

Resource Reservations

About Resource Reservations

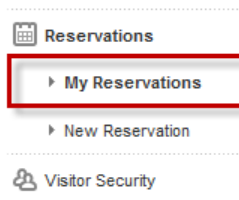
Resource Reservations allows tenants to reserve resources such as a conference rooms, freight elevators, and loading docks.

Key features

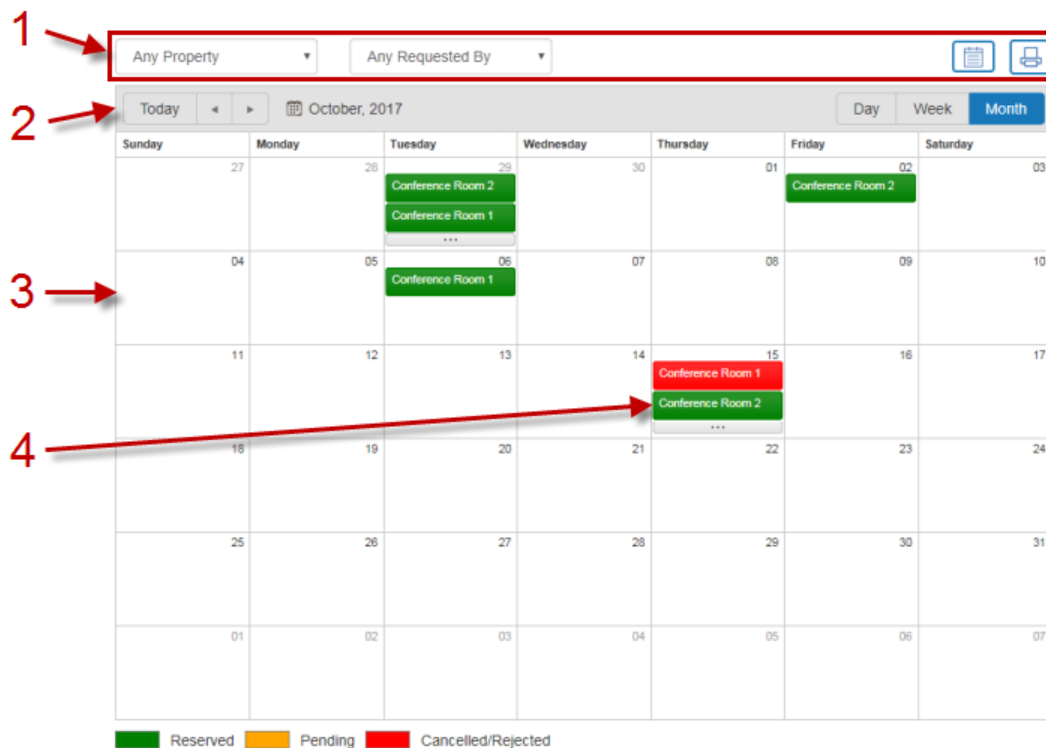
- Use a Calendar interface to submit new reservations and view upcoming ones.
- Receive e-mail confirmations when your reservation is created, approved, or rejected.
- Track the status of your reservation, especially in cases where where approval of your reservation is required by property management.
- Cancel or reschedule reservations you had previously submitted. Canceled or rescheduled reservations may incur a service charge. Please review your Property Manager's policies to determine if this will be the case.
- If made available by Property Management, reserve resources in other nearby properties.

The My Reservations Calendar

The My Reservations calendar allows you to view and search through reservations that have been made by you or your colleagues, such as for service elevators and meeting rooms. To access the calendar, click on **My Reservations** in the navigation bar to the left.




By default, the calendar displays reservations submitted in the current month. An overview of the calendar and its functions is provided below.

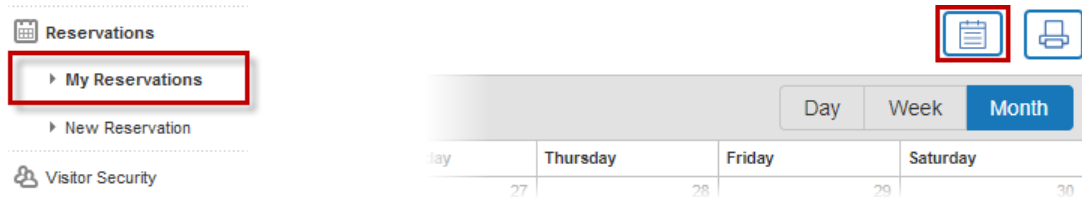


1. The toolbar at the top of the calendar has the following functions:
 - If you have access to multiple properties, you can use the **Property** dropdown list to view reservations submitted in specific properties.
 - If you are able to view your colleagues' reservations, you can use the **Requested By** dropdown list to filter the calendar by colleague. If you do not have access to view your colleagues' reservations, only your own reservations are displayed.
 - Use the **List** button (📄) to view reservations in a list format. See the [My Reservations List](#) topic for additional details.
 - The **Print** button (🖨️) will print reservations for the currently displayed month in a list format.

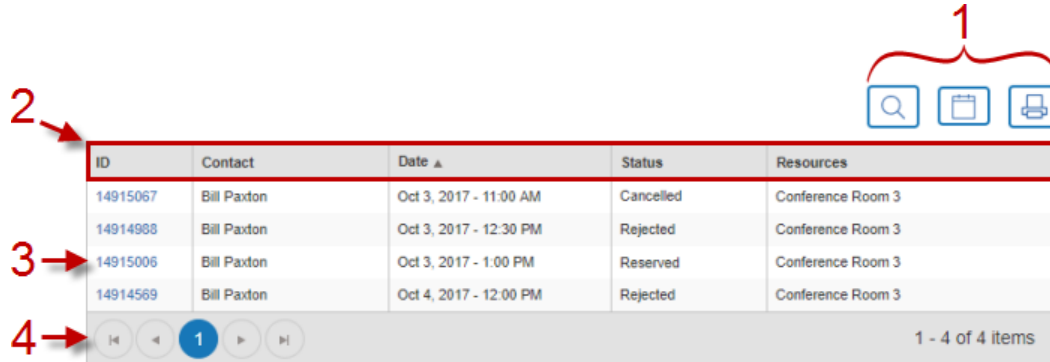
2. The following display options are available for the calendar:
 - The **Previous** (◀) and **Next** (▶) buttons are used to page between months, weeks, or days, depending on the calendar's view mode. The **Today** button will return you to the current month, week or day.
 - The **Month**, **Week** and **Day** buttons allow you to toggle the calendar between a monthly, weekly and daily view.
3. The calendar displays submitted reservations and their current status.
 - Confirmed reservations are marked in green.
 - Reservations that require approval from Property Management are marked in yellow.
 - Reservations marked in red are either canceled reservations, or reservations that were not approved by Property Management.
 - If more than two reservations fall within a particular day (in monthly view mode), clicking the **More** button (...) will change the calendar to a daily view, allowing you to see all reservations made in the current day.
4. Clicking on a reservation will take you to the reservation's details screen. See the [Reservation Details](#) topic for more information.

The My Reservations List



The My Reservations list allows you to view and search through reservations that have been made by you or your colleagues, such as for service elevators and meeting rooms. To access the list, click on **My Reservations** in the navigation bar to the left, then click the **List** button () at the top of the calendar interface.









By default, the calendar displays reservations submitted in the current month. An overview of the list and its functions is provided below.



1. The toolbar at the top of the list has the following functions:

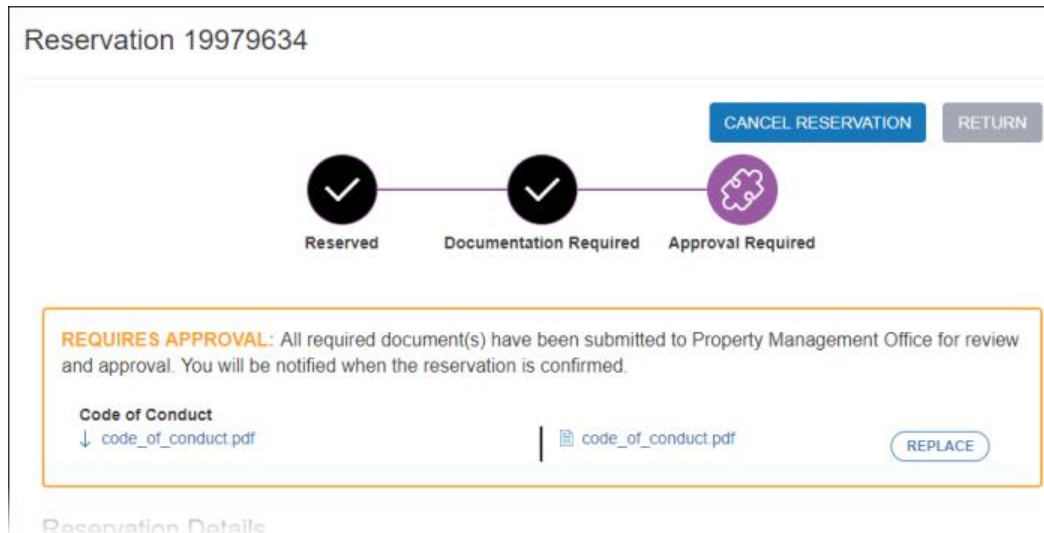
- Clicking the **Search** button () displays the following search options:
- If you have access to resources on multiple properties, you can use the **Any Property** dropdown list to select a specific property to display reservations for.
- You can change the date range of the list by using the **Date** buttons ().
- If you are able to view your colleagues' reservations, you can use the **Any Requested By** dropdown list to filter the calendar by colleague. If you do not have access to view your colleagues' reservations, only your own reservations are displayed.
- Use the **Search** button to refresh the list using the filter settings you have selected in this toolbar.

ID	Contact	Date ▲	Status	Resources
14915067	Bill Paxton	Oct 3, 2017 - 11:00 AM	Reserved	Conference Room 3

- Use the **Calendar** button () to display reservations in a calendar format. See the [My Reservations Calendar](#) topic for additional details.
 - The **Print** button () will print reservations for the currently displayed month in a list format.
2. Click on the column headings to sort the list in ascending or descending order.
 3. To view a reservation's details, click on the associated reservation ID number, or double-click on the row. See the [Reservation Details](#) topic for more information.
 4. The list is paginated if there are a large number of reservations. You can use the **Previous** () and **Next** () buttons to view the previous or next page. The **First Page** () and **Last Page** () buttons can be used to jump directly to the first or last page.

Reservation Details

The reservation details screen displays all relevant information concerning the reservation. If there are any outstanding requirements such as documentation that needs to be uploaded, or if the reservation is still awaiting approval, this information will be provided in a notification section near the top of the screen (as shown below).



The following information is displayed on the reservation details screen:

i The exact appearance of this screen depends on what optional features have been configured by Property Management. The example below depicts a resource with a status of **Approved** that has all optional features configured.

- The reservation ID number.
- Click **Return** to go back to the previous screen, or **Cancel Reservation** to cancel the reservation (you can only cancel upcoming reservations). See [Canceling a Reservation](#) for more information.
- The resource(s) requested, date and location of the reservation are displayed in the **Reservation Details** section.
- Click **Reschedule** to change the date and time of the reservation. See [Rescheduling a Reservation](#) for additional details.
- Some resources require the tenant to provide additional information concerning the reservation (such as number of attendees or seating arrangement for a meeting room). The information that was provided is displayed in the **Additional Information** section.
- Any amenities that are included with the resource, or any optional amenities that have been requested, are listed in the **Amenities** section.
- If the resource requires tenants to sign and upload additional documents, the **Documentation Provided** section is displayed, listing all required documents that have been uploaded. You can download these documents by clicking on them.

- In the **Reservation Notes** section, you can update existing notes by clicking the **Edit** button. If no notes were originally provided, you can create notes by clicking the **Add** button (shown below).
- The **History** section displays a record of status changes related to the request, with the date and time of each status change displayed.

Reservation 19979634

CANCEL RESERVATION
RETURN

Reservation Details

RESOURCES Conference Room 3	REQUESTED BY Bill Paxton	RESERVATION DATE AND TIME Nov 3, 2017 - 11:30 AM to 12:00 PM RESCHEDULE
DURATION 30 minute(s)	PROPERTY Hillview Towers	BUILDING Hillview Towers I
ADDITIONAL INFORMATION		
1. NUMBER OF ATTENDEES 6	2. SEATING LAYOUT Standard	
AMENITIES		
INCLUDED Water Cooler	REQUESTED WIFI ⓘ	
DOCUMENTATION PROVIDED		
DOCUMENT UPLOADED code_of_conduct.pdf	UPLOADED ON Oct 31, 2017	UPLOADED BY Bill Paxton

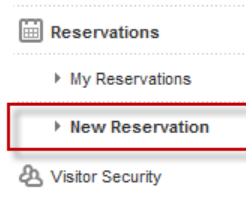
RESERVATION NOTES
ADD

History

Date	Event	Notes
Oct 31, 2017 - 11:24 AM	Approved	
Oct 31, 2017 - 11:06 AM	Updated	Required document updated
Oct 31, 2017 - 11:00 AM	Requires Approval	
Oct 31, 2017 - 11:00 AM	Submitted	

Making a New Reservation

1. Select **New Reservation** from the main menu.



2. 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
 - Included and optional amenities
 - Any additional downloadable attachments (displayed as links)
 - Any terms and conditions regarding the resource's use
 - 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 3



- Resource is billable
- Approval required by property management

About Conference Room 3

Room includes: conference table and chairs, seats 12. 50" LED HD TV with hookups for connecting a laptop to conduct presentations. Standard VOIP conference phone.

WiFi available for additional fee.

Amenities Included

- Water Cooler

Amenities Available On Request

- WiFi Access

Attachments

- conference_phone_manual.pdf

Terms and Conditions

Tenants must sign and submit 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 4 Week(s) ahead
- Reservations can be rescheduled or cancelled 2 Week(s) before start time without charges applied.

Resource Availability

Availability

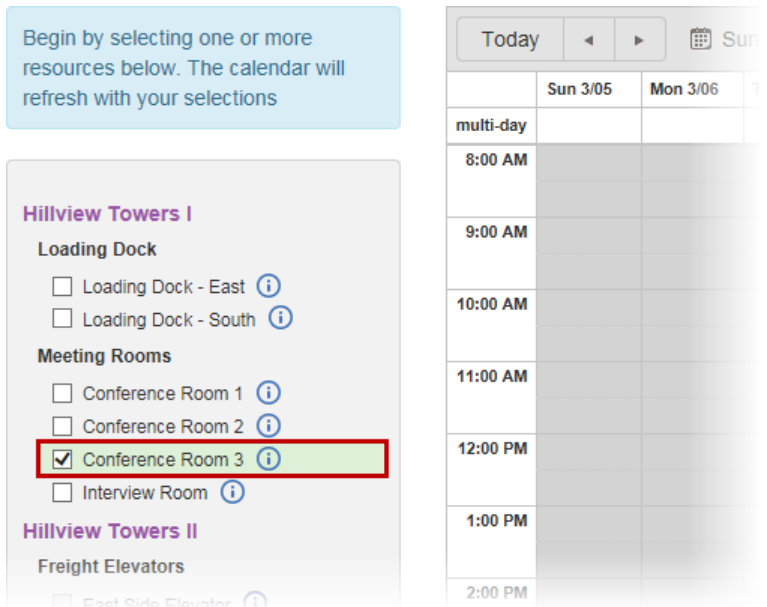
- Mon-Fri 9:00 AM - 6:00 PM

Exceptions

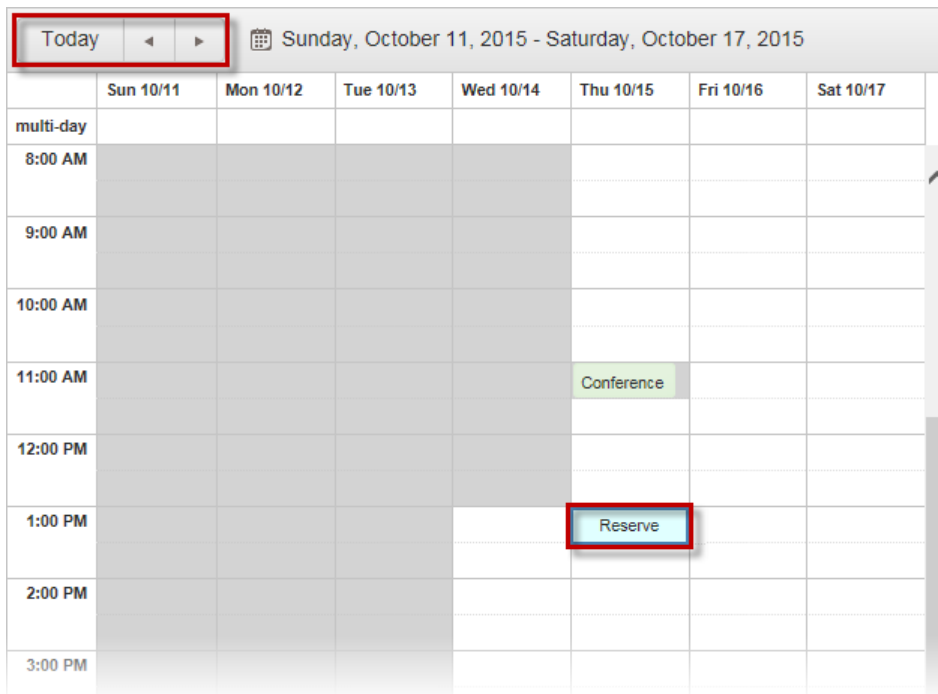
- Mon-Fri Start of day - End of day Sep 12-Sep 20

CLOSE

3. Select one or more resources that you would like to reserve in the same time slot.



- 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:
 - If the resource requires additional documentation to be uploaded by the tenant, icons are displayed at the top of the screen, indicating what step in the

reservation process you are in. On this first screen, the **Reserve** icon is highlighted.

- 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. 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 that the resource(s) are not available, you will receive an error when attempting to complete the reservation.
- 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.
- Some resources may require additional information to be provided to Property Management so that the resource can be properly set up or configured. In these cases, one or fields will be displayed in an **Additional Information** section. Responses to these fields will be either in the form of a drop-down list, or a text box.
- Any included or optional amenities are listed in the **Amenities** section. Any optional amenities can be selected here. Please note that if an optional amenity is marked with a **billable** icon (💰), then additional service fees will apply.
- You can use the **Reservation Notes** field to enter any applicable notes or requests concerning the reservation for Property Management.
- If there are terms and conditions related to the resource, a **Terms and Conditions** section is displayed with a link to the Terms and Conditions. If you are required to affirm that you have read and agree to these terms, an confirmation checkbox is also displayed in this section.

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

NEW RESERVATION


—

—


Reserve
Documentation Required
Approval Required

RESOURCES: Conference Room 3 (i)

TIME START:

TIME END:

REQUESTED BY:

ADDITIONAL INFORMATION:

1. NUMBER OF ATTENDEES

2. SEATING LAYOUT

AMENITIES:

INCLUDED
Water Cooler

AVAILABLE ON REQUEST
 WiFi

RESERVATION NOTES:


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

CREATE
CANCEL


7. If there are no issues with your reservation, your request is submitted and you will be taken to the [Reservation Details](#) screen. If the resource requires additional documents for you to upload, then you will be provided with an interface on this screen that will allow you to download, fill out, and then upload the completed documents.

Reservation 19979634


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


- This process can be completed at a later date by returning to the reservation's details screen. For example, you can download the documents, and then on a different day, return to the details screen and upload the filled in documents. Please note, however, that Property Management may require the documents to be returned within a specific timeframe.
- Click on the filename to download a document.
- Click **Upload** to upload a completed for submission to property management.
- After uploading, the Upload button will be changed to a **Replace** button. If you need to replace an uploaded document with a newer version, click **Replace**.
- If all required documents have been uploaded, the reservation's status is updated to **Approval Required**, and is awaiting approval by Property Management.

Reservation 19979634


CANCEL RESERVATION RETURN



Reserved



Documentation Required



Approval Required

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

8. If no approval is required to reserve this resource, then your reservation is complete. If the reservation requires approval, then the reservation process is finalized once Property Management approves your reservation.
9. For additional information on the options and features available on this screen, see the [Reservation Details](#) topic.

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**.

Reservation 11933613

CANCEL RESERVATION RETURN

REQUIRES APPROVAL: Your reservation requires approval by your Property Management Office. You will be notified when the reservation is confirmed.

Reservation Details

RESOURCES Conference Room 3	REQUESTED BY Bill Paxton	RESERVATION DATE AND TIME Mar 10, 2017 - 3:30 PM to 4:00 PM
DURATION	PROPERTY	BUILDING

RESCHEDULE

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

CANCEL RESERVATION

Reservation will be cancelled.

REASON FOR CANCELLATION:

Key attendees will be unavailable.

YES **NO**

Cancellation where service charge may apply

CANCEL RESERVATION

Cancellation charge may apply when reservation is cancelled less than 24 Hour(s) before the start time.

Do you wish to proceed?

REASON FOR CANCELLATION:

Key attendees will be unavailable.

YES **NO**

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**.

Reservation 11933613

CANCEL RESERVATION RETURN

REQUIRES APPROVAL: Your reservation requires approval by your Property Management Office. You will be notified when the reservation is confirmed.

Reservation Details

RESOURCES Conference Room 3	REQUESTED BY Bill Paxton	RESERVATION DATE AND TIME Mar 10, 2017 - 3:30 PM to 4:00 PM
DURATION	PROPERTY	BUILDING

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.

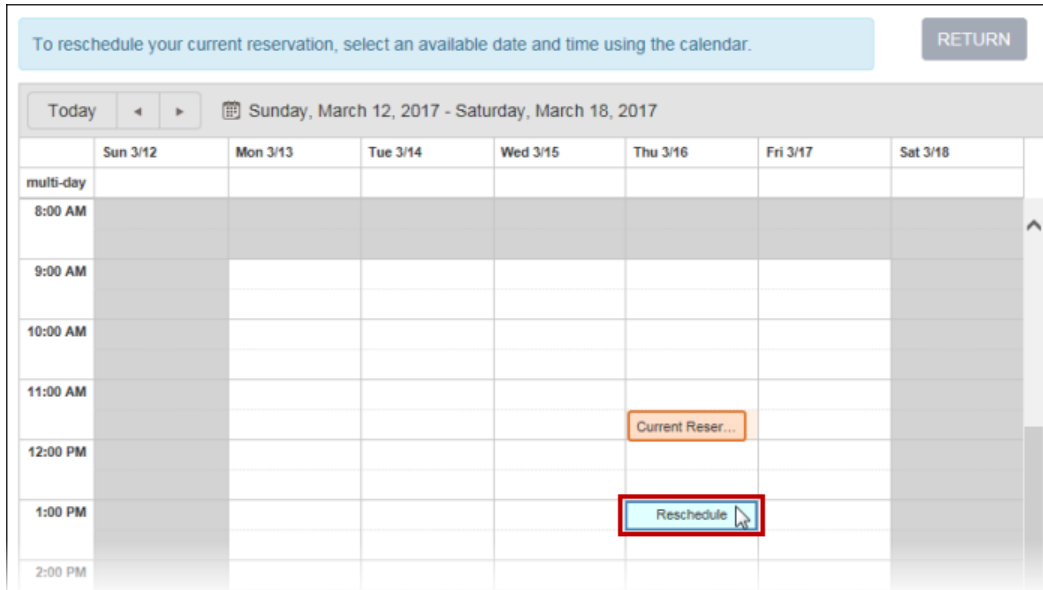
CONFIRMATION

Rescheduling charge may apply when reservation is rescheduled less than 24 Hour(s) before the start time

Do you wish to proceed?

YES **NO**

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.



- In the **Reschedule Reservation** popup, verify all information listed, and make any necessary corrections. Enter a reason for the rescheduling and click **Done**. Your reservation has now been rescheduled.



If the reservation required additional documentation to be uploaded, or agreement with terms and conditions, this process will have to be repeated before the rescheduled reservation is finalized.

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