# ti&m places Handbook for Location Administrators

# ti&m places Onboarding guide

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#### **Quick Overview**

Ti&m places offers quite a lot of functionality for location administrators, mainly focused on workplace management, but also for meeting rooms and parking lots.

To manage all this functionality, we have divided it up into these areas:

- Booking Policies
- Locations
- User Restrictions
- Equipment
- Reporting

Below is a brief overview of these areas.

#### **Booking Policies**

Booking Policies allow you to configure when and for how long resources can be booked. You can allow buildings, floors, or rooms to be used in completely different ways by changing a policy. It is possible to define an area for shift workers, like in a call center, or you can have an area with full-time workers or an area where people can find a place to sneak into the office for a few hours.

#### Locations

In the Locations area you can define all location related stuff, position workstations, position parking lots, define rooms, meeting rooms, floors or create buildings.

#### **User Restrictions**

User Restrictions allow you to control the use of booking areas by defining groups that can book certain rooms. This allows you to give specific groups of employees, such as Human Resources, Legal, or other separate groups, the ability to book in a specific space where other people are not allowed to book.

#### Equipment

Equipment is available for workplaces only. You can define certain equipment and later associate it with workstations. This allows you to create a digital version of the real world workspace.

#### Reporting

With our integrated reports you get a lot of information about workplaces and bookings. This helps you to plan or to recap how your office is used by your employees. You also can download raw data and create custom reports on your own.

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#### How to optimize your location

As mentioned above, ti&m places offers many different configuration options. Instead of simply describing these options and leaving you to do all the work, we try to explain them using scenarios that our customers often use. We hope this will make it easier for you to configure the application according to your needs.

#### Scenarios:

- Call Center
- Common Workforce
- Free Area for short term reservations
- Workforce with restricted areas for special departments
- Parking Areas for employees
- Workplaces with Equipment

#### Disclaimer

This part is for Location Administrator only, who can edit data about the company's locations.

#### **Important:**

To access the location management portion of the application, you must be a member of the APP\_Places\_LocationsAdmin or APP\_Places\_Admin AAD security group. These groups must be created in your Azure Active Directory or synchronized from your local AD.

### **Booking Policies**

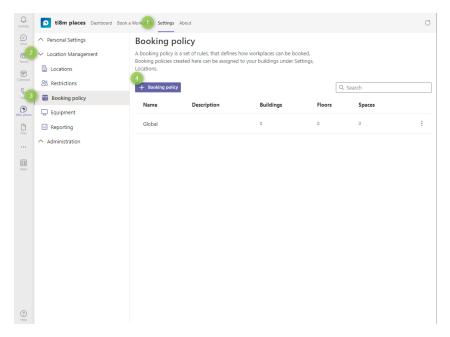
#### Example 1 - Call Center

In a call center it is often necessary that workplaces can be used in two or more shifts. To allow your users to book a workplace on a shift schedule, you need to configure the booking policy accordingly. The following step-by-step guide for call centers shows you how to do this.

#### Create a Booking Policy

Booking Policies can be created from the Booking Policies page which can be found in the Location Management Section on the Settings tab.

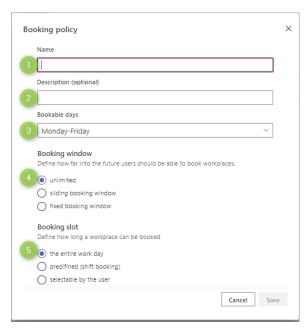
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- (1) Settings tab to open the settings menu of the application
- (2) Location management section.
- (3) Booking policy page
- (4) Button to add a new booking policy

#### Booking policy dialog

Open the booking policy dialog by clicking on the add booking policy button (4).



The dialog contains two free text fields (1) & (2).

(1) Name: This is where you enter the name you want to give to your booking policy. In our example we simply call it call center.

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- (2) Description: This is where you enter the description of your booking policy, call center for sales activities for example. In case you have different booking policies it makes sense to describe the purpose in more detail.
- (3) Bookable days: You can select the weekdays on which your employees should be able to book workplaces by checking them in this list.
- (4) Booking window: You can define how many days in advance your employees can book workplaces. If you allow your employees to book workplaces too far in advance, they may forget about the reservation and never use the workplace they booked.
- (5) Booking slot: Here you can define for how long workplaces can be booked.

#### Bookable Days in detail



You can easily define on which weekdays workplaces will be available. In our example only Monday, Tuesday, Thursday, and Friday will be available.

- (1) Selected workday
- (2) Not selected workday
- (3) Scroll down to select Saturday or Sunday

#### Bookable days



In the collapsed view you can see which weekdays will be available to book.

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Booking window in detail
Booking window  Define how far into the future users should be able to book workplaces.
<ul><li>unlimited</li></ul>
sliding booking window
fixed booking window
Some people don't like to change their workplace. They might get the idea to book the workplace for a long time without knowing whether they will need it on that day or not. They just want to make sure it is theirs in case they need it. This can lead to a lot of ghost bookings (booked workplaces that are not used). To avoid this problem, we recommend that you limit the time that users can book workplaces in advance.
In our example we use a sliding booking window of 15 days in advance. This is recommended for maximum flexibility in office usage. The sliding booking window is limited to being used 999 days in advance. If this is not enough, we recommend using the "unlimited" option.

Booking window  Define how far into the future users should be able to book workplaces.
unlimited
sliding booking window
fixed booking window
Number of days users can book in advance
15

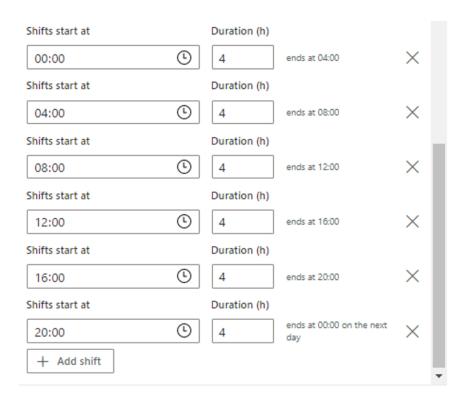
#### Booking slot in detail

In the Booking slot section, you can choose between three options, which should be self-explanatory.

Booking slot Define how long a workplace can be booked
the entire work day
predifined (shift booking)
selectable by the user

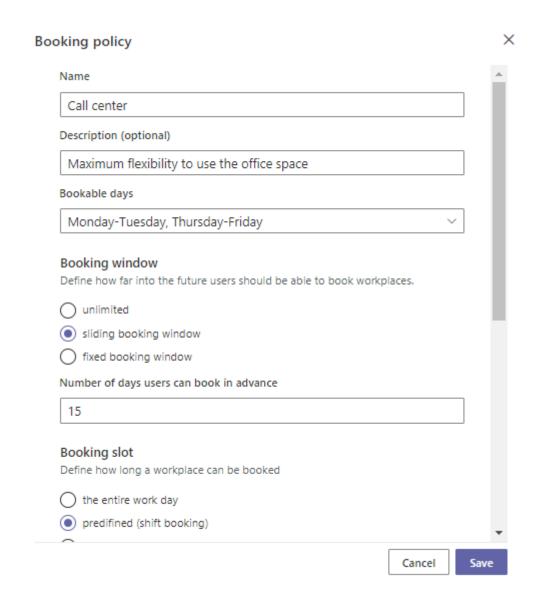
For our example we select the second option "predefined (shift booking)" and define the following shifts:

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In the example above six shifts of four hours each have been created. The first one starts at 00:00. This gives us maximum flexibility. Users can book one or two shifts, depending on whether they work half a day or a full day. For example, if you want to work from 8:00 to 16:00, you need to book two shifts.

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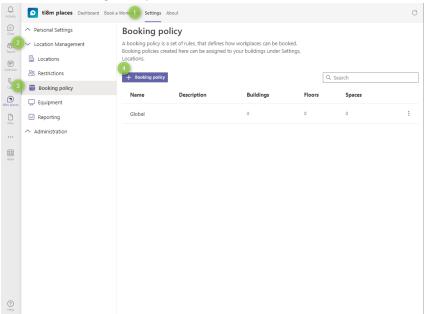
Now we are done configuring our sample booking policy. The last thing we need to do is to save this policy by clicking on the save button. Now we are ready for the next step: Creating workplaces and assigning the policy to them.

#### Example 2 - Common Workforce

For most organization, it is sufficient to allow people to book resources (like workplaces, parking lots and meeting rooms) for an entire day. This is why the default global booking policy for workplaces is set up this way. The following section describes how this works.

#### Onboarding guide

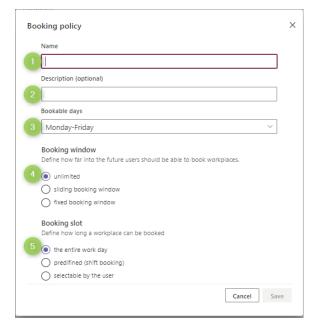
#### Create a Booking Policy



- (1) Settings tab to open the settings menu of the application
- (2) Location management section.
- (3) Booking policy page
- (4) Button to add a new booking policy Button to add a new booking policy

#### Booking policy dialog

Open the booking policy dialog by clicking on the add booking policy button (4).



The dialog contains two free text fields (1) & (2).

- (1) Name: This is where you enter the name you want to give to your booking policy. In our example we simply call it "Work Force".
- (2) Description: This is where you enter the description of your booking policy, call center for sales activities for example. In case you have different booking policies it makes sense to describe the purpose in more detail.
- (3) Bookable days: You can select the weekdays on which your employees should be able to book workplaces by checking them in this list.
- (4) Booking window: You can define how many days in advance your employees can book

workplaces. If you allow your employees to book workplaces too far in advance, they may forget about the reservation and never use the workplace they booked.

(5) Booking slot: Here you can define for how long workplaces can be booked.

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#### Bookable Days in detail

You can easily define on which weekdays workplaces will be available. In our example only Monday, Tuesday, Thursday, and Friday will be available.

- (1) Selected workday
- (2) Not selected workday
- (3) Scroll down to select Saturday or Sunday

#### Bookable days



In the collapsed view you can see which weekdays will be available to book.

Booking window in detail

# Booking window Define how far into the future users should be able to book workplaces. unlimited sliding booking window fixed booking window

Some people don't like to change their workplace. They might get the idea to book the workplace for a long time without knowing whether they will need it on that day or not. They just want to make sure it is theirs in case they need it. This can lead to a lot of ghost bookings (booked workplaces that are not used). To avoid this problem, we recommend that you limit the time that users can book workplaces in advance.

In our example we use a sliding booking window of 15 days in advance. This is recommended for maximum flexibility in office usage. The sliding booking window is limited to being used 999 days in advance. If this is not enough, we recommend using the "unlimited" option.

# Booking window Define how far into the future users should be able to book workplaces. unlimited sliding booking window fixed booking window Number of days users can book in advance

#### Booking slot in detail

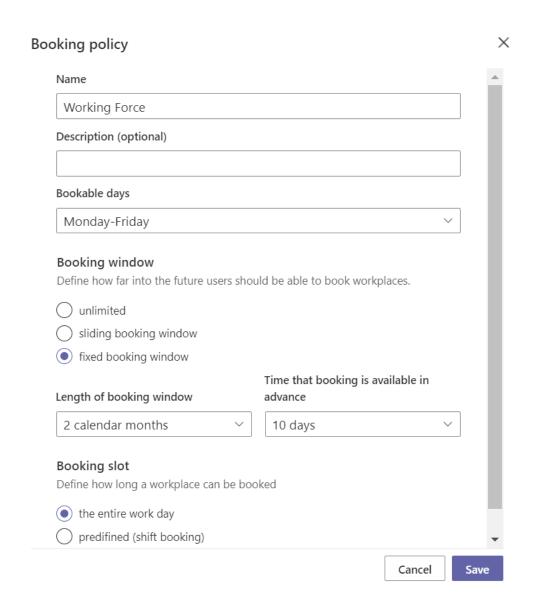
In the Booking slot section you have three options to choose from:

# **ti&m places**Onboarding guide

Booking slot	
Define how long a workplace can be booked	
the entire work day	
predifined (shift booking)	
selectable by the user	
<ul><li>(1) The entire workday</li><li>(2) Predefined (shift booking)</li><li>(3) Selectable by the user</li></ul>	
For our purpose we want the entire workday (1), so we select this, and necessary.	no additional changes are
Booking slot	
Define how long a workplace can be booked	
the entire work day	
predifined (shift booking)	
selectable by the user	

Your workforce is now able to book with this policy a complete working day.

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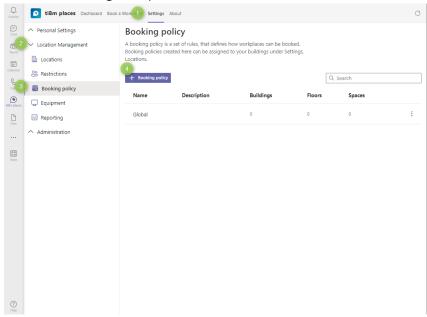
Now we are done configuring our sample booking policy. The last thing we need to do is to save this policy by clicking on the save button. Now we are ready for the next step: Creating workplaces and assigning the policy to them.

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#### Example 3 - Free Area for short term reservations

In some organizations, you have areas for people who will only be in the office for a few hours. To allow them the opportunity to book workplaces only for a selected time, we recommend creating an area which allows free booking time.

#### Create a Booking Policy

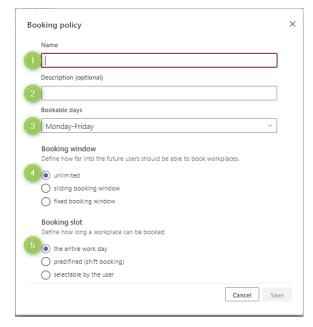


- (5) Settings tab to open the settings menu of the application
- (6) Location management section.
- (7) Booking policy page
- (8) Button to add a new booking policy Button to add a new booking policy

#### Booking policy dialog

Open the booking policy dialog by clicking on the add booking policy button (4).

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The dialog contains two free text fields (1) & (2).

- (1) Name: This is where you enter the name you want to give to your booking policy. In our example we simply call it "Work Force".
- (2) Description: This is where you enter the description of your booking policy, call center for sales activities for example. In case you have different booking policies it makes sense to describe the purpose in more detail.
- (3) Bookable days: You can select the weekdays on which your employees should be able to book workplaces by checking them in this list.
- (4) Booking window: You can define how many days in advance your employees can book

workplaces. If you allow your employees to book workplaces too far in advance, they may forget about the reservation and never use the workplace they booked.

(5) Booking slot: Here you can define for how long workplaces can be booked.

#### Bookable Days in detail

You can easily define on which weekdays workplaces will be available. In our example only Monday, Tuesday, Thursday, and Friday will be available.

- (4) Selected workday
- (5) Not selected workday
- (6) Scroll down to select Saturday or Sunday

#### Bookable days

Monday-Tuesday, Thursday-Friday
---------------------------------

In the collapsed view you can see which weekdays will be available to book.

#### Booking window in detail

fixed booking window

# Booking window Define how far into the future users should be able to book workplaces. unlimited sliding booking window

Some people don't like to change their workplace. They might get the idea to book the workplace for a long time without knowing whether they will need it on that day or not. They just want to make

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sure it is theirs in case they need it. This can lead to a lot of ghost bookings (booked workplaces that are not used). To avoid this problem, we recommend that you limit the time that users can book workplaces in advance.

In our example we use a sliding booking window of 15 days in advance. This is recommended for maximum flexibility in office usage. The sliding booking window is limited to being used 999 days in advance. If this is not enough, we recommend using the "unlimited" option.

# Booking window Define how far into the future users should be able to book workplaces. unlimited sliding booking window fixed booking window Number of days users can book in advance

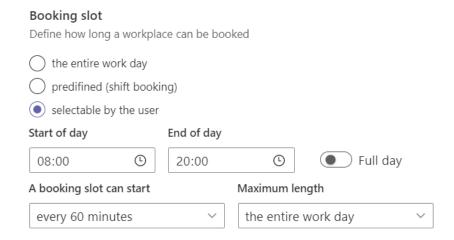
#### Booking slot in detail

In the Booking slot section you have three options to choose from:



- (1) The entire work day
- (2) Predefined (shift booking)
- (3) Selectable by the user

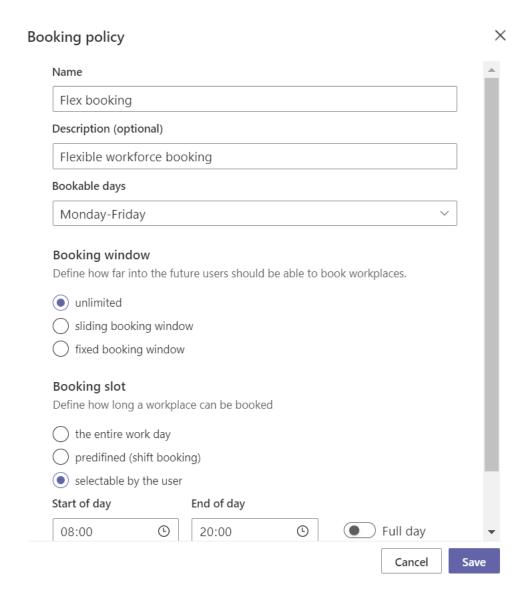
For our purpose we want a flexible period (selectable by the user) (3), so we select it and now we can define additional settings:



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With "Start of day" and "End of day" you can limit the time range in which bookings are allowed. If there are no restrictions regarding booking time you can choose the "Full day" option.

Now we have a very flexible policy for our very flexible users.

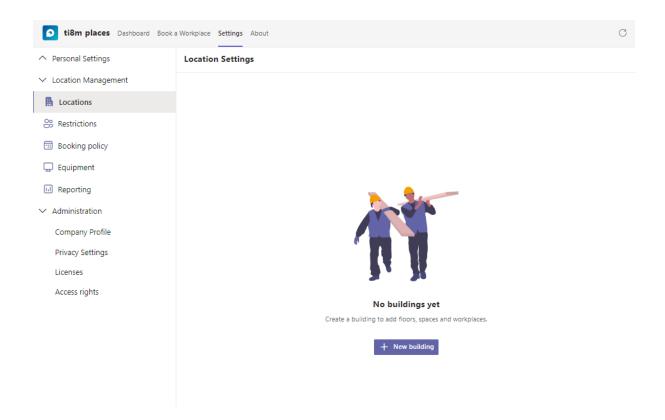


Now we are done configuring our sample booking policy. The last thing we need to do is to save this policy by clicking on the save button. Now we are ready for the next step: Creating workplaces and assigning the policy to them.

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#### Create workplaces and assign a booking policy

After the booking policy is ready, we switch to the locations page in the location management menu.



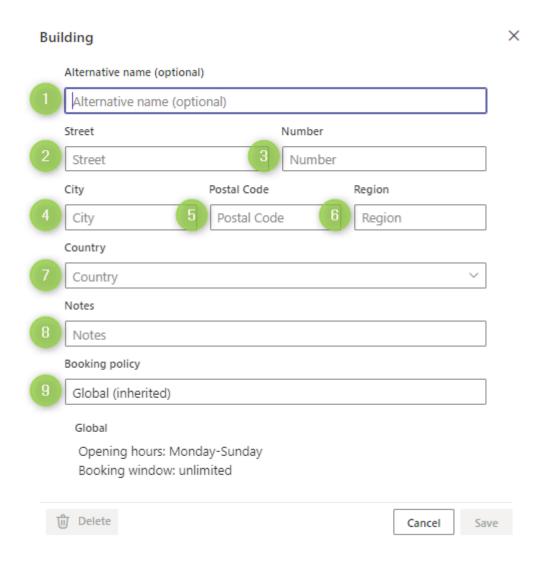
#### Buildings

Buildings are the top-level location units of a company. Since there is no building yet, we need to create one by clicking on the New Building button.

#### Building dialog in detail

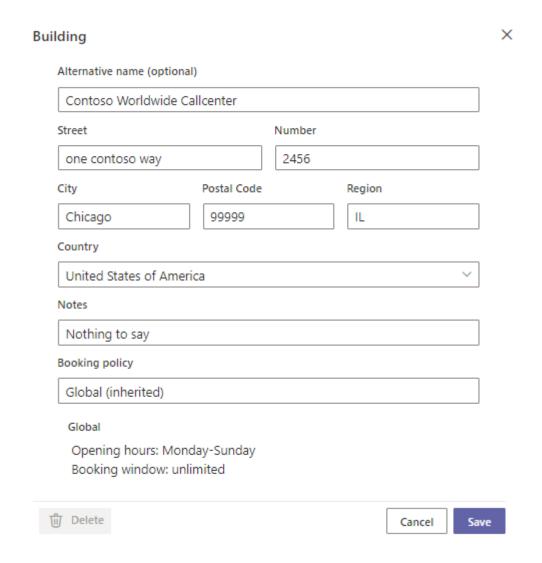
A building has a lot of information that describes them. This is important because it helps your employees to find the right office space.

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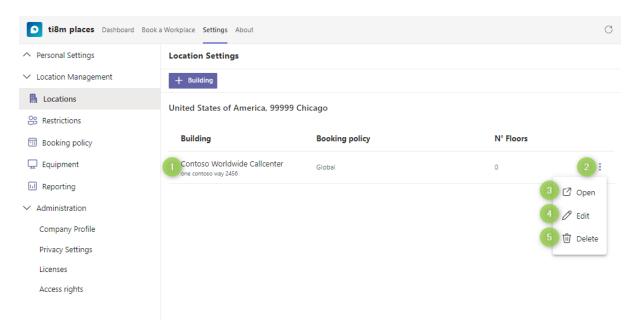
- (1) Alternative name: You can add a common name for your building like Call Center Building or Headquarter.
- (2) Street: The name of the street where the building is located.
- (3) Number: We recommend using the number of the buildings main entry address.
- (4) City: City where the building is located.
- (5) Postal Code: Can also be zip code. It is a text field so you can enter any alphanumerical combination.
- (6) Region: Means sometimes State like in the US (Examples: IL, WA or in Switzerland SG, ZH)
- (7) Country: The country where the building is located.
- (8) Notes: Can help you to identify your building or explain something about the building.
- (9) Booking policy: Here you can specify the booking policy which will be used for every floor and space in your building.

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We have filled in all necessary information for our example building. We didn't change the booking policy in this case because we don't want to apply it to the whole building (we will use our example booking policy later, on another level of the building). By clicking Save the building is stored. The next step is to add floors and spaces.

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After saving the building it appears in your Location Settings Building page. From the list view you have several options

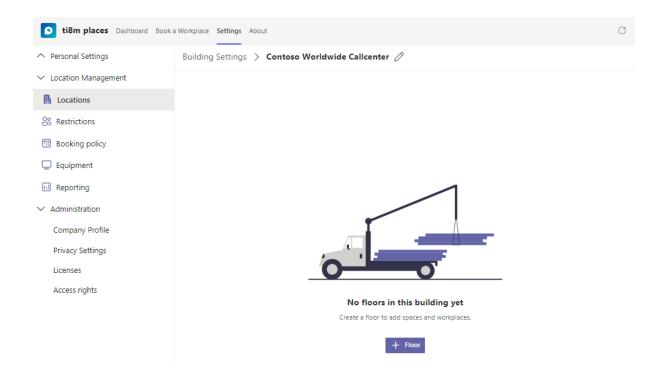
- (1) By clicking directly on the building, you will be able to see the floors that have been entered for this building.
- (2) By clicking on the three dots at the end of a line, you a context menu with more options opens
- (3) Open does the same as described in (1). It shows the floors of that building.
- (4) Edit opens the Building Dialog, in case you want to edit your buildings properties.
- (5) Delete removes the building and all items contained. If you do this you will lose all floors, spaces, meeting rooms, workplaces and parking lots entered for this building.

We continue now with (1) or (2) & (3).

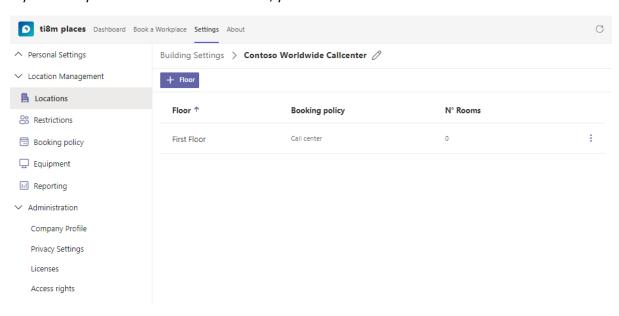
#### **Floors**

After opening the building, you are ready to add floors. If you haven't created any floors yet, you will see the following screen.

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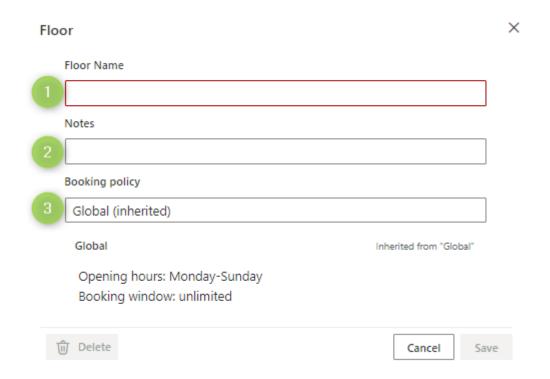
If you already have created at least on floor, you will see a screen like this.



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#### Floor dialog in detail

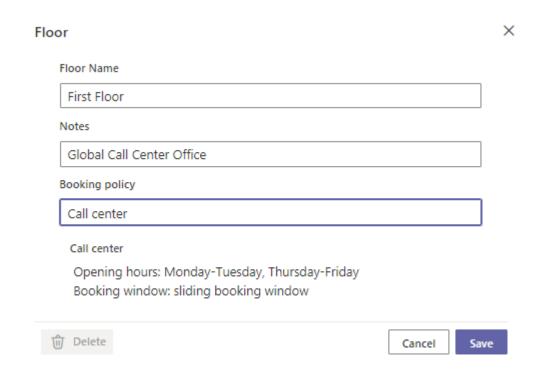
If you click on the add button the floor detail dialog appears.



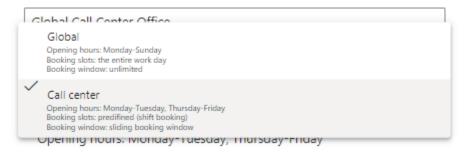
You can enter some information about your floor:

- (1) Floor Name: As name of the floor, many customers use the numbers or abbreviations. Feel free to enter the names which fit best for your needs.
- (2) Notes: This information will not be visible to users, but it might help you to manage floors more easily.
- (3) Booking policy: Like on buildings you can define the book policies to be used for all spaces located on that floor.

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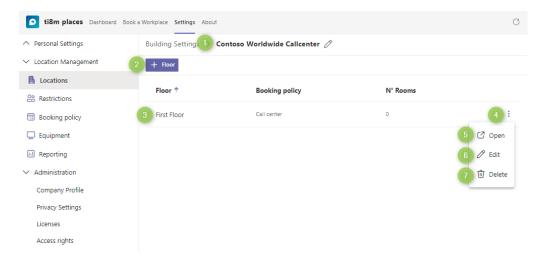


We enter the necessary information and change the booking policy to the "Call center" policy we created earlier.



Booking policies defined on floor level will automatically apply to all spaces we will create later.

If you are done with creating a floor you will see this page.



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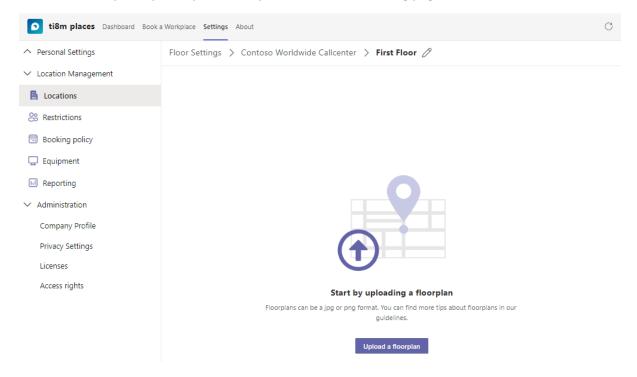
You have a lot of options what you can do next:

- (1) By clicking on the path, you go back to the building.
- (2) Add Floor allows you to add more floors.
- (3) Clicking on the floor opens the spaces section.
- (4) Clicking the three dots opens a context menu which supports you with more options.
- (5) Opens the spaces section (same as (3))
- (6) Edit opens the Floor detail dialog, where you can change name, description or booking policy.
- (7) Delete the Floor.

Now we continue with the spaces section. This is where workplaces or parking lots will be located.

#### Spaces

If there are no spaces yet on your floor, you will see the following page



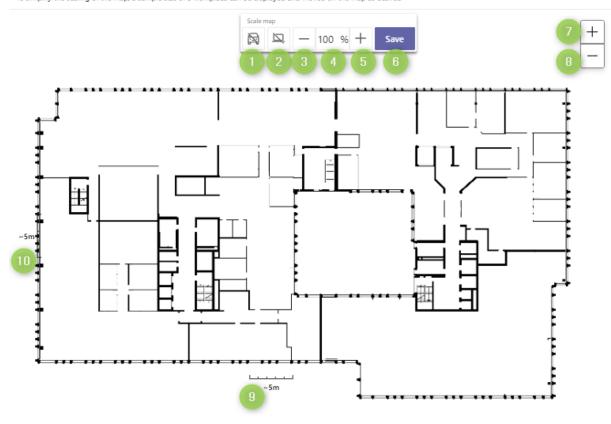
#### Uploading a floor plan (floor map)

A good-looking floor plan is very important. This plan will be used to draw spaces and meeting rooms. And your employees will be seeing it every time they are booking a workplace, parking lot or meeting room. We recommend that you use a floor plan with a 1:200 scale. In this case the size of workplaces icon should be perfect. If your floorplan has a different scale, you can scale it by using the following toolbar.

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#### Scale the map to the size that suits you

To simplify the scaling of the map, a sample size of a workplace can be displayed and moved on the map as desired

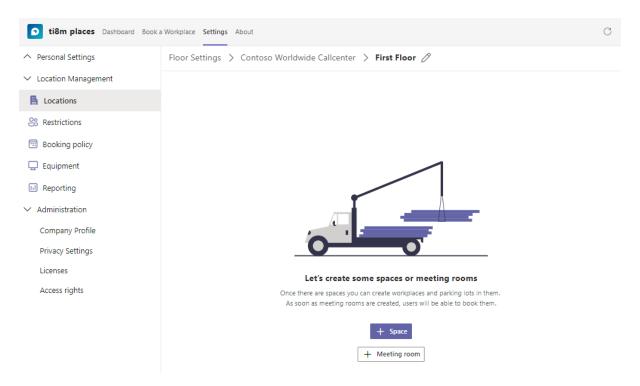


With the following functions you can scale the floor plan s. t. workplaces will have the right size.

- (1) Show and hide the Parking symbol, when visible you can position the symbol everywhere on the map only by dragging.
- (2) Show and hide Workplace symbol, when visible you can position the symbol everywhere on the map only by dragging.
- (3) Scale down floor plan.
- (4) Scale factor
- (5) Scale up floor plan.
- (6) Save scaling
- (7) Zoom in
- (8) Zoom out
- (9) Size Indicator
- (10)Size Indicator

After Saving the floor plan you will be able to create Spaces or Meeting Rooms.

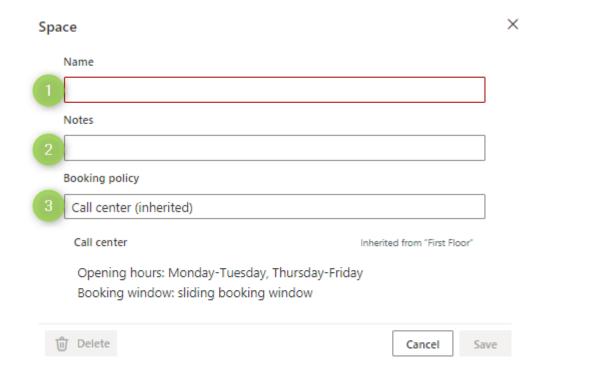
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We want to create a Space for our Call center crew. So we press the Add Space button.

#### Space dialog in detail

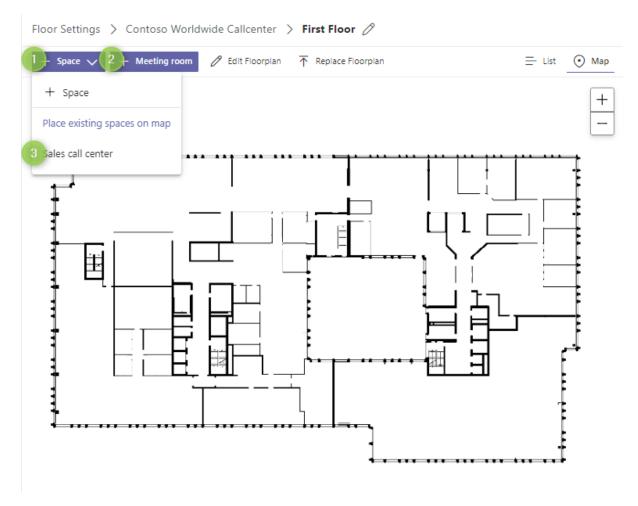
Adding a Space opens a dialog where you can enter all the necessary information. Spaces can be closed rooms or open areas; they can contain workplaces or parking lots.



The following information can be entered:

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- (1) Name: Name of the space to make it easier for the users to find their place to work.
- (2) Notes: This information is not displayed to users. But it can help you to manage the spaces.
- (3) Booking polices: You can specify a booking policy. If you don't the booking policy on floor level will be used automatically.



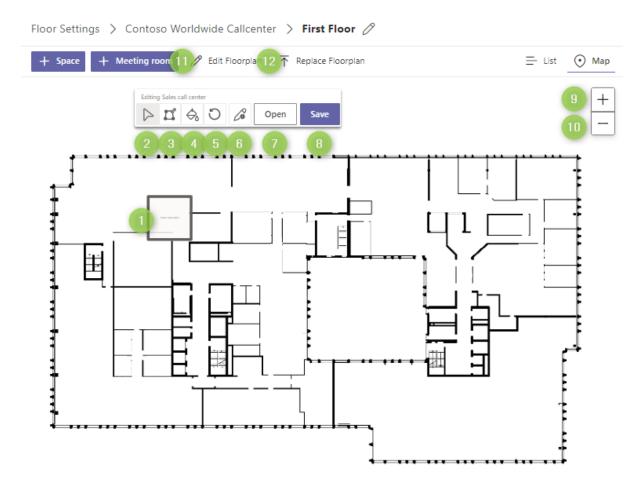
After saving the space the overview page is displayed. Now you can add the recently created space to the map.

#### Options:

- (1) Space selector
- (2) Meeting room selector
- (3) The recently created space which now needs to be placed on the map.

When you click on (1) and then on (3) the space drawing toolbox will be shown.

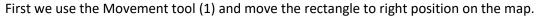
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The selected space will be placed as a rectangle on the map. The toolbox offers you all the functionalities to change it.

- (1) Base rectangle of the space with space name inside.
- (2) Enable / disable dragging of the space on the map.
- (3) Change shape of the space.
- (4) Change color of the space.
- (5) Revert all unsaved changes.
- (6) Edit dialog to change information like name and booking policies.
- (7) Open allows you to add workplaces to the selected space.
- (8) Save all changes.
- (9) Zoom out.
- (10)Zoom in.
- (11)Edit Floorplan brings you back to the page where you can change scale of the floorplan.
- (12)Replace Floorplan allows you to replace the current picture with a better one.

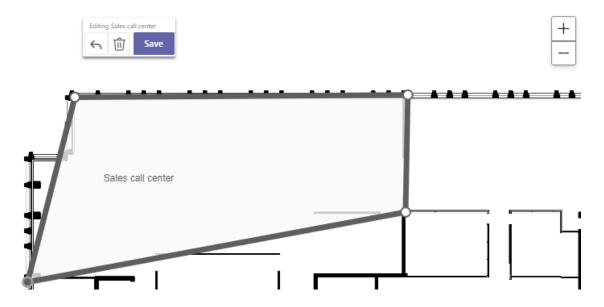
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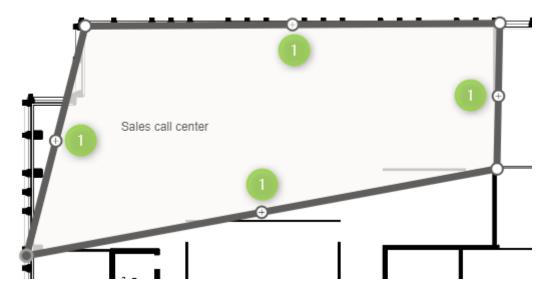
After changing the position, we need to accept this by clicking on Save.

As next step we want to change the outline of the space such that it fits to the floorplan. We use tool (3) and get the possibility to adjust the border of the space by dragging the edges to new positions.

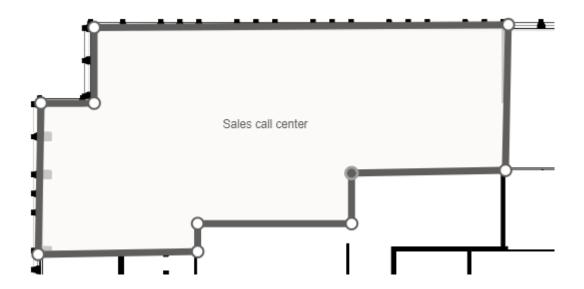


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In your example, simply dragging the four edges is not enough. We need to add edges to be able to fit the space contours to the walls on the floor plan. To do this, move the mouse over the area.

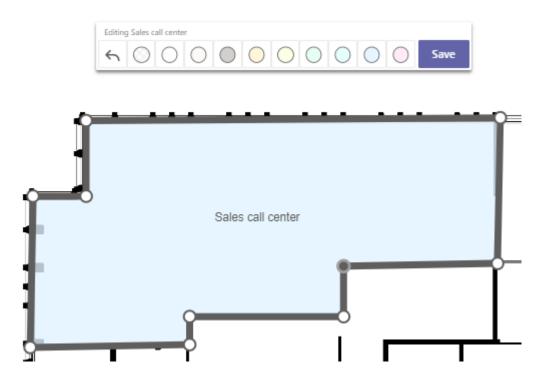


You get now additional shape definition points. By dragging them to new positions you can adjust the shape to fit the floor plan perfectly.



After you have placed all the points, you can change the color of the space. This allows you to mark areas with different purposes with different colors. This will make it easier for your employees to find the right space to book a workplace. To change color, you click on tool (4).

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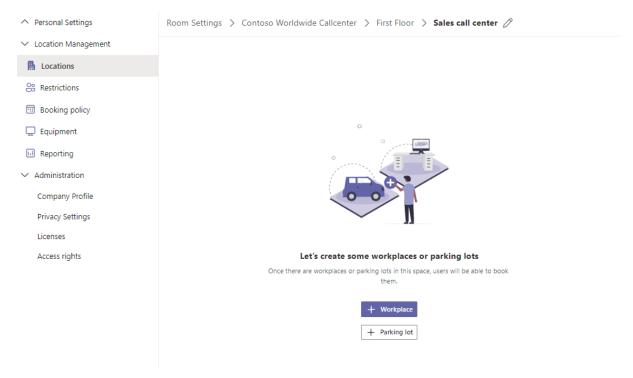


Now you are ready for adding workplaces.

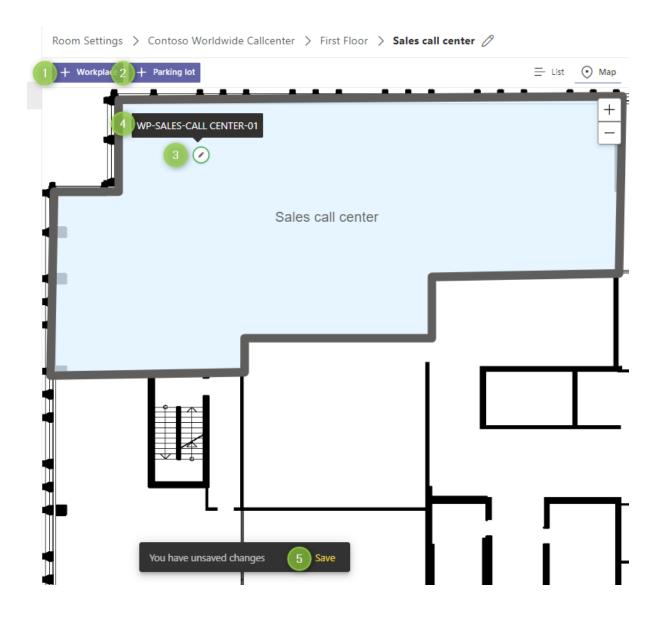
Place workplaces or parking lots

As next step you have to open the space and position the workplaces.

For this we need to use the open tool (7) of the toolbox. If you haven't added workplaces yet you will see the following page.



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You can add as many workplaces as you want by clicking on (1) and position it on the space area. You can move a workplace to any place in the space. Outside of the space it is not possible. After placing your workplaces do not forget to save (5), otherwise all positions get lost.

This is it. Congratulations. Your building is set up and workplaces are ready to be booked by your employees.

# ti&m places Onboarding guide

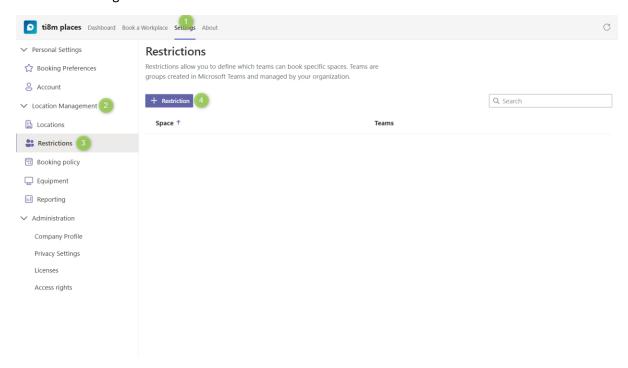
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#### Restricted areas for special departments

Many organizations need restricted areas for departments such as HR, Legal, Finance, or IT. To address this, we added the ability to restrict spaces to Teams from Microsoft Teams or Security Groups from Azure Active Directory. So, if you want to restrict HR, you can use the existing Microsoft Teams team HR and the spaces that should only be booked by members of that team, and you are done. All other employees will not be able to book in this area.

#### Create a User Restriction

We start creating a user restriction from the user restrictions.

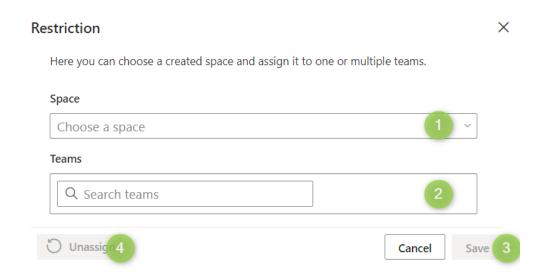


- (1) Settings tab to open the settings menu of the application.
- (2) Location management expander.
- (3) User Restriction section.
- (4) Button to add a new User Restriction.

#### **Restrictions Dialog**

After clicking on the add restriction button (4) the following dialog opens.

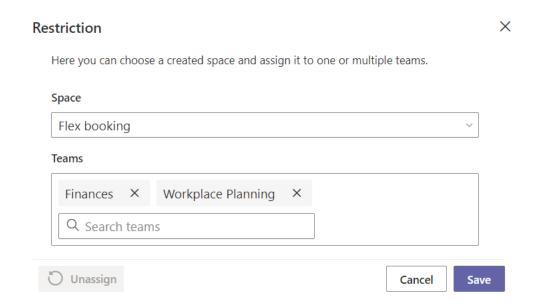
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The dialog contains a dropdown with all available spaces you registered in ti&m places (1) and a search field for all teams (2) in your organizations Microsoft 365 Tenant.

- (3) Button to save your assignment
- (4) Button to unassign

After assignment it should look like this:



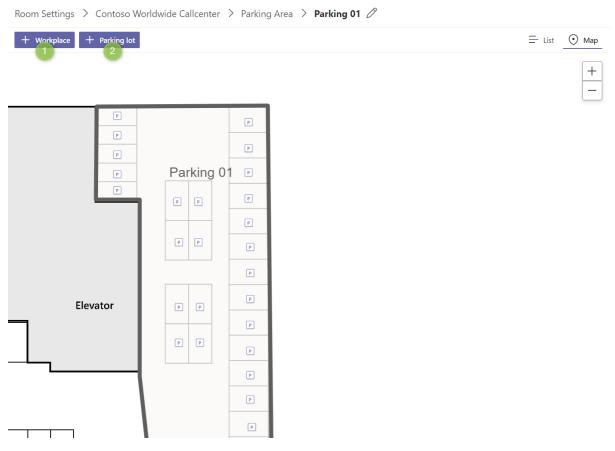
As you can see it is possible to assign more than one team to a Space restriction. So, you can share some spaces with different teams.

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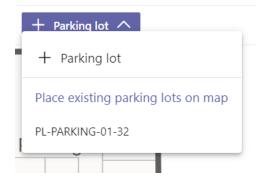
# Parking Lots for workforce

Most organization offer parking facilities for their employees. We recommend that you make them available for booking using our parking lot feature. The functionality for creating and booking parking lots is almost identical to workplaces. Even booking policies and user restrictions can be applied to parking spaces.

Creating Parking Lot in a defined space



Instead of placing a workplace with (1) you can place a parking lot with (2) and never forget to save, because without saving the parking lot position will not be saved. The parking lot will remain associated with the space, but will not be placed. If there are unplaced parking slots, you can find them by clicking on the parking lot button.



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By selecting one of out of this list, you can position it and when you save, it will remain in place.

#### Changing Name of parking lot

Often parking lots are numbered and the automatic numbering does not suit your needs. You can easily change it by clicking on the parking lot and then open the Edit Parking Lot dialog.



Now it opens the Edit dialog.



After changing the name, you can save it and the parking lot will be visible with this name. Existing bookings will change the name of the parking lot. You can also delete a parking lot if you no longer need it.

Now you are ready to let users book parking lots.

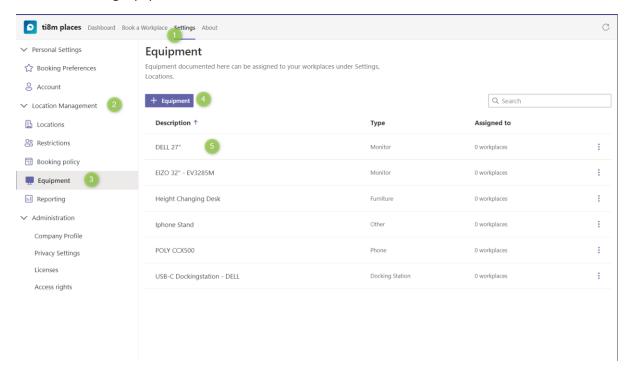
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#### Workplaces with Equipment

Most organizations have a variety of equipment for workplaces such as different docking stations, different displays, different furniture and much more. With ti&m places we give you the ability to enhance all your workplaces with different types of equipment. The equipment feature is only available for workplaces now. Equipment for parking lots and meeting rooms will be added later.

Step 1 - Create Equipment

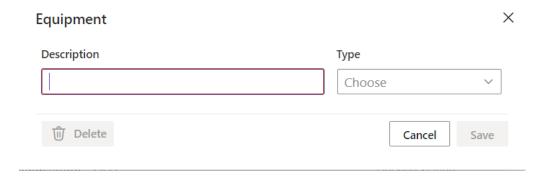
We start creating Equipment.



- (1) Settings tab to open the settings menu of the application.
- (2) Location management expander.
- (3) Equipment section.
- (4) Button to add new equipment.
- (5) Existing Equipment entries

#### **Equipment Dialog Detail**

The Equipment Detail Dialog contains a Description field and a Type selection box.



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For the description we recommend using easy understandable and multilingual usable texts. On Computer Hardware often the something like Brand + Size for a display is common. Please consider, most employees are not hardware specialists. They just want to know if a docking station will fit to the notebook they are using.

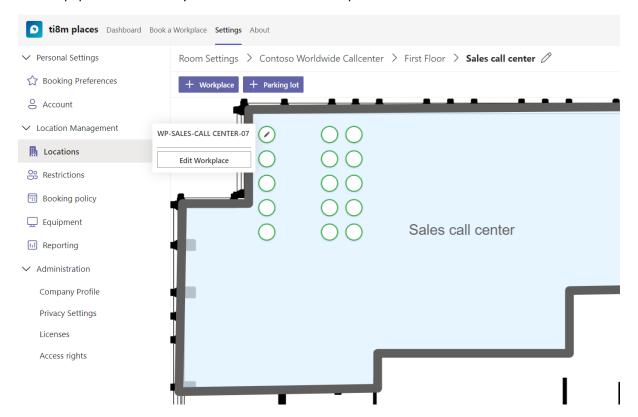
The following types of equipment are predefined:

- Computer
- Docking Station
- Furniture
- Keyboard
- Monitor
- Mouse / Pad
- Phone
- Other

It is not possible to add additional types.

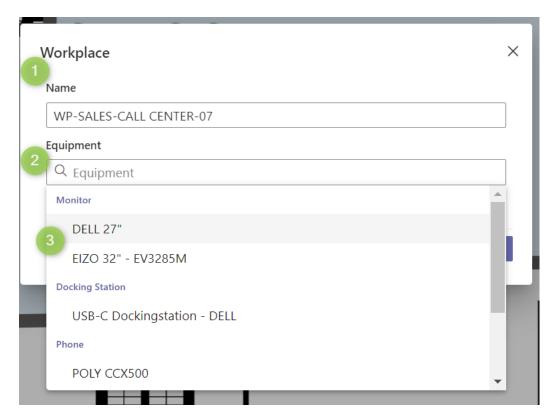
Step 2 – Associate Equipment to workplace

Once equipment is created you can associate it to workplaces.

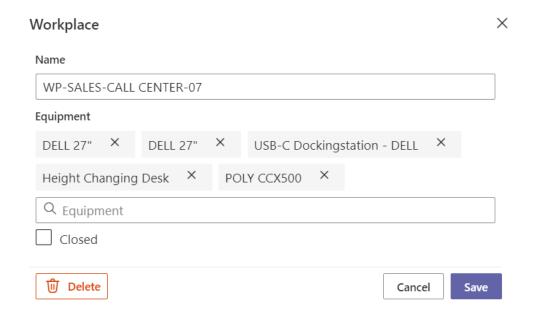


This is possible by clicking on a workplace and click on the "Edit Workplace" button.

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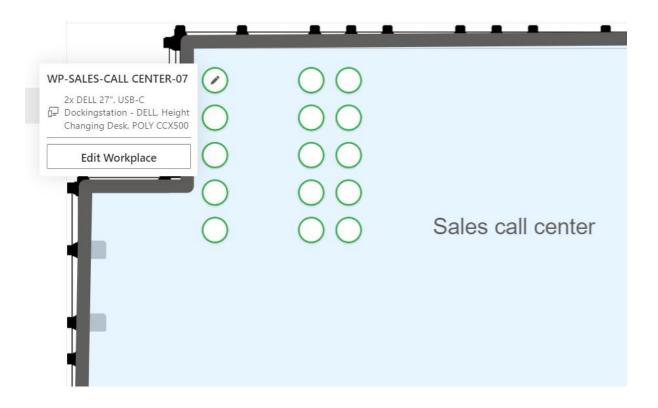


On the edit dialog, you can change the name of the workplace and associate equipment. It is possible to associate multiple pieces of equipment with a workplace.



As you can see, we added here 2x Dell 27" displays, 1x Dockingstation, 1x Desk and 1x Poly Teams phone.

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Your association is also visible on the workplaces as information.

After you have updated all necessary information, the user can filter workplaces according to the equipment they prefer.