

VENUE BOOKING SYSTEM TRAINING GUIDE

Room Administration Guide

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1 Cover & Welcome

The Venue Booking System (VBS) is NUS's centralized platform for booking rooms and spaces across campus. Whether you need a meeting room, study space, or event venue, VBS makes it simple to find, book, and manage your reservations.

1.1 Who This Guide is For

This guide is designed for Room Admins who are responsible for configuring, and maintaining some rooms within the VBS platform.

1.2 How to Use This Guide

This guide is organized into 8 main sections, each covering a specific aspect of system administration.

- **New administrators:** Read sequentially from Section 2 (Getting Started) through to the end
- **Experienced administrators:** Use the table of contents to jump directly to relevant sections
- **Quick reference:** Use Troubleshooting section for immediate problem-solving

Icons used in this guide:

- 🚀 Getting Started - Fundamental concepts
- 📋 Daily Tasks - Regular operations
- 🏢 Setup - Configuration and setup procedures
- 🔍 Troubleshooting - Problem resolution
- 💡 Tips - Best practices and helpful hints

2 GETTING STARTED 🚀

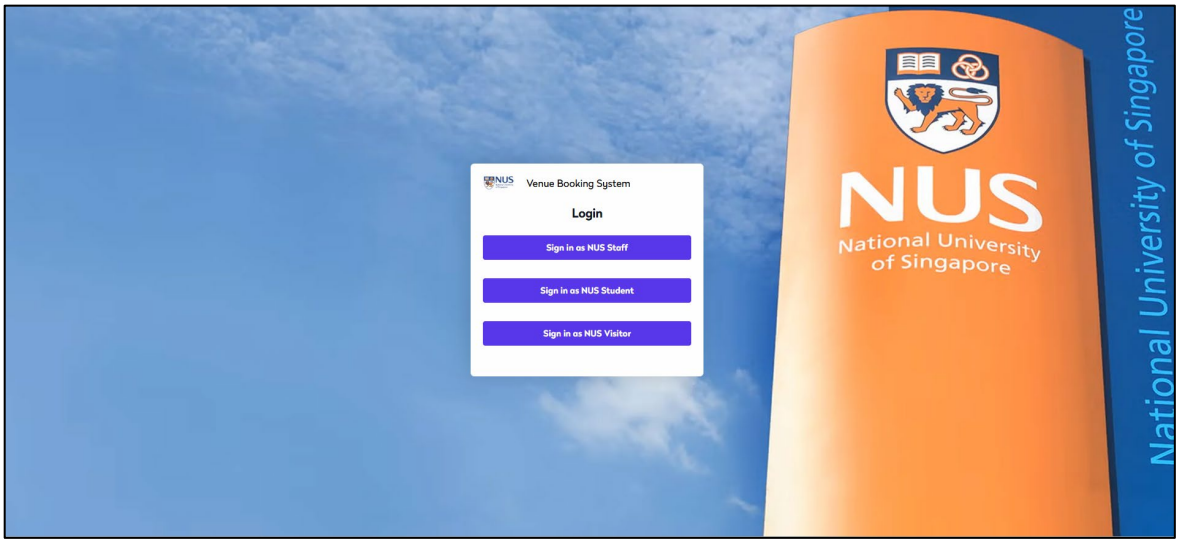
2.1 Logging In as an Administrator

Step 1: Open your web browser and navigate to the VBS portal

https://nus.iwmsapp.com/archibus

Step 2: Click the appropriate sign-in button based on your account type:

- **Room Admins** typically use "Sign in as NUS Staff"
- Your account must have administrative privileges already assigned



Step 3: Click the **"Sign In"** button

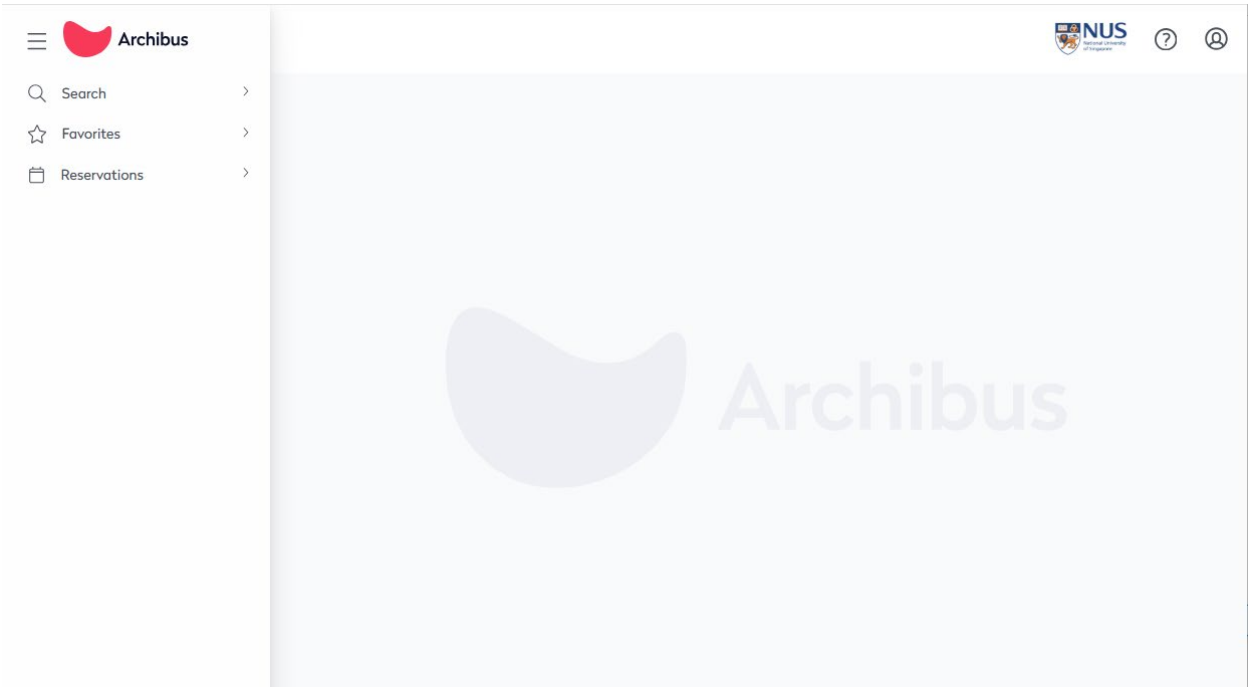
Step 4: Enter your NUS credentials

Username: Your NUS username

Password: Your NUS password

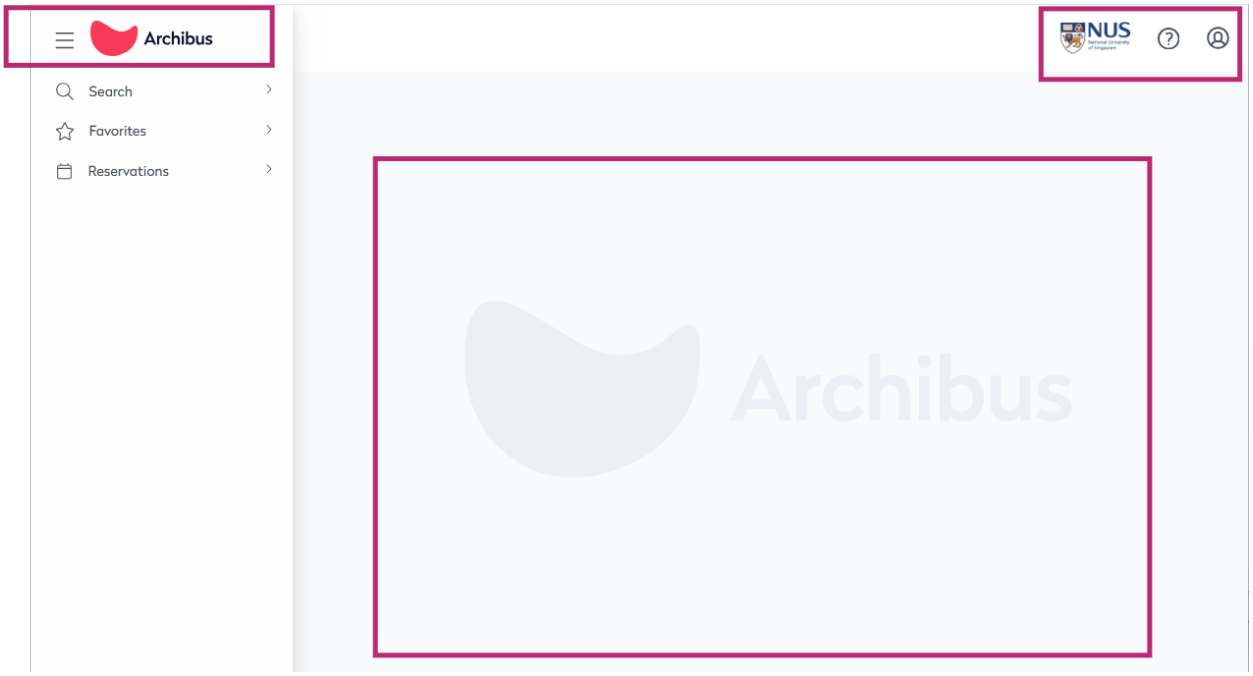
Step 5: Complete Multi-Factor Authentication (MFA) if prompted

Step 6: Access your dashboard



2.1.1 Understanding your Administrator Dashboard

After logging in as a System Admin, your dashboard provides quick access to key functions:



Left ARCHIBUS Navigation Menu:

- **Reservations** - Core booking management functions
- **Favorites** – Save regularly used menu items to your own favorites list

Top Bar:

- Your username/account information (top right)
- "My account" menu for personal settings
- Sign out option

Main Content Area:

- Where menu items will open

2.1.2 What you can see and do based on your role

VBS uses a hierarchical permission model. Your access level determines what you can see and modify:

Role	Buildings Access	User Management	System Config	Reports
Super Admin	All buildings across all sites	Full access - create, edit, delete users and groups	Full access to all system parameters	All reports, all buildings
Building Admin	Only assigned building(s)	Limited - can add users to groups for their building(s) only	Limited - can configure rooms/arrangements in their building(s)	Reports filtered to their building(s) only
Room Admin	Only assigned room(s)	No access	Limited - can configure parts of assigned room(s) only	Reports filtered to their room(s) only

💡 **Tip:** If you try to access a function or view data for buildings you don't manage, the system will automatically filter your view or deny access. This is not an error—it's the system protecting data privacy.

2.2 Understanding Your Role and Responsibilities

2.2.1 What is a Room Admin?

A Room Admin manages one or more specific rooms, but not entire buildings. This is the most limited admin role, suitable for users who need to manage only a small set of spaces.

Key Responsibilities:

- View and manage bookings for their assigned room(s) only
- Approve or reject booking requests for their assigned room(s)
- Configure room details for their assigned room(s) (capacity, equipment, hours)
- Close their assigned room(s) temporarily
- **Cannot** access or modify other rooms, even in the same building
- **Cannot** manage user groups
- **Cannot** run building-level or system-level reports

2.2.2 What facilities can you manage?

A Room Admin has restricted access to VBS functions and room configuration settings.

2.2.3 Who to contact for help

The contact details for any VBS related questions is

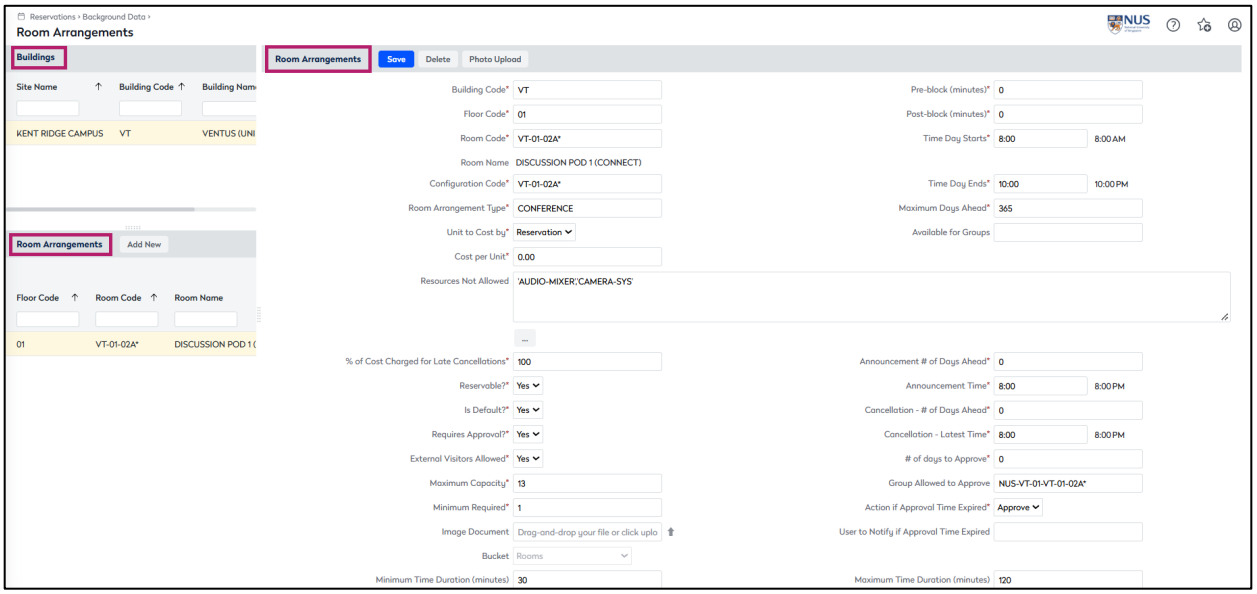
2.3 Quick Tour: Essential Admin Functions

This section shows you where to go to for the key admin functions. Full instructions of how to update and manage the data is listed later in the guide.

2.3.1 Where to find the rooms you manage

Navigation Path: Reservations > Define Room Arrangements

What you'll see:

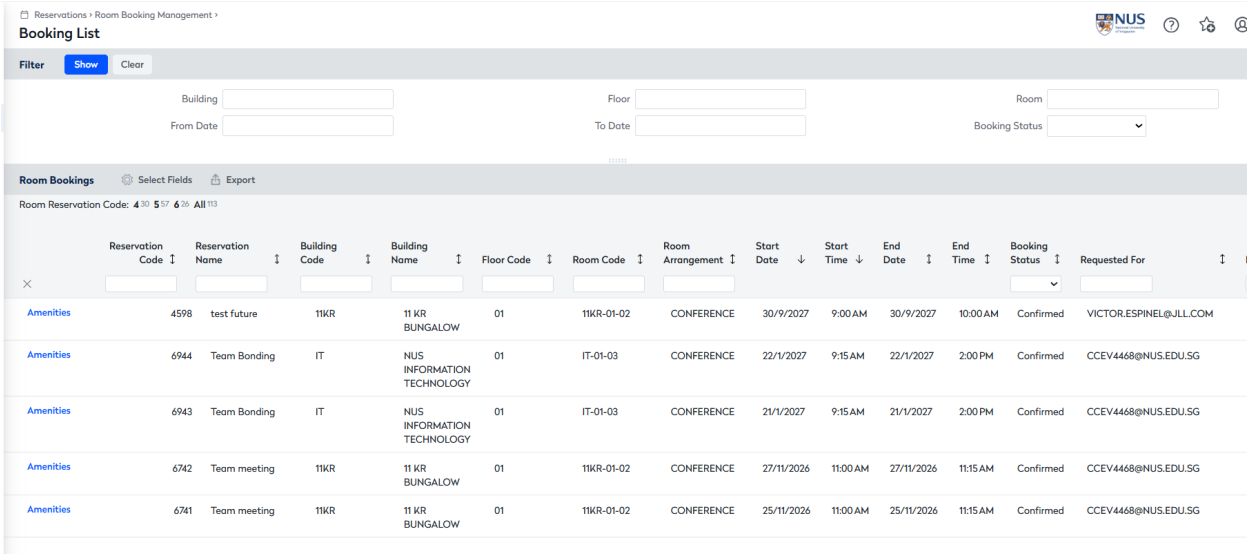


- **Buildings panel** (left top): Lists of buildings you have access to (only your assigned buildings if you're a Building/Room Admin)
- **Room Arrangements panel** (left bottom): Shows all rooms/arrangements in the selected building
- **Room Arrangements form** (right): Detailed configuration for the selected room

2.3.2 Where to see bookings

Navigation Path: Reservations > Booking List

What you'll see:



Reservations › Room Booking Management ›

Booking List

Filter Show Clear

Building | Floor | Room

From Date | To Date | Booking Status

Room Bookings | Select Fields | Export

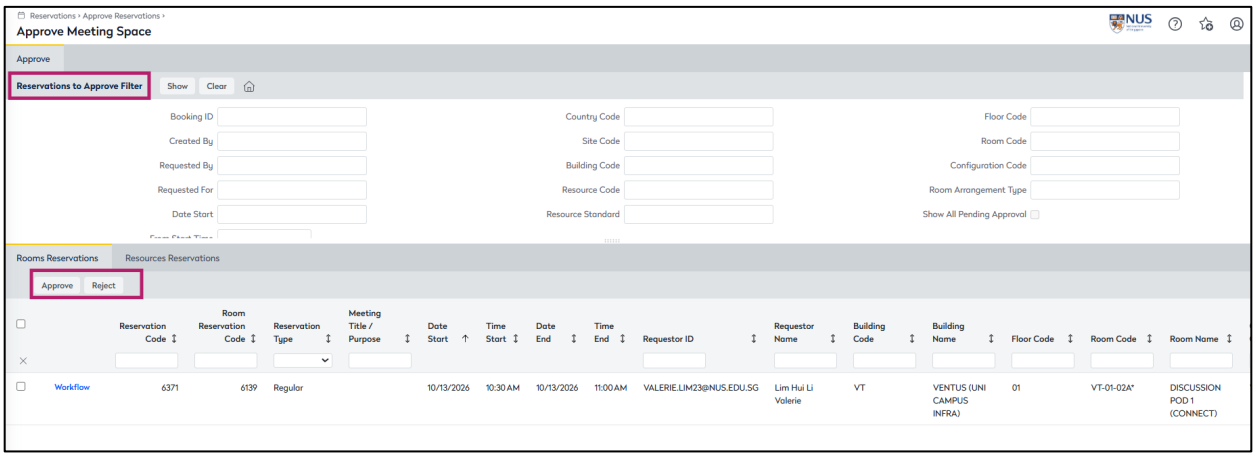
Room Reservation Code: 4 30 5 57 6 26 All 113

	Reservation Code	Reservation Name	Building Code	Building Name	Floor Code	Room Code	Room Arrangement	Start Date	Start Time	End Date	End Time	Booking Status	Requested For
Amenities	4598	test future	11KR	11 KR BUNGALOW	01	11KR-01-02	CONFERENCE	30/9/2027	9:00 AM	30/9/2027	10:00 AM	Confirmed	VICTOR.ESPINEL@JLL.COM
Amenities	6944	Team Bonding	IT	NUS INFORMATION TECHNOLOGY	01	IT-01-03	CONFERENCE	22/1/2027	9:15 AM	22/1/2027	2:00 PM	Confirmed	CCEV4468@NUS.EDU.SG
Amenities	6943	Team Bonding	IT	NUS INFORMATION TECHNOLOGY	01	IT-01-03	CONFERENCE	21/1/2027	9:15 AM	21/1/2027	2:00 PM	Confirmed	CCEV4468@NUS.EDU.SG
Amenities	6742	Team meeting	11KR	11 KR BUNGALOW	01	11KR-01-02	CONFERENCE	27/11/2026	11:00 AM	27/11/2026	11:15 AM	Confirmed	CCEV4468@NUS.EDU.SG
Amenities	6741	Team meeting	11KR	11 KR BUNGALOW	01	11KR-01-02	CONFERENCE	25/11/2026	11:00 AM	25/11/2026	11:15 AM	Confirmed	CCEV4468@NUS.EDU.SG

2.3.3 Where to approve requests

Navigation Path: Reservations > Approve Reservations

What you'll see:



- **Reservations to Approve Filter panel** (top): Filter by Building Code, Date Range, Status, Booking ID
- **Rooms Reservations grid** (center): Lists all pending approval requests in your scope
- **Approve and Reject buttons** (above grid): Act on selected requests
- **Workflow link** (on each row): View multi-level approval progress

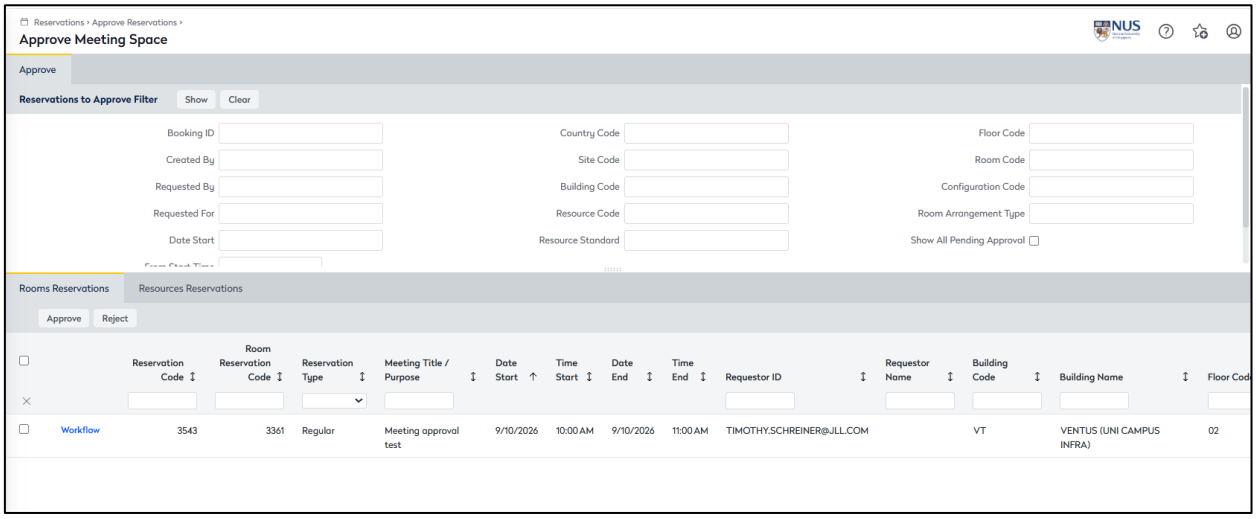
3 DAILY TASKS 📋

3.1 Managing Booking Requests

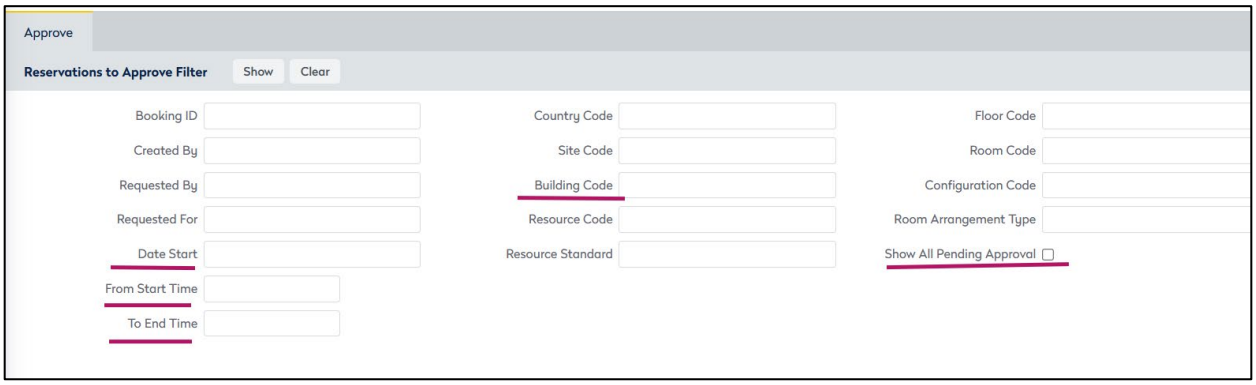
3.1.1 Viewing pending approvals in VBS

Step 1: Navigate to Approve Reservation

- Path: Reservations > Approve Reservation



Step 2: Set the filters, if you have many bookings to approve in the list. This will reduce the reduce the list.

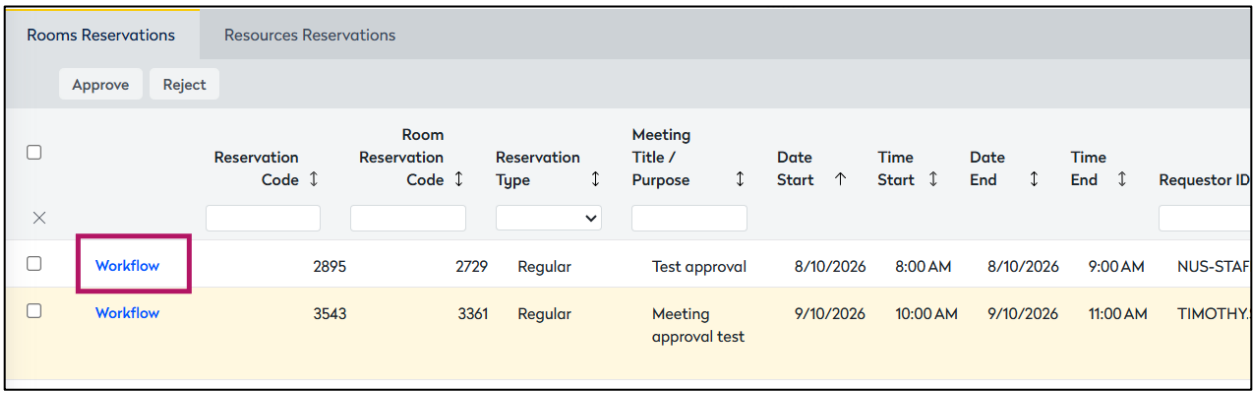


- Enter a specific **Building Code** to show bookings only for that building.
- Set **Date Start** to review bookings for a set date
- **From Start Time** and **From End Time**: Set these to reduce the bookings list to a smaller time frame during the day.
- **Booking ID**: Leave blank (unless searching for a specific booking)
- **Show all Pending Approval** – Placing a check in this box will show all bookings requiring approval – even those not assigned to you.

Step 3: Click "Show" and the bookings for the filters set will appear. If no records appear, then there are no pending bookings requiring approval for the selection you made.

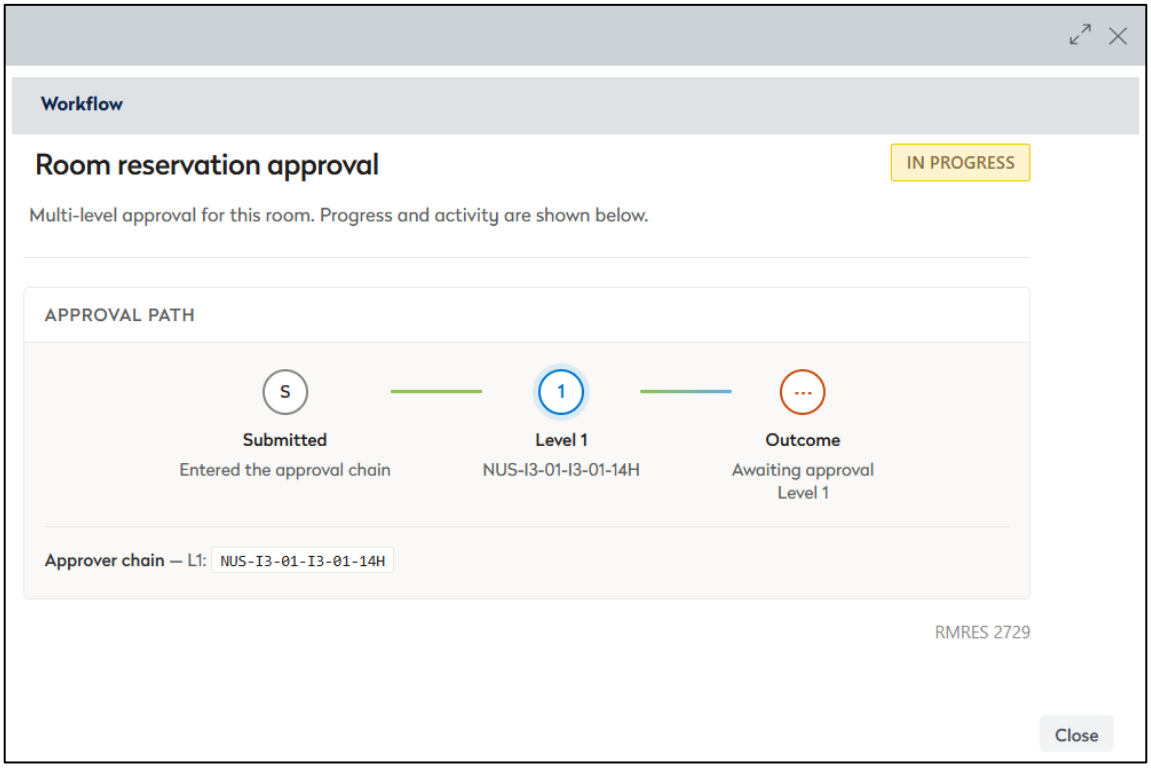
Step 4: Review each booking in the list.

Step 5: Click on the workflow button to see the approval workflow.

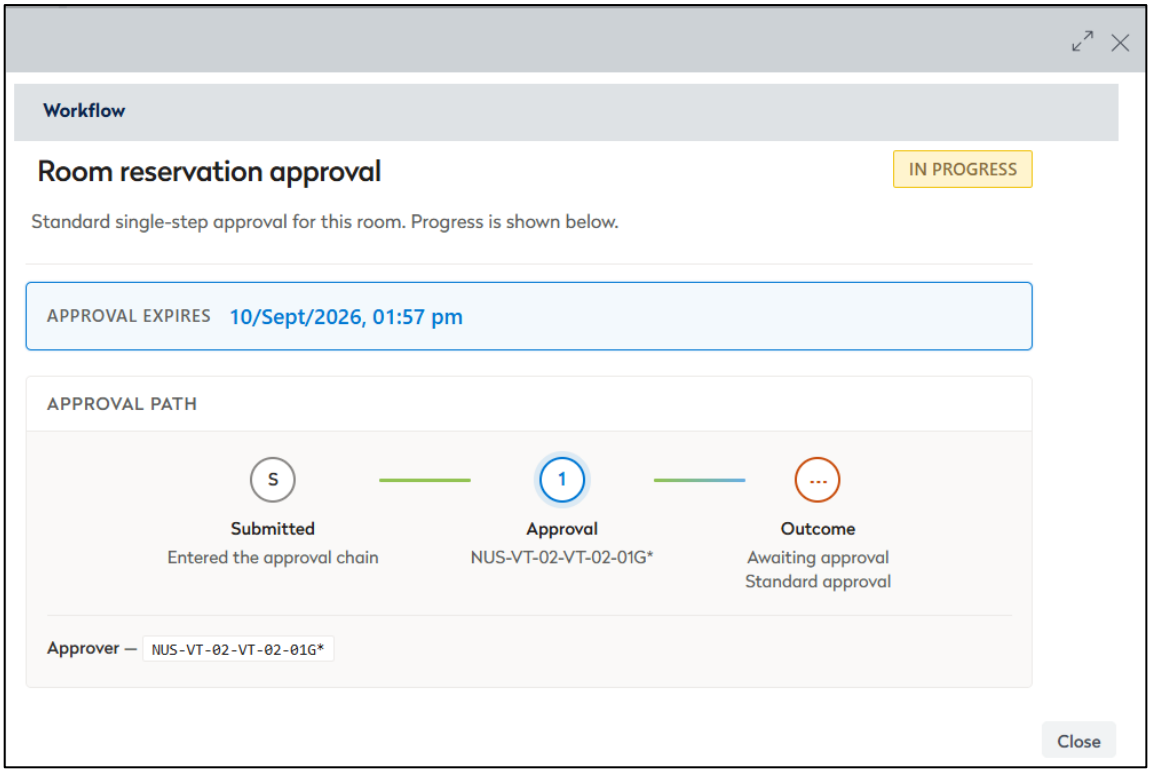


Step 6: Review the required workflow.

Multi-level approval will appear as below.



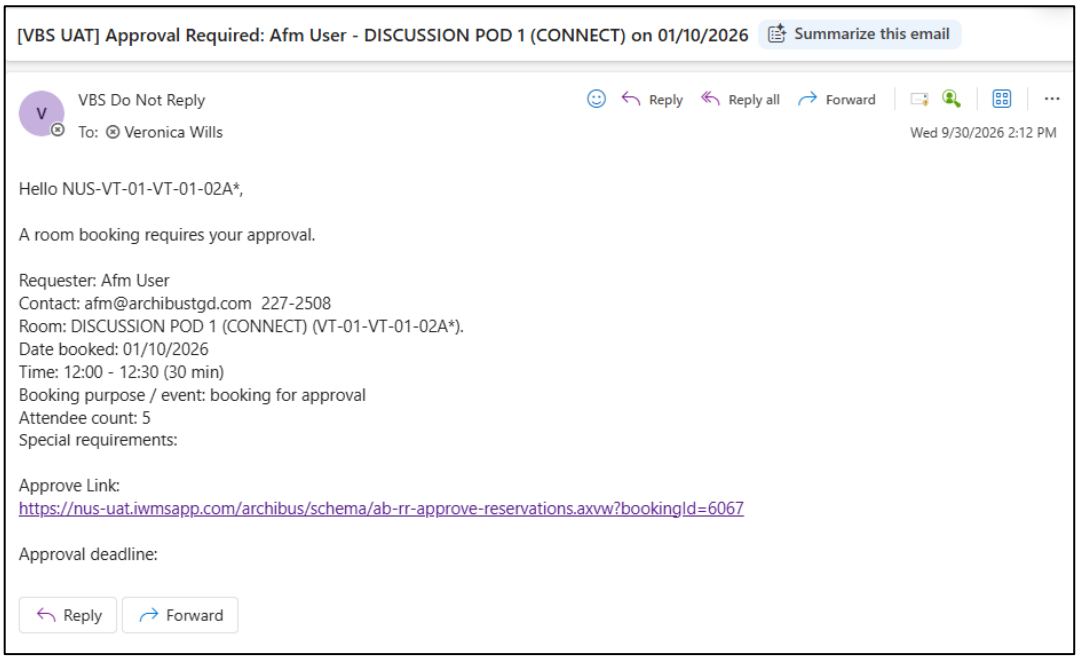
Standard Approval appears as follows. Note it lists when the approval period expires.



3.1.2 How to approve a booking

As an approver you will receive the approval email.

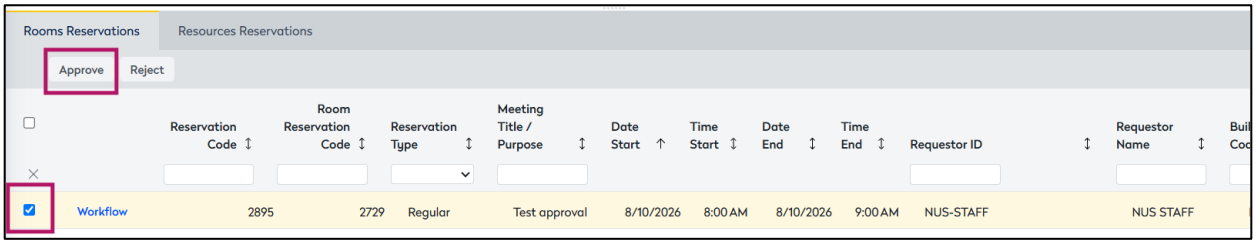
It will look like this



Step 1: Click on the link in the email. This will take you to VBS and the Approval screen

Step 2: Place a check in the box on the left-hand side of the booking.

Step 3: Click on the Approve button at the top of the room reservations screen.



Step 4: Complete the Confirm approval popup



💡 **Tip:** Ensure you add meaningful comments.

- Good examples: "Approved - capacity verified", "Approved for departmental meeting", "Approved L1 - room available"
- Avoid vague comments like "ok" or "approved" with no context

Step 5: Click the **"Approve"** button in the popup.

Step 6: As an approver, you will receive an email confirming that you approved the booking.

Step 7: The requester receives a notification confirming that the booking has been approved.

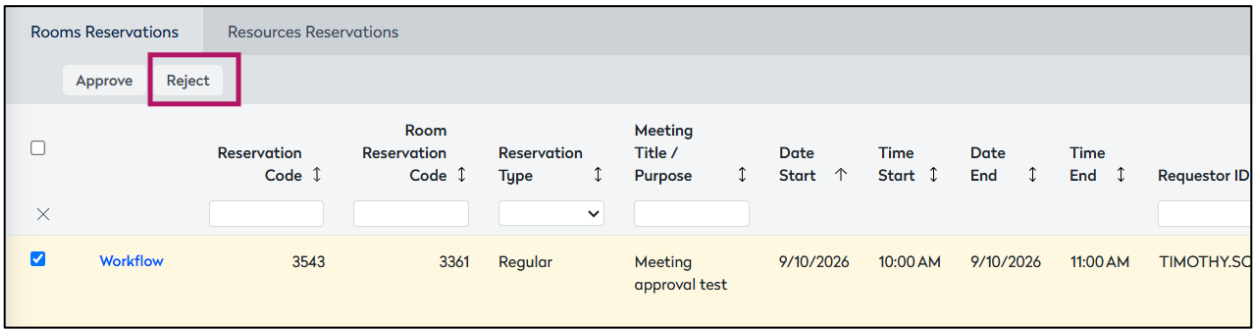
3.1.3 How to reject a booking

Rejecting a booking is a significant action that directly impacts the requester. Always provide a clear, professional reason.

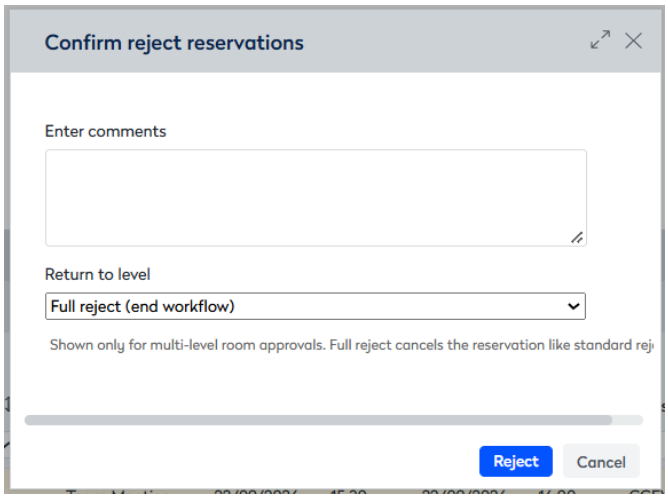
Step 1: Locate the booking. Ensure you have selected the correct booking.

Step 2: Place a check in the box on the left-hand side of the booking.

Step 3: Click on the Reject button at the top of the room reservations screen.



Step 4: A "Confirm reject reservations" popup opens



Step 5: Enter Comments: This is MANDATORY and will be sent to the requester. You cannot reject the booking without entering comments.

💡 **Tip:** Ensure you add meaningful comments.

- Good examples:
  - "Room not available - maintenance scheduled"
- Avoid vague comments like "no" or "rejected" with no explanation

Step 6: Click the **"Reject"** button in the popup. The popup and the booking is rejected.

3.1.4 What happens after you approve/reject

After you have rejected or approved a booking the requester will receive an email confirming the decision made.

For a rejected booking, the booking is marked a rejected within VBS, and the room is available for a new booking at that time.

If there are multiple levels of approval required, it will move to the next approval stage.

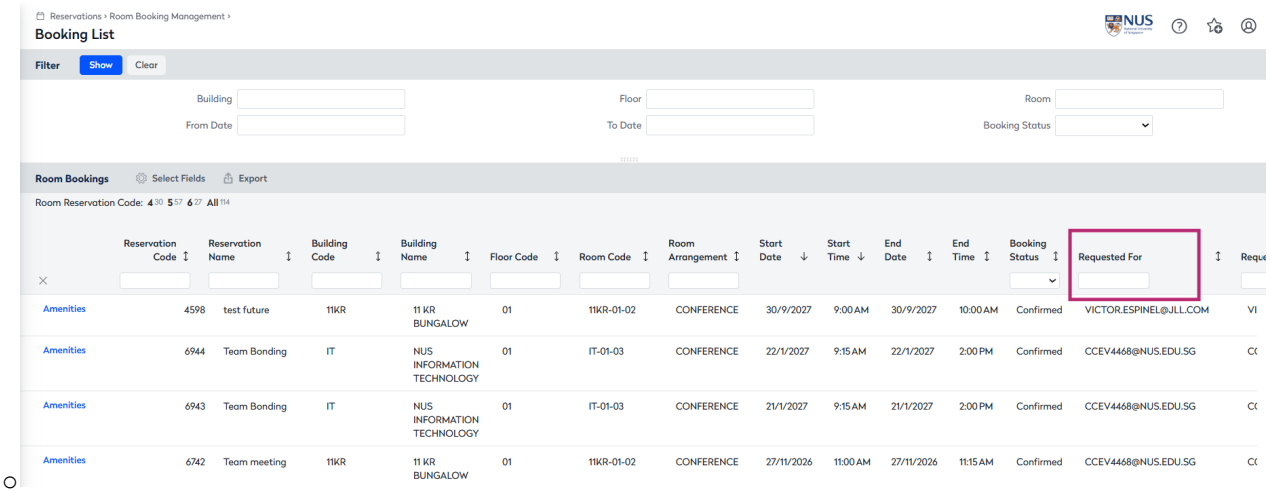
3.2 Viewing and Managing Bookings

3.2.1 See all bookings for your facilities

To see all the bookings for all your facilities you need to look at a report. This ensures you see the bookings made by others.

Step 1: Navigate to Booking List Report

- Path: Reservations > Booking List



Step 2: Complete the Filter at the top to restrict the bookings to a building or date period.

Step 3: Use the scroll bars to scroll to the bottom of list or to right of screen.

3.2.2 Contact the person who booked.

Step 1: When you are reviewing the details of the booking in the screen above you will have access to see the requester email address.

Step2: From Outlook you can then email the requester.

4 SETTING UP YOUR FACILITIES 🏢

4.1 Configuring Room Details

As a Room Admin you have some control over the settings for the rooms. Most of the setting will be managed by the Super Admin or Building Admin. Once you have been listed as a Room Admin you will be able to view the room to configure properties to control how it appears and behaves in the booking system.

Navigation Path: Reservations > Define Room Arrangements

4.1.1 Add contact information

Contact information helps users reach the right person for questions, issues, or special requests about the room.

Where to Add Contact Information:

Navigate to Define Room Arrangements

Step 1: Select your building, then select the room

Step 2: In the Room Arrangement form, locate **Additional Info** or **Room Remarks** fields

Step 3: Add contact details into either of these fields**.**

4.2 Room Access and Visibility

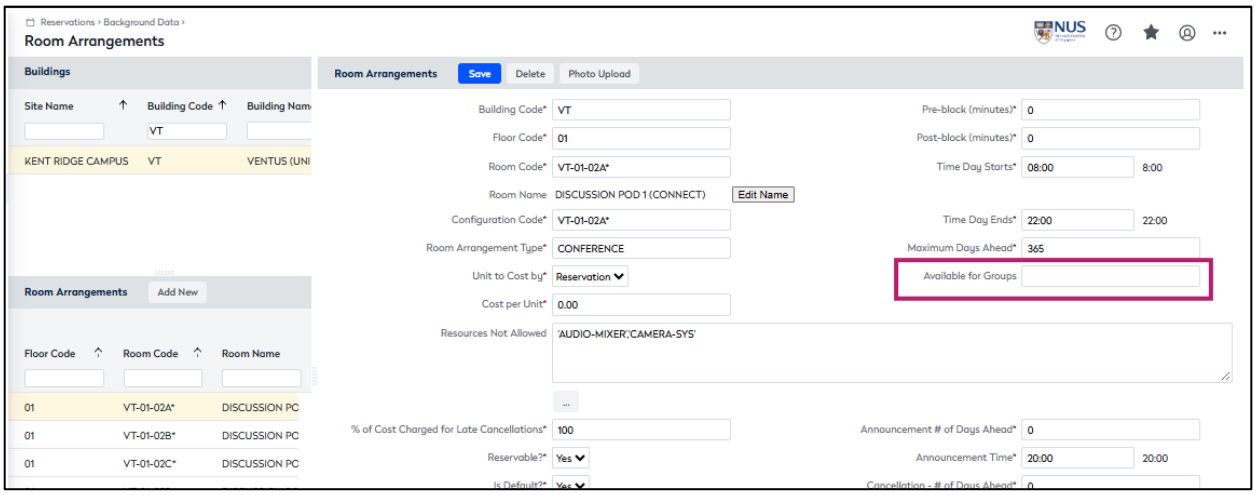
4.2.1 Who can see and book this room?

Access and visibility controls determine **who can see and book a room**. This is one of the most important aspects of room configuration. Room visibility is controlled by the **"Available for Groups"** field in the room arrangement.

Step 1: Navigate to Define Room Arrangements.

Step 2: Select your building, then select the room.

Step 3: Locate the fields **"Available for Groups"** field.

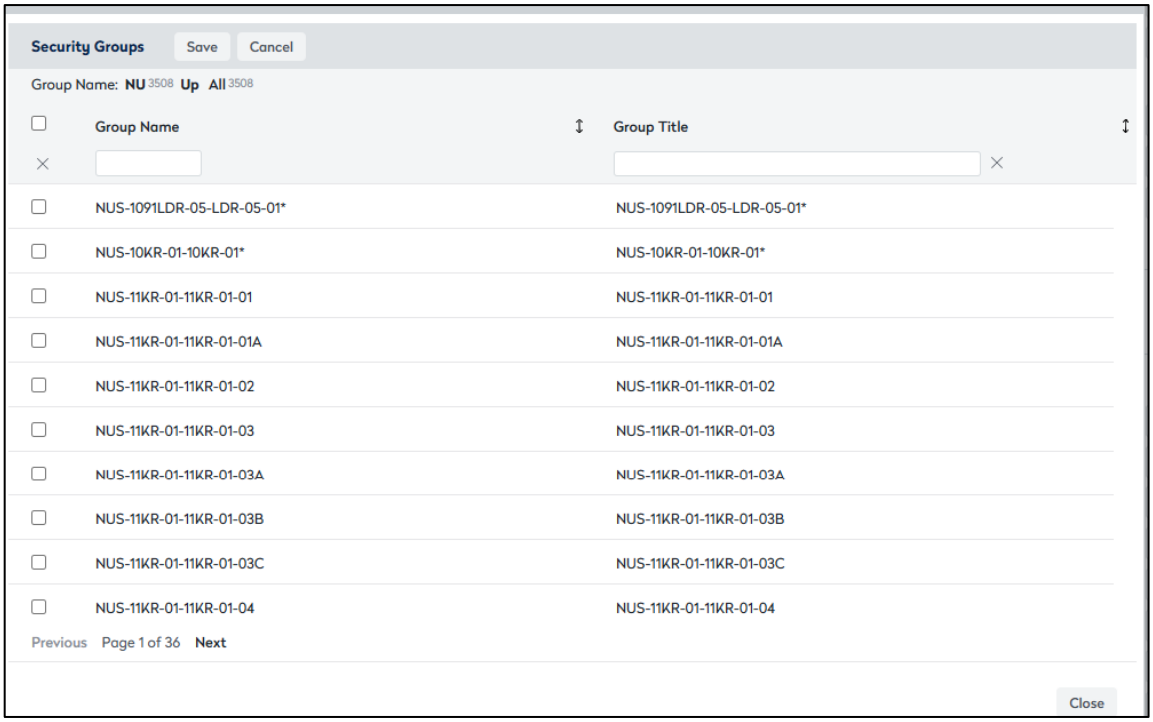


Step 4: This field lists the security groups that can see and book this room.

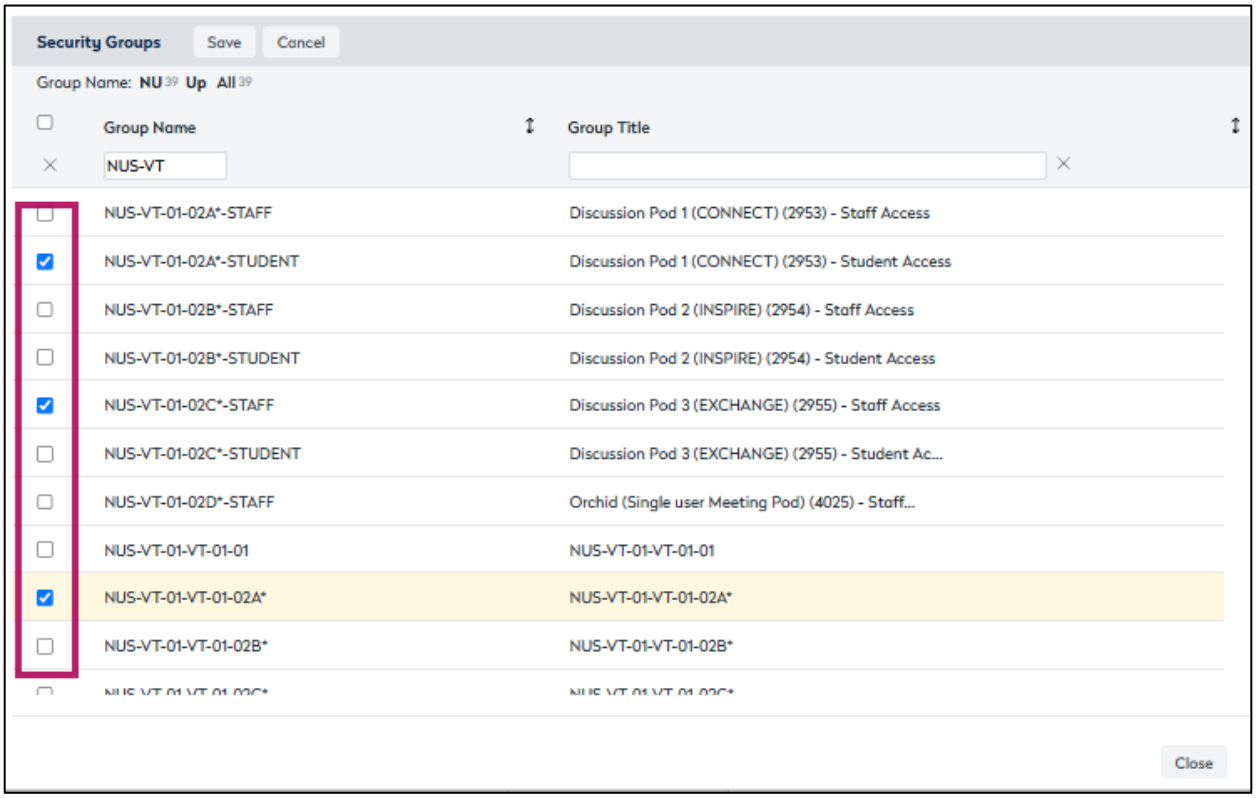
Step 5: When the field is blank it means that all users will be able to see and book the room.

Step 6: To restrict who can see the book and therefore book, then add groups into this field.

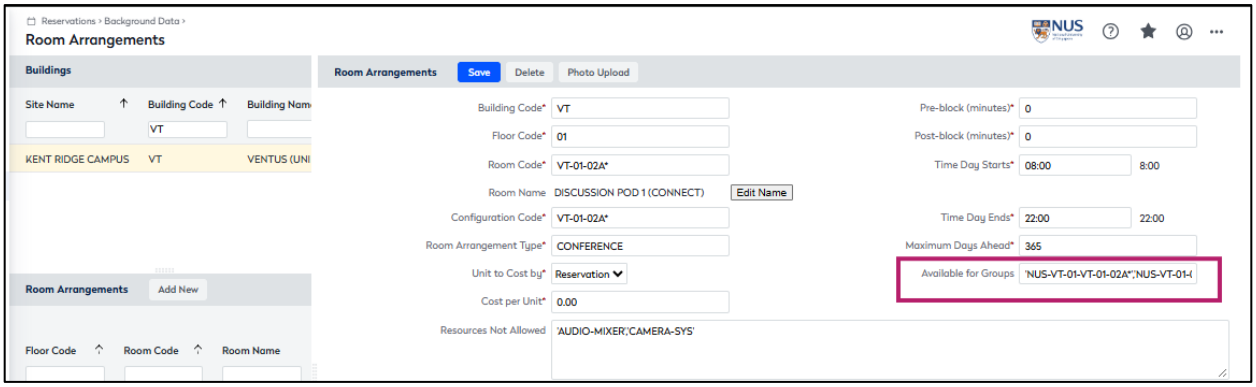
Step 7: Click the "Available for Groups" field and this popup will appear.



Step 8: Select one or more groups from the list. Place a tick in the check box on the right-hand side of each group



Step 9: Click "Save ". The groups will be added to the list in the room arrangements records.



Step 10: Only users who belong to those groups will be able to view and book the room.

4.2.2 Room-Specific Terms & Conditions Override

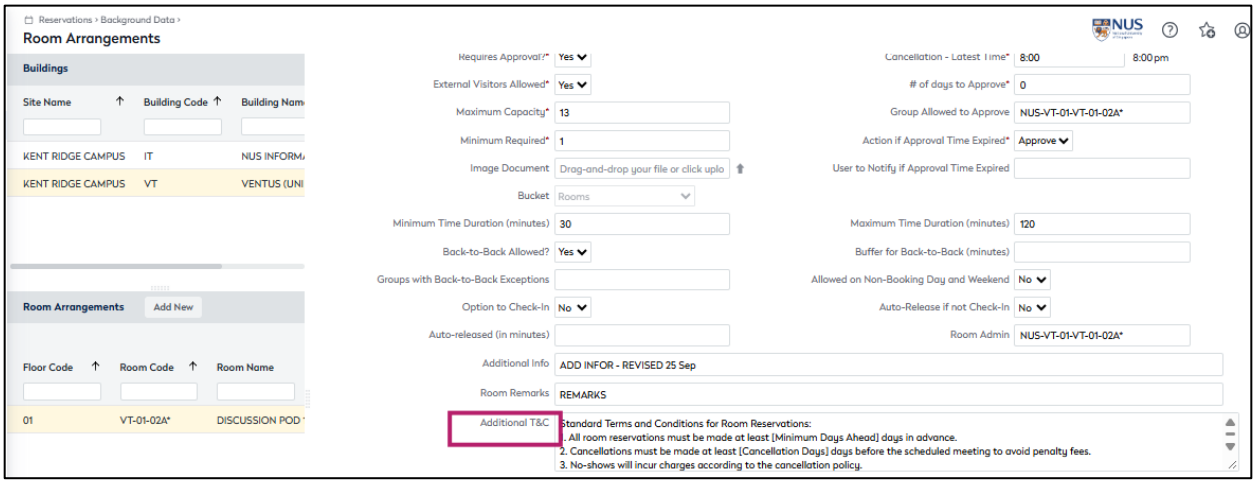
The Room Admin users will be able to update the room specific terms and conditions from the Define Room Arrangements screen.

Step 1: Navigate to Define Room Arrangements

Navigation Path: Reservations > Background Data > Define Room Arrangements

Step 2: Select your building, then select the room.

Step 3: Locate the fields **"Additional Terms and Conditions"** field.



Step 4: Review and update the Room terms and conditions.

Step 5: Save the record.

Step 6: Go into VBS and complete a test booking to verify the change.

5 CONTROLLING WHO CAN BOOK

What Are Booking Rules? Think of booking rules as the "house rules" for your rooms. They control:

- When people can book rooms (how far ahead, what times)
- How long can people use rooms (30 minutes? 4 hours? all day?)
- Whether someone needs permission before booking
- What restrictions exist to keep things fair for everyone

5.1 Understanding User Groups

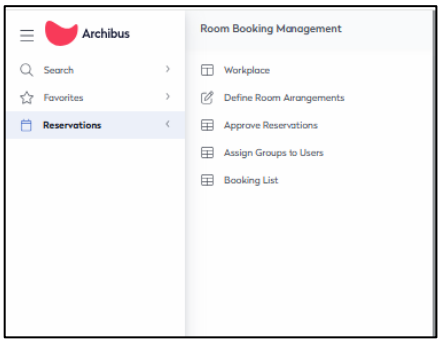
User Groups is the process for controlling what users see when the access VBS and the access to the rooms that they can book or approve.

5.1.1 Access Roles

The system supports a hierarchy of groups. At the top level is the role that users are added into. The three broad type of roles are Super Admin, Building Admin and Room Admin. This is what controls what end users see within the system and whether they have super admin access, limited admin access or the lowest access – user level.

Room Admin

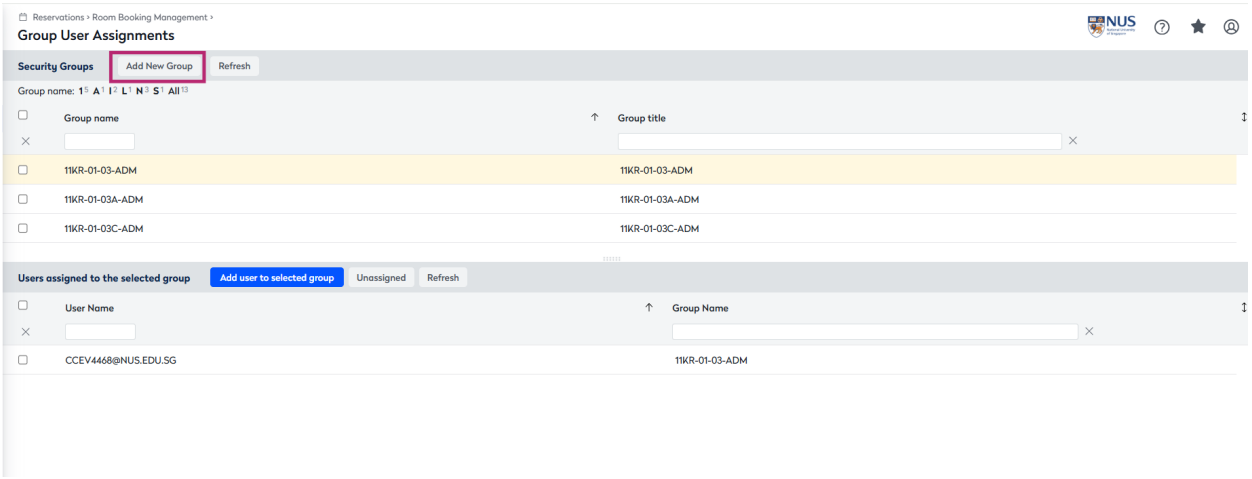
Room Admin will see limited menus item and only see the rooms for which they admin.



5.1.2 Groups

Groups are used to apply booking policies such as advance booking windows, duration limits, booking quotas, and approval requirements.

Groups are created from the Assign Groups to Users menu – see section 5.1.3 for details.



Admin can then restrict facilities to specific groups of users. This is completed through Define Room Arrangements.

Each user is then added into groups – this determines the control that they have over booking of rooms, approving rooms and viewing rooms.

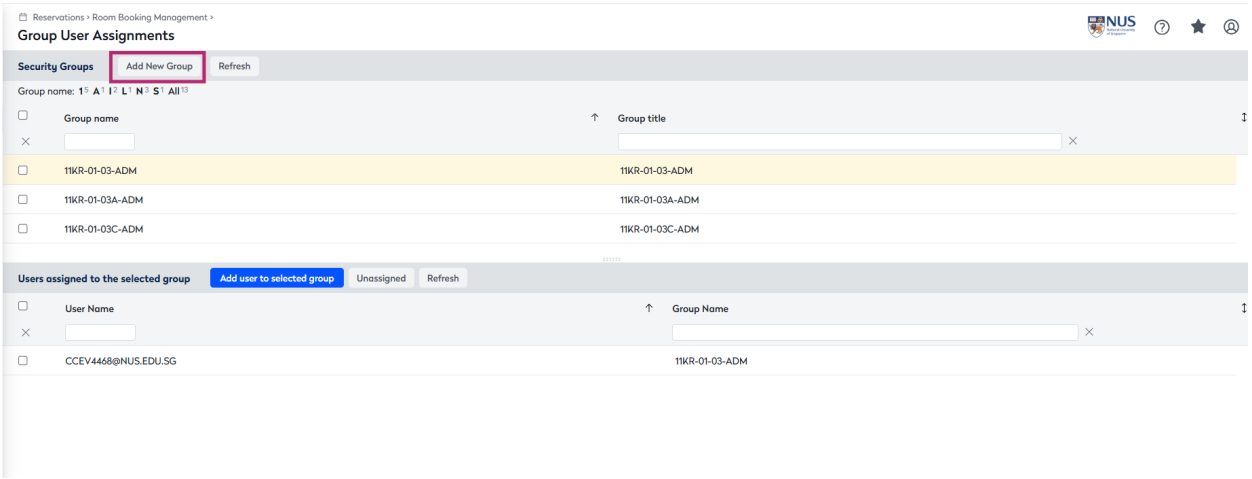
5.1.3 Creating custom groups

Typically, the groups will already be created within the system. If you need to create new groups, this can be completed manually.

Step 1: Navigate to Assign Groups to Users

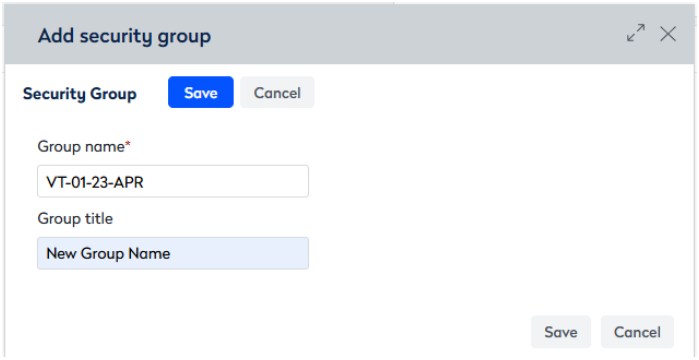
Navigation Path: Reservations > Background Data > Assign Groups to Users

Step 2: Review the Current Screen



Step 3: Click on Add New group.

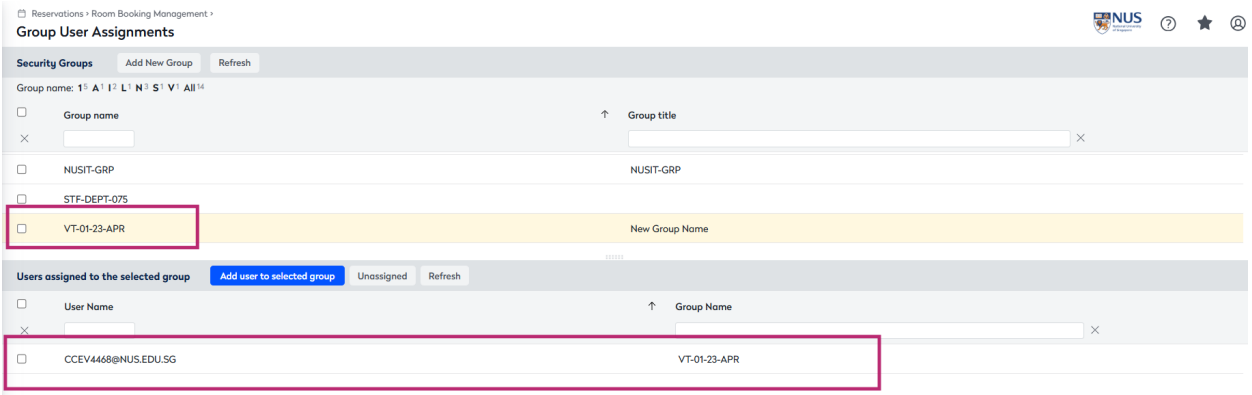
Step 4: Complete the form



Step 5: Click Save to save the new group.

Step 6: Locate the group within the screen.

Step 7: By default, the user who created the new group will be automatically added to the group. Use the Add user to selected group to add additional users.



Step 8: Navigate to Define Room Arrangements

Step 9: Locate the room or rooms that you created the new group for and apply the required restrictions.

5.2 Setting Booking Rules for Your Rooms

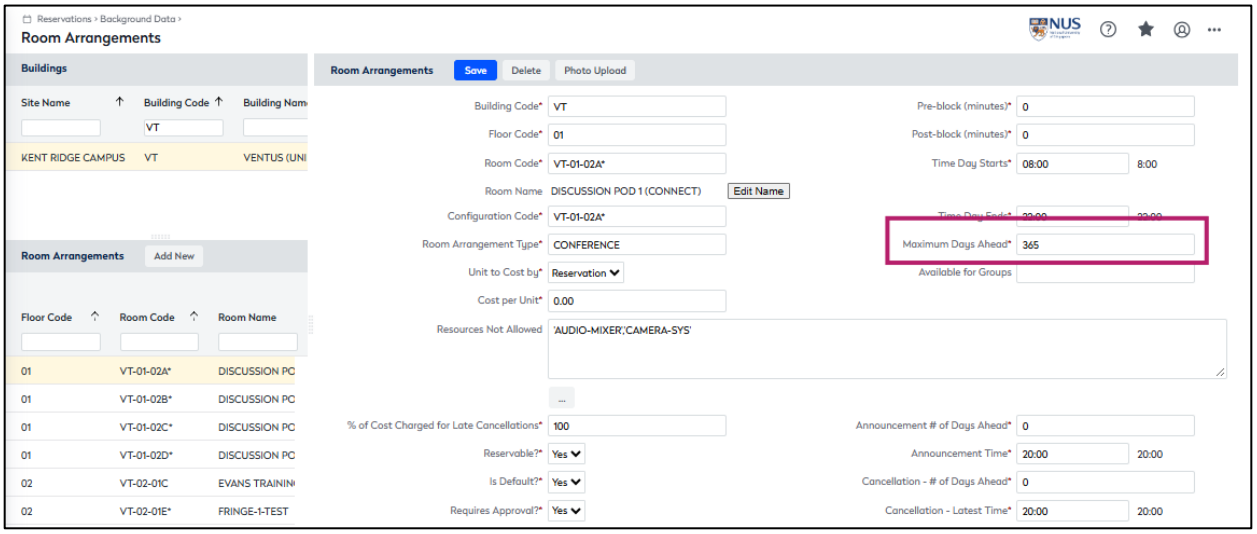
5.2.1 How far in advance people can book

This is controlled in the Define Room Arrangements screen. It is set for each room. You can set a group override for certain groups.

Step 1: Navigate to Define Room Arrangements

Navigation Path: Reservations > Define Room Arrangements

Step 2: Review the Current Screen



Step 3: View the Maximum Days Ahead field.

Step 4: This will list the maximum number of days ahead that a user can book the room. This will apply to all users who can book the room. The recommended default value is 365 days.

Step 5: This is set by the Super Admin team.

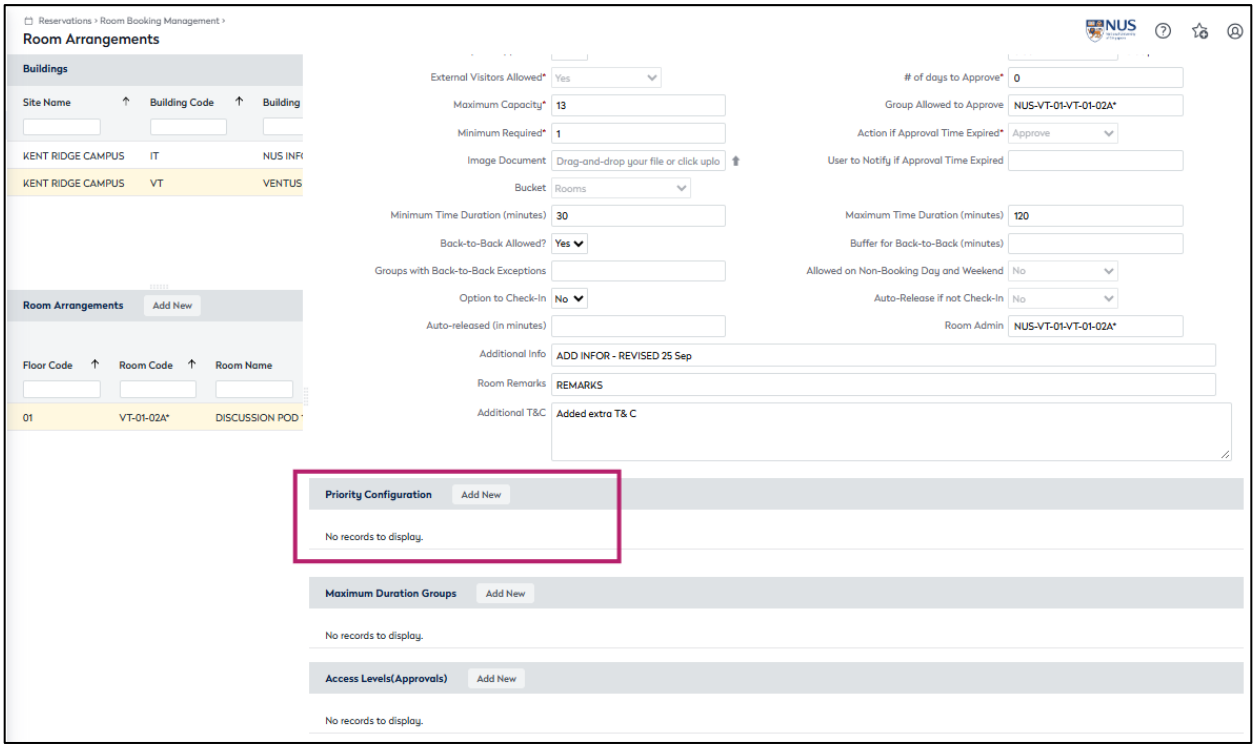
5.2.2 Priority Configuration

For each room you can set Priority Configuration. This allows you to set a different number of days ahead for booking for each of the groups who can book your room. This setting will override any values set in the Room Arrangements table.

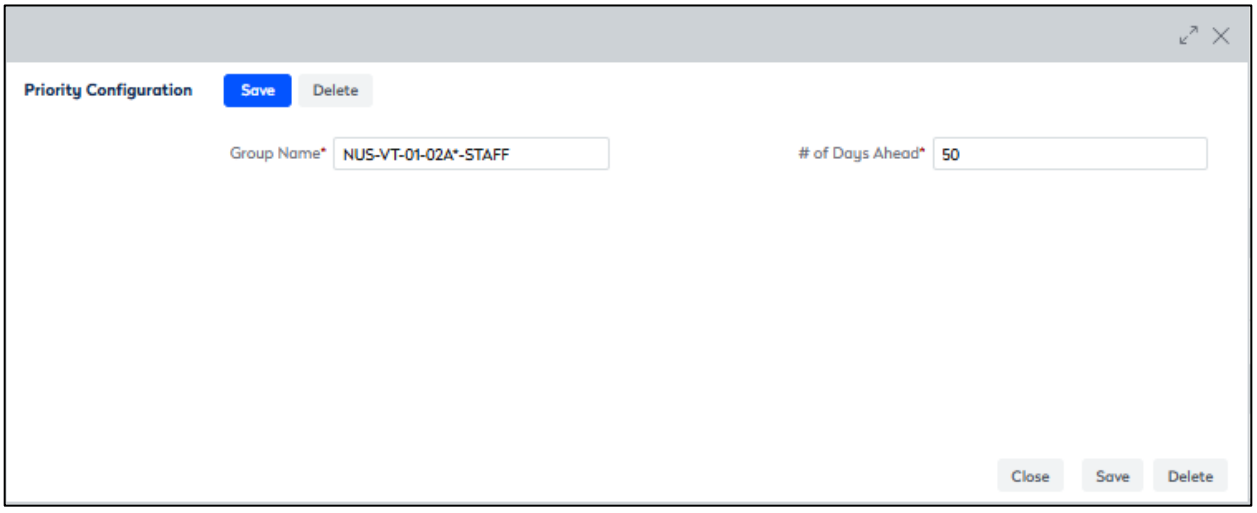
Step 1: Navigate to Define Room Arrangements

Navigation Path: Reservations > Define Room Arrangements

Step 2: Scroll to the bottom of the screen.



Step 3: Click on Add New button.



Step 4: Complete with the user group and Number of days.

Step 5: Save the change.

Step 6: This setting will override what is set in the main Define Room Arrangements.

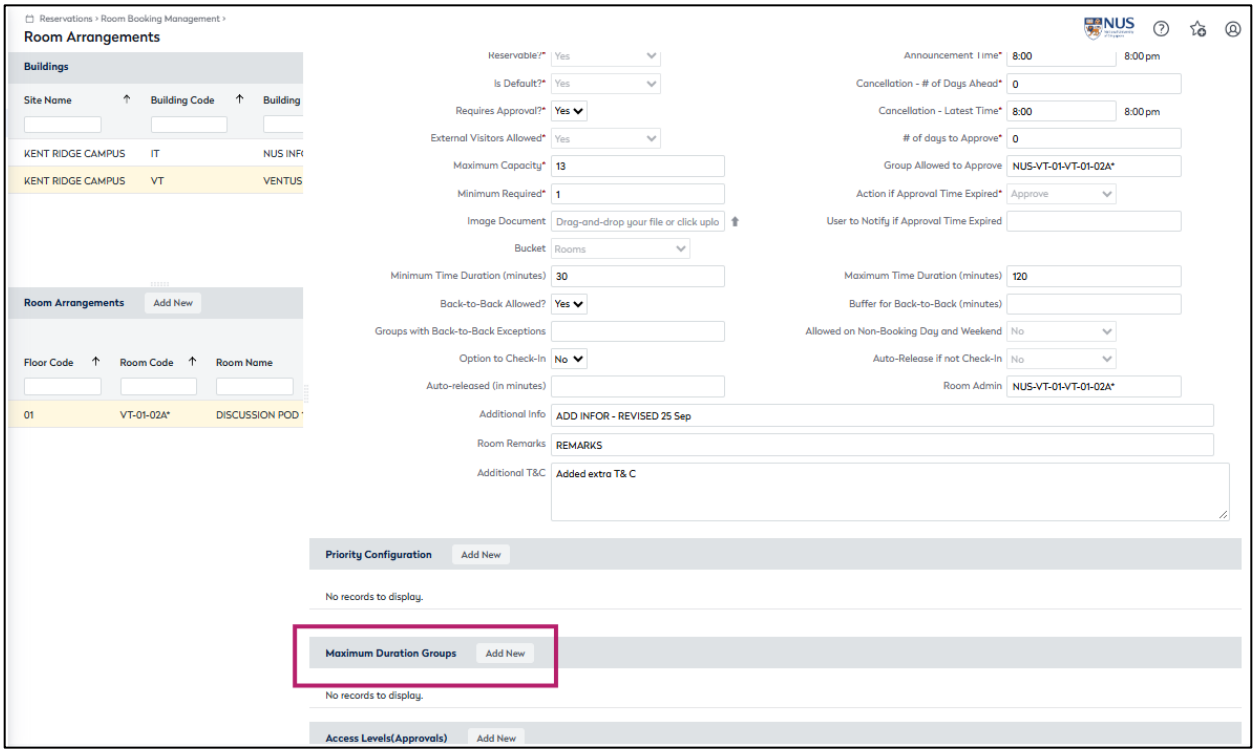
5.2.3 Maximum Duration Group

For each room you can set Maximum Duration Group. This allows you to set a different number of hours a group can book the room for by day, week or month. This setting will override any values set in the Room Arrangements table

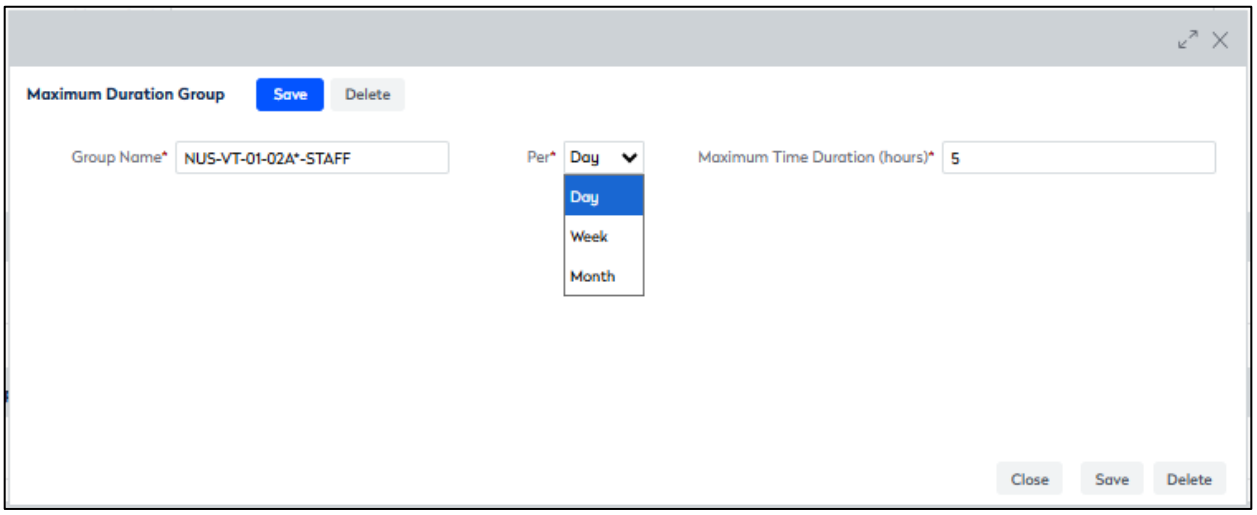
Step 1: Navigate to Define Room Arrangements

Navigation Path: Reservations > Define Room Arrangements

Step 2: Scroll to the bottom of the screen.



Step 3: Click on Add New button.



Step 4: Complete with the Group Name.

Step 5 From the Per drop down list choose Day, Week or Month.

Step 6: For Maximum Time Duration Hours – enter the number of days either pre day, week or month that the group can book the room.

NOTE: This setting will apply to every user in the group. If the setting is 2 hours per day, and Person A from the group has already booked the room for 2 hours, then the room is no longer available for any other user in the group to book in that day.

5.3 Approval Workflows

Approval workflows control whether bookings require admin approval before confirmation. This section explains how to configure different approval levels, assign approvers, and set automatic timeouts.

The approval workflow is set up on a per room basis.

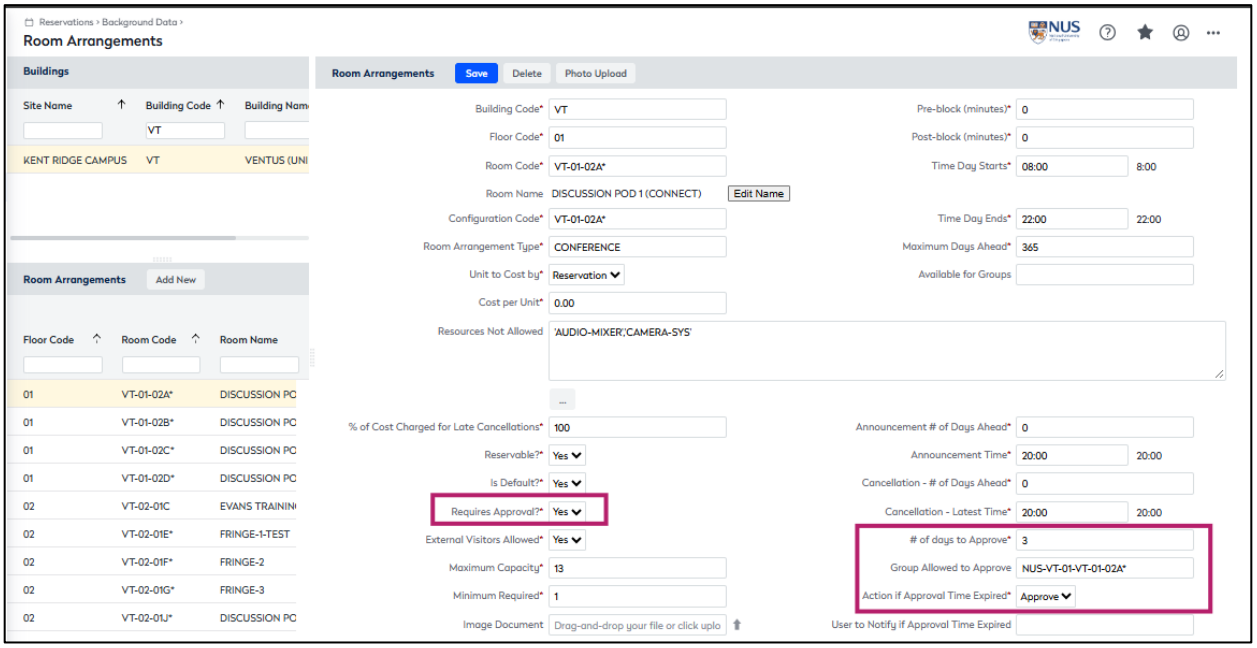
5.3.1 Setting Up Single Approval

Single Approval means that only 1 group is required to approve the room booking.

Step 1: Navigate to Define Room Arrangements

Navigation Path: Reservations > Define Room Arrangements

Step 2: Locate the Requires Approval field.



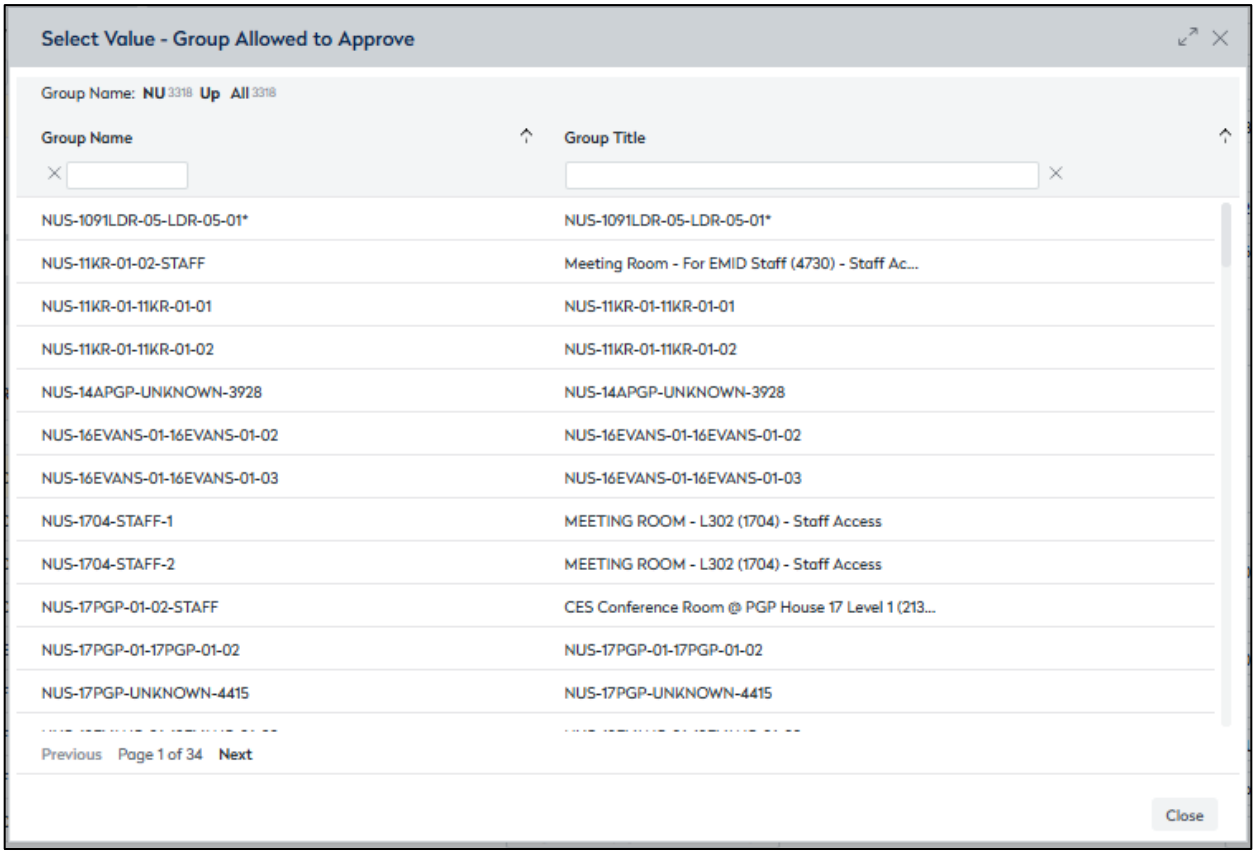
Step 3: Change the setting to Yes.

Step 4: Move to the # of days to Approve field.

Step 5: Add the number of days to approve. The default setting should be 3 days. You can make it longer or shorter as required. It must be greater than 0.

Step 6: Complete the Group Allowed to Approve field.

Step 7: Click on the 3-dots to bring up the list of groups available.



Step 8: Select the group and click on close.

Step 9: They will be added to the field.

Step 10: Review the field – Action if Approval Time Expired.

Step 11: – By default, this is set to approve. If after 3 days the booking has not been approved this will tell the system what action to take. The options are: Approve, Decline or Notify.

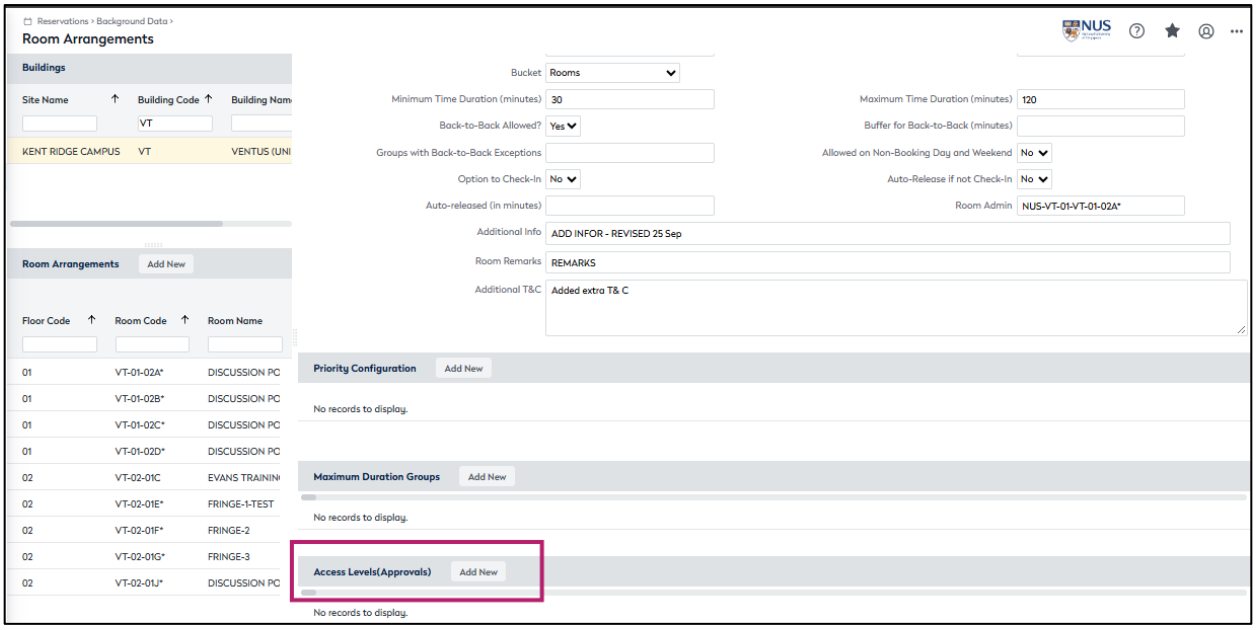
5.3.2 Setting up Auto Approval

When a room requires approval, you can bypass this by setting up auto approval for some groups.

Step 1: Navigate to Define Room Arrangements

Navigation Path: Reservations > Define Room Arrangements

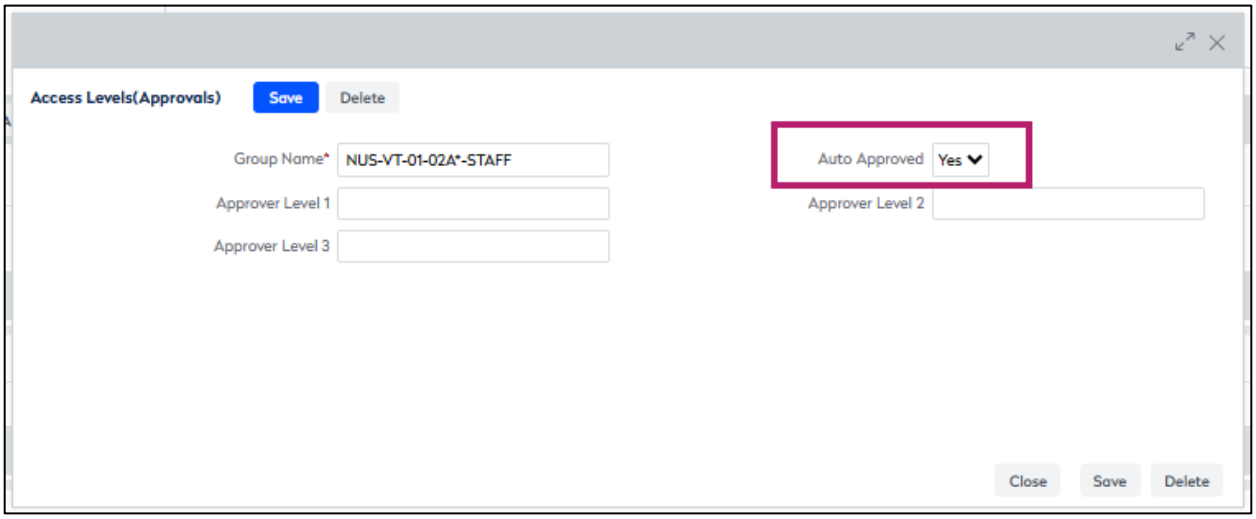
Step 2: Move to the bottom of the screen and select Access Levels (Approvals).



Step 3: Click on Add New

Step 4: Add the group Name.

Step 5: Change the Auto Approve drop down to Yes.



Step 6: Click on Save.

Step 7: This will be saved for the room selected.

NOTE: Any users in the selected group will not be required to have their booking approved.

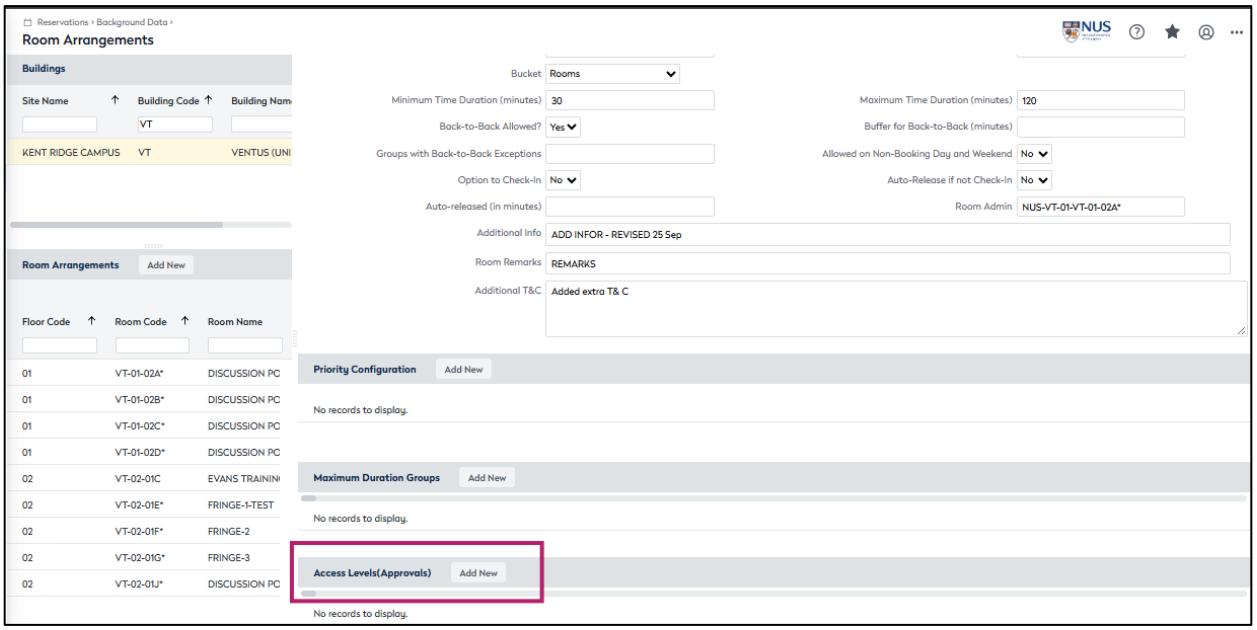
5.3.3 Setting up multi-level approval

For some rooms you may require that multi-level approval is given before the booking can be confirmed.

Step 1: Navigate to Define Room Arrangements

Navigation Path: Reservations > Background Data > Define Room Arrangements

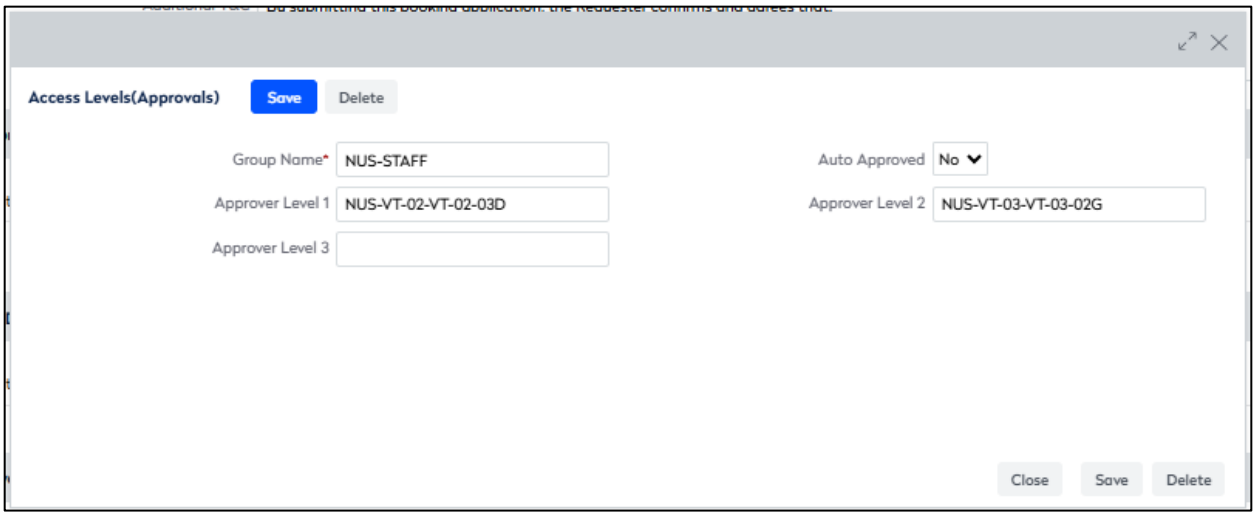
Step 2: Move to the bottom of the screen and select Access Levels (Approvals).



Step 3: Click on Add New

Step 4: Add the Group Name.

Step 5: Add in the Approver Level 1 group.



Step 6: Add in the Approver Level 2 group.

Step 7: Click on Save.

Step 8: The room is now saved with 2 levels of approvers.

NOTE: When the room is booked it will need to be approved by the Level 1 group first. When that has been completed the Level 2 group will be notified that their approval is required.

6 TROUBLESHOOTING 🔍

6.1 Common Problems and Solutions

These are some of the common problems that you may be asked.

6.1.1 Room not appearing in search

When users have trouble finding a room these are some of the things to look at to assist them.

- Is the room already booked for the time they selected?
- Have they entered the correct details in the Search options?
- Have they unchecked the No Approval Required option – By default the system only show rooms that do not require approval.

6.1.2 User can't book an available room

1. Are they allowed to book the room?

- Check the Define Room Arrangements for any settings that would prevent the user booking – Available Groups or Priority configuration set that would exclude them.
- Check the Assign Groups to User to confirm that they are in the groups associated with the room.

6.1.3 Approval not working

1. Review the approval settings in Define Room Arrangements.

- Is Requires Approval option set to Yes.
- Has the Group Allowed to Approve been set?
- Has the # of Days to Approve be set to larger than 0 (Typically should be set to 3 days)
- What is the option selected for the Action if Approval Time Expired? It can be Approve, Reject or Notify.

2. Review the Access Levels (Approvals) in Define Room Arrangements.

- Has the group been given auto-approval for the room?

3. Check that there are people added into the Approval Group

- Do this from Assign Groups to User – confirm the group has users assigned to it.

6.1.4 QR code not working

If the QR Code is not working as expected review these items:

1. QR Code Damage - Check if the printed QR code is physically damaged, faded, or dirty

2. Camera Focus - Ensure your device camera can focus properly on the QR code

3. Lighting - Make sure there's adequate lighting for the camera to read the code

4. Ask Super Admin to recreate the QR Code for the room

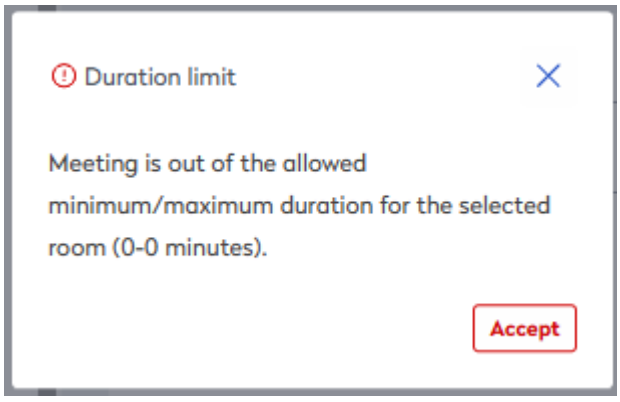
5. Ask Super Admin to check the room is still marked as Reservable in the system.

6.2 Understanding Error Messages

The following are some common messages that end user may receive. This will help you quickly resolve.

6.2.1 Duration Limit Error Messages

The user will receive this message when in the booking screen in VBS.

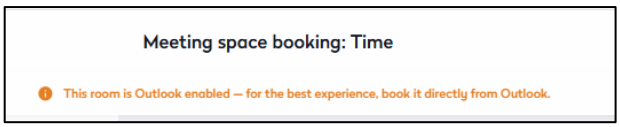


Review the Define Room Arrangements screen. Update the Maximum and Minimum booking duration fields. These need to be blank – or larger than 0.



6.2.2 Outlook Rooms

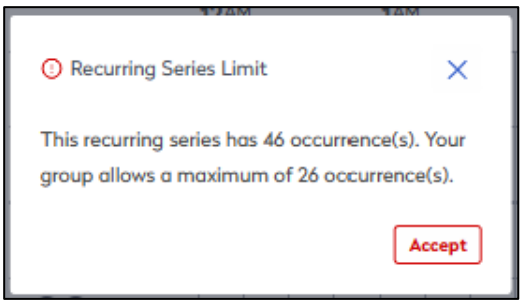
When users book rooms in VBS that are set up for booking in Outlook they will see this message.



It is not an error – they can continue to book in VBS, but a better experience is gained through Outlook.

6.2.3 Recurring Series Limit

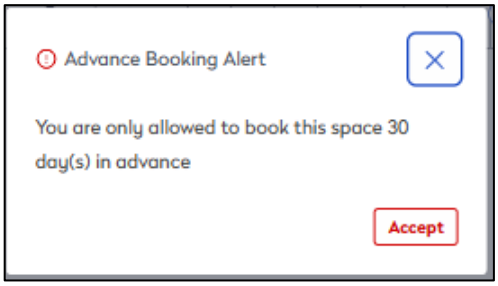
Group limits maybe place on individual rooms or across all rooms. When a user exceeds the limit for the group or room, they will receive a message like this.



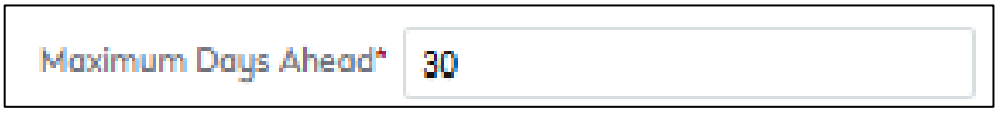
The user will need to reduce the number of occurrences for the booking to proceed.

6.2.4 Advance Booking Alert

Booking ahead limits may have been added to certain rooms. When a user tries to book further ahead than the limit they will see this message.



Review the Define Room Arrangements screen. Update the Maximum Days Ahead setting.



7 HELP AND SUPPORT 💡

7.1 Getting Help

Refer to NUS for help details.