Introduction

Logging in

Main menu options

How to make a booking

How to cancel a booking

How to get support and request access
Introduction

Resource Booker is an online platform used for reserving resources, such as spaces or desks, around the College. It is a particularly helpful resource as we continue with a hybrid working model.

This guide will explain the different functionality of the platform, and how to use it as an everyday ‘user’ for hybrid working. Primarily, Resource Booker can be used for viewing different resources, and booking both one off and recurring resources.

The scope of the guide is only for hybrid working resources and for the below participating Professional Services teams:

- Academic Quality and Policy
- Careers
- Commercial Services
- Educational development
- Library
- Organisational development
- Research and Innovation
- Strategy and Planning
- Student Administration
- Estates
- Finance
- Health and Safety
- Human Resources
- IT
- Legal and Compliance
- Marketing and Communications

See below for a step by step on how to use Resource Booker, as well as key tips and where to go for help.
Logging in

To login, you need to visit the Resource Booker login page. You will not need to request access to login; simply use your staff credentials (email address and password).

Main menu options

When you login, you will see a variety of options on the hand side of the platform. See below for an overview of what each of these does.

- **Make a booking**: This is where you can view spaces and book one off or recurring slots.
- **My bookings**: This is where you can view a calendar of your own bookings, to see what you have coming up.
- **Notifications**: This area is for if a space has been approved for use. As this is not a process we have in place for hybrid working, you will not need to use it.
- **Profile**: This is where you can access your profile information. This is an important area to check if you are having access issues, as it will show which user groups you belong to.
How to make a booking

Once logged in, you will see the following landing page, where the ‘make a booking’ screen will display:

The booking options will be presented as tiles, as above. You will see the following options:

- Hybrid working – book a hot desk (a hot desk can be used by any professional services team using Resource Booker for hybrid working)
- Hybrid working – book a meeting room
- Hybrid working – book a zoned desk (these are desks only used by specific departments)

To make a booking:

1. Click on the booking tile for the type of booking you want to make
2. Once you click on this, a list of available resources will appear. The first 20 resources will show; keep clicking ‘show more results’ to see all resources. If you click on the information icon next to a resource (circled below), it will expand to show you more information about it, including location, and what hardware is available:
3. Once you’ve chosen a resource, click on it to open a calendar. This will show the availability and any existing bookings for this resource:

![Calendar page]

A note: If you click on someone else’s existing booking, you will be able to see more details about it, including who booked the resource.

4. Click on the timeslot you want to reserve. This will bring up a booking screen:

![Booking form]

On the booking form, you will need to:

- Enter a short, professional title for your booking. All users will be able to see your booking title and description
- Select whether it is a single or recurring booking*
- Add in the dates and times for the booking
- Tick the box to indicate if you are booking for a colleague. This will prompt you to input the colleague’s email address
- Once these details are added, click ‘book’

* With a recurring booking the form will be slightly different, as below. You will need to input how frequently you’d like these bookings to take place, and when you want the recurring booking to end. As with a one-off booking, you will be able to edit a recurrent booking you have made – either a single occurrence, or the series.

The box below will then pop up to confirm your booking. You will be able to edit your own booking if you need to, but you will not be able to edit or cancel someone else’s booking:

5. Once this has been completed, you will be sent a booking confirmation via email. If you are booking on behalf of a colleague, they will also be sent the confirmation. The confirmation email will look as follows:
Notes on the booking process:

- If you try to create a recurring booking, but not all times are available during the period over which you’d like to book, the system will not let you book for that slot.
- The filters section when searching for a resource is currently not working. Once resolved, users will be updated.
- There is no approvals process, so if the time is available, your booking will be automatically accepted.

How to cancel a booking

1. Click on your booking by going to your calendar in the ‘My bookings’ section, or via the link in your booking confirmation email, to open up your booking.
2. In the bottom right of your booking details, you will see a ‘cancel’ box:

   ![Cancel Box](image)

   A confirmation box will appear, as below. Once you confirm the cancellation, it will be removed from the calendar.
4. You will then receive a cancellation confirmation email, as below:

Hybrid Working - Hot desk Bookings: Cancellation of Hot desk Booking

noreply.rooms@rhul.ac.uk

To: [Name]

The Hot desk booking detailed below has been cancelled and the Hot desk has now been released.

Booking Reference: RB2004023051-THO

Booking Title: test 2
Date(s): 22 Apr 2022
Day: Friday
Booking Starts: 06:45
Booking Ends: 08:00
Hot desk: CC Annex Open plan space - Hot-desk 13

If you have valid credentials, you can view your booking here:
https://rooms.test.royalholloway.ac.uk/#/app/booking-requests?id=7d854f9c-90d5-b6fa-ceb2-5483f75b12a4

How to get support and request access

How to get support

Each department will have one or more ‘super users’.
If you have any technical/functionality issues or questions whilst using Resource Booker, you should **get in touch with a super user.**

If you need to know a list of super users for your department, contact your manager for more information.

**How to request access**

Once you’ve logged in to Resource Booker, you may notice that you cannot book resources and don’t have booking tiles under the ‘make a booking’ area. If this is the case, you should get in touch with a super user from your department and ask for access to the right user group. The list below displays the naming conventions that Resource Booker uses to assign users to groups. This will help you identify which group you should request access to.

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<thead>
<tr>
<th>Resource Booker - User Groups</th>
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<tr>
<td>Hybrid working - Academic Quality and Policy</td>
</tr>
<tr>
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</tr>
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