

Remote Manager User Guide

Introduction

Welcome to the OpenTable Remote Manager user guide and FAQ. Here you'll find instructions on how to use the features of the OpenTable Remote Manager web site, as well as troubleshooting tips.

OpenTable Remote Manager is an application that lets restaurants view their OpenTable Electronic Reservation Book from anywhere in the world – all through a browser. You can view how your restaurant is doing no matter if you're at home, on vacation, or taking the subway. Changes you make using the web application will be reflected on your OpenTable system in real-time, and vice versa.

Outline

How-To's

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- **Resetting Password**
- **Navigation**
 - **Daily View**
 - **Details View**

FAQs

How-To's

Logging in

Logging in to Remote Manager is simple. Go to the appropriate login page and use your existing OTRestaurant credentials which were setup for you when your OpenTable system was installed:

- Restaurants in the US, Canada, or Mexico please visit: <http://manage.opentable.com/>
- Restaurants in the UK please visit: <http://manage.opentable.co.uk/>

If your login account is associated with more than one restaurant, you will see a secondary login page which will ask you which restaurant you would like to log in to Remote Manager for.

Resetting Password

Forgot your password for Remote Manager? Click the "Forgot your password?" link on the login page and you will be taken to OTRestaurant where you can reset your password by entering your email address. An email will be sent to you whereby you can create a new password. Once your password has been reset you can come back to the Remote Manager login page and login again with your new password.

Navigation

Daily View – This view displays all reservations for the shift and date selected. The toolbar is located at the top of the page and allows access to control date and shift selections. It also displays the total cover count for each shift as well as the total number of covers booked for the day.

Today

1



2

3

Updated: 02-07-2012 13:58:02 

4

65 Total Covers

Lunch
22 Covers

Dinner
43 Covers

10 Reservations

| 43 Covers



5

★ 2 VIP

⚠ 2 Allergy

🚫 1 Quiet Table

View All

6

Time	Name	Party Size	Phone	Res Notes	Guest Notes
6:00 PM	Ealy, Jeff	4	366.279.7570		Shellfish Allergy
6:00 PM	Yager, Katy	6	408.433.6320		Likes Chardony
6:30 PM	Gabriel, James	2	788.226.2950		Gluten Free
6:30 PM	Tabaldi, Fernando	8	707.504.3912		
7:00 PM	Haag, Dave	2	884.280.1828		
7:00 PM	Sabo, Lori Davis	2	790.322.2925		
8:00 PM	Vaccaro, James	4	415.344.4200	Bringing in 3 associates for a business dinne...	Comp 1st Cocktail as per GM. Always orders ca...
8:00 PM	Jacofsky, Arnold	8	870.292.1989		
8:00 PM	Rahmatian, Keyvan	4	510.717.3030		
8:30 PM	Farkas, John	3	318.854.8464		Shellfish Allergy

1. Date currently being viewed. The view defaults to the current date when you first log in to the application.
2. Date control. Switch to dates in the future or past or use the left or right arrows to move day by day.
3. The last date and time a successful connection to the OpenTable system at the restaurant was made. Remote Manager will ask you to update the data once every 15 minutes.
4. The total number of covers booked across all shifts on this date.
5. Clicking on this button produces a cover counts graph which shows a breakdown of the number of covers by time period for the shift.
6. Any Reservation or Guest code applied to the current shift are aggregated by the system and displayed. The three most frequent are displayed at the top of the page. Clicking the "View All" button will display every Reservation or Guest code currently applied to the shift.
7. The status color of each reservation is displayed to the left of the reservation time.

Details View – Clicking on a reservation will display the details of a particular booking.

The screenshot shows a web interface for viewing reservation details. At the top, it says "Dinner Reservation Details for Today" and "7 of 10". Below this, the reservation is identified as "Vaccaro, James" for "8:00 PM" with "4 People", made on "2/7/2012", and is "Not Confirmed".

The interface is divided into several sections:

- Contact Information:** Company: Market Prime, Phone: 415.344.4200, Email: james@prime.com.
- Guest History:** Reservations (R): 4, Cancellations (CX): 1, No-Shows (NS): 0, Walk-Ins (WI): 0.
- Reservation:** Includes a "Notes" field with the text "Bringing in 3 associates for a business dinner." and a "Codes" field with "Quiet Table" and an "Edit" button. A large orange circle with the number "8" is overlaid on the "Codes" field.
- Guest:** Includes a "Notes" field with the text "Comp 1st Cocktail as per GM. Always orders cab." and a "Codes" field with "VIP" and "Alert Chef" and an "Edit" button.

At the bottom right, there are "Cancel" and "Save" buttons.

8. Modify the reservation or guest notes or codes by typing in new notes or by clicking the Edit button to update the codes. Any changes made here will update your OpenTable database in real-time.

FAQ

Which browsers are supported by Remote Manager?

Minimum supported browsers are Internet Explorer 8 or higher, Google Chrome 4.0 or higher, Mozilla Firefox 3.5 or higher, and Apple Safari 4.0 or higher. To upgrade your browser, click on the links below:



Download link: <https://www.google.com/chrome>



Download link: <http://www.mozilla.org/en-US/products/download.html>



Download link: <http://www.apple.com/safari/download/>



Download link: <http://windows.microsoft.com/en-US/internet-explorer/downloads/ie>

What operating system do I need to use Remote Manager?

Since Remote Manager is browser based it does not matter if you're using a device running Microsoft Windows or Mac OSX.

Will Remote Manager work on my mobile device or tablet?

Yes, you can use a smartphone browser like an iPhone or Android device to view Remote Manager, or even Safari on an iPad. Just point your browser to the login page and you can use the same login credentials as the standard site.

Can I connect to my OpenTable system while away from the restaurant?

Yes, that's what Remote Manager was designed for! In order to connect to your OpenTable system over the Internet you'll need to set up port forwarding on the router used by your OpenTable system. For instructions on how to set up port forwarding and for which ports you'll need, contact OpenTable support.

Can I use a 3G connection to access my OpenTable system?

You can use any Internet connection to access your OpenTable system, however using 3G is not recommended due to the limited bandwidth it provides. Using 3G can result in slower performance when interacting with the OpenTable system, so if you're using the app it's best to connect via a Wi-Fi network instead.