

UNT UNION ONLINE RESERVATIONS

GUIDE TO EDITING A RESERVATION IN EMS

A: Reservations vs. Bookings

B: Canceling a Reservation

C: Editing Multiple Bookings

D: Editing a Single Booking

A: RESERVATIONS VS. BOOKINGS

INTRODUCTION

1: Reservation vs. Booking

2: Defining Terms

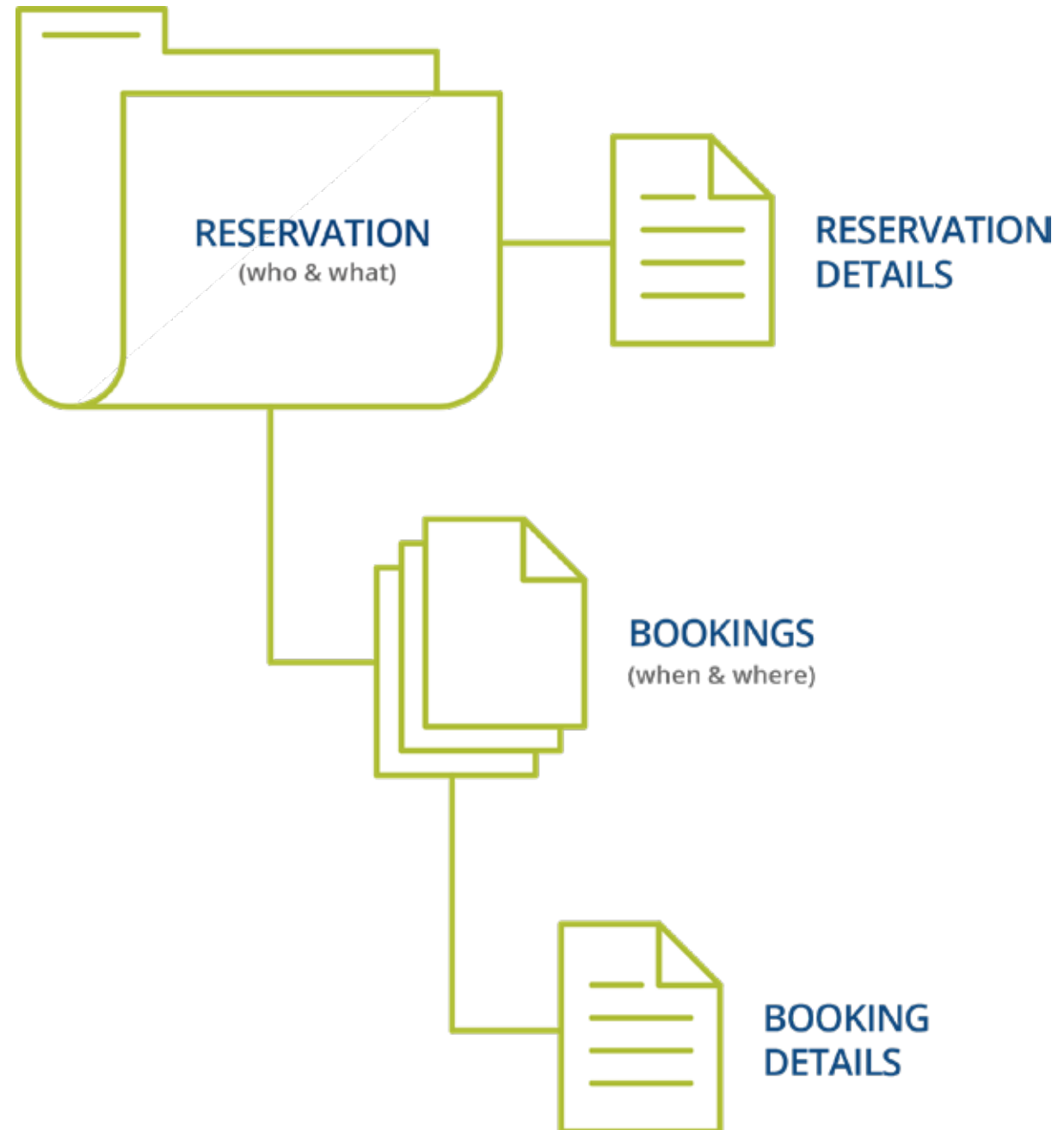
3: Reservation Details

A1: RESERVATION VS. BOOKING

What is the difference between a “reservation” and a “booking?” A Reservation consists of one or more Bookings. That’s it.

Every booking belongs to a reservation. The *Online Event Reservations* system lets you have multiple bookings under a single reservation. When you have multiple bookings in a reservation, each booking can be independent of the other, such as reserving a set of rooms for an event, or can be a series of bookings under a Recurring reservation.

Each booking can contain multiple *Booking Details*, which are the resources and services required to support the booking, such as catering and room setup.



A2: DEFINING TERMS

Reservations: Who and What

A reservation is the “who and what” of an event. For example, the Academic Planning Board (the who) can reserve space for a Semester Kickoff event (the what).

Bookings: Where and When

A booking is the “where and when” of an event. For example, the Academic Planning Board schedules the conference room (the where) for a staff meeting on the second Monday in January (the when). The Academic Planning Board now has a single reservation with a single booking in *Online Event Reservations System*. If, however, they schedule the conference room (the where) for a staff meeting on the second Monday of each month for a year (the when), then the board now has a single reservation with 12 bookings.

Booking Details

A booking can have one or more booking details associated with it. Booking details are the resources (items for the meeting) or services (people and their activities) that are needed for an event, the notes for the event, the activities for the event, the room charges for the event, or any combination of these. For example, for the Academic Planning Board’s staff meeting, the resources could include catering (coffee service, bagels and muffins, and so on) and A/V equipment, plus the services of a person bringing in and setting up a projector, moving a speaker’s podium, and so on).

A3: RESERVATION DETAILS

If you open an existing reservation or create a new one, the *Reservation Summary* page opens. This area enables you to modify bookings within a reservation, such as requesting services and adding attendees. A reservation might contain multiple bookings.

The *Reservation Details* option displays detailed summary information (the Reservation ID, the Event Name, the Event Type, and so on) for the selected reservation and all its bookings as well as attendees and any services that were requested for the bookings.

The screenshot shows the 'My Events' page for an 'Academic Planning Board' event. The 'RESERVATION DETAILS' tab is active, showing fields for Event Name, Event Type, Client, and Primary Contact Name. A 'Reservation Tasks' sidebar on the right offers actions like 'Add Services', 'Cancel Services', and 'Add to My Calendar'. Below, the 'Bookings' section shows a table with one current booking for 'Tue Jan 15, 2019' at 'University Union - 225' with 12 attendees.

My Events Tony Boykin-King

← My Events / Academic Planning Board beginning Jan 15, 2019 (14799)

RESERVATION DETAILS | ADDITIONAL INFORMATION | ATTACHMENTS

[Edit Reservation Details](#)

Event Name: Academic Planning Board

Event Type: Meeting

Client: Design Works (Union Marketing)

Primary Contact Name: Tony King

Reservation Tasks

- Add Services
- Cancel Services
- Booking Tools
- ✕ Cancel Reservation
- Send Invitation
- 📅 Add to My Calendar

Bookings

CURRENT | PAST Include cancelled bookings

[Cancel Bookings](#) [Booking Tools](#) [New Booking](#)

| Date ^ | Start Time | End Time | Time Zone | Location | Attendance | Setup Type | Status |
|--|------------|----------|-----------|------------------------|------------|---------------|-------------|
| ✎ - Tue Jan 15, 2019 | 10:30 AM | 11:30 AM | CT | University Union - 225 | 12 | Hollow Square | Web Request |

[View Services](#) | [Manage Services](#)

B: CANCELING A RESERVATION

THREE STEPS

1: Locate Reservations

2: Cancel Your Reservation

3: Confirm Your Cancellation

B1: LOCATE RESERVATIONS


To locate the reservation you want to cancel, click **MY EVENTS** on the main *Online Event Reservations* homepage or from the *My Bookings* area under *MY HOME*. Then click on a reservation. Note that canceling a reservation will also cancel all bookings under your reservation.

The screenshot shows the 'My Events' page on the UNT website. The page has a green header with the UNT logo and the text 'My Events'. On the right side of the header, there is a user profile for 'Tony Boykin-King'. A left-hand navigation menu includes options like 'HOME', 'CREATE A RESERVATION', 'MY EVENTS' (highlighted in blue), 'EVENTS', 'LOCATIONS', and a 'LINKS' section with various guides and policies. The main content area has tabs for 'RESERVATIONS' and 'BOOKINGS', with 'RESERVATIONS' selected. Below the tabs is a search bar with a 'Search Reservations' button and a checkbox for 'Include cancelled reservations'. There are also tabs for 'CURRENT' and 'PAST', with 'CURRENT' selected. A table lists reservations with columns for Name, First/Last Bookings, Location, Client, Services, ID, and Status. One reservation, 'Event Test Meeting', is highlighted with a blue box.

| Name | First/Last Booki... | Location | Client | Servi... | ID | Status |
|--------------------|---|-----------------------------|---------|----------|-------|-------------|
| Event Test Meeting | Sat Dec 22, 2018/ Sat Dec 22, 2018 (single booking) | University Union - 341 A | Desi... | ✓ | 14797 | Web Request |

B2: CANCEL YOUR RESERVATION

From the *Reservation Details* page, click [CANCEL RESERVATION](#).

My Events? Tony Boykin-King

[← My Events / Event Test Meeting beginning Dec 22, 2018 \(14797\)](#)

RESERVATION DETAILS ADDITIONAL INFORMATION ATTACHMENTS

[✎ Edit Reservation Details](#)

| | |
|----------------------|--------------------------------|
| Event Name | Event Test Meeting |
| Event Type | Meeting |
| Client | Design Works (Union Marketing) |
| Primary Contact Name | Tony King |

Reservation Tasks

- Add Services
- Cancel Services
- Booking Tools**
 - ✕ Cancel Reservation**
- Send Invitation
- 📅 Add to My Calendar

Bookings

CURRENT PAST

Include cancelled bookings

[Cancel Bookings](#) [Booking Tools](#) [New Booking](#)

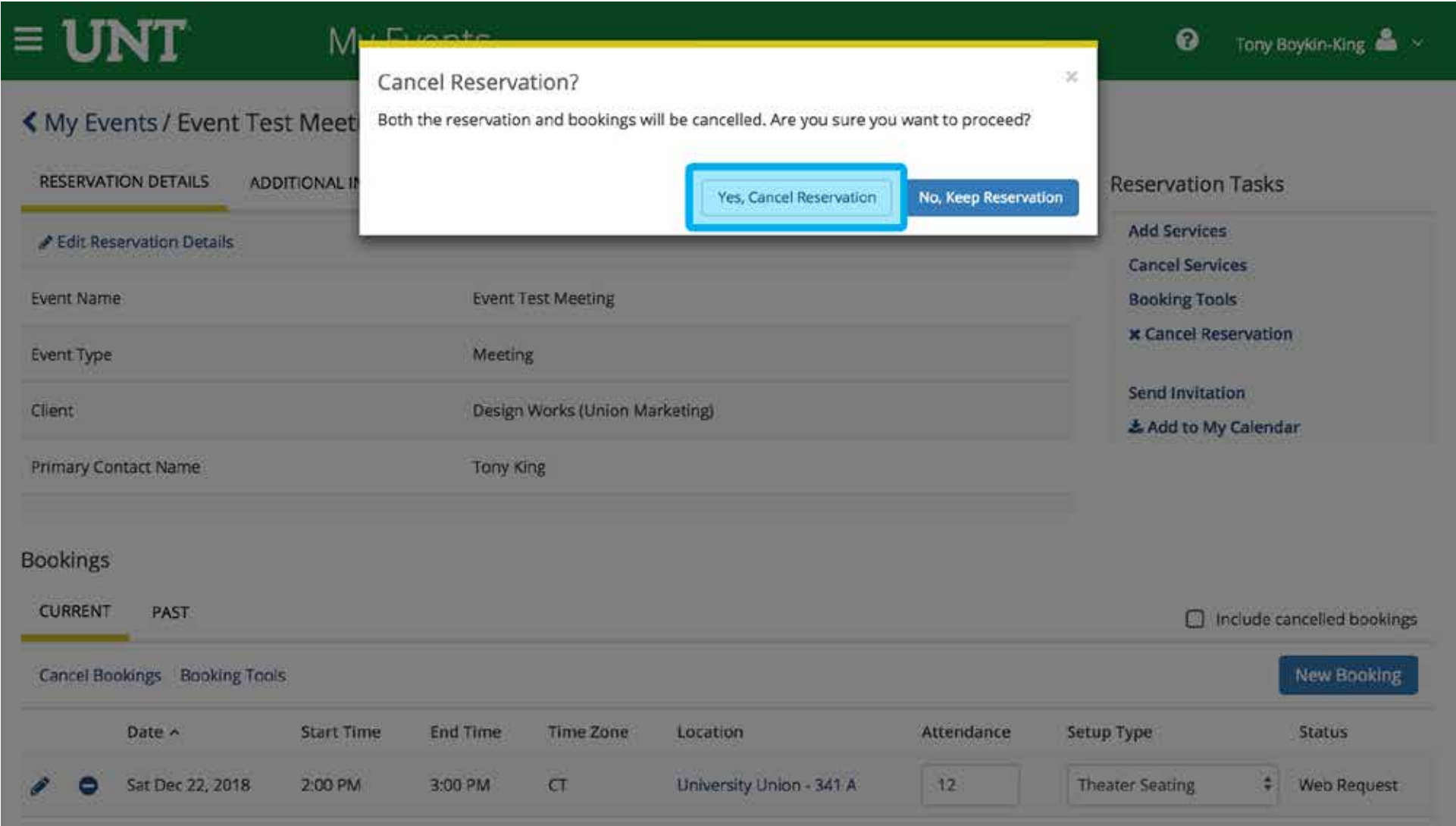
| Date ^ | Start Time | End Time | Time Zone | Location | Attendance | Setup Type | Status |
|--|------------|----------|-----------|--------------------------|------------|-------------------|-------------|
| ✎ ⊖ Sat Dec 22, 2018 | 2:00 PM | 3:00 PM | CT | University Union - 341 A | 12 | Theater Seating ▾ | Web Request |

[View Services](#) | [Manage Services](#)

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B3: CONFIRM YOUR CANCELLATION

In the *Cancel Reservation* popup that appears, select **YES, CANCEL RESERVATION** to confirm your cancellation.



C: EDITING MULTIPLE BOOKINGS

TWO STEPS

1: Edit Your Bookings

2: Make Selections

3: Update Bookings

C1: EDIT YOUR BOOKING

Click the **BOOKING TOOLS** link under the *Reservation Tasks* section (right) to edit the date and time on multiple bookings. Make any necessary edits.

The screenshot shows the UNT My Events interface. At the top, there is a green header with the UNT logo and the text "My Events". On the right side of the header, there is a user profile for "Tony Boykin-King". Below the header, the page title is "My Events / Academic Planning Board beginning Jan 15, 2019 (14799)". There are three tabs: "RESERVATION DETAILS", "ADDITIONAL INFORMATION", and "ATTACHMENTS". The "RESERVATION DETAILS" tab is active and shows a list of reservation details: Event Name (Academic Planning Board), Event Type (Meeting), Client (Design Works (Union Marketing)), and Primary Contact Name (Tony King). To the right of the details is a "Reservation Tasks" panel with options: Add Services, Cancel Services, Booking Tools (highlighted in blue), Cancel Reservation, Send Invitation, and Add to My Calendar. Below the details is a "Bookings" section with tabs for "CURRENT" and "PAST". There is a checkbox for "Include cancelled bookings" and a "New Booking" button. The "CURRENT" tab is active and shows a table of bookings. The table has columns for Date, Start Time, End Time, Time Zone, Location, Attendance, Setup Type, and Status. There are two rows of bookings, both for "Tue Jan 15, 2019" and "Tue Jan 22, 2019", both at "University Union - 225" from "10:30 AM" to "11:30 AM" in "CT" time zone, with "12" attendance and "Hollow Square" setup type, and a status of "Web Request".

My Events / Academic Planning Board beginning Jan 15, 2019 (14799)

RESERVATION DETAILS ADDITIONAL INFORMATION ATTACHMENTS

[Edit Reservation Details](#)

Event Name: Academic Planning Board

Event Type: Meeting

Client: Design Works (Union Marketing)

Primary Contact Name: Tony King

Reservation Tasks

- Add Services
- Cancel Services
- Booking Tools**
- Cancel Reservation
- Send Invitation
- Add to My Calendar

Bookings

CURRENT PAST

Include cancelled bookings

[Cancel Bookings](#) [Booking Tools](#) [New Booking](#)

| Date ^ | Start Time | End Time | Time Zone | Location | Attendance | Setup Type | Status |
|---|------------|----------|-----------|------------------------|------------|---------------|-------------|
| Edit Cancel Tue Jan 15, 2019 | 10:30 AM | 11:30 AM | CT | University Union - 225 | 12 | Hollow Square | Web Request |
| View Services Manage Services | | | | | | | |
| Edit Cancel Tue Jan 22, 2019 | 10:30 AM | 11:30 AM | CT | University Union - 225 | 12 | Hollow Square | Web Request |
| View Services Manage Services | | | | | | | |

C2: MAKE SELECTIONS

Select the bookings that you want to apply changes to by clicking the check boxes to the left. Once the bookings are selected, use the dropdowns under *Date and Time* to select how you would like to change your booking. You can also input by how many days or hours you would like to change your selected bookings(s).

Booking Tools

Update Bookings

Date

Reschedule Booking Earlier

Day(s)

Time

Start Booking Earlier

Hours

| <input checked="" type="checkbox"/> | Date ^ | Start Time | End Time | Time Zone | Location | Status | Result |
|-------------------------------------|------------------|------------|----------|--------------|-------------|-------------|--------|
| <input checked="" type="checkbox"/> | Tue Jan 15, 2019 | 10:30 AM | 11:30 AM | Central Time | UNION - 225 | Web Request | |
| <input checked="" type="checkbox"/> | Tue Jan 22, 2019 | 10:30 AM | 11:30 AM | Central Time | UNION - 225 | Web Request | |
| <input checked="" type="checkbox"/> | Tue Jan 29, 2019 | 10:30 AM | 11:30 AM | Central Time | UNION - 225 | Web Request | |

Date

- ✓ No change to date
- Reschedule Booking Earlier
- Reschedule Booking Later
- Reschedule Booking To Specific Date

Time

- ✓ No change to time
- End Booking Earlier
- End Booking Later
- Start Booking Earlier
- Start Booking Later
- Reschedule Booking Earlier

C3: UPDATE BOOKINGS

Click [UPDATE BOOKINGS](#) once you are done.

UNT My Events ? Tony Boykin-King

[← Academic Planning Board \(14799\)](#)

Booking Tools **Update Bookings**

Date: Time:

| <input type="checkbox"/> | Date ^ | Start Time | End Time | Time Zone | Location | Status | Result |
|--------------------------|------------------|------------|----------|--------------|-------------|-------------|--------|
| <input type="checkbox"/> | Tue Jan 15, 2019 | 10:30 AM | 11:30 AM | Central Time | UNION - 225 | Web Request | |
| <input type="checkbox"/> | Tue Jan 22, 2019 | 10:30 AM | 11:30 AM | Central Time | UNION - 225 | Web Request | |
| <input type="checkbox"/> | Tue Jan 29, 2019 | 10:30 AM | 11:30 AM | Central Time | UNION - 225 | Web Request | |
| <input type="checkbox"/> | Tue Feb 5, 2019 | 10:30 AM | 11:30 AM | Central Time | UNION - 225 | Web Request | |

D: EDITING A SINGLE BOOKING

FIVE STEPS

1: Locate Reservation

2: Locate Booking

3: Edit Dates & Times

4: Edit Locations

5: Update Booking

D1: LOCATE RESERVATION

To navigate to the reservation you want to edit, click **MY EVENTS** on the sidebar of the Home page. Then click on the reservation name you want to edit.

The screenshot shows the UNT My Events interface. The top navigation bar is green with the UNT logo and the user's name, Tony Boykin-King. The left sidebar contains navigation options: HOME, CREATE A RESERVATION, MY EVENTS (highlighted in blue), BROWSE (EVENTS, LOCATIONS), and LINKS (University Union House Guideli..., University Union Rooms & Rates, Gateway Rooms & Rates, Verde Catering, Verde Catering - Alcohol Policy). The main content area has tabs for RESERVATIONS and BOOKINGS. Below the tabs is a search bar with the text 'Search Reservations' and a checkbox for 'Include cancelled reservations'. The current view is 'CURRENT' reservations. A table lists the reservations:

| Name | First/Last Booking ^ | Location | Client | Services | ID | Status |
|-------------------------|---|--------------------------|------------|----------|-------|-------------|
| Test Staff Meeting | Fri Dec 21, 2018/ Fri Dec 21, 2018 (single booking) | University Union - 229 | Design ... | | 14801 | Confirmed |
| Event Test Meeting | Sat Dec 22, 2018/ Sat Dec 22, 2018 (single booking) | University Union - 341 A | Design ... | ✓ | 14797 | Web Request |
| Academic Planning Board | Tue Jan 15, 2019/ Tue Feb 5, 2019 (multi-booking) | University Union - 225 | Design ... | ✓ | 14799 | Web Request |
| Meeting Test 2 | Mon Feb 18, 2019/ Mon Feb 18, 2019 (single booking) | University Union - 341 | Design ... | ✓ | 14802 | Web Request |

D2: LOCATE BOOKING

Under the *Bookings* section, click the **EDIT (PENCIL) ICON** next to the booking. These options are available if you have permissions.

[Edit Reservation Details](#)

| | |
|----------------------|--------------------------------|
| Event Name | Academic Planning Board |
| Event Type | Meeting |
| Client | Design Works (Union Marketing) |
| Primary Contact Name | Tony King |

- Add Services
- Cancel Services
- Booking Tools
- X Cancel Reservation**
- Send Invitation
- Add to My Calendar

Bookings

CURRENT PAST include cancelled bookings

[Cancel Bookings](#) [Booking Tools](#) [New Booking](#)

| | Date ^ | Start Time | End Time | Time Zone | Location | Attendance | Setup Type | Status |
|---|------------------|------------|----------|-----------|------------------------|------------|---------------|-------------|
| | Tue Jan 15, 2019 | 10:30 AM | 11:30 AM | CT | University Union - 225 | 12 | Hollow Square | Web Request |
| View Services Manage Services | | | | | | | | |
| | Tue Jan 22, 2019 | 10:30 AM | 11:30 AM | CT | University Union - 225 | 12 | Hollow Square | Web Request |
| View Services Manage Services | | | | | | | | |
| | Tue Jan 29, 2019 | 10:30 AM | 11:30 AM | CT | University Union - 225 | 12 | Hollow Square | Web Request |
| View Services Manage Services | | | | | | | | |
| | Tue Feb 5, 2019 | 10:30 AM | 11:30 AM | CT | University Union - 225 | 12 | Hollow Square | Web Request |
| View Services Manage Services | | | | | | | | |

D3: EDIT DATES & TIMES

You can make changes to the booking within the *Room Request* window. If needed, you can edit the date and time of the booking under the *Date & Time* section. Search for a new location under the *Locations* section in the left-hand column. Click the **ADD/REMOVE** link to select by Buildings or Views.

The screenshot shows the UNT Room Request interface. At the top, there is a green header with the UNT logo and the text "Room Request". On the right side of the header, there is a user profile icon for "Tony Boykin-King". Below the header, the page title is "Academic Planning Board (85200)".

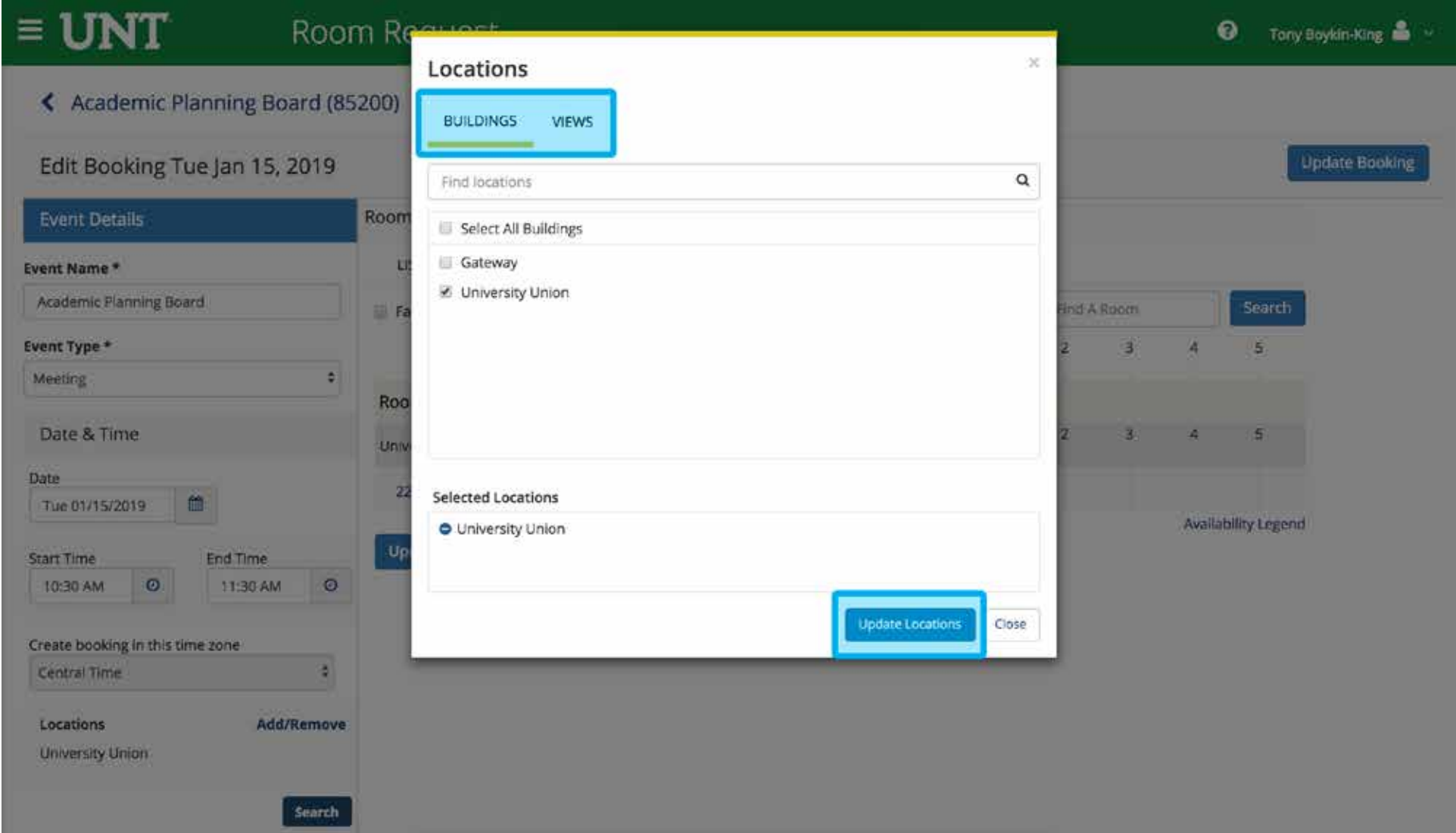
The main content area is titled "Edit Booking Tue Jan 15, 2019" and includes an "Update Booking" button. The interface is divided into several sections:

- Event Details:** Contains fields for "Event Name *" (Academic Planning Board), "Event Type *" (Meeting), "Date" (Tue 01/15/2019), "Start Time" (10:30 AM), "End Time" (11:30 AM), and "Create booking in this time zone" (Central Time). The "Date & Time" section is highlighted with a blue box.
- Locations:** Contains a field for "University Union" and an "Add/Remove" button. The "Locations" section is highlighted with a blue box.
- Room Search Results:** Contains a "Room Search Results" section with "LIST" and "SCHEDULE" tabs. Below the tabs is a "Favorite Roo..." section and a "Find A Room" search box with a "Search" button. The "SCHEDULE" tab is active, showing a calendar grid for the day of January 15, 2019. The grid has columns for 7 AM, 8, 9, 10, 11, 12 PM, 1, 2, 3, 4, and 5. A row labeled "Rooms You Can Request" shows "University Union (CT)" with a capacity of 30. A green bar indicates the booking time from approximately 10:30 AM to 11:30 AM. The "Date & Time" and "Locations" sections are highlighted with blue boxes.

At the bottom of the "Room Search Results" section, there are "Update Booking" and "Cancel" buttons. An "Availability Legend" is located at the bottom right of the calendar grid.

D4: EDIT LOCATIONS

Choose a *Building* or *View* then click **UPDATE LOCATIONS**.



D5: UPDATE BOOKING

In the *Locations* section, click **SEARCH**. Note that under the *Let Me Search for a Room* section in the left-hand column, you can select filters to apply to your search (e.g., floors, room types, etc.). Click the **ADD (+)** icon to change the room in your booking. Click **UPDATE BOOKING** to save the changed location.

The screenshot shows the UNT Room Request interface. At the top, there is a green header with the UNT logo and the text "Room Request". On the right side of the header, there is a user profile for "Tony Boykin-King". Below the header, the page title is "Academic Planning Board (85200)".

The main content area is divided into two columns. The left column is titled "Event Details" and contains the following information:

- Edit Booking** Tue Jan 15, 2019 (with an "Update Booking" button next to it)
- Event Name ***: Academic Planning Board
- Event Type ***: Meeting
- Date & Time**: Date: Tue 01/15/2019; Start Time: 10:30 AM; End Time: 11:30 AM; Time Zone: Central Time
- Locations**: University Union (with an "Add/Remove" button)
- Let Me Search For A Room** (with a "Search" button)
- Setup Types**: (all) (with an "Add/Remove" button)

The right column is titled "Room Search Results" and "Attendance & Setup Type". It features a "LIST" and "SCHEDULE" tab, with "SCHEDULE" selected. Below the tabs, there is a "Favorite Roo..." section and a "Find A Room" search box with a "Search" button. The main area is a calendar grid showing room availability for the dates 7 AM, 8, 9, 10, 11, 12 PM, 1, 2, 3, 4, and 5. A table below the calendar lists "Rooms You Can Request" with columns for room name, capacity, and availability. The table shows that room 225 is available from 9 AM to 11 AM on Jan 15, 2019. Other rooms listed include 227, 229, 249, 332 - Senate Cha..., 338, 339, 341, 341 A, 341 B, and 342.

| Room Name | Capacity | Availability |
|---------------------|----------|--|
| 225 | 30 | Available from 9 AM to 11 AM on Jan 15, 2019 |
| 227 | 48 | Available |
| 229 | 8 | Available |
| 249 | 54 | Available |
| 332 - Senate Cha... | 100 | Available from 12 PM to 3 PM on Jan 15, 2019 |
| 338 | 42 | Available |
| 339 | 81 | Available |
| 341 | 63 | Available from 12 PM to 3 PM on Jan 15, 2019 |
| 341 A | 27 | Available from 12 PM to 3 PM on Jan 15, 2019 |
| 341 B | 27 | Available from 12 PM to 3 PM on Jan 15, 2019 |
| 342 | 4 | Available |