

## **Logging into ResDiary**

You can log into your ResDiary account in a number of ways.

The fastest way is to go here - <https://au.resdiary.com/login>

Once you have reached the login page, enter your Username (this is the email address you registered with) and your password (supplied when the login was created).

If you are still having issues logging into ResDiary please contact our local Support Team at [support@thefork.com.au](mailto:support@thefork.com.au) so our team can guide you through it.

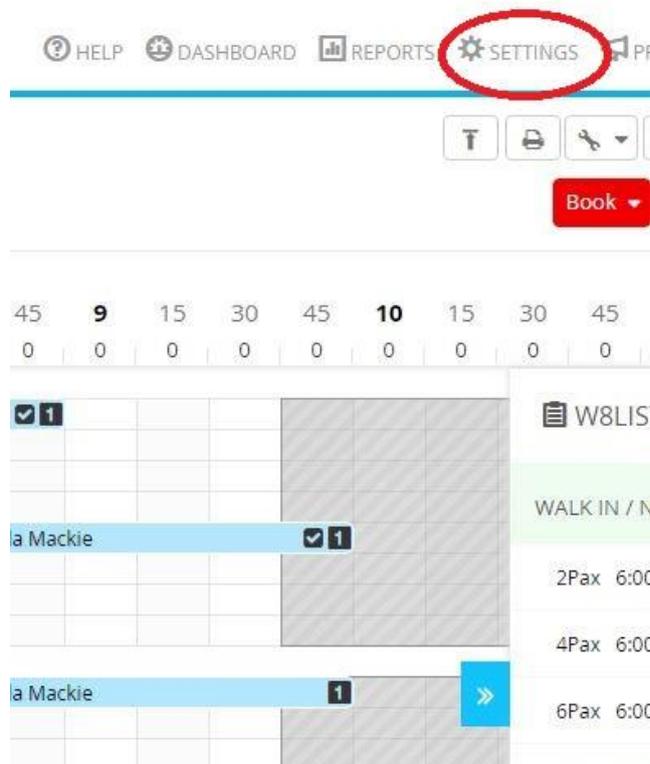
## **Creating a Close Out**

In the case that you do not want bookings made either internally or online (or both), you can create a "close out".

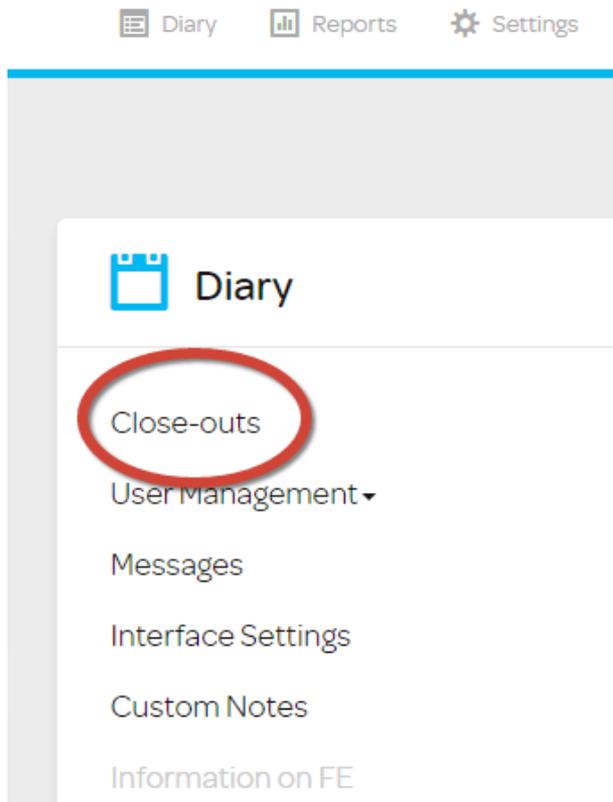
Close outs allow you to manage availability in your calendar in regards to days of the week, time of day or even area of your restaurant.

To create a close out, follow the instructions below.

- Click Settings in the top right hand corner



- Click Close-outs from the list on the left



- Click Add New Period

Name	1	23/10/15 Wedding
Internal Description (Max. 255 symbols)	2	Wedding, No bookings
Message to Customers (Max. 255 symbols)	3	Dear guests, regrettably we are no longer taking reservations for this date. Please select an alternative date.
Mode	4	Manual
Type		Common
Color		#08ED00

Add Time Interval

From	5	12	00	AM
Until		12	00	AM
Area		All		

Add Cancel

6

- Choose a name for your Close-out.
- Choose an internal description, i.e. what you want your staff to read about the Close-out.

- Choose a message to your customers to explain why a booking cannot be made.
- Choose between manual and periodic.
  - If you choose periodic, you will be asked to enter what dates you want the close-out to be valid, and to select at least one day of the week for the close-out to apply. Here you also choose if you want your close-out to apply to internal bookings only, online bookings only or both. Then choose a colour from the wheel that appears when you click on the colour field.
- Choose what times you want the close-out to apply to, and what area of your venue or "all" to cover the whole venue.
- Click "Add".

The screenshot shows a multi-year calendar from 2016 to 2017. A date picker is set to 31 Nov 2016. A legend indicates that a pink square represents 'Wedding' (labeled 8a) and a green square represents '23/10/16 Wedding' (labeled 7a). The calendar shows a pink square on 15/10/16 and a green square on 23/10/16. Below the calendar is a table of close-out periods:

Name	Description	Mode	Type	Period	
23/10/16 Wedding	Wedding, No bookings	Periodic	Common	[8:00 AM - 11:00 PM]	Edit
Wedding	Wedding, No bookings	Manual	Common	[8:00 AM - 11:00 PM]	Edit

- Your close-out will appear half way down on the next page.
- Match the colour of your close-out to the colour on the calendar to confirm what dates you have chosen to apply the close-out.
- To apply a manual close out, click on the coloured square next to the description, and then click on your preferred date.
- Your preferred date will appear in the same colour as the close-out you have chosen.

## Cancelling Bookings - Mobile Site

Please note, this facility is available to Pro and Plus users.

- Log into your Resdiary mobile account at [au.resdiary.com/login](http://au.resdiary.com/login)
- Select the menu on the top left.
- Click Booking List



- Click the date at the top of the page and navigate to the date of the booking you wish to cancel. Do the same for the service period.
- Click the Trash can on the far right.



- Select the reason for cancellation and click the tick box. Please note that the diner will always receive an email to notify them that their booking has been cancelled.

### The Reason For Cancellation

- Change of plans
- No Show
- Illness
- Operator Error
- Block Customer (NO SHOW)



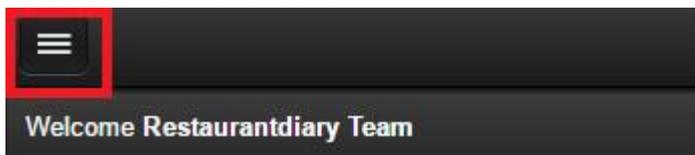
## **Create a Single Day / Service Close Out - Mobile Site**

If you need to close online availability for any day or service below is a handy guide to do just that.

Log into **ResDiary** on <https://au.resdiary.com/login>

### **The preferred method to create a one-time close out:**

- Click on the Menu button.



- Select Close-Outs
- To apply a close out, simply click the label of the row (group size) or column (service) you wish to close out. You can choose to close out all group sizes for the whole service or whole day, or a particular group size for the whole day or for a particular service.

## **Register for Restaurant for the TheFork Dashboard**

To access your dashboard please email us at [support@thefork.com.au](mailto:support@thefork.com.au) and let us know your email address and the name of the restaurant. We will add your email address to access the Dashboard.

You will receive an email titled 'Restaurant Dashboard Login Registration Invitation'. Follow the link within that email to create a password and login.

If you do not receive this email, ensure that it has not been added to your spam folder.

To log into your Restaurant Dashboard, click here <https://www.thefork.com.au/login-restaurant-dashboard>

For further help, please contact our Support Team on 1300 337 761 or [support@thefork.com.au](mailto:support@thefork.com.au)

## Adjust Booking Status on TheFork Dashboard

Cancel or No Show a Booking via your Dimmi Dashboard

All amendments to reservations must be complete before the 10th of each month to ensure billing accuracy. I.e. all amendments for February bookings must be completed by the 10th March.

- To amend a booking the first step is to click on the 'Booking Report' section of TheFork Dashboard.
- Then select the month you would like to amend your bookings for. The dashboard will automatically open on the current month.
- Once you have selected the month, you will see the list of bookings you have taken during that month, including the reference number, the name, the date and time of the booking.

Booking	Status	Planned Covers	No Shows	Actual Covers	Booking Type
<b>Reference</b> BDZGJHR <b>Name</b> David Garwoli <b>Date/Time</b> 01-03-2018 12:15	Attended	6	0	6	Restaurant Referral
<b>Reference</b> B9ZC4ZP <b>Name</b> Belinda Smith <b>Date/Time</b> 01-03-2018 18:30	Cancelled	3	3	0	Restaurant Referral
<b>Reference</b> BQ9MPXJ <b>Name</b> Steven Mace <b>Date/Time</b> 01-03-2018 18:30	Cancelled	3	3	0	Dimmi Direct
<b>Reference</b> BTPQVMK <b>Name</b> Shane Flatman <b>Date/Time</b> 01-03-2018 18:45	Cancelled	2	2	0	Dimmi Direct

- Simply click on the "Attended" drop down and select either "Cancelled" or "No Show."

Booking	Status	Planned Covers	No Shows	Actual Covers	Booking Type
<b>Reference</b> BDZGJHR <b>Name</b> David Garwoli <b>Date/Time</b> 01-03-2018 12:15	Attended Attended Cancelled No Show	6	0	6	Restaurant Referral

- Doing this will highlight that you have changed a booking and automatically place the number of actual covers to 0 and the no shows to the total amount of people who were booked in.

**Warning:** diners will be notified that their booking is cancelled or re-instated.

Booking	Status	Planned Covers	No Shows	Actual Covers	Booking Type
<b>Reference</b> BDZGJHR <b>Name</b> David Garwoli <b>Date/Time</b> 01-03-2018 12:15	Cancelled <small>set by the restaurant on 01-03-2018 1:25AM</small>	6	6	0	Restaurant Referral

### Correcting a Diners actual covers.

- In the event that a diner who originally booked for 6 people actually turned up with 4, you may simply change this in the 'actual covers' section. By placing the correct amount of people who turned up to the booking, the dashboard will automatically filter in the left over number into the no show area.

**Warning:** diners will be notified that their booking is cancelled or re-instated.

Booking	Status	Planned Covers	No Shows	Actual Covers	Booking Type
<b>Reference</b> BDZGJHR <b>Name</b> David Garwoli <b>Date/Time</b> 01-03-2018 12:15	Attended <small>set by the restaurant on 01-03-2018 1:25AM</small>	6	2	4	Restaurant Referral

- Once this is done, simply click the save button either on the top or the bottom of the list. Doing this will send a cancellation email to bookings you have cancelled and will finalise the actual covers for each of the bookings ensuring accuracy in your month billing.