



CONDECO

1. Introduction

Welcome to Condeco Help

Condeco has been configured to match your organisations room and/or desk booking policies and procedures, therefore your experience of using Condeco may sometimes differ from the information provided in this help guide.

Condeco is based on both modular software and hardware features and functionality; your company will have opted for all or a sub set of the modules in this help guide based on internal business reasons.

If you believe a configuration change needs to be made to your version of Condeco, please first liaise with your organisation's Condeco Global Administrator.

For any technical assistance please first contact your organisation's Condeco System Administrator.

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2. Your Profile

Clicking on *Profile* in the top right of the screen displays your personal details and preferences and enables you to update the following:

Profile

Change your personal details.

Pin

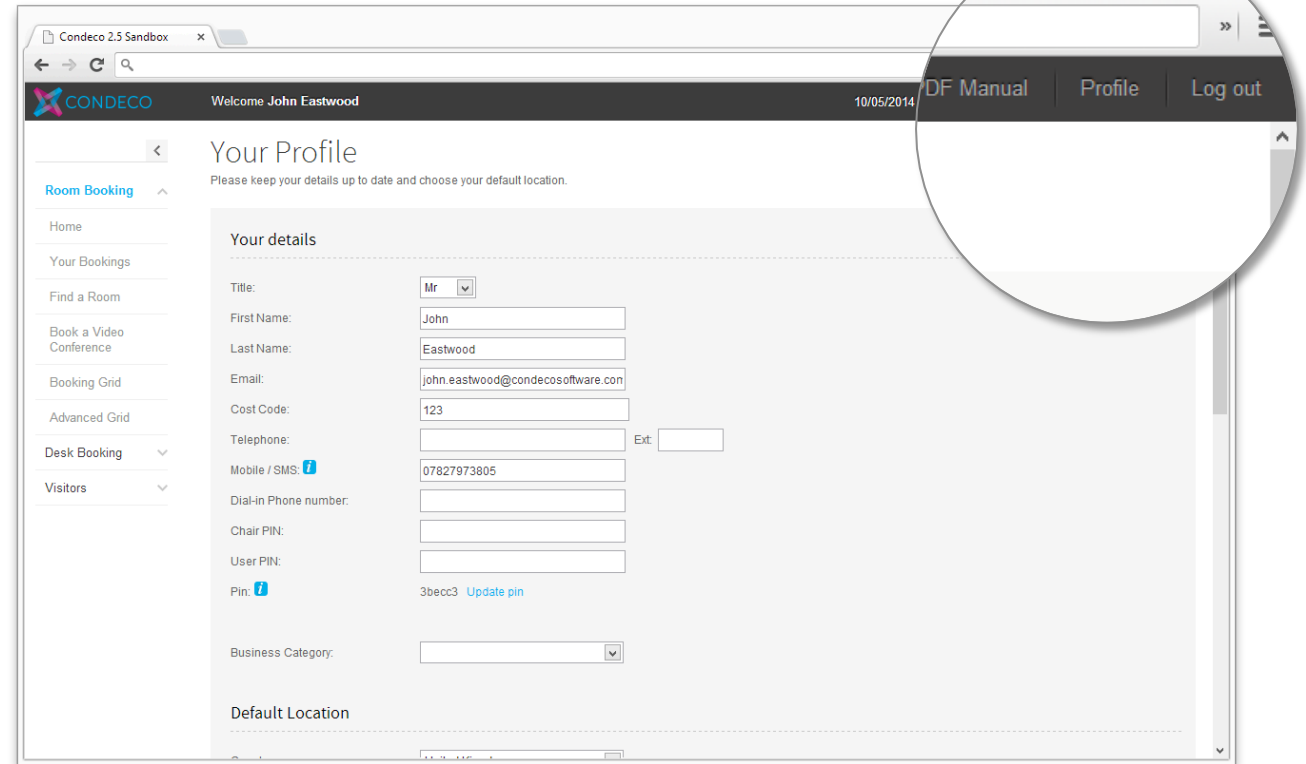
This unique code can be used to book rooms or desks using a Condeco touch screen.

Default location

Select your default location for room and desk searches. Once you save the changes, log out and back in again. The homepage will now display your preferred settings by default. This will also set your booking grid display.

Language

The language you want Condeco to appear in. Packs that may be available are: *English (UK as standard); Indonesian, Swedish, Portuguese, Norwegian, Hungarian, German, Portuguese Brazilian, French, English (US), Dutch, Spanish, Italian*. Actual availability depends on your organisation's settings.



Memorable word

Only applicable if you log into Condeco not using your network log in. If you use your Active Directory log in, you won't see this.

Your Condeco System Administrator will inform you if a memorable word is used at your organisation.

Password

Update your Password here. Your existing password is required.

Be sure to save your changes before leaving.

3. Room Booking

There are a number of different ways to make a Room Booking in Condeco.

3.1. Home and Quick Room Search

Note: Quick Room search is designed to quickly find a room at your preferred location for single date. For recurrent bookings use *Find a Room*.

To book a room:

1. Specify the *Location and Group* the booking is for. By default your default location and group is shown here.
2. Select the *From* date, either by typing it, or click the calendar icon to display a pop-up calendar.
3. Select the *start and end times* of the booking from the drop down menus.
4. Specify the desired room *setup* from the drop down menu if needed.
5. Enter the number of people attending the booking. Condeco will find rooms suitable based on the number of attendees.
6. Click *Search* and Condeco will search for available rooms based on the options above.

The screenshot displays the Condeco 2.5 User Manual interface. A circular callout highlights the 'Quick room search' form. The form includes the following fields and options:

- Site:** London
- Location:** Exchange Tower
- Group:** Video Conference Rooms
- From:** 10/02/2014 (with a calendar icon) 18:15 to 18:30
- Setup:** (dropdown menu) Number Attending: (input field)
- Buttons:** Search, View Grid
- Links:** Advanced Search | Set as default

Below the search form, a 'Room Bookings' table is visible, showing a list of bookings with columns for Meeting, Location, From, To, and Status.

Meeting	Location	From	To	Status
Team meeting	Exchange Tower, Room 502 (5)	10/05/2014 09:45	10/05/2014 09:50	Confirmed
Marketing meeting	Exchange Tower, Ground 02 (0)	10/05/2014 09:45	10/05/2014 09:50	Confirmed
UK Argentina Sale...	Argentina Tower, 7011 Sala Te... (7)	14/05/2014 04:45	14/05/2014 06:00	Confirmed
UK Argentina Sale...	Exchange Tower, Telepresence... (0)	14/05/2014 08:45	14/05/2014 10:00	Confirmed

3.2. Search results

Room(s)

Click on the room name to see more information about the room.

Setup

The default setup for the room is displayed. Click the drop-down to select any other available setup styles. The number in brackets denotes the maximum occupancy for the room and that particular setup. Changing the setup may add setup and clear down times to the booking.

Location

The location of the room.

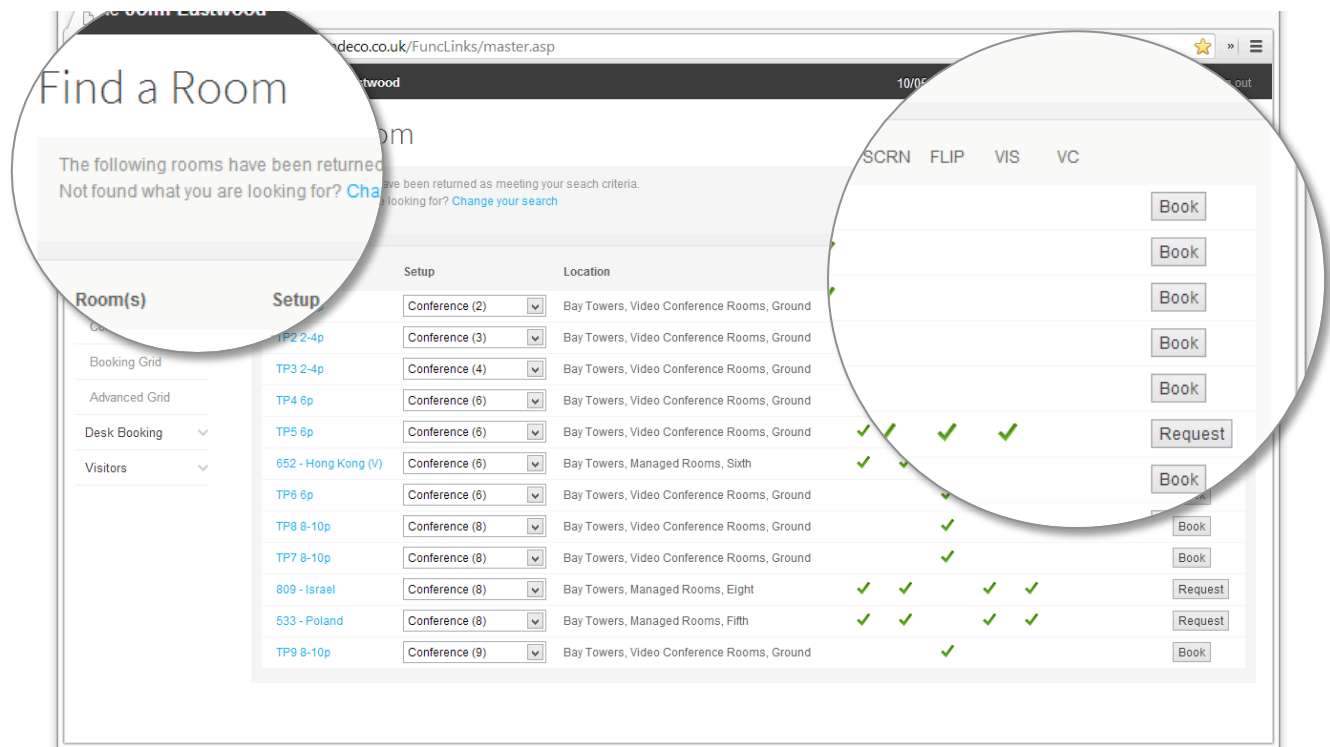
Room features (Acronyms)

Hover your cursor over the acronym to see the full text for a room attribute. A green tick denotes the attribute is available in the room.

How to select a room

- *Managed* rooms need to be requested from an administrator will have the word **Request** visible on the button. Once the booking has been accepted you will be notified.
- *Self-managed* rooms can be booked instantly will have the word **Book** visible on the button.

Next Step: Fill out the booking form. This has to be completed regardless of whether you choose a Managed or Self-managed room.



3.3. The booking form

The booking form will look similar to the image shown. Some fields may vary dependent on the setup chosen by your organisation. Notice the tabs along the top of the screen.

3.3.1. Basic Details

Fill in the relevant details about the booking. Mandatory fields are indicated by red stars.

Title

This is the name of your booking or meeting. The meeting title will appear on a Condeco room screens and Wayfinders.

Private

Check this option to hide the meeting title on the booking grid and Condeco room screens from other users.

Type

Chose a meeting type (reports can be created on meeting types, each meeting type will have its own colour).

Requestor Name / Host Name

Condeco can be configured to send emails to the *Requestor* of the meeting, the *Host* or both.

Use the magnifying glass icon to search for *Requestor/Host* details. By doing so:

The image shows two screenshots from the Condeco system. The top screenshot is the 'Make a Booking' form, with a circular callout highlighting the 'Basic Details' tab. The form includes fields for Title, Type, Room, Requestor Name, Requestor Email, Requestor Phone, Host, Host Email, and various scheduling options. The bottom screenshot is the 'User Lookup' interface, showing a search for 'John Eastwood' with a circular callout highlighting the 'Select' button next to the user details.

- The *Host Cost Centre* can be found
- The *Host/Requestor* email address and contact number can be found.
- The *Host/Requestor* can open “Your Bookings” and see the booking.

User Lookup

Typing at least three characters into the *Host/Requestor* field on the booking form will perform a search on the database.

In this example typing “jo ea” will search for all First Names with “jo” and all Last Names with “ea” wherever they appear in the name.

Click *Search* to perform the search, then select the correct user and click *Select*.

Selecting *Link details* on the booking form will copy the *Host* details to the *Requestor* fields.

3.3.2. Adding attendees

Use the Attendees tab to add attendees and visitors to the booking. If you check the option “External Visitor” these attendees will be added to the visitors for reception.

Email on arrival

If *Email on Arrival* is checked the Requestor/Host will be sent an email once the visitor has arrived. (This is a configurable option).

Directions email

Selecting *Directions Email* will send a directions email to the Visitor.

Visitor notes

To add a note to the reception staff about the visitor click on the pen icon as shown on the right.



Address book

Any visitors previously added to a booking are saved here.

First Name:	Last Name:	Company:	Email:	External visitor?	Direction Email?
John	Eastwood		john.eastwood@condeco	☐	☐
Herbert			herbert.james@acme.co	☐	☐
Stephen			stephen.johnson@sj.cor	☐	☐
Milly		Condeco	milly.jones@condecosof	☐	☐

3.3.3. Ordering Food Services / Equipment / AV / Supplies

The process for ordering Food, Equipment, AV or Supplies is very similar; in this example food is being ordered.

Catering Facility

Click the drop down to view the food category.

Item

Click to select individual items.

Qty

Select the quantity required. (By default the number of attendees is entered). For Equipment this value may be limited.

From / To

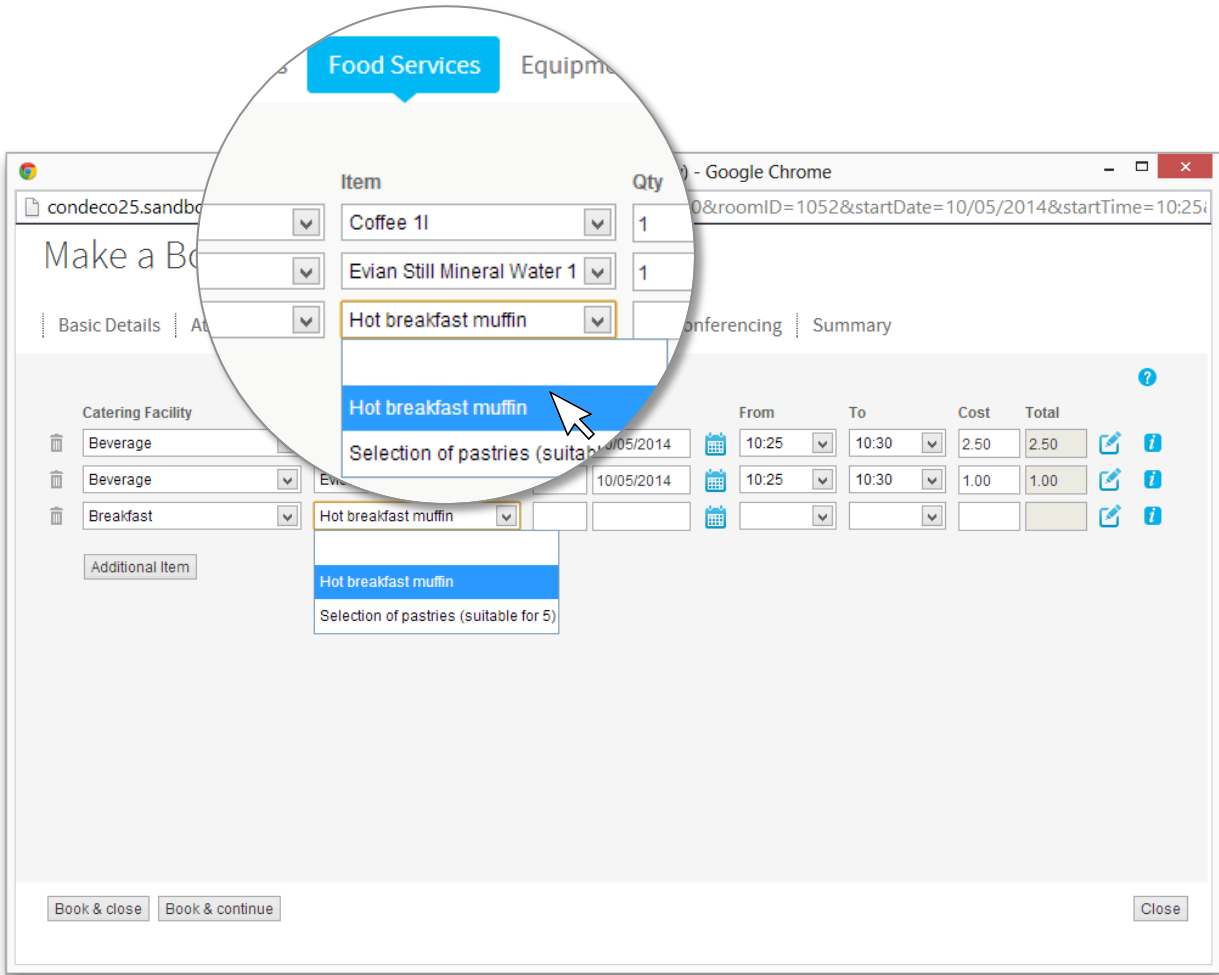
Select the time you would like the item delivered into the room, and collected. (By default these are the start and end times of the booking).

Notes

Press the pen icon to leave a note for the service provider.

Information

Press the *i* icon to see more information on the item.



3.3.4. Conferencing

If the room is video conferencing enabled and the system is set up to schedule video conferences, the *Conferencing* tab allows you to book rooms with Conferencing facilities across all Countries/Locations.

The initial room is listed in grey.

From left to right click the drop down options to choice a room type, *Country*, *Region*, *Location* and *Group*.

Enter the number of *Attendees*.

Press *Enter* on the keyboard to perform a search for available rooms.

Select a room from the drop down menu.

The screenshot shows the 'Make a Booking' page in the Condeco system, specifically the 'Conferencing' tab. The page has a navigation bar with tabs: Basic Details, Attendees, Food Services, Equipment, Supplies, Conferencing (active), and Summary. Below the navigation bar, there's a 'Video Conference' section with a help icon. This section contains several dropdown menus for filtering: Type (set to 'Video Conference'), Country (set to 'United Kingdom'), Site (set to 'London'), Building (set to 'Exchange Tower'), and Group (set to 'Video Conference'). There's also a table with columns for '#Att.' and 'Room'. The first row shows '1' attendees in 'Ground 02'. The second row shows '2' attendees with a dropdown menu open, displaying 'Select Room' and '15.1 (No setup information)'. At the bottom of the page, there are buttons for 'Book & close', 'Book & continue', and 'Close'.

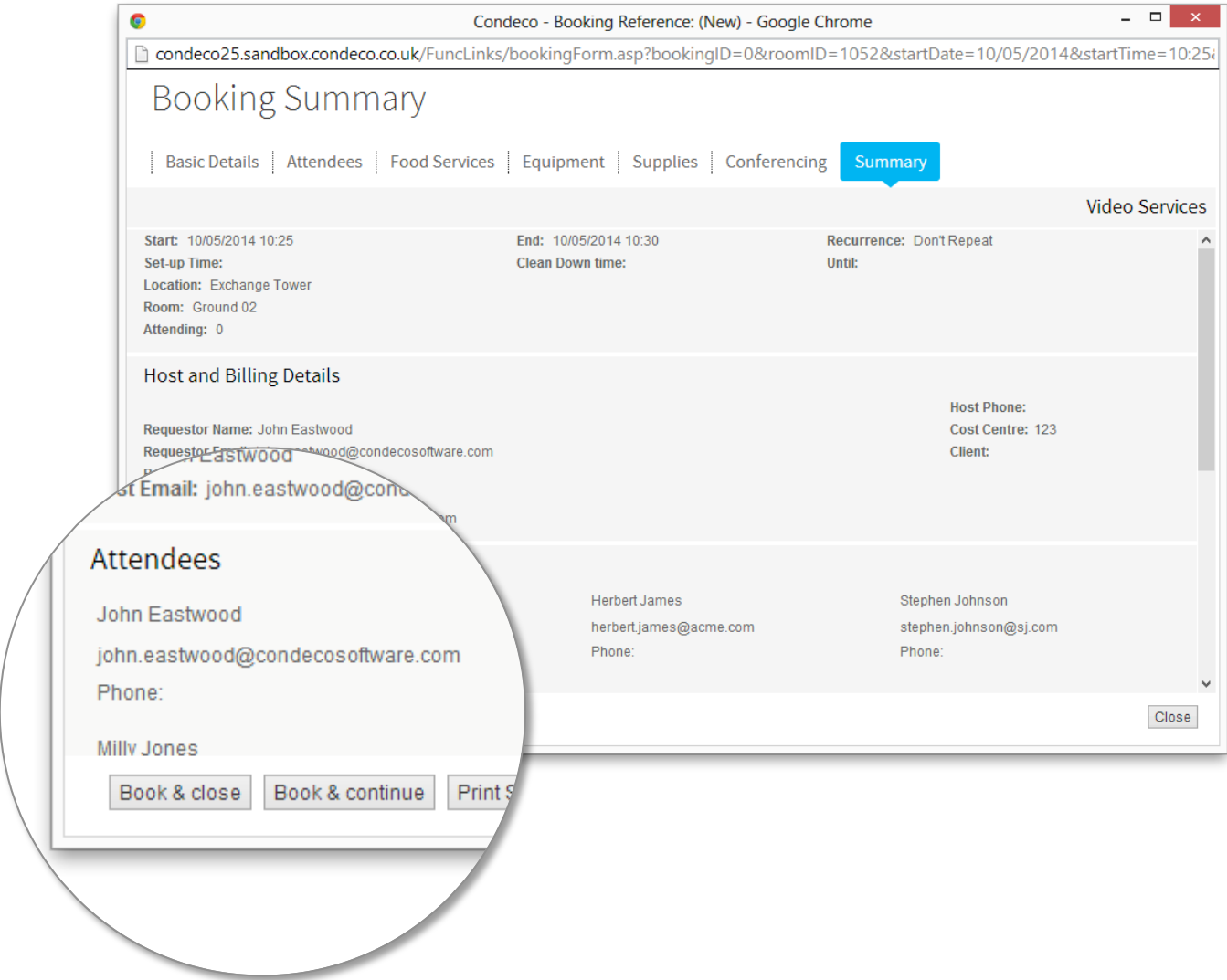
Type	Country	Site	Building	Group	*#Att.	Room
Video Conference	United Kingdom	London	Exchange Tower	Video Conference	1	Ground 02
Video Conference	United States	New York	New York Executi	All	2	Select Room

3.3.5. Booking Summary

The Booking Summary summarises the booking, and can be printed out if necessary.

3.3.6. Completing the booking

Click *Book & close* to complete the booking, or *Book & continue* if you want to hold the room but do further tasks, such as ordering services.



3.4. Find a Room (Advanced Search)

Find a Room allows you to perform an advanced search for a room. It is useful for recurring bookings or to find a room with a specific attribute (for example Video Conferencing).

To use this search, press *Find a Room*.

Where do you want to book?

Select your preferred *Country*, *Location* and *Floor*. These are set to your defaults.

When and for how long do you want to book?

Enter a *From* date and time using the drop down menus.

Enter a *To* date and time using the drop down menus.

Repeat

To perform a repeat (recurring meeting) select an option from the *repeat* dropdown.

Select *Advanced* to see all available recurrence options.

There are the following recurrence options:

- Every Day
- Every Week
- Every Month

The screenshot shows the 'Find a Room' page in the Condeco 2.5 application. The page is titled 'Find a Room' and includes a sidebar with navigation links: Room Booking, Home, Your Bookings, Find a Room, Book a Video Conference, Booking Grid, Advanced Grid, Desk Booking, and Visitors. The main content area is divided into sections for search criteria: 'Where do you want to book?' (Country, Site, Location, Group, Floor), 'When and for how long do you want to book?' (From, To, Repeat, Until), and 'How do you like your room?' (Room attributes). A circular callout highlights the 'Display' section, which includes 'Results per page' (20) and 'Include booked rooms' (checkbox). The 'Find' button is visible at the bottom of the callout.

- Specific (Enables you to recur a meeting on specific dates)

If required select an end date in the *Until* box.

How do you like your room?

Use this to find a room with a specific attribute. Select the options you require.

3.4.7. Completing your booking

1. Click *Find* to perform a search.

2. *Book / Request* a room and fill out the booking form.

3.5. Room Booking Grid

The Room Booking Grid allows you to view all bookings for a Group of rooms (Managed or Self-managed).

- **Managed:** requires approval from an designated approver at your company
- **Self-managed:** no approval required, first come first served basis

Key functionality

- Create bookings
- Edit Bookings (only your own bookings)
- Copy Bookings (only your own bookings)
- Move Bookings (only your own bookings)

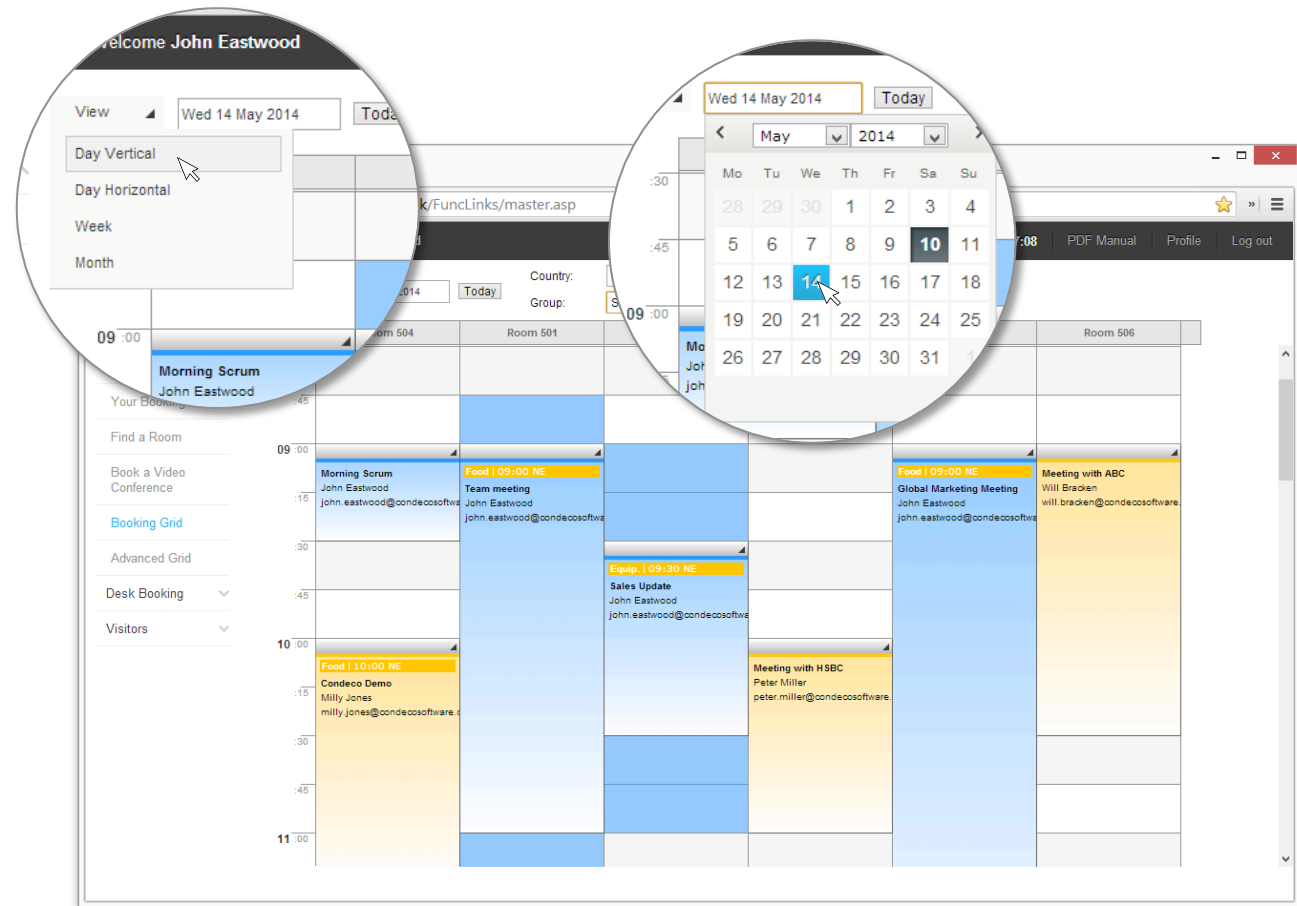
View menu

Click *View* to see a selection of options:

- Day Vertical
- Day Horizontal
- Week
- Month

Calendar

Select the month/year as required. Click on your required date and the booking grid will automatically update. Click *Today* to view the current day.



Country, Location, Group and Floor

Use the drop-down boxes to view rooms you are able to book. The drop-down boxes in your version of Condeco will differ to the ones in this help guide.

It is not possible to view rooms across Multiple Countries, Locations, or Groups. (if configured by your Administrator you will be able to view All Floors on the Grid).

3.5.8. Making a booking

Vertical or Horizontal view

You can create a booking directly on the *Day Vertical* and *Day Horizontal* view by clicking on an available date and time. This will open the booking form. See *The Booking Form* for more details.

Week or Month view

When you are viewing the booking grid in the *Week* or *Month* view, you can click the Room drop-down to view a specific room's availability.

Click *Add* to create a booking

Next steps

Once you have completed the booking form the booking appears in the booking grid. The block of colour will vary depend on the meeting type you selected in the booking form.

Note: Meeting type colours have been configured by the Condeco Administrator at your organisation and will differ from the colours in this guide.)

Once you click *Request* on the booking form your request is sent to your organisation's designated approver who will either approve or reject your request. On the booking grid the request will appear as a *Pending* booking.

You will receive a Booking Request email.

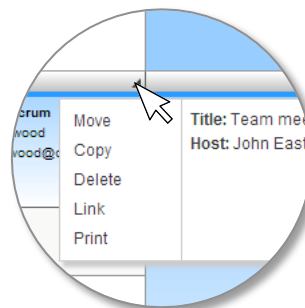
If your request is approved you will receive a Booking Confirmation email.

At the same time the status of the booking on the booking grid will be updated and the block of colour (meeting type) will be changed.

If your booking is rejected you will receive a Booking rejection email and your booking request will be removed from the booking grid.

3.5.9. Move a room booking

To move a booking, click on the arrow menu, then click Move/Copy, select the new date/time and room and then click on the chosen time slot to complete the action.



3.5.10. Delete a room booking

To delete a booking, click on the arrow menu, then go to the booking pop-up window and click on Delete.

Note: If you are unable to delete a booking, there usually are two reasons why. They are:

- You are trying to delete a booking within a Delete Limit. Your Administrator created a Delete Limit, which means you cannot delete

a booking within a specified amount of time before the meeting starts.

- You cannot delete a booking after the meeting has started.

3.5.11. Display full details of a booking

Click on the booking to view the booking form.

- If you have a self-managed booking you can update the booking if required.
- Any changes to a Managed booking will go back to the designated Approver for re-approval.

3.6. Advanced Grid

Introduction

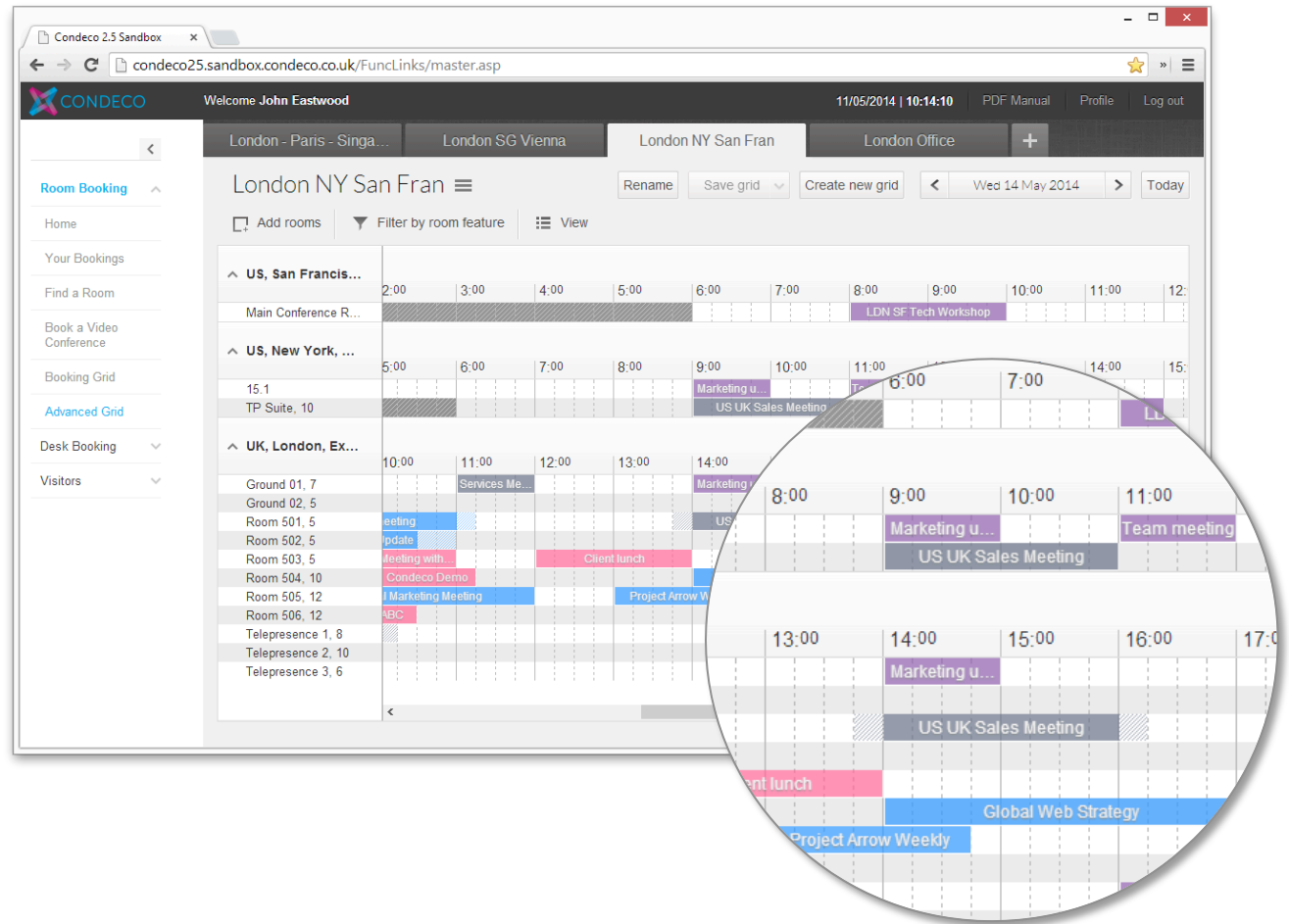
The Advanced Booking Grid enables you to create, control and configure personalised single and/or multiple grids across geographical locations, time zones and regions.

By default, an initial grid is created that shows the rooms at your default location. You can personalise this grid as you wish.

Availability of the Advanced Grid depends on your organisation's system setup.

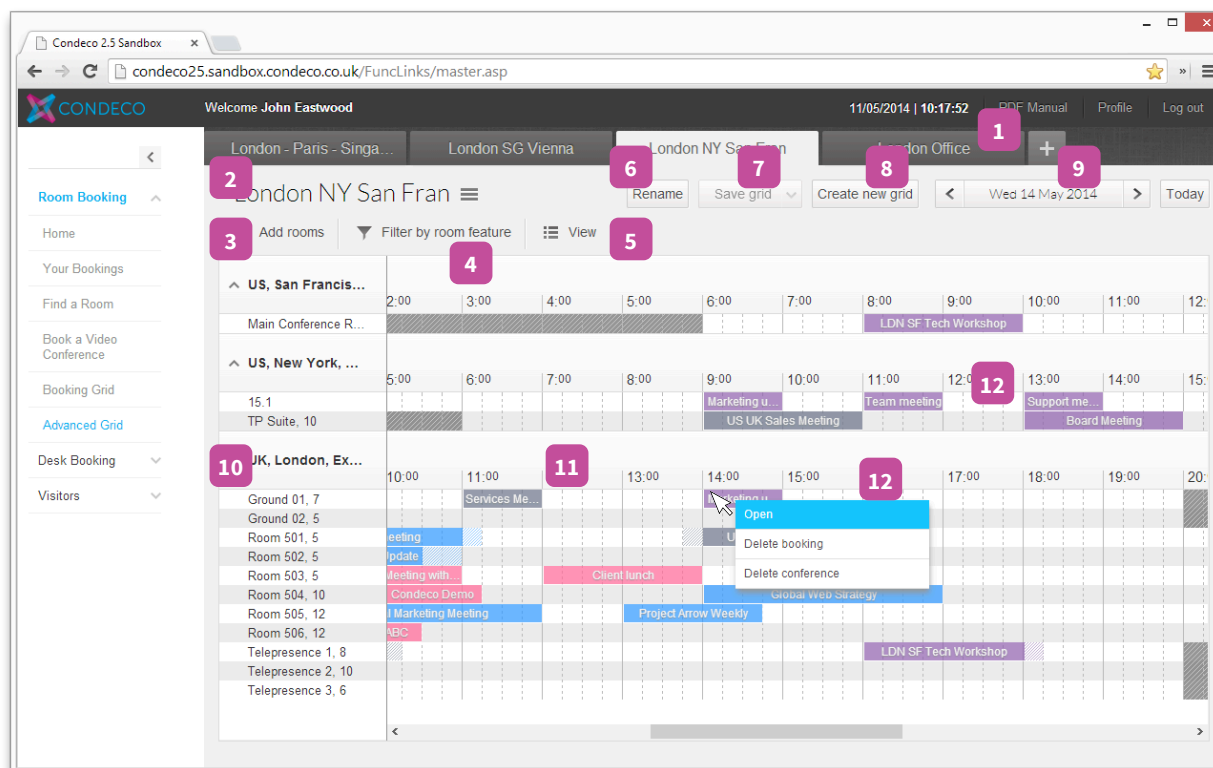
What is a booking grid?

A view of the availability of rooms across time.



3.6.12. Key features

Feature	Description
1. Grid tabs	Open/close up to 5 tabs
2. Grid nam18e	Displays the currently open grid in the tab
3. Add rooms	Add rooms to open grid
4. Filter by room feature	Filter rooms on grid by room feature
5. ViewView	Change/amend grid view options
6. Rename grid	Rename the open grid
7. Save Grid	Save changes to open grid or save as new grid
8. Create new grid	Create a new empty grid
9. Grid Calendar	Select the date to be shown or reset to today
10. Room name/details	Location and room names. Details on hover. Delete location or room.
11. Room Grid	Create / view / edit bookings
12. Copy/Paste Bookings	Copy / Paste (single room bookings only) Delete
13. Drag actions	Increase the length time for a booking by dragging. Move to another room. (Single room bookings only)



3.6.13. Grid tabs

You can open/close up to 5 tabs. To open a new unnamed tab click on +

This will create a tab called *New Tab*.

Open grid

Once open you can either select an existing grid or create a new grid from scratch.

Note: If a grid is already open in another tab it cannot be opened again.

Create new grid

Click on *Create new grid* to create a new empty grid.

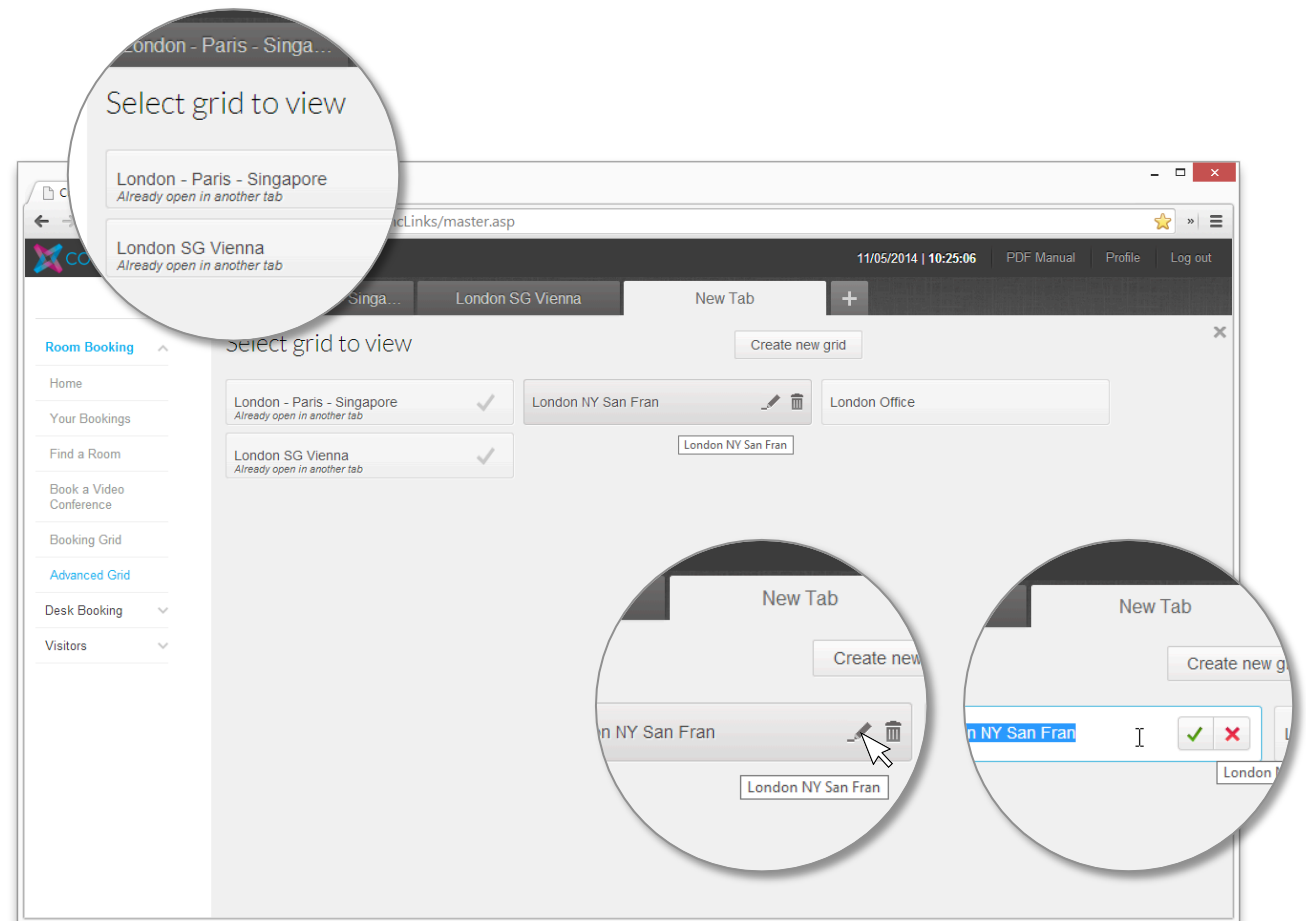
Close tab

To close a tab move your cursor to the top right area, and a x icon will appear. Click to close the open tab. This will not delete the grid shown.

Rename and delete grid in tab

With the new tab open you can rename or delete grid views by hovering your cursor to right hand area of the grid box.

- Click on the pencil icon to rename the grid name.
- Edit the name, click the green tick to save changes, the red cross to undo changes.



- Click on the bin icon to delete the grid.

3.6.14. Grid nam18e

Displays the currently open grid in the tab

Clicking on the grid menu on the right of the name enables you to select a different grid in the current tab.

Rename a grid

To rename the currently open grid, click on *Rename*. Edit the name, click the green tick to save changes, the red cross to undo changes.

3.6.15. Add rooms

Add/change rooms to an existing grid.

Click *Add Rooms* to display select location to add to the grid. Clicking again closes the menu.

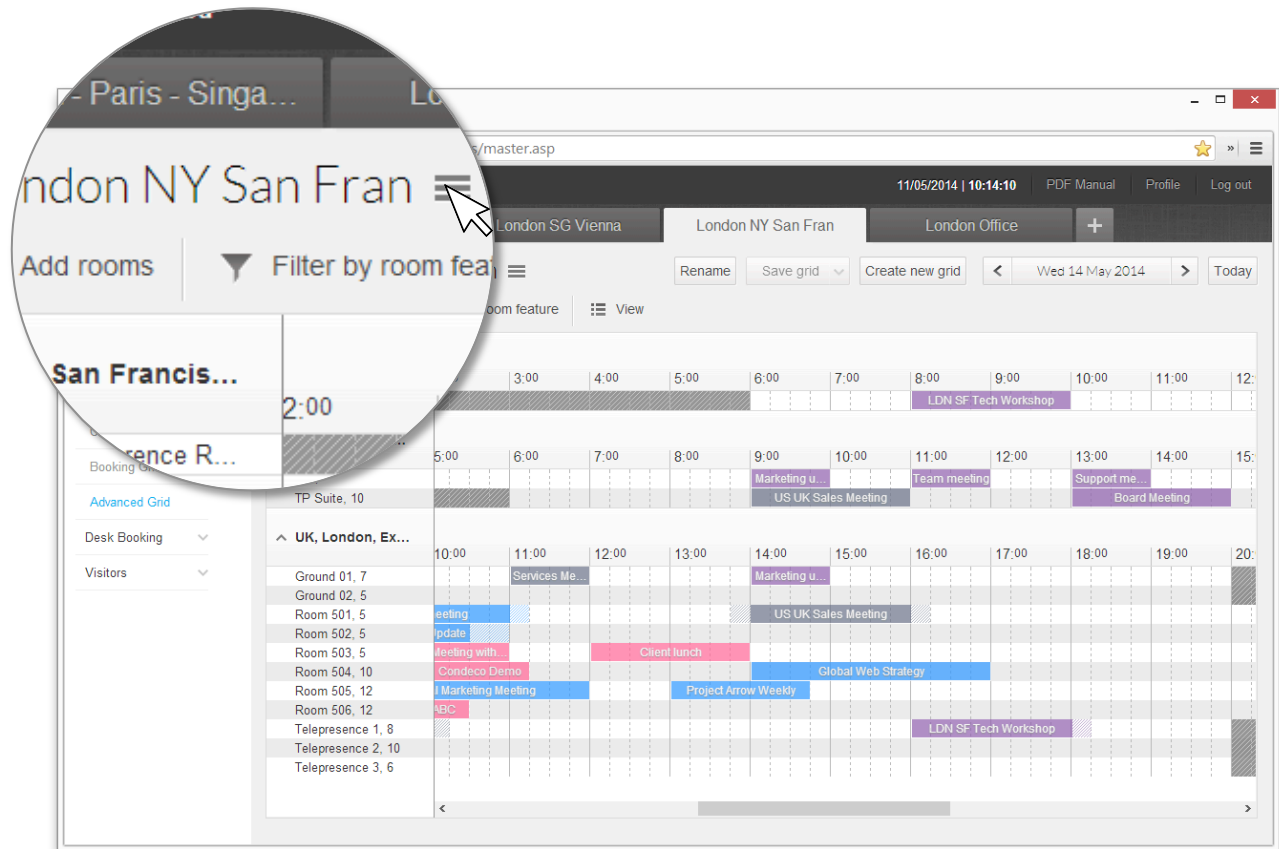
Room type: click the down arrow to select a type.

Country/Region/Location: click the down arrow to select one or multiple locations as required by ticking the relevant boxes.

To close a drop down menu, click on the arrow.

Note: as you start to add/select additional rooms the number of matching room results will appear.

Dependent on the setup chosen by your organisation, there is a limit to the number of



rooms that can be added to a grid, normally dependent on the web browsers (for example Internet Explorer) used. If you exceed the limit, you will be alerted at the point of adding rooms.

Booking Access:

- Self bookable & request
- Self Bookable
- Request Only

May not be shown.

Group:

Select from the groups (may not be shown)

Floor: If applicable, also select the floor from the drop down

Add only rooms with:

Filter the room attributes you require for the rooms.

Once you have completed your selection click *Add rooms to grid*.

3.6.16. Filter by room feature

Click *Filter by room feature* to display the options. Click again to hide the filter.

Select or unselect the room features you want to filter by. The locations/rooms displayed match the filtered criteria.

Click *Show additional filters* to display more room features (if applicable).

Note: once you close the tab the grid does not retain the filter.

3.6.17. View menu

Click *View* to show / hide the grid viewing options.

Booking Period

Select from the drop down. This will amend the booking slot length in the room grid.

Time Format

Select between a 12hr and 24hr clock.

Room Grouping

Select from the drop down select how the rooms are displayed:

- As one single list

- By location (recommended)
- By timezone

3.6.18. Advanced Settings

Advanced Settings allow you to further personalise the grid display for the grid shown.

Header labels

Change how locations on the left of the grid are shown.

Room labels

Change the details of the room labels on the left of the grid.

Mouse over tooltip

Change what information you see when hovering over the room name.

Restore defaults

This will restore all personalised settings back to the system settings

3.6.19. Rename grid

Rename the currently open grid. To change the name of the open grid:

- Click on *Rename*
- Edit the name
- Click the green tick to confirm changes
- Click the red cross to undo changes

3.6.20. Save Grid

Once you have added additional rooms/resources to the grid, you can either save the original grid (*Save*) or make a copy (*Save As*) still retaining the original grid. When you are navigating away from a changed grid, you will be asked to save, or drop the changes.

3.6.21. Create new grid

When you create a new grid it is useful to first rename it from *Unnamed Grid* to an applicable name. See *Add rooms* about how to add rooms to your new grid to see their availability.

3.6.22. Grid Calendar

Select the month/day you want to view / add a room booking. Click on today to return to the current day.

3.6.23. Room name/details

Hover your cursor over a room name to view room information. The tooltip contents can be changed in the Advanced Settings.

Clicking on the room name opens a separate window displaying room attributes and information.

To delete the room from the grid, click on the bin icon. This will delete the room from the grid, but not from the database.

3.6.24. Room Grid

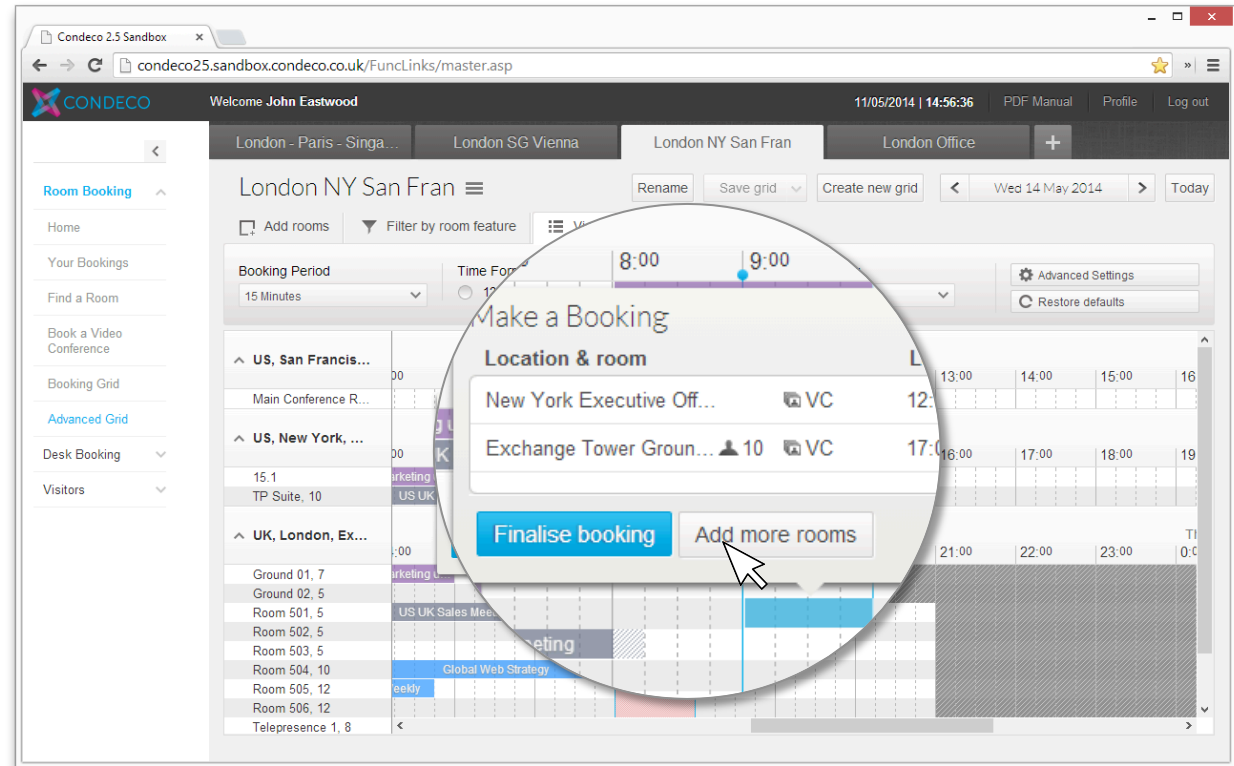
You can make a booking directly on the grid. Select the date and room, then click on the time you want for the booking. A dialog box will appear displaying room and location details.

Increase length of booking

To make the booking longer place the cursor on the right edge of the blue booking placeholder, left-click drag and release to the end time.

Finalise Booking

Click *Finalise Booking* and the booking form will open. Complete the booking form and click *Book* (self bookable) or *Request* for a (Managed) room.



Create conference

Select the first room. In the room list callout, click *Create conference*. This will only be enabled if for video conference or telepresence rooms. Now select the next room from the grid that you want to have a conference with.

The two conference rooms are viewable in the pop-up window. If required, you can *add more rooms*. To remove a conference room click the bin icon in the rooms callout.

3.6.25. Right click menu

Copy/Paste Bookings

To make a copy of a booking, right mouse click on the booking and select *Copy*.

To paste, click on the booking, drag the booking to the required time and release.

Note: This operation is only possible with single room bookings, not conferences. You cannot copy a booking into a future date

Extend Booking

To extend a booking, click on it and drag the right edge forward.

Note: This only possible for non-video conference bookings, for administrators, or for bookings that you are the owner of.

Whilst a meeting is in progress you can also *Extend* the booking, as long as time slots are available to extend into.

- To put the meeting into *In Progress* status, right-click the booking and select *In Progress*.
- Right-click the booking and select *Extend Booking*
- The booking will extend by one default booking period for the group.

Delete Booking

To delete a future booking, right-click on the booking and select *Delete Booking*.

Note: You cannot delete historical or In Progress bookings

3.6.26. Drag actions

Extend Booking

To extend a booking, click on it and drag the right edge forward.

Note: This only possible for administrators, or for bookings that you are the owner of.

Move Booking

To move a booking, click on it and drag it to the desired room.

Note: This operation is only possible with single room bookings, not conferences.

3.7. Your Bookings

All future bookings that you have either requested (for Managed rooms) or booked (self-managed) appear listed in *Your Bookings*.

Filter

Use the *From* and *To* filter to search for bookings by date range.

Edit booking

You can change details of the booking by clicking *Edit*. This will open the booking form.

Delete booking

Press *Delete* to delete the booking.

Approval & Waitlist

The waitlist function can be used to take a booking off the booking grid and into the Requests queue. As an administrator you can then decide whether to approve / reject the booking or move to another room.

Example of the Wait list

Scenario

User 1 has requested the Boardroom all day for a potential sales meeting that has yet to be confirmed. The booking is Pending status and is on the booking grid.

User 2 needs the Boardroom for an emergency Directors meeting at the same time.

User 3 would like the room for a seminar

- On the *Room Booking* home page the click on *Requests*.
- Open the booking (either click *View* to view the booking form, or *Grid* to display the booking on the Booking Grid.)
- Click the black arrow
- Click *Wait List*

Note: Other users will be able to request that room.

Creates a new booking for User 2's Directors meeting in the boardroom using the booking grid.

User 3, the administrator creates a new booking and moves to the waitlist and informs them that the Directors meeting has to take precedence.

Viewing the Wait List

1. Click *Requests* on the room booking homepage.
2. Click the dropdown next to status and chose *Wait List*.
3. Select a date and click *Apply Filter*.

4. Visitors

Note: To ensure visitor(s) you have invited to a meeting appear in *Your Visitors*, you must have marked them as an external visitor in the Booking Form.

There are a two ways to have visitors in Condeco:

- **External Visitors** (added when making a room booking)
- **Walk-in visitors** (visitors coming into the building but not for a room booking).

4.1.27. Arrival

Both external visitors and walk-in visitors are listed here. Both you and reception will see this list.

From this view you can:

- Click on the invitees name and edit/add details about the visitor and their visit
- Delete the visitor by clicking the bin icon

4.1.28. Contacts

Displays a list of all your contacts (see below for details on how to add contacts)

Click on the contact name to edit/add details

Condeco 2.5 Sandbox

condeco25.sandbox.condeco.co.uk/FuncLinks/master.asp

Welcome John Eastwood

11/05/2014 | 17:00:28 PDF Manual Profile Log out

Welcome to Condeco Visitors

Add a visitor

Name:

Company:

Country:

Location:

Arrival: ☐ Save to Contacts

Visitor Times

Note: Arrival times should be entered in the local timezone.

Arrival | **Contacts**

Visitor	Company	Location	Arrival Date	Arrived
Herbert James	Acme	Exchange Tower	11/05/2014 16:50	Bin
Jane Johnson		Exchange Tower	11/05/2014 16:50	Bin
Peter Miller		Exchange Tower	11/05/2014 17:00	Bin

condeco25.sandbox.condeco.co.uk/condecoGridCache/welcomeVisitors.aspx?uid={A6299155-9AFE-4276-AF2E-5623945DEE88}&cult=en-GB

4.1.29. Add a Visitor (walk-in visitor)

Visitors who are not attending a meeting but are coming into the building to see you can be entered here.

- **Name:** type the full name of the walk-in visitor
- **Company:** type the company whom the visitor works for
- **Country:** if applicable type the country

- **Location:** if applicable, select the location/site the visitor is visiting
- **Arrival:** date of arrival
- **Save to Contacts:** tick the box to automatically save the visitor to Contacts
- **Add:** click Add to inform reception/FOH a walk-in visitor is due in the building
- **Advanced:** enables you to enter more detail about the walk-in visitor

4.2. Your Visitors

This page shows you a list of your visitors due on a specific day.

4.2.30. Show visitors for a day

1. Click the calendar and select the date
2. Click *Find* to view search results in the bottom half of the screen
3. New Visitor: type in details of a brand new visitor
4. The visitors will appear in the bottom half of the screen.

Things to know:

- Click the headers to sort in ascending/descending order
- Click the visitor's name to enter more detail about the visitor
- Click the bin icon if the visitor is no longer expected (this action will automatically notify reception)

The screenshot shows the 'Your Visitors' page in the Condeco 2.5 application. The page has a sidebar with navigation links: Room Booking, Desk Booking, Visitors (selected), Home, Your Visitors, and Contacts. The main content area is titled 'Your Visitors' and includes a search section with a date picker set to 11/05/2014, a 'Results per page' dropdown set to 10, and 'Find' and 'New Visitor' buttons. Below this is a table of visitors. A circular callout highlights the search section and the first row of the table.

Visitors listed are displayed by the meeting start date. For meetings that span more than one day, only the first day is listed. Only external visitors and visitors not attached to bookings are listed.

When is your visitor due?

From: 11/05/2014

Results per page: 10

Find New Visitor

Visitor	Host / Booked By	Location	Room	Date / Time	Arrived	Departed
Herbert James	John Eastwood	Exchange Tower	N/A	11/05/2014 16:50		
Jane Johnson	John Eastwood	Exchange Tower	N/A	11/05/2014 16:50		
Peter Miller	John Eastwood	Exchange Tower	N/A	11/05/2014 17:00		

4.3. Contacts

Regular visitors can be added directly into Contacts. You can then select visitors from the contact when adding attendees on the booking form.

Any contact that you added as an external visitor on the booking form will automatically appear here so that you can add/edit their details in a central address book.

Edit a contact

Click on the pen icon

Delete a contact

Click on the bin

Add a new contact

Click on + *add new*

The screenshot displays the Condeco 2.5 Sandbox web application interface. The main page is titled 'Contacts' and features a sidebar with navigation options: Room Booking, Desk Booking, Visitors (selected), Home, Your Visitors, and Contacts. The main content area shows a table of contacts with columns for First Name, Last Name, Email, and Telephone. A search bar is located at the top right of the table. A modal window titled 'Contact Details' is open, showing a form for editing a contact. The form includes fields for First Name, Last Name, Email, Company, Telephone, Mobile / SMS, Fax, Address 1, Address 2, County, Post Code, and External. The 'Save & Close' button is visible at the bottom of the modal.

First Name	Last Name	Email	Telephone
John	Blythe	johnb@gmail.com	
Petra	Hermanns	petra@hermanns.com	
Herbert	James	herbert.james@acme.com	
Stephen	Johnson	stephen.johnson@sj.com	
Milly	Jones	milly.jones@condecosoftware.com	
Fiona	Magnetti	fionam@gmail.com	
Peter	Miller	peter.miller@dlf.com	
David	Mitchell	david.mitchell@der.com	
Jane	Waters	jane.waters@abc.com	

Contact Details

First Name: * Stephen
Last Name: * Johnson
Email: * stephen.johnson@sj.com
Company:
Telephone:
Mobile / SMS:
Fax:
Address 1:
Address 2:
County:
Post Code:
External: ☐
Save & Close Cancel

5. Desk Booking

There are three types of desks within Condeco

Fixed Desk: A fixed desk is allocated to a single user

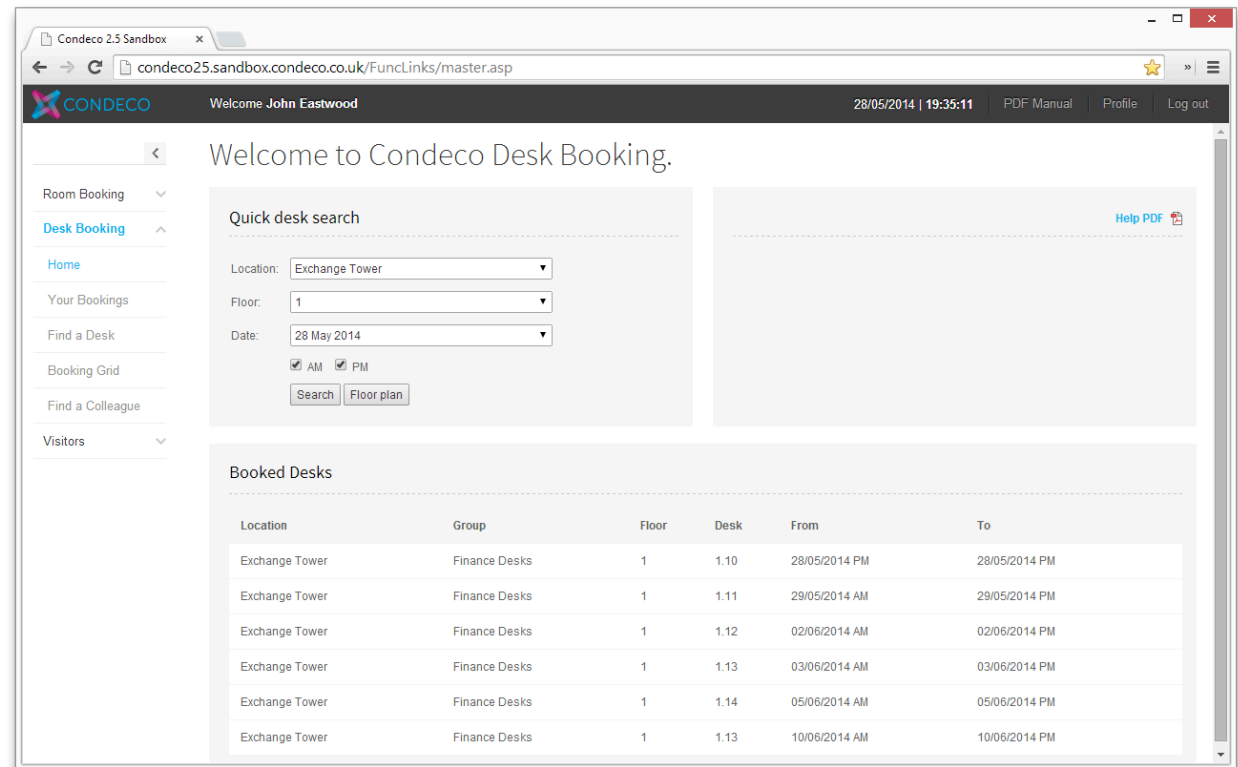
Flexi Desk: A flexi desk is a desk allocated to a user, but can be released by that user temporarily (for example if the user is on holiday)

Bookable Desk: A hot desk is a bookable desk, free to be booked by any user

Note: The Administrator at your company has configured the desks to suit business requirements.

There are three different ways to make a Desk Booking in Condeco.

- Quick desk search
- Find a Desk
- Booking Grid



5.1. Quick Desk Search

To search for a desk on a specific date, use the quick desk search.

1. Specify the Location, Floor and Date to search for an available desk:
2. Select the *Location* field. By default this is set to your default location.
3. Select the *Floor* field. By default, this is set to your default floor.
4. Specify the *date* from the drop down menu.
5. Select when you would like a desk, AM or PM. (Note: due to your organisation's setup you may see different options).
6. Click *Search* and Condeco will search for available desks and show a list of results. Click *Floor plan* to view desk availability on a floor plan.

To complete the desk booking:

In the search results, click *Book Now* for the desk you want, or click *Floor plan*.

- *Book Now* will either open the booking form, or process the booking right away, dependent on how the system is set up.
- *Floor plan* enables you to view availability on the floor plan.

The screenshot shows the Condeco 2.5 Sandbox interface. The top navigation bar includes the Condeco logo and a welcome message for John Eastwood. The left sidebar contains links for Room Booking, Desk Booking (highlighted), Home, Your Bookings, Find a Desk, Booking Grid, Find a Colleague, and Visitors. The main content area is titled 'Welcome to Condeco Desk Booking.' and features a 'Quick desk search' form. A circular callout highlights this form, which includes fields for Location (Exchange Tower), Floor (1), and Date (28 May 2014). Below these fields are checkboxes for AM and PM, and buttons for Search and Floor plan. Below the search form is a table titled 'Booked Desks' with columns for Location, Group, Floor, Desk, and a date range. The table lists several desks in the Finance Desks group at Exchange Tower, Floor 1, with dates ranging from 28/05/2014 to 10/06/2014.

Location	Group	Floor	Desk	28/05/2014	29/05/2014
Exchange Tower	Finance Desks	1	1.10		
Exchange Tower	Finance Desks	1	1.11	29/05/2014 AM	29/05/2014 PM
Exchange Tower	Finance Desks	1	1.12	02/06/2014 AM	02/06/2014 PM
Exchange Tower	Finance Desks	1	1.13	03/06/2014 AM	03/06/2014 PM
Exchange Tower	Finance Desks	1	1.14	05/06/2014 AM	05/06/2014 PM
Exchange Tower	Finance Desks	1	1.13	10/06/2014 AM	10/06/2014 PM

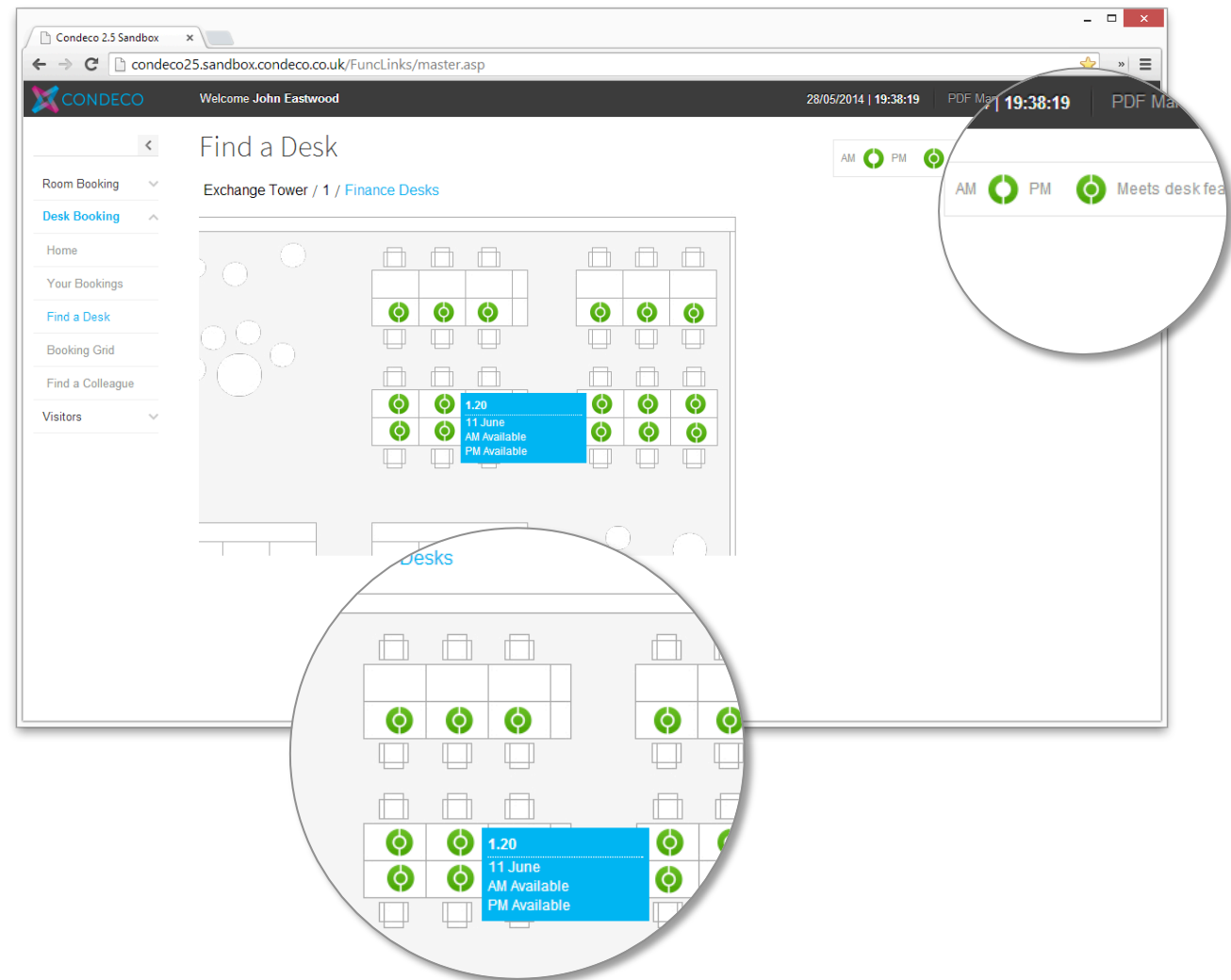
5.2. Floor plan

If you select Floorplan in the search results or the quick desk search you will see a floor plan for your chosen location and floor.

- Green means available, grey means taken.
- If the desk symbol has a dot in the centre, it meets all the desk features you can select in your profile.
- If the desk symbol is split in two parts, the left part denotes AM availability, the right PM availability.

Make a booking on the floor plan

Click the desk you want to book. This will either open the booking form, or process the booking right away, dependent on how the system is set up.



5.3. The Desk booking form

If your system is set up to show a desk booking form instead of instantly booking the desk, you will see this page in a pop up window.

Complete your booking

Tick the date(s) you would like to book the desk for. The date you entered in your search will already be selected.

Make a desk booking for someone else

If the desk is for someone else, check “Yes” and fill in the details.

- If the person you are booking for is an internal member of staff utilise the directory search by clicking on *search*.
- If the person you are booking for is external to the company check “is external”

Click *Save & Close* to complete your booking.

Desk Booking Form - Google Chrome

condeco25.sandbox.condeco.co.uk/funcLinks/hd_bookingForm.asp?bookingID=0&roomID=3197&startTime

Book a Desk

Desk 1.20 at Exchange Tower on Floor 1

Week Starting 26/05/2014 - Remaining allowance: 7

	Mon 26/05	Tue 27/05	Wed 28/05	Thu 29/05	Fri 30/05
AM	☐	☐	☐	☐	☐
PM	☐	☐	☐	☐	☐

Week Starting 02/06/2014 - Remaining allowance: 4

	Mon 02/06	Tue 03/06	Wed 04/06	Thu 05/06	Fri 06/06
AM	☐	☐	☐	☐	☐
PM	☐	☐	☐	☐	☐

Week Starting 09/06/2014 - Remaining allowance: 6

	Mon 09/06	Tue 10/06	Wed 11/06	Thu 12/06	Fri 13/06
AM	☐	☐	☒	☐	☐
PM	☐	☐	☒	☐	☐

Booking for someone else? ☒ Yes (Add details)

First Name

Last Name

Company

Email

Telephone

☐ Is external

5.4. Find a Desk

Find a desk allows you to search for a desk on more than one day, and select desk attributes.

To start a search

Click *Find a Desk* on the left menu.

1. Select the *Location* field.
2. Select the *Group(s)* you'd like to book in. You can select multiple groups by holding down CTRL on a PC, or CMD on a Mac.
3. Specify the *Floor(s)*. You can select multiple groups by holding down CTRL on a PC, or CMD on a Mac.
4. Select the times (AM/PM) you would like book the desk for. How many days or weeks you see here depends on your organisation's setup. You may not see this if your system is set to all day bookings only.
5. Select booking for someone else if required, and complete the information.
 - If the person you are booking for is an internal member of staff utilise the directory search by clicking on *search*.
 - If the person you are booking for is external to the company check "is external"
6. If you require a particular desk attribute click on *desk attributes* and check the options you require.
7. Click *Find a Desk* to perform a search.

Condeco 2.5 Sandbox

condeco25.sandbox.condeco.co.uk/FuncLinks/master.asp

Welcome John Eastwood 28/05/2014 | 19:37:02 PDF Manual Profile Log out

Find a Desk

To find a desk please select the group(s) and floor(s) that you want your desk in and select the days you require it for:

Where do you want to book?

Country:

Location:

Group:

Floor(s):

Hold Ctrl / Cmd to select multiple groups / floors.

Display: 10 Results per page

Week Starting 26/05/2014 (Remaining allowance: 7)

	Mon 26/05	Tue 27/05	Wed 28/05	Thu 29/05	Fri 30/05
AM	☐	☐	☐	☐	☐
PM	☐	☐	☐	☐	☐

Week Starting 02/06/2014 (Remaining allowance: 4)

	Mon 02/06	Tue 03/06	Wed 04/06	Thu 05/06
AM	☐	☐	☐	☐
PM	☐	☐	☐	☐

Booking for someone else? ☒ Yes (Add details)

First Name [Search]

Last Name

Company

Email

Telephone

Is external ☐

On arrival notify me by Phone ☐

Email ☐

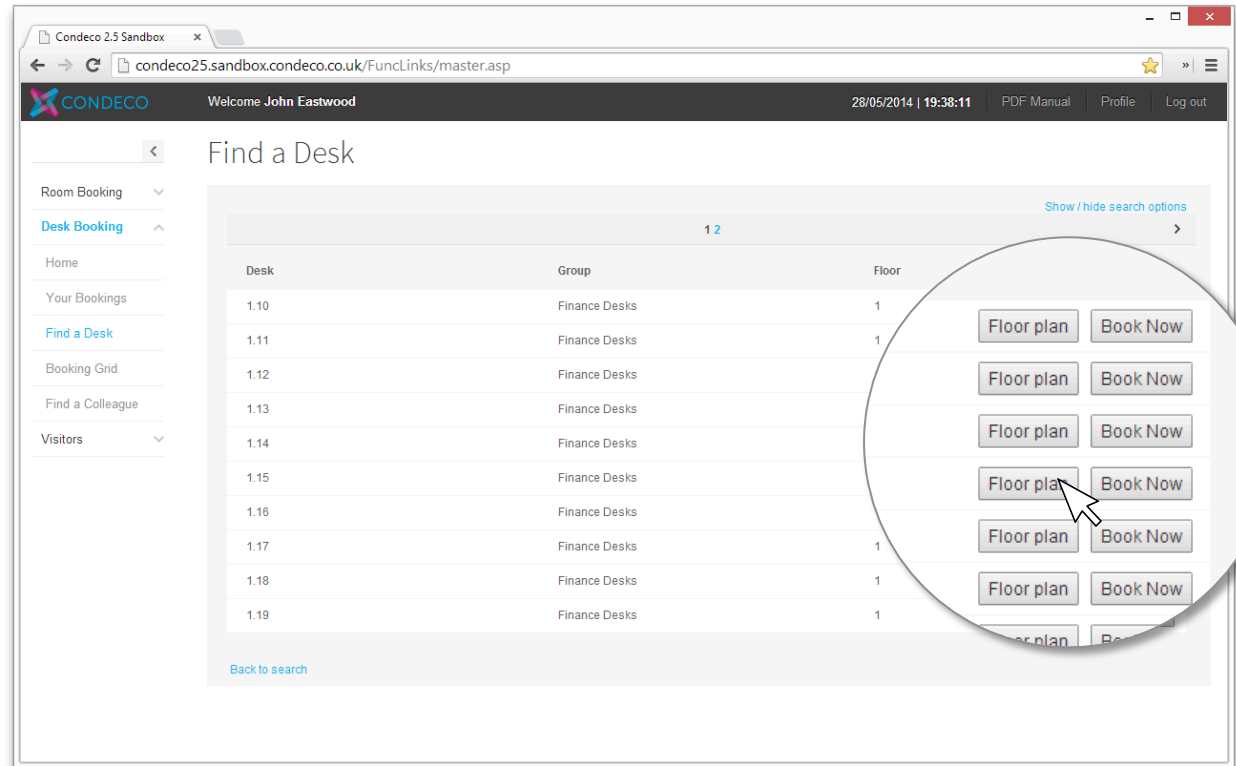
Desk Attributes

Search results

To complete the desk booking

In the search results, click *Book Now* for the desk you want, or click *Floor plan*.

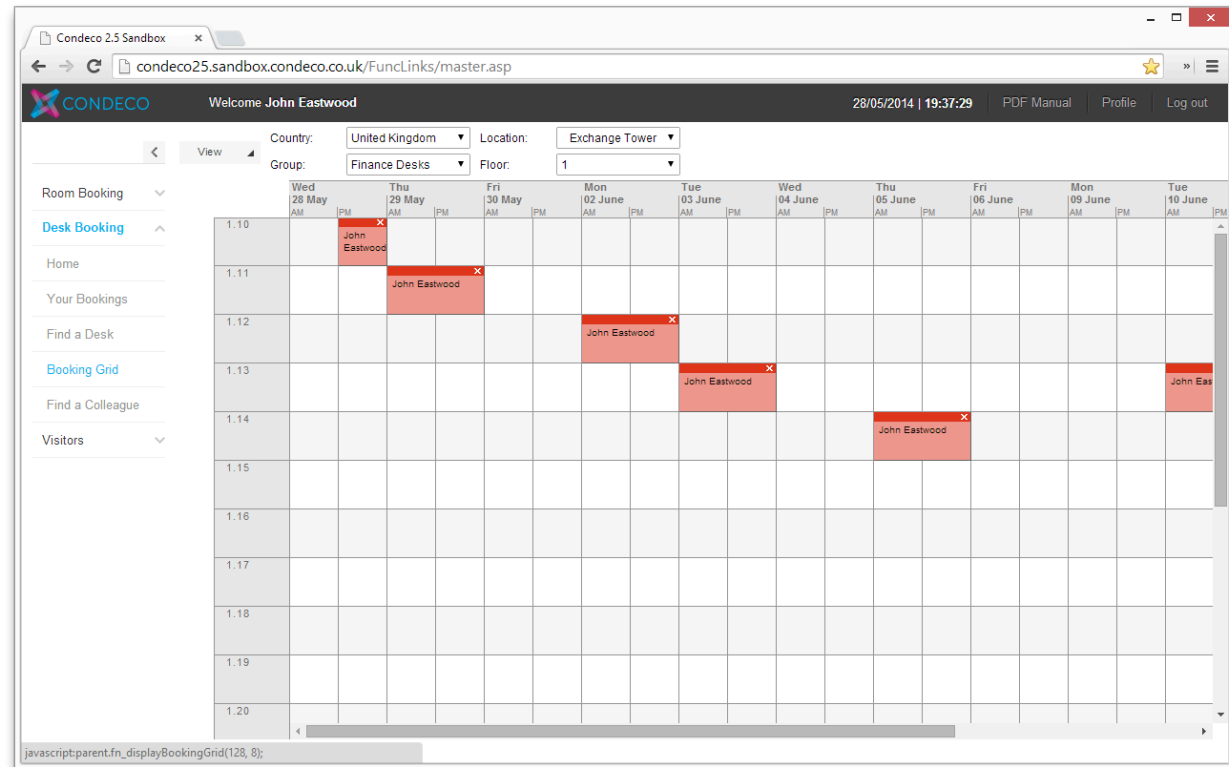
- *Book Now* will either open the booking form, or process the booking right away, dependent on how the system is set up.
- *Floor plan* enables you to view availability on the floor plan.



5.5. Desk booking grid

To make bookings on the desk booking grid

1. From the menu click *Booking Grid*
2. If required change the Location, Group and Floor to find the range of desks to choose from
3. Once you have found a desk click the date and time on the grid
4. Complete the Find a Desk
5. Click Save & Close



5.6. Desk check in and release

Check in

If Condeco has been configured to request a desk check in you are required to check in to your desk each day.

If you have not checked in to your desk by the specified times (set by your organisation) Condeco will automatically release the desk and it will then become available for other users to book.

Check into your desk

1. To check in, open Condeco
2. Click *Desk Booking*
3. On the Home Page click *Check into this desk*.

Release a Desk

Click cancel this booking for the desk(s) you no longer require, allowing others to book

Release a Fixed Desk

1. Click on the desk booking you wish to release.
2. Choose the *From* and *To* date(s), choose whether AM and/or PM
3. Click *Release*. The date(s) will appear in the *Release Periods* box. Click *Close*
4. Note: if you have made a mistake and need to remove the selected dates;
5. Click on the release Period in the box
6. Click *Remove Selected*

5.7. Check in / release a desk using a Desk Screen

If your Condeco system has been configured for check in using desk screens, you may be required to check-in to using your swipe card.

If you have not checked in to your desk by the specified times (set by your business) Condeco will automatically release the desk and it will then become available for other users to book

LED lights on the desk screen

- Amber means the desk is reserved but you haven't checked in to the booking.
- Red means you have checked in
- Green means the desk is available

Desk auto-bump

Your organisation may have Auto-bump enabled. This will automatically free your desk if you do not check-in within a designated time (set by your company). If when you arrive at your reserved desk and the LED light is green, you have been auto-bumped the desk is freed up for anyone to use the desk.

6. Group Administrator Features

If you have been identified as a Group Administrator by your organisation, please read the following:

- Condeco has been configured to match your organisation's room and/or desk booking policies and procedures, therefore your experience of using Condeco may sometimes differ from the generic information provided in this help guide.
- Condeco is based on both modular software and hardware features and functionality; your company will have opted for all or some of the modules in this help guide based on internal business reasons.
- If you believe a feature change needs to be made to your version of Condeco, please first liaise with your company Condeco Global Administrator
- For any technical assistance please first contact your company Condeco System Administrator

6.1. Requests

Managing Room Booking Requests

If you are an Authoriser/Approver of a group of managed rooms you will see the word *Requests* in the left navigation. You have the ability to approve, reject and/or change all details in the requested booking.

The number in brackets is the number of outstanding requests, which are awaiting approval.

Booking statuses

- **Pending on Grid:** displays requests which are reserved but not approved
- **All:** displays all outstanding requests
- **New:** displays the current date new requests
- **Wait List:** displays requests where bookings are on hold. It is a manual process (by you) to change the status of the booking and assign the booking to a suitable room.
- **Rejected:** displays all rejected bookings

Approve/reject bookings

1. Press *view* will open the booking form. It is best practice to open the booking form and

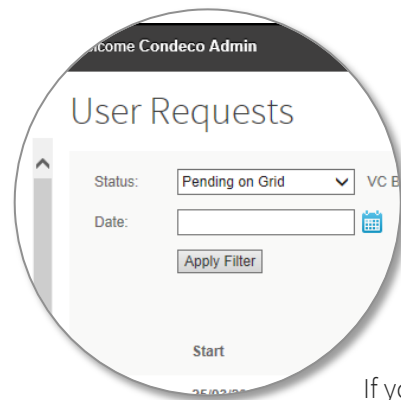
double-check all the details before you approve/reject the booking.

- *Confirm:* immediately confirm the booking
- *Reject:* you will need to provide a reason why the booking is being rejected
- *Grid:* will open the booking grid and immediately display the booking.

In the booking grid

Click the black arrow and select whether to *Move*, *Copy*, *Delete* or *Confirm* the Booking*

Click the booking to open it and view the booking form



Things to know:

Once managed the booking drops off Requests.

Remember you do not need to approve self-managed rooms therefore they do not appear in Requests.

If you work as part of a group administrator team managing requests, managing a specific group of rooms the requests are seen by all members of the team.

You will **not** receive an email informing you of an outstanding request. This is not a feature of Condeco. Have Condeco minimised and open

periodically to check the number of outstanding requests, which are awaiting approval.

6.2. Find Bookings

If you are an approver for managed rooms you will see *Find Bookings* in the toolbar.

Use this feature to find any booking, which you are an approver of, regardless of its status or type.

Use any combination of search criteria to find a booking.

Things to know:

- *ID*: every booking has a unique ID number. If a requester/host can provide this to you it will be easy to find the booking.
- You can you clear the date (simply delete it) in Meeting Start field. This reduces the risk of the wrong date being entered.
- The first three characters in any search box can be entered and then you can click Find.
- *Include cancelled requests*: tick the box to include rejected/deleted/cancelled bookings in the search results.

View the history of the booking

1. Once you have your search results click on the title of the meeting (blue text). This will open the booking form.
2. Click *Summary*
3. Scroll down until you see the *Booking History*

ID	Meeting Title	Meeting Room	Location	Host	Meeting Start	Meeting End
2642	test - Conference	Room 501	Exchange Tower	test	28/05/2014 19:30	28/05/2014 20:30
2636	test series 4	Room 503	Exchange Tower	chris	28/05/2014 10:00	28/05/2014 10:45
2634	test series 2	Room 501	Exchange Tower	chris	28/05/2014 10:00	28/05/2014 10:30
2635	test series 3	Room 502	Exchange Tower	chris	28/05/2014 09:45	28/05/2014 10:15

4. Here you will see all the activity for the booking including when (date and time) who and what occurred.

To display full details of a booking

1. Click on the booking to view the booking form.
2. When you have a self-managed booking you can update the booking if required.
3. Any changes to a managed booking will go back to the designated Approver for re-approval.

6.3. Visitor Management

As a group administrator you have additional visitor management features which will enable you to manage both scheduled external meeting attendees and walk-in visitors.

Note: You should take the time to read the *Your Visitors (Users)* section in this help guide to understand how users add visitors to Condeco, and how they then appear in *Visitors* for you to manage.

Find a Visitor

You can search for visitors in the *Visitors* page in preparation for their visit, for example to print out badges. Here are the visitor management features:

- Arrive & Print badges/passes
- Notify the Host
- Display Roll Call
- Search for cancelled requests
- Import visitors

Arrive & print badges/passes

To access Visitor management, complete the steps below:

1. Click *Visitors* in the left navigation

2. Once *Find a Visitor* opens you can use any combination of search options to then display a list of visitors
3. Click *Find*

With the search results listed, you can arrive and print passes and badges.

To arrive a single visitor click *Arrived* on their row

Once you have clicked *Arrived* a pop-up print box with the following options appears.

- *Print Pass* (note: your system administrator will have configured Condeco with your organisation's template for the passes/badges. This will open the print dialog window and you can then print the badges)
- *No Pass Required* (arrive visitors without passes/badges. This will date and time stamp the arrival of the visitor in Condeco)
- *Arrived Error* (will return the list of attendees)
- *Visitor Num* (type the visitor number if applicable)

To arrive (or prepare passes/badges in preparation for visitor arrival) *multiple* visitors tick the visitor box and click *Arrived*.

Once you have clicked *Arrived* a pop-up print box will appear.

- *Print Pass* (note: your system administrator will have configured Condeco with your organisation's template for the passes/badges. This will open the print dialog window and you can then print the badges)
- *No Pass Required* (arrive visitors without passes/badges. This will date and time stamp the arrival of the visitor in Condeco)

Notify the meeting host of a visitor arrival

Once you have clicked *Arrived* the Host will automatically receive a visitor arrival email.

Note: your company may decide to have this email disabled.

Mark visitors collected / On Break / Departed

- *Collected* - mark the visitor as collected by the Host
- *On Break* - if the visitor leaves the building for a short period. When the visitor arrives back in the building click **Off Break**
- *Departed* - once the visitor leaves the building not to return. Once they hand you the pass/badge, click **Departed**

How to display Roll Call

To see a list of all the visitors currently in the building (for fire/health and safety/audit purposes) click *Roll Call*

Note: Visitors you have marked as *Departed* will drop-off the Roll Call

Search for visitors in cancelled requests

Tick the box *Include cancelled requests* Include this in the search when you want to view a list of visitors who were deleted and no longer attending a meeting by a user

Import Visitors

You can add a list of bulk visitors for a meeting or event to Visitor management. The benefits of this option are:

- Bypasses the need to use the booking form to add external visitors one by one
- Immediately added to Arrivals
- Link the visitors to a user at your company
- Notifies the Host via email when once all external visitors have arrived

To import visitors do the following:

1. Click *Home*
2. Click *Advanced*
3. Click *Import Visitors*
4. Click *example import excel file*

5. Complete the excel file (Note: you can only add information based on the column headers in the excel file, you may corrupt the data if you add your own additional column headers)
6. Save the excel file to your computer
7. Click *Browse* and *Open*
8. Once the file displays in the an excel file to import field, you can complete the information shown in the form to identify the booking the visitors belong to
9. Click *Import*

The visitors will then be imported and will appear in the *Arrivals* search results based on the search criteria you chose.

6.4. User permissions

Update a user's permissions

1. Click on *Room Booking* and *Users* in the left navigation
2. Type the user's name
3. Click *Find user(s)*
4. Click on the name on the list
5. Scroll to the bottom of the screen to User Permissions
6. Select the *Country* (move from left to right hand box)
7. Select *ALL* the Groups (move from left to right hand box)
8. You will now see the list of Locations along with the tick box options
9. Tick the boxes for the desks/rooms you want the user to have the ability to book.
10. Tick *Location Visible*, *Make Bookings* and *View other people's bookings* as required.
11. Click *Save*

The screenshot shows the Condeco 2.5 User Manual interface. The left navigation pane is expanded to 'Users'. The main content area displays a table of permissions for the user 'Peter Otto'. The table has columns for 'Location / Group', 'Location visible', 'Make bookings', 'View other peoples bookings', 'Edit other peoples bookings', and 'Delete other peoples bookings'. The table lists various locations and groups, including 'Exchange Tower Finance Desks - Desks', 'Condeco House Finance Desks - Desks', 'Exchange Tower Marketing Desks - Desks', 'Exchange Tower Telepresence Rooms - Meeting Rooms', 'Condeco House Telepresence Rooms - Meeting Rooms', 'Exchange Tower Video Conference Rooms - Meeting Rooms', and 'Condeco House Video Conference Rooms - Meeting Rooms'. Each row has checkboxes for the permissions. At the bottom of the table, there are buttons for 'Save', 'Delete User', 'Suspend Account', 'Send login details', and 'Display login details'.

Location / Group	Location visible	Make bookings	View other peoples bookings	Edit other peoples bookings	Delete other peoples bookings
Exchange Tower Finance Desks - Desks	☒	☒	☒	☐	☐
Condeco House Finance Desks - Desks	☒	☒	☒	☐	☐
Exchange Tower Marketing Desks - Desks	☒	☒	☐	☐	☐
Exchange Tower Telepresence Rooms - Meeting Rooms	☒	☒	☒	☐	☐
Condeco House Telepresence Rooms - Meeting Rooms	☒	☒	☒	☐	☐
Exchange Tower Video Conference Rooms - Meeting Rooms	☒	☒	☒	☐	☐
Condeco House Video Conference Rooms - Meeting Rooms	☒	☒	☒	☐	☐

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