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Features Overview

The Reservation Request System is a web-based booking application. It allows customers to view available lounge spaces, view dates, create an account and build their reservation to The Weingarten. Reservation requests are visible to event staff and are sent to them via an email, and the desired event date is placed on their Google Calendar.

There are two levels of access to the Reservation Request System. One level is for admins, and the other level is for users. The user level access gives users the most basic level of content. Users can only update their information and see time slots but not who reserved that time slot for a reservation. Administrative-level access allows admins to make changes and view content and is designed for the event staff at The Weingarten.

The administrative-level users have the same access as technicians and more. They can generate reports in addition to modifying customer information. Admins can perform maintenance on the system. The Reservation Request System requires (?) number of admins.

For further information on how to operate the Reservation Request System, please refer to the training manual.

User Level Scope

The user-level scope access was created to allow customers to input their reservation request and information for the Reservation Request System. A typical user of the Reservation Request system would be a potential customer. A user can view the available spaces to the six lounges as well as the price and number of guests for space. However, the customer can only see blocked out times on the Google Calendar when making or searching for a request. They cannot see who booked what time.

The user will be required to enter a date for the event and submit the form. Next, the customer will need to register an email and password to proceed with the reservation request if they are a repeat customer. New customers will need to sign up and will be directed to an order form where they will be required to enter their first and last name. The user is also required to enter a phone number, address, event date, start and end time, number of guests, event date, event type, food trays, and quantity. The user will then see a calculated total of their request and have to sign off on the rental agreements. Lastly, the customer will then receive a confirmation letting them know that a member of the event staff will contact them to complete the reservation within 24 hours of the placed request via phone call.

Admin Level Scope

The admin-level of access was created for the staff at The Weingarten as well as any resource that has been put in place to help manage the website. Admin users have more access to the Reservation Request system than the basic user. Admins can edit and delete reservations and customers and see details about reservations and customers. The admin level also allows admin users to create reservations and customers.

Admin-level users can easily access the system to view reservation details left by customers.

Security Concerns

The distribution of administrative rights is at the discretion of The Weingarten event staff. Before handing over access to a user to the admin level, please use proper judgment to determine who would need those rights. The Reservation Request System requires a minimum of ___ admins who can make changes to the system. This includes the creation or deletion of any user within the Reservation Request System.

Health Concerns

There are very little health concerns with using the Reservation Request System. Very few users may experience seizures when exposed to certain images, flashing lights or colors when using the system. A zoom feature in the browser does work for any users with impaired eyesight. If you or your relatives have a history of epilepsy or seizures, please consult your doctor before using the application. It is advised that the application should be used in a well-lit room and a safe location with electrical appliances plugged in properly.

Please immediately stop using the Reservation Request System and consult your doctor if you experience any symptoms such as lightheadedness, disorientation, twitching, blurred vision and confusion.

Frequently Asked Questions

How do I get to the login for my account?

Go to the Reservations tab and click Book Now. You will be redirected and asked to login.

I am a user, how should my password be set-up?

Your password should be 8 or more characters long with an uppercase letter and at least one number.

I forgot my password.

Click the 'Email Me' link next to Forgot Password. Enter your email in the box and click submit. A link to reset your password will be sent to the email that.

I am unable to login (user)

Please be sure that you are inputting the correct username and password. Check to see if the keyboard has the Caps Lock button on and turn it off if needed. If the problem persists, please contact an Administrator to help reset your password via the Contact Us page and leave details about your problem.

I am a member of the event staff, and I need admin privileges, where do I go?

Type in `Reservations.wine/admin` in your browser. Here you will have access to the admin control panel.

I am an admin, but I cannot delete a user.

To delete a user, be sure to select delete on the admin control panel under Action.

I am an admin, and I want to create a reservation and a customer.

Go to the admin control panel. In the top left, there are buttons to create a reservation or to create a customer.

As an admin, I deleted a reservation from the system, but it still appears on the calendar.

Delete from the Action column for that specific reservation request and refresh the page. If the

Be sure to check the admin control panel to see if the reservation still exists. If it does, click request is simply on the calendar, delete it from the Google Calendar by selecting the event and clicking delete at the top right of the screen.

I am a user, I reserved a reservation, but now it is not showing up on the calendar.

An admin will need to contact you before your spot is reserved on the calendar. Once you have been contacted and your reservation has been completely confirmed, the admin will block out your time slot on the calendar for you to view.

As a user, I had access to the system yesterday but now I cannot login with the same username and password.

Please contact an admin with your request by going to the Contact Us page and leaving a message. Your account might have been deleted from the system. Ask the admin to restore your account. You may be asked to choose a different password.

Where do I check the reservation request that the customer has placed (admin)?

Check the email associated with the account that was registered for the admin. Confirmation from Google should be sent with the details of the reservation. If the reservation has not been sent, check the admin control panel with the details of the customer reservation. There you have the option to create that reservation and have the information sent to the admin email.

As a customer, I want to make changes to my reservation (time, date, food trays, guest count, event type, etc.)

You can contact an admin of the system by going to Contact Us and leaving a message or call a member of the event staff at the Weingarten with the information you wish to update. Be sure to have your email and phone number ready to give a member of the event staff so they can look up your information and make changes accordingly.

I am a customer, and I want to update my personal information.

Contact an admin of the system with a request to update your information.

Warranty

Vintner Consulting will assist in supporting The Reservation Request system for up to sixty days after implementing the new system. Starting December 14th, 2017 until February 12th, 2018. The members of Vintner Consulting can be reached by email:

Megann Welch (developer)- mawfz9@mail.umsl.edu

Denee Wells (developer)- dw6v4@mail.umsl.edu

Chelsea Coats- cacb88@mail.umsl.edu

Andrew Cook - amc3n2@mail.umsl.edu

Omar Salih - omsf7f@mail.umsl.edu

Amanda Gorham - ags2p8@mail.umsl.edu

Should The Weingarten wish to work with Vintner Consulting after the sixty-day period, the team is willing to continue working contractually for a price and negotiated timeframe.

Training Manual

Forward

This manual is created for training employees new to the Reservation System. It will instruct on how to use the system for viewers, technicians, and administrators. This support guide will also be featured within the application for further use. If any user is needing more detailed information or has any problems, please refer to the user guide.

After reading this guide, you will be able to:

Understand how to navigate the system

Understand how to manage users

Run reports

Understand the interface

Differentiate between the levels of access

This manual is written in order from customer to administrative access and

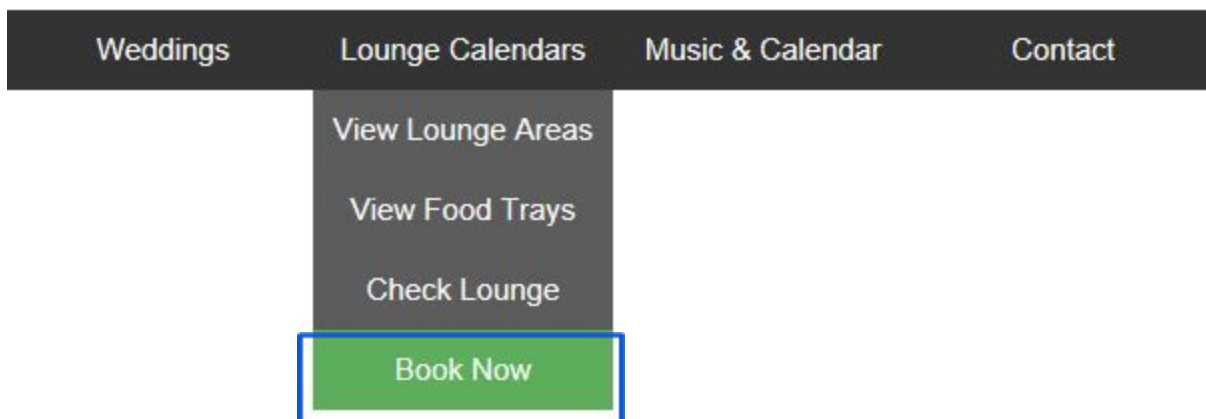
The Basic Credentials

Embedded Help

Users will have access to help nodes throughout the Reservation Request System to explain how things work. Each interface in the system links to help users when needed.

Customer Login

Customer Login can be accessed by clicking the Lounge Rentals tab and scrolling down to Book now. (Image will change)



Log In

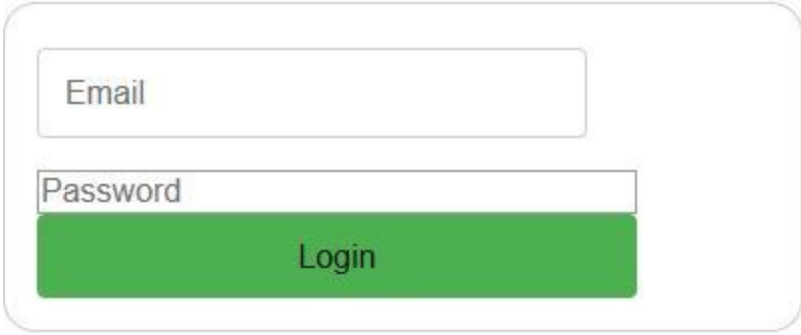
The image shows a login form with two input fields: 'Email' and 'Password'. To the right of the 'Password' field is a blue 'Login' button. Below the input fields is a link that says 'Not registered yet? Register Here'. At the bottom of the form, there is a small, faint text that reads 'Full-Screen Snip'.

This is the screen that the customer will see when they login to their account.

1. A returning customer will be asked to enter the email address associated with their account.
2. Next, the customer will be asked to enter their password.
3. When the proper credentials are entered, the customer can click 'login' to gain access to their account.
4. If the customer is new, there is a link to the login to register new users.

Customer Registration

To access the account registration page, click Register Here under the login page.



A login form with a rounded rectangular border. It contains three elements: an input field labeled "Email", an input field labeled "Password", and a green button labeled "Login".

Not registered yet? [Register Here](#)

Forgot password? [Email me](#)

Registration

A registration form with the following fields and values:

- Email: cool@dude.com
- Password: ••••••••
- First Name: Joe
- Last Name: blow
- Street Address: 100 Memory lane
- City: St. Louis
- Zip Code: 12345
- Phone Number: 3145671234

Register

This is the screen The Weingarten’s customers will see when they are prompted to sign in or sign up before building their reservation request. If a customer is new to The Weingarten, they will be able to create an account. After completing the sign-in or account registration, the information will be stored in the database.

1. The customer will be prompted to enter an email address.
2. Then the customer will need to enter a password.
3. The customer will need to enter their first name in the First Name field
4. The customer will need to enter their last name in the Last Name field.
5. Then the customer will need to enter their street address.
6. A city name is required to be entered.
7. A zip code is also required.

8. A state is required.
9. Last, the customer will be required to enter a phone number.
10. To complete the registration, the customer will need to click the register button, and their account will be created.

Registration Success

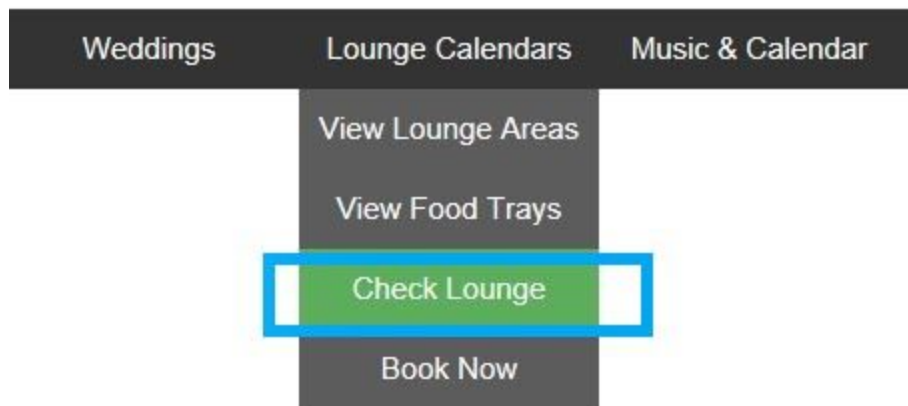
**You are registered
successfully.**

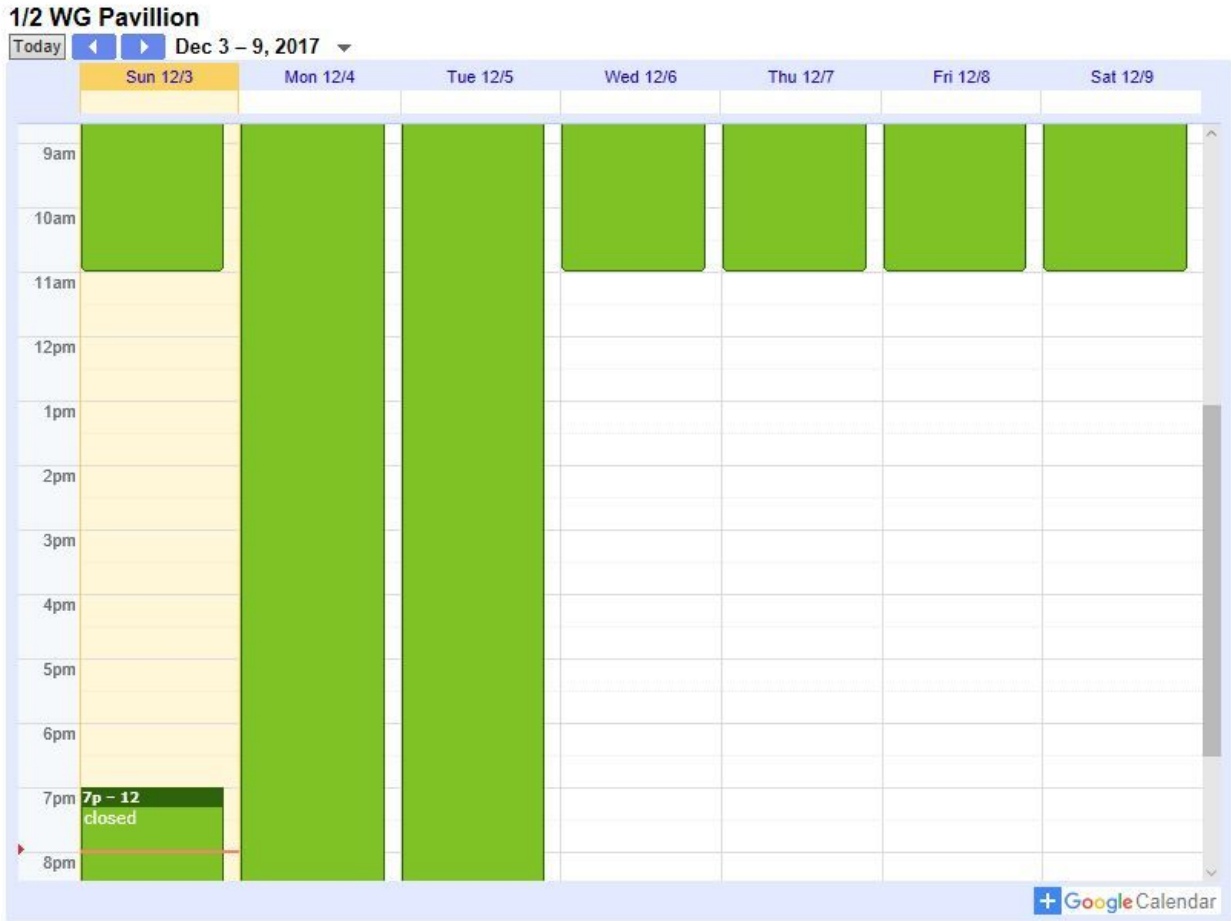
Click here to [Login](#)

This is the screen that the customer will see once they click registration and complete their account. Once the registration is complete, the customer will need to login by clicking the login link on the page.

Check Lounge

To access the Check Lounge page, go to the Lounge Rental tab and select Check Lounge.





This screen is what customers will see when they are looking for a lounge that they would like to select. It shows the time the lounge space is available, the availability of the lounge which will be marked with either reserved or not reserved and the name of the lounge space they are looking into.

At the bottom of the screen, the customer will be able to be the time they would like for the lounge space. There are fields where the customer can select the start and end time of the reservation and then they will need to select submit.

Lounge Reservation Request

This is the screen that customers will see when they are ready to build their reservation.

This page is accessed by the customer wants to book a reservation from viewing lounge spaces. The customer can book a reservation by selecting Book Now from the Lounge Rentals dropdown menu.

1. An event date is a required field that the customer can be selected from a dropdown box. Click the check mark to select the date and the 'x' to close it.
2. The event type will need to be typed into the box.
3. Next, the customer will need to enter an event start and end time from a dropdown box. Click the check mark to select the dates or the 'x' to close it.
4. The time to serve food trays is required if the customer chooses to order food trays. Otherwise, this field can be left blank.
5. The number of guests will be keyed into the box.
6. The customer can then select the lounge they wish to rent by clicking a radio button. This section lists the names of the lounge, the number of people they seat and the price per hour.
7. There is also an option to add additional time to the reservation request with a dropdown box of all the lounges and additional hours.
8. The customer can then submit their request.

Food Tray Option

9. Food tray options can be selected with a check box
10. The food tray quantity can be entered at the box.
11. The customer will then click submit to proceed to the confirmation or back to change or edit any information from the former page.

Confirmation and Agreement

Once the customer has completed filling out their reservation request and selects submit, the customer will then see this confirmation screen as well as the agreements that are required before the event is sent to a member of the event staff. The customer must check off on each agreement then enter their name and date before completing their reservation request.

Administrator Credentials

Admin Access

Admins can access the admin control panel by going to Reservations.wine/admin.

Admin Control Panel

Reservation Admin Console

[Create Customer](#) [Create Reservation](#)

Reservation ID	Lounge	Start Time	Details	Action
4		0000-00-00	Details	Details Update Delete
10		0000-00-00	Details	Details Update Delete
9	lakeside ramada	2017-07-07	Details	Details Update Delete
8	Lakeside Lounge	2017-10-31	Details	Details Update Delete
7	Lakeside Lounge	2017-10-31	Details	Details Update Delete
11	Lakeside Lounge	2017-10-31	Details	Details Update Delete
13	Lakeside Lounge	2017-10-31	Details	Details Update Delete
130	Lakeside Lounge	2017-10-31	Details	Details Update Delete
6	Lakeside Ramada	2017-11-09	Details	Details Update Delete

This is the reservation admin console screen. Here, the admin can view customers, create a customer or reservation, delete, update or see details on a customer or reservation.

Under Reservation ID, the admin can view the current reservations that are made. The reservation ID correlates with a customer who has made a reservation request. Lounge is where the admin can see what lounge was requested by the customer. Start Time is where the admin can see what time the reservation request was made for. In the details tab, the admin can click the details button to look at the specifics of each reservation

request that was made. It will generate a report that shows the details of the reservation. Under Action, the admin has the option to click details to view reservation details, update to update the reservation or delete to delete the reservation request.

This is the screen that the admin will use to update a reservation request. Here the admin can type into the fields to update the lounge space, email address, date, start and end times as well as food tray that was originally selected by the customer. To finalize the changes, click update. To exit the screen, place back and no updates will be made.

Customer Admin Console

Customer Admin Console

Create Customer Back

Customer Email	Name	Phone	Address	Options
bed@warm.com	kittie lyberger	123456789	Address Details	Update
blanky@space.com	blan kyspace	333-3333	Address Details	Update
eds@mg.com	fr sd	312155768	Address Details	Update
fred@test.com	test fred	999-9999	Address Details	Update

This screen shows the list of customer accounts by email, name and phone number. You can view a customer’s address details by clicking the Address Detail Button. If any of the customer’s information needs to be updated, click the Update button under the Options column. To exit out of the Customer admin console, click Back.

Create Customer

Create a Customer

First Name

Last Name

Email Address

Password

Mobile Number

This screen shows how an admin can create a customer by clicking Create Customer. You will need to enter a first and last name, email address, password and mobile number. To finalize the information, click Create and to exit click Back. To return to the Reservation Admin Console, click Back.

Create Reservation

Create a Reservation

Email	<input type="text"/>
Lounge	1/2 WG Pavillion <input type="text"/>
Date	mm/dd/yyyy <input type="text"/>
Start Time	--:-- -- <input type="text"/>
End Time	--:-- -- <input type="text"/>
Tray	<input type="text"/>
Tray Quantity	# <input type="text"/>

This screen shows how to create a reservation for a customer who is already registered in the system. The admin can select from a dropdown to select the email address. The lounge space can be selected from a dropdown box. The date, start and end time, of the reservation can be entered from a dropdown box and the desired food tray. Last, the admin can type in the food tray quantity and click Create or Back.

Delete Customer and Reservation

Delete a Customer

1) Are you sure you want to delete? 2)Have you removed this reservation from the Google calendar?

This screen will appear when an admin clicks Delete on an account. This function will delete both the customer and the reservation. The prompt will ask if the admin means to delete the information and if they have previously deleted the reservation from their Google Calendar. To delete, click Yes and to exit, click No.

Update Reservation

Update a Reservation Request

Lounge	<input type="text" value="Lakeside Lounge West"/>
Email Address	<input type="text" value="fred@test.com"/>
Date	<input type="text" value="10/19/2017"/>
Start Time	<input type="text" value="4:00 PM"/>
End Time	<input type="text" value="7:00 PM"/>
Food Tray	<input type="text" value="Chicken Salad Snack Wraps"/>
Tray Quantity	<input type="text" value="6"/>

This screen will display when an admin clicks Update for a created reservation. The admin can type in the Lounge and email address. The event date can be selected from a dropdown box as well as the start and end time. If a food tray option needs to be updated, it can be typed into the food tray date and the tray quantity can be typed in as well. To save the changes, click Update and to exit click Back.

Reports

Reservation Details

Reservation Details

Lounge	Lakeside Ramada
Date	2017-11-09
Start Time	11:00:00
End Time	12:00:00
Customer Email	fred@test.com
Food Tray Option	12
Tray Qty	1

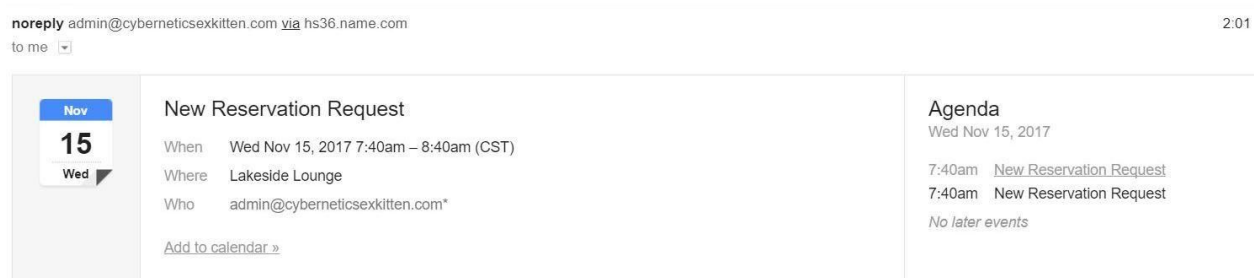
[Back](#)

This page allows administrative users to see the reservation details after a guest places a reservation request. It displays the Lounge selected, the date the request was made

for, the start and end time of the reservation, the customer's email, food tray and food tray quantity.

The admin can exit the report by clicking the back button.

Reservation Notification



The screenshot shows an email notification interface. At the top, it says "noreply admin@cyberneticsexkitten.com via hs36.name.com" and "2:01 to me". The main content is divided into three sections: a calendar widget on the left showing "Nov 15 Wed", a central "New Reservation Request" section with details, and an "Agenda" section on the right. The reservation details include: "When: Wed Nov 15, 2017 7:40am - 8:40am (CST)", "Where: Lakeside Lounge", and "Who: admin@cyberneticsexkitten.com*". There is a link "Add to calendar »" below the details. The agenda section shows "Wed Nov 15, 2017" with two entries at "7:40am": "New Reservation Request" (linked) and "New Reservation Request". It ends with "No later events".

noreply admin@cyberneticsexkitten.com via hs36.name.com 2:01
to me ▾

Nov
15
Wed

New Reservation Request

When: Wed Nov 15, 2017 7:40am - 8:40am (CST)
Where: Lakeside Lounge
Who: admin@cyberneticsexkitten.com*

[Add to calendar »](#)

Agenda
Wed Nov 15, 2017

7:40am [New Reservation Request](#)
7:40am [New Reservation Request](#)

No later events

This report is what an admin will see once a reservation request is made by a customer. An email is sent to an admin's email with the details of a reservation and an option to add this request to the Google Calendar. It also shows whether or not the admin already has time booked to the time that the reservation has been made.

Form Description

Form: Login Screen

Users: Administrative and customers

Tasks: This screen is used to log the customers and admins into the application. The credentials determine the level of access the user will have in the system.

System: Microsoft Windows, Internet Explorer, Mozilla Firefox, Google Chrome, or Microsoft Edge

Environment: The Weingarten

Log In

Not registered yet? [Register Here](#)

Full-screen Snip

Form: Admin Control Panel

Users: Admins of the Weingarten

Tasks:Used for Admins to create customers or reservations, view reservation details, update and delete current reservations within the system.Admins can also see what lounge space was rented as well as the time for that space.

System:Microsoft Windows, Internet Explorer, Mozilla Firefox, Google Chrome, or Microsoft Edge

Environment:The Weingarten

Reservation Admin Console

[Create Customer](#) [Create Reservation](#)

Reservation ID	Lounge	Start Time	Details	Action
4		0000-00-00	Details	Details Update Delete
10		0000-00-00	Details	Details Update Delete
9	lakeside ramada	2017-07-07	Details	Details Update Delete
8	Lakeside Lounge	2017-10-31	Details	Details Update Delete
7	Lakeside Lounge	2017-10-31	Details	Details Update Delete
11	Lakeside Lounge	2017-10-31	Details	Details Update Delete
13	Lakeside Lounge	2017-10-31	Details	Details Update Delete
130	Lakeside Lounge	2017-10-31	Details	Details Update Delete
6	Lakeside Ramada	2017-11-09	Details	Details Update Delete

Form: Create Customer Screen

Users: Admins at the Weingarten

Tasks: Used to create a new customers in the reservation request system. Email, name, and address are required to be entered into text fields.

System: Microsoft Windows, Internet Explorer, Mozilla Firefox, Google Chrome, or Microsoft Edge

Environment: The Weingarten

Create a Customer

First Name

Last Name

Email Address

Password

Mobile Number

Form: Create a Reservation

Users: Admins at the Weingarten

Tasks: Used to create a new reservation in the reservation request system. Lounge type, date, start and end time and number of guests can be entered into fields or selected from a dropdown box.

System: Microsoft Windows, Internet Explorer, Mozilla Firefox, Google Chrome, or Microsoft Edge

Environment: The Weingarten

Create a Reservation

Email	<input type="text"/>
Lounge	<input type="text" value="1/2 WG Pavillion"/>
Date	<input type="text" value="mm/dd/yyyy"/>
Start Time	<input type="text" value="--:--"/>
End Time	<input type="text" value="--:--"/>
Tray	<input type="text"/>
Tray Quantity	<input type="text" value="#"/>

Create

Back

Form: Update Reservation Screen

Users: Admins at the Weingarten

Tasks: Used to update a reservation within the reservation request system. The admin can change the customer information as well as details related to the reservation.

System: Microsoft Windows, Internet Explorer, Mozilla Firefox, Google Chrome, or Microsoft Edge

Environment: The Weingarten

Update a Reservation Request

Lounge

Email Address

Date

Start Time

End Time

Food Tray

Form: Delete Customer Screen

Users: Admins at the Weingarten

Tasks: Used to delete either a reservation or customer within the reservation request system. The admin will select the event or customer they wish to delete and click delete.

System: Microsoft Windows, Internet Explorer, Mozilla Firefox, Google Chrome, or Microsoft Edge

Environment: The Weingarten

Delete a Customer

1) Are you sure you want to delete? 2) Have you removed this reservation from the Google calendar?

Yes

No

Form: Customer Registration Screen

Users: Customers using the Weingarten web application

Tasks: This screen will be used to replace the written documentation that is used at the Weingarten for gathering customer information. This online form requires the customer to enter in an email address, password, first and last name, full address and a phone number.

System: Microsoft Windows, Internet Explorer, Mozilla Firefox, Google Chrome, or Microsoft Edge

Environment: The Weingarten

Registration

cool@dude.com
••••••••
Joe
blow
100 Memory lane
St. Louis
12345
3145671234
<input type="button" value="Register"/>

Form: Registration Confirmation

Users: Customers using the Weingarten web application

Tasks: This screen will come up after a customer completes their account registration. This page lets the customer know that their account registration was successful and there is a link for the customer to login to their new account.

System: Microsoft Windows, Internet Explorer, Mozilla Firefox, Google Chrome, or Microsoft Edge

Environment: The Weingarten

IMAGE NEEDED

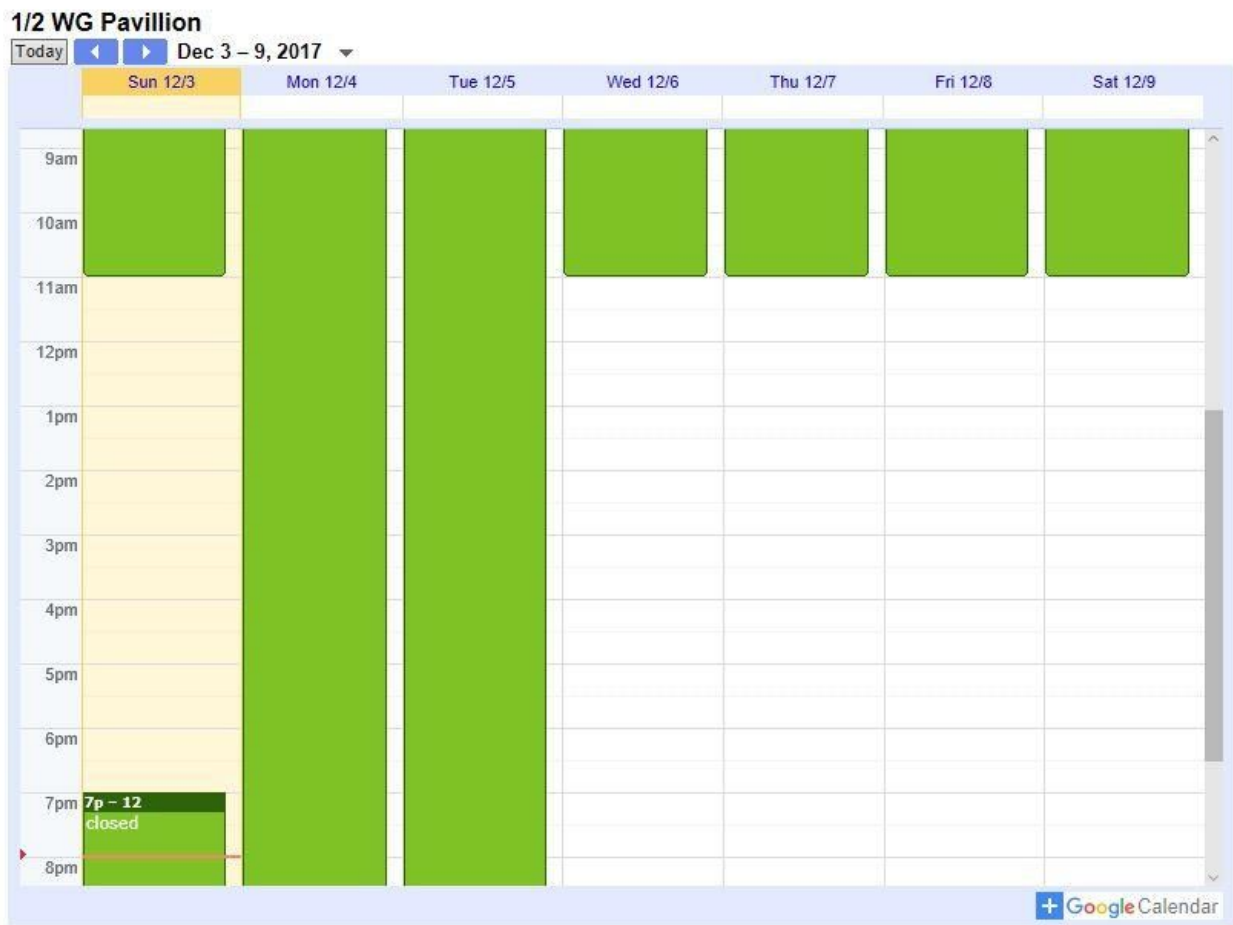
Form: Check Lounge

Users: Customers at the Weingarten

Tasks: This screen will come up after a customer clicks on the Check Lounge tab. It will show Google Calendars for all the lounge spaces as well as open and closed time slots.

System: Microsoft Windows, Internet Explorer, Mozilla Firefox, Google Chrome, or Microsoft Edge

Environment: The Weingarten



Form: Lounge Reservation Request

Users: Customers at the Weingarten

Tasks: This screen will display after the customer selects the lounge space, enters a date, start and end time, and the number of guests. There is an option to add additional time to the lounge space as well as an option to select food trays.

System:Microsoft Windows, Internet Explorer, Mozilla Firefox, Google Chrome, or Microsoft Edge

Environment:The Weingarten

IMAGE NEEDED

Form: Food Tray Screen

Users: Admins at the Weingarten

Tasks: This screen will allow the customer to select the food tray selection, food tray serve time and food tray quantity. A total will appear on the screen with each item added.

System:Microsoft Windows, Internet Explorer, Mozilla Firefox, Google Chrome, or Microsoft Edge

Environment:The Weingarten

IMAGE NEEDED

Form:Agreement Form

Users: Customers at The Weingarten

Tasks:This screen will show after the customer completes their reservation request. It will require that the customer checks off on all the Terms and Conditions and sign their name as well as the date.

System:Microsoft Windows, Internet Explorer(currently being used), Mozilla Firefox, Google Chrome, or Microsoft Edge

IMAGE NEEDED

Form:Admin Customer Console

Users: Administrative Users

Tasks:This screen allows admin users to view customers registered in the system and their contact information. The admin can update the information as well as create a new customer.

System:Microsoft Windows, Mac, Internet Explorer(currently being used), Mozilla Firefox, Google Chrome, or Microsoft Edge

Customer Admin Console

[Create Customer](#) [Back](#)

Customer Email	Name	Phone	Address	Options
bed@warm.com	kittie lyberger	123456789	Address Details	Update
blanky@space.com	blan kyspace	333-3333	Address Details	Update
eds@mg.com	fr sd	312155768	Address Details	Update
fred@test.com	test fred	999-9999	Address Details	Update

Form:Reservation Details report

Users: Admin Users

Tasks:This screen is used to show the reservation details that were made by the customer. This report shows the name of the lounge, date of the reservation, start and end time, customer email, food tray option and the tray quantity.

System:Microsoft Windows, Mac, Internet Explorer, Mozilla Firefox, Google Chrome, or Microsoft Edge

Environment:The Weingarten

Reservation Details

Lounge	Lakeside Ramada
Date	2017-11-09
Start Time	11:00:00
End Time	12:00:00
Customer Email	fred@test.com
Food Tray Option	12
Tray Qnty	1

Back

Form:New Reservation Request Report

Users: Administrative Users


Tasks:This report is used to show an admin at the Weingarten that a customer has placed a new reservation request. This comes in the form of a confirmation email to the admin with the details of the reservation including the email of the customer who placed the request. The admin can then add the reservation to the Google Calendar once everything is finalized.

System:Microsoft Windows, Mac,Internet Explorer(currently being used), Mozilla Firefox,Safari Google Chrome, or Microsoft Edge

Environment:The Weingarten

noreply admin@cyberneticsexkitten.com via hs36.name.com
to me ▾

2:01

	<h3>New Reservation Request</h3> <p>When: Wed Nov 15, 2017 7:40am – 8:40am (CST) Where: Lakeside Lounge Who: admin@cyberneticsexkitten.com*</p> <p>Add to calendar »</p>	<h3>Agenda</h3> <p>Wed Nov 15, 2017</p> <p>7:40am New Reservation Request 7:40am New Reservation Request</p> <p><i>No later events</i></p>
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Backup and Recovery

Backup and Restoring Procedures for GoDaddy hosted website.

The web hosting service currently used by The Weingarten is Godaddy.com.

Once the application is updated on the website for The Weingarten, it is essential to make a backup of the site. A backup must be created to enable the Godaddy.com restore function.

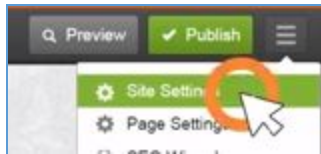
Backup GoDaddy website

There is a video tutorial from GoDaddy demonstrating how to back-up a GoDaddy website at https://www.youtube.com/watch?v=paBWpwa_INA.

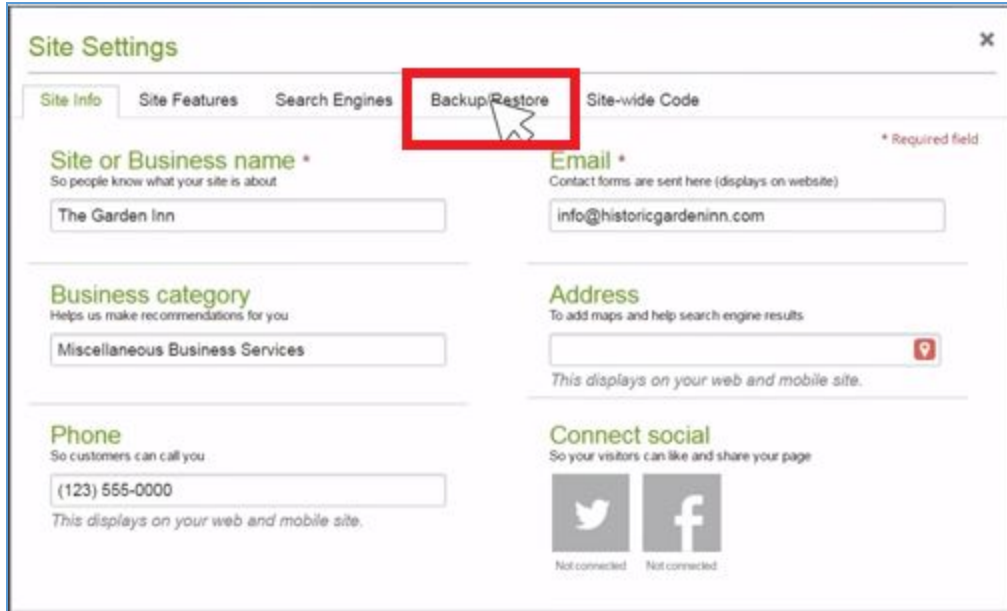
1. Log in to your GoDaddy account. In your products list click website builder.
2. Click the three-bar manage icon next to the account you want to use.



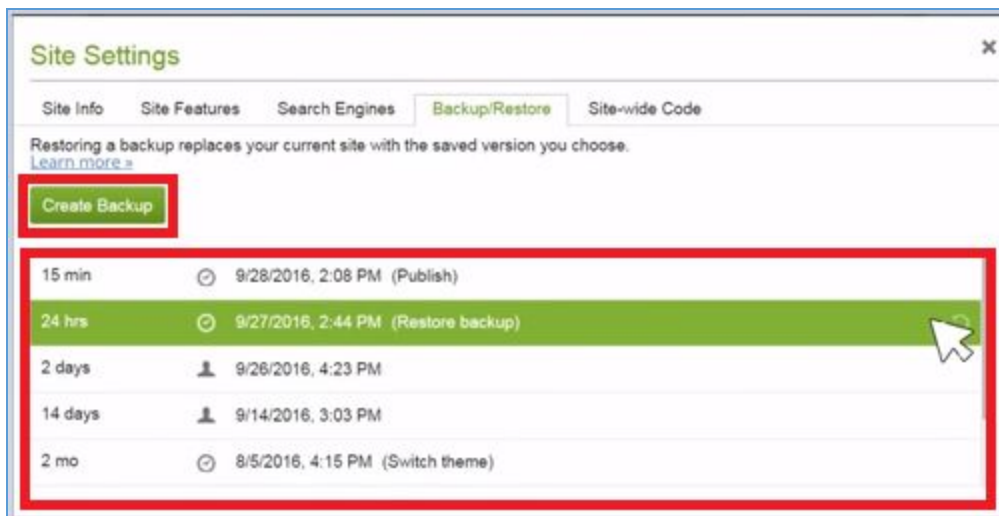
3. Select Site Settings from the drop-down menu. This will take you to the Site Settings menu.



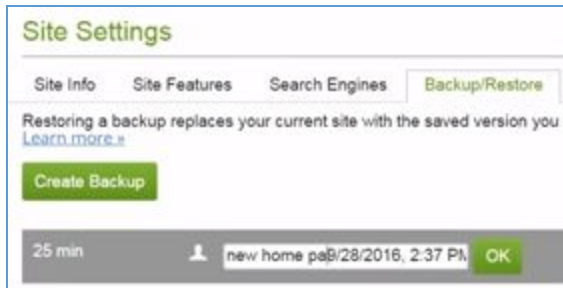
4. From the Site Settings window click the Backup Restore tab.



5. Selecting 'Create Backup' will save the current version of the website. GoDaddy will save up to 5 previous versions of your website once the first backup is created.



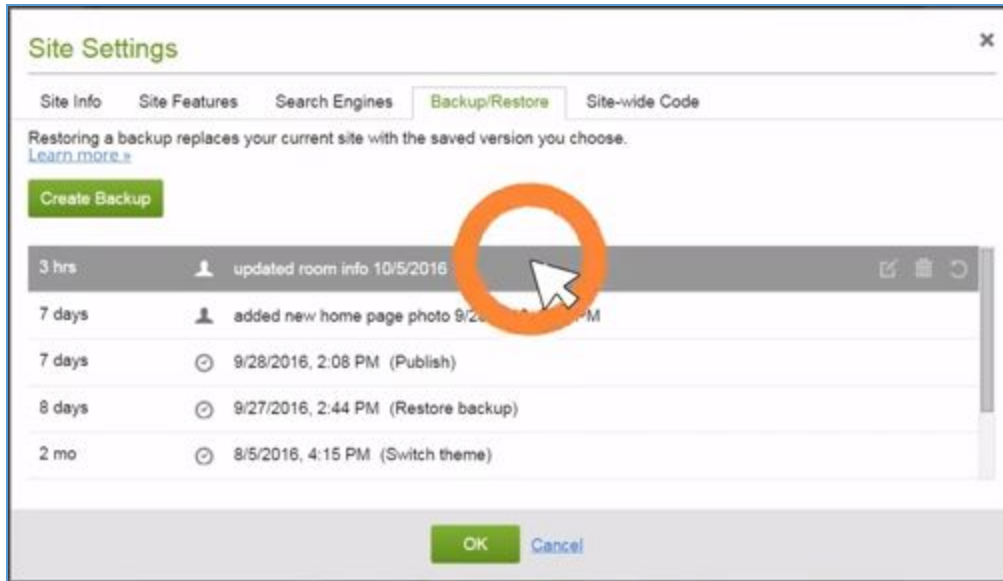
6. It is advisable to rename and date the manual backup for future reference. Click "OK" to complete backup.



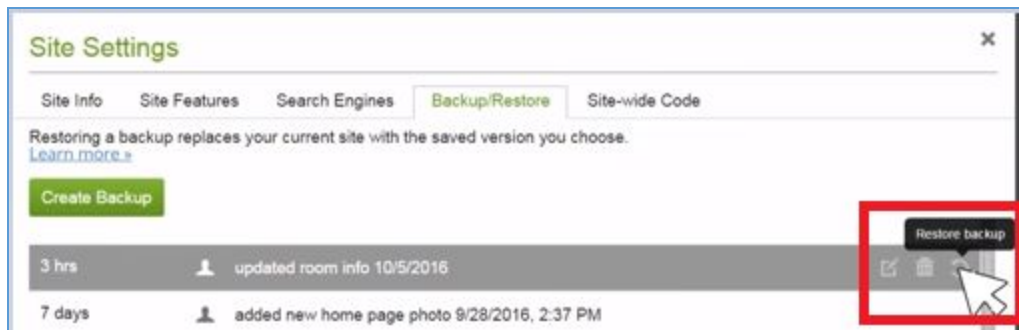
Restore GoDaddy Website

Follow steps 1-4 of the previous section on how to back up a GoDaddy website. Then continue with instructions below. There is a video from GoDaddy illustrating these steps at <https://www.godaddy.com/help/backing-up-or-restoring-your-website-2992>.

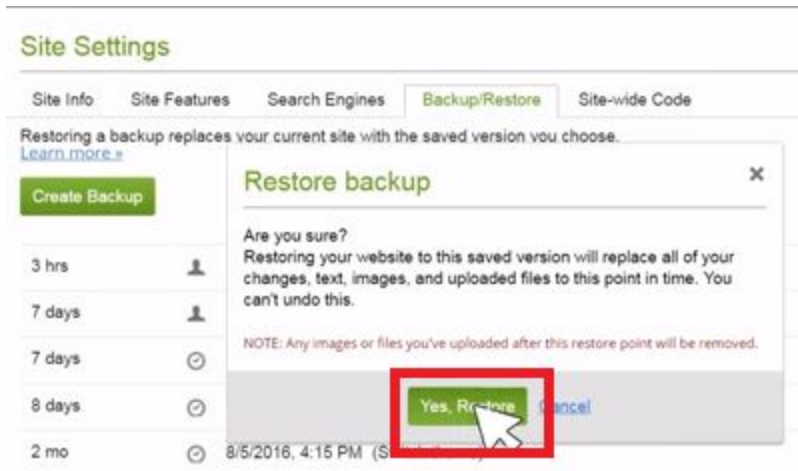
5. Point to the backup version you would like to use to restore your website.



7. Click the 'Restore' icon.



8. Click 'Yes, Restore' to confirm.



Hosting

Server or web host must have the capacity to:

- support PHP 5 or higher scripting language
- support MySQL database

This application was initially hosted through name.com. The reservation request application for The Weingarten is currently hosted through name.com. The Weingarten will need to work with their website management company MR2 Creative to migrate the application into the GoDaddy hosting service they are using. The database can be exported in a SQL file. The vendor will need to adjust their access profiles in their portal to access the database and update the database connection code to reflect their username and password.

Typically, the database host will stay as localhost however if the vendor decides to move the database off the local host they will need to update the connection code with that as well.

Hardware

The Client will need an internet enabled device which:

- Can access Google Calendars
- is HTML5 compatible
- can utilize one of the following web browsers
 - Safari version 6.1+
 - Firefox version 18.0+
 - Chrome version 21.0+

Software

The Weingarten will need a Gmail email account that is registered to the reservations account for their Google Calendar.

If The Weingarten decides to build a server and host their application internally, they will need to install a WAMP stack which is available for free download through Bitami. Full detail on how to install the WAMP stack is also found in the Installation Guide. **There are many useful tutorials like this one**

<https://www.youtube.com/watch?v=s-uwWkxMeYA> illustrating how to install the Bitnami WAMP stack.

Support Plan

This application has been created for the Weingarten and there are two systems in place in order to educate the Weingarten on the application. One member of the team will go over the ins and outs of the system with some members of the Weingarten who will be serving as the admin for the application. There will be a user manual put in place for reference that will be created by the members of our team. Vintner Consulting will assist in supporting The Reservation Request system for up to sixty days after implementing the new system. Starting December 14th, 2017 until February 12th, 2018. The members of Vintner Consulting can be reached by email. Should The Weingarten wish to work with Vintner Consulting after the sixty day period, the team is willing to continue working contractually for a price and negotiated timeframe.

Personally Educating the Weingarten

Some tasks that are necessary for the Weingarten are easier if they are taught in person, but I will go over these tasks briefly due to the reference manual previously stated. The Weingarten must know how to use the admin panel within their website for numerous reasons. The two largest reasons are to update a reservation and to pull a report from the admin panel.

Providing a User Manual

This user manual is being created for the Weingarten and will be available for reference for all employees of the Weingarten at any time. The user manual is also going to provide a view and explanation of what the users will see and experience. There will also be explanations and views for what an admin will see when navigating the application that has been created.