



# Community Manager Handbook



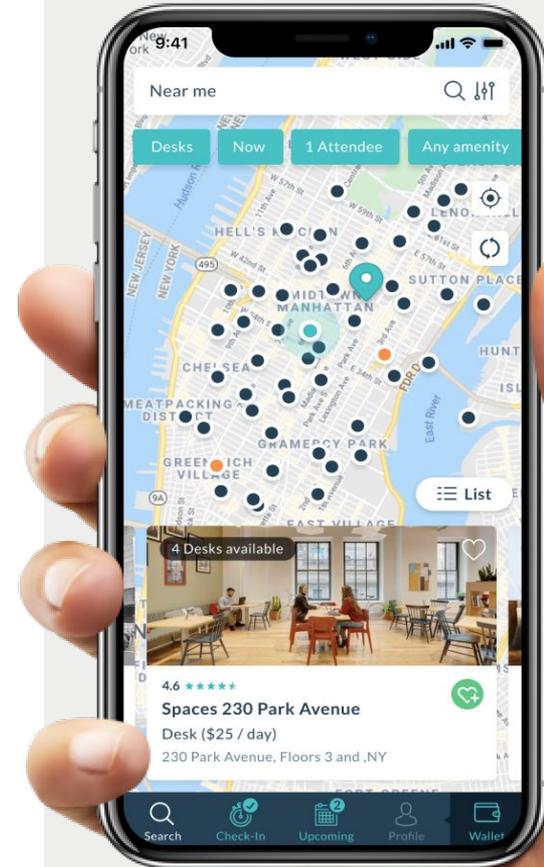
# Who Is Upflex?

We are a technology platform that provides SMB & enterprise companies access to flexible office spaces like yours through our app and web platform.

## We're Excited You Joined

We're so excited to have you as one of our premier partner spaces in the Upflex network. Our goal is to bring our clients to your space smoothly and with minimum effort from your side.

We handle the booking management, billing process, and communication through our platform. That means **when Upflex clients visit your space, no money has to be exchanged** - all you have to do is make them feel at home.



# Who Are Upflex's Clients?

Upflex's clients are from SMB & enterprise companies who use **Upflex** and our **white label-apps** to book spaces in the Upflex network.

**Upflex users** book through the Upflex app and on the web at Upflex.com.

**White-label app users** use the Colliers Mobility Pass app or website to book. Booking emails from white-label apps will always say "Powered by Upflex," so you know it's from us.



# What Inventory Can You Offer?



## Desks

Desks are your hotdesks or any open dedicated desk you want to rent out for the day.

Guests can book these same-day, or up to 30 days in advance.

Desk booking cancelled less than 24 hours ahead of time will still be paid to you.



## Private Offices

Private offices are rented by the day for a guest and their colleagues or clients.

Must be booked at least 24 hours ahead of time, up to 30 days in advance.

You can set the cancellation policy, or by default it's the same as desks.



## Meeting Rooms

Meeting rooms are rented out by our guests for the hour, and you can charge for any additional amenities you may offer, such as projectors or catering.

Must be booked at least 24 hours ahead of time, up to 30 days in advance.

You set the cancellation policy.

# Community Manager's Role

Upflex is designed to be as simple as possible to use. Here are the things the Community Managers usually need to be responsible for.

- Keeping your space's profile up to date
- Keeping the inventory you offer on Upflex up to date
- Managing Upflex guests who come into your space
- Confirming or rejecting private office & meeting room bookings

**About payment:** Upflex pays your space directly, so you never have to ask for payment from a guest!

We know every coworking space is unique and things may work a bit differently in yours, so please use this manual as a guide rather than a hard-and-fast rulebook.



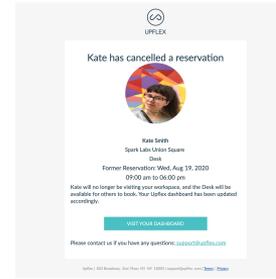


# Managing Upflex Guests

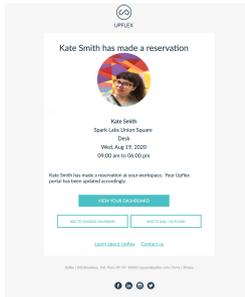
# How it Works: When someone books your space



1. Upflex Guest will book your space using the Upflex app or a white-label app



3. If the Upflex guest modifies or cancels their booking, you will receive an email notification and your Upflex Space Partner Portal will be updated accordingly



2. You receive an email notification of each Upflex Guest's booking.

For private offices and meeting rooms, you have to accept or reject the booking.

This can also be done in the Space Partner Portal



4. Your space will receive payment for the visit later, directly from Upflex. Therefore, please don't ask client credit card information or payment for using the space.

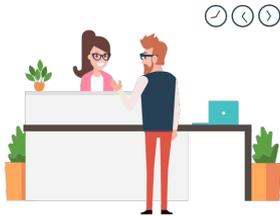
# How it Works: Guest arrival



1. Upflex guests will check in on the Upflex app when they arrive at your space.

Date	Status	Name	Email	Price
2023-10-26	Booked	John Doe	john.doe@company.com	\$100
2023-10-27	Booked	Jane Smith	jane.smith@company.com	\$100
2023-10-28	Booked	Mike Johnson	mike.johnson@company.com	\$100
2023-10-29	Booked	Sarah Lee	sarah.lee@company.com	\$100
2023-10-30	Booked	David Kim	david.kim@company.com	\$100
2023-10-31	Booked	Emily White	emily.white@company.com	\$100

3. Your Space Partner Portal will be updated with their check-in details



2. Once you greet them, they will identify themselves as an Upflex user (or user of one of our white-label apps). Feel free to ask to see their check-in on the app.



4. You'll answer any questions they have about the workspace, then show them to their seat, where they'll have a great work day!

# How it Works: Guest checkout



1. Ten minutes before the end of the booking, both guest & Community Manager receive an email/app reminder.



3. About 15 minutes after the guest checks out, if Upflex's geolocation detects the guest is still in the space, both the guest and you will receive an email. This is to help prevent fraud.



2. The guest checks out, your dashboard is updated accordingly.

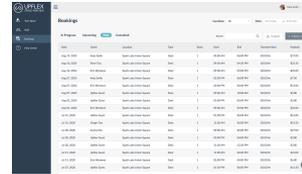


4. At the end of the month, you will be paid for all Upflex visits.

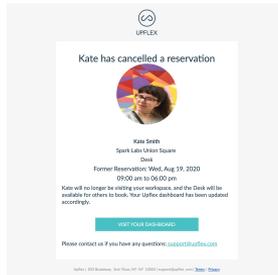
# How it Works: Cancellations



1. If an Upflex guest needs to cancel a reservation for whatever reason, they can cancel via the app or by logging in on the web.



3. Your dashboard will be updated accordingly, and their reservation will be moved to the Cancelled page



2. You will receive an email notifying of the cancellation



4. If the cancellation is less than 24 hours out from the reservation, you will still be compensated

# Using the Space Partner Portal

# What is the Space Partner Portal?

The Space Partner Portal is where you can manage your profile, see bookings, and add staff.

To login, go do [spaces.upflex.com/login](https://spaces.upflex.com/login) and enter the username and password that was emailed to you.

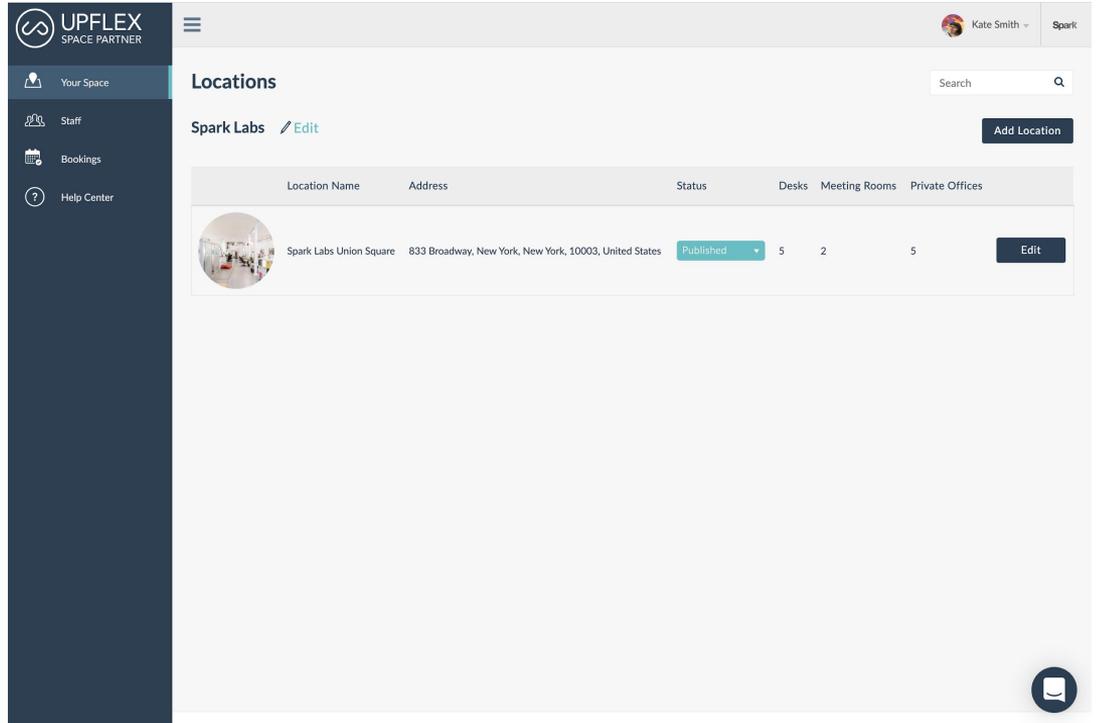
If you forgot your password, you can [reset it yourself](#). If you never received one, please contact us through chat or email and we will resend it.



# Space Partner Portal Overview

The Space Partner Portal has four main sections:

- **Your Space:** This is where you manage your profile & inventory
- **Staff:** This is where you can manage staff (admin only)
- **Bookings:** This is where you see all guest bookings, past and future
- **Help Center:** provides answers to frequently asked questions and tutorials on how to manage your space



The screenshot displays the UPFLEX Space Partner Portal interface. The top navigation bar includes the UPFLEX logo, a user profile for Kate Smith, and a Spark logo. The left sidebar contains four main sections: Your Space, Staff, Bookings, and Help Center. The main content area is titled 'Locations' and features a search bar, an 'Add Location' button, and a table of location details.

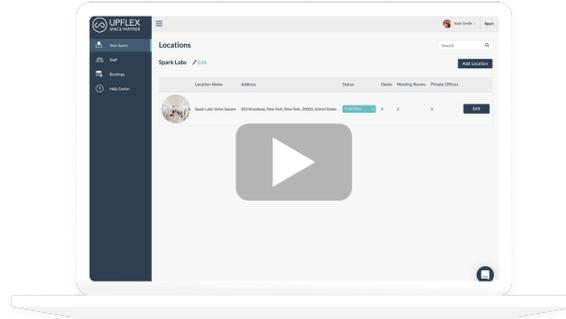
Location Name	Address	Status	Desks	Meeting Rooms	Private Offices	
 Spark Labs Union Square	833 Broadway, New York, New York, 10003, United States	Published	5	2	5	<a href="#">Edit</a>

# Space Partner Portal Tutorials

Short tutorial videos on how to use the Space Partner Portal are available on our resource page.

Tutorials include:

- Managing bookings
- Adding staff
- Adding inventory
- And more



[Go to Resource Page](#)



# Getting Help from Upflex

# Customer Support

Contact us anytime you have a question! Here's how:

**Chat:** Click on the Intercom icon  in the lower right corner of the page and start a conversation with our helpful Upflex staff!

**Email:** Contact us at [partnersuccess@upflex.com](mailto:partnersuccess@upflex.com) or [bookings@upflex.com](mailto:bookings@upflex.com) for any booking questions.

**Help Center:** Look for the answers to your questions at [help.upflex.com/space-partners](https://help.upflex.com/space-partners)

**Resource Page:** Find tutorials and other resources on our [resource page](#), which is also linked on our website.



# Thank You!

We're excited to have your space on board!



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