

INTRODUCING THE BRAND NEW GRANTA PARK APP

WE'RE PLEASED TO ANNOUNCE THAT A BRAND NEW GRANTA PARK APP IS NOW LIVE!

If you already have the Granta Park app, keep an eye out for an upcoming update.

If you're new to the app, you can download it from your app store or simply scan one of the QR codes below to get started.

When opening the new app for the first time, you'll be prompted to register. Please make sure you use your work email address to do this.



IOS



Android

WHO NEEDS THE APP?

We strongly recommend that everyone who works at Granta Park has this app on their phone. Whether its one day a week or five days a week you are based here, this will be the only tool available for Park information, events, menus and news.

WHAT CAN I DO ON THE APP?

In short - everything!

Stay informed about upcoming events and book your tickets directly through the app.

Newsletters will be shared via the app, rather than by email. We'll also send important notifications when needed (but don't worry — we'll keep these to a minimum). We highly recommend opting in to notifications when prompted.

View and book a wide range of amenities including conference rooms, corporate hospitality packages, daily menus, and explore facilities like The Apiary, The Clubhouse, and The Granta Restaurant at TWI.

Book the sports pitch and view availability.

Report any issues you spot when out and about. Whether it's a loose paving stone, fallen tree, or litter, let us know. Facilities Managers will also have the additional ability to use the app to report Landlord related building issues.

HOW DO I USE THE APP?

Once registered, you should be automatically logged in each time you open the app.

You'll always land on the homepage, which highlights key updates and features.

The bottom toolbar provides easy shortcuts to help you navigate through the app.

We recommend taking a few moments to scroll through and explore the various functions, so you can quickly find and access the areas most relevant to you.

BOOKING A SPORTS PITCH

- 1. From the homepage, click the “New Amenity Reservation” button at the top of the page.**
- 2. From here, click through to “sports pitches”.**
- 3. Select the pitch you need, followed by the date and time slot.**
- 4. Click “book” and your reservation is confirmed.**

You can check your reservations on the homepage bottom toolbar, by clicking “Reservations”. Here, you can easily manage your booking too.

LOGGING A SERVICE REQUEST

If you are out and about and need to report an issue, you can do this via the app.

1. From the homepage, click on the “New Service Request” button at the top.
2. From here, you can select the most relevant category.
3. Once you have chosen the category, your tenant name should automatically complete, along with your ticket type being labelled as “Tenant Request”.
4. Next, click on “Estate” and add a description of where and what the issue is.
5. If you have any images, please upload them here before submitting your request.

Your request is now logged and the Estates team will be notified to action the request.

BOOKING A CONFERENCE ROOM

1. From the homepage, click the “New Amenity Reservation” button at the top of the page.
2. From here, click on the conference room you would like to book.
3. Here, you can see further details of the room, as well as availability.
4. Click “book” on your chosen room and your reservation request will be sent to the relevant team who will reply to confirm.

You can check your reservations on the homepage bottom toolbar, by clicking “Reservations”. Here, you can easily manage your booking too.

BOOKING AN EVENT

From the homepage, you'll see upcoming events listed in date order.

You can tap to view all events and select any individual event to see full details.

- **For events that require a ticket, you'll be prompted to book using the RSVP button.**
- **For free events, such as the Wildlife Walks, your booking will be automatically confirmed when clicking the button, if space is available.**
- **For events that require a time slot—like Dr Bike—you'll be able to view available times and confirm your booking by selecting your preferred slot.**
- **For paid events, you'll be directed to the appropriate ticketing page to complete your booking and payment.**

HOW DO I NOW FIND FOOD MENUS?

Weekly menus for The Apiary, The Clubhouse, and The Granta Restaurant at TWI are now available on the app homepage.

To view them, simply scroll to your preferred outlet and tap on the menu. From there, you can share it with a colleague or save it to your phone for easy reference throughout the week.

CAN I BOOK CORPORATE HOSPITALITY THROUGH THE APP?

Hospitality services are available from both The Apiary and The Granta Restaurant at TWI.

You can find both menus featured in the homepage highlights of the app. From there, you can also submit a request or place an order directly with the kitchen.

A member of the relevant team will follow up to confirm and finalise your order. Please note your order is not confirmed until you have heard from the kitchen.

HAS THIS REPLACED THE GRANTA PARK TRAVEL OR GYM APP?

No. If you use the Granta Part commuter bus service or the gym, please keep using your relevant apps as normal.

CAN I CONTACT THE ESTATE TEAM VIA THE APP?

Yes!

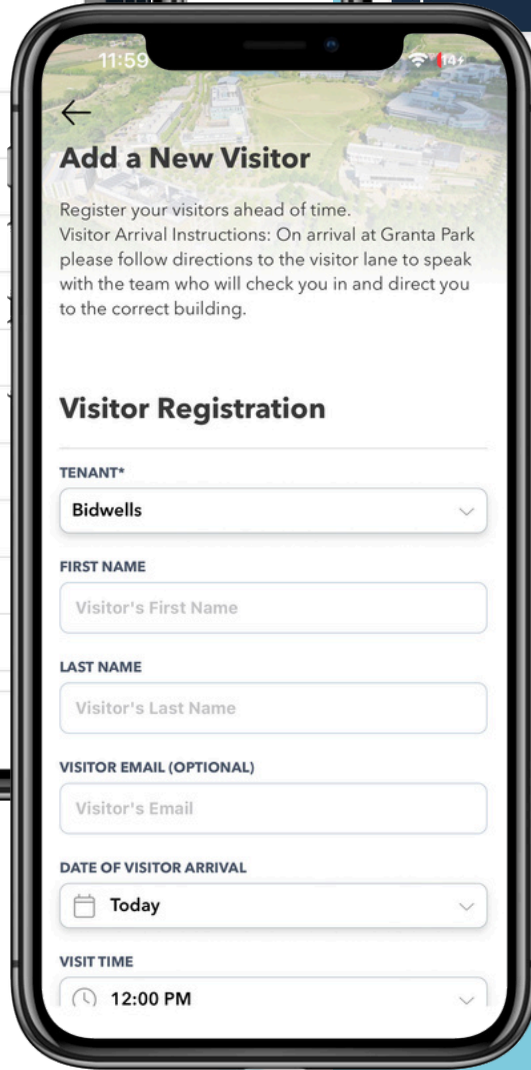
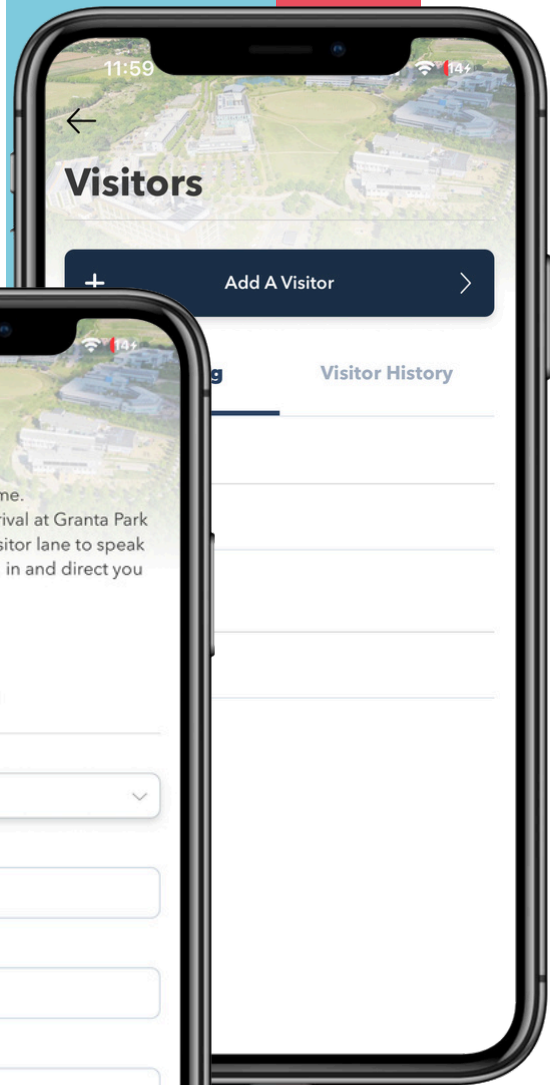
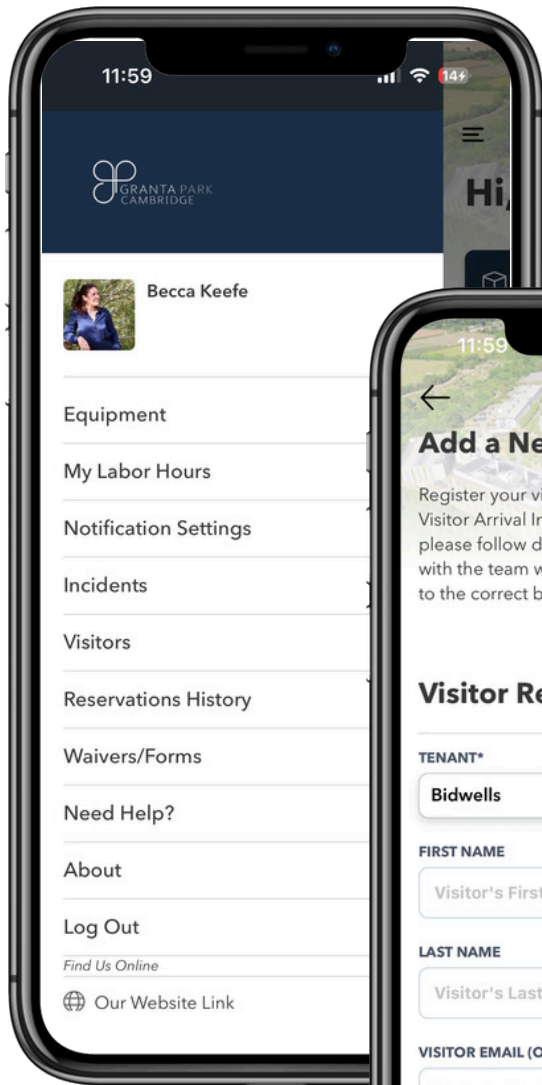
Scroll down to the bottom of the homepage and you will see the whole team. Click on the person you want to speak with you tap the “contact us” button. Select the subject and write your message and we will get back to you as soon as possible.

CAN I SPEAK TO OTHER TENANTS VIA THE APP?

Not just yet—this is the first phase of the app launch. However, we’re planning to introduce a “Community” feature soon, which will allow users to connect and chat about relevant Park updates and information.

We hope you find the new app useful, easy to navigate, and a great way to stay connected with everything happening at Granta Park. However, this is just the beginning! We’re planning to roll out more features over time, so your feedback is very welcome as we continue to improve the experience.

Let us know in the app via the main menu “help” button or email admin@grantapark.co.uk.



VISITOR MANAGEMENT SYSTEM

GRANTA PARK APP

WE'RE PLEASED TO ANNOUNCE THAT WE WILL BE LAUNCHING A BRAND NEW FEATURE ON THE PARK APP

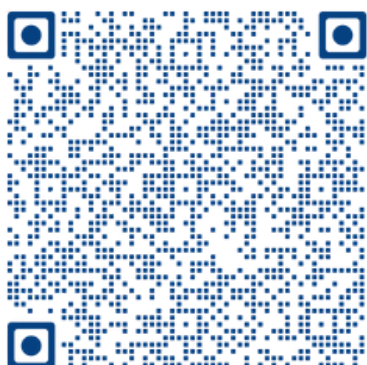
By now, most people will be familiar with the Granta Park app and will have used it on either a mobile device or the desktop version.

As part of the app's ongoing development, we are pleased to introduce the new visitor management feature. This will allow you to quickly and efficiently register your guests with the security hut ahead of their arrival.

First off, you will need to ensure you have the Park app and you can download this by scanning the below on a mobile device. Once you have signed up on the app, you will be able to use the desktop version by visiting <https://manage.cove.is>. You can then remove the mobile app if preferred.



IOS

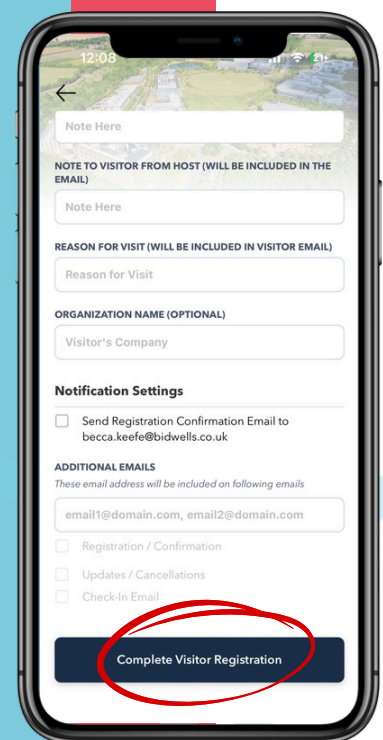
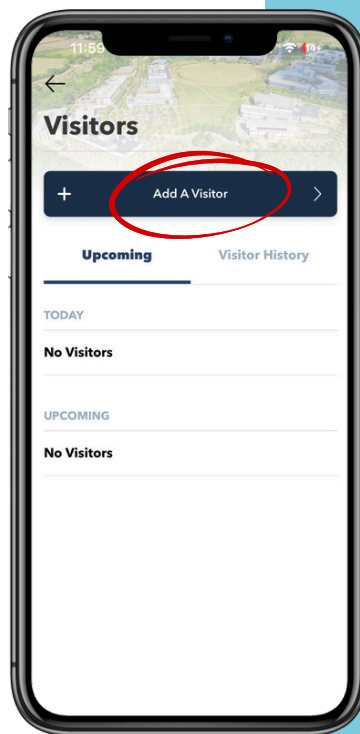
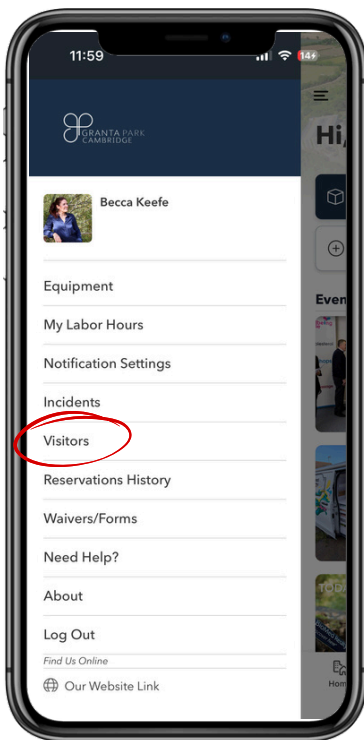


Android

REGISTERING A ONE TIME VISITOR

To ensure a smooth arrival, please register any expected visitors via the Visitor tab before they arrive on the Park. The details will automatically sync with the gatehouse, enabling check-in and an instant notification to you when your guest arrives.

1. **Click on the hamburger bars (three horizontal lines) in the top left of the home screen.**
2. **Click Visitors**
3. **Click + Add a Visitor**
4. **Fill out your visitor's information.**
5. **Click Complete Visitor Registration**



REGISTER VISITOR(S) FOR ONE MULTIPLE, OR CONSECUTIVE VISITS

If your visitor is due to be here for multiple days, you can register them once using this feature.

1. **Navigate to the *Visitors* section of the dashboard, and click on *+Add a Visitor*.**
2. **Fill out your visitor's information. If you are registering a visitor for someone else, choose their name as the host.**
3. **Select your Tenant name**
4. **Choose a floor if there is a specific floor your guest has to go too on arrival.**
5. **Choose Single Visit, Multiple Dates, or Consecutive Dates.**
 - ***Single visit: Choose this for a single visit. Example: one visit on January 5th at 10:00am.***
 - ***Multiple dates: Choose this for multiple (up to 10) individual visits. Example: one visit on January 5th at 10:00am, one on January 10th at 9am, and one on January 24th at 12:30pm. Choose +Add Another Date for each additional date and time***
 - ***Consecutive dates: Choose this for consecutive visits that will occur at the same time each day. Example: a visit every day at 10:00am between January 5th and January 15th. Select exclude weekends to exclude Saturdays and Sundays from the consecutive visit.***
6. **Select Complete Visitor Registration.**

BULK VISITOR UPLOADS

If you're hosting a large meeting or conference with multiple guests, use the Bulk Visitor Upload feature. Download the template, add your visitors' details, and upload the completed file to register them all at once. Please note this can only be done on the desktop version.

1. **Navigate to the Visitors section of the dashboard, and click on Upload Visitors.**
2. **Click Download Template, and open the template from wherever it saved on your computer. It will be saved as NEW Visitor Upload Template. The template has two sheets: Instructions and Visitor List. Click on the name of each to switch between the two.**

The screenshot shows a web browser window with the URL <https://manage.cove.io/networks/MjCW1hBUEn/guests/upload-visitors>. The page title is "Let's Get Started!". A sidebar on the left shows the user "Recca Keefe" and a menu with "Visitors" selected. The main content area has a "Download the spreadsheet template" button circled in red. Below it, there are instructions for importing visitor data into a spreadsheet, including a table with the following headers: Host Email, Visitor First Name, Visitor Last Name, Visitor Email, Date of Arrival, Time of Arrival, Time of Day, and Reason for Visit. An example spreadsheet is provided with three rows of data.

Let's Get Started!

To begin, upload a Visitor List CSV below. This will allow you to add more than one Visitor at a time.

Upload Visitor List CSV

Download the spreadsheet template

Download Template

Import the Visitors you would like to add

Follow the instructions in the template to import your visitor data into a spreadsheet. Your spreadsheet should look similar to the example below, with the following column headers:

Host Email: The host will be alerted when their visitor arrives; if you don't have the host's email, you can use yours.

Visitor First Name

Visitor Last Name (Optional)

Visitor Email Address (Optional)

Visit Start Date: Must be in mm/dd/yy format

Visit End Date (Optional. Note: If End Date is later date than start date, a separate visit will be created for each consecutive date in this range.) Must be in mm/dd/yy format

Time of Arrival: Must be in HH:mm format

Time of Day: Must be in AM/PM format

Reason for Visiting: (Optional)

Destination Floor: (Optional) Must match the host tenant's floor. May be printed on the badge or used for access.

Additional Emails: (Optional) A comma-separated list of email addresses who should be notified when the visitor arrives.

Example Spreadsheet:

Host Email	Visitor First Name	Visitor Last Name	Visitor Email	Date of Arrival	Time of Arrival	Time of Day	Reason for Visit
john@brite.com	Jay	O	jay@brite.io	11/06/2024	8:00	PM	Business
al@brite.com	Thomas	Z	tom@brite.io	11/06/2024	9:00	AM	Event

Export to CSV format

Export the Visitor List sheet as a CSV file.

3. Review the template and compile your visitor data. Here is what you will need for each visit:

- REQUIRED **Column A:** Host Email
- REQUIRED **Column B:** Visitor First Name
- REQUIRED **Column C:** Visitor Last Name
- REQUIRED BASED ON BUILDING SETTINGS **Column D:** Visitor Email Address
- REQUIRED **Column E:** Date of Arrival
Must be in mm/dd/yyyy format
- REQUIRED **Column F:** Time of Arrival
Must be in hh:mm format
- REQUIRED **Column G:** Time of Day
Must be in AM/PM format
- OPTIONAL **Column H:** Reason for Visit

4. Add and format your visitor data based on the directions in the Instructions sheet of the template. Use the example row of data in the Visitor List as a guide. Don't forget to delete the example row before saving!
5. Export your file to .csv
6. Upload your csv. file

FAQ's

WHY DO I NEED TO DO THIS?

We regularly engage with tenants at Granta Park and have received frequent requests to strengthen entrance security, particularly in relation to visitor management.

This new system makes it quick and easy to register guests in advance. The live visitor log updates in real time for the security team, with the next expected arrival displayed at the top of the list to ensure a smooth and efficient check-in process.

WHO NEEDS TO REGISTER VISITORS?

Everyone will be able to add visitors to the Park; however, it's up to your organisation to decide whether individuals manage their own guests or if this is handled centrally by a receptionist or events manager.

WHAT HAPPENS IF I DONT REGISTER A VISITOR?

If you don't register your visitor, they may be denied entry at the gatehouse. It's essential that everyone follows the simple registration process to ensure the team knows who is on the Park and grants access only to authorised guests.

CAN I SEE ALL VISITORS THAT ARE REGISTERED ON THE PARK?

No - you can only view the visitors you have personally registered. Tenant Leads, such as Facilities Managers, can see all visitors registered for their company, while the Estate Admin team and Security have visibility of all visitors across the Park.

WILL I GET NOTIFIED WHEN MY VISITOR ARRIVES?

Yes, but this is optional. If you would like to be notified when your visitor arrives, please ensure you select this option when registering your guest.

DO I NEED TO EMAIL SECURITY TOO?

No, this will replace the need to email the security team.