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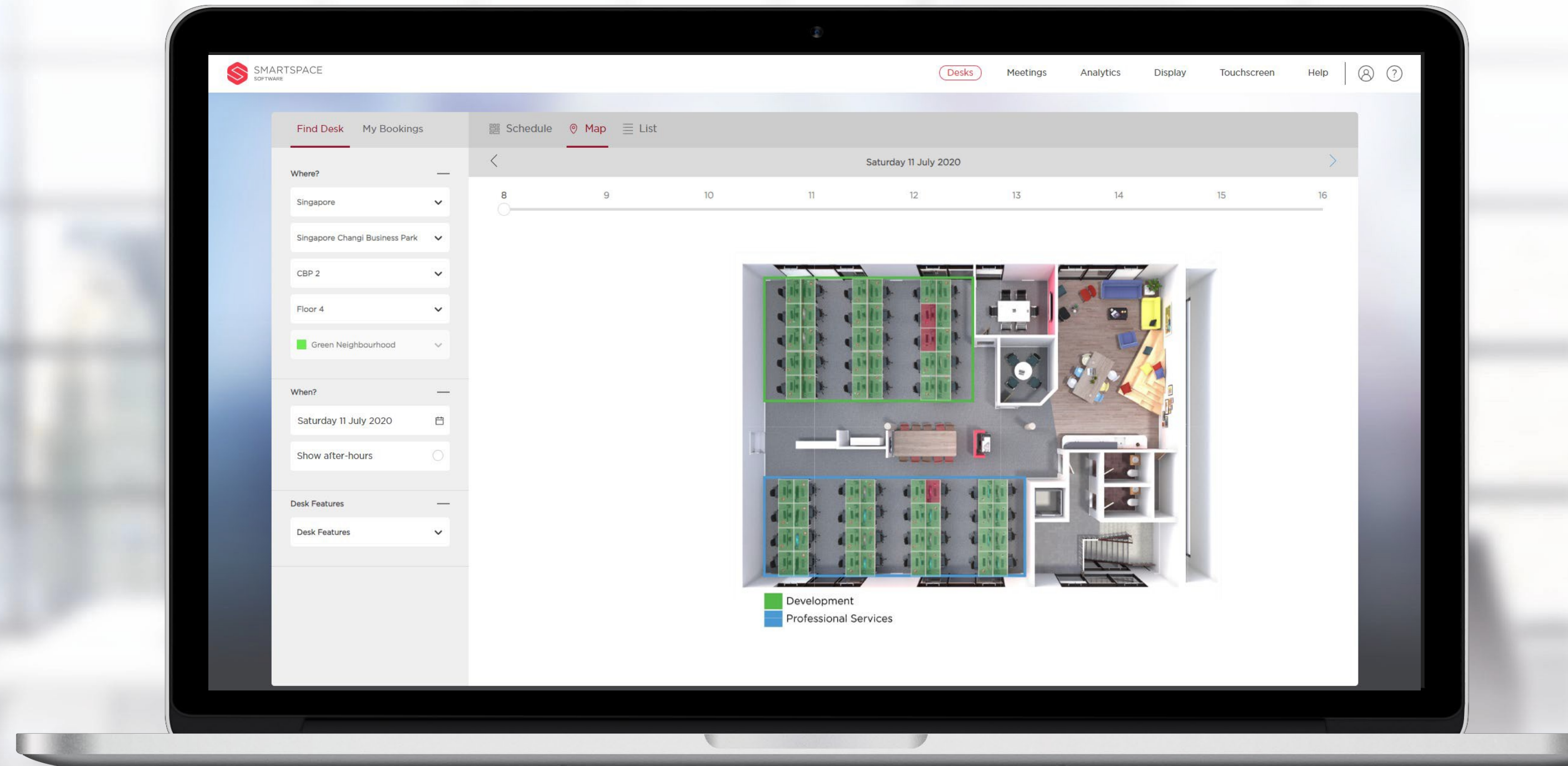
Desks
User Guide

Online Desk Booking

Introduction

Getting started with

SmartSpace Desk Booking

This User Guide will outline the functionality of the online desk booking platform. The platform allows you to easily reserve, cancel and manage desk bookings throughout your estate.

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Left Hand Panel allows you to filter and search to 'Find Desk' and find 'All/My Bookings'.

Three different views provide different functionality to aid ease of booking

Today's Date and Timeline

Profile & Help Icon

Overview

Desks, provides a simple and user-friendly interface. The screen is split into two, with the smaller search panel on the left and the larger display panel to the right.

Use the blue arrows around the date to scroll forward and backwards through the calendar.

To show more desks click the 'Show More Desks' link at the bottom of the display screen.
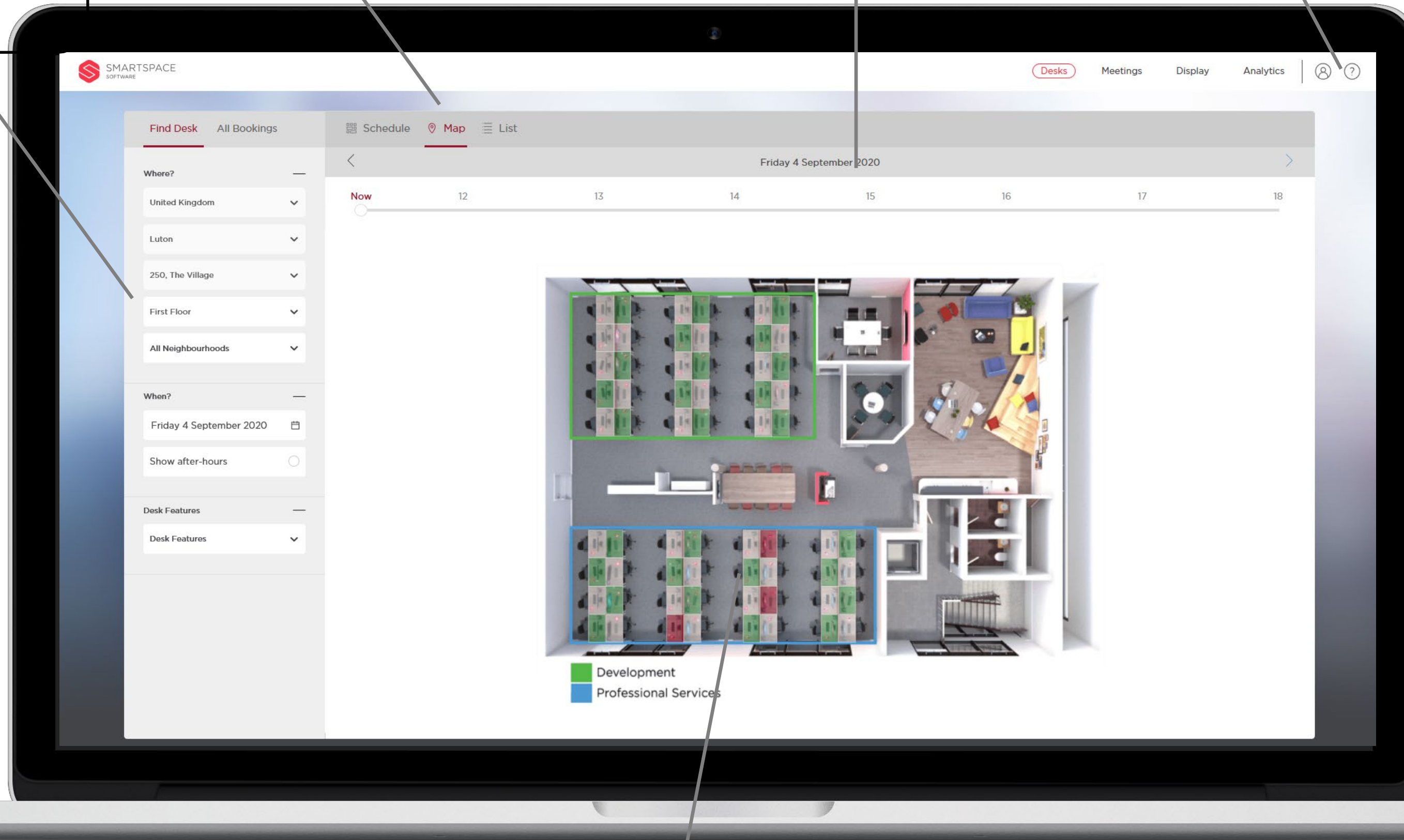
Main display panel – Schedule, Map and List view, each display interactive ways for you to view and select a desk

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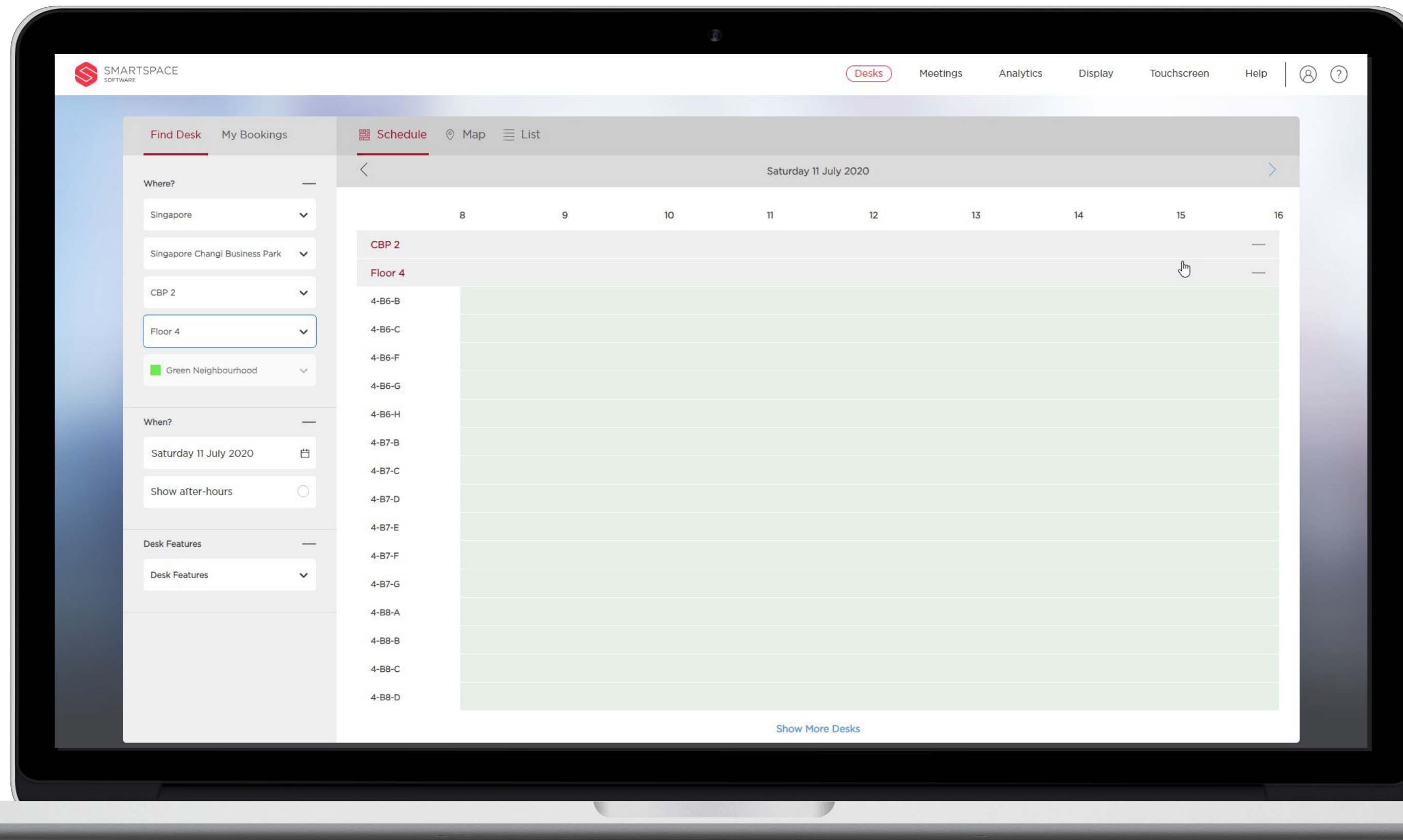
Configurations

Some aspects of the desk booking system are configurable on an organisation wide basis:

- **Booking window** – restrict booking of desks to a certain number of days in advance.
- **Neighbourhood restrictions** – Neighbourhoods are a great way of designating spaces for teams or departments. Neighbourhoods can be restricted to only allow users from certain departments to book.

You will be advised of these restrictions and how they apply to your organisation.
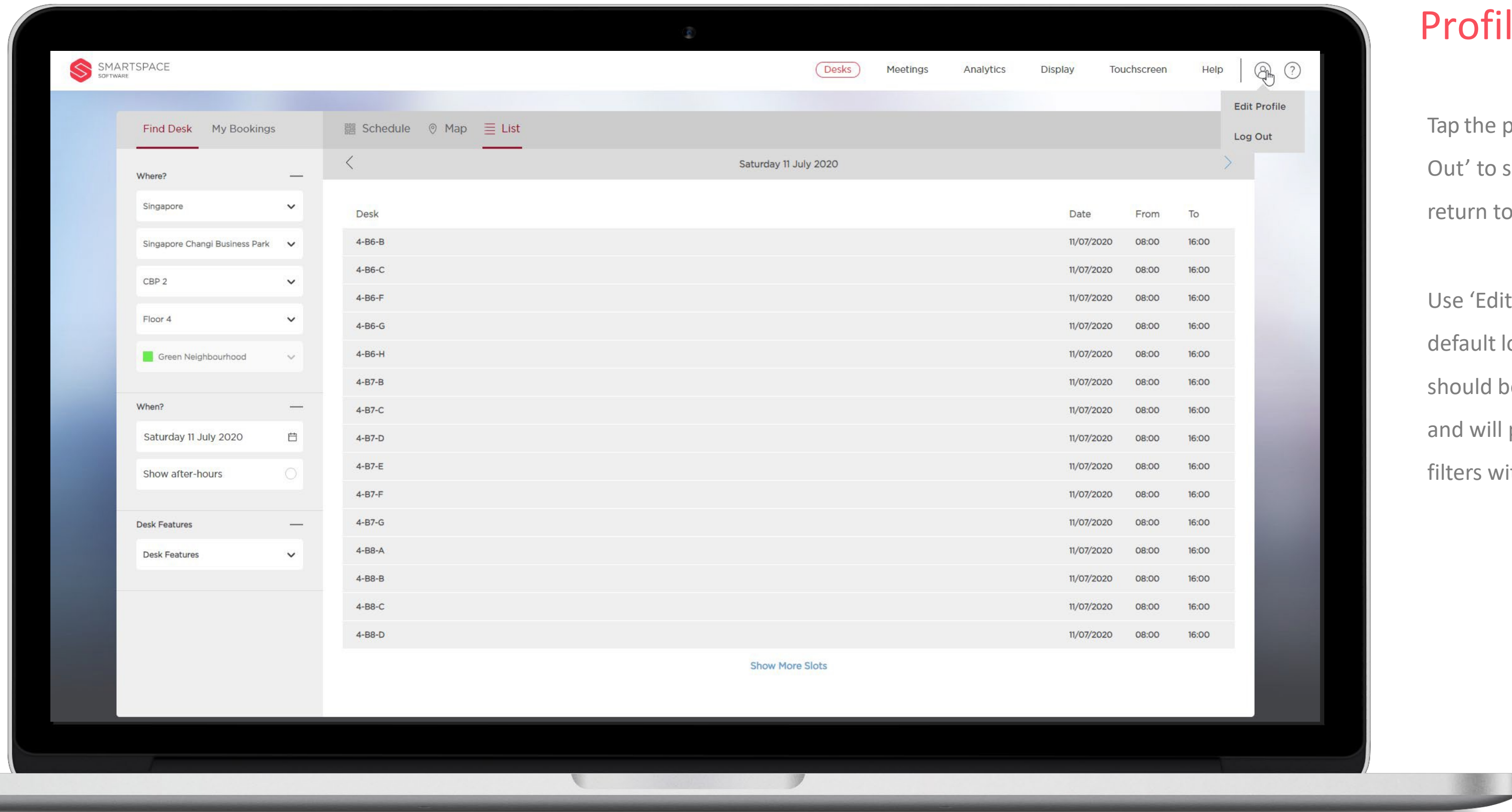
Configurations

You can assign some users Concierge permissions. This enables them to book desks for colleagues or visitors.

On the left side panel they will see 'Find Desks' and 'All Bookings'.

All Bookings enables them to access all bookings made by concierge users as well as their own bookings.
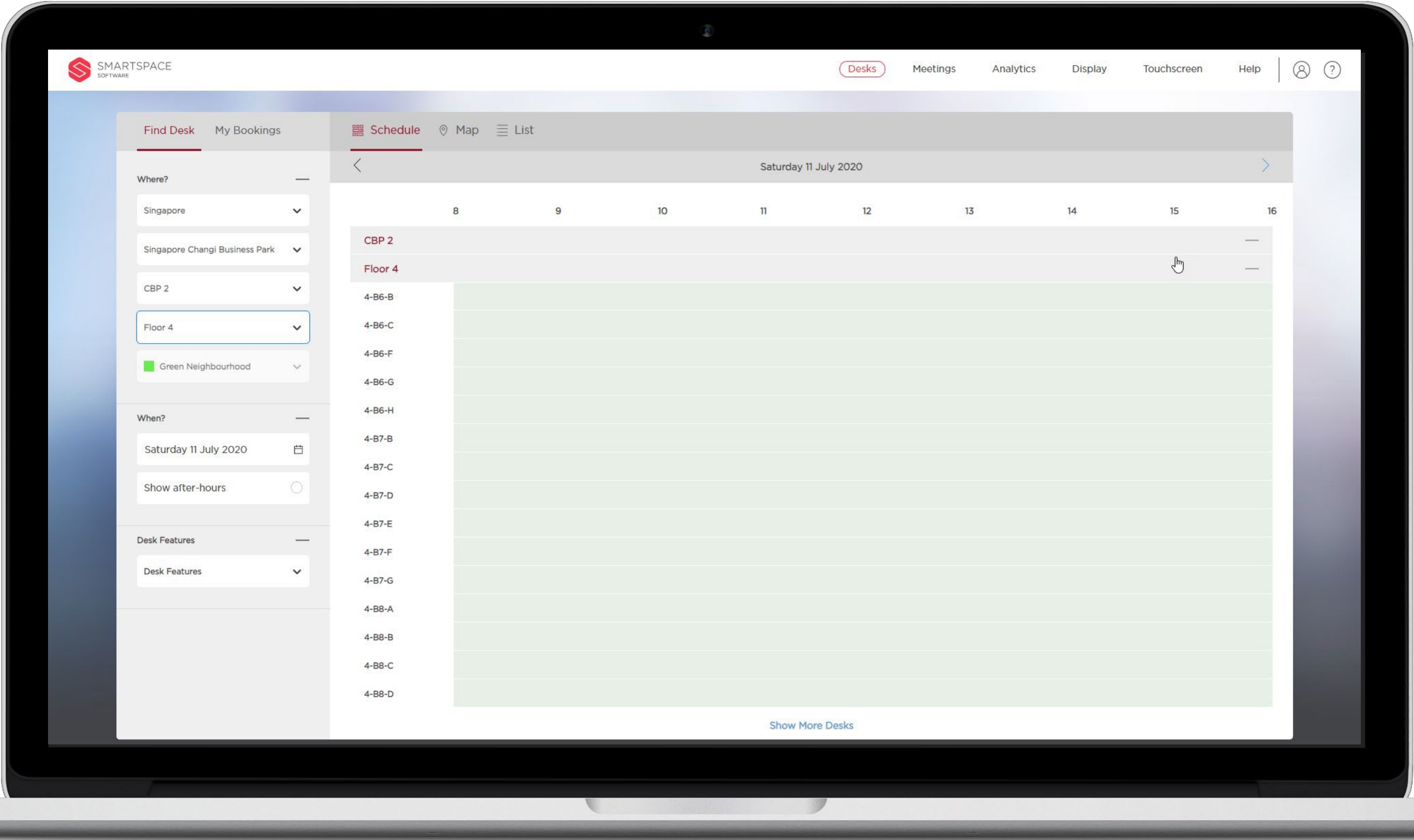
Profile

Tap the profile icon and then 'Log Out' to securely exit the system and return to the Log In page.

Use 'Edit Profile' to change your default location information. This should be your usual place of work and will prepopulate your search filters with this location detail.
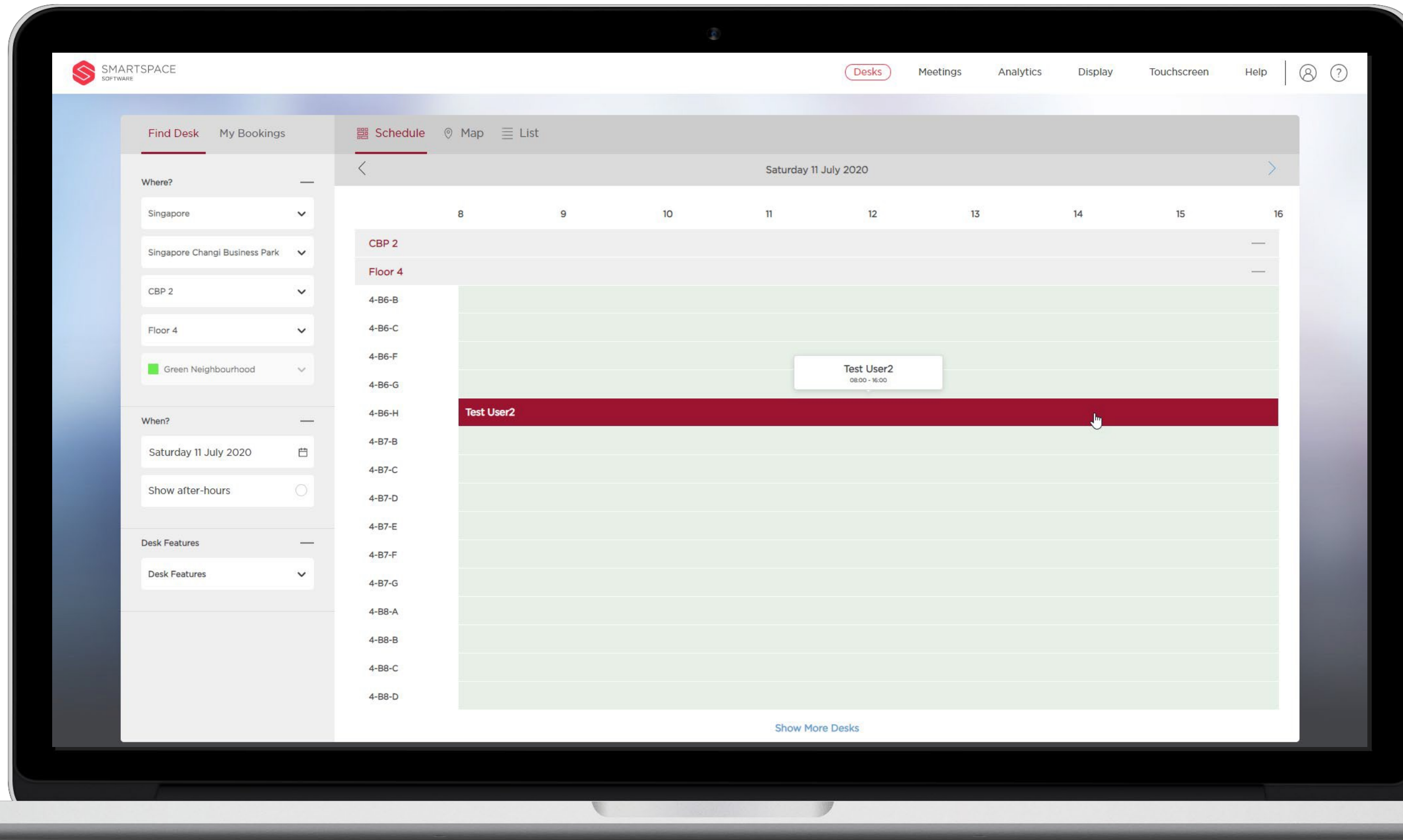
Find a Desk

There are three types of reservation screen:

- **List:** View available desks in list format.

- **Schedule:** View the daily schedule for each desk. Useful if you are looking for a colleagues booking.

- **Map**: Useful if physical location is an important element of your desk selection criteria.

The system will always remember the last reservation view and your preferred site when you log-out, and return you to that view by default on your next log-in.
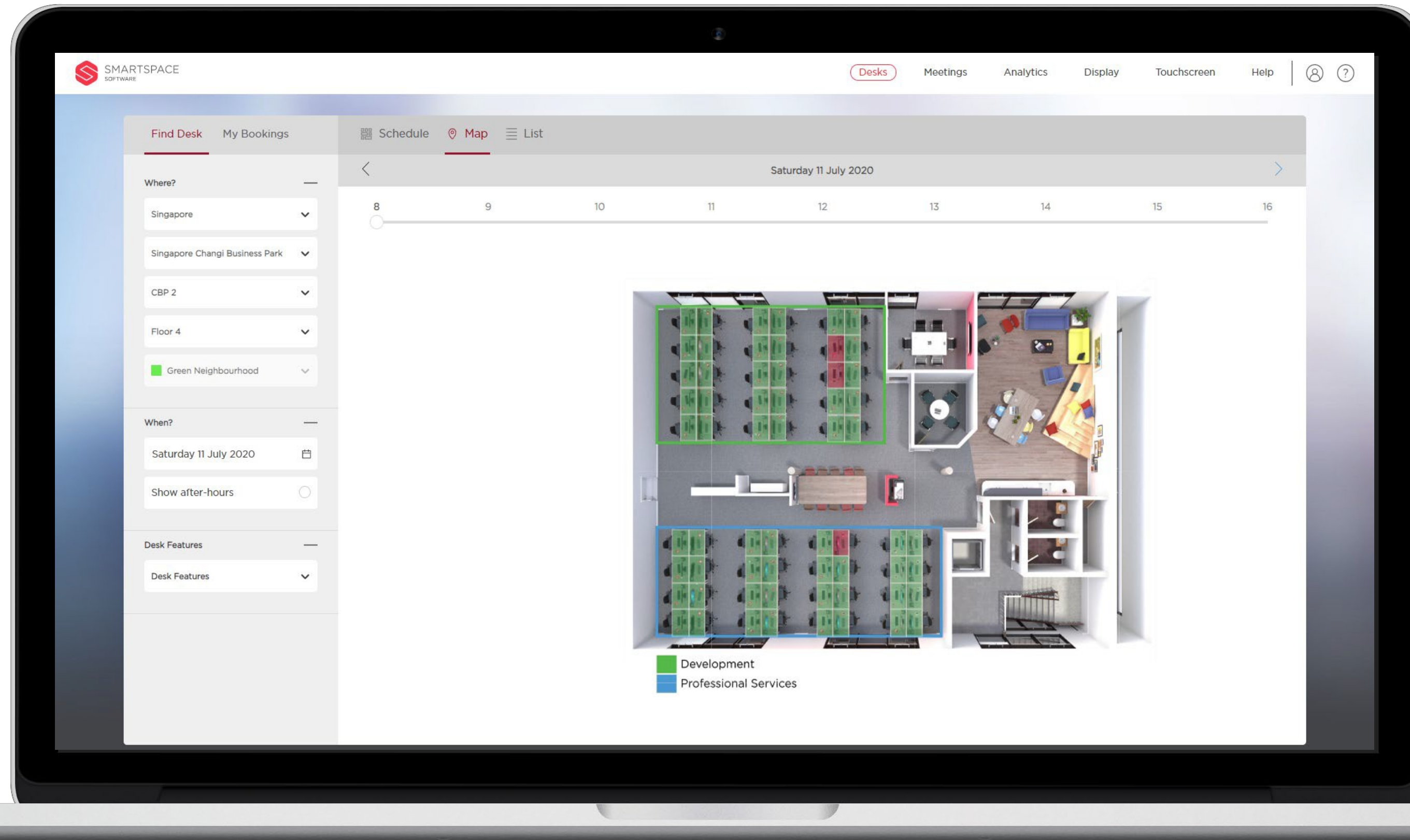
Find a Desk – Schedule View

Using the panel on the left, select the location and date you wish to book a desk.

If enabled, you can book a desk beyond the core working hours. Select the 'Show after hours' box to do this.

You can also filter for specific desk features. e.g. Standing Desk.

In 'Schedule View' you see desks ID's down the left of the schedule with a timeline of the day across the top.

Existing reservations are shown in red.

Find a Desk– MapView

After selecting your 'Where' and 'When' criteria, a floorplan will be displayed. You must select a building and floor when using Map View.

Desks available for reservation appear in green, desks already reserved appear in red. Some desks may appear grey;
- because they are fixed desks allocated to a specific user,
- or the desk is in a neighbourhood you do not have access to.
- Or finally because the desk does not match your search filters.

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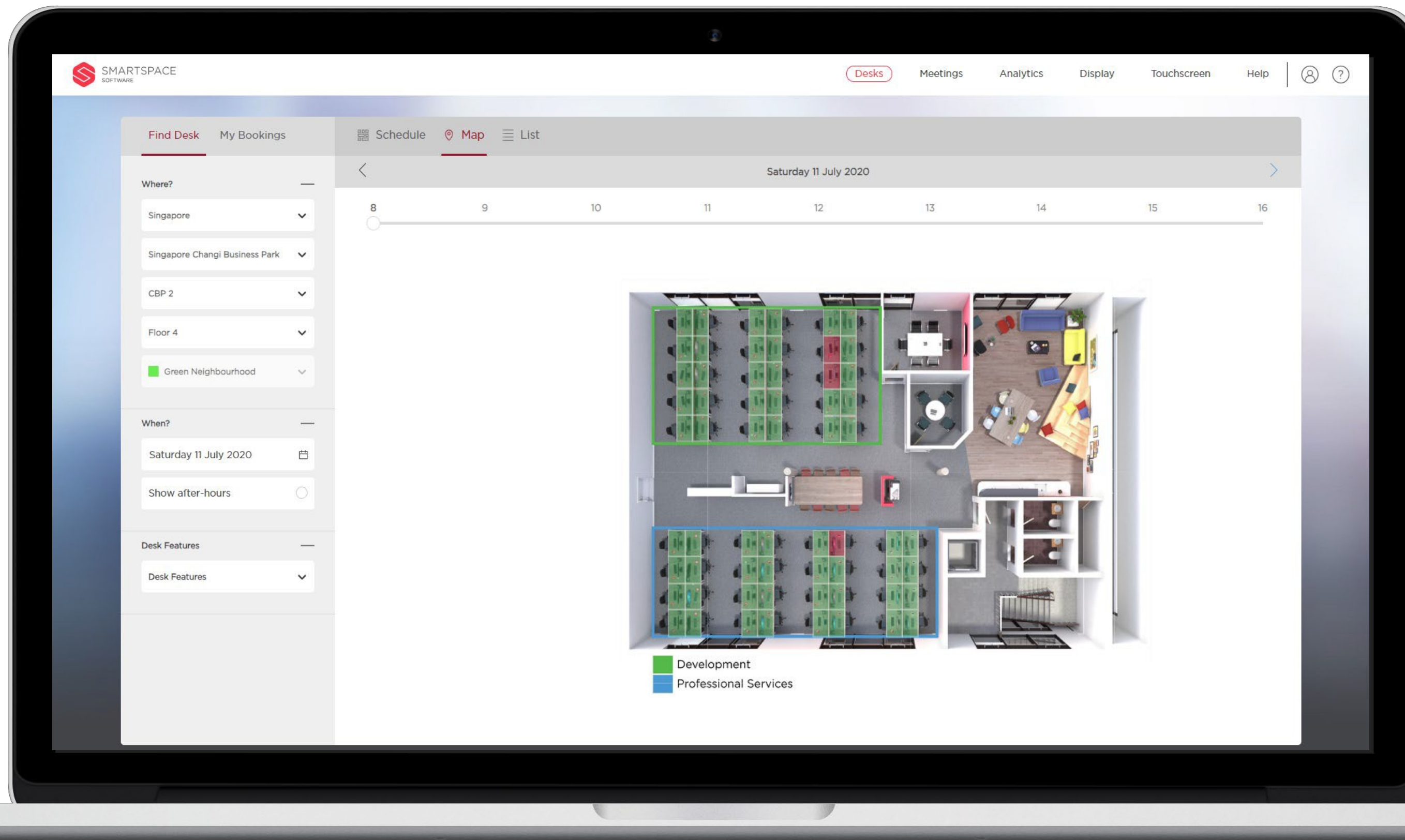
Find a Desk— MapView

If you want to search for a desk's availability for a later time in the day, drag the time bar across the screen from left to right.

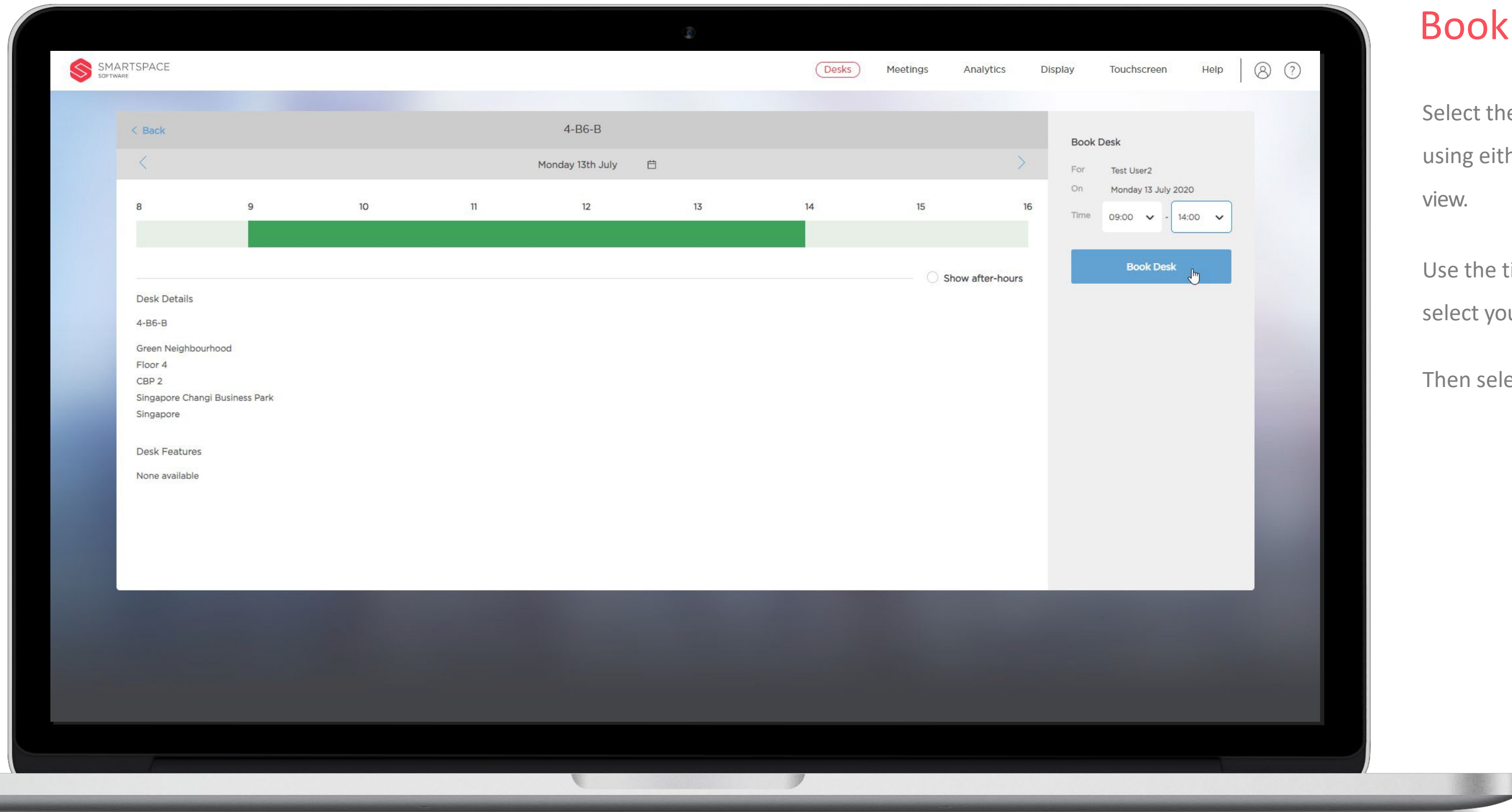This will change the status of the desks to reflect the selected time period.
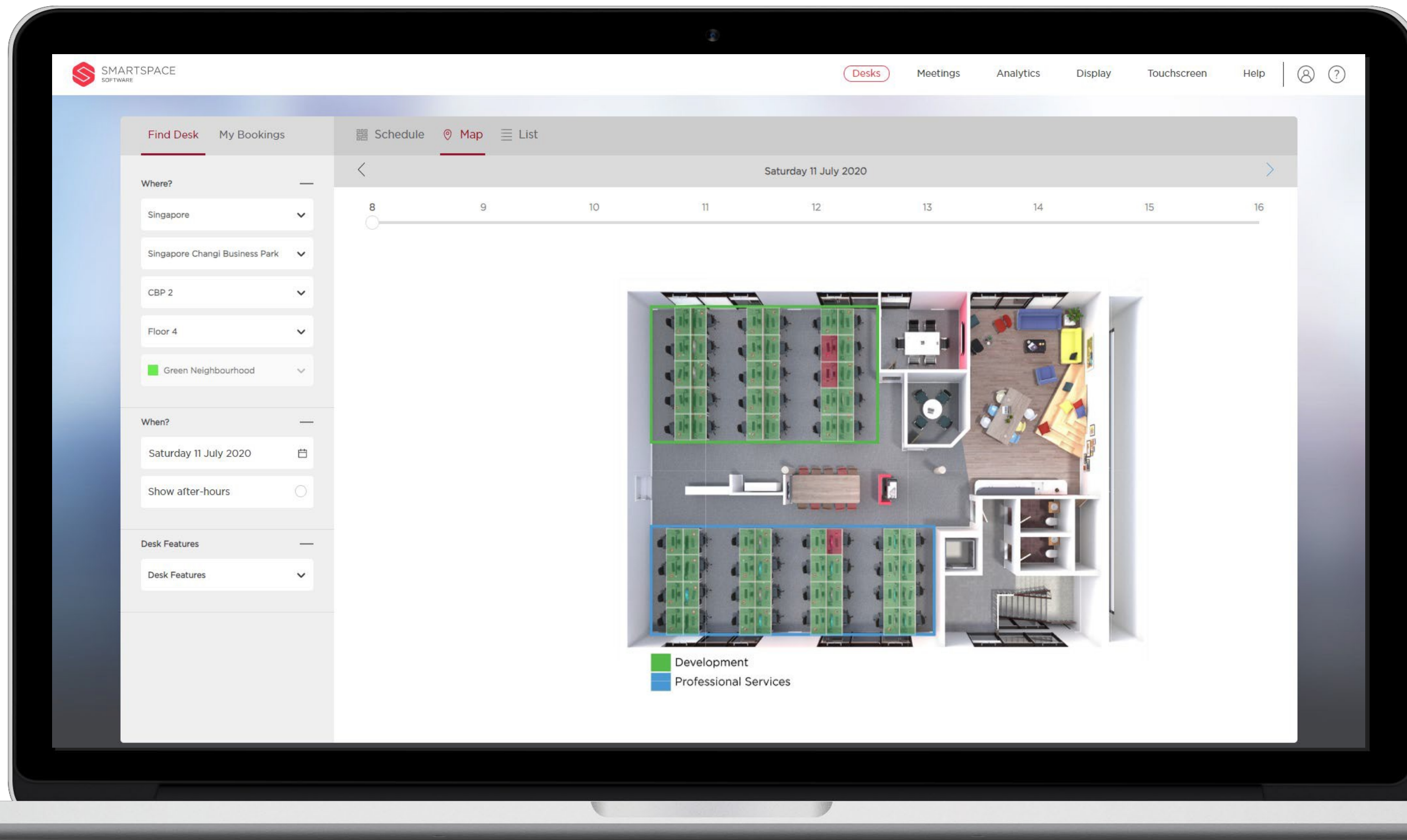
Book a Desk—
List View

After selecting your 'Where' and 'When' criteria, desks appear in alphanumerical order. Available times are displayed alongside each desk.

Click on a row to select the desk you wish to reserve.

Book a Desk

Select the desk you wish to reserve using either Map, Schedule or List view.
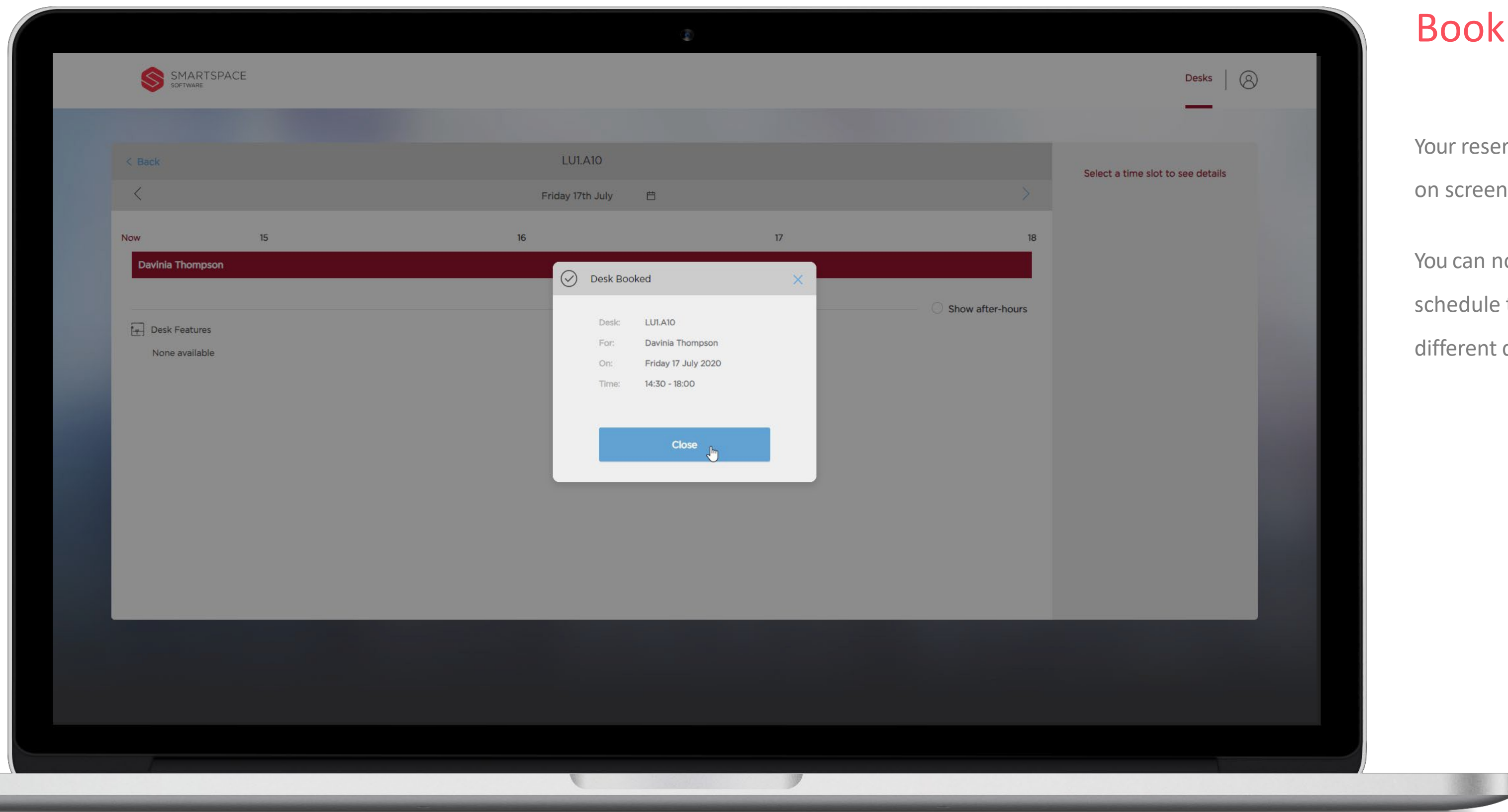
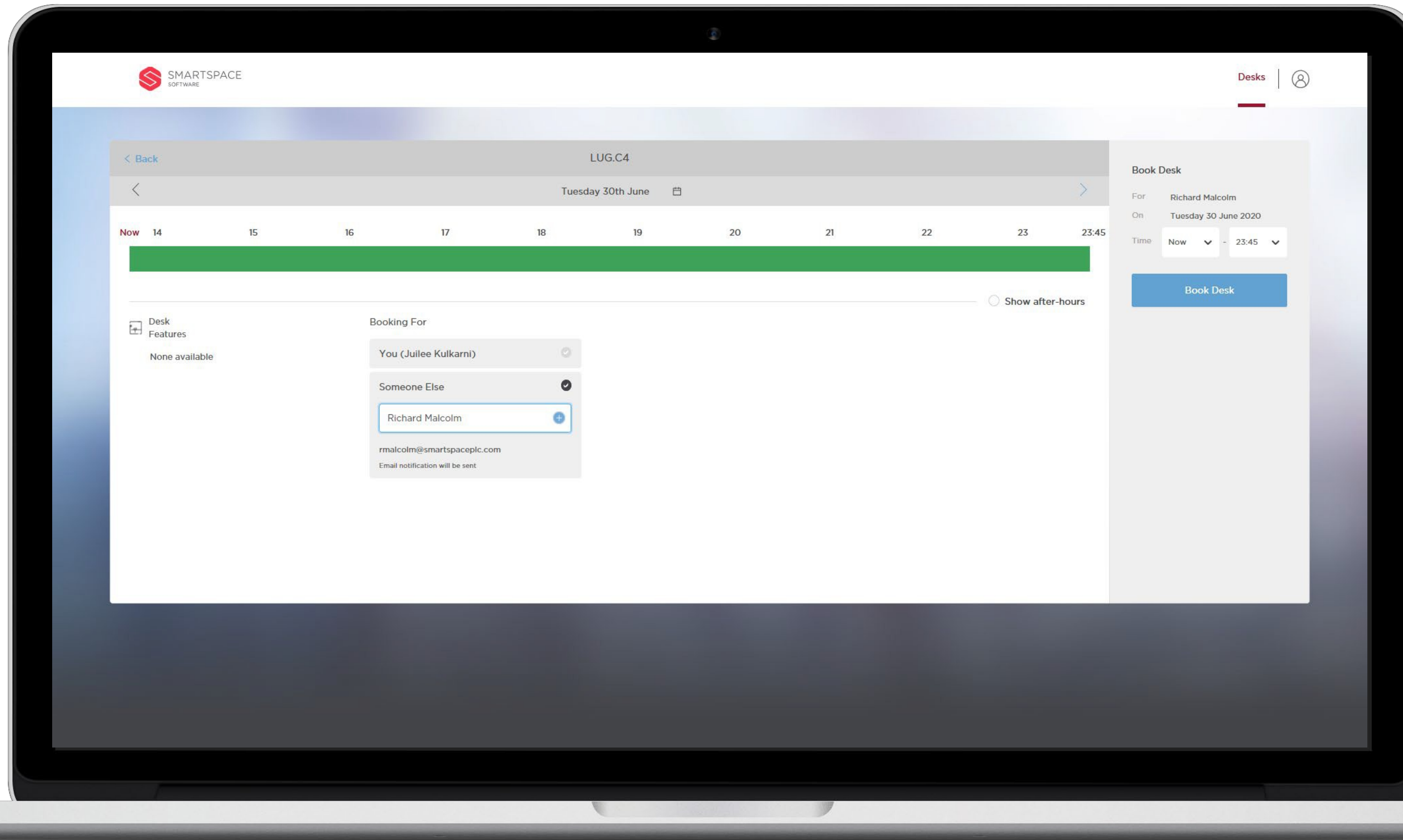Use the time dropdown menu to select your required time frame.

Then select 'Book Desk'.

Book Desk

Your reservation will be confirmed on screen.

You can now go back to the desk schedule to book another desk for a different day.

Book For a Colleague

User that have been assigned Concierge permission can book desks for colleagues and visitors. Place a tick next to 'Someone Else' and begin typing your colleagues name to locate them in the directory. Select the name from the resulting list.

Their email address will be detailed, and a notification of the booking will be sent to the address shown.
Use the time dropdown menu to select the required time frame. Then click 'Book Desk'.
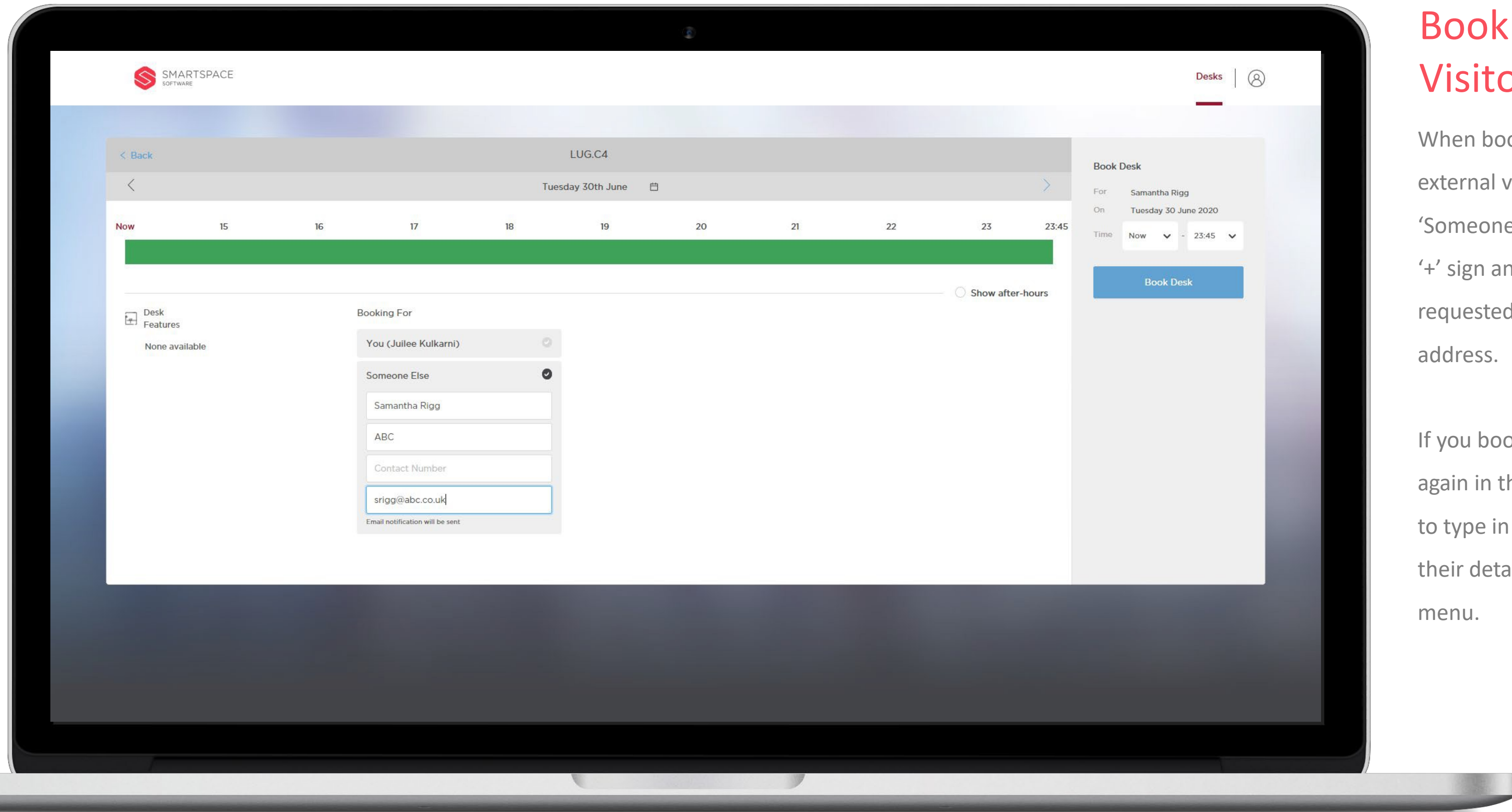
Book For Visitor

When booking a desk for an external visitor, place a tick next to 'Someone Else', then click on the '+' sign and enter the details requested, including an email address.
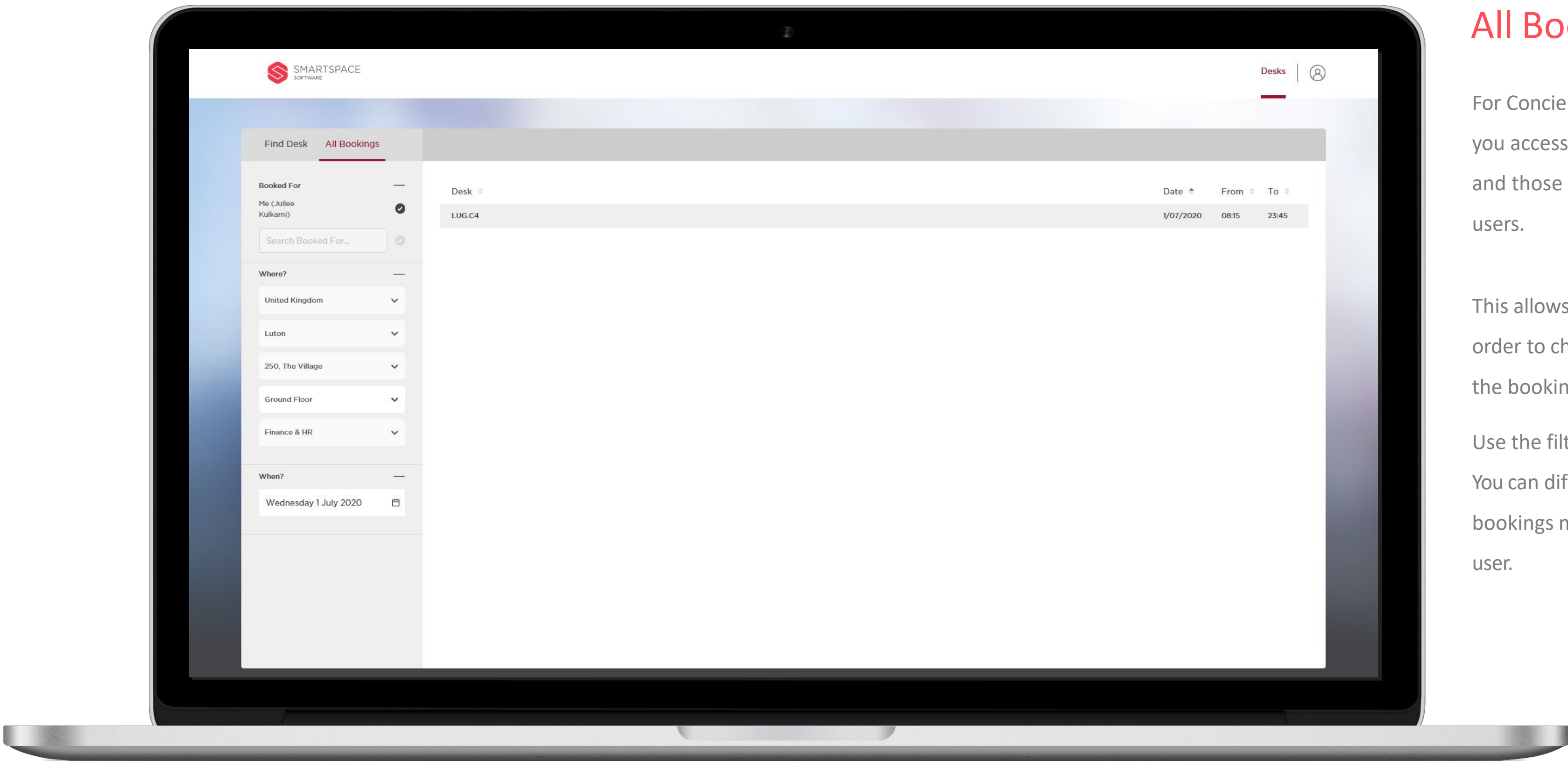
If you book a desk for this visitor again in the future, you will be able to type in their name and select their details from the drop-down menu.
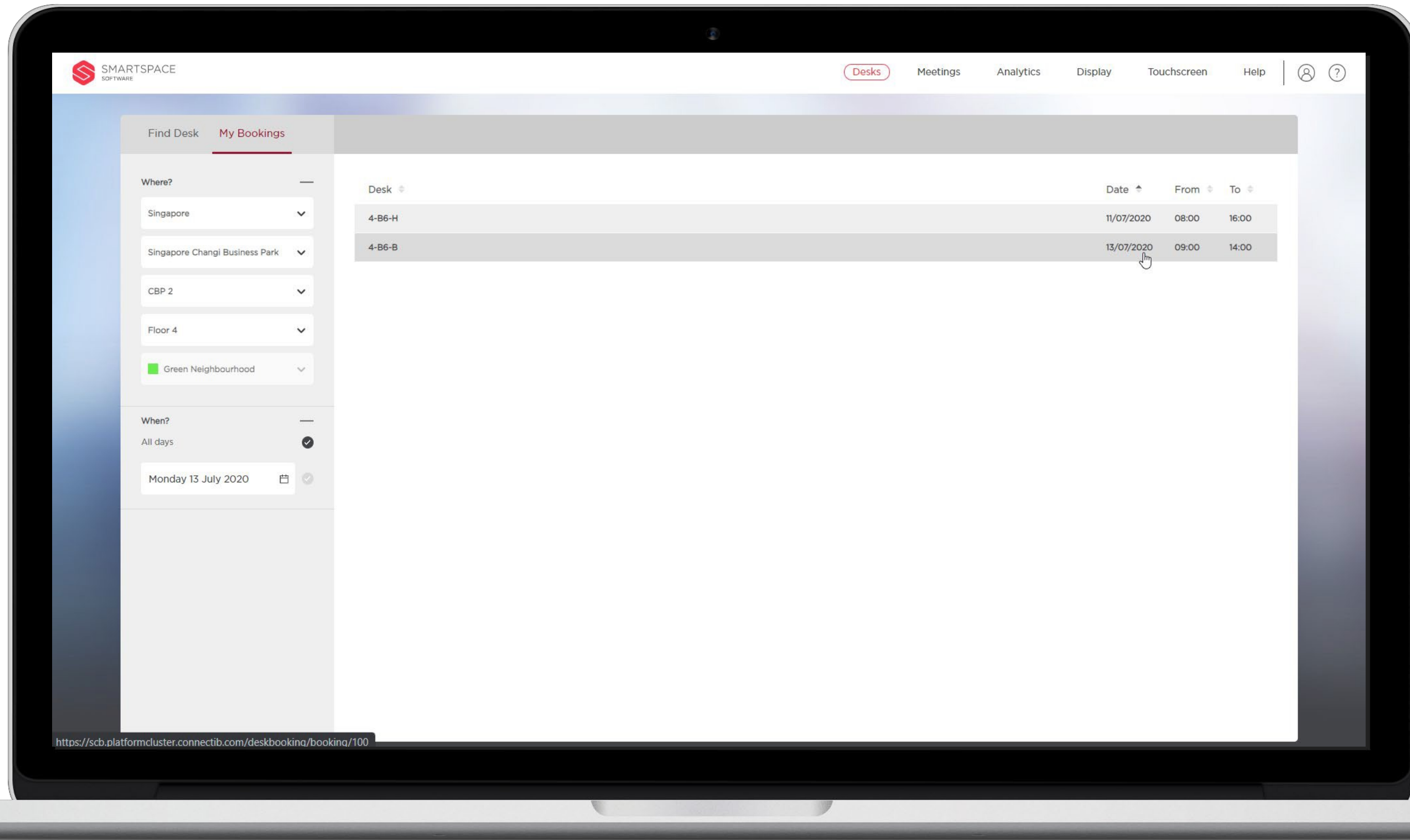
My Bookings

Use the left search panel to search for your existing desk bookings.

Specify the Where and When and your results will be listed on the right display panel.

All Bookings

For Concierge users only, this tab gives you access to all your own bookings and those made by other concierge users.
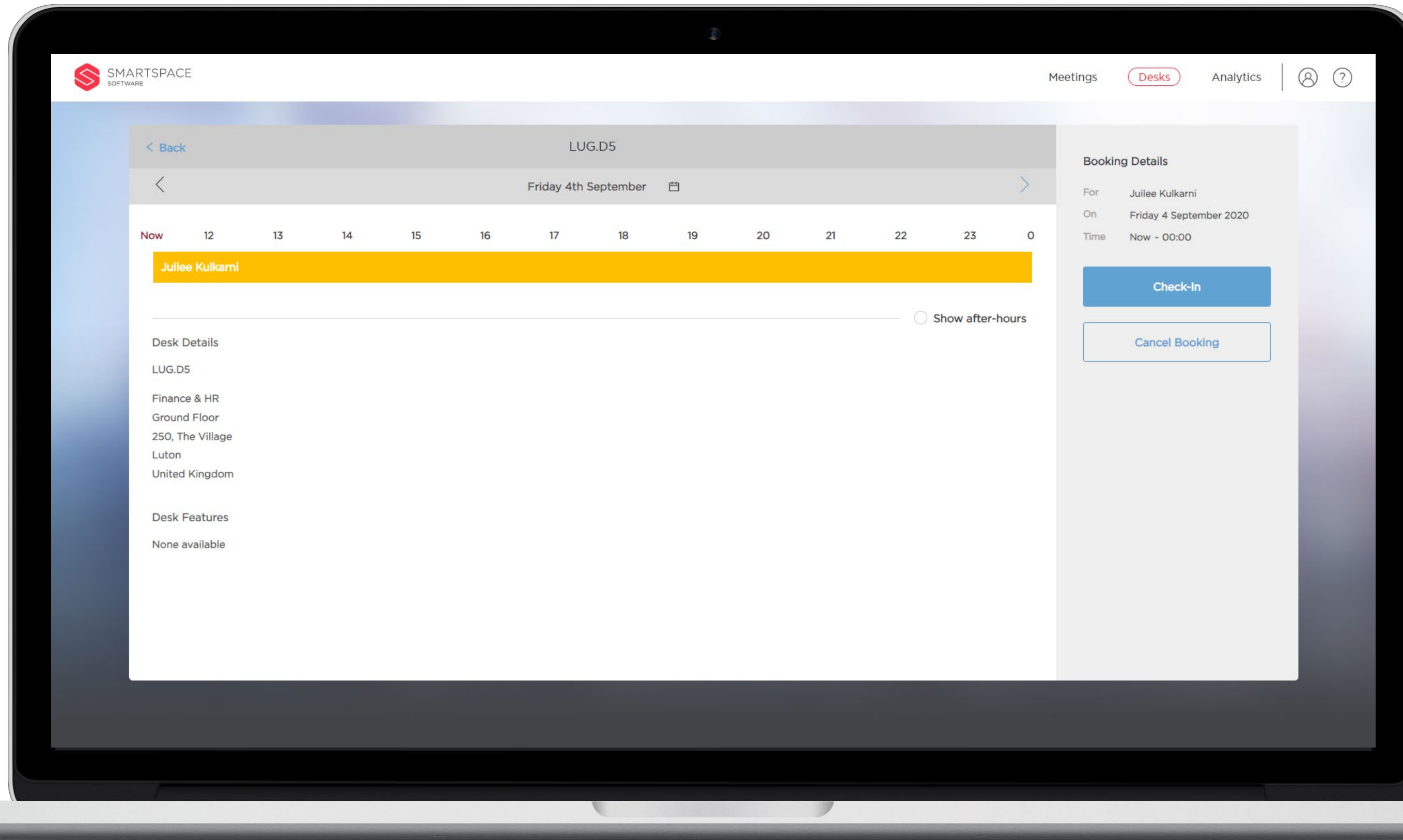
This allows you to locate bookings in order to check a user in or to cancel the booking.

Use the filters to search for bookings. You can differentiate between bookings made for yourself or another user.

Locate Booking

Click a booking to review the details. You will be given the option to check- in or cancel the booking..

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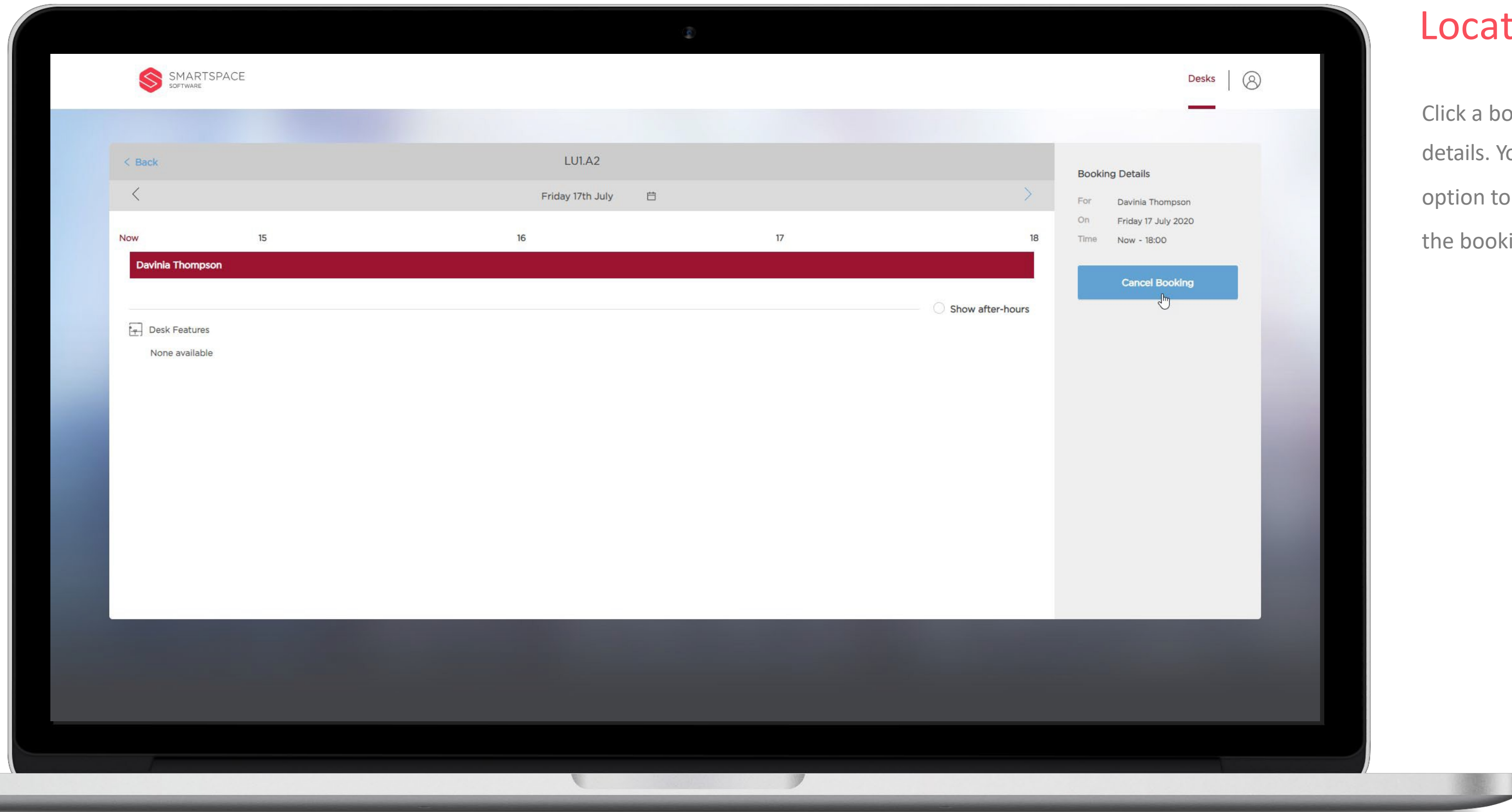
Check In

If enabled for your organisation, you will be able to check-in to a desk booking once it has started.

You will receive an email reminder of your booking and have the option to check-in or cancel your desk booking from the email.

Alternatively you can check-in from the web application. Search for a booking in 'My Bookings' or 'All Bookings'. Click the listed booking and you will have the option to 'Check-In' or 'Cancel'.

Cancel Desk

Search for a booking in 'My Bookings' or 'All Bookings'. Click the listed booking and then 'Cancel Booking'.

Confirm that you wish to release the desk.
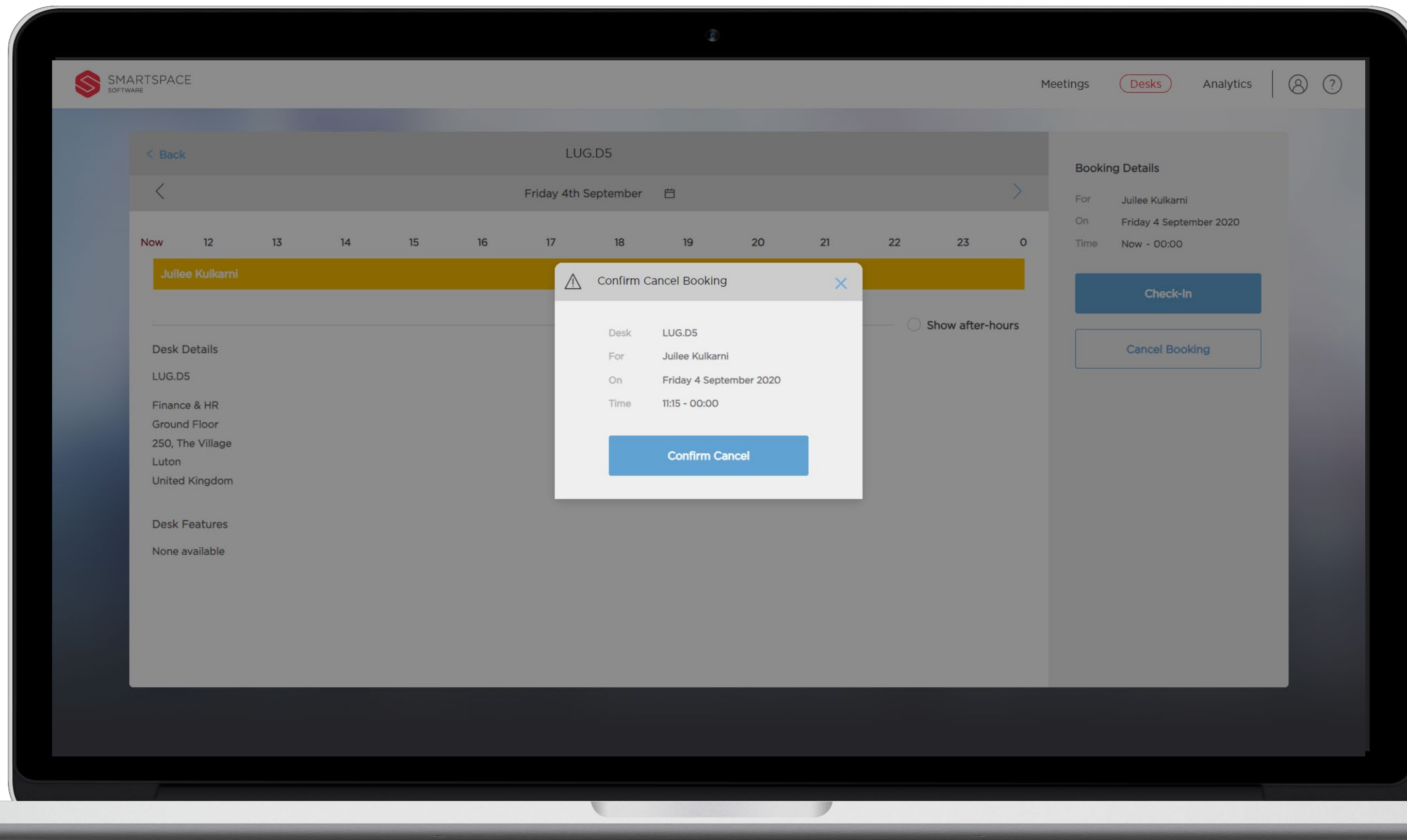
Desk Cleaning Restrictions

To support COVID-19 preventative measures, desk cleaning restrictions will ensure that only one employee can use a desk each day before it is cleaned.

If you try to book either before or after an existing booking you will see a prohibited symbol and will not be able to book the desk.