

Overview of the reservations (dashboard)

Open the room management (dashboard) view.

If you don't know how to find the dashboard check out [this](#) article.

The dashboard is represented in a convenient calendar view. You can switch between plenty of views:

- Today
- Week
- Day
- Pending
- My
- My Rooms

Events visibility

The number of events you can see in the dashboard view depends on the type of user you are.

Unauthorised user

Unauthorised user is the user that is not logged in to the OTRS system.

You became unauthorised user when there is no sessionId parameter provided in the URL or the user session has expired.

This type of users can see:

- accepted reservations of all other users

Recommended personel

Cleaning services personel can use the Conference Rooms system as unauthorised users.

The reservations calendar can be printed and passed to the cleaning services personnel

Regular user

Regular user is the authorised user (logged in to OTRS) who is not a room manager. The regular user can be "regular" in one room and room manager in another room. This permissions are set per room, not globally for the whole system.

This type of users can see:

- reservations that he owns - pending, accepted or rejected (all states)
- other users' reservations - pending or accepted

Recommended personnel

Employees that organise meetings in the company.

Room manager

Room manager is the authorised user (logged in to OTRS) who is a local administrator (manager) for the given room.

The room manager permissions are given per single room, not globally. User can be a manager for one room, but a regular user for the other rooms.

This type of users can see:

- reservations that he owns - pending, accepted or rejected (all states)
- other users' reservations - pending or accepted
- reservations in rooms in which he is a room manager (local administrator)

Recommended personnel

Employees that organise meetings in the company and are responsible for accepting or reject requests for room reservations.

Calendar tabs

Week

This tab represent a calendar view on which you can see all the reservations that are visible to you based on your current roles and will take place this week. You can navigate between weeks using

Room reservation system

YOU ARE ADMIN

[←](#)
[>](#)
 TODAY
 WEEK
 DAY
 PENDING
 MY
 MY ROOMS

25 – 31 May 2020

Resources	Mon 25/5														Tue 26/5													
	06	07	08	09	10	11	12	13	14	15	16	17	06	07	08	09	10	11	12	13	14	15	16					
▼ Intalio HQ																												
Computer Room																			Pen	P								
Conference Room (1st floor)																												
Conference Room (2nd floor)																												

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This tab represent a calendar view on which you can see all the reservations that are visible to you based on your current roles. You can navigate between days using the navigation arrows.

This tab represent a list view on which you can see all the reservations that are currently in pending state.

Room reservation system

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[>](#)
[May 2020](#)
[TODAY](#)
[WEEK](#)
[DAY](#)
[PENDING](#)
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May 1, 2020			Friday
07:15 - 08:15 ● Pending	Conference Room (1st floor)	Admin Admin	brak
May 19, 2020			Tuesday
08:00 - 09:30 ● Pending	Conference Room (1st floor)	Admin Admin	brak
May 21, 2020			Thursday
08:00 - 10:00 ● Pending	Computer Room	Admin Admin	brak
11:00 - 12:30 ● Pending	Computer Room	Admin Admin	brak
15:12 - 15:27 ● Pending	Conference Room (1st floor)	Admin Admin	none
16:00 - 16:30 ● Pending	Conference Room (1st floor)	Admin Admin	brak
May 26, 2020			Tuesday
13:00 - 14:00 ● Pending (Your)	Computer Room	John Doe	INTALIO
14:30 - 15:00 ● Pending	Computer Room	Admin Admin	none

My

This tab represent a calendar view on which you can see all your private.

You can quickly differentiate your reservations from others by looking on its state label.

Your text is always added to the reservations that you own on lists.

In calendar view your reservations are also bordered by blue line.

Your

In calendar view your reservations are also bordered by blue line.

May 26, 2020			Tuesday
13:00 - 14:00	● Pending (Your)	Computer Room	John Doe
14:30 - 15:00	● Pending	Computer Room	Admin Admin

Resources	Tue 5/26											Wed 5/27			
	7am	8am	9am	10am	11am	12pm	1pm	2pm	3pm	4pm	5pm	6am	7am	8am	9am
▼ Intalio HQ															
Computer Room							Pending	Pending							
Conference Room (1st floor)															
Conference Room (2nd floor)															

My rooms

This tab represent a calendar view on which you can see all reservations that have been scheduled in rooms in which you're a room manager (local administrator). If you want to accept or reject the reservations in rooms that you're responsible for this is the most convenient way.

Reservation details

To open the reservation details simply click on the reservation in calendar view or list view.

Room reservation system

YOU ARE ADMIN

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TODAY WEEK DAY PENDING MY MY ROOMS

25 – 31 May 2020

Resources	Mon 25/5														Tue 26/5													
	06	07	08	09	10	11	12	13	14	15	16	17		06	07	08	09	10	11	12	13	14	15	16				
▼ Intalio HQ																												
Computer Room																					Pen	P						
Conference Room (1st f																												
Conference Room (2st f																												

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