields: "New Password" and "Re-enter Password". The "New Password" field contains the text "Password" and is highlighted with a red border and a red warning icon. Below it, a red error message states: "The password must be at least 7 characters." The "Re-enter Password" field also contains the text "Password". A blue "Submit" button is located at the bottom right of the form.

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

- Password and Password Confirmation mismatch



The screenshot shows the Trapezaki logo at the top, followed by the title "Change Password". Below this are two input fields: "New Password" and "Re-enter Password". The "New Password" field contains the text "Password". The "Re-enter Password" field also contains the text "Password" and is highlighted with a red border and a red warning icon. Below it, a red error message states: "Passwords do not match." A blue "Submit" button is located at the bottom right of the form.

*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.

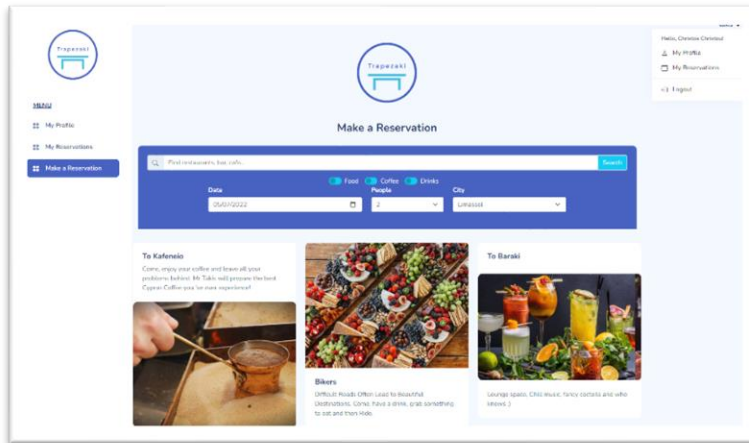


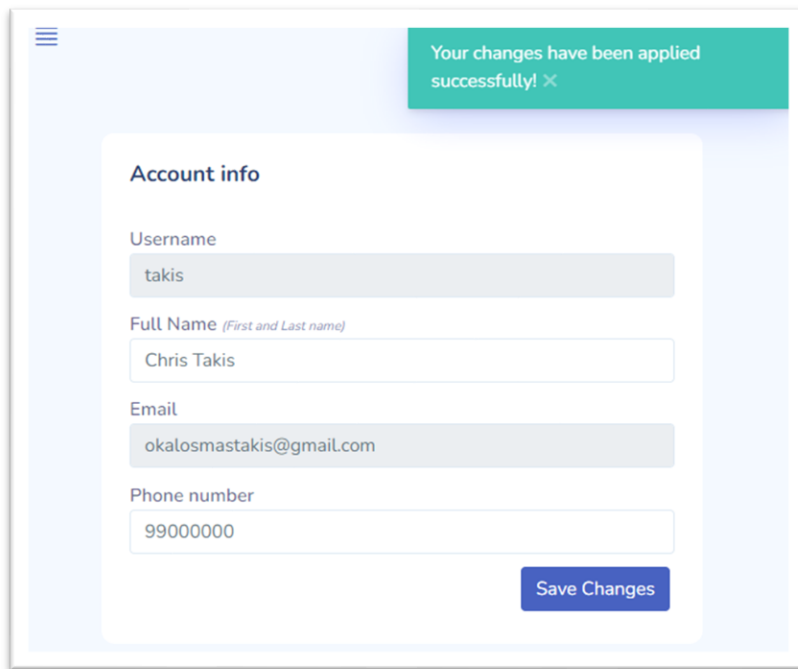
Figure 22: Side menu and navbar to access My Profile

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 of your choice in the relevant fields, then select the Save Changes button

A screenshot of the 'Account info' section of the Trapezaki.me user profile. The page has a light blue header with a hamburger menu icon, a 'Make a reservation' button, and a user profile icon labeled 'takis'. The 'Account info' section contains four input fields: 'Username' (takis), 'Full Name (First and Last name)' (Christos Christou), 'Email' (okalosmastakis@gmail.com), and 'Phone number' (99111111). A blue 'Save Changes' button is located at the bottom right of the form.

Figure 23: Trapezaki.me user profile information details



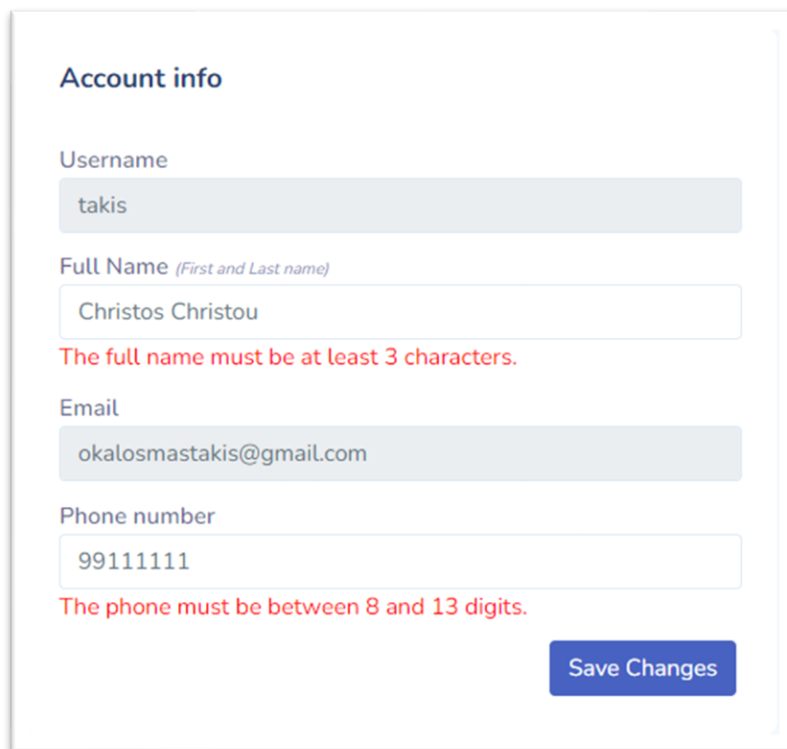


The screenshot shows a web interface for account management. At the top right, a green banner displays the message "Your changes have been applied successfully! ✕". Below this, the "Account info" section contains four input fields: "Username" with the value "takis", "Full Name (First and Last name)" with "Chris Takis", "Email" with "okalosmastakis@gmail.com", and "Phone number" with "99000000". A blue "Save Changes" button is positioned at the bottom right of the form.

*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.



The screenshot shows the "Account info" form with validation errors. The "Username" field contains "takis". The "Full Name (First and Last name)" field contains "Christos Christou", with a red error message below it: "The full name must be at least 3 characters." The "Email" field contains "okalosmastakis@gmail.com". The "Phone number" field contains "99111111", with a red error message below it: "The phone must be between 8 and 13 digits." A blue "Save Changes" button is at the bottom right.

*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.

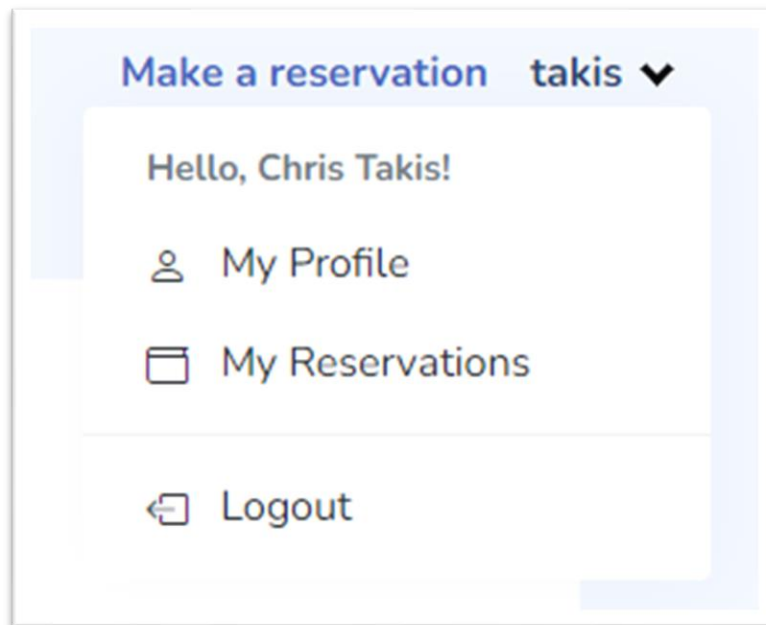


Figure 26: Top right nav bar menu

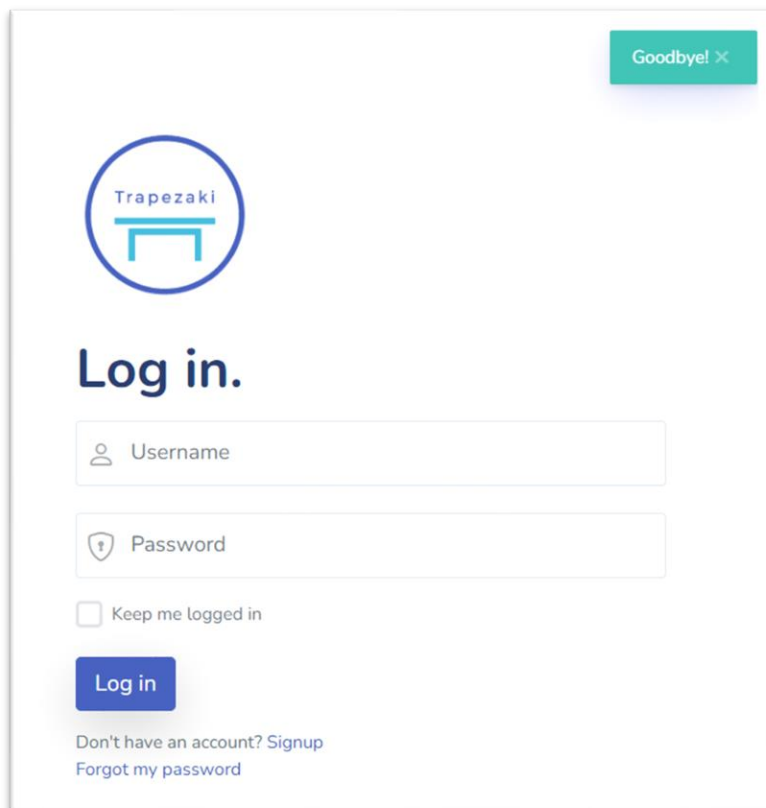


Figure 27: Redirect to Log in page and farewell message is displayed after logout.

### 1.3 Bussiness search to make a reservation

Type [www.trapezaki.me](http://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.

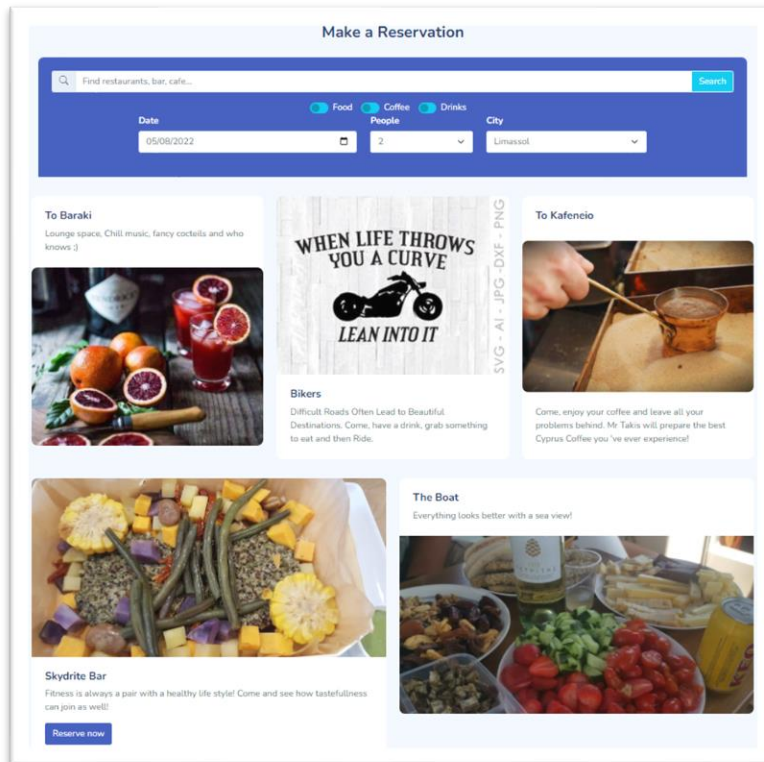


Figure 28: Businesses search window to make a reservation

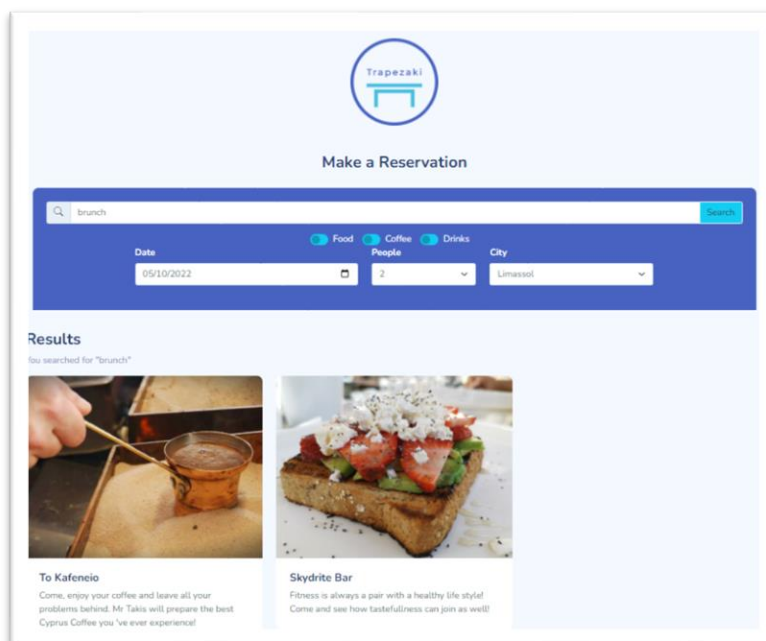


Figure 29: Search example using the tag brunch

## 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.

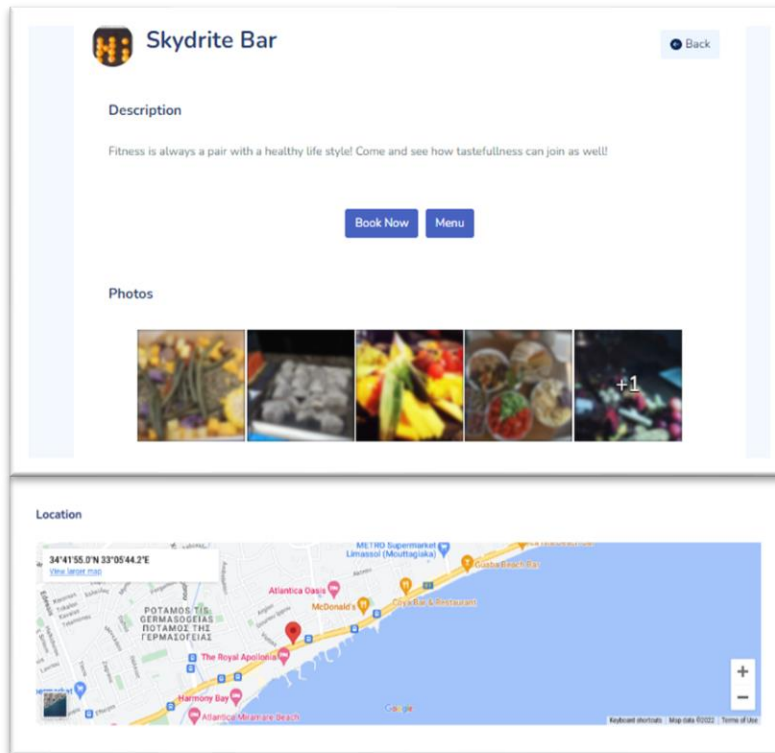


Figure 30: Chosen business profile

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

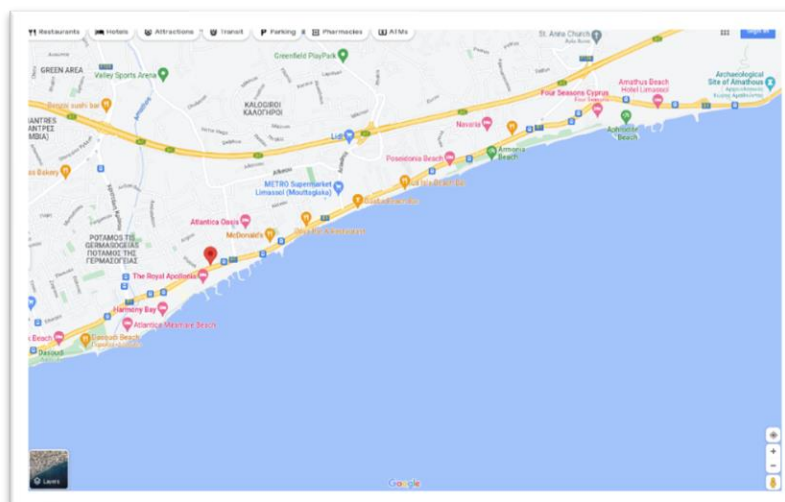


Figure 31: Chosen business map location

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

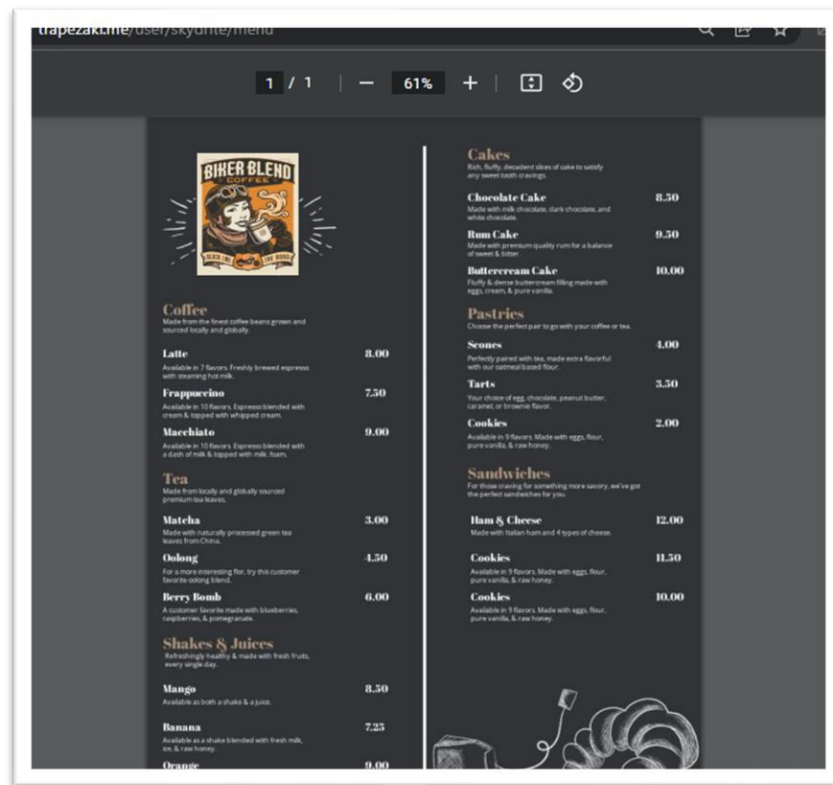


Figure 32: View menu

## 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.

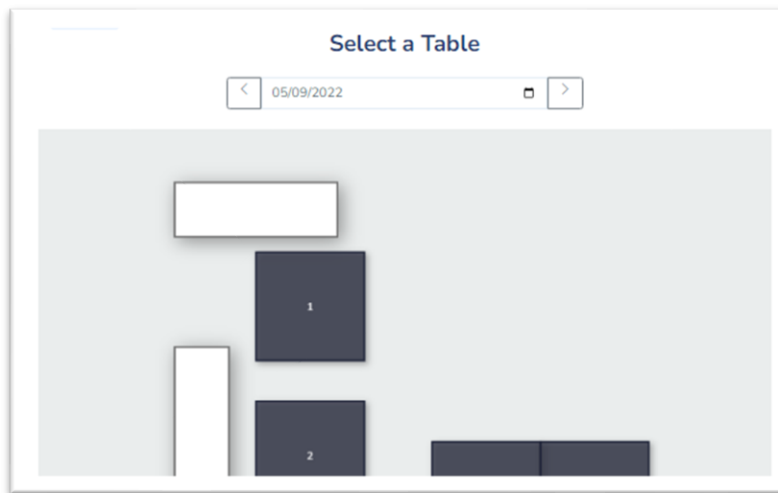


Figure 33: Select table page

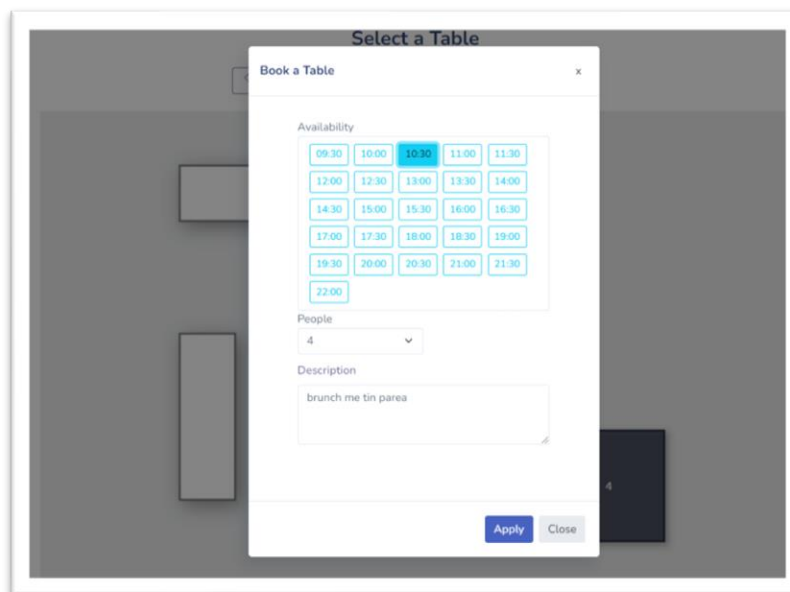


Figure 34: Reservation filled details example

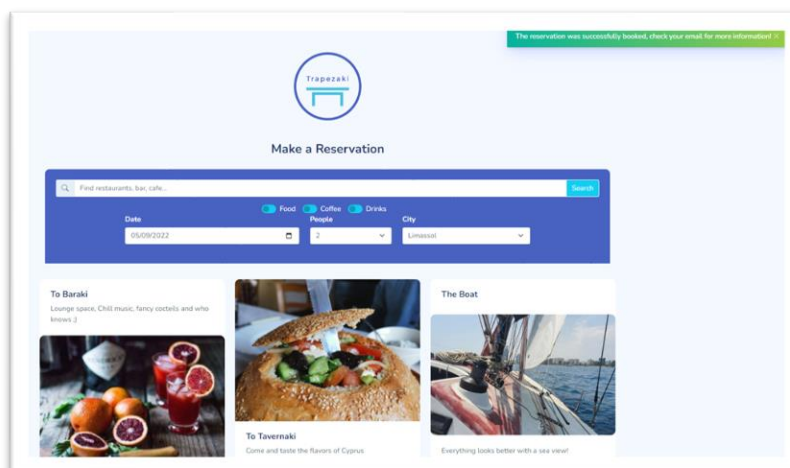


Figure 35: Successful Reservation confirmation message

### 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.

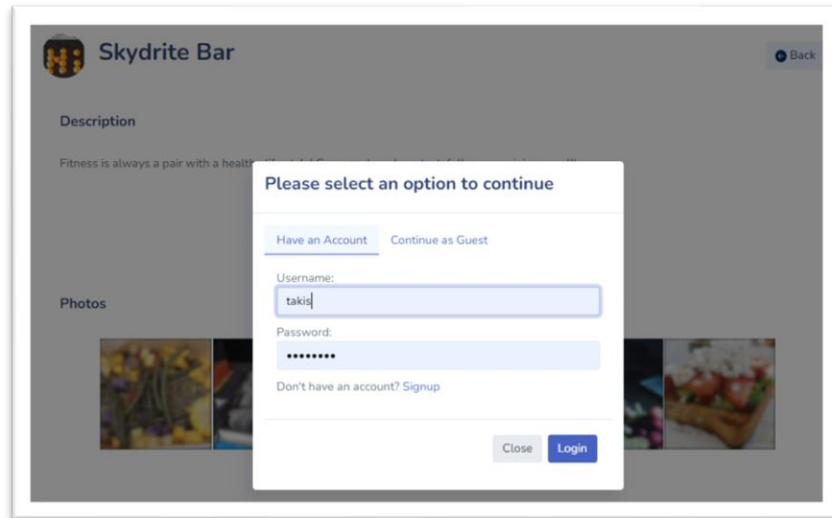
A screenshot of a web application interface for 'Skydrite Bar'. The background shows a business profile with a description, photos, and a 'Back' button. Overlaid on this is a modal dialog titled 'Please select an option to continue'. The dialog has two tabs: 'Have an Account' (selected) and 'Continue as Guest'. Under the 'Have an Account' tab, there are input fields for 'Username:' (containing 'takis') and 'Password:' (masked with dots). Below these is a link 'Don't have an account? Signup'. At the bottom of the dialog are 'Close' and 'Login' buttons.

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.

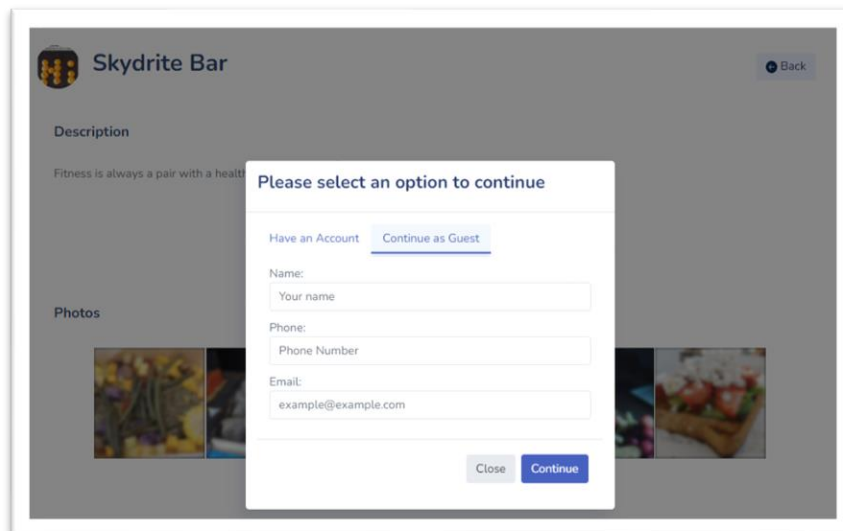
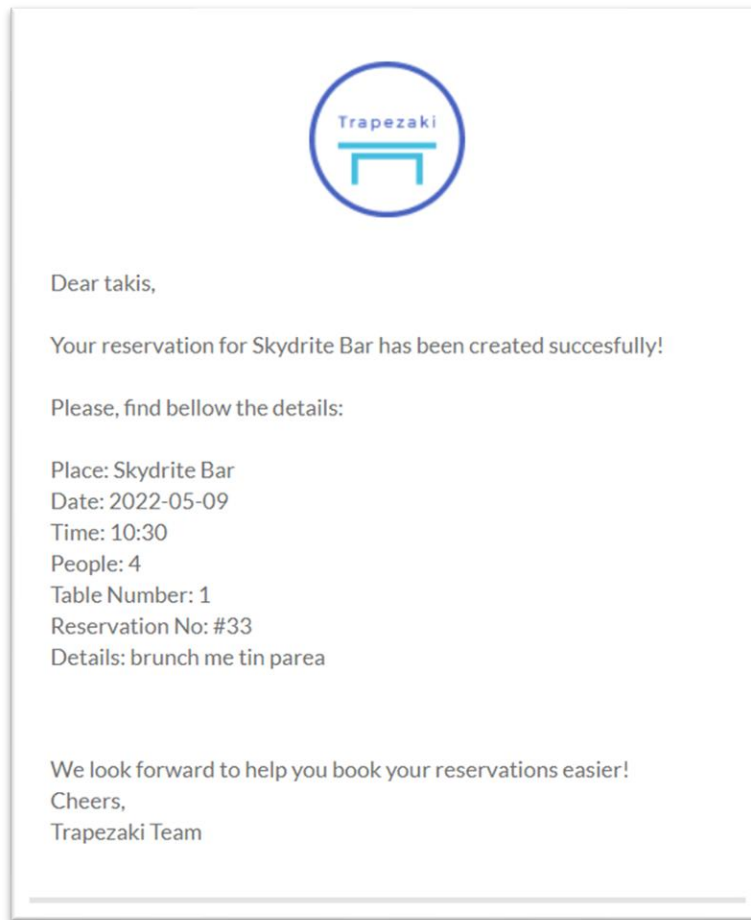
A screenshot of the same 'Skydrite Bar' business profile page. The modal dialog is now titled 'Please select an option to continue' and has two tabs: 'Have an Account' and 'Continue as Guest' (selected). Under the 'Continue as Guest' tab, there are input fields for 'Name:' (containing 'Your name'), 'Phone:' (containing 'Phone Number'), and 'Email:' (containing 'example@example.com'). At the bottom of the dialog are 'Close' and 'Continue' buttons.

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

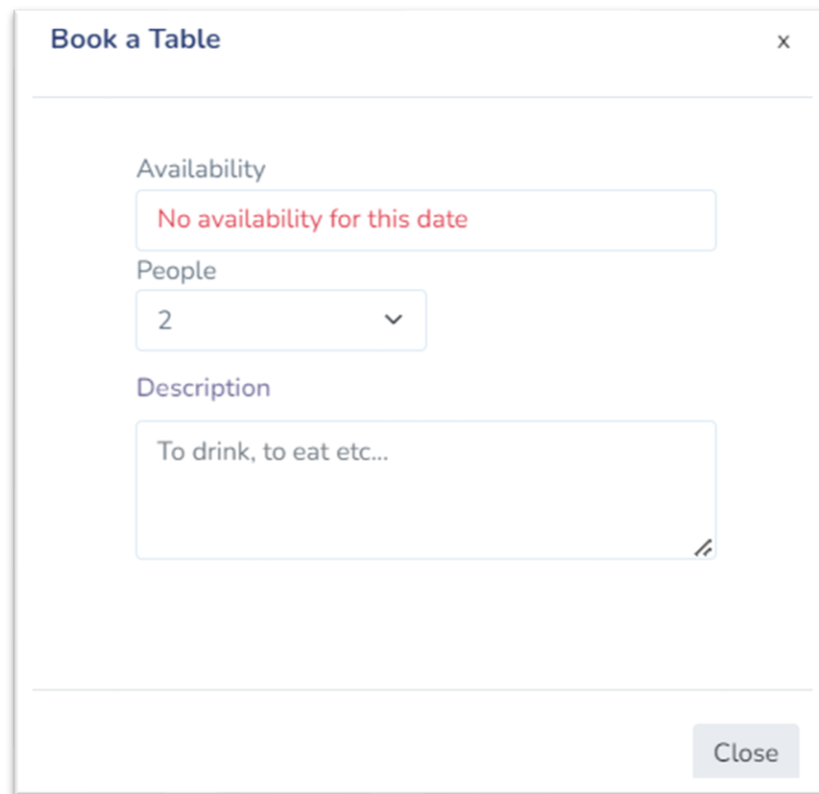


*Figure 38: Reservation email confirmation*



#### 1.5.4.1 Possible Reservation Process Errors

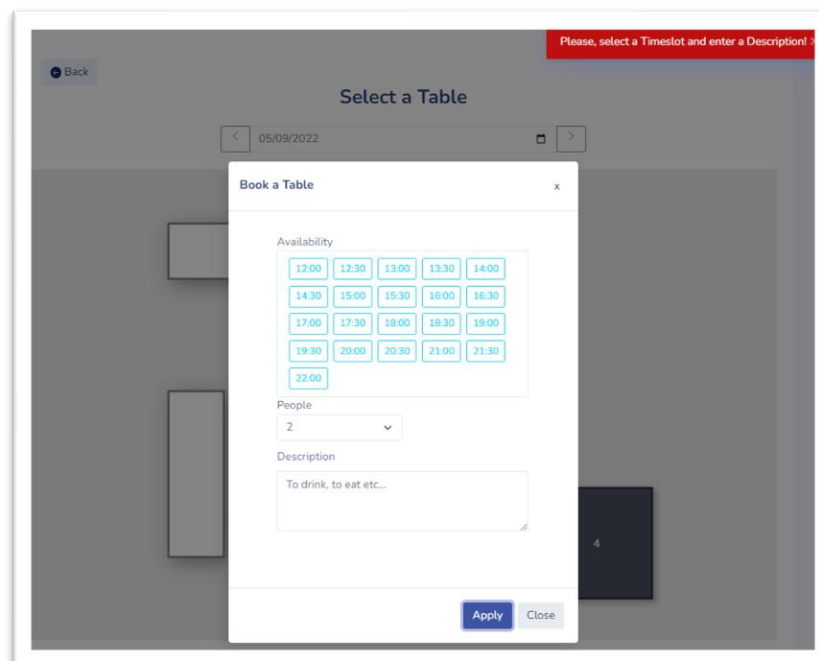
1. If there are no available timeslots, the following will appear, in which case you have the options to change the table, date or selected business:



The screenshot shows a modal window titled "Book a Table" with a close button (X) in the top right corner. The modal contains three sections: "Availability" with a red error message "No availability for this date", "People" with a dropdown menu set to "2", and "Description" with a text input field containing the placeholder "To drink, to eat etc...". A "Close" button is located at the bottom right of the modal.

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:



The screenshot shows a "Select a Table" page with a date selector set to "05/09/2022". A "Book a Table" modal is open in the foreground. The modal has a "Back" button in the top left and a close button (X) in the top right. It contains an "Availability" section with a grid of timeslots from 12:00 to 22:00. Below this is a "People" dropdown set to "2" and a "Description" text input field with the placeholder "To drink, to eat etc...". At the bottom of the modal are "Apply" and "Close" buttons. A red error message "Please, select a Timeslot and enter a Description!" is visible at the top of the page.

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.

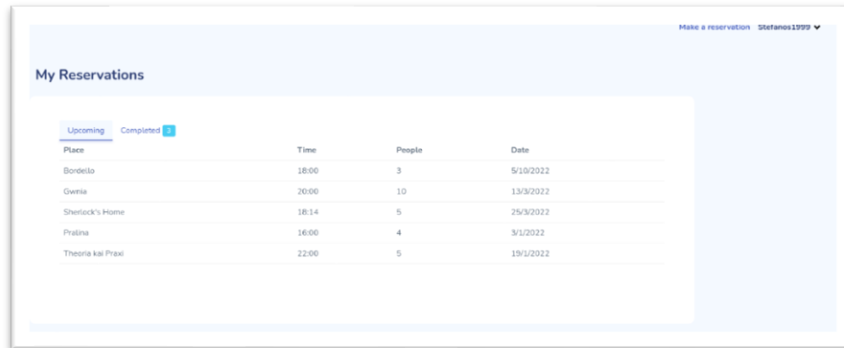


Figure 41: View old reservations

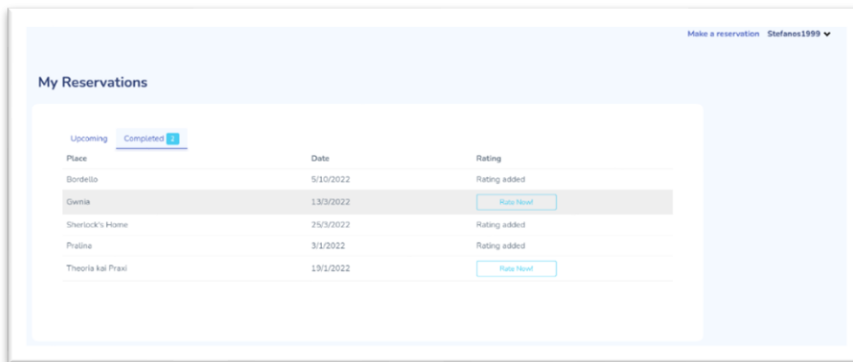


Figure 42: View upcoming reservations

### 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.

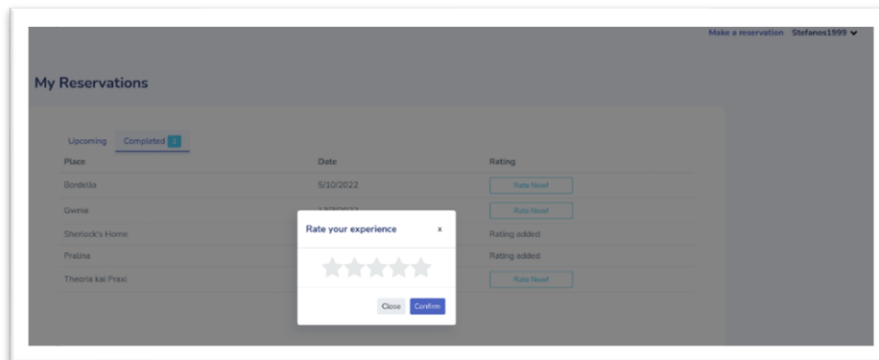


Figure 43: Rate your reservation

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

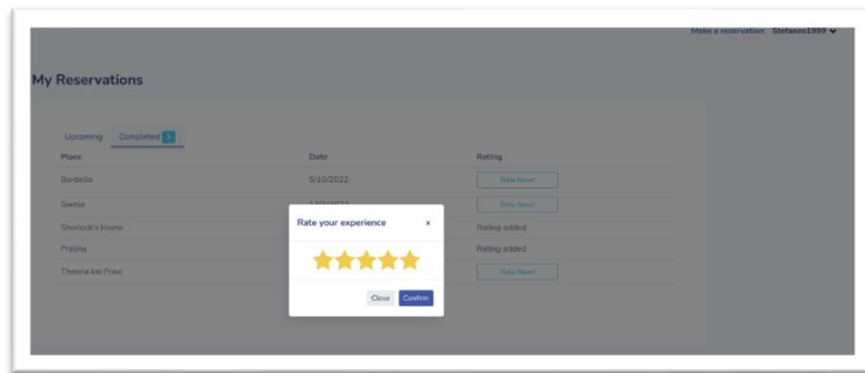


Figure 44: Reservation Rating example

### 1.6.3 Cancel a reservation

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

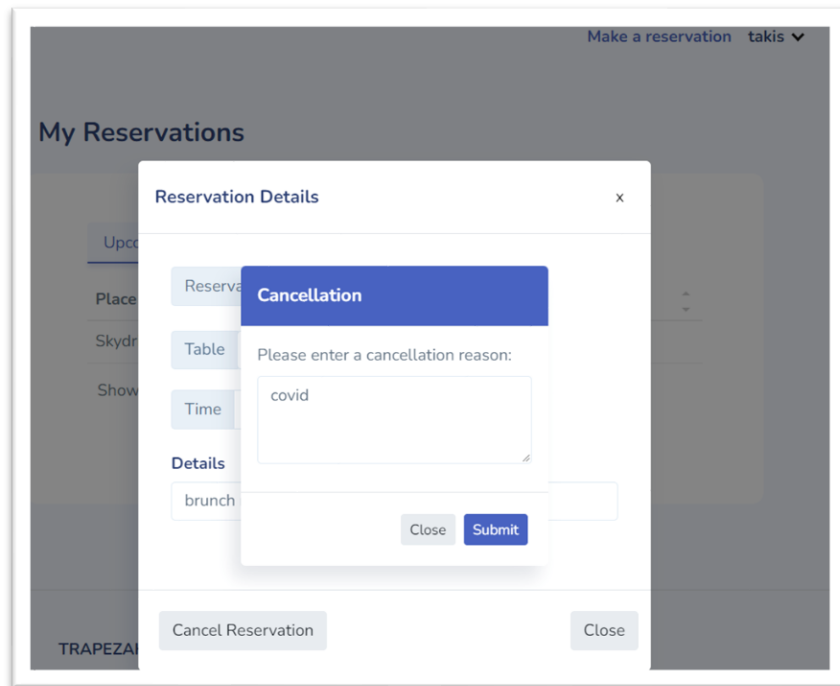


Figure 45: Reservation cancellation example

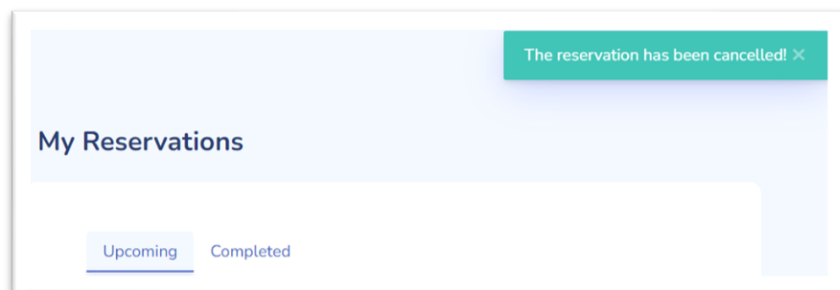
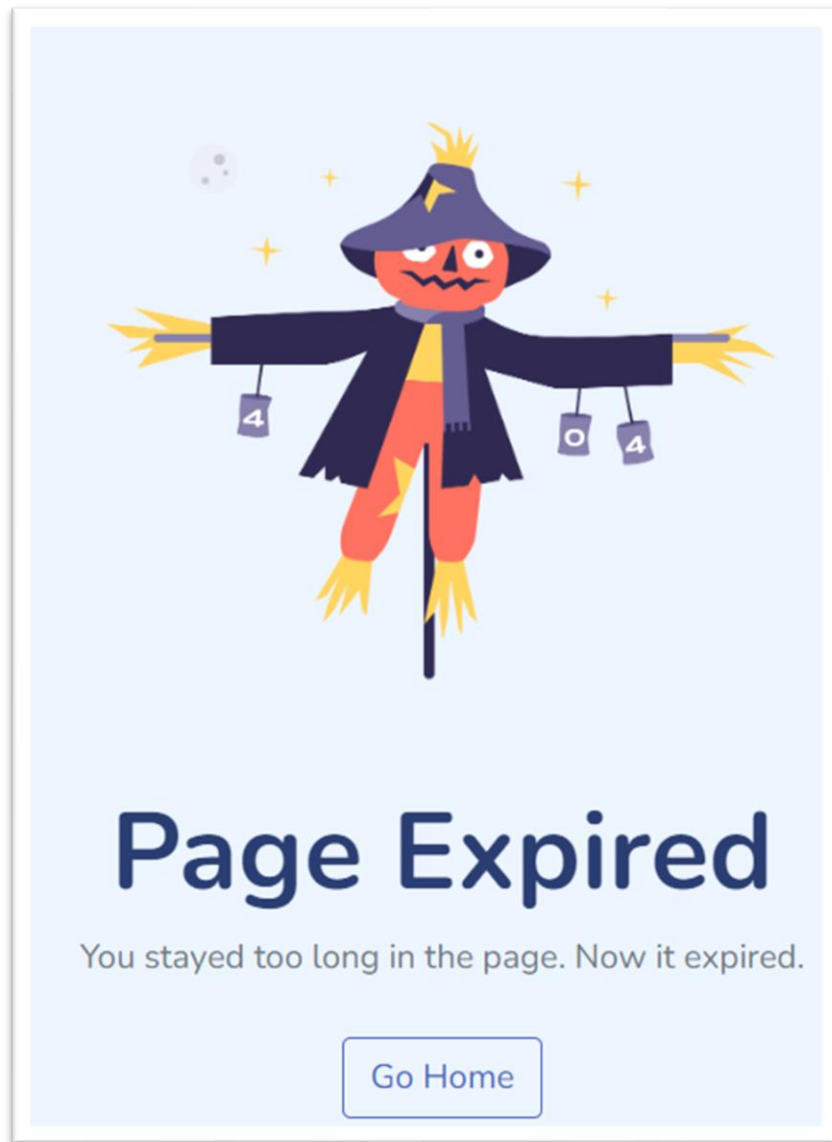


Figure 46: Reservation cancellation confirmation message

## 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*