

A person in athletic wear is stretching on a road at sunrise. The person is wearing black leggings with pink accents and black sneakers with pink soles. They are holding their right leg with their right hand. The road is paved and has white dashed lines. The background shows a line of trees and a bright orange sun low on the horizon, creating a warm, golden glow over the scene.

A NEW DAWN

RELEASE 1.0

REOPENING CHECKLIST

JUNE 2020



Check List

Before signing into your Gladstone software, please take time to read through this document which provides a list of recommendations and checks. These recommendations are designed to assist and support your facility as you begin the process of re-opening.

Re-Opening Check List

Have you considered your Start of Day procedure?

Prior to launching Plus2 for the first time since returning to work, consider the SoD (Start of Day) process and its impact. It is likely that, if SoD has not been ran for a long time, the process could take some duration to complete. SoD may also remove expired subscriptions from member records by virtue of the Expired Subs Retention Period. To discuss these options further, contact Gladstone Customer Support for further advice.



Are you ready for bookings?

To prevent queues and assist in the compliance of Track & Trace requirements, your facility should make the most of advance bookings where possible. This should apply to facilities such as gym / fitness suites and swimming pools. For more information see [Density Booking: How to Guide](#) or [Gym and Swim Reservations: How to Guide](#) which offer further guidance.



Are your Entry Points configured correctly?

Recording customer attendance remains important, however depending on the physical entry point layout and bookings system imposed, there may be conflicts or access control issues. Consider your customer journey from booking to site access and ensure the process works as expected. For more information see [Updating Turnstile & Gate Entry Points for Bookings: How to Guide](#).



Cleaning regularly?

Facilities and equipment now require stringent and regular cleaning schedules. To ensure the rooms and/or stations are not booked, consider using Exception Schedules within the bookings sheets to provide an appropriate window in which the cleaning task can be completed. For more information see [Exceptions to Close Bookings: How to Guide](#).



Re-Opening Check List

What about Non-Members?

If wishing to allow both members and non-members to book online, consider that only customers registered in the database are eligible. Customers wishing to create a PAYG account could register online using Join@Home if correctly configured and well directed from your own website. In addition, consider your Workflows in Gladstone360 or processes in Plus2 such as Quick Add if speed and efficiency are important.



Do you use automatic emails?

Products such as Gladstone360, Connect, Join@Home, Learn2 and Business Process Manager (BPM) utilise automatic emails based on trigger events. Ensure your emails are up-to-date and reflect any changes to your procedures.



Power up your hardware

It is likely that your hardware may be been powered down for a prolonged period. This may include devices such as Kiosks, Portable Electronic Devices (PED), Doorman PCs and Turnstiles/Gates, Cameras, or Tablets. Upon powering these back up, run some tests to ensure they are functioning correctly.



Sign into customer facing applications

It Consider any customer facing applications such as Connect, Join@Home or MobilePro. In some circumstances, these may have been modified for site closure. Where this is the case, the applications may require some changes ahead of reopening. In addition, it is strongly recommended that some testing be completed in the form of live transactions and bookings prior to use.



Re-Opening Check List

Follow guidance on cleaning sensitive equipment

Use manufacturers guidance when cleaning sensitive hardware such as Touch Screens and Portable Electronic Devices (PED) devices. Take care not to clean excessively or using too much disinfectant / cleaning solutions and risk damaging key electronic devices that you rely upon.



Business Process Manager

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Reporting Requirements

Reports will often contain a date range to filter and condense the content into meaningful results. Where such reports have not been modified for some time, these dates may require updating to account for the long duration of inactivity. In addition, specific reports in EyeQ utilise a 'Sample Period'. By default, certain tables in EyeQ such as those reporting on detailed sales, payments or attendance will only show data from the current month and previous 6 months. Should this require extending, please raise a Support ticket.



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