

RECEPTIONIST MANUAL

CONFIRM YOUR ACCOUNT ...

YOUR RECEPTIONIST DASHBOARD ...

HOW TO REGISTER VISITORS ...

HOW TO CREATE HOSTS ...

HOW TO PRINT BADGES...

BYGUEST

**CONFIRM
YOUR ACCOUNT ...**

BYGUEST

STEP 1

SET A PASSWORD ...

Your system administrator has created a user account for you with receptionist permissions. We need you to confirm it.

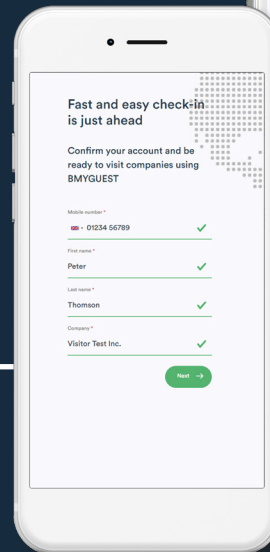
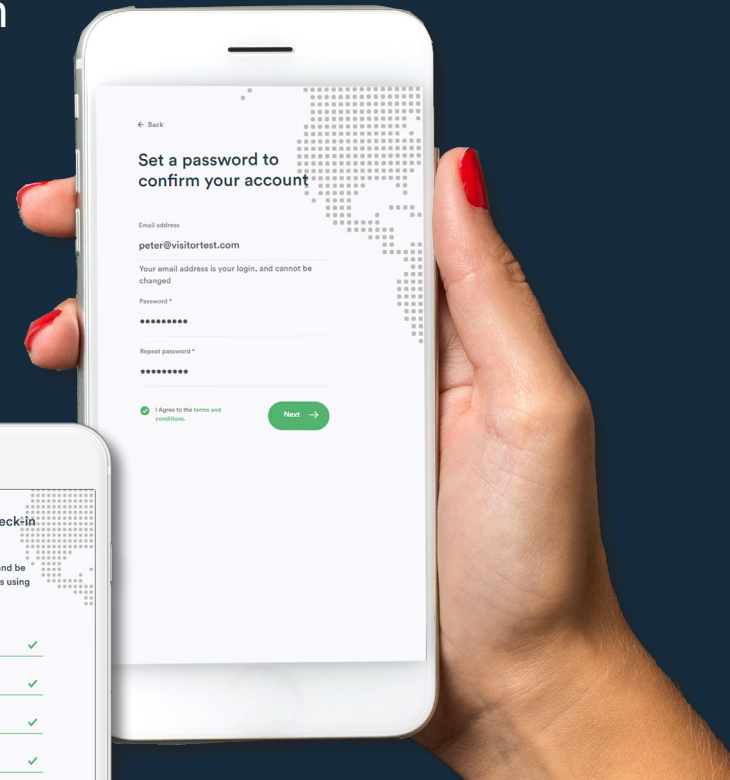
Find the email BmyGuest sent you and click the confirmation link.

- Set a password
- Accept Terms and Conditions

If you cannot find the email go to app.bmyguest.eu and register with your email address.

PLEASE NOTE:

- Click 'Back' to check that your personal data is correct



BYGUEST

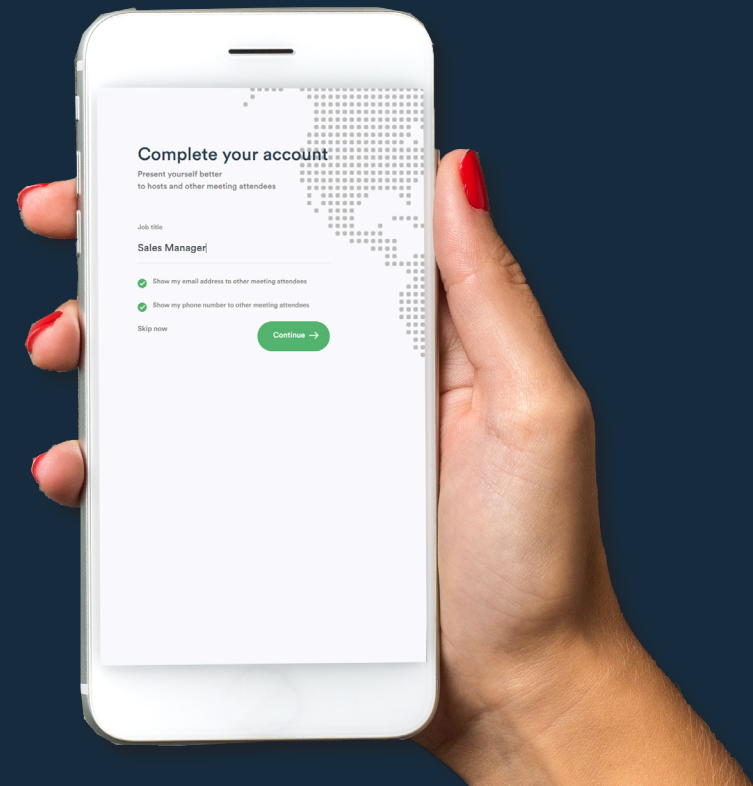
STEP 2

COMPLETE YOUR ACCOUNT ...

- Fill in your Job Title

PLEASE CHECK THE BOXES (OR DON'T):

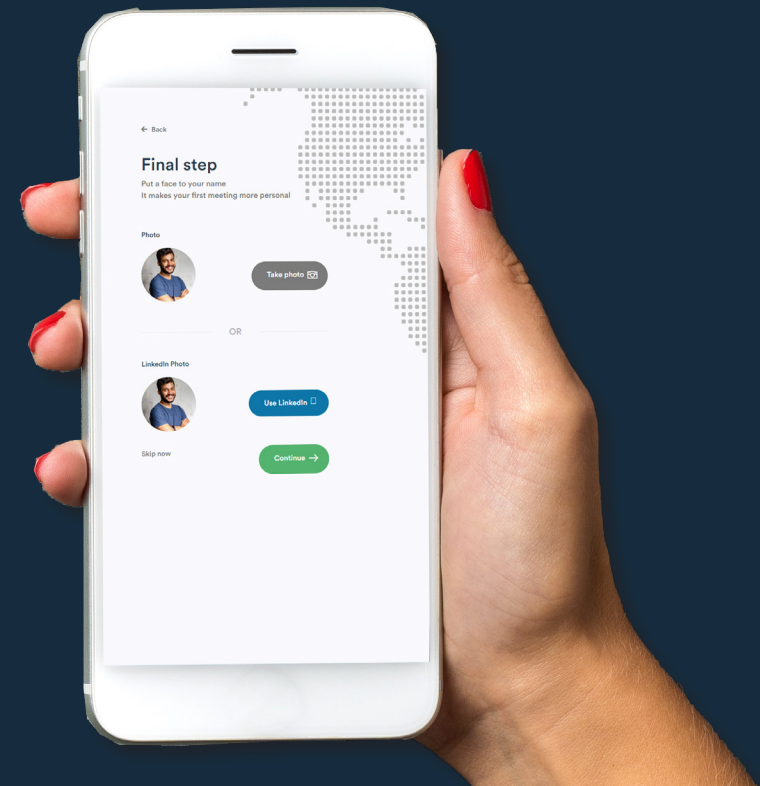
- ✓ Show your email to other meeting attendees
- ✓ Show your phone number to other meeting attendees



STEP 3

PUT A FACE TO YOUR NAME ...

- Please snap a photo **or...**
- Select a photo from your library **or...**
- Upload your photo from LinkedIn



STEP 4

YOU'RE ALL SET ...

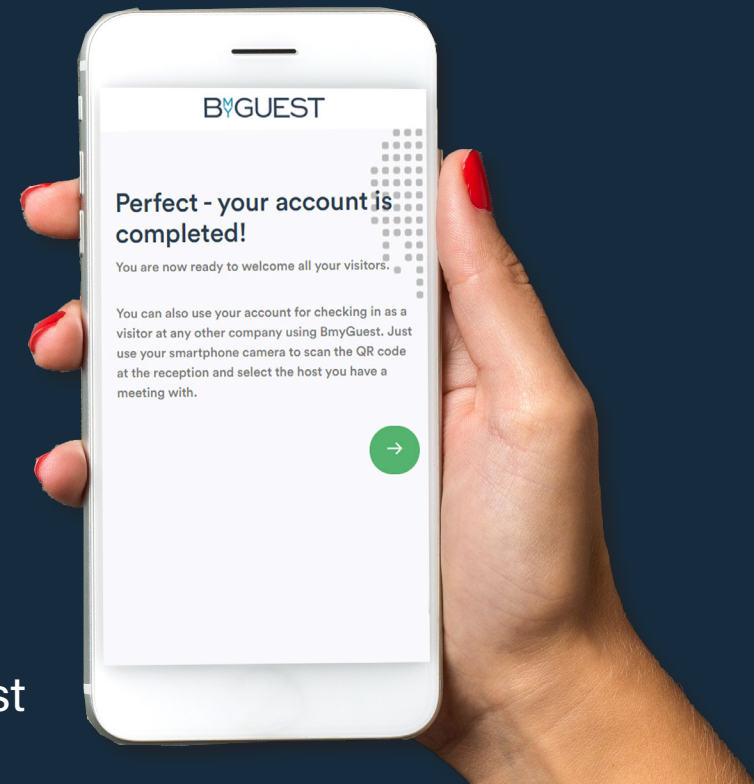
Your account is now confirmed and you are ready to operate as a receptionist.

PLEASE NOTE

Your receptionist dashboard is only available on your pc/mac and not on your smartphone

You can also use your personal account for checking in as a visitor at any other company using BmyGuest

✓ Just scan the QR code at the reception and select your host

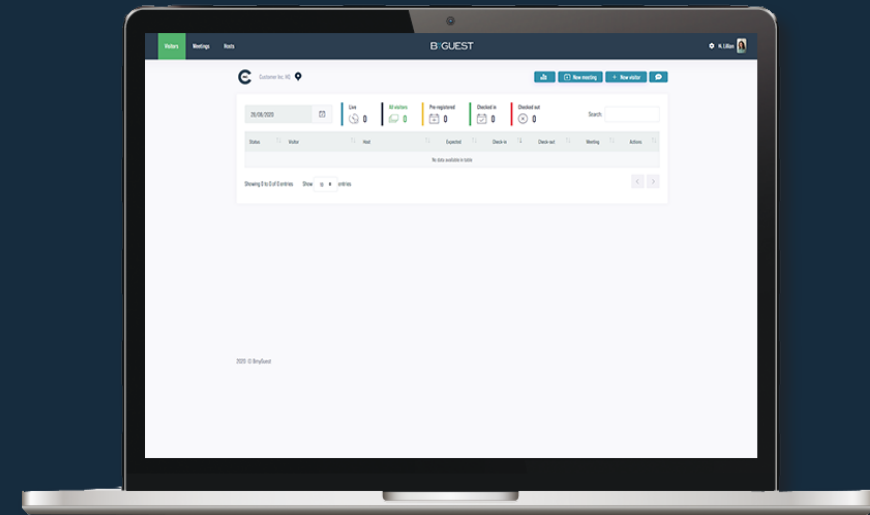


YOUR RECEPTIONIST DASHBOARD

STEP 1

RECEPTIONIST DASHBOARD ...

- Visitor overview
- Checking visitors in
- Meeting overview / pre-register visitors
- Checking visitors out
- Host overview/create hosts
- Daily visitor chart / statistics

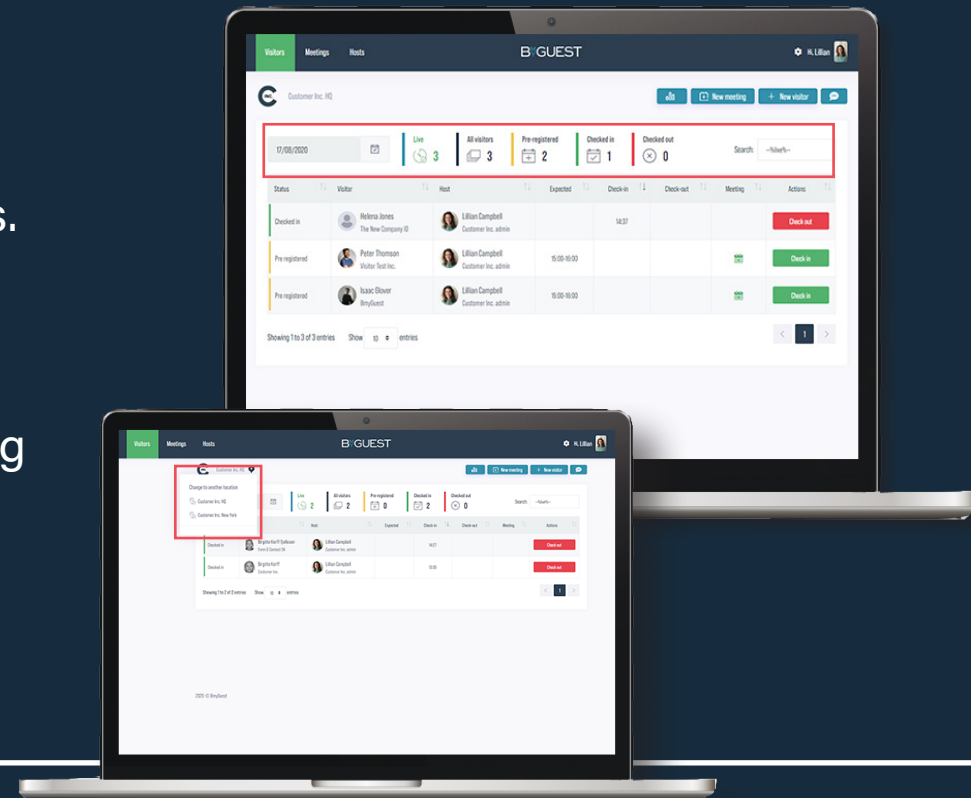


STEP 2

VISITOR OVERVIEW ...

This is where you get the full overview of your visitors. Checked in visitors, checked out visitors and pre-registered visitors.

- Use the 'Live View' - showing current and upcoming visitors (expected within the next 30 min.)
- Search for visitors in the 'Search' field
- Change between locations if you as a receptionist are connected to more than one location



STEP 3

CHECKING IN VISITORS ...

Visitors check themselves in by scanning the QR code in the reception.

If the QR code scanning fails you can:

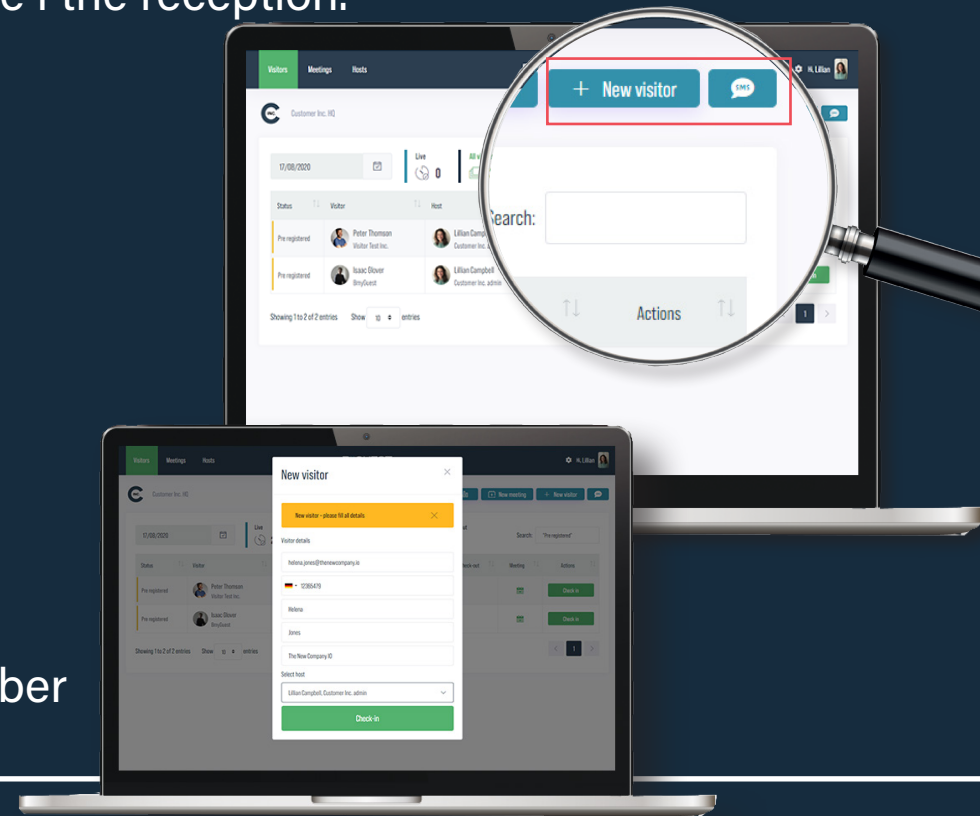
- ✓ Check in visitors manually **or...**
- ✓ Send SMS to visitors with check-in link

CHECK IN VISITORS MANUALLY

- Click 'New visitor' and type in email address
- Fill in details (only if new to BmyGuest)
- Choose host

SMS

- Click the SMS icon and type in visitor's phone number



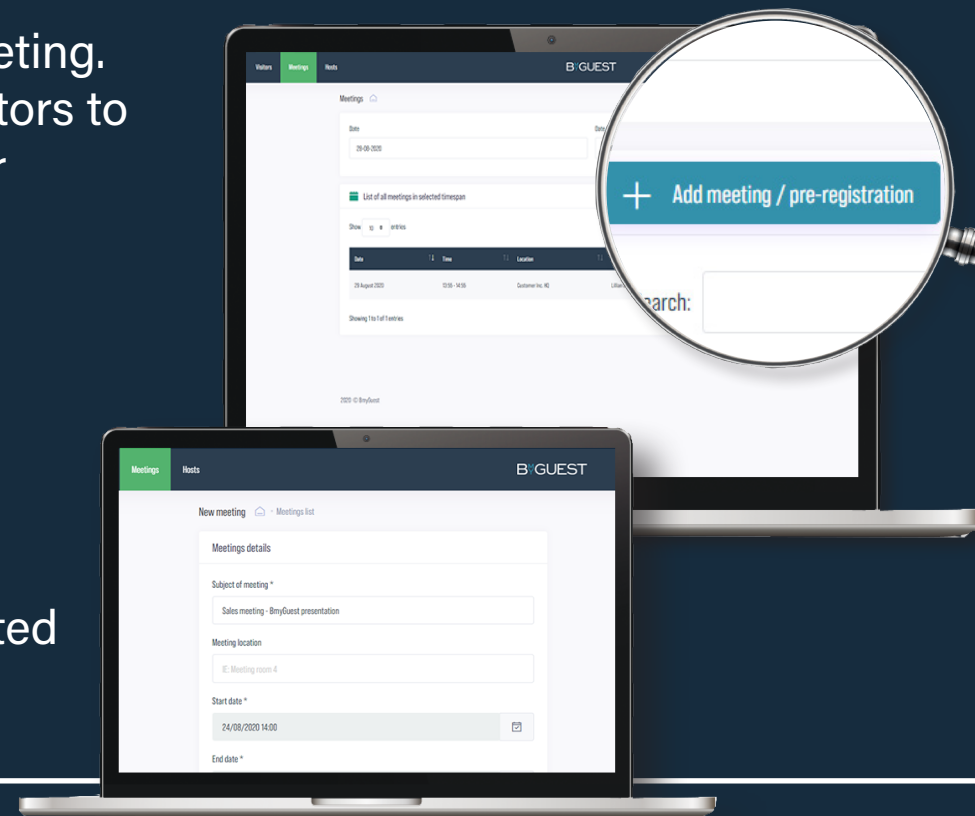
STEP 4

PRE-REGISTER VISITORS ...

Pre-registered visitors are always connected to a meeting. You need to create a meeting and add attendees/visitors to that meeting. You can create new meetings from your dashboard in the meetings overview.

- Click 'Add meeting / pre-registration'
- Type in 'Meeting details'
- Type in 'attendees' (email addresses)
- Click 'Create meeting'

The attendees are now pre-registered visitors and listed in your visitor overview under the specific date.



STEP 5

ADD/EDIT PRE-REG VISITORS ...

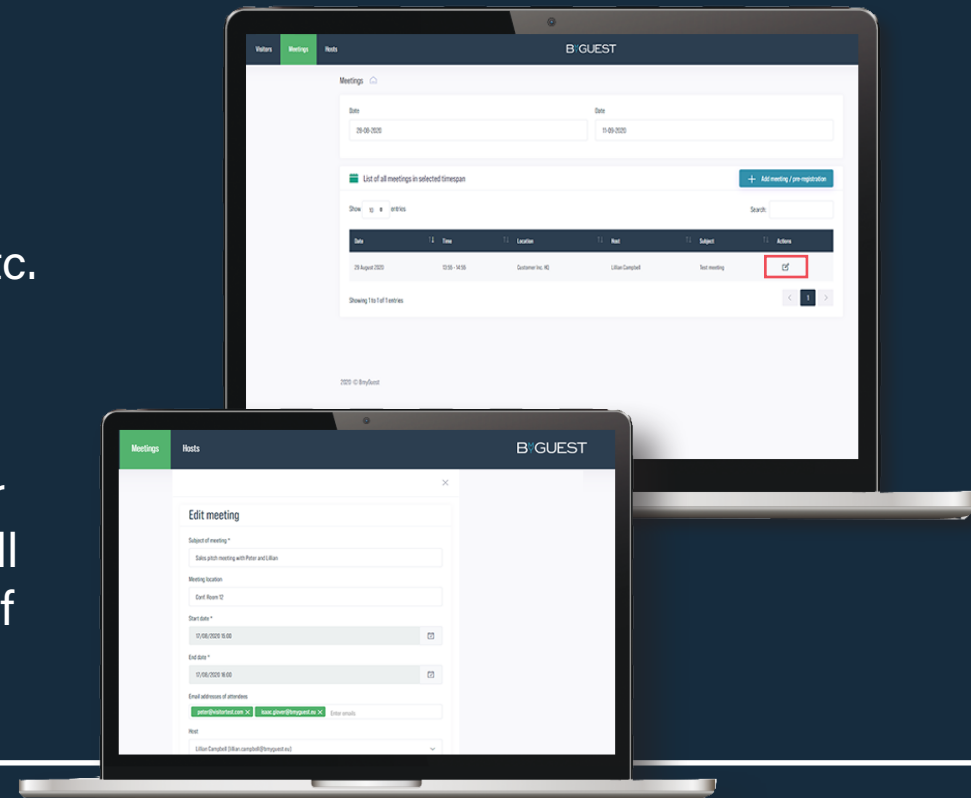
You can always edit an upcoming meeting and add/remove visitors.

IN THE MEETING OVERVIEW

- Find the meeting by selecting the dates
- Click the edit button on the right
- Edit meeting details i.e. date and time, attendees etc.
- Save changes

PLEASE NOTE

All hosts can pre-register their own visitors from their meeting invitations. Their meetings and attendees will also be listed in the meeting overview. And you can of course edit these as well.



STEP 6

CHECKING OUT VISITORS ...

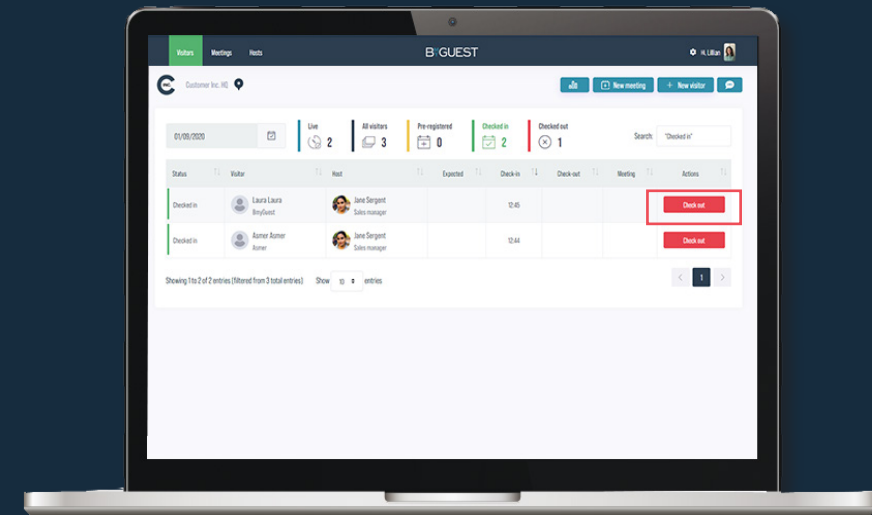
Visitors check out themselves on their phone.

If they don't you can:

✓ Check out visitors manually when they leave

CHECK OUT VISITORS MANUALLY

- Click the red 'check out' button on your dashboard
- Visitor is checked out

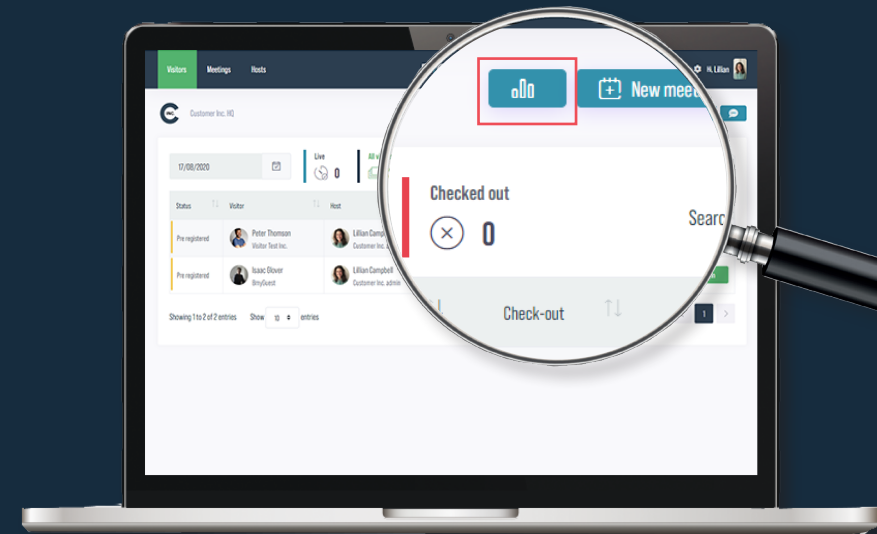


STEP 7

STATISTICS ...

DAILY VISITOR CHART

A quick overview of how many visitors checked in and out in different time slots. Use it for statistics and capacity optimization.



HOW TO CREATE AND UPLOAD HOSTS ...

STEP 1

HOSTS ...

As a receptionists you can create hosts manually or upload from a CSV file.

IMPORTANT INFORMATION!

All new hosts automatically receive a welcome email from BmyGuest asking them to confirm and complete their user account in order to get access to the full functionality.

PLEASE ENCOURAGE THEM TO DO SO!



STEP 2

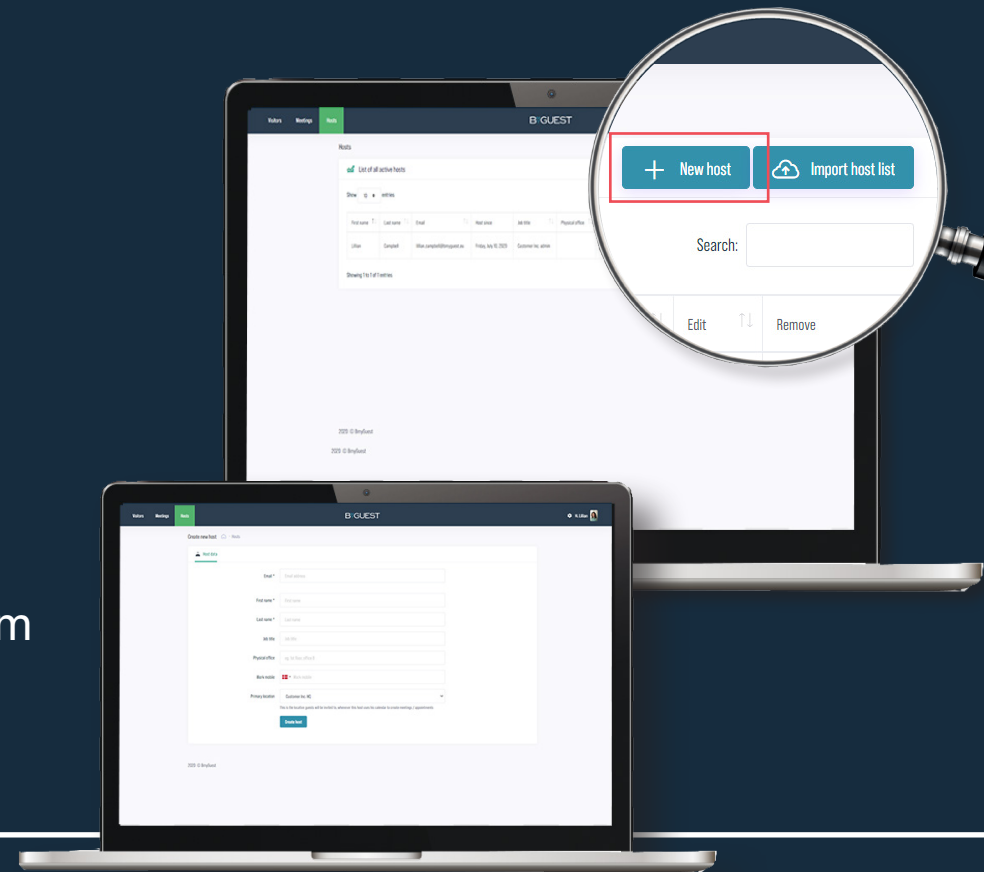
CREATE HOSTS ...

CREATE HOSTS MANUALLY

- Click 'New host' and fill in the fields
- Add the host's primary location
- 'Create host'

PLEASE NOTE

If the email address is already in the BmyGuest system (i.e. user has been a visitor in another company using BmyGuest) you will be notified.



STEP 3

IMPORT FROM A CSV FILE ...

HOW TO CREATE THE CSV FILE

You can upload all hosts in one take by creating and uploading a CSV file in a specific format. Ask your IT-guys to create the file for you with the following format:

firstname;lastname;email;phonecountrycode;phone;jobtitle;physicaloffice;primarylocationName

EXAMPLE

Michael;Skinner;Michael.Skinner@bmyguest.eu;45;70605301;CEO;Office 2.1;BMG Copenhagen

firstname;lastname;email;phonecountrycode;phone;jobtitle;physicaloffice;primarylocationName
Michael;Skinner;Michael.Skinner@bmyguest.eu;45;70605301;CEO;Office 2.1;BMG Copenhagen
Amy S.;Ince;AmyS.Ince@bmyguest.eu;45;70605301;Founder;Office 2.2;BMG Copenhagen
Cameron;Roberts;Cameron.Roberts@bmyguest.eu;45;70605301;Manager;Office 2.3;BMG Copenhagen
Lillian;Campbell;Lillian.Campbell@bmyguest.eu;45;70605301;Team Leader;Office 2.4;BMG Copenhagen
Audrey;Lambert;Audrey.Lambert@bmyguest.eu;45;70605301;CFD;Office 2.5;BMG Copenhagen
Paul;James;Paul.James@bmyguest.eu;45;70605301;Marketing Coordinator;Office 2.6;BMG Copenhagen

STEP 4

CSV FORMAT TIPS ...

REQUIRED FIELDS

- Email
- FirstName
- LastName
- PhoneCountryCode (Only if 'phone' is filled)

PLEASE NOTE

The order in which you create the different fields is not important. You can also leave unrequired fields blank. However ... It is important that you call the fields the exact same names as defined in Step 3. If 'PrimaryLocationName' is left blank, location will automatically be set to the company's main location.

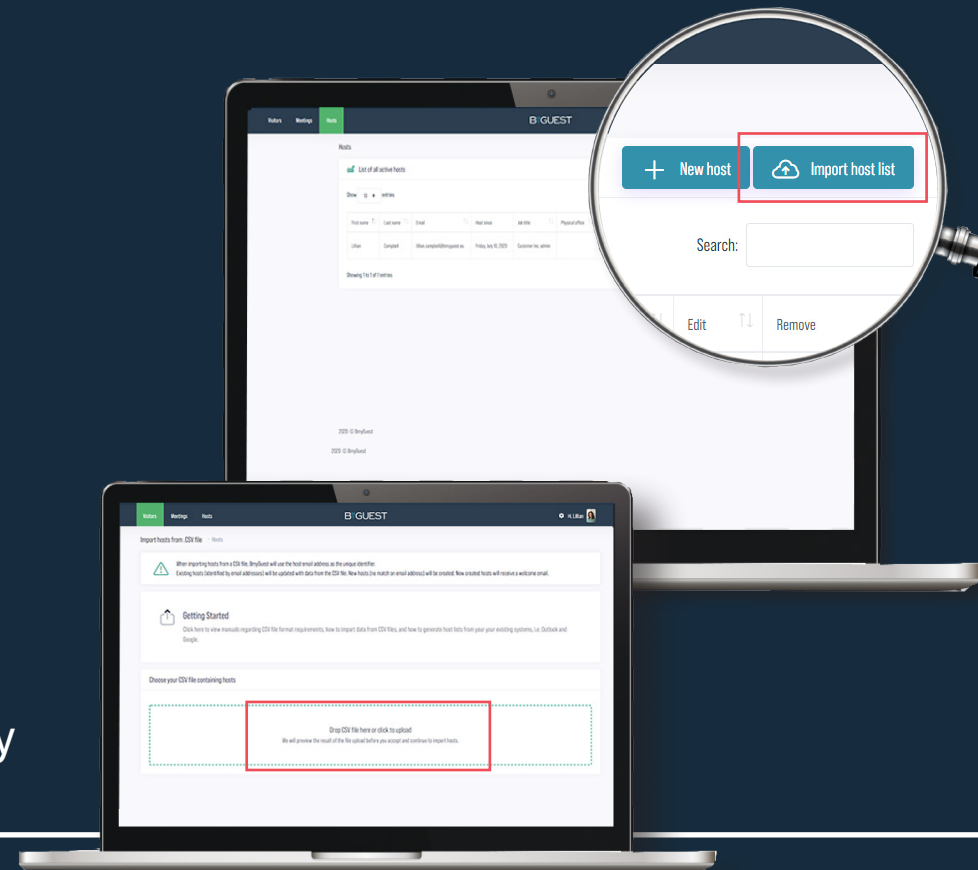


STEP 5

UPLOADING THE CSV FILE ...

GO TO DASHBOARD/HOSTS

- Click 'Import host list'
- Upload your host list/CSV file in BmyGuest
- Check for errors
- Click 'Confirm and start import' when you are ready



HOW TO PRINT VISITOR BADGES ...

STEP 1

PRINTER INSTALLATION ...

PLEASE NOTE

Be sure that your system administrator has installed the Zebra Web Browser Printer Driver on your computer and that the printer is connected. Also label printing should be enabled under 'Locations.'

Please contact your system administrator if you have any problems.



STEP 2

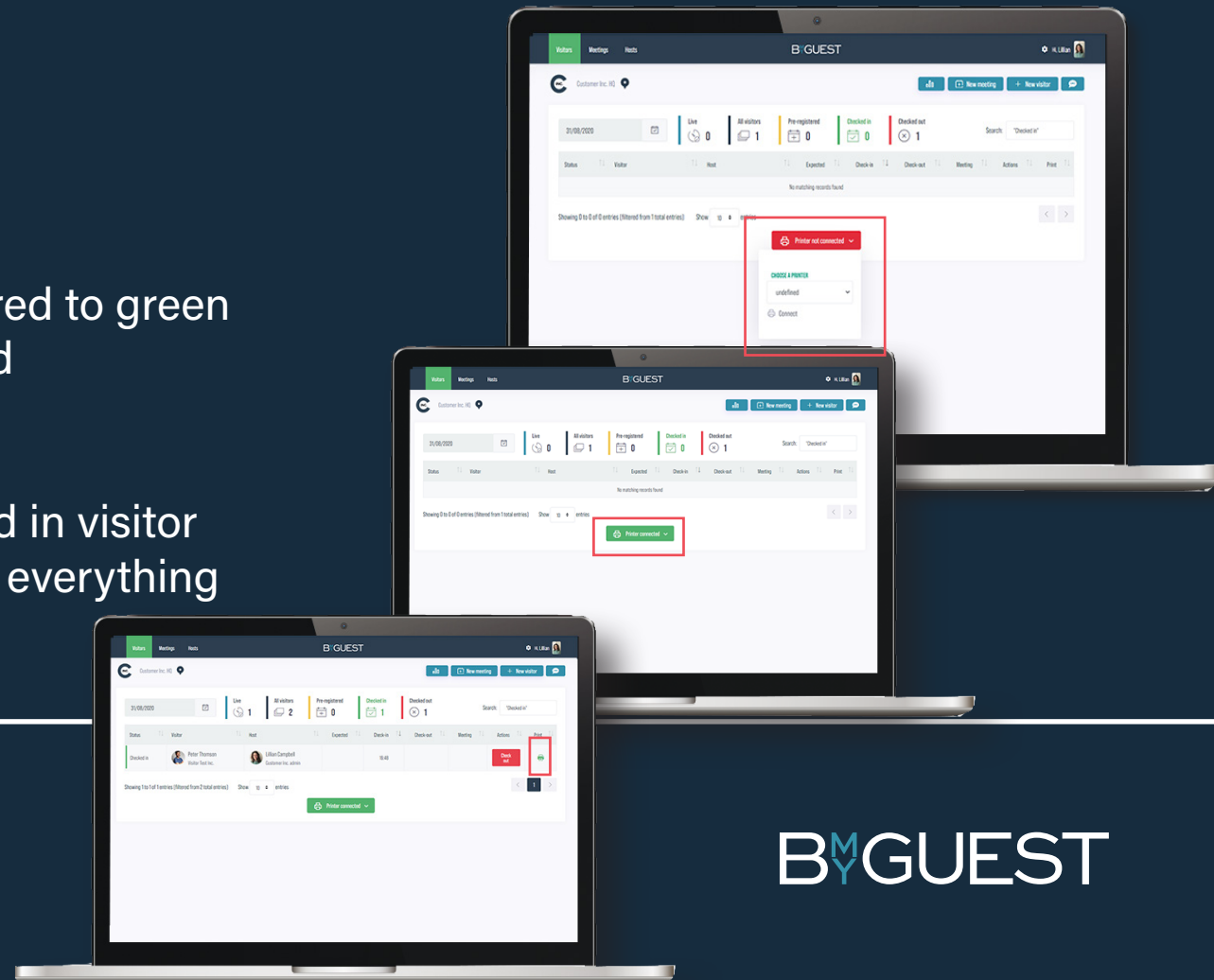
FIND YOUR PRINTER...

GO TO DASHBOARD/VISITORS

- Click 'Printer not connected'
- Find printer in the drop down menu
- Click 'Connect'
 - ✓ The printer button changes from red to green and your printer is now connected

DOUBLE CHECK

Click the printer icon next to a checked in visitor to print a visitor badge and check that everything is working correctly.



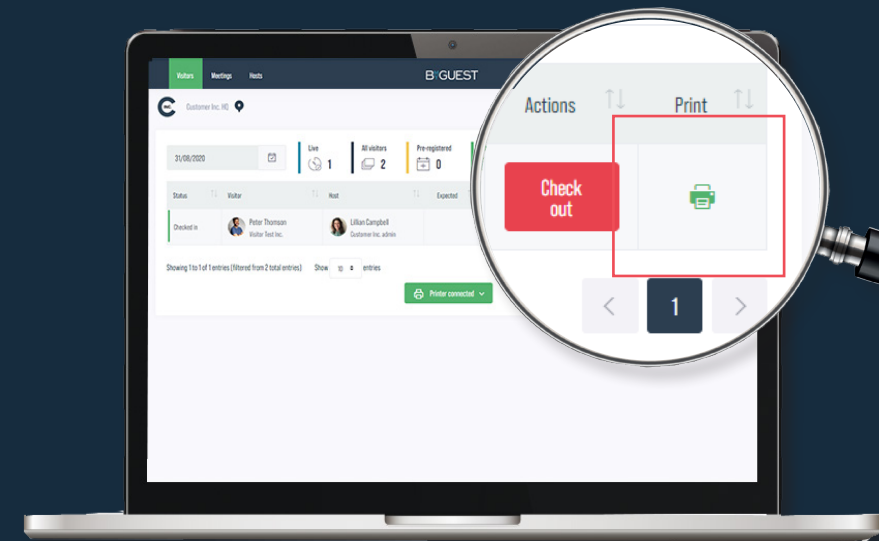
STEP 3

PRINTING BADGES ...

As soon as a visitor checks in at the location a visitor badge is printed automatically.

PLEASE NOTE

You can always click the small printer icon next to a checked-in visitor in the receptionist dashboard to re-print.



QUESTIONS ...

Feel free to contact us if you have any questions.

support@bmyguest.eu

or call us at:

+45 70 60 53 01

BYGUEST