

# Manual Matrix App Exchange

May 2024



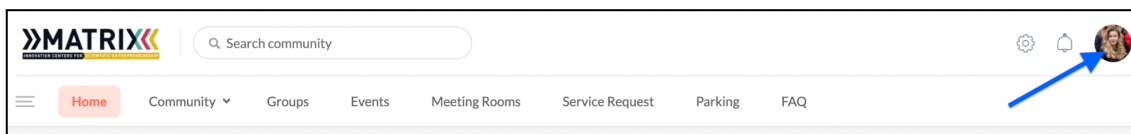


# 1. Login

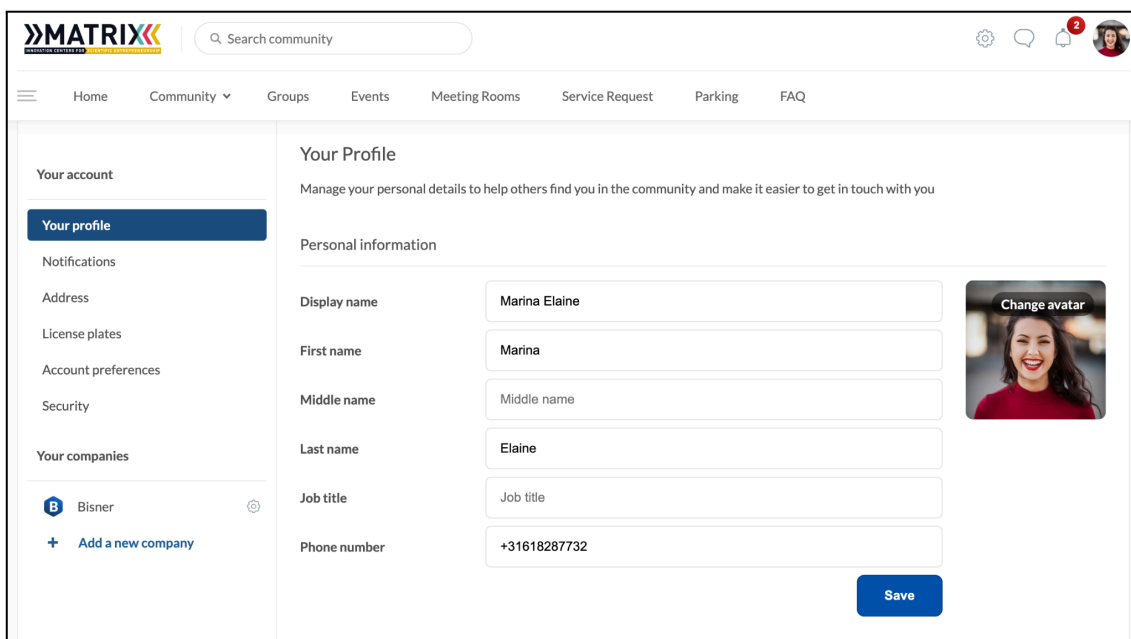
Go to <https://matrixic.bisner.com/>

Login details are your email address and password.

## 1.1 Update your member and company profile



Fill in your profile via the avatar on the right top corner.



Scroll down the page for all profile details.

**Update your profile** to make it easy for Matrix staff and other members to connect with you.

The details in 'Personal information' (*except phone number and address*) will appear on your member and company profile in the community.



Fill in your **About, skills and social media links** but most importantly your **public phone number** and **public e-mail address**. These will all be shown on your public profile in the community.

### Why is it important to share your contact information?

Your profile information helps other members learn about you and your company, making it easy to network and collaborate.

Also, this way the reception can provide the best service! When your visitor arrives you'll get a call, when your mail/packages have arrived and in case of questions from other tenants! When you don't want your personal info shared with the rest of the community it is advised to put your general company phone number and e-mail address there. This way there is still a way to get in contact with you.

The screenshot shows the 'Your profile' editing interface on the Matrix Innovation Center website. The page has a navigation bar with 'Home', 'Community', 'Groups', 'Events', 'Meeting Rooms', 'Service Request', 'Parking', 'FAQ', and 'Order Cafe Neo'. A search bar is located in the top right. The profile editing section is divided into several parts:

- Your account:** A sidebar menu with options like 'Your profile', 'Notifications', 'Address', 'License plates', 'Account preferences', 'Security', and 'Your companies'.
- About:** A text area containing a description of the Matrix Innovation Center at Amsterdam Science Park. Below it are tags for 'Projects', 'Hospitality', and 'Service'.
- Skills:** A text input field with the placeholder 'Type a skill name and press enter' and a 'Save' button.
- Tell us more about yourself:** Two text input fields for 'Public phone number' and 'Public e-mail address', each with a 'Save' button.
- Social media:** Five input fields for social media links: Facebook, Instagram, Twitter, LinkedIn (with the URL 'https://www.linkedin.com/company/matrix-innovation-cent'), and a home icon with the URL 'https://www.matrixic.nl/ni/'. A 'Save' button is at the bottom right.



## Update your company profile via “Your companies”.

**Your Profile**  
Manage your personal details to help others find you in the community and make it easier to get in touch with you

Personal information

Display name: Marina Elaine

First name: Marina

Middle name: Middle name

Last name: Elaine

Job title: Job title

Phone number: +31618287732

Change avatar

Save

## Select or update your preferred location if you have access to multiple buildings.

**Account preferences**  
Manage general settings of your profile

Public profile

Make your profile visible for members in the community

Location

Select your location

Save

### Why is this important?


- To receive notifications about your building(s) updates. If you are located in more than 1 building, select “All locations”.
- To automatically see information and meeting rooms of your building.

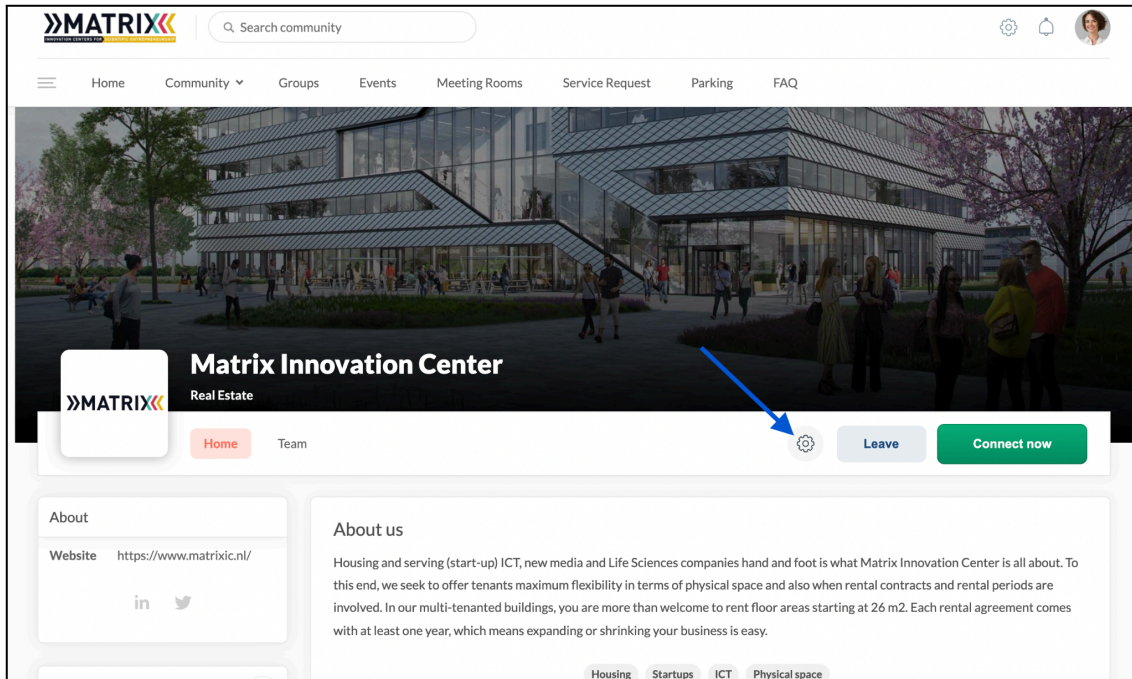


For instance, if you have Matrix SIX selected when you go to meeting room booking, it will automatically show the meeting rooms of Matrix SIX. You can still filter to another location if needed.

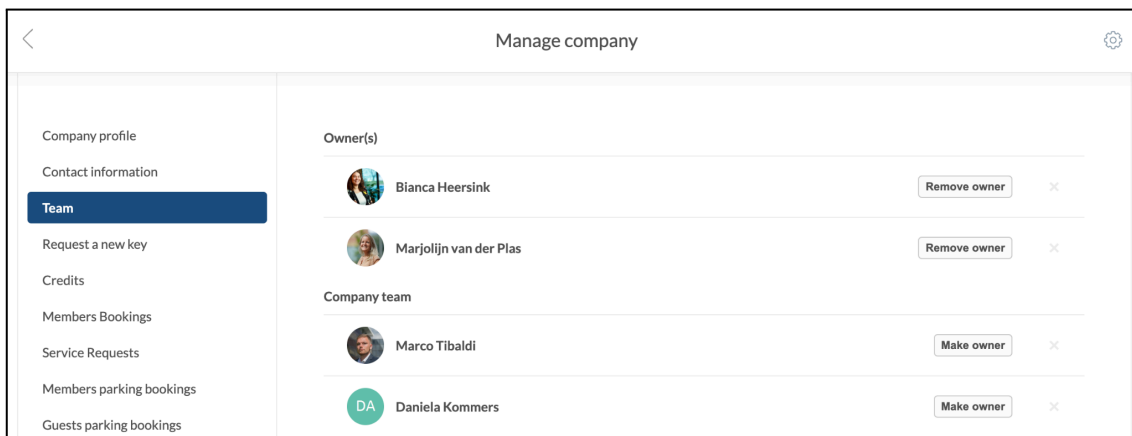


## 1.2 Add your team

As a company owner, you have the ability to manage your company information, company insights, add colleagues and request keys. **Configure your company profile details** via  **NOTE: This is only visible for company admins.**



Manage your employee accounts via the “*Teams*” section.





Scroll down the section to **add your employees** via the form. They will receive an **email with an invitation** to join the platform.

The screenshot shows the 'Manage company' interface. At the top, there is a back arrow and a settings gear. Below the title, there is a list of team members, each with a profile picture, name, and a 'Make owner' button with a close icon. The team members listed are: Ivo Sweep, Support Matrix (with the Matrix logo), Cathalina den Dikken, Receptie en Service, and Sabina Schilling. Below the list is a section titled 'Add a new team member' which contains a form with fields for 'Name' (split into 'First name' and 'Last name') and 'Email', and a blue 'Invite team member' button.

### 1.3 Request keys for your team

Make sure your team member has an **account before requesting a key** for them, and that they have activated their account.

Request a key **per employee separately**. *NOTE: This is only visible for company admins.*

The screenshot shows the 'Manage company' interface with the 'Request a new key' form. On the left, there is a sidebar menu with options: 'Company profile', 'Contact information', 'Team', and 'Request a new key' (which is highlighted with a blue button). The main content area has a title 'Request a new key' and a subtitle 'Please fill in the details regarding your new key request. If you want to request multiple keys, submit a separate request.' Below this are several input fields: 'Employee name', 'Location', 'Unit', and 'Additional information'. At the bottom, there is a 'Key type' section with five radio button options: 'Druppel Matrix II-VI', 'Sleutel Matrix II-VI', 'Toegangspas Matrix II-VI', 'Druppel hek Matrix II-VI', and 'Vervangende parkeerpas'. A blue 'Request key' button is located at the bottom right of the form.



## 1.4 Company insights

As a company owner, you have access to **insights** related to:

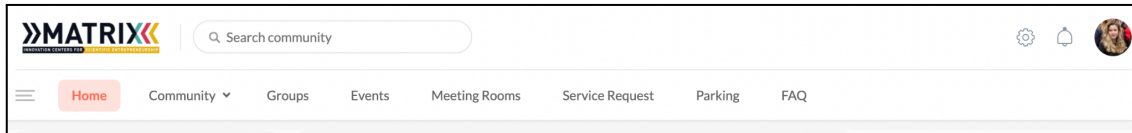
- room booking reservations
- parking member reservations
- parking guest reservations
- service requests

	Name	Company	Date	Start time	Price	Credits	Status
Company profile	<b>Bianca Heersink</b> bianca@matrixic.nl	Matrix Innovation Center	25 April 2023	15:00		1	booked
Contact information	<b>Oscar de Vos</b> oscar@matrixic.nl	Matrix Innovation Center	20 April 2023	15:00		1.5	booked
Team	<b>Cathalina den Dikken</b> cathalina@matrixic.nl	Matrix Innovation Center	20 April 2023	13:30		1.5	booked
Request a new key	<b>Cathalina den Dikken</b> cathalina@matrixic.nl	Matrix Innovation Center	19 April 2023	13:00		4.5	booked
Credits	<b>Bianca Heersink</b> bianca@matrixic.nl	Matrix Innovation Center	19 April 2023	10:30		1.5	booked

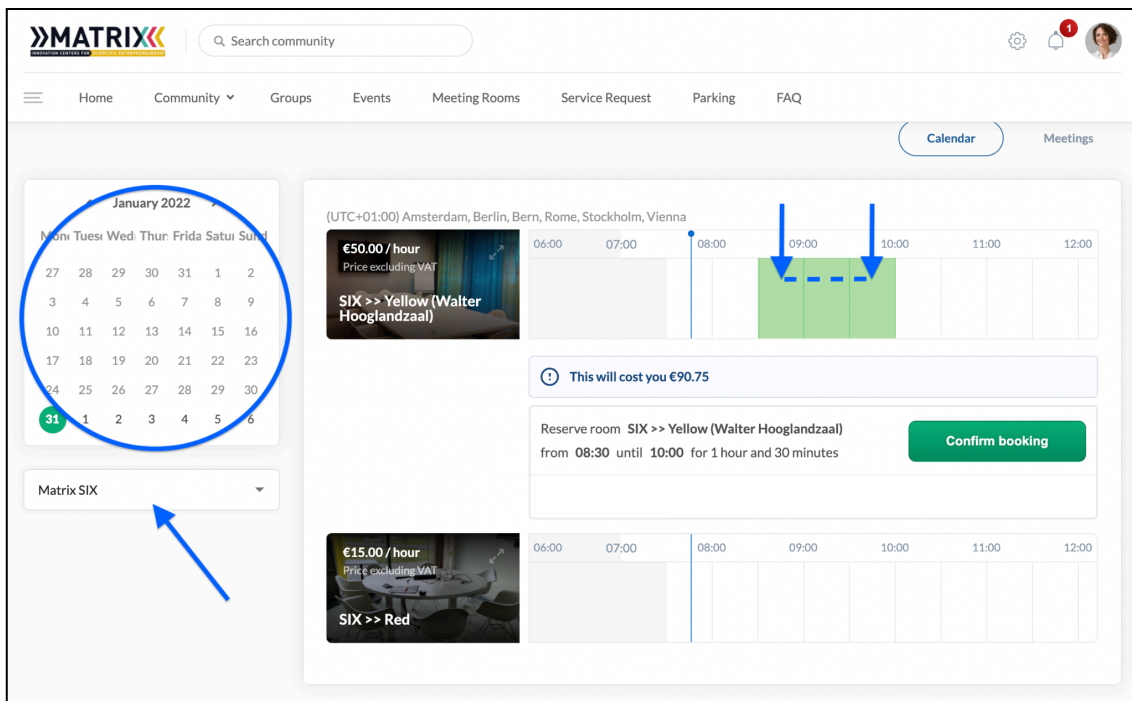


## 2. Platform explained

In the **top navigation bar**, you'll find all features you have access to.



### 2.1 Meeting room booking



#### Making a reservation for a meeting room?

Select the preferred location using the filter drop-down on the left.

Select the preferred date on the calendar.

Use drag and drop to select a start and end time for your reservation in the meeting room timeline and confirm the booking.

Need a parking spot for your visitor? Book this at the same time; otherwise skip this step.



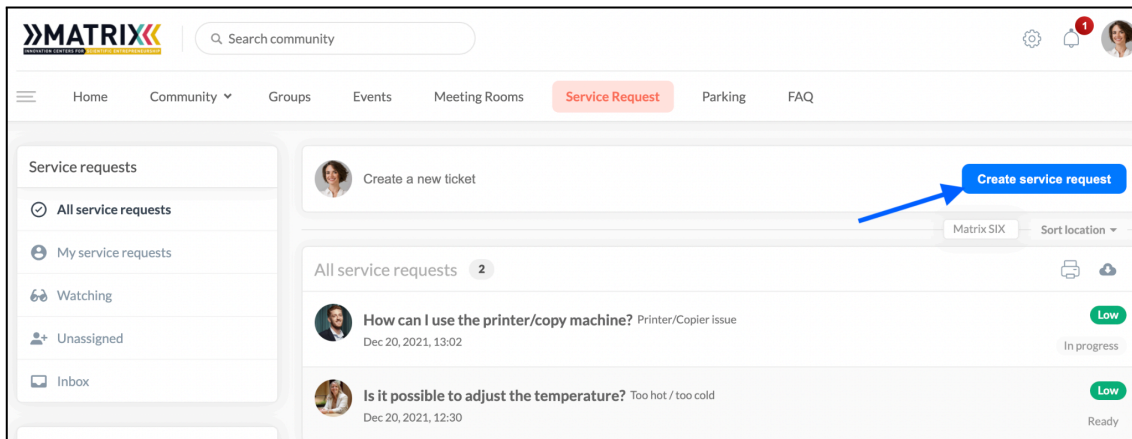
### **Meeting Room Credits**

Matrix provides you with a number of credits to use for meeting rooms reservations. These credits are given to your company and can be used by any of your team members (if they are allowed to).

Note that credits are reset each month and unused credits cannot be carried over to the next month.

Once monthly credits have been used, bookings can still be made, but then there is a price per hour that is visible and will be billed to the company once per quarter.

## 2.2 Service Request



### Submitting a service request?

Fill in the details of your request. **NOTE:** Your request can only be submitted if the mandatory fields are completed (marked with a \*)

**Select the location and category** from the drop-down selection. Scroll down in the drop-down to see more options.

The more (specific) information provided, the better the service request.

Photos can also be added!



## Request submitted?

Matrix will be notified about your request.

Follow updates and change logs on your request on the platform by clicking on it.

The screenshot displays the Matrix service request platform interface. At the top, there is a navigation bar with the Matrix logo, a search bar, and a user profile icon. Below the navigation bar, there are tabs for Home, Community, Groups, Events, Meeting Rooms, Service Request, Parking, and FAQ. The main content area is divided into two columns. The left column contains a 'Service requests' section with filters for 'By same reporter' and 'In same category', and a 'Change log' section with a vertical timeline of status changes. The right column shows a detailed view of a service request titled 'How can I use the printer/copy machine?'. The request details include the reporter (Oscar de Vos), the service request number (20211220-JKQ8T4), the status (In progress), the priority (Low), and the assigned person (Marjolijn van der Plas). The location is listed as Matrix SIX. The description of the request is 'Could please help me out with the printer? Do you have some instructions?'. Below the description, there are two messages: one from Marjolijn van der Plas on Jan 7, 2022, at 12:17, saying 'Hoi Oscar, bedankt voor het melden!', and another from Oscar de Vos on Jan 10, 2022, at 14:04, saying 'Dag Bianca, dank voor je terugkoppeling'. At the bottom of the request view, there is a 'Reply' button and a 'Share' button.



## 2.3 Parking

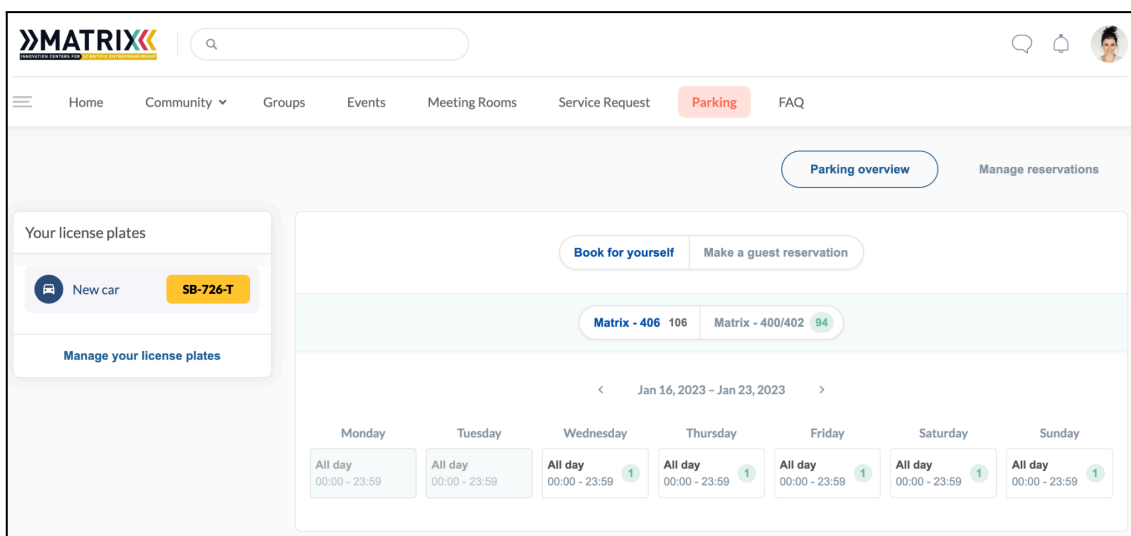
Use the MAX portal to reserve parking spots at the Matrix Innovation Center facilities for yourself and your guest(s). Please note that not all members have user rights to reserve parking for guests.

### Manage your vehicles

Go to your profile by clicking on your avatar in the right top corner and select “License plates.” Make sure to add your license plate number in order for your vehicle to be recognized. You can add multiple vehicles, if applicable.

### Reserve a parking spot for yourself

Select the desired date, time and location to reserve your spot. Upon arrival, you’ll get automatic access via license plate recognition.



If you have multiple license plates linked to your account, the scanner at the gate will automatically recognise this and grant you access for your reservation.

### Reserve a parking spot for your guest(s)

Select the desired date and time to reserve as well as how many spots you need, with a maximum of four spots per time slot per company.



Matrix Parking reservation interface. The calendar shows February 2022. The 3rd of February is circled in blue. The main area shows a grid of parking availability for 1 spot, with a blue arrow pointing to the 9:00-10:00 slot on the 3rd of February.

## Fill in your guest's details

Your guest will receive a [confirmation by email](#) with the reservation details and [QR code](#) to use at the gate. Alternatively, add their license plate so they can enter easily.

Matrix Parking reservation interface. The 'Parking information' step is active. The form includes fields for Company visitor, Name, Email, Phone, and License plate. A 'Continue' button is visible on the right.

## Parking Credits

Matrix provides you with a number of credits to use for parking reservations. These credits are given to your company and can be used by any of your team members (if they are allowed to).

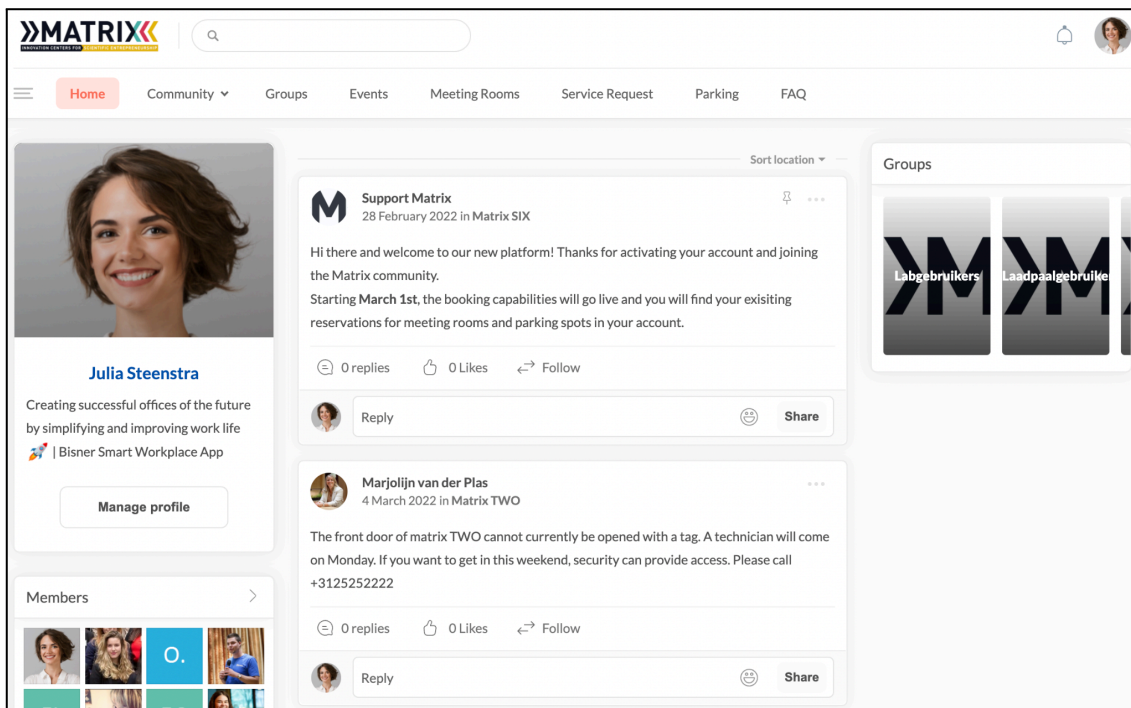


## 2.4 Newsfeed information

All updates relevant to the Matrix Community will be shared on the newsfeed.

Tips:

- Make sure to set your location preferences (see 1.1.) to receive email notifications of your preferred buildings.
- The “sort location” option allows you to filter the posts based on the building.



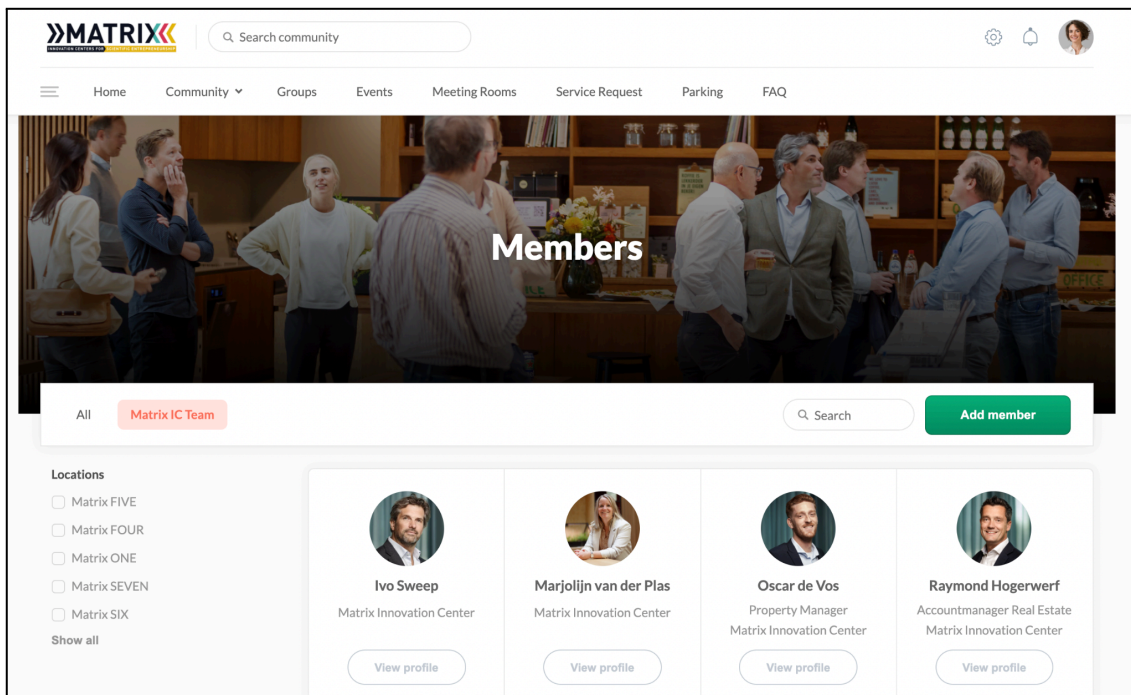


## 2.5 Community

Find and connect with members and companies in the Matrix Community

Ways to find members and companies:

- Search based on a member/company name
- Use the filters to find all members/companies with certain criteria

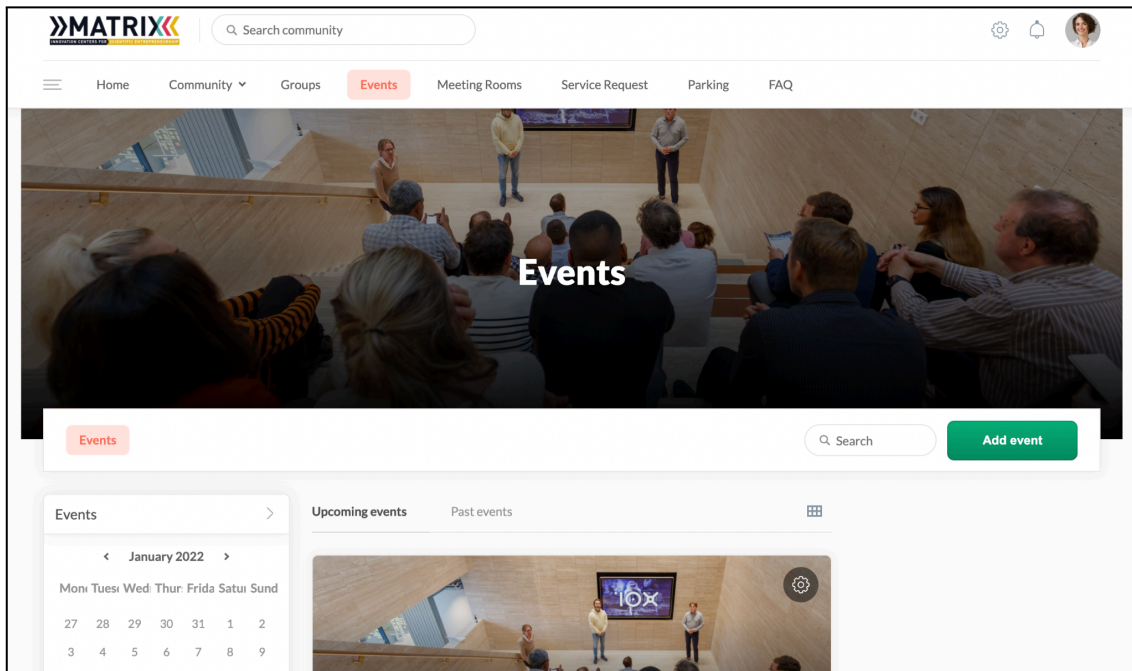




## 2.6 Events

### The Matrix calendar with all community events

- Find all past and upcoming events
- Register for events to meet with other like-minded members



## 2.7 Groups

Access and create groups to discuss certain topics and collaborate

- Create groups and invite others to join
- Join groups you are interested in
- Share news, questions, images, files with others
- Receive notifications about new posts

