User

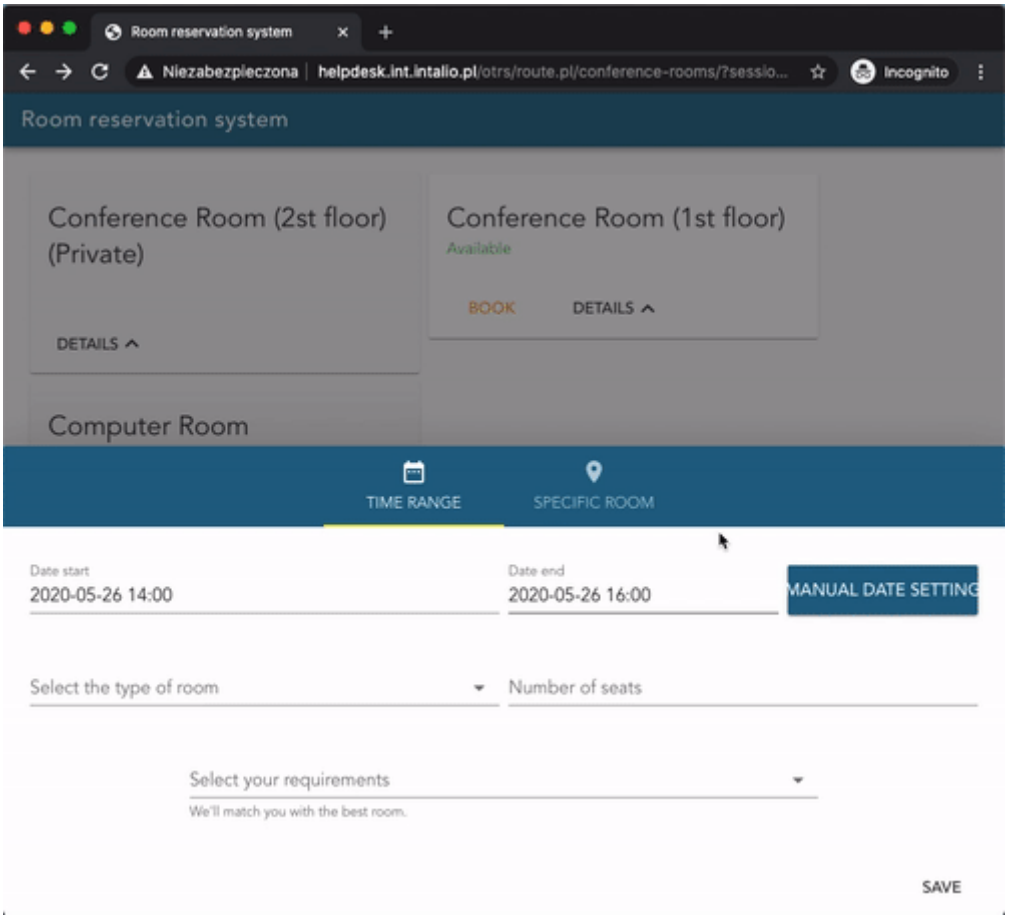
Instructions for using the system for the user who makes the reservations - regular user.

- Find available room
- Private room
- Add new reservation

Find available room

Go to the main Conference Rooms panel.

> You can find a detailed description on how to get to the Conference Rooms here.



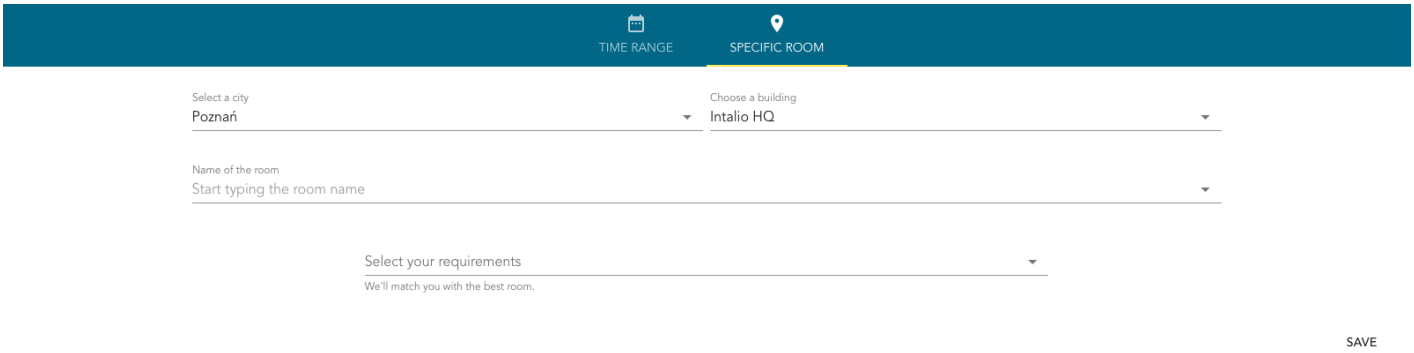
You can switch between two main filter menus:

- Time Range
- Specific Room

Specific room

Use this menu to switch between Cities and buildings or filter the rooms by their names.

Note that rooms filtered out by those values won't be visible on the rooms list above the filter screen.



You can also select your requirements from the dropdown list such as:

- internet connection
- projector
- catering

You can find more information about modifying additional resources list here. If you don't have access to OTRS system configuration contact your OTRS administrator.

Time Range

Use this menu to search for available rooms by dates.

Available filters

- Date start

  Provide a start date of your reservation
- Date end

  If `Automatic Date` is turned on end date is automatically set to half an hour after the start date

  If you wish to set the date manually, click on the `Automatic Date` button to set it to manual mode.
- Select the type of room

  For example: conference, computer, other
- Number of seats

Enter maximum number of seats needed

- Select your requirements

  As described above in the `Specific Room` section

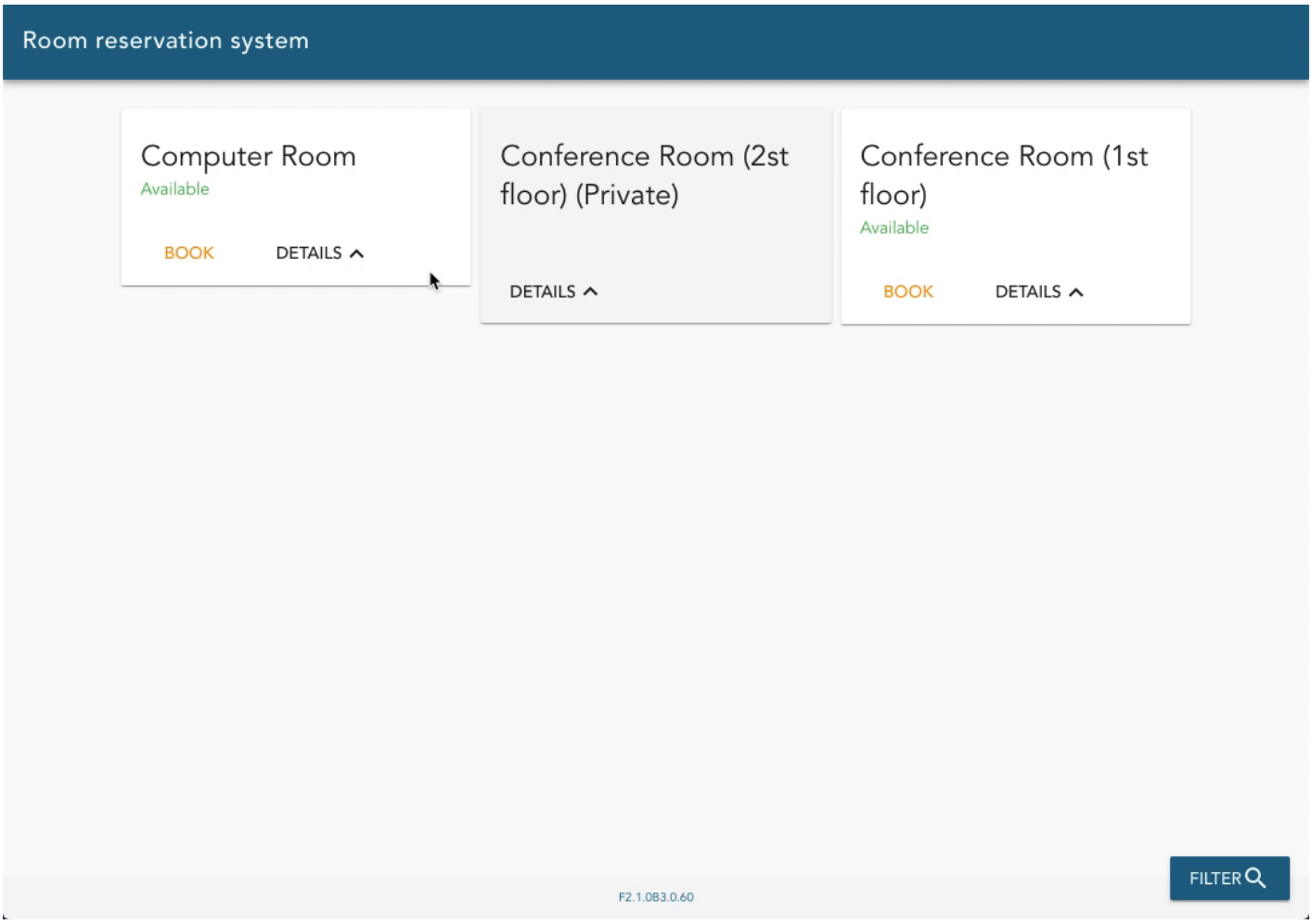
Click `Save` in the bottom right corner of click anywhere outside of the filters container to show the filtered rooms list.

Rooms list

In the upper part of the screen you can see filtered list of rooms. Each block is a different room which can or cannot be available to book.

Room Details

If you look for detailed information about the room just click `DETAILS` button to expand the room card.



Available room

`Available` label means that the room meets all your requirements and is ready for booking at the times you specify.

Click `BOOK` to open the New reservation form.

Not available at selected times

`Not available at selected times` label means that room meets all your requirements but it is not available at selected times. You can still try to find available times by clicking `ANOTHER TIME`. You will be redirected to New Reservation form.

Private rooms

Private rooms are special type of rooms that can only be booked by room managers.

> Find out more about private rooms here.

Private room

Private rooms are special types of rooms that cannot be booked by regular users. Only room managers of the given room are allowed to book it.

If you wish to book private room contact your private room manager.

You can find a list of private room managers (Local administrator) if you expand the room's details.

Conference Room (2st floor) (Private)

DETAILS

Local administrator

Marcin Kelar

Description

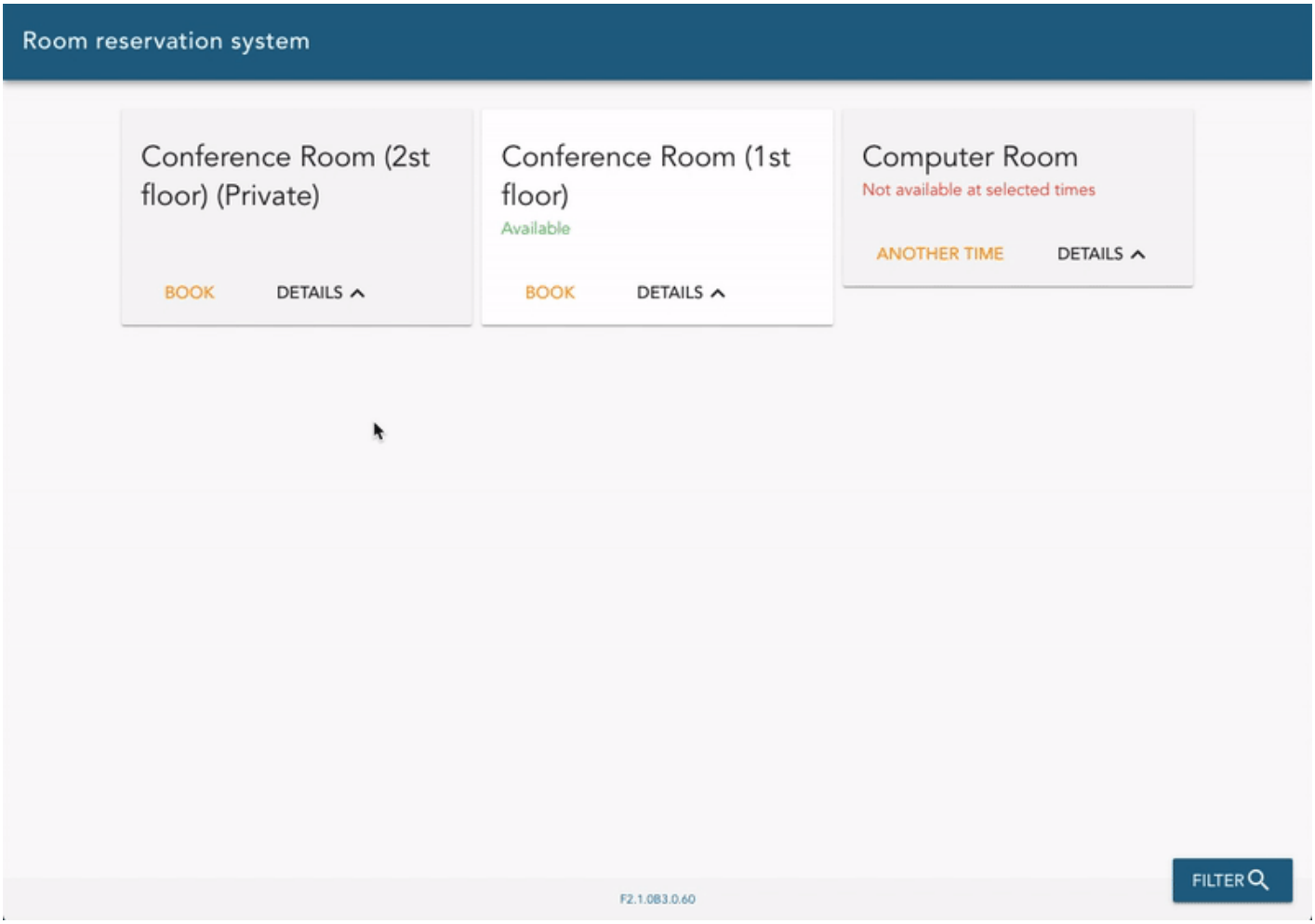
0

Capacity

50

Add new reservation

1. To open the add new form click on the `BOOK` or `ANOTHER TIME` button in the room card.



Available dates

You can set start and end date using date picker fields (like in the filters) or you can take a quick look on the calendar view by clicking `SEE AVAILABLE DATES`.

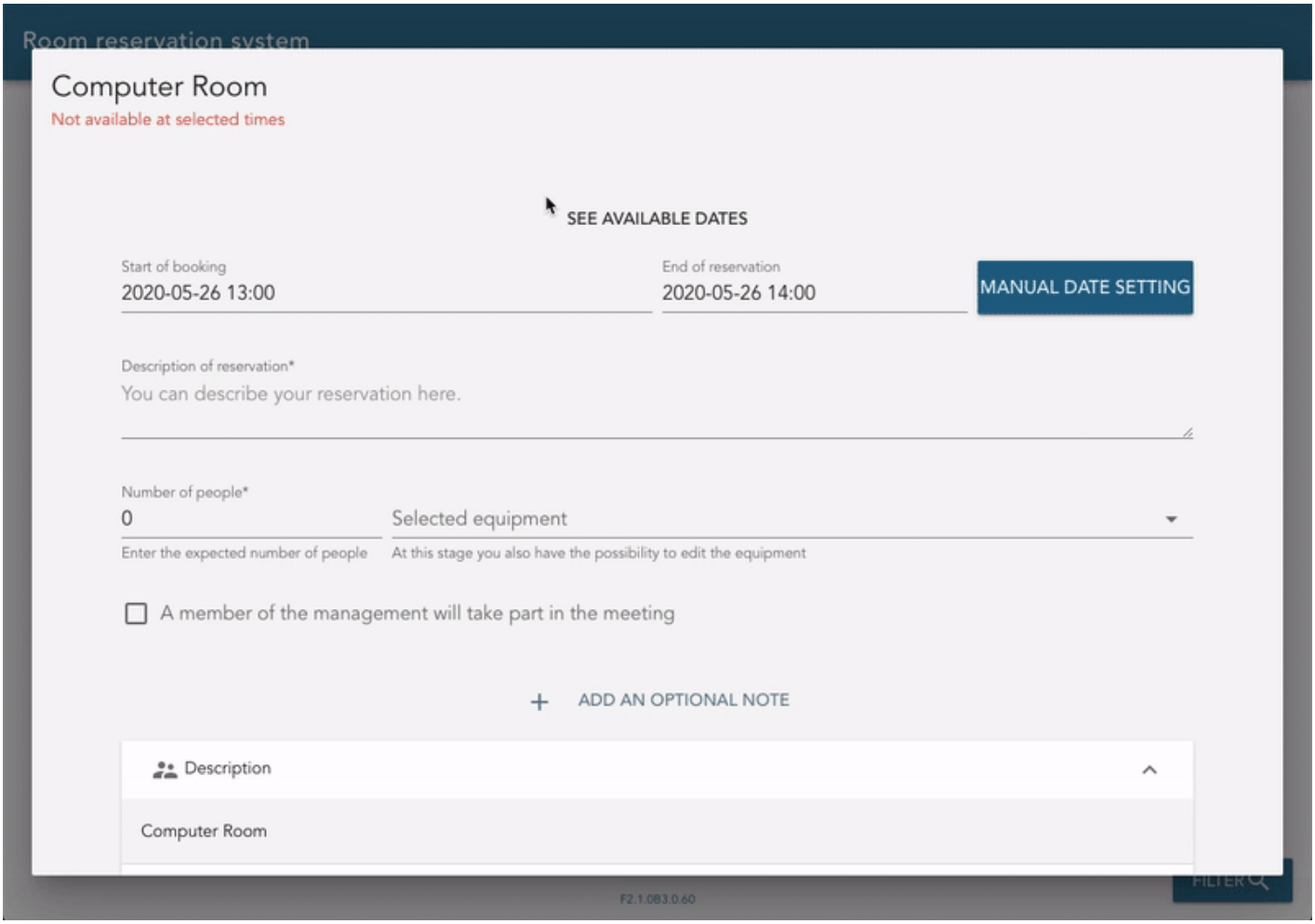
There 3 views that you can choose from:

1. Week
2. Day
3. List

To set your reservation start and end date go to week or day view and create schedule by simply

dragging it on the calendar view.

This view will also conveniently show you other people's reservations so you see when the room is actually available to book.



Grey spots before and after an event represents the minumum time between reservations. This parameter is configurable through OTRS system config. You can find out more in the administration guide.

Description

Write some description about your reservation ie. OTRS training or Daily standup. This field is required.

Numer of people

Enter maximum number of people that will tak part in the meeting. Note that you can't enter a value that is bigger than room's capacity.

Selected equipment

Choose the equipment that is necessary for your meeting from the list.

Management meter will take part

Check this field if the VIP will be taking part in the meeting. This information can be important for the staff that is responsible for preparing the room before the meeting.

Optional note

You could also add an optional note that will be saved in the reservation history.

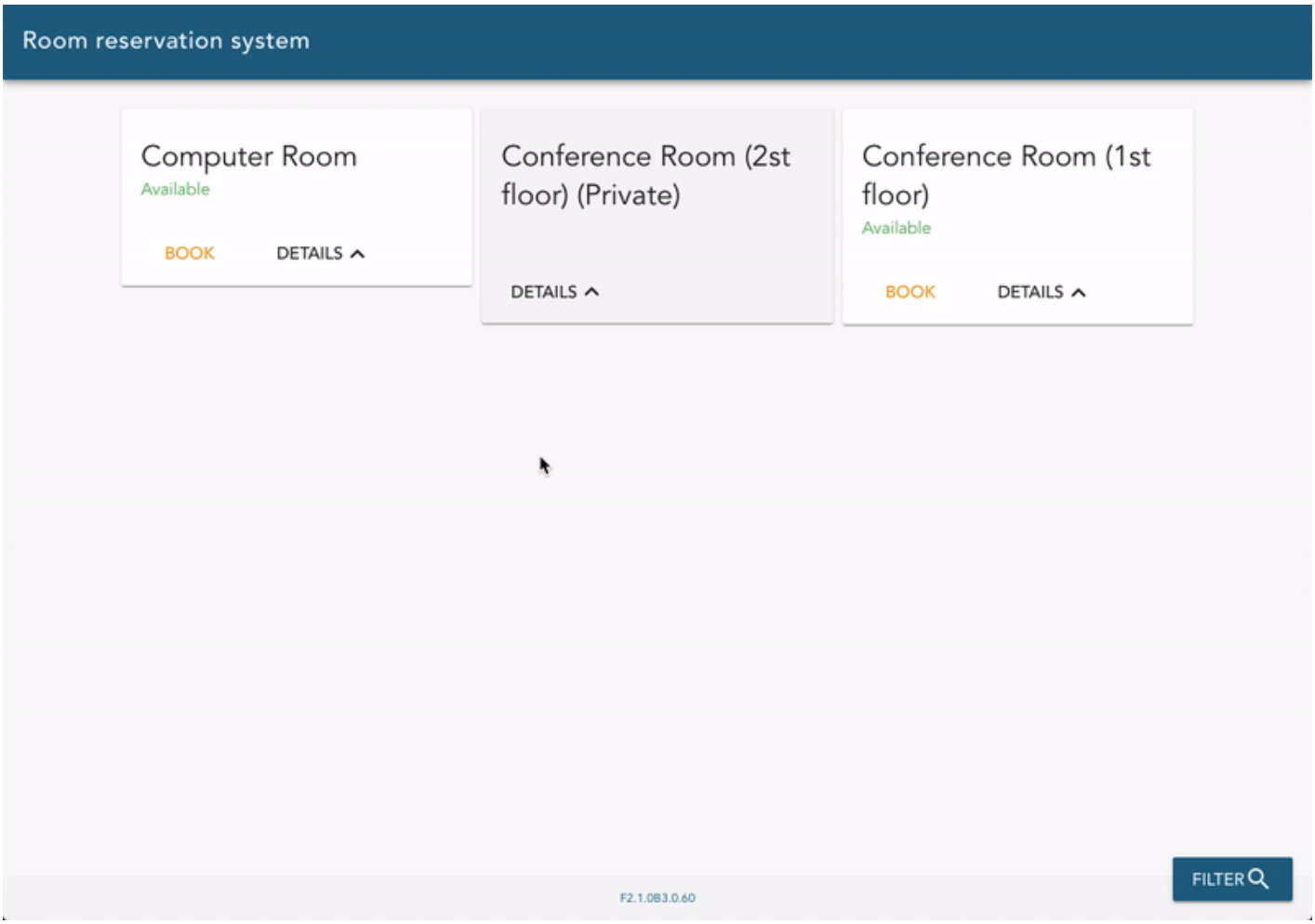
Send in a request

Press send in a request button at the bottom of the form to send a reservation request.
You will be redirected automatically to your OTRS customer or agent panel accordingly.

Book a private room

Only room managers are able to book private rooms. If you wish to book a private room you need to contact one of the local administrators. Room manager can create an event for you.

You can find a list of room managers in the room details.



What's next?

Now your reservation is in pending state and it was passed to your room manager to accept it.

Room reservation system

YOU ARE ADMIN

May 26, 2020

TODAY | WEEK | DAY | PENDING | MY

Resources	6am	7am	8am	9am	10am	11am	12pm	1pm	2pm	3pm	4pm
▼ Intalio HQ											
Computer Room								Pending	Pen		
Conference Room (1st											
Conference Room (2st											

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