MYBOOKINGS USER GUIDE

CONTENTS

INTRODUCTION

This guide will provide guidance and instruction on using MyBookings to create and manage Non-Teaching Requests. This guide will cover:

- Booking an Activity
- Managing your Bookings
- Notifications

MyBookings can be accessed via the following URL: https://mybookings.canterbury.ac.uk or from the link on the Timetabling and Attendance Webpages.
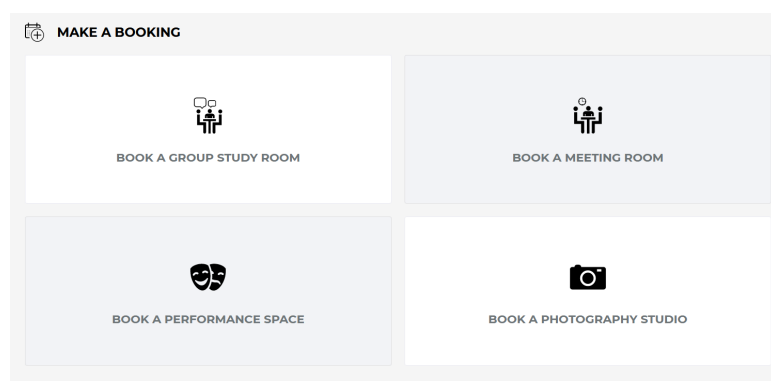
BOOKING AN ACTIVITY

This section will cover:

- How to Book a Single Activity
- How to Book a Recurring Activity

HOW TO BOOK A SINGLE ACTIVITY

1. Navigate to **MyBookings** and click **Login**
2. Click the **tile** relevant to the type of space required (see **Figure 1**). This will take you to the relevant booking page.

You will only see the tiles for which you have access permission.

If you do not see the tile you are looking for, contact ontime@canterbury.ac.uk to request permission.

Figure 1 – MyBookings Landing page with Tiles

3. To filter for a specific location, type the **Room Number** into the **Search** bar
   a. The list of rooms will filter as you type
4. To filter by rooms that fit your requirements, use the options in the **Refine Search** tile on the right. All search refinements are optional.
   You can:
   a. Set a specific date from the **Calendar.** Use the left and right arrows to change the month.
   b. Set a specific **Start Time** and/or **End Time** by using the drop-down options
   c. Set a **Duration** using the drop-down option, if you have only set either a **Start Time** or an **End Time.** This option is not available if you have already set both a **Start Time** and an **End Time.**
   d. Specify a **Minimum** and/or **Maximum** capacity
   e. Specify if you require an **IT Lab**. If an IT lab is required, tick the **IT Lab** box
5. To remove a specific filter from your search, click the cross in the relevant box beneath the search bar.

6. The list of rooms will filter to include only those that meet your requirements. See **Figure 2** below.

Figure 2 - Filtered Locations

7. Click the **name** of the location you wish to request.
8. If you have already specified a day/time, you will immediately see the **Booking Form**. Proceed to step **10**
9. If you have <u>not</u> specified a day/time, you will see a **calendar view** of the room.
    a. This view defaults to the current week. Click the **Week Range** to change this.
    b. You will be able to see timeslots where the room is booked or unavailable
    c. On the calendar, if you desired **Start Time** is available, click on the timeslot to select it
10. The **Booking Form** will appear. **Booking Forms** may appear slightly differently depending on the selected **Template**.
    a. Fill in a **Title** for your Booking
    b. Check the **Date, Start Time** and **End Time** and amend if necessary
    c. If you require the notification emails to be sent to an alternative email address, click **Book on Behalf of Someone?** And enter the relevant email address(es).
    d. The **Booking Form** may require further information. If so, please fill this in.
    e. Click **Book**
    f. The **My Bookings** page will appear allowing you to review and amend the booking you just made. See How to Manage Your Bookings for more information.

> Clicking **Book on Behalf of Someone** does <u>not</u> allow another person access to amend/cancel the booking.
>
> The nominated email address will receive the notification emails.

HOW TO BOOK A RECURRING ACTIVITY

1. Navigate to **MyBookings** and click **Login**

2. Click the **tile** relevant to the type of space required (see **Figure 3**). This will take you to the relevant booking page.
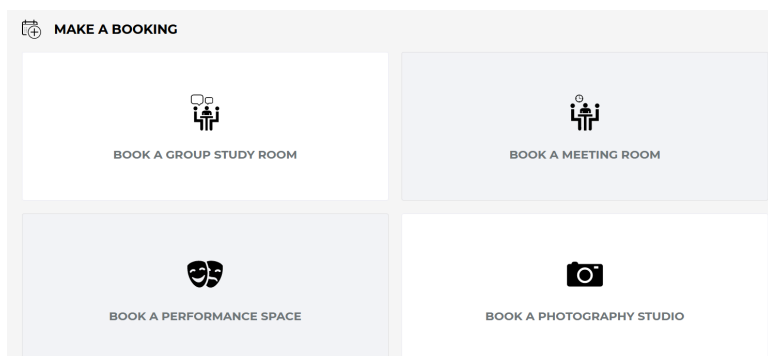

🗓️ **MAKE A BOOKING**

BOOK A GROUP STUDY ROOM

BOOK A MEETING ROOM

BOOK A PERFORMANCE SPACE

BOOK A PHOTOGRAPHY STUDIO

You will only see the tiles for which you have access permission.

If you do not see the tile you are looking for, contact ontime@canterbury.ac.uk to request permission.

Figure 3 – MyBookings Landing page with Tiles

3. From the **Refine Search** pane, click **Recurring**
4. In the **Start Week Commencing** field, select the **Monday** of the first week of the booking
5. In the **Until Week Ending** field, select the **Sunday** of the last week of the booking
6. Select a **Start time** and an **End Time** from the relevant drop-down options
7. From the **Every** box, select how often you would like the activity to run (e.g. every week or every two weeks)
8. Select the **day(s)** of the week on which you would like the activity to run

9. Check that the summary of your recurring booking is accurate
10. Click **Search Recurring**
11. To filter for a specific location, type the Room Number into the **Search** bar
   a. The list of rooms will filter as you type
12. To filter by rooms that fit your requirements, use the options in the **Refine Search** tile on the right. All search refinements are <u>optional.</u> You can:
   a. Specify a **Minimum** and/or **Maximum** capacity
   b. Specify if you require an IT Lab. If an IT lab is required, tick the **IT Lab** box
13. To remove a specific filter from your search, click the cross in the relevant box beneath the search bar.
14. The list of rooms will filter to include only those that meet your requirements. See **Figure 4** below.

Recurring bookings will only allow you to book spaces that are available for every date required. If a room is not available for one date, that room will not show.

If you are having difficulty finding an available space for a recurring booking, try search each date as a single activity.

Figure 4 - Rooms Filtered for a Recurring Request

15. Click the name of the location you wish to request.
16. The **Booking Form** will appear. **Booking Forms** may appear slightly differently depending on the selected **Template**.
    a. Fill in a **Title** for your Booking
    b. Check the **Date, Start Time** and **End Time** and amend if necessary
    c. If you require the notification emails to be sent to an alternative email address, click **Book on Behalf of Someone?** And enter the relevant email address(es).
    d. The **Booking Form** may require further information. If so, please fill this in.
    e. Click **Book**
    f. The **My Bookings** page will appear, allowing you to review and amend the booking you just made. See How to Manage Your Bookings for more information.

Clicking **Book on Behalf of Someone** does not allow another person access to amend/cancel the booking.

The nominated email address will receive the notification emails.

HOW TO MANAGE YOUR BOOKINGS

This section will cover:

- Locating and Viewing a booking
- Editing a booking
- Cancelling a booking

LOCATING AND VIEWING A BOOKING

1. Navigate to **MyBookings** and click **Login**
2. From the Menu, click **My Bookings**
3. Your **My Bookings** page will appear
4. You can view your bookings in a number of ways:
   a. Calendar view by Month
   b. Calendar view by Week
   c. Calendar View by Day
   d. List view (filtered by Month)
5. The view defaults to Calendar view by Week. To change the view, click the relevant option above the calendar (see **Figure 5**)
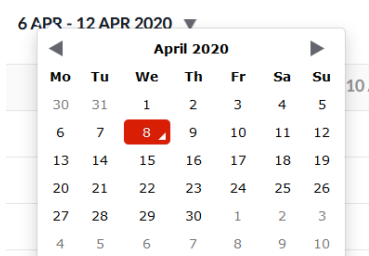
Figure 5 - My Bookings View Options

Figure 6 - Changing the Time Period

6. To change the time period, click on the **Week/Month** drop-down above the calendar and select the relevant date (see **Figure 6**)
7. You can also use the **Search bar** to search for a particular booking
8. Click on the booking you wish to manage
9. A summary of the booking will appear, detailing the **Title, Status, Date, Time** and **Location** of the booking, as well as any other information supplied on the booking form.
10. Click to view the Notification History of the booking
11. To Edit or Cancel a booking see the relevant sections below.

CANCELLING A BOOKING

1. Locate the booking you wish to cancel. See Locating and Viewing a Booking for more information.
2. From the booking summary window, click **Cancel**
3. The **Confirm Cancellation** pop-up will appear
4. If you wish to add a note regarding the cancellation, click **Add an Optional Note**, and type your note into the text box
5. Click **Yes**

Please note that Cancelled Bookings are deleted from the system immediately and cannot be reinstated.

EDITING A BOOKING

1. Locate the booking you wish to cancel. See Locating and Viewing a Booking for more information.
2. From the Booking Summary window,
   a. If the booking is a Single Activity, click **Edit**
   b. If the booking is a Recurring Activity, click **Edit Series**
3. The **Booking Form** will appear

4. From the Booking Form, you can edit the **Title, Date, Start Time**, **End Time, Frequency** (recurring bookings only) and any other Booking Form details by changing the relevant details on the Booking Form.
    a. To amend the Date, Start Time, End Time or Frequency of a Recurring Booking, click **Update occurrence pattern**
    b. You can then amend the relevant details
5. Once you have made the required amendments, click **Update**

If your booking has already been confirmed, editing it will change its status to **Requested** and it will need to be reapproved.

NOTIFICATIONS

This section will cover:

- Booking Statuses
- Viewing and Responding to Notifications
- Notification Emails

BOOKING STATUSES

There are six Booking Statuses:

- To Approve (for those with devolved booking approval powers only)
- Requested
- Accepted
- More Info
- Rejected
- Cancelled

TO APPROVE

If you have devolved booking approval powers, bookings that require your approval will appear as **To Approve** in your Notification Centre.

More information on approving bookings will be given during the formal training required to obtain devolved booking approval powers.

Please contact ontime@canterbury.ac.uk for more information.

REQUESTED

Bookings that you have made but are still pending approval from the relevant approvers will appear as **Requested** in your Notification centre.

ACCEPTED

Once a booking has been reviewed and approved by the relevant approvers, it will appear as **Accepted** in your Notification centre.

MORE INFO

Bookings that have been reviewed by the relevant approvers and judged to require more information before approval will appear as **More Info** in your Notification Centre. Please see Viewing and Responding to Notifications for guidance on providing more information.

REJECTED

Bookings that have been reviewed by the relevant approvers and judged to be not suitable for approval will appear as **Rejected** in your Notification Centre.

CANCELLED

Bookings that have been cancelled and removed from the system, either by the booker or the relevant approvers, will appear as **Cancelled** in your Notification Centre.

VIEWING AND RESPONDING TO NOTIFICATIONS

1. Navigate to **MyBookings** and click **Login**
2. From the Menu, click Notifications
3. To view notifications for a particular Booking Status, click the relevant tab.
   a. To view all Notifications, click **All**
4. Notifications are displayed as a list in order from most recent to least recent
5. To **filter** Notifications:
   a. Select a parameter from the **Search Type** drop-down
   b. Define your parameter by either typing in the **Search** bar or selecting an option from the drop down (dependent on the **Search Type** parameter selected)
   c. Click **Search**
6. To view the details of the booking to which a Notification refers, click 🛈
7. For **More Info** and **Rejected** bookings, a note will have been included with the Notification
   a. To view the note, on the relevant Notification, click **View Note**
   b. A pop-up window with the relevant note will appear
   c. To close the Note, click **Close**
8. If more information has been requested, please see Editing a Booking to amend your booking to include the required details.
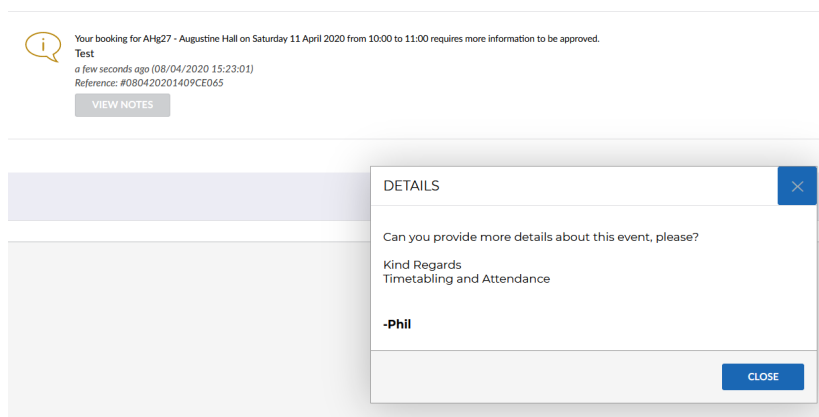
Figure 7 - Example More Info Note

EMAIL NOTIFICATIONS

Whenever the status of a Booking changes, you will receive both a Notification in the Notification centre, and an email Notification.

Within the Email Notification, there will be a link to MyBookings that will take you directly to the relevant booking, should you need to make any amendments.

The Email Notification will also include details of any notes that have been added to you booking.

Email Notifications will come from a noreply email address. If we have asked for more information about an event, please edit your booking to include this. Please do not reply to the notification email to provide more information.