

DESK digital platform

USER GUIDE

Contents

- Part I: DESK for employees 4**
- CHAPTER 1: Desk Overview 4**
 - DASHBOARD & WIDGETS.....4
 - TABS8
- CHAPTER 2: Workplace Booking12**
 - BOOK DESK.....12
 - BOOK MEETING ROOM14
 - BOOK PARKING SPOT17
 - JOIN WAITING LIST18
 - VIEW BOOKINGS19
 - EDIT BOOKINGS19
 - CANCEL BOOKINGS19
- CHAPTER 3: Booking Check-In.....20**
 - CHECK-IN OPTIONS20
 - CHECK IN VIA DESK APP20
 - CHECK IN VIA EMAIL.....21
 - CHECK IN VIA QR21
 - CHECK IN VIA NETWORK EVENT22
 - BOOKING CHECK-OUT22
- CHAPTER 4: Main Dashboard23**
 - RECOMMENDATIONS WIDGET.....23
 - MY BOOKINGS WIDGET23
 - PEOPLE IN WIDGET24
 - EXPLORE OFFICE WIDGET24
 - DASHBOARD CUSTOMISATION.....25
- CHAPTER 5: Map Tab.....26**
 - SEARCH LOCATION26
 - WORKPLACE AVAILABILITY AND COLOR LEGEND.....26
 - NAVIGATE OFFICE MAP27
 - BOOKINGS FROM MAP TAB.....27
 - ADD FAVORITE PLACE28
 - PEOPLE ON THE FLOOR.....29
- CHAPTER 6: Personal Profile30**
 - ASSIGNMENTS & BOOKINGS30
 - PERSONAL SETTINGS31
 - FAVORITE PLACES.....31
- CHAPTER 6: Help & Support32**

- Part II: DESK for managers33**
- CHAPTER 8: Office Roles33**
 - OFFICE SPACE MANAGEMENT ROLES33
 - SUPPORT AND TECHNICAL ROLES.....34
 - HOW TO ASSIGN A USER ROLE35

CHAPTER 9: Initial Office Setup	36
CREATE OFFICE	36
CREATE OFFICE	37
CREATE ROOMS	37
CREATE SECURE PERIMETER	38
CREATE MEETING ROOMS	38
CREATE DESKS.....	39
DEACTIVATE OFFICE UNITS	40
CHAPTER 10: Office Policies	41
HOW OFFICE POLICIES WORK.....	41
LIST OF OFFICE POLICIES	41
ENABLE OFFICE POLICY	43
RESET POLICY TO DEFAULT VALUE	43
CHAPTER 11: Floor Maps	45
UPLOAD FLOOR MAP.....	45
GENERATE FLOOR MAP	46
EDIT FLOOR MAP	47
CHAPTER 12: Additional Office Customization	52
ADD / EDIT OFFICE DETAILS.....	52
‘NOTIFY ON’ SETTINGS	53
ADD OFFICE IMAGES	53
ADD MEETING ROOM IMAGES.....	54
ADD DESK FEATURES	54
ADD OFFICE MESSAGES	56
GENERATE QR CODES.....	57
CHAPTER 13: Assignments & Reservations	58
VIEW LIST OF RESERVATIONS	58
RESERVATION REPORT	58
ASSIGNMENTS	59
CREATING DESK / SPOT ASSIGNMENTS	59
CREATING A BLOCKING RESERVATION	60
MODIFYING A WORKPLACE ASSIGNMENTS.....	61
CANCELLING A WORKPLACE ASSIGNMENTS	61
GUEST BOOKING.....	62
CHAPTER 14: Visitor Management System	63
VIEW LIST OF RESERVATIONS	63
VISITS DASHBOARD.....	63
CREATE GUEST VISIT	64
EDIT GUEST VISIT.....	65
CANCEL GUEST VISIT	65
MANAGE VISIT AND GUEST STATUS.....	66

Part I: DESK for employees

CHAPTER 1: Desk Overview

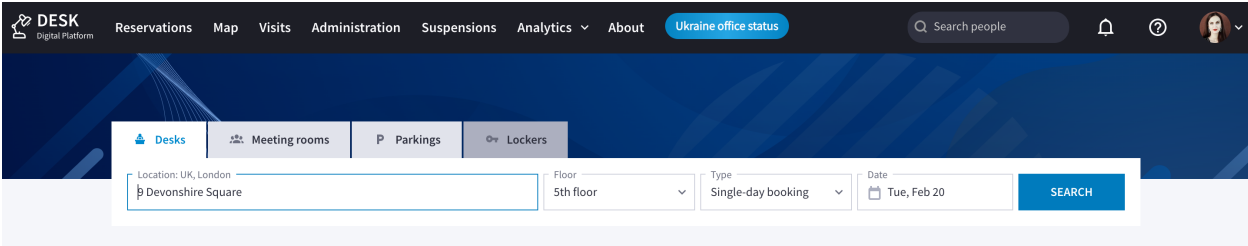
This chapter provides a brief overview of DESK application screens and widgets.

DASHBOARD & WIDGETS

AVAILABILITY: ALL USERS
ENTRY POINT: MAIN MENU > DESK LOGO ICON

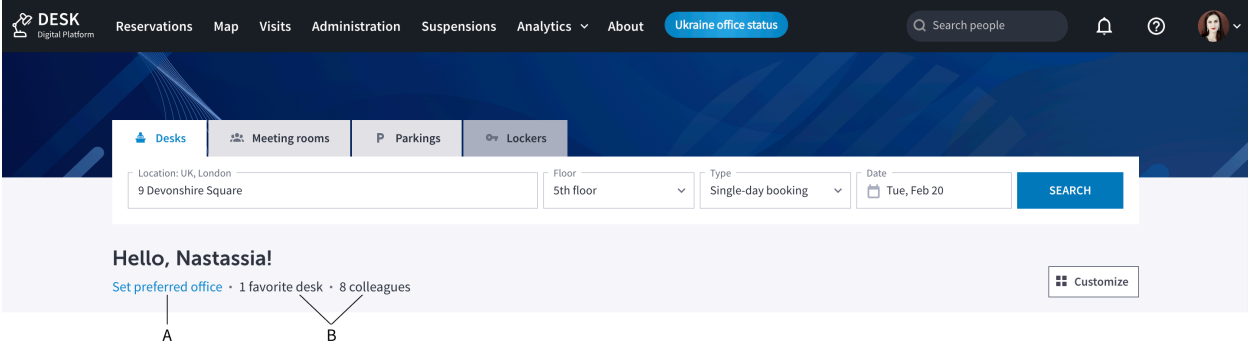
Search

Enter the name of the office and choose the type of booking to proceed to booking creation.



Hello Widget


- A. Choose your preferred office to be chosen automatically in Search Widget.
- B. Add and review your favorite workplaces and close colleagues.



Action Widget

Receive a reminder for today's reservations and check in with ease.
Delay your anticipated arrival time to prevent automatic cancellation of the booking.

Hello, Nastassia!
Grzybowska, 62 is preferred office · 2 favorite desks · 3 colleagues Customize


 Your desk booking for today: **Gdansk, Grunwaldzka, 472E Olivia Prime A, 7 floor, 706.12**. Please, check in before 12:00 or press "I'll be later", otherwise your booking will be auto-cancelled


CHECK IN I'LL BE LATER CANCEL BOOKING



Recommendations Widget


Get a list of suggested desk or parking spot bookings based on your favorite places and assignments.


Recommendations Fri, Sep 23 Desks Spots ⋮



806.12, Room 806
8 floor, Grzybowska, 62, Warsaw
favorite desk

 Book near Book


6, Coworking area 
Any floor, Latam-POBLADO,
Carrera 30, 7AA - 207, Medellin
booked on Sep 17

 Book near Book


806.12, Room 806
8 floor, Grzybowska, 62, Warsaw
EPM-OS, 1007




 Book near Book

My Bookings Widget

Review your current reservations to organize your week.
Check-in and check-out of today's bookings.

My bookings

Active (4) Completed

 623.12, Room 623 8 floor, Grzybowska, 62, Warsaw	Today	Check in	⋮
 59, Parking Parking floor -1, Grzybowska, 62, Warsaw	Today	Check in	⋮
 Meeting Room 801 8 floor, Grzybowska, 62, Warsaw	Tomorrow, 13:00-14:00		⋮





Show more

People In Widget

View your colleagues' upcoming bookings and reserve spaces near them.

People in Poland ▾

Colleagues Projects ⋮

-  **Jacob Jones** Today
Warsaw, Grzybowska, 62, 8 floor, 29/10 Colleague Book near
-  **Kathryn Murphy** Tomorrow
Wroclaw, Piotra Skargi, 1, 6th floor, 617.1.7 Colleague Book near
-  **Devon Lane** Tomorrow
Warsaw, Grzybowska, 62, 8 floor, 19/3 EMF-DFGD Book near
-  **Leslie Alexander** Apr 26
Warsaw, Grzybowska, 62, 8 floor, 24/1 Colleague Book near


Show more

Explore Office Widget

Get more information on the offices in your city.

Explore offices in Wroclaw ▾

⋮




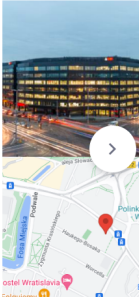

Traugutta, 45
Wroclaw, Poland

Working days: Monday – Friday

Desks: 54 available out of 197

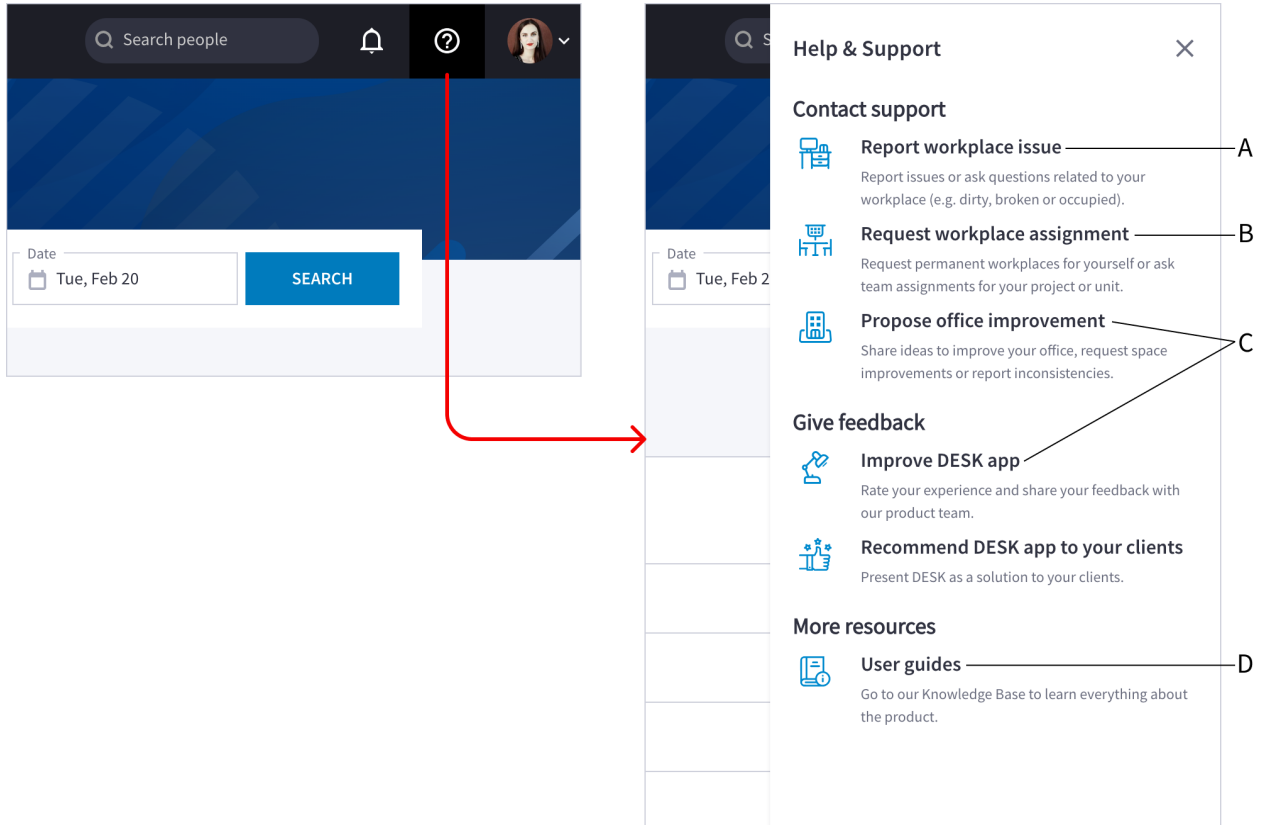
123 desks 18 parking spots 32 lockers

 Coworking office



Help Widget

- A. Report issues with workplaces.
- B. Request permanent workplace assignment.
- C. Propose office and DESK tool improvements.
- D. Get access to user guides and manuals.



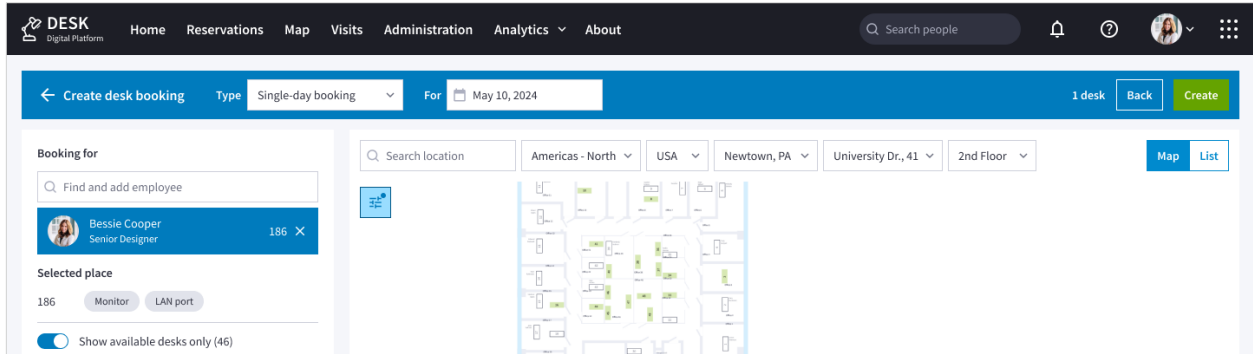
TABS

Booking creation page

AVAILABILITY: ALL USERS

ENTRY POINT: HOME PAGE > ENTER OFFICE ADDRESS > CHOOSE BOOKING TYPE > CLICK 'SEARCH'

Choose available office assets and create bookings for you and your colleagues.

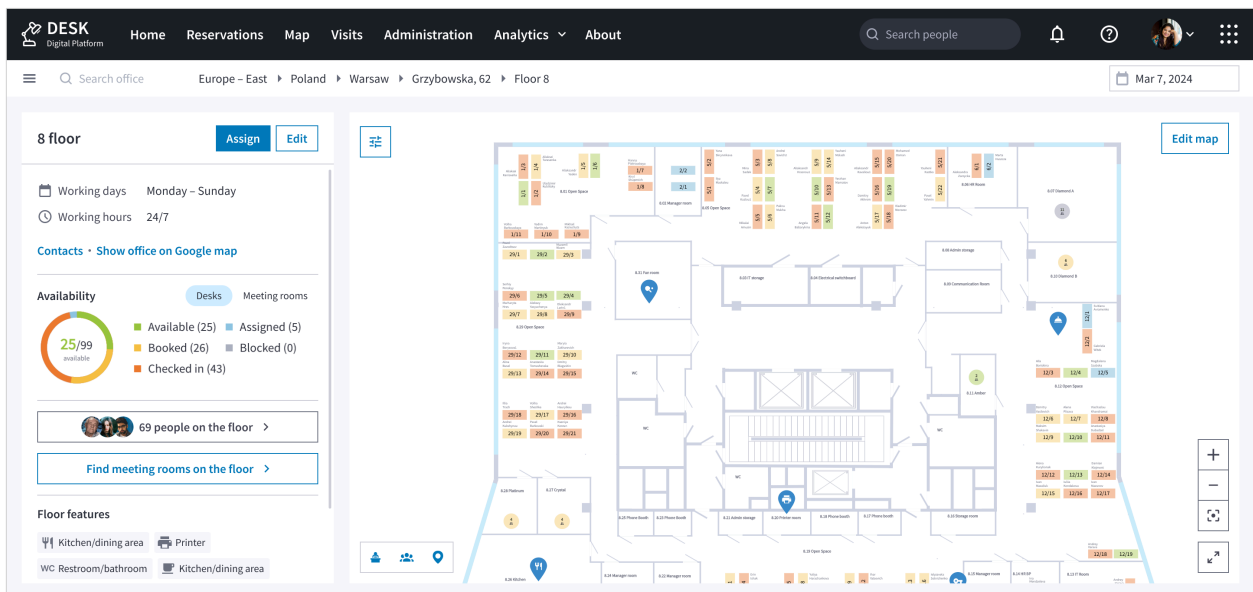


Map

AVAILABILITY: ALL USERS

ENTRY POINT: MAIN MENU > MAP

Review office layout, filter office assets, check workplace and meeting room descriptions and book workplaces right on the floor map.



Visits

AVAILABILITY: ALL USERS

ENTRY POINT: MAIN MENU > VISITS

Invite external employees to company offices, specify visit details and guest preferences to provide the best visitor experience.

ID	COMPANY NAME	VISITORS	TYPE OF VISIT	STATUS	DATE FROM	DATE TO	HOSTS	OFFICE
12345	Acme Co.	Kathryn Murphy	Client	In progress	Aug 14, 2023	Aug 14, 2023	Arlene McCoy	University Dr., 41
12346	Google	2 visitors	Client	Upcoming	Aug 15, 2023	Aug 15, 2023	Cody Fisher, Annette Black	University Dr., 41
12347	-	Cameron Williamson	External employee	Upcoming	Aug 15, 2023	Aug 15, 2023	Arlene McCoy	University Dr., 41
12348	Binford Ltd.	Darell Steward, Eleanor Pena + 2 more	Client	Upcoming	Aug 15, 2023	Aug 18, 2023	Arlene McCoy	University Dr., 41

Reservations

AVAILABILITY: SPACE MANAGERS, FACILITY MANAGERS, SUPPORT, ADMINS

ENTRY POINT: MAIN MENU > RESERVATIONS

View and manage list of reservations, create workplace assignments and generate reservation reports.

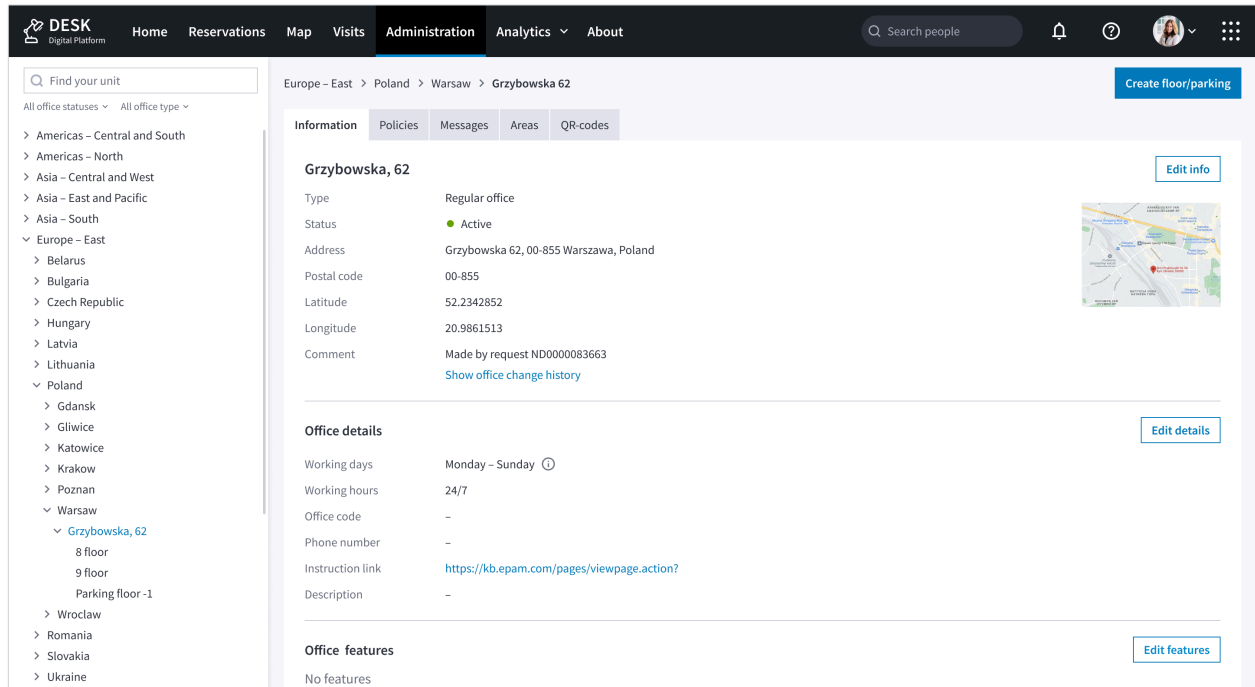
ID	TYPE	STATUS	REASON	BENEFICIARIES	DATE FROM	DATE TO	LAST MODIFIED BY	CREATED BY
1302375	Assign	Reserved	Employee	Savannah Nguyen	Dec 23, 2022	Dec 31, 2025	Desk system	Jenny Wils
1432565	Assign	Completed	Employee	181 people	Jan 10, 2023	Dec 31, 2023	Desk system	Jenny Wils
1543643	Assign	Reserved	Employee	5 people	Feb 3, 2022	Dec 31, 2024	Desk system	Jenny Wils
1543643	Assign	Reserved	Employee	Devon Lane	Feb 3, 2022	Dec 31, 2024	Desk system	Jenny Wils
1543643	Assign	Reserved	Org Unit	-	Feb 3, 2022	Dec 31, 2024	Desk system	Jenny Wils
1543643	Assign	Reserved	Employee	Wade Warren	Feb 3, 2022	Dec 31, 2024	Desk system	Jenny Wils
1432565	Assign	Completed	Project	-	Jan 10, 2023	Dec 31, 2023	Desk system	Jenny Wils
1543643	Assign	Completed	Org Unit	-	Feb 3, 2022	Dec 31, 2023	Desk system	Jenny Wils
1543643	Assign	Cancelled	Employee	Brooklyn Simmons	Feb 3, 2022	Sep 14, 2023	Desk system	Jenny Wils
1543643	Assign	Cancelled	Org Unit	-	Feb 3, 2022	Aug 31, 2023	Desk system	Jenny Wils

Administration

AVAILABILITY: FACILITY MANAGERS, SUPPORT, ADMINS

ENTRY POINT: MAIN MENU > ADMINISTRATION

Manage office unit hierarchy, set up office policies, configure office messages, print QR codes and more.



The screenshot displays the DESK Administration interface. The top navigation bar includes Home, Reservations, Map, Visits, Administration (selected), Analytics, and About. A search bar for people is also present. The left sidebar shows a hierarchical tree of office units, with 'Grzybowska, 62' selected under the 'Warsaw' region. The main content area shows the details for 'Grzybowska, 62', including its type (Regular office), status (Active), address (Grzybowska 62, 00-855 Warszawa, Poland), postal code (00-855), latitude (52.2342852), and longitude (20.9861513). It also lists working days (Monday - Sunday), working hours (24/7), and an instruction link. A map of the location is shown on the right. Buttons for 'Edit info', 'Edit details', and 'Edit features' are visible.

Grzybowska, 62	
Type	Regular office
Status	Active
Address	Grzybowska 62, 00-855 Warszawa, Poland
Postal code	00-855
Latitude	52.2342852
Longitude	20.9861513
Comment	Made by request ND0000083663 Show office change history
Office details	
Working days	Monday - Sunday
Working hours	24/7
Office code	-
Phone number	-
Instruction link	https://kb.epam.com/pages/viewpage.action?
Description	-
Office features	
No features	

Suspensions

AVAILABILITY: SPACE MANAGERS, FACILITY MANAGERS, SUPPORT, ADMINS

ENTRY POINT: MAIN MENU > SUSPENSIONS

Manage users suspended from bookings and add users to whitelist to exempt them from suspension.

Analytics

AVAILABILITY: FACILITY MANAGERS, SUPPORT, ADMINS

ENTRY POINT: MAIN MENU > ANALYTICS

View office utilization reports, dashboards and stats.

About

AVAILABILITY: ALL USERS

ENTRY POINT: MAIN MENU > ABOUT

Get more information about DESK app and hybrid workplace booking model.

Hybrid office

What is hybrid workplace?

Today's office is no longer a fixed location where teams must work together. Many employees prefer a hybrid approach, flexibly dividing their time between home and office. Using DESK, employees can book workplaces, parking spots, and meeting rooms as needed. They have the option to reserve a desk for a specific day or secure a workspace for multiple days at once. DESK also allows you to check workspace availability, explore EPAM offices, locate colleagues and much more, all from the comfort of your home.

Why it's necessary to book workplaces, even with assignment?

It's important to book workplaces before arriving at the office, even if you have an assignment. This allows for better analytics on office space and resource utilization while ensuring colleagues have the most up-to-date information on workplace availability.

Booking options

desk.epam.com

desk.epam.com
OPSWAT for mobile installation guide

Download on the App Store | GET IT ON Google Play

Learn to use DESK

GUIDES FOR USERS

GUIDES FOR OFFICE MANAGERS

Personal Profile

AVAILABILITY: ALL USERS

ENTRY POINTS: MAIN MENU > USER PHOTO > PROFILE

USER SEARCH > TYPE EMPLOYEE NAME > CHOOSE EMPLOYEE FROM LIST

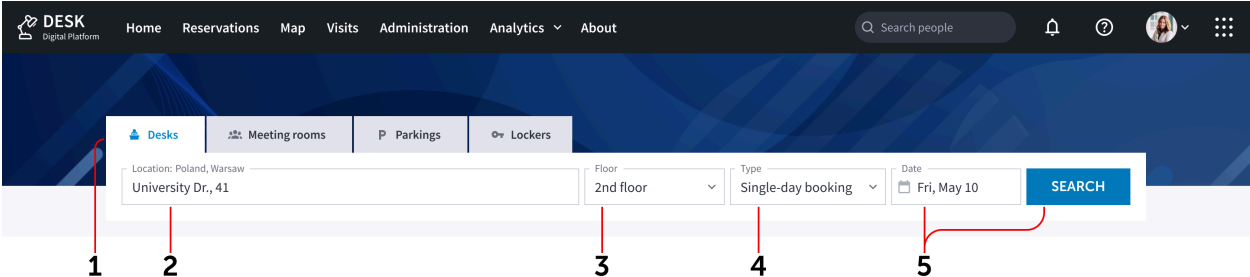
Review personal settings and user roles, see list of favorite places/colleagues, check the list of upcoming bookings, view your suspension information, add vehicle details and more.

CHAPTER 2: Workplace Booking

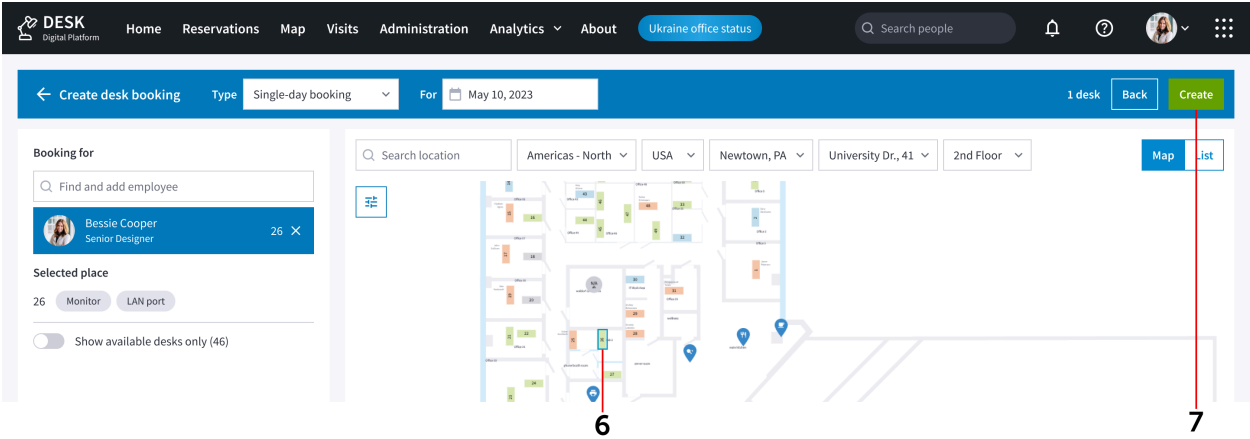
BOOK DESK

Single-day booking

1. Select the "Desks" tab in Search widget.
2. Choose office from the search menu or enter your city and choose from the list of offices provided.
3. Select the office floor if necessary.
4. Choose "Type" as "Single-day booking".
5. Select booking date and click "Search".



6. Choose available place on the floor map
7. Click "Create".



Multi-day booking

1. Select the "Desks" tab in Search widget.
2. Choose office from the search menu or enter your city and choose from the list of offices provided.
3. Select the office floor if necessary.
4. Choose "Type" as "Multi-day booking" and click "Search".
5. Choose the available place on the floor map.
6. Select desired bookings dates in the calendar.

Note: if for some dates selected workplace might already be taken, you will see a warning message.

7. Click "Create".

The screenshot shows the DESK Digital Platform interface for creating a multi-day booking. The top navigation bar includes "Home", "Reservations", "Map", "Visits", "Administration", "Analytics", and "About". A search bar for people is also present. The main header indicates "Create desk booking Type Multi-day booking" and shows the date range "You can select dates from Apr 9 to Apr 16".

The interface is divided into several sections:

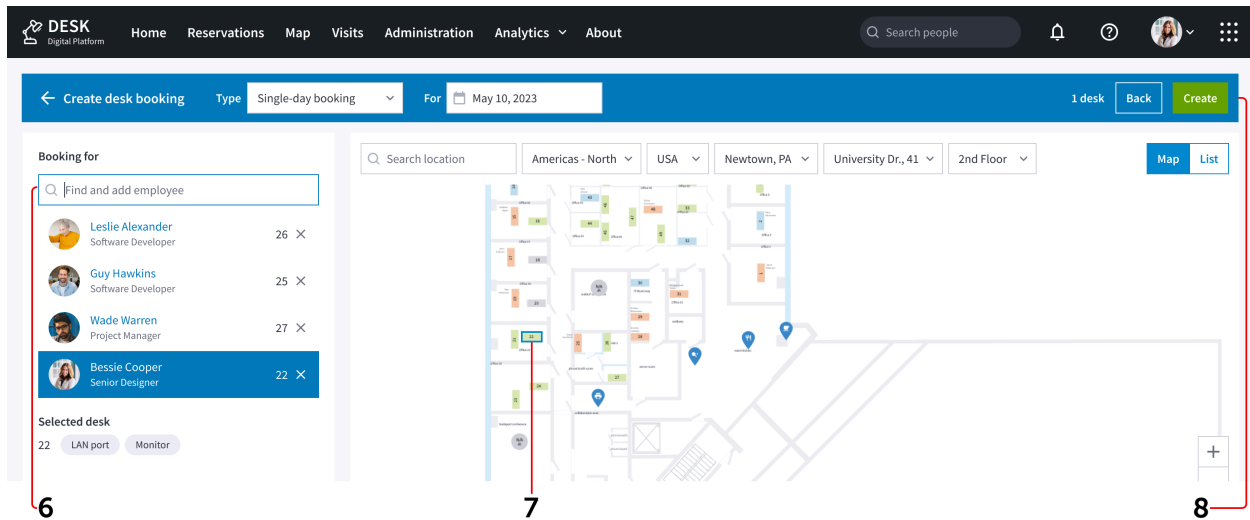
- Booking for:** A search field for employees. Bessie Cooper, Senior Designer, is selected with 26 other employees.
- Selected desk:** Shows desk 22 with options for "LAN port" and "Monitor".
- Calendar (availability for selected place):** A calendar for April 6-19. Days 8, 9, 10, 13, 14, 15, and 16 are highlighted in green, indicating availability. A legend explains the colors: green for available, grey for unavailable, and orange for already booked.
- Floor Map:** A detailed floor plan of the office. A red box highlights a specific desk location on the map, labeled with the number 5.
- Map Controls:** Includes zoom in (+), zoom out (-), and a full-screen button.

Red lines and numbers 6, 5, and 7 are overlaid on the interface to indicate the steps: 6 points to the calendar, 5 points to the selected desk on the map, and 7 points to the "Create" button.

Group booking

1. Select the "Desks" tab in Search widget.
2. Choose office from the search menu or enter your city and choose from the list of offices provided.
3. Select the office floor if necessary.
4. Choose "Type" as "Single-day booking".
5. Select booking date and click "Search".
6. Add colleagues via "Booking for" search field.

- Choose available places for all colleagues on the floor map.
- Click "Create".



Booking for another

- Select the "Desks" tab in Search widget.
- Choose office from the search menu or enter your city and choose from the list of offices provided.
- Select the office floor if necessary.
- Choose "Type" as "Single-day booking".
- Select booking date and click "Search".
- Add another user via "Booking for" search field.
- Remove yourself from "Booking for" section.
- Choose an available place for selected colleague on the floor map.
- Click "Create".

BOOK MEETING ROOM

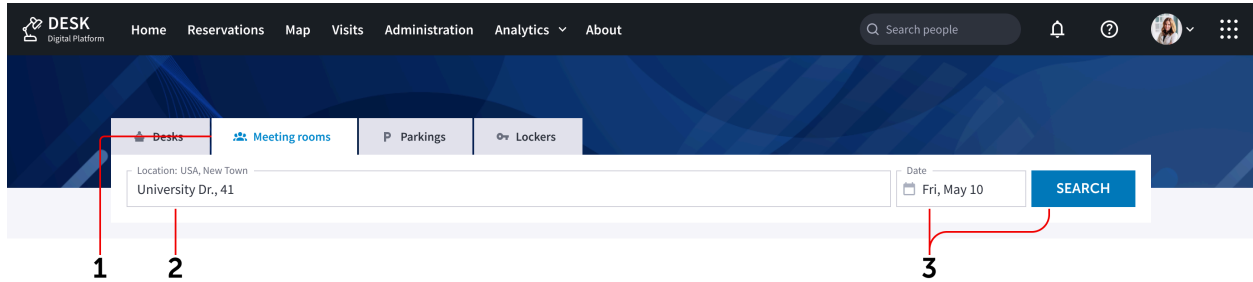
Note: to book a meeting room via DESK, you should first authorize DESK to connect to your Outlook account.

Search meeting room by filter criteria

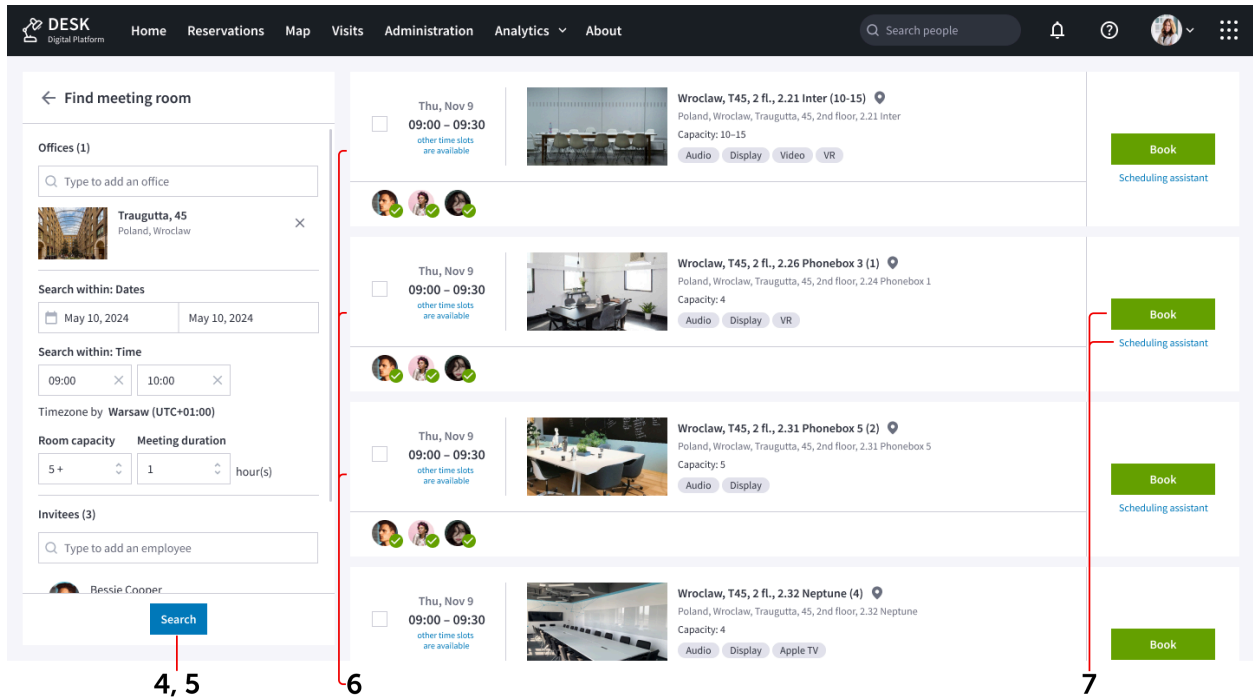
Search meeting rooms by filter criteria:

- Select the "Meeting rooms" tab in Search widget.

2. Choose office in search menu or enter your city and choose from the list of offices provided.
3. Select booking date and click "Search".



4. Enter filtering criteria, such as meeting duration, time period when meeting room should be available, room capacity and date period (if needed).
5. Add meeting attendees and click "Search".
6. Find a meeting room from the results list.
7. Click "Scheduling assistant" to see a more detailed schedule screen or "Book" to immediately book the room.
8. Enter "Meeting subject" in pop-up and Book.



Search meeting room on a floor

Search meeting rooms by filter criteria:

1. Go to Map tab.
2. Choose the office and floor you want to book the meeting room on.
3. Click on the Meeting room icon on the map.
4. Click "Scheduler".

1 Scheduler

2 Europe - East > Poland > Warsaw > Grzybowska, 62 > 8 floor

3 Meeting room icon on map

4 Scheduler button in pop-up

5. Add meeting attendees.
6. Choose a timeframe for the meeting in the meeting room line.
7. Click "Book".
8. Enter "Meeting subject" and confirm.

5 Add meeting room

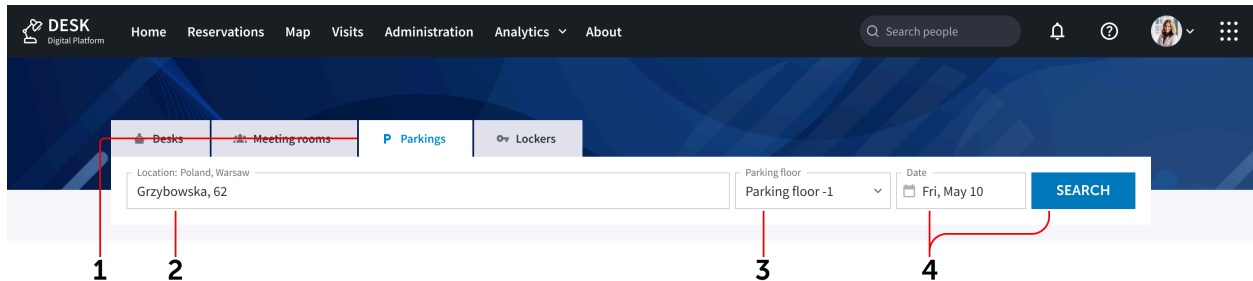
6 Meeting time slot on calendar

7 Book button

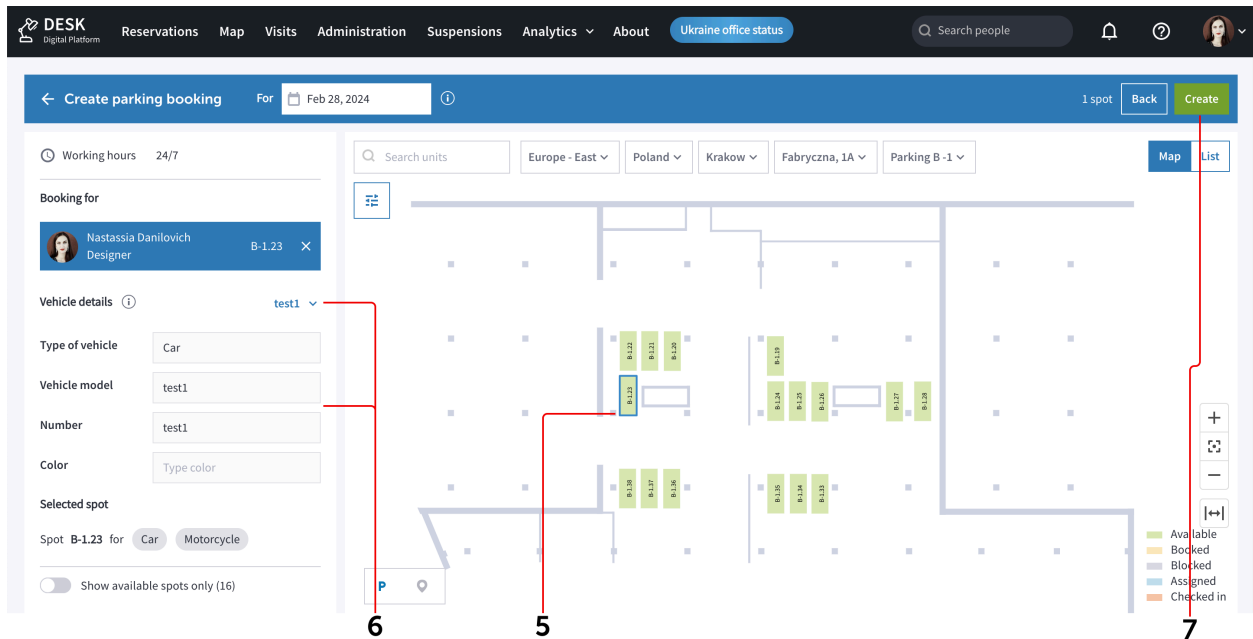
BOOK PARKING SPOT

Single-day booking

1. Select the "Parking" tab in Search widget.
2. Choose office from the search menu or enter your city and choose from the list of offices provided.
3. Select parking floor if necessary.
4. Select booking date and click "Search".



5. Choose available parking spots on the floor map.
6. Choose your vehicle from the list or enter new vehicle details if necessary.
Note: you can check "Save this vehicle in profile" if you want to reuse vehicle details in future parking bookings.
7. Click "Create".



Booking for another

1. Select the "Parking" tab in Search widget.
2. Choose office from the search menu or enter your city and choose from the list of offices provided.
3. Select parking floor if necessary.
4. Select booking date and click "Search".
5. Add another user via "Booking for" search field.
6. Remove yourself from "Booking for" section.
7. Choose available parking spots on the floor map.
8. Choose vehicle from the list or enter new vehicle details if necessary.
9. Click "Create".

JOIN WAITING LIST

The waiting list provides you with the ability to join the booking queue in the office fully reserved for a particular date. When places become available, they will be automatically booked for the users according to their position in the queue.

Note: for users to join the Waiting list, it should be enabled in office policies for this office.

Join waiting list for desk / parking spot

1. Open booking screen or Map tab for office that is fully booked on a particular date.
2. Click "Join waiting list" button on the banner.
3. Click "Join waiting list".

The screenshot shows the DESK Digital Platform interface. At the top, there is a navigation bar with the DESK logo and various menu items: Home, Reservations, Map, Visits, Administration, Analytics, and About. A search bar is also present. Below the navigation bar, there is a booking form with a 'Create booking' button and a 'Type' dropdown set to 'Single-day booking'. The 'For' field is set to 'Mar 3, 2024'. The main content area is divided into two sections. On the left, there is a 'Booking for' section with a search bar and a list of employees, including Annette Black, Project Manager. On the right, there is a search location section with dropdowns for 'Europe-West', 'UK', 'London', '9 Devonshire Square', and '5th floor'. A yellow banner with a warning icon and the text 'There are no available desks in this office' is displayed, with a 'JOIN WAITING LIST' button. A modal dialog box is open, titled 'Join waiting list', showing the current number of people in the waiting list (4) and the date (Mar 3, 2024). The modal has 'Cancel' and 'Join waiting list' buttons. Red lines with numbers 2 and 3 indicate the steps: 2 points to the 'JOIN WAITING LIST' button on the banner, and 3 points to the 'Join waiting list' button in the modal.

4. You will now see your Waiting list booking in My Bookings Widget and in your Personal Profile.
5. As soon as any workplace / parking spot becomes available, and you're the first in the queue, the system will automatically create a booking for you and send you an email notification.

VIEW BOOKINGS

To view your bookings

1. Open Main Dashboard and navigate to My Bookings Widget.
2. Click on booking to see more details about the office and workplace.
3. Alternatively, you can open your Personal Profile by clicking on your user icon in the top right corner of the main menu and navigate to "Assignments & Bookings" tab.

EDIT BOOKINGS

To edit your booking:

1. Open Main Dashboard and navigate to My Bookings widget.
2. Click on : and choose "Edit booking" option.
3. Make necessary changes to selected workplace and dates.
4. Click "Save".
5. Alternatively, you can open your Personal Profile by clicking on your user icon in the top right corner of the main menu and edit your bookings from "Assignments & Bookings" tab.

CANCEL BOOKINGS

To cancel your booking:

1. Open Main Dashboard and navigate to My Bookings widget.
2. Click on : and choose "Cancel booking" option.
3. Alternatively, you can open your Personal Profile by clicking on your user icon in the top right corner of the main menu and cancel your bookings from "Assignments & Bookings" tab.

CHAPTER 3: Booking Check-In

CHECK-IN OPTIONS

The list of check-in options might vary for different offices based on their policy settings. In general DESK users have following options to check-in into your workplace:

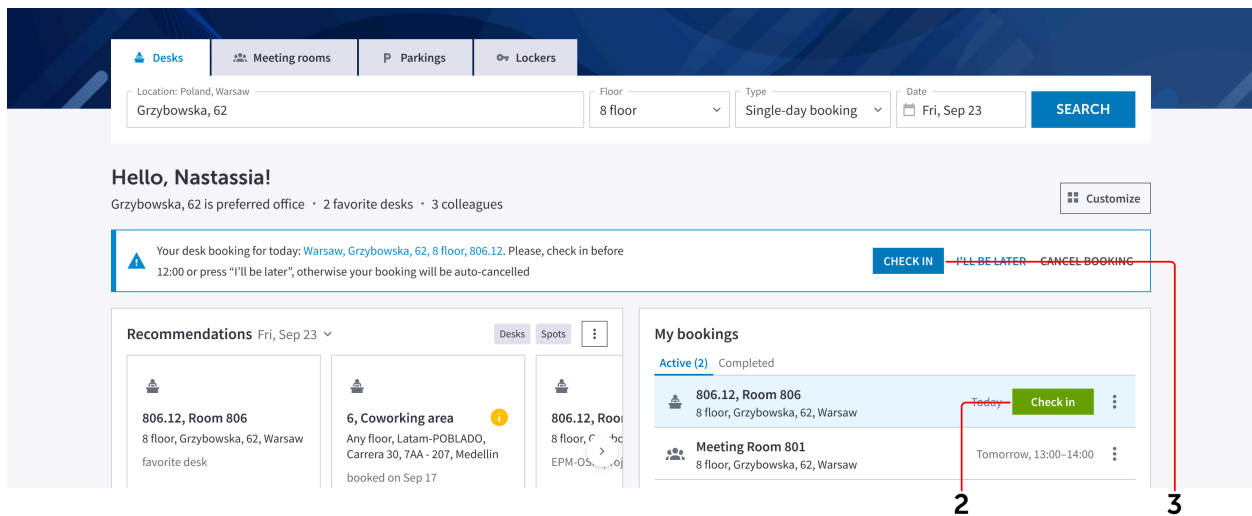
- Check-in via DESK app.
- Check-in via email.
- Check-in via QR.
- Check-in via network event.

CHECK IN VIA DESK APP

Note: based on office policies, this type of check-in might be restricted in this office.

To check-in in today's booking:

1. Open Main Dashboard.
2. Click "Check in" button in the right corner of the booking card in My Bookings widget.
3. Or click "Check in" button in the action widget (appears on the day of booking after check-in time).



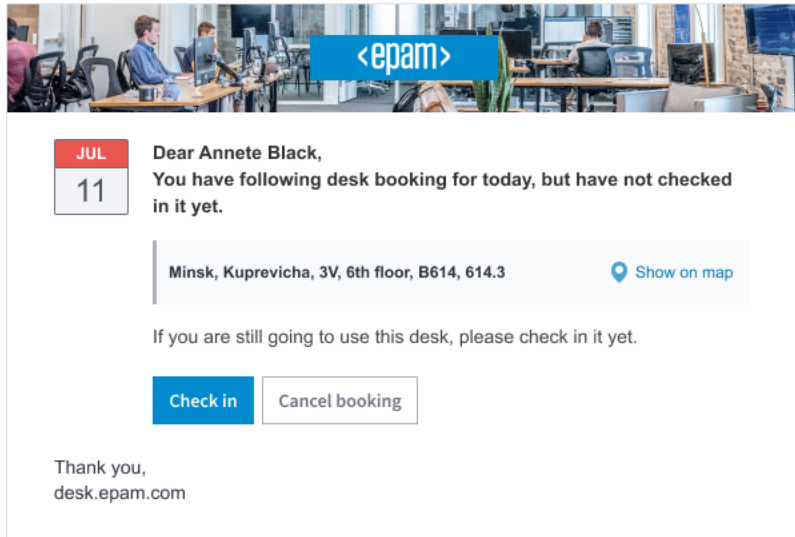
4. Same check-in action can be done from your Personal Profile > "Assignments & Bookings" section.

CHECK IN VIA EMAIL

Note: based on office policies, this type of check-in might be restricted for a particular office.

To check in in today's booking:

1. Open booking reminder email.
2. Click on "Check in" button.



3. Send a new email that opened without changing its content.

CHECK IN VIA QR

Note: to check-in via QR scan, office managers should generate and print QR codes for office workplace.

To check in in today's booking:

1. Open the camera on your mobile device and scan the QR code on your desk.
2. Click "Check in" action in the following page (screenshot).
3. Alternatively, you can scan QR code to book the workplace and check-in at the same time.

CHECK IN VIA NETWORK EVENT

Note: check-ins via network events require specific office infrastructure configuration. Contact your office admins team to know if office infrastructure supports that configuration.

To enable automatic check-ins via network events:

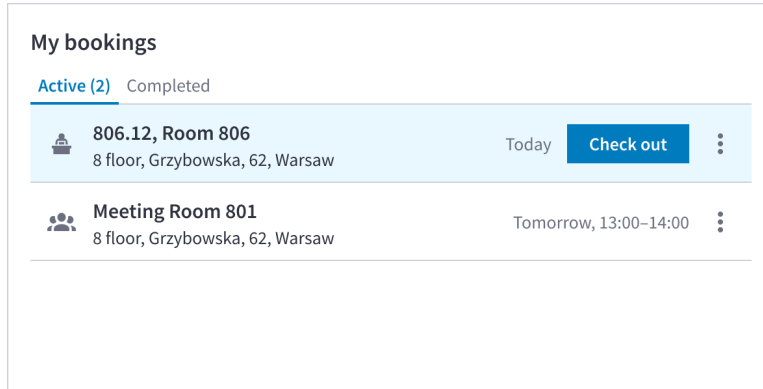
1. Go to your Personal Profile by clicking on your user icon and clicking "Profile".
2. Navigate to "Personal settings" tab.
3. Enable "Check-in setting".

From now on, if you have a pending booking in the office on today or have a single personal assignment on a workplace in the office, the system will check you in automatically as soon as you connect to office wi-fi network.

BOOKING CHECK-OUT

To check out from in-progress booking:

1. Open Main Dashboard and navigate to My Bookings widget.
2. Click "Check out" button in the right corner of the booking card.



3. Same check-out actions can be done from your Personal Profile > "Assignments & Bookings" section.

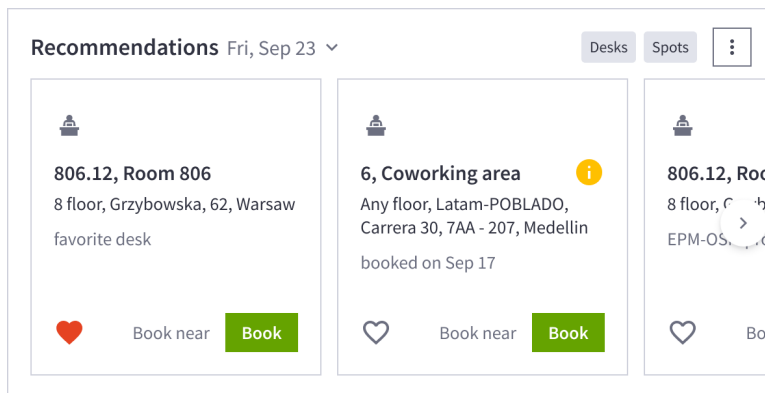
4. Alternatively, if you haven't checked out of your pending or in-progress booking, it will be automatically checked out and completed by the end of the day.

CHAPTER 4: Main Dashboard

RECOMMENDATIONS WIDGET

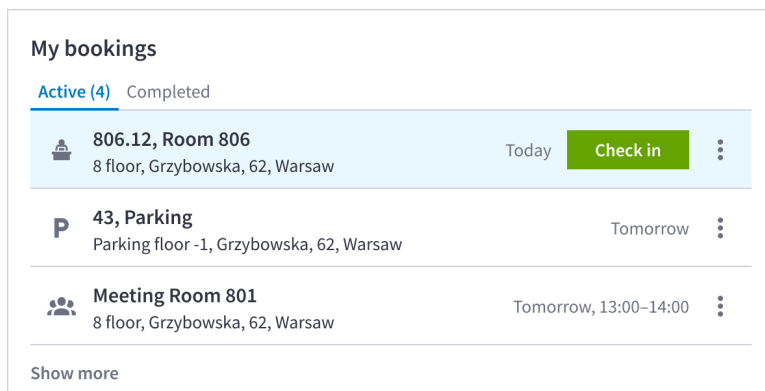
Recommendations widget proposes workplace and parking spot bookings on closest working day based on your favorite places, assignments and past bookings.

- A. Click on date to choose another booking date.
- B. Click on the heart icon to add/remove workplace from favorite workplaces list.
- C. Click "Book" to quickly book the workplace.
- D. Click "Book near" to choose another workplace on the same floor in the same date.
- E. Click on "Desks" and "Spots" filters to display only workplace or parking spot.
- F. Click : and choose "Manage favorite places" to manage list of favorite places.



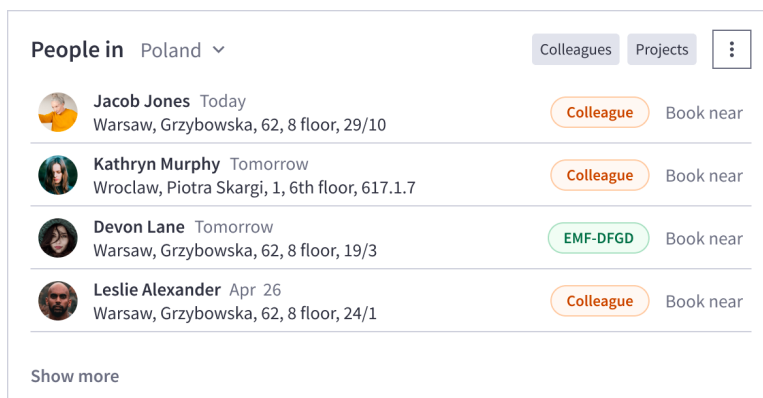
MY BOOKINGS WIDGET

- A. View the list of your upcoming and completed bookings.
- B. Click on the booking card to view more booking details.
- C. Click : on booking card to see the list of available actions for this booking.
- D. Click "Show more" to display a larger panel with booking list.



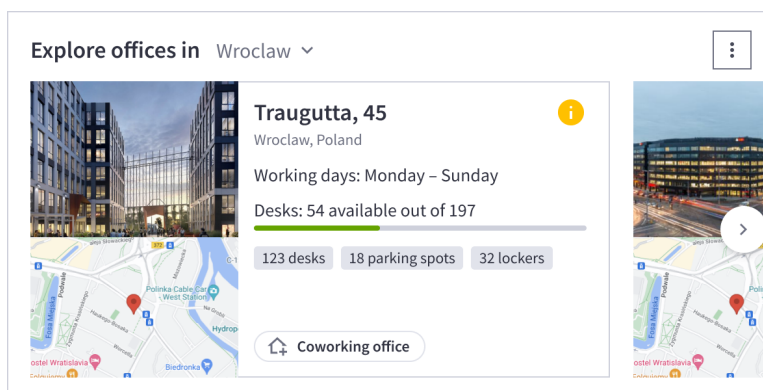
PEOPLE IN WIDGET

- Check upcoming bookings of your close colleagues and project teammates and book a place near them.
- Choose the city to see upcoming bookings of your colleagues in specified city.
- Click "Book near" button and choose a workplace near your colleague. Office, floor and booking date will be pre-selected for you.
- Click on "Colleagues" and "Projects" filters to display only close colleagues or project teammates.
- Click : and choose "Manage list" to manage list of close colleagues.
- You can also manage close colleagues from Map tab > People on the floor.



EXPLORE OFFICE WIDGET


- Choose the city to see list of available offices with the information on:
 - office working days;
 - amount of available workplaces;
 - amount of meeting rooms;
 - amount of parking spots.
- Click on the office image to get more information about the office.
- Click on google map to check office location.

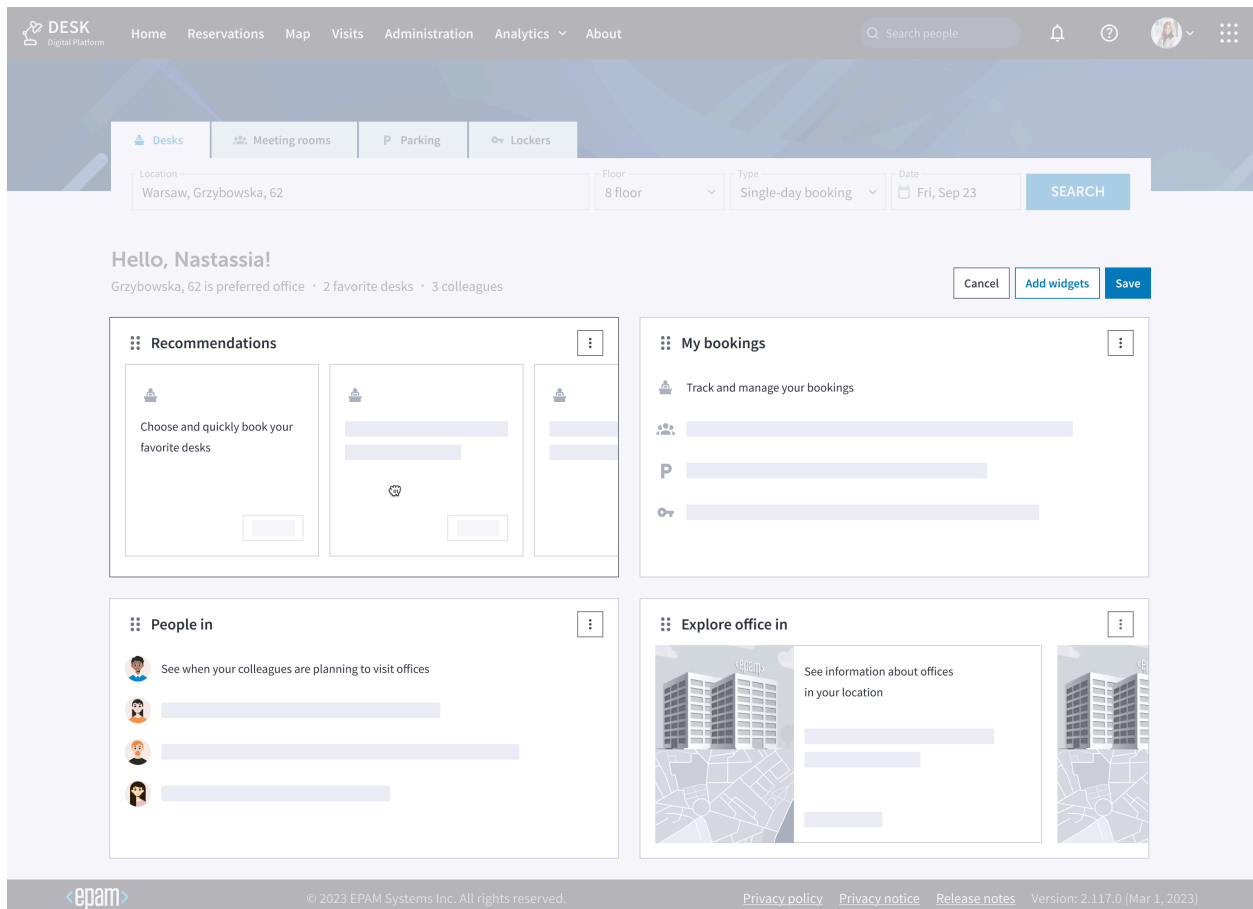


DASHBOARD CUSTOMISATION

Resize and re-arrange widgets on the Main Dashboard according to your preference.

To customize your dashboard:

1. Click "Customize" button.
2. Click  on a widget and choose preferred size.
3. Drag 'n drop widgets to change their position on a screen.
4. Click "Save" to confirm changes.
5. Click "Cancel" to reset changes.



The screenshot displays the DESK Digital Platform interface. At the top, there is a navigation bar with the logo and menu items: Home, Reservations, Map, Visits, Administration, Analytics, and About. A search bar for people is also present. Below the navigation bar, there are tabs for Desks, Meeting rooms, Parking, and Lockers. A search filter is active, showing 'Warsaw, Grzybowska, 62' for Location, '8 floor' for Floor, 'Single-day booking' for Type, and 'Fri, Sep 23' for Date. A 'SEARCH' button is located to the right of these filters.

The main content area is titled 'Hello, Nastassia!' and includes a subtitle 'Grzybowska, 62 is preferred office · 2 favorite desks · 3 colleagues'. There are three buttons: 'Cancel', 'Add widgets', and 'Save'. The dashboard is divided into four widget areas:

- Recommendations:** A section titled 'Choose and quickly book your favorite desks' with three placeholder cards.
- My bookings:** A section titled 'Track and manage your bookings' with three placeholder cards.
- People in:** A section titled 'See when your colleagues are planning to visit offices' with three placeholder cards.
- Explore office in:** A section titled 'See information about offices in your location' with two placeholder cards.

The footer contains the EPAM logo, copyright information '© 2023 EPAM Systems Inc. All rights reserved.', and links for 'Privacy policy', 'Privacy notice', and 'Release notes'. The version number 'Version: 2.117.0 (Mar 1, 2023)' is also displayed.

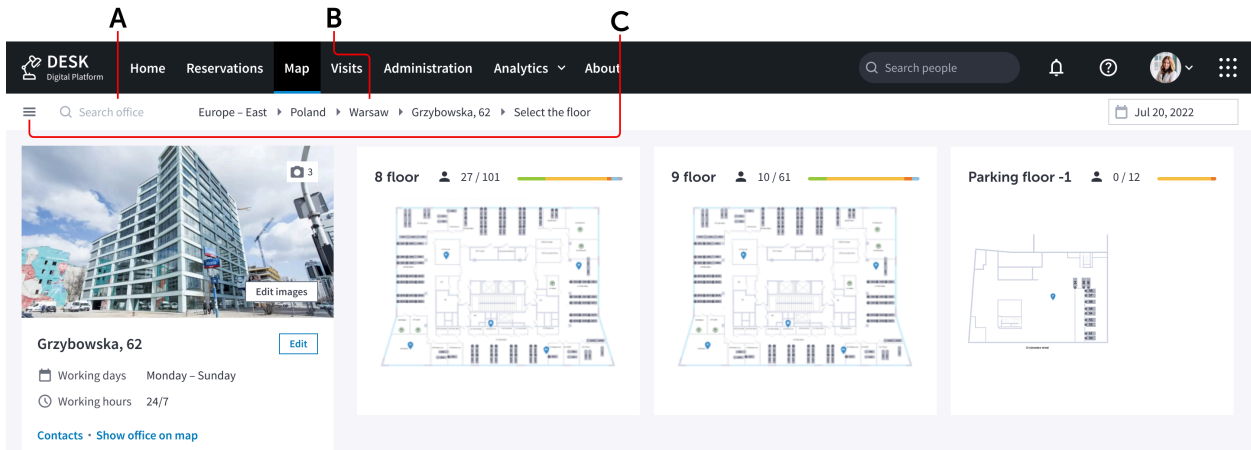
CHAPTER 5: Map Tab

SEARCH LOCATION

A. You can search for cities and offices using "Search location" input in the top right corner.

B. Use breadcrumbs menu to quickly navigate between offices / floors in the same location.

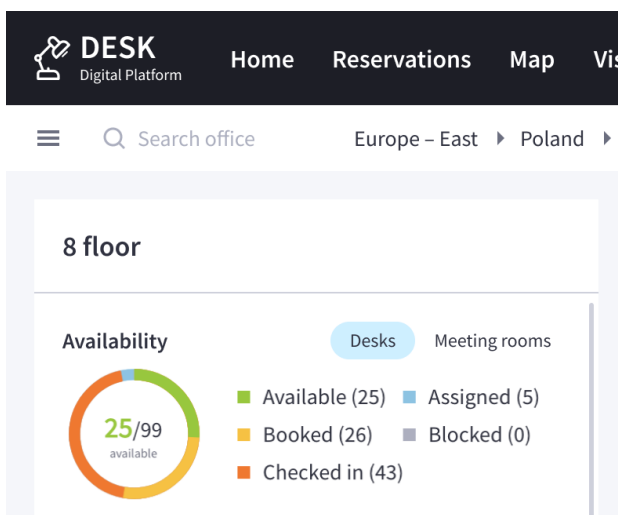
C. Click on ≡ to find offices in location hierarchy.



WORKPLACE AVAILABILITY AND COLOR LEGEND

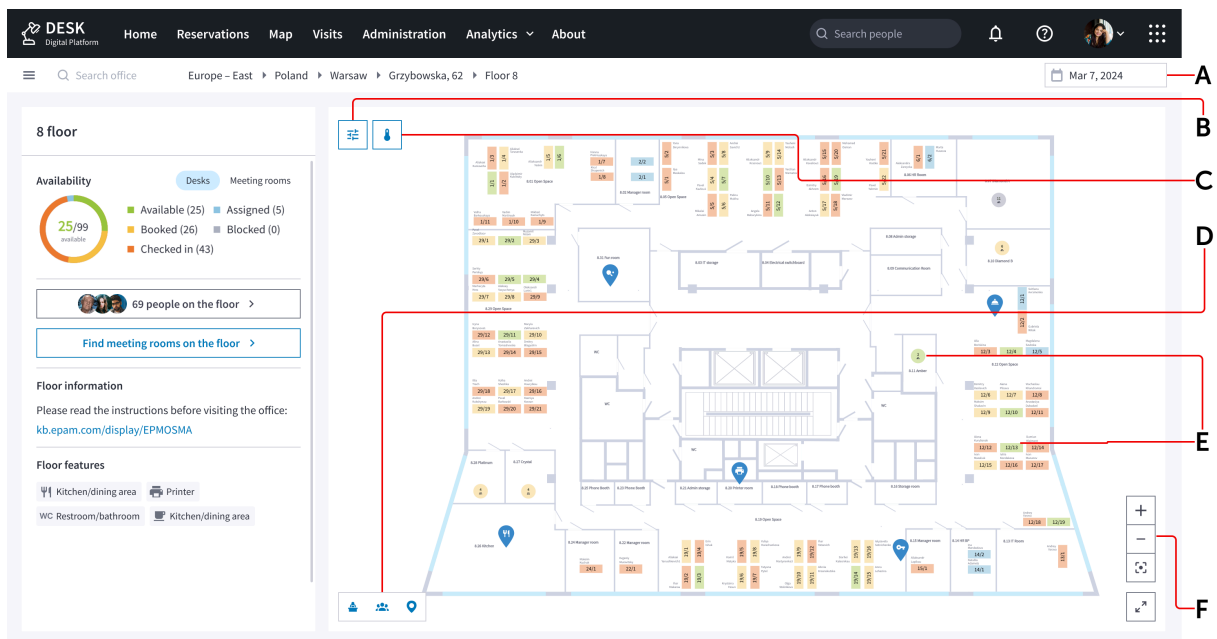
Check availability chart to estimate amount of available, occupied and blocked from use places.

The availability chart also explains color legend used on the floor map.



NAVIGATE OFFICE MAP

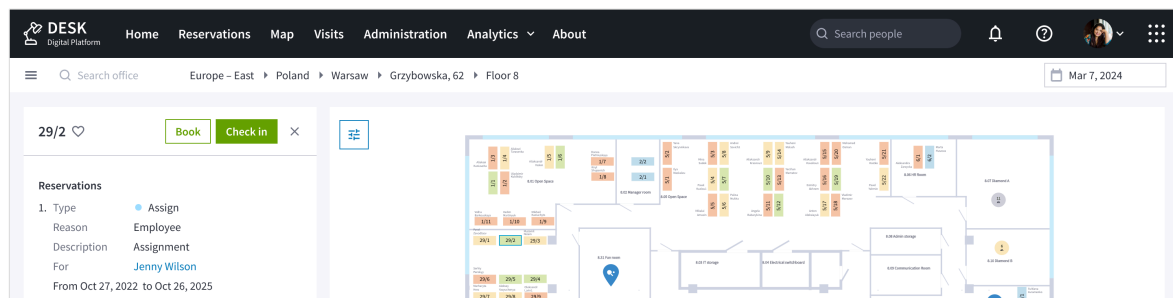
- A. Click on the calendar in the top right corner to choose the date.
- B. Click on "Filters" to filter objects on the map.
- C. Click on "Heat map" icon to see the office floor utilization heat map that shows how frequently different places in the office are used.
- D. Floor layers menu allows to display / hide certain objects of the map: workplaces, meeting rooms, office objects and smart lockers.
- E. Click on workplaces and meeting rooms to get more details on their current occupation and assignments.
- F. Zoom in and zoom out to explore the office floor.



BOOKINGS FROM MAP TAB

Book workplace / parking spot from Map tab

Click on workplace on floor map and click "Book" button to reserve workplace.



Book meeting from Map tab

Click on the meeting room icon on the floor map and click "Scheduler" button to reserve a meeting room by specifying time and meeting attendees.

Alternatively, to quickly book meeting room:

1. Click "Find meeting rooms on the floor".
2. Choose one or several time slots for the selected meeting room.
3. Click "Book" to instantly create a meeting room reservation.

The screenshot displays the DESK Digital Platform interface for the 8th floor. The top navigation bar includes 'Home', 'Reservations', 'Map', and 'Visits'. The main content area is divided into three sections: '8 floor' overview, 'Meeting rooms' scheduler, and a floor map. The '8 floor' section shows availability statistics (25/99 available) and a 'Find meeting rooms on the floor' button. The 'Meeting rooms' section lists rooms with time slots and a 'Book' button. The floor map shows room layouts and icons. Red lines and numbers 1, 2, and 3 indicate the steps: 1. Click 'Find meeting rooms on the floor', 2. Click a time slot, 3. Click 'Book'.

ADD FAVORITE PLACE

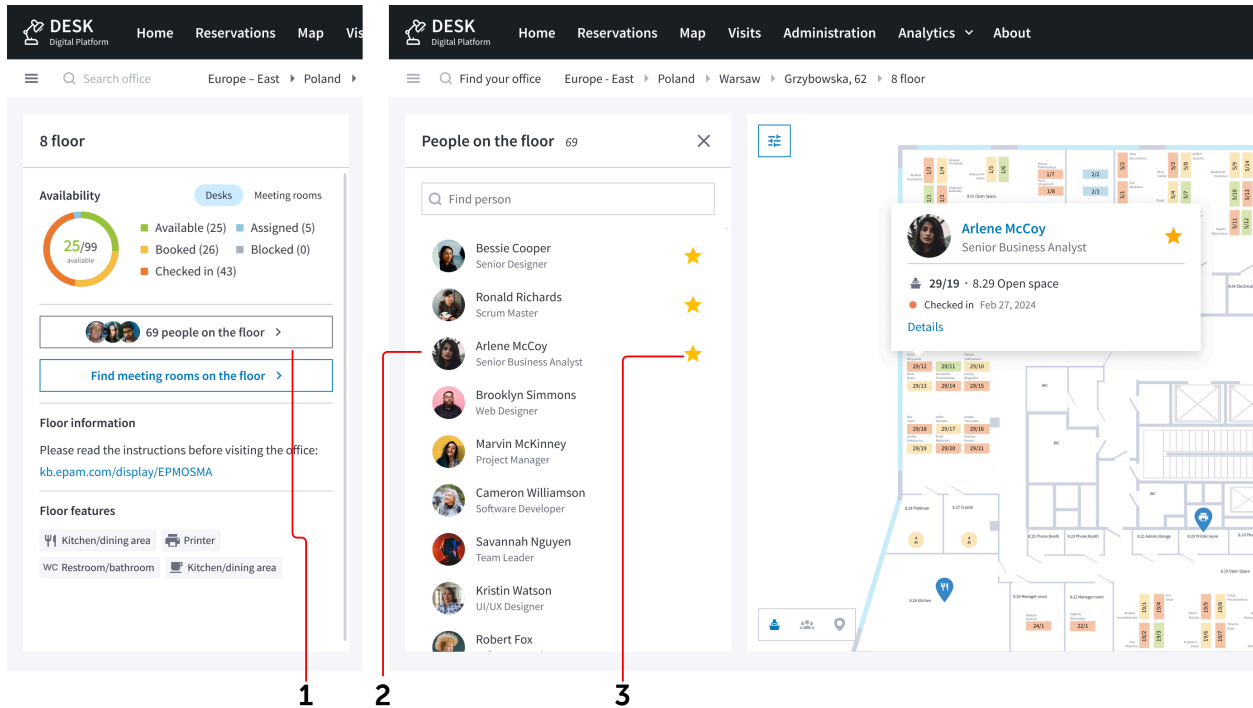
Choose a workplace on a map and click the heart icon to mark this place as your favorite.

Favorite workplaces will appear as recommendations on Main Dashboard > Recommendation widget.

The screenshot displays the DESK Digital Platform interface for the 'Reservations' widget. The top navigation bar includes 'Home', 'Reservations', 'Map', 'Visits', and 'Administration'. The main content area shows a 'Reservations' widget with a heart icon, a 'Book' button, and a 'Check in' button. The search bar shows 'Europe - East > Poland > Warsaw > Grzybowska, 62'.

PEOPLE ON THE FLOOR

1. Open "People on the floor" menu to view the list of people with bookings on the selected date.
 2. Click on the employee card to see where their booked desk is on the floor.
 3. You can quickly add/remove people from the list to your favorite colleagues.
- Bookings from favorite colleagues will appear on Main Dashboard > People In widget.



CHAPTER 6: Personal Profile

To access your Personal Profile, click on your profile photo and choose "Profile" option.

ASSIGNMENTS & BOOKINGS

- A. Find list of workplaces assigned to you personally or via project / org. unit.
- B. View list of your upcoming and completed bookings.
- C. Check list of roles assigned to you in a particular location.

The screenshot shows the user profile for Kristin Watson, an Administrative Specialist. The page is divided into three main sections: Assignments, My Bookings, and Roles. Red lines labeled A, B, and C point to specific elements in each section.

Assignments: This section shows two assigned workplaces. The first is "Poland, Katowice, Chorzowska, 148, 9 floor for Facilities Management" with 2 places. The second is "Poland, Krakow, Opolska, 114, 4 floor for Facilities Management" with 30 places. A red line labeled 'A' points to the "Book here" button for the second assignment.

My Bookings: This section shows a list of bookings. The first is "Warsaw, Grzybowska, 62, 8 floor, 12/5" completed on Dec 12, 2021. The second is "Warsaw, Grzybowska, 62, Parking floor -1, 58" completed on Feb 28. The third is "Warsaw, Grzybowska, 62, 3 floor, 317.12, 317.18, 317.20, 317.24, 317.26, 317.28, 317.32, 317.34" completed on Feb 22. A red line labeled 'B' points to the "Completed" status of the second booking.

Roles: This section shows two role categories: "Facility Manager in" and "Space Manager in". Each category lists various locations and offices. A red line labeled 'C' points to the "Facility Manager in" section.

PERSONAL SETTINGS

- A. Enable automatic check-ins when joining office wi-fi network by enabling "Check-in setting" switch.
- B. Connect DESK with your Outlook account to enable meeting room bookings via DESK.
- C. Check information on your ongoing suspensions from bookings in a particular office.
- D. Add details for one or several of your vehicles to enable parking spot bookings.

The screenshot shows the 'Personal settings' page in the DESK application. The top navigation bar includes 'Extensions', 'Analytics', and 'About'. A search bar for people is present, along with notification, help, and user profile icons. The main content area is divided into three sections: 'Assignments&Bookings', 'Personal settings' (which is active), and 'Favorite places'. Under 'Personal settings', there are three items: 'Auto check-in' (a toggle switch currently set to 'Off'), 'Connect DESK with Outlook' (with a 'Connect' button), and 'Vaccination status' (with a question mark icon). Below this is a 'Vehicle details' section with an 'Add vehicle' button.

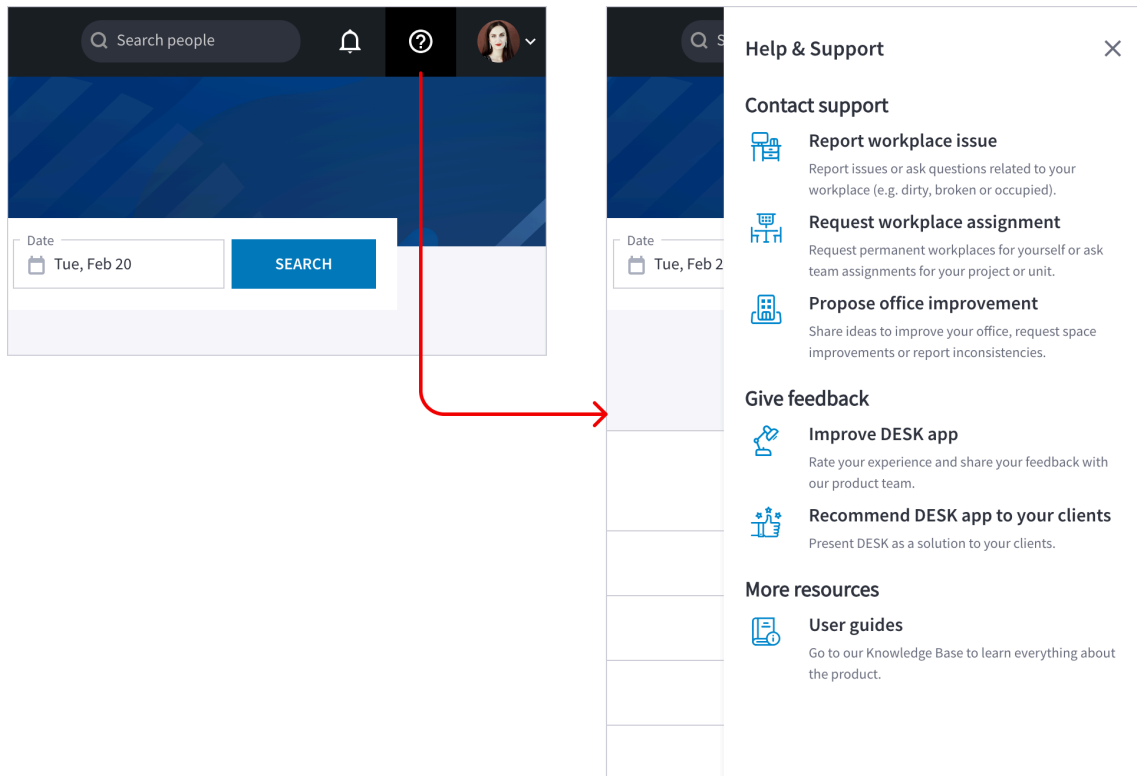
FAVORITE PLACES

Manage list of favorite desks and parking spots by changing their priority / removing them from your profile.

The screenshot shows the 'Favorite places' page in the DESK application. The top navigation bar includes 'Assignments & Bookings', 'Personal settings', and 'Favorite places' (which is active). The main content area is divided into two sections: 'Desks' and 'Spots'. Under 'Desks', there are two entries, each with a trash icon for removal. The first entry is 'UK, London, 9 Devonshire Square, 5th floor, Open space, 40' with a last booking date of 'Wed, Aug 31'. The second entry is 'UK, London, 9 Devonshire Square, 5th floor, Open space, 38' with a last booking date of 'Wed, Feb 21'. Under 'Spots', there is a message: 'There are no favorite parking spots'.

CHAPTER 6: Help & Support

To access Help & Support, click (?) icon in the top right corner of the Main Menu.



Report workplace issues

Report issues or ask questions related to your workplace (e.g. dirty, broken or occupied).

Request workplace assignment

Request permanent workplaces for yourself or ask team assignments for your project or unit.

Propose DESK improvement

Share your feedback with our product team and propose additional features / improvements to the DESK app.

Additional User Guides

Click on "User guides" to go to our Knowledge Base to learn everything about the product.

Part II: DESK for managers

CHAPTER 8: Office Roles

OFFICE SPACE MANAGEMENT ROLES

Facility Manager

If a role is assigned to a parent unit, the permissions granted by this role will be applied also to all subordinate units of that parent unit.

A Facility Manager is responsible for entering the unit information and maintaining its accuracy. The information includes:

- Office attributes: description, instruction links, total area size, contacts, office pictures, status (active/inactive).
- Floor attributes: name, instruction links, contacts, area size measurements, floor map, status (active/inactive).
- Room attributes: name, type, instruction links, contacts, status (active / inactive).
- Workplace attributes: code, features, location on the floor map.
- Parking spots attributes: code, location on the parking floor map, type.
- Objects attributes: name, description, location on the floor map.
- Unit policy.
- Unit messages.

Space Manager

A Space Manager is responsible for managing the availability and utilization of areas and workplaces by:

- Allocating areas and workplaces to groups and individuals or disabling and re-enabling them.
- Tracking the demand for the office space and the efficiency of its utilization through requests, reports, and analytics.
- Addressing concerns and conflicts of the office space demand owners.

Office contact

An Office Contact is a primary contact point for Desk users to support smooth operation and effective use of the office space, responsible for:

- Responding to the user inquiries.

- Dispatching inquiries to the right stakeholders.
- Assisting users with booking and checking in.
- Assisting users with using lockers and equipment.
- Resolving booking conflicts.
- Addressing immediate issues, such as missing or unusable furniture or equipment.
- Handling lost and found personal items.

Reception team

A Reception team is responsible for managing the guest visits to EPAM offices by:

- Creating invites for external guests.
- Reviewing invites made by other EPAMers (i.e., hosts).
- Tracking guest arrival status and overall visit status.
- Organizing the visit according to visit requirements.
- Booking additional office resources for guest visits (i.e. workplaces, parking spots, meeting rooms).

SUPPORT AND TECHNICAL ROLES

Admin

Desk system administrator can perform any actions in Desk, including creating and deleting roles.

Service Desk

Assigned to Service Desk authorized to perform any actions over any objects in Desk, except for creating and deleting roles. Can

- Assign, revoke, or transfer user roles.
- Create, activate, and deactivate offices.

IT Department

IT Department responsible for managing IT equipment in assigned office units. Can

- Create, edit, and delete technical floors, rooms, and places.
- Edit features of workplaces and meeting rooms.

HOW TO ASSIGN A USER ROLE

You can assign roles to grant special permissions to users in DESK system. By default, a role assignment is effective without an end date. If a role is assigned to a parent unit, the permissions granted by this role will be applied also to all subordinate units.

Following permissions are required to assign roles to user in Administration:

- Users with **Admin** or **Service Desk** role can assign any roles to any user in any unit.
- Users with **Facility Manager** roles can assign roles only in assigned units and assigned sub-units.

To create a role assignment:

1. Go to “Administration”.
2. Select a unit in the unit tree.
3. Choose "Information" tab.
4. Click “Edit roles” button.

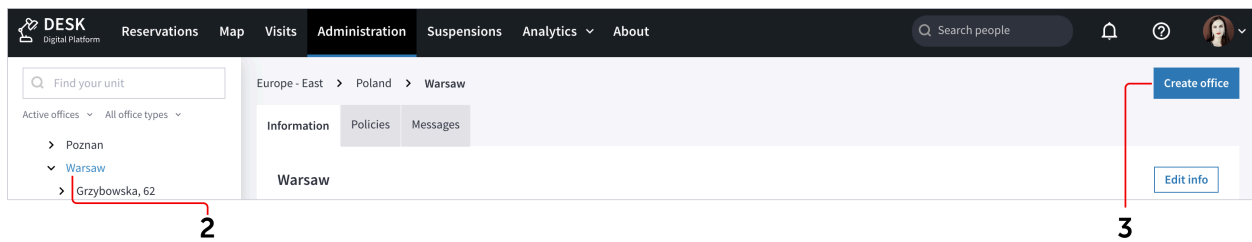
The screenshot shows the DESK Administration interface. The top navigation bar includes 'Administration', 'Suspensions', 'Analytics', and 'About'. The left sidebar shows a unit tree with 'Warsaw' selected. The main content area displays the 'Warsaw' unit details, including 'Information', 'Policies', and 'Messages' tabs. The 'Roles' section lists 'Reception team', 'Office contacts', 'Space managers', and 'Facility managers'. The 'Notifications' section lists 'Cross-city bookings', 'Cross-border bookings', 'Parking bookings', and 'All bookings'. Red lines and numbers 2, 3, and 4 indicate the steps for role assignment: 2 points to the 'Warsaw' unit in the tree, 3 points to the 'Information' tab, and 4 points to the 'Edit roles' button.

5. Choose the role you want to assign to a person: Reception team, Office contacts, Space manager, Facility manager.
6. Type person's name in the select input (system will display a drop-down list with users matching search request).
7. Click the person's name to add the person to the role.
8. Click “Submit” to save all changes.

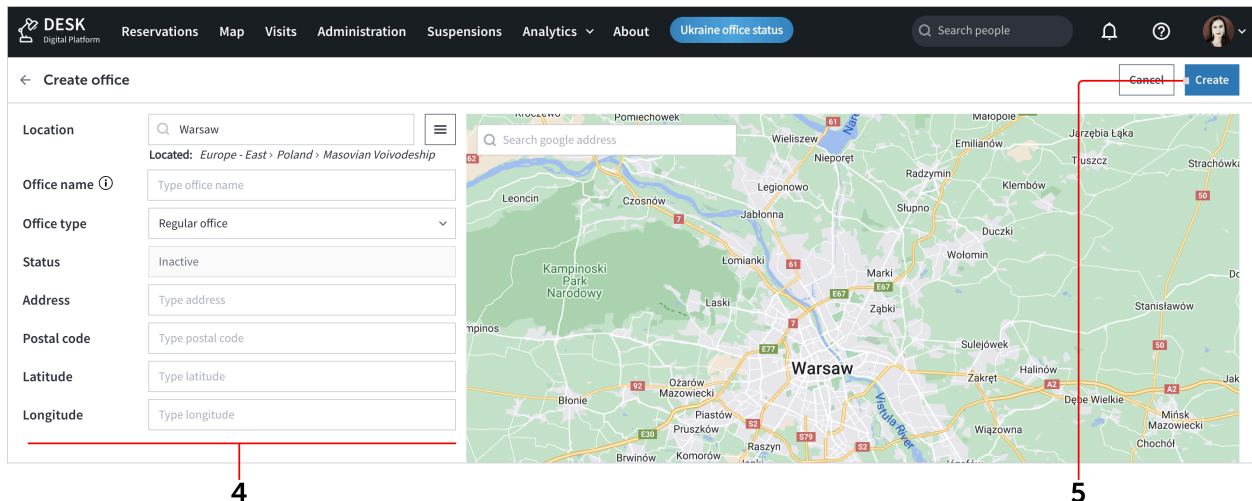
CHAPTER 9: Initial Office Setup

CREATE OFFICE

1. Go to Administration.
2. Choose the country or the city where office needs to be created.
3. Click "Create office" button.



4. Enter office details.
5. Click "Create".

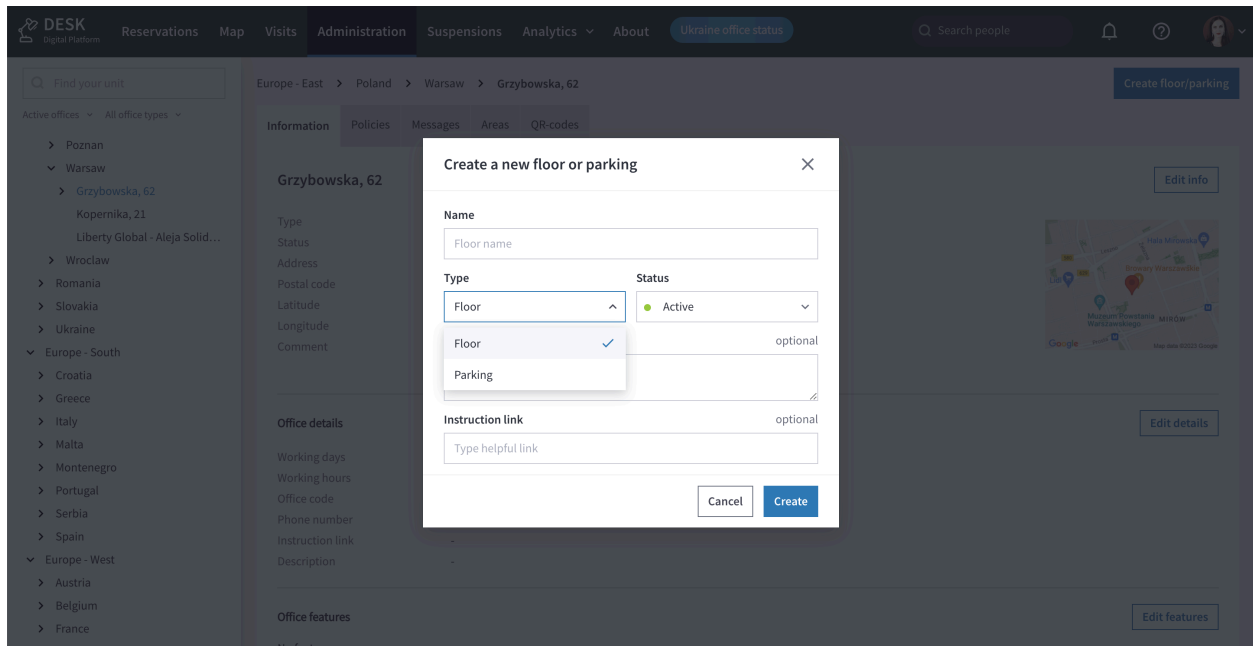


6. Provide a comment for office creation (for example, the number of support request for office creation).
7. Click "Create".

Note: the new office will be created in "Inactive" status. To change the status, click "Edit info" in "Information" tab, change the status to "Active" and click "Save".

CREATE OFFICE

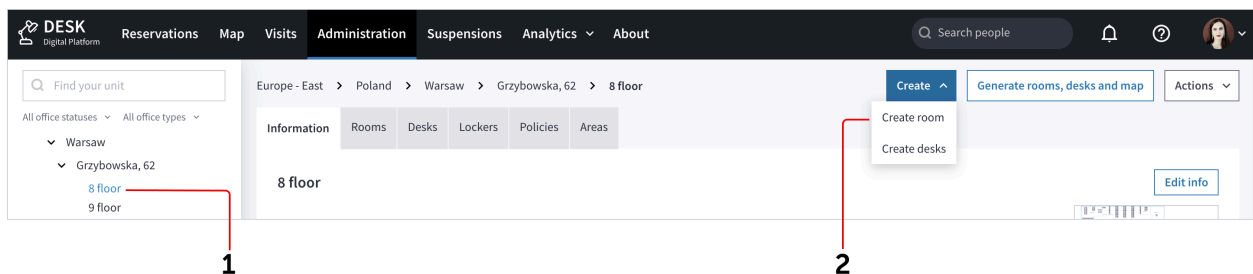
1. In Administration, choose the office where floors need to be created.
2. Click "Create floor / parking".
3. Enter floor details.
4. Click "Create".



CREATE ROOMS

1. In Administration, choose the floor where rooms need to be created.
2. Click "Create" button and choose "Create room".
3. Choose "Room type" = "Room".
4. Enter room details.
5. Click "Create".

Note: for the room to be operational, the area for it needs to be placed on the floor map. See Chapter 11 for more details.



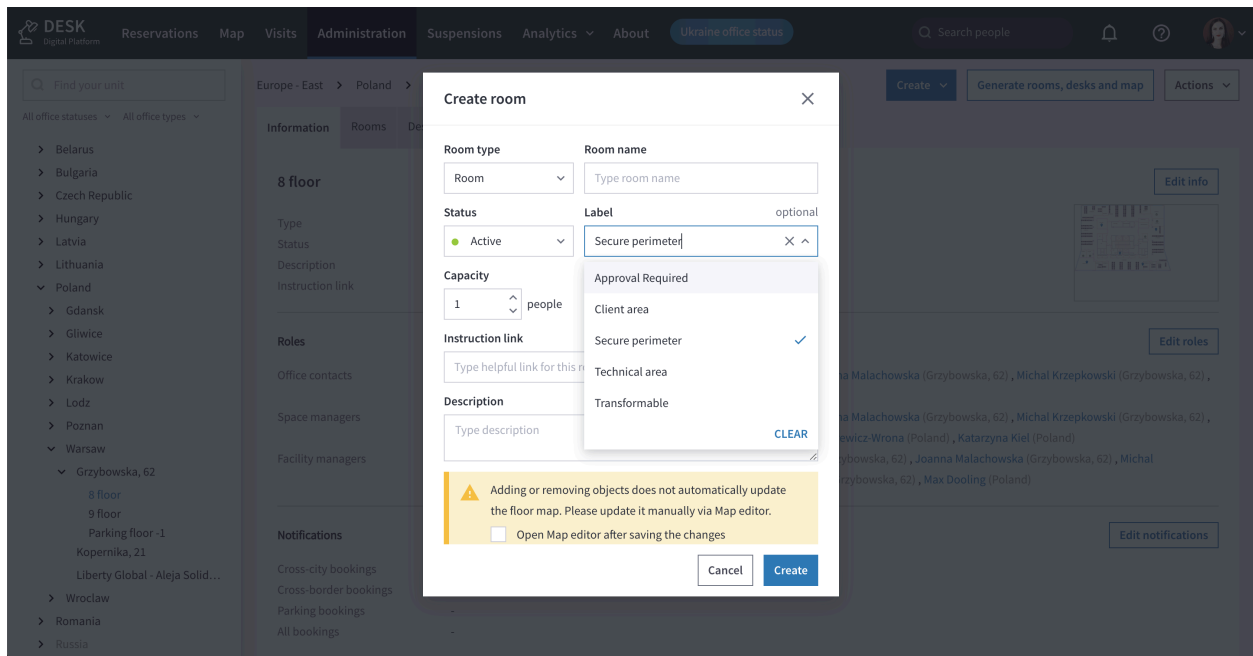
CREATE SECURE PERIMETER

Secure Perimeters are rooms that require special access for employees to access. When room is defined as "Secure perimeter", users will be warned each time when they book workplaces assigned to such room.

To create Secure perimeter room:

1. In Administration, choose the floor where rooms need to be created.
2. Click "Create" button and choose "Create room".
3. Choose "Room type" = "Room".
4. Choose "Label" = "Secure perimeter".
5. Enter room details.
6. Click "Create".

Note: for the room to be operational, the area for it needs to be placed on the floor map. See Chapter 11 for more details.



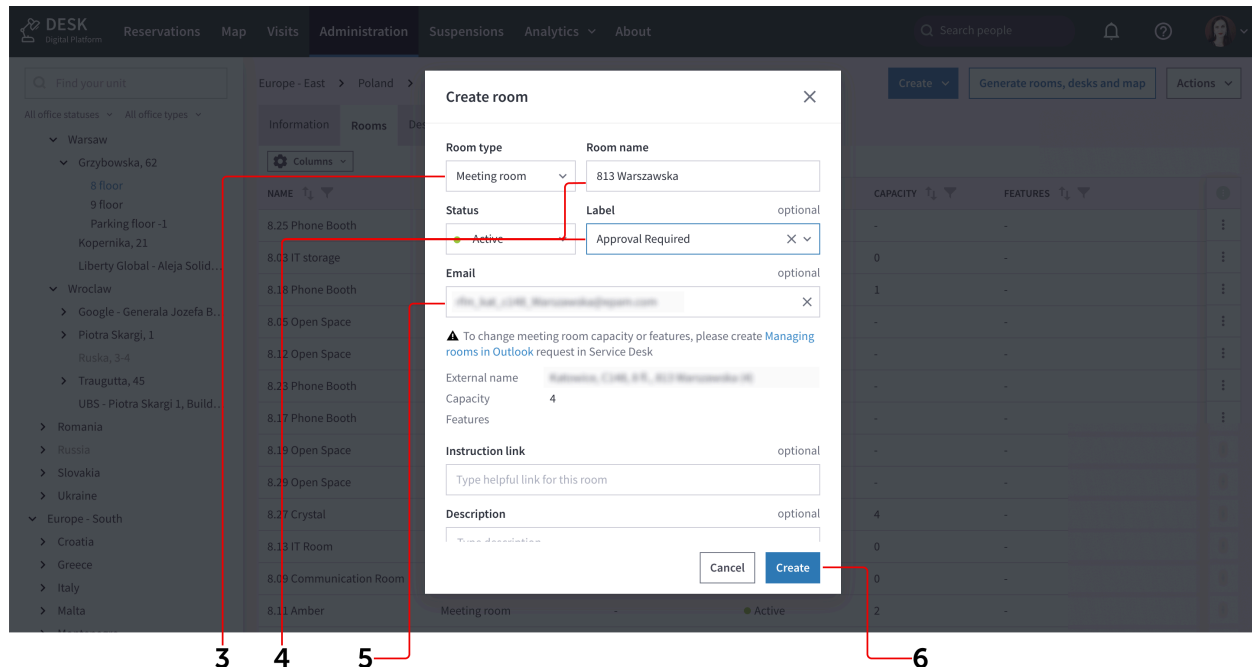
CREATE MEETING ROOMS

1. In Administration, choose the floor where rooms need to be created.
2. Click "Create" button and choose "Create room".
3. Choose "Room type" = "Meeting room".
4. Enter room details.

5. Enter room email.

6. Click "Create".

Note: for the meeting room to be operational, the icon for it needs to be placed on the floor map. See Chapter 11 for more details.



CREATE DESKS

1. In Administration, choose the floor where rooms need to be created.

2. Click "Create" button and choose "Create desk".

3. Choose the room where the desk is located.

4. Choose the number of desks to add.

5. Enter desk code. If number of desks > 1, the system will try to predict the naming pattern to name all of them.

6. Choose place features.

7. Click "Create".

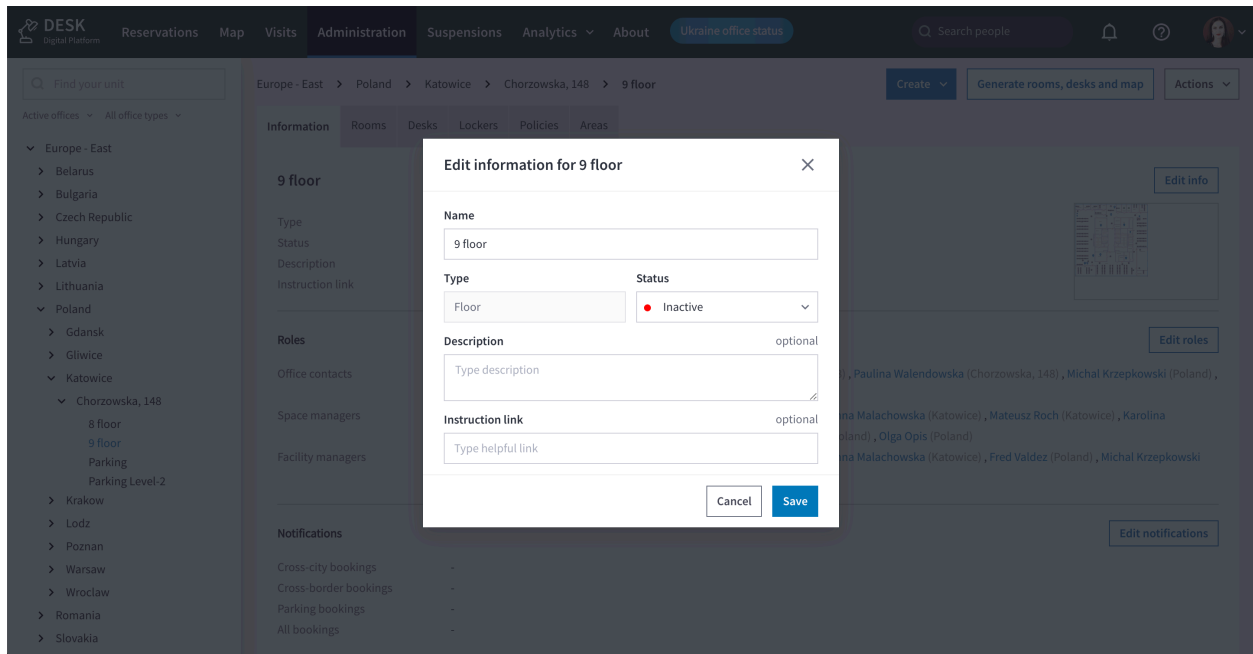
Note: for the desk to be operational, the icon for it needs to be placed on the floor map. See Chapter 11 for more details.

DEACTIVATE OFFICE UNITS

Deactivating office unit automatically deactivates all units on lower hierarchy levels. For example, if you deactivate the office floor, all rooms, meeting rooms and desks of that floor will be deactivated too.

To deactivate office unit:

1. In Administration, choose the office or floor that you want to deactivate.
2. Click "Edit info".
3. Change status to "Inactive".
4. Click "Save".



CHAPTER 10: Office Policies

HOW OFFICE POLICIES WORK

Office policies allow you to set limitations on how bookings creation, cancellation and check-ins work in your office.

Policies work on a hierarchical principle: policy configuration from higher level of hierarchy (e.g., country) is applied to lower levels (e.g., cities, offices and floors), unless its value is not specifically defined on a lower level of hierarchy. In that case, it's overridden for that lower-level unit.

So, you can set up policies for regions or countries or configure policy values individually for every separate office.

LIST OF OFFICE POLICIES

Office policies

Working days

sets working days of the week for office. Outside of working days employees won't be able to create workplace and parking spot bookings.

Booking opening time

the time when user is allowed to book in advance for the nearest unavailable day.

Allow only one workplace booking per day in one office

a person can only have one workplace booking per day in one office.

Supervised cross-border booking

by applying this policy, external employees will only be able to make bookings in this office if they have read and agreed to office access rules.

Individual booking creation policies

Number of days in advance when booking for an individual booking

sets a date limit on how far in the future single-day desk and parking spot bookings can be created.

Number of days in advance for multi-day booking

sets a date limit on how far in the future multi-day desk bookings can be created.

Group booking creation policies

Group booking

enables the ability to create group bookings of workplaces.

Number of days in advance when booking for a group booking

sets a date limit on how far in the future group bookings can be created.

Maximum number of people in a group booking

specifies maximum number of group booking participants.

Check-in policies

Check-in only via QR or office network events

Removes check-in from e-mail notification and DESK platform. Users may only check-in by network events or by scanning a QR-code.

Check-in email notification for bookings

Enables ability for employee to check-in from e-mail notification about upcoming booking.

Check-in request time trigger

time of day when the system begins requesting user to check-in into today's bookings.

Auto-cancellation policies

Booking auto-cancellation

enables auto-cancellation of employee bookings if an employee hasn't checked in in time.

Auto-cancellation after check-in reminder

Time after the check-in reminder that triggers booking auto-cancellation.

Auto-cancellation after check-in prolongation

Select time that will trigger auto-cancellation after user has pressed "I'll be later" button.

Max non-checked-in multi-days bookings before auto-cancellation

Number of single bookings in a booking series without check-in, after which the booking series is cancelled.

Waiting list policies

Waiting list for desks

policy that enables the ability for employees to join a waiting list if the office has no available workplaces on a given day.

Waiting list for parking spots

policy that enables the ability for employees to join the waiting list if the office has no available parking spots on a given day.

ENABLE OFFICE POLICY

1. Open Administration tab.
2. Choose the location in unit hierarchy you want to affect with the policy. Location might be region, country, city, office, specific floor of the office.
3. Open Policies tab.
4. Choose policy you want to enable/disable, click edit icon near policy value.

The screenshot shows the DESK Administration interface. The navigation menu on the left lists office locations, with 'Katowice' selected. The breadcrumb trail shows 'Europe - East > Poland > Katowice'. The main content area has tabs for 'Information', 'Policies', and 'Messages'. The 'Policies' tab is active, displaying a table of office policies for Katowice. The table has columns for policy name, value, and edit icon. Red arrows and numbers 2, 3, and 4 indicate the steps: 2 points to the unit hierarchy, 3 points to the Policies tab, and 4 points to the edit icon for a policy value.

Katowice		
Office policies		
Working days	Monday - Sunday	company default
Booking opening time	0:00	company default
Allow only one workplace booking per day in one office	Off	company default
Supervised cross-border booking	Off	company default
Individual booking creation policies		
Number of days in advance when booking for an individual booking	7 days	company default
Number of days in advance for multi-day booking	7 days	company default

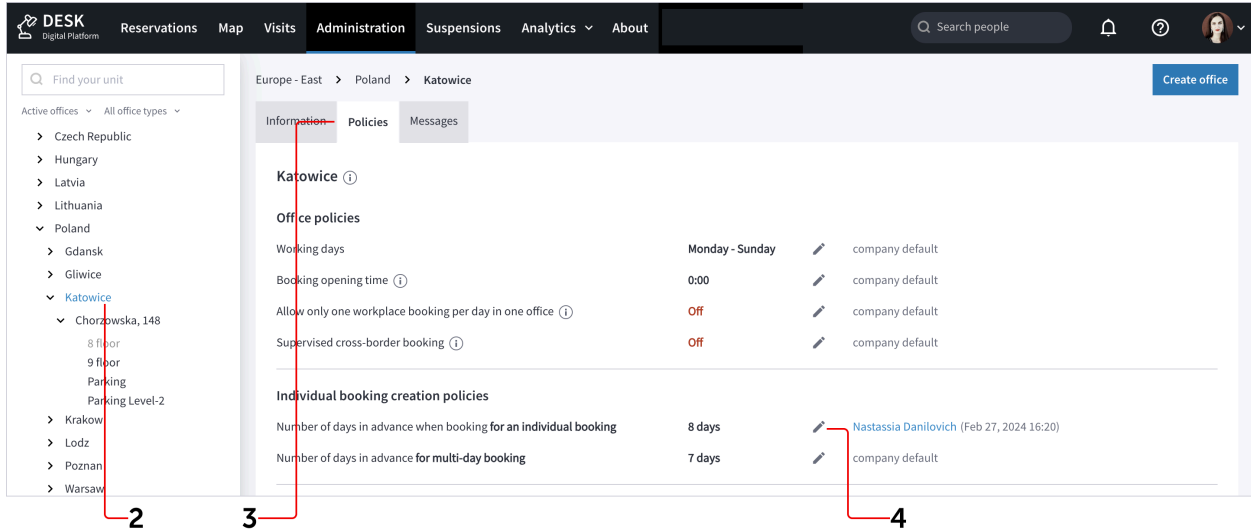
5. Configure policy value according to your preference.
6. Click "Save".

RESET POLICY TO DEFAULT VALUE

If you want to reset policy value for selected unit and make policy value to be inherited from unit of higher level of hierarchy, perform following steps:

1. Open Administration tab.

2. Choose the location in unit hierarchy you want to affect with the policy. Location might be region, country, office, specific floor of the office.
3. Open Policies tab.
4. Choose the policy you want to reset, click edit icon near policy value.



5. Click "Reset level value".
6. Click "Save".

Define a policy value for Katowice

✕

Number of days in advance when booking **for an individual booking**

Applied value days defined for the current level

Cancel

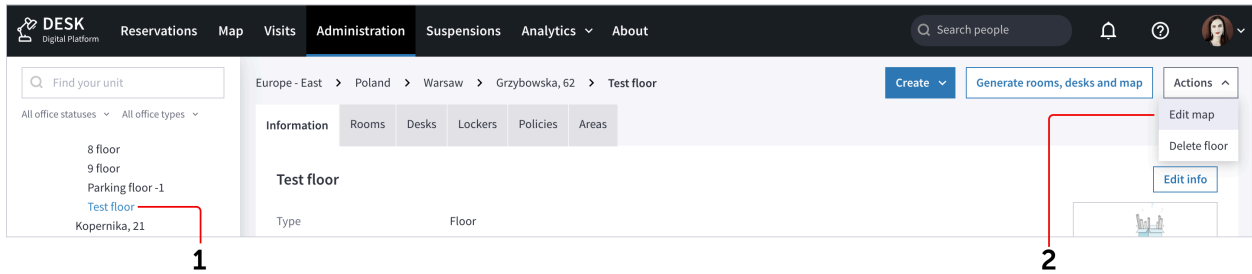
Reset level value

Save

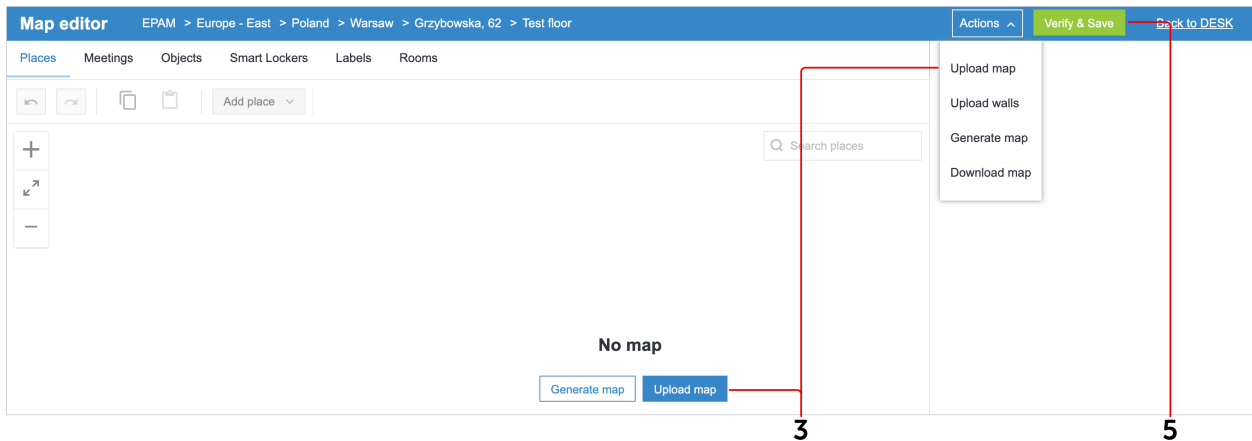
CHAPTER 11: Floor Maps

UPLOAD FLOOR MAP

1. Go to Administration and choose the floor to upload the map.
2. Click on "Actions" button and choose "Edit map".



3. In Map editor, click "Upload map" button or choose "Upload map" from the dropdown if map already exists.
4. Choose the *.svg file of the office floor and confirm.
5. Click "Verify & Save".



GENERATE FLOOR MAP

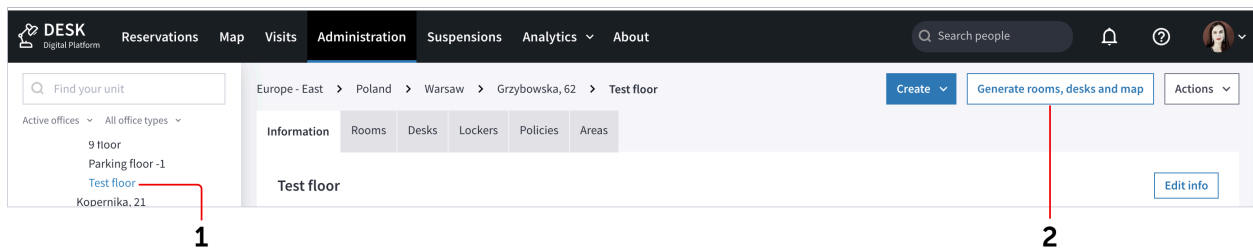
There are several alternatives that allow you to generate a floor map automatically.

If the floor already has rooms and desks:

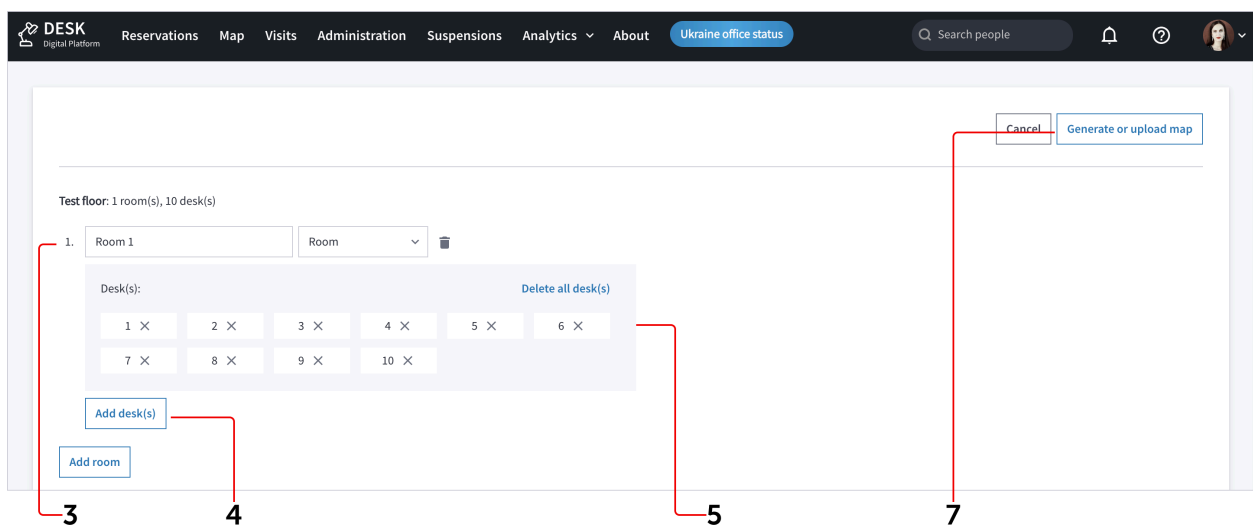
1. Go to Administration and choose the floor.
2. Click on "Actions" button and choose "Edit map".
3. In Map editor, click "Actions" button again and choose "Generate map".
4. Click "Verify & Save".

If the floor has no rooms and desks:

1. Go to Administration and choose the floor.
2. Click on "Generate rooms, desks and map".



3. Click "Add room", enter room name and choose room type.
4. Inside regular rooms, click "Add desk(s)".
5. Choose a number of desks to add and enter a naming pattern.
6. Repeat the process for all rooms/desks.
7. Click "Generate or upload map".



8. Click "Verify & Save".

EDIT FLOOR MAP

1. Go to Administration / Map tab and choose the floor to edit the map.
- 2.1. Click on "Actions" button and choose "Edit map" on Admin tab.
- 2.2. Alternatively, Click "Edit map" button on Map tab.
3. You will be redirected to Map Editor.

Following edits can be made in Map Editor:

- A. Placing room areas, workplaces, meeting rooms, objects, and labels on a map.
- B. Moving workplaces and meeting rooms around the floor map.
- C. Updating walls on the existing floor map.

Place room areas on map

If rooms are already created in Administration:

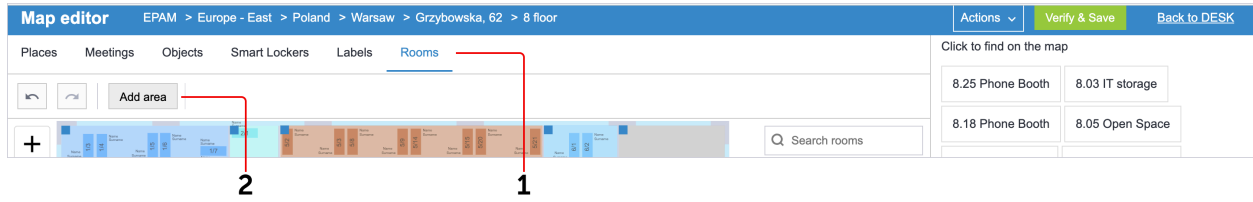
1. In Map Editor, Choose "Rooms" tab.
2. In the right panel, in section "To be placed on the map" click on a room for which area needs to be created.
3. Click to the point on the map where any of the room corners are located.
4. Proceed clicking to the location of other room corners.
5. After you place the last corner, click "Save area".

The screenshot shows the 'Map editor' interface for the EPAM building in Warsaw. The 'Rooms' tab is active. A red rectangle is drawn on the floor plan, with red lines and numbers indicating the steps: 2 (clicking the first corner), 3 (clicking the second corner), 4 (clicking the third corner), and 5 (clicking the fourth corner). The right sidebar shows a search bar and a list of rooms. A section titled 'To be placed on the map (1)' contains a 'New room' button. A yellow tooltip at the bottom left reads 'Pressed meta. Draw rect to select multiple'.

6. Click "Verify & Save".

If rooms are not yet created:

1. In Map Editor, Choose "Rooms" tab.
2. Click "Add area" button.

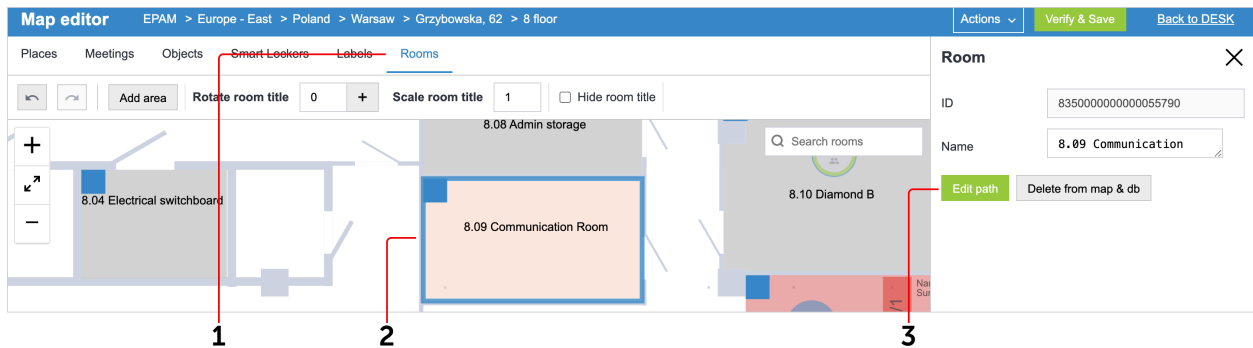


3. Click to the point on the map where any of the room corners are located.
4. Proceed clicking to the location of other room corners.
5. After you place the last corner, click "Save area".
6. Edit the room name in the right panel.
7. Click "Verify & Save".

Note: this action will add the room in Administration (and Data base) also.

Edit room area on map

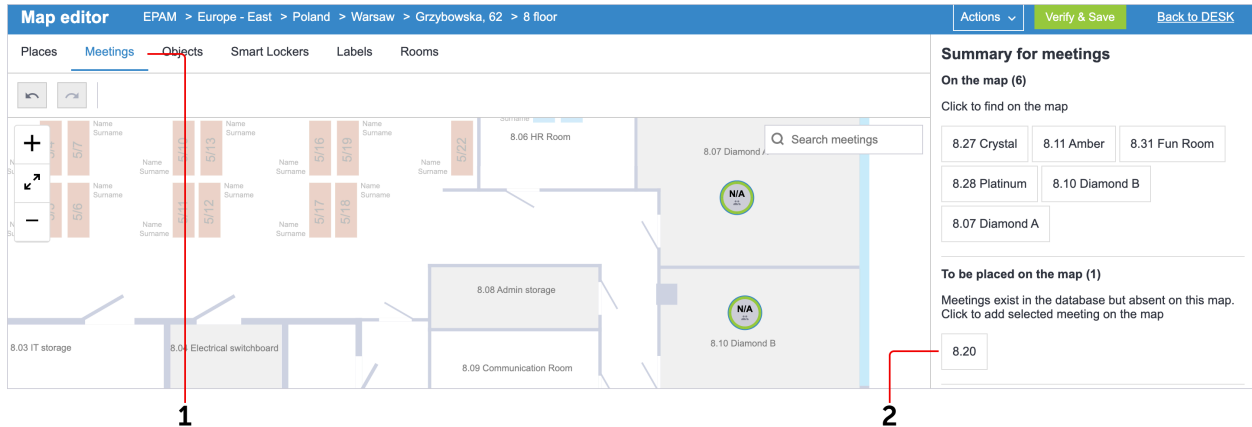
1. In Map Editor, Choose "Rooms" tab.
2. Click on an area you want to change.
3. Click "Edit path" action in the right panel.



4. Click to the point on the map where any of the room corners are located.
5. Proceed clicking to the location of other room corners.
6. After you placed the last corner, click "Save area".
7. Click "Verify & Save".

Place meeting rooms on map

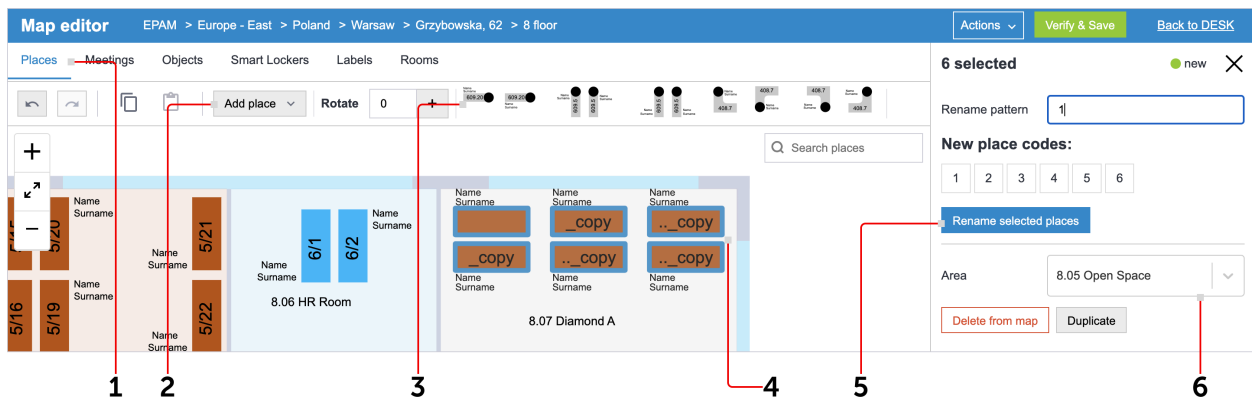
1. In Map Editor, Choose "Meetings" tab.
2. In the right panel, in section "To be placed on the map" click on a meeting room for which icon needs to be placed.



3. Move the meeting room icon to where it should be on the map.
4. Click "Verify & Save".

Place workplaces on map

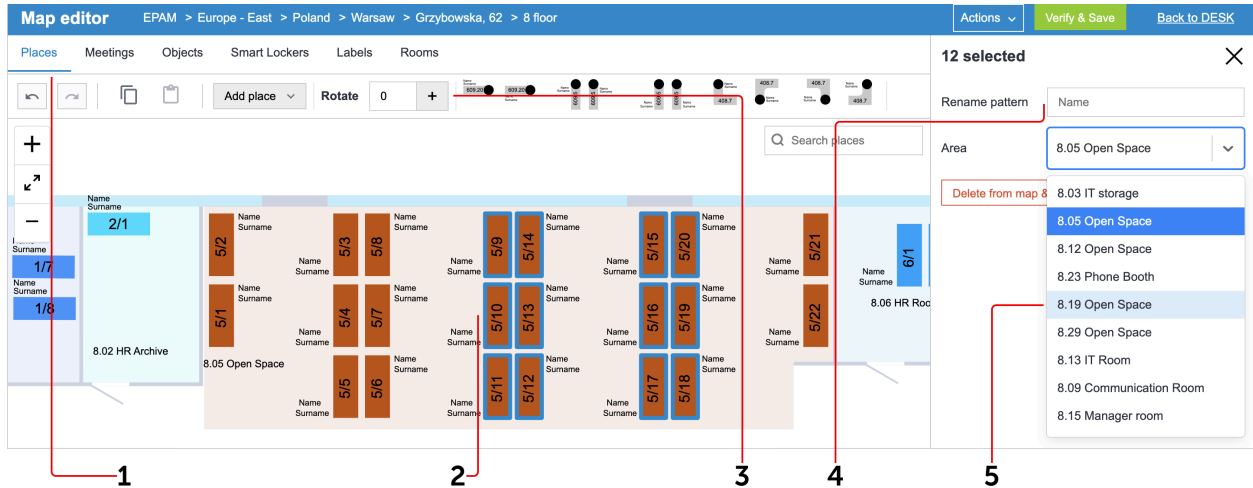
1. In Map Editor, choose "Places" tab.
2. Click "Add place" dropdown.
3. Click on the desk shape appropriate for added workplace.
4. Drag the desk that appeared on a map into an appropriate area.
5. In the right panel enter the desk code.
6. In the right panel choose the room/area that this desk belongs to.



7. Click "Verify & Save".

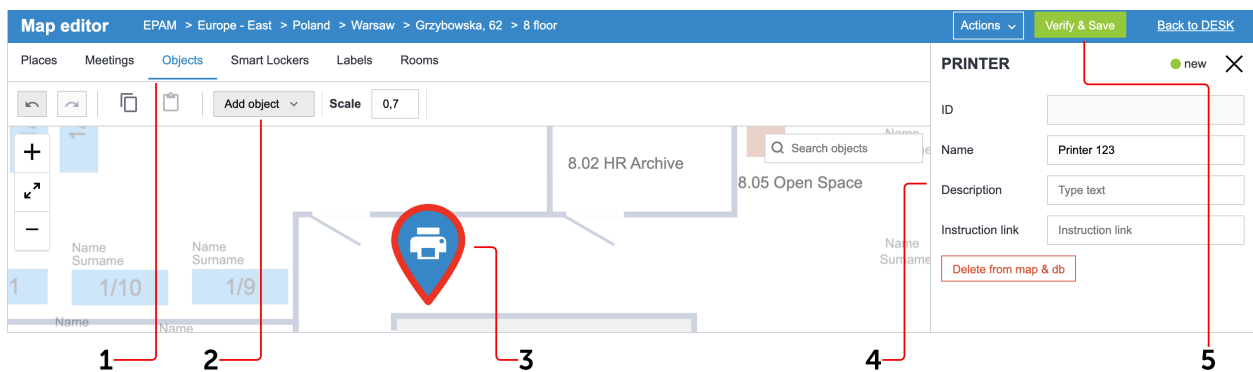
Move workplaces to different room on map

1. In Map Editor, choose "Places" tab.
2. Click the place on the map that you want to move.
3. Rotate or change the position of tables if needed.
4. In the right panel change the desk code if needed.
5. In the right panel choose the new room/area that this desk belongs to.
6. Click "Verify & Save".



Place objects on map

1. In Map Editor, choose "Objects" tab.
2. Click "Add object" and choose the icon to add.
3. Place the icon to the needed point on the map.
4. Add object description on the right panel.
5. Click "Verify & Save".



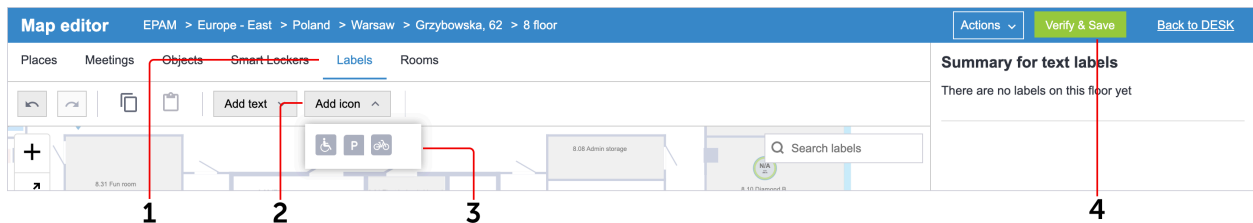
Place text labels on map

1. In Map Editor, choose "Labels" tab.
2. Click "Add text" and choose the text format.
3. Place the text to the needed point on the map
4. Edit "Name" of the label in the right panel
5. Click "Verify & Save".



Place icons on map

1. In Map Editor, choose "Labels" tab.
2. Click "Add icon" and choose the icon to add.
3. Place the icon to the needed point on the map.
4. Click "Verify & Save".



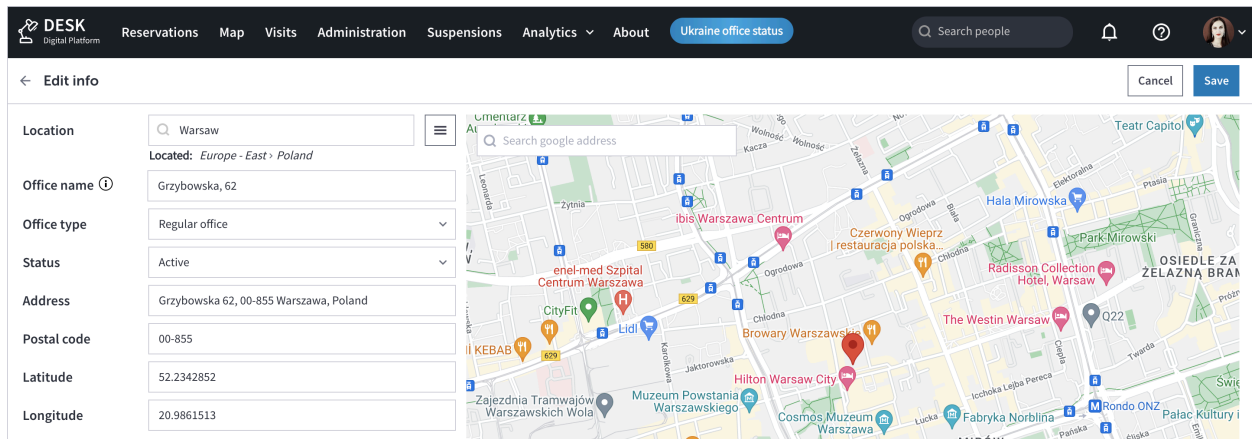
CHAPTER 12: Additional Office Customization

ADD / EDIT OFFICE DETAILS

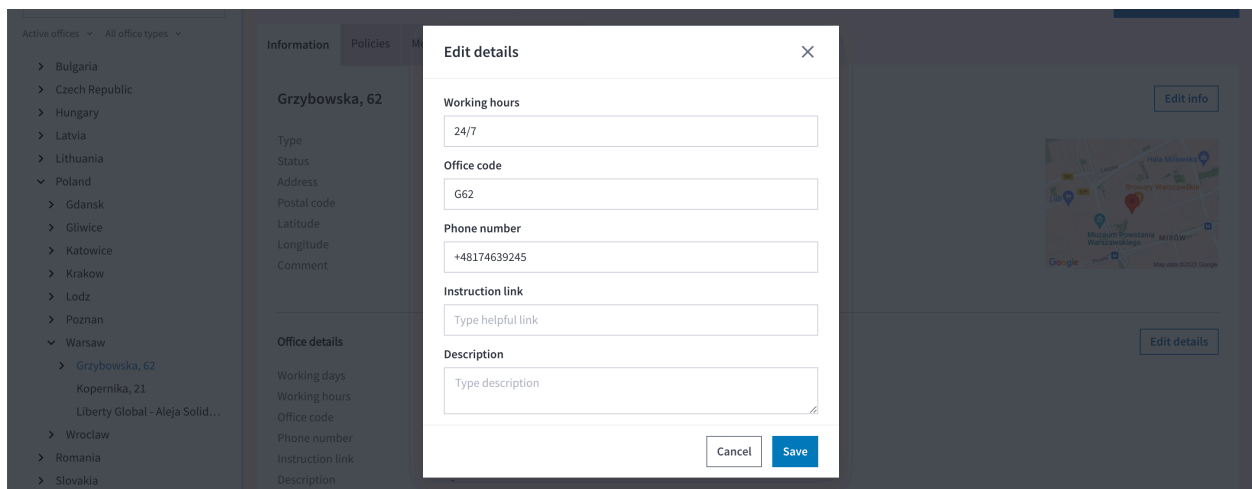
Note: the details that you will be able to edit will depend on the level of hierarchy. Offices the largest number of details you can specify. Steps below demonstrate editing details for the office unit.

1. On "Administration" tab, choose the office in unit hierarchy.
2. Select "Information" tab.
3. Click "Edit info" to edit the following details: location, office name, office type, status, address, postal code, latitude, longitude.

Note: "Edit info" action will require you to enter a comment when saving changes. Enter your reasoning for updating office.



4. Click "Edit details" to edit the following details: working hours, office code, phone number, instruction link, description.



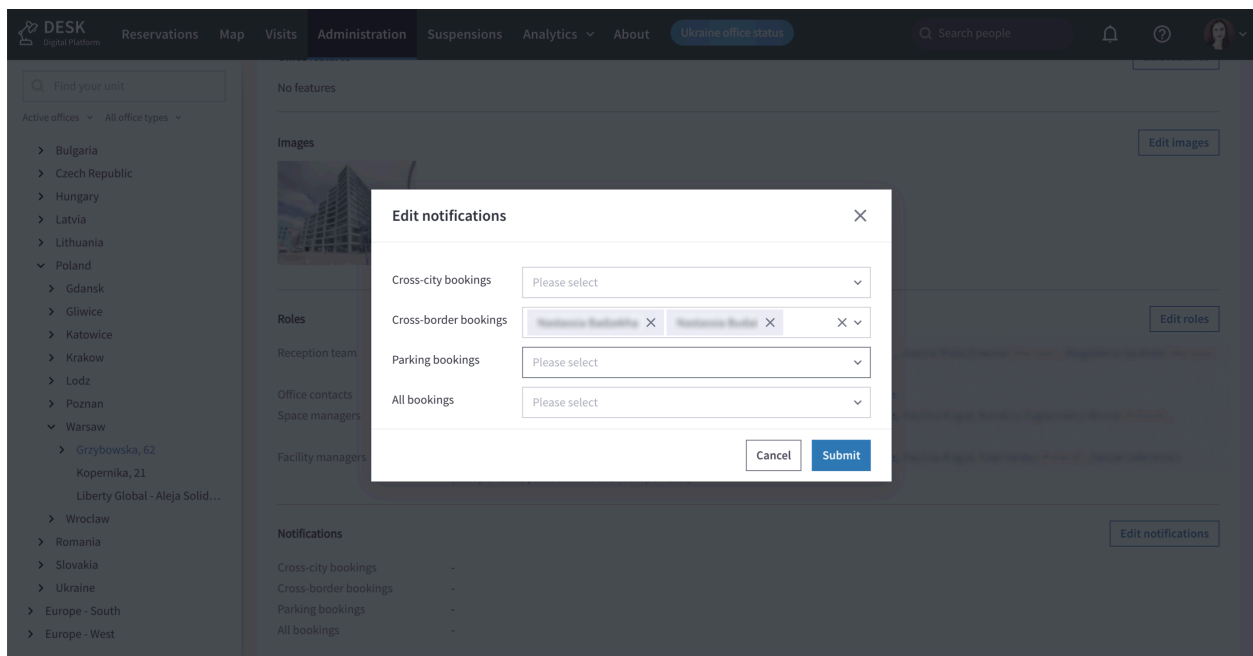
'NOTIFY ON' SETTINGS

You can setup additional email notifications for selected employees, such as:

- New cross-city booking has been created in this office / floor.
- New cross-country booking has been created in this office / floor.
- New parking booking has been created in this office / parking floor.
- Any new booking has been created in this office / floor.

To setup additional notifications:

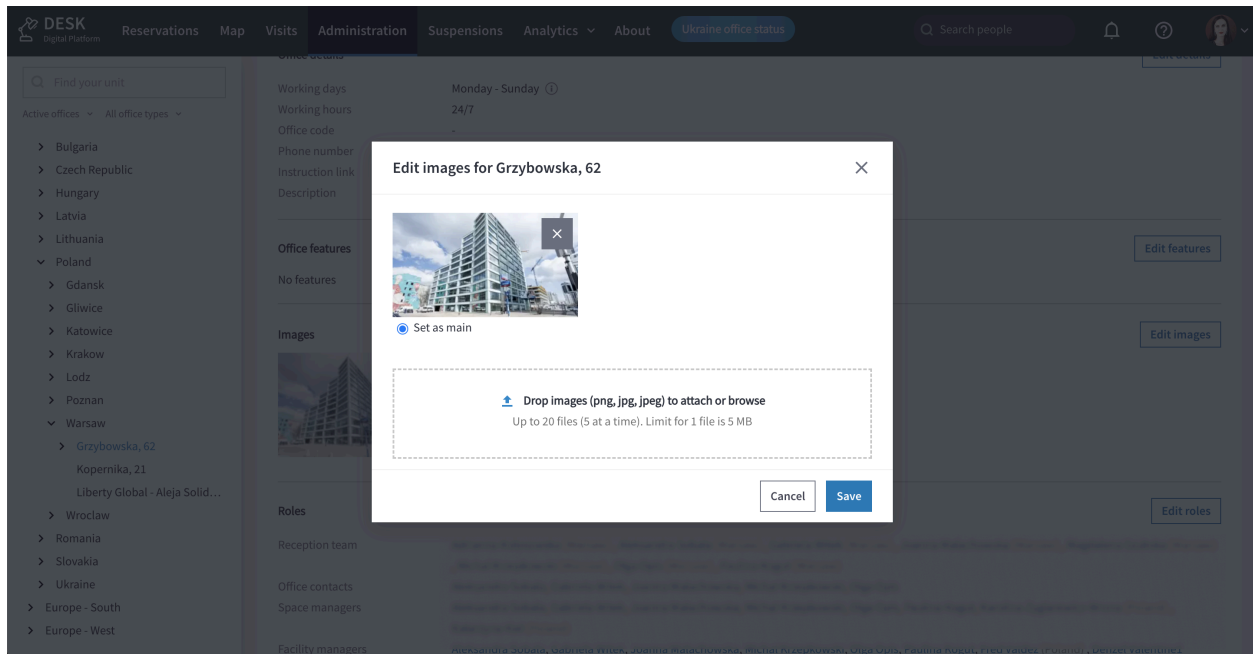
1. In Administration, choose an office or floor for which you want to setup notifications.
2. Choose "Information" tab and scroll to the end of the tab.
3. In "Notifications" section click "Edit notifications".
4. Add the users who need to receive notifications to respective categories.
5. Click "Submit".



ADD OFFICE IMAGES

1. Go to Administration and choose the office.
2. Choose "Information" tab.
3. Click "Edit images" button.
4. Upload office images.

5. Choose the main office image.
6. Click "Save".



ADD MEETING ROOM IMAGES

1. Go to Administration and choose the floor where the meeting room is located.
2. Choose "Rooms" tab.
3. Find the meeting room in the list and click : menu.
4. Click "Edit images" action.
5. Upload meeting room images.
6. Choose the main meeting room image.
7. Click "Save".

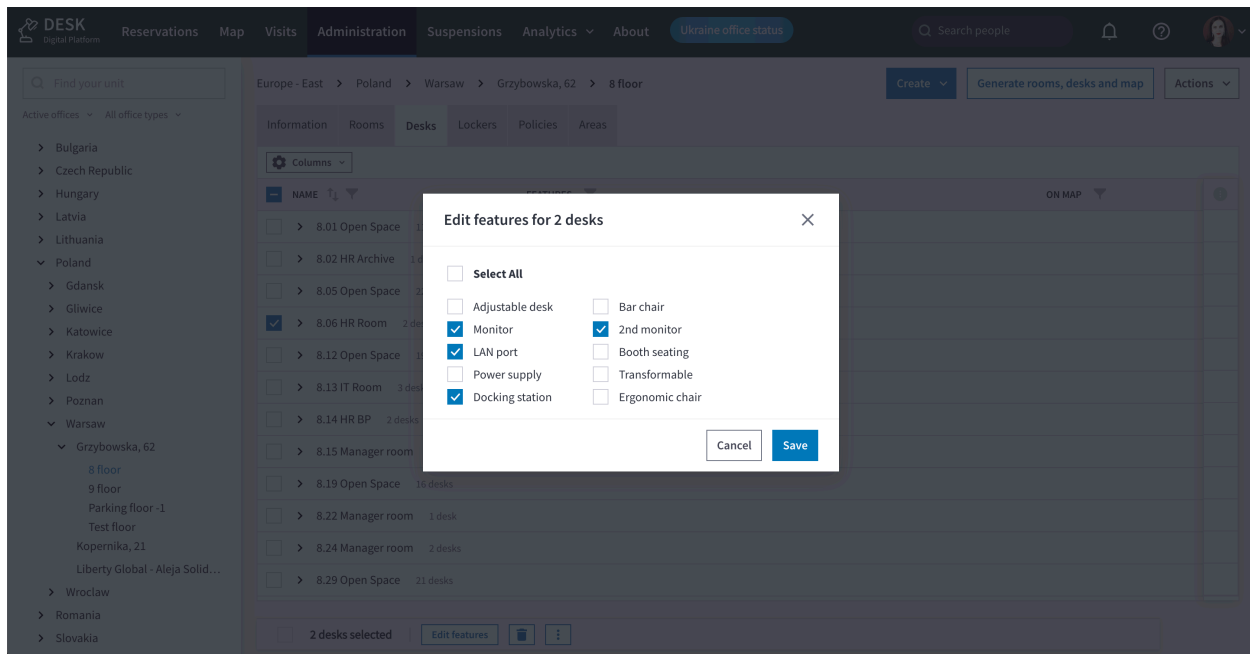
ADD DESK FEATURES

In Administration:

1. Go to Administration and choose the floor where the desk is located.
2. Choose "Desks" tab.
3. Find the desk in the list and click : menu.
4. Choose "Edit desk" action.
5. Add desk features.

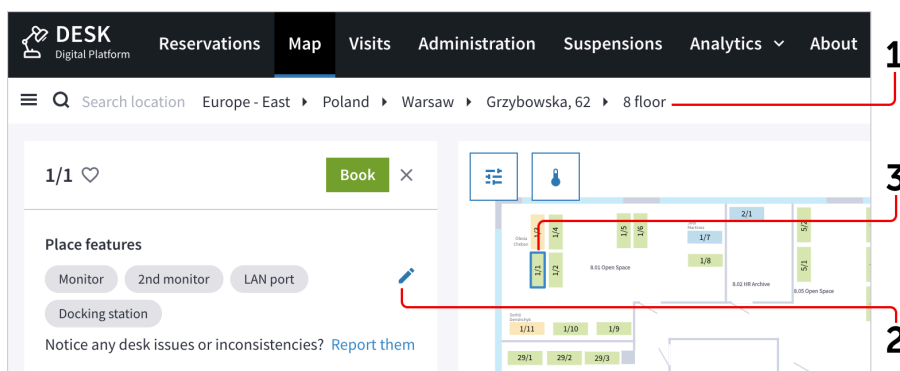
6. Click "Save".

Note: you can choose multiple desks to edit features at the same time. On "Desks" tab select multiple desks and click "Edit features" button in the panel below.



In Map tab:

1. Go to Map tab and choose the floor where the desk is located.
2. Click on the desk on the map.
3. Click pencil icon near features in the details panel.



4. Edit desk features.
5. Click "Save".

ADD OFFICE MESSAGES

Office messages allow you to inform employees about specific office conditions. Following types of office messages are available:

Information message: this message is for conveying non-critical information for employees that will not interrupt their booking process.

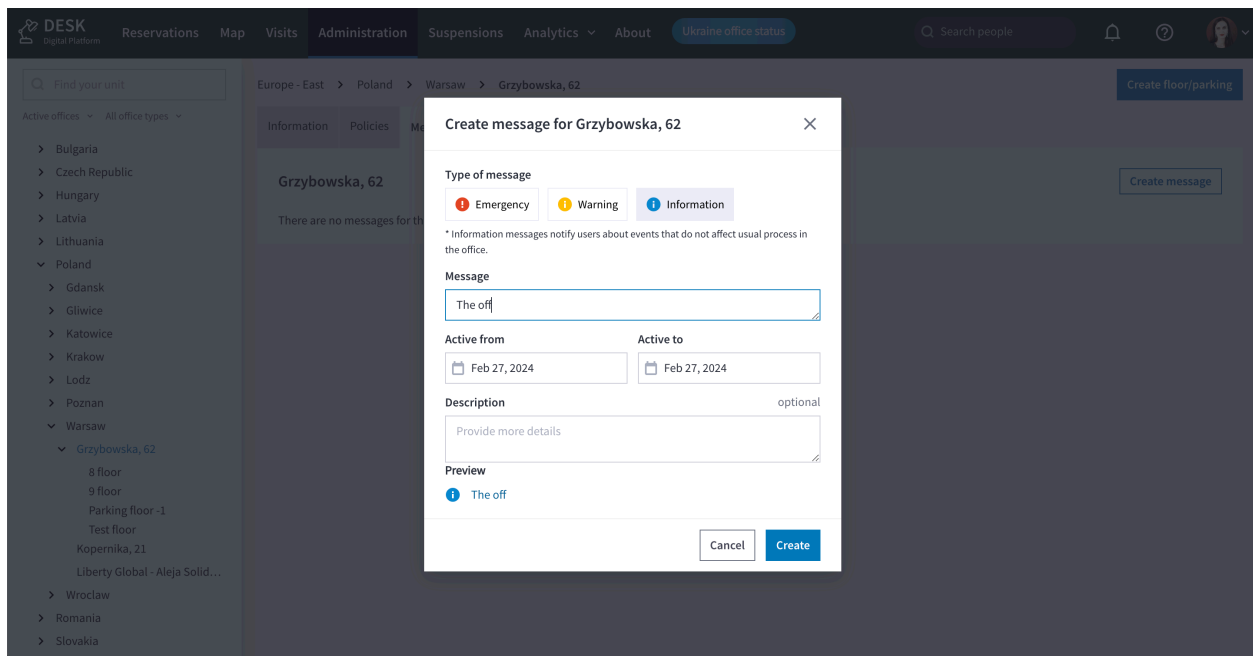
Warning message: this message displays a warning for the user when he tries to book any office asset.

Emergency message: a special type of message for emergency situations. Cancels all bookings for selected dates and puts a block reservation for entire office with a warning banner for all users.

To create office message:

1. Go to Administration and choose the office in the hierarchy.
2. Choose "Messages" tab.
3. Click "Create message".
4. Choose the type of message.
5. Specify the message header and description and choose the date period when the message will be active.
6. Click "Create".

Note: you can see office messages in effect by going to Map tab and choosing the date when message is active.

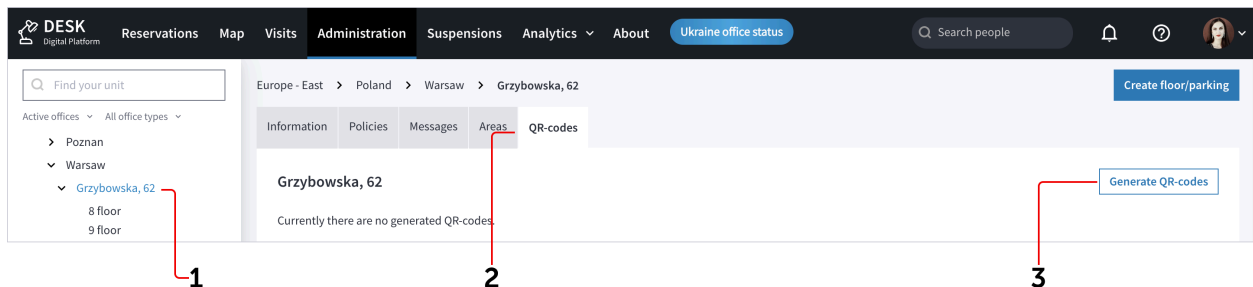


GENERATE QR CODES

You can generate QR codes for desks and meeting rooms to allow users to book and check in into those office assets by scanning QR code.

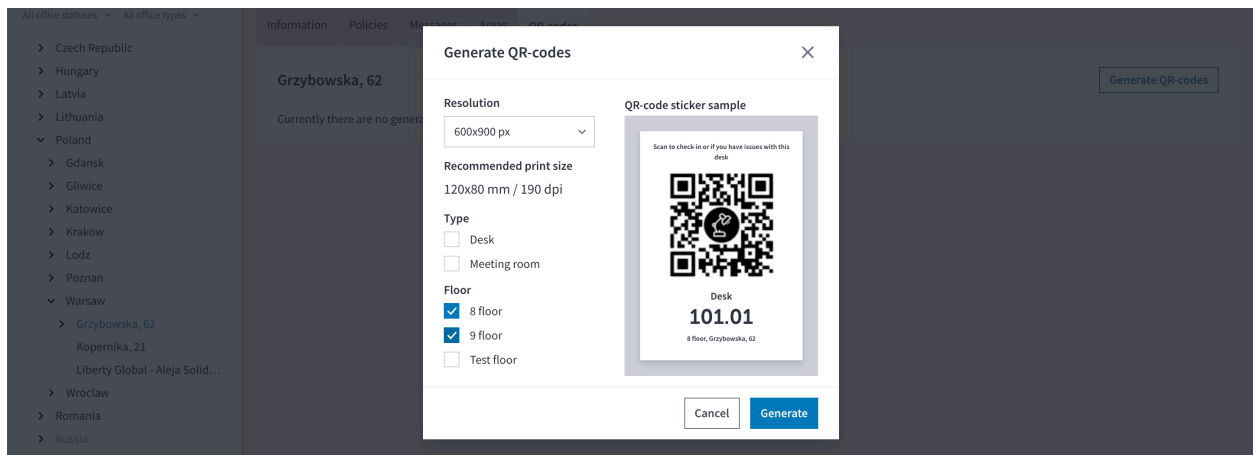
To generate QR codes:

1. Go to Administration and choose the office where QR codes need to be generated.
2. Go to "QR-codes" tab.
3. Click "Generate QR-codes" button.



4. Choose resolution, asset type(s) and floors for which QR codes need to be generated.
5. Click "Generate".

Note: note generation might take a couple minutes to complete. Reload the page to check if generation is completed.



6. Click "Download" when QR-code generation ends.

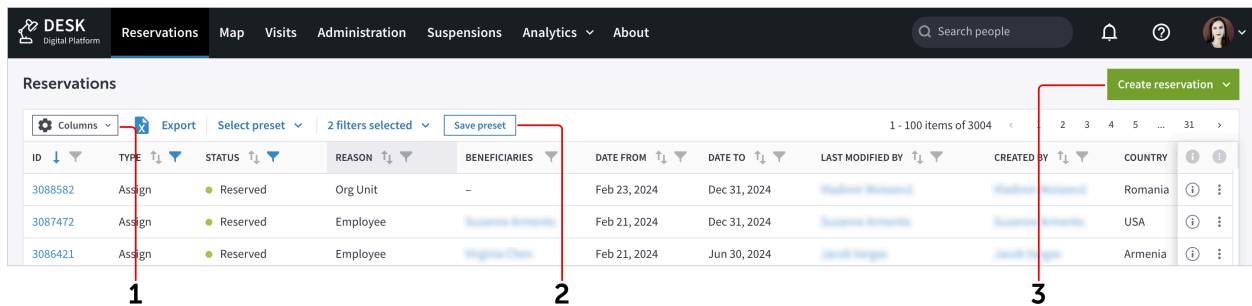
Note: notice that QR-codes download link will expire in a week. If that happened and you still need to download QR, you can repeat QR-codes generation process.

CHAPTER 13: Assignments & Reservations

VIEW LIST OF RESERVATIONS

Reservations tab allows managers to view and manage the list of reservations, create workplace assignments and export reservation reports.

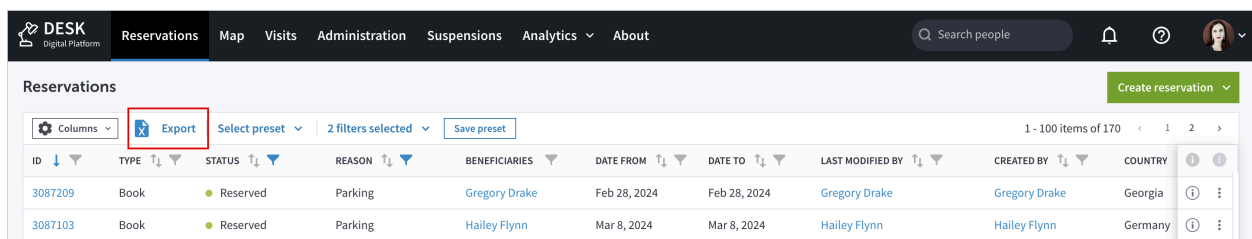
- A. Set up column filters to limit the number of displayed reservations.
- B. Save the filter configuration into filter preset to re-use this filter quickly next time you visit Reservations tab.
- C. "Create reservation" allows you to proceed to creation of different types of workplace assignments and reservations.



RESERVATION REPORT

Reservation report contains detailed info on reservations and assignments of different office assets in DESK.

To export reservation report set up necessary filters and click "Export" button in the top left part of the screen.



You can receive a special report specifically for parking spot reservations if you set "Reason" filter = "Parking". This will add additional columns in the report with detailed information on user vehicles used for booking.

ASSIGNMENTS

Assignments are a way for office managers to limit employees' ability to book workplaces or parking spots only to a limited group of people based on their project, org. unit or by direct assignment of a workplace to an individual employee. Each assignment can cover multiple desks / parking spots at the same time. Unlike regular reservations, assignments are active for a period.

Types of assignments:

Personal assignment: workplaces are assigned to one or several individual employees.

Project assignment: workplaces are assigned to teammates of one or several projects.

Org. unit assignment: workplaces are assigned to all employees from one or several org. units and all child org. units under them.

Block reservation: workplaces are blocked from booking until block reservation is cancelled or completed.

CREATING DESK / SPOT ASSIGNMENTS

Main things of assignment:

- Desks / spots assignment means one or more desks or spots are reserved for prolonged use by a person or a group of people.
- A group of people can be specified as an explicit list of people, organizational units, or projects. A place might be assigned to multiple groups or individuals at the same time.
- You can create a desks / spots assignment for individual, project, or organizational unit.
- Assignment is effective for period with / without end date.
- You need permission to create an assignment.
- Workplaces assigned to a group are eligible for arbitrary individual booking by any member of that group and not eligible for booking by anyone not pertaining to the group.

To create assigning of desks / spots:

1. Go to Reservations tab, click “Create Reservation” button, select “Assign desks / spots” from drop-down list to open create assign reservations page.

3. Select location address and floor in navigation breadcrumbs. Alternatively use “Search units” to find the required office.

4. Specify “Description” (optional).

5. Select type Project / Employee / Org Unit / Seniority level in the “Reason” field.

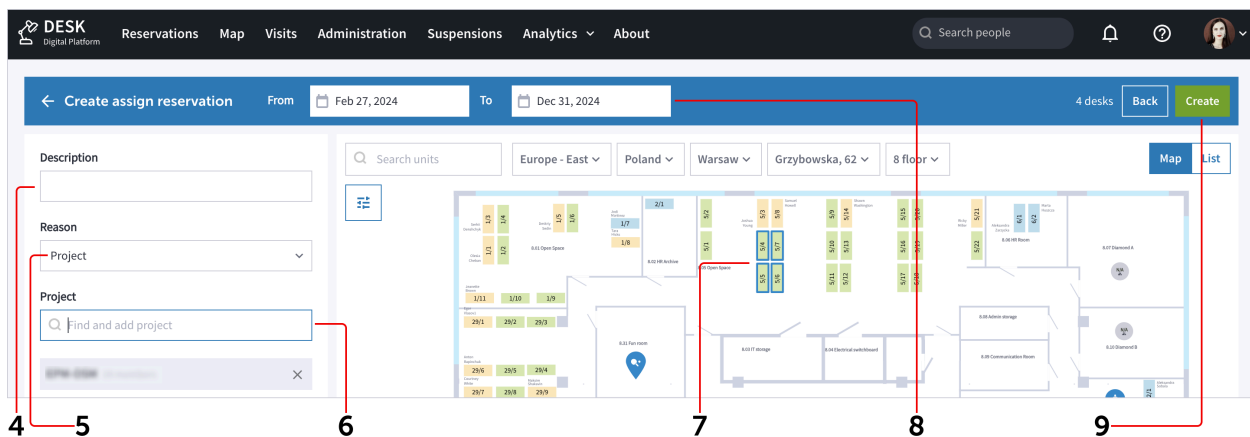
6. Specify project name / employee name / org. unit / seniority level in Search for projects.

7. Select workplaces on the floor map.

Note: available workplaces are highlighted with green color. Selected places will be highlighted with a blue line.

8. Select date.

9. Click “Create” button to confirm your reservation.



CREATING A BLOCKING RESERVATION

Blocking reservation means that one or more workplaces temporarily denoted as not eligible for use due to a specific reason, such as distancing or servicing.

To create blocking of places:

1. Go to “Reservations” tab.

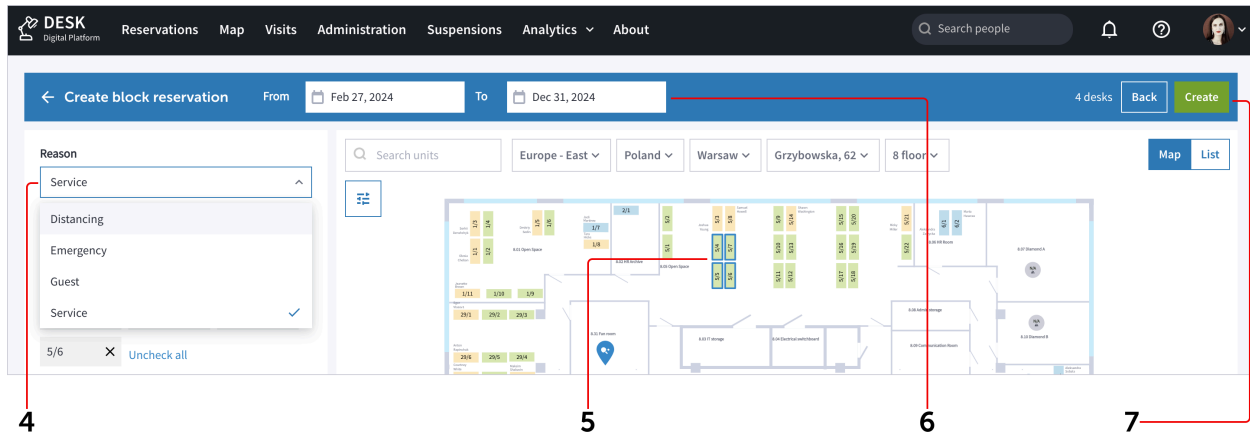
2. Click Create Reservation button, select Block Desks / Spots from the drop-down list to open Create block reservations page.

3. Select location address and floor in navigation breadcrumbs. Alternatively use Search units to find the required office.

4. Select Reason from the drop-down list on Create block reservation page.

5. Select places (multiple) from available on floor map, clicking on it, or check workplaces from reservation list.

6. Select date.
7. Click “Create” to confirm your block reservation.



MODIFYING A WORKPLACE ASSIGNMENTS

You can modify an assignment parameter such as assignment period, the participant list and place(s).

Only active reservations with status Assigned can be modified.

To edit assignments:

1. Go to Reservations tab.
2. Select required filtration criteria to find required assignment.
- 3.1. Click on reservation ID to open reservation details page, then choose “Edit reservation” option in “Actions” dropdown.
- 3.2. Alternatively, you can click on : menu and choose “Edit reservation”.
4. Modify reservation values if needed:
 - A. Delete / Modify Employee(s) / Project / Org. Unit in reservation details panel.
 - B. Update dates period in calendar.
 - C. Check / uncheck workplace(s).
 - D. Change description.
6. Click “Save” to save all changes.
7. Click “Cancel” to revert all changes.

CANCELLING A WORKPLACE ASSIGNMENTS

To cancel assignments:

1. Go to Reservations tab.
2. Select required filtration criteria to find required assignment.
- 3.1. Click on : and select “Cancel” option.

- 3.2. Or alternatively, click on reservation ID on Reservations tab and on the View assign page select “Cancel” option in ‘Actions’.
4. Click ‘Yes’ in system pop-up to confirm cancellation.

GUEST BOOKING

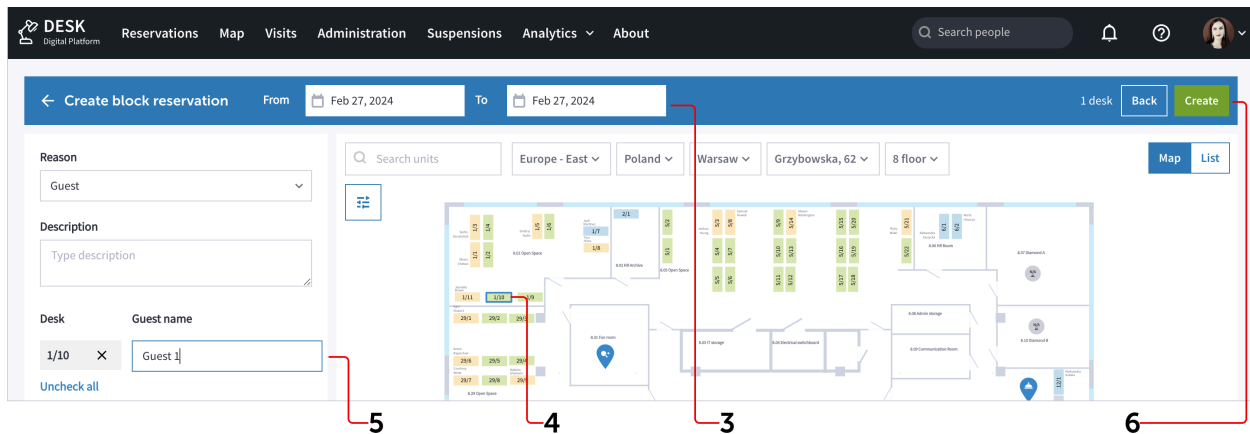
In DESK system you can reserve workplaces for visitors and office guests.

To create guest booking:

1. Go to Reservations tab.
2. click “Create Reservation” > “Create Guest Booking”.
3. Specify the period of the visit.
4. Choose one or several workplaces that you want to reserve for guests.

Note: If regular bookings of EPAM employees exist on specified dates for selected workplaces, those bookings will be cancelled when you save Guest booking.

5. Specify guest names or company name for each selected workplace.
6. Click “Create”.



Workplaces were reserved for guests for specified date period. You can now see those reservations on Map tab.

CHAPTER 14: Visitor Management System

VIEW LIST OF RESERVATIONS

Roles and Permissions

There are following users who can operate on Visits tab:

Visit Creator able to see /edit all visits that he created, independently from the visit office or special roles.

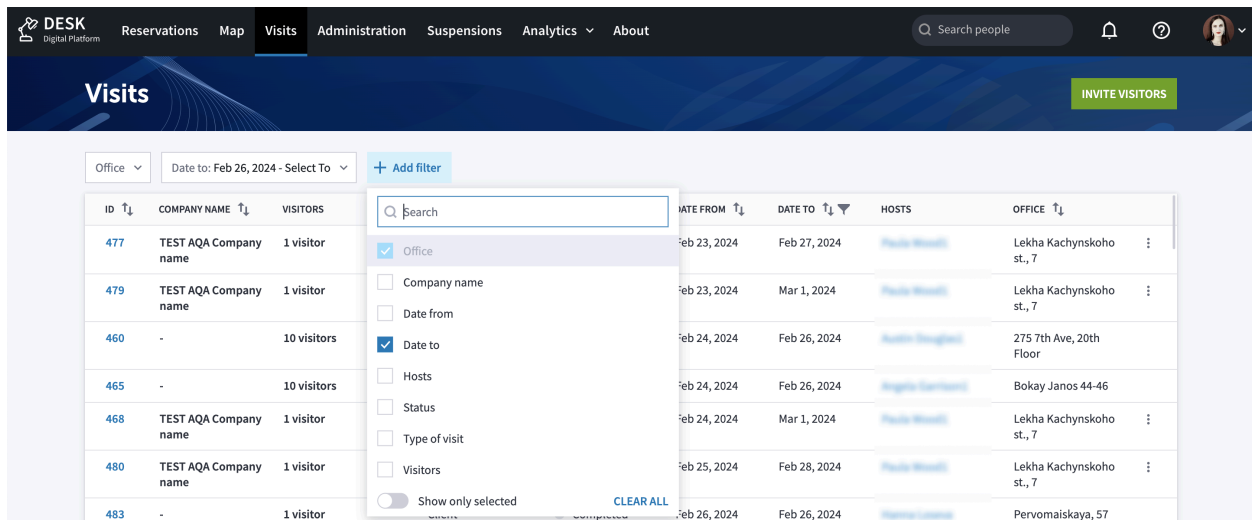
Visit Host able to see / edit all visits where he is the host, independently from the visit office or special roles.

Facility Manager/Space Manager able to see (without edit) visits only in their assigned offices.

Reception team able to see all visits across all EPAM offices.

VISITS DASHBOARD

To view list of visits, click on Visits tab in top menu. You can filter visits by following criteria: Office, Company name, Visit Date from, Visit Date to, Hosts, Status, Type of visit, Visitors.



View visit details

To view visit details, click visit row in Visits table. Visit details panel will open:
Here you can find the following info: Visit office / dates & time, Guest info, visit and guest status, Visit hosts, Requested visit services, Requested DESK bookings required for visit, Comment with additional info.

The screenshot shows the DESK Visits interface. The top navigation bar includes Home, Reservations, Map, Administration, Visits, Analytics, and About. The main content area displays a table of visits with columns for ID, Company Name, Visitors, Type of Visit, Status, Date From, and Date To. A detailed view for visit 153423 is open on the right, showing information such as 'Created by' (Annette Black), '7 visitors' (In progress), 'Company name' (Beinford Ltd.), 'Type of visit' (Client), and 'Purpose of visit' (Client visit). It also lists 'Visitors Today' (Darell Steward), 'Location & date of visit' (University Dr., 431, Newtown, PA, USA, Aug 14-15, 2023), 'Hosts' (Annette Black, Administrative Manager; Jacob Jones, Chief Facility Specialist), and 'Bookings in Desk tool' (Desk). A 'More about visit' section includes buttons for 'Access card', 'Wi-Fi', and 'Order lunch'.

ID	COMPANY NAME	VISITORS	TYPE OF VISIT	STATUS	DATE FROM	DATE TO
12345	Acme Co.	Kathryn Murphy	Client	In progress	Aug 14, 2023	Aug 14, 2023
12348	Beinford Ltd.	Darell Steward	Client	In progress	Aug 14, 2023	Aug 15, 2023
12346	Google	2 visitor	Client	Upcoming	Aug 15, 2023	Aug 15, 2023
12347	-	Cameron Williamson	External employee	Upcoming	Aug 15, 2023	Aug 15, 2023
12348	Beinford Ltd.	Darell Steward, Eleanor Pena + 2 more	Client	Upcoming	Aug 15, 2023	Aug 18, 2023

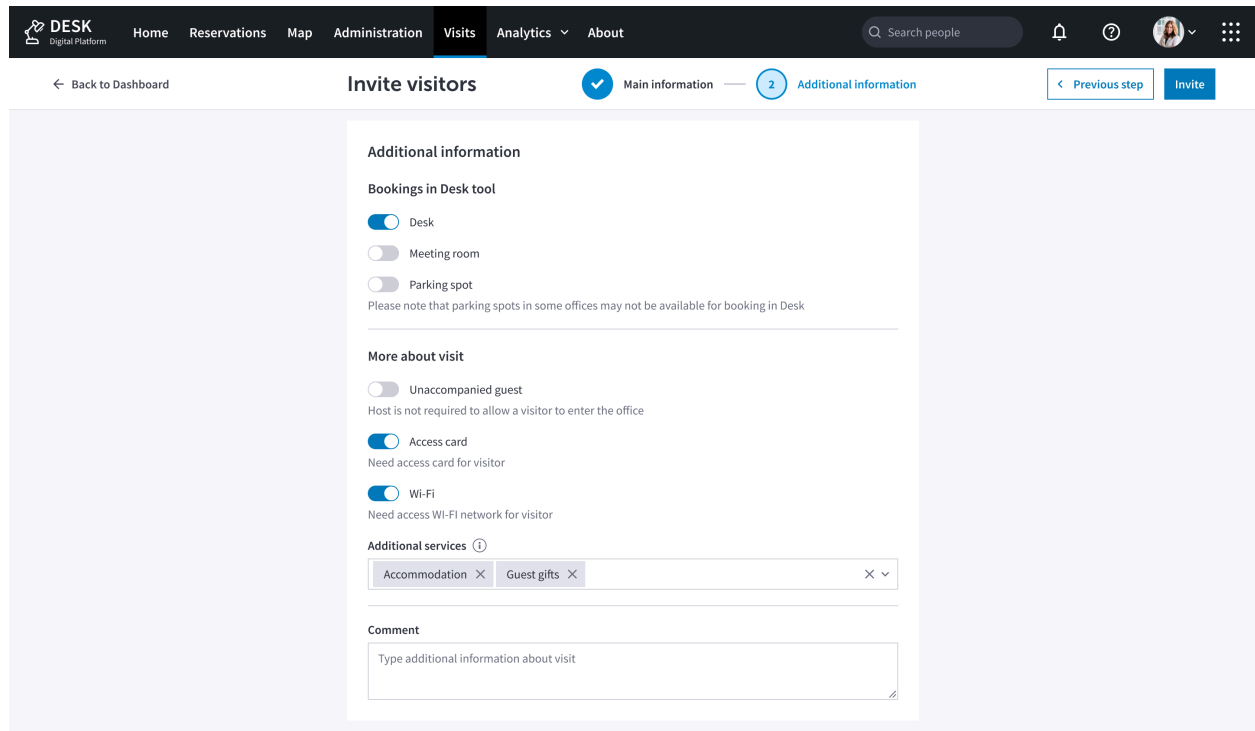
CREATE GUEST VISIT

To create guest visit, on Visits tab in top menu, click Invite visitors. After opening Visit creation form:

A. Fill out essential information about the visit (Main visit information).

The screenshot shows the 'Invite visitors' form in the DESK system. The form is divided into two steps: '1 Main information' and '2 Additional information'. The 'Main information' section includes fields for 'Type' (Client), 'Purpose of visit' (Client visit), 'Company name' (AMSH-group), and 'Number of visitors' (1). There is a toggle for 'Add visitor information' which is currently turned on. Below this, there are fields for 'Visitor name*' (Ronald Richards) and 'Email' (ronald_richards@company.com). The form also includes a 'Back to Dashboard' link, a 'Next step >' button, and an 'Invite' button.

- B. Enter additional requirements / services needed to support the visit (Additional visit info).
- C. Specify if any workplace booking in DESK application is required for this visit (Bookings in Desk tool).
- D. Specify additional conditions / requests for the visit (More about visit).



EDIT GUEST VISIT

To edit a visit in "Upcoming" status:

1. open Visits tab.
2. click visit row in Visits table.
3. click "Edit" action.
4. In the Visit Editing form, update needed details and click "Save".

CANCEL GUEST VISIT

To cancel a visit:

1. Open Visits tab.
2. Click visit row in Visits table.
3. Click : ("More" menu).
4. Click Cancel visit.

MANAGE VISIT AND GUEST STATUS

Statuses allow reception team members to indicate when the visit has started, as well as the arrival of individual guests to your company offices.


There are 2 separate statuses:

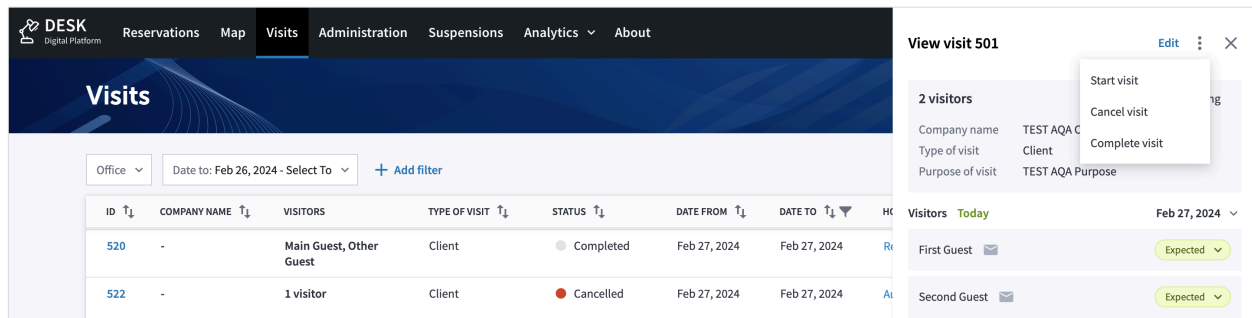
- Status of the guest visit: upcoming, in progress, cancelled, completed.
- Status of each individual guest: expected, in office, cancelled, completed.

Guest and visit statuses are interconnected. Examples of automated rules include following cases:

- When you change the status of the first visitor to "In office", the visit will receive "In progress" status.
- Once all visitors receive either "cancelled" or "in progress" status, the entire visit will receive "completed" status.
- If all guests on the visit are cancelled, the visit as a whole receives "cancelled" status, etc.

To change Visit status:

- Go to "Visits" tab.
- Find the guest visit in the Visits table.
- Click  at the end of visit line or in visit details panel and click new visit status.



ID	COMPANY NAME	VISITORS	TYPE OF VISIT	STATUS	DATE FROM	DATE TO	HC
520	-	Main Guest, Other Guest	Client	Completed	Feb 27, 2024	Feb 27, 2024	Rt
522	-	1 visitor	Client	Cancelled	Feb 27, 2024	Feb 27, 2024	Al

View visit 501 Edit Close

2 visitors

Company name: TEST AQA C
Type of visit: Client
Purpose of visit: TEST AQA Purpose

Start visit
Cancel visit
Complete visit

Visitors Today Feb 27, 2024

First Guest Expected

Second Guest Expected

To change Guest status:

Prerequisite: you can change statuses of individual guests only for guest visits that have "Add visitor information" option enabled.

- Go to "Visits" tab.
- Click on the guest visit in the Visits table.
- In the "Visitors" section choose an appropriate date for the new guest status (skip for 1-day visits).

- Choose the guest from the list.
- Click on the status dropdown and choose a new status of the guest.

The screenshot shows the DESK Digital Platform interface. The top navigation bar includes 'Reservations', 'Map', 'Visits', 'Administration', 'Suspensions', 'Analytics', and 'About'. A 'Ukraine office status' button is visible. The main header is 'Visits'. Below it, there are filters for 'Office' and 'Date to: Feb 26, 2024 - Select To', along with an 'Add filter' button.

ID	COMPANY NAME	VISITORS	TYPE OF VISIT	STATUS	DATE FROM	DATE TO	HC
520	-	Main Guest, Other Guest	Client	Completed	Feb 27, 2024	Feb 27, 2024	Rt
522	-	1 visitor	Client	Cancelled	Feb 27, 2024	Feb 27, 2024	At
524	-	1 visitor	Client	Completed	Feb 27, 2024	Feb 27, 2024	At
529	-	1 visitor	Client	Completed	Feb 27, 2024	Feb 27, 2024	Rt
486	TEST AQA Company name	1 visitor	Client	Upcoming	Feb 27, 2024	Mar 4, 2024	Di
501	TEST AQA Company name	First Guest, Second Guest	Client	Upcoming	Feb 27, 2024	Feb 29, 2024	M
506	TEST AQA Company name	First Guest, Second Guest	Client	Upcoming	Feb 27, 2024	Feb 29, 2024	Et

The right-hand side shows a detailed view for 'View visit 501'. It includes a summary of '2 visitors' (Upcoming), company name 'TEST AQA Company name', type of visit 'Client', and purpose 'TEST AQA Purpose'. Below this, there are sections for 'Visitors Today' (Feb 27, 2024) with a dropdown menu for 'Expected' status, 'Location & date of visit' (Lekha Kachynskoho st., 7, Odesa, Ukraine, Feb 27 - 29, 2024), 'Hosts' (Marvin Pierce1, Software Testing Engineer), and 'Bookings in Desk tool' (Information is not provided in the request).