Web Room Booking Frequently Asked Questions

The questions below are designed to assist staff in placing ad-hoc bookings. If you have any additional questions please contact timetabling@unitec.ac.nz

I CAN'T FIND THE ROOM I'M LOOKING FOR:

- Reduce or increase the minimum capacity.
- Reduce the number of criteria selected.
- Check the correct room number vs common name in the Description field on the filtered room list – it may be the room you are looking for.
- Ensure you are allowed to book the room – certain rooms are restricted based on specialised content eg: Science Laboratories or Mac Computer Laboratories
- Contact the Timetabling Office ext 8430 if you still cannot find the room.

THE ROOM I WANT IS NOT AVAILABLE:

- When the 'No Options Found' box is displayed, click on the 'check other times' link at the bottom of this box and click on any blue calendar icon to view the timetable for that room. Select an available time and redo the booking.
- Select another room.

I RECEIVED A BOOKING ERROR:

- Try again after 10 seconds – it is usually the server that is busy.
- Press the back button, check the details are correct and try again.
- Contact Timetabling office if you still cannot complete your booking.

HOW DO I KNOW WHAT EQUIPMENT IS IN THE ROOM?

- From the suitabilities there are some options that let you select rooms that have different equipment or capabilities. Eg. Rooms with wireless, rooms with document cameras, etc.
- The size of the room is also displayed in the web room booking system as you undertake the room booking process

HOW DO I CANCEL A BOOKING?

- Click on the 'my bookings' link at the bottom of any page within the room booking system. This will bring up a list of all the bookings you have made. Locate the booking you wish to cancel and press 'Cancel'. You will receive an email notifying you of the cancellation.

I CAN'T FIND THE BOOKING I AM LOOKING FOR IN 'MY BOOKINGS':

- The booking will only appear in your list if you made the booking yourself. If you emailed Timetabling (timetabling@unitec.ac.nz) or another operations administrator to make the bookings, the booking will appear in their list. You will need to notify the booker of any changes or cancellations. Please include the booking reference number, date and time of the booking.

HOW DO I MODIFY A BOOKING?

- You must email timetabling@unitec.ac.nz to modify a booking unless you wish to cancel it from the 'my bookings' link and book the room again with the new details.

I CAN'T SEE MY BOOKING ON THE TIMETABLE:

- Casual room bookings are processed by Timetabling staff and will usually be processed within an hour of being requested unless special approval is required. You will receive a confirmation email with fifteen minutes of your booking being processed if it is successful. Once you receive this confirmation your booking is in the system and you should treat it as confirmed. You will be contacted if there is a problem.

  The server works batching system, which runs every 10 minutes, so your booking should be displayed on the timetable within 10 minutes of receipt of your confirmation email.