



PSU ONLINE RESERVATION INSTRUCTIONS

The PSU Online Reservation System is for University Faculty and Staff only and eliminates the need for paper forms, faxes or emails to the reservations office.

First Time Users:

Begin by setting up a User Account (if you already have an active account skip down to **Account Holders** below). Each person within the department or organization that will be making requests for space must have an active User Account. To create your account, go to the Plemmons Student Union website at www.studentunion.appstate.edu and click on the **Faculty/Staff Reservations** link on the left side of the page. Next, click on the **Create An Account** link near the top of the page then select **Create An Account** from the **My Account** menu. Your username will be your entire email address and your password will be set by you when you create your account. Be sure to make note of the password you set. You must allow at least 5 working days for processing of your User Account. You will receive an email notification once your account has been activated and then you can begin making web requests for meeting space in Plemmons Student Union.

Account Holders:

Once your account is active, go to the PSU website at www.studentunion.appstate.edu and select the **Faculty/Staff Reservations** link on the left side of the page. Then click **Request Space** and select **Log In** under **My Account**. Your User ID will be the entire email address you used when creating your account. Enter your password and click log in. You are now ready to begin making an online reservation request. Account holders must request space at least 5 days prior to a planned event. Attempts to schedule a space within 5 days of the event must be handled in person by the Reservations Manager.

Now that you are logged into the PSU Online Reservation System you can browse facilities, browse events in the building and make a request for space. You can also view or edit previously made requests. Reservations may be edited online up to 5 days prior to the event. To make any changes after this time you will need to contact the reservations office directly at 262-3032.

Browse for Space:

The first thing you should do is see what space is available on the day you want to reserve space. Select **Browse for Space** under the **Browse** menu. Next Click on **Filter** on the right side of the page, enter the date you are interested in and click **Apply**. The gray bars indicate the time span for which a space has already been reserved. The light pink lines before and after some reservations indicate a setup and breakdown buffer needed for that event. If a gray bar or pink line is visible, then the space is not available during that time period.

Request Space:

Select **Room Request** under the **Reservations Tab** to begin your request for space. Completing the **When and Where** form is simple (much like purchasing an airline ticket online). Be sure to include an entry where there is a red asterisk. **Start time** is the time your meeting will actually begin - not the time you wish to setup. If necessary you can request additional setup time in the **Setup Notes** section of the reservation. Be sure to include the time your event will end as well.

It's very important to include the number of people you plan on attending your event. The search engine requires this information to find a room the proper size for your group.

Setup types are listed on the **Room Request** page for your convenience in deciding what best suits your meeting needs. Select a setup type such as conference or theater for the number of attendees you think will attend your meeting. A setup type is required.

It is best for you to leave **Facilities** as the default (ALL) and **Room Types** as the default (ALL). This will allow more options from which to select. Click on **Find Space** to activate the search engine and see a list of possible rooms available for your meeting. Select the desired room by clicking on the green "+" symbol next to it. ****NOTE: If no rooms are listed, this means the type of room you need is not available. Please remember that the Plemmons Student Union is a heavily used building for scheduled space and the room/date you are requesting may not be available.**

Once you have selected a room click on the **DETAILS** tab above your requested room and enter information in the required fields. Next add any needed **AV Equipment** or **Room Equipment** by selecting items from their drop down menus. Adjust the quantity of items requested and add notes if you wish. You can add any special requests to the **Setup Notes** text box. When you are done click **Submit Reservation**. The next page will show that the space you requested has been added to your list of **Bookings** as a Web Request. You can view your requests at any time by clicking on **View My Requests** under the **Reservations** tab.

Adding Additional Dates or Details

Select **View My Requests** under the **Reservations** tab. Click on the **Name** of the reservation you want to change or add dates to. You can continue to request more dates and rooms by clicking on **Add Booking** on the right side of the page. You can add booking details (such as AV equipment) by clicking on the green "+" symbol under **Services**. To change the time or date of an event just click on the clock symbol under **Actions**. To delete a request, simply click on the red "X" under **Actions**.

Confirmation:

*****If your web request is approved, you will receive a confirmation via email from the Reservations Office. THIS IS VERY IMPORTANT TO REMEMBER. Do not advertise or continue planning until you receive a confirmation. When you submit your request, it is just that a 'web request'.**

****NOTE:** Some requests may require a follow-up meeting.