

VENUE BOOKING SYSTEM TRAINING GUIDE

Building Administration Guide

1 Cover & Welcome 4
1.1 Who This Guide is For 4
1.2 How to Use This Guide 4
2 GETTING STARTED 🚀 5
2.1 Logging In as an Administrator 5
2.1.1 What you can see and do based on your role 8
2.2 Understanding Your Role and Responsibilities 9
2.2.1 What is a Building Admin? 9
2.2.2 What facilities can you manage? 9
2.2.3 Who to contact for help 9
2.3 Quick Tour: Essential Admin Functions 10
2.3.1 Where to find the rooms you manage 10
2.3.2 Where to see bookings 11
2.3.3 Where to approve requests 13
2.3.4 Where to close/block rooms 14
3 DAILY TASKS 📋 15
3.1 Managing Booking Requests 15
3.1.1 Viewing pending approvals in VBS 15
3.1.2 How to approve a booking 17
3.1.3 How to reject a booking 19
3.1.4 What happens after you approve/reject 20
3.2 Viewing and Managing Bookings 21
3.2.1 See all bookings for your facilities 21
3.2.2 View booking details 21
3.2.3 Contact the person who booked 23
3.2.4 Handle booking conflicts when making bulk bookings 24
3.3 Handling Room Closures 28
3.3.1 Close a room temporarily 28
3.3.2 What happens to existing bookings 28
3.3.3 Reopen a room after closure 29
3.4 Managing Daily Operations 30
3.4.1 Check room utilization 30
3.4.2 Monitor no-shows 30
4 SETTING UP YOUR FACILITIES 🏢 31

4.1.1 Set the room configurations 31
4.2 Configuring Room Details 34
4.2.1 Set basic room details 34
4.2.2 Set room reservable 36
4.2.3 Set bucket for VBS 37
4.2.4 Set room capacity 37
4.2.5 Add photos of the room 38
4.2.6 Add amenities (projector, whiteboard, etc.) 40
4.2.7 Change operating hours 42
4.2.8 Duration Limits 43
4.2.9 Preventing back-to-back bookings 44
4.2.10 Add contact information 45
4.3 Room Access and Visibility 47
4.3.1 Who can see and book this room? 47
4.3.2 Setting up check-in requirements 49
4.3.3 Adding Terms and Conditions 50
4.3.4 Room-Specific Terms & Conditions Override 52
4.4 Outlook rooms 53
4.4.1 Mark Room for Outlook Booking 53
4.4.2 Add Room Mailbox details 53
4.4.3 Creating QR codes for Check in 55
5 CONTROLLING WHO CAN BOOK 👥 57
5.1 Understanding User Groups 57
5.1.1 Access Roles 57
5.1.2 Groups 59
5.1.3 Creating custom groups 59
5.2 Setting Booking Rules for Your Rooms 62
5.2.1 How far in advance people can book 62
5.2.2 Priority Configuration 62
5.2.3 Maximum Duration Group 63
5.2.4 Maximum Booking Duration 65
5.3 Approval Workflows 66
5.3.1 Setting Up Single Approval 66
5.3.2 Setting up Auto Approval 67
5.3.3 Setting up multi-level approval 69

6 BULK OPERATIONS (Save Time) ⚡ 71
6.1 Adding Multiple Bookings at Once 71
6.1.1 Download the template 71
6.1.2 Fill in the template correctly 71
6.1.3 Upload and fix errors 72
6.1.4 Verify bookings were created 75
6.2 Managing Multi Room Bookings 75
6.2.1 Reserve multiple rooms for same time 75
6.2.2 Recurring multiple rooms booking 79
7 ADVANCED FEATURES 🔧 83
7.1 Managing Administrator Roles 83
7.2 User Account Management 83
7.2.1 View user booking history 83
7.2.2 User Access Issues 84
7.2.3 Transfer bookings to another location 85
7.2.4 Transfer Inactive User Bookings 87
8 TROUBLESHOOTING 🔍 88
8.1 Common Problems and Solutions 88
8.1.1 Room not appearing in search 88
8.1.2 User cannot book an available room 88
8.1.3 Approval not working 88
8.1.4 QR code not working 89
8.1.5 Photos not uploading 89
8.1.6 Bulk upload failed 89
8.2 Understanding Error Messages 89
8.2.1 Duration Limit Error Messages 89
8.2.2 Outlook Rooms 90
8.2.3 Recurring Series Limit 90
8.2.4 Advance Booking Alert 91
9 HELP AND SUPPORT 💡 91
9.1 Getting Help 91

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 Building Admins who are responsible for configuring, managing, and maintaining the VBS platform. As an Admin, you have the access and responsibility for ensuring the system runs smoothly for your buildings across the university.

1.2 How to Use This Guide

This guide is organized into 7 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
- ⚡ Bulk Operations - Time-saving techniques
- 🔧 Advanced Features - Complex configurations
- 🔍 Troubleshooting - Problem resolution
- 💡 Tips - Best practices and helpful hints

2 GETTING STARTED 🚀

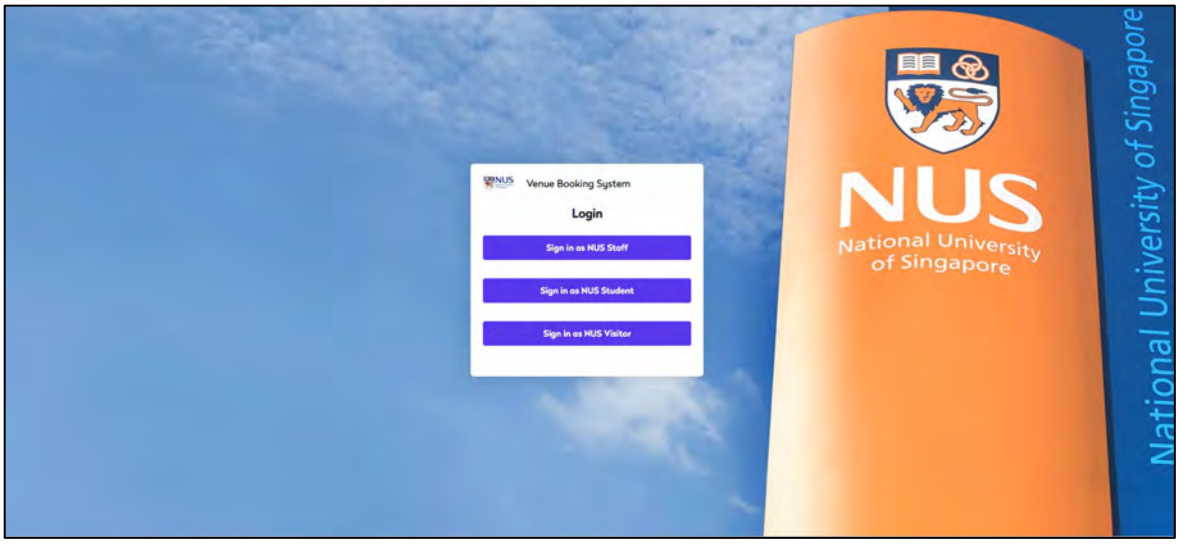
2.1 Logging In as an Administrator

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:

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



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

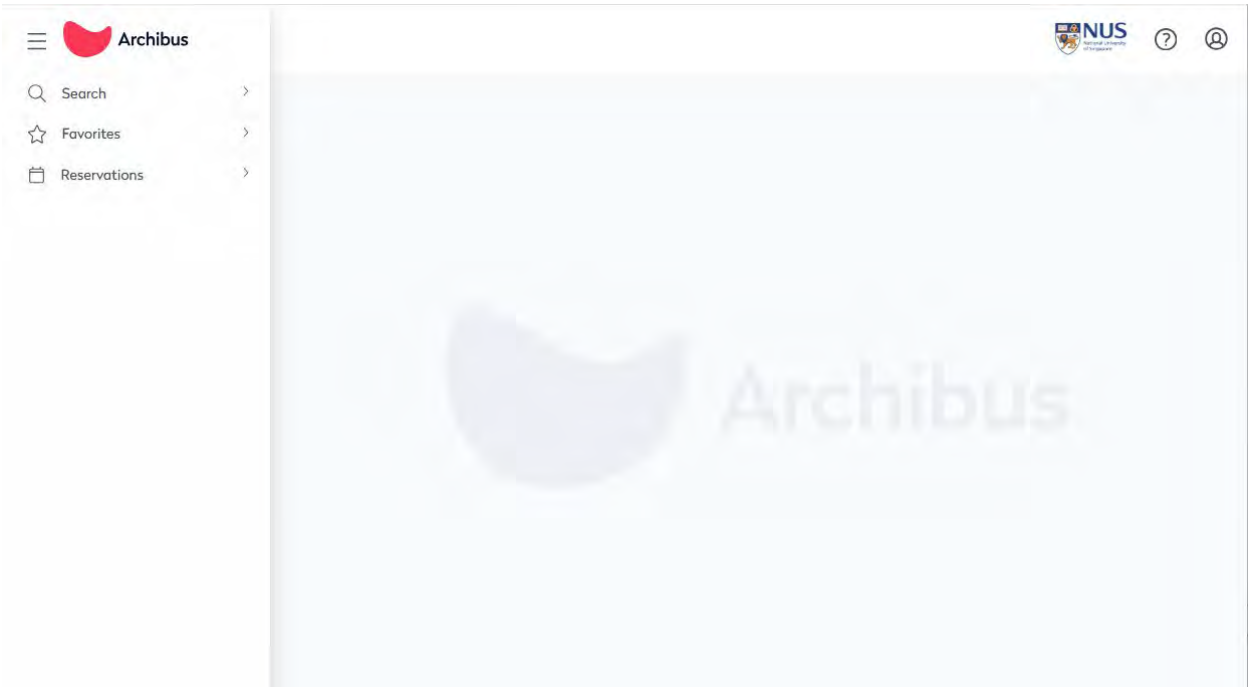
Step 4: Enter your NUS credentials

Username: Your NUS username

Password: Your NUS password

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

Step 6: Access your dashboard



Understanding your Administrator Dashboard

After logging in as a Building 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

2.1.1 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 Building Admin?

A Building Admin manages one or more specific buildings and all rooms within those buildings. Their access is scoped to their assigned buildings only.

Key Responsibilities:

- View and manage bookings for rooms in their assigned building(s)
- Approve or reject booking requests for rooms requiring approval in their building(s)
- Configure room arrangements (capacity, equipment, hours) in their building(s)
- Add or remove users from security groups tied to their building(s)
- Close rooms temporarily (maintenance, events)
- Run reports filtered to their building(s)
- Manage room-level administrators for their building(s)
- **Cannot** access or modify rooms in buildings they don't manage
- **Cannot** delete security groups (created by Super Admin)
- **Cannot** change system-wide settings

2.2.2 What facilities can you manage?

A Building Admin has restricted access to VBS functions, buildings, and room configuration settings.

2.2.3 Who to contact for help

For VBS-related enquiries, please email vbsenquiry@nus.edu.sg.
For login issues, please email itcare@nus.edu.sg for assistance.

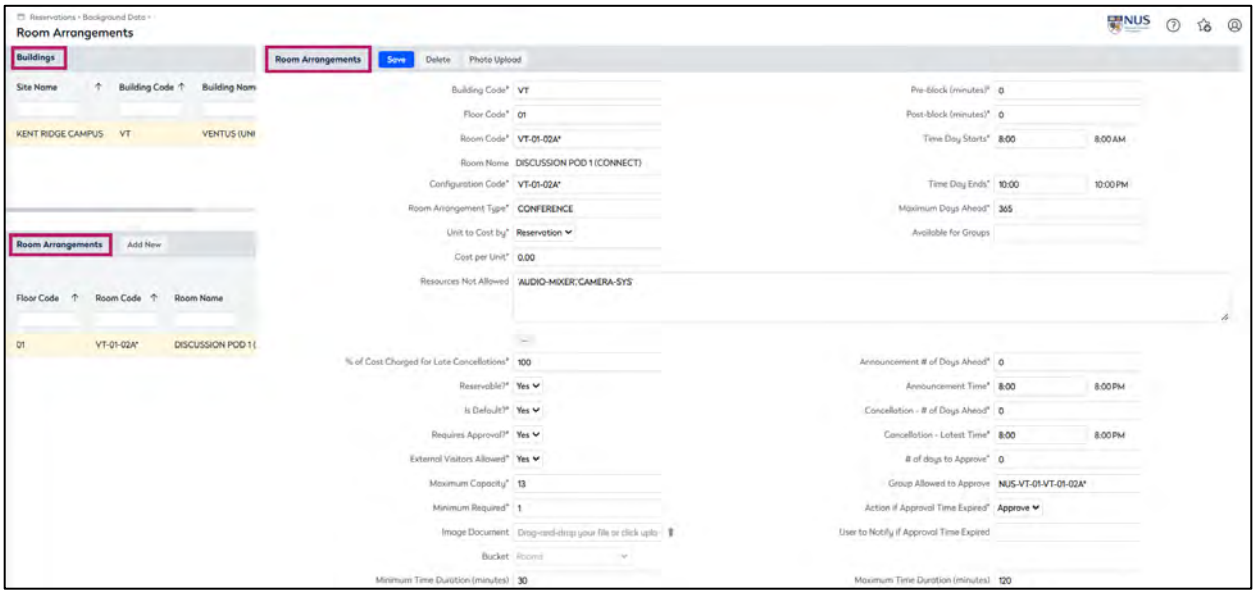
2.3 Quick Tour: Essential Admin Functions

This section shows you where to go 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 > Background Data > Define Room Arrangements

What you'll see:

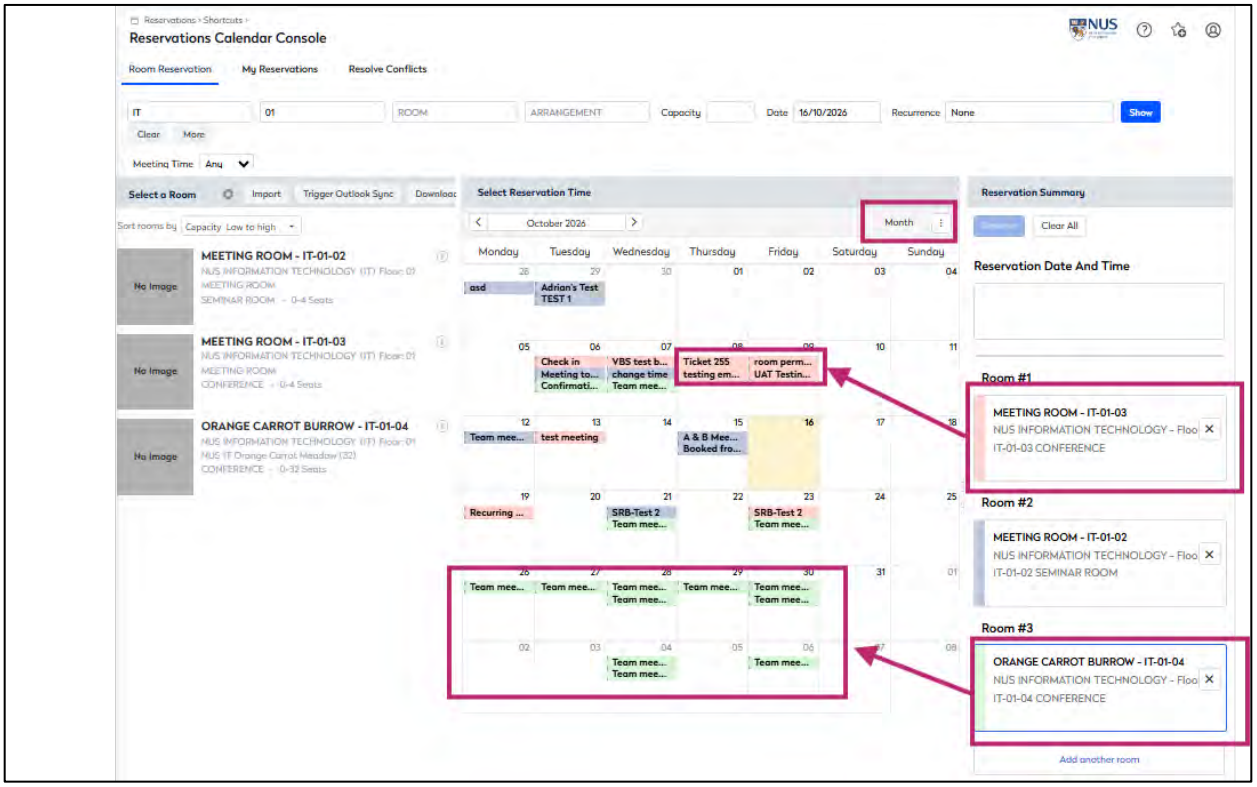


- **Buildings panel** (left top): Lists of buildings you have access to (only your assigned buildings if you're a Building/Room Admin)
- **Room Arrangements panel** (left bottom): Shows all rooms/arrangements in the selected building
- **Room Arrangements form** (right): Detailed configuration for the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

2.3.2 Where to see bookings

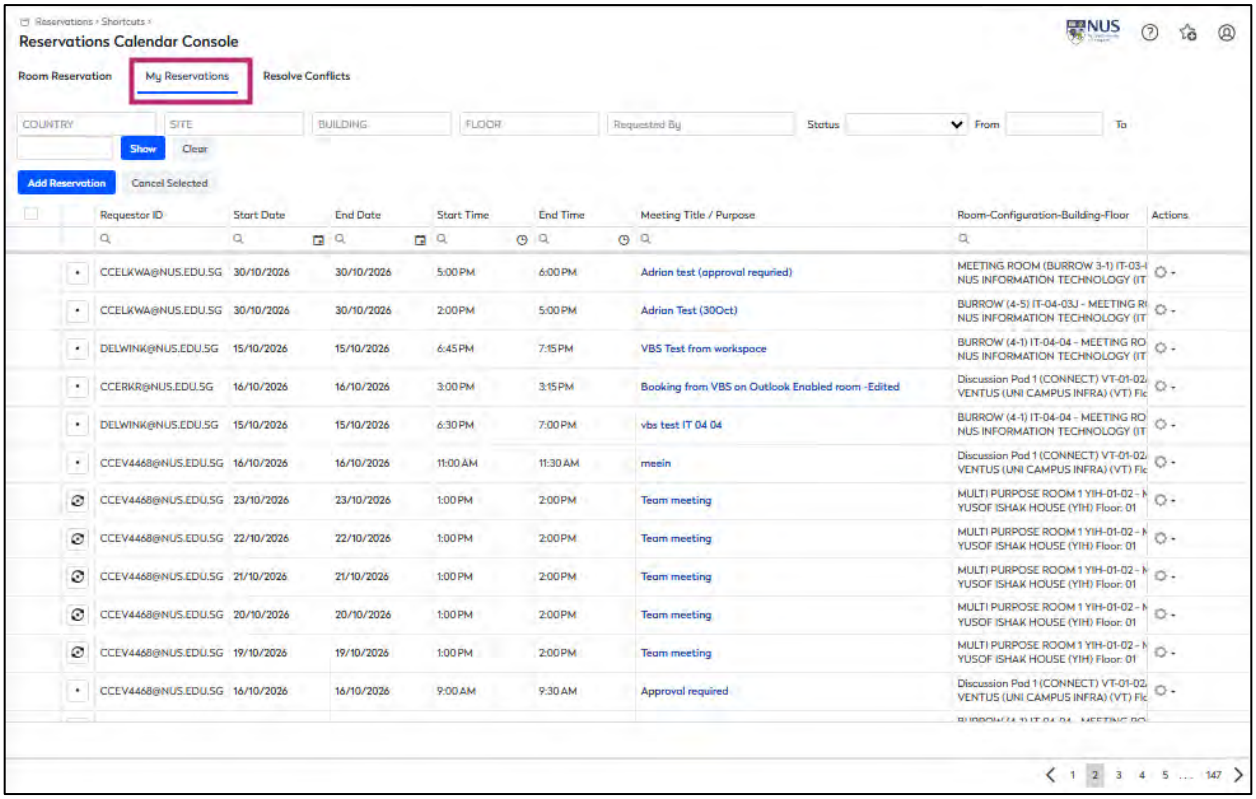
Navigation Path: Reservations > Reserve Rooms and/or Resources > Reservations Calendar Console

What you'll see:



- A calendar view (Day/Week/Month) showing bookings across rooms
- Timeline with color-coded booking blocks, matching the room selected on right hand side
- Filters to narrow by building, floor, room, date range

Best for: Visual overview of room utilization and viewing booking density



- My Reservations tab will allow you to see all bookings for all users across the system.

Best for: Viewing all bookings across the system.

2.3.3 Where to approve requests

Navigation Path: Reservations > Approve Reservations > Approve Reservations

What you'll see:

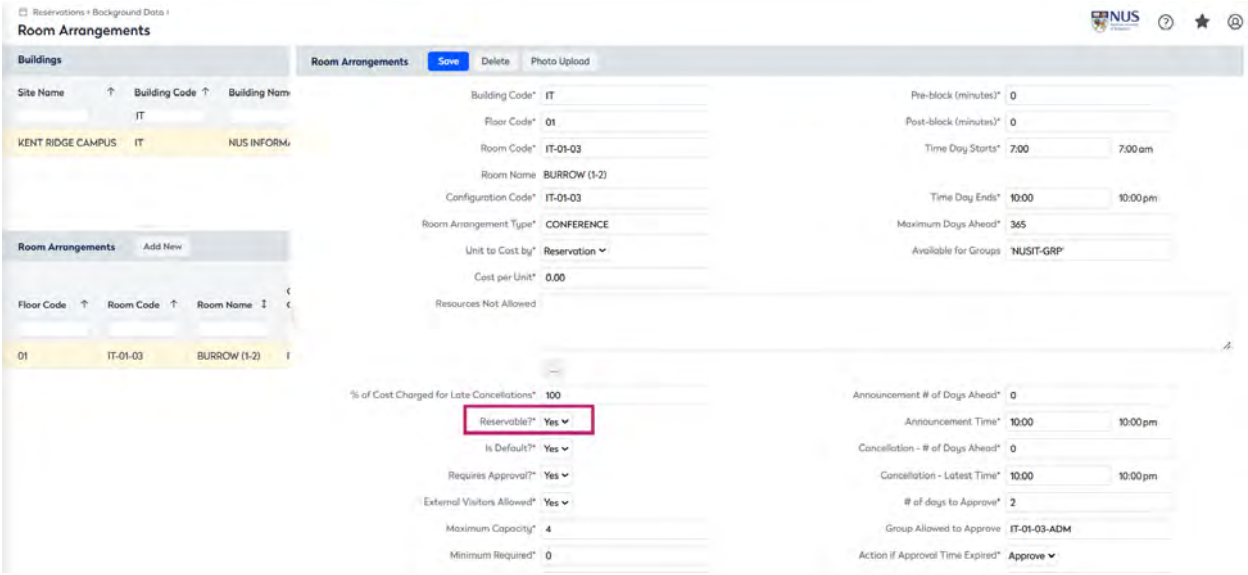


- **Reservations to Approve Filter panel** (top): Filter by Building Code, Date Range, Status, Booking ID
- **Rooms Reservations grid** (center): Lists all pending approval requests in your scope
- **Approve and Reject buttons** (above grid): Act on selected requests
- **Workflow link** (on each row):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

2.3.4 Where to close/block rooms

Navigation Path: Reservations > Background Data > Define Room Arrangements

Steps:



List of Reservable rooms (left hand side): Filter by Building Code, Floor Code

Reservable: (middle): Allows you to change rooms from reservable to not reservable

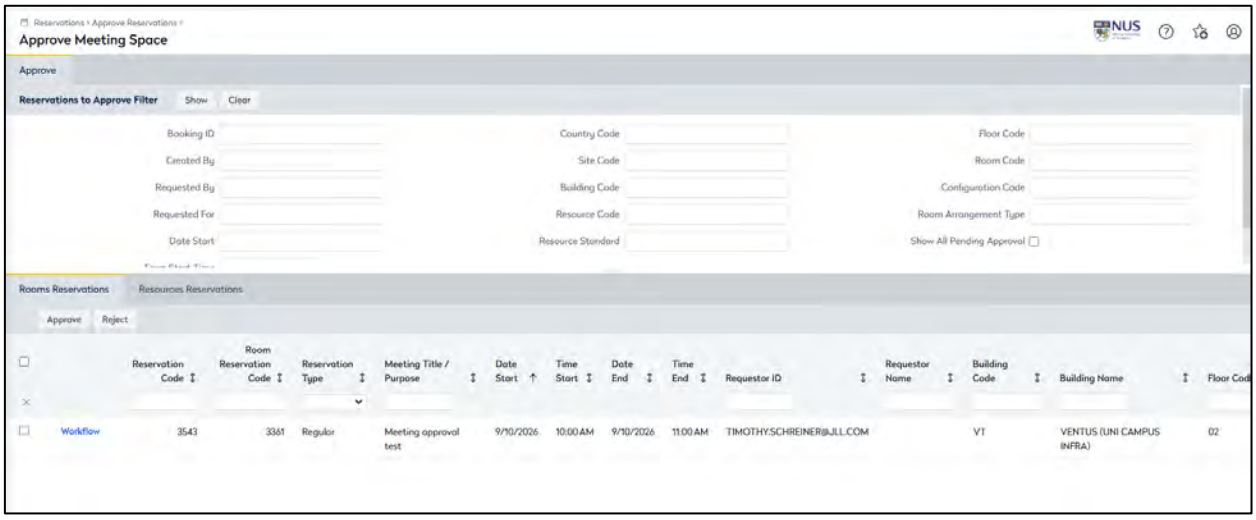
3 DAILY TASKS 📋

3.1 Managing Booking Requests

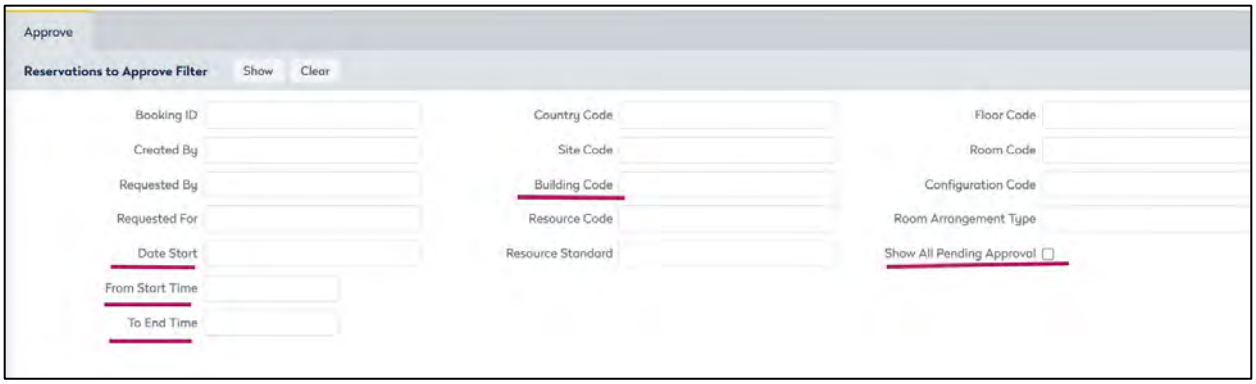
3.1.1 Viewing pending approvals in VBS

Step 1: Navigate to Approve Reservation

Navigation Path: Reservations > Approve Reservations > Approve Reservations



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

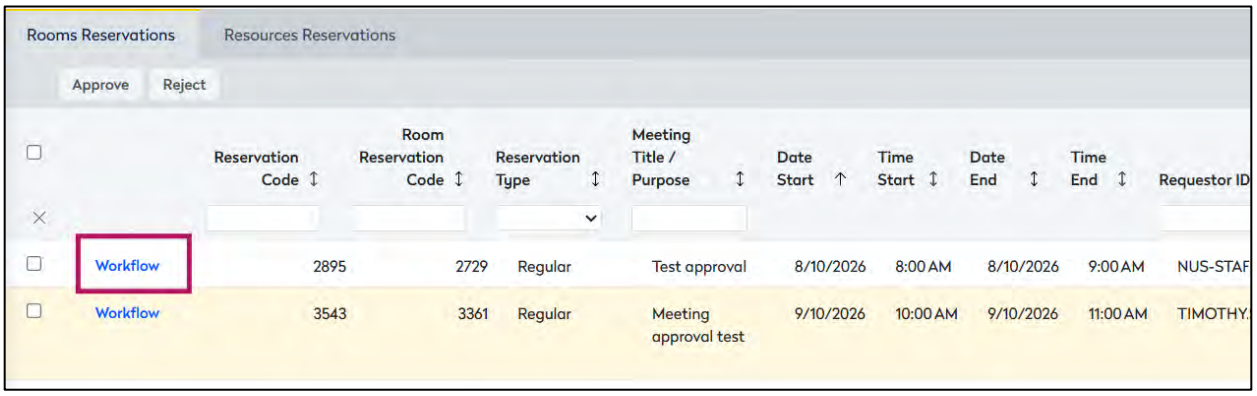


- Enter a specific **Building Code** to show bookings only for that building.
- Set **Date Start** to review bookings for a set date
- **From Start Time** and **From End Time**: Set these to reduce the bookings list to a smaller time frame during the day.
- **Booking ID**: Leave blank (unless searching 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.

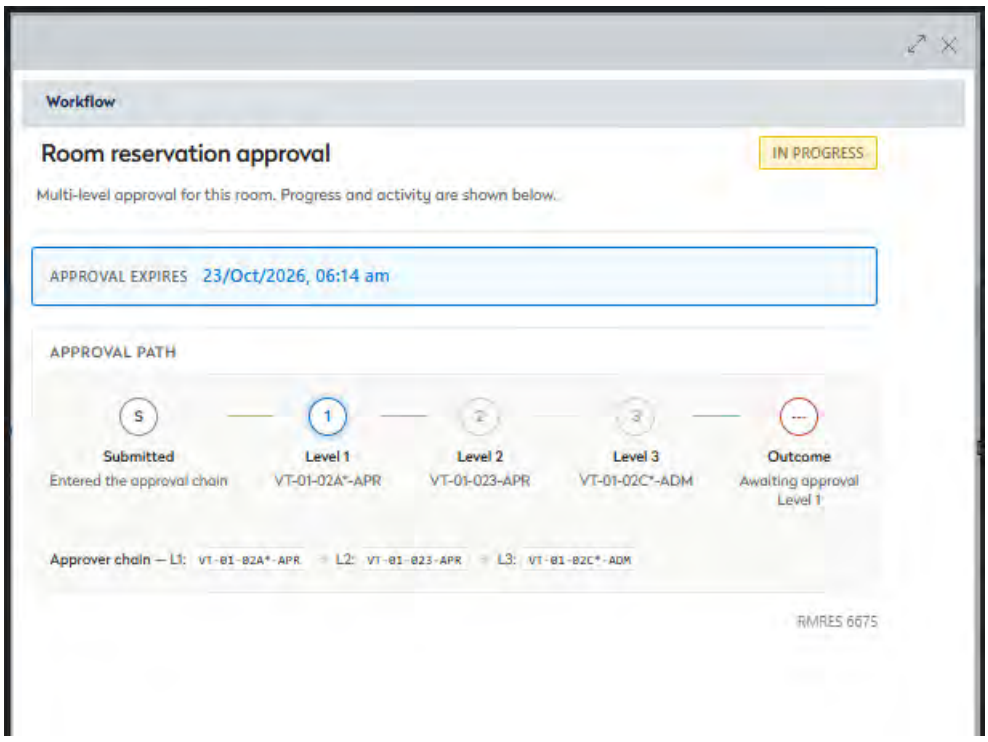
Step 4: Review each booking in the list.

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

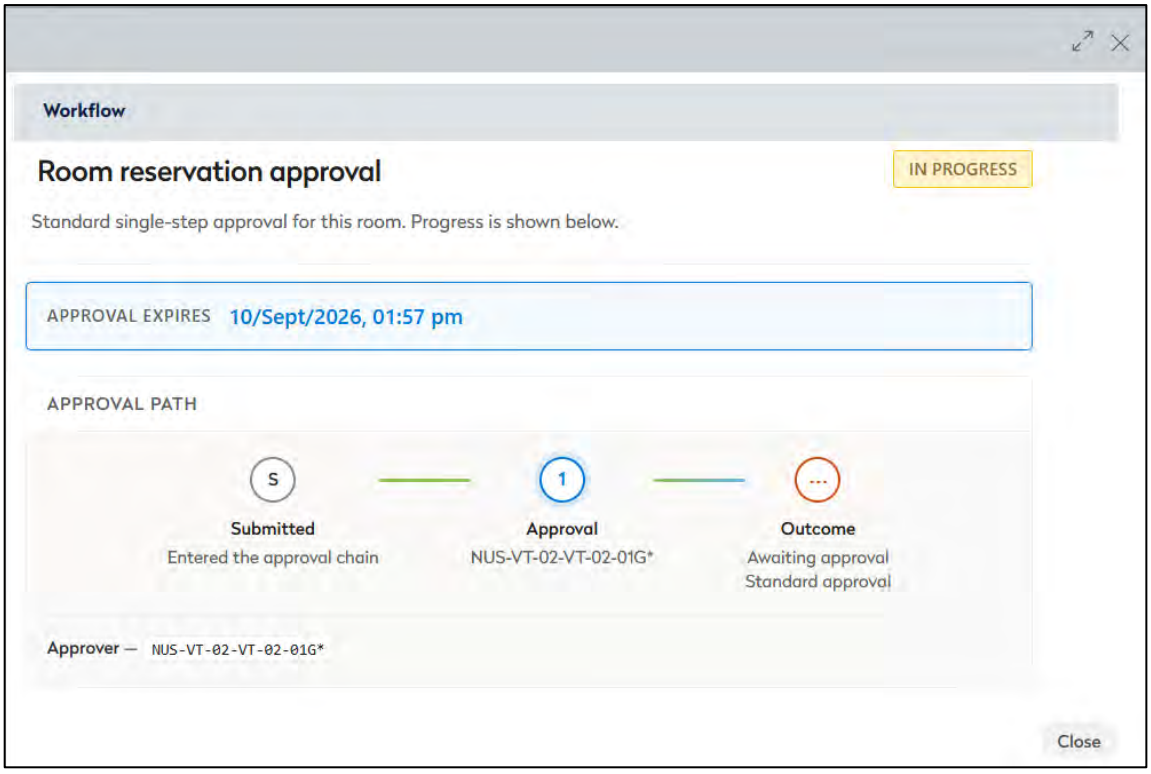


Step 6: Review the required workflow.

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.

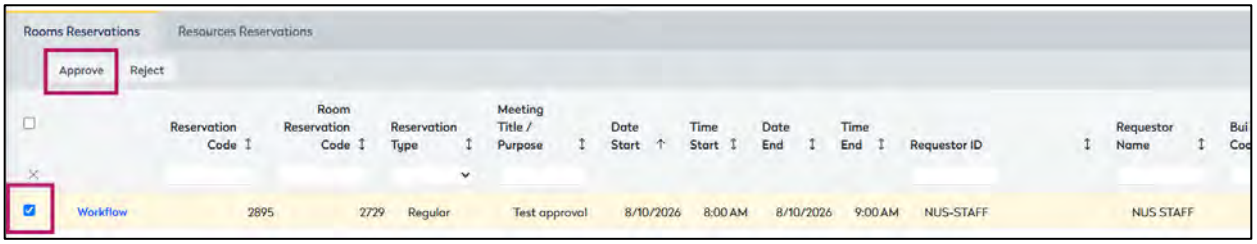
It will look like this.



Step 1: Click on the link in the email. This will take you to VBA 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.

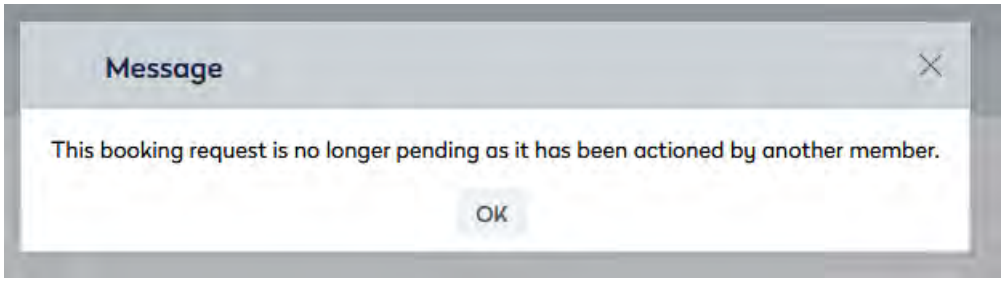
- Good examples: "Approved - capacity verified", "Approved for departmental meeting", "Approved L1 - room available"
- Avoid vague comments like "ok" or "approved" with no context

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.

NOTE: If the booking has already been approved by another person in the approval group you will see this message when you click on the email link.



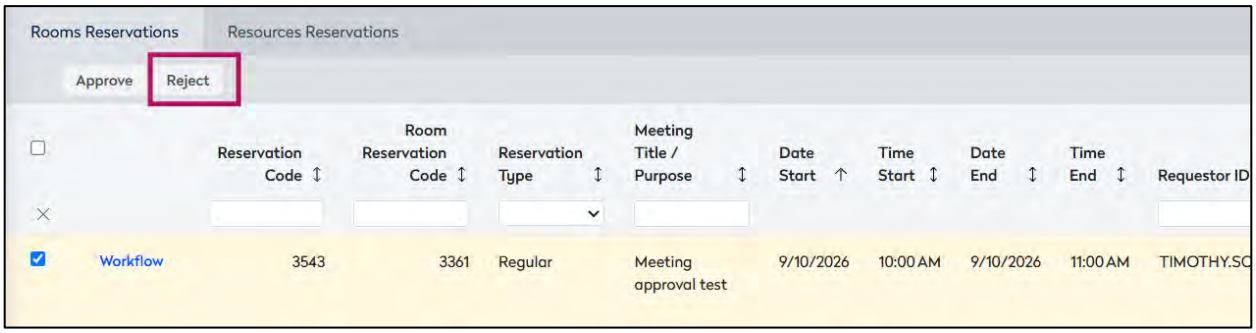
3.1.3 How to reject a booking

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

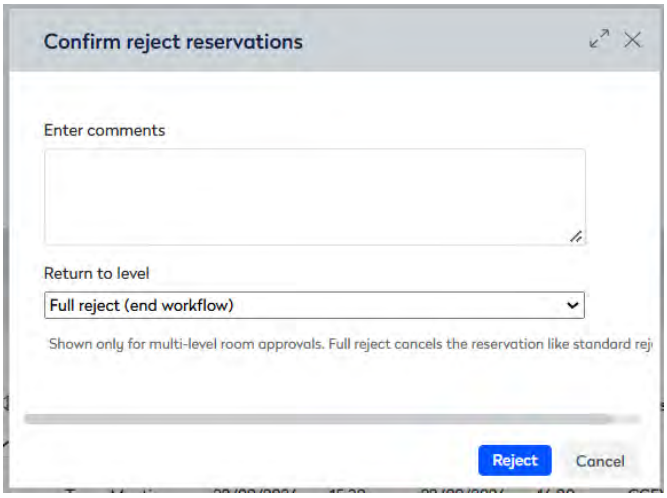
Step 1: Locate the booking. Ensure you have selected the correct booking.

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 closes 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.

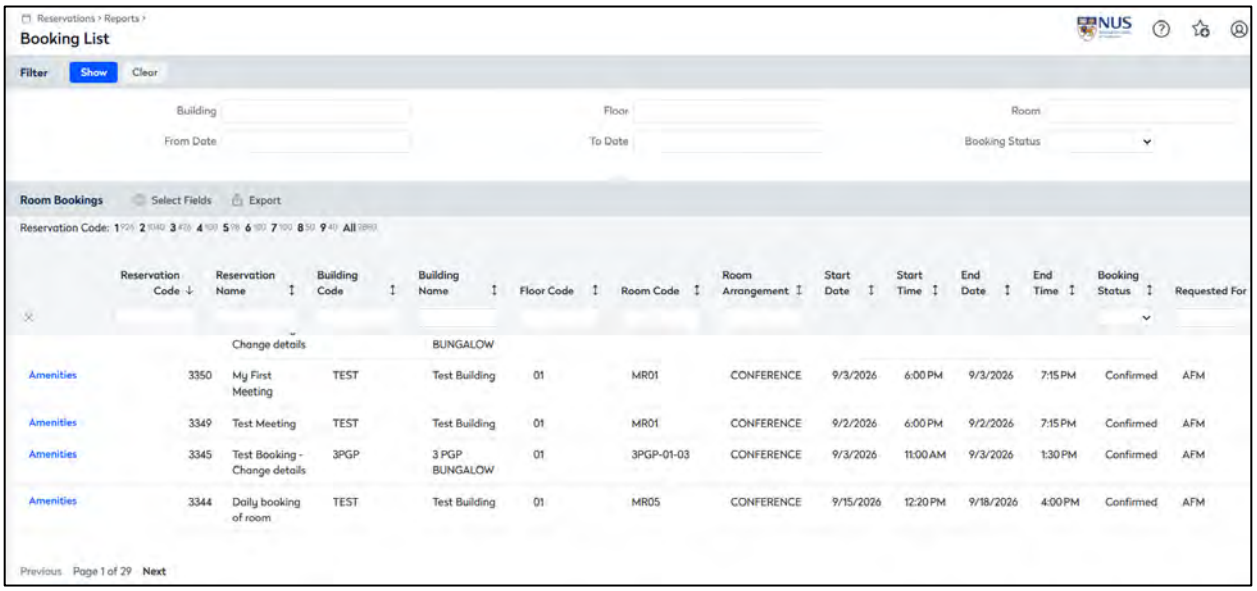
3.2 Viewing and Managing Bookings

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

Navigation Path: Reservations > Reports > Booking List

o 

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.

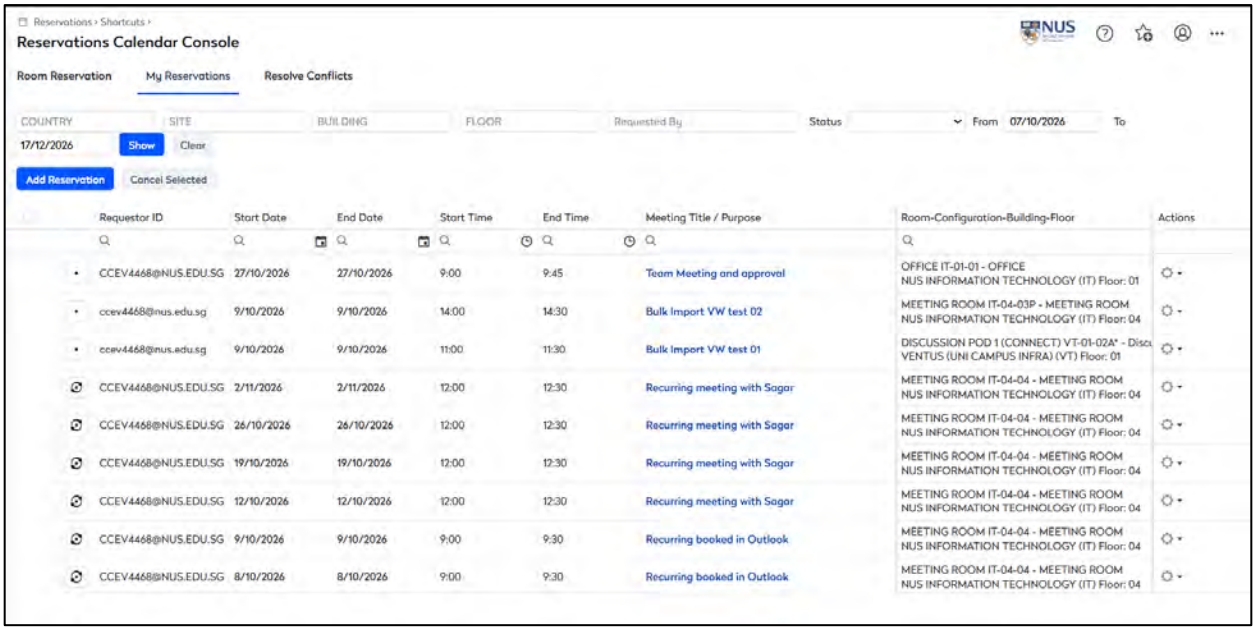
3.2.2 View booking details

As an admin you can view the details for all the bookings.

Step 1: Navigate to Reservation Calendar Console

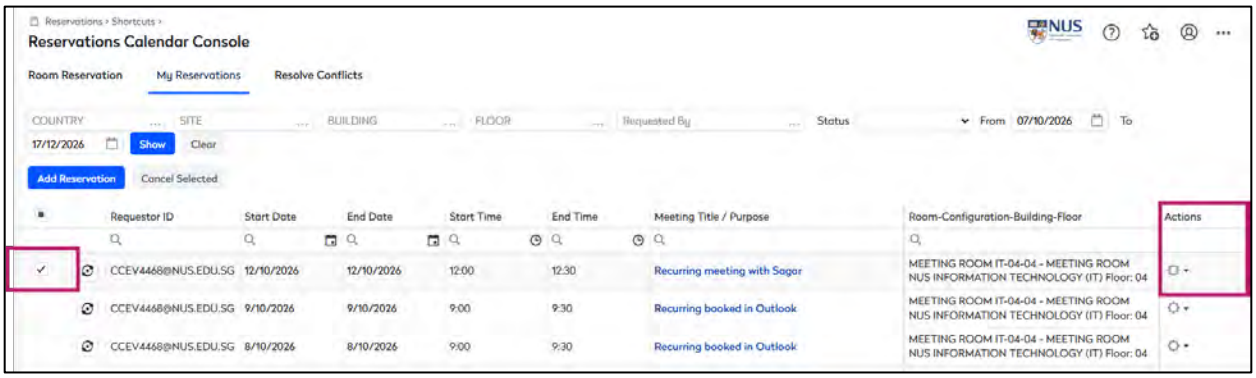
Navigation Path: Reservations > Reserve Rooms and/or Resources > Reservation Calendar Console

Step 2: Click on the tab – My Reservations



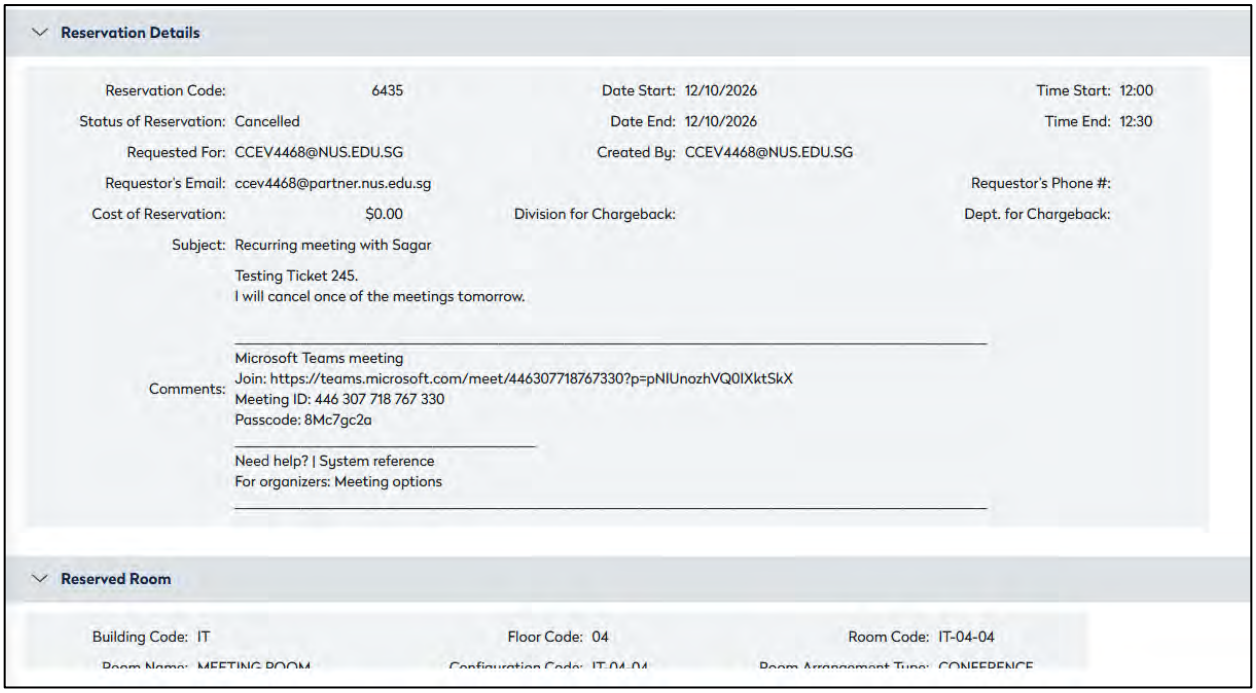
Step 3: Use the Search filters at the top of the page to restrict the list of bookings.

Step 4: Once you have found the booking place a tick in the checkbox on the lefthand side.



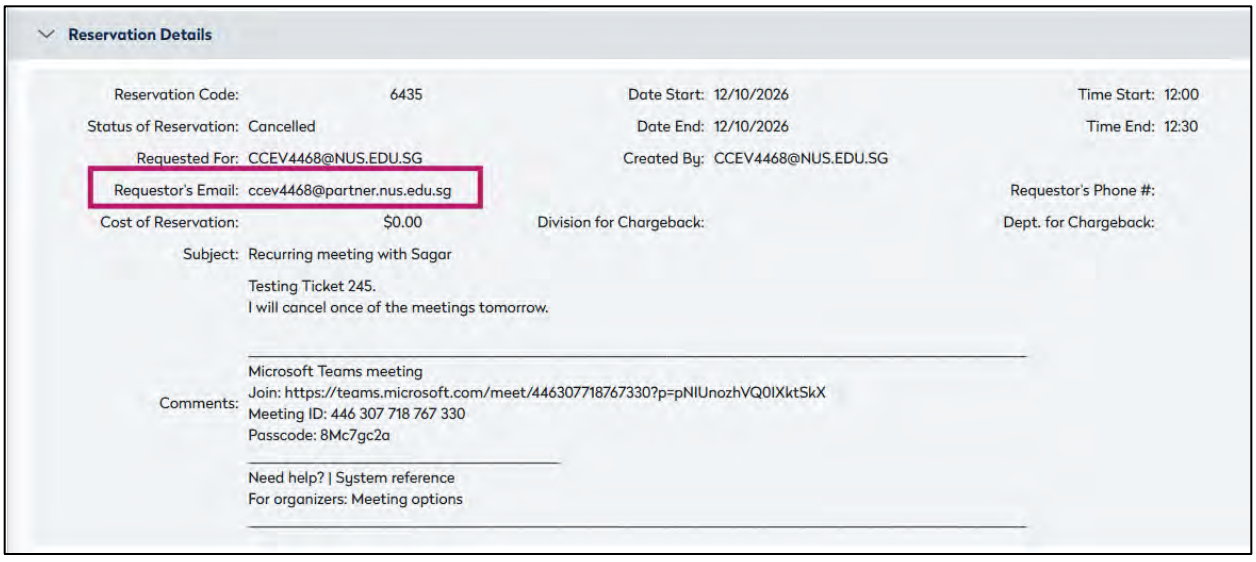
Step 5: On the right-hand side, you can then select from the actions. The actions will vary depending on if you are the owner of the booking or not.

Step 6: Select Details and the details of the booking will open on screen.



3.2.3 Contact the person who booked.

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



Step 2: From Outlook you can then email the requester.

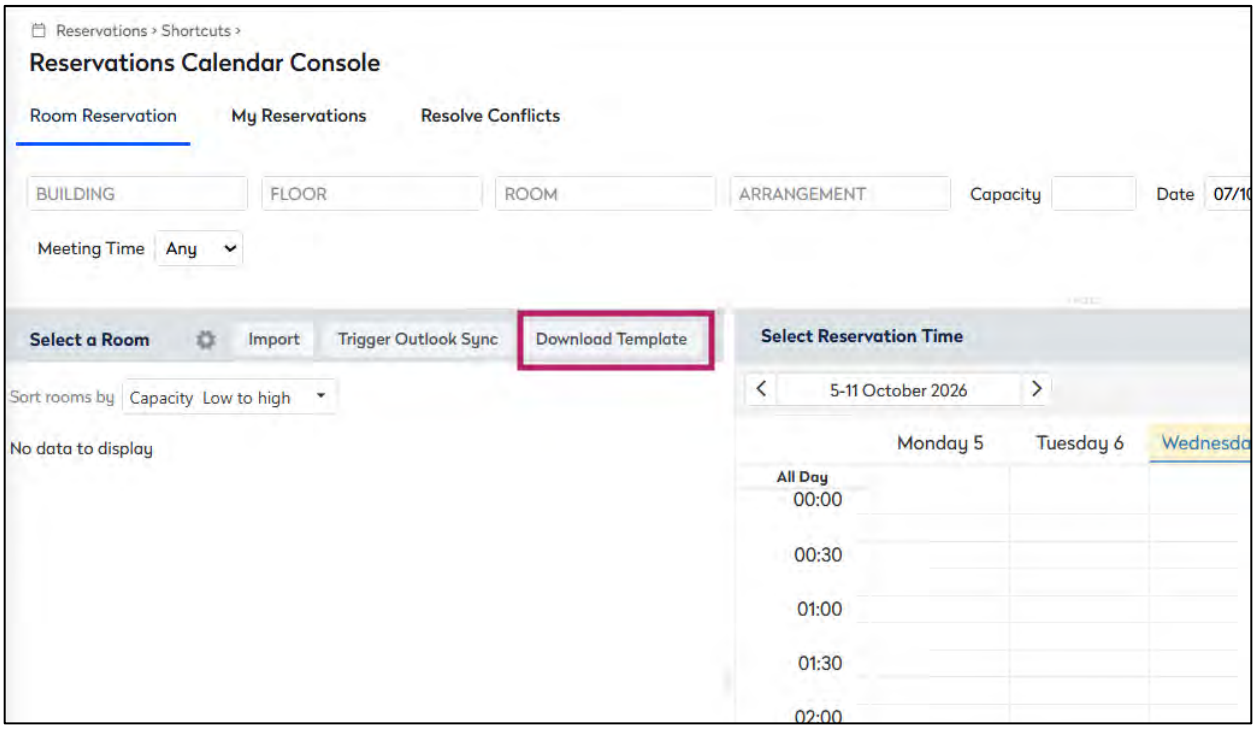
3.2.4 Handle booking conflicts when making bulk bookings.

Bulk bookings are made through the Room Reservation Console. This allows for the importing of many room reservations at the one time.

When this process occurs, there is no email sent to the user.

Navigation Path: Reservations > Reserve Rooms and/or Resources > Reservation Calendar Console

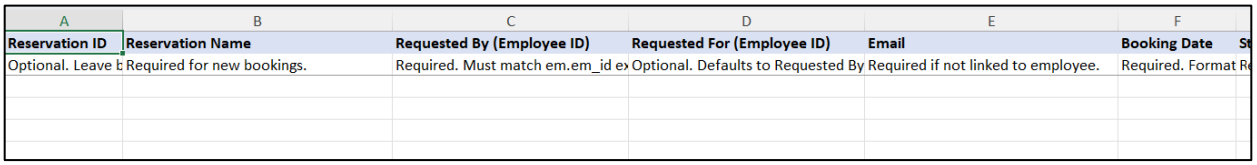
Step 1: Download the Import Template File.



Step 2: Click on Download Template button and the file will be downloaded to your computer.

Step 3: Fill in the file with the details for the bulk bookings.

Step 4: The first two lines of the file need to remain with no changes. This first booking should be placed into Row 3 of the file.

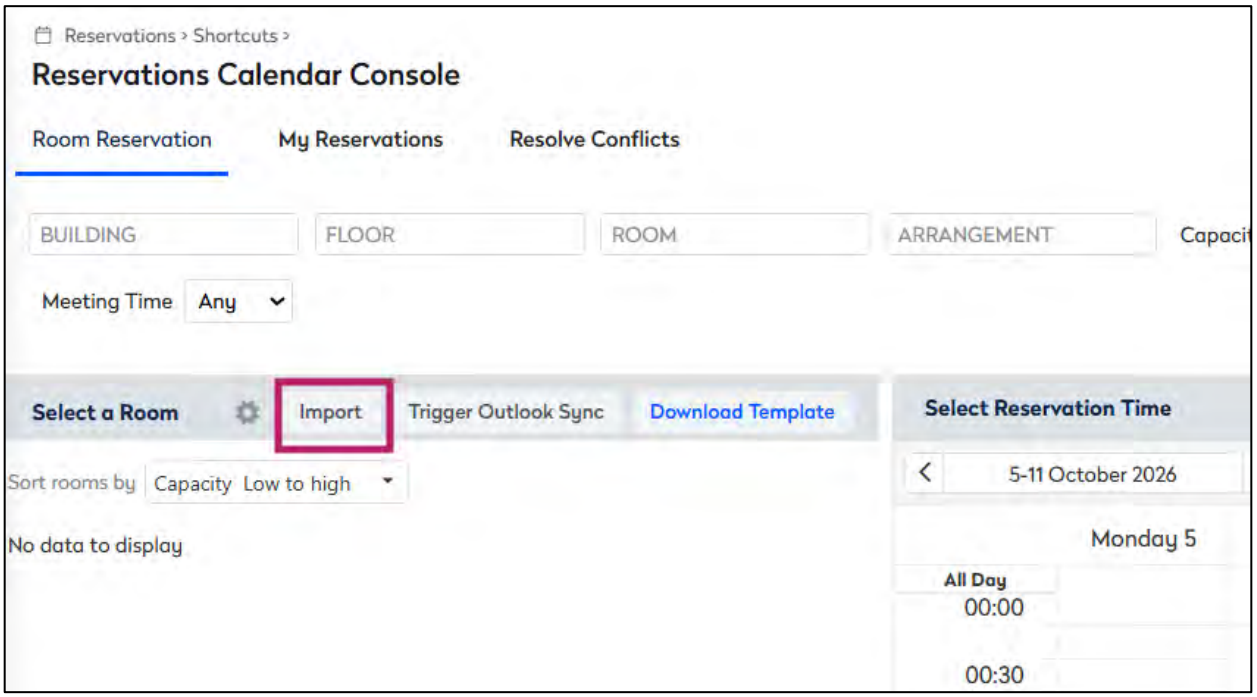


A	B	C	D	E	F
Reservation ID	Reservation Name	Requested By (Employee ID)	Requested For (Employee ID)	Email	Booking Date
Optional. Leave b	Required for new bookings.	Required. Must match em.em_id ex	Optional. Defaults to Requested By	Required if not linked to employee.	Required. Format R

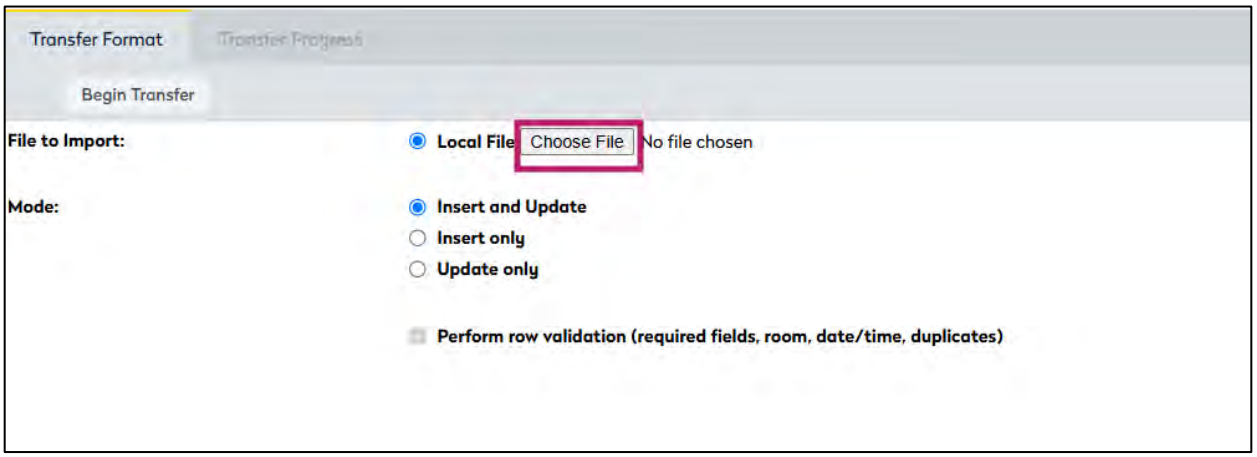
Step 5: The second line of the file give the detail of the format for each column.

Step 6: Close the template file with the changes saved.

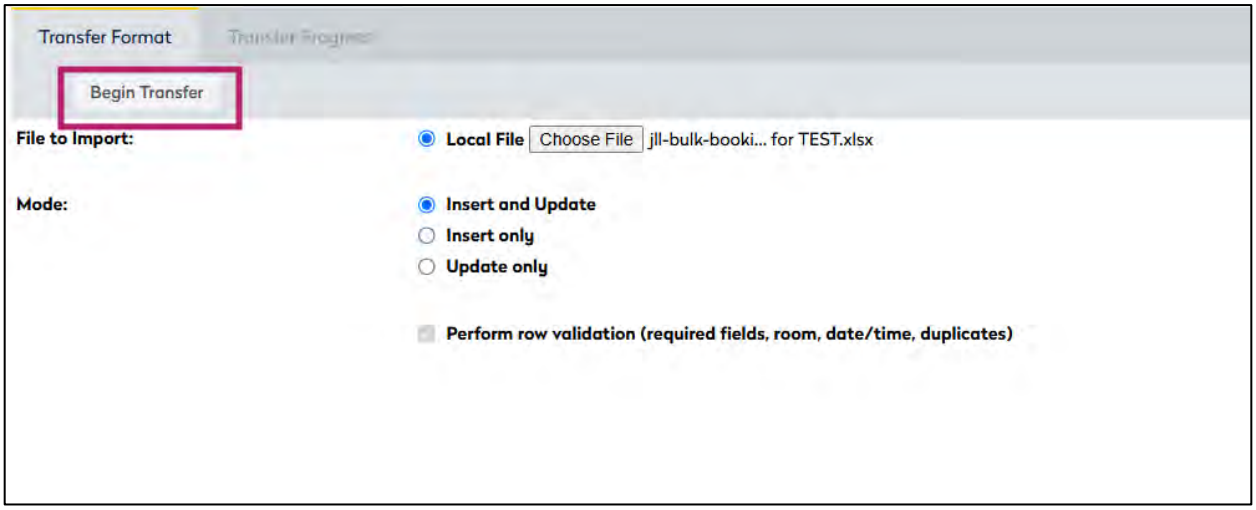
Step 7: In Reservation Calendar Console click on **Import** button.



Step 8: This will open a new screen and allow you to start the import process.

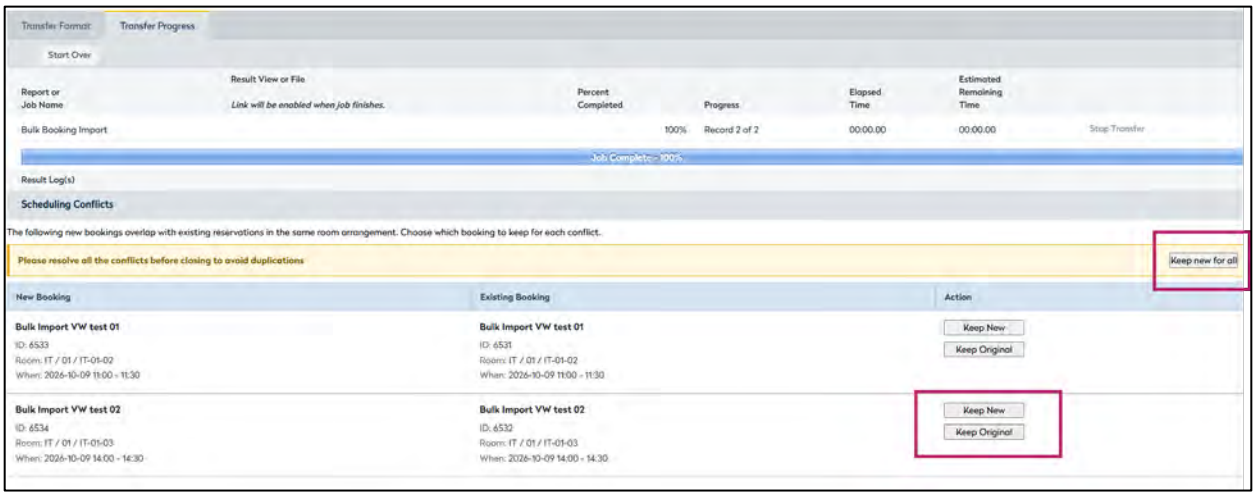


Step 9: Click on **Choose File** button and navigate and selected the template file.



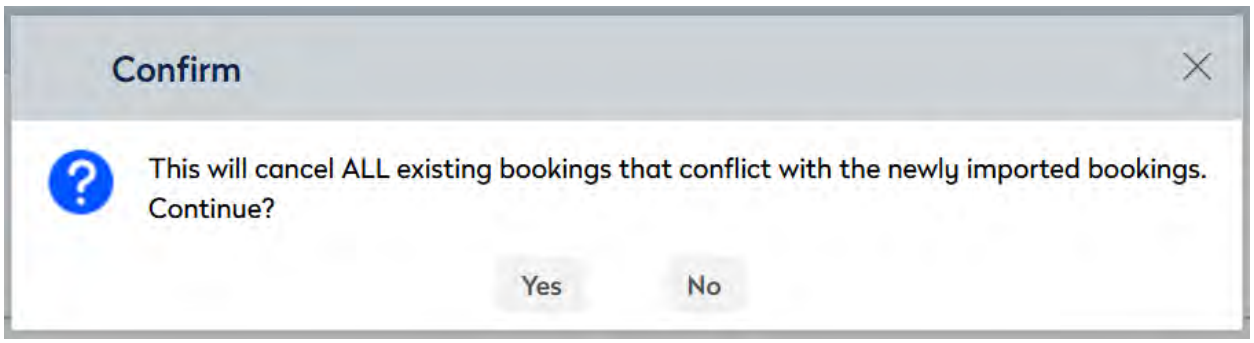
Step 10: Click on **Begin Transfer** button and the bookings will be transferred into VBS.

Step 11: When the transfer is complete and there are conflicts a screen like this will appear.

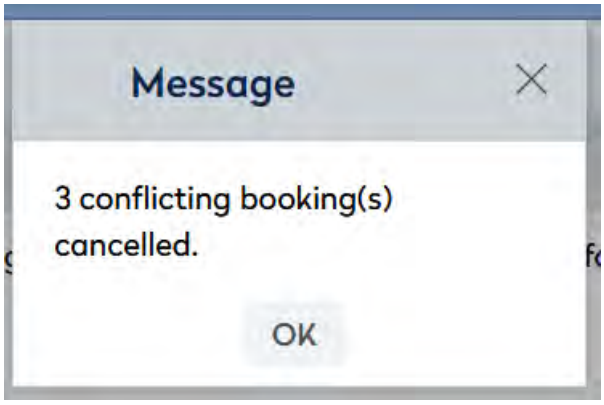


Step 12: For each booking you can review and choose to Keep New or Keep Original

Step 13: There is the option to select the **Keep new for all** button in the right-hand corner. You will see the confirmation message when you proceed.



Step 14: The system will also advise of the number of conflicting bookings removed.



Step 15: When you select Keep Original button there will be no change made to the existing booking.

3.3 Handling Room Closures

As a Building Admin you may need to close rooms from time to time for various reasons. This section discusses how you would do this in VBS.

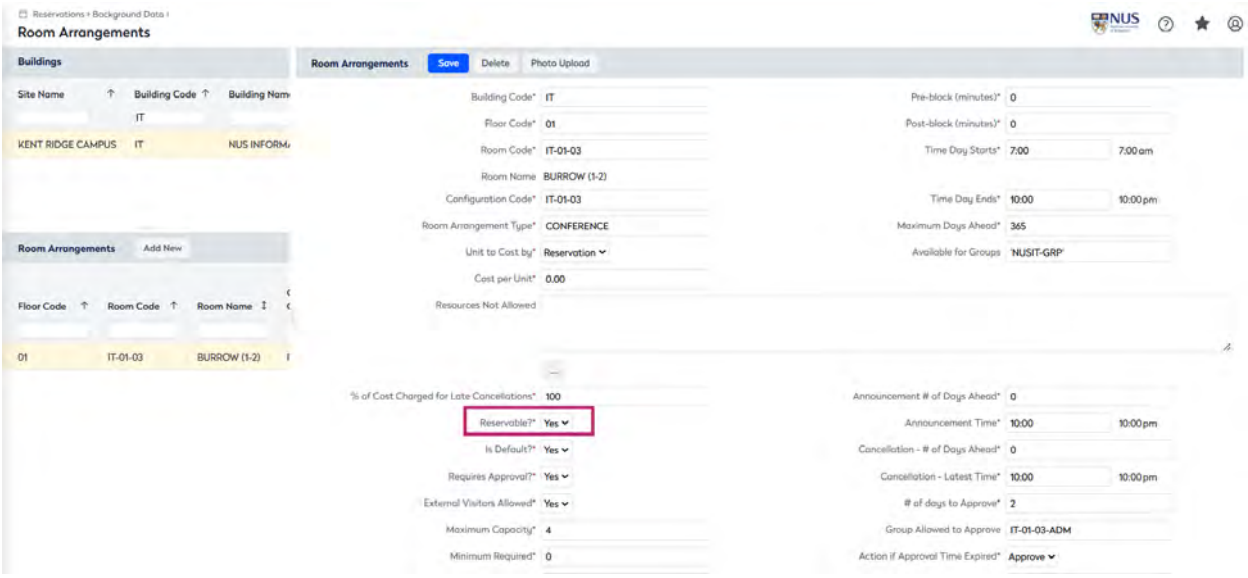
3.3.1 Close a room temporarily

You may need to close a room temporarily due to maintenance issues or an event.

Navigation Path: Reservations > Background Data > Define Room Arrangements

Step 1: Open the view and use the filter at the side to bring up the required room.

Step 2: Move to the Reservable field.



Step 3: Change the setting to NO.

Step 4: Save the record. The system will change the room to be not reservable.

Step 5: End users will no longer be able to search for these rooms in the VBS when they try to book.

3.3.2 What happens to existing bookings

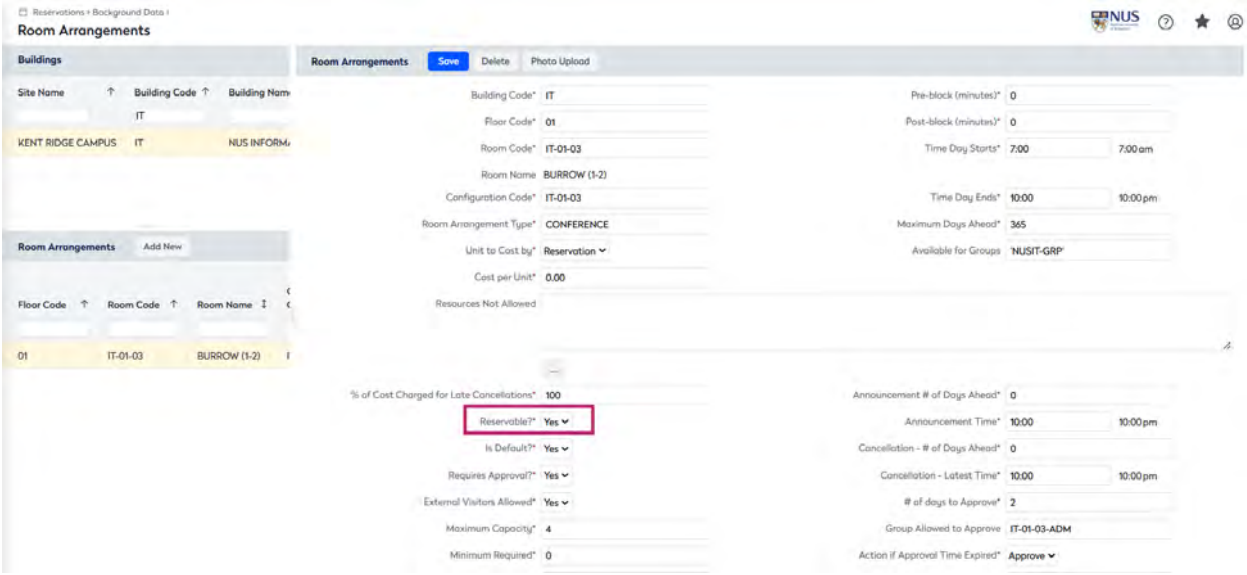
Existing bookings will remain in the system until a Super Admin manages those bookings. As a building admin user, you can review the Booking List report to view all bookings for the room you have closed.

3.3.3 Reopen a room after closure

Navigation Path: Reservations > Background Data > Define Room Arrangements

Step 1: Open the view and use the filter at the side to bring up the required room.

Step 2: Move to the Reservable field.



Step 3: Change the setting to YES.

Step 4: Save the record. The system will change the room to be reservable.

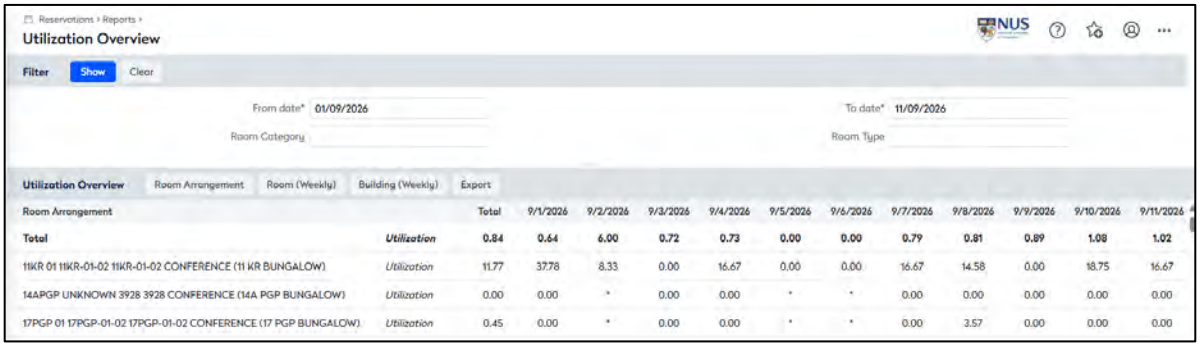
3.4 Managing Daily Operations

3.4.1 Check room utilization

You can check this from the Utilization report.

Navigation Path: Reservations > Reports > Utilization Overview

Step 1: Open the report and use the filter as required.



Room Arrangement		Total	9/1/2026	9/2/2026	9/3/2026	9/4/2026	9/5/2026	9/6/2026	9/7/2026	9/8/2026	9/9/2026	9/10/2026	9/11/2026
Total	***Utilization***	**0.84**	**0.64**	**6.00**	**0.72**	**0.73**	**0.00**	**0.00**	**0.79**	**0.81**	**0.89**	**1.08**	**1.02**
11KR 01 11KR-01-02 11KR-01-02 CONFERENCE (11 KR BUNGALOW)	*Utilization*	11.77	37.78	8.33	0.00	16.67	0.00	0.00	16.67	14.58	0.00	18.75	16.67
14APGP UNKNOWN 3928 3928 CONFERENCE (14A PGP BUNGALOW)	*Utilization*	0.00	0.00	*	0.00	0.00	*	*	0.00	0.00	0.00	0.00	0.00
17PGP 01 17PGP-01-02 17PGP-01-02 CONFERENCE (17 PGP BUNGALOW)	*Utilization*	0.45	0.00	*	0.00	0.00	*	*	0.00	3.57	0.00	0.00	0.00

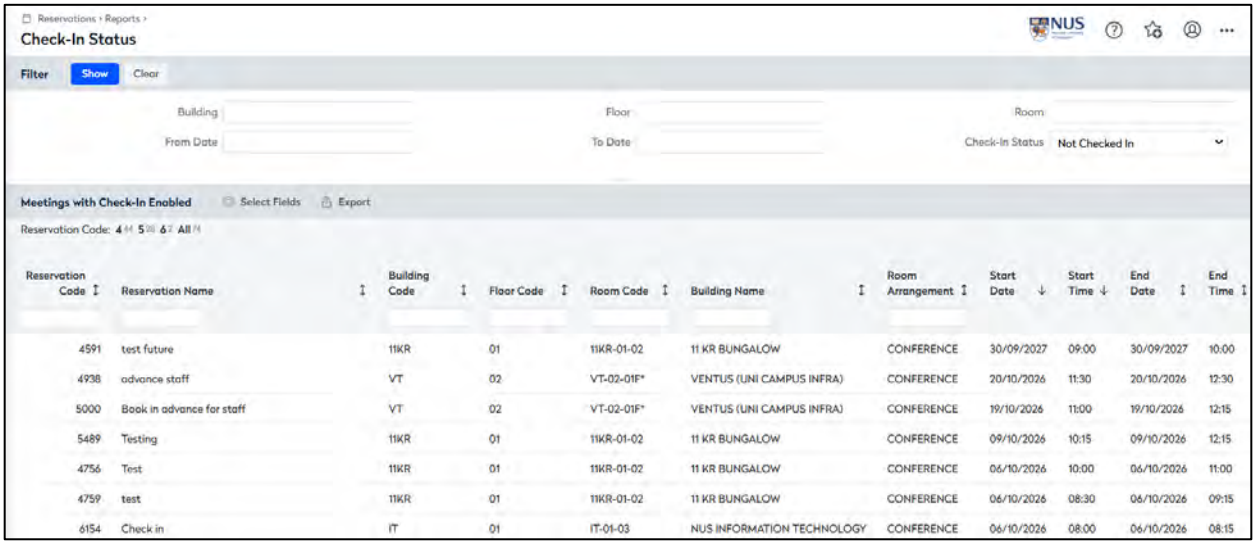
Step 2: Review based on the data in the report.

3.4.2 Monitor no-shows

You can check this from the Utilization report.

Navigation Path: Reservations > Reports > Check in Status

Step 1: Open the report and use the filter as required.



Reservation Code	Reservation Name	Building Code	Floor Code	Room Code	Building Name	Room Arrangement	Start Date	Start Time	End Date	End Time
4591	test future	11KR	01	11KR-01-02	11 KR BUNGALOW	CONFERENCE	30/09/2027	09:00	30/09/2027	10:00
4938	advance staff	VT	02	VT-02-01F*	VENTUS (UNI CAMPUS INFRA)	CONFERENCE	20/10/2026	11:30	20/10/2026	12:30
5000	Book in advance for staff	VT	02	VT-02-01F*	VENTUS (UNI CAMPUS INFRA)	CONFERENCE	19/10/2026	11:00	19/10/2026	12:15
5489	Testing	11KR	01	11KR-01-02	11 KR BUNGALOW	CONFERENCE	09/10/2026	10:15	09/10/2026	12:15
4756	Test	11KR	01	11KR-01-02	11 KR BUNGALOW	CONFERENCE	06/10/2026	10:00	06/10/2026	11:00
4759	test	11KR	01	11KR-01-02	11 KR BUNGALOW	CONFERENCE	06/10/2026	08:30	06/10/2026	09:15
6154	Check in	IT	01	IT-01-03	NUS INFORMATION TECHNOLOGY	CONFERENCE	06/10/2026	08:00	06/10/2026	08:15

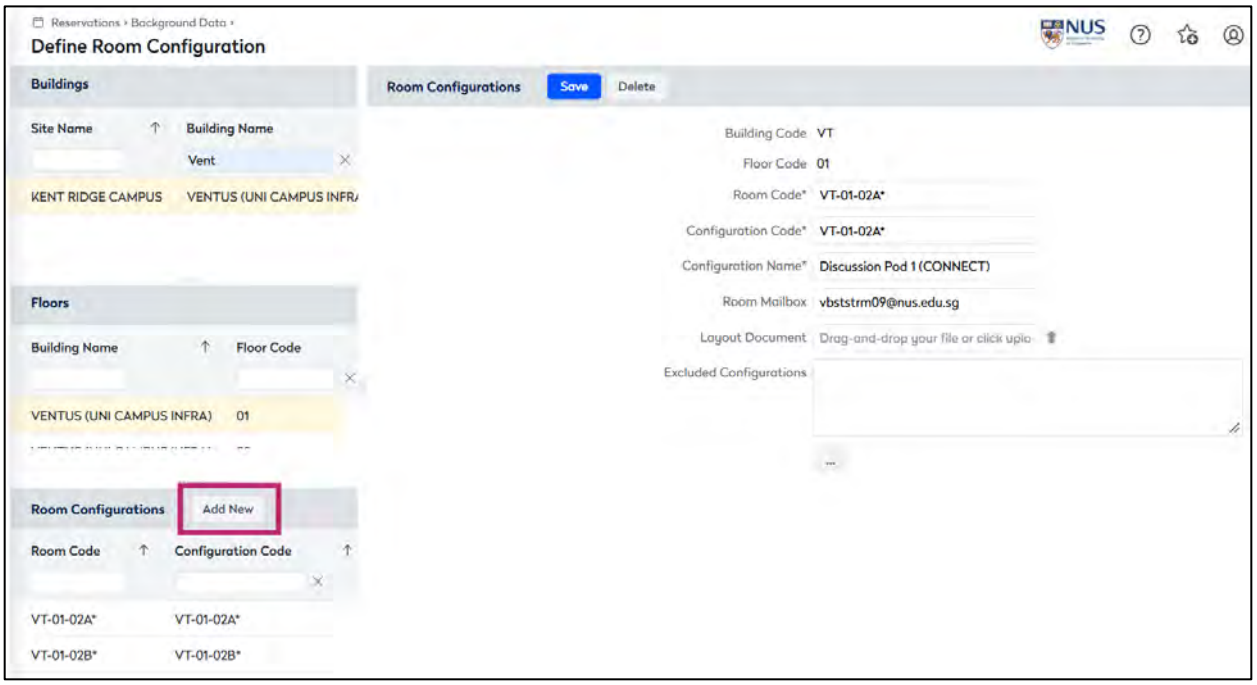
4 SETTING UP YOUR FACILITIES 🏢

4.1.1 Set the room configurations

After a Super Admin has marked the room as Reservable you need to set up the configuration of that room.

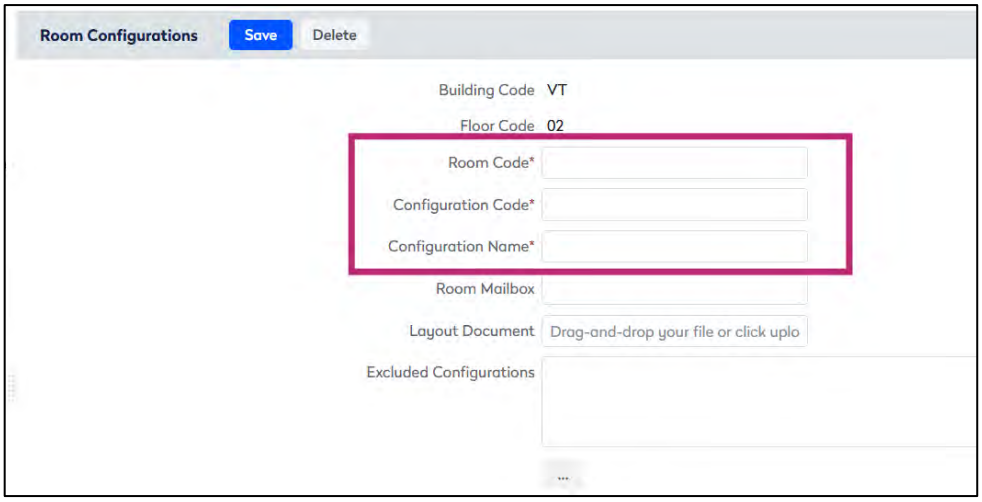
Step 1: Navigate to Define Rooms Configurations

Navigation Path: Reservations > Background Data > Define Room Configurations



Step 2: In the Buildings list (left panel), enter your building code in the filter. Then select the floor and the existing room configurations will appear.

Step 3: Click on Add New button to create a new blank record.



Step 4: The building and floor code will be populated with the selection you made already.

Step 5: Complete all fields with a red asterisk.

Step 6: The Room code is a lookup to all the existing room codes. The popup form will only show existing rooms for that building and floor.

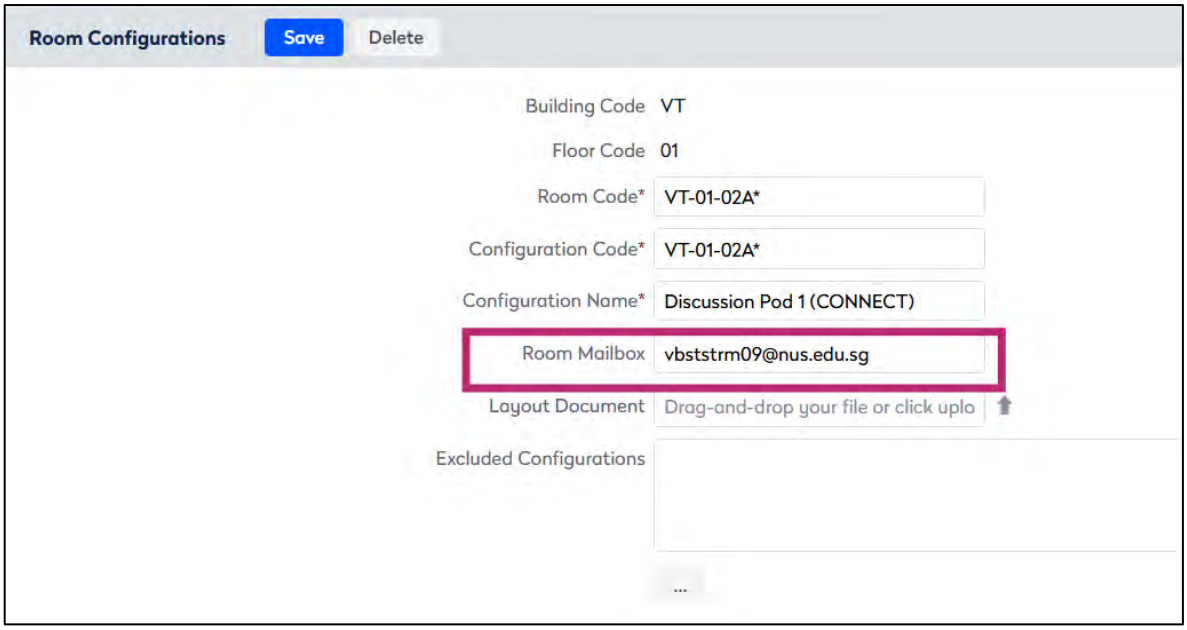
Step 7: Select the required room.

Step 8: Complete the Room Configuration code. The format that has been established is repeating the Room Code.

Step 9: Complete the Configuration Name. The format that has been established is using the Room Name.

Step 10: Click on Save button to save the record.

Step 11: For Outlook-enabled rooms only: You will need to add the room mailbox. To obtain the room mailbox details, please email NUS IT at itcare@nus.edu.sg.



Step 12: This information forms part of the synching process between VBS and outlook. If the Room Mailbox is not completed the room will not be visible in Outlook Room Finder.

4.2 Configuring Room Details

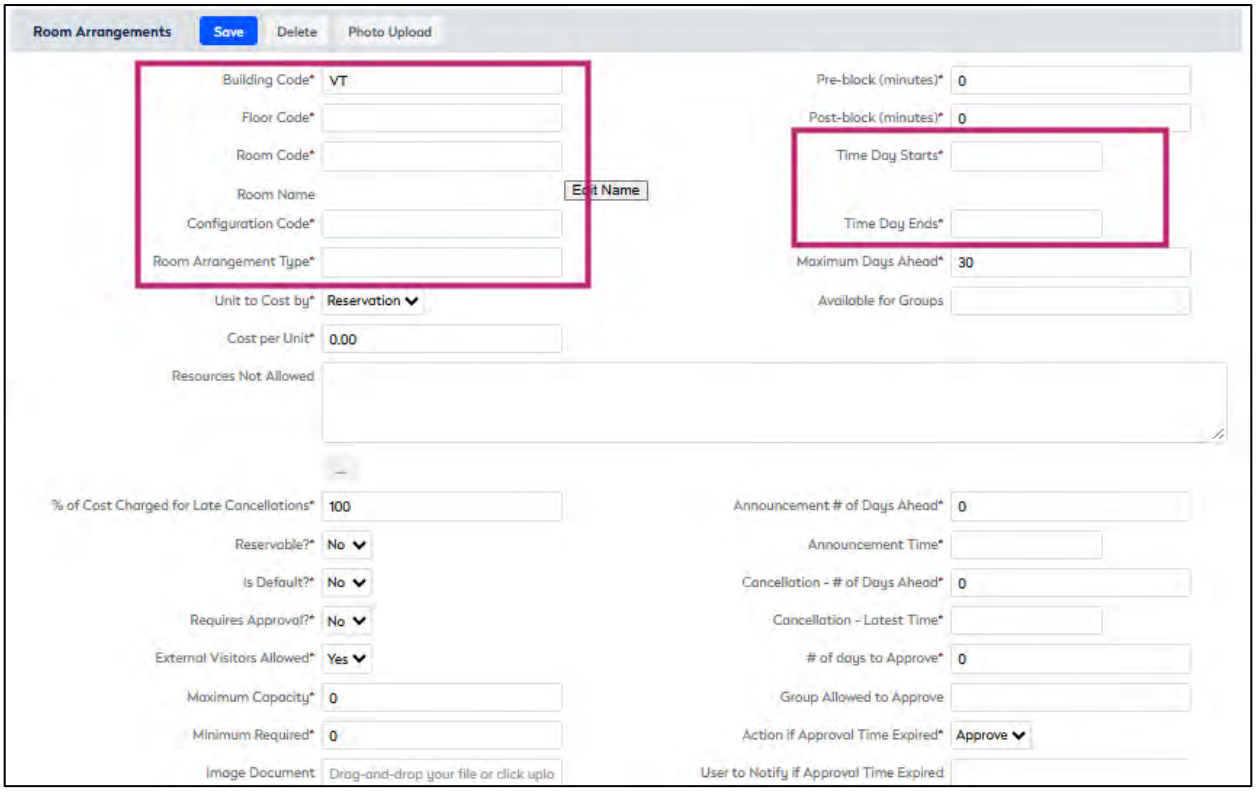
Once a room exists and is marked as reservable, you need to configure its detailed properties to control how it appears and behaves in the booking system.

Navigation Path: Reservations > Background Data > Define Room Arrangements

4.2.1 Set basic room details

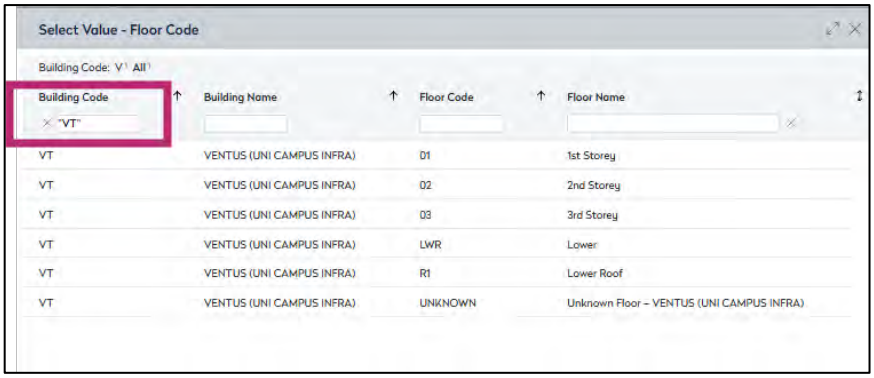
When you are creating a new room arrangement record, the initial record will be blank and many of the fields are mandatory. A Mandatory field is shown by the RED asterisk next to the field name.

Step 1: Navigate to Define Room Arrangements



Step 2: Complete the Mandatory fields which are not pre-populated with default values.

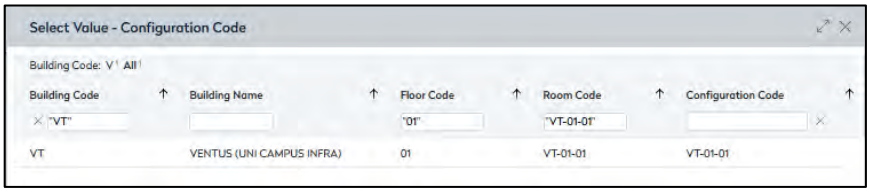
Step 3: Complete the Floor Code, Room Code from the popup selection form. These will be restricted to the building that you have already selected.



Step 4: Click on the Close button and the floor code will be populated.

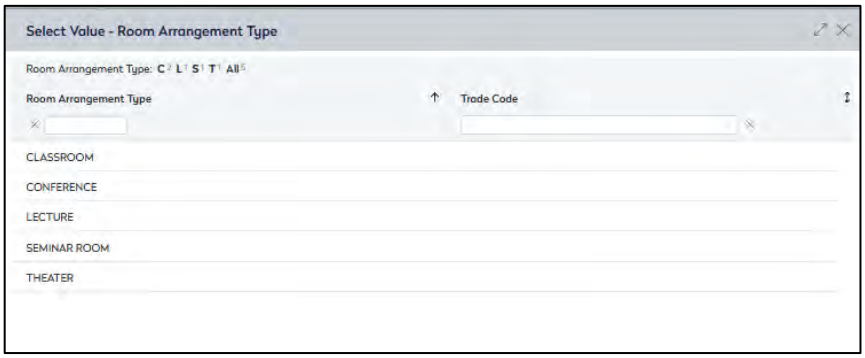
Step 5: Repeat for Room Code.

Step 6: Click on the Configuration Code



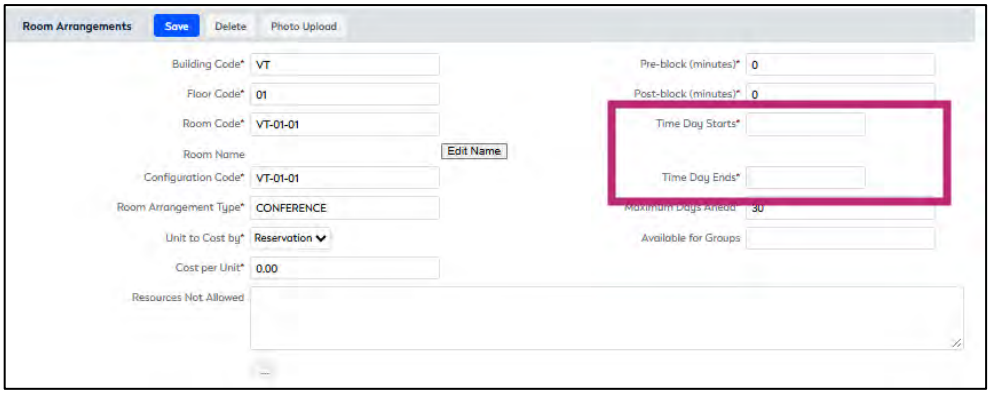
Step 7: The popup form will show all the previously created configuration options for the selected room. Click on configuration and it will populate.

Step 8: Click on the Room Arrangement field



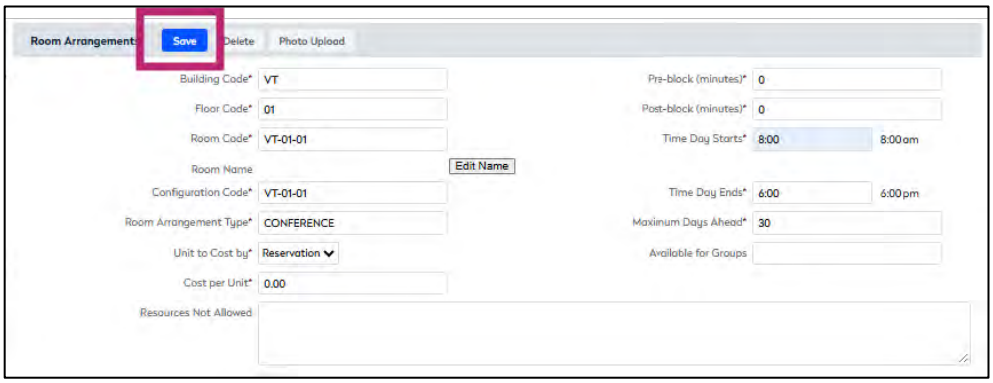
Step 9: Select from the predefined list.

Step 10: Fill in the Time Day Starts and Time Day Ends values



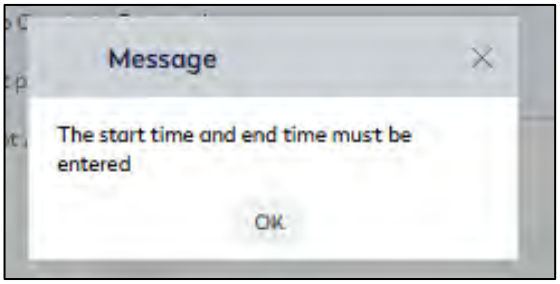
Step 11: This is the earliest and latest time that the room can be booked during the day. This will be reflected in the booking screen for end users.

Step 12: Click on Save button to Save the record



Step 13: The record is created and saved with the mandatory fields completed.

NOTE: If you have tried to save the record before populating these fields you will receive a message relevant to the data that is missing.



Move to the next sections for explanations on the other fields and how to fill in the data.

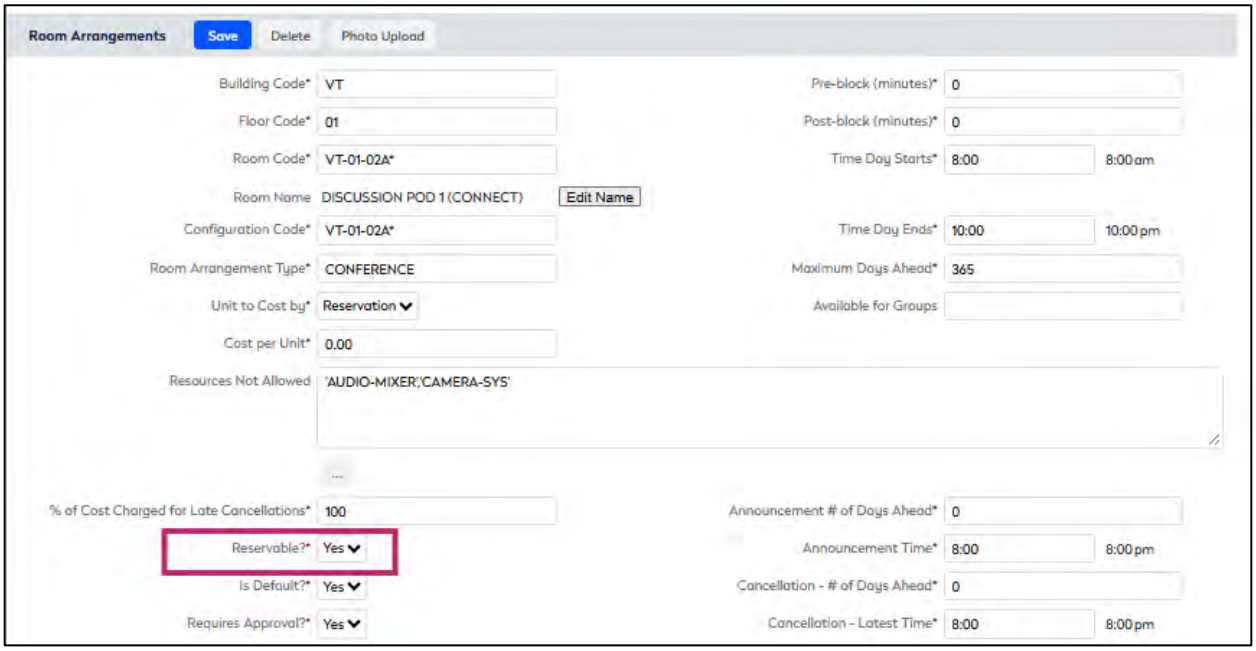
4.2.2 Set room reservable

What it controls: This determines if the room is visible for the end user in VBS in the room bucket.

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: In the Room Arrangement form, locate the **"Reservable?"** field

Step 4: Set this to Yes.

Step5: Save the record.

Step 6: If you need to take a single room offline you can change this setting back to No. After the record is saved it will not be visible for the end user to book.

4.2.3 Set bucket for VBS

What it controls: This determines when the room is visible from within VBS screen. The default value is Rooms. This is not controlled by Building Admin. This can only be controlled by Super Admin.

4.2.4 Set room capacity

What it controls: The maximum number of people who can occupy the room. This affects search results when users filter by Seats.

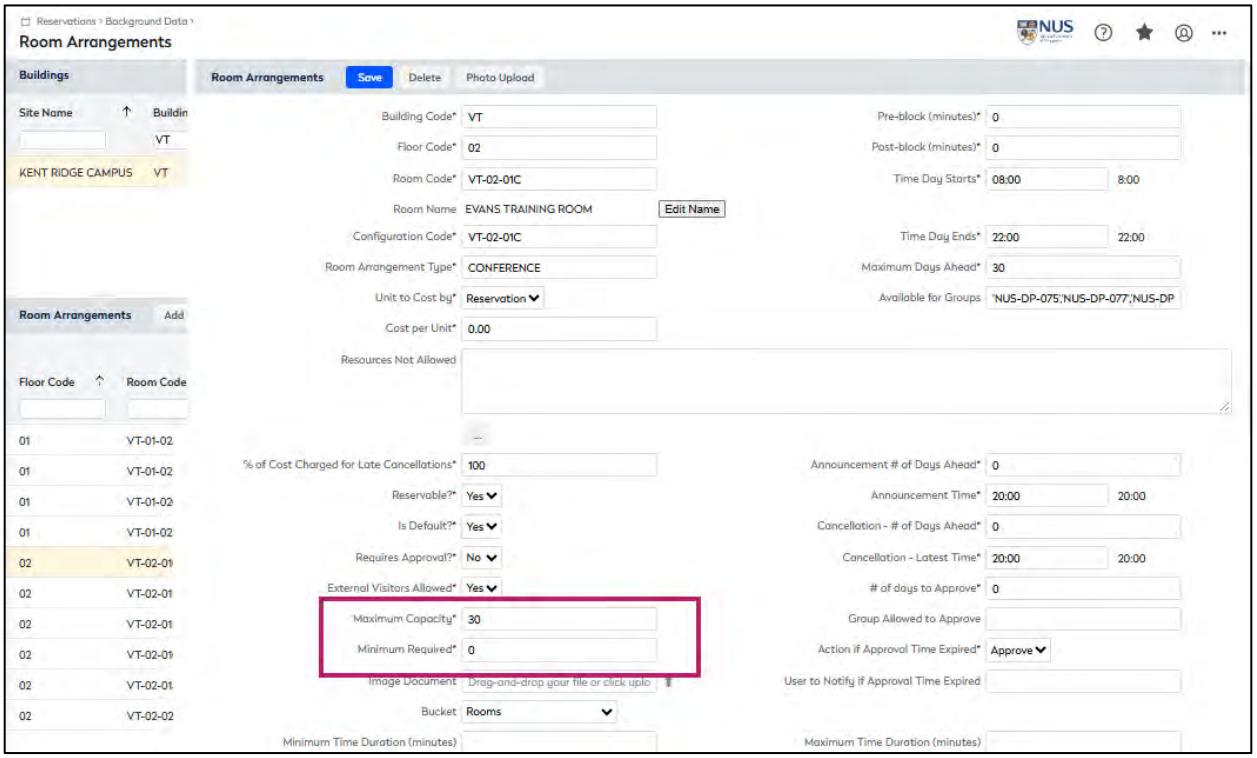
Step 1: Navigate to Define Room Arrangements

Step 2: Select your building, then select the room

Step 3: In the Room Arrangement form (right panel), locate the **"Maximum Capacity"** field

Step 4: Enter the maximum occupancy number

Step 5: Click Save button.



Step 6: For rooms where there is a minimum occupancy complete the Minimum Required field.

Step 7: When booking the system will check the number of attendees against both these fields and advise the end user if they do not fit with both requirements.

Step 8: Rooms need a maximum capacity value int order to be bookable.

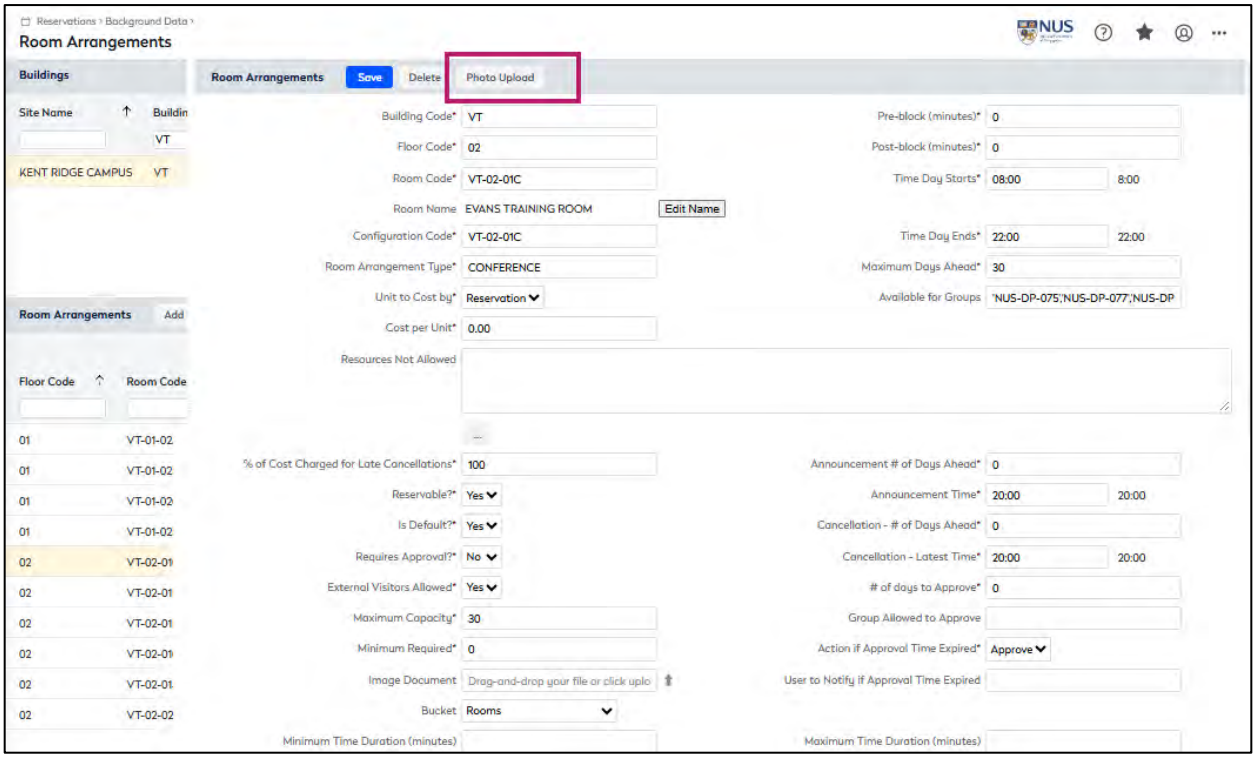
4.2.5 Add photos of the room

What it controls: Photos help users visualize the space before booking, reducing cancellations and improving user satisfaction.

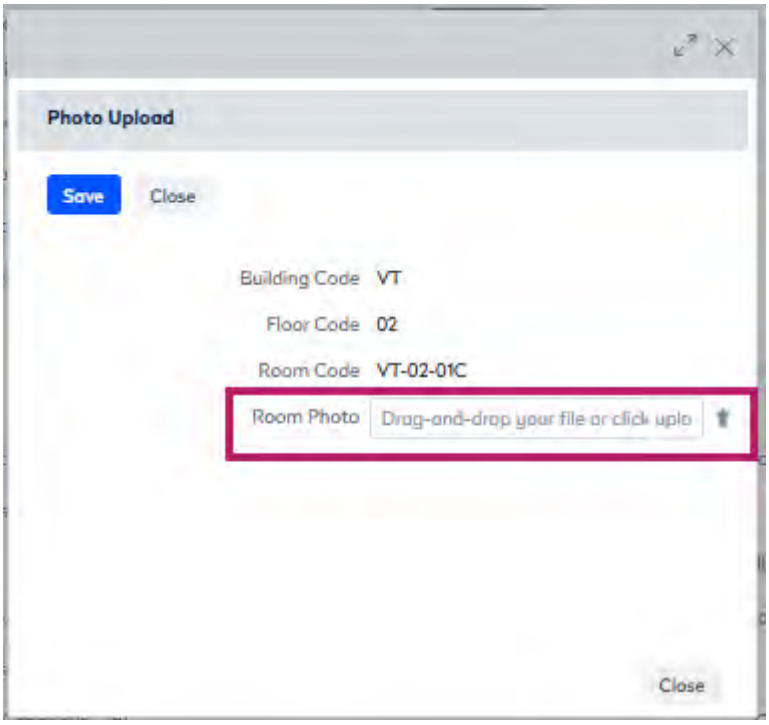
Step 1: Navigate to Define Room Arrangements

Step 2: Select your building, then select the room

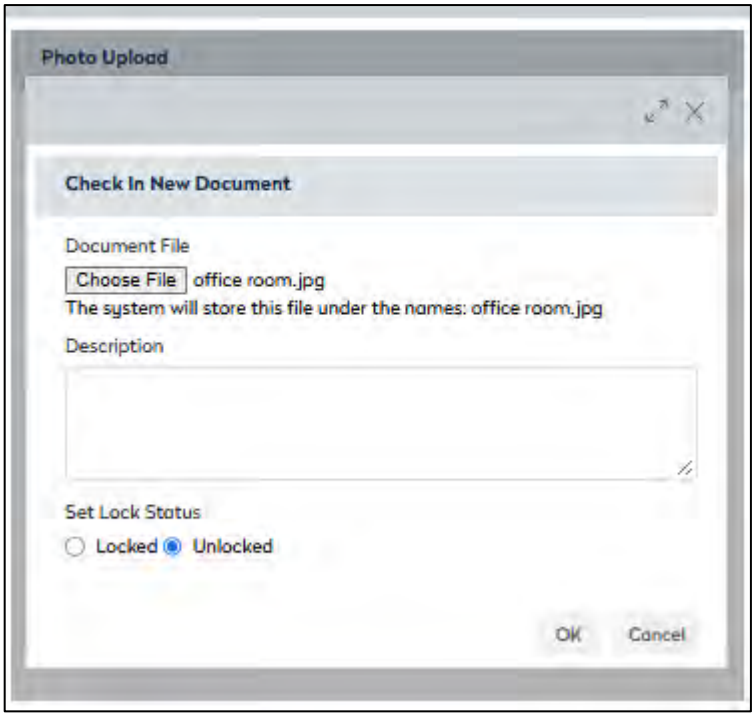
Step 3: In the Room Arrangement form (right panel), locate the **Photo Upload** button at the top of the screen.



Step 4: Click on the button to open the popup.

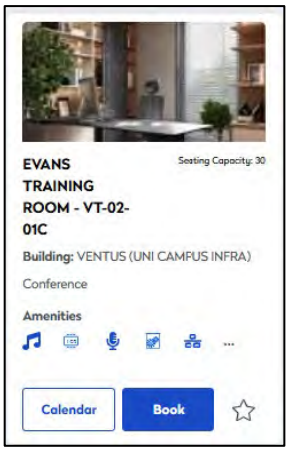


Step 5: Click on the up arrow to search for your room photo. Once you click on upload arrow, you will see below screen.



Step 6: Click OK button and the room photo will be saved against the room record.

Step 7: You can verify the photo from the VBS Rooms Screen.



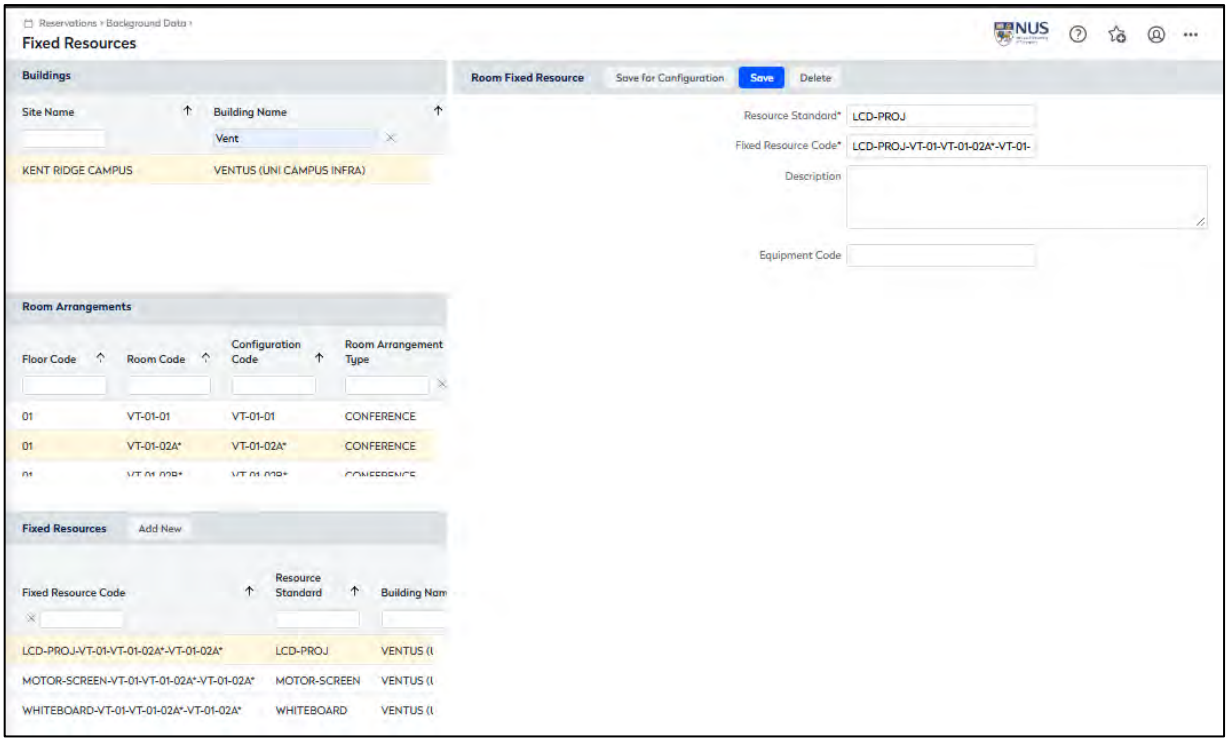
4.2.6 Add amenities (projector, whiteboard, etc.)

What it controls: Amenities are the fixed equipment and features available in a room. Users can filter search results by amenities to find rooms with specific equipment.

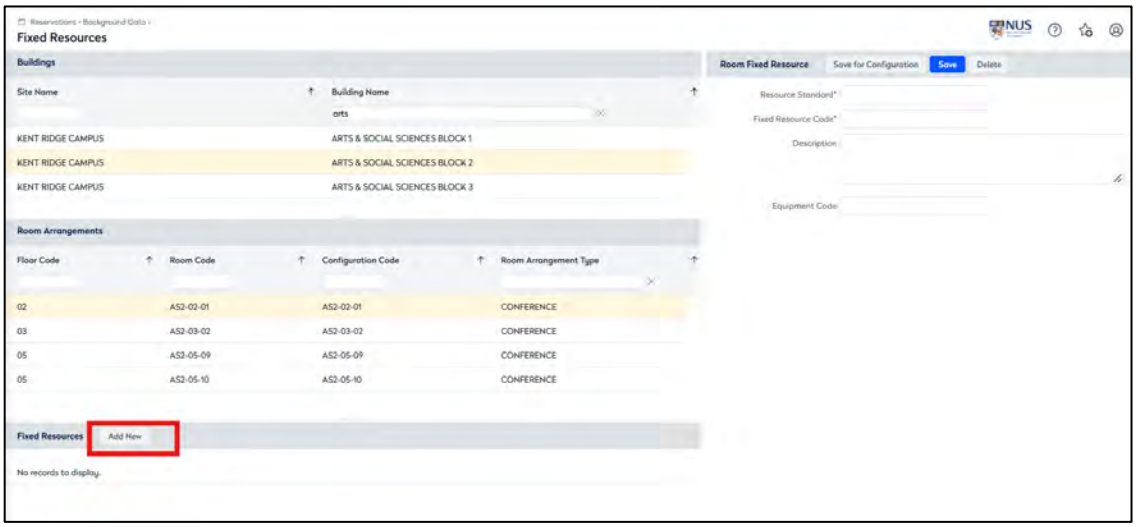
Step 1: Navigate to Define Fixed Resources

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

Step 3: The Fixed Resources for that room will be displayed.



Step 3: Click on Add New button to add a new resource to your room.



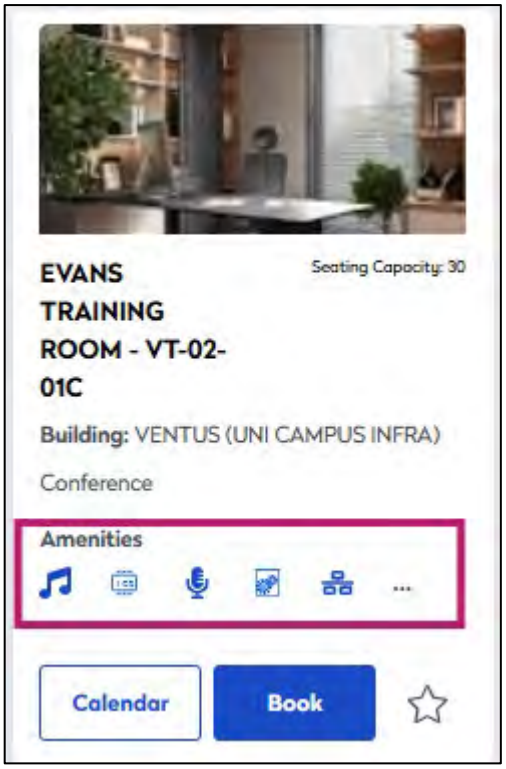
Step 4: Complete the Resource Standard from the popup list.

Step 5: Create a unique Fixed Resource Code. The format used is the Resource Standard followed by the building code, floor code and room code.

Step 6: Add a description of desired.

Step 7: Save the record.

Step 8: You can verify the amenities from the VBS Rooms Screen, when you select the room to book.



Step 9: The end user will be able to hover over the icons to review the details.

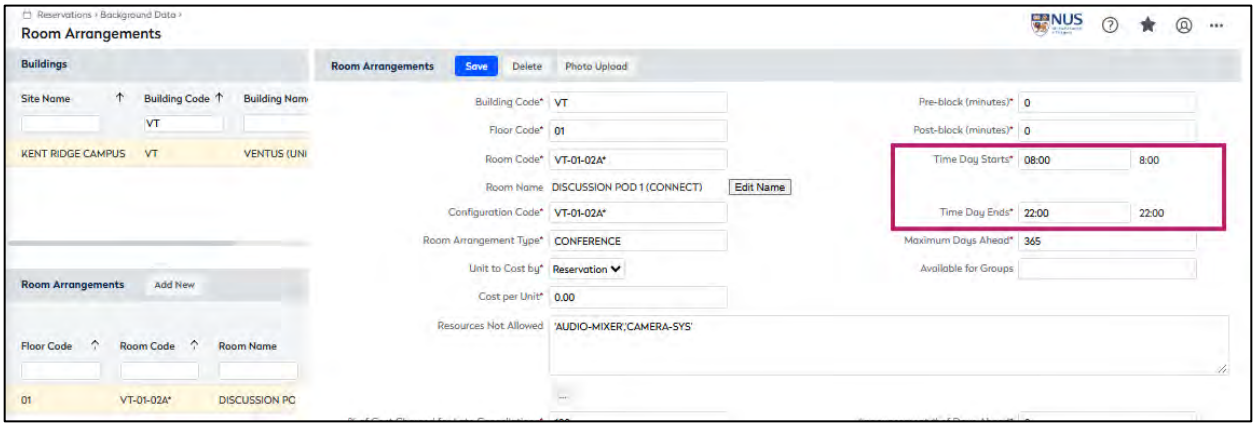
4.2.7 Change operating hours

What it controls: Operating hours define when the room is available for booking. Users cannot book the room outside these hours.

Step 1: Navigate to Define Room Arrangements.

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

Step 3: In the Room Arrangement form (right panel), locate the **Time Day Starts and Time Day Ends** fields.

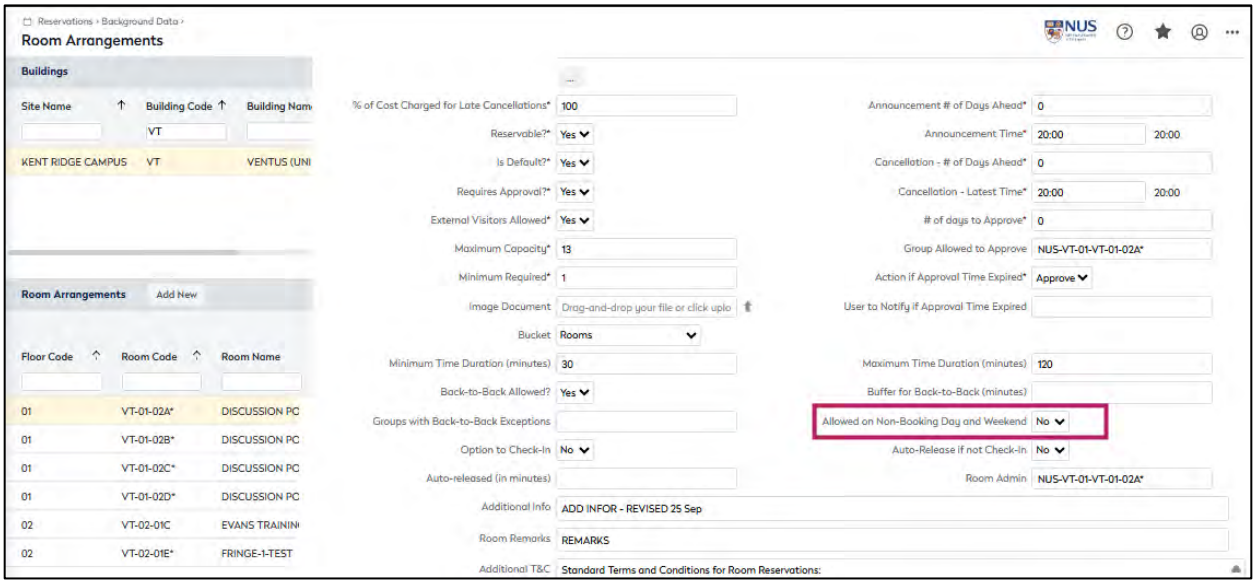


Step 4: Set the time that the room can be booked from and the time the bookings can end

Step 5: Click on Save button.

Step 6: This will determine the earliest or latest time on the booking screen for end users.

Step 7: Review the Allowed on Non-Booking Day and Weekend field.



Step 8: Set this to Yes if the room can be booked on the weekend or non-booking day.

NOTE: This field controls booking on the weekend AND non-booking days access together.

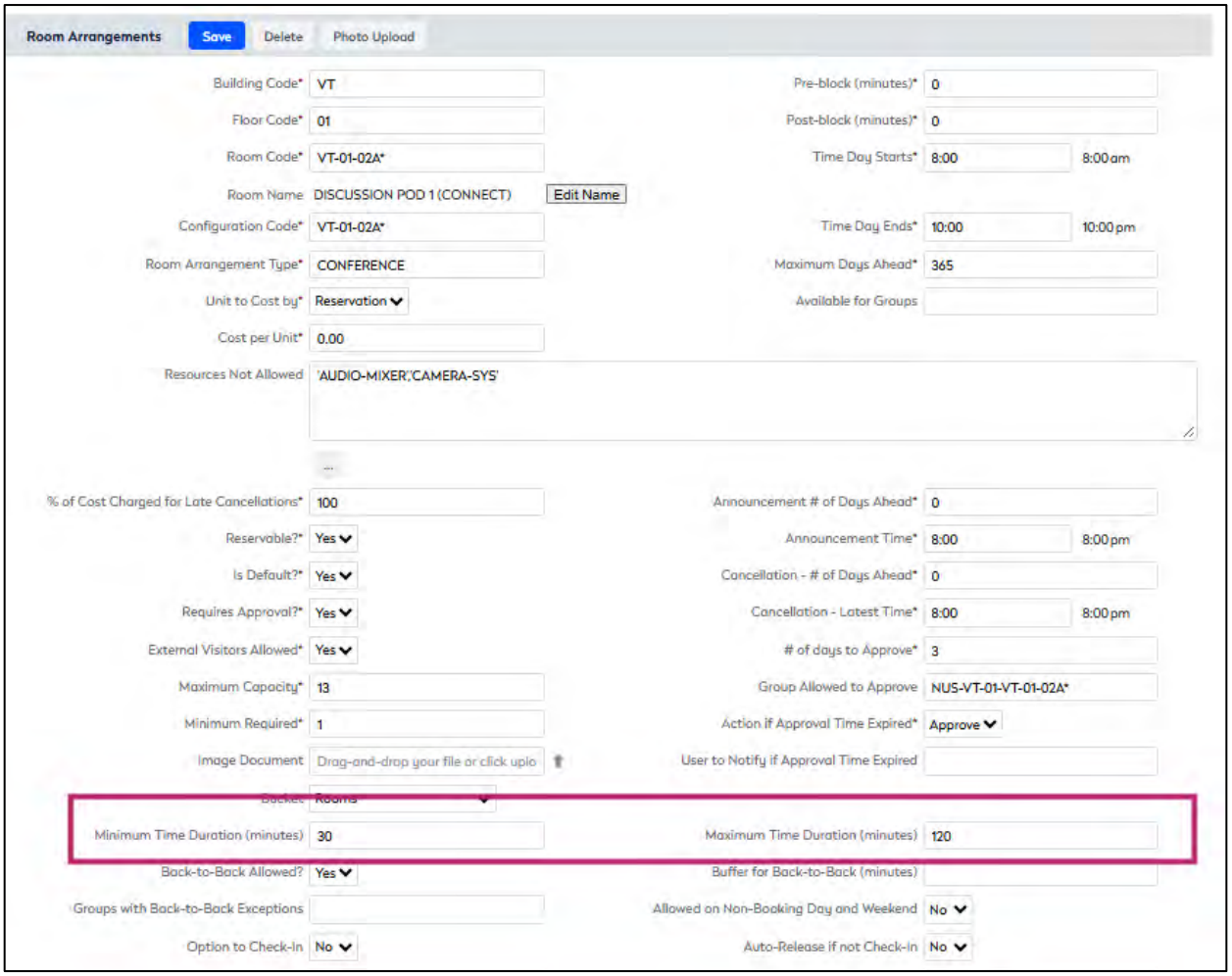
4.2.8 Duration Limits

What it controls: This sets the maximum or minimum limit that a user can book a room. This is useful for large conference rooms that should only be booked for a half day minimum.

Step 1: Navigate to Define Room Arrangements

Step 2: Select your building, then select the room

Step 3: In the Room Arrangement form, locate the **Maximum Time Duration (minutes)** field.



Step 4: Change this setting to required time limits.

Step 5: If you do not want to set a limit then both these fields need to be empty (blank)

Step 6: Save the record.

Step 7: If the setting is at 0 and 0 for both fields the end users will not be able to book the room.

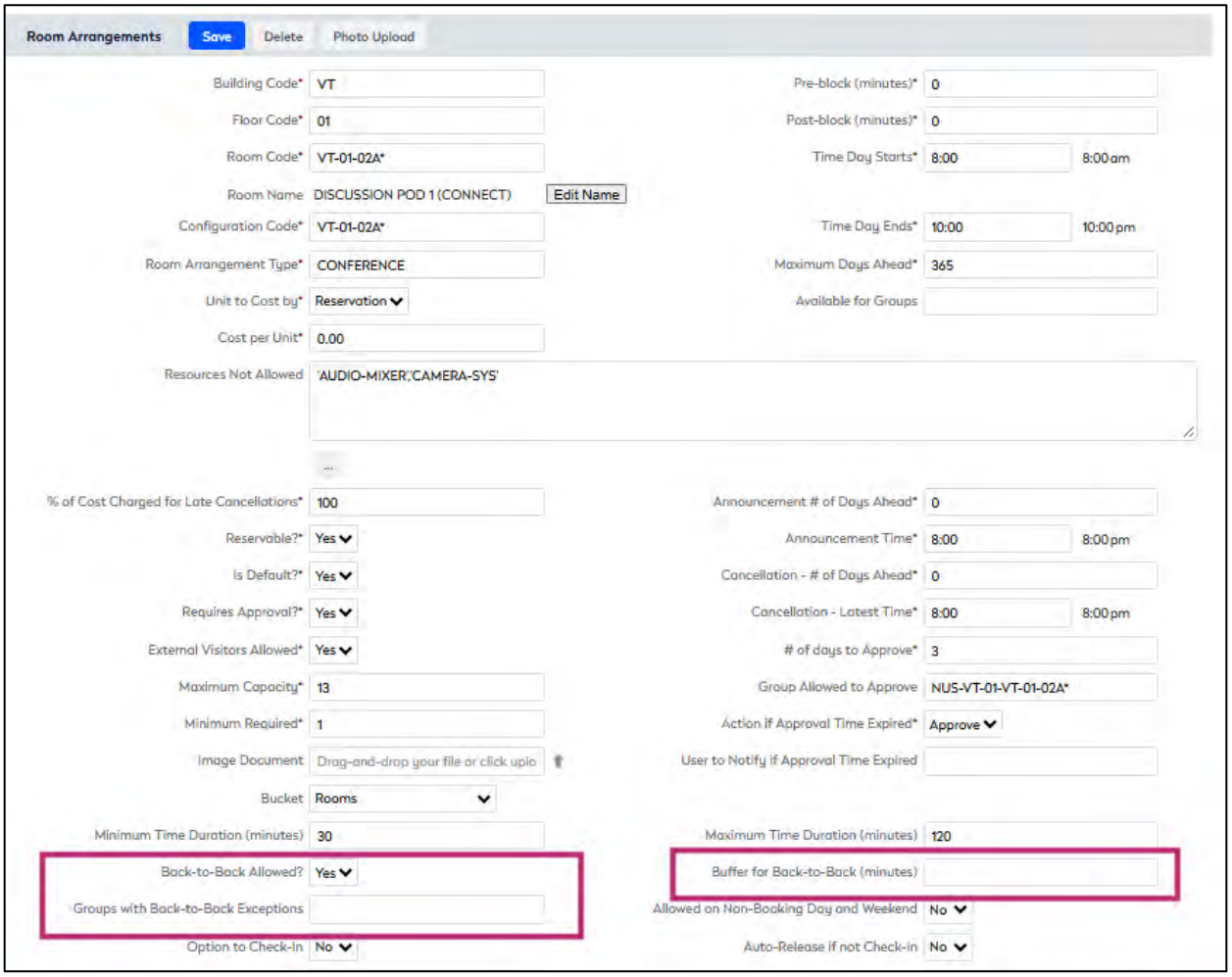
4.2.9 Preventing back-to-back bookings

What it controls: This prevents some groups from booking a meeting right after each other. This is useful when you have rooms that require set up or pack up time before and after meetings.

Step 1: Navigate to Define Room Arrangements

Step 2: Select your building, then select the room

Step 3: In the Room Arrangement form, locate the **Back-to-Back Allowed** button at the top of the screen.



Step 4: Change this setting to No.

Step 5: Enter Buffer for Back-to-Back (minutes).

Step 6: If there are any groups where this does not apply then enter the group names into the Groups with Back-to Back Exceptions.

Step 7: Save the record.

4.2.10 Add contact information

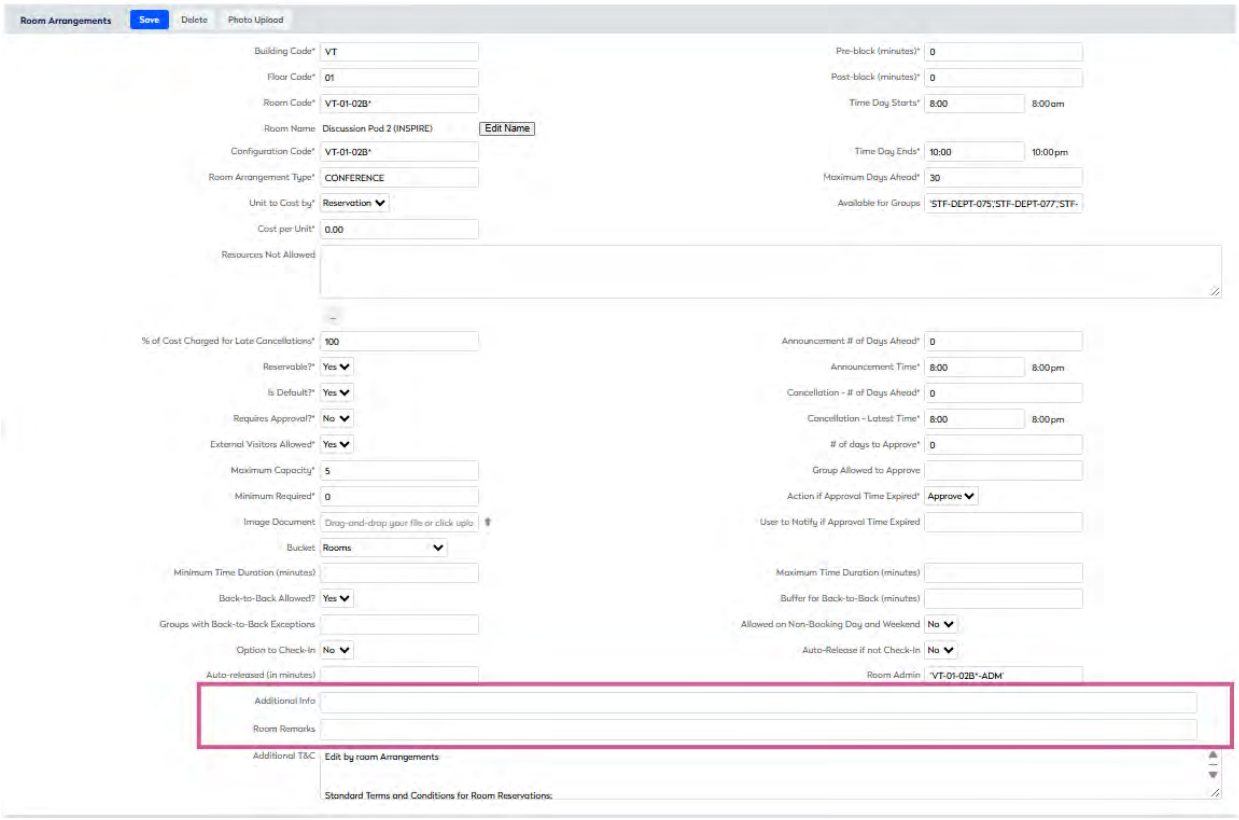
Contact information helps users reach the right person for questions, issues, or special requests about the room.

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**.**

4.3 Room Access and Visibility

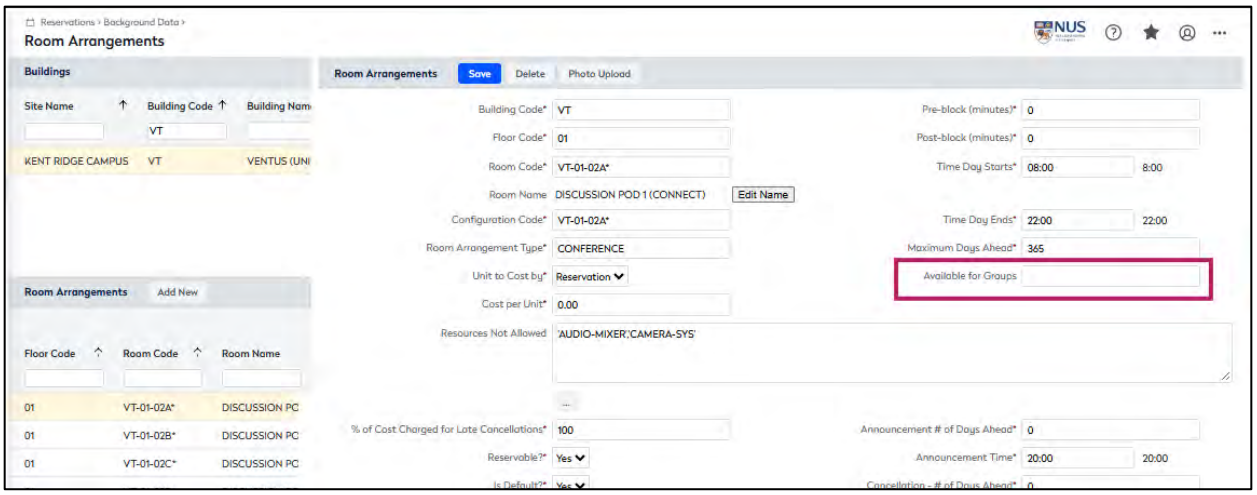
4.3.1 Who can see and book this room?

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.

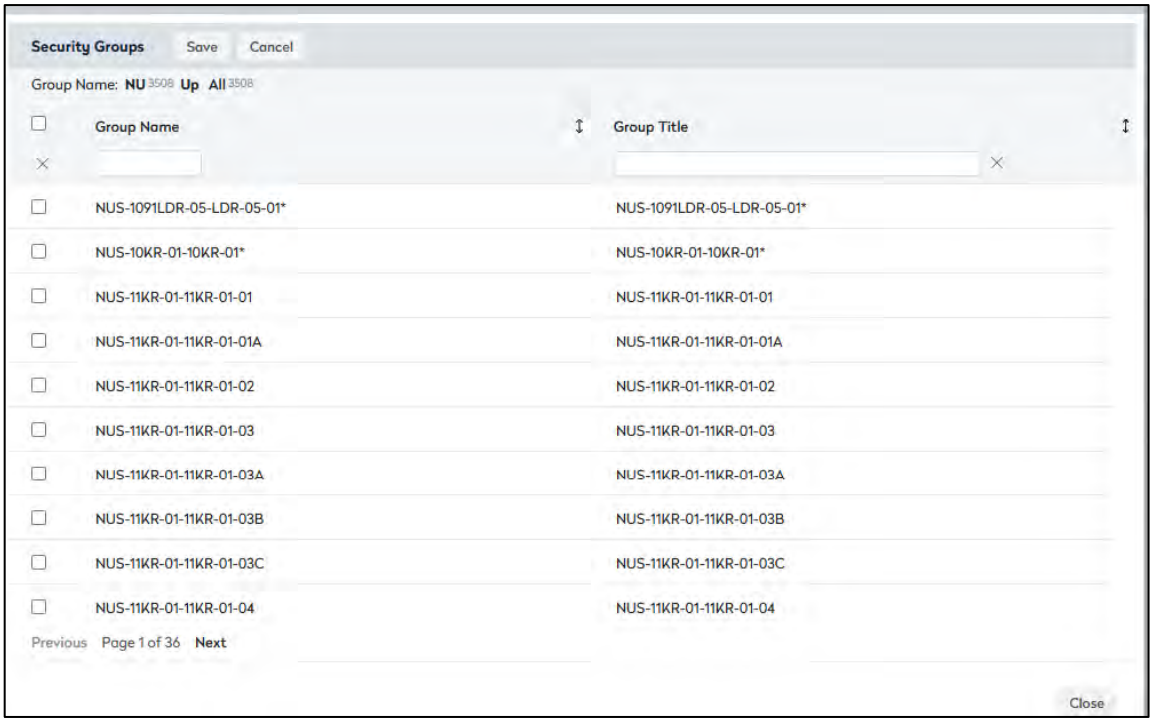


Step 4: This field lists the security groups that can see and book this room.

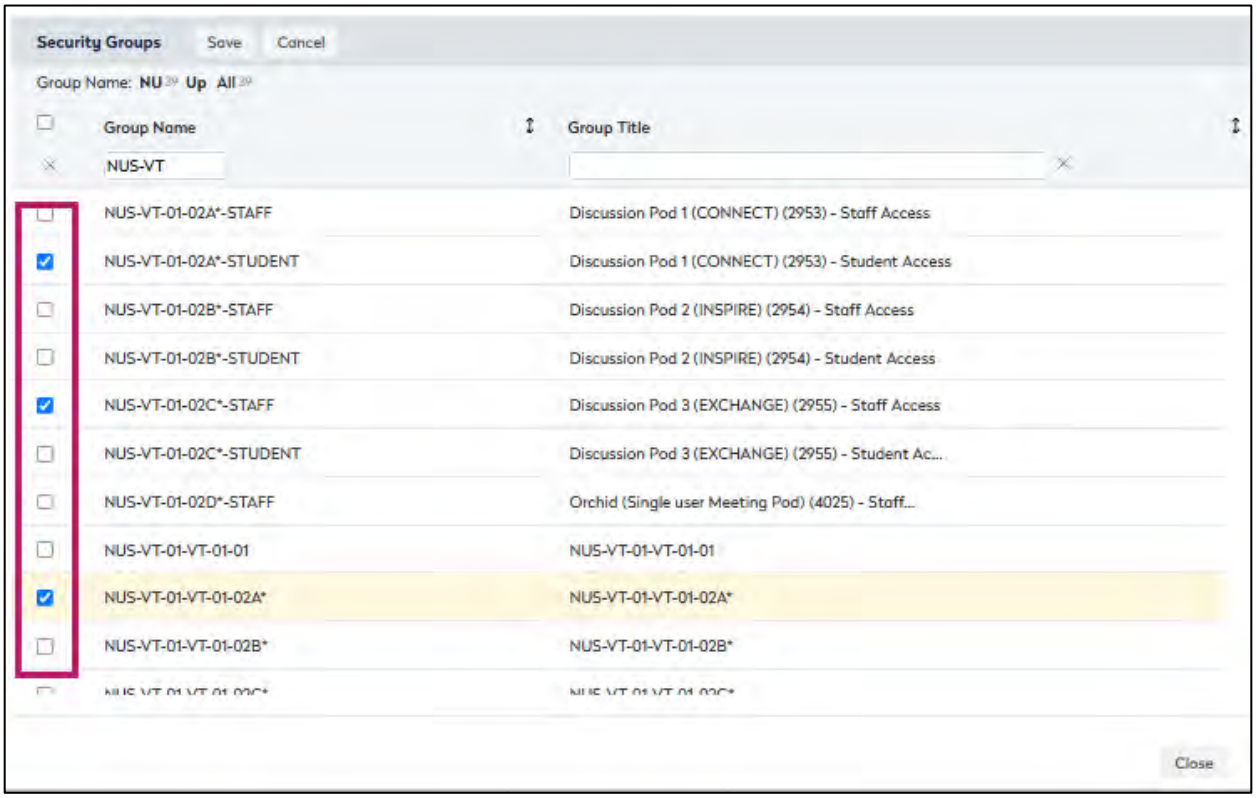
Step 5: When the field is blank it means that all users will be able to see and book the room.

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

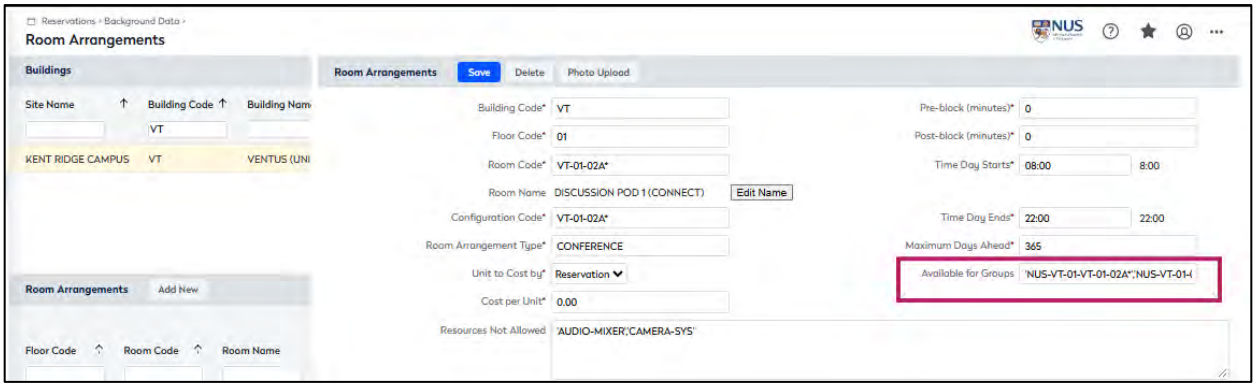
Step 7: Click the "Available for Groups" field and this popup will appear.



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 button. 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.

4.3.2 Setting up check-in requirements

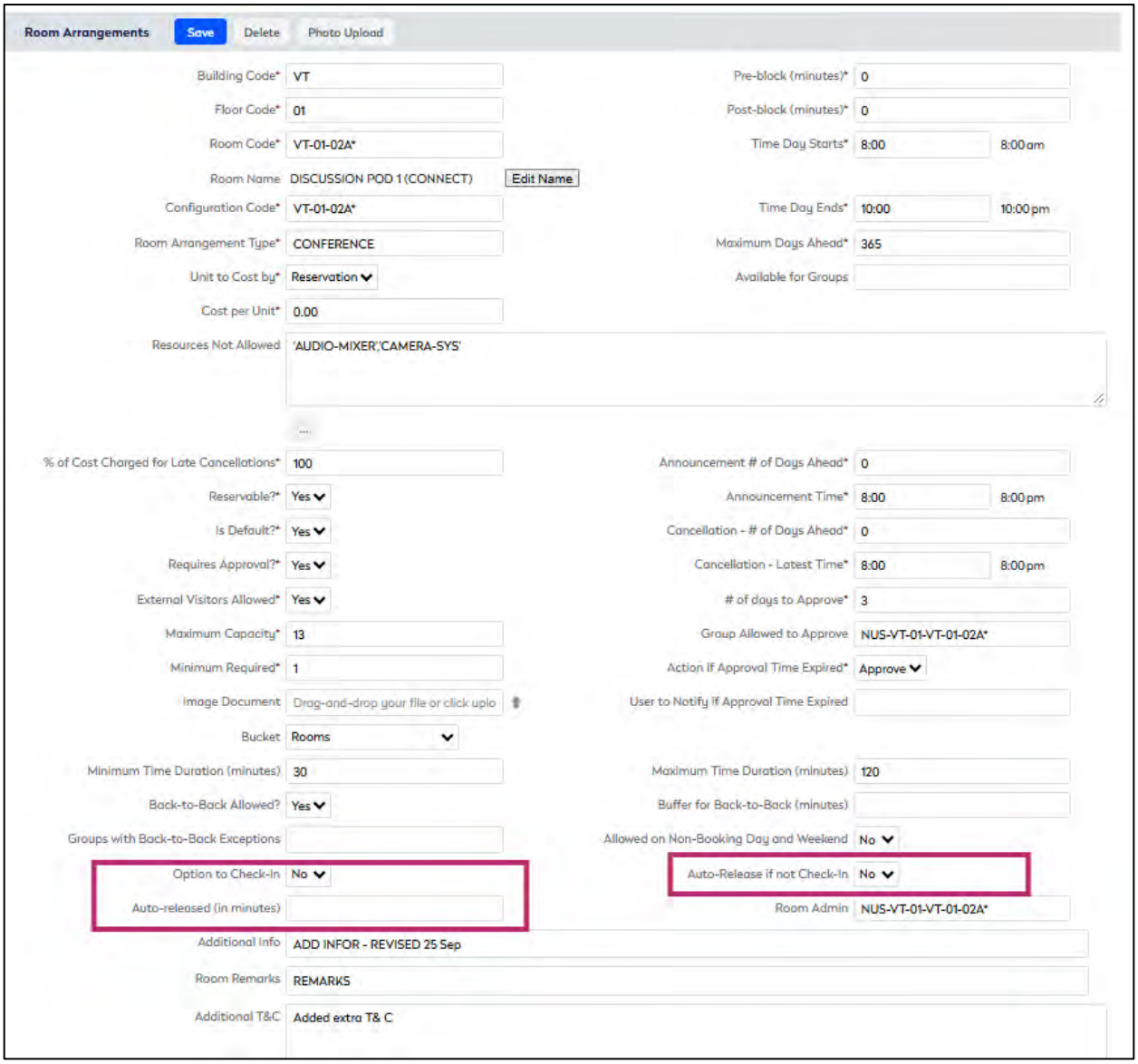
What it controls: QR codes allow users to verify their physical presence in a room by scanning a code at the room entrance. Setting check-in requirements means that the user must check in to the room at the start of the meeting.

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 **"Option to Check-In", “Auto Release if no Check-In** and **Auto-released (in Minutes)** fields.



Step 4: Change the Option to Check-in to Yes.

Step 5: Change the Auto-Release if not Check-In to Yes. This will result in the booking being cancelled and the room will become available for another user to book the room.

Step 6: When you set the room Auto Release, you must also complete the Auto-Released in minutes field. Typically, this is set to 15 minutes.

Step 7: Save the record after making these changes.

4.3.3 Adding Terms and Conditions

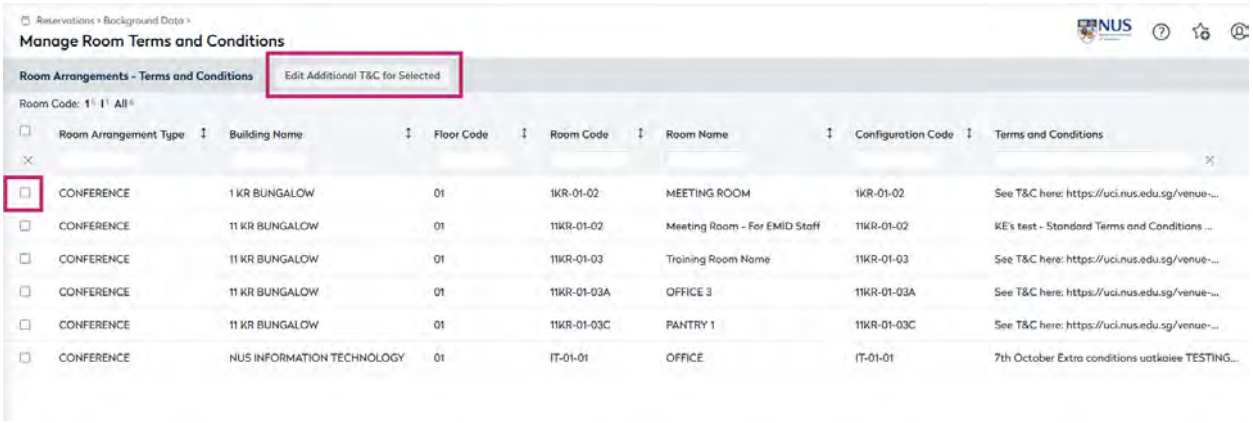
Terms and Conditions (T&C) are the rules and policies users must agree to when booking a room. VBS supports both **default T&C** (apply to all rooms) and **room-**

specific T&C (override default for specific rooms). Building Admin can only update the room specific T&C.

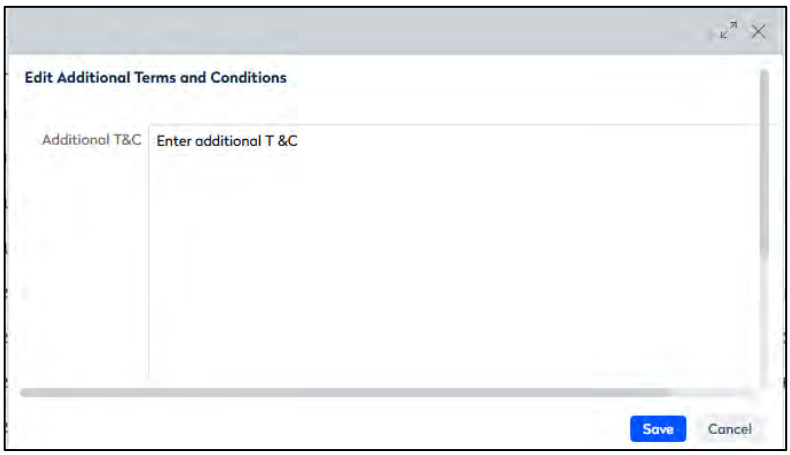
Step 1: Navigate to Manage Room Terms and Conditions

Navigation Path: Reservations > Background Data > Manage Room Terms and Conditions

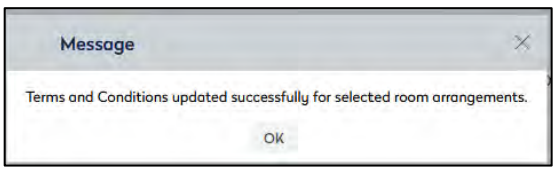
Step 2: This will create additional T&C for the selected room. The end user will see the default T&C and these when booking.



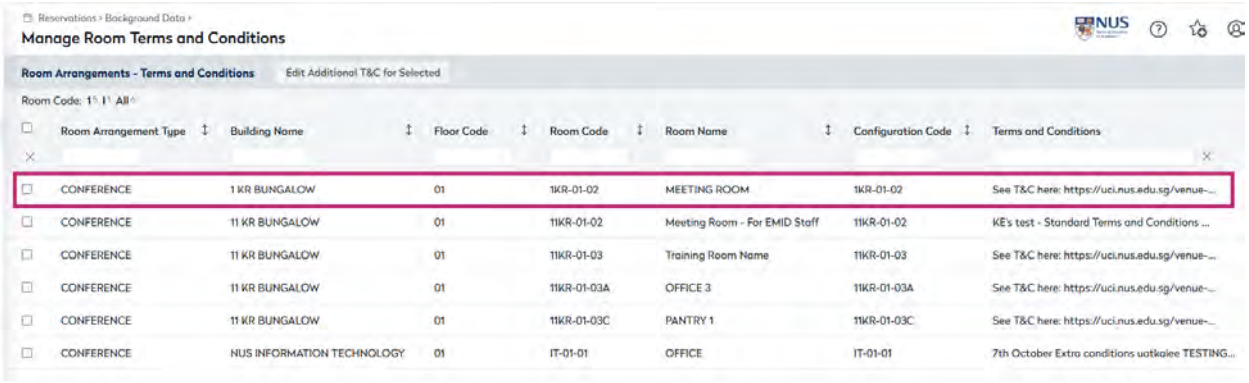
Step 3: Place a check next to the edit room. Click on the Edit Additional T & C for selected.



Step 4: Enter the additional data. Click on Save button and you will receive the confirmation message



Step 5: On screen you will see the additional data added to the record



NOTE: When booking the user will see both default T&C **AND** the additional room specific T&C.

4.3.4 Room-Specific Terms & Conditions Override

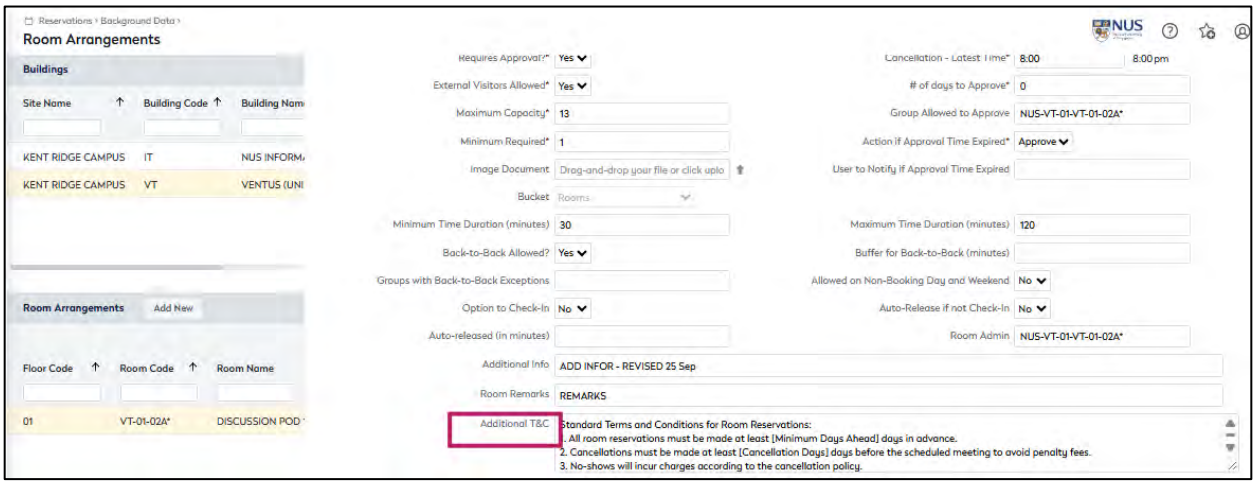
The Building Admin users will be able to update the room specific terms and conditions from the Define Room Arrangements screen.

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.

4.4 Outlook rooms

Some rooms can be booked through either Outlook or VBS. The Outlook experience is better for end users when a room is marked as bookable through Outlook.

4.4.1 Mark Room for Outlook Booking

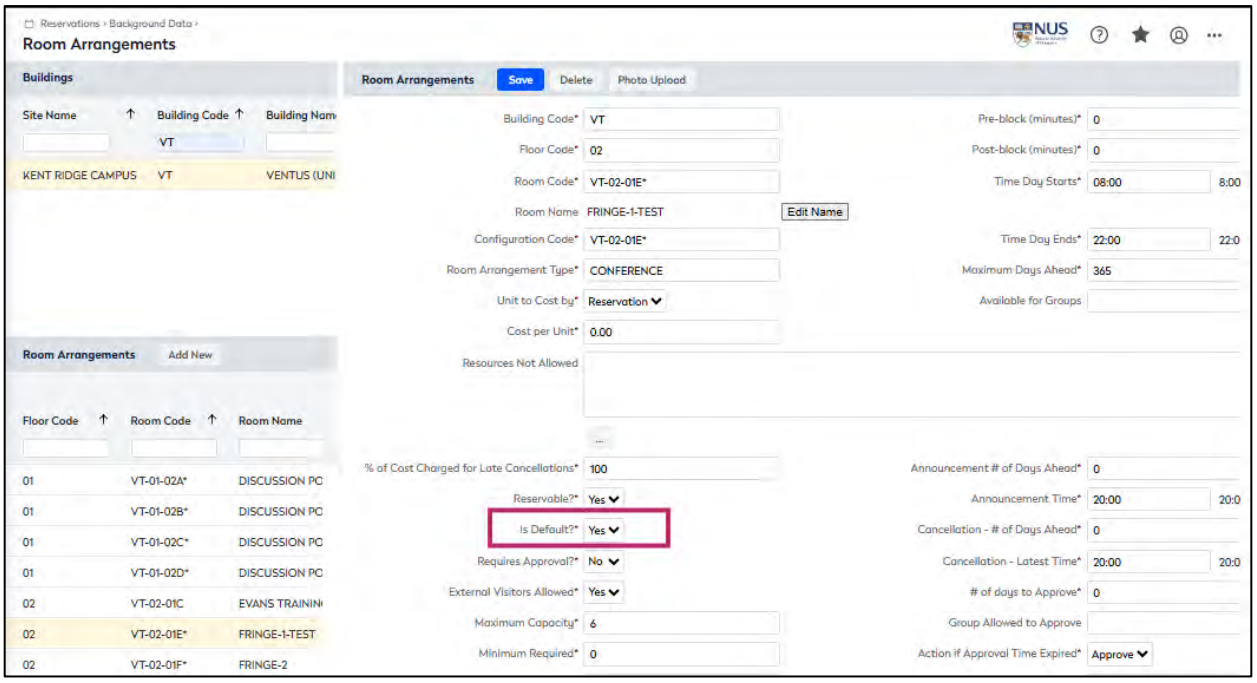
Each room needs to be marked as bookable through Outlook within VBS.

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 **"Is Default"** field.



Step 4: Change the setting to Yes.

Step 5: Save the record.

4.4.2 Add Room Mailbox details

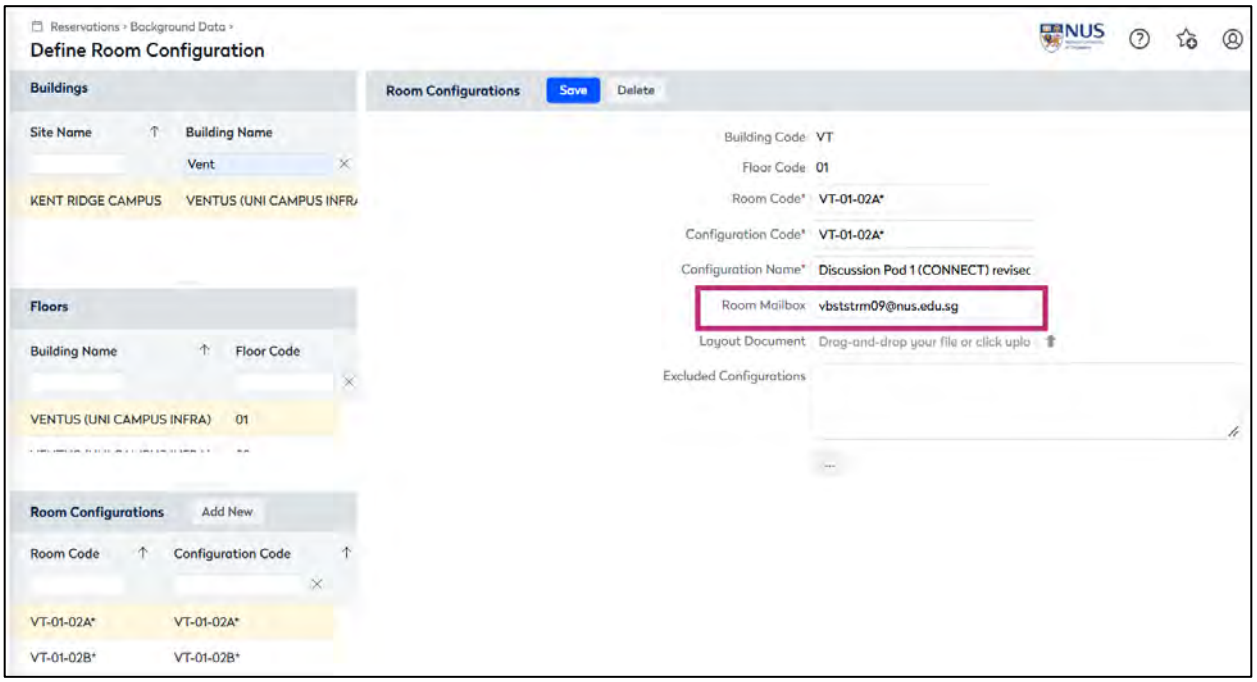
The Outlook room mail details will be provided by the NUS Outlook Exchange owners.

Step 1: Navigate to Define Room Configuration

Navigation Path: Reservations > Background Data > Define Room Configuration

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

Step 3: Locate the field **"Room Mailbox"**.



Step 4: Enter the mailbox email address.

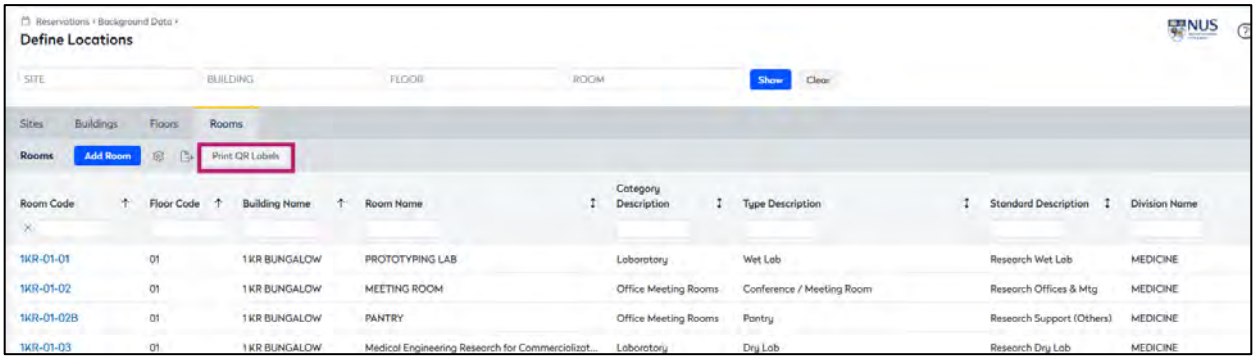
Step 5: Save the record.

4.4.3 Creating QR codes for Check in

What it controls: QR codes allow users to verify their physical presence in a room by scanning a code at the room entrance. This helps reduce no-shows and phantom bookings.

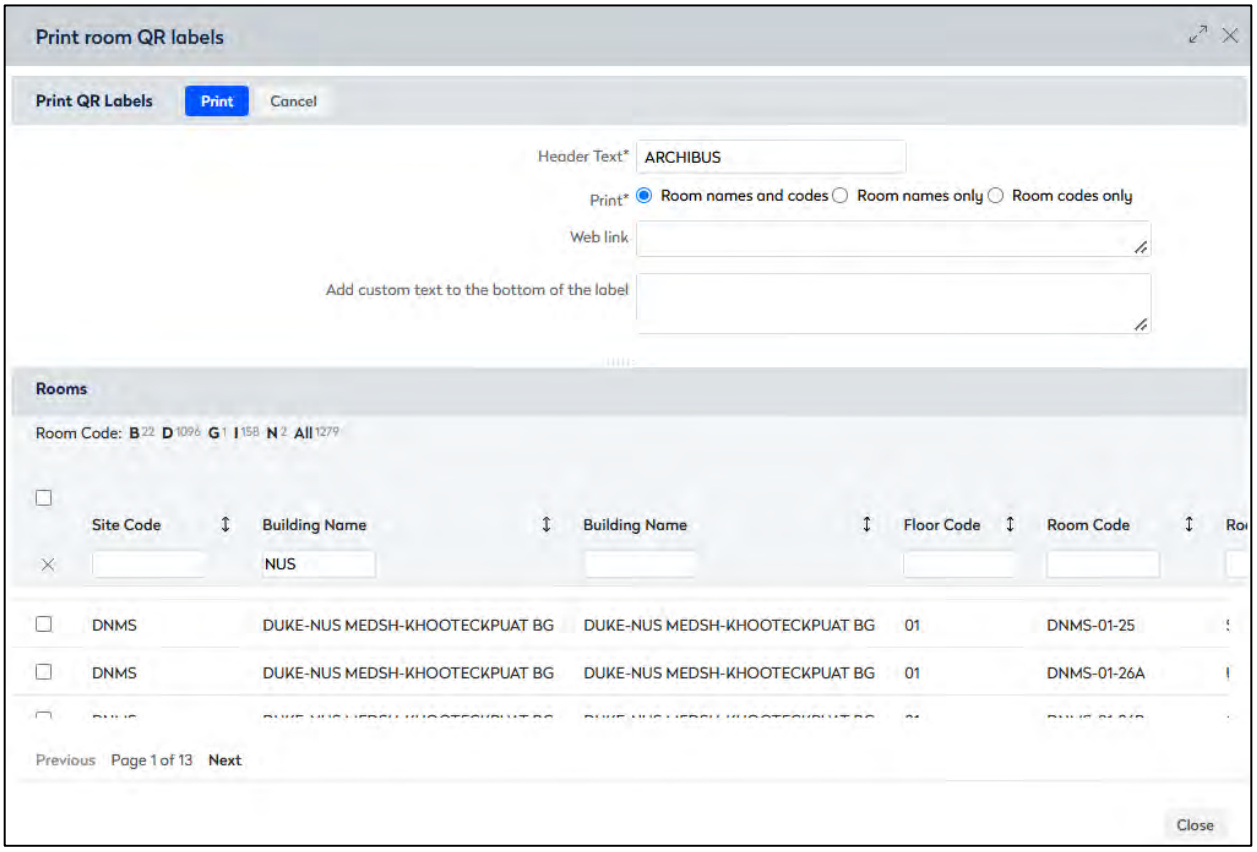
Step 1: Navigate to Define Rooms

Navigation Path: Reservations > Background Data > Define Locations



Step 2: Click "Print QR Labels" button.

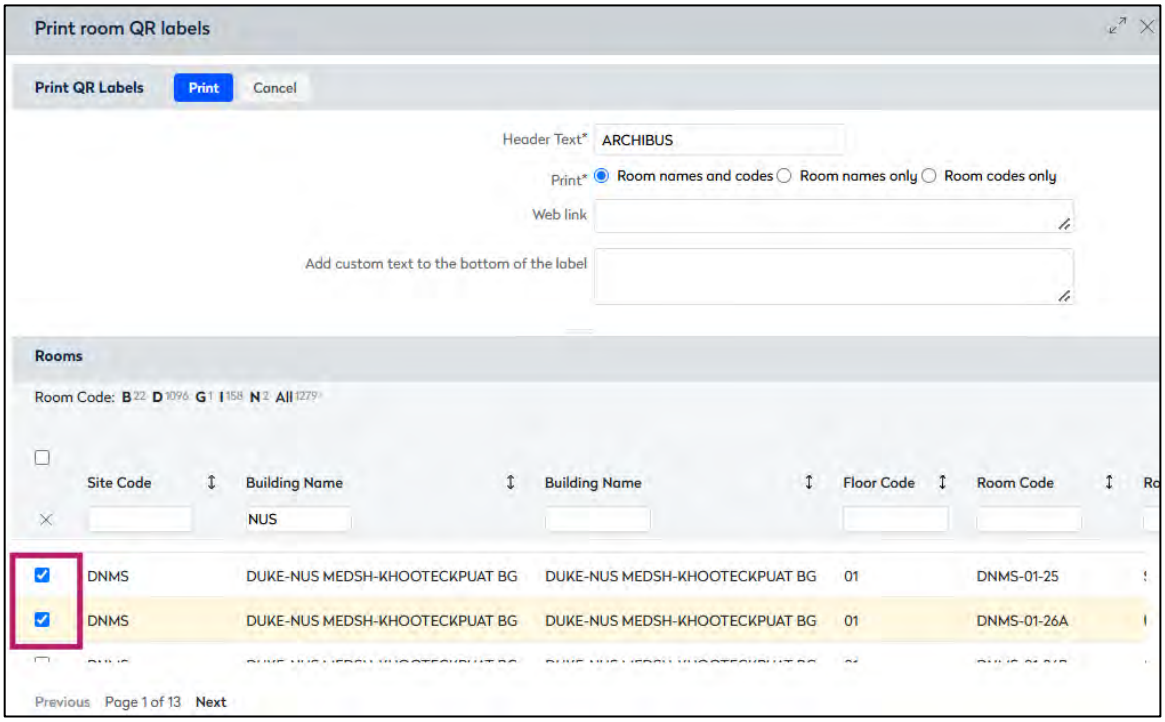
Step 3: This will open the Print room QR Labels form.



Step 4: Leave the top section as default.

Step 5: In the rooms section use the filters to locate the building for the QR codes you are going to print.

Step 6: For each room that you need to print the QR code place a tick in the check box on the left-hand side.



Step 7: Then click on Print button.

Step 8: The QR codes will be printed to a Word document.



Step 9: You can then print and post these QR codes as needed on the rooms.

NOTE: Consider posting inside the room as well (for late arrivals)

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

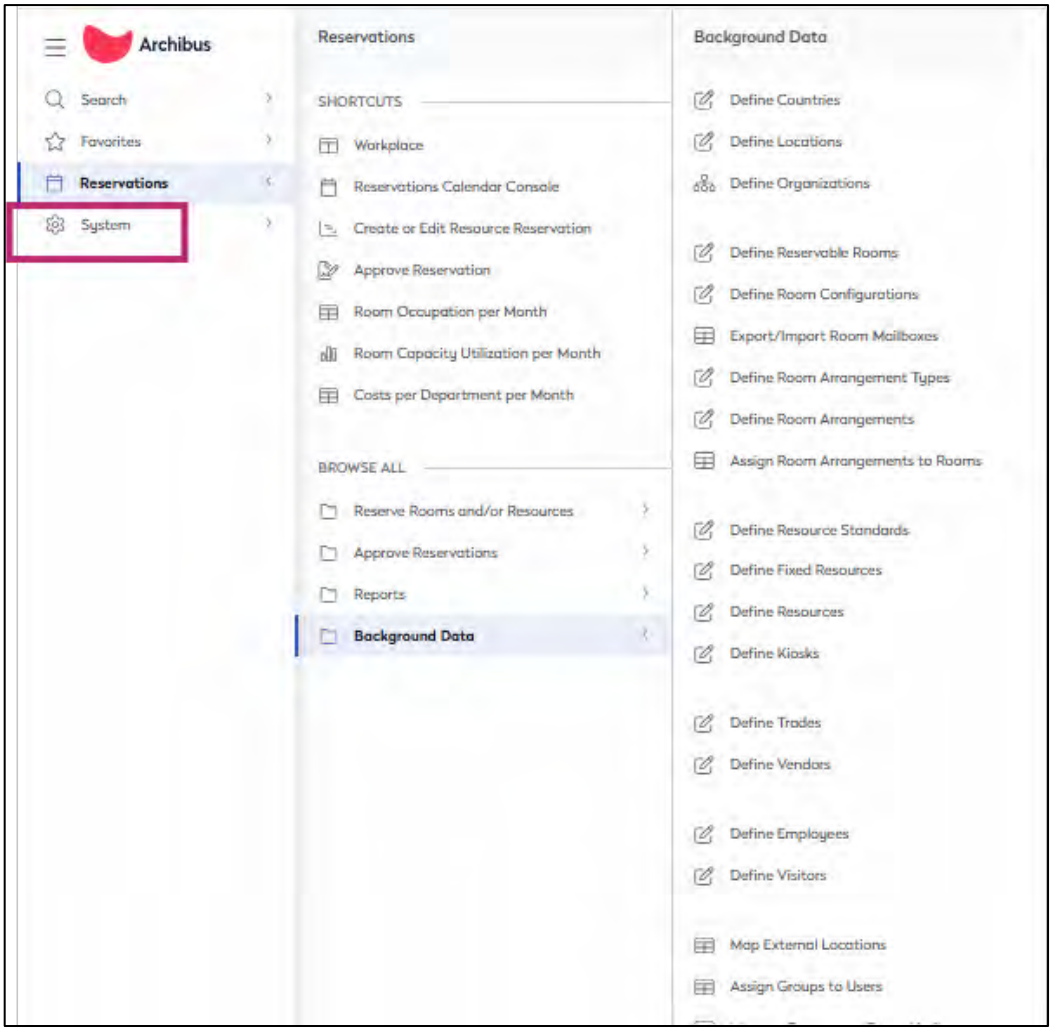
User Groups is the process for controlling what users see when the access VBS and the access to the rooms that they can book or approve.

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.

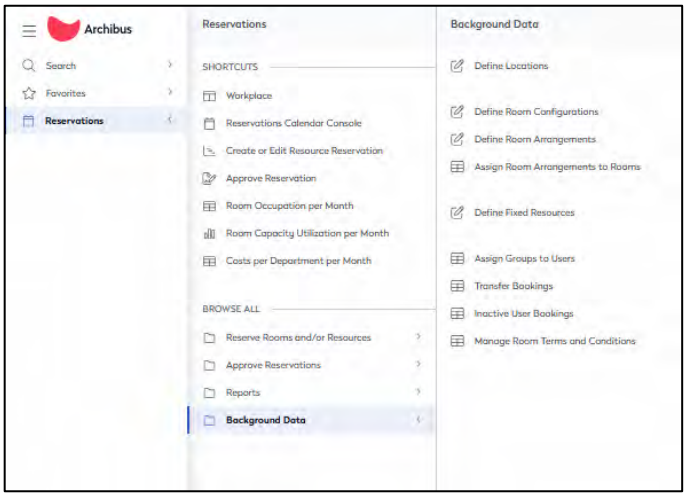
Super Admin

As Super Admin the user will see all menu items, all buildings, and rooms in the system.



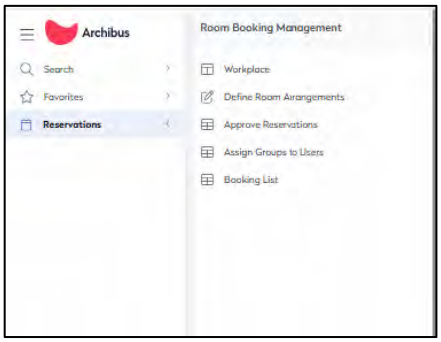
Building Admin

Building Admin has no access to system. They have limited access to the background Data menu items.



Room Admin

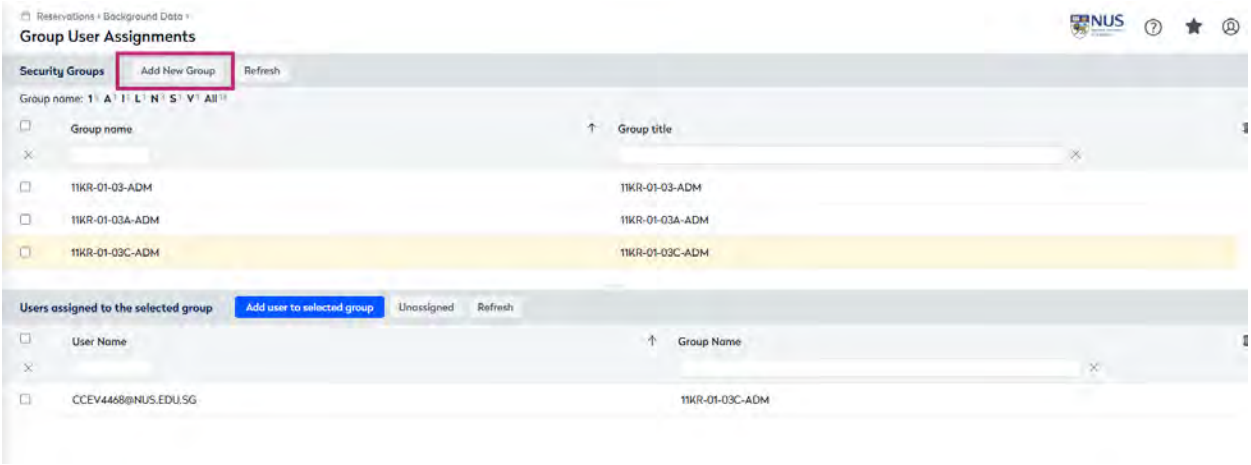
Room Admin will see limited menus item and only see the rooms for which they admin.



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 bookings rooms, approving rooms and viewing rooms.

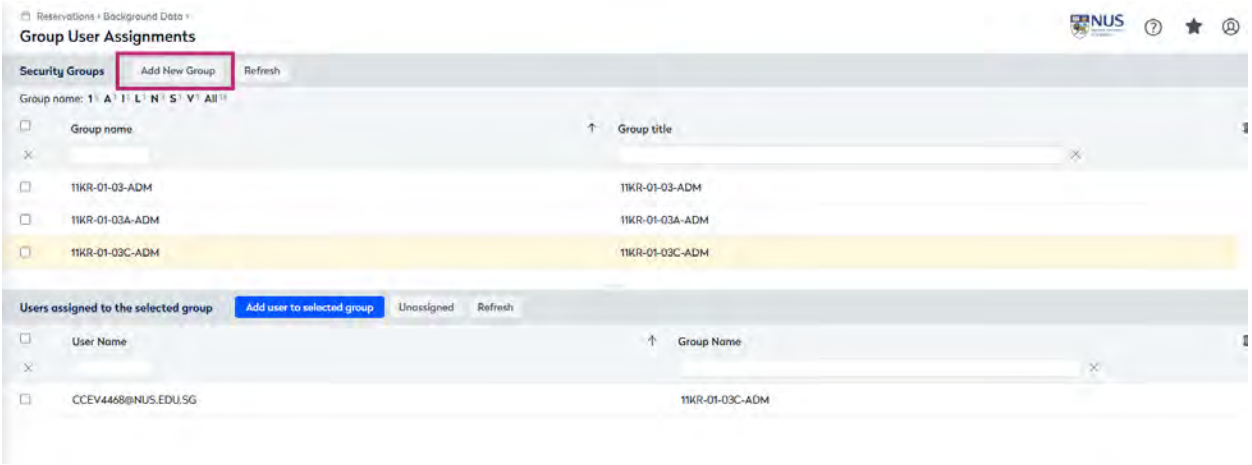
5.1.3 Creating custom groups

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

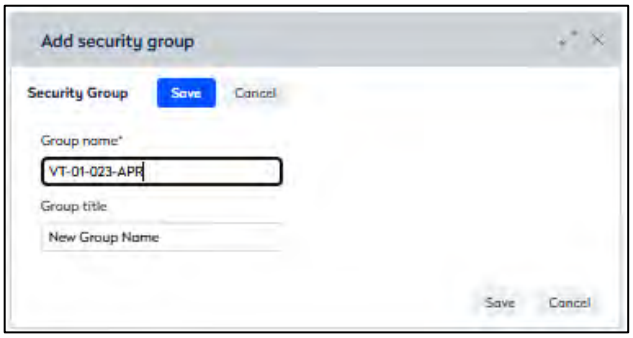
Navigation Path: Reservations > Background Data > Assign Groups to Users

Step 2: Review the Current Screen



Step 3: Click on Add New Group button.

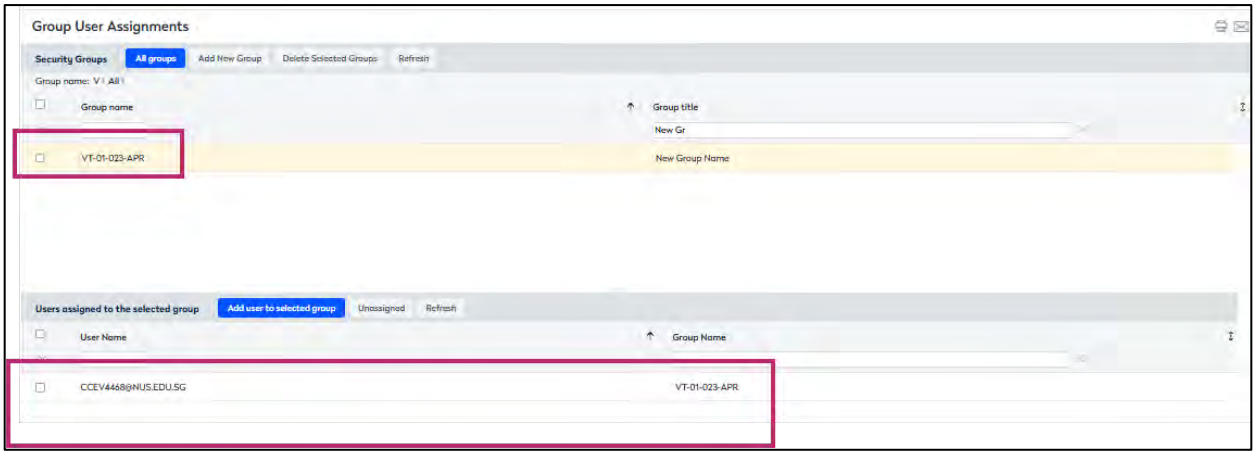
Step 4: Complete the form



Step 5: Click Save button 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

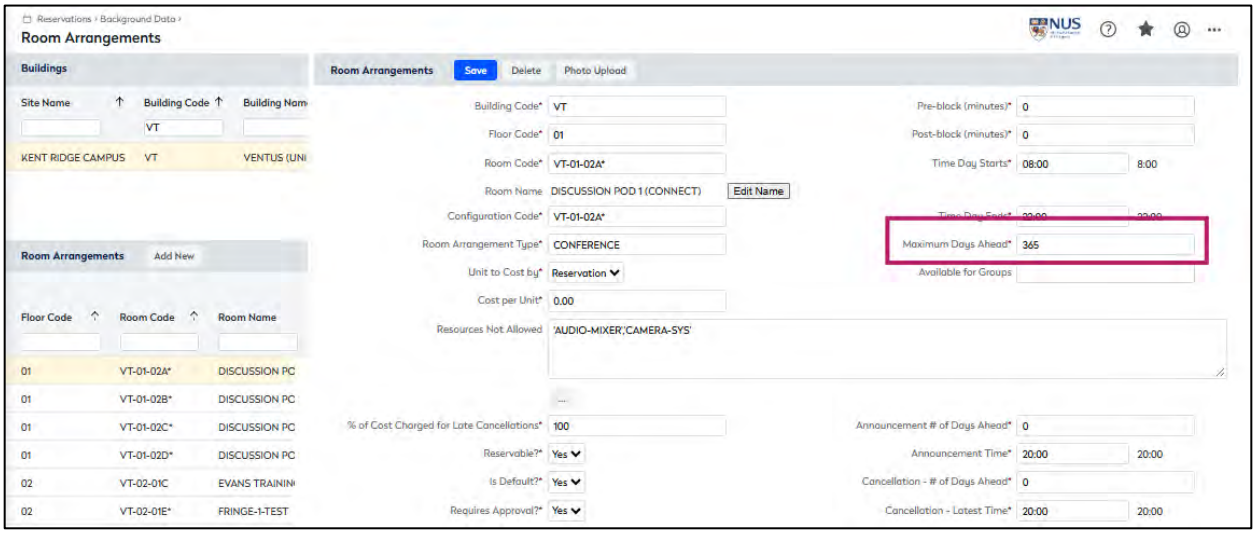
5.2.1 How far in advance people can book

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 > Background Data > 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.

NOTE: You can set different limits of specific groups that can access your room. These limits can be longer or shorter than listed on the screen above.

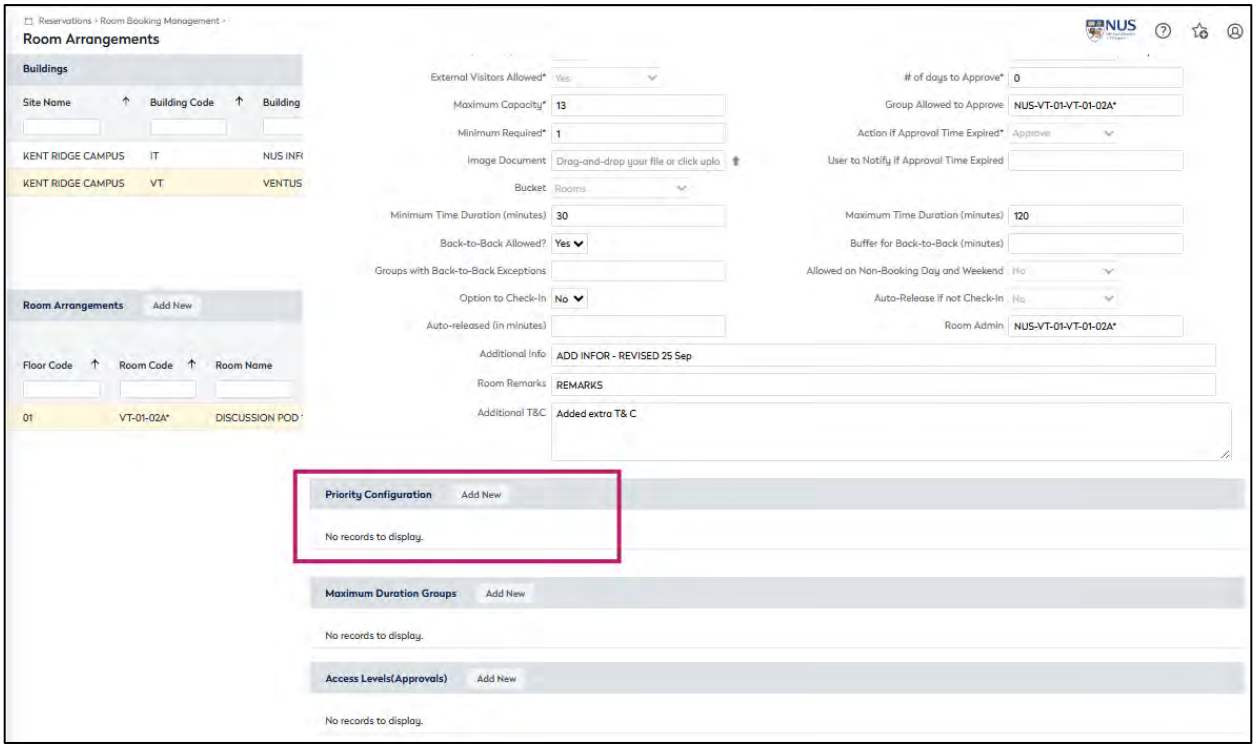
5.2.2 Priority Configuration

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.

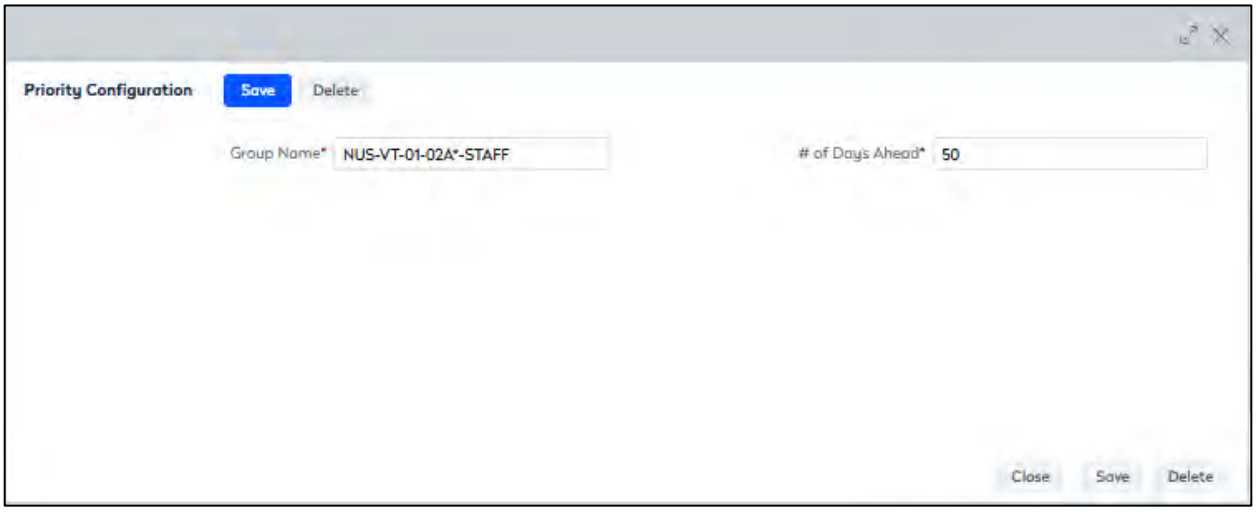
Step 1: Navigate to Define Room Arrangements

Navigation Path: Reservations > Background Data > 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.

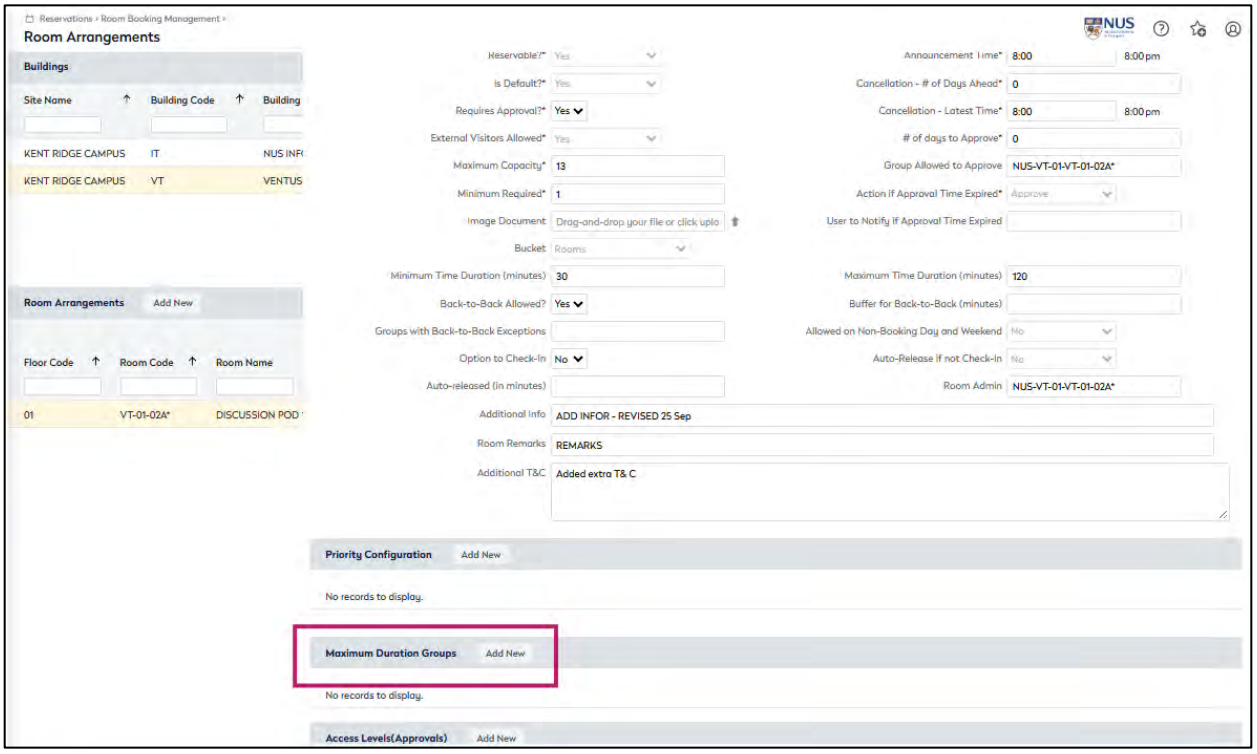
5.2.3 Maximum Duration Group

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.

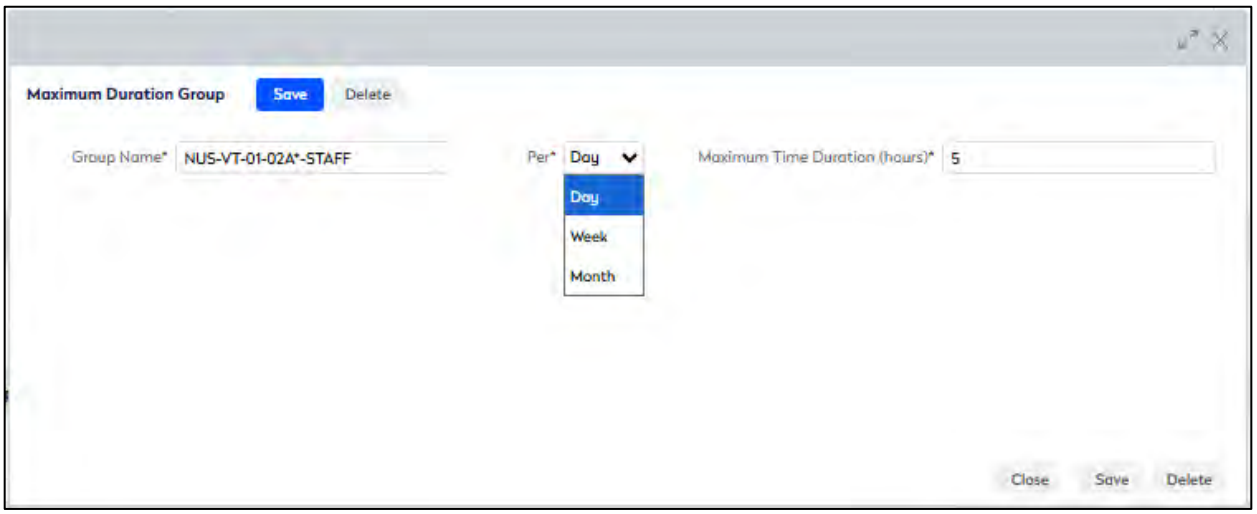
Step 1: Navigate to Define Room Arrangements

Navigation Path: Reservations > Background Data > 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 on that day.

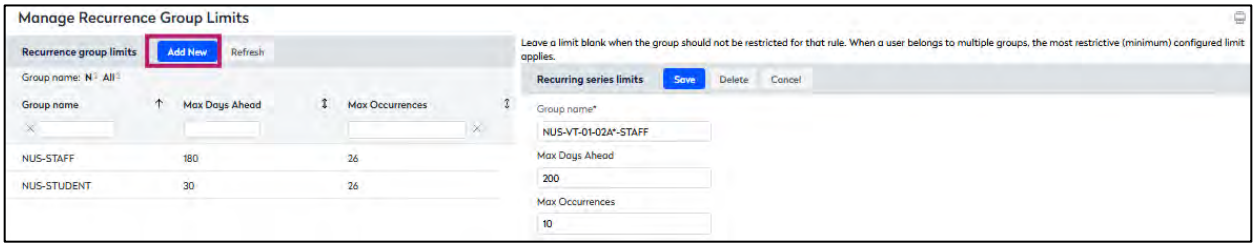
5.2.4 Maximum Booking Duration

Sometimes groups need to book further ahead than regular users for all rooms. This is a global setting and does not need to be set room by room.

Step 1: Navigate to Manage Recurrence Group Limits

Navigation Path: Reservations > Background Data > Manage Recurrence Group Limits

Step 2: Select Add New to add a new group specific limit.



Step 3: Add the group name

Step 4: Enter Max Days Ahead. This will set the maximum days ahead so that this group can book ahead of any room. This will override any room setting.

Step 5: Add in Max Occurrences. This will set the maximum number of occurrences that the user group can book rooms when making recurring bookings. For Example, if it's set at 10, they can only book the room for 10 occurrences of a recurring booking.

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.

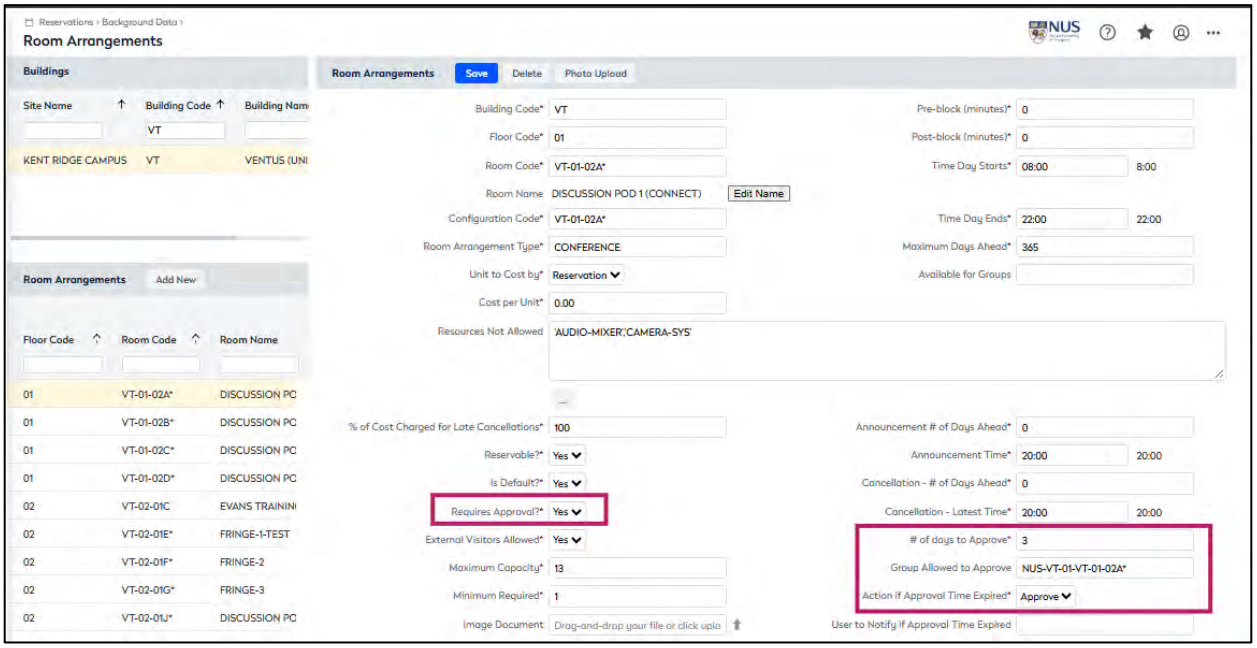
5.3.1 Setting Up Single Approval

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

Step 1: Navigate to Define Room Arrangements

Navigation Path: Reservations > Background Data > Define Room Arrangements

Step 2: Locate the Requires Approval field.



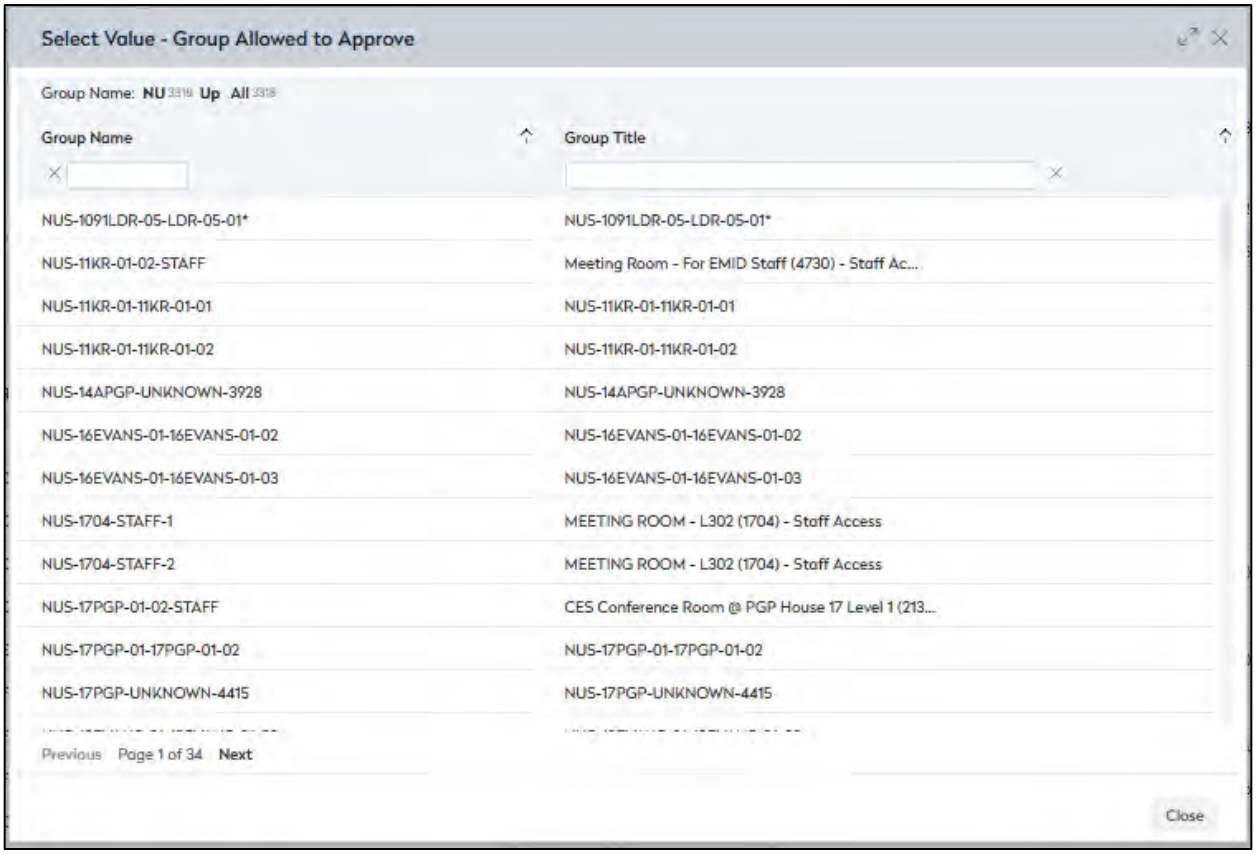
Step 3: Change the setting to Yes.

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, Reject or Notify.

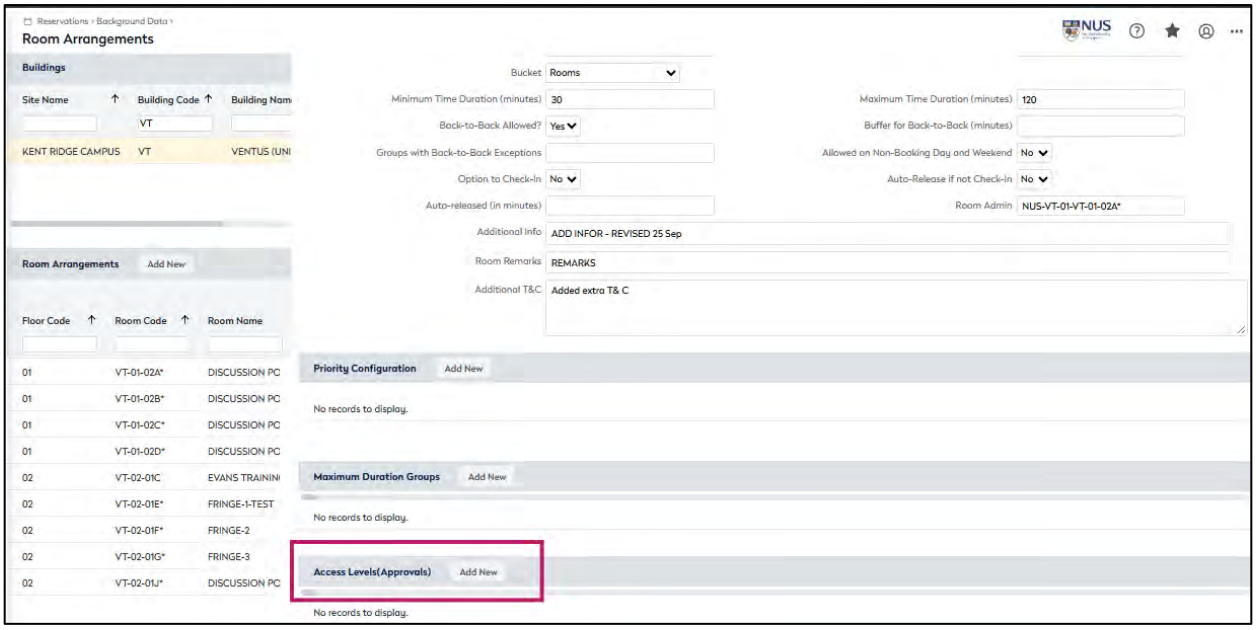
5.3.2 Setting up Auto Approval

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 > Background Data > Define Room Arrangements

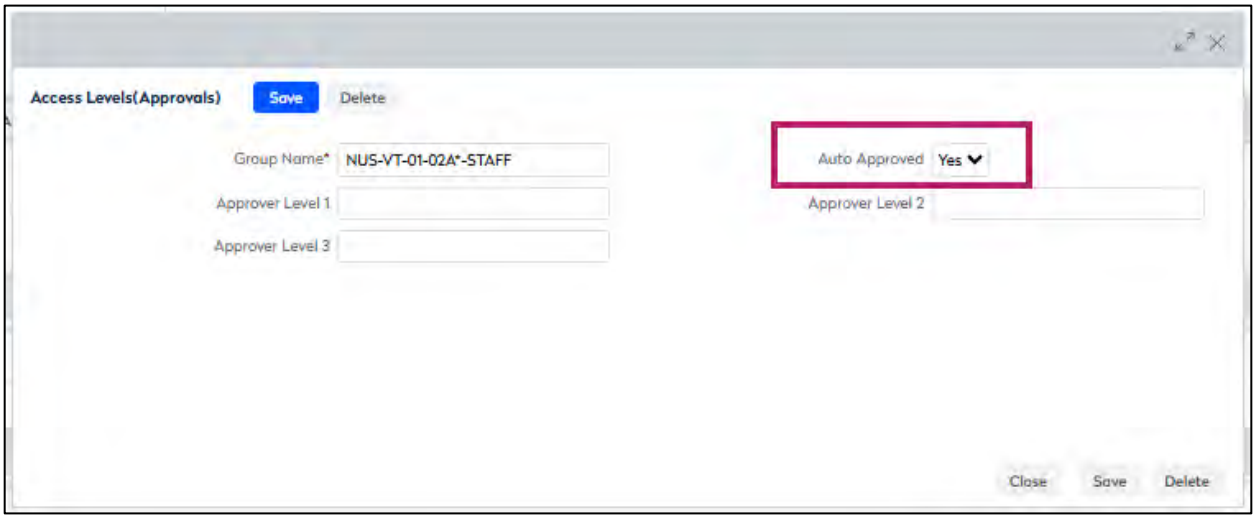
Step 2: Move to the bottom of the screen and select Access Levels (Approvals).



Step 3: Click on Add New button.

Step 4: Add the group name.

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



Step 6: Click on Save button.

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.

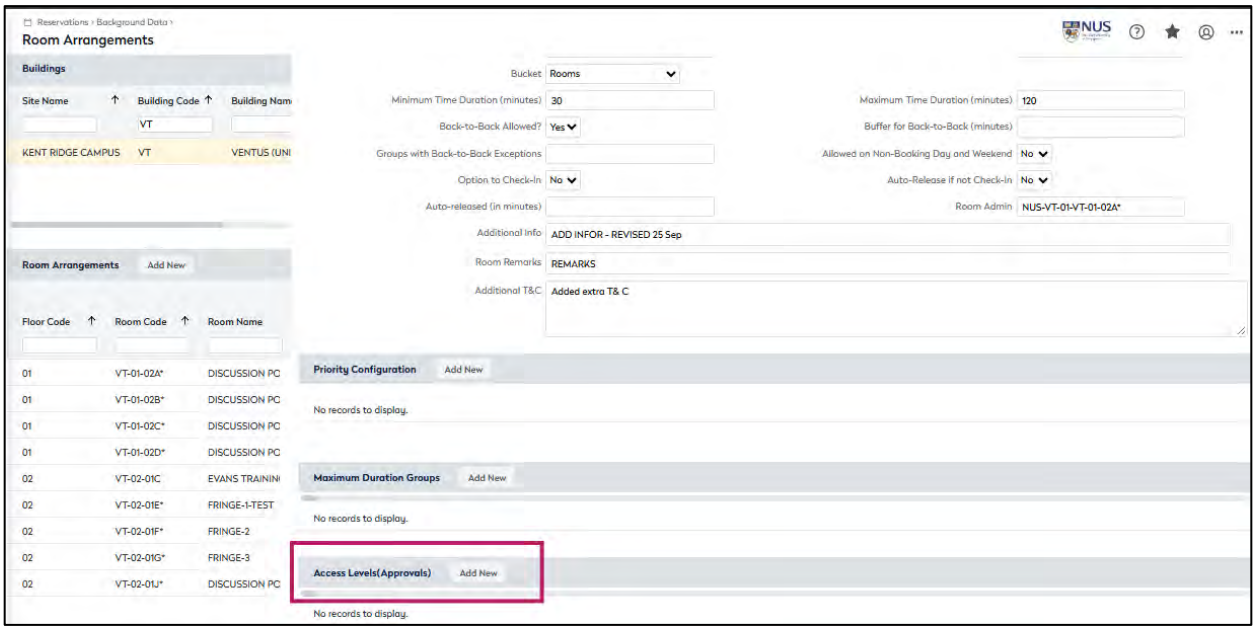
5.3.3 Setting up multi-level approval

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

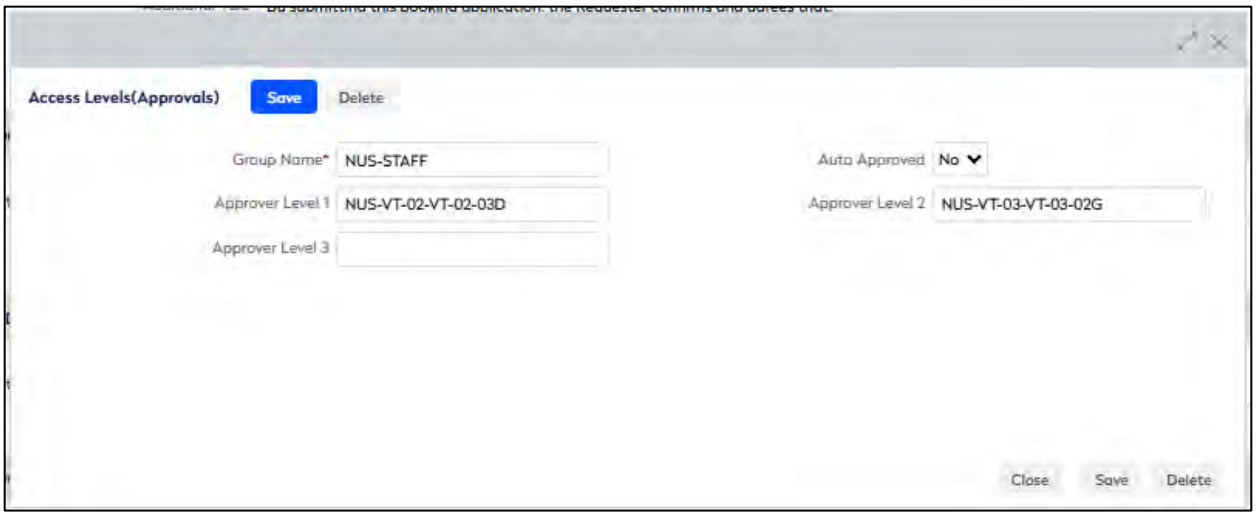
Step 2: Move to the bottom of the screen and select Access Levels (Approvals).



Step 3: Click on Add New button.

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 button.

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 BULK OPERATIONS (Save Time)

6.1 Adding Multiple Bookings at Once

When you have many bookings for a location it may be simpler to undertake a bulk import for those rooms. Or when you are transferring bookings from a legacy system.

This can only be done from the Reservations Calendar Console.

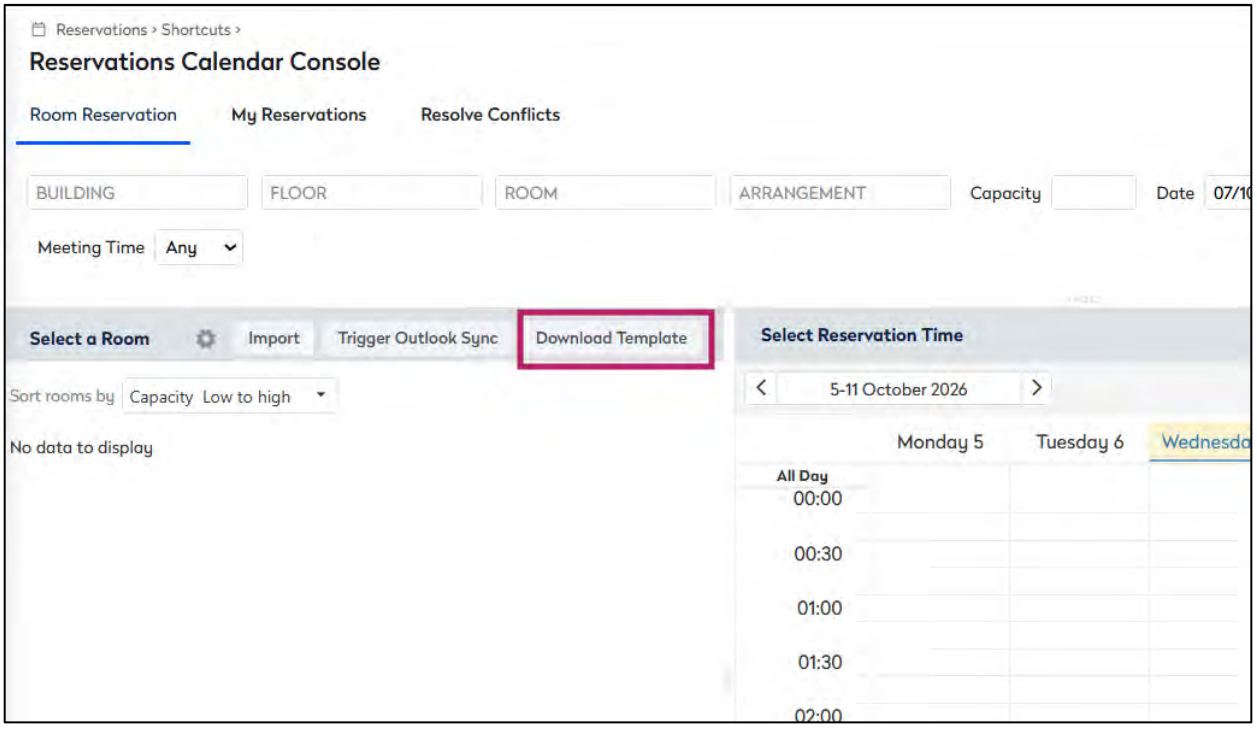
6.1.1 Download the template

Bulk bookings are made through the Room Reservation Console. This allows for the importing off many room reservations at the one time.

When this process occurs, there is no email sent to the user.

Navigation Path: Reservations > Reserve Rooms and/or Resources > Reservation Calendar Console

Step 1: Download the Import Template File.

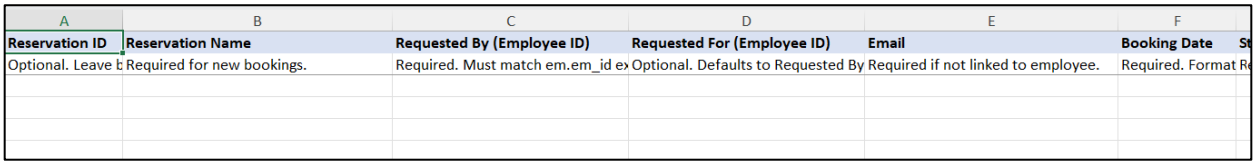


Step 2: Click on Download Template and the file will be downloaded to your computer.

6.1.2 Fill in the template correctly

Step 3: Fill in the file with the details for the bulk bookings.

Step 4: The first two lines of the file need to remain with no changes. The first booking should be placed into Row 3 of the file.



A	B	C	D	E	F
Reservation ID	**Reservation Name**	**Requested By (Employee ID)**	**Requested For (Employee ID)**	**Email**	**Booking Date**
Optional. Leave b	Required for new bookings.	Required. Must match em.em_id ex	Optional. Defaults to Requested By	Required if not linked to employee.	Required. Format R

Step 5: The second line of the file give the detail of the format for each column. The table below lists the format for each column.

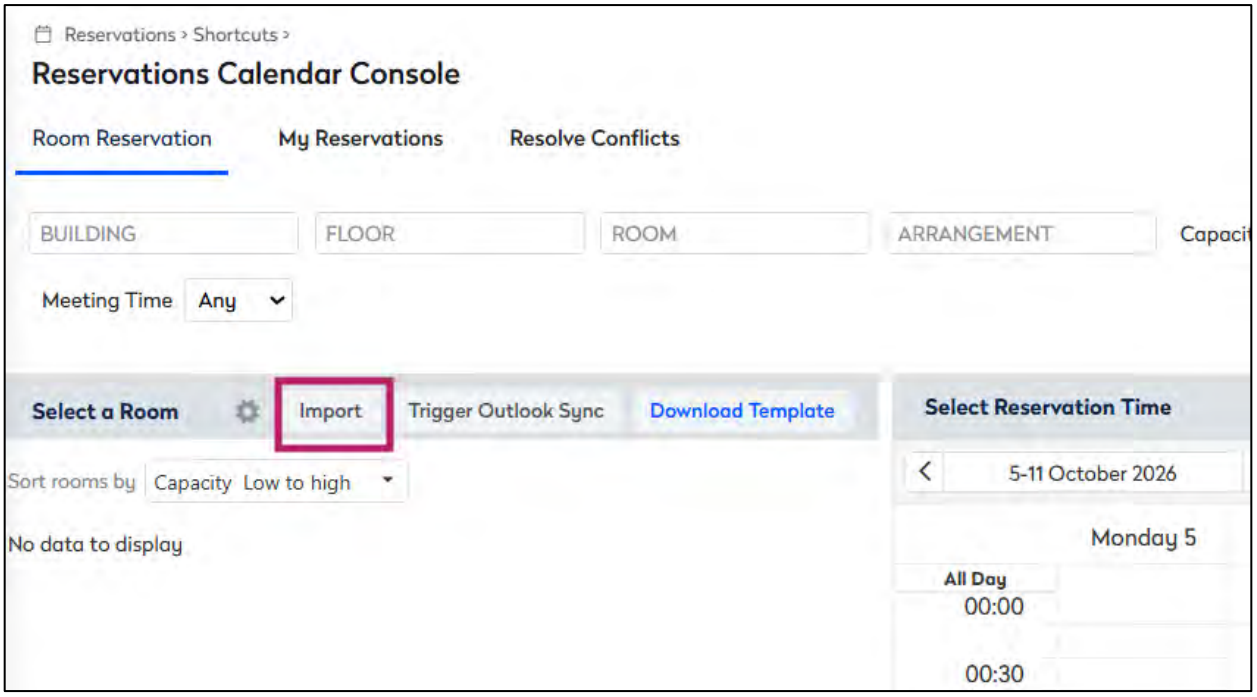
Column Heading	Data Format
Booking Date	Required. Format: yyyy-MM-dd
Start Time	Required. Format: HH:mm
End Time	Required. Format: HH:mm
Building Code	Required.
Floor Code	Required.
Room Code	Required. Must exist and be reservable.
Arrangement Type	Required. rm_arrange_type_id from rm_arrange.
Attendees in Room	Optional. Number of attendees.
Comments	

Step 6: Close the template file with the changes saved.

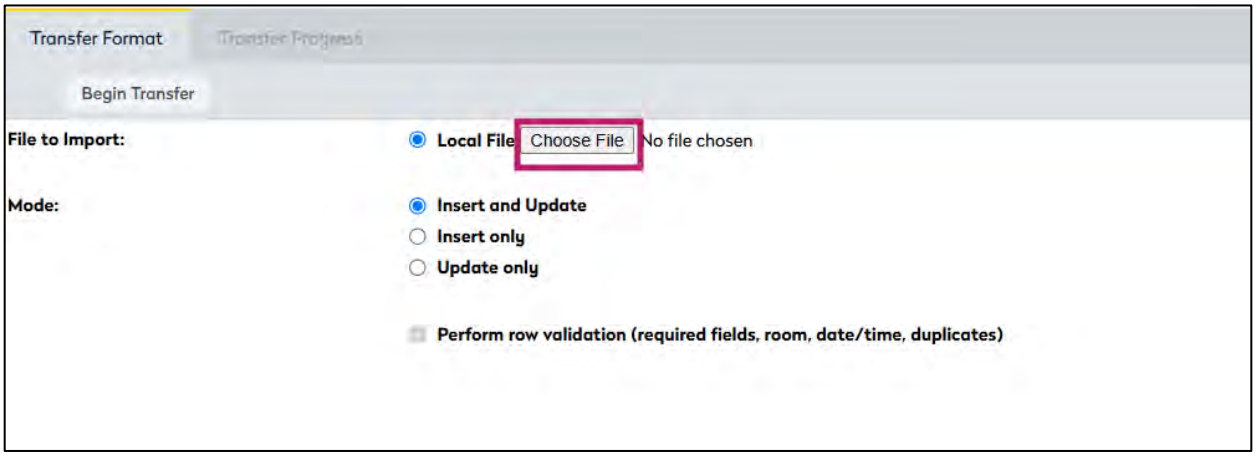
NOTE: If the data is invalid it will not be imported into the system.

6.1.3 Upload and fix errors

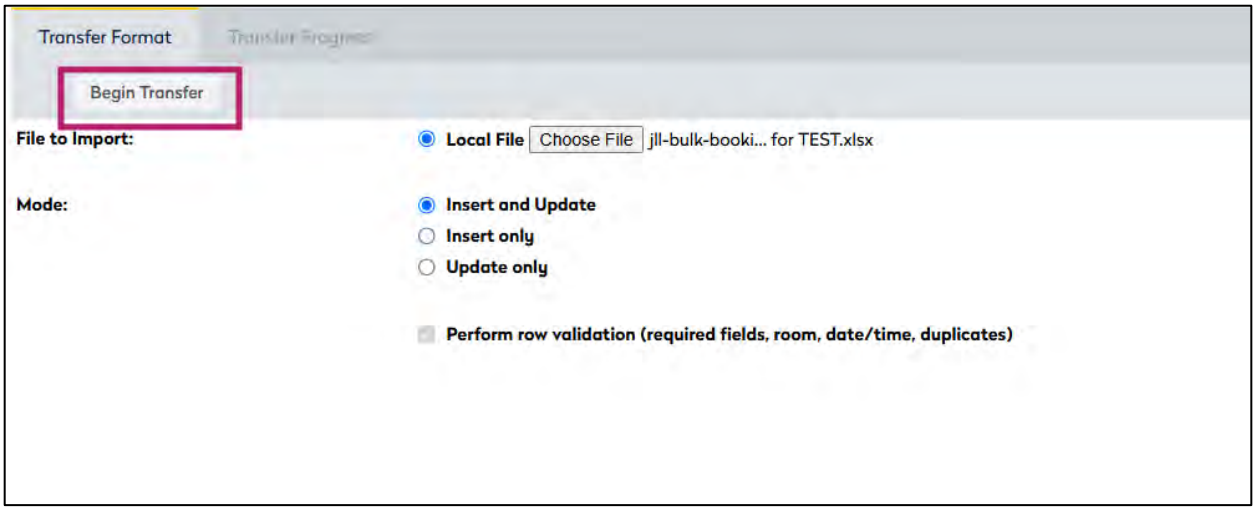
Step 7: In Reservation Calendar Console click on Import button.



Step 8: This will open a new screen and allow you to start the import process.

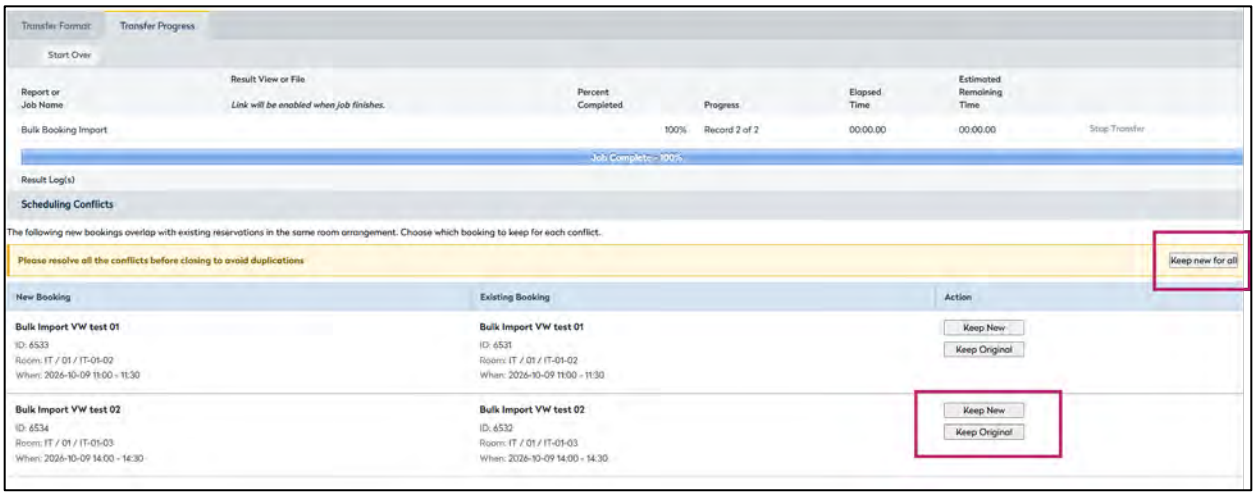


Step 9: Click on Choose File button and navigate and selected the template file.



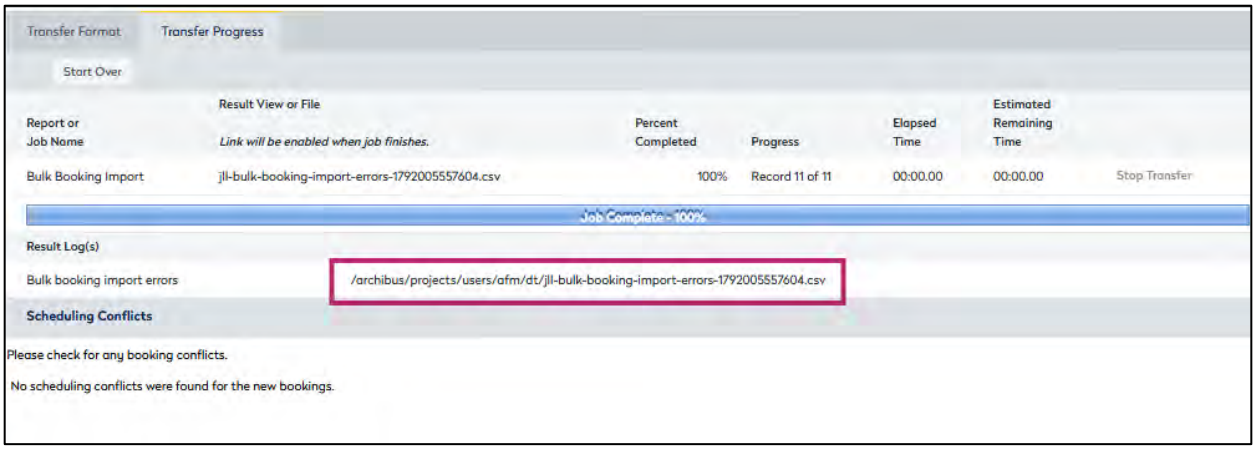
Step 10: Click on Begin Transfer button and the bookings will be transferred into VBS.

Step 11: When the transfer is complete and there are conflicts a screen like this will appear.



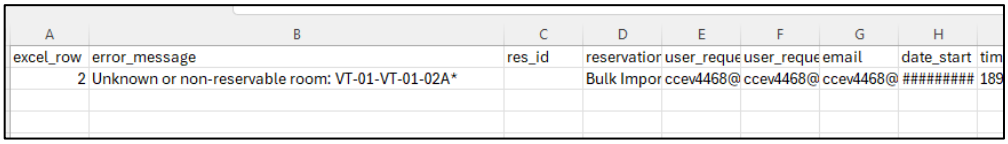
Step 12: For each booking you can review and choose to Keep New or Keep Original

Step 13: If the data is invalid in your import file the system will reject it.



Step 14: Click on the link to open the file.

Step 15: The first column in the file will tell you the row number that is causing the error.



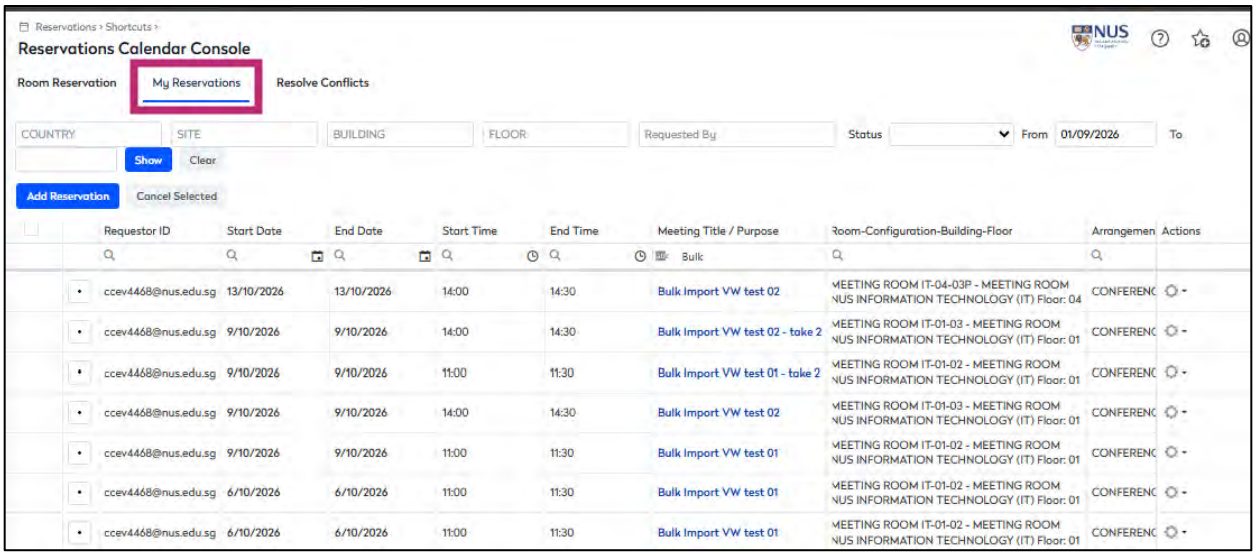
A	B	C	D	E	F	G	H	
excel_row	error_message	res_id	reservatior	user_reque	user_reque	email	date_start	tim
2	Unknown or non-reservable room: VT-01-VT-01-02A*		Bulk Impor	ccev4468@	ccev4468@	ccev4468@	#########	189

Step 16: The second column will tell you what the error is. All errors need to be resolved before you can import the records.

6.1.4 Verify bookings were created

Step 17: The last step is to verify that the records have been imported. This can happen from many places. As the Super Admin you can stay in the Reservation Calendar Console screen.

Step 18: Select the My Reservations tab.



Step 19: Use the filters to restrict the records to a date or building that was imported.

6.2 Managing Multi Room Bookings

When you have the need to book several rooms at once the system allows the Building Admin to complete this task.

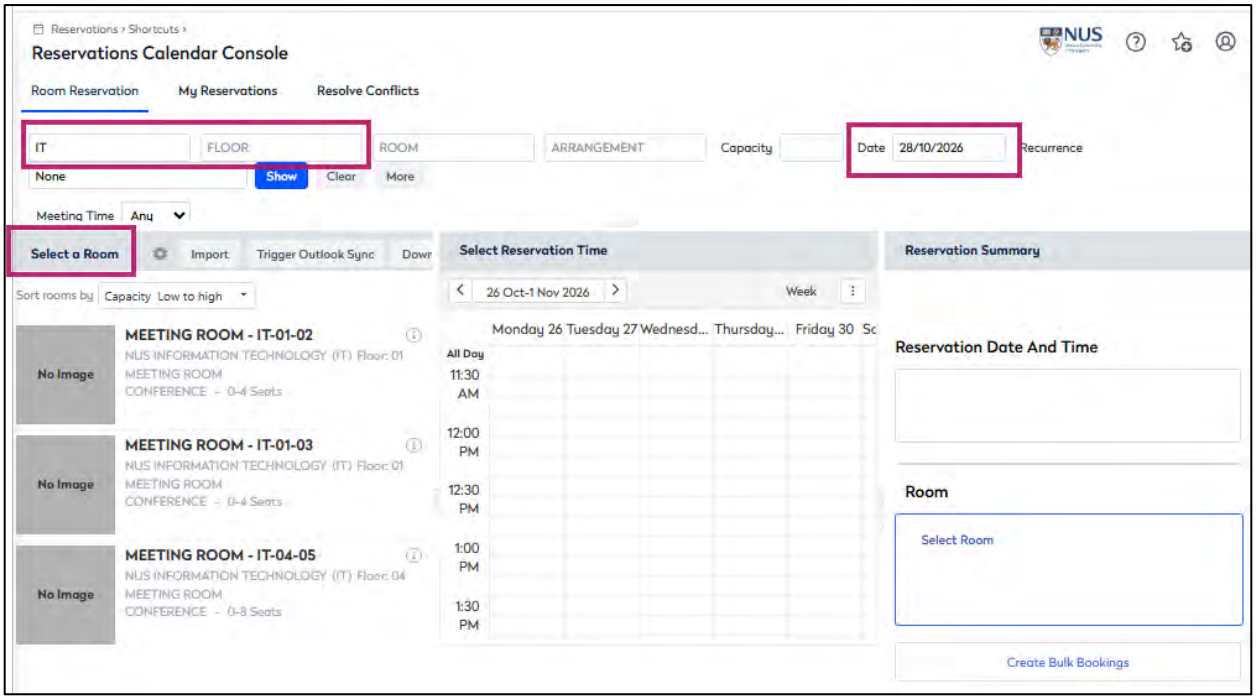
6.2.1 Reserve multiple rooms for same time

Step 1: Navigate to Reservation Calendar Console

Navigation Path: Reservations > Reserve Rooms and/or Resource > Reservation Calendar Console

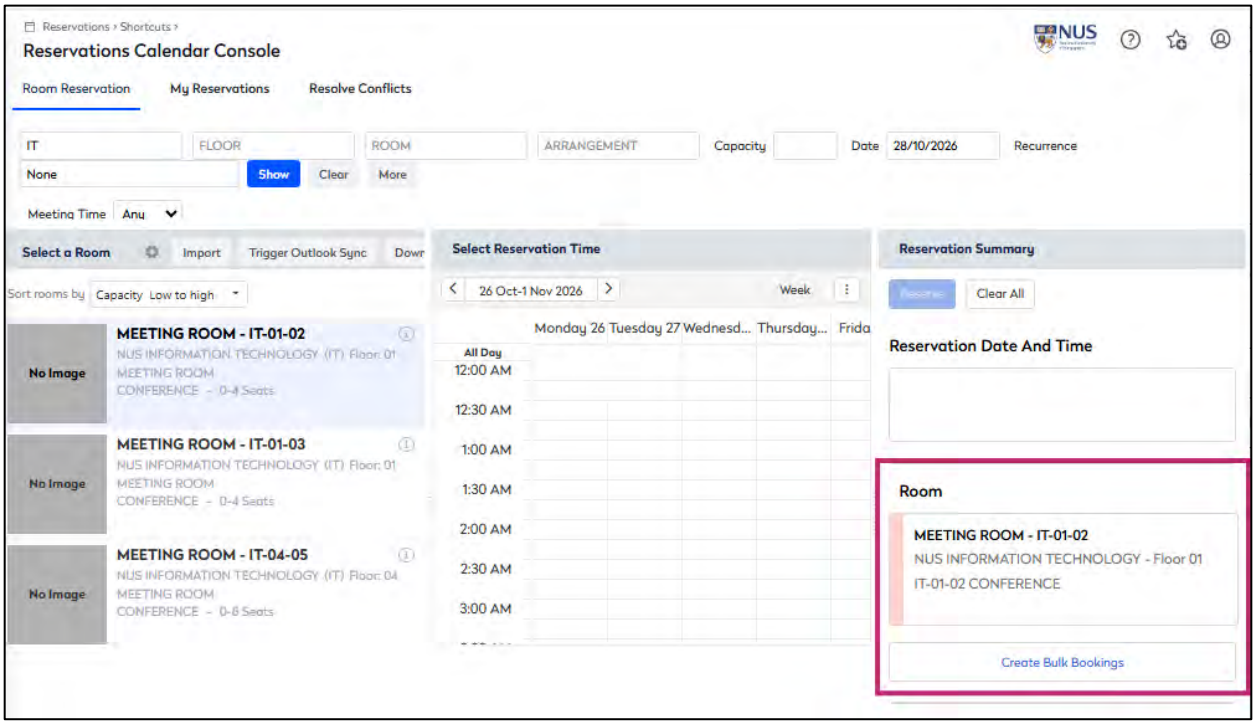
Step 2: Select your building, and date form the filter at the top

Step 3: Click on Show button.

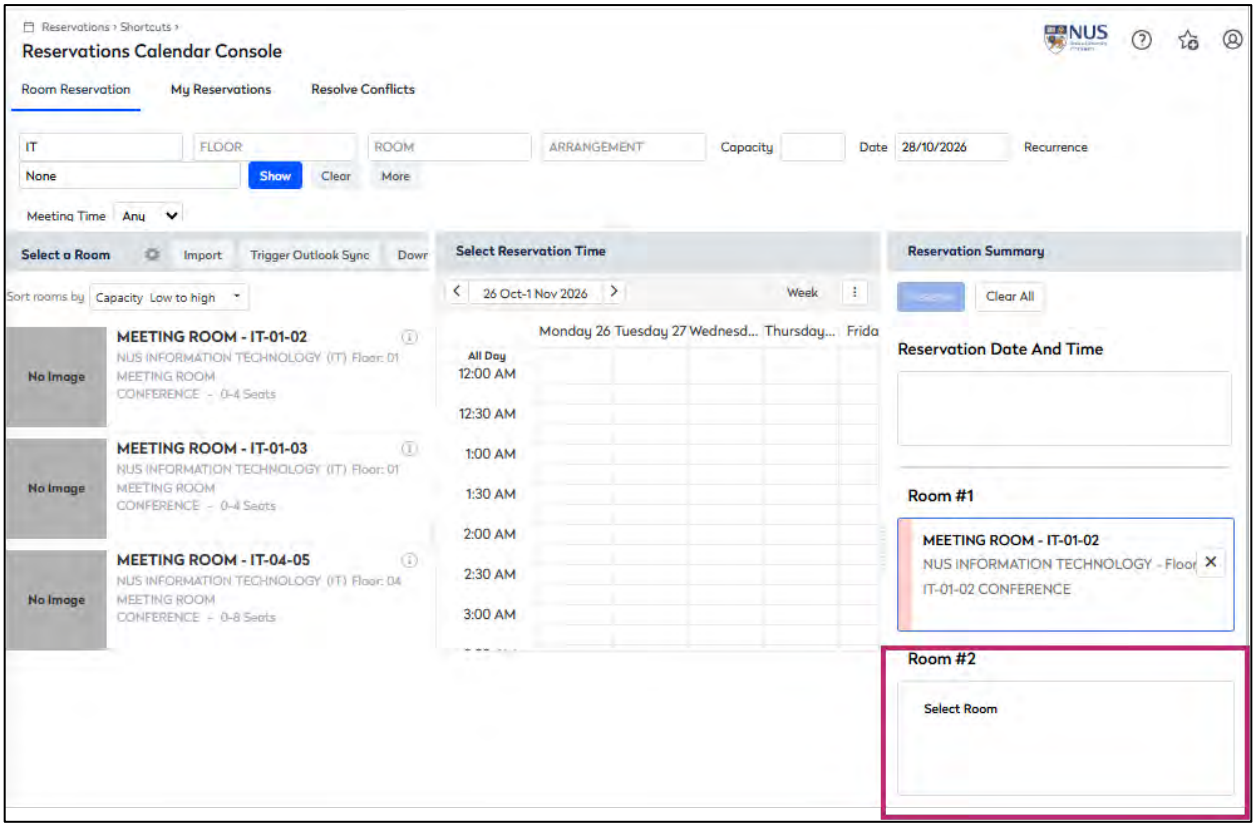


Step 4: The rooms will appear on screen on the left-hand side.

Step 5: On the right-hand panel, under the Reservation Summary panel click Select Room button to add a room. It will appear on the right-hand side of the screen.

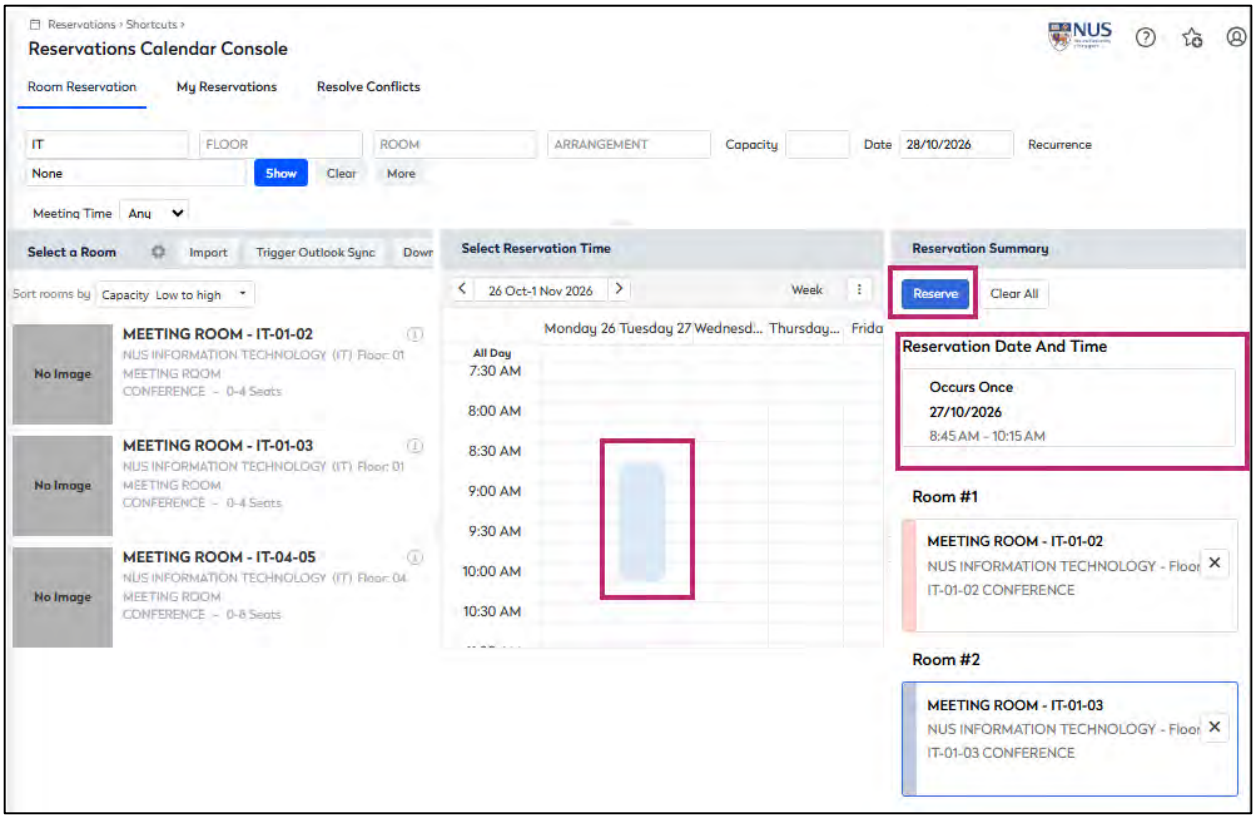


Step 6: Click on Create Bulk Bookings button in the bottom right-hand corner. This will add space for a second room.

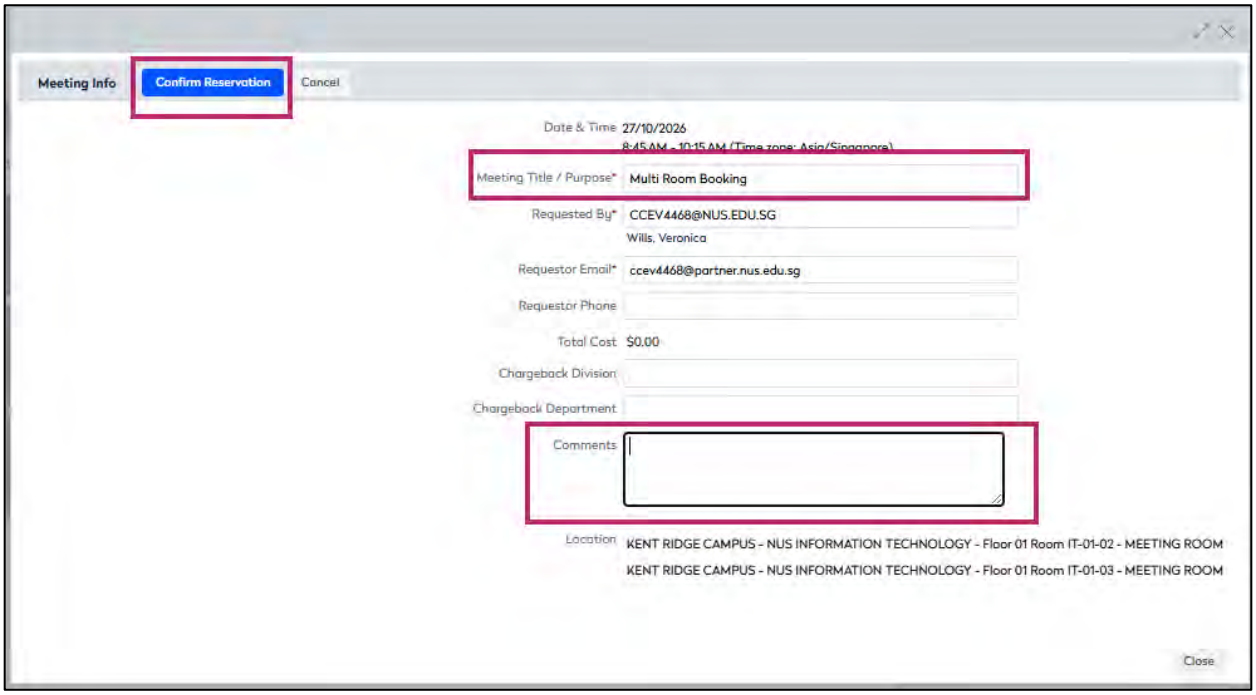


Step 7: Click on another room for it to appear in Room 2 box.

Step 8: Select the time for this reservation. On the central timeline panel - select and drag to select a time window on a specific date.

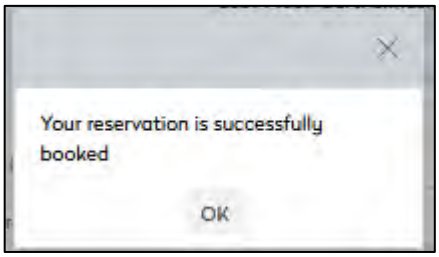


Step 9: Click on Reserve button to make the booking. A form will be displayed on screen for you to complete the booking.

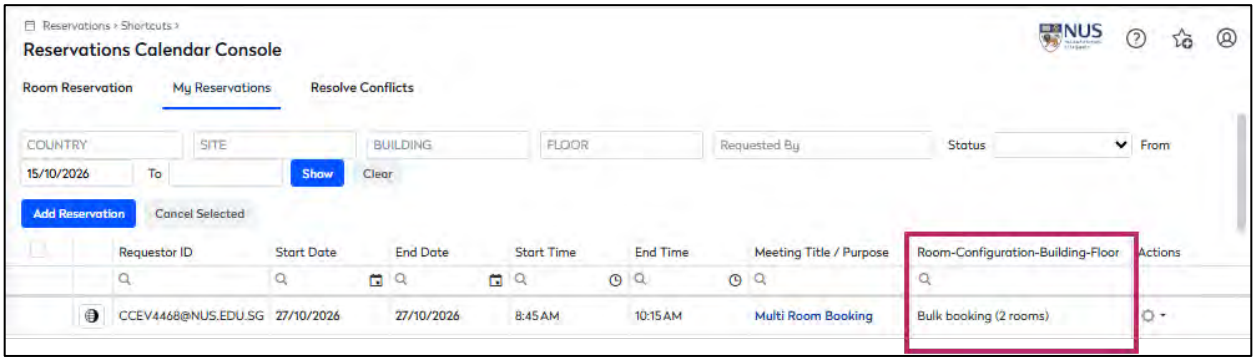


Step 10: Once you have completed the Meeting Title / Purpose and Comments you can Confirm Reservation button.

Step 11: The rooms will be booked, and the confirmation message will appear on screen.



Step 12: The system will take you to the My Reservations tab and you can see the booking just made.



Step 13: Click on the booking and the details will appear on screen.



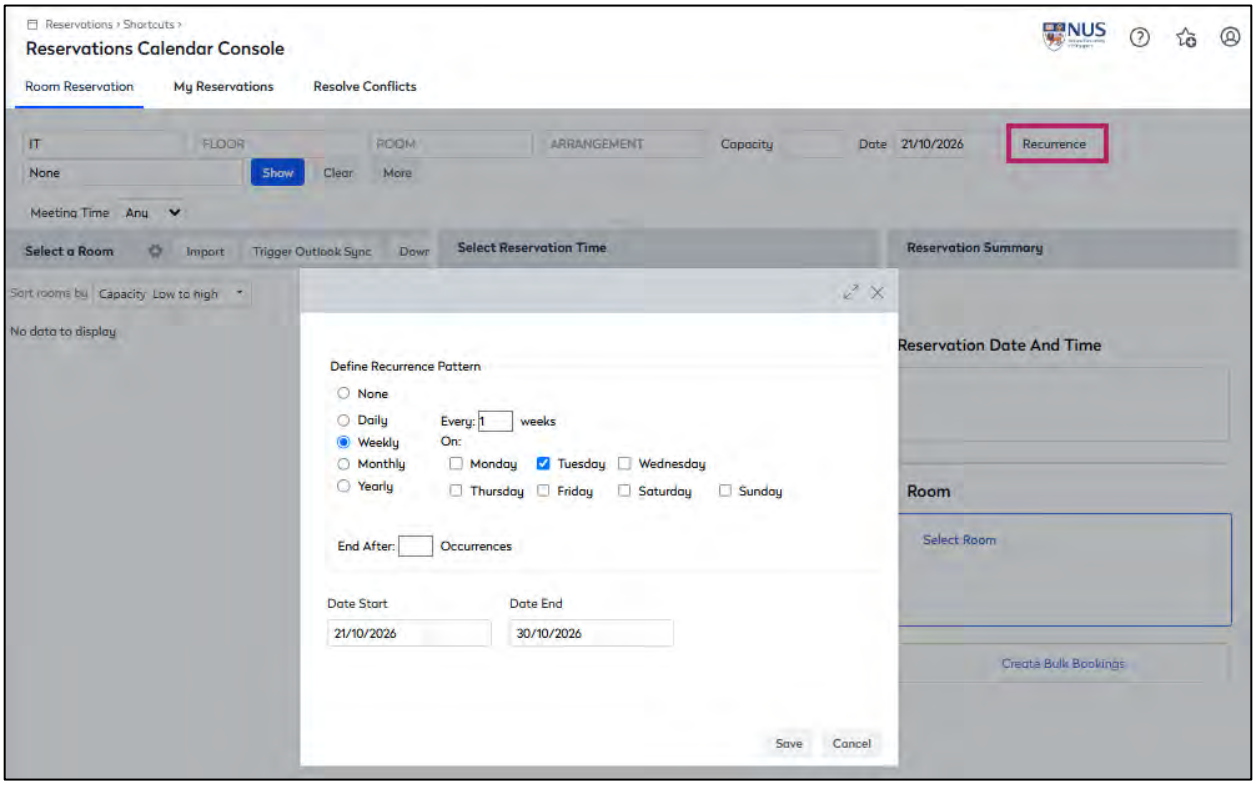
6.2.2 Recurring multiple rooms booking

Step 1: Navigate to Reservation Calendar Console

Navigation Path: Reservations > Reserve Rooms and/or Resource > Reservation Calendar Console

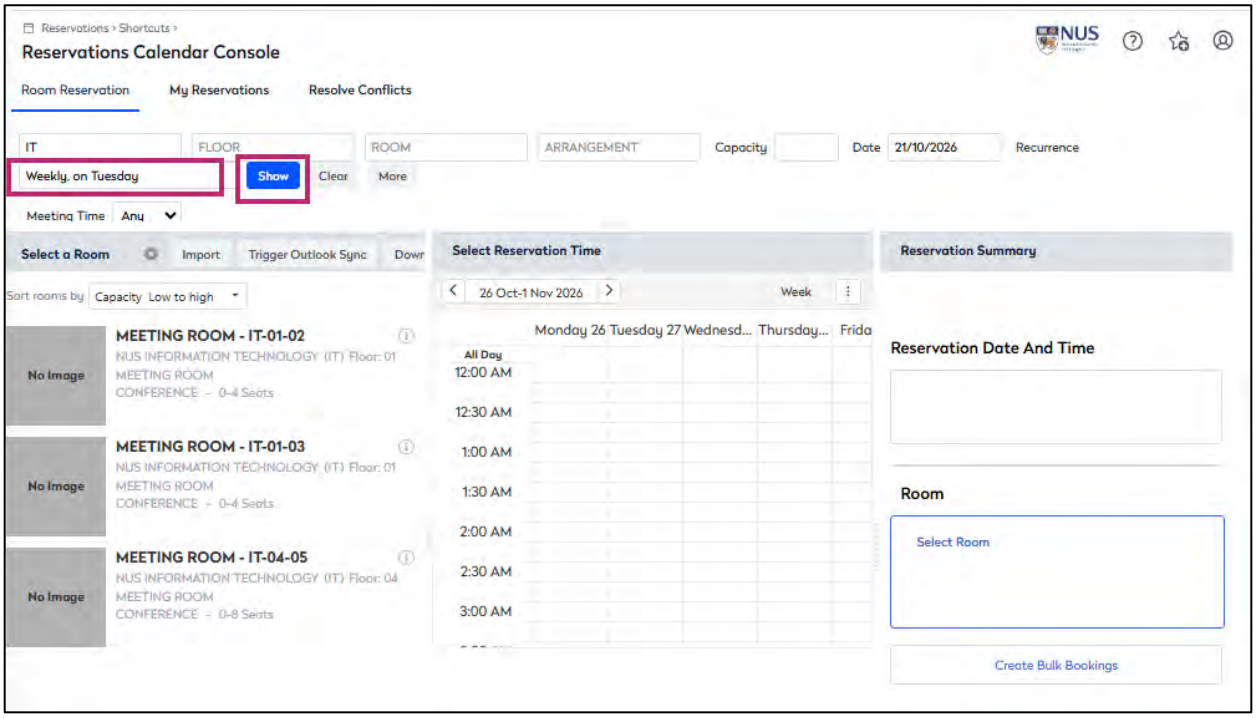
Step 2: Select your building, and date form the filter at the top

Step 3: Click on Recurrence button for the Define Recurrence Pattern form to appear.



Step 4: Complete the form with the recurring pattern you require. Save the form.

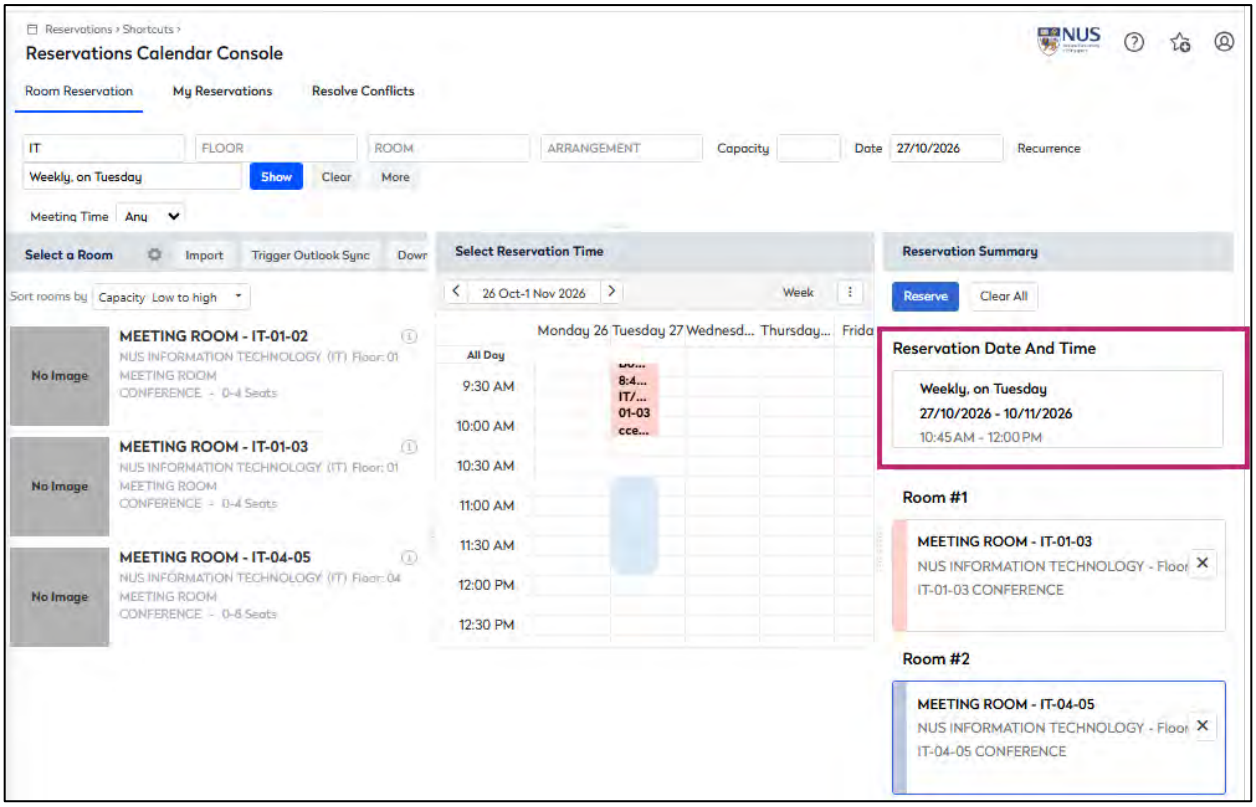
Step 5: Click on Show button from the filter to see what rooms are available.



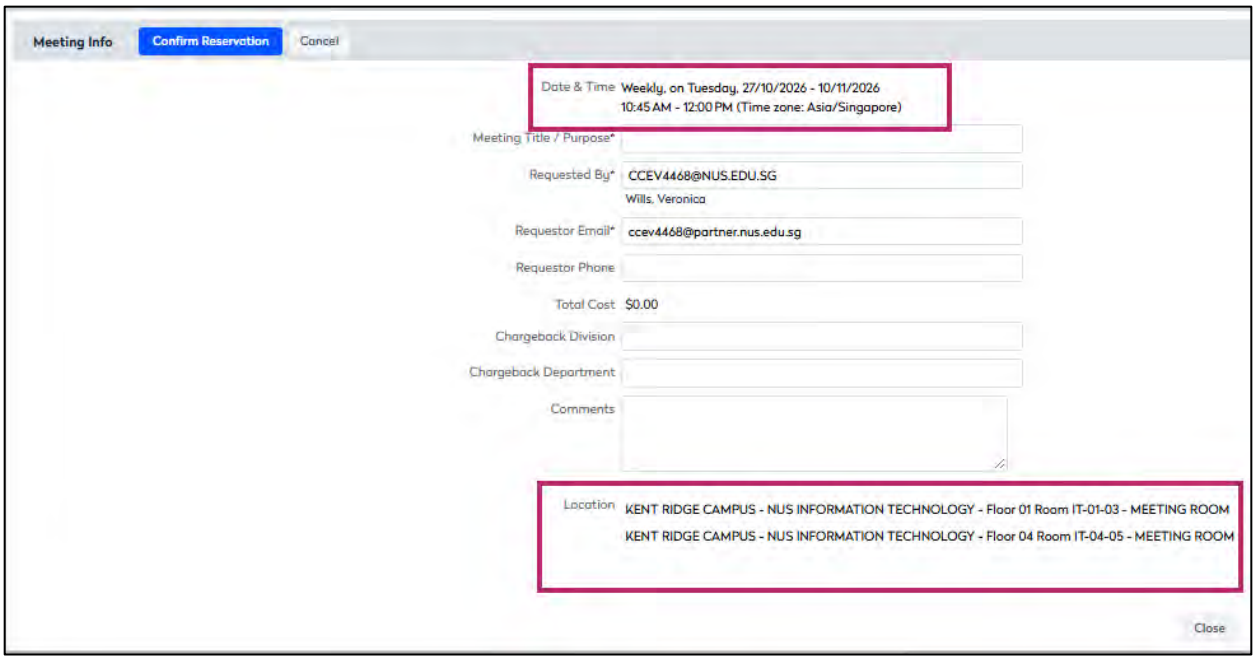
Step 6: Select the first room and then click on Create Bulk Bookings button in the bottom right-hand corner. This will add space for a second room.

Step 7: Click on another room for it to appear in Room 2 box.

Step 8: Select the time for this reservation. On the central timeline panel - select and drag to select a time window on a specific date.

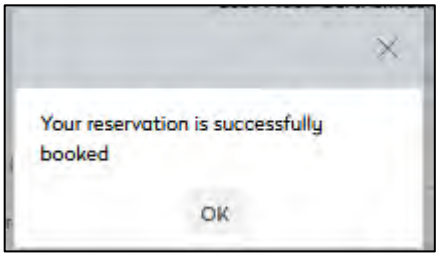


Step 9: Note the Reservation Date and Time will show the recurrence pattern entered. Click the Reserve button to make the booking. A form will be displayed on screen for you to complete the booking.

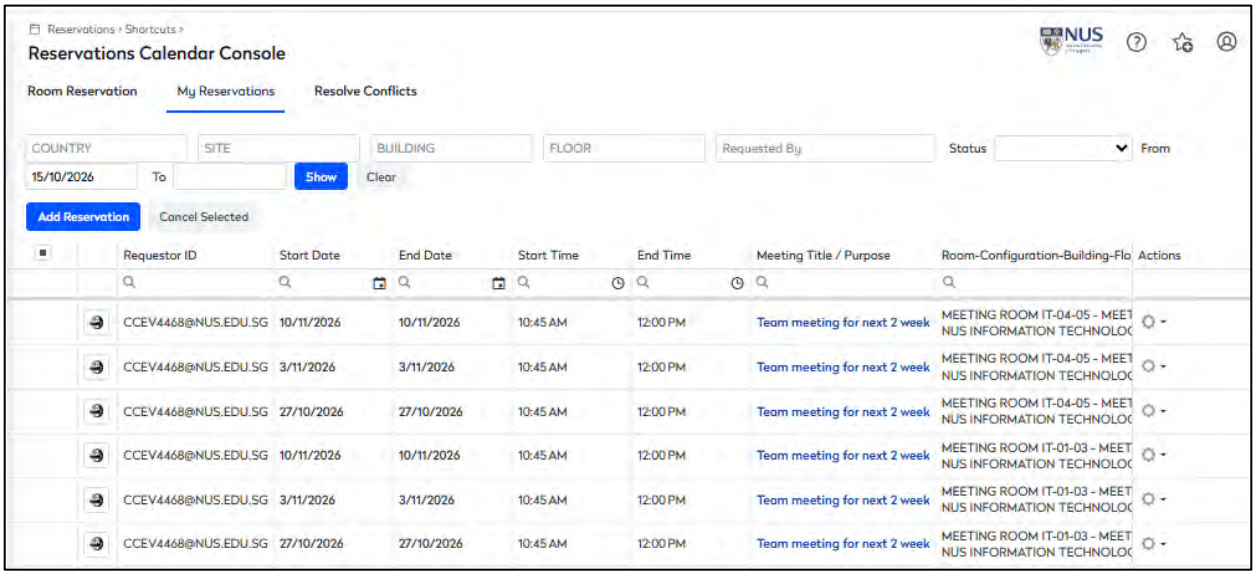


Step 10: Once you have completed the Meeting Title / Purpose and Comments you can Confirm Reservation button.

Step 11: The rooms will be booked, and the confirmation message will appear on screen.



Step 12: The system will take you to the My Reservations tab and you can see the bookings just made.



7 ADVANCED FEATURES

7.1 Managing Administrator Roles

As the Building Admin you do **not** control the adding and removing of building admin. If there are any changes required to Building Admin access you will need to seek assistance from a Super Admin user.

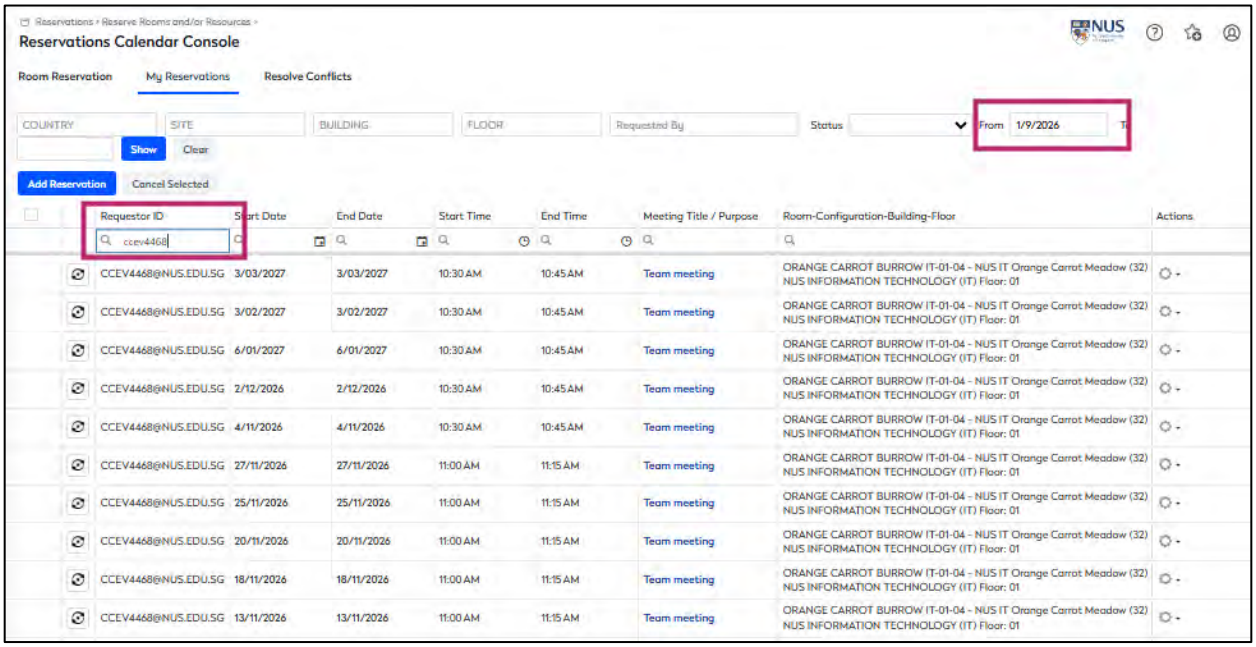
7.2 User Account Management

7.2.1 View user booking history

Step 1: Navigate to Reservations Calendar Console

Navigation Path: Reservations > Reserve Rooms and/or Resources> Reservations Calendar Console

Step 2: Move to the My Reservations tab.



Step 3: Use the from filter to select the date you wish to search for from. Leaving it blank will show records for all time.

Step 4: Use the mini filter under the column Requestor ID to restrict by a single user.

7.2.2 User Access Issues

When user experiences access issues there could be several reasons. These could

- not been granted access into VBS,
- not seeing the correct landing page or
- not viewing the correct rooms.

Access into VBS

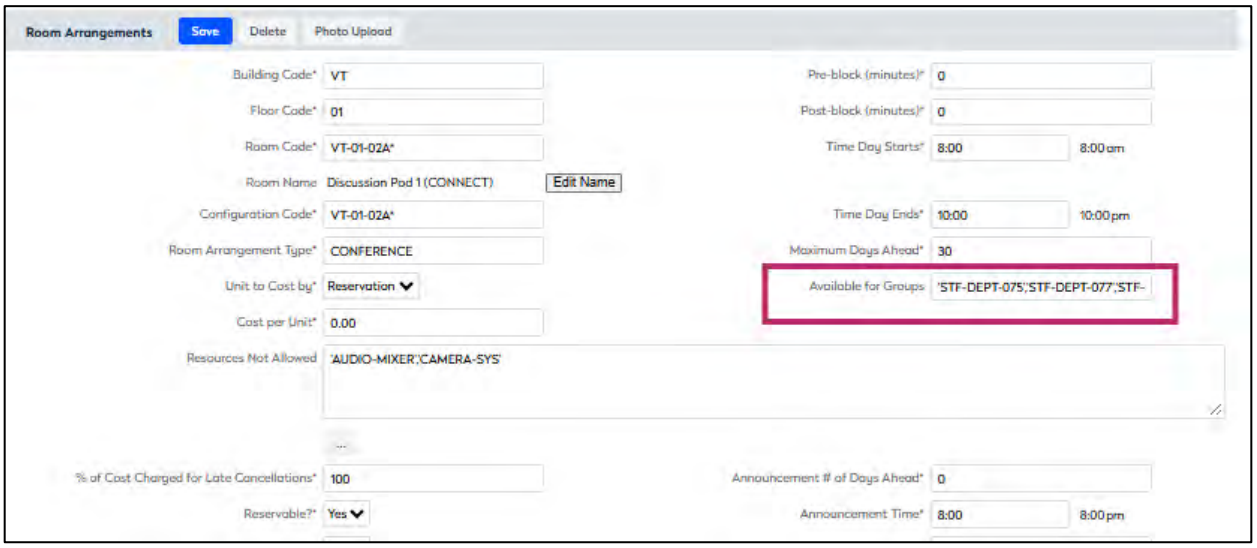
This is granted through the interface which runs daily. Please review internal processes with a Super Admin user to see why a person has not been granted access to VBS.

Not viewing the correct rooms

In this case review the Define Room Arrangements and Assign Groups to Users screen.

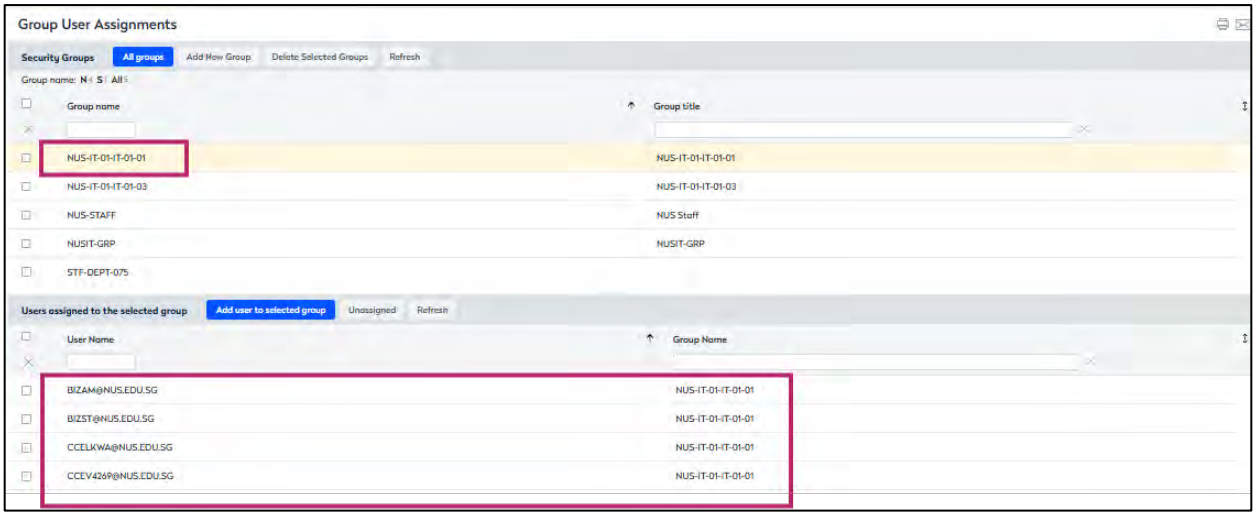
Step 1: Navigate to Define Room Arrangements

Step 2: Review the Available for Groups field



Step 3: This will list the groups that are able to see the room. If it is blank – then all users can see the room. If there are groups populated the user must be a member of that group.

Step 4: Navigate to Assign Users to Group



Step 5: Review the users listed for the group. If the user is missing add to allow them to view and book the room.

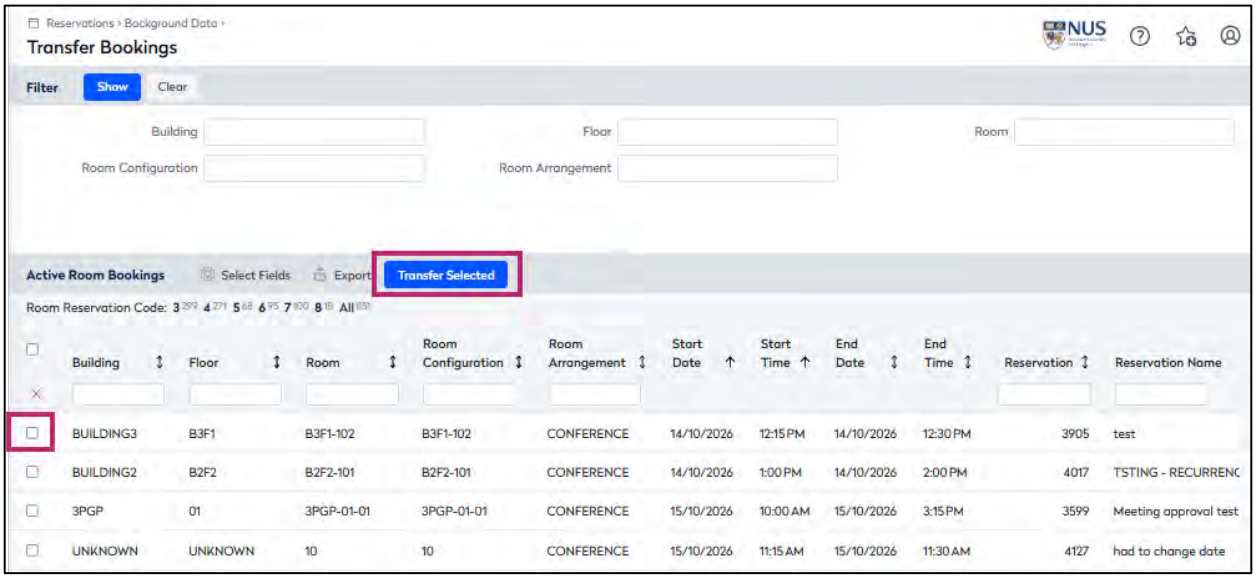
7.2.3 Transfer bookings to another location

When there is an emergency or maintenance in the building there is the ability to transfer bookings to another location.

Step 1: Navigate to Transfer Bookings

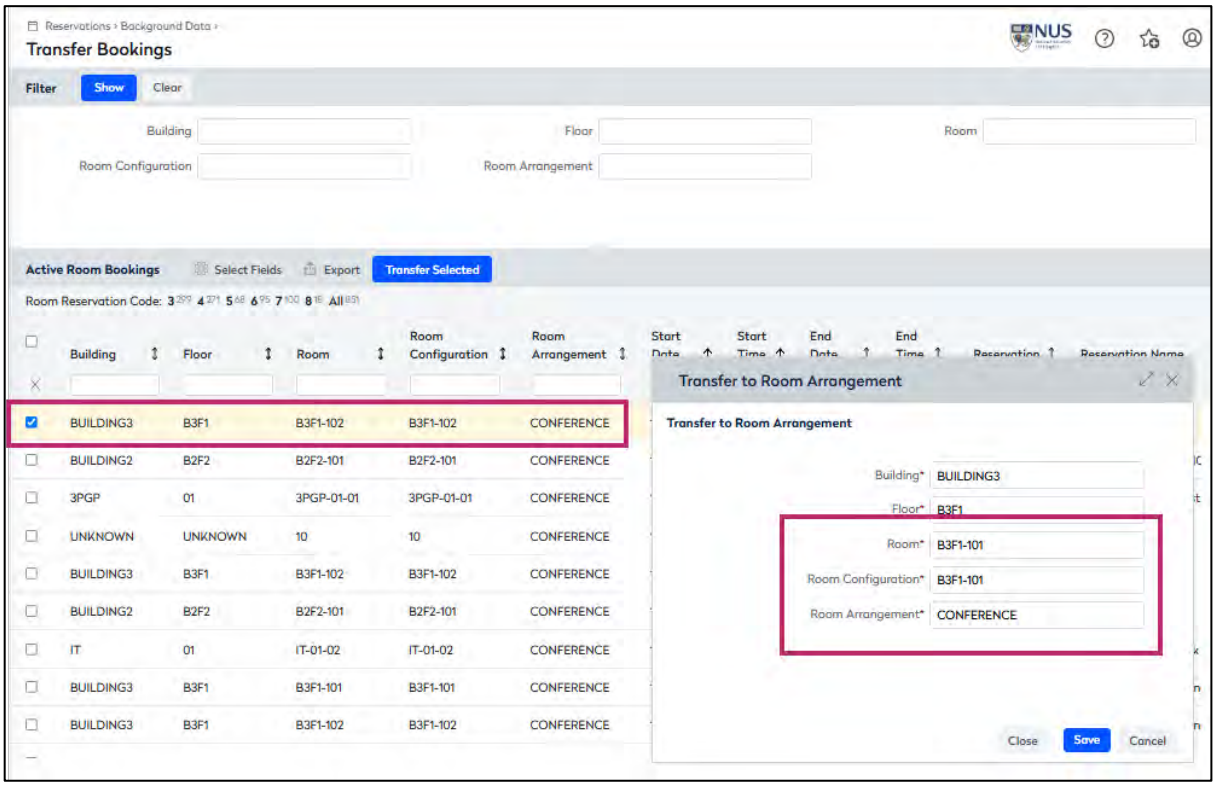
Navigation Path: Reservations > Background Data > Transfer Bookings

Step 2: Use the filter to select the building. Click on Show button.

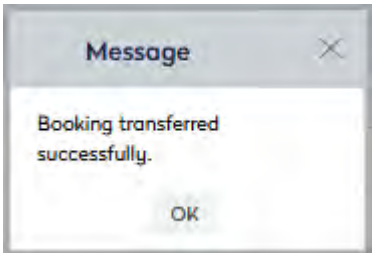


Step 3: Place a tick on the check box on the left-hand side of the screen and select Transfer Selected button.

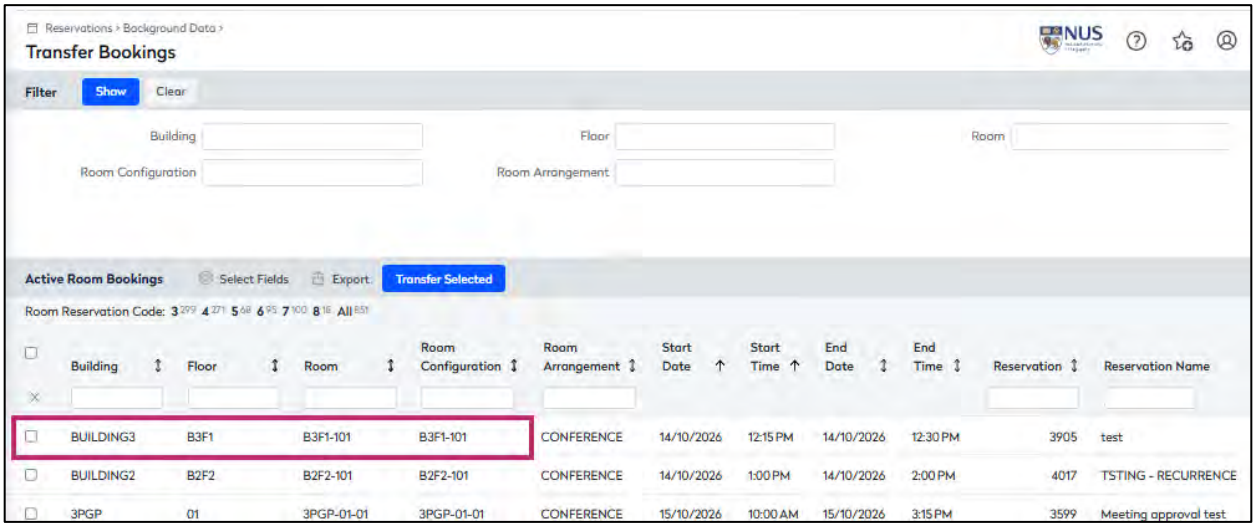
Step 4: The form will appear to allow you to transfer the booking.



Step 5: Click on Save button and the booking change will be made. A confirmation message will appear.



Step 6: The change is visible on screen for viewing.



7.2.4 Transfer Inactive User Bookings

When users leave, they may have made future bookings. These will stay in the system until the booking date if not cancelled by the user.

In some cases, the requirement may be to transfer the booking to another user. You can only see bookings for the rooms and buildings that you are an admin for.

Step 1: Navigate to Inactive User Bookings

Navigation Path: Reservations > Background Data > Inactive User Bookings

Step 2: Use the filter to select the Organizer. Click on Show button.



Step 3: When there is an inactive user, the bookings will be displayed.

Step 4: Place a tick on the check box next to the booking record. Click on Transfer Selected.

Step 5: The form will ask for the new organizer. Complete the form and click the Save button.

Step 6: The booking will now belong to the active user

8 TROUBLESHOOTING 🔍

8.1 Common Problems and Solutions

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

8.1.1 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.

8.1.2 User cannot 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.

8.1.3 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.

8.1.4 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. Recreate the QR Code for the room

5. Check the room is still marked as Reservable in the system.

8.1.5 Photos not uploading

1. Review the size of the photo.

2. Only one photo can be uploaded for each room.

3. Has the photo been uploaded in the correct location for viewing on the Room Tiles in VBS?

8.1.6 Bulk upload failed

1. Is the format of the file correct – the first and second line in the file remain

2. Has the file been downloaded from the system before populating

3. Are the details in the file correct – valid codes and date format correct

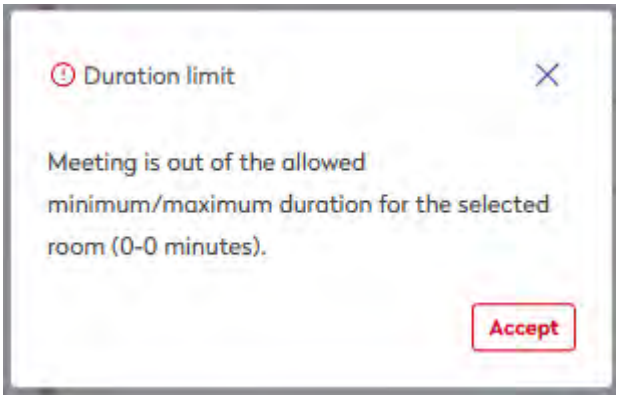
4. Has the import error file been reviewed for clarification on the issue

8.2 Understanding Error Messages

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

8.2.1 Duration Limit Error Messages

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

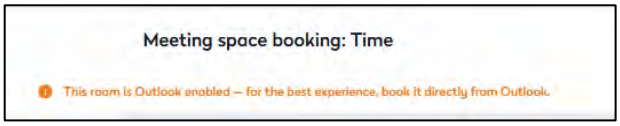


Review the Define Room Arrangements screen. Update the Maximum and Minimum booking duration fields. These need to be blank – or larger than 0.



8.2.2 Outlook Rooms

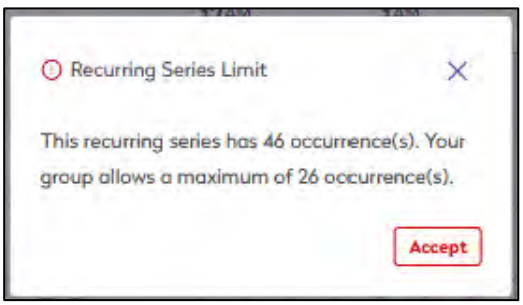
When users book rooms in VBS that are set up for booking in Outlook they will see this message.



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

8.2.3 Recurring Series Limit

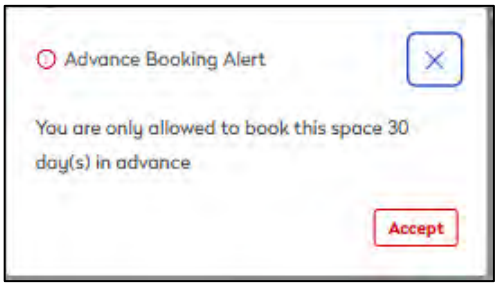
Group limits may be place on individual rooms or across all rooms. When a user exceeds the limit for the group or room, they will receive a message like this.



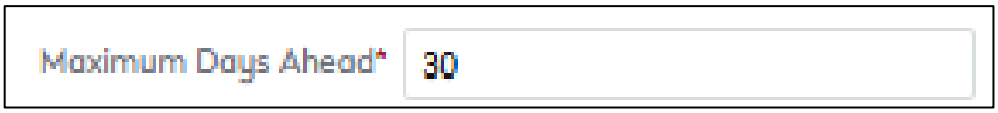
The user will need to reduce the number of occurrences for the booking to proceed.

8.2.4 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.



9 HELP AND SUPPORT 💡

9.1 Getting Help

For VBS-related enquiries, please email vbsenquiry@nus.edu.sg.
For login issues, please email itcare@nus.edu.sg for assistance.