

WRFH Nexodus user guide



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Table of Contents

Administrator	3
Editing Discussion Board Groups	3
Deleting Discussion Board Groups	4
Managing Conversation Messages	4
Adding Messages to Conversations	4
Deleting Messages from the Conversations	5
Scheduling notifications:	5
Kitchen Members User Guide	7
Adding Conversations to the Discussion Boards	7
Finding customer names and companies:	8
Billing/ card Payment	10
Slack user guideline	10

Administrator

Message Board *(Nexodus,2021)*

Adding Discussion Board Groups

1. If the navigation menu isn't visible, click the menu icon in the top left corner of the page.
2. Click Community > Message Boards > Groups.
3. Click Add group.
4. Select a space admin from the Administrator drop-down list.
5. Name the group and add a short description.
6. Select the group's visibility from the Group Access drop-down list.

Visibility Options

Restricted - all customers can see the conversations but they cannot add messages.

Public - all customers can see the conversations and add messages.

Private - only members of the group can see the conversations and add messages.

7. Add the customers you want to include in the group from the Members drop-down list.
8. Click the Save button.

Editing Discussion Board Groups

1. If the navigation menu isn't visible, click the menu icon in the top left corner of the page.
2. Click Community > Message Boards > Groups.
3. Click on the group you want to edit.
4. Edit the group's details as needed.

5. Click the Save Changes button.

Deleting Discussion Board Groups

You cannot recover deleted records in Nexodus.

1. If the navigation menu isn't visible, click the menu icon in the top left corner of the page.
2. Click Community > Message Boards > Groups.
3. Click the three dots icon next to the group you want to delete.
4. Click Delete in the pop-up menu.
5. Click Yes to confirm your action.

Managing Conversation Messages

As an admin, you can add messages to conversations and delete any existing message in a conversation on the Discussion Board page.

You can add messages to help customers or share important information. You also have the option to delete messages if they go against your community guidelines.

Admins also need a customer account in order to add messages to discussion boards.

If your admin account isn't linked to a customer account yet, follow our tutorial [Creating Customer Accounts for Admin Users](#).

Adding Messages to Conversations

1. If the navigation menu isn't visible, click the menu icon in the top left corner of the page.
2. Click Community > Message Boards. Click on the relevant conversation.
3. Add your message in the empty text field.
4. Click Send.

Deleting Messages from the Conversations

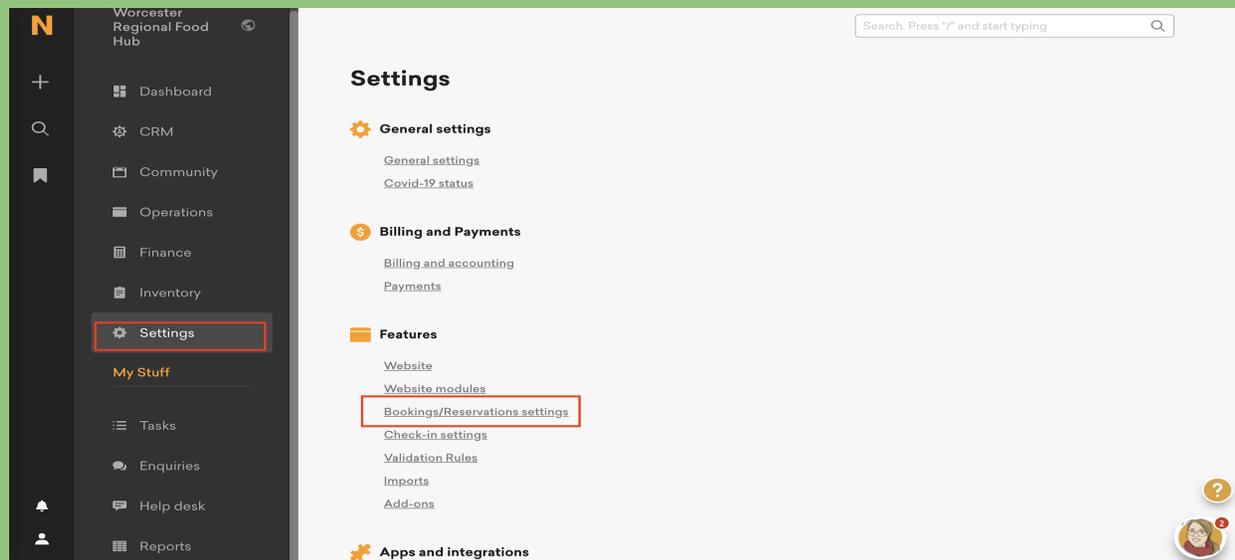
You cannot recover deleted records in Nexodus.

1. If the navigation menu isn't visible, click the menu icon in the top left corner of the page.
2. Click Community > Message Boards.
3. Click on the relevant conversation.
4. Click Delete at the bottom of the message you want to delete.
5. Click Yes to confirm your action.

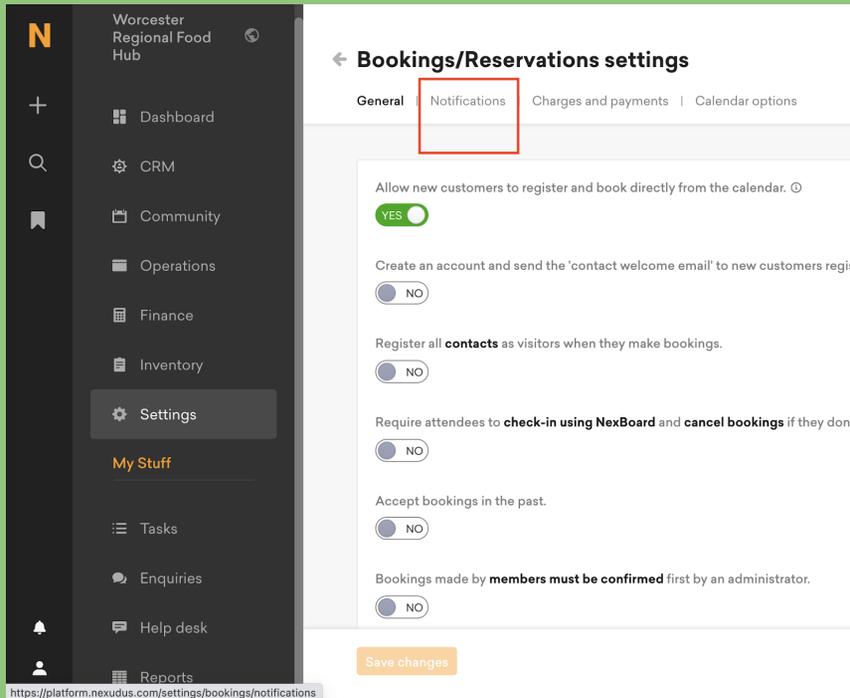
Scheduling notifications :

As an Admin, in order to change the notifications, you must follow the steps below.

1. Go to the settings tab> From the settings tab , scroll down to Booking/reservations settings.



2. Once in booking/reservation tab > click notification

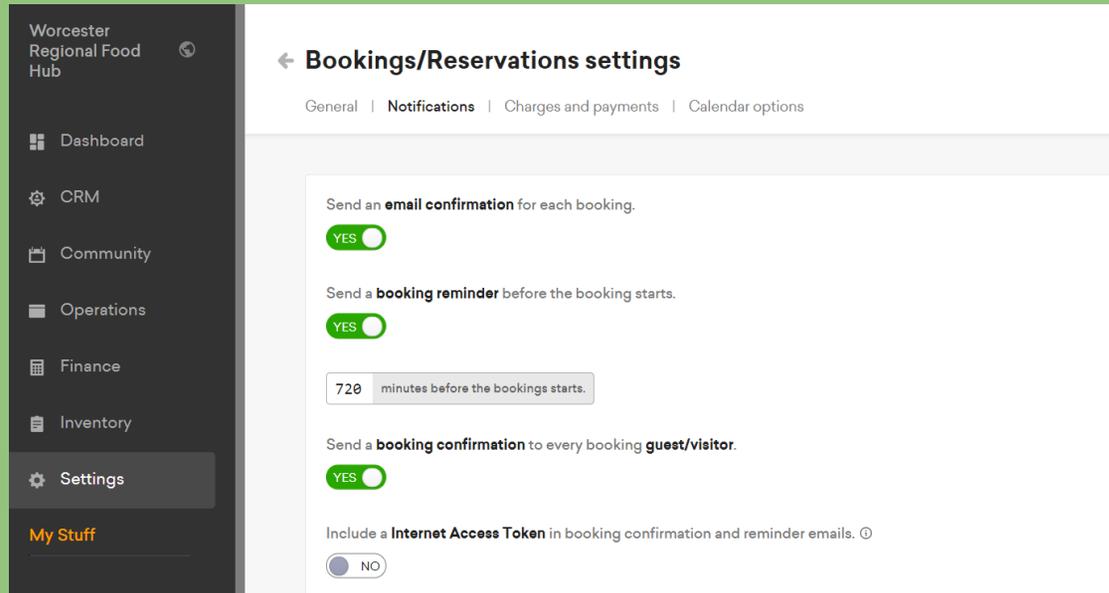


The screenshot displays the 'Bookings/Reservations settings' page for 'Worcester Regional Food Hub'. The left sidebar contains navigation options: Dashboard, CRM, Community, Operations, Finance, Inventory, Settings (highlighted), My Stuff, Tasks, Enquiries, Help desk, and Reports. The main content area is titled 'Bookings/Reservations settings' and has four tabs: General, Notifications (highlighted with a red box), Charges and payments, and Calendar options. The 'Notifications' tab contains several settings:

- Allow new customers to register and book directly from the calendar. YES
- Create an account and send the 'contact welcome email' to new customers register. NO
- Register all **contacts** as visitors when they make bookings. NO
- Require attendees to **check-in using NexBoard** and **cancel bookings** if they don't. NO
- Accept bookings in the past. NO
- Bookings made by **members must be confirmed** first by an administrator. NO

A 'Save changes' button is located at the bottom of the settings panel. The URL at the bottom of the page is <https://platform.nexusus.com/settings/bookings/notifications>.

3. Click yes for <sending email confirmation>, Yes for <booking reminder>, set desired time frame for reminder to be sent.



Kitchen Members User Guide

Adding Conversations to the Discussion Boards *(Nexodus.2021)*

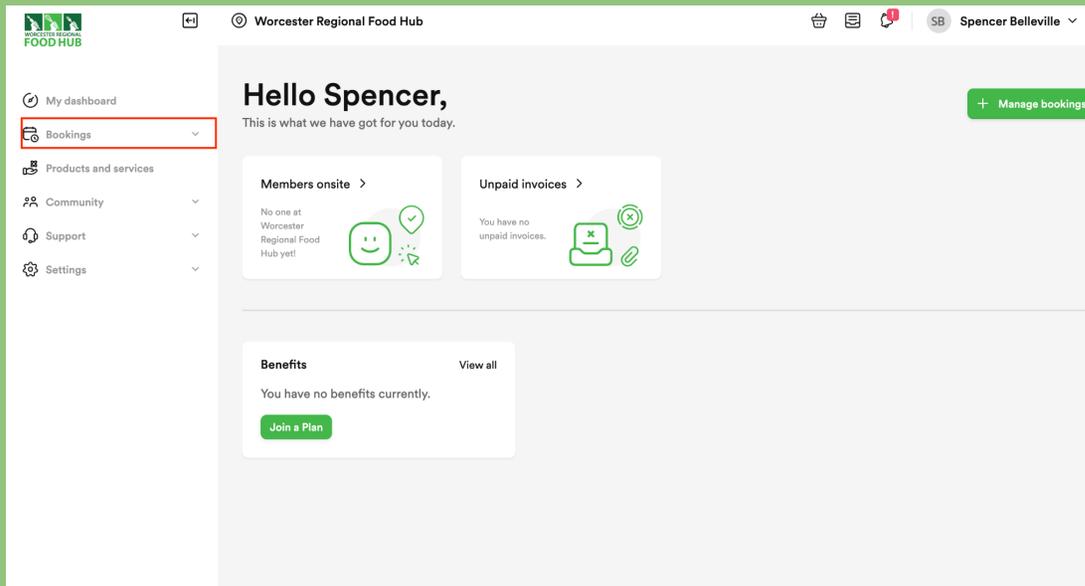
1. If the navigation menu isn't visible, click the menu icon in the top left corner of the page.
2. Click community> Message Board.
3. Click Add Conversation.
4. Add a subject for your conversation and select your location.
5. Add your message.
6. Select a group.
7. Add tags to make it easier for customers to find your conversation.

8. Set the Instant delivery toggle to YES if you want customers to receive the notification straight away.
9. Click the Save button.

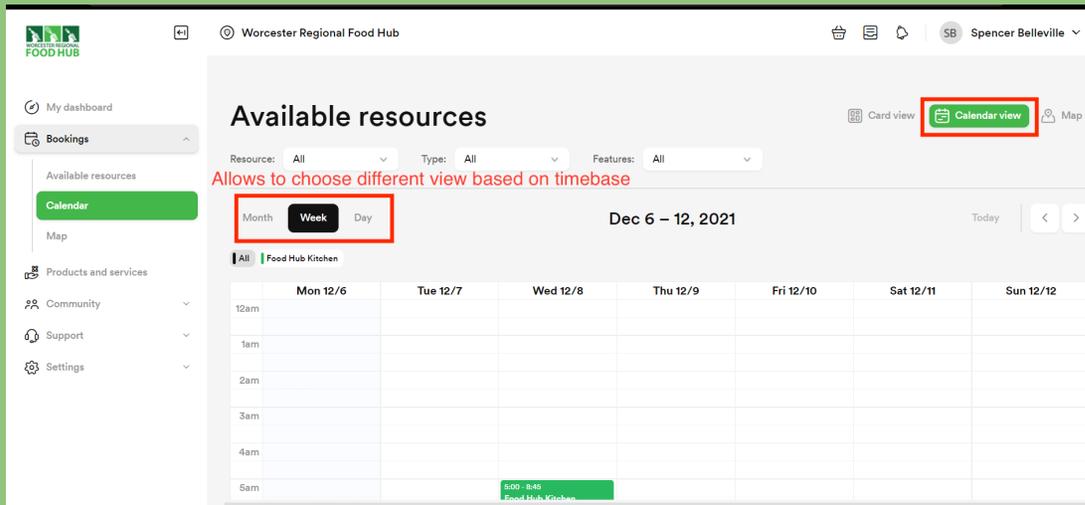
Finding customer names and companies:

In order to be know who is in the kitchen with their names, you must:

1. Click bookings > Calendar

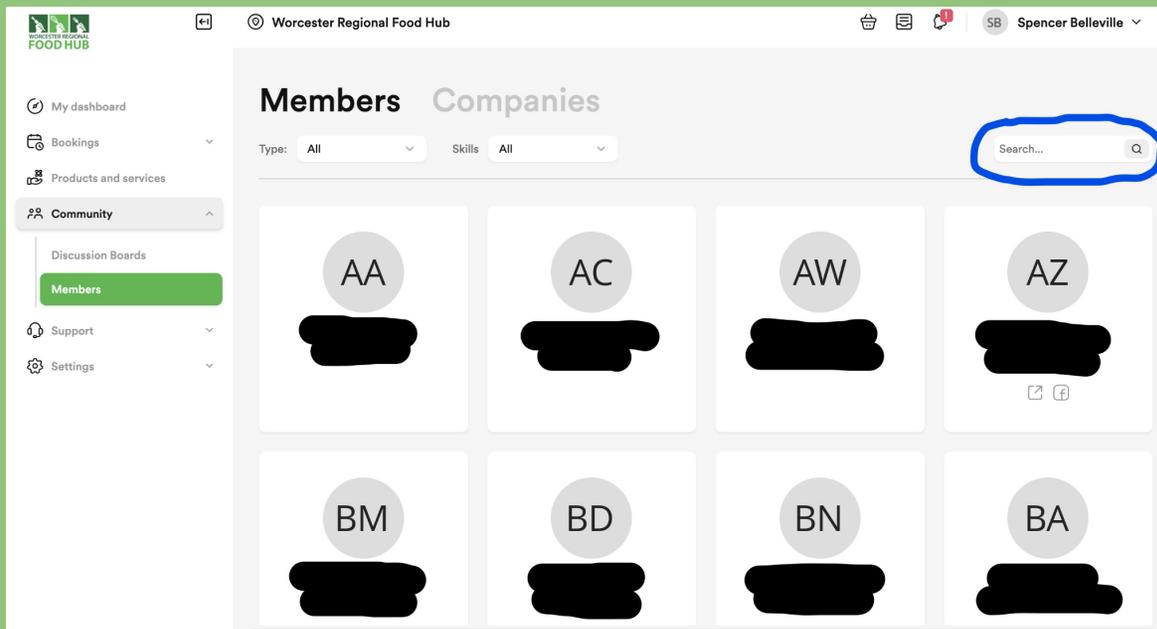


2. Top right of the page , there is a green button that says [Calender view], click on it.



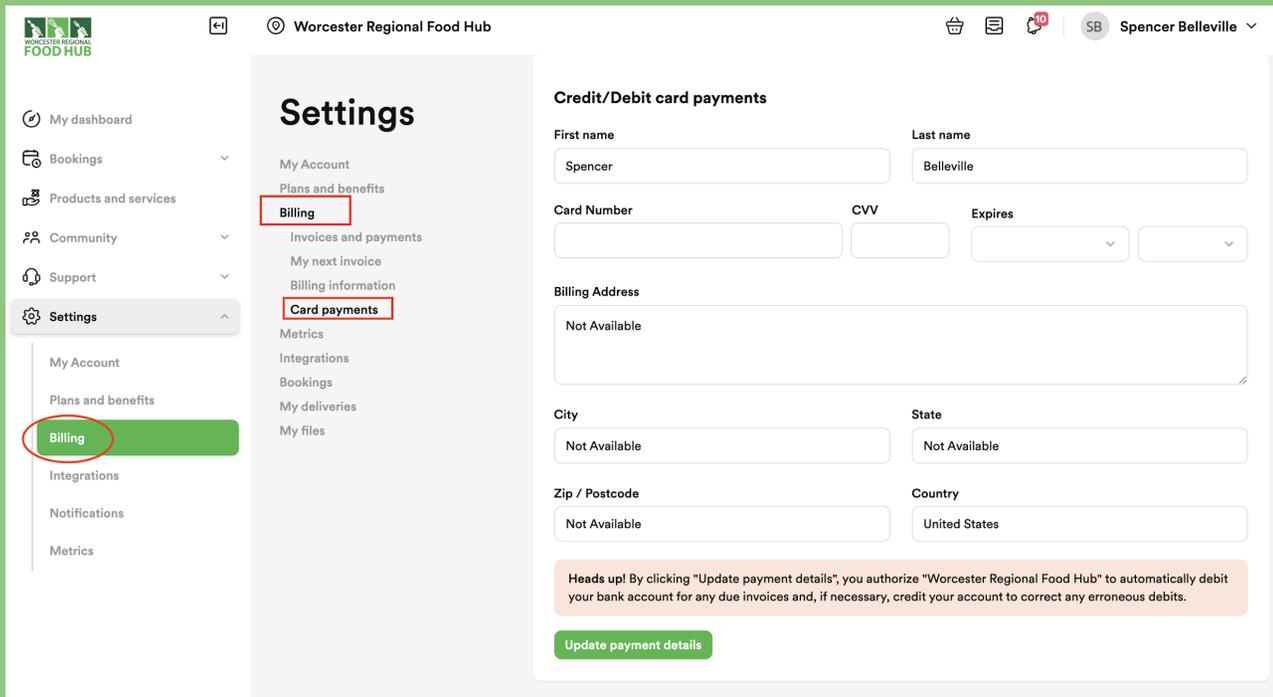
3. Hover mouse over desired time and see the name of the customer that is using the kitchen at that specific time.

4. Once you find other customers' names, click community > members and type in their names at the top right corner of the page, you can find a search bar > type their names in you can find their company's name.



Billing/ card Payment

In order to make a payment via credit/debit card, Go to the settings tab> click on “Billing”, >Click on card payments. Enter card information and the payment will be sent after each invoice is received on the 1st of the month.



Slack user guideline

[Slack guide for WRFH Commercial Kitchen Users](#)