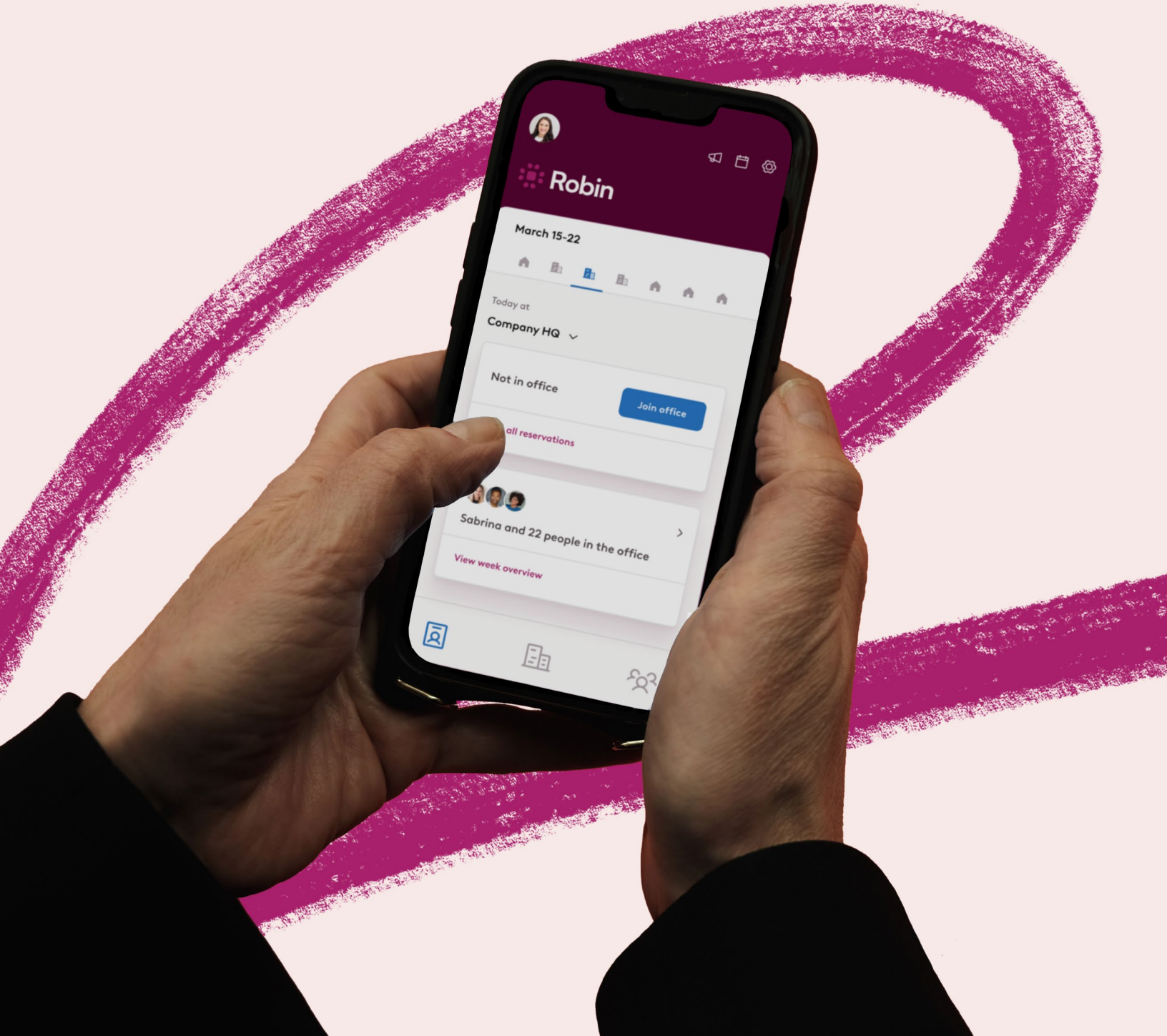
Robin

USER SET UP GUIDE

Getting Started with Robin



New user checklist

- [ ] Login for the first time on the **web dashboard** using your work email (Change hyperlink to Robin website or organization's login)

  Add a **profile picture** and set your **notification preferences**

  - [ ] Click avatar in top right corner > user profile > add picture. Then click user settings in the top right corner to finish setting up your preferences.

- [ ] Connect your **everyday apps** under your user settings (e.g., **Slack**, **Teams**, **Zoom**)

- [ ] **Download the mobile app** and sign in

  - [ ] Scan the QR code below to download the app > enter your work email > follow login prompts.

- [ ] **Add co-workers as favorites** to make it easy to see when they are scheduled to be in the office and where they are seated

  - [ ] Tap **People** > tap the star next to a co-worker to add them to your favorites

Now that you've set up your account, it is time to make your first reservation using Robin on the mobile app or web dashboard! We've outlined the steps on the next page.

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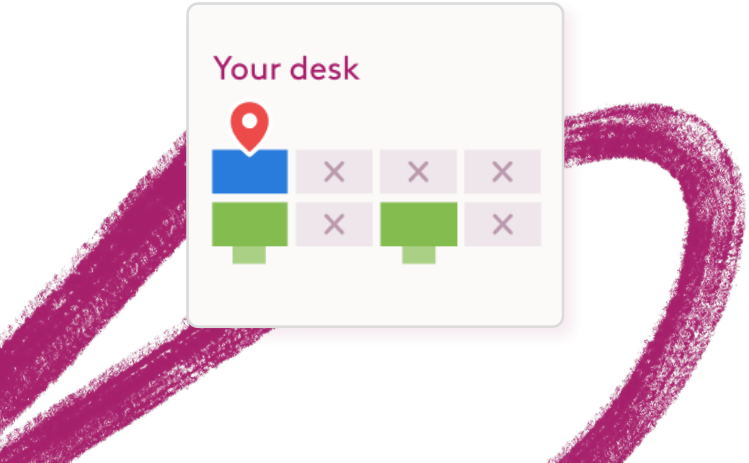
How to reserve a desk

Mobile App

1. Tap the **Office tab** on the mobile app
2. Use the drop-downs at the top to **change office buildings, floors, date, and time**
    - You can book a desk for more than one day by using the **Book multiple days** toggle in the calendar module.
    - Tap the filter icon in the top right to find a desk that has the amenities you need.
3. Move around the map and **zoom in to see where co-workers are sitting**
4. Tap a **green desk** on the map and click **Reserve** to book a desk
5. Copy the link and share it in the app of your choice to invite co-workers to join you!



Web Dashboard

1. Open the **Office tab** on the web dashboard
2. Use the drop-downs at the top of the Office tab to **change office buildings, floors, date, and time**
    - Select a desk directly from the map or click **Book a desk** button for more options.
    - You can book a desk for more than one day by using the **Book multiple days** toggle in the calendar module.
    - Click the **Amenities** field to search for a desk that has the equipment you need.
3. Click and hold to move around the map to see where **co-workers are sitting**
4. Click to **book a desk**
5. Copy the link and share it in the app of your choice to invite co-workers to join you!
6. Select **View upcoming desks** to see all your desk reservations.

[Example policies to be edited by customer]

Assigned desks

- You are eligible for an assigned desk if you plan to be in the office X+ days per week.
- If you've been assigned a desk, you'll see a location marker on the **Office** map (on mobile and web dashboard) indicating where your desk is.
- If you're assigned a desk, you can choose to share it on days you don't plan to be in the office. This will free up your desk for someone else to book on days you choose.

Desk policies to consider calling out

- You can reserve a desk for X consecutive weeks and up to X weeks in advance.
- You'll need to complete a health checkpoint and check in before your reservation begins. These will come to your email if you reserve a desk in advance and it will automatically pop up if you make a same day reservation.
- You're required to check into your desk – just scan the sticker on your desk and tap **check in** (provided you've already downloaded the mobile app).

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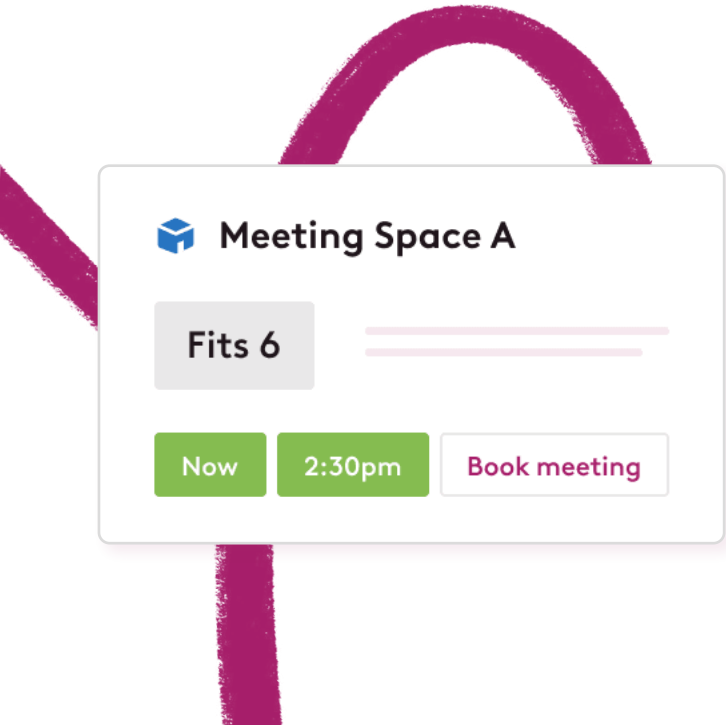
How to reserve a space

Mobile App

1. Tap the **Office tab**
2. Use the drop-downs at the top to **adjust the building, floor, date, and time**
3. If your meeting requires special equipment, use the filter in the top right
4. Tap a **green available space to book it** and to enter your event details
5. To see all your upcoming scheduled events, go to the **Pass tab > tap the calendar icon** in the top right corner. You can create a new event from here too, tap the "+" sign in the bottom right.



Web Dashboard

1. Open the **Office tab** on the web dashboard
2. Select **Find a space**
3. Use the drop-downs at the top to **adjust the date, time and duration**
4. If your meeting requires special equipment, use search filters
5. Tap a **green available space to book it** and to enter your event details
6. Select the **Video integration** + button in bottom right of the event composer to add a **Zoom** or **Teams** link
7. To view your calendar events, click the **Schedule tab** in the top navigation ribbon

Calendar extension

The Robin extension works alongside your [Google or Outlook] calendar to help you find the optimal space for your office activities.

Google

1. Create a new event in your calendar.
2. From the Google event composer, click **More options**.
3. Click **Add a space** with Robin. This opens the Robin extension
4. The extension suggests the best-suited spaces according to the type of activity, permissions, availability, and fit. If no "best fit" spaces are available at the selected time, Robin will show other options, or suggest times when spaces and invitees are available.
5. Select a space, fill out the event details, and complete the booking.

Outlook

1. Create a new event.
2. You should see the **Robin icon** in the top right corner, click it to open the **Robin add-in**.
3. Add your guests.
4. Select an activity type.
5. The add-in suggests the best-suited spaces according to the type of activity, permissions, availability, and fit. If no "best fit" spaces are available at the selected time, Robin will show other options, or suggest times when spaces and invitees are available.
6. Select a room from the suggestions, fill out the remaining details, and complete the booking.

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[Example policies to be edited by customer]

Space policies to consider calling out:

- No-show (abandoned) meetings – If nobody checks into the meeting within the [**customizable time window**], Robin will release the room. People can check in to meeting rooms by tapping **Start meeting** on the display app, or by confirming the space ahead of time from the mobile app, Slack integration, MS Teams, email, or the web dashboard.
    - Abandoned meeting strikes – If a recurring meeting is abandoned [**X consecutive times - customizable**], Robin will clear it permanently from the schedule.
- Rooms that host special events, such as the **X**, are **request only** rooms. An admin has to approve your meeting reservation request before you can move forward with other event details like adding invitees, to complete the event booking.

Additional instructions to consider sharing with employees

[Integrations that must be connected on the user level]

- Connect your [**Zoom or Teams**] account under your settings so you can add video conferencing links to your meetings.
- Add the Robin add-in that works alongside your [**Google or Outlook**] calendar to help you find the optimal time and space for your office activities like meetings, 1:1's, and focused work.
- Connect your **[Google or Outlook]** email under your user settings to allow Robin to access your calendar. This will help you avoid any scheduling conflicts and help you plan your work week. Additionally, Robin will surface your schedule on your personal Mobile Pass tab.

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