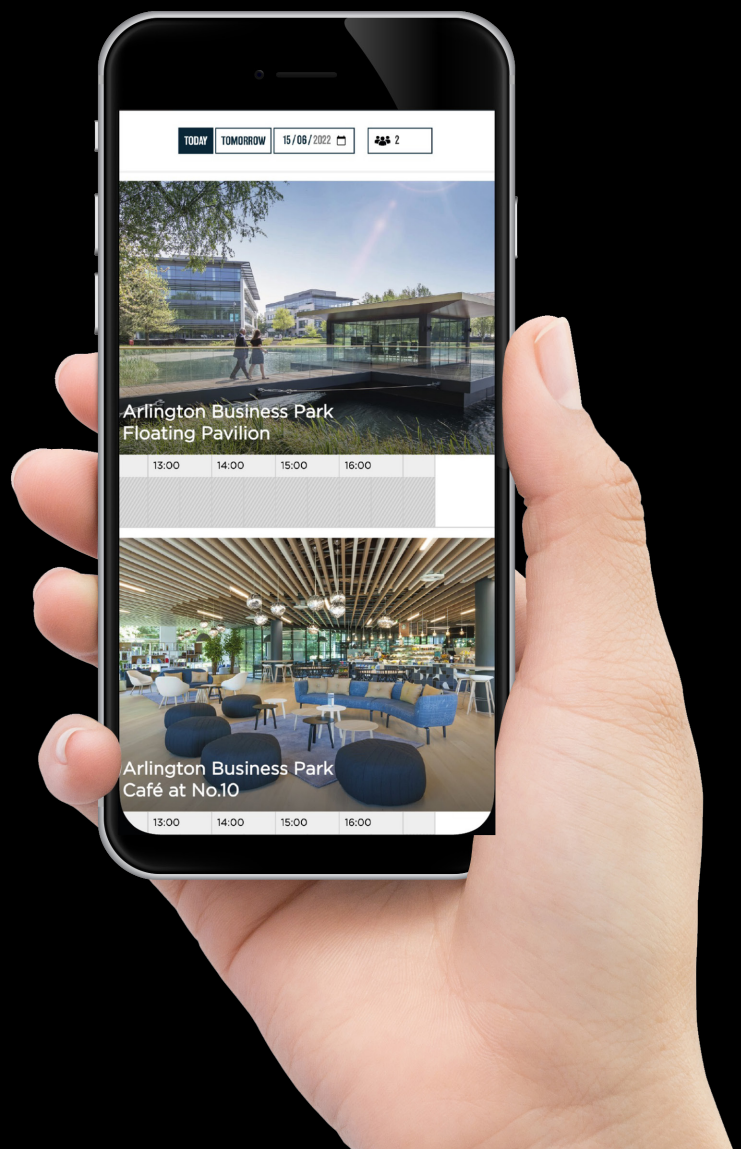
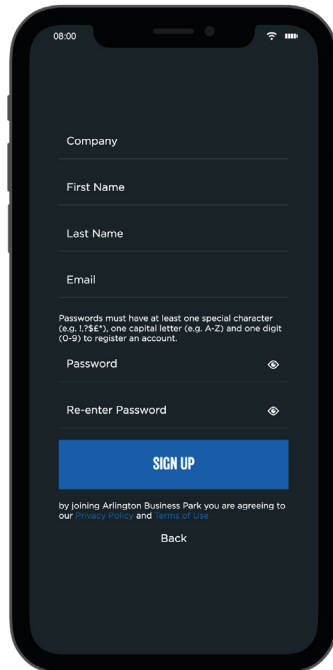


# ARLINGTON BUSINESS PARK

## APP USER GUIDE

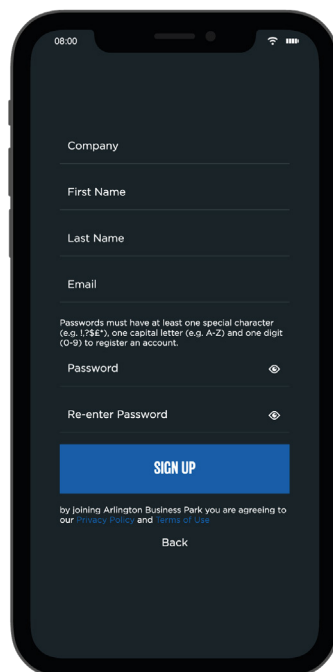


## DOWNLOAD THE APP - APPLE



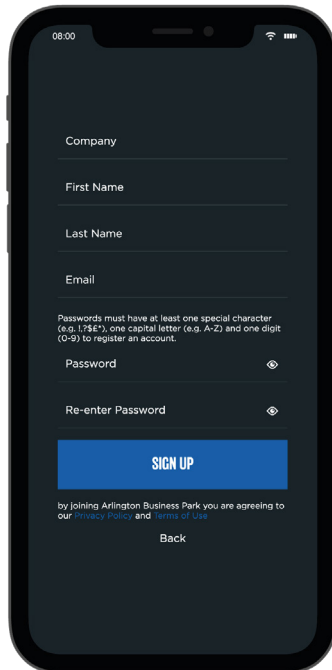
- Head to the App Store on your iPhone
- Search Arlington Business Park
- Click 'GET' to download
- The app will then appear on your homepage ready to set up

## DOWNLOAD THE APP - ANDROID



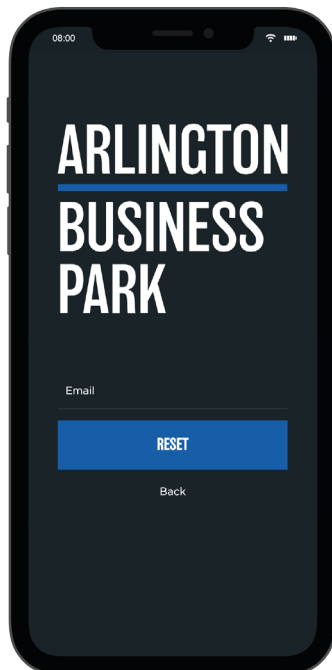
- Head to the Google Play
- Search Arlington Business Park
- Click INSTALL to download
- The app will then appear on your homepage ready to set up

## APP LOGIN SCREEN – REGISTER INFORMATION

A screenshot of a mobile app registration screen. The screen has a dark blue background. At the top, there's a status bar showing '08:00'. Below it, there are input fields for 'Company', 'First Name', 'Last Name', and 'Email'. Under the 'Email' field, there's a note: 'Passwords must have at least one special character (e.g. !, \$, %, ^, & etc.), one capital letter (e.g. A-Z) and one digit (0-9) to register an account.' Below this is a 'Password' field with an eye icon to toggle visibility, followed by a 'Re-enter Password' field with a similar eye icon. A large blue button labeled 'SIGN UP' is centered below the password fields. At the bottom, there's a line of small text: 'by joining Arlington Business Park you are agreeing to our Privacy Policy and Terms of Use', and a 'Back' link.

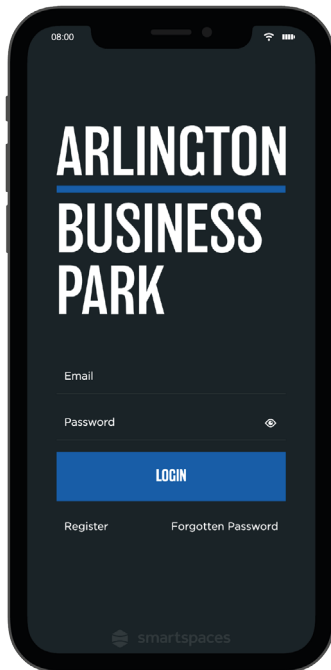
- Open the app – the details you will need to enter are - company, first name, surname, email address and to create and confirm a password.
- Once you have registered you need to confirm your email address on your emails.
- You will then either be automatically granted access to the app or need to wait for and admin to approve your access to the app, you will receive an email once you have been granted access to the app.

## APP LOGIN SCREEN – FORGOTTEN PASSWORD

A screenshot of a mobile app screen for forgotten passwords. The screen has a dark blue background. At the top, there's a status bar showing '08:00'. Below it, the 'ARLINGTON BUSINESS PARK' logo is displayed in white, with 'ARLINGTON' and 'BUSINESS' on one line and 'PARK' on the next line, separated by a horizontal line. Below the logo is an 'Email' input field. Underneath the input field is a blue button labeled 'RESET'. At the bottom, there's a 'Back' link.

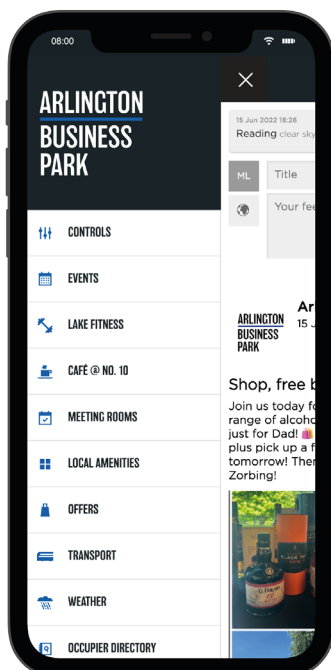
- If you have forgotten your password, it happens to us all, click on the 'Forgotten Password' button located at the bottom right of the screen. Enter your email address that your account is registered with and then follow the process in the email.
- Once your new email is confirmed you should be able to log into the app.

## LOGIN



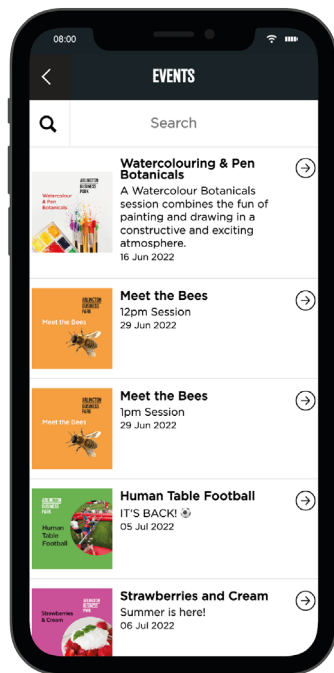
- To start, enter your email address and password created upon registration.

## NAVIGATION MENU



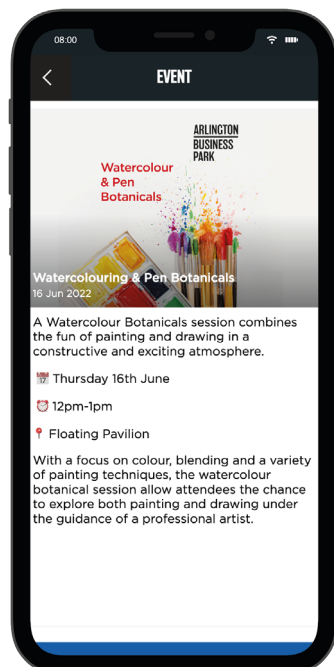
- Controls – building specific
- Events
- Lake Fitness
- Café @ No. 10
- Meeting Rooms
- Local Amenities
- Offers
- Transport
- Weather
- Occupier Directory
- Maintenance Support
- Chat
- Contacts
- Documents
- Settings
- Logout

## EVENTS



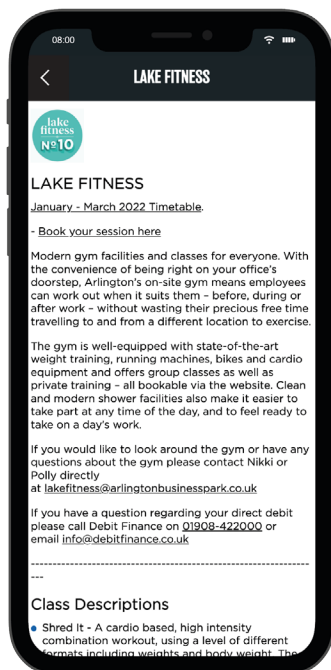
- Clicking on the events tab will take you to a list of current and future events happening at Arlington Business Park.

## EVENT INFORMATION



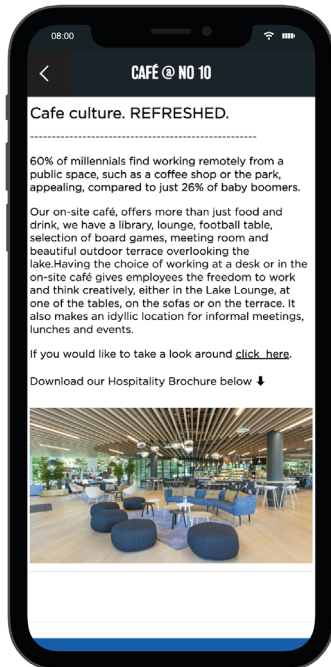
- Click on an event to find out more information including date, time, and location, you'll be able to book a space (if necessary). Please note if you can't click the reserve button this means that the event is at full capacity. If there is no button to click, then this is a turn up and no need to book event.

## LAKE FITNESS



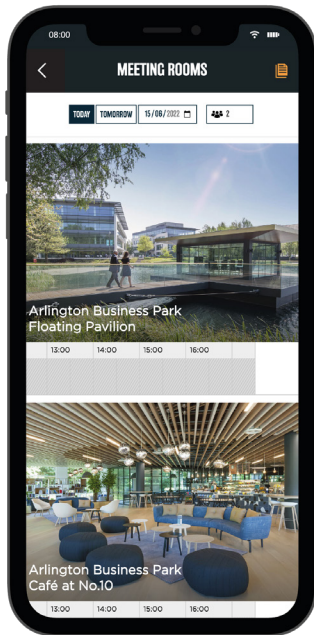
- The Lake Fitness page lets you know information about fitness classes at Arlington Business Park. We even have some links for timetables included on this page and class descriptions.

## CAFÉ @ NO.10



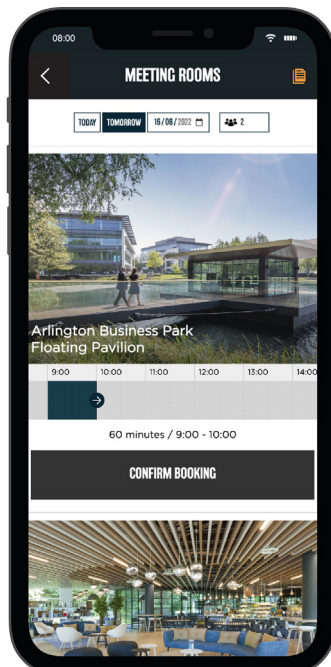
- The Café @ No. 10 page lets you know about our on-site café at Arlington Business Park. This includes facilities, facts, and our downloadable brochure for more information.

## MEETING ROOMS



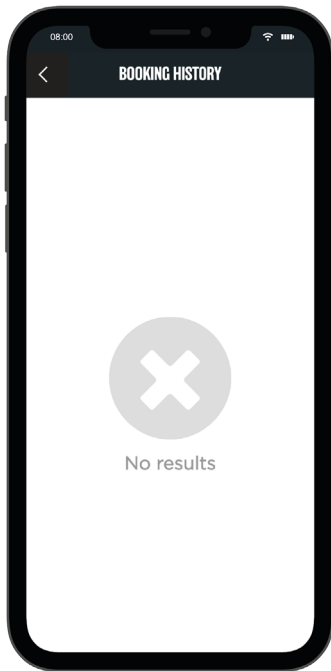
- Here at Arlington Business Park, we have a range of meeting rooms available for you to book These include: The Floating Pavilion, room within Café @ No.10 and our Flex meeting room (This meeting room is only bookable for Flex customers – any meeting rooms made by non-flex customers will be cancelled).

## MEETING ROOMS – BOOK A TIMESLOT



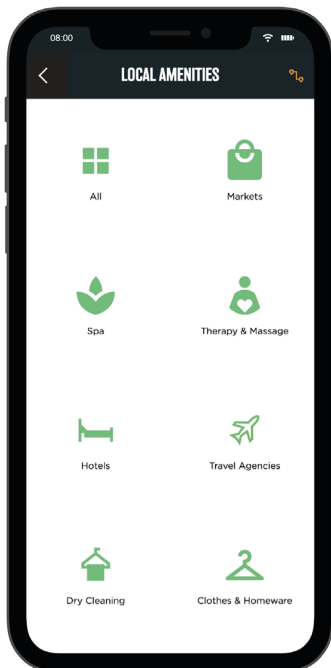
- To book a meeting room:
  - a. Click on the time slider on your mobile device
  - b. Pull the blue bar to the length of time you wish to book for (minimum is 30 minutes)
  - c. Click 'Confirm Booking'
  - d. Click 'OK'
  - e. You will receive a confirmation email from your booking

## MEETING ROOMS – CANCEL BOOKING



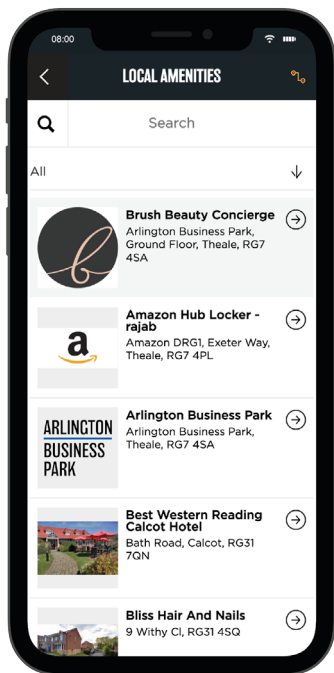
- On the Meeting Rooms page, in the app, click on the orange icon in the top right-hand corner. Find the booking you wish to cancel and click 'Cancel' then click 'OK'.

## LOCAL AMENITIES - CATEGORIES



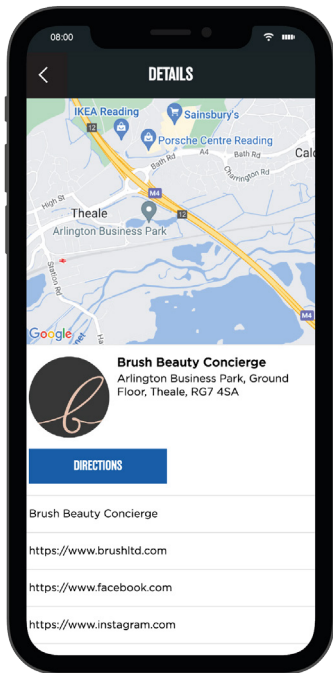
- The local amenities page shows you a range of amenities on-site and in the area including local hotels, retails and more. Simply select a category, select an amenity, and view its location, opening times and more.

## LOCAL AMENITIES - CATEGORY LIST



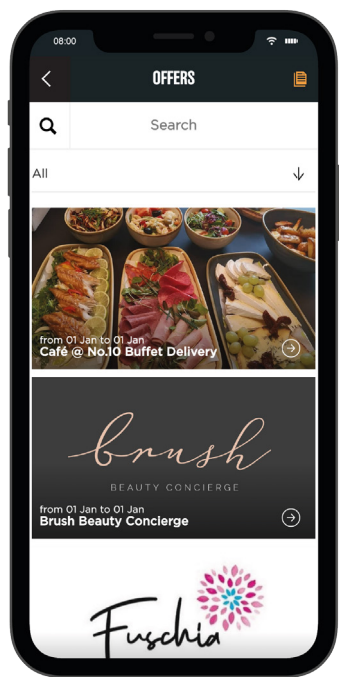
- Clicking on a category will bring up a list of amenities.

## LOCAL AMENITIES - CATEGORY LIST



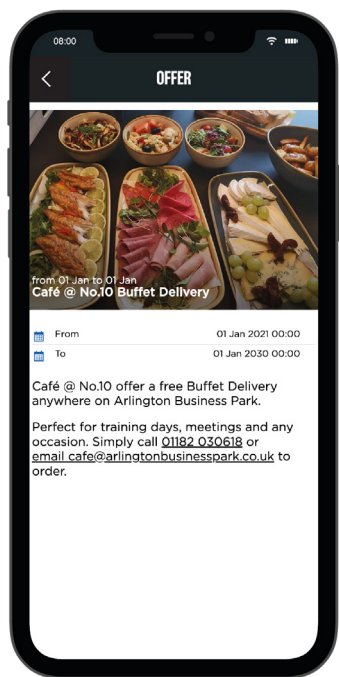
- Clicking on an amenity in the list will take you through to view more details, such as directions, opening time and more. Clicking on the 'Directions' button will open google maps so you can direct yourself to the amenity.

# OFFERS – OFFER LIST



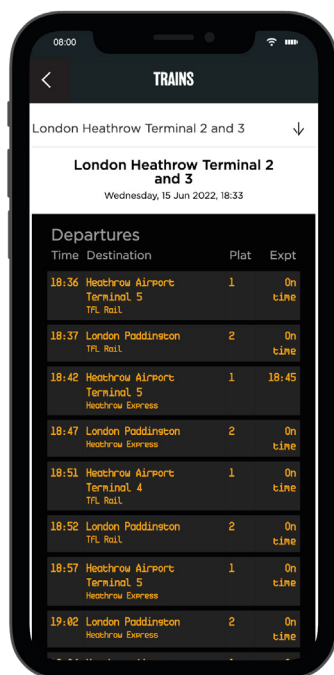
- When you first open the offers page you will see all offers from local businesses, stores and more, exclusively for Arlington Business Park tenants only.

# OFFERS – OFFER INFORMATION



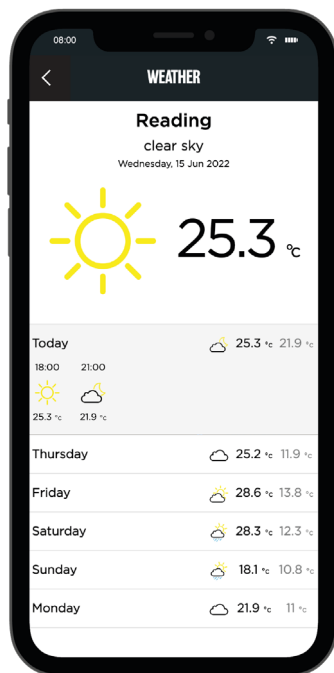
- Clicking on an offer in the list will take you through to the details page where you can see more information about the offer – including phone number, website, email address and discount.

## TRANSPORT - LOCAL TRAVEL TIMES



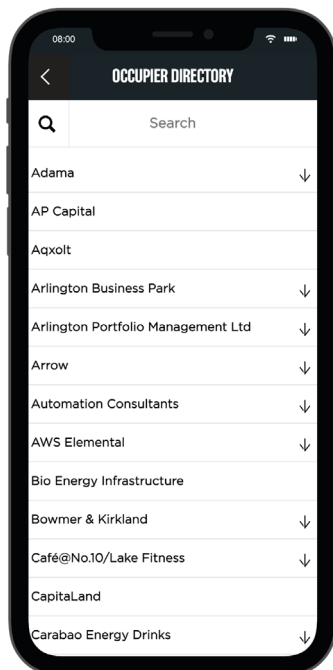
- The transport page shows your local travel information for Trains, Traffic Alerts and Airports. Select a category, choose from added train stations or airports to find out their running times.
- You can also choose to receive Traffic alerts.

## WEATHER - LOCAL WEATHER



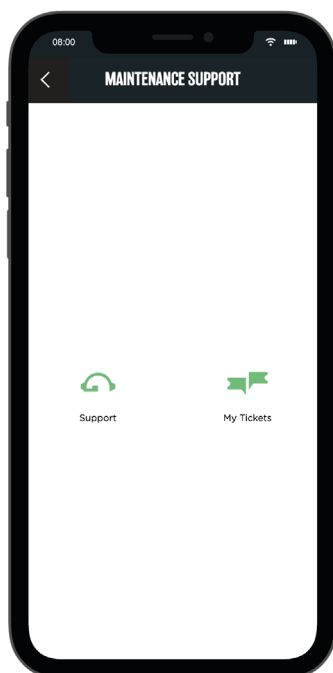
- Weather shows you real time forecast for the Reading area.

## OCCUPIER DIRECTORY



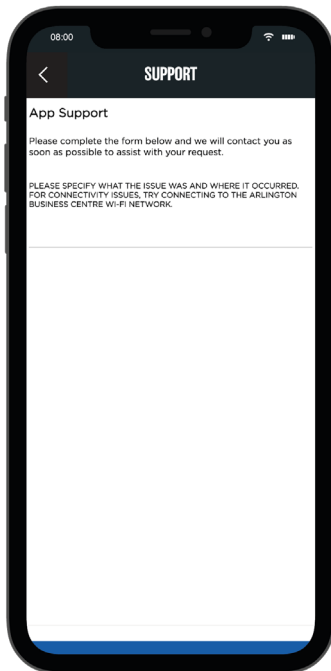
- The 'Occupier Directory' shows you the occupiers who are located at Arlington Business Park. Clicking on an occupier opens up details such as address, description, contact information and more.

## MAINTENANCE SUPPORT – SUBMIT A TICKET



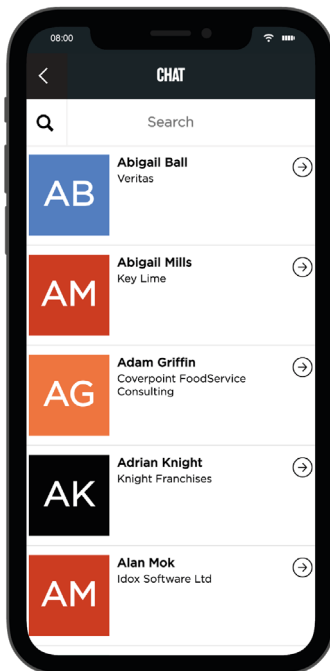
- Click on the 'Maintenance Support' tab in the app navigation then click on 'Support' and select either 'App Support' or 'Building Support'. Fill in all details and click submit.
- Please note – building support is for support involving your building and app support is specifically for the app.

## MAINTENANCE SUPPORT – SUBMIT A TICKET



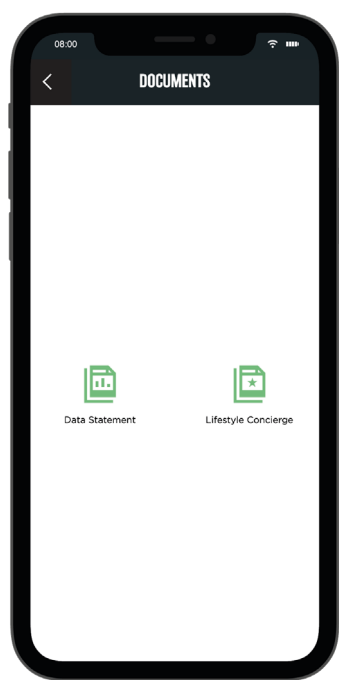
- Click on the 'Maintenance Support' tab in the app navigation then click on 'Support' and select either 'App Support' or 'building Support'. Fill in all details and click submit.
- Please note – building support is for support involving your building and app support is specifically for the app.

## CHAT



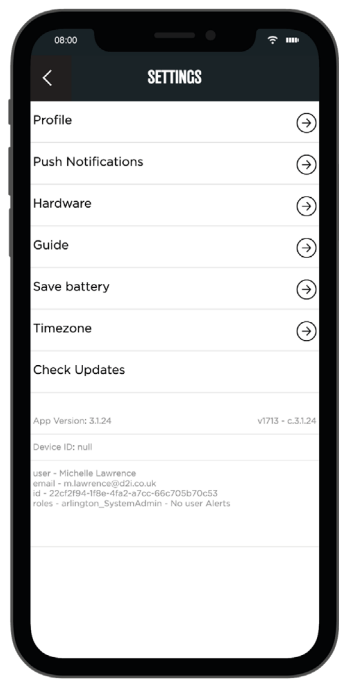
- The chat section of the app allows you to talk to any of the listed users.

# DOCUMENTS



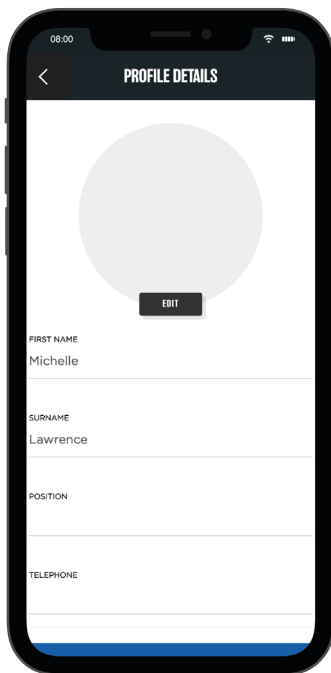
- The ‘Documents’ section of the app shows you documents for the building at Arlington Business Park. You can download and read documents that are made available for you.

# SETTINGS - OVERVIEW



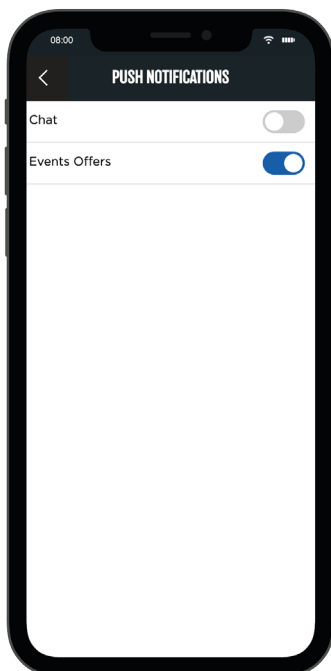
- The main settings page of the app lists: Profile, Push Notifications, Hardware, Guide, Save Battery, Timezone, Check Updates.
- You can also see the current version of the app that you have and your details at the bottom of the screen.

## SETTINGS - PROFILE



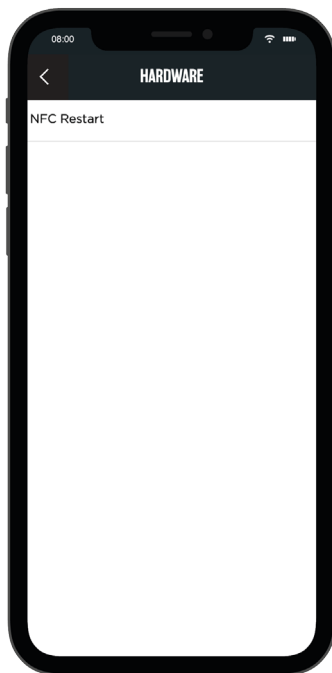
- Clicking on the 'Profile tab allows you to enter your 'Details', change your password via 'Change Password' and hide your profile in the app via the 'Hidden Profile' toggle.

## SETTINGS - PUSH NOTIFICATIONS



- This page allows you toggle on/off push notifications for the chat feature & offers, events and social wall posts.
- Ensure these are on to find out about the latest events happening on the Park.

## SETTINGS - HARDWARE



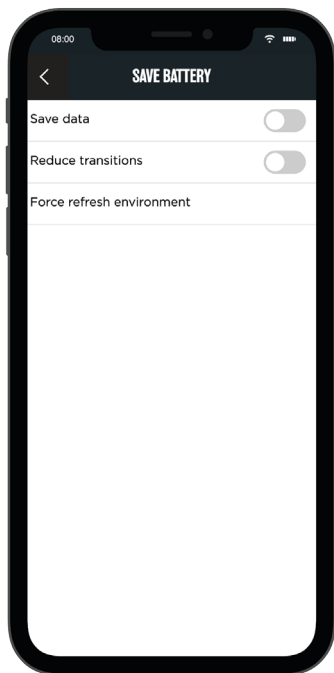
- For phones that have NFC capabilities, usually 2017 onwards, this page allows you to restart the NFC in the app. You will also need to ensure NFC is given in your phone settings for the app.

## SETTINGS - GUIDE



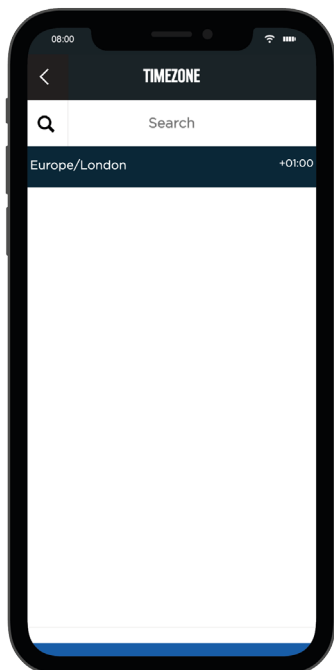
- The guide is what users first see when they open the app. It is also in the settings for you to view again whenever you need to.

## SETTINGS – SAVE BATTERY



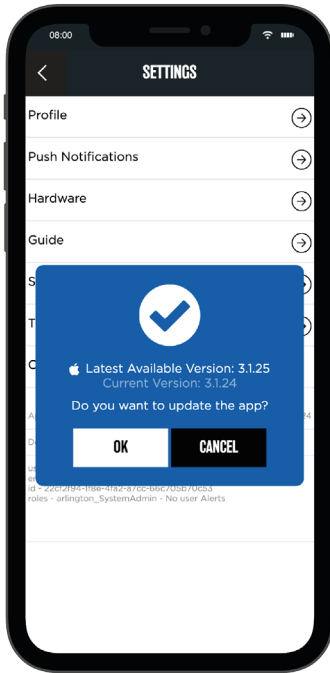
- This page allows you to enable battery saving features through the toggles for 'Save Data', 'Reduce Transitions' and 'Force refresh environment'.

## SETTINGS - TIMEZONE



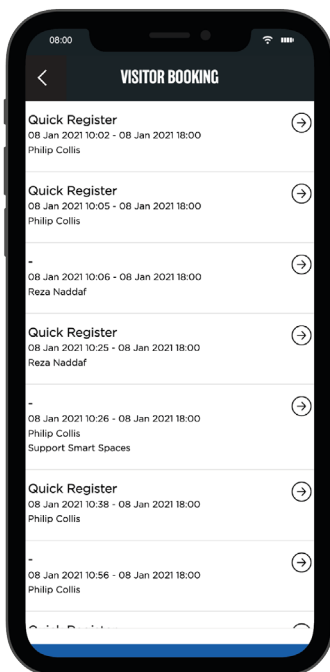
- If you notice any time issues, check that the correct timezone is selected and click 'Update TimeZone'.

## SETTINGS - CHECK UPDATE



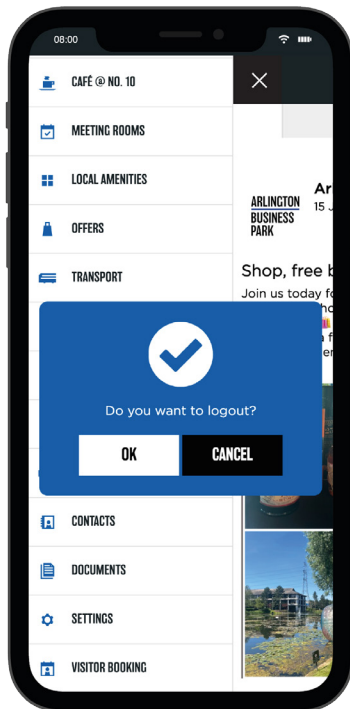
- Clicking on this will load a pop-up displaying your current version and the latest available version of the app. If your app version does not match the 'Latest Available Version' please update the app.
- Some app functionality might not work if you have an outdated version of the app so, please ensure you have the latest app version before contacting support.

## SETTINGS - VISITOR BOOKING



- The visitor booking page is only available to admins. It allows admins to book visitors for a meeting.

## APP MENU - LOGGING OUT



- Logout, does what it says on the tin, logs you out of the app.

Before reporting any problems, please check the settings in the app for your current version. Ensure this is the same as the most recent version in the App store. Restart Device and re-install App to fix errors (Clears local device cache and ensures most recent release).

**Minimum Device OS Compatibility:  
Android 6 and iOS 12**

Devices before 2017 are **NOT** always supported due to outdated technology.

If you are experiencing any issues with the app or need further support please email:

**[support@smartspaces.app](mailto:support@smartspaces.app)**

Thank you.