

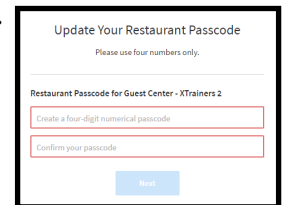
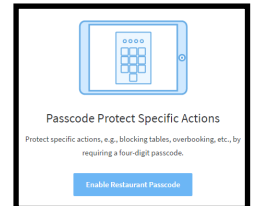


Passcode, Tag Management, and Guest Messaging in GuestCenter

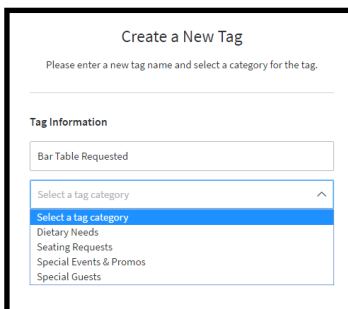
Log into GuestCenter Web Client, <https://guestcenter.opentable.com>. From the menu in the upper left hand corner, choose “Setup.” All changes made to Restaurant Passcode, Tag Management, and Guest Messaging must happen through Web Client and cannot be made from the iPad app.

Setting a Restaurant Passcode

1. Click “Restaurant Passcode.”
2. Click “Enable Restaurant Passcode.” Guest Center will send an email to the email address currently used to log into Guest Center Web.
3. Check your email and click on the link provided.
4. Enter the four-digit numerical passcode you would like to use for the restaurant. Note that all management will need to know the passcode in order to override as necessary.
5. Once the passcode is set, select which actions should require the passcode.
6. The passcode can be reset or disabled from the “Restaurant Passcode” tab.



Tag Management



1. Click “Tag Management.” A list of current tags will appear.
2. To add a new tag, click “Add” in the upper right corner.
3. Enter the name of the tag (Bar Table Requested, Club Member, etc.).
4. Select the correct tag category from the dropdown. (Dietary Needs and Special Guests are Guestbook Tags. Seating Requests and Special Events & Promos are Visit Tags.)
5. Custom tags will be noted on the tag list. Once a tag is created, it cannot be deleted from Guest Center Web. A custom tag can be hidden so it no longer appears for use in the iPad.

Activating Guest Messaging

1. Click “Guest Messaging.”
2. Click “Enable Guest Messaging.”
3. Enter the restaurant’s phone number. Text messages will not come from the restaurant number (because texts cannot be sent from a landline) but any calls will be forwarded back to the phone number entered.
4. A link may be added to text messages to display the remaining wait time and status but clicking the box.

