



SharedSpace

Efficiency in Buildings

Booking system
Standard users

April 2018 edition



Register for an account

1. Click Register.



2. Fill in the registration form, ensuring you have read the terms and conditions and click "Request to register".

- a. If you successfully submitted your registration form you should see the following success message.

"Thank you for your registration request you will hear back from us shortly. If you need to contact us in relation to your registration request our number is 01482 974009"



You will receive an email to the address used in your registration form that will confirm whether your registration has been approved or denied.

- b. If your form failed to submit you should see a red notification box at the top of the form, this will tell you why your submission failed.

You may also see some of the fields on the form now display a red outline, this indicates that there is an error with the information in this field.

Contents

Register for an account	3
Login to an existing account	4
Changing your personal information	5
Checking availability	6
Making a booking	8
Making a recurring booking	13
Updating a purchase order	15
Cancelling bookings	16
Q&A	17

Correct the relevant information and press "Request to register" your form should now send successfully.

a. If you have forgotten your password, click the "Forgot your Password?".

Enter the email address attached to your account and click "Send Password Reset Link".

You will receive an email that will allow you to reset your password and regain access to your account.

Changing your personal information

1. Log in to your account.
2. Click "My Profile".

Login to an existing account

1. Click Login.

2. Fill out your login information and Click "Login".

3. Update the necessary information by filling in the relevant field.
4. Click "Save"

Checking availability

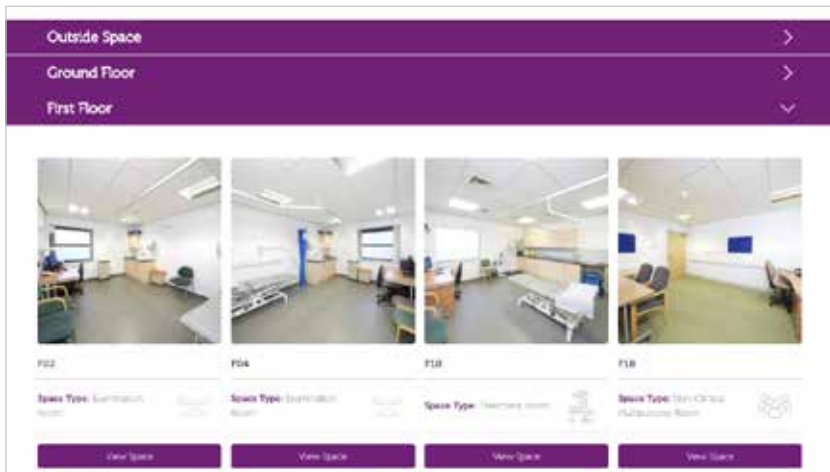
1. Click buildings.



2. Scroll through the list of buildings and click "View"

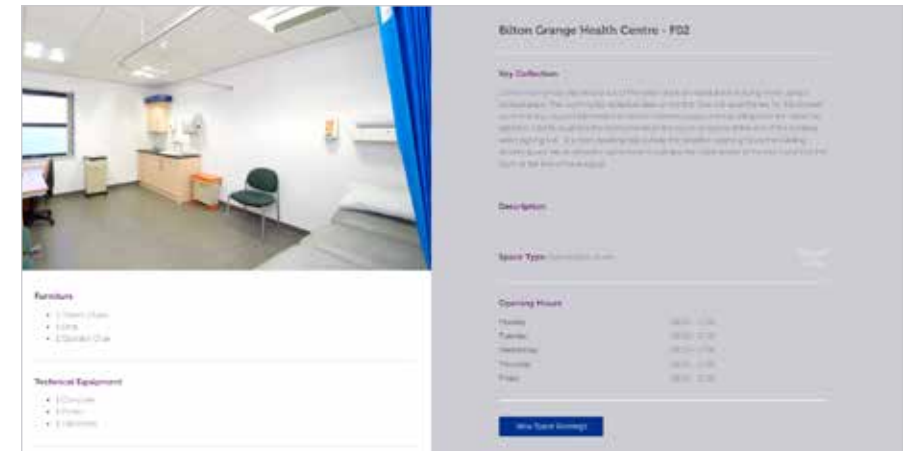


3. Some buildings will have multiple rooms that you can book, these are separated by their location within the building. Click on the arrows to view the rooms in that area of the building.



4. Once you have found a room to suit your needs click "View Space".

5. Scroll down the page and click the "View Space Bookings" button.



6. This will take you to a calendar that displays the availability of this space.



7. From this view you can right click to print a version of the availability calendar.

Making a booking

METHOD 1 – No specific room criteria. Specific Location Needed.

1. Click Buildings.



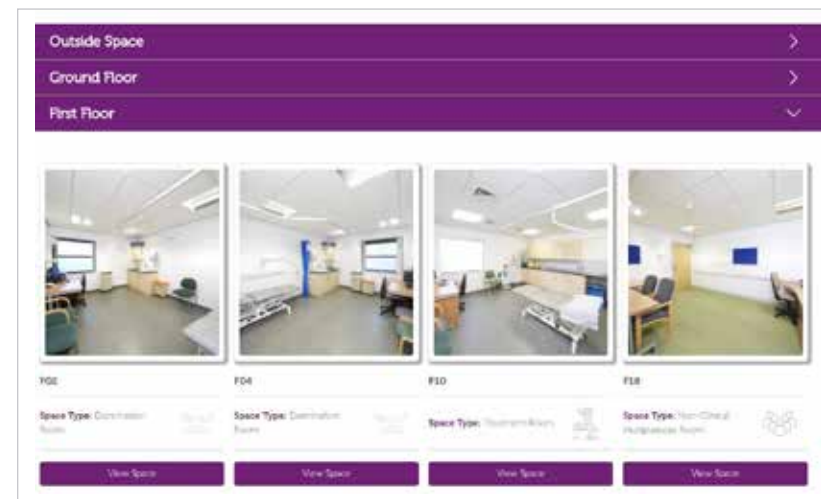
2. (OPTIONAL) If you have any specific requirements for the building you can filter the list by county, city and keywords in relation to the building name. Click "Search" this will ensure only the buildings that match your search criteria are shown below.



3. Scroll through the list of buildings, clicking on the map pin will display the location of each building. Once you have seen a building that suits your needs click "View"



4. Some buildings will have multiple rooms that you can book, these are separated by their location within the building. Click on the arrows to view the rooms in that area of the building.



5. Once you have found a room to suit your needs click "View Space".
6. Scroll down to the section titled "Make A Booking". There should be a form here that allows you to select the date and times you will require this room. Using the date picker and drop downs provided, click a field to input the necessary information.



7. Click "Book Space". You should be taken to a page with another booking form.
8. The fields you inputted on the previous page will be filled in automatically using the data you provided. Fill in the remaining fields on the form.
9. Click "Book Space". If the booking request was successful you should see the following message ("Your booking has been submitted for approval") and be taken to the "My Bookings" page.
10. You will receive an email notifying you whether your booking has been approved or denied.

METHOD 2 – Specific Room Criteria

1. Click "Booking Search"



2. Use the fields provided to input the requirements for the room you are looking to book. Click "Search"

3. The map on the page will display pins of any matches to your search criteria these pins contain a number which references the list below the map.

Pins that are purple relate to rooms that exactly match your search criteria.

Blue pins are related to rooms that match some of your search criteria and could serve as an alternative room if there are no exact matches present.



4. Scroll down and find a room that suits your needs.



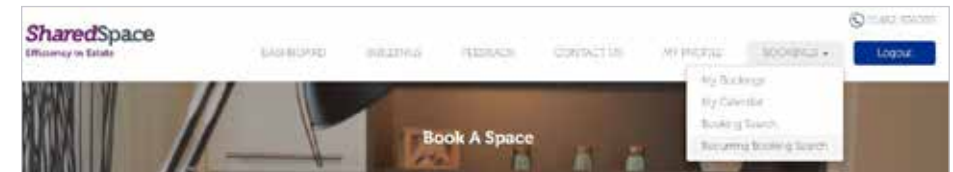
- a. To find out more information on the room click "View Space".
- b. If you wish to book the room directly from the results page, click "Book Space". This will take you directly to the booking form.

Please follow steps 6-10 of "Making a Booking - METHOD 1" to continue making your booking if "View Space" was selected. If you selected "Book Space" follow the steps below.

5. The Date and time fields will automatically be filled in for you using the data you used in your initial search (Step 2). Fill in the remaining Fields.
6. Click "Book Space". If the booking request was successful you should see the following message ("Your booking has been submitted for approval") and be taken to the "My Bookings" page.
7. You will receive an email notifying you whether your booking has been approved or denied.

Making a recurring booking

1. Click "Recurring Booking Search"



2. Fill out the form with your room specifications. This will update to show you the dates of each booking using the criteria you have provided. Click Search.

- Your matches will be displayed below your original search, exact matches will be shown in purple and alternative matches are shown in blue.

If one of your matches has some scheduled dates unavailable these will be displayed in a yellow box and automatically be deducted from the overall price.



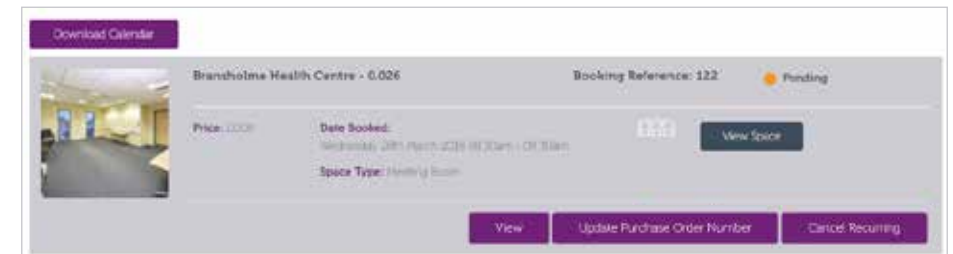
- Find the room best suited to your needs from the list and click "Book Space"
- The information you added on the previous screen will automatically be added to this form. Fill in the remaining information and click "Book Space". If the booking request was successful you should see the following message ("*Your booking has been submitted for approval*")
- You will receive an email notifying you whether your booking has been approved or denied.

Updating a purchase order

- Click "My Bookings".



- Click "Update Purchase Order Number".

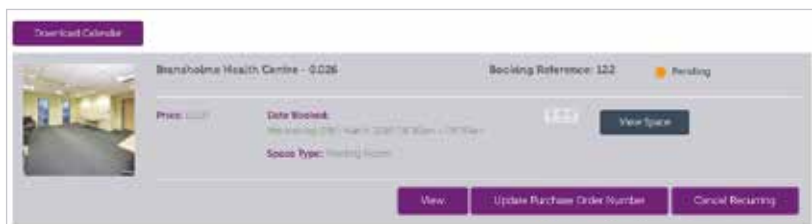


- Type in your new purchase order number and click "Save"



Cancelling bookings

1. Click "My Bookings".



CANCEL A SINGLE BOOKING

2. Find the booking you wish to cancel and click the "Cancel" button.
3. You will be taken to a cancellation page, this will notify you of any charges that will still need to be made in accordance to our cancellation policy. Insert your reason for cancellation and click "Cancel"
4. You will receive this notification to indicate your cancellation was successful *"Successfully cancelled booking"*

CANCEL A RECURRING BOOKING

To cancel an individual date within a recurring booking follow the instructions above for cancelling a single booking. To cancel all instances of a recurring booking follow steps 1-3 below.

1. Find the booking you wish to cancel and click the "Cancel Recurring" button.
2. You will be taken to a cancellation page, this will notify you of any charges that will still need to be made in accordance to our cancellation policy. Insert your reason for cancellation and click "Cancel"
3. You will receive this notification to indicate your cancellation was successful *"Successfully cancelled booking"*

Q&A

Q: How do I stop receiving emails about feedback for my bookings?

- A: Go to my profile and ensure the square box that says "Receive booking feedback emails" is unchecked. Click save to update you settings.

Q: What does the download Calendar button do?

- A: From the "my calendar" view on the bookings tab, a calendar or list view of your bookings can be seen for the selected dates. There is also an option to "Download Calendar". If you use Microsoft Outlook, this exports all of your bookings into a Microsoft outlook calendar so that you can view your bookings without been logged into Shared Space.

Q: How do I request that all my details are permanently deleted from the booking system?

- A: Please contact a member of the centre management team on **01482 974009** or **hulltenantliaison@communityhealthpartnerships.co.uk**

Q: What is the process for accessing the space I have booked?

- A: Please refer to the Key collection process stated on each building page.

Q: What if I want to make a booking outside the normal building opening hours?

- A: Users can request to book space at times outside the opening hours and the centre management team will be notified when this happens and will contact you in advance of approving or denying your booking request to discuss any extra charges that may be incurred as a result.

Q: Where do I access information about the space I have booked such as equipment/furniture supplied and location of WC's etc.?

- A: All details about a space can be found within the "View Space" pages.

Q: What is the process for disposal of clinical waste?

A: Clinicians can collect tags for clinical waste bags from the buildings reception desk where you check in for your room booking. It is the responsibility of the clinician to ensure clinical waste is correctly bagged and tagged and left in the appropriate clinical waste bin at the end of the booking.

Q: What should I do if there is a problem with the space I have booked?

A: For anything urgent please contact a member of the centre management team on **01482 974009** or **hulltenantliaison@communityhealthpartnerships.co.uk** or use the contact us form on the shared Space booking system.


Q: If I am moving roles, is it possible to transfer all of my bookings to another person?

A: Yes of course, please contact us and we will do this for you.



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 01482 974009

 hulltenantliaison@communityhealthpartnerships.co.uk

 www.sharedspace.uk.com

