MyLobby

# HOTELING APP USER GUIDE

**MyLobby**

1-866-636-0636
mylobby.co

## Introduction

The MyLobby Hoteling App is the solution that empowers your team to book their office space right from your mobile phone. Your organization can maximize office space and occupancy utilization. It also ensures everyone entering your building is compliant with all post-Covid protocols. With MyLobby your team will be able to:

- Avoid back-and-forth emails with your office manager to book your hot desk
- Coordinate and collaborate with colleagues to arrange Hot Desking Booking proximity
- Invite colleagues to your meetings
- Include virtual meeting links like Zoom or Teams to your bookings
- Easy QR code sign-in
- Adhere to occupancy restrictions like social distancing
- Book hot desk from floor plan view
- Incorporate health screening
- Incorporate noncompliance Instant notifications

## Compatibility

MyLobby Hoteling app is compatible with all mobile devices. Below is a condensed list of compatible devices.

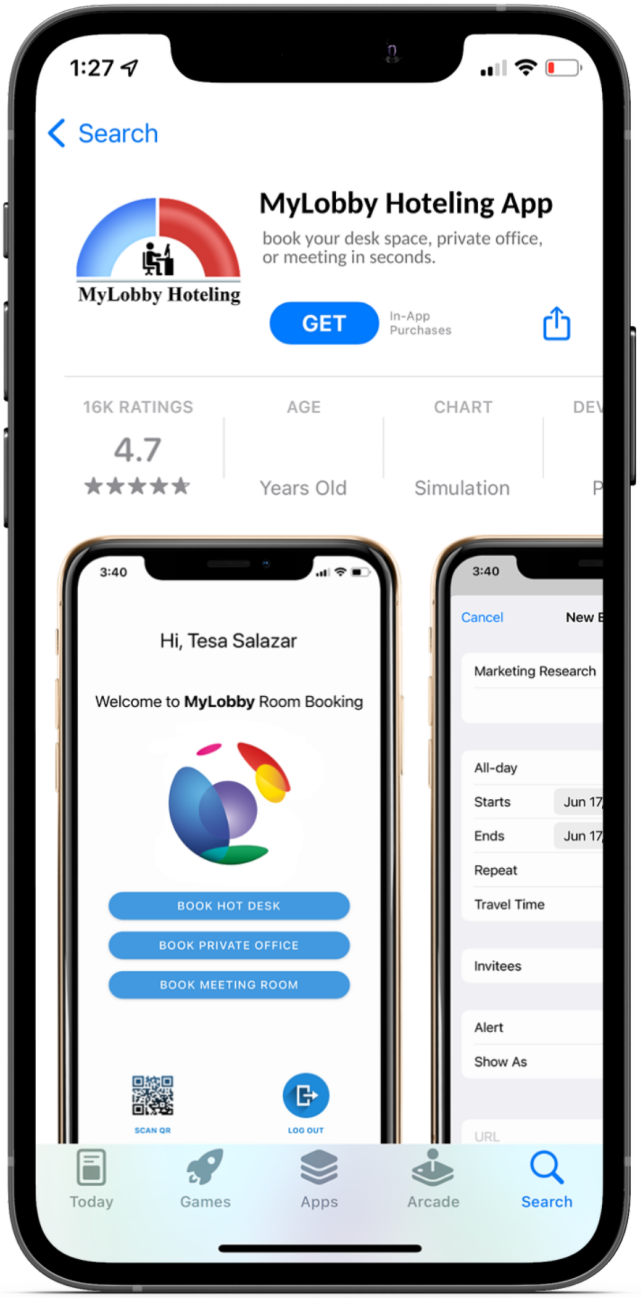
- Android phones
- Android tablets
- iPhone
- iPad

## Help

Any questions, concerns, or issues regarding the app may be resolved by contacting the MyLobby support team. Send an email to MyLobby's customer service department or visit www.mylobby.co to get support. Users may also contact our support team by phone or direct email:

- accounts@my-media.tv
- 1-866-636-0636

# PART I - APP INSTALLATION




**For Apple Devices:**

Search for "**Mylobby Hoteling**" in the App Store. Click the blue "Install" button to download the app on your device.

**For Android Devices:**

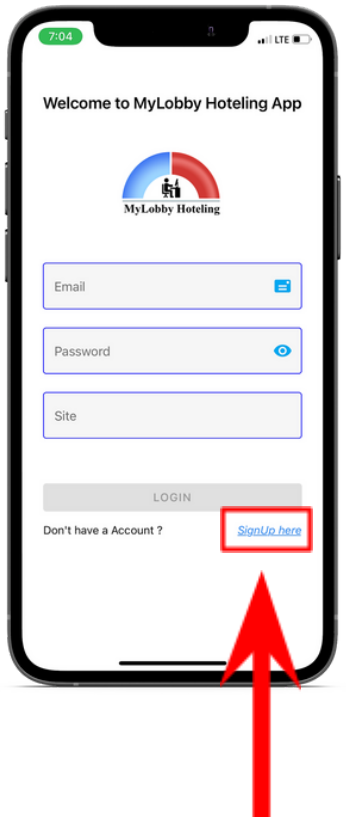
Search for "**Mylobby Hoteling**" in the Google Play Store. Click the blue "**Install**" button to download the app on your device.

# PART II - SIGNING UP and SIGNING IN

## II - A. Signing Up - for Admins

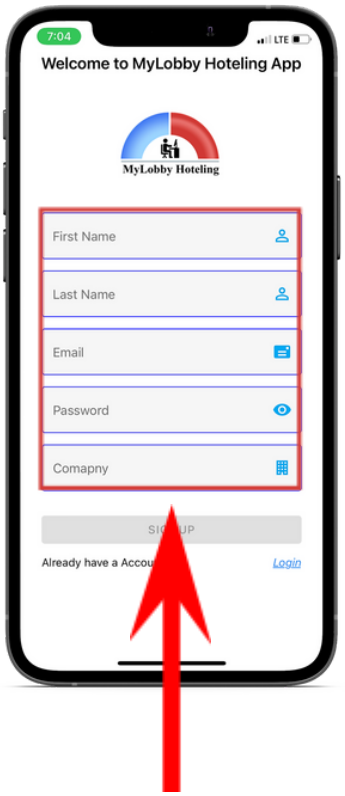
1. Once the app has been installed, open it. On the homepage, click on the "**Sign Up**" button.
2. Now, populate the fields on the sign up page. Then click "**SIGNUP**". An email will be sent to the email address you used when you signed up.

**LOGIN PAGE**




Upon opening the app, you will see the login page Click on the “Sign Up here” button highlighted in red rectangle above to go to the Sign Up page.

**SIGNUP PAGE**




Once you are on the Sign Up page, enter your First Name, Last Name, Email Address, Password, and Company Name on the fields above. Click the purple “Sign Up” button once you are

3. You will receive an email that looks like the one below. Take note of the "**Site ID**" from **Step #1** (highlighted in red below). Then, click on the **one-time activation link** in **Step #2** (highlighted in blue below).

Your account has been successfully created!

TWO MORE STEPS ARE REQUIRED

1. Log into the MyLobby Hotelling app on your mobile device with the same email and password you used to sign up along with your site ID: **1655202529471**

2. Click the link to sign into the MyLobby office Hoteling Booking Dashboard. With this l http://eme.my-lobby.com/api/users/activation/t8J788vcLG

Once you log in to the mobile app, you will see a sample floor room, meeting rooms, and hot desks. This sample office environment will immediately allow you to experience booking your hot desk or meeting rooms. You can then delete those items and add your floor plan, meeting rooms, offices, and hot desks.

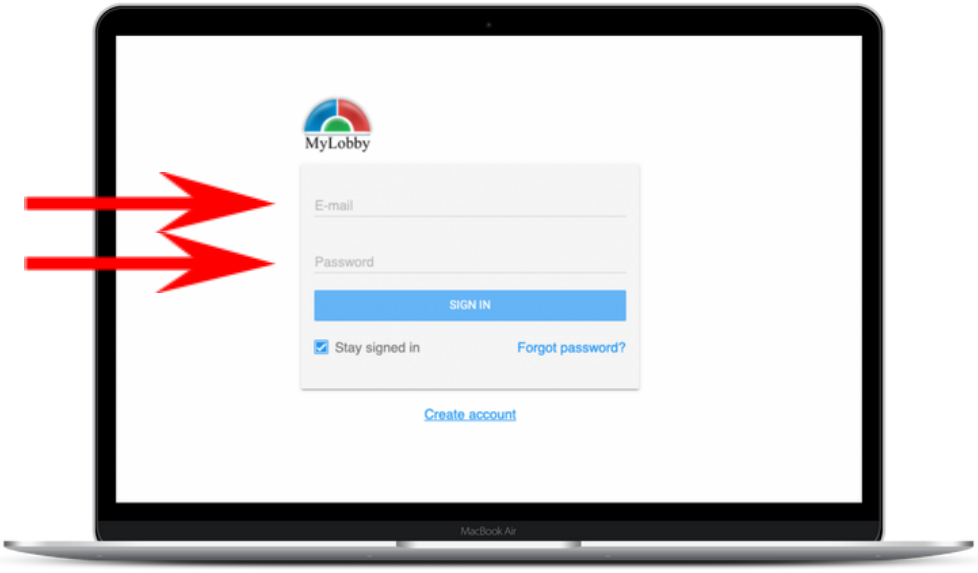
For further instructions, go on this onboarding link . This will give you a step-by-step guide with our manual and videos.

Thank you for the opportunity, and we look forward to being your partner and making the hybrid workplace a seamless experience for your Automate Workflow

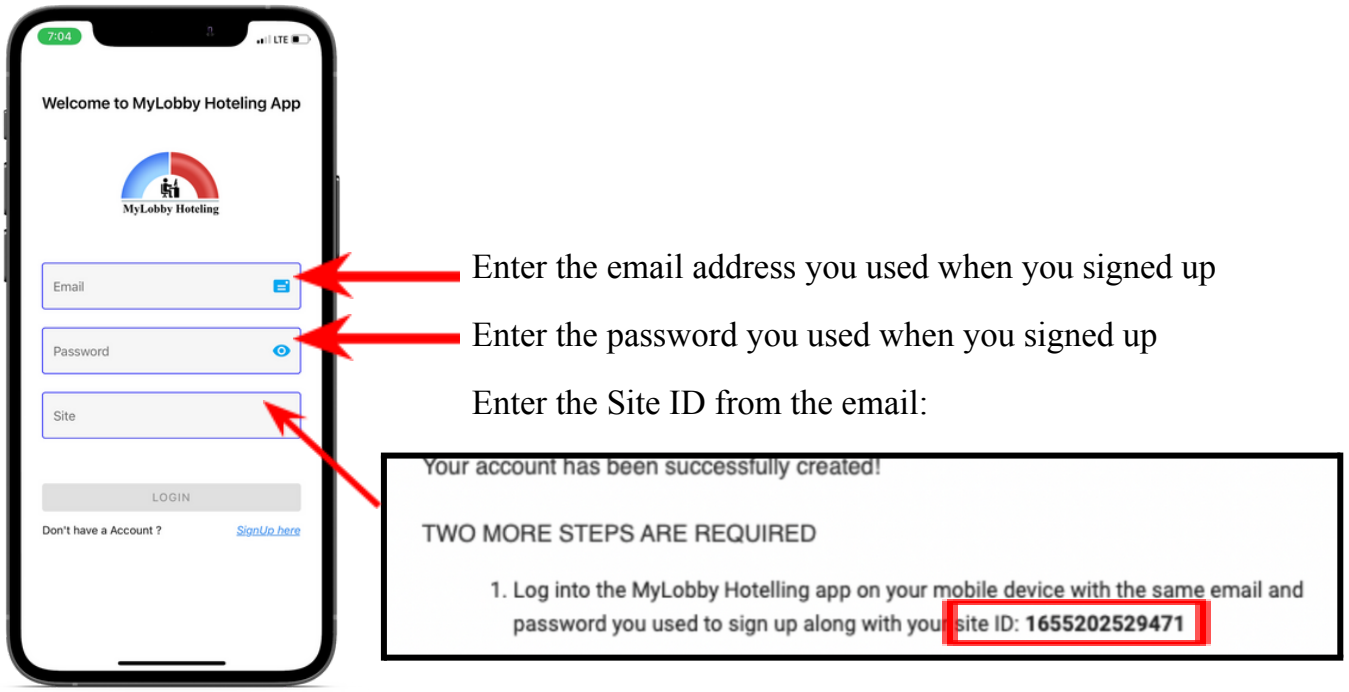
4. Next, you will be brought to this MyLobby Hoteling App backend site. On the homepage log in using the credentials, the same credentials you used when you signed up on the MyLobby Hoteling App.

Enter email address

Enter password



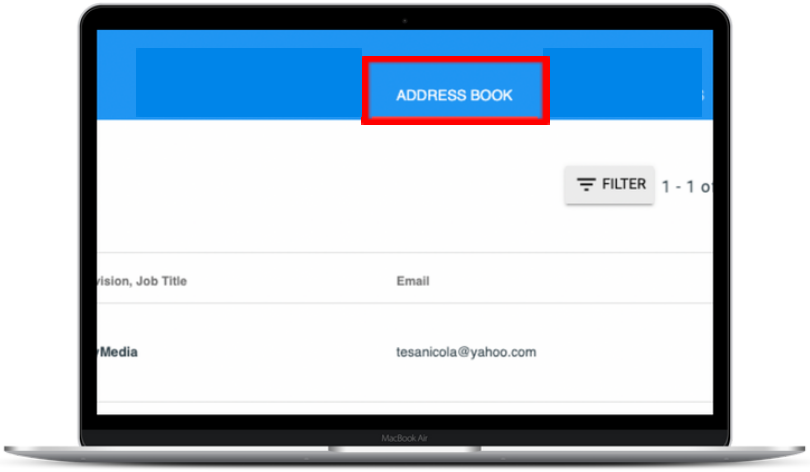
5. On the Hoteling App on your phone, make sure you are on the home page so you may now log in. Enter the email address and password you used when you signed up. Under the "Site ID" field, enter the site ID you took note of previously.




## II-B. How to Add Team Members

### METHOD 1 - ADD TEAM MEMBERS INDIVIDUALLY

1. Go to the MyLobby backend at https://admin.my-lobby.com/. Then log in using your credentials. Once you are signed in, go to "Address Book". For clarification, refer to the image below:




2. Click the ADD STAFF button beside IMPORT to add a new member individually.
3. Enter the required information:

CANCEL ADD

- Enter the name of the employee
- Tick ☑ the box beside the employee's company i.e. if they are working in
- Add the division the employee belongs in i.e. Finance, Marketing, Operations
- Enter the employee's job title i.e Manager, CIO, CEO, etc.
- Select the employee's tier level from the list i.e. Member, Manager, Executive
- Enter the employee's car plate number if it is available
- Enter the employee's email address
- Enter the employee's mobile number for SMS
- Enter the employee's mobile number for voice
- Set a password for the employee

Name

Sites

☐ MyLobby

Division

Job Title

Employee Category

Regular

Plate Number

E-mail

Phone for SMS

+1

Phone for voice

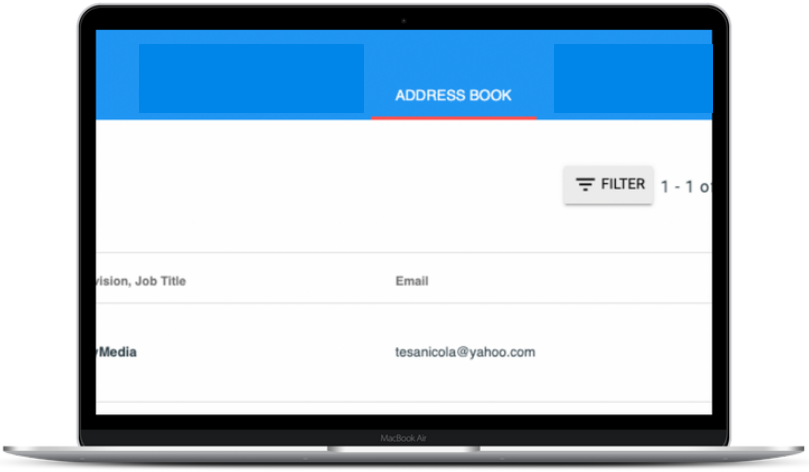
+1

Password

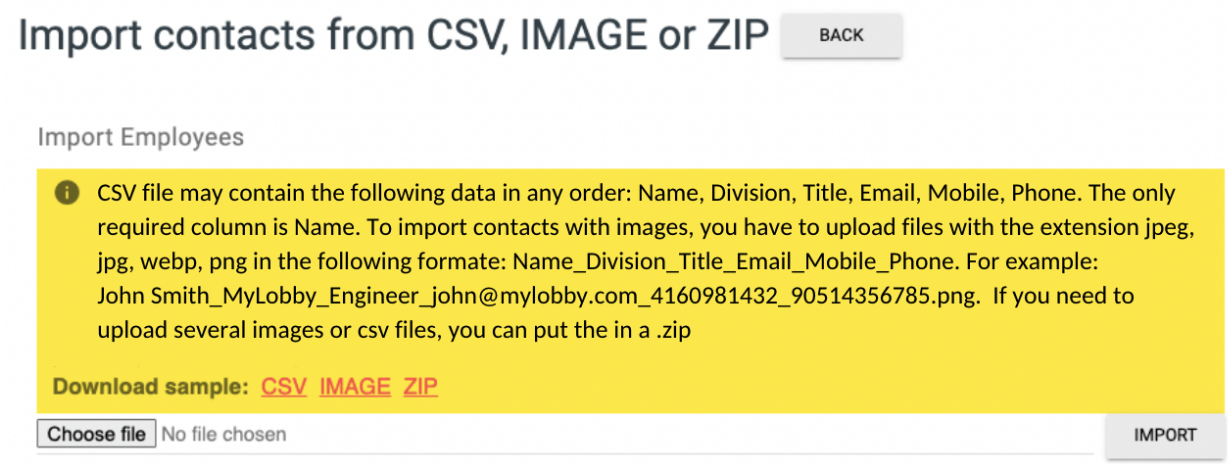
4. Once you are done filling out all the fields, click on the ADD button at the top.

## METHOD 2 - IMPORT TEAM MEMBERS IN BULK

1. Go to "**Address Book**". For clarification, refer to the image below:




2. Click the IMPORT button beside "**Address Book**".



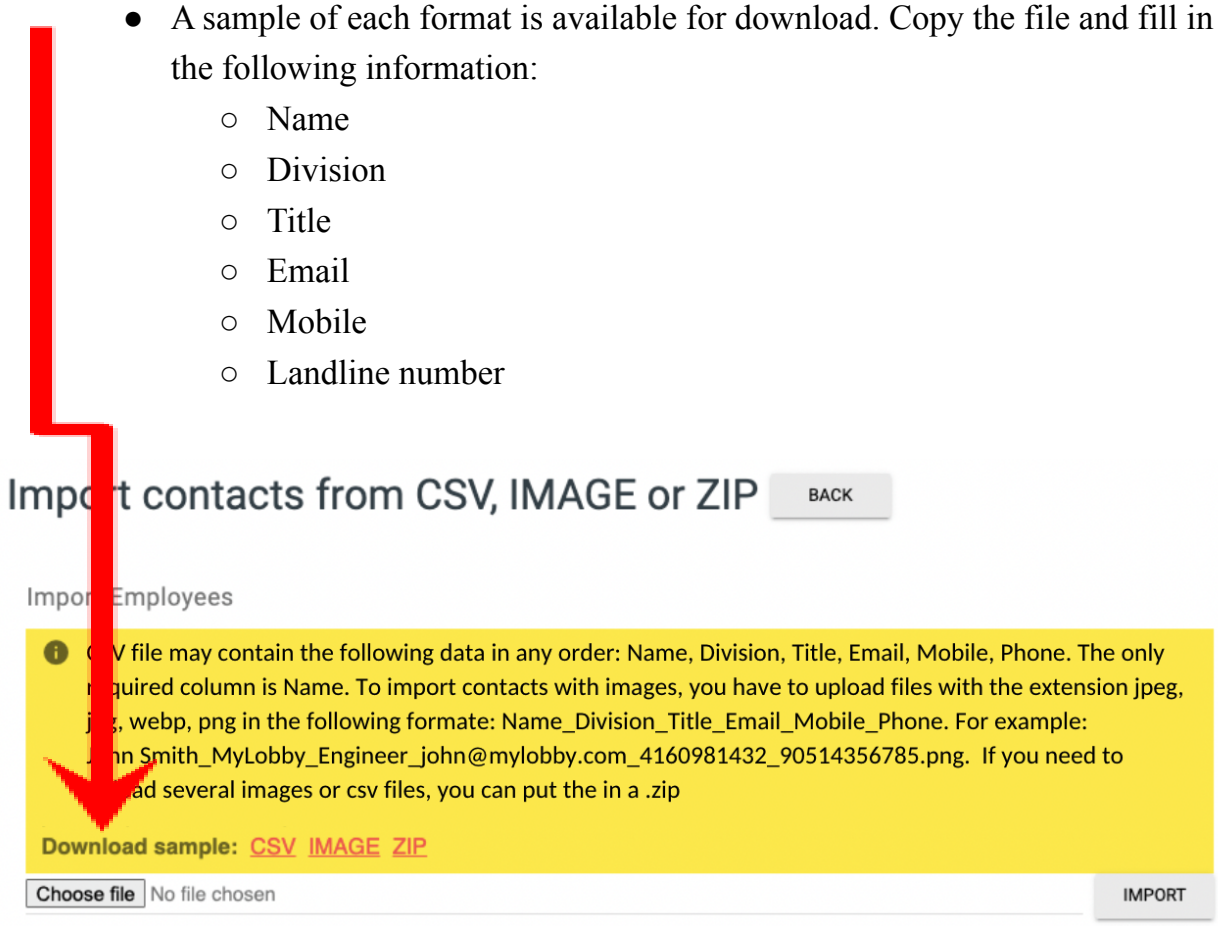

3. From Choose file upload your files in CSV IMG or ZIP format.

- .csv file formats can be saved with the following information in any order:
  - Name
  - Division

- Title
- Email
- Mobile
- Landline number

OR

- A sample of each format is available for download. Copy the file and fill in the following information:
  - Name
  - Division
  - Title
  - Email
  - Mobile
  - Landline number




- Locate the file by clicking on Choose file and then select IMPORT
- To import employees (in bulk) through images, the image file needs to be captioned in the following format:

**JohnSmith_MyLobby_Engineer_john@mylobby.com_41609248593_9051248304.png**

Name Division Title Email Mobile Phone

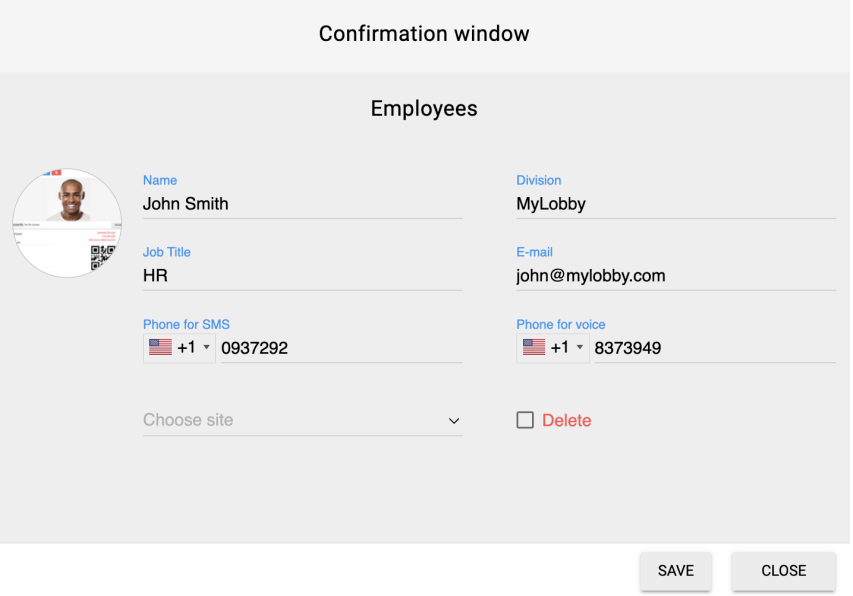
- The only required value is 'Name'.
- For contact details, either the mobile number or landline phone needs to be filled in.
- It is necessary to separate each value by an underscore.

- If a value (employee information) is absent, then it is replaced by space between the underscores. Example:

**JohnSmith_MyLobby_ _john@mylobby.com_41609248593_9051248304.png**

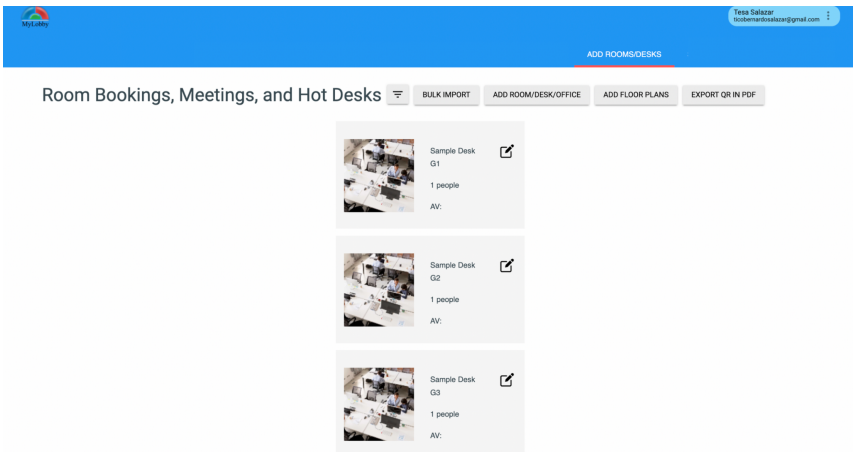
Missing ‘Title’ is replaced with space between underscores

- Supported image formats are .PNG / .JPEG / .JPG / .WEBP
- Several images can be archived in .zip format and uploaded at once
- A confirmation window (see image below) is displayed to ensure the data entered is correct. It allows for data modification, if necessary.



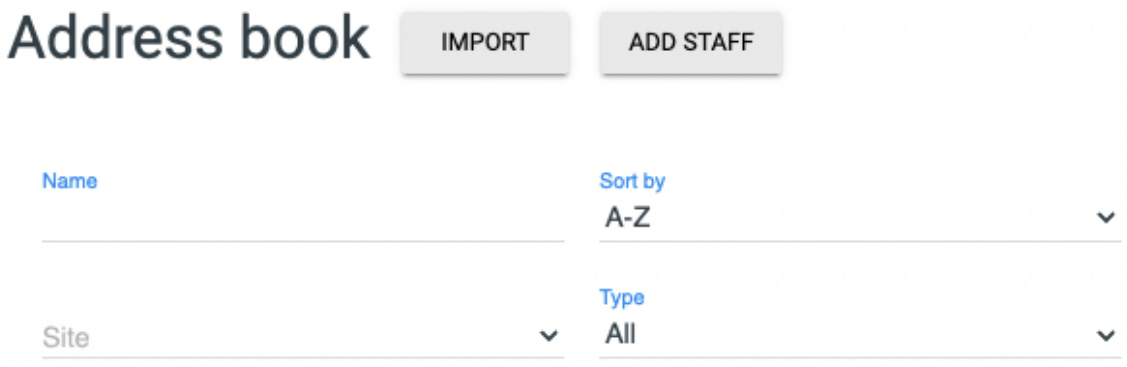

## II-C. How to get team member’s login credentials

1. Go to "**Address Book**". For clarification, refer to the image below:



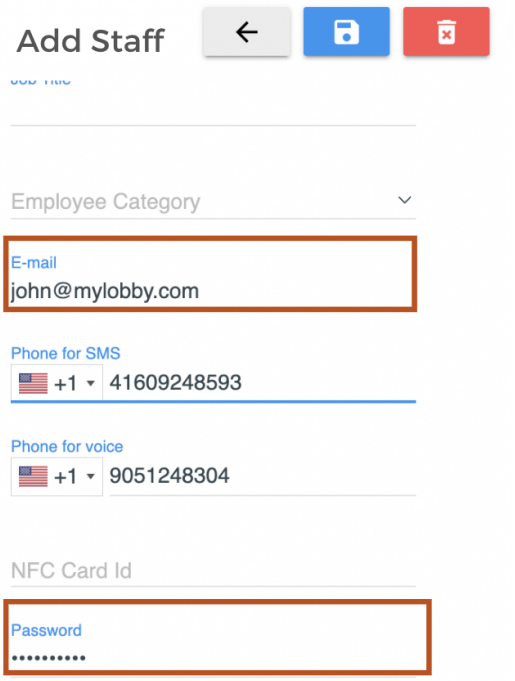
2. Look for the employee you would like to get the login details of. To do that click on the button at the top right section of your screen.

3. You can choose to filter the employees based on the following:
   a. Name
   b. Site
   c. Alphabetical order (A-Z)




4. If you found the employee/s you are looking for, click on the EDIT button at the right-hand side to open up the employee/staff profile.

5. Scroll down to check the employee's assigned email address and password. Refer to the red rectangle on the image below for clarification:



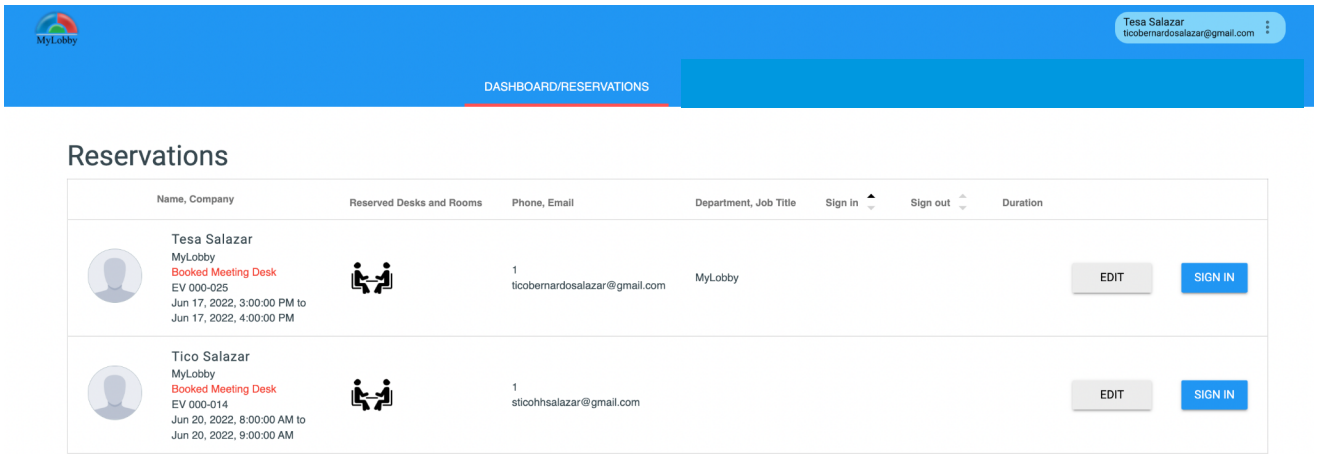

Assigned email address

Assigned password

# PART III - MyLobby Hoteling App Backend Overview

In this section, we will go through each of the sections found in the navigation bar of the MyLobby Hoteling App backend.

## 1 - Dashboard/Reservations



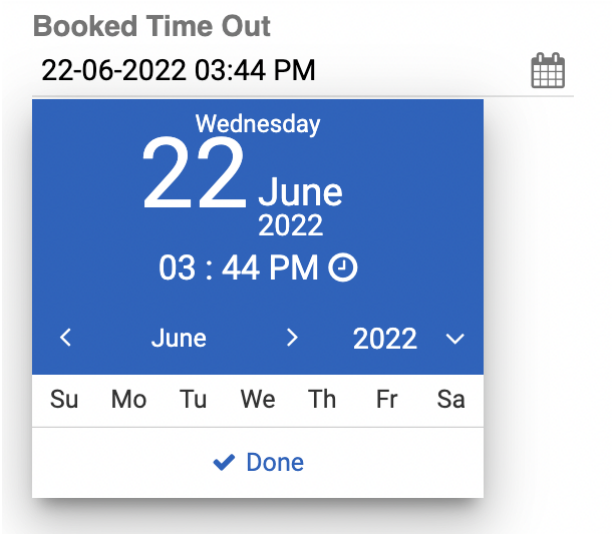

Under this section, a user can check the reservations made by the employees and they can view/edit the reservations from this section.

### HOW TO EDIT EMPLOYEE RESERVATIONS/BOOKINGS

1. While on the Dashboard/Reservation tab, look for the employee you would like to get the login details of.

2. Once you find the employee you are looking for, click on the gray button at the right-hand side. 

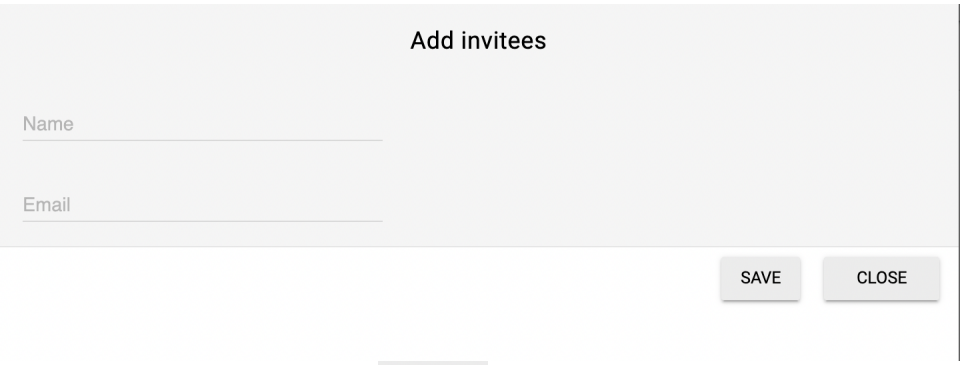

3. To edit the "**Book Out**" time, click on the calendar icon and change the time of booking. For clarification, refer to the image below:




4. Click on the clock icon beside the time to change the scheduled time.

5. To add invitees into the meeting, click the ADD button under "Invitees".

6. A new window will appear. Enter the name and the email address of the person you want to add/invite to the booking.




7. Once you are done, click SAVE .

## HOW TO SIGN IN EMPLOYEES TO THEIR RESERVED BOOKING

1. While on the Dashboard/Reservation tab, look for the employee. nce you find the employee you are looking for, click on the SIGN IN button at the right-hand side.

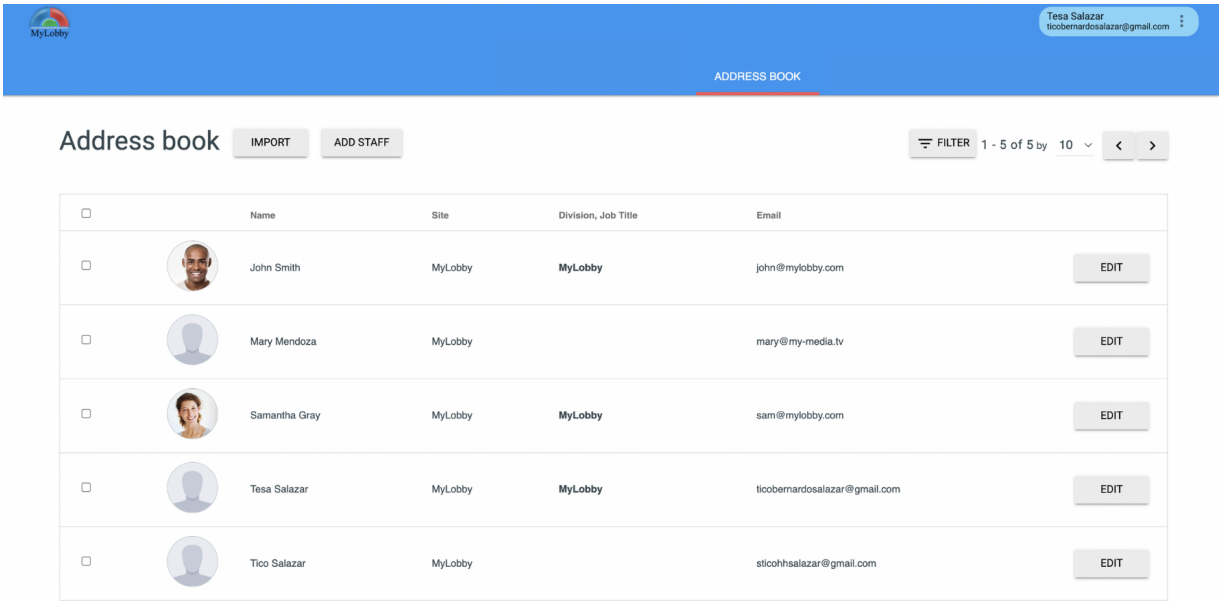
2. A message prompt will appear, click "OK".

## HOW TO SIGN OUT EMPLOYEES TO THEIR RESERVED BOOKING

1. Once you find the employee you are looking for, click on the SIGN OUT button at the right-hand side.

2. A message prompt will appear, click "OK".


## 2 - ADDRESS BOOK



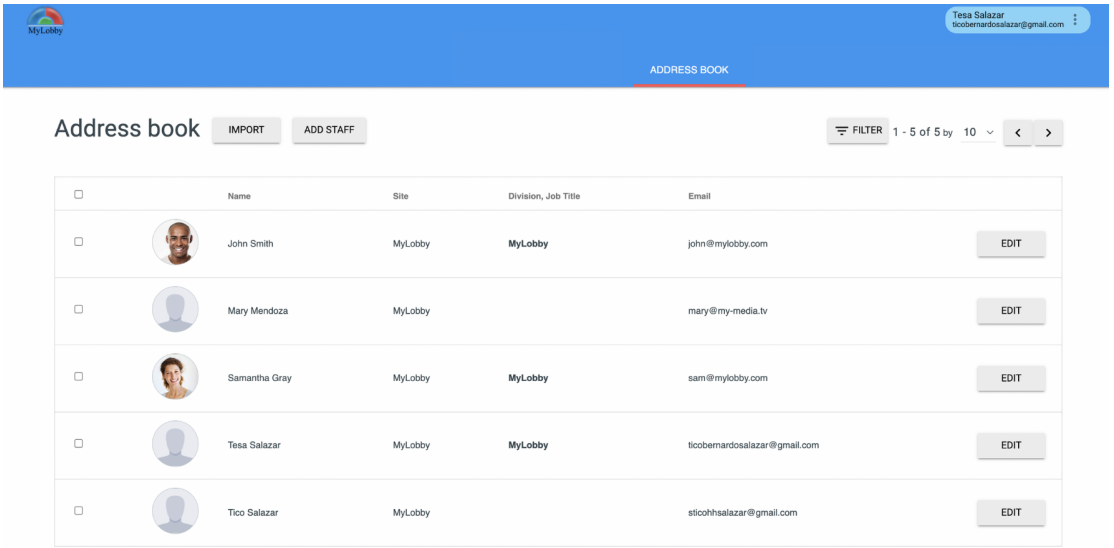

This dashboard allows you to view the employees who are in the system. This is where you can edit employee details as well as import new employees.

**To add staff/employees, refer to section II-B Method 1 on page 7.**

**To add staff/employees in bulk, refer to section II-C Method 2 on page 9.**

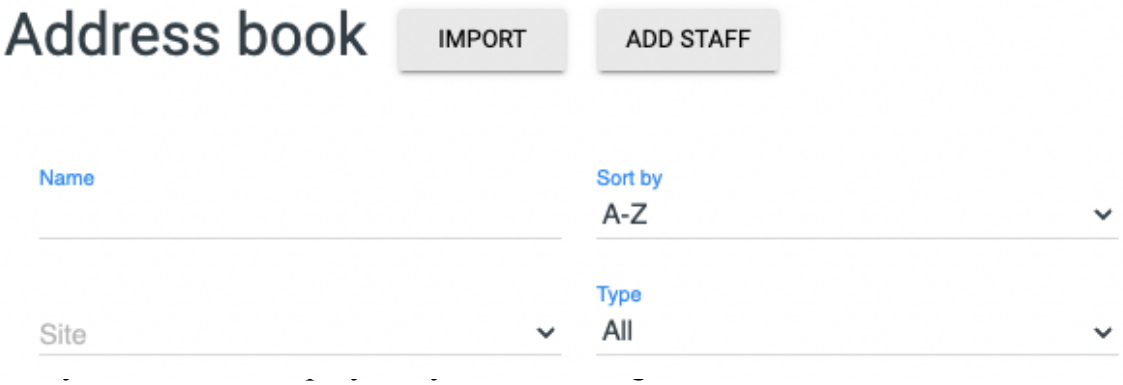
# HOW TO EDIT EMPLOYEE DETAILS

1. Go to "**Address Book**". For clarification, refer to the image below:




2. Look for the employee you would like to edit the details of. To do that click on the FILTER button at the top right section of your screen.

3. You can choose to filter the employees based on the following:
   a. Name
   b. Site
   c. Alphabetical order (A-Z)




button at the right-hand side to open up the employee/staff profile.

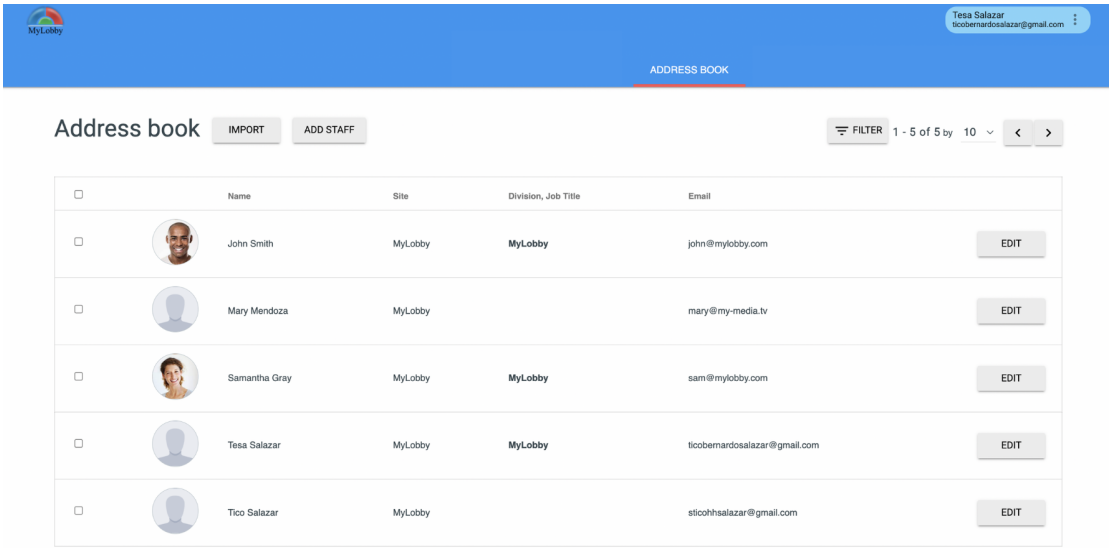
5. To edit the employee's display picture, click Choose file, select the image you want to use then click UPLOAD.

6. You can edit other employee details under this section. That includes Name, Site, Department, Job Title, Employee Tier Level, Email, Phone Number, Mobile Number, and Password.

7. Once you are done, click on the  button at the top of your screen.

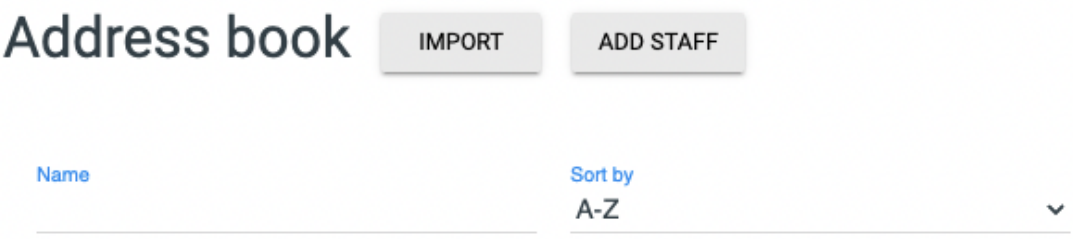
## HOW TO DOWNLOAD EMPLOYEE QR CODE

1. Go to "**Address Book**". For clarification, refer to the image below:



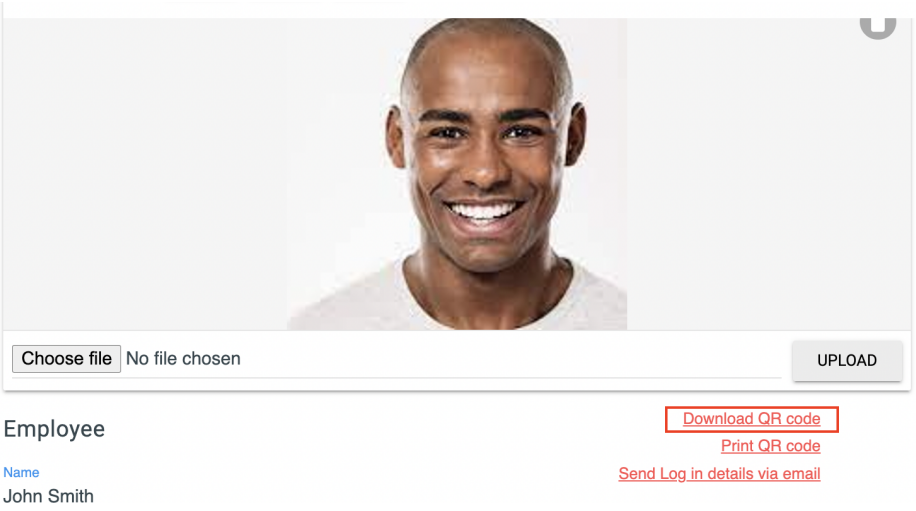

2. Look for the employee you would like to download the employee QR code of. To do that click on the  button at the top right section of your screen.

3. You can choose to filter the employees based on the following:
   a. Name
   b. Site
   c. Alphabetical order (A-Z)



4. If you found the employee/s you are looking for, click on the EDIT button on the right-hand side to open up the employee/staff profile.

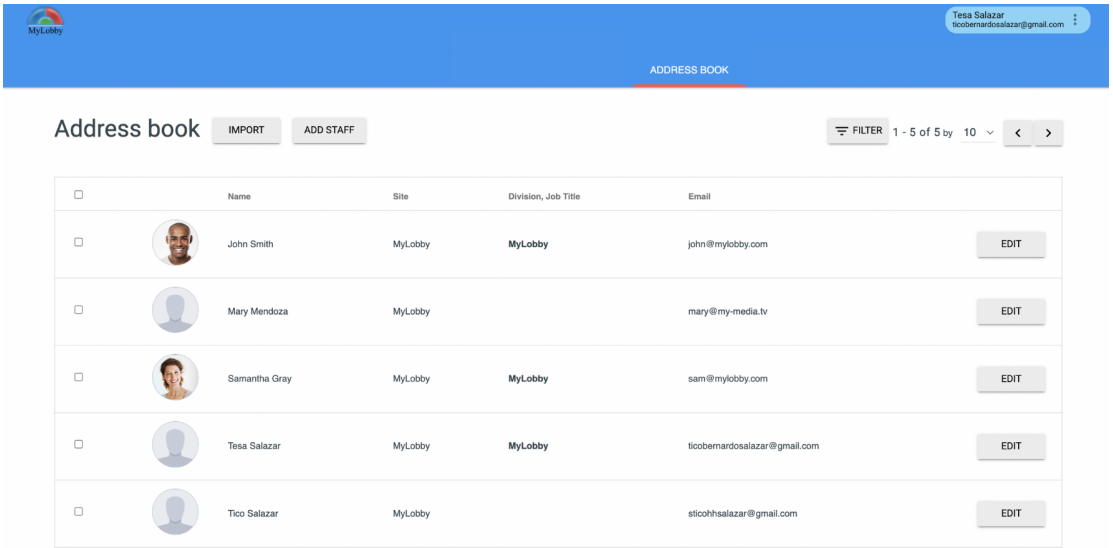
5. Once you are in the employee/staff profile, click on the red "**Download QR code**" button. Kindly refer to the red rectangle on the image below for clarification:




8. A new pop-up window will appear, save it to your desired location on your computer.

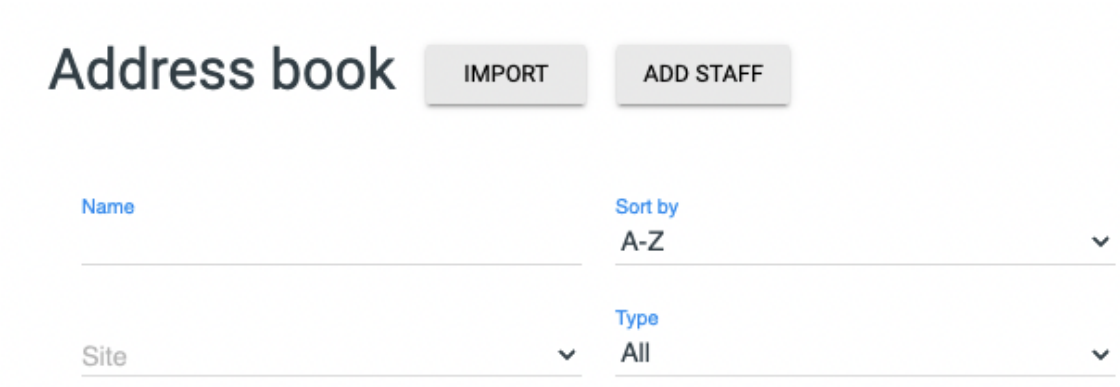
## HOW TO PRINT EMPLOYEE QR CODE

1. Go to "**Address Book**". For clarification, refer to the image below:



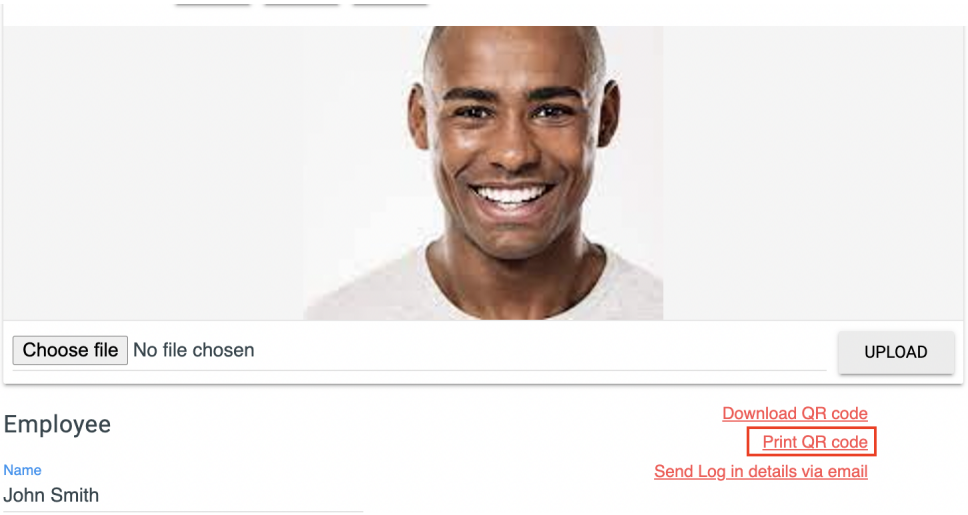
2. Look for the employee you would like to print the employee QR code. To do that click on the FILTER button at the top right section of your screen.

3. You can choose to filter the employees based on the following:
   a. Name
   b. Site
   c. Alphabetical order (A-Z)



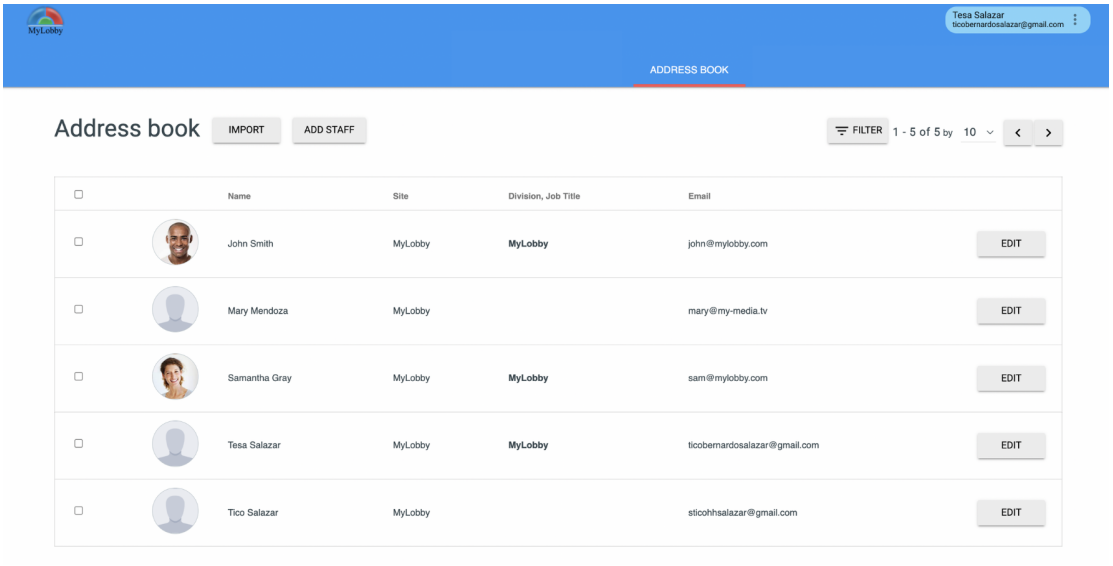

4. If you found the employee/s you are looking for, click on the EDIT button at the right-hand side to open up the employee/staff profile.

5. Once you are in the employee/staff profile, click on the red "**Download QR code**" button. Kindly refer to the red rectangle on the image below for clarification:




## HOW TO SEND LOGIN DETAILS TO EMPLOYEE VIA EMAIL

1. Go to "**Address Book**". For clarification, refer to the image below:

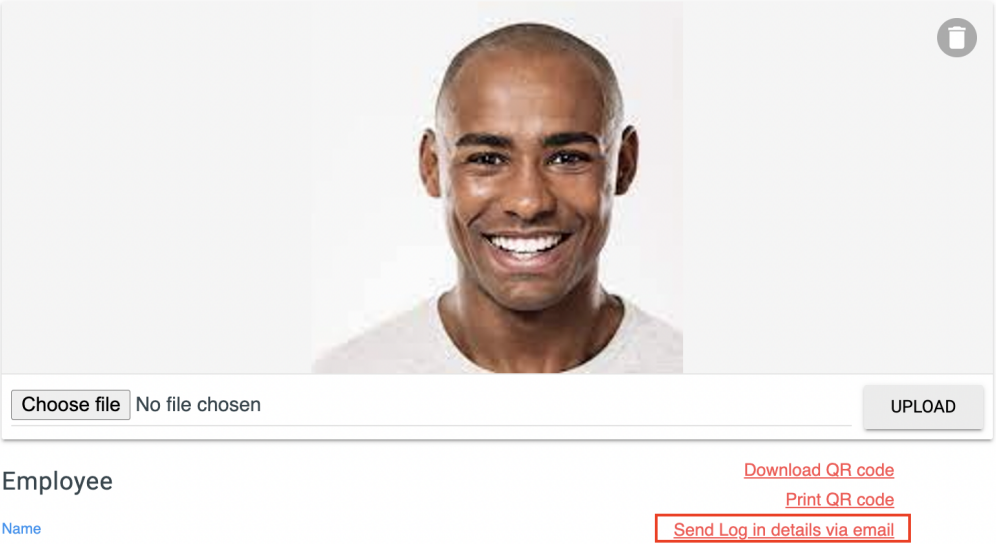



2. Look for the employee you would like to send the login details to via email. To do that click on the FILTER button at the top right section of your screen.

3. You can choose to filter the employees based on the following:
   d. Name
   e. Site
   f. Alphabetical order (A-Z)

4. If you found the employee/s you are looking for, click on the EDIT button at the right-hand side to open up the employee/staff profile.

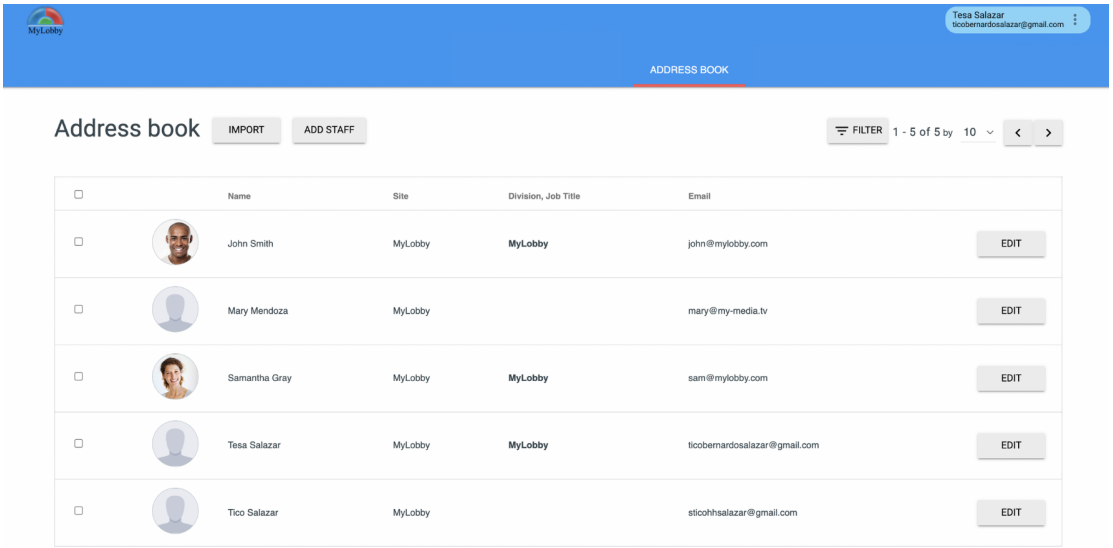
5. Once you are in the employee/staff profile, click on the red "**Send Log In Details via Email**" button. Kindly refer to the red rectangle on the image below for clarification:




6. The employee will automatically get sent their login details.

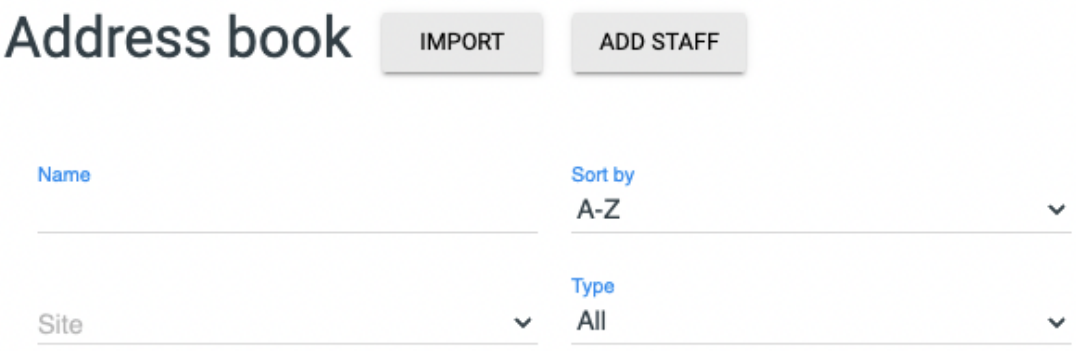
## HOW TO DELETE EMPLOYEE

1. Go to "**Address Book**". For clarification, refer to the image below:




2. Look for the employee you would like to delete. To do that click on the button at the top right s FILTER your screen.

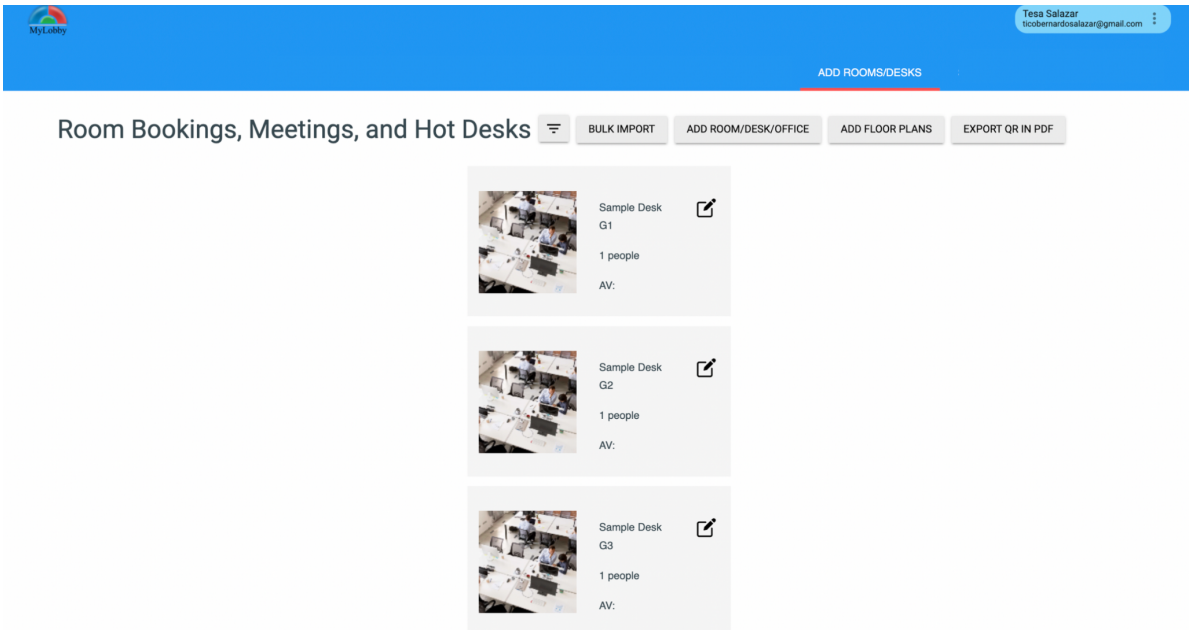
3. You can choose to filter the employees based on the following:
   g. Name
   h. Site
   i. Alphabetical order (A-Z)




4. If you found the employee/s you are looking for, click on the EDIT button at the right-hand side to open up the employee/staff profile.

5. Once you are in the employee profile click the button.

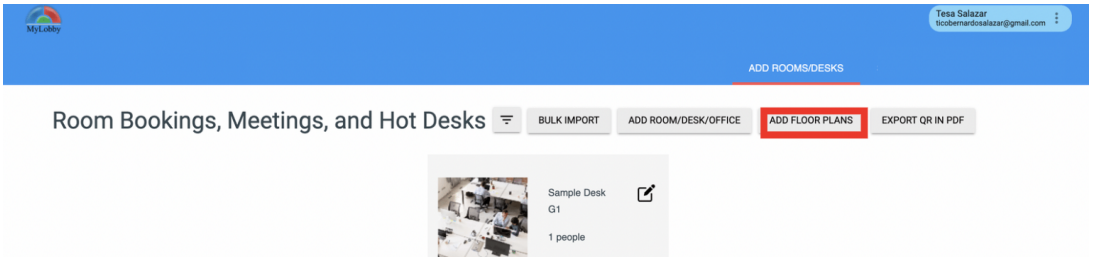
## 3 - ADDRESS BOOK



This dashboard allows you to view the employees who are in the system. This is where you can edit employee details as well as import new employees.

## HOW TO ADD A FLOOR PLAN

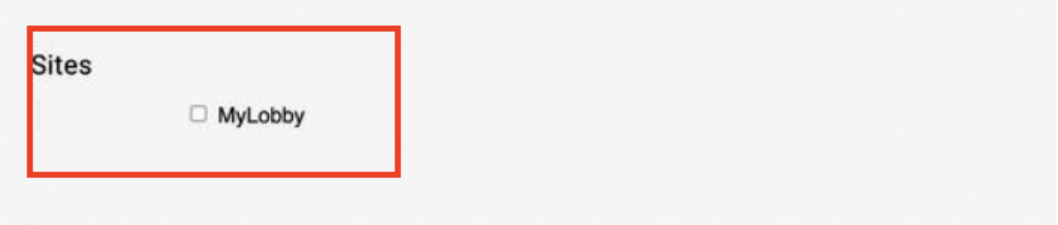
1. Click the gray "**Add floor plans**" button. For clarification, refer to the red rectangle on the image below:




2. Upload the blueprint of your floor plan by clicking ADD FLOOR PLAN.

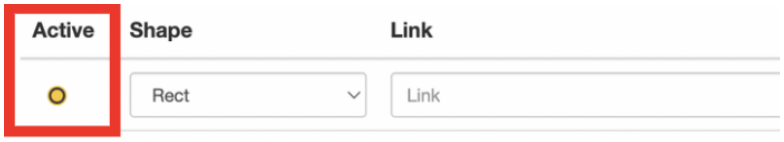
3. On the "**Name**" field, add the name of your floor plan. E.g. "First Floor - Marketing Department".

4. Tick the name of your company under "**Sites**". For clarification, kindly refer to the red rectangle on the image below for clarification:



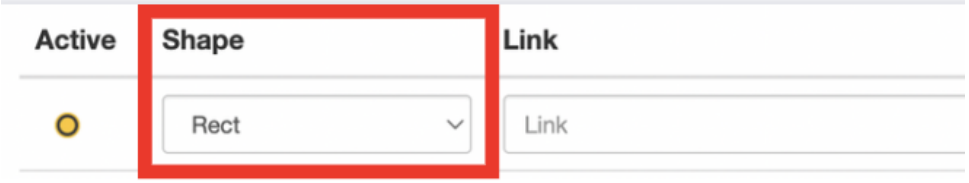

5. For the "**Code**", you will first need to go to https://www.image-map.net/.
6. When you get to the website click on the green Select Image from My PC to upload the image of your floor plan.

7. To add the area to the floor plan, tick the circle under "**Active**". For clarification, refer to the red rectangle on the image below:

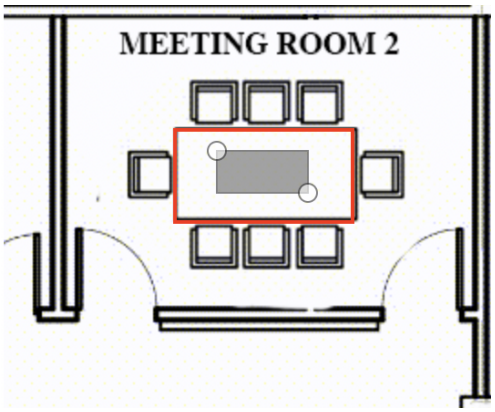


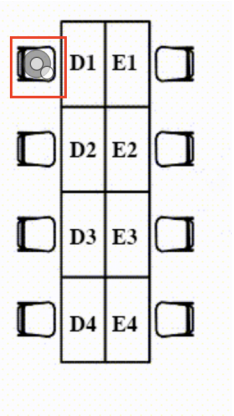
Please note that these will determine the areas that can be booked by the users.

8. Select the shape you want to add to the floor plan. Then add that shape to an area in your floor plan. For clarification, refer to the red rectangle on the image below:




9. You can select a shape based on the area that you would like to trace.
For example, a “Rect” (aka rectangle) for a table or a “Circle” to trace out a chair in a hotdesk. For clarification, kindly refer to the examples below:



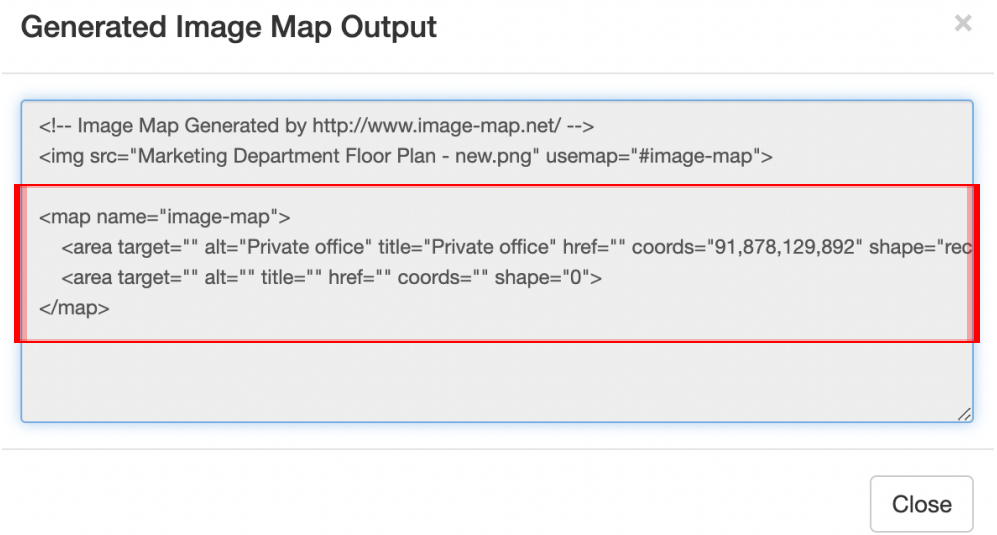




10. Now under "**Title**" enter the name of the area you just added a shape on. For example "**Meeting Room 2**". For clarification, refer to the red rectangle on the image below:

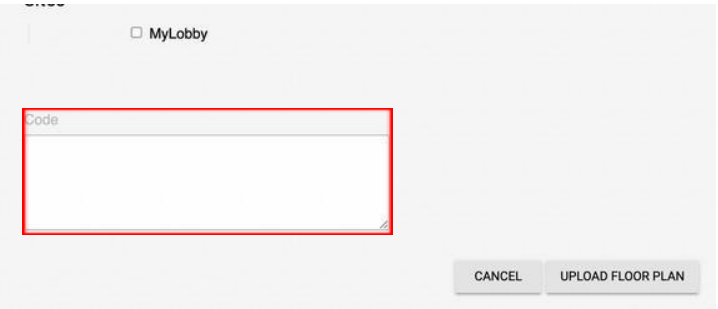

11. Next, click the + Add New Area tton to add another area in your floor plan.

12. You can repeat steps 7-11 until you have added all areas in your floor plan. Once you have added all areas, click the Show Me The Code!.

13. A new window will pop up. Highlight and copy the part that is boxed below:



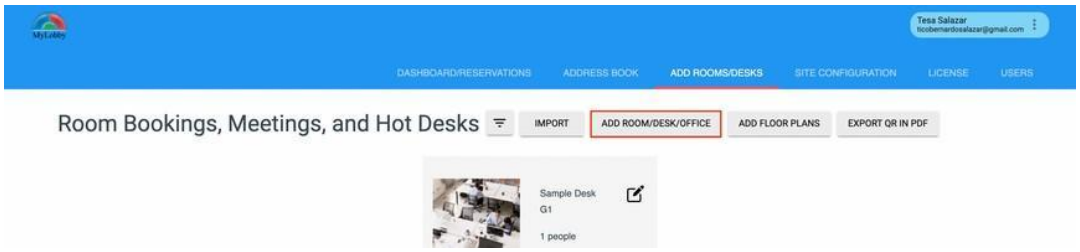

14. Go back to the MyLobby Hoteling backend, and under code, "**Paste**" the generated code from image-map.net For clarification, kindly refer to the image below:




15. Click "**Upload Floor Plan** ".

## HOW TO ADD A HOTDESK/OFFICE/MEETING ROOM INDIVIDUALLY

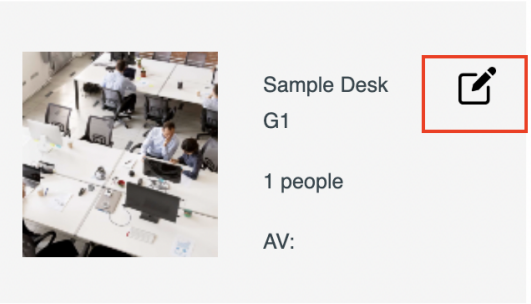
1. Click on the gray "**Add room/desk/office**" button. If you are not sure what it looks like, refer to the red rectangle on the image below for clarification:




2. Under "**Name**" type the desk/office/meeting room name e.g. Desk A1 or Private Office 1B or Meeting Room 1A.
3. Next, tick the appropriate box. If you are adding a meeting room, tick the box beside "**Meeting Room**". If you are adding an office, tick the box beside "**Office**". If you are adding a desk, tick the box beside "**Desk**".
4. Under "**Location**" select the appropriate one for where your desk/meeting room/office is located.
5. Under "**Room Category**" you may select the availability of the room based on office hierarchy. For example:
    - "**Member**" rooms can be accessed by team members.
    - "**Manager**" rooms can be accessed by managers and executives only.
    - "**Executive**" rooms can be accessed by executives only.
6. Once you are done, click on the ADD button.

## HOW TO MAKE ROOMS AVAILABLE/UNAVAILABLE FOR SOCIAL DISTANCING PURPOSES

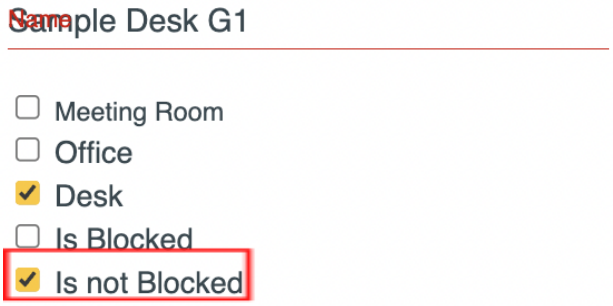
1. Look for the room you would like to set as unavailable, then click the pen icon. For clarification refer to the image below:




2. To make an area unavailable for booking, tick the box beside "Is

Blocked". For clarification, refer to the image below:

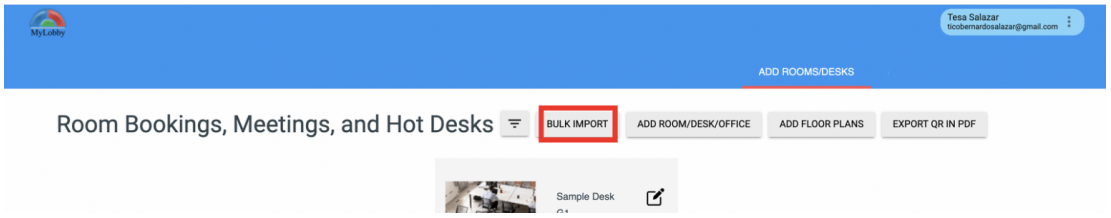

3. To make an area available for booking, tick the box beside "Is Not Blocked". For clarification, refer to the image below:




You may watch the video on how to upload a floor plan and highlight available seats via this link - https://vimeo.com/725560352

## HOW TO IMPORT DESKS/OFFICES/MEETING ROOMS IN BULK

1. Click the gray " **Bulk Import**" button. Refer to the red rectangle on the image below for clarification:




2. Before you import your file make sure that the CSV file should contain the following data in any order: Room Name, Room Number, Capacity, Description. Please note that the only required data is the Room Name.

To import contacts with images, you have to upload files with the extension

jpeg, jpg, webp, png and each individual file should have the following format: **RoomName_RoomNumber_Capacity_Location_Description.**

For example:
**Board Room_105_8_2nd Floor_With AV Setup.png.**

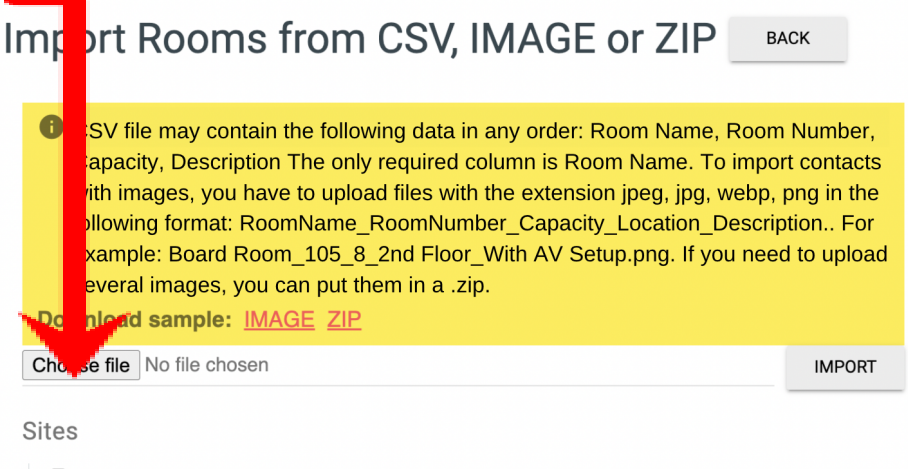
If you need to upload several images, you can put them in a .zip.

3. Select Choose file and upload your selected file in IMG or ZIP format .

   - image file formats can be saved with the following information in any order:
     - Room Name
     - Room Number
     - Capacity
     - Location
     - Description

OR

- A sample of each format is available for download. Copy the file and fill in the following information:
  - Room Name
  - Room Number
  - Capacity
  - Location
  - Description

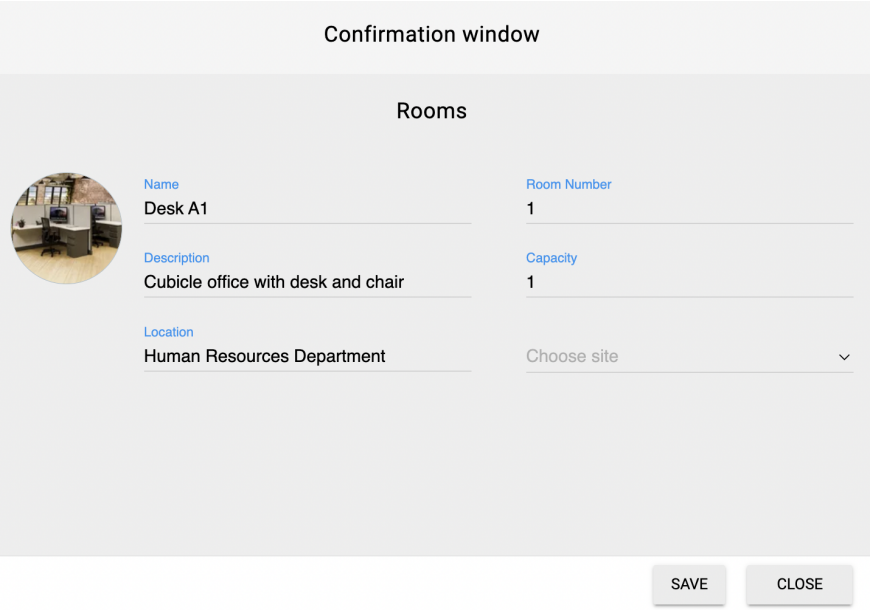


- The only required value is ‘Name’.
- It is necessary to separate each value by an underscore.
- If a value (desk/office/meeting room information) is absent, then it is replaced by space between the underscores. Example:

  **Board Room_105_ _2nd Floor_With AV Setup.png.**

  The room ‘Capacity” is missing, so it is replaced by an underscore.

- Supported image formats are .PNG / .JPEG / .JPG / .WEBP
- Several images can be archived in .zip format and uploaded at once
- A confirmation window (see image below) is displayed to ensure the data entered is correct. It allows for data modification, if necessary.

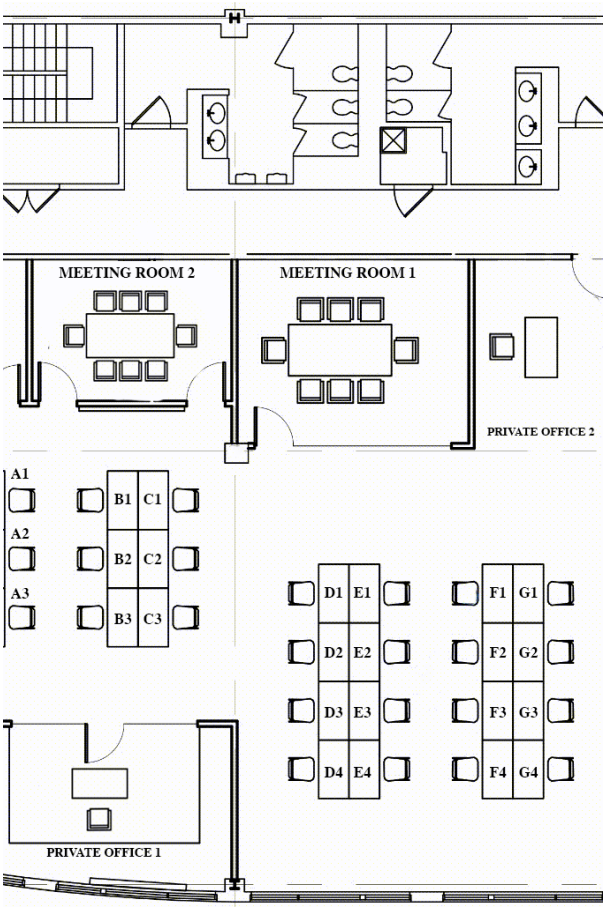



4. Check the details and once done, click “**Save**”.

   You may watch the video on how to add desks/offices/meeting rooms in bulk through this link - https://vimeo.com/704112488.

## HOW TO ADD LABEL TO YOUR DESKS/OFFICES/MEETING ROOMS TO YOUR FLOOR PLAN

1. You may use Paint, Word, or any photo editing you choose to add names/labels to your floor plan.
2. Label each desk/office/meeting room such as the example provided below:




For Desks you can label them as the following:

**Cluster A:**

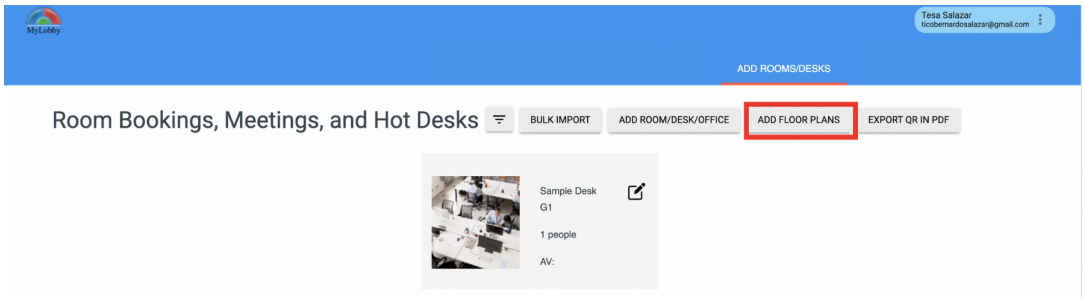
A1, A2, A3, and so on and so forth.

**Cluster B:**

B1, B2, B3, and so on and so forth.

## HOW TO DELETE A FLOOR PLAN

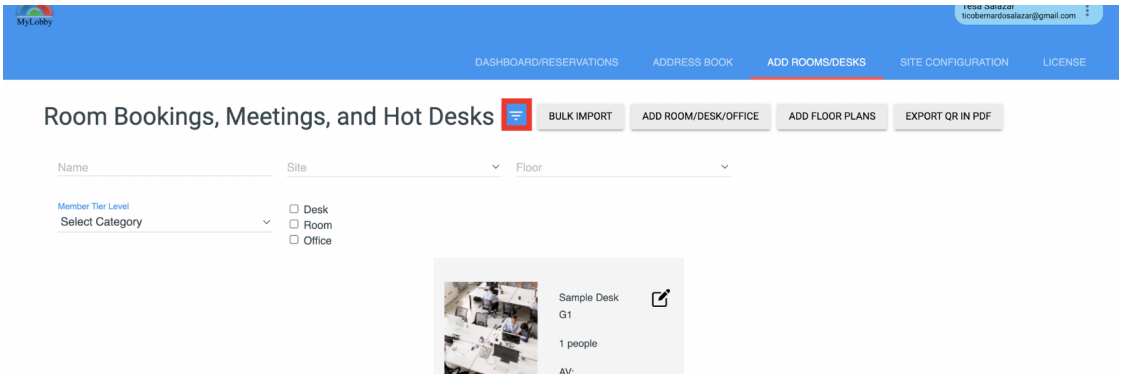
1. Click "**Add Floor Plans**". Kindly refer to the image below for clarification:



2. All your floor plans will be displayed. Click on the red "**bin**" icon.


## HOW TO PRINT DESK/OFFICE/MEETING ROOM QR CODES

1. Click the "**filter**" icon at the top. For clarification, refer to the red rectangle on the image below.




2. This will allow you to search/filter based on the following:
   - Desk/Office/Meeting Room Name
   - Site
   - Floor
   - Member Tier Level (Member, Manager, Executive)
   - Desk, Room, or Office

3. Once you have filtered the areas you want to print to Export QR in PDF for, click EXPORT QR IN PDF .
4. A new window will appear, save it on your computer.

You may watch the video on how to print QR codes by going to this link -

https://vimeo.com/705753973

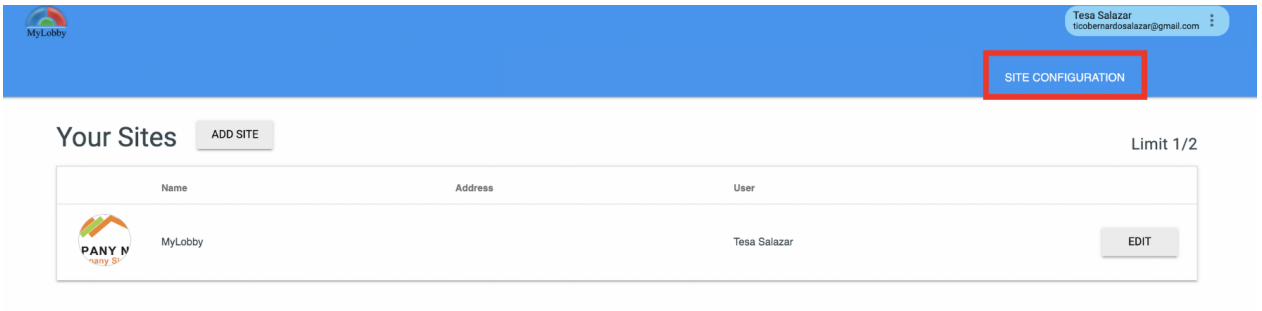
## HOW TO ADD QR CODE LABELS TO DESKS/ OFFICES/ MEETING ROOMS

After printing the QR codes for your desks, offices, and meeting rooms on a label sticker that is waterproof/durable, you may now cut it individually.

Please note that the QR codes are labeled individually so you will know which desk/office/meeting room it's for. For clarification, refer to the image below of what it will look like:


1. Once you have individually cut the QR codes, you may now stick them onto the assigned desk, office, or meeting room.

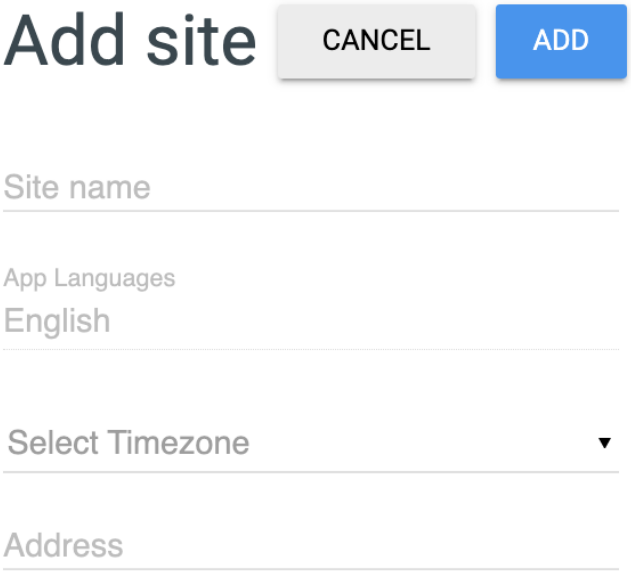
# 4 - SITE CONFIGURATION




This is where you can add more sites as well as edit your company information such as site name, logo, app language, timezone, and address.

## HOW TO ADD SITE/S

1. Click ADD SITE.
2. Add the required information for the site such as:
    - Site Name
    - Timezone
    - Address




3. Once you are done, click ADD.

## HOW TO EDIT SITE/S

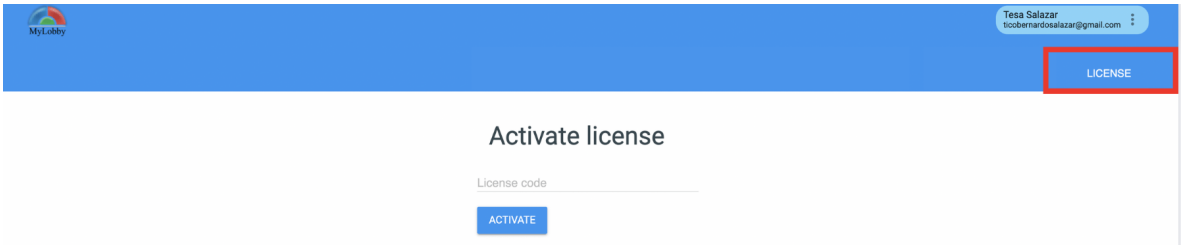
1. Click EDIT on the site you want to edit.
2. Under the "**General**" tab, you can edit the following site details:
   - Site Name
   - Timezone
   - Address

   For clarification, refer to the image below:


## HOW TO EDIT LOGO

1. Click EDIT on the site you want to edit.
2. Under the "**Logo**" tab, click Choose file.
3. Once you have selected the image, click UPLOAD.

### 5 - LICENSE




This section allows you to enter your license code. Once your free trial expires and you wish to continue using the MyLobby Hoteling app, a license code will need to be entered here so you may continue using the software.

# PART IV - How to use the MyLobby Hoteling App

In this section, we will go through the tutorial on using the app as well as its features. From booking a desk/office/meeting room to finding a colleague, to tracking your room bookings.

You can watch the video on how to use the MyLobby Hoteling App via this link - https://www.youtube.com/watch?v=8OOD5gfOOL0&t=2s

## HOW TO BOOK DESK/OFFICE/MEETING ROOM

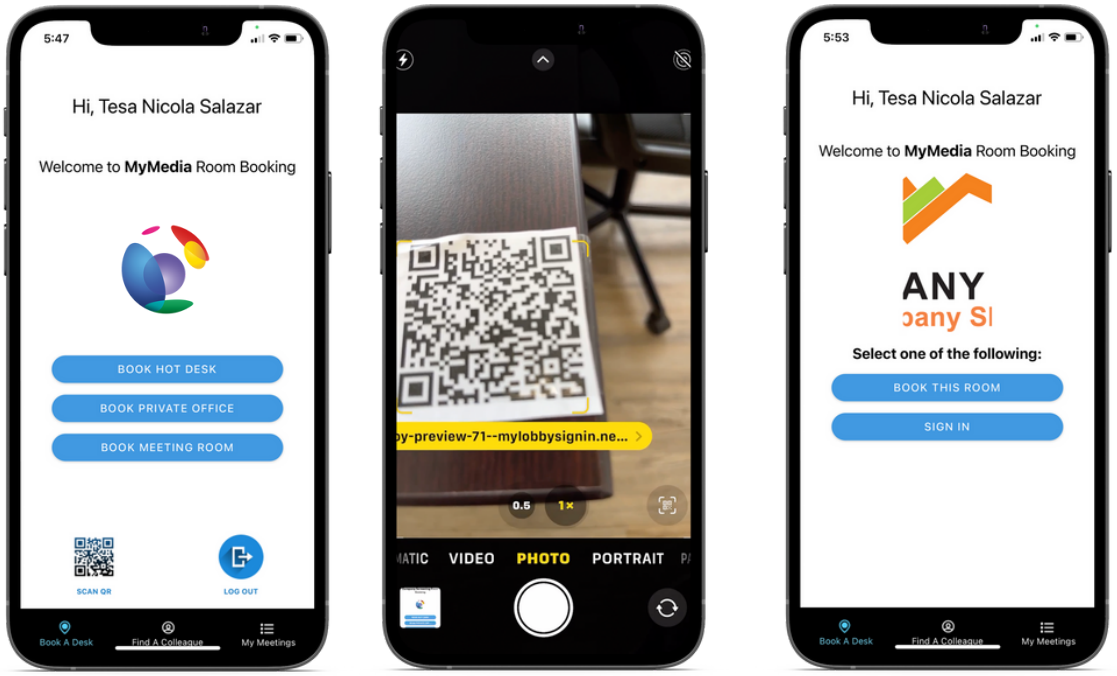
### BOOKING A DESK VIA QR

All of the desk offices and meeting rooms will be tagged with a unique QR code as demonstrated in the picture below.

1. To book a desk/office/room using the QR code tag, open the app and click on the "**Scan QR**" icon. If you are not sure what this looks like, kindly refer to the red rectangle on the image below for clarification.

2. This will open the camera on your phone, and point it to the QR code on the hotdesk/office/meeting room. Kindly refer to the images below for clarification:

**STEP 1** **STEP 2** **STEP 3**




3. If you have not booked a desk previously, select "**Book This Room**". Otherwise, select "**Sign In**". Refer to the image on the previous page for clarification.

4. If you have selected "**Reserve This Room**" you will then need to enter all the details such as:

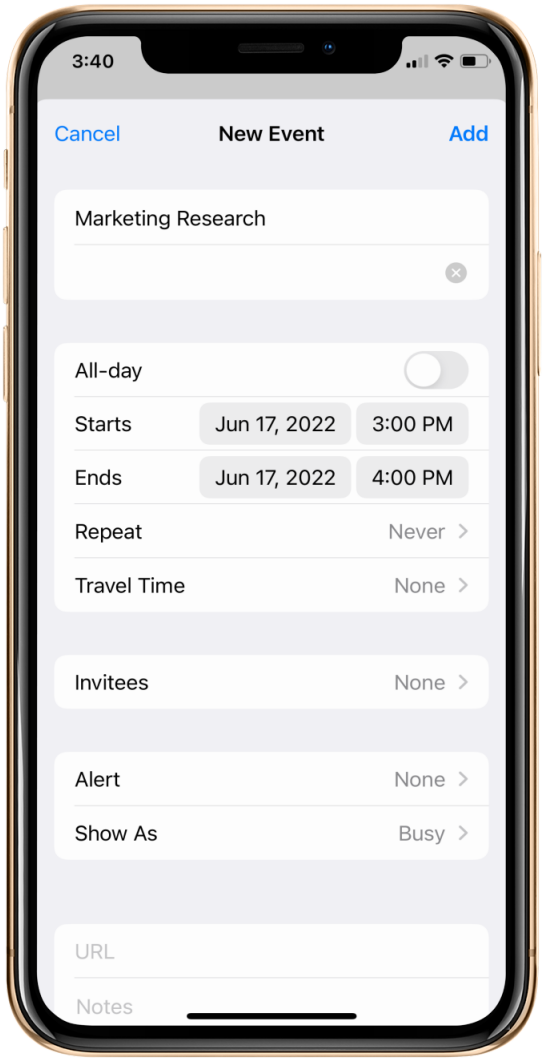
- Event title
- Location

- Date and Time

- Meeting frequency
- Travel Time

- Invitees
- Alerts

- Meeting Link
- Notes



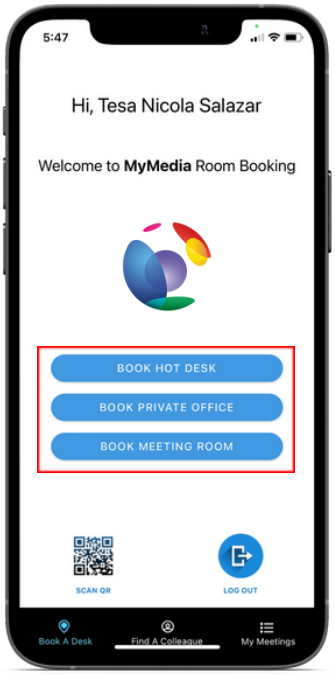

5. Once you have entered all these details, you will be provided a booking summary. Review all the information and make sure everything is correct. Once you have double- checked the details, you may now click on the blue "**Add**" button at the top right section. Refer to the images below for clarification.

6. Once you have booked the room, it will now be added to your "**My Meetings**".

## BOOKING A DESK VIA HOMEPAGE

All of the desk offices and meeting rooms will be tagged with a unique QR code as demonstrated in the picture below.

1. To book a desk/room/office, open the app and click on the "Book Hot Desk/Book Private Office/Book Meeting Room" button. If you are not sure what this looks like or where to find it, kindly refer to the red rectangle on the image below:

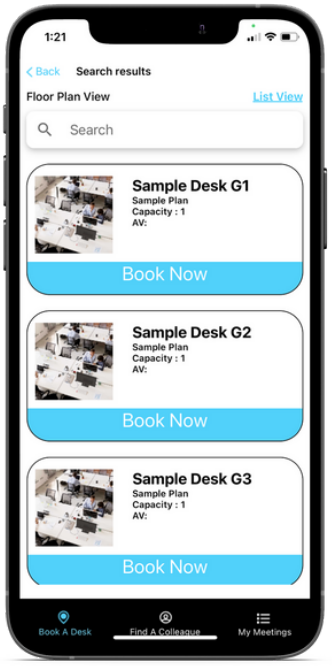


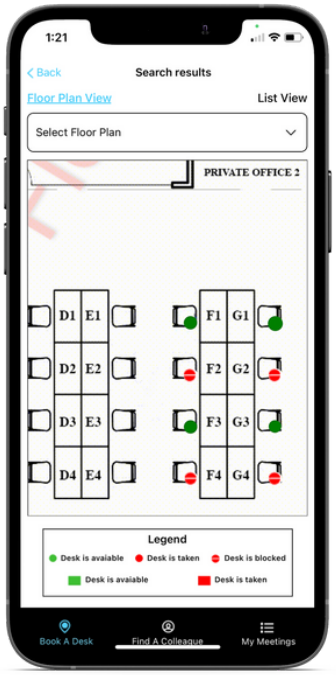

2. In the next section, you will then need to enter all the details such as:
   - Event title
   - Location
   - Date and Time
   - Meeting frequency
   - Travel Time
   - Invitees
   - Alerts
   - Meeting Link
   - Notes

3. Next, you will be asked to select the desk you want to book. There are two ways you can select a desk/room/office, you can choose between a "**list view**" or a "**floor plan view**". Kindly refer to the images below to

see what they look like on the app:

**LIST VIEW** **FLOOR PLAN VIEW**



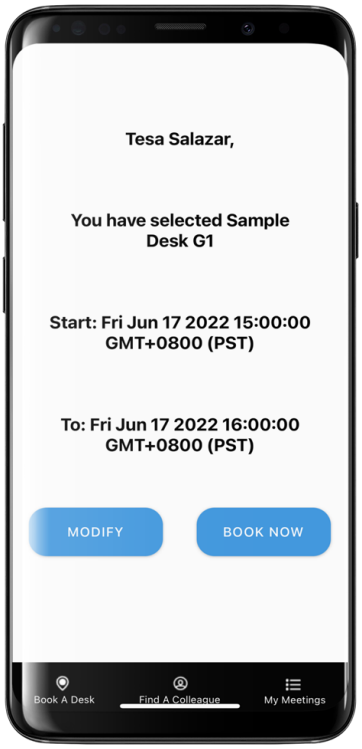

If you are on a list view, you can book a desk by clicking on the blue "**Book Now**" button from the list.

If you are on a floor plan view, you can book an area by clicking on the desk/office/meeting room, for as long as it is available.

**Floor Plan Legend:**

- Hotdesk is available
- Hotdesk is taken
- Hotdesk is blocked for social distancing purposes
- Meeting room/office is available
- Meeting room/office is taken

4. Once you have selected a desk/office/meeting room, a booking summary will appear. Check that all information stated is correct.




5. Once done, click "**Book Now**". Otherwise, you can "**Modify**" your booking.

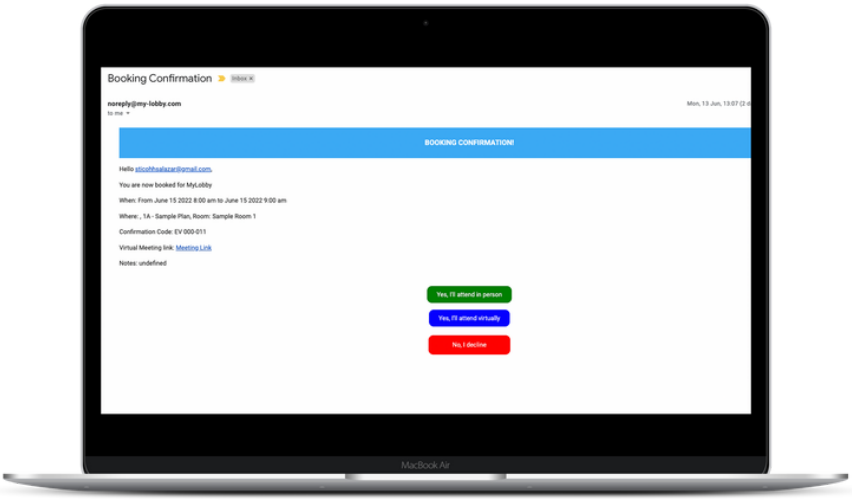
   **TAKE NOTE**: If the user does not sign in to the booked desk/room/office within the next 15 minutes, it will automatically go back into inventory and become available and other people can book it.

6. Once you are done booking, a summary of your booking confirmation will appear on your screen. Kindly refer to the image on the next page to see what it will look like:

## HOW OTHER EMPLOYEES CAN RESPOND TO A BOOKING INVITATION

Once you have confirmed your booking and you have added invitees, they will automatically receive an email from MyLobby to let them know that they have been invited.

They can choose to join you in person, virtually, or not at all. To see what email your invitees will receive check the image on the next page.



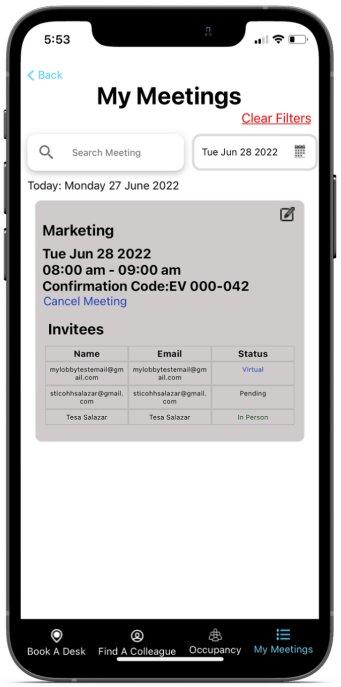

You can check the status of the invitees under "**My Meetings**".

If you invited a colleague and they have not yet responded, their status will say "Pending".

If you invited a colleague and they have responded, their status will say any of the three:

- In Person
- Virtually
- Decline

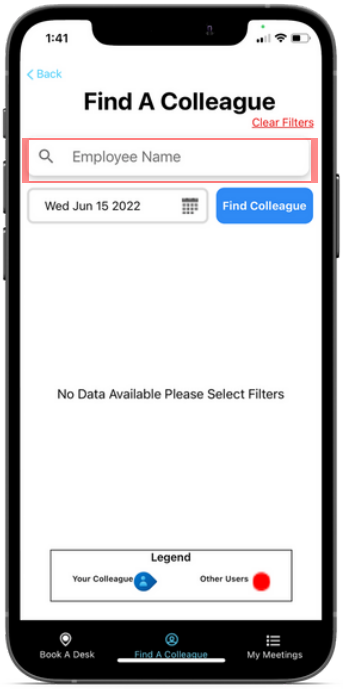
It will look like the image below:



# HOW TO FIND A COLLEAGUE

1. To find a colleague, click on the "**Find A Colleague**" icon on the black bar at the bottom of your screen.

2. Type the name of your colleague under "**Employee Name**" field. For clarification, kindly refer to the image below:




3. Then click on "**Find Colleague**". You will find your colleague on the floor plan. Kindly refer to the image and the legend below:

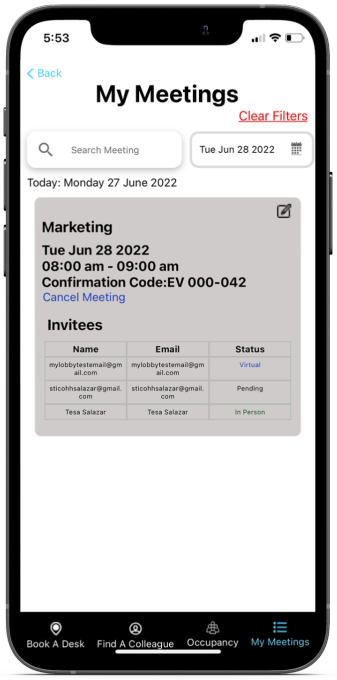

**Find A Colleague Legend:**

Your Colleague

Other Users

## HOW TO CHECK YOUR BOOKINGS UNDER “MY MEETINGS”

1. To check your bookings and the status of your invitees, click on "**My Meetings**" on the black bar at the bottom of your screen.

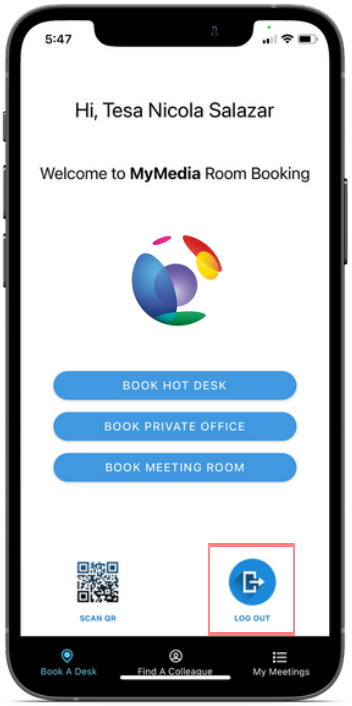



2. Under My Meetings, you will also see the status of your invitees whether they are:
   - coming in person,
   - attending virtually, or
   - declined the invitation.

## HOW TO LOG OUT

1. To log out from the MyLobby Hoteling App, click on "**Book A Desk**" on the black bar at the bottom of your screen.

2. Next, click on the blue "**Log Out**" button. Kindly refer to the images below for clarification:




Feel free to contact us at support@my-media.tv if you need additional support.

Regards,
MyLobby Team www.my-lobby.com

Toll-Free: 1-866-636-0636
Email: accounts@my-media.tv