Start-up Guide Officebooking – Google for work synchronization
Rotterdam, juni 2017

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1. Before you get started

The Officebooking platform enables you to share your company resources and make them available for booking by your users or employees. We support a number of interaction or touch points for end users including web, mobile and interactive signage solutions. This way your users are supported throughout their complete journey.

This start-up guide will walk you through the process to set up calendar synchronization with Google Apps.

In this guide we assume that you have some familiarity with the Officebooking tools and have an organization account available on the platform. If you are new to the platform make sure to review our general Getting started with Officebooking guide first.

To implement the integration for Google Apps, you only need to follow a couple of simple steps. In order to do this you need administrator-level access to your Google Apps and Officebooking environment. By following the steps in this guide you will:

- Create a generic user for Officebooking in Google Apps;
- add resource calendars in Google Apps;
- enter synchronization details in Officebooking;
- connect your resources;
- test the integrated synchronized workflow.

If you need any help going through this process, please contact our Officebooking support center for further assistance.

2. Enable API access
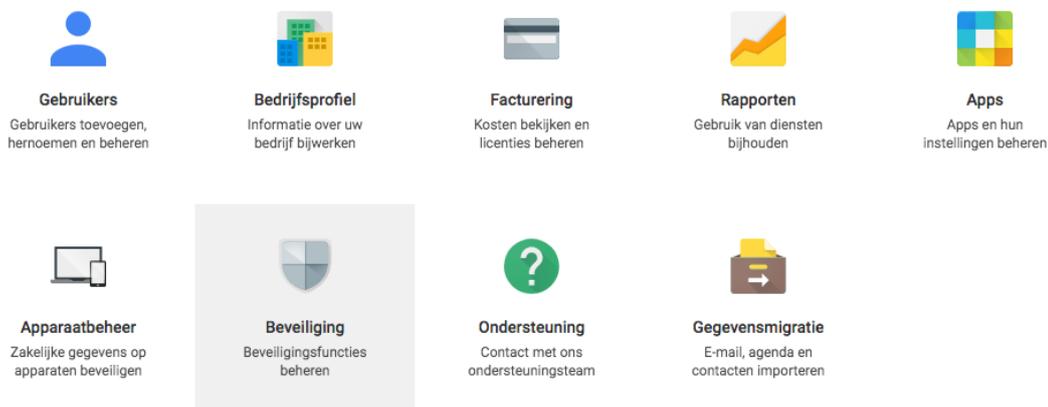
You need to activate API access in your Gsuite admin center as to grant access to Officebooking to access your resource calendar and user data. When there is no need for synchronizing user data and calendar settings, just skip this step and proceed to the next step.

Login to your Gsuite admin center with your Gsuite administrator credentials.
Click on the Security Option.

Under the 'API Reference' section, make sure the 'Enable API Access' box is checked.
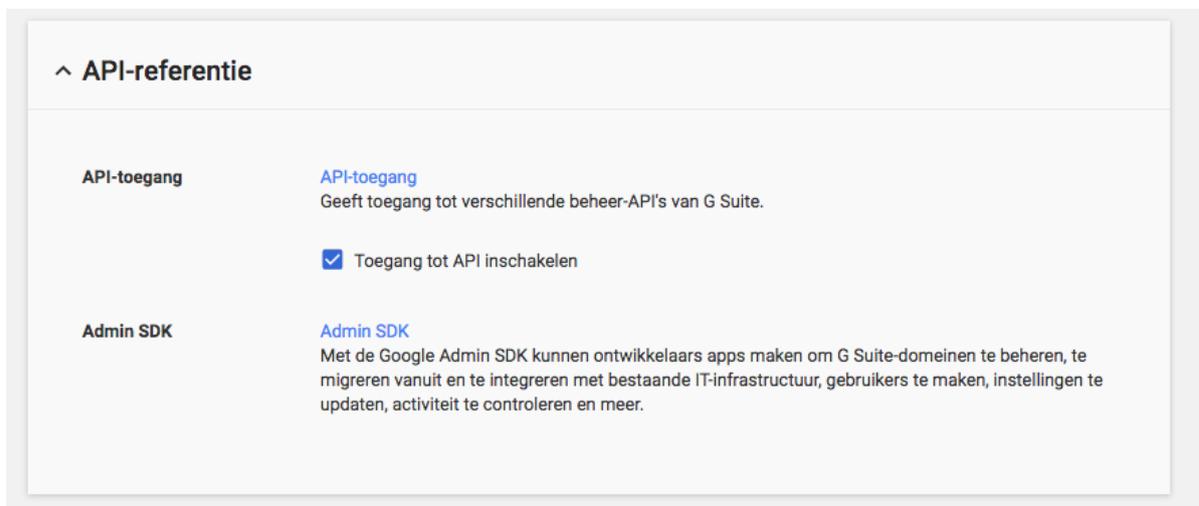
3. Create a service account for Officebooking

You will need to create a service account for Officebooking that has permission to read and write data to your resource calendar. From your administrator console page navigate to the user section.
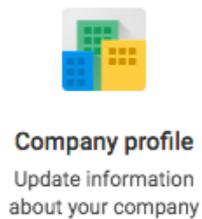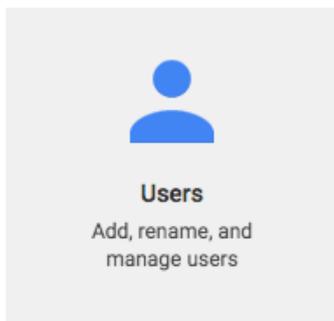
Select the big 'plus' at the right bottom of the screen and select 'Add user'.

Create a generic user i.e. officebooking@yourdomain.com that is easy to identify.
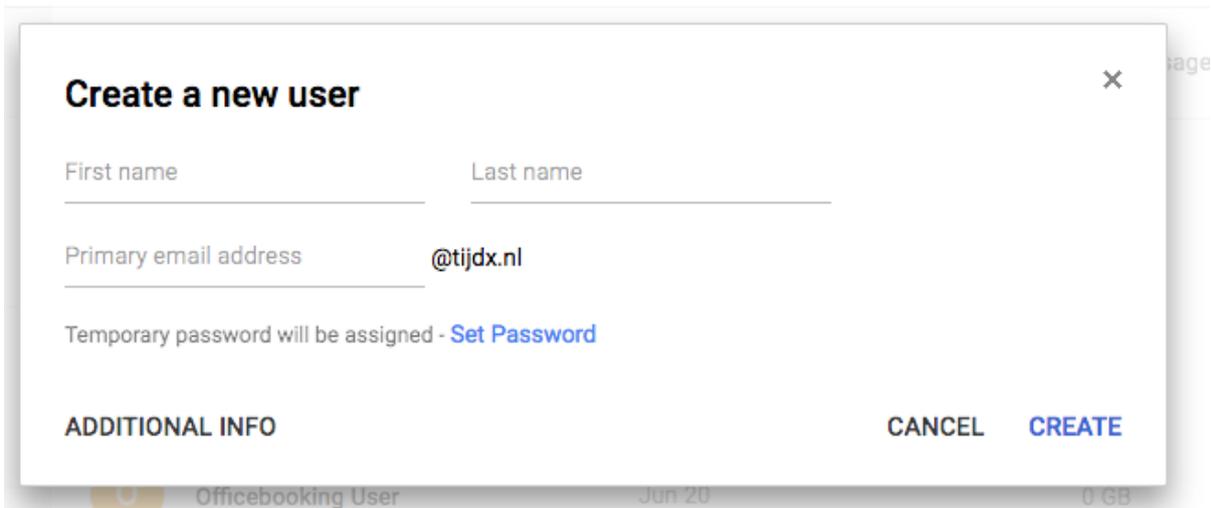
Set a password for this user that you can choose to mail to register@officebooking.net.

Next: create your resource calendars.

![officebooking logo]

4. Create new calendar in Gsuite

If you haven't done so, you should create a new calendar for every resource you want to schedule. A resource calendar is a specific calendar type that is used for scheduling company assets, for example meeting rooms or AV equipment. A resource calendar is quite similar to a regular user calendar, however there are some differences:

- A resource calendar shouldn't allow conflicts
- A calendar can be shared across multiple users within your Google Suite domain
- Can be invited to events as to schedule the room

In order for Officebooking to synchronize reservations, resource calendars should be created first.

Create a resource calendar
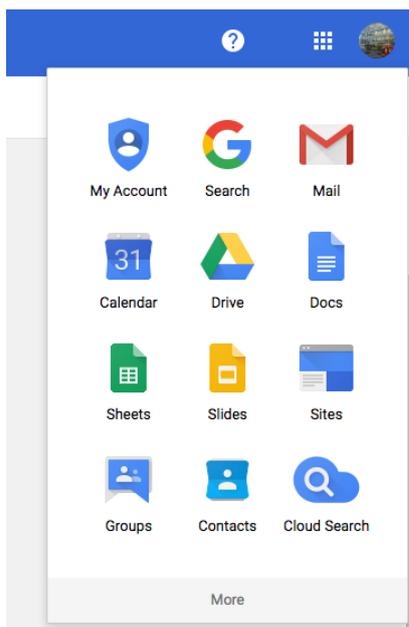
Go to the administrator panel in Google Suite and select Apps > Google Apps > Calendar

Your calendar will then open in a new browser tab.

On the left side of your display, select the arrow next to 'My calendars' to create a new calendar.

Select 'Create new calendar'.
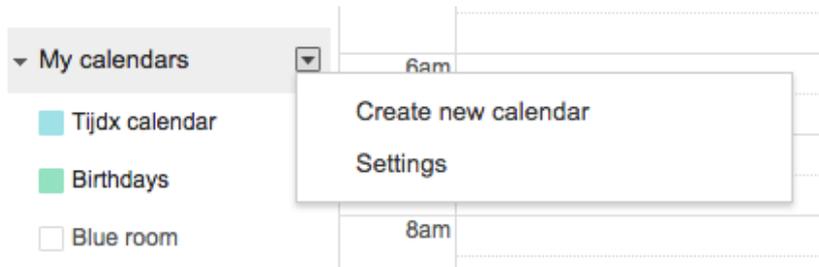
Enter the data for the room. The minimum required information per room is the name of the room.

Make sure you tick the box for 'Share this calendar with others'. Choose 'Share this calendar with

everyone in the organization Officebooking'.

Next, add the Officebooking user you just created as a specific user and make sure you select 'Make changes AND manage sharing' at the permission settings. This way, Officebooking user is able to read and write events to the resource calendar.
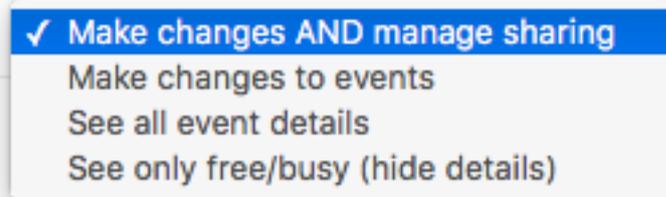
Finally, select 'Create calendar' button at the bottom or top of the page.

You have now successfully created your Room
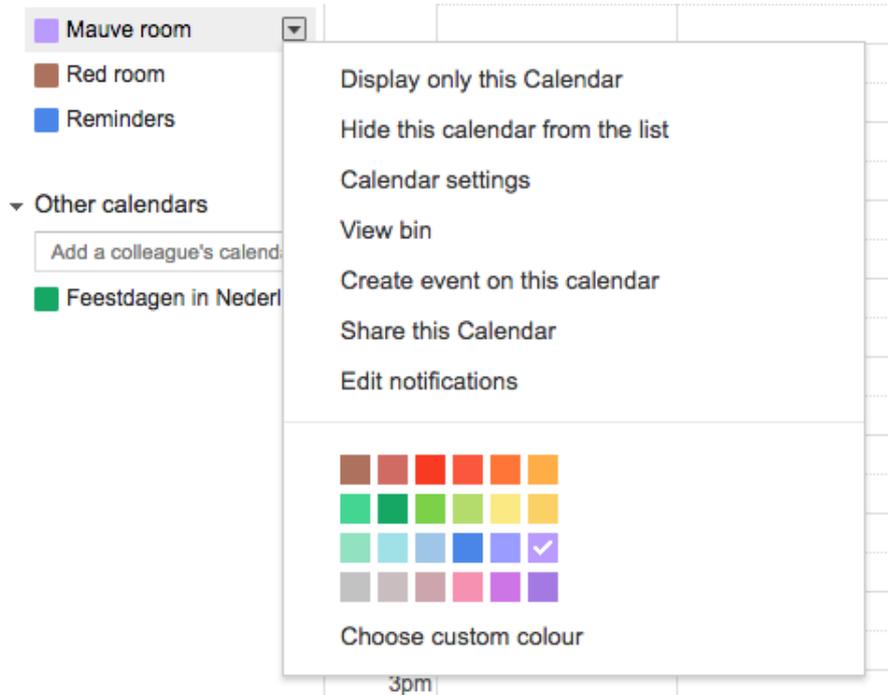
calendar.

Set Calendar permissions

Now select ' Calendar settings' to set Calendar permissions.

officebooking

You need to tick 'Auto-accept invitations that do not conflict' in order to prevent double reservations.

Select the save button to store your changes.

Next: Activate synchronization.

5. Activate synchronization

When you're done creating rooms within Google Suite it's time to set up the connection with Officebooking. We assume you have already set up your company account in Officebooking and created your rooms, otherwise we advise you to do so by following the Getting started guide.

Log in using the OfficeAdmin account. Select 'Company' from the menu.
Select 'Connect' button at Google for Work logo.
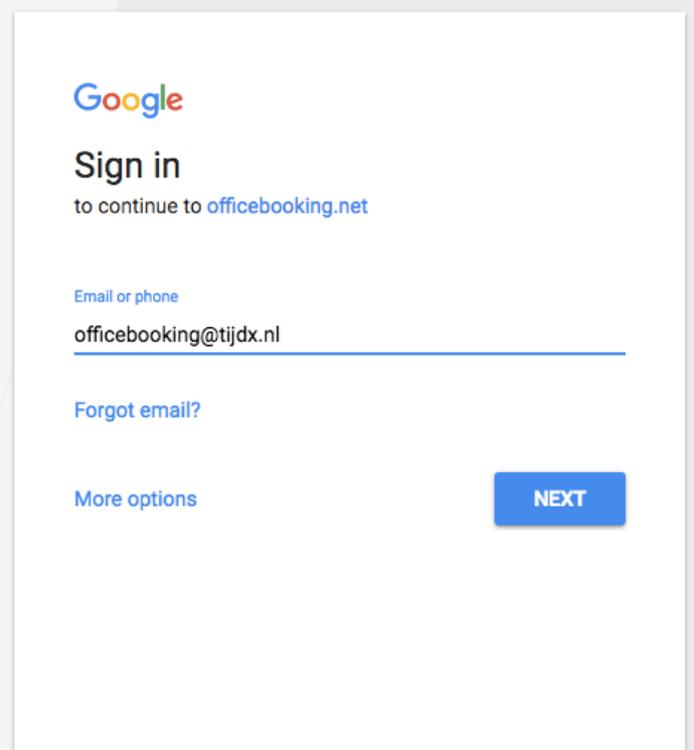
You will be redirected to a Google for work page that requests you to enter the service account you've created earlier.
Enter the Email address and select Next.
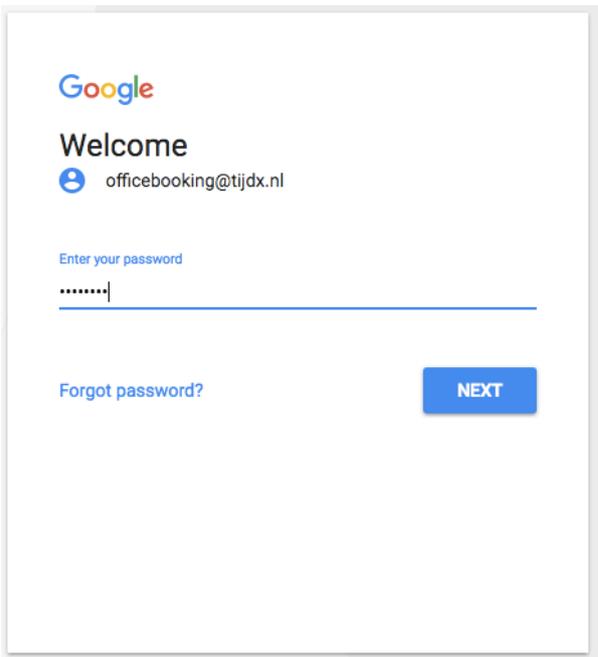
Allow the Officebooking user to manage your calendars.
You are now connected to Officebooking. You can test the connection by selecting the List calendars button.
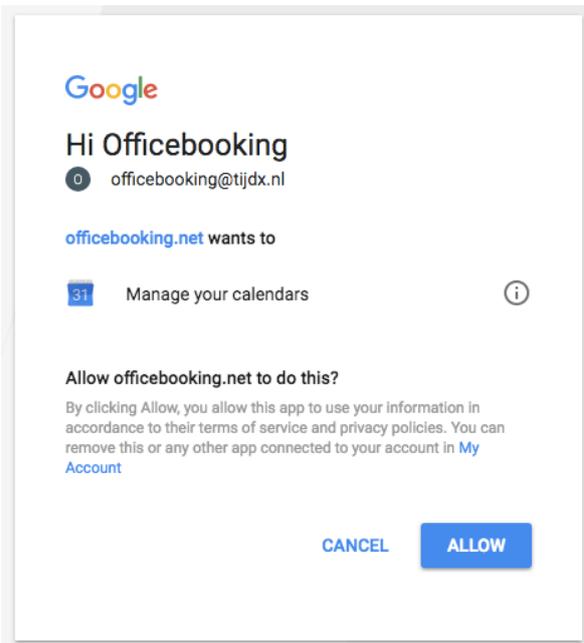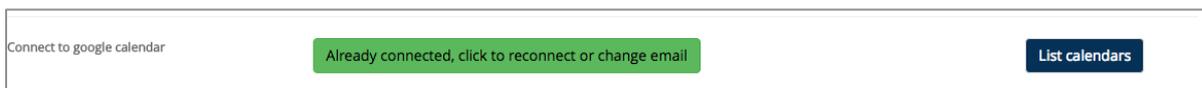
Name	Email
Mauve room	tijdx.nl_54dnutsq685jaqdc4tq9pmtevs@group.calendar.google.com
Blue room	tijdx.nl_9h5jftlbefik0nlr5k0o55h86o@group.calendar.google.com
Orange	tijdx.nl_v325vnu9c7kc7mpgvu0n4jdm84@group.calendar.google.com
Yellow room	tijdx.nl_0flbkotf1ke5o4lr2st0q52qoo@group.calendar.google.com
Red room	tijdx.nl_7oqcrj7718adpqk6t0kbgk7tlc@group.calendar.google.com
officebooking@tijdx.nl	officebooking@tijdx.nl
Contacts	#contacts@group.v.calendar.google.com
Feestdagen in Nederland	nl.dutch#holiday@group.v.calendar.google.com

Close

This popup shows a list of all rooms you can now access with your service account.

6. Connecting the rooms

Its now time to connect your gsuite calendars to Officebooking assets. Navigate to the Assets tab and select the asset you wish to pair. Scroll down until you see 'Google Email'. Here you can select the resource calendar you wish to pair with.

Google Email:

Save your asset and yes, you're good to go!

7. Testing the integrated workflow

After the Google connection has been set up, login to Officebooking and create a reservation at one of the resources you've added.
In our example we book a meeting at in the Mauve room for 4 persons.
Navigate to your asset and select 'Reservations'. When you select the Add button at the right corner of the overview you can enter a new reservation.

Add reservation

User:	Gerard Genode ▾
Title:	Test the Mauve room with Google
Comments:	
Attendants:	4
Cost code:	
Workspace:	First floor
Asset:	Mauve room
Start:	22-06-2017 14:00
End:	22-06-2017 15:00

Note: When you save the reservation, an email with the updated reservation information will be sent to the user.

✖ Close   ⊟ Save booking

Check that the reservation is added to your reservations list in Officebooking.

Filter			Total of bookings for 6 - 2017 + Add ⟳

Booking	Period	Canceled	Title	User	Attendants
TDX6NAKZXGX	21-06-2017 18:00 - 19:00		Test Google Connection	Gerard Genode	4
TDXJTN9ESQQ	22-06-2017 14:00 - 15:00		Test the Mauve room with Google	Gerard Genode	4

Now login to google calendar, assuming you also are able to view the calendars.
Check to see that the meeting was added to the room calendar.
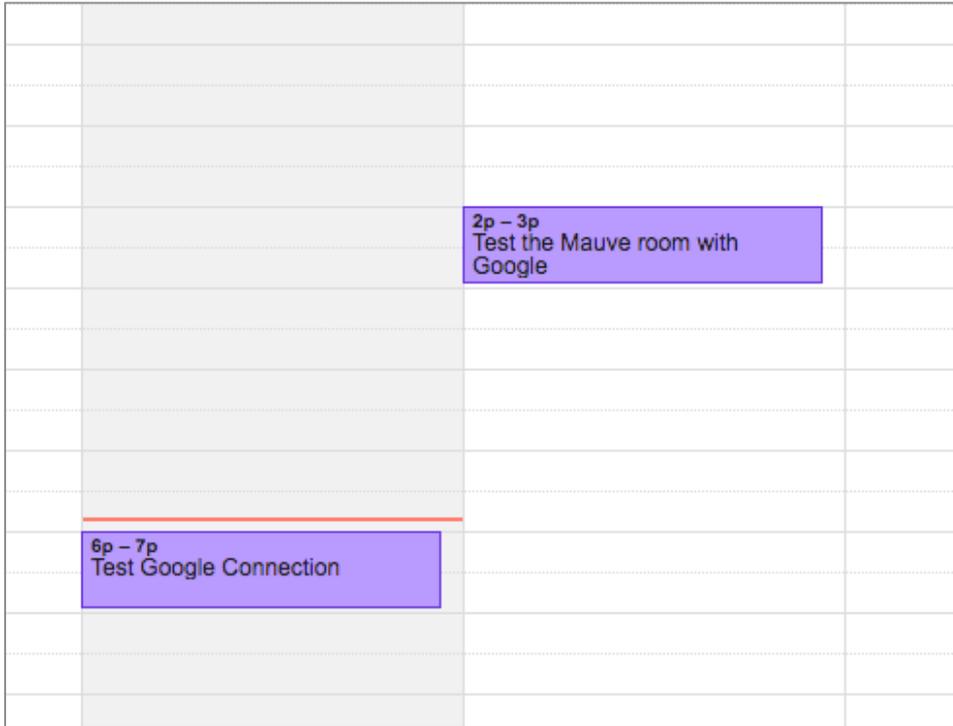
Remember that there is a synchronization time interval. Currently we synchronize every 3-6 minutes, depending on the traffic and load of our servers.

Now also test the other way around so create a new event in your calendar and **invite** the room.

It's important to see the difference between Location and Guests for the event. The room is in fact a regular user with a separate calendar and should be invited if you want the meeting to take place in the desired room.

Save the booking and wait for synchronization.

Within OfficeAdmin check your reservations page. The meeting has been added to your reservations overview.

Booking	Period	Canceled	Title	User	Attendants
TDX6NAKZXGX	21-06-2017 18:00 - 19:00		Test Google Connection	Gerard Genode	4
TDX2YRCS47G	22-06-2017 10:00 - 12:00		Tea at the Ritz	jantine@tijdx.nl jantine@tijdx.nl	1
TDXJTN9ESQQ	22-06-2017 14:00 - 15:00		Test the Mauve room with Google	Gerard Genode	4

(Filter field, Total of bookings for 6 - 2017, + Add, refresh button)

8. Cancel or edit a reservation

Any change to the reservation you submit in either system (Google Suite or Officebooking) should be synchronized. Please note that after cancelling a meeting in Officebooking, the original meeting stays in your calendar, the meeting is removed from the resource calendar.

In Officebooking the booking is cancelled but can still be viewed. You can view all reservations, including cancellations, by selecting 'All bookings this month' in the reservation view. When testing changes and cancellations keep in mind that we synchronize every 3 minutes, it can take a little while before your changes are displayed in either Google calendar or Officebooking.

9. Troubleshooting

Recurrent meetings
Currently we don't support recurrent meetings. This may be confusing for the user as we ignore recurrent meetings. Although we're currently working on a solution to (limited) support of recurrent bookings it may take some time before we're ready to implement. Also, be aware that the biggest cause of no-shows are recurrent meetings.

Conflicts
Officebooking doesn't allow multiple reservations for the same date and resource. If, by mistake, you forgot to select the 'Auto accept without conflicts' button the reservation that was made first is accepted. Any other booking at the same time will be ignored although Gsuite will accept it.