# WRFH Nexudus user guide



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### Administrator

Message Board (Nexudus, 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 Nexudus.

- 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 Nexudus.

- 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.

Ν	Worcester Regional Food © Hub	Search. Press "/" and start typing	Q
+	📲 Dashboard	Settings	
Q	¢ CRM	🔅 General settings	
	🛱 Community	General settings Covid-19 status	
	Operations	Billing and Boumonte	
	🖩 Finance	Billing and rayments Billing and accounting	
	🖨 Inventory	Payments	
	🌣 Settings	Features	
	My Stuff	Website	1
	i≡ Tasks	Website modules Bookings/Reservations settings Check-in settings	
	🗩 Enquiries	<u>Validation Rules</u>	
•	🗭 Help desk	Add-ons	?
-	III Reports	📌 Apps and integrations	٢

2. Once in booking/reservation tab > click notification

N	Worcester Regional Food © Hub	<ul> <li>Bookings/Reservations settings</li> </ul>
+	Dashboard	General   Notifications Charges and payments   Calendar options
۹	₿ CRM	Allow new customers to register and book directly from the calendar. (0)
	🛱 Community	YES
	Operations	Create an account and send the 'contact welcome email' to new customers regist
	🖬 Finance	
	Inventory	Register all <b>contacts</b> as visitors when they make bookings.
	Settings	Require attendees to <b>check-in using NexBoard</b> and <b>cancel bookings</b> if they don't
	My Stuff	( NO)
	:≣ Tasks	Accept bookings in the past.
	오 Enquiries	Bookings made by <b>members must be confirmed</b> first by an administrator.
•	🗭 Help desk	
https://platfo	Reports rm.nexudus.com/settings/bookings/notification	Save changes

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

Worcester Regional Food © Hub	Bookings/Reservations settings     General   Notifications   Charges and payments   Calendar options				
Dashboard					
¢ CRM	Send an <b>email confirmation</b> for each booking.				
💾 Community					
Operations	Send a <b>booking reminder</b> before the booking starts.				
🖬 Finance	720 minutes before the bookings starts.				
inventory	Send a <b>booking confirmation</b> to every booking <b>guest/visitor</b> .				
Settings	YES				
My Stuff	Include a <b>Internet Access Token</b> in booking confirmation and reminder emails. ()				

# Kitchen Members User Guide

#### Adding Conversations to the Discussion Boards (Nexudus, 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.

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<ul> <li>My dashboard</li> </ul>		Available resources						🕃 Card view 🔚 Calendar view 🖉 Map		
E Bookings	^									
Available resources		Resource: Allows to	Resource: All v Type: All Features: All All All All All All All All All Al							
Calendar Map		Month Week Day Dec 6 – 12, 2021				Today				
Products and services		All Foo	od Hub Kitchen							
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<ul><li>     Settings     </li></ul>	Ý	2am								
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		Sam								
		4am								
		5am			5:00 - 8:45 Food Hub Kitchen					

- 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.

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Image: Weight of the second services         Image: Weight of the second seco	~	Settings My Account Plans and benefits Billing Invoices and payments My next invoice Billing information Card payments	Credit/Debit card payments First name Spencer Card Number Billing Address Not Available	Last name Belleville CVV Expires
My Account Plans and benefits Billing Integrations Notifications Metrics		Metrics Integrations Bookings My deliveries My files	Not Available City Not Available Zip / Postcode Not Available Heads up! By clicking "Update payment details", you your bank account for any due invoices and, if nect	State Not Available Country United States Du authorize "Worcester Regional Food Hub" to automatically debit essary, credit your account to correct any erroneous debits.

# Slack user guideline

**Slack guide for WRFH Commercial Kitchen Users**