

# MapItLive — User Guide

Welcome to MapItLive. This guide walks you through everything you need to run your attraction's live map: updating what visitors see, changing opening statuses in seconds, and keeping your information fresh — all without any technical skills.

## 1. What MapItLive gives you

MapItLive has two parts:

- **The visitor map** — A live, interactive map of your site that opens in any phone browser. Visitors see every attraction, whether it is open right now, its session times, photos, restrictions and booking links.
- **The back office** — A simple control panel where you and your team update everything on the map. It works on a phone, tablet or computer.

When you change something in the back office, every visitor's map updates automatically within a minute. There is nothing for visitors to install and nothing for you to publish or redeploy.

## 2. Getting started

When your account is set up you will receive:

- Your visitor map link — the web address you share with visitors.
- Your back office link — the address where you manage the map.
- A manager email address and password for signing in to the back office.

We recommend saving the back office link to your phone's home screen so it is always one tap away: open the link in your browser, then choose “Add to Home Screen” from the share or menu button.

## Signing in

1. Open your back office link.
2. Enter your manager email address and password.
3. Press Sign in. You will land on the Today screen.

Keep your password private. Anyone with it can change what visitors see. If a team member leaves, contact support and we will change it for you.

## 3. The Today screen — your daily control panel

The Today screen is designed for busy mornings and sudden changes. At the top you will see how many attractions are open, how many are closed, your total, and when the screen last refreshed.

Below that is Quick status: every attraction with a coloured status button beside it.

- Green = Open
- Red = Closed
- Yellow = Delayed / opens later

Tap the button to cycle through the three statuses. Each tap saves instantly — there is no separate save button — and reaches visitors' maps within a minute. This is the feature you will use most: a ride goes down for maintenance, you tap it to Closed from wherever you are standing, and visitors stop walking to a closed ride.

## 4. Managing your attractions

The Attractions tab lists everything on your map. Use the search box to find an attraction quickly, then press Edit to open it.

### Adding a new attraction

1. Open the Attractions tab and press “+ Add attraction”.
2. Fill in the details (see the field guide below). Only the name is required to start — you can add the rest later.
3. Press Save. The new attraction appears with its pin placed at the centre of the map, ready to be dragged into position (see section 5).

### The fields, explained

| Field               | What it does                                                                                                                                              |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name                | The attraction name visitors see on the map and in listings.                                                                                              |
| Icon                | An emoji shown on the map pin, for example a rollercoaster or a burger. Pick something visitors will recognise at a glance.                               |
| Category            | Groups the attraction under one of your park's categories and sets the pin colour. Visitors can filter the map by category.                               |
| Status              | Open, Closed, or Delayed / opens later. This is what visitors see live on their map.                                                                      |
| Description         | A short, friendly introduction shown when a visitor taps the pin. Two or three sentences works best.                                                      |
| Restrictions        | Height limits, age guidance or accessibility notes, for example “Min height 1.1m”. Answering this on the map saves your staff repeating it at the gate.   |
| Photo URL           | A web link to a photo of the attraction. It appears at the top of the attraction's detail card.                                                           |
| Booking URL & label | If the attraction can be booked, paste the booking page link and give the button a label such as “Book now”. The button appears on the attraction's card. |
| Session times       | Timed openings, feeds or shows, for example 10:30–11:00 and 14:00–14:30. Leave empty if the attraction simply follows park hours.                         |

## Editing session times

In the editor, press “+ Add session” to add a timed opening, then set the start and end times. Add as many sessions as you need — they display to visitors in order. Press the ✕ beside a session to remove it. An attraction with no sessions simply shows as following your park's normal hours.

## Deleting an attraction

Open the attraction and press Delete. You will be asked to confirm, because deleting also removes its session times and cannot be undone from the back office. If an attraction is only closed for the season, set its status to Closed instead of deleting it — you will keep all its details for next year.

## 5. Positioning pins on the map

Pin positions are set on the map itself, where you can see exactly where each pin sits on your artwork:

1. Open your visitor map link and enter edit mode with your manager sign-in.
2. Drag each pin to the right spot on the map.
3. Press Save to store the new positions.

While you are editing, the map pauses its automatic refresh so your unsaved changes are never overwritten. Remember to save before you leave the page.

## 6. Booking links

The Bookings & links tab manages the booking buttons shown on your map's home screen — for example “Book tickets” or “Book an experience”. Press “+ Add link” and enter a name, an emoji icon, and the web address of your booking page. Use Edit or Delete beside an existing link to change or remove it. These are separate from the per-attraction booking buttons described in section 4.

## 7. Categories and pin colours

Your attractions are grouped into up to six categories — for example Rides, Animals, Shows, Food and Facilities. Each category has a fixed pin colour and style on the map, and visitors can filter the map by category.

From the Categories tab you can rename a category at any time — every attraction in it updates automatically. The order of the categories decides which pin style each uses, so if you would like categories reordered or set up differently, contact support and we will arrange it with you.

## 8. Sharing your map with visitors

- **On your website** — Put the map link on your website's “Visit us” or “Park map” page.
- **On site** — Print a QR code of the map link on entrance signage, tickets, leaflets and table talkers. Any free QR code generator works with your map link.

- **Before the visit** — Share the link in pre-visit emails and on social media — it is a great way to show off what is on.

Because the map is a normal web page, it opens instantly on any modern phone with nothing to download.

## 9. Tips for smooth days

- Do a thirty-second morning check on the Today screen: is everything showing the right status before gates open?
- Update statuses the moment things change — visitors trust the map more when it is always right.
- Use Delayed rather than Closed when something opens later in the day, and put the opening time in its sessions.
- Keep descriptions short and warm; two sentences beat two paragraphs on a phone screen.
- Add restrictions to every ride that has them — it is the single biggest saver of gate questions.

## 10. Troubleshooting

| Problem                                                       | What to do                                                                                                                                                                                    |
|---------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| "Sign in failed" message                                      | Check your email and password are typed correctly. Passwords are case sensitive. If you have forgotten your password, contact support and we will reset it.                                   |
| A change saved but says "0 rows written" or "sign-in expired" | Your session has timed out. Sign out, sign back in, and save again. Your typed changes are still on screen.                                                                                   |
| A change is not showing on the visitor map                    | The visitor map refreshes itself every minute. Wait sixty seconds, then pull down to refresh the page on your phone. If it still has not appeared, check the change saved in the back office. |
| An attraction appears twice                                   | The map automatically hides duplicates, but if you spot one in the back office, delete the copy you do not want. Contact support if you are unsure which is which.                            |
| The map or back office will not load                          | Check your internet connection first. Visitors always see the most recent copy of the map, so a brief connection problem on your side does not take the map down.                             |

## 11. Getting help

We are a small team and we genuinely like hearing from our parks. If anything in this guide is unclear, if something is not behaving, or if you have an idea that would make MapItLive better for your site, email us at [hello@mapitlive.co.uk](mailto:hello@mapitlive.co.uk) and we will get back to you promptly.

*Thank you for putting your park on MapItLive — here is to shorter queues at the information desk.*