



# BAXTER STATE PARK ONLINE RESERVATION SYSTEM UPDATES

NOVEMBER 18, 2024

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## Preface

This document will explain the online reservations system portal updates which will be in effect as of November 18, 2024. The updates will primarily affect the layout of the screens, with some minor added filtering functionality.

Also found within this guide will be a translation key of what the different colored symbols mean when the user is looking at dates they are wanting to reserve.

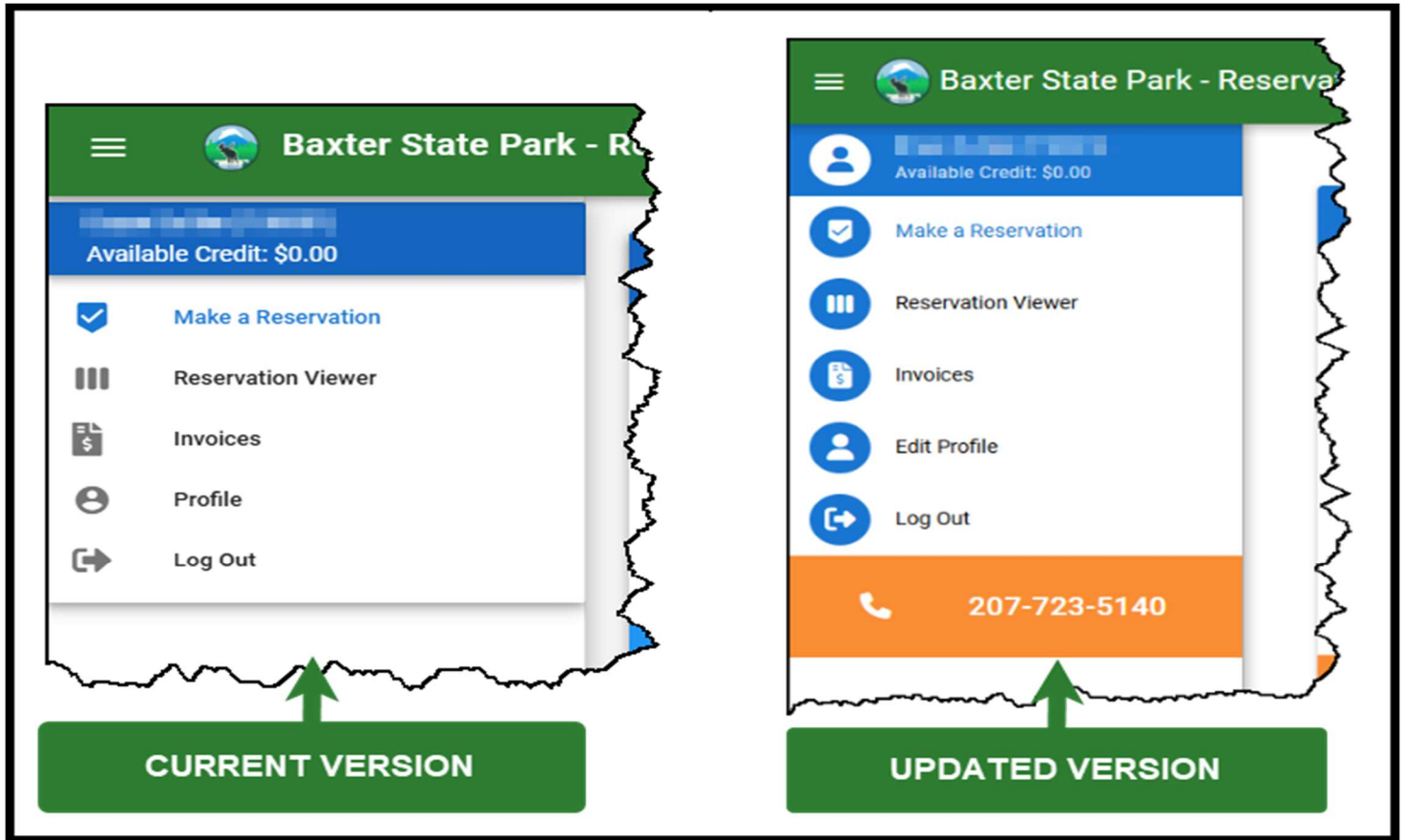
## Landing page

When users access the landing page for our online reservation portal, they will notice that we have updated the action buttons in the upper right-hand corner of the screen with new labels and icons. This is where a user would select to log-in to an existing account or register for a new account.



## Home page

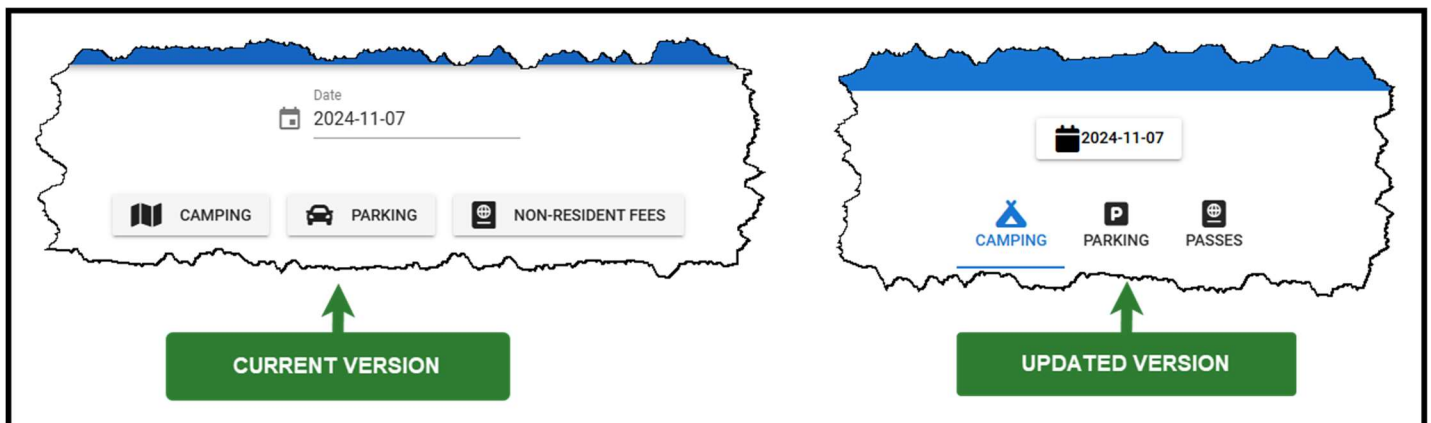
When users first log in, their home page will display some differences. On the left menu, users will see that an icon has been added to the user detail area of the menu. The other menu items also now have updated icons, and the contact phone has been moved up to just below the menu, instead of at the bottom of the screen.



## Make a Reservation

On the *Make a Reservation* screen users will notice that the layout of the screen has changed some. Labeling and icons on the screen, as well as the filtering options have been improved.

The date and reservation option buttons have been updated.

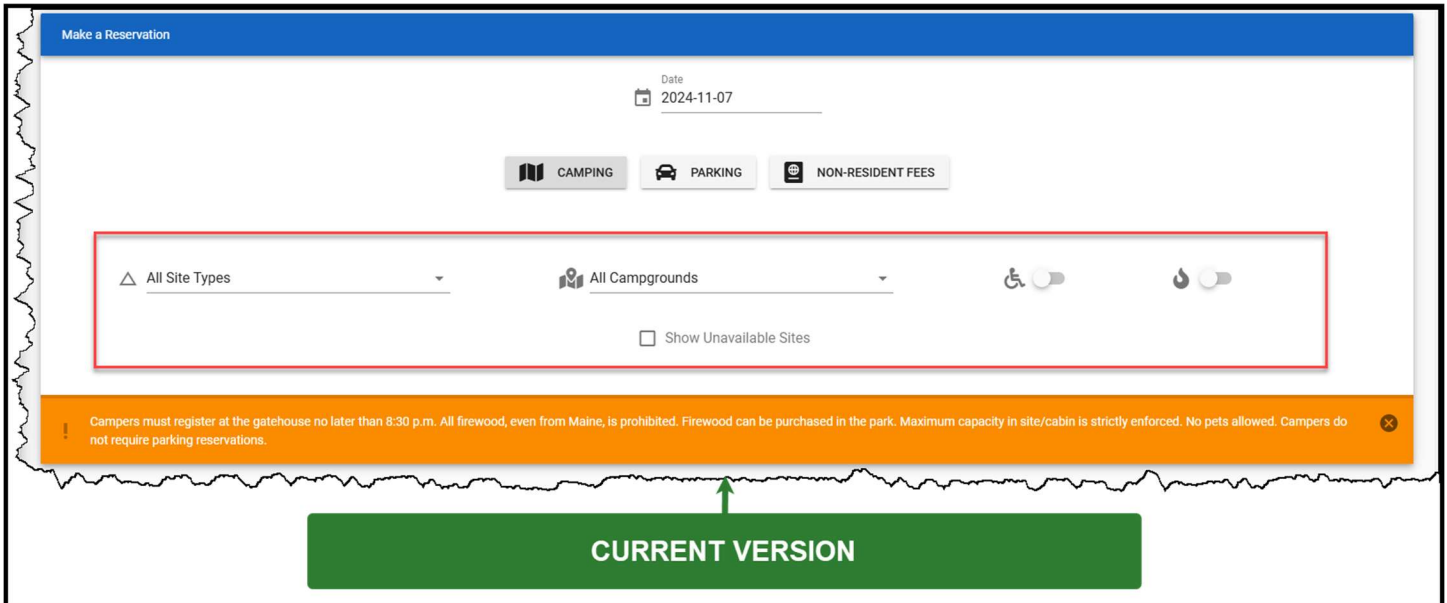


When a button selection is made, the color of the button will turn blue making it easier to know which reservation options the user is working on, as seen in example above.

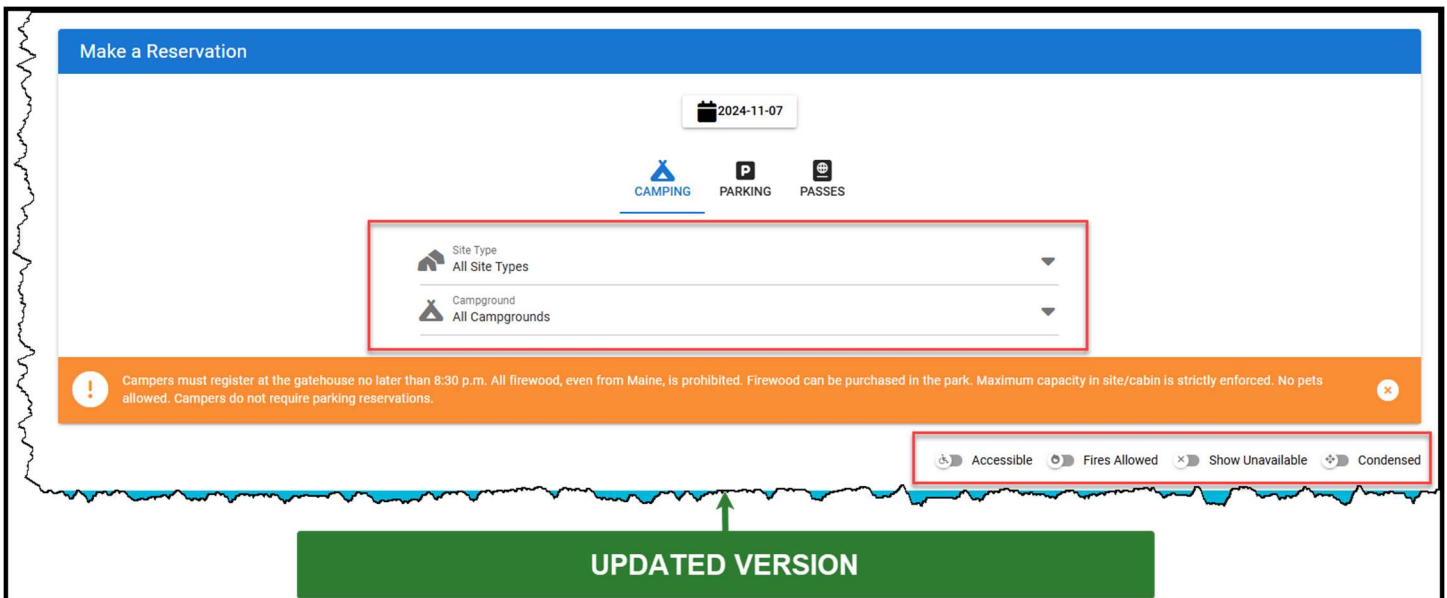
## Camping reservations

When the user selects to make a camping reservation, they will recognize updates to this area have also been made. The filtering options for this screen have been moved around and we have added an additional filter to aide in the search for the site and dates the user is desiring.

In the current version the user could filter by site, campground, accessible sites, campfire allowed, and show unavailable sites, as seen below circled in red.



In the updated version, users will have the same filtering functionality, but the filters have been moved around and a new filter has been added, as seen below also circled in red.



## Screen Filters key

Not all areas of the park will meet a filter criteria and the system would return a message stating, “No Results for your Search.”

**Dropdown filters:** Clicking on the down arrow to the right of the filter, will open a list of options the user can select from.

- **Site type:** Site type options are *All Site Types, Tent, Lean-To, Bunk House, Cabin, Group Area*. The user will either need to use the *All Site Types* option or do multiple searches, filtering on each site type separately.
- **Campground:** this filter will allow the user to select one campground. If they want multiple campgrounds to filter, they either will need to use the *All Campgrounds* option or do multiple searches, filtering on each campground separately.

**Slide filters:** Users will need to slide the filter switch to the right to activate, or slide back to the left to deactivate the filter.

- **Accessible:** When activated, this filter will display the sites that are designated as *Accessible* sites for individuals that require this type of accommodations.
- **Fires Allowed:** When activated, this filter will display sites where campfires are allowed.
- **Show Unavailable:** When activated, this filter will display sites that are already reserved.
- **Condensed:** This is a new option. When activated, this will maximize the view of sites by changing the layout of the screen and condensing the data displayed. This minimizes how much scrolling is necessary when reviewing the options on the screen.

Filtering examples:

The screenshot shows a user interface for a camping reservation system. At the top, there is a date selector for 2024-12-18 and three main categories: CAMPING, PARKING, and PASSES. Below these are two dropdown filters: 'Site Type' set to 'Cabin' and 'Campground' set to 'Kidney Pond'. Red arrows and numbers 1 and 2 point to these dropdowns. An orange banner below the filters contains a warning: 'Campers must register at the gatehouse no later than 8:30 p.m. All firewood, even from Maine, is prohibited. Firewood can be purchased in the park. Maximum capacity in site/cabin is strictly enforced. No pets allowed. Campers do not require parking reservations.' Below the banner are toggle switches for 'Accessible', 'Fires Allowed', 'Show Unavailable', and 'Condensed'. The main content area displays two site listings for 'Kidney Pond'. The first listing is for a '6 Doubletop' site, which is a cabin for 6 people with 2 single and 2 sets of bunk beds, 150' walk, and a price of \$142.00. The second listing is for a '7 Sentinel' site, which is a cabin for 6 people with 2 single and 2 sets of bunk beds, 210' walk, and a price of \$142.00. Both listings show a calendar grid for dates from Wednesday, 12/18 to Tuesday, 12/24. The availability for each date is indicated by a purple phone icon (available) or a red 'X' icon (unavailable). In both listings, the availability for Tuesday, 12/24 is marked as unavailable.

In the above example the only filters used are the site type (1) and the campsite (2).

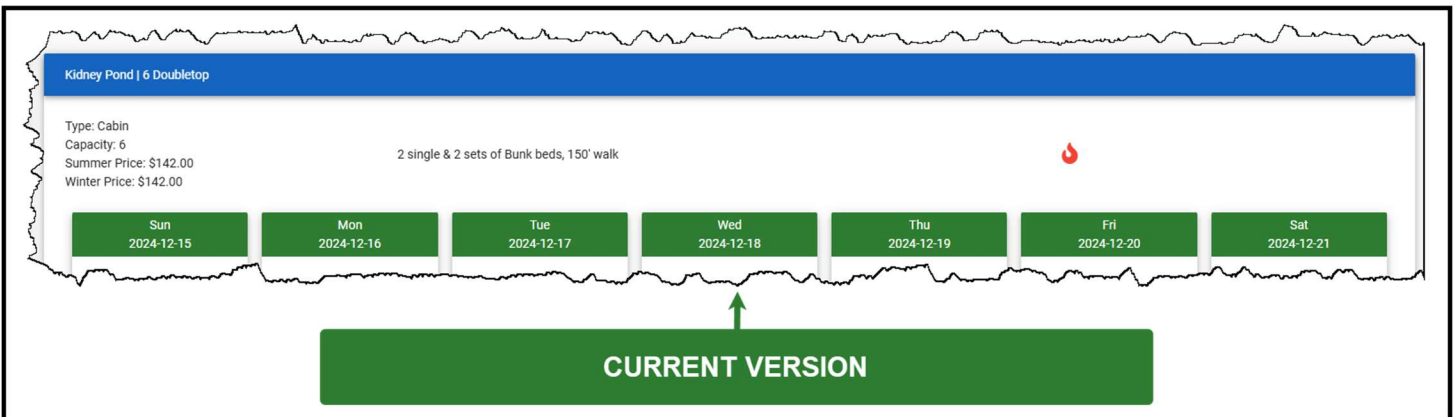


In this example, the condensed filter (3) was activated, and the user is now able to see more items on the screen and the site specific information is more condensed than in the previous example

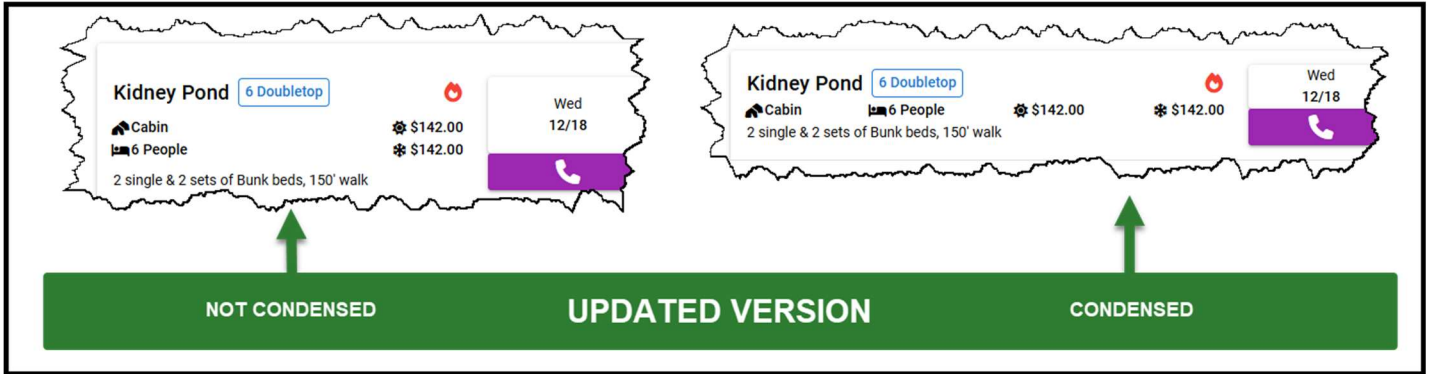
### Site Details

The site details section has been improved to make it easier for the user to recognize the site they are focusing on and the details about that site.

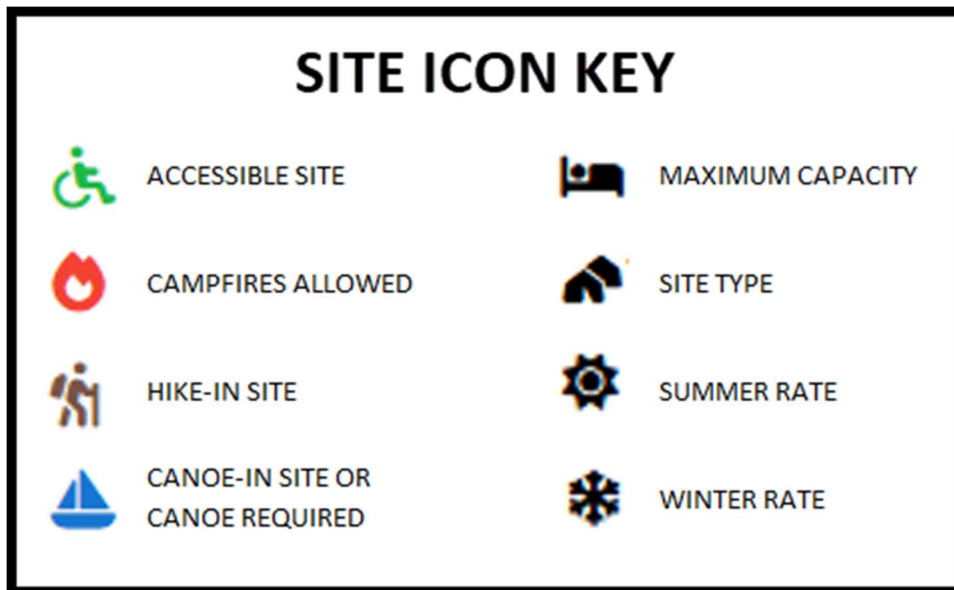
As seen below, the site details are spread across the page, the font is smaller, and the site name is in a bar at the top.










In the updated version below the site details are kept together and the font is larger and, in some areas, bolded to make it easier to recognize the site you are focusing on.



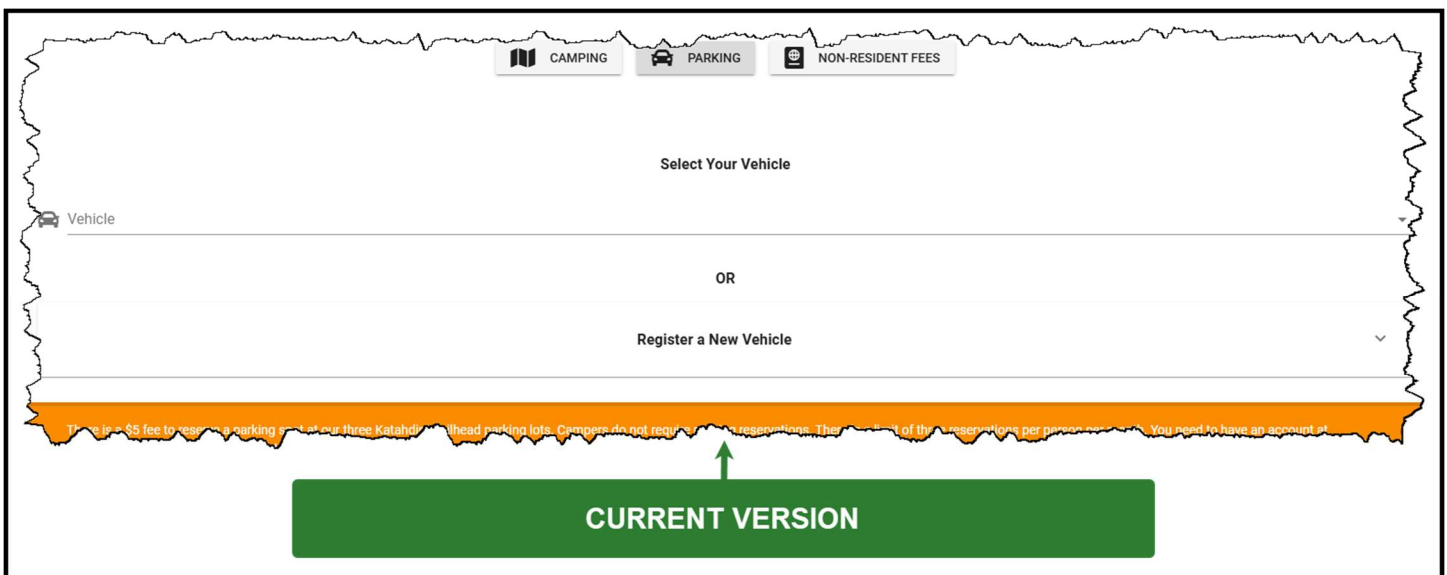
Users may recognize that the icons on sites/labels on site details have also been updated.



	Dates with this display mean the site is available, but cannot be reserved online, the customer must call the reservations office to reserve this site.
	Dates with this display mean that this site is already reserved by another guest on this date.
	Dates with this display mean that the site is already in another guests shopping cart.
	Dates with this display mean that you have already selected this site and it is in your shopping cart awaiting you to finalize your reservation.
	Dates with this display mean that the site is available for online reservations.
	Dates with this display mean that you have already reserved this site for yourself.
	Dates with this display mean that this site is not yet available to be reserved at this time.

### Parking reservations

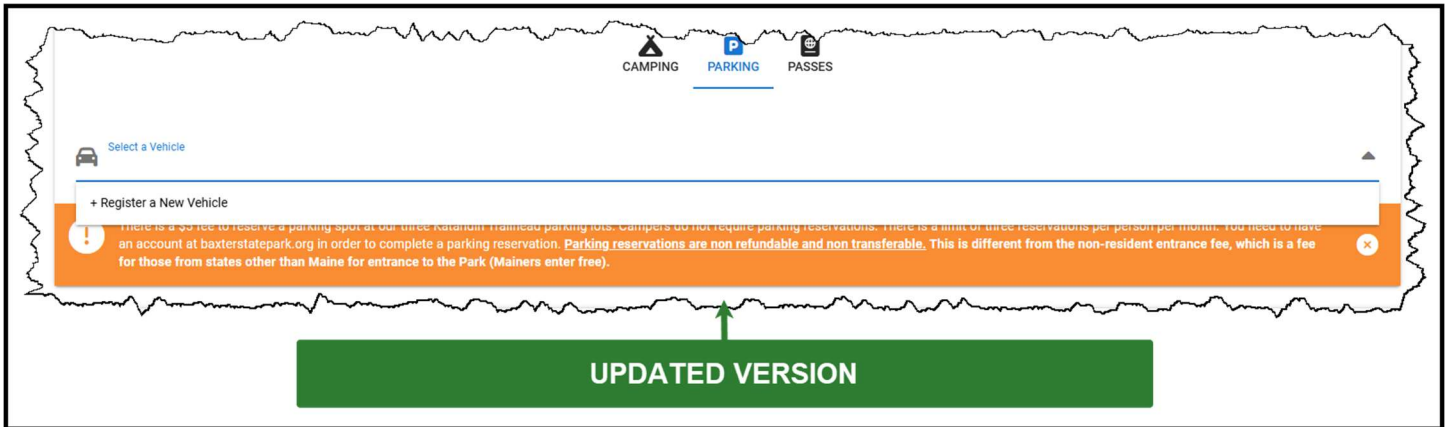
The parking reservation area of the reservation system has had minimal changes. Customers are still required to register a vehicle or select their previously registered vehicle in order to select a date to make a parking reservation. These parking reservations are for our Day-Use parking lots at the three Katahdin trailheads (Roaring Brook, Katahdin Stream, Abol). Parking reservations are not required for campers who are already in the park.



The screenshot shows a web interface for parking reservations. At the top, there are three navigation tabs: 'CAMPING', 'PARKING', and 'NON-RESIDENT FEES'. Below the tabs, the text 'Select Your Vehicle' is centered. Underneath, there is a text input field labeled 'Vehicle' with a small car icon to its left. Below the input field, the word 'OR' is centered. Underneath 'OR', there is a button labeled 'Register a New Vehicle'. At the bottom of the screenshot, there is a green arrow pointing upwards from a green box labeled 'CURRENT VERSION' to the 'Register a New Vehicle' button.

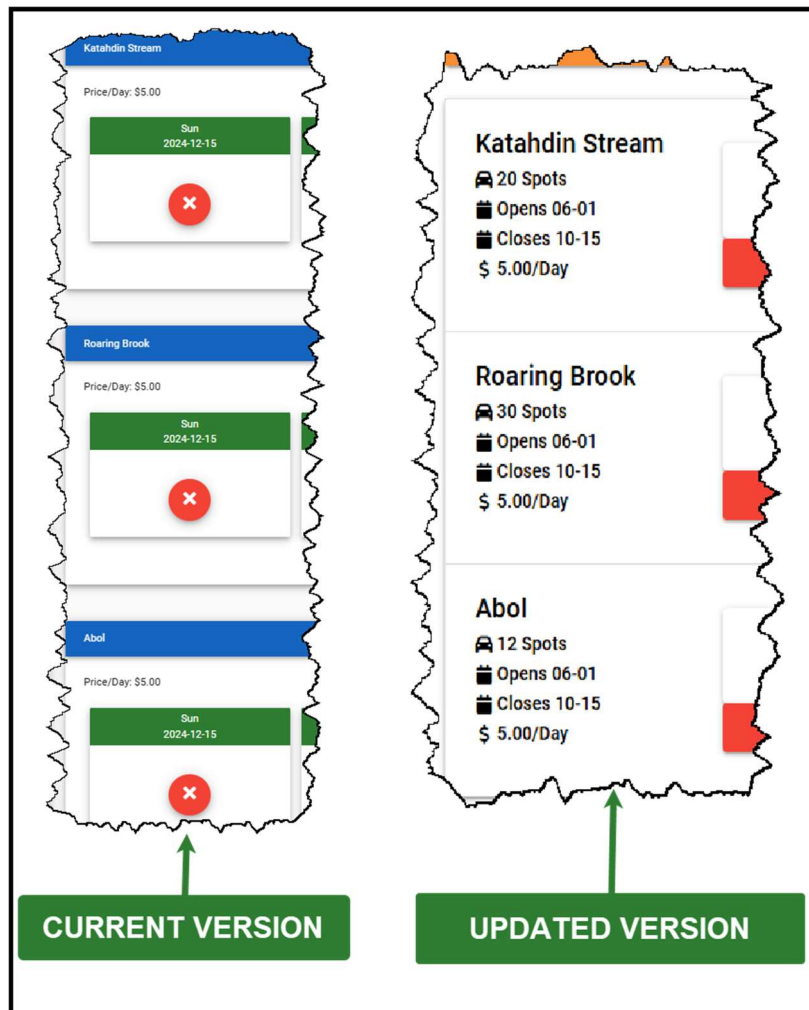


In the current version, customers would select their vehicle from the list of vehicles they previously registered from the *Select Your Vehicle* dropdown or select the *Register a New Vehicle* to open the vehicle registration form.



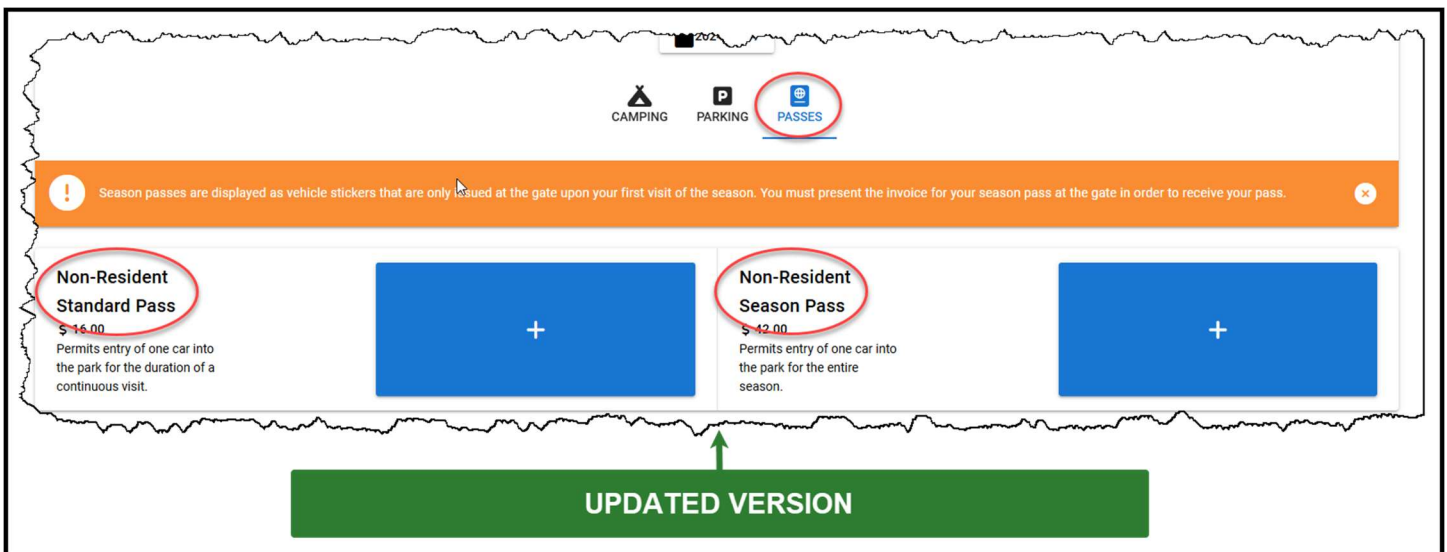
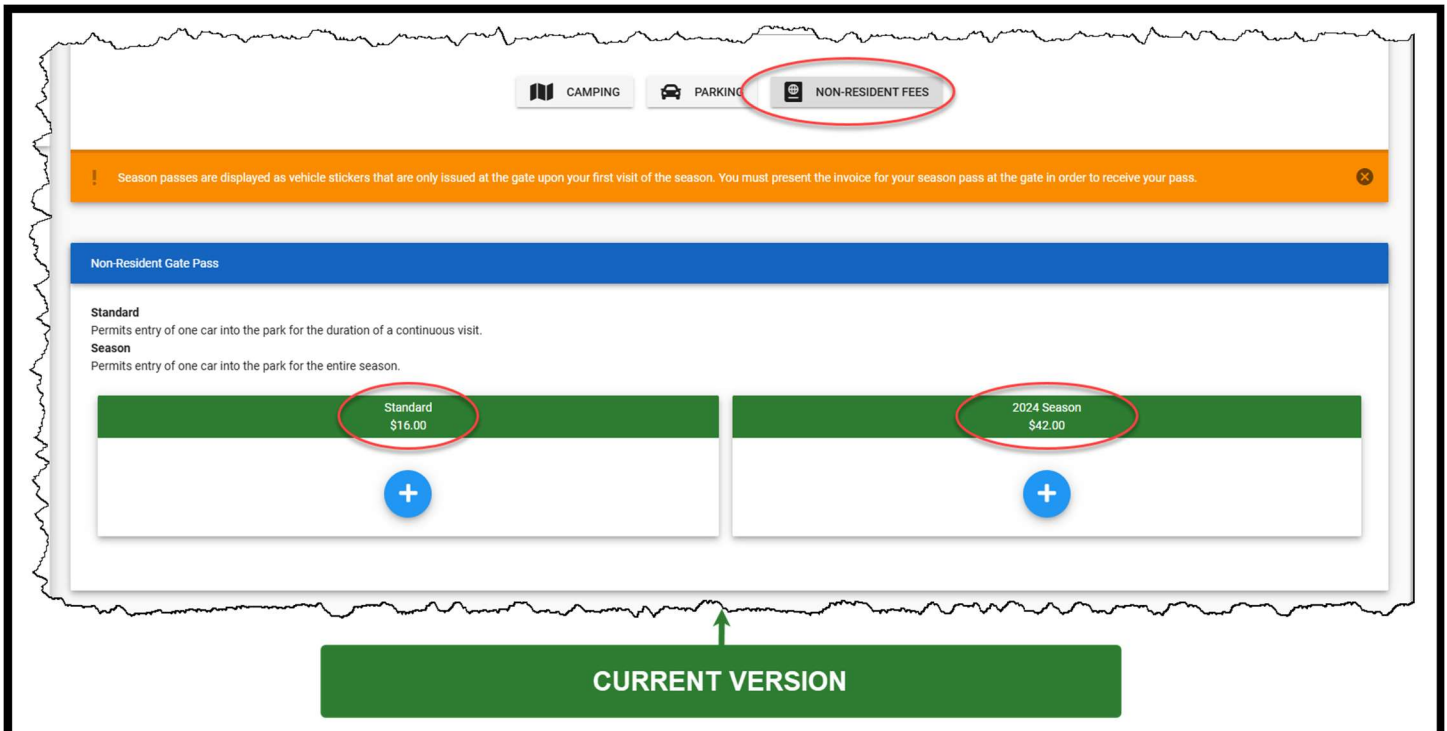
In the updated version, the user will select a vehicle from their list of registered vehicles in the *Select a Vehicle* dropdown or also in the dropdown list will be the option to *+Register a New Vehicle*. Once that option is selected, the vehicle registration form will open so that the user can complete it.

Another improvement to the parking reservation screen is additional information is now displayed for each parking area. The additional information shows the total number of parking spaces able to be reserved in that parking lot and the dates that reserved parking is in effect.



## Non-Resident Passes (Fees)

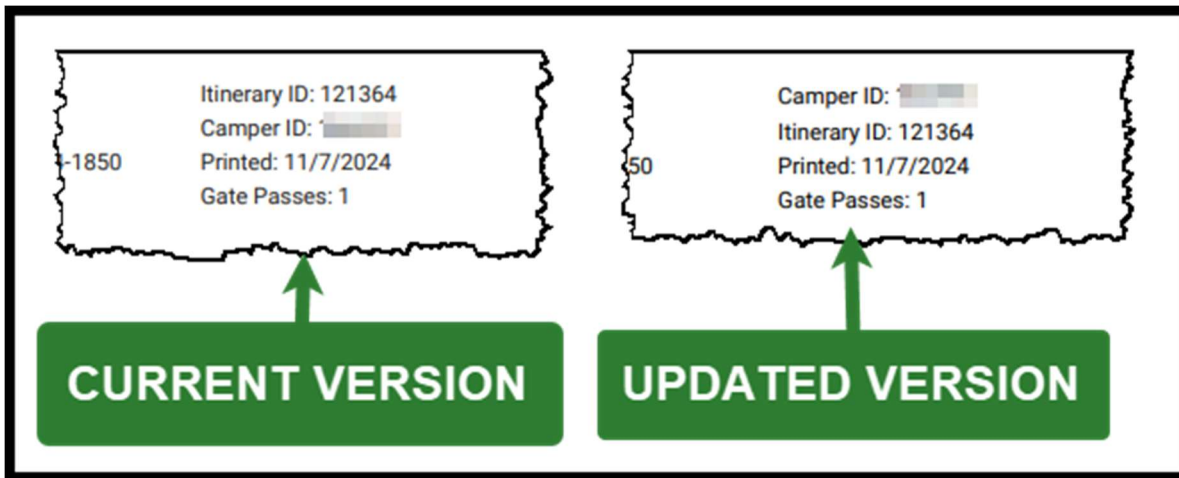
In the current version users would click on the *Non-Resident Fees* button to pre-pay for either a standard gate pass or a season pass. This button has been renamed *Passes* in the updated version and the labels on the passes have been updated to reflect these fees are for non-resident visitors, in hope to eliminate confusion.



## Reservation Confirmation updates

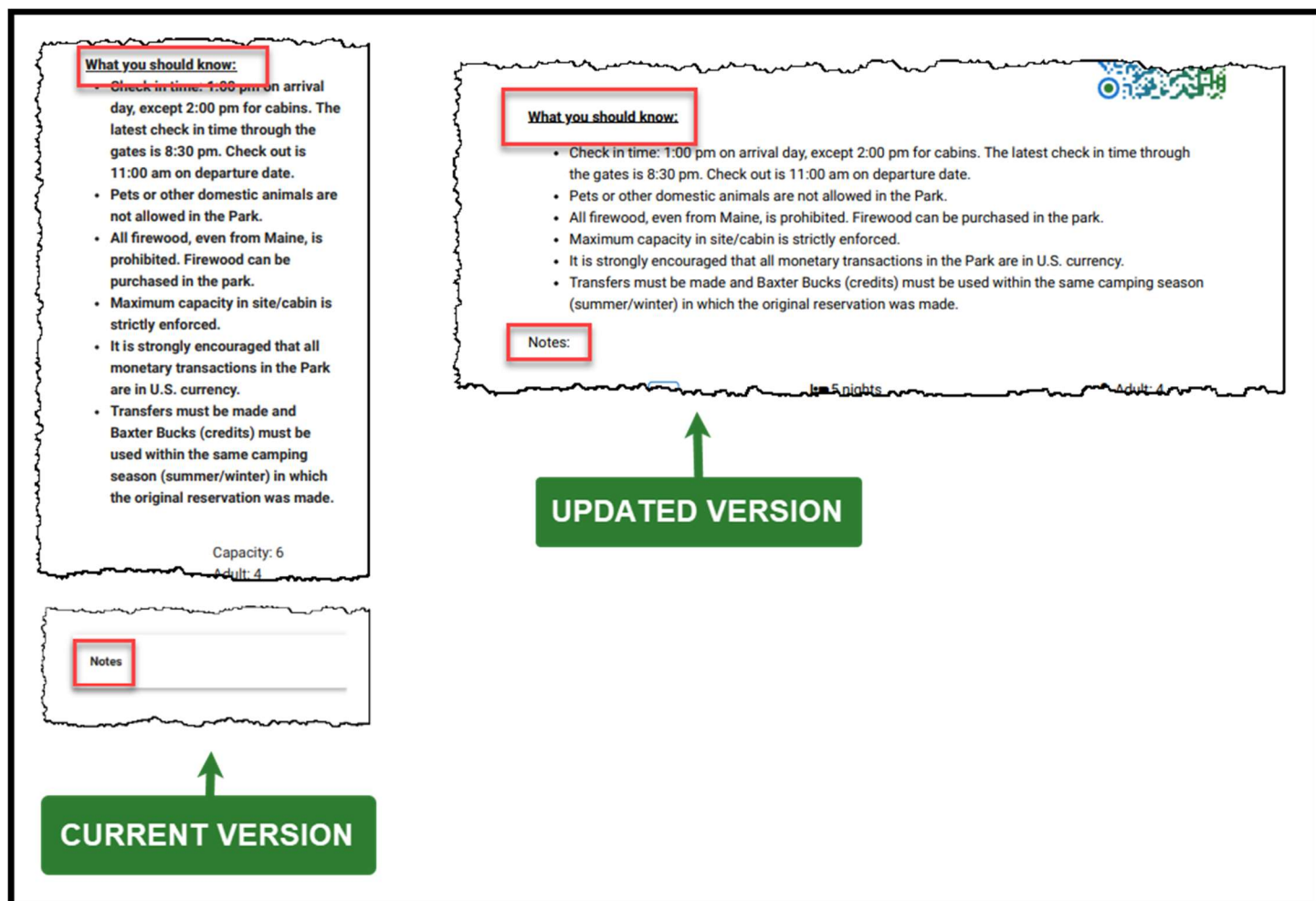
Improvements have been made to the reservation confirmation printout to minimize confusion regarding check-out dates and to better communicate important information for visitors to be aware of before their arrival at the park.

The *Camper ID* has been relocated to the top position on the printout to make it easier for campers and staff to recognize it. (See example on following page.)



The *What You Should Know* section is now spread evenly across the top of the page instead of being pushed off to the side to make it easier to read.

The *Notes* section has been relocated to the top of the page instead of the bottom so that visitors and staff can easily locate it for important information regarding the reservation.



The labels for the dates of the reservation have been changed to read *Check-In* and *Check-out* as this was an area of confusion in the current version. The updated version check-out date is the actual date the campers are scheduled to leave the park. Previously it indicated the last night in the park, so now it follows the format most lodging establishments use on reservation documentation.

The image shows two versions of a reservation interface for Trout Brook: 20 Tent. The top version, labeled 'CURRENT VERSION', shows dates '2024-08-05 to 2024-08-09' in a red box, '5 Nights.', and capacity details. The bottom version, labeled 'UPDATED VERSION', shows 'Trout Brook 20 Tent', '5 nights', 'Check-in: 2024-08-05', 'Check-out: 2024-08-10' in a red box, and capacity details. Green arrows point from the labels to the corresponding interface elements.

Element	Current Version	Updated Version
Dates	2024-08-05 to 2024-08-09	Check-in: 2024-08-05 Check-out: 2024-08-10
Nights	5 Nights.	5 nights
Capacity	Capacity: 6 Adult: 4 Junior: 0 Child: 0	Adult: 4 Junior: 0 Child: 0

## Questions?

Please contact our office during business hours with any questions or needed assistance.

The Reservations office is open Monday through Friday from 8:00 AM – 4:00 PM and is open on weekends from 8:00 AM - 4:00 PM Memorial Day through Indigenous Peoples Day.