

AV Services is now under the UC Health IS group. For AV needs outside of the room's standard equipment - Submit a ticket here: https://uchealth.service-now.com/ess_ucsd. After logging into that site, click these selections to request additional AV equipment: "Request Catalog" > "Service Request" > "General Request" form at bottom of page.

Logging In

This is a quick overview of Logging In and Making Reservations. Please note that almost every page/section has a question mark icon  and clicking on that icon  will display help text for that page/section.

Go to <https://hsreservations.ucsd.edu>.

Logging In

Scroll down the page to log in or click the Welcome, Guest & Sign-In icon in the upper right-hand corner.

- Recommended login - use your UCSD AD username and password (the same as your UCSD email **without** the "@ucsd.edu").
 - If you **don't** have a UCSD AD account, choose the **Create An Account** button.
- For both login options, you will need to fill out some user information before you can proceed.
 - Any field that is starred (*) is required and needs to be filled out.
- Click SAVE when done.

Note: If the CREATE AN ACCOUNT option was used above (rather than the recommended login with UCSD AD username), then use your entire email address for your username on any future login attempts. For this type of account, if you forget your password, there will be an option "I forgot my password" under the login fields.

Important Notes about Making Reservation Requests

- **These submissions are only requests for the reservation. The email message you receive immediately after your submission is just a summary of your request; *it is not your confirmation.* Please do not make any announcements until you receive the CONFIRMATION email (usually sent within 48 business hours of submission).**

This process also includes any changes you make to an existing reservation (date/time/location) as the modified request will need to be verified by HS Rooms staff before a new confirmation is sent.

- If you need Audiovisual, please check to see if the equipment you need is standard in a room before making a reservation. All our rooms are listed under the LOCATIONS tab in the left-hand column.
 - Scroll through the buildings to find your desired room.
 - Click on the room title to bring up a room card.
 - The Features tab will list what equipment is in that room.
 - If you need AV equipment that is not standard in that room or if you need AV support, then you will need to order it at: https://uhealth.service-now.com/ess_ucsd after you have completed a room reservation.
(After logging into that site, click these selections: "Request Catalog" > "Service Request" > "General Request" form at bottom of page.)*

Making Reservations

Once logged in, the MY RESERVATIONS TEMPLATES (request forms) listing appears on the screen which contains all of the Request Forms:

--- One time Requests for Rooms: Use the **ROOM REQUESTS** template, based on the location (Hillcrest Medical Center, La Jolla Medical Center or SOM Campus).

--- Standing meetings: Use the **STANDING MEETING** template (all locations).

--- If you cannot find a certain room in the LOCATIONS tab in the left-hand column, then that room is not scheduled on this website. You can check the "Rooms Scheduled by Others" link in the left column to see if the room is listed there.

ROOM REQUESTS

- Find the appropriate form and click the "BOOK NOW" button to the right of the form title.
- If you are not sure which form to choose, click the ABOUT button next to the title to see a description.
- Choose the date and time (use the recurrence button if it is more than one day – pattern or random).
- To narrow your search by a specific building, click the "Add/Remove" option next to the Locations section. You can then select the particular building you want to search.
- To narrow your search by floor, room type or room features (equip), click on the blue **Let Me Search For a Room** button and then click on an "Add/Remove" option to select those particular items.
- Enter in the attendance for this session.
- Click the **SEARCH** button.
 - If the search is for one day, a grid of the building(s) and rooms will display in the AVAILABILITY section.
 - The dark grey bars spanning a room are the times the room is not available.
 - White space is the time the room is available.
 - The thin red lines represent the timeframe you are searching (signifying start/end time).
 - If the search is for more than one date, a list will display a grid of rooms.

UC San Diego Health Sciences Room Scheduling (<https://hsreservations.ucsd.edu>)

- Under the available column, the number of your requested dates for that room's availability will be indicated next to the total number of requested dates (e.g., 3/3, 2/3, or 1/3).
- If you click on the set of those numbers with your mouse, the specific dates that the room is not available will pop up.
- Click on "Available" at the top and the rooms will be sorted and displayed by best match availability.
- Clicking on the Blue + sign icon  next to the room will add it to the SELECTED ROOMS section (above Room Search Results section).
 - If you need to delete/change rooms, click the blue minus icon  under "Selected Rooms" and then click the Blue + sign icon  for the room(s) you want instead.
- Click the blue **Next Step** button on the upper right-side of the screen.
- The Services page will appear. In the Notes field, enter any additional information you think HSRooms staff may need. The event title is NOT needed there.
- An index/cost center number is **required** in case there are any damages to the room. Clients will be contacted BEFORE any fees will be charged for services to the room.
- Click the blue **Next Step** button on the upper right-side of the screen to continue.
- Reservation Details: Any field with an asterisk (*) needs to be filled out (Event Name, Event Type, Client Details).
- **CLIENT DETAILS:** To locate **Client Details** (If nothing is shown), take the following action(s).
 - See if names are listed in the Client drop-down box — click on the down arrow and see if your name (or another person assigned as a client with your account) is listed. If an appropriate name is listed, click on it and the associated client data will appear in the contact information boxes.
 - If an appropriate name is not listed, click on the magnifying glass. (This step needs to be performed at least once – then the client information will automatically appear on the form for any future requests).
 - Search for the desired client's last name in the box and click on the name.
 - Repeat these client search steps for any additional client(s) for whom you will book reservations.
 - When finished, click CLOSE.
 - Then click the down arrow to select the appropriate client from the Client drop-down box.
 - *NOTE:* Verify the email address and phone number is accurate for that client as there is a known issue where those fields are not getting automatically updated.

If you cannot find the desired name in the client search, email us at hsrooms@ucsd.edu with the name, email address, phone number, and department/affiliation. We will add the information into the client database and reply when completed (usually within 24 hours).

- Fill out the required fields in the Additional Information and Billing Information sections.
- Answer the required questions and input the number of attendees.
- Enter an index/Cost Center Number, if not done so previously.
- Agree to the terms and conditions by clicking the checkbox. Click the link to read them.
- Click **Create Reservation** to submit your request.
- If you want to add more than one date/time/room to this reservation – Click on MY EVENTS to find the original request/reservation, and then click on **New Booking** located on the right-side of the screen.

Changing and Cancelling Reservations

Use the HS Reservation website to modify or cancel a reservation online (*see the screen shot below for details*).

- When logged in, click on MY EVENTS (in the left-hand column).
- Click on the name of the reservation to modify/cancel.
- To CANCEL the reservation or one of the bookings, you have three options:
 - Click on CANCEL RESERVATION listed under the Reservation Tasks in the upper right-hand corner.
 - Click the “Cancel Bookings” link shown at the bottom left-hand side of screen under the BOOKINGS title.
 - Click on the blue minus icon  next to a particular booking located in the list of dates in the bottom left-hand screen.
- To MODIFY the event (date, time, location):
 - Click the pencil icon  under the BOOKINGS column. A screen will display similar to the Reservation form.
 - Change the appropriate date, time, and/or room and click **SEARCH**.
 - Make the selection and click **Update Booking**.
- To MODIFY the name, type, contact (client) or index number for your reservation:
 - Click on EDIT RESERVATION DETAILS located in the upper-right corner.
- If you want to add a date to your reservation:
 - Click on **New Booking** in the list of links to the upper-right of the Bookings line.
 - The screen will be similar to the reservation form.
 - Change your appropriate date, time, and/or room and click **SEARCH**.
 - Select what you want and click **Update Reservation**.

On the Reservations Summary screen, click the items to perform actions (descriptions below)

The screenshot shows the 'My Events' page in the EMS system. At the top, there's a navigation bar with the EMS logo and the user's name 'Webb, C. Brian'. Below this, the breadcrumb trail reads 'My Events / Just A Test Event Submission beginning Mar 16, 2017 (93921)'. The main content area is divided into two tabs: 'RESERVATION DETAILS' (active) and 'ADDITIONAL INFORMATION'. Under 'RESERVATION DETAILS', there's a table with fields for Event Name, Event Type, Client, and 1st Contact Name. To the right of this table is a 'Reservation Tasks' list with items 2 through 8. Below the reservation details is a 'Bookings' section with tabs for 'CURRENT' (active) and 'PAST'. A 'New Booking' button is highlighted with a red box. Below the bookings section is a table with columns for Date, Start Time, End Time, Time Zone, Location, and Status. Items 11 through 14 are also indicated on the interface.

Items 1 through 10 complete actions for entire reservation:

1. Update the reservation header (contact information; event name; event type)
2. Add services to one or multiple bookings
3. Cancel services to one or multiple bookings
4. Use booking tools to modify dates or times for bookings
5. Cancel entire reservation (all bookings and associated services)
6. View reservation summary – allows emailing of reservation summary
7. Email invitation to reservation to others

8. Add reservation to Outlook calendar
9. Click the tabs to display the bookings for this reservation – current or past
10. Add a new booking (or multiple bookings) to the reservation

Items 11 through 14 accomplish tasks for one booking:

11. Cancel bookings (either one or all) from the reservation
12. Click the pencil icon  to edit the booking
13. Click the blue minus sign  to cancel the booking
14. Click the linked text to View or Manage (Add/Modify/Cancel) Services to one or more bookings