

HOW TO MAKE, CHANGE AND CANCEL A BOOKING AT EVERWELL

The following instructions detail how to make, change and cancel a booking (or reservation) for all Everwell workspots, phone booths, private rooms and private offices. Bookings may be made online on our website or on your Everwell Member App.

HOW TO ACCESS YOUR EVERWELL MEMBER APP

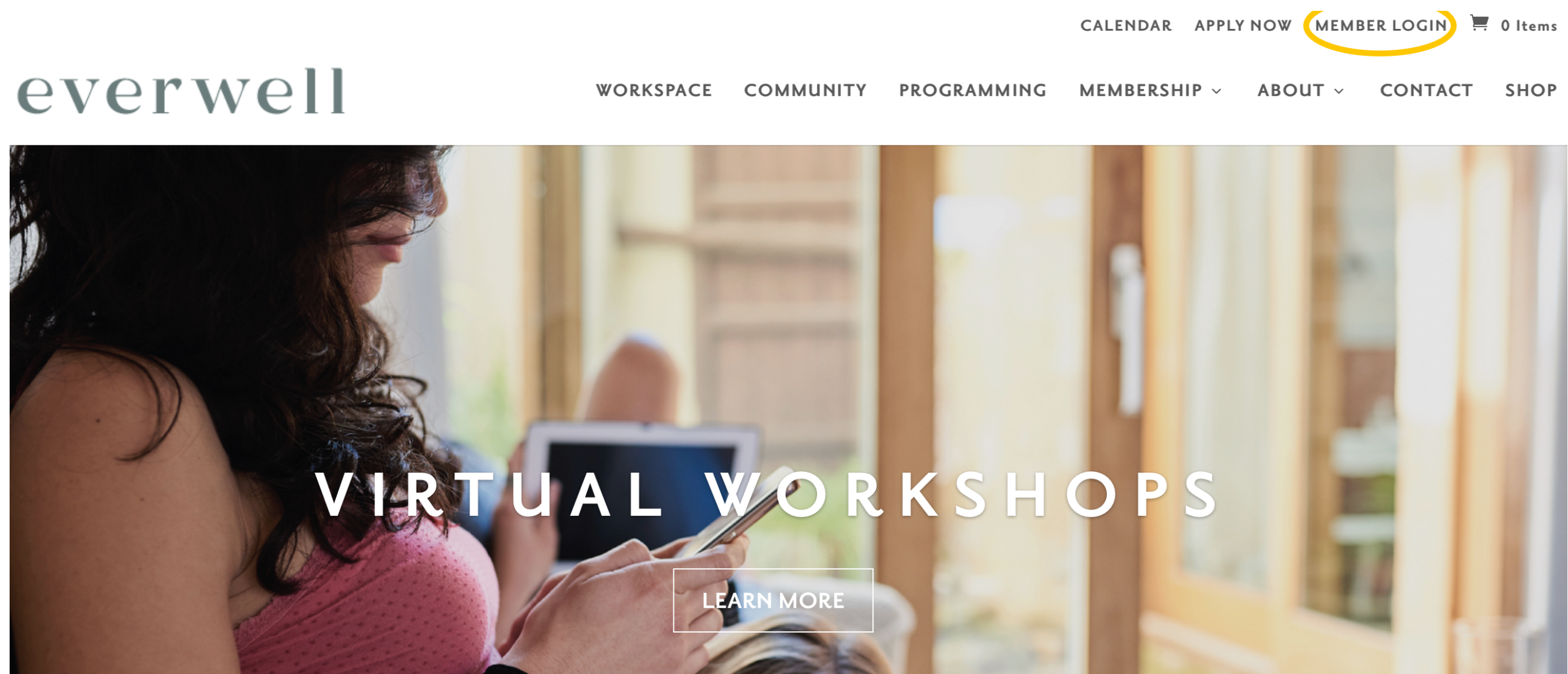
Go to your phone's app store and download **Passport by Nexodus**. Click [here](#) to download to your Apple device, or click [here](#) to download to your Android device.

Once downloaded, enter your Everwell username and password to log in. If unsure of your Everwell username and/or password, contact us at connect@theeverwell.com.

HOW TO MAKE A BOOKING

ON OUR WEBSITE

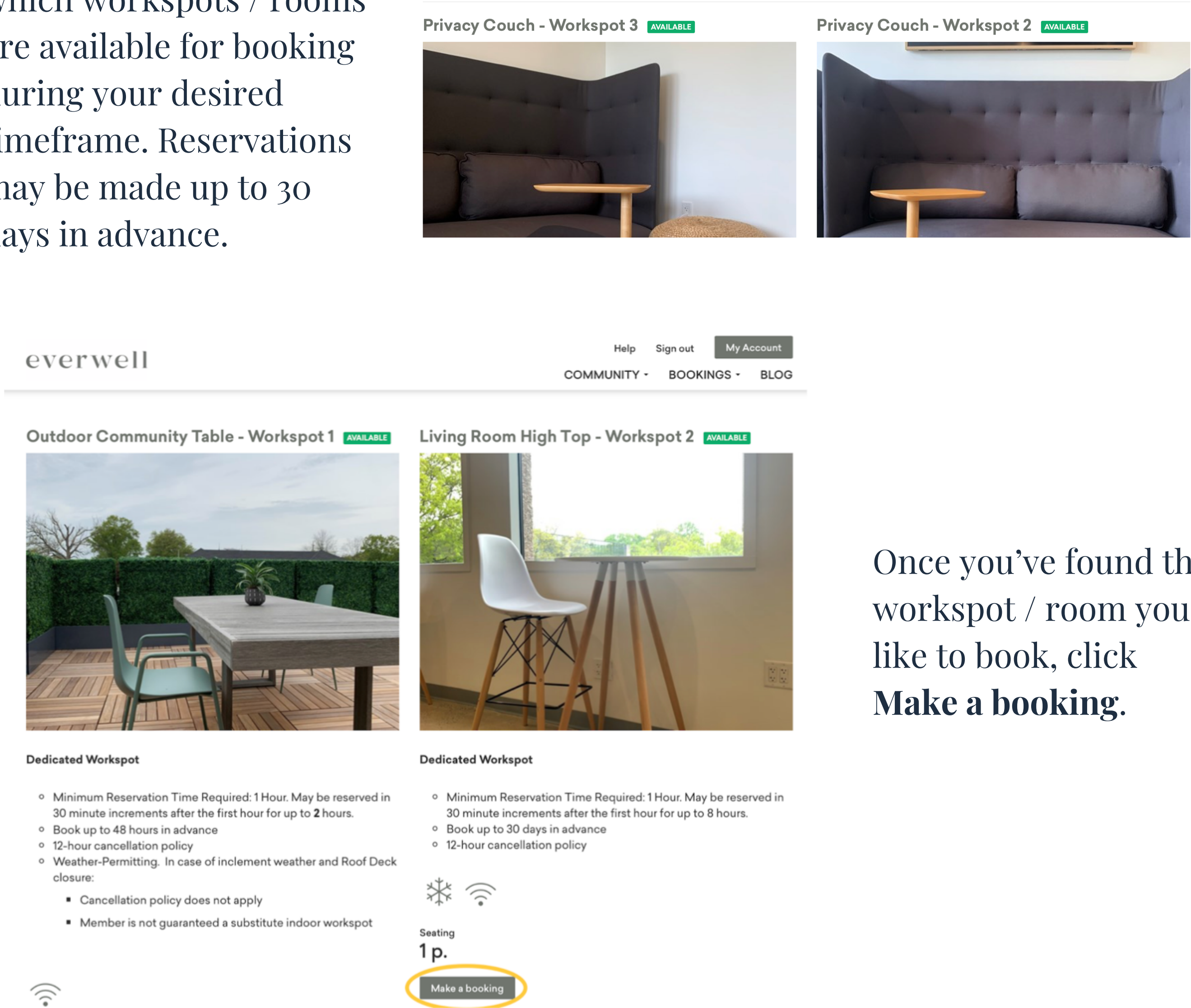
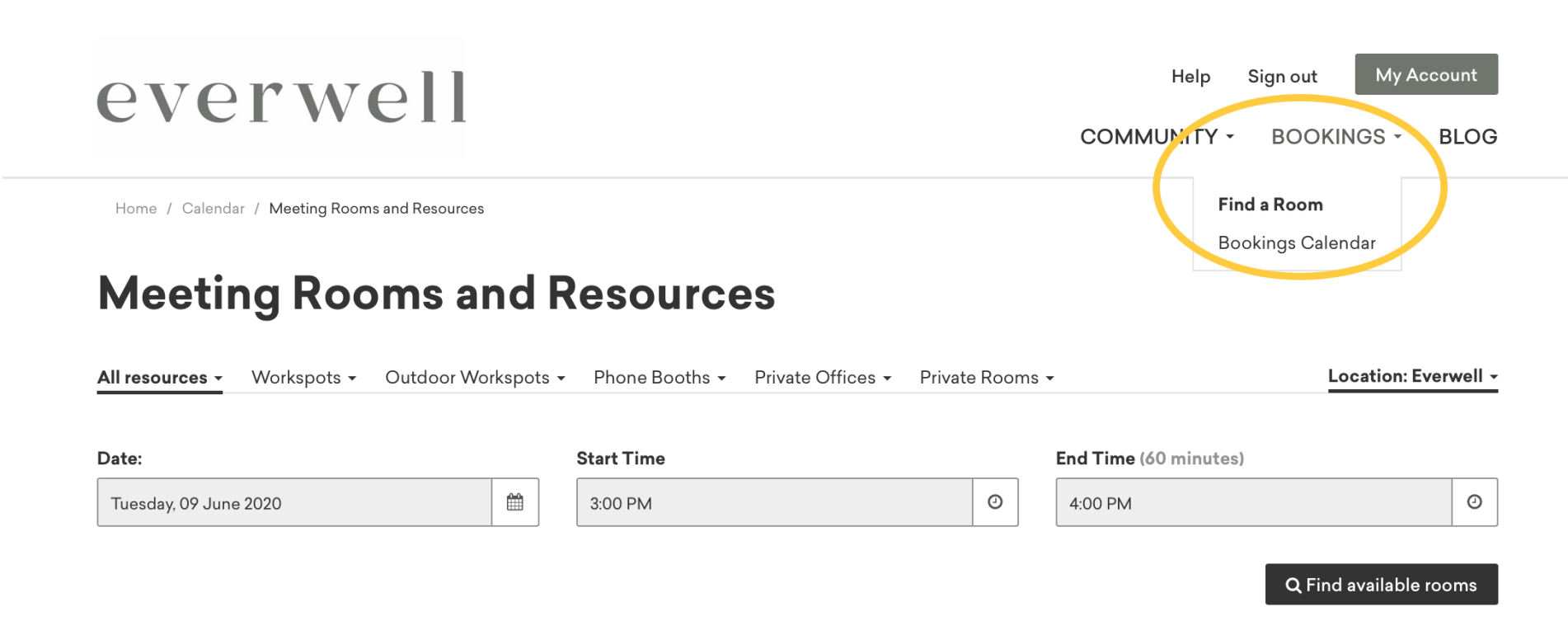
To make a booking from a laptop or desktop, click [here](#) to log into your Everwell account. Then click **Member Login** to log into your account.



Enter your email address and password. If you aren't sure of your password, you can either click **Lost password?** to have an email sent to you with instructions on how to reset your password, or you can email connect@theeverwell.com for assistance in resetting your password.

A screenshot of the Everwell login and sign-up form. The form is titled 'everwell' at the top. It contains two input fields: one for the email address (pre-filled with 'janesmith@gmail.com') and one for the password (masked with dots). Below the password field is a blue 'Log in' button. Underneath the 'Log in' button are two links: 'Keep me logged in' (with an unchecked checkbox) and 'Lost password?'. Below these links are two more buttons: an orange button with a 'N' icon and the text 'Sign up with Nexodus Passport', and a green button with a right-pointing arrow icon and the text 'New user? Click here to sign up.'. At the bottom of the form, there is a line of text: 'By logging in you agree to our [Terms of Service](#) and [Privacy Policy](#).'

Once logged in, click the **Bookings** tab. Click **Find a Room** to view workspots and rooms available for booking. Enter a date and start time and end time to see which workspots / rooms are available for booking during your desired timeframe. Reservations may be made up to 30 days in advance.

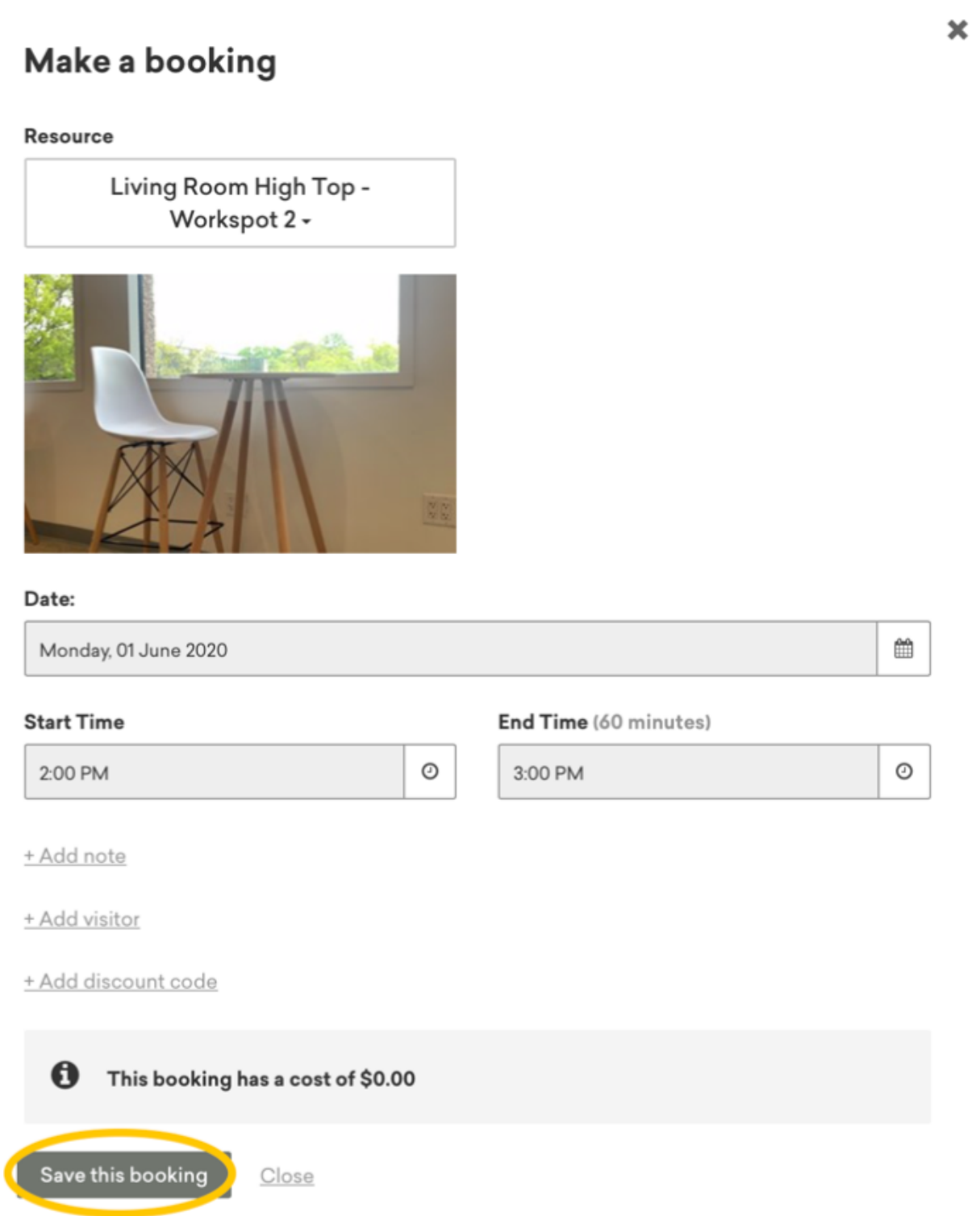
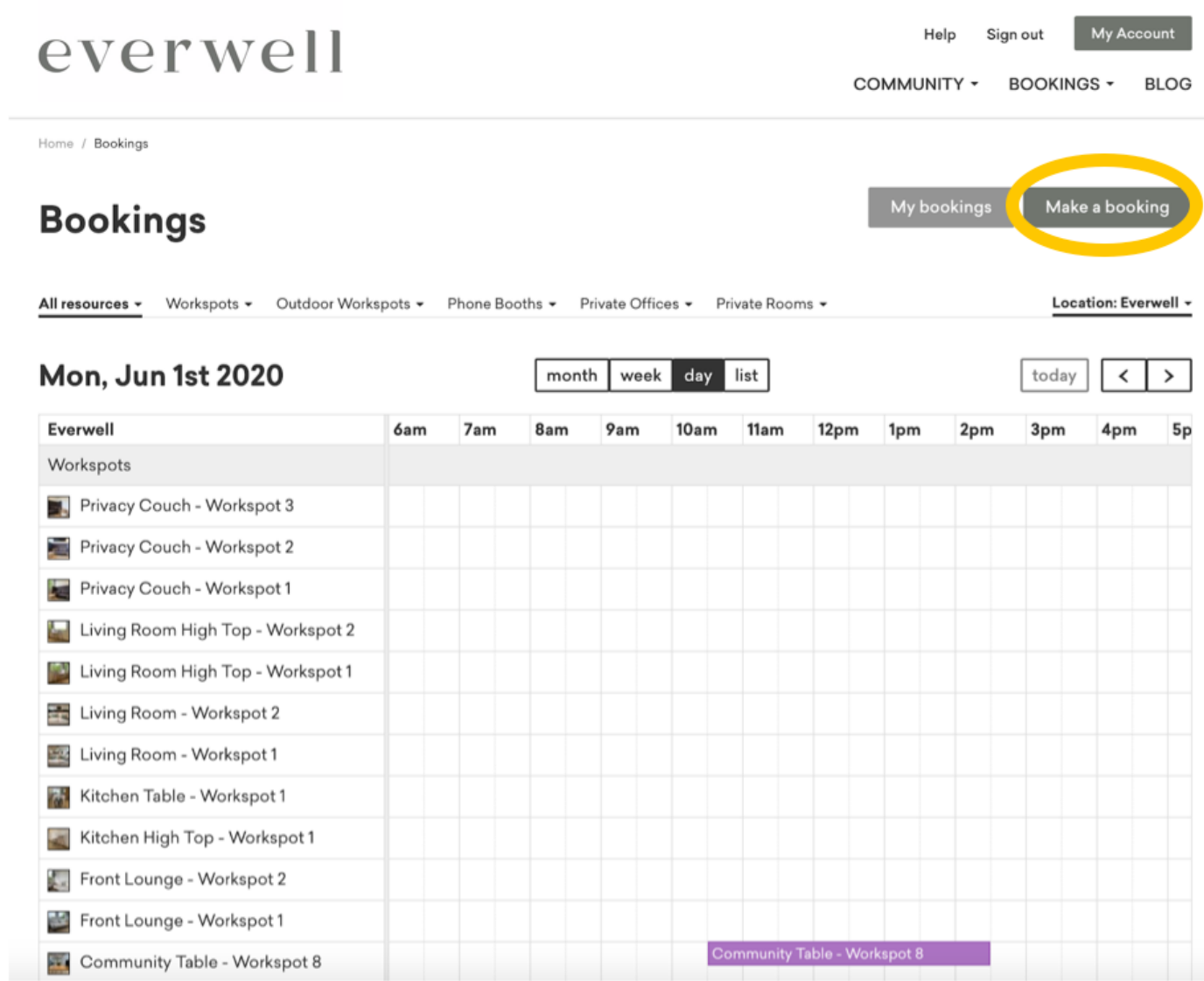


Once you've found the workspot / room you'd like to book, click **Make a booking**.

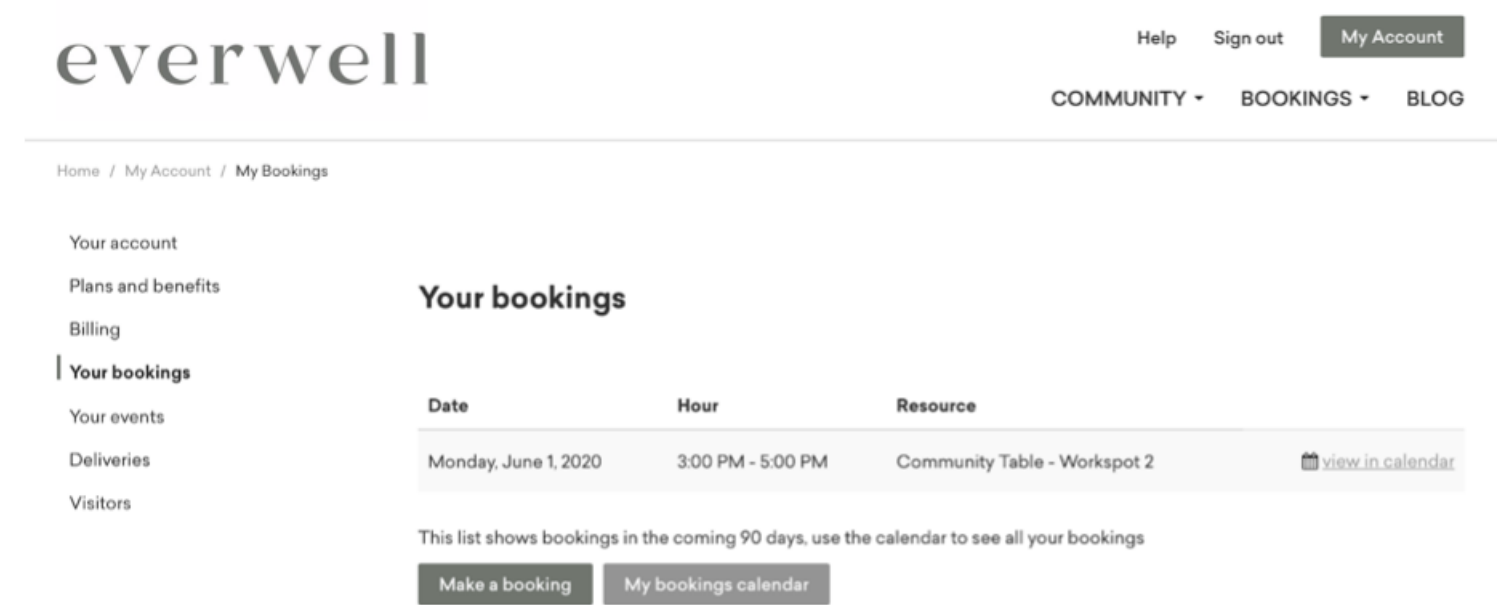
*Note if it's non-operating hours at the moment when you're booking space, you may see a red **NOT AVAILABLE** icon next to your desired space. That's because the space is technically closed in real time. Simply enter your desired start and end times to determine availability.

A popup will appear with the booking details – workspot / room name, requested booking date, and requested start and end times. Click **Save this booking** to confirm the booking.

ALSO...

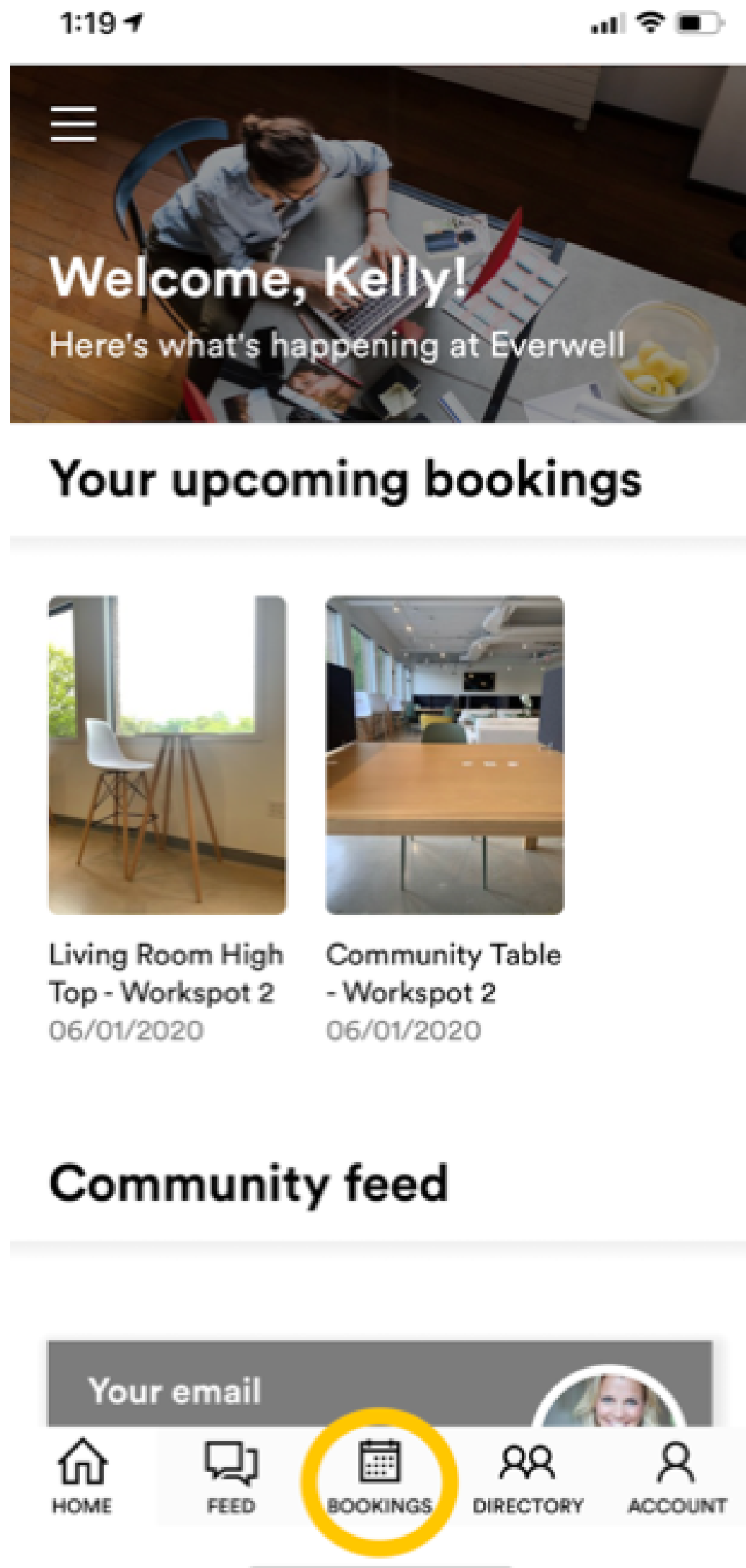


Click **Bookings Calendar** to view Bookings at a glance by month, week or day. You can also make a booking from within this tab by clicking **Make a booking**.



Within the **Bookings Calendar** tab, click **My Bookings** to review your upcoming bookings.

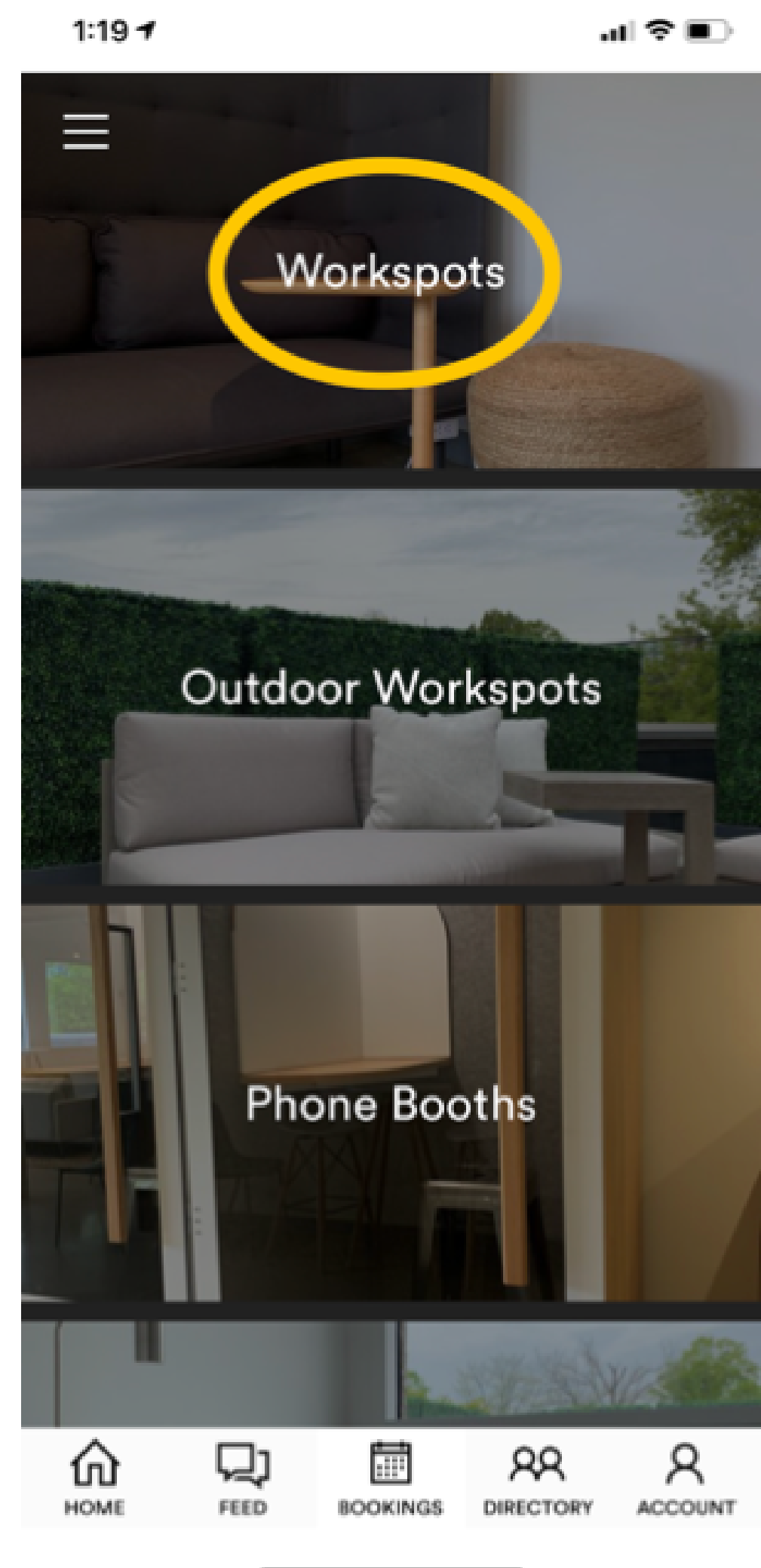
ON THE EVERWELL MEMBER APP

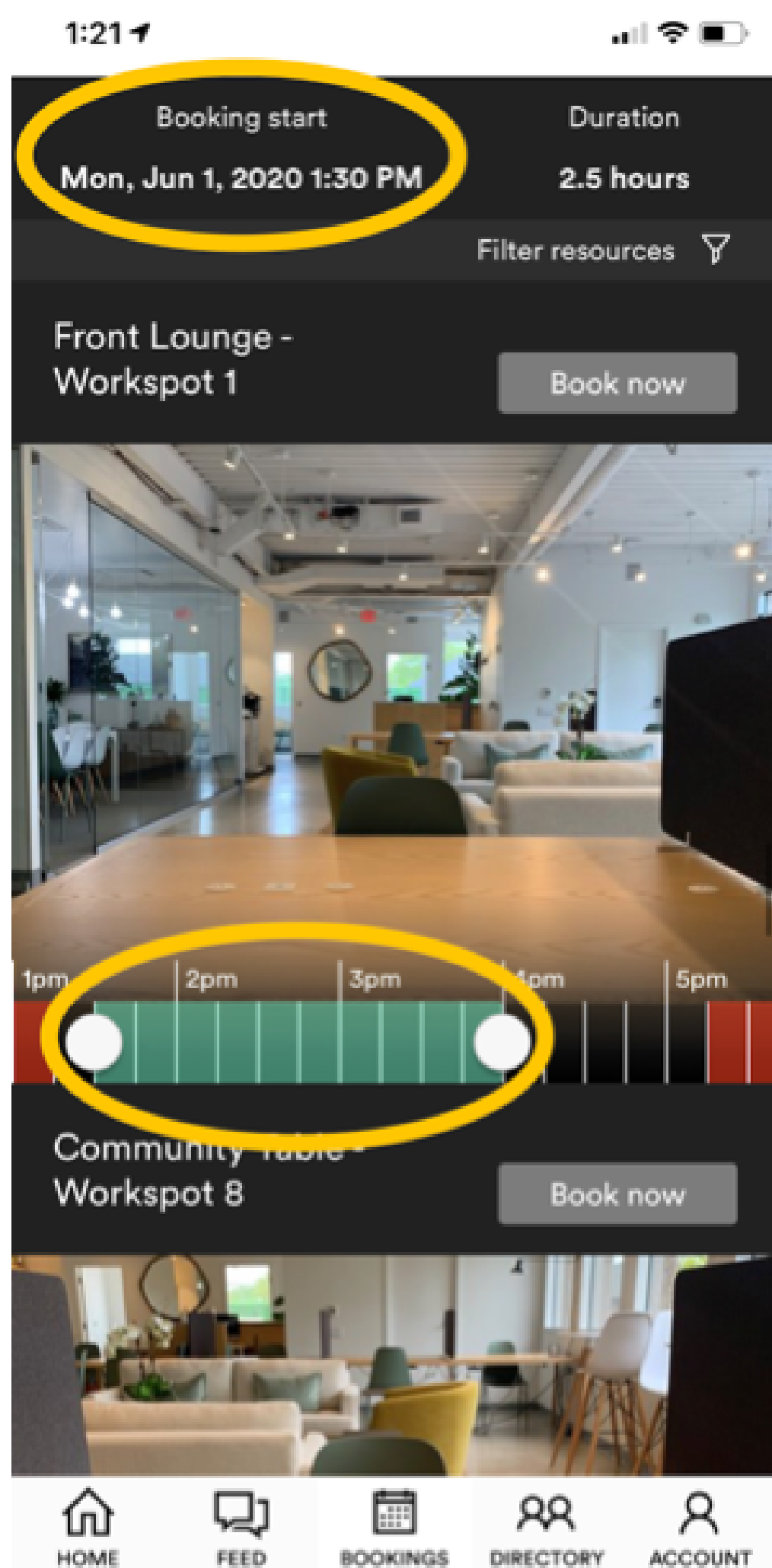


Select which category of workspot you'd like to book.

To make a booking from your **Passport by Nexodus** app, log into your app.

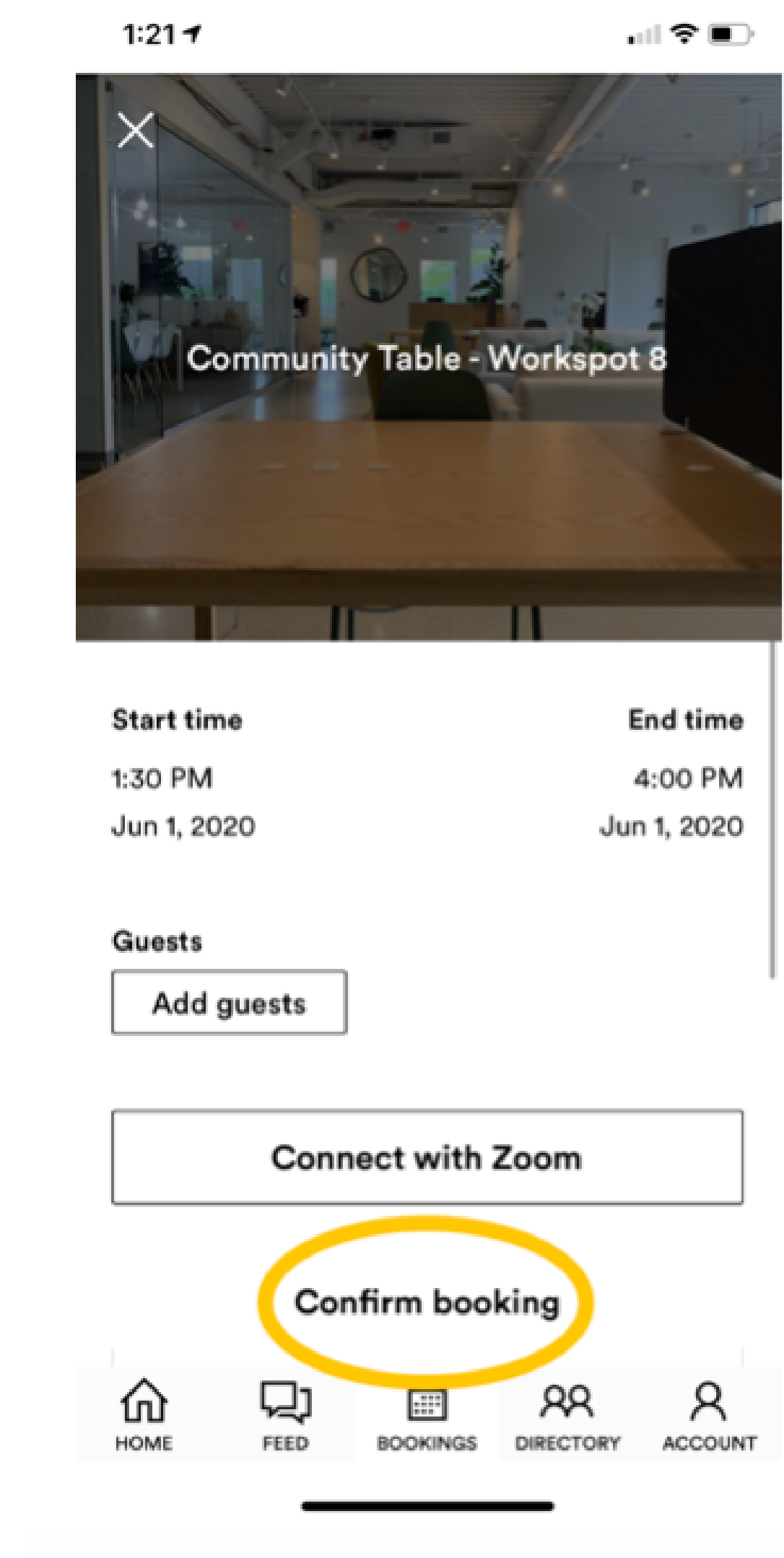
Once logged into the app, click the **Bookings** tab at the bottom of the screen.





Then click **Confirm booking** to complete reservation.

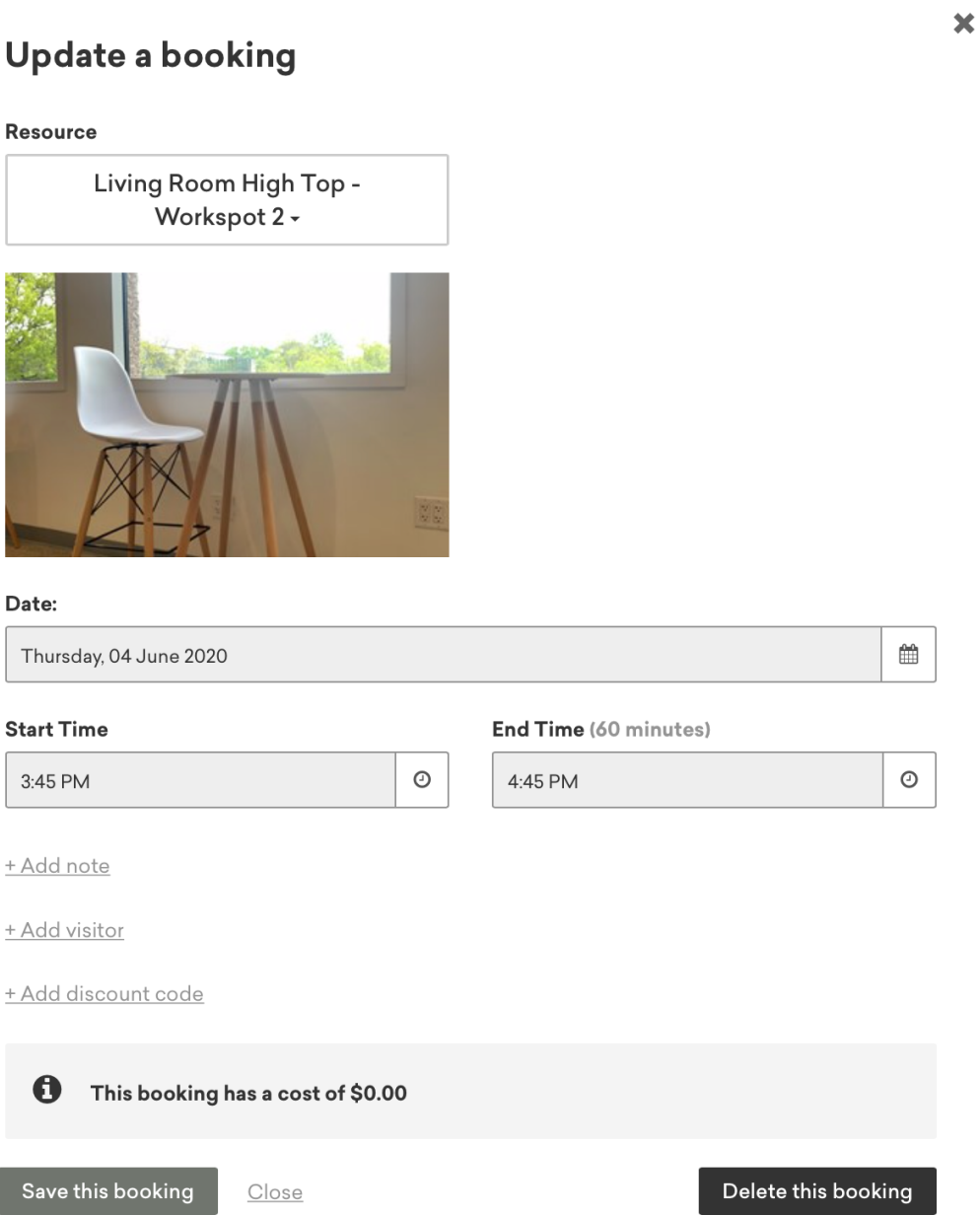
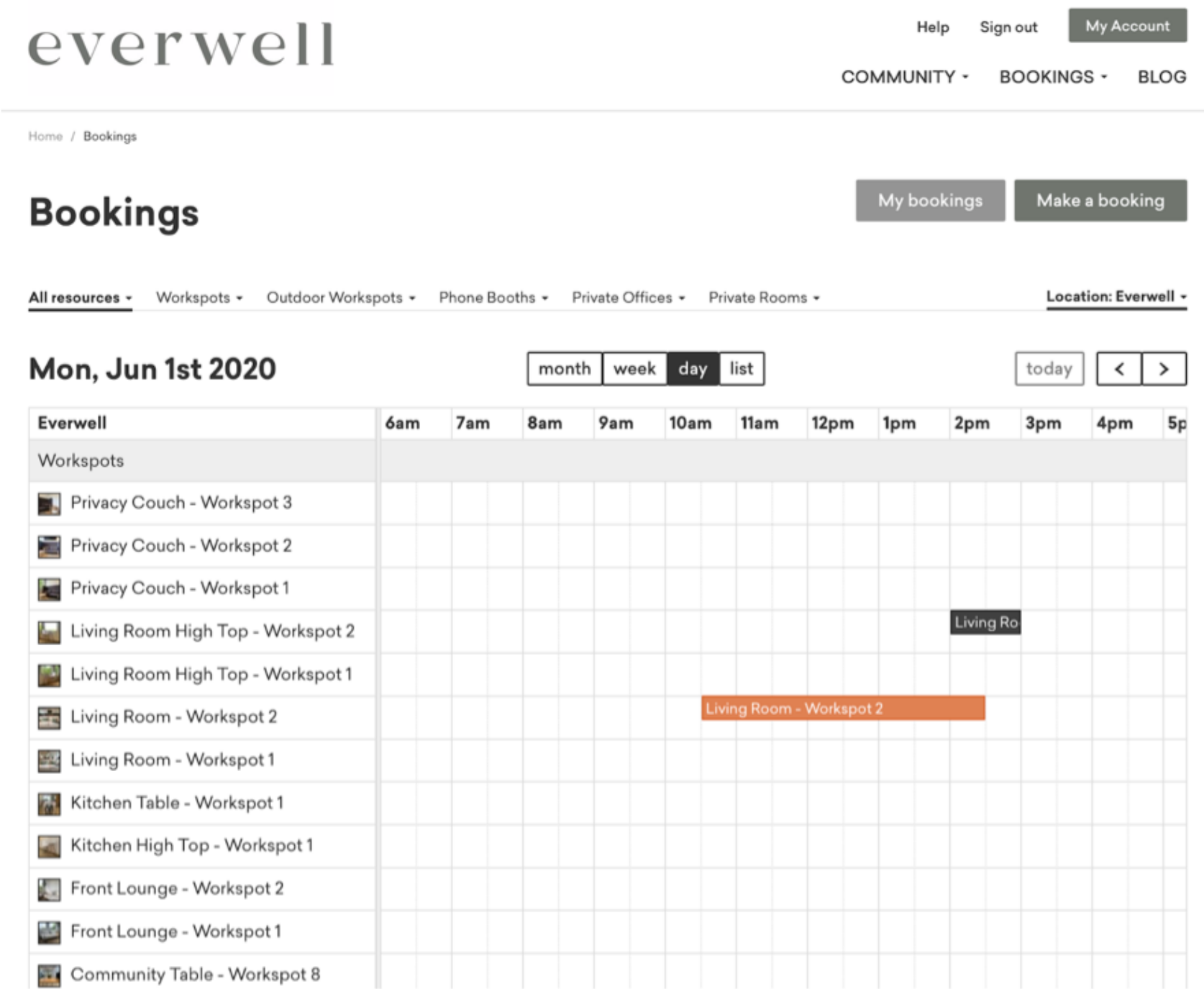
Find which workspot / room you'd like to book and pick the date you'd like to book. Toggle the time to set the duration of time you'd like to book the workspot / room for. Then click **Book now**.



HOW TO CHANGE OR CANCEL A BOOKING

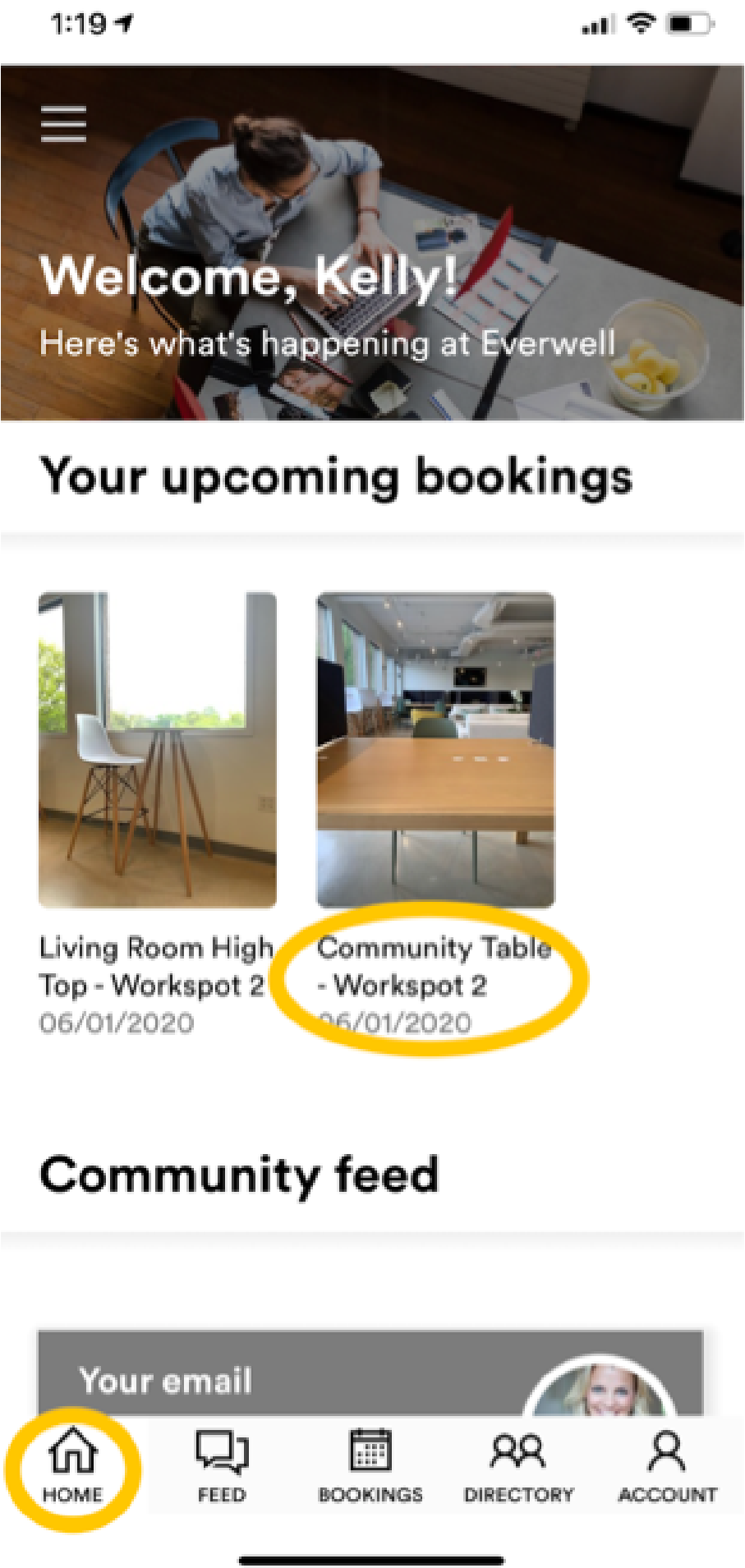
ON OUR WEBSITE

To change or cancel a booking on a laptop or desktop, click **Bookings Calendar** to view Bookings at a glance by month, week or day.



Click into your booking on the calendar that you'd like to change or cancel. A popup will appear with your booking details. To change the booking, adjust the date and/or time you'd like to reschedule the booking to, and then click **Save this booking**. To cancel the booking, click **Delete this booking**.

ON THE EVERWELL MEMBER APP



To change or cancel a booking through the Passport by Nexodus app, click the Home button to view **Your upcoming bookings**. Click the booking you'd like to change or cancel.

To change your booking, click **Change booking**. Adjust the date and/or start and end times of your booking and then click **Confirm changes** to reschedule your booking. To cancel your booking, click **Cancel booking**. A popup will then appear asking you to confirm the cancellation. Click **Confirm**.

