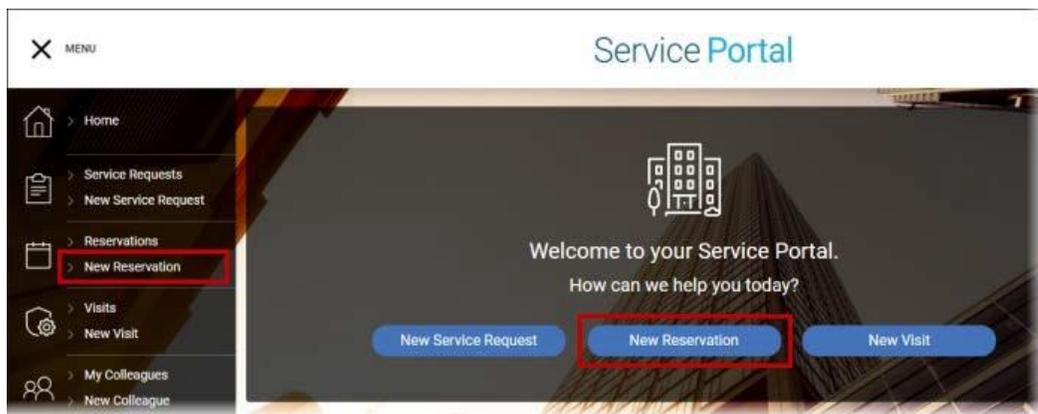


## Appendix B

### Conference Centre Booking Instructions

#### Making a Reservation

To begin making a new reservation, click **New Reservation** from the navigation menu (☰ MENU), or click the **New Reservation** quick link from the Home page. This will open the New Service Request screen.



From the New Reservation page, follow the steps outlined below to submit a new request.

1. In the new reservation window, a list of available resources is displayed on the left, and a weekly calendar is displayed to the right. You can view additional information concerning a resource by clicking on its associated info icon (i). Depending on the information supplied by Property Management, the resource information popup may display the following information:
  - An image gallery. You can click on any of the images in the gallery to view them in fullscreen mode
  - Whether the resource is billable (usage fees may apply), and whether reservations will require approval from Property Management
  - A description of the resource's features
  - Any additional downloadable attachments (displayed as links)
  - Any additional instructions concerning its usage
  - The resource's hours of availability
  - Any applicable reservation policies, such as maximum reservation duration, or conditions under which a rescheduling or cancellation fee may apply. Please note that rescheduling and cancellation fees are not related to whether the resource is listed as "billable", which refers to fees that may be incurred through use of the resource.

**CONFERENCE ROOM 1**



Resource is billable  
 Approval required by property management

**ABOUT CONFERENCE ROOM 1**

Seats 8 and provides the following: Widescreen TV, 2.1 Sound System, standard conference phone.

AMENITIES INCLUDED	AMENITIES AVAILABLE ON REQUEST	ATTACHMENTS
<ul style="list-style-type: none"> <li>Water Cooler</li> </ul>	<ul style="list-style-type: none"> <li>WiFi <input type="checkbox"/></li> </ul>	<ul style="list-style-type: none"> <li><a href="#">conference_phone_manual.pdf</a></li> </ul>

**TERMS AND CONDITIONS**

To complete your reservation, you must sign and return the Code of Conduct form.

**RESERVATION POLICIES**

- Resource can't be used for more than 2 Hour(s) per reservation
- Resource must be reserved 1 Day(s) in advance
- Resource can't be reserved more than 2 Month(s) ahead
- Consecutive reservations must be 30 Minute(s) apart
- Reservations can be rescheduled or cancelled 1 Day(s) before start time without charges applied.

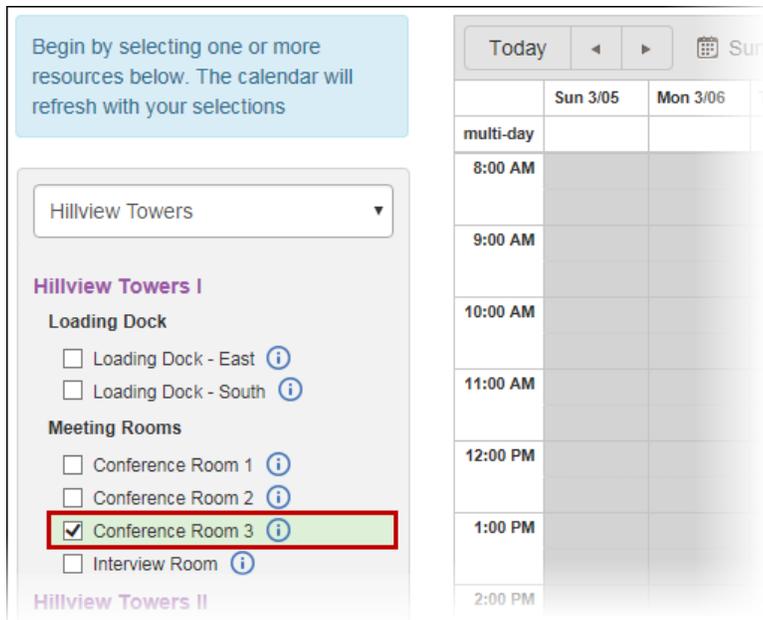
**RESOURCE AVAILABILITY**

Availability

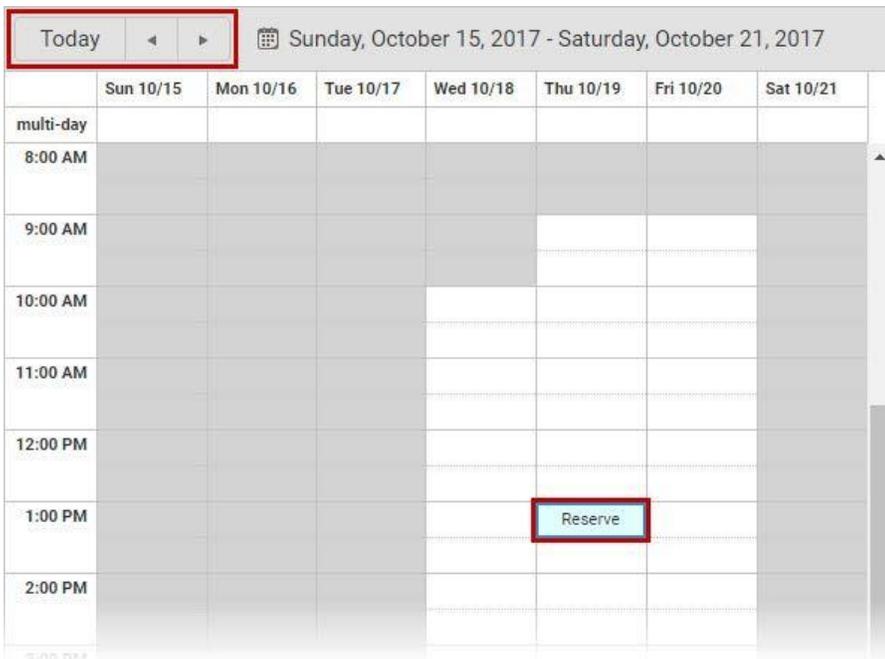
- Mon-Fri 9:00 AM - 5:00 PM

[CLOSE](#)

- Select one or more resources that you would like to reserve in the same time slot. If Property Management has made resources from more than one property available to you, then a **Property** dropdown list is displayed, allowing you to select which property you would like to view available resources for.



- On the calendar to the right, available reservation times are displayed for the current week in white.
  - You can switch between weeks using the Previous and Next buttons and return to the current week by clicking the **Today** button.
  - Click on an available slot in your calendar to select your reservation time.



- In the New Reservation window that opens, the following information can be edited:
  - The date portion of the **Time Start** and **Time End** fields can be updated by clicking on their associated **Calendar** (📅) icons and selecting a new date time. You can update the

start and end times by clicking on the time and selecting a new time from the dropdown list.

- Please note that if you modify the start or end time such that it overlaps with a time when a resource is not available, you will receive an error when attempting to complete the reservation.
- 5. By default, the **Requested By** field lists you as the requester. If you are creating the reservation on behalf of a colleague, you can change this by using the provided dropdown list. Only other registered users are displayed in this list.
- 6. Fill in any **Additional Information** in the fields provided (these fields are only displayed if Property Management needs additional details concerning the resource's use).
- 7. Additional amenities available at the resource's location are listed. If any of the amenities are optional and must be specifically requested, place a checkmark beside any optional amenities that you need. Additional notes concerning the amenity can be viewed in a popup by clicking on the amenity's name.
- 8. You can use the **Reservation Notes** field to enter any applicable notes for Property Management.
- 9. If there are terms and conditions that must be agreed to prior to making the reservation, then a **I have reviewed and agreed to the following Terms and Conditions** checkbox is displayed. You must check this box to proceed. Before agreeing to the terms and conditions, you should review them by clicking on the **Terms and Conditions** link displayed in this section.

6. Click **Create** to complete the reservation request.

NEW RESERVATION

  
Reserve
 

  
Documentation Required
 

  
Approval Required

RESOURCES: Conference Room 3 ⓘ

TIME START:

TIME END:

REQUESTED BY:

ADDITIONAL INFORMATION:

1. SEATING LAYOUT

2. NUMBER OF ATTENDEES

AMENITIES:

INCLUDED  
Water Cooler

AVAILABLE ON REQUEST  
 WiFi ⓘ

RESERVATION NOTES:

TERMS AND CONDITIONS:  
 I have reviewed and agreed to the following Terms and Conditions [Terms and conditions](#)

10. If there are no issues with your reservation, your request is submitted, and you will be taken to the [Reservation Details screen](#).

- If additional documentation must be downloaded, filled in/signed and then re-uploaded to finalize your reservation, this will be clearly marked at the top of the reservation screen. Any additional documentation will be listed as download links. Corresponding **Upload** links are displayed, allowing you to upload the completed document.
  - You do not need to upload the documents immediately. You can upload the documents at a later time by returning to the details screen. For additional details, see [The Reservation Details Screen](#).

[CANCEL RESERVATION](#) [RETURN](#)

**Reserved**      **Documentation Required**      **Approval Required**

The reservation is created successfully. Please download, complete, then upload the following document(s) for review and approval.

**Code of Conduct**  
↓ code\_of\_conduct.pdf      |      [UPLOAD](#)

Reservation Details

- After uploading a document, it is displayed as a downloadable document with a corresponding **Replace** button. If you need to upload a corrected version of the document, click the **Replace** button and select the file to upload.

**REQUIRES APPROVAL:** All required document(s) have been submitted to Property Management Office for review and approval. You will be notified when the reservation is confirmed.

**Code of Conduct**  
↓ code\_of\_conduct.pdf      |       code\_of\_conduct.pdf      [REPLACE](#)

Reservation Details

## The Reservation Details Screen

The Reservation Details screen is accessed by clicking on a reservation in the [Reservation Calendar](#) or [Reservation List](#). The following information and buttons are displayed:

**1** → RESERVATION 19972107

**2** → CANCEL RESERVATION    RETURN

**4** → Reserved    Documentation Required    Approval Required

**5** → **REQUIRES APPROVAL:** All required document(s) have been submitted to Property Management Office for review and approval. You will be notified when the reservation is confirmed.

Code of Conduct  
 ↓ code\_of\_conduct.pdf    |    code\_of\_conduct.pdf    REPLACE

**6** {

**Reservation Details**

RESOURCES: Conference Room 1    REQUESTED BY: Bill Paxton    RESERVATION DATE AND TIME: Oct 19, 2017 - 1:00 PM to 1:30 PM    **8** → RESCHEDULE

DURATION: 30 minute(s)    PROPERTY: Cox Towers    BUILDING: Tower I

ADDITIONAL INFORMATION

1. SEATING LAYOUT: O-Shape    2. NUMBER OF ATTENDEES: 10

AMENITIES

INCLUDED: Water Cooler    REQUESTED: WiFi

RESERVATION NOTES: Please provide 2 additional chairs    **9** → EDIT

**7** → **History**

Date	Event	Notes
Oct 18, 2017 - 11:28 AM	Updated	Required document updated
Oct 18, 2017 - 10:36 AM	Requires Approval	
Oct 18, 2017 - 10:36 AM	Submitted	

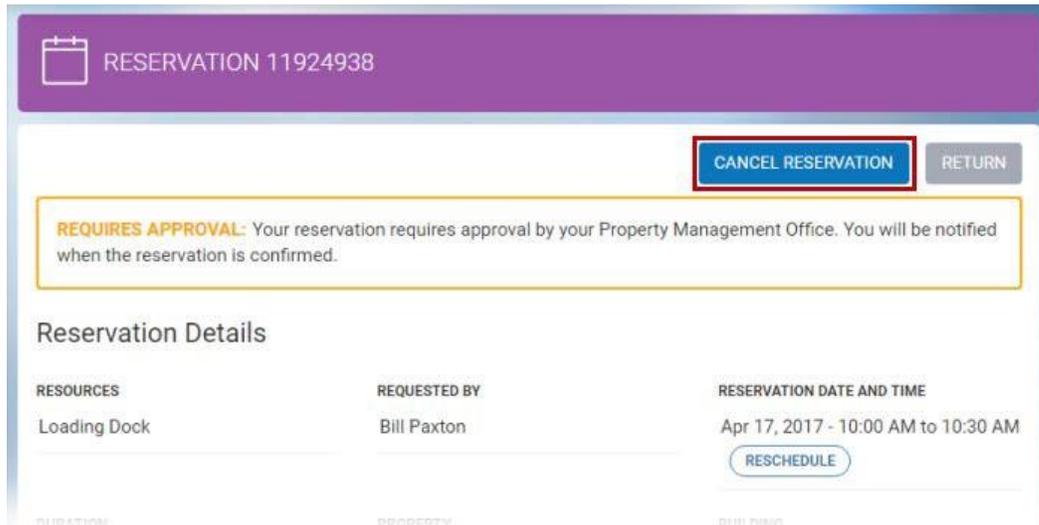
The reservation ID number.

1. If enabled by Property Management, you can click **Cancel Reservation** to cancel the reservation (you can only cancel upcoming reservations). See [Canceling a Reservation](#) for more information.
2. Click **Return** to go back to either the Reservations List or Reservations Calendar.
3. If the resource being reserved requires additional documentation to be downloaded, filled in/signed and then re-uploaded to finalize the reservation, this will be clearly marked at the top of the reservation screen. If all documentation has been uploaded, then the **Requires Approval** icon is highlighted, as shown above. Reservations that do not require uploading documents do not display these icons.
4. If a reservation is still pending approval by property management, then a **Requires Approval** message is displayed. If documentation needs to be uploaded, this section also provides an interface to download the documents that must be filled out, and a means of uploading the completed documents.
  - If a document has already been uploaded but needs to be replaced, click the **Replace** button (as shown above). Documents that have not yet been uploaded will instead display an **Upload** button.
  - Documents can be downloaded, uploaded or replaced at any time by returning to the details screen. It is not necessary to perform this task during a single log-in session.
5. The Reservation Details section displays the following information:
  - The resource(s) requested.
  - The name of the requestor.
  - The reservation date and time.
  - The duration and location where the reservation will take place.
  - The responses given to any additional questions that were asked during the reservation process. If these responses need to be changed, contact your Property Management office.
  - All included amenities and selected optional amenities. If any selections made here need to be changes, contact your Property Management office.
  - Any notes for Property Management that you have added to the request; see (9) below.
6. The History section displays a record of status changes related to the request, with the date and time of each status change displayed.
7. Click **Reschedule** to change the date and time of the reservation. See [Rescheduling a Reservation for additional details](#).
8. In the **Reservation Notes** section, you can update any existing notes you have entered by clicking the **Edit** button (shown above). If no notes were originally provided, you can create notes by clicking the **Add** button.

## Canceling a Reservation

Reservations can be canceled from either the [Reservations Calendar](#) or the [Reservations List](#) by viewing a reservation's details and clicking **Cancel Reservation**. Please note that depending on your level of access, you may only be able to cancel reservations made in your name. Additionally, you can only cancel upcoming reservations with a status of Requires Approval, Approved, or Reserved.

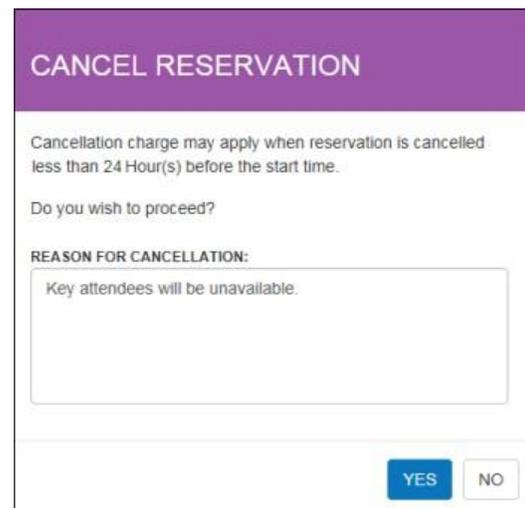
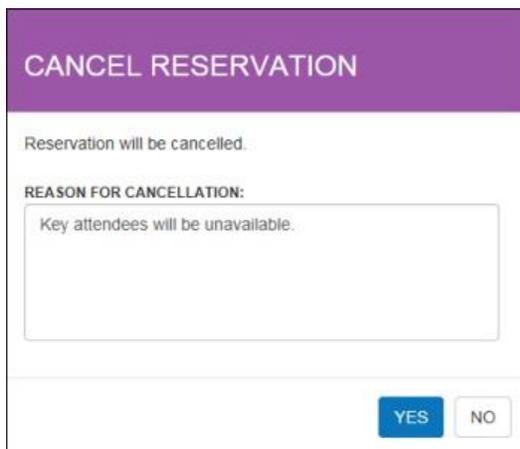
1. On the Reservation Details screen, click **Cancel Reservation**.



2. In the **Cancel Reservation** popup, enter a reason for the cancellation. In situations where a cancellation fee may be charged, you will be informed in this popup window.

**Cancellation with no service charge**

**Cancellation where service charge may apply**

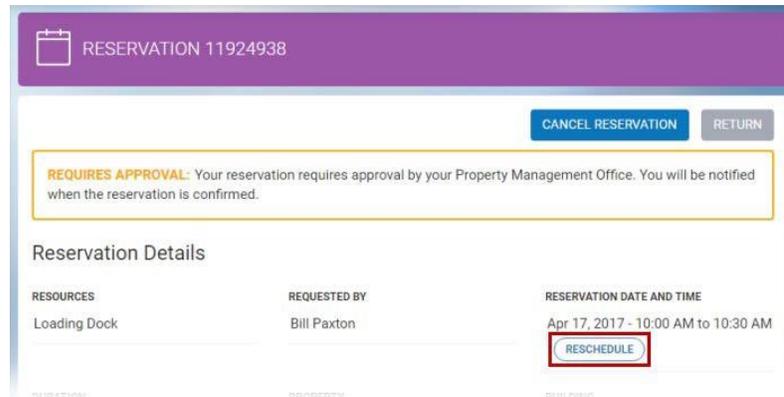


3. Click **Yes** to confirm the cancellation.

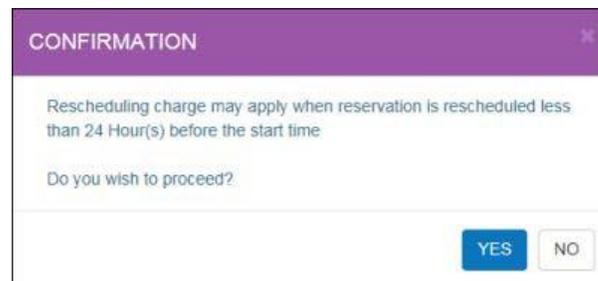
## Rescheduling a Reservation

Reservations can be rescheduled from either the [Reservations Calendar](#) or the [Reservations List](#) by viewing a reservation's details and clicking **Reschedule**. Please note that depending on your level of access, you may only be able to reschedule reservations made in your name. Additionally, you can only reschedule upcoming reservations with a status of Requires Approval, Approved, or Reserved.

1. On the Reservation Details screen, click **Reschedule**.



2. If a rescheduling fee may apply, a confirmation popup will be displayed. Click **Yes** to proceed.
  - If no rescheduling fee is applicable, you will be taken directly to step 3 below.



3. You will be taken to a calendar view, allowing you to select a new date and time for the reservation. Click on an available slot to reserve it.

To reschedule your current reservation, select an available date and time using the calendar.

RETURN

Today < > Sunday, March 12, 2017 - Saturday, March 18, 2017

	Sun 3/12	Mon 3/13	Tue 3/14	Wed 3/15	Thu 3/16	Fri 3/17	Sat 3/18
multi-day							
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM							
12:00 PM					Current Reser...		
1:00 PM					Reschedule		
2:00 PM							

- In the **Reschedule Reservation** popup, verify the dates and times listed for the new start and end time, and make any necessary corrections. Enter a reason for the rescheduling and click **Done**. Your reservation has now been rescheduled.
- 

**RESCHEDULE RESERVATION**

RESOURCES: Conference Room 3 ⓘ

TIME START: 3/16/2017 📅 01:00PM ▼

TIME END: 3/16/2017 📅 01:30PM ▼

REQUESTED BY: Bill Paxton ▼

REASON FOR RESCHEDULE: Key attendees were unavailable at the original time.

DONE CANCEL