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User Manual

1. Customer Use

This section details how to use the hotel reservation system as a customer.

1.1. Creating a Customer Account

Before accessing the reservation system, customers must create their own account. From the home page, click on “Create Customer Account” to begin. Enter your name, address, desired username, desired password, credit card number, credit card expiration date, and credit card CRC number (on the back of the card). Note that all information on the presented form must be supplied in order to create an account. Click “Go” to create your account.

1.2. Logging In

To login, enter your chosen username and password on the home page and click “Login”. If successful, you will be redirected to the Customer Home page.

1.3. Creating a Reservation

From the Customer Home page, select the option for “Create a Reservation” and click “Go”. On the new page, enter the start date (day of check in), end date (day of check out), desired view, and desired bed configuration. Note that dates should be entered in the format MM/DD/YYYY (05/08/2018 would represent May 8th, 2018). The system will inform you if a room cannot be found or redirect you to the Customer Home if a room is found and reserved. To view your new reservation, follow the instructions for “Viewing Your Reservations”.

1.4. Viewing Your Reservations

From the Customer Home page, select the option for “View My Reservations” and click “Go”. You will see a list of all your reservations, both past and future, ordered by the start date of the reservation.

1.5. Cancelling a Reservation

From the Customer Home page, select the option for “Cancel a Reservation” and click “Go”. On the new page, enter the ID of the reservation you wish to cancel. To find the ID of a reservation, follow the instructions for “Viewing Your Reservations” and record the

ID of the desired reservation. After entering the reservation ID, click “Go”. The system will inform you if the reservation could not be found or redirect you to Customer Home if the reservation is successfully cancelled.

2. Administrator Use

This section details how to use the hotel reservation system as an administrator.

2.1. Logging In

To login, enter the admin credentials on the home page and click “Login”. The admin credentials are:

Username: admin

Password: admin

If successful, you will be redirected to the Admin Home page.

2.2. Creating an Employee Account

From the Admin Home page, select the option for “Add Employee” and click “Go”. Enter the new employee’s full name, username, and password. Note that the chosen password must be at least 8 characters. Click “Go”, and you will be redirected home if successful.

2.3. Viewing Employees

From the Admin Home page, select the option for “Show All Employees” and click “Go”. A list of all employees will display, including each employee’s ID, name, and username, and password.

2.4. Deleting an Employee Account

From the Admin Home page, select the option for “Delete Employee” and click “Go”. On the new page, enter the ID of the employee you wish to delete. To find the ID of an employee, follow the instructions for “Viewing Employees” and record the ID of the desired employee. After entering the employee ID, click “Go”. The system will inform you if the employee could not be found or redirect you to AdminHome if the employee is successfully deleted.

2.5. Viewing Room Prices

From the Admin Home page, select the option for “View Room Prices” and click “Go”. Enter the date to view prices on in the format MM/DD/YYYY (05/08/2018 would represent May 8th, 2018). Click “Go”. A list of all room numbers and the price for that room on the entered date will display.

2.6. Changing a Single Room Price

From the Admin Home page, select the option for “Change Single Room Price” and click “Go”. Enter the room, start date of the new price, end date of the new price, and the new nightly rate for those dates. Note that the date range that is change is disclusive of the ending date. For example, if 05/06/2018 and 05/08/2018 are entered as the start and end dates, respectively, the new rate would be charged for stays on the nights of 05/06/2018 and 05/07/2018, but not on the night of 05/08/2018. Also note that dates should be entered in the format MM/DD/YYYY (05/08/2018 would represent May 8th, 2018). Any previously entered rates between the given date range for the chosen room will be replaced by the new rate. Click “Go”, and the system will redirect you to Admin Home if successful.

2.7. Changing All Room Prices

From the Admin Home page, select the option for “Change All Room Prices” and click “Go”. Enter the start date of the new price, end date of the new price, and the new nightly rate for those dates. Note that the date range that is change is disclusive of the ending date. For example, if 05/06/2018 and 05/08/2018 are entered as the start and end dates, respectively, the new rate would be charged for stays on the nights of 05/06/2018 and 05/07/2018, but not on the night of 05/08/2018. Also note that dates should be entered in the format MM/DD/YYYY (05/08/2018 would represent May 8th, 2018). Any previously entered rates between the given date range for all rooms will be replaced by the new rate. Click “Go”, and the system will redirect you to Admin Home if successful.

2.8. Changing Your Password

From the Admin Home page, select the option for “Change Password” and click “Go”. Enter your desired new password in both fields on the form. Note that both entries must match, and the chosen password must be at least 8 characters. Click “Go”, and you will be redirected back to the login screen if successful. You must now use your new password to login.

3. Employee Use

This section details how to use the hotel reservation system as a hotel employee.

3.1. Logging In

To login, enter an employee account's credentials on the home page and click "Login". One set of employee credentials that can be used to access the Employee Portal are:

Username: cbaxes

Password: password

If successful, you will be redirected to the Employee Home page.

3.2. Creating a Customer Account

From the home page, click on "Create New Customer" to begin. Enter the customer's name, address, desired username, desired password, credit card number, credit card expiration date, and credit card CRC number (on the back of the card). Note that all information on the presented form must be supplied in order to create a customer account. Click "Go" to create the account, and you will be redirected home if successful.

3.3. Viewing Customers

From the Employee Home page, select the option for "List All Customers" and click "Go". A list of all customers will display, including each customer's ID, name, address, and date of account creation.

3.4. Deleting a Customer Account

From the Employee Home page, select the option for "Delete Customer" and click "Go". On the new page, enter the ID of the customer you wish to delete. To find the ID of a customer, follow the instructions for "Viewing Customers" and record the ID of the desired customer. After entering the customer ID, click "Go". The system will inform you if the customer could not be found or redirect you to Employee Home if the customer is successfully deleted.

3.5. Viewing Room Prices

From the Employee Home page, select the option for "View Room Prices" and click "Go". Enter the date to view prices on in the format MM/DD/YYYY (05/08/2018 would represent May 8th, 2018). Click "Go". A list of all room numbers and the price for that room on the entered date will display.

3.6. Checking In a Customer

From the Employee Home page, select the option for “Check In Customer” and click “Go”. Enter the full name of the customer to check in and click “Go”. The customer’s room number and total price will be displayed if successful.

3.7. Checking Out a Customer

From the Employee Home page, select the option for “Check Out Customer” and click “Go”. Enter the full name of the customer and the current date and click “Go”. The customer’s total bill will be displayed if successful.

3.8. Finding a Reservation

From the home page, click on “Find Reservation” to begin. Enter the ID of the reservation to search for. If found, you will be redirected to a page containing that reservation’s information.

3.9. Creating a Reservation

From the Employee Home page, select the option for “Create Reservation” and click “Go”. On the new page, enter the customer ID, start date (day of check in), end date (day of check out), desired view, and desired bed configuration. Note that dates should be entered in the format MM/DD/YYYY (05/08/2018 would represent May 8th, 2018). To find the customer ID for the desired customer, follow the instructions for “Viewing Customers” and record the ID of the desired customer. The system will inform you if a room cannot be found or redirect you to the Employee Home if a room is found and reserved. To view your new reservation, follow the instructions for “Finding a Reservation”.

3.10. Adding Charges to a Customer

From the home page, click on “Add Charges to Customer” to begin. Enter the customer’s full name, amount to charge (in dollars), and the date of the bill. Note that the amount must be entered as currency. For example, a 50 dollar charge should be entered as \$50.00. Also note that the customer to charge must be currently staying at the hotel (meaning they have checked in for a reservation and have not checked out yet). If successful, the page will indicate that the customer has been charged after clicking “Add Charges”.

3.11. Cancelling a Reservation

From the Employee Home page, select the option for “Cancel Reservation” and click “Go”. On the new page, enter the ID of the reservation you wish to cancel. To find the ID

of a reservation, follow the instructions for “Finding a Reservation” and record the ID of the desired reservation. After entering the reservation ID, click “Go”. The system will inform you if the reservation could not be found or redirect you to Employee Home if the reservation is successfully cancelled.

3.12. Changing your Password

From the Employee Home page, select the option for “Change Password” and click “Go”. Enter your desired new password in both fields on the form. Note that both entries must match, and the chosen password must be at least 8 characters. Click “Go”, and you will be redirected back to the login screen if successful. You must now use your new password to login.

3.13. Finding a Customer

From the home page, click on “Find Customer” to begin. Enter the ID of the customer to look up. You will be redirected to a page displaying the customer’s information if found.

3.14. Viewing All Reservations

From the Employee Home page, select the option for “List All Reservations” and click “Go”. A list of all reservations will display including the reservation ID, customer ID, start date, end date, room number, total price, and date of actual check in and check out, if the customer has already checked in or checked out.